

DAFTAR PUSTAKA

- Adianita, Aince S., Mujanah, S., dan Candraningrat. 2017. "Kompetensi Karyawan, Emotional Quotient dan Self Efficacy Pengaruhnya terhadap Organizational Citizenship Behavior dan Kinerja Karyawan pada Indomobil Grup Surabaya." *Jurnal Riset Ekonomi dan Manajemen*, Volume 17, No. 1.
- Ajgaonkar, M., Utpal Baul, S. M. Phadke. 2012. "Relationship Between Organizational Citizenship Behavior and Job characteristics Model of Motivation: An Empirical Study." *NMIMS Management Review*.
- Akingbola, Kunle, dan Herman A. Van de berg. 2017. "Antecedents Consequences, and Context of Employee Engagement in Nonprofit Organizations." *Review of Public Personel Administration*. pp. 1-29.
- Anaza, Nwamaka A., Edward L. Nowlin, Gavin J. Wu. 2016. "Staying Engaged on the Job: The Role of Emotional Labor, Job Resources, and Customer Orientation." *European Journal of Marketing* 50 (7/8): 1470-1492.
- Ayu, Dian R., Syamsul Maarif, Anggraini Sukmawati. 2015. "Pengaruh Job Demands, Job Resources, dan Personal Resources terhadap Work Engagement." *Jurnal Aplikasi Bisnis dan Manajemen* 1 (1).
- Azari, Brikend. 2011. "Job Satisfaction: A Literature Review." *Management Research and Practice* 3 (4): 77-86.
- Bakker, Arnold B. 2011 "An Evidence Based Model of Work Engagement." *Current Directions in Psychological Science* 20 (4): 265-269.
- Bakker, Arnold, dan Evangelia Demerouti. 2007. "The Job Demands-Resources Model; State of the Art." *Journal of Managerial Psychology* 22 (3): 309-328.
- . 2008. "Towards a Model of Work Engagement." *Career Development International* 13 (3): 209-223.
- Bakker, Arnold, dan Michael P. Leiter. 2010. "Work Engagement A Handbook of Essential Theory and Research." Sample Chapter. Kanada: Psychology Press.
- Beauregard, T. Alexandra. 2012. "Perfectionism, Self Efficacy, and OCB: the Moderating Role of Gender." *Personal Review* 41 (5): 590-608.

- Borman, Walter C. 2004. "The Concept of Organizational Citizenship." *Association for Psychological Science* 13 (6): 238-241.
- Borman, Walter C., dan Stephan J Motowidlo. 1997. "Task Performance and Contextual Performance: The Meaning for Personnel Selection Research." *Human Performance* 10 (2): 99-109.
- Bienstock, Carol C., Carol W DeMoranville, Rachel K Smith. 2003. "Organizational Citizenship Behavior and Service Quality." *Journal of Service Marketing* 17 (4): 357-378.
- Carmeli, A., R. Meitar, J. Weisberg. 2006. "Self Leadership Skills and Innovative Behavior at Work". *International Journal of Manpower* 27 (1): 75-90.
- Cheung, Milissa F Y. 2013. "The Mediating Role of Perceived Organizational Support in the Effects of Interpersonal and Informational Justice on Organizational Citizenship Behaviors." *Leadership and organization Development Journal* 34 (6): 551-572.
- Dave Ulrich. 2007. The Talent Trifecta, <http://www.workforce.com/2007/09/17/the-talent-trifecta/>. Pada 03 Desember 2017.
- Davis, Keith, dan John W Newstrom. 2002. "Organizational Behavior at Work." 11 Edition, New York: Mc Graw Hill.
- Dyne, L. V., J. W. Graham, dan R. M. Dienesch. 1994. "Organizational Citizenship Behavior: construct redefinition, measurement, and validation." *Academy of Management Journal* 37 (4): 765-802.
- El Badawy, Tarek A, dan Manal Bassiouny. 2014. "Employee Engagement as A Mediator Between Transformational Leadership & Intention to Quit." *International Journal of Contemporary Management* 13 (2): 37-50.
- Elmuti, Dean., Julian Grunewald, Dereje Abebe. 2010. "Consequences of Outsourcing Strategies on Employee Quality of Work Life, Attitudes, and Performance." *Journal of Business Strategies* 27 (2).
- Farndale, Elaine, dan Inge Murrer. 2015. "Job Resources and Employee Engagement: a Cross National Study." *Journal of Managerial Psychology* 30 (5): 610-626.
- Federman, Brad. 2009. "Employee Engagement: A Roadmap for Creating Profits, Optimizing Performance, and Increasing Loyalty." USA: John Wiley & Sons, <http://en.booksee.org/book/1033447> Pada 3 Januari 2018.

- Ferdinand, Augusty. 2002. *Structural Equation Modelling dalam Penelitian Manajemen*. Semarang: FE UNDIP.
- 2003. *Sustainable Competitive Advantage: Sebuah Eksplorasi Model Konseptual*. Semarang: Universitas Diponegoro.
- 2006. *Metode Penelitian Manajemen: Pedoman Penelitian Untuk Penulisan Skripsi, Tesis, dan Disertasi Ilmu Manajemen*. Semarang: Badan Penerbit Universitas Diponegoro.
- Ganesh, M. Paramasivam. 2015. "Role of Self Efficacy and Family Supportive Organizational Perceptions in Teachers' Organizational Citizenship Behaviour: a Study on Engineering College Teachers in India." *Asian Education and Development Studies* 4 (4): 394-408.
- Ghozali, Imam. 2005. *Aplikasi Analisis Multivariate dengan SPSS*. Semarang: Badan Penerbit Universitas Diponegoro.
- 2011. *Aplikasi Analisis Multivariate dengan Program IBM SPSS17 (edisi kelima)*. Semarang: Badan Penerbit Universitas Diponegoro.
- Hair et al. 2010. *Multivariate Data Analysis*. Seventh Edition. Pearson Prentice Hall.
- Handayani, D Ayu. 2016. "Hubungan antara Work Engagement dengan Organizational Citizenship Behavior pada Karyawan Kontrak." *Jurnal Ilmiah Psikologi* 9 (1): 59-68.
- Herbert, Marthine. 2011. *An Exploration of the Relationship Between Psychological Capital (Hope, Optimism, Self-Efficacy, Relience), Occupational Stress, Burnout and Employee Engagement*. Tesis University of Stellenbosch.
- Indrianti, R., dan Cholichul Hadi. 2012. "Hubungan Antara Modal Psikologis dengan Keterikatan Kerja pada Perawat di Instalasi Rawat Inap Rumah Sakit Jiwa Menur Surabaya." *Jurnal Psikologi Industri dan Organisasi* 1 (03).
- Jain, Sheelam, dan Ravindra Jain. 2014. "Organizational Citizenship Behavior and HRM Practices in Indian Banks." *Indian Journal of Industrial Relations* 50 (2): 257-269.
- Jena, R K., dan R Goswami,. 2014. "Measuring teh Determinants of Organizational Citizenship Behaviour." *Global business Review* 15(2): 381-396

- Joo, Baek Kyo., and Gary N Mclean. 2006. "Best Employer Studies: A Conceptual Model From A Literature Review and A Case Study." *Human Resource Development Review* 5 (2): 228-257, DOI: 10.1177/1534484306287515.
- Kahn, William A. 1990. "Psychological Condition of Personal Engagement and Disengagement at Work." *The Academy of Management Journal* 3 (4): 692-724.
- Kim, Woocheol, Judith A Kolb, dan Taesung Kim. 2012. "The Relationship Between Work Engagement and Performance: A Review of Empirical Literature and A Proposed Research Agenda." *Human Resource Development Review* 12 (3): 248-276.
- Kim, Woocheol, dan Young S Hyun. 2017. "The Impact of Personal Resources on Turnover Intention: The Mediating Effects of Work Engagement." *European Journal of Training and Development* 41 (8): 705-721.
- Kumar, D. Pradeep, dan G Swetha. 2011. "A Prognostic Examination of Employee Engagement from its Historical Roots." *International Journal of Trade, Economics and Finance* 2 (3).
- Lacy, Jonnie C. D. 2009. "Employee Engagement: The Development of a Three Dimensional Model of Engagement; and an Exploration of its Relationship with Affective Leader Behaviours." Tesis School of Management Queensland University of Technology.
- Lockwood, N. 2007. "Leveraging Employee Engagement for Competitive Advantage: HR's Strategic Role." *HR Magazine Special section* 52 (3): 1-11.
- Macey, William H., dan Benjamin Schneider. 2008. "The Meaning of Employee Engagement." *Industrial and Organizational Psychology*. pp. 3-30.
- Maslach, Christina, Schaufeli Leiter, Wilmar B., Michael P. 2001. "Job Burnout." *Annual Review Psychology* 52 pp. 397-422.
- Mas'ud, Fuad. 2004. "Survai Diagnosis Organisasional." Semarang: Badan Penerbit Universitas Diponegoro.
- Matamala, Alejandra. 2011. "Work Engagement as a Mediator Between Personality and Citizenship Behavior." FIU Electronic Theses and Disertation. 507.

- Mpinganjira, Mercy. 2016. "Antecedents of Citizenship Behaviour in Online Customer Communities: An Empirical Investigation." *South African Journal of Information Management* 18 (2): a725.
- Moorman, Robert H., dan Lynn K. Harland. 2002. "Temporary Employees as Good Citizens: Factors Influencing Their OCB Performance." *Journal of Business and Psychology* 17 (2): 171-187
- Numberi, Agustinus, dan Margono Setiawan. 2013. "Pengaruh Kondisi Kerja, Kepuasan Kerja terhadap Kinerja Tenaga Kerja Outsourcing (Studi pada PT Bank Papua Kantor Pusat Jayapura)." *Jurnal Aplikasi Manajemen*, 11 (1): 145-154.
- Owor, Joseph J. 2016. "Human Resource Management Practices, Employee Engagement and Organizational Citizenship Behavior (OCB) in Selected Firms in Uganda." *African Journal of Business Management* 10 (1): 1-12.
- Panjaitan, Bernat. 2016. "Outsourcing (Alih Daya) dan Pengelolaan Tenaga Kerja pada Perusahaan (Tinjauan Yuridis terhadap Undang-Undang No 13 Tahun 2013 tentang Ketenagakerjaan)." *Jurnal Ilmiah Advokasi* 04 (01).
- Paramita, Ariana R., Mudji Rahardjo, Syuhada Sofian. 2007. "Analisis Faktor-Faktor yang Mempengaruhi OCB Karyawan Kontrak (Studi pada Pegawai Kontrak di Lingkungan UNDIP Semarang)." *Jurnal Studi Manajemen dan Organisasi* 4 (2): 61-69.
- Perrin, Towers. 2003. "Working Today: Understanding What Drivers Employee Engagement – The 2003 Towers Perrin Talent Report". US Report.
- Podsakoff, Philip M., et al. 2000. "Organizational Citizenship Behavior: A Critical Review of the Theoretical and Empirical Literature and Suggestions for Future Research". *Journal of Management* 26 (3): 513-563.
- Riantini, Farahiya E., dan S. Iriawan. 2016. "Pengaruh Motivasi, Disiplin, dan Kepuasan Kerja terhadap Organizational Citizenship Behavior Tenaga Outsourcing di Dinas Pendapatan dan Pengelolaan Keuangan Kota Surabaya". ISBN 978-602-60569-2-4.
- Robbin, Stephen P. 2003. "Perilaku Organisasi". Terjemahan. Jakarta: PT Prenhalindo.
- 2006. "Perilaku Organisasi Edisi Lengkap". Jakarta: PT Indeks Kelompok Gramedia.

- Robinson, D, S Perryman, dan S Hayday. 2004. "The Drivers of Employee Engagement". IES Report 408, Brighton: Institute for Employment Studies.
- Rurkkhum, S., dan Kenneth R Barlett. 2012. "The Relationship Between Employee Engagement and Organizational Citizenship Behavior in Thailand". *Human Resource Development International* 15 (2): 157-174.
- Ryan, John J. 2002 "Work Values and Organizational Behaviors:Value that Work for Employees and Organizations". *Journal of Business and Psychology* 17 (1): 123-132.
- Saari, Tiina, et al. 2017 "The Job Demands and Resources as Antecedents of Work Engagement: Comparative Research on Finland and Rusia". *Baltic Journal of Management* 12 (2): 240-254.
- Saks, Alan, M. 2006. "Antecedents and Consequences of Employee Engagement". *Journal of Managerial Psychology* 21 (7): 600-619.
- Sambung, Roby, dan Iring. 2014. "Pengaruh Kepribadian Terhadap Organizational Citizenship Behavior (OCB) dengan Komitmen Organisasional sebagai Intervening (Studi Pada Universitas Palangka Raya). *Jurnal Manajemen dan Akuntansi* 3 (1).
- Santoso, Singgih. 2003. "Mengatasi Berbagai Masalah Statistik dengan SPSS versi 11.5". Jakarta: PT. Elex Media Komputindo.
- Schaufeli, Wilmar B., et al. 2002. "The Measurement of Engagement and Burnout: A Two Sample Confirmatory Factor Analytic Approach". *Journal of Happiness Studies* 3 :71-92.
- Schaufeli, Wilmar B., et al. 2002. "Burnout and Engagement in University Students – A Cross National Study". *Journal of Cross Cultural Psychology* 33 (5): 464-481
- Schaufeli, William B., dan Arnold Bakker. 2004. "Utrecht Work Engagement Scale (Preliminary Manual)". Unpublished manuscript, Utrecht University, the Netherlands http://www.wilmarschaufeli.nl/publications/Schaufeli/Test%20Manuals/Test_manual_UWES_English.pdf. Pada 24 agustus 2017.
- Sekaran, Uma. 2006. "Research Methods for Business". Jakarta: Salemba Empat.
- Seth, Manisa., and Deepa Sethi. 2011. "Human Resource Outsourcing: Analysis Based On Literature Review". *International Journal of Innovation, Management and Technology* 2 (2): 127-135.

- Shuck, Brad, dan Karen Wollard. 2010. "Employee Engagement and HRD: A Seminal Review of the Foundations". *Human Resource Development Review* 9 (1): 89-110.
- Smith, C. Ann., Dennis W Organ, dan Janet P Near. 1983. "Organizational Citizenship Behavior: Its Nature and Antecedents." *Journal of Applied Psychology* 68 (4): 653-663.
- Srivastava, Shomi. 2008. "Organizational Citizenship Behavior as a Function of Organizational Commitment and Corporate Citizenship in Organization." *Manajemen dan Labour Studies* 33 (3): 311-337.
- Sulea, Coralia, et al. 2012. "Work Engagement as Mediator between Job Characteristics and Positive and Negative Extra-Role Behavior". *Career Development International* 17 (3): 188-207.
- Sugiarto, W., Suyasa, P. T. Y. S., Daniel Lie. 2017. "Peran ConscientiousnessSebagai Moderator dari Hubungan Job Resources dan Work Engagement Karyawan Information Technology (IT) pada PT. X". *Jurnal Muara Ilmu Sosial, Humaniora, dan Seni* 2 (1): 296-303.
- Sugiyono. 2008. "Metode Penelitian Kuantitatif Kualitatif R&D". Bandung: Alfabeta.
- Swanson, R.A., dan E. F Holton. 2009. "Foundation of Human Resource Development". San Fransisco: Berret-Kohler, <https://faculty.mu.edu.sa/public/uploads/1360246874.3189human%20resource110.pdf>. Pada 18 Januari 2018.
- Tkachenko, O., S Rana, dan A Ardichvili. 2014. "A Theoretical Model of the Antecedents and Outcomes of Employee Engagement". *Jurnal of Workplace Learning* 26 (3-4): 249-266.
- Vosloban, Raluca I. 2013. "Employee Engagement Concept- A Theoretical and Practical Approach". *Contemporary Readings in Law and Social Justice* 5 (2): 759-765.
- Williams, Larry J., dan Stella E Anderson. 1991. "Job Satisfaction and Organizational Commitment as Predictors of Organizational Citizenship and In-Role Behaviors". *Journal of Management* 17 (3): 601-617.
- Xanthopoulou, Despoina, et al. 2007. "The Role of Personal Resources in the Job-Demands Resources Model". *International Journal of Stress Management* 14 (2): 121-141.

Yu, Junhui. 2012. "The Impact of Organizational Values on Organizational Citizenship Behaviors". *Public Personnel Management* 41 (5)

Zhang, Deww. 2011. "Organizational Citizenship Behavior: white paper".
<https://cdn.auckland.ac.nz/assets/psych/about/our-people/documents/Deww%20Zhang%20-%20Organisational%20Citizenship%20Behaviour%20-%20White%20Paper.pdf>. Pada 18 Januari 2018.