

DAFTAR PUSTAKA

- Afifah, H. N. (2021). *Pengaruh kompensasi dan komitmen organisasi terhadap Organizational Citizenship Behavior (OCB) dimediasi oleh motivasi kerja pada karyawan PDAM Kota Batu*. Universitas Islam Negeri Maulana Malik Ibrahim.
- Agus Budi Purwanto. (2016). *Pengaruh Motivasi, Kompensasi dan Lingkungan Kerja Terhadap Produktivitas Kerja Karyawan (Agus Budi P & Octavia Wulandari) Buletin Bisnis & Manajemen*. 02(01), 9–26.
- Ahdiyana, M. (2015). Dimensi Organizational Citizenship Behavior (OCB) dalam Kinerja Organisasi. In *Efisiensi - Kajian Ilmu Administrasi* (Vol. 10, Issue 1). <https://doi.org/10.21831/efisiensi.v10i1.3965>
- Ahmad, S. W., & Khan, T. (2016). Does Motivation Lead to Organizational Citizenship Behavior?– A Theoretical Review. *Global Journal of Management and Business Research*, 16(7), 2249–4588.
- Ali, A., Bin, L. Z., Piang, H. J., & Ali, Z. (2016). The Impact of Motivation on the Employee Performance and Job Satisfaction in IT Park (Software House) Sector of Peshawar, Pakistan. *International Journal of Academic Research in Business and Social Sciences*, 6(9), 297–310. <https://doi.org/10.6007/ijarbss/v6-i9/2311>
- Amin, M., Shamim, A., Ghazali, Z., & Khan, I. (2021). Employee Motivation to Co-Create Value (EMCCV): Construction and Validation of Scale. *Journal of Retailing and Consumer Services*, 58(April 2020), 102334. <https://doi.org/10.1016/j.jretconser.2020.102334>
- Andardinata, A., & Sulaeman, S. (2019). Pengaruh Kompensasi Terhadap Kepuasan Kerja Karyawan pada PT. Graha Sarana Duta Makassar. *Movere Journal*, 1(2), 211–217. <https://doi.org/10.53654/mv.v1i2.62>
- Andriany, D. (2019). Pengaruh kompensasi dan lingkungan kerja terhadap kepuasan kerja karyawan pada PT. Karya Deli Stelindo Medan. *Jurnal Manajemen Bisnis STIE IBBI*, 20(2), 1–77.
- Aryana Mahayasa, I. G., Ketut Sintaasih, D., & Surya Putra, M. (2018). Pengaruh Kepuasan Kerja Dan Budaya Organisasi Terhadap Komitmen Organisasional Dan Organizational Citizenship Behavior Perawat. *Jurnal Manajemen, Strategi Bisnis Dan Kewirausahaan*, 73–86.
- Aziz, A. (2020). *Hubungan Antara Kepuasan Kerja Terhadap Organizational Citizenship Behavior (OCB) Pada Karyawan Perum LPPNPI Cabang Medan*. Universitas Medan Area.
- Azmal, R., Negoro, D. A., & Syah, T. Y. R. (2019). The influence cash position analysis over debt to equity ratio, return on assets, and inventory turnover on dividend payout ratio: Consumer goods companies in Indonesia stock exchange 2012-2017 case study. *Journal of Multidisciplinary Academic*, 3(4), 76–81.
- Ben Mansour, K. (2016). An analysis of business' acceptance of internet banking: an integration of e-trust to the TAM. *Journal of Business and Industrial Marketing*, 31(8), 982–994. <https://doi.org/10.1108/JBIM-10-2016-271>
- Cahyani, T. H. (2021). *Pengaruh Gaya Kepemimpinan Transformasional dan Motivasi Kerja terhadap Organizational Citizenship Behavior Karyawan dimediasi oleh Kepuasan Kerja (Studi pada PT Sumberdaya Dian Mandiri)*. Universitas Mercu Buana Jakarta-Menteng.
- Chahal, H., & Mehta, S. (2010). Antecedents and Consequences of Organisational Citizenship Behaviour (OCB): A Conceptual Framework in Reference to Health Care Sector. *Journal of Services Research*, 10(2), 25–44.
- Demirel, Y., Elhusadi, I., & Alhasadi, A. (2018). The Relationship between Organizational Citizenship Behavior and Organizational Factors. *International Journal of Business and Management Invention (IJBMI) ISSN*, 7(3), 27–39.
- Eden, & Suhardi. (2021). Pengaruh Kompensasi dan Disiplin Kerja Terhadap Kinerja Karyawan PT Indoprof D'penyetz Sejati di kota Batam. *Ekuivalensi (Jurnal Ekonomi*

- Bisnis*), 7(1), 99–112.
- Fadillah, B., Widodo, H. D., & Budiatmo, A. (2013). Pengaruh Motivasi Dan Lingkungan Kerja Terhadap Produktivitas Karyawan Melalui Kepuasan Kerja Karyawan Produksi Bagian Jamu Tradisional Unit Kaligawe PT. Njonja Meneer Semarang. *Jurnal Ilmu Administrasi Bisnis*.
- Fahriana, C., & Sopiah. (2022). The influence of work motivation on employee performance. *Asian Journal of Economics and Business Management*, 1(3), 229–233. <https://doi.org/10.53402/ajebm.v1i3.237>
- Fitrio, T., Apriansyah, R., Utami, S., & Yaspita, H. (2019). The Effect of Job Satisfaction to Organizational Citizenship Behavior (OCB) Mediated by Organizational Commitment. *International Journal of Scientific Research and Management*, 7(09), 1300–1311. <https://doi.org/10.18535/ijstrm/v7i9.em01>
- Gagné, M., Forest, J., Vansteenkiste, M., Crevier-Braud, L., van den Broeck, A., Aspeli, A. K., Bellerose, J., Benabou, C., Chemolli, E., Güntert, S. T., Halvari, H., Indiyastuti, D. L., Johnson, P. A., Molstad, M. H., Naudin, M., Ndao, A., Olafsen, A. H., Roussel, P., Wang, Z., & Westbye, C. (2015). The Multidimensional Work Motivation Scale: Validation evidence in seven languages and nine countries. *European Journal of Work and Organizational Psychology*, 24(2), 178–196. <https://doi.org/10.1080/1359432X.2013.877892>
- Ghaffari, S., Mad Shah, I., Burgoyne, J., Nazri, M., & Rezk Salleh, J. (2017). The influence of motivation on job performance: A case study at Universiti Teknologi Malaysia. *Australian Journal of Basic and Applied Sciences*, 11(4), 92–99.
- Gong, B., Greenwood, R. A., Hoyte, D., Ramkissoon, A., & He, X. (2018). Millennials and organizational citizenship behavior: The role of job crafting and career anchor on service. *Management Research Review*, 41(7), 774–788. <https://doi.org/10.1108/MRR-05-2016-0121>
- Grahandika, G., & Wijayati, D. T. (2021). Pengaruh Kecerdasan Emosional, Organizational Citizenship Behavior, dan Kepuasan Kerja terhadap Kinerja Karyawan. *Jurnal Ilmu Manajemen*, 9(4), 1349–1359.
- Grant, A. M. (2008). Does Intrinsic Motivation Fuel the Prosocial Fire? Motivational Synergy in Predicting Persistence, Performance, and Productivity. *Journal of Applied Psychology*, 93(1), 48–58. <https://doi.org/10.1037/0021-9010.93.1.48>
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2014). Multivariate data analysis: Pearson new international edition. *Essex: Pearson Education Limited*, 1(2).
- Harahap, D. S., & Khair, H. (2020). Pengaruh Pencurian Terhadap Masyarakat Sekitar. *Maneggio: Jurnal Ilmiah Magister Hukum*, 2(1), 69–88.
- Hauser, T. U., Iannaccone, R., Walitza, S., Brandeis, D., & Brem, S. (2015). Cognitive flexibility in adolescence: Neural and behavioral mechanisms of reward prediction error processing in adaptive decision making during development. *NeuroImage*, 104, 347–354. <https://doi.org/10.1016/j.neuroimage.2014.09.018>
- Heaton, D. P., Schmidt-Wilk, J., & Travis, F. (2004). Constructs, methods, and measures for researching spirituality in organizations. *Journal of Organizational Change Management*, 17(1), 62–82. <https://doi.org/10.1108/09534810410511305>
- Hetty Van Emmerik, I. H., & Euwema, M. C. (2007). Who is offering a helping hand?: Associations between personality and OCBs, and the moderating role of team leader effectiveness. *Journal of Managerial Psychology*, 22(6), 530–548. <https://doi.org/10.1108/02683940710778422>
- Indarti, S., Solimun, Fernandes, A. A. R., & Hakim, W. (2017). The effect of OCB in relationship between personality, organizational commitment and job satisfaction on performance. *Journal of Management Development*, 36(10), 1283–1293. <https://doi.org/10.1108/JMD-11-2016-0250>
- Kadarisman, M. (2012). The Effect of professionalism and competence on the performance of regional representatives council. *BISNIS & BIROKRASI: Jurnal Ilmu Administrasi Dan Organisasi*, 18(1).
- Kajackaite, A., & Sliwka, D. (2020). Prosocial managers, employee motivation, and the

- creation of shareholder value. *Journal of Economic Behavior and Organization*, 172, 217–235. <https://doi.org/10.1016/j.jebo.2020.02.021>
- Kurniawan, A. (2015). *Pengaruh Komitmen Organisasi Terhadap Organizational Citizenship Behavior (Ocb)*. 15(1), 95–118.
- Lin, C. Y., Broström, A., Griffiths, M. D., & Pakpour, A. H. (2020). Investigating mediated effects of fear of COVID-19 and COVID-19 misunderstanding in the association between problematic social media use, psychological distress, and insomnia. *Internet Interventions*, 21(March), 100345. <https://doi.org/10.1016/j.invent.2020.100345>
- Loor-Zambrano, H. Y., Santos-Roldán, L., & Palacios-Florencio, B. (2022). Relationship CSR and employee commitment: Mediating effects of internal motivation and trust. *European Research on Management and Business Economics*, 28(2), 100185.
- Masharyono, M., Senen, S. H., & Yunita, N. (2018). *The Effect of Job Satisfaction on Organizational Citizenship Behavior*. 1994, 87–91. <https://doi.org/10.5220/0007115200870091>
- Miftahul, M. (2020). Monograf Organizational Citizenship Behavior (OCB) Terhadap Kinerja Perawat. *CV Pena Persada*, 1–20.
- Mira, W. S. dan, & Margaretha, M. (2012). Pengaruh Servant Leadership terhadap Komitmen Organisasi dan Organization Citizenship Behavior. *Manajemen*, 11(2), 189–206.
- Mojtaba Rafiei. (2017). *Kybernetes Article information : Investigating the Effect of Emotional Quotient on Organizational Citizenship Behavior in some Iranian Hospitals*.
- Morales-Sánchez, R., & Pasamar, S. (2020). How to improve organisational citizenship behaviour by combining ability, motivation and opportunity. *Employee Relations: The International Journal*, 42(2), 398–416. <https://doi.org/10.1108/ER-04-2019-0169>
- Mustafa, G., & Ali, N. (2019). Rewards, autonomous motivation and turnover intention: Results from a non-Western cultural context. *Cogent Business and Management*, 6(1). <https://doi.org/10.1080/23311975.2019.1676090>
- Narzary, G., & Palo, S. (2020). Structural empowerment and organisational citizenship behaviour. *Personnel Review*, 49(7), 1435–1449. <https://doi.org/10.1108/PR-11-2019-0632>
- Nethi, S. (2020). A literature review on Employee motivation. *Journal of Engineering Sciences*, 11(6), 1247–1255.
- Nicolescu, O., & Nicolescu, C. (2014). The Development of Professional Management in Romania. *Procedia - Social and Behavioral Sciences*, 124, 1–10. <https://doi.org/10.1016/j.sbspro.2014.02.453>
- Noviyanti, A., Purwandari, D. A., & Syah, T. Y. R. (2019). Carrier Development Effect on Work Satisfaction and Employee Performance. *Journal of Multidisciplinary Academic*, 3(5), 177–181.
- Organ, D. W., & Lingl, A. (1995). Personality, Satisfaction, and Organizational Citizenship Behavior. *The Journal of Social Psychology*, 135, 339–350.
- Østerud, K. L., & Vedeler, J. S. (2022). Disability and regulatory approaches to employer engagement: Cross-national challenges in bridging the gap between motivation and hiring practice. *Social Policy and Society*, 1–17.
- Parker, S. L., Dawson, N., Van den Broeck, A., Sonnentag, S., & Neal, A. (2021). Employee motivation profiles, energy levels, and approaches to sustaining energy: A two-wave latent-profile analysis. In *Journal of Vocational Behavior* (Vol. 131, Issue November). <https://doi.org/10.1016/j.jvb.2021.103659>
- Pertiwi, N. K. A. Y., & Supartha, I. W. G. (2021). The effect of compensation and organizational commitment on employee satisfaction and retention. *American Journal of Humanities and Social Sciences Research*, 5(3), 333–342.
- Piyandini, L., Nurweni, H., & Hartati, R. (2021). Pengaruh Komitmen Organisasi, Lingkungan Kerja, dan Motivasi Terhadap Organizational Citizenship Behavior (OCB) Karyawan PT Sport Glove Indonesia Cabang Wonosari. *Cakrawangsa Bisnis*:

Jurnal Ilmiah Mahasiswa, 1(2).

- Prasetya, S. S., & Yuniawan, A. (2016). Analisis Pengaruh Kompensasi Finansial Terhadap Organizational Citizenship Behavior dengan Disiplin Kerja dan Motivasi Berprestasi sebagai Variable (Studi pada Badan Narkotika Nasional Provinsi Jawa Tengah). *Diponegoro Journal of Management*file:///C:/Users/Apri/Downloads/12921-26206-1-SM.Pdf, 5(4), 453–462.
- Pujiastuti, S., Yanuar, R. S. T., Pusaka, S., & Indrawati, R. (2019). Lasik Clinic New Business Model To Meet the Surgical Cost Challenges: a Contribution To Decrease Indonesia’S Refractive Disorders Rate and To Meet Indonesia’S Healthy Vision of 2020. *Russian Journal of Agricultural and Socio-Economic Sciences*, 90(6), 60–67. <https://doi.org/10.18551/rjoas.2019-06.09>
- Rahmawani, R. (2021). *Pengaruh Motivasi Kerja dan Kepuasan Kerja Terhadap Kerja Karyawan PT. Sinarmas Medan*. Universitas Medan Area.
- Ren, Y., Yu, G., Shi, C., Liu, L., Guo, Q., Han, C., Zhang, D., Zhang, L., Liu, B., & Gao, H. (2022). Majorbio Cloud: A one-stop, comprehensive bioinformatic platform for multiomics analyses. *IMeta*, 1(2), e12.
- Rinaldi, E., & Riyanto, S. (2021). The effect of work motivation, work environment, and job satisfaction on organizational citizenship behavior and their impact on employees performance of RSU Menteng Mitra Afia during the Covid-19 pandemic. *International Journal of Research in Business and Social Science (2147- 4478)*, 10(6), 101–110. <https://doi.org/10.20525/ijrbs.v10i6.1293>
- Rio Haribowo, T., Tannady, H., Yusuf, M., & Wisnu Wardhana, G. (2022). Analysis Of The Role Of Social Media Marketing, Product Quality And Brand Awareness On Buying Decisions For Restaurant Customers In West Java Analisis Peran Social Media Marketing, Kualitas Produk Dan Brand Awareness. *Management Studies and Entrepreneurship Journal*, 3(6), 4024–4032.
- Ristiana M, M. (2014). Pengaruh Komitmen Organisasi Dan Kepuasan Kerja Terhadap Organizational Citizenship Behavior (OCB) Dan Kinerja Karyawan Rumah Sakit Bhayangkara Trijata Denpasar. *DiE: Jurnal Ilmu Ekonomi Dan Manajemen*, 9(1). <https://doi.org/10.30996/die.v9i1.199>
- Robbins, S. P., & Coulter, M. (2019). *Manajemen Jilid 1, Jakarta, Erlangga*.
- Rojikinnor, R., Gani, A. J. A., Saleh, C., & Amin, F. (2022). The Role of Compensation As a Determinant of Performance and Employee Work Satisfaction: A Study at The PT Bank Rakyat Indonesia (Persero) Tbk. *Journal of Economic and Administrative Sciences, ahead-of-p*(ahead-of-print). <https://doi.org/10.1108/JEAS-06-2020-0103>
- Saputra, A. A. (2021). Pengaruh Kompensasi, Lingkungan Kerja dan Beban Kerja Terhadap Kepuasan Kerja Karyawan. *Technomedia Journal*, 7(1), 68–77. <https://doi.org/10.33050/tmj.v7i1.1755>
- Sengkey, Y. M., Tewal, B., & Lintong, D. C. (2018). Pengaruh kepuasan kerja dan komitmen organisasi terhadap Organizational citizenship behavior (OCB) pegawai pada kantor Sekretariat Daerah Kabupaten Minahasa Tenggara. *Jurnal EMBA: Jurnal Riset Ekonomi, Manajemen, Bisnis Dan Akuntansi*, 6(4).
- Shafi, M., Zoya, Lei, Z., Song, X., & Sarker, M. N. I. (2020). The effects of transformational leadership on employee creativity: Moderating role of intrinsic motivation. *Asia Pacific Management Review*, 25(3), 166–176. <https://doi.org/10.1016/j.apmr.2019.12.002>
- Shah, P., Harris, A. J. L., Bird, G., Catmur, C., & Hahn, U. (2016). A pessimistic view of optimistic belief updating. *Cognitive Psychology*, 90, 71–127. <https://doi.org/10.1016/j.cogpsych.2016.05.004>
- Sharma, S., & Aparicio, E. (2022). Organizational and team culture as antecedents of protection motivation among IT employees. *Computers and Security*, 120. <https://doi.org/10.1016/j.cose.2022.102774>
- Sholikhah, C. I. R., & Frianto, A. (2022). Pengaruh Kepuasan Kerja dan Komitmen Organisasi terhadap Organizational Citizenship Behavior (OCB) pada Karyawan Tiara Supermarket. *Jurnal Ilmu Manajemen*, 10(1), 291–301.

- Sidabutar, E., Syah, T. Y. R., & Anindita, R. (2020). The impact of compensation, motivation, and job satisfaction on employee performance. *Journal of Multidisciplinary Academic*, 4(1), 1–5.
- Simon, A., & Naftalia, S. G. (2016). Analisa Pengaruh Motivasi Kerja Terhadap Organizational Citizenship Behaviour (Ocb) Melalui Kepuasan Kerja Karyawan Di Restaurant Halim Surabaya. *Jurnal Hospitality Dan Manajemen Jasa*, 3, 347–361.
- Sobaih, A. E. E., Hasanein, A. M., & Elnasr, A. E. A. (2020). Responses to COVID-19 in higher education: Social media usage for sustaining formal academic communication in developing countries. *Sustainability (Switzerland)*, 12(16), 1–18. <https://doi.org/10.3390/su12166520>
- Sousa-poza, A. A., & Sousa-poza, A. (2009). *Job Satisfaction in Organizations and What We Can Learn from the Gender Job-Satisfaction Paradox*. March, 355–364.
- Stringer, C., Didham, J., & Theivananthampillai, P. (2011). Motivation, pay satisfaction, and job satisfaction of front-line employees. *Qualitative Research in Accounting and Management*, 8(2), 161–179. <https://doi.org/10.1108/11766091111137564>
- Suhepi, A., & Syah, T. Y. R. (2018). the Influence of Training Design, Individual Characteristics, and Work Environment on Training Transfer and Its Impact on Employee'S Performance. *International Journal of Economics, Commerce and Management United Kingdom*, VI(3), 103–123.
- Sukirno, & Sienthai, S. (2016). *The Study of Organizational Citizenship Behavior (OCB) and Job Satisfaction in the Retail Industry in Indonesia . The Study of Job Satisfaction and Organizational Citizenship Behavior (OCB) in the Retail Industry in Indonesia Wannee Saepung , Sukirno. January 2011.*
- Sulastri, S., Andriani, C., & Latifa, S. K. (2018). Pengaruh kompensasi finansial dan kepuasan kerja terhadap organizational citizenship behavior (OCB) pada karyawan PT. Kilang Lima Gunung. *Jurnal Kajian Manajemen Bisnis*, 7(2), 69–79.
- Suryani, N., Gama, I., & Parwita, G. (2019). The Effect of Organizational Compensation and Commitment to Organizational Citizenship Behavior in the Cooperative and Small, Middle Enterprises Department of Bali Province. *International Journal of Contemporary Research and Review*, 10, 21210–21218. <https://doi.org/10.15520/ijcrr.v10i01.643>
- Susilo, D., & Muhardono, A. (2021). Analisis Pengaruh Motivasi Kerja, Lingkungan Kerja dan Kompensasi terhadap Organizational Citizenship Behavior (OCB) Tenaga Pendidik. *Jurnal Ekonomi Dan Bisnis*, 24(2), 95–102.
- Thiagaraj, D., & Thangaswamy, A. (2017). Theoretical Concept of Job Satisfaction - a Study. *International Journal of Research -GRANTHAALAYAH*, 5(6), 464–470. <https://doi.org/10.29121/granthaalayah.v5.i6.2017.2057>
- Vatankhah, S. (2021). Dose safety motivation mediate the effect of psychological contract of safety on flight attendants' safety performance outcomes?: A social exchange perspective. *Journal of Air Transport Management*, 90, 101945. <https://doi.org/10.1016/j.jairtraman.2020.101945>
- W Tunggal, F. H., Titisari, P., & Fathorrazi, M. (2018). The Effect Of Work Motivation On Performance With Organizational Citizenship Behavior As Intervening Variable. *International Journal of Business and Management Invention (IJBMI) ISSN*, 7(2), 28–33.
- Weiss, D. J., Dawis, R. V., & George, W. (1967). England, and Lloyd H. Lofquist. 1967. Manual for the Minnesota Satisfaction Questionnaire. *Minnesota Studies in Vocational Rehabilitation XII*.
- Widyanto, R., Lau, J. S., Kartika, E. W., Perhotelan, M., & Petra, U. K. (2013). *melalui komitmen organisasional. Peneliti mengambil sampel sebanyak 104 responden melalui kuesioner yang dibagikan pada karyawan.* 2–3.
- Wijayanto, I. (2020). The Effect Of Organizational Culture, Motivation, And Job Satosfication On Employee Performance. *The Effect Of Organizational Culture, Motivation, And Job Satosfication On Employee Performance*, 1(4), 492–502. <https://doi.org/10.31933/DIJDBM>

- Wisudawan, A. F. A., & Troena, E. A. (2013). Pengaruh Kompensasi Finansial dan Non Finansial Terhadap Motivasi Kerja Karyawan Universitas Brawijaya Hotel Kota Malang. *Jurnal Ilmiah, Fakultas Ekonomi Dan Bisnis Universitas Brawijaya*.
- Yuananda, R., & Indriati, I. H. (2022). Pengaruh kompensasi, beban kerja, dan lingkungan kerja terhadap kepuasan kerja karyawan manna kampus (mirota kampus) C. Simanjuntak Yogyakarta. *Kinerja*, 19(2), 205–214. <https://doi.org/10.30872/jkin.v19i2.11170>
- Zahran, W. (2018). Investigating the Relationship between Job Satisfaction and Organizational Citizenship Behavior Among Beni Suef Cement Company Employees. *SSRN Electronic Journal*, 6(5). <https://doi.org/10.2139/ssrn.2795519>
- Zasuwa, G. (2019). Do consumers really care about organisational motives behind CSR? The moderating role of trust in the company. *Social Responsibility Journal*, 15(8), 977–991. <https://doi.org/10.1108/SRJ-08-2017-0140>
- Zulliana, E. (2019). *Pengaruh Motivasi Kerja Dan Kompensasi Terhadap Organizational Citizenship Behavior Yang Dimediasi Oleh Kepuasan Kerja*. Skripsi, Universitas Muhammadiyah Magelang.