

DAFTAR PUSTAKA

- Al-Omar, H. A., Arafah, A. M., Barakat, J. M., Almutairi, R. D., Khurshid, F., & Alsultan, M. S. (2019). The impact of perceived organizational support and resilience on pharmacists' engagement in their stressful and competitive workplaces in Saudi Arabia. *Saudi Pharmaceutical Journal*, 27(7), 1044–1052. <https://doi.org/10.1016/j.jsps.2019.08.007>
- Allen, D. G., Shore, L. M., & Griffeth, R. W. (2003). The Role of Perceived Organizational Support and Supportive Human Resource Practices in the Turnover Process. *Journal of Management*, 29(1), 99–118. [https://doi.org/10.1016/S0149-2063\(02\)00222-2](https://doi.org/10.1016/S0149-2063(02)00222-2)
- Ariarni, N., & Afrianty, T. W. (2017). *Pengaruh Perceived Organizational Support terhadap Kinerja Karyawan dengan Employee Engagement sebagai Variabel Intervening (Studi pada Karyawan PT. Pos Indonesia Kota Madiun)*. Brawijaya University.
- Arshadi, N., & Hayavi, G. (2013). The Effect of Perceived Organizational Support on Affective Commitment and Job Performance: Mediating Role of OBSE. *Procedia - Social and Behavioral Sciences*, 84, 739–743. <https://doi.org/10.1016/j.sbspro.2013.06.637>
- Astohar, A. (2012). Kepemimpinan (Servant Leadership) sebagai Gaya Kepemimpinan untuk Kemajuan Organisasi. *Jurnal Ilmu Manajemen Dan Akuntansi Terapan (JIMAT)*, 3(2), 11–20. <http://jurnal.stietotalwin.ac.id/index.php/JurnalIlmuManajemenDanAkunt/a/article/view/84>
- Baran, B. E., Shanock, L. R., & Miller, L. R. (2012). Advancing Organizational Support Theory into the Twenty-First Century World of Work. *Journal of Business and Psychology*, 27(2), 123–147. <https://doi.org/10.1007/s10869-011-9236-3>
- Belqis, N. A., Kalangi, M. H. E., Kristiawati, I. K., & Widyawati, N. (2024). PENGARUH SERVANT LEADERSHIP, KOMITMEN, DAN DISIPLIN KERJA TERHADAP KINERJA KARYAWAN PDAM KOTA SURABAYA. *JUTRANIS*, 1(1).
- Brown, S. P., & Leigh, T. W. (1996). A new look at psychological climate and its relationship to job involvement, effort, and performance. *Journal of Applied Psychology*, 81(4), 358–368. <https://doi.org/10.1037/0021-9010.81.4.358>
- Edmondson, A. (1999). Psychological safety and learning behavior in work teams. *Administrative Science Quarterly*, 44(2), 350–383.

<https://doi.org/10.2307/2666999>

- Edmondson, A. C., & Bransby, D. P. (2023). Psychological Safety Comes of Age: Observed Themes in an Established Literature. *Annual Review of Organizational Psychology and Organizational Behavior*, 10, 55–78. <https://doi.org/10.1146/annurev-orgpsych-120920-055217>
- Edwards, M. R., & Peccei, R. (2010). Perceived Organizational Support, Organizational Identification, and Employee Outcomes. *Journal of Personnel Psychology*, 9(1), 17–26. <https://doi.org/10.1027/1866-5888/a000007>
- Eisenberger, R., Huntington, R., Hutchison, S., & Sowa, D. (1986). Perceived organizational support. *Journal of Applied Psychology*, 71(3), 500–507. <https://doi.org/10.1037/0021-9010.71.3.500>
- Ekhsan, M. (2019). Pengaruh motivasi dan disiplin kerja terhadap kinerja karyawan. *Optimal: Jurnal Ekonomi Dan Kewirausahaan*, 13(1), 1–13.
- Eva, N., Robin, M., Sendjaya, S., van Dierendonck, D., & Liden, R. C. (2019). Servant Leadership: A systematic review and call for future research. *The Leadership Quarterly*, 30(1), 111–132. <https://doi.org/10.1016/j.lequa.2018.07.004>
- Fadillah, R., Sulastini, S., & Hidayati, N. (2017). Pengaruh kompetensi, disiplin kerja dan lingkungan kerja terhadap kinerja karyawan pada kantor bank kalsel cabang pembantu di Banjarmasin. *Jurnal Bisnis Dan Pembangunan*, 6(1), 1–9.
- Febrina, R., & Rachmawati, R. (2016). Analisis Pengaruh Leadership Trust Dan Leadership Visibility Terhadap Employee Psychological Safety (Eps) Karyawan Perusahaan Target Akuisisi. *Jurnal Manajemen Dan Bisnis Sriwijaya*, 14(3), 365–380.
- Fitriani, A. (2013). Pengaruh kinerja lingkungan dan biaya lingkungan terhadap kinerja keuangan pada BUMN. *Jurnal Ilmu Manajemen*, 1(1), 137–148.
- Frost, P. J. (2003). *Toxic Emotions at Work: How Compassionate Managers Handle Pain and Conflict*. Harvard Business School Press.
- Giorgiov, A. (2010). The servant-leadership concepts of Robert K. Greenleaf. *Perichoresis*, 8(1), 99–114.
- Graham, J. W. (1991). Servant-leadership in organizations: Inspirational and moral. *The Leadership Quarterly*, 2(2), 105–119. [https://doi.org/10.1016/1048-9843\(91\)90025-W](https://doi.org/10.1016/1048-9843(91)90025-W)
- Greenleaf, R. K. (1977). *Servant Leadership: A Journey into the Nature of*

- Legitimate Power and Greatness.* Paulist Press.
- Handoyo, S. (2010). Pengukuran servant leadership sebagai alternatif kepemimpinan di institusi pendidikan tinggi pada masa perubahan organisasi. *Makara Human Behavior Studies in Asia*, 14(2), 130–140.
- Harahap, S. F., & Tirtayasa, S. (2020). Pengaruh Motivasi, Disiplin, Dan Kepuasan Kerja Terhadap Kinerja Karyawan Di PT. Angkasa Pura II (Persero) Kantor Cabang Kualanamu. *Maneggio: Jurnal Ilmiah Magister Manajemen*, 3(1), 120–135. <https://doi.org/10.30596/maneggio.v3i1.4866>
- Huda, M., Prasetya, F. D., & Safitri, W. (2024). Peran Kepribadian sebagai Moderasi Pengaruh Servant Leadership dan Motivasi Kerja terhadap Kinerja Karyawan. *JSMA (Jurnal Sains Manajemen Dan Akuntansi)*, 16(1), 51–67.
- Hunt, J. G., Hosking, D.-M., & Schriesheim, C. A. (2013). *Leaders and managers: International perspectives on managerial behavior and leadership*. Elsevier.
- Intifada, R., & Nurtjahjanti, H. (2013). Hubunganantara Perceived Organizational Support Dengan Organizational Citizenship Behavior Pada Karyawan Hotel Pandanaran Semarang. *Jurnal EMPATI*, 2(3), 121–130. <https://doi.org/10.14710/empati.2013.5258>
- Kahn, W. A. (1990). PSYCHOLOGICAL CONDITIONS OF PERSONAL ENGAGEMENT AND DISENGAGEMENT AT WORK. *Academy of Management Journal*, 33(4), 692–724. <https://doi.org/10.2307/256287>
- Kristianto, E., Wijaya, D. K., & Remisa, M. (2016). Perceived organizational support (POS) sebagai pemediasi pengaruh keadilan prosedural, penghargaan, dukungan supervisor dan kondisi kerja terhadap komitmen afektif di Restoran Fusia Surabaya. *Jurnal Hospitality Dan Manajemen Jasa*, 4(1), —. <https://publication.petra.ac.id/index.php/manajemen-perhotelan/article/view/4134>
- Kurniawan, I. S., & Harsono, M. (2021). Dukungan Organisasi yang Dirasakan: Anteseden, Proses, dan Hasil. *Jurnal Manajemen Dan Organisasi*, 12(1), 67–80. <https://doi.org/10.29244/jmo.v12i1.34092>
- Kurniawan, I. S., & Naeni, H. L. (2021). Pengaruh Dukungan Rekan Kerja Terhadap OCB Dengan Kepuasan Kerja Sebagai Pemediasi Pada Karyawan Grage Jogja Hotel. *JPEK (Jurnal Pendidikan Ekonomi Dan Kewirausahaan)*, 5(1), 119–128.
- Liden, R. C., Wayne, S. J., Zhao, H., & Henderson, D. (2008). Servant leadership: Development of a multidimensional measure and multi-level assessment.

- The Leadership Quarterly*, 19(2), 161–177.
<https://doi.org/10.1016/j.lequa.2008.01.006>
- Littman-Ovadia, H., Lavy, S., & Bareli, Y. (2013). Exploring the contribution of personal resources to job performance: The role of personal resources in mediated relationships. *Journal of Career Assessment*, 21(3), 338–350. <https://doi.org/10.1177/1069072713480499>
- Luo, H. (2020). Review of Research Progress on Perceived Organizational Support and Organizational Identity. *Open Journal of Business and Management*, 08(02), 809–819. <https://doi.org/10.4236/ojbm.2020.82050>
- Mangkunegara, A. P. (2013). *Manajemen Sumber Daya Manusia Perusahaan* (Edisi 12,). Remaja Rosdakarya.
- Mangkunegara, A. P. (2017). *Manajemen sumber daya manusia perusahaan* (Cetakan ke). Remaja Rosdakarya.
- Mathis, R. L., & Jackson, J. H. (2006). *Human Resource Management* (11th ed.). Thomson South-Western.
- Muzaki, F. I.; Sari, W. U.; Putri, I. K.; Arianto, R. S.; Putra, R. S. (2023). Faktor-faktor yang mempengaruhi kinerja karyawan: Motivasi, kepemimpinan, lingkungan kerja, budaya organisasi, dan prestasi kerja. *Greenomika*, 5(1), 52–60.
- Nasution, N. N., & Karneli, O. (2023). Pengaruh Perceived Organizational Support Terhadap Kinerja Melalui Kepuasan Kerja Karyawan PT. Artha Veda Pekanbaru. *Jurnal Simki Economic*, 6(2), 376–385.
- Newman, A., Thanacoody, R., & Hui, W. (2011). The effects of perceived organizational support, perceived supervisor support and intra-organizational network resources on turnover intentions: A study of Chinese employees in multinational enterprises. *Personnel Review*, 41(1), 56–72.
- Noor, S. (2018). Manajemen sumber daya manusia. *Yogyakarta: Graha Ilmu*.
- Nurdiansyah, R., Mariam, S., Ameido, M. A., & Ramli, A. H. (2020). Work Motivation, Job Satisfaction and Employee Performance. *Business and Entrepreneurial Review*, 20(2), 153–162. <https://doi.org/10.25105/ber.v20i2.8006>
- Patterson, K. A. (2003). *Servant Leadership: A Theoretical Model*. Regent University.
- Prasetyono, H., & Ramdayana, I. P. (2020). Pengaruh servant leadership, komitmen organisasi dan lingkungan fisik terhadap kinerja guru. *Jurnal Akuntabilitas*

- Manajemen Pendidikan*, 8(2), 108–123.
<https://doi.org/10.21831/jamp.v8i2.28458>
- Pusparini, P. A., Farida, N., & Widiartanto, W. (2015). Pengaruh Commitment Organizational Dan (POS) Terhadap Kinerja Karyawan Melalui (OCB) Pada PT. Nasmoco Kaligawe. *Jurnal Ilmu Administrasi Bisnis*, 4(2), 420–429.
- Putri, S. F., Edward, E., & Octavia, A. (2022). Pengaruh Servant Leadership, Motivasi Intrinsik Dan Komitmen Afektif Terhadap Kinerja Pegawai Di Kantor Camat Danau Teluk. *Jurnal Ekonomi Manajemen Sistem Informasi*, 4(2), 211–223.
- Rafifah, P., Maulana, A., & Gunawan, E. (2022). Pengaruh Workplace Well-Being dan Kesehatan Mental terhadap Kinerja Karyawan pada PT Mega Hotel Lestari. *SOSMANIORA: Jurnal Ilmu Sosial Dan Humaniora*, 1, 448–456. <https://doi.org/10.55123/sosmaniora.v1i4.1157>
- Ratnasari, S. L., Wulandari, S., & Hadi, M. A. (2022). Pengaruh Perceived Organizational Support, Human Relation, Kompetensi, dan Disiplin Kerja Terhadap Kinerja Karyawan. *Jurnal Dimensi*, 11(1), 115–126.
- Ratnawati, E., Sukidjo, & Efendi, R. (2020). *The Effect of Work Motivation and Work Experience on Employee Performance*. *International Journal of Multicultural and Multireligious Understanding* 7(8), 109-116. <https://doi.org/10.18415/ijmmu.v7i8.1809>. April 2020. <https://doi.org/10.18415/ijmmu.v7i3.1534>
- Rhoades, L., & Eisenberger, R. (2002). Perceived organizational support: a review of the literature. *Journal of Applied Psychology*, 87(4), 698.
- Rhoades, L., Eisenberger, R., & Armeli, S. (2001). Affective commitment to the organization: The contribution of perceived organizational support. *Journal of Applied Psychology*, 86(5), 825–836. <https://doi.org/10.1037/0021-9010.86.5.825>
- Riniwati, H. (2016). *Manajemen sumberdaya manusia: Aktivitas utama dan pengembangan SDM*. Universitas Brawijaya Press.
- Robbins, S. P. (2001). *Organizational Behavior* (9th ed.). Prentice Hall.
- Sapengga, S. E. (2016). Pengaruh servant leadership terhadap kinerja karyawan pada PT. Daun Kencana Sakti Mojokerto. *Agora*, 4(1), 645–650.
- Schein, E. H., & Bennis, W. G. (1965). *Personal and Organizational Change Through Group Methods: The Laboratory Approach*. Wiley.
- Sendjaya, S., & Sarros, J. C. (2002). Servant Leadership: Its Origin, Development,

- and Application in Organizations. *Journal of Leadership & Organizational Studies*, 9(2), 57–64. <https://doi.org/10.1177/107179190200900205>
- Setiawan, T. (2018). Pemberdayaan sumber daya manusia sebagai instrumen peningkatan kinerja organisasi. *PEMBERDAYAAN SUMBER DAYA MANUSIA SEBAGAI INSTRUMEN PENINGKATAN KINERJA ORGANISASI*, 16(3).
- Sinambela, L. P. (2016). *Manajemen Sumber Daya Manusia: Membangun Tim Kerja yang Solid untuk Meningkatkan Kinerja*. Bumi Aksara.
- Siregar, R. (2017). Sumber daya manusia dalam pembangunan nasional. *Prosiding Seminar Nasional Tahunan Fakultas Ilmu Sosial Universitas Negeri Medan*, 2(2), 378–381.
- Spears, L. C. (1995). Introduction: Servant-Leadership and the Greenleaf Legacy. In L. C. Spears (Ed.), *Reflections on Leadership: How Robert K. Greenleaf's Theory of Servant Leadership Influenced Today's Top Management Thinkers* (pp. 1–14). John Wiley & Sons.
- Spears, L. C. (2009). Character and Servant Leadership: Ten Characteristics of Effective, Caring Leaders. *The Journal of Virtues & Leadership*, 1(1), 25–30.
- Sulistyani, A. T. (2009). *Manajemen Sumber Daya Manusia*. Graha Ilmu.
- Suwatno, H., & Priansa, D. J. (2016). *Manajemen SDM dalam organisasi publik dan bisnis*. Alfabeta.
- Thomas, A. B. (1990). Judul Artikel Lengkap. *Nama Jurnal*, 12(3), 45–60. <https://doi.org/10.xxxx/xxxxxx>
- Vardaman, J. M., Allen, D. G., Otundo, R. F., Hancock, J. I., Shore, L. M., & Rogers, B. L. (2016). Social comparisons and organizational support: Implications for commitment and retention. *Human Relations*, 69(7), 1483–1505. <https://doi.org/10.1177/0018726715619687>
- Wayne, S. J., Shore, L. M., & Liden, R. C. (1997). Perceived Organizational Support And Leader-Member Exchange: A Social Exchange Perspective. *Academy of Management Journal*, 40(1), 82–111. <https://doi.org/10.5465/257021>
- Wicaksono, A. W. (2025). Pengaruh Perceived Organizational Support dan Motivasi Intrinsik Terhadap Kinerja Pegawai Melalui Perilaku Inovasi Sebagai Intervening. *Innovation, Theory & Practice Management Journal*, 4(1), 14–29.