

## DAFTAR PUSTAKA

- Abdillah., W dan Jogiyanto. 2009. Partial Least Square (PLS) Alternatif SEM Dalam Penelitian Bisnis . Penerbit Andi: Yogyakarta
- Agustina, R., Soedjatmiko, & Zainab. (2019). Pengaruh Dukungan Atasan, Pelatihan dan Sumber Daya Manusia Terhadap Kegunaan Sistem Informasi Akuntansi Keuangan Daerah pada SKPD di Pemerintahan Kota Banjarmasin. *DINAMIKA EKONOMI Jurnal Ekonomi Dan Bisnis*, 12(2), 375–389.
- Aini, Siti & Purwana, Dedi & Saptono, Ari. (2015). Pengaruh Lingkungan Keluarga Dan Efikasi Diri Terhadap Motivasi Berwirausaha Pada Mahasiswa Fakultas Ekonomi Universitas Negeri Jakarta. *Jurnal Pendidikan Ekonomi dan Bisnis (JPEB)*. 3. 22. 10.21009/JPEB.003.1.2.
- Allison, Barbara J; Voss, et al. (2001). "Student Classroom and Career Success: The Role of Organizational Citizenship Behavior." *Journal of Education for Business* 76(5): 282-288.
- Arikunto, Suharsimi. 2012. *Prosedur Penelitian Suatu Pendekatan Praktek*. Jakarta: Rineka Cipta
- Bandura, A. Self-efficacy: Toward a unifying theory of behavioral change. *Psychol. Rev.* 1977, 84, 191.
- Bradley, R.L., et al. (2017) Examining the Influence of Self-Efficacy and Self-Regulation in Online Learning. *College Student Journal*, 51, 518-530.
- Çetin,F.; A,skun, D. The effect of occupational self-ecacy on work performance through intrinsic work motivation. *Manag. Res. Rev.* 2018, 41, 186–201.
- Chen, G., Gully, S.M. and Eden, D. (2001), "Validation of a new general self-efficacy scale", *Organizational Research Methods*, Vol. 4 No. 1, pp. 62-83.
- Corsini, R. J. (1994). *Encyclopedia of psychology* (2nd ed). Vol 3. New York: John Wiley and Son.
- Cyndee Maretta Lisette Anggraini, Anwar Mansyur. 2023. Peran Komitmen Organisasi Dan Efikasi Diri Pada *Organizational Citizenship Behavior*. *COSTING* Vol. 7 No. 1 pp 717-725
- DeConinck, James. (2010). The Effect of Organizational Justice, Perceived Organizational Support, and Perceived Supervisor Support on Marketing Employees' Level of Trust. *Journal of Business Research*. 63. 1349-1355. 10.1016/j.jbusres.2010.01.003.
- Demerouti, E., Bakker, AB., Nachreiner, F. & Schaufeli, W.B. (2001). The job demandsresources model of burnout. *Journal of Applied Psychology*, 86, 499-512.
- Eisenberger, R., Stinglhamber, F., Vandenberghe, C., Sucharski, I. L., & Rhoades, L. (2002). Perceived supervisor support: Contributions to perceived

- organizational support and employee retention. *Journal of Applied Psychology*, 87(3), 565–573. doi:10.1037/0021-9010.87.3.565
- Eisenberger, R., Stinglhamber, F., Vandenberghe, C., Sucharski, I. L., & Rhoades, L. (2002). Perceived supervisor support: contributions to perceived organizational support and employee retention. *Journal of Applied Psychology*, 87 (3). 565-573
- Ghozali, I. 2017. *Model Persamaan Struktural Konsep Dan Aplikasi Program AMOS 24*. Semarang: Badan Penerbit Universitas Diponegoro
- Ghozali, Imam. 2009. *Aplikasi Analisis Multivariate dengan Program SPSS*. Semarang : UNDIP
- Gordon, Susan; Adler, Howard; Day, Jonathon; Sydnor, Sandra (2019). Perceived supervisor support: A study of select-service hotel employees. *Journal of Hospitality and Tourism Management*, 38(), 82–90. doi:10.1016/j.jhtm.2018.12.002
- Griffin, M.A., Patterson, M.G. and West, M.A. (2001), “Job satisfaction and teamwork: the role of supervisor support”, *Journal of Organizational Behavior*, Vol. 22 No. 5, pp. 537-550.
- Hapsari, Diana Candra. Riyanto, Setyanto. 2020. The Reactions over Organizational Citizenship Behavior (OCB) that viewed from Transformational Leadership, Organizational Culture, and Compensation Variables. *International Journal of Innovative Science and Research Technology* Vol. 5 No. 5 pp 1977-1984
- Hayat Bhatti, M.; Ju, Y.; Akram, U.; Hasnat Bhatti, M.; Akram, Z.; Bilal, M. Impact of Participative Leadership on Organizational Citizenship Behavior: Mediating Role of Trust and Moderating Role of Continuance Commitment: Evidence from the Pakistan Hotel Industry. *Sustainability* 2019, 11, 1170. <https://doi.org/10.3390/su11041170>
- Humaira Erum, Ghulam Abid, Francoise Contreras and Talat Islam. 2020. Role of Family Motivation, Workplace Civility and Self-E cacy in Developing A ctive Commitment and Organizational Citizenship Behavior. *Eur. J. Investig. Health Psychol. Educ.* 2020, 10, 358–374; doi: 10.3390 / ejihpe10010027
- Kartika, E.W., Kaihatu, T.S., Adiwijaya, M., & Nugroho, A. (2017). Perceived Supervisor Support (PSS), Affective Commitment, and Organizational Citizenship Behavior (OCB): Study in Indonesian Context.
- Katerine Osatuke Scott C. Moore Christopher Ward Sue R. Dyrenforth Linda Belton. 2009. Civility, Respect, Engagement in the Workforce (CREW). *The Journal of Applied Behavioral Science* Volume 45 Number 3 September 2009 384-410. 10.1177/0021886309335067
- Kurniawan, A. (2015). Pengaruh komitmen organisasi terhadap organizational citizenship behavior (OCB) pt x bandung. *Jurnal Manajemen*. 15 (1). 95-118

- Letnan Dalimunthe dan Marta Iwan Zuanda. 2020. Pengaruh *Self-Efficacy*, *Perceived Organizational Support* dan *Employee Engagement* Terhadap *Organizational Citizenship Behavior* Pada PDAM Kota Padang. JPMIS Vol. 1 No. 1 pp 114-126
- Llorens Gumbau, Susana & Schaufeli, Wilmar & Salanova, Marisa. (2007). Does a positive gain spiral of resources, efficacy beliefs and engagement exist?. *Computers in Human Behavior*. 23. 825-841. 10.1016/j.chb.2004.11.012.
- Muttke, M. (2017) The civility coaching model. International Coaching Academy
- Oktaviana, R. (2019). Hubungan Antara Keterlibatan Kerja Dengan Organizational Citizenship Behavior (Ocb) Pada Karyawan Yang Menggunakan Komputer Di Pt Semen Baturaja (Persero) Palembang. *MBIA*, 18(3), 41–48. <https://doi.org/10.33557/mbia.v18i3.433>
- Organ, D.W., Podsakoff, P.M. and MacKenzie, S.B. (2006), *Organizational Citizenship Behaviour its Nature, Antecedents, and consequences*. (Oxford Library of Psychology), 1st ed., Sage Publication, Thousand Oaks
- Podsakoff, P.M., MacKenzie, S.B., Paine, J.B. and Bachrach, D.G. (2000), "Organizational citizenship behaviours: a critical review of the theoretical and empirical literature and suggestions for future research", *Journal of Management*, Vol. 26 No. 3, pp. 513-563.
- Porath, C.L. 2011. *Civility*. In *The Oxford Handbook of Positive Organizational Scholarship*; Oxford University Press: Oxford, UK
- Porath, Christine & Gerbasi, Alexandra & Schorch, Sebastian. (2015). The Effects of Civility on Advice, Leadership, and Performance. *The Journal of applied psychology*. 100. 10.1037/apl0000016.
- Putri, P., & Wibawa, I. (2016). Pengaruh Self-Efficacy Dan Motivasi Kerja Terhadap Kepuasan Kerja Pegawai Bagian Perlengkapan Sekretariat Kabupaten Klungkung. *E-Jurnal Manajemen Universitas Udayana*, 5(11), 7339–7365
- Reed, L.; Whitten, C.; Jeremiah, J. 2019. The Importance of Teaching Civility as a Workplace Relationship Building Competency. In *Proceedings of the Annual ABSEL Conference, San Diego, CA, USA, 17 March 2019*; pp. 168–174
- Robbins, S. P. (2003) *Perilaku Organisasi: Konsep Kontroversi Aplikasi*. Edisi Kedelapan. Trans. Pujaatmaka, H & Molan, B. Jakarta: Pt. Prenlindo.
- Siti Nur Hidayah Ibrahim, Choo Ling Suan, Osman M. Karatepe, (2019) "The effects of supervisor support and self-efficacy on call center employees' work engagement and quitting intentions", *International Journal of Manpower*, <https://doi.org/10.1108/IJM-12-2017-0320>
- Sugiarto dan Siagian. 2006. *Metode Statistika*. Jakarta: Gramedia Pustaka Utama
- Sugiyono. 2018. *Metode Penelitian Kuantitatif Kualitatif dan R&B*. Bandung: Alfabeta

- Uzun, Tevfik. 2018. A Study of Correlations between Perceived Supervisor Support, Organizational Identification, Organizational Citizenship Behavior, and Burnout at Schools. *European Journal of Educational Research* Volume 7, Issue 3, 501 – 511
- Xanthopoulou, D., Bakker, A.B., Heuven, E., Demerouti, E. and Schaufeli, W.B. (2008), “Working in the sky: a diary study on work engagement among flight attendants”, *Journal of Occupational Health Psychology*, Vol. 13 No. 4, pp. 345-356
- Yulita, Dollard, M.F. and Idris, M.A. (2017), “Climate congruence: how espoused psychosocial safety climate and enacted managerial support affect emotional exhaustion and work engagement”, *Safety Science*, Vol. 96, pp. 132-142.

