

DAFTAR PUSTAKA

- A.A. Anwar Prabu Mangkunegara. (2017). *Manajemen Sumber Daya Manusia Perusahaan*, Bandung : Remaja Rosdakarya.
- A Kusuma Negara, RW Febrianti, (2019). *The Influence Of Public Service Motivation, Perceived Organizational Support And Organizational Citizenship Behavior On The Performance Of Public Sector Organizations*, Dynamic Management Journal 3 (2), 53-64, 2019
- Abdullah. (2015). *Metodologi Penelitian Kuantitatif*. Yogyakarta: Aswaja Pressindo
- Afandi, P. (2018). *Manajemen Sumber Daya Manusia (Teori, Konsep dan Indikator)*. Riau: Zanafa Publishing.
- Amalia dan Veneta (2018). *Pengaruh Kepemimpinan Transformasional Organisasi Terhadap Organizational Citizenship Behaviour*. Jurnal Riset Bisnis dan Investasi.
- Antonio, N. E., & Sutanto, E. M. (2014). *Pengaruh Motivasi Dan Kepuasan Kerja Karyawan Terhadap Organizational Citizenship Behavior Di CV Supratex*. Jurnal Universitas Kristen Petra, 2(1), 121–131.
- Bernardin, H. J dan Russell, J. E. A. (2013), *Human Resource Management, Sixth Edition*. New York: McGrawHill.
- Chopora, Shweta, dkk. 2017. "Perception of Performance Indicators in an AgriFood Supply Chain: A Case Study of India's Public Distribution System". International Journal Food System Dynamics,8(2), page 130-145.
- Chusminah, C., & Haryati, R. A. (2019). *Analisis Penilaian Kinerja Pegawai Pada Bagian Kepegawaian dan Umum Direktorat Jenderal P2P Kementerian Kesehatan*. Widya Cipta-J. Sekr. dan Manaj, 3(1), 61-70.
- Dewanggana, B. D., Paramita, P. D., & Andi, T. H. (2016). *Pengaruh Komitmen Organisasi, Kepuasan Kerja, Budaya Organisasi Terhadap Organizational Citizenship Behavior (OCB) Yang Berdampak Pada Prestasi Kerja Karyawan (Studi pada PT. PLN APP Semarang)*. Journal of Management, 2(2), 1–10.
- Eka, P., Yanti, T., & Supartha, I. W. G. (2017). *Kinerja terhadap Organizational Citizenship Behavior Fakultas Ekonomi dan Bisnis Universitas Udayana Bali , Indonesia* 6(2), 721–747.

- Gautama, Karina Debbie, and Edalmen Edalmen. (2020) "Pengaruh Motivasi Kerja Terhadap Kinerja Karyawan dengan Organizational Citizenship Behavior sebagai Mediasi." Jurnal Manajerial Dan Kewirausahaan 2.3: 749-757.
- Ghozali, I., & Latan, H. (2015). *Partial least squares: Konsep, teknik, dan aplikasi menggunakan program smart PLS 3.0* (2nd ed.). Semarang: Universitas Dipone-goro Semarang.
- Gould-Williams, J. S., Mostafa, A. M. S., & Bottomley, P. (2015). *Public service motivation and employee outcomes in the egyptian public sector: Testing the mediating effect of person-organization fit*. Journal of Public Administration Research and Theory, 25(2), 597–622.
- Hartatik, Puji Indah. (2014). *Buku Praktis Mengembangkan SDM*. Jogjakarta: Suka Buku
- Kusuma, A., & Wahyu, R. (2014). *Pengaruh Public Service Motivation Terhadap Kinerja Pegawai*. Skripsi Universitas Negeri Yogyakarta.
- Lee, G., & Choi, D. L. (2013). *Does Public Service Motivation Influence the College Students' Intention to Work in the Public Sector? Evidence From Korea*. Review of Public Personnel Administration, 36(2), 145–163
- Mathis, dan Jackson, 2017, *Manajemen Sumber Daya Manusia* Edisi 9, dialihbahasakan oleh Jimmy Sadeli dan Bayu Prawira Hie, Salemba Empat, Jakarta.
- Mudrajad Kuncoro, (2013). “*Metode Riset untuk Bisnis dan Ekonomi*” Edisi 4. Jakarta: Erlangga.
- Novelia, M., Swasto, B. & Ruhana, I. (2016). *Pengaruh komitmen dan organizational citizenship behavior (OCB) terhadap kinerja (studi pada tenaga keperawatan Rumah Sakit Umum Daerah dr. Soegiri Lamongan)*. Jurnal Administrasi Bisnis, 38(2), 71–78.
- Organ, D. W. 2015. *International Encyclopedia of the social & behavioral sciences*: second Edition Volume 17. Amsterdam: Elsevier
- Organ, D. W. 2015. *Organizational Citizenship Behavior : Recent Trends and Developments*. Annual Review of Organizational Citizenship Behavior, 5(1), 295-306.
- Pasolong, Harbani. (2017). *Teori Administrasi Publik*. Bandung: Alfabeta, CV

- Perry et. al. 2016. *Measuring Public Service Motivation: an Assessment of Construct Reliability and Validity*. Journal of Public Administration Research and Theory. Vol. 6, No. 1, p: 5-22
- Perry, James L., and Wise Loise.R .(2013). *The Motivational Bases of Public Service*. Public Administration Review 50(3): 367–73
- Potipiroon, W., & Ford, M. T. (2017). *Does Public Service Motivation Always Lead to Organizational Commitment? Examining the Moderating Roles of Intrinsic Motivation and Ethical Leadership*. Public Personnel Management, 46(3), 1–28.
- Priansa, Donni Juni. 2018. *Perencanaan & Pengembangan SDM*. Bandung. Alfabeta.
- Putri, Yumna Dalian & Hamidah ayati Utami. 2017. *Pengaruh Organisational Citizenship Behavior (OCB) terhadap Kinerja*. Jurnal Administrasi Bisnis (JAB). Volume 46 No. 1 halama 27-34
- Rani, Indria Hangga. 2017. *Pengaruh Penilaian Kinerja Terhadap Kinerja Karyawan Dengan Motivasi Sebagai Variabel Moderasi*. Jurnal : Akuntansi, Ekonomi dan Manajemen Bisnis vol. 3, no. 2
- Robbins, Stephen P & Judge, Timothy A. 2013. *Organizational Behavior Edition 15*. New Jersey: Pearson Education
- Robbins, Stephen P., Judge Timothy A. 2015, *Organizational Behavior (Edisi15)*. New Jersey:Pearson Education Inc.
- Sandy Martha, Muhammad. 2015. “*Karakteristik Pekerjaan dan Kinerja Dosen Luar Biasa UIN Sunan Gunung Djati Bandung: Komitmen Organisasi Sebagai Variabel Moderating*”. Tesis di Universitas Widayatama Bandung.
- Saskya Nissya Putri. 2017. “*Pengaruh Motivasi Pelayanan Publik dan Organizational Citizenship Behavior Terhadap Kinerja Pegawai Dinas Penanaman Modal dan Pelayanan Perizinan Terpadu (DPMPPPT) Kabupaten Sleman*”. Tesis di Universitas Negri Yogyakarta.
- Shim D. C., Faerman S. (2015). *Government employees' organizational citizenship behavior: The impacts of public service motivation, organizational identification, and subjective OCB norms*. Int. Public Manage. J. 20 531–559. 10.1080/10967494.2015.1037943
- Sinambela, Lukman. 2014. *Reformasi Pelayanan Publik*. Jakarta: Bumi Aksara
- Sugiyono (2019). *Statistika untuk Penelitian*. Bandung : CV Alfabeta

- Sutanto, Eddy Madiono dan Ferdinand Mario Patty. 2014. *Persepsi Akan Gaji, Motivasi Kerja, dan Kinerja Karyawan PT. Mitra Bara Sejahtera*. Jurnal of Business and Banking. Vol. 4 No.1, May 2014. (1-14)
- Tambe S., & Shanker, M. 2014. *A Study of Organizational Citizenship Behavior (OCB) and Its Dimensions: A Literature Review*. International Research Journal of Business and Management Volume No – I, 67-73.
- Wibowo, 2016. *Manajemen Kinerja*, Edisi Kelima, PT.Rajagrafindo Persada Jakarta-14240.
- Zhu, L., Li, H., Wang, F. K., He, W., & Tian, Z. (2020). *How online reviews affect purchase intention: a new model based on the stimulus-organism-response (S-O-R) framework*. Aslib Journal of Information Management. <https://doi.org/10.1108/AJIM-11-2019-0308>