

## DAFTAR PUSTAKA

- Abbas, A., & Frihatni, A. A. (2023). Gender Diversity and Firm Performances Suffering from Financial Distress: Evidence from Indonesia. *Journal of Capital Markets Studies*, 7:91-107. 10.1108/JCMS-12-2022-0045.
- Abdillah, W., & Hartono, J. (2015). *Partial Least Square (PLS): Alternatif Structural Equation Modeling (SEM) Dalam Penelitian Bisnis*. Yogyakarta: Penerbit Andi.
- Adawiyah, W. R., Beta, O. B., Aldin R. (2021). *The Impact of Ethical Leadership on Employee Performance: The Mediating Role of Employee Engagement and Organizational Citizenship Behavior (OCB)*. LePALISSHE. DOI 10.4108/eai.3-8-2021.2315128
- Aguinis, H., & Kraiger, K. (2009). Benefits of Training and Development for Individuals and Teams, Organizations, and Society. *Annual Review of Psychology*, 60: 451-474. 10.1146/annurev.psych.60.110707.163505
- Al-Halbusi, H., Ruiz-Palomino, P., Jimenez-Estevéz, P., & Gutiérrez-Broncano, S. (2021). How upper/middle managers' ethical leadership activates employee ethical behavior? The role of organizational justice perceptions among employees. *Frontiers in Psychology*, 12, 652471.
- Ali, A., Sajjad, A., Imran, S. (2018). Ethical Leadership and Organizational Citizenship Behavior: Mediating Role of Organizational Justice: A Case Study of Education Sector. *Abasyn Journal of Social Sciences*. Vol 11(2): 386-399.
- Aloustani, S., Atashzadeh-Shoorideh, F., Zagheri-Tafreshi, M. (2020). Association between ethical leadership, ethical climate and organizational citizenship behavior from nurses' perspective: a descriptive correlational study. *BMC Nurs*. Vol 19(15):1-8. <https://doi.org/10.1186/s12912-020-0408-1>
- Amelia, R., Havis, A., Fadilla. (2024). Analisis Penggunaan Aplikasi Pegadaian Digital Service (PDS) Dalam Mempermudah Pelayanan Transaksi Nasabah Pada Pegadaian (Persero) Cabang Talang Kelapa. *Jurnal Bisnis dan Manajemen (JURBISMAN)*. Vol 2(3): 667-680.
- Amirudin, R., & Sidiq, P. (2022). *Effect of Ethical Leadership on Employee Performance and Innovation with Internal Motivation as Intervening Variable: (Empirical Study of Small and Medium Industries (IKM) in Klaten Regency)*. 10.2991/aebmr.k.220602.001.
- Arikunto, S. (2012). *Prosedur Penelitian Suatu Pendekatan Praktek*. Jakarta: Rineka Cipta.

- Avey, J. B., Wernsing, T. S., & Palanski, M. E. (2012). *Exploring the Process of Ethical Leadership: The Mediating Role of Employee Voice and Psychological Ownership*. *Journal of Business Ethics*. Vol 107(1): 21–34. <https://doi.org/10.1007/s10551-012-1298-2>
- Bagyo, Y. (2018). The Effect of Counterproductive Work Behavior (CWB) and Organizational Citizenship Behavior (OCB) on Employee Performance With Employee Engagement as Intervening Variable. *IOSR Journal of Business and Management (IOSR-JBM)*. Vol 20(2):83–89. <https://doi.org/10.9790/487X-2002048389>
- Bandura, A. (1977). *Social Learning Theory*. New York: General Learning Press.
- Bass, B. M., & Avolio, B. J. (Eds.) (1994). *Improving organizational effectiveness through transformational leadership*. Thousand Oaks, CA: Sage Publications.
- Bagozzi, R. P., & Yi, Y. (1988). On the evaluation of structural equation models. *Journal of the Academy of Marketing Science*, 16(1): 74–94. <https://doi.org/10.1007/BF02723327>
- Blau, P. M. (1964). *Exchange and power in social life*. New York: Wiley.
- Brown, ME, Trevino, LK & Harrison, DA. (2005). Ethical leadership: a social learning perspective for construct development and testing. *Organizational Behavior & Human Decision Processes*. Vol 97(2):117-134.
- Brown, ME and Trevino, LK. (2006). Ethical leadership: a review and future directions. *The Leadership Quarterly*, Vol 17(6): 595-616.
- Campbell, J.P. (1990) *Modeling the performance prediction problem in industrial and organizational psychology*, *Handbook of Industrial and Organizational Psychology*.
- Chatman, J. A., & O'Reilly, C. A. (2016). Paradigm Lost: Reinvigorating the Study of Organizational Culture. *Research in Organizational Behavior*. 36:199-224. <https://doi.org/10.1016/j.riob.2016.11.004>
- Chelagat, L. J., Chepkwony, P. K., Kemboi, A. (2015). Effect of organizational citizenship behavior on employee performance in banking sector, Nairobi County, Kenya. *International Journal of Business, Humanities and Technology*, 5(4):55-61.
- Chiang, C.F. and Hsieh, T.S. (2012). The impacts of perceived organizational support and psychological empowerment on job performance: the

mediating effects of organizational citizenship behavior, *International Journal of Hospitality Management*, Vol. 3(1):180-190.

- Cooper, D. R., & Schindler, P. S. (2014). *Business Research Methods* (12th ed.). McGraw-Hill Education.
- Danish, R. Q., SH., Shahid, H., Hafiz, F. A., Ahmed, M. M& Muhammad, B. A., Muhammad, A. (2020). Impact of Ethical Leadership on Organizational Commitment and Organizational Citizenship Behavior with Mediating role of Intrinsic Motivation. *International Review of Management and Marketing*. 10:25-30. 10.32479/irmm.9840.
- Darmastuti, I., Nasar, I., Altin, D., Keban, Y. B., Kusnadi, I. H., Salean, F. J., Rosmawati, Baihaqi, M. R., Radiansyah, A., Afrizal, Hamdan, & Suhardi. (2022). *Organisasi dan Manajemen*. Bandung: Media Sains Indonesia.
- Deci, E. L., & Ryan, R. M. (2000). The "What" and "Why" of Goal Pursuits: Human Needs and the Self-Determination of Behavior. *Psychological Inquiry*. 11(4): 227-268. [https://doi.org/10.1207/S15327965PLI1104\\_01](https://doi.org/10.1207/S15327965PLI1104_01)
- Dogbe C. S. K., Kennedy, K. A., Wisdom, W. K. P. and Evans, D. (2024). Inducing employee performance among state-owned enterprises, through employee ethical behaviour and ethical leadership. *Social Responsibility Journal*. Vol 20(7) 2024: 1378-1397. DOI 10.1108/SRJ-11-2023-0650
- Denison, D. R. (1996). What Is the Difference Between Organizational Culture and Organizational Climate? A Native's Point of View on a Decade of Paradigm Wars. *Academy of Management Review*. Vol 21(3):619-654. <https://doi.org/10.5465/amr.1996.9702100310>
- Dessler, G. (2015). *Manajemen Sumber Daya Manusia*. Jakarta: Index
- Dirks, K. T., & Ferrin, D. L. (2002). Trust in leadership: Meta-analytic findings and implications for research and practice. *Journal of Applied Psychology*. Vol 87(4): 611–628. <https://doi.org/10.1037/0021-9010.87.4.611>
- Edison, E., Anwar, Y., Komariyah, I. (2020). *Manajemen Sumber Daya Manusia : Strategi dan perubahan dalam rangka meningkatkan kinerja pegawai dan organisasi*. Bandung: Alfabeta
- Eisenbeiss, S. A., van Knippenberg, D., & Fahrbach, C. M. (2015). Doing Well by Doing Good? Analyzing the Relationship Between CEO Ethical Leadership and Firm Performance. *Journal of Business Ethics*. Vol 128(3). 635–651. doi: 10.1007/s10551-014-2124-9

- Elbæk, C. T., & Mitkidis, P. (2023). Evidence of ethics and misconduct in a multinational corporation: Motives for growth of corrupt environments in today's business world. *International Journal of Business Governance and Ethics*, 17(1): 50–78.
- Febriansyah, Aulia D. S., Elfira V. K., Andriyani. (2023). The Effect of Ethical Leadership on Organizational Citizenship Behavior and Turnover Intention with Intrinsic Motivation as a Mediating Variable: A Study of Companies in the Trade and Services Sector. *International Journal of Scientific Research and Management (IJSRM)*. Vol 11(11):5352-5364. DOI: 10.18535/ijssrm/v11i11.em08
- Ganta, V. C. (2014). Motivation in the workplace to improve the employee performance vinay chaitanya ganta. *International Journal of Engineering Technology Management and Applied Sciences*. Vol 2(6): 2349–4476.
- Ghozali, Imam. (2013). *Aplikasi Analisis Multivariate dengan Program IBM SPSS Update PLS Regresi, Edisi Ketujuh*. Semarang: Badan Penerbitan Universitas Diponegoro.
- Ghozali, I. (2015). *Partial Least Squares Konsep, Teknik dan Aplikasi Menggunakan Program SmartPLS*. Semarang: Badan Penerbit Universitas Diponegoro..
- Greenberg, J. and Baron, R.A. (2000) *Behavior in Organizations*. 7th Edition, Prentice-Hall, Newjersey.
- Grobler, A., & Sonja, G. (2024). Bridging the gap: Ethical leadership, human resource practices and organisational justice. *SA Journal of Human Resource Management*. Vol 22(0). DOI:10.4102/sajhrm.v22i0.2697
- Gouldner, A. W. (1960). The norm of reciprocity: A preliminary statement. *American Sociological Review*. 25: 161-178.
- Hair, J. F., Black, W. C., Babin, B. J., Anderson, R. E., Tatham, R. L. (2010). *Multivariate Data Analysis: A Global Perspective* (7th ed.). Pearson Education.
- Hair, J. F., Tomas, M. H., Christian, M. R., Marko, S. (2017). *A primer on partial least squares structural equation modeling (PLS-SEM)*. Sage publications.
- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). When to Use and How to Report the Results of PLS-SEM. *European Business Review*, 31(1): 2-24.

- Hakim, W., & Fernandes, A. (2017). Moderation effect of organizational citizenship behavior on the performance of lecturers. *Journal of Organizational Change Management*. Vol 30(7): 1136-1148. <https://doi.org/10.1108/JOCM-11-2016-0242>
- Hanaysha, J. R., Kumar, V. A., In'airat, M., Paramaiah, C. (2022). Direct and indirect effects of servant and ethical leadership styles on employee creativity: mediating role of organizational citizenship behavior. *Arab Gulf Journal of Scientific Research*. Vol 40(1):78-98.
- Hermanto, Y., & Veronika, S. (2022). The Effects of Organizational Justice on Employee Performance Using Dimension of Organizational Citizenship Behavior as Mediation. *Sustainability*. 14. 13322. [10.3390/su142013322](https://doi.org/10.3390/su142013322).
- Hermawati, Adya & Mas, Nasharuddin. (2017). Mediation effect of quality of worklife, job involvement, and organizational citizenship behavior in relationship between transglobal leadership to employee performance. *International Journal of Law and Management*. 59. 00-00. [10.1108/IJLMA-08-2016-0070](https://doi.org/10.1108/IJLMA-08-2016-0070).
- Herzberg, F. (1968). One More Time: How Do You Motivate Employees? *Harvard Business Review*, Vol 46(1): 53-62.
- Hoogh, A. D., & Hartog, D. D. (2008). Ethical and despotic leadership, relationships with leader's social responsibility, top management team effectiveness and subordinates' optimism: A multi-method study. *The Leadership Quarterly*. Vol 19: 297-311. [10.1016/j.leaqua.2008.03.002](https://doi.org/10.1016/j.leaqua.2008.03.002).
- Huang, N., Qiu, S., Yang, S., Deng, R. (2021) Ethical Leadership and Organizational Citizenship Behavior: Mediation of Trust and Psychological Well-Being. *Psychology Research and Behavior Management*. 14:655-664 <https://doi.org/10.2147/PRBM.S311856>
- Ismail, S., Iqbal, Z., Adeel, M. (2018). Impact of Organizational Justice and Organizational Citizenship Behavior on Employees Performance. *International Journal of Human Resource Studies*. Vol 8(2): 187-198. <https://doi.org/10.5296/ijhrs.v8i2.13070>
- Jufrizen, Muhammad, R.H. (2022). The Role of Mediation Organizational Citizenship Behavior on the Effect of Work Motivation and Job Satisfaction on Employee Performance. *Journal of International Conference Proceedings (JICP)*. Vol 5(2):162-183. DOI: <https://doi.org/10.32535/jicp.v5i2.1682>
- Kalshoven, K., Hartog, D. D., Hoogh, A. D.(2011). Ethical leadership at work questionnaire (ELW): Development and validation of a multidimensional

measure. *The Leadership Quarterly*. Vol 22(1): 51-69.  
<https://doi.org/10.1016/j.leaqua.2010.12.007>

Kampkötter, P., Harbring, C., & Sliwka, D. (2016). Job rotation and employee performance: Evidence from a longitudinal study in the financial services industry. *The International Journal of Human Resource Management*, 29(10): 1709–1735. <https://doi.org/10.1080/09585192.2016.1209227>

Khokhar, Arif M., & Ziaur, R., Muhammad. (2017). Linking Ethical Leadership to Employees' Performance: Mediating Role of Organizational Citizenship Behavior and Counterproductive Work Behavior. *Pakistan Journal of Commerce and Social Sciences*. Vol 11(1): 222-251.

Khosrowpour, M. (2006). Emerging Trends and Challenges in Information Technology Management. <https://doi.org/10.4018/978-1-61692-128-6>

Khuong, M. N., & Thai, H. Q.(2016).The Effects of Organizational Justice and Ethical Leadership on Employee Performance in Binh Duong's Industrial Parks, Vietnam. *Journal of Economics, Business and Management*. Vol. 4(4):327-333.

Kia, N., Beni, H., Timothy, B. Ethical leadership and employee in-role performance The mediating roles of organisational identification, customer orientation, service climate, and ethical climate. *Personnel Review*. Vol 48(7):1716-1733. DOI 10.1108/PR-12-2018-0514

Kreitner, R., & Kinicki,A.(2004).*Organizational Behaviour(6th ed.)*. New-York: McGraw-Hill.

Lay, Y., Sautma, R. B., Togar W. S. P. (2020). The Effect of Organizational Trust and Organizational Citizenship Behavior on Employee Performance. *SHS Web of Conferences*. 76, 01058.

Locke, E. A., & Latham, G. P. (1990). *A Theory of Goal Setting and Task Performance*. Prentice Hall.

Locke, E. A., & Latham, G. P. (2013). *New Developments in Goal Setting and Task Performance*. Routledge. <https://doi.org/10.4324/9780203082744>

Lu, X. (2014). Ethical Leadership and Organizational Citizenship Behavior: The Mediating Roles of Cognitive and Affective Trust. *Social Behavior and Personality: an international journal*. Vol 42(3):379-399. 10.2224/sbp.2014.42.3.379.

Lubis, G. B., & Ferryal, A. (2022). Pengaruh Kepemimpinan Etis terhadap Komitmen Organisasional, Kinerja Karyawan, dan Keterlibatan Karyawan

pada Industri Perbankan. *OPTIMAL: Jurnal Ekonomi dan Manajemen*. Vol 2(4): 56-75.

- Maharani, V., Eka, A. T., Noermijati. (2013). Organizational Citizenship Behavior Role in Mediating the Effect of Transformational Leadership, Job Satisfaction on Employee Performance: Studies in PT Bank Syariah Mandiri Malang East Java. *International Journal of Business and Management*. Vol 8(17): 1-12.
- Mahrani, S. W., & Saemu, A. (2022). The effect of Organizational Citizenship Behavior on Performance mediated by Job Satisfaction. *J. Management & Education Human Development*. Vol 2(4): 769-774.
- Malik, M. S., Mustabsar, A., Ahmad, T., Umer, H. Q. (2016). Impact of Ethical Leadership on Employees' Performance: Moderating Role of Organizational Values. *International Review of Management and Marketing*. Vol 6(3):590-595.
- Mangkunegara A.A. 2017. *Manajemen Sumber Daya Manusia Perusahaan*. Bandung: Remaja Rosdakarya
- Marquardt, D. J., Manegold, J., Brown, L. W. (2021). Integrating relational systems theory with ethical leadership: how ethical leadership relates to employee turnover intentions. *Leadership and Organization Development Journal*. 43(1):155-179.
- Malhotra, N. K. (2010). Analyzing accumulated knowledge and influencing future research. *Review of Marketing Research*, 6.
- Mathis, R. L., & Jackson, J. H. (2011). *Human Resource Management (13th ed.)*. Boston. MA: West-South.
- Mayer, D.M., Kuenzi, M., Greenbaum, R., Bardes, M., Salvador, R. (2009). How low does ethical leadership flow? Test of a trickle-down model. *Organizational Behavior & Human Decision Processes*. Vol. 108(1): 1-13.
- Meena, L. K., Bairwa, S. L., Lakra, K., Kumari, M., & Meena, R. S. (2013). A Study of Line and Staff Organisation in Organization Behaviour.
- Meilani, Y., Tan, J., Murwani, F. D., Bernarto, I., Sudibjo, Niko. (2021). Motivating and Retaining Generation Z Faculty Members in Private Universities. *Journal of Educational and Social Research*. Vol 11(1): 245:255.
- Miao, Q., Newman, A., Sun, Y., & Xu, L. (2013). The relationship between ethical leadership and employees' work outcomes: The moderating role of proactive personality. *Journal of Business Ethics*, 116(4): 841-850.

- Mitonga-Monga, J., & Cilliers, F. (2016). Perceived Ethical Leadership: Its Moderating Influence on Employees' Organisational Commitment and Organisational Citizenship Behaviours. *Journal of Psychology University of Johannesburg*. 26:1-8. 10.1080/14330237.2015.1124608.
- Muhdar, H.M., Mahlia, M., Ria, M. Y, Nurjannah, H. (2015). The Influence of Spiritual Intelligence, Leadership, and Organizational Culture on Organizational Citizenship Behavior and Employees Performance (A Study on Islamic Banks in Makassar, South Sulawesi Province, Indonesia). *The International Journal Of Business & Management*. Vol 3(1): 297-314.
- Neubert, M.J., Carlson, D.S., Kacmar, K.M., Roberts, J.A. and Chonko, L.B. (2009). "The virtuous influence of ethical leadership behavior: evidence from the field", *Journal of Business Ethics*, Vol. 90 No. 2, 157-170.
- Ng, T. W. H., & Feldman, D. C. (2010). The relationships of age with job attitudes: A meta-analysis. *Personnel Psychology*, Vol. 63 No. 3, 677–718. <https://doi.org/10.1111/j.1744-6570.2010.01184.x>
- Nguyen, T. T., Nguyen, P. N., Tu, T. H. (2021). *Ethical leadership, corporate social responsibility, firm reputation, and firm performance: A serial mediation model*. *Heliyon*. Vol 7(4):1-9.
- Noe, R. A., Hollenbeck, J. R., Gerhart, B., & Wright, P. M. (2017). *Human Resource Management: Gaining a Competitive Advantage* (10th ed.). McGraw-Hill Education.
- Obicci, P. A. (2014). Effect of ethical leadership on employee performance in uganda. *Journal of Management and Science*. Vol 24(2): 245-263. DOI:10.26524/jms.2014.22 DOI : 10.21070/jbmp.v8vi2.1617
- Oladimeji, K. A., & Abdulrazaq, K. A. (2022). Ethical Leadership and Employee Performance in the Public Sector: The Mediating Effects of Motivation and Satisfaction. *Jurnal Studi Pemerintahan*. Vol 13(2): 133-148.
- Organ, D. W., & Ryan, K. (1995). A meta-analytic review of attitudinal and dispositional predictors of organizational citizenship behavior. *Personnel Psychology*, Vol 48(4): 775-802.
- Organ, D. W. (1997). Organizational citizenship behavior: it's construct clean-up time. *Human Performance*, Vol 10(2):85-97.
- Organ, D. W. (1988). *Organizational citizenship behavior: The good soldier syndrome*. Lexington Books/DC Heath and Com.

- Pennec, X., Sommer, S., & Fletcher, T. (2019). *Riemannian Geometric Statistics in Medical Image Analysis*.
- Piccolo, R. F., Greenbaum, R., Hartog, D. N. den, & Folger, R. (2010). The relationship between ethical leadership and core job characteristics: ETHICS AND JOB CHARACTERISTICS. *Journal of Organizational Behavior*. Vol 31(2–3): 259–278. doi: 10.1002/job.627
- Podsakoff, P.M., MacKenzie, S.B., Paine, J.B. and Bachrach, D.G. (2000). Organizational citizenship behaviors: a critical review of the theoretical and empirical literature and suggestions for future research, *Journal of Management*, Vol. 26(3):513-563.
- Prabasari, I. G. A. M., Martini, L. K. B., & Suardika, N. (2018). The Effect of Communication and Employee Engagement on Organizational Citizenship Behavior and Employee Performance in Employees PT PLN (Persero) Distribution of Bali. *International Journal of Contemporary Research and Review*. Vol 9(8):21014–21025. <https://doi.org/10.15520/ijcr/2018/9/08/586>
- Pratiwi, L. A., & Lenny, C. N. (2021). Organizational Citizenship Behavior while mediating Self-Efficacy, Servant Leadership and Organization Culture on Employee Performance. *European Journal of Business and Management Research*. Vol 6(1):225-231. DOI: 10.24018/ejbmr.2021.6.1.713
- Purwanto, A. (2022). The Role of Transformational Leadership and Organizational Citizenship Behavior on SMEs Employee Performance. *Journal of Industrial Engineering & Management Research*. Vol 3(5):365-383. 10.7777/jiemar.v2i3.139e.
- Puspitasari, A., Mochammad, A. K., Mohammad, M. (2023). Pengaruh Motivasi Kerja, Kompetensi, dan Lingkungan Kerja Terhadap Kinerja Karyawan PT Pegadaian Area Semarang. *BanKu: Jurnal Perbankan dan Keuangan*. Vol 4(2): 96-104
- Rahmawati, T., & Prasetya, A. (2017). Analisis faktor – Faktor Yang Mempengaruhi Organizational Citizenship Behavior (OCB) Pada Karyawan Tetap Dan Karyawan Kontrak (Studi Pada Karyawan Pizza Hut Kota Malang)." *Jurnal Administrasi Bisnis S1 Universitas Brawijaya*. Vol 48(1):97-106.
- Rahawarin, M. A., Tehubijuluw, Z., Yusriadi, Y., Marlia, R. (2020). Dimension of Organizational Citizenship Behavior and its Effect Toward Employees' Performance at Capital Investment and Licensing Service Office South Buru District. *Humanities & Social Sciences Reviews*. Vol 8(2): 681-689. <https://doi.org/10.18510/hssr.2020.8276>

- Robbins, S. P., & Judge, T. A. (2018). *Organizational Behavior (18th ed.)*. London: Pearson Education.
- Ruiz-Palomino, P., Carmen, R., Helena, K. P. (2011). Employee Organizational Citizenship Behaviour: The Direct and Indirect Impact of Ethical Leadership. *Canadian Journal of Administrative Sciences*. 28(3): 244–258. DOI: 10.1002/CJAS.221
- Sari, N. P, Helmi, M., Eko, S. A. (2022). The Influence of Ethical Leadership, Compensation, and Culture on Employee Performance. *Jurnal Bisnis, Manajemen dan Perbankan*. Vol 8(2): 100-111.
- Sarwar, N., Haider, S., Akhtar, M.H. & Bakhsh, K. (2022). Moderated-mediation between ethical leadership and organizational citizenship behavior: the role of psychological empowerment and high performance managerial practices", *Management Research Review*, Vol 46(5):649-666. <https://doi.org/10.1108/MRR-07-2021-0528>
- Sayuti, A. J., Hazisma, S., & Vera Riama, L. (2020). Determinants of Organizational Citizenship Behavior and Its Implication Towards Employee Performance. *Advances in Economics, Business and Management Research*. 111 217–224. <https://doi.org/10.2991/icoborot-18.2019.32>
- Schlegel, D., Rosenberg, B., Fundanovic, O., Kraus, P. (2024). How to conduct successful business process automation projects? An analysis of key factors in the context of robotic process automation, *Business Process Management Journal*, Vol 30(8):99-119. <https://doi.org/10.1108/BPMJ-06-2023-0465>
- Schneider, B., Ehrhart, M. G., Macey, W. H. (2013). Organizational Climate and Culture. *Annual Review of Psychology*. Vol 64(1). 361-388. <https://doi.org/10.1146/annurev-psych-113011-143809>
- Schwepker, C. H., & Dimitriou, C. K. (2021). Using ethical leadership to reduce job stress and improve performance quality in the hospitality industry. *International Journal of Hospitality Management*, 94, 102860. doi: 10.1016/j.ijhm.2021.102860
- Sekaran, U., & Bougie, R. (2016). *Research Methods for Business: A Skill-Building Approach*. West Sussex: Wiley & Sons.
- Sentoso, A., & Fendi S. P. (2021). Analysis of The Ethical Effect of Leadership on Employee Performance and Moderated with Employee Engagement and Organizational Citizenship Behavior. *International Journal of Economics, Business and Accounting Research (IJEBAR)*. Vol 5(4):447-464.

- Setyowati, I & Sri, H. (2016). Pengaruh Kepemimpinan, Motivasi, Dan Kompensasi Terhadap Kinerja Karyawan Pada Restoran Taman Pringsewu Yogyakarta. *Jurnal Ilmiah Manajemen Bisnis Dan Terapan*. 2:57-72.
- Shakeel, F., Kruyen, P. M., & Van Thiel, S. (2019). Ethical Leadership as Process: A Conceptual Proposition. *Public Integrity*, 21(6): 613–624. <https://doi.org/10.1080/10999922.2019.1606544>
- Shareef, R. A., & Tarik, A. (2019). The influence of ethical leadership on academic employees' organizational citizenship behavior and turnover intention: Mediating role of intrinsic motivation. *Management Decision*. 57(3): 583-605. DOI 10.1108/MD-08-2017-0721
- Smith, C. A., Organ, D. W., & Near, J. P. (1983). Organizational citizenship behavior: Its nature and antecedents. *Journal of Applied Psychology*, 68(4): 653–663. <https://doi.org/10.1037/0021-9010.68.4.653>
- Sugianingrat, I. A. P. W., Sapta, R. W. M U., Carla, A. D. J. D. C., Mateus, X. Dos, R. P.,Wayan G. S. (2018). The employee engagement and OCB as mediating on employee performance. *International Journal of Productivity and Performance Management*. Vol 7(5):1741-0401. DOI 10.1108/IJPPM-03-2018-0124
- Supriyanto, A. S., Vivin, M. E., Umami, M. (2020). Do organizational citizenship behavior and work satisfaction mediate the relationship between spiritual leadership and employee performance?. *Management Science Letters*. 10. 1107-1114. 10.5267/j.msl.2019.10.031.
- Tanoto, S. R., Gabriely, E. T.(2023). The Influence of Ethical Leadership on Employee Performance through Organizational Citizenship Behavior and Intrinsic Motivation. *Petra Ijbs*. Vol 6(2):122-132
- Tarigan, I. N. (2023). *PT Pegadaian : Perencanaan dan Pengembangan Sumber Daya Manusia di Era Society 5.0 Studi Kasus Pengembangan Sumber Daya Manusia*.
- Thoha, M. (2013). *Kepemimpinan Dalam Manajemen*. Jakarta: Raja Wali Pers.
- Trevino, L. K., Hartman, L. B., Michael, B. (2000). Moral Person and Moral Manager: How Executives Develop a Reputation for Ethical Leadership. *California Management Review*. Vol 42:128-142. 10.2307/41166057.
- Trevino, L. K., Brown, M., Hartman, L.P. (2003). A qualitative investigation of perceived executive ethical leadership: Perceptions from inside and outside the executive suite. *Human Relations*. 55:5–37.

- Pelletier, K. L., & Bligh, M. C. (2006). Rebounding from Corruption: Perceptions of Ethics Program Effectiveness in a Public Sector Organization. *Journal of Business Ethics*. Vol 67(4): 359-374.
- Peng, T. L., Ching, S. Y., Yuen, O. C., Kum, L. C. Parisa, R., Zhen L. (2019). Ethical leadership, perceived organizational support and citizenship behaviors The moderating role of ethnic dissimilarity. *Leadership & Organization Development Journal*. Vol 40(8): 877-897. DOI 10.1108/LODJ-04-2019-0160
- Viladrich, C., Angulo-Brunet, A., Doval, E. (2017). A journey around alpha and omega to estimate internal consistency reliability. *Anales de Psicología*. Vol 33(3): 755–782. <https://doi.org/10.6018/analesps.33.3.268401>
- Walumbwa, F. O., Morrison, E. W., & Christensen, A. L. (2012). Ethical Leadership and Group In-Role Performance: The Mediating Roles of Group Conscientiousness and Group Voice. *The Leadership Quarterly*. Vol 23: 953–964
- Widiani, N. P. (2019). The effect of love of money and emotional intelligence on employee performance with organizational citizenship behavior as mediating variable. *International Research Journal of Engineering, IT & Scientific Research*, Vol 5(1): 39-49. <https://doi.org/10.21744/irjeis.v5n1.596>
- Wirawan, S. (2019). *Manajemen Sumber Daya Manusia: Teori, Psikologi, Hukum, dan Studi Kasus*. Jakarta: Rajawali Pers.
- Wiyono, G. (2011). *Merancang Penelitian Bisnis dengan alat analisis SPSS 17.0 & SmartPLS 2.0 (Pertama)*. Yogyakarta: UPP STIM YKPN.
- Yang, Q. & Wei, H. (2018). The impact of ethical leadership on organizational citizenship behavior: The moderating role of workplace ostracism, *Leadership & Organization Development Journal*. Vol 39(1):100-113. <https://doi.org/10.1108/LODJ-12-2016-0313>
- Yücel, İ. (2012). Examining the Relationships among Job Satisfaction, Organizational Commitment, and Turnover Intention: An Empirical Study. *International Journal of Business and Management*. Vol 7(20):44-58. 10.5539/ijbm.v7n20p44.
- Yukl, G. (2010). *Leadership in Organizations*. Upper Saddle River, NJ: Pearson.
- Zainun, N. F. H., Johari, J., & Adnan, Z. (2021). Machiavellianism, locus of control, moral identity, and ethical leadership among public service leaders in

Malaysia: the moderating effect of ethical role modelling. *International Journal of Sociology and Social Policy*, Vol 41(9/10): 1108-1133.

Zehir, C., & Ebru, E. (2011). The Association between Organizational Silence and Ethical Leadership through Employee Performance. *Procedia Social and Behavioral Sciences*. Vol 24: 1389–1404.

