

## DAFTAR PUSTAKA

- Agustina, Tri Siwi. 2002. *Pengaruh Faktor-faktor Kepuasan Kerja terhadap Komitmen Karyawan pada Organisasi*. Airlangga University. Thesis
- Agustina, Leo. 2004. *Publik dalam Aneka Perspektif*. Artikel. *Pikiran Rakyat*. p. 1-5
- Ahlstrom, Bruton & Lui. 2000. *Navigating China's Changing Economy : Strategies for Private Firms*. *Rus. Horiz.* p. 5-15
- Allen & Rush. 1998. *The Effects of Organizational Citizenship Behavior on Performance Judgments : A Field Study and A Laboratory Experiment*. *Journal of Applied Psychology*. p. 247-260
- Arifin, Johan. 2002. *Pengaruh Partisipasi Anggaran terhadap Prestasi Kerja dan Kepuasan Kerja*. *Sinergi*. Vol. 5 No. 1 p. 3
- Astuti, Sih Darmi dan Subagyo, Herry. 2005. *Pengaruh Keadilan Prosedural dan Keadilan Distributif terhadap Kepuasan pada Penilaian, Komitmen dan Turnover Intention*. *Jurnal Bisnis dan Ekonomi*. Vol. 12 No. 1 Mar. p.23-44
- Barksdale & Werner. 2001. *Managerial Ratings of in-role Behaviors, Organizational Citizenship Behaviors and Overall Performance : Testing different Models of Their Relationship*. *Journal of Business Research*. p. 145-155
- Bergeron, Diane. 2007. *The Potential Paradox of Organizational Citizenship Behavior : Good Citizens at What Cost ?*. *Academy of Management Review*. Vol. 32 No. 4 p.1078-1095
- Bolon, Douglas. 1997. *Organizational Citizenship Behavior Among Hospital Employees : A Multidimensional Analysis Involving Job Satisfaction and Organizational Commitment*. *Hospital and Health Services Administration*. P.221-242
- Borman & Motowidlo. 1993. *Effects of Ratee Task Performance and Interpersonal Factors on Supervisor and Peer Performance Ratings*. *Journal of Applied Psychology*. p. 168-177
- Brockner, Joel; Tyler, Tom; Schneider, Cooper. 1992. *The Influence of Prior Commitment to an Institution on Reactions to Perceived Unfairness : The Higher They Are, The Halder They Fall*. *Administrative Sciece Quarterly*. P.241-261

- Budihardjo, Andreas. 2004. *Mengenal Organization Citizenship Behavior*. Forum Manajemen Prasetiya Mulya. Tahun ke-XVIII. No. 82. April. p. 11-15
- Chang. 1991. *Wild Swans : Simon and Schuster*. New York
- Chen, Li Yueh. 2004. *Examining the Effect of Organization Cyulture and Leadership Behaviors on Organizational Commitment, Job Satisfaction, and Job Performance at Small and Middle-sized Firms of Taiwan*. The Journal of American Academy of Business. Cambridge. September. p. 432-438
- Child. 1994. *Management in China During The Age of Reform*. Cambridge University Press. Cambridge, UK
- Clungston, Michael. 2000. *The Mediating Effects of Multidimensional Commitment on Job Satisfaction and Intent to Leave*. Journal of Organizational Behavior. 21, 477-486
- Dongoran, Johnson. 2001. *Komitmen Organisasi : Dua Sisi Sebuah Koin*. Dian Ekonomi. Vol. VII No. 1. Maret. p. 19-34
- Dongoran, Johnson. 2006. *Pengaruh Konsensus Strategik terhadap Sikap Kerja dan Kinerja pada Hotel Bintang di Jawa Tengah dan DIY*. Jurnal Ekonomi dan Bisnis. Vol. XII. No. 1 Halaman : 30-58
- Emilisa, Netania. 2001. *Hubungan antaran Job Satisfaction dengan Organizational Commitment pada Dana Pensiun Lembaga Keuangan yang dikelola oleh Perusahaan Asuransi di Jakarta*. Media Riset Bisnis dan Manajemen. Vol. 1 No. 3 p. 229-244
- Eskew, DE. 1990. *The Role of Organizational Justice in OCB*. Employee Responsibilities and Rights Journal, 6(3) pp. 185-194
- Farh, Jilling-Li; Zhong, Cheng-Bo; Organ, Dennis. 2004. OCB in The People's Republic of China Organization Science. Vol. 15 No. 2. March-April. p. 241-253
- Ferdinand, Augusty. 2006. *Structural Equation Modelling ( SEM ) Dalam Penelitian Manajemen. Aplikasi Model-Model Rumit Dalam Penelitian untuk Tesis Magister dan Disertasi Doktor*. BP. UNDIP
- Ghozali, Imam dan Setiawan, Ivan. 2005. *Pengaruh Multidimensi Komitmen Organizational terhadap inten keluar dalam Setting Akuntan Publik*. Usahawan. No. 4 Tahun XXXIV. April. p. 39-44

- Halim, Abdul dan Sawitri Dyah. 2003. *Bagaimana Membangun Kualitas Layanan Publik. Suatu Tinjauan dalam Instansi Pemerintahan*. Usahawan. No. 08 Tahun XXXII. Agustus. p. 40-46
- Haryatmoko. 2004. *Keprihatinan Etika Politik. Membangun Institusi Sosial yang Adil*. Uni Sosial Demokrat. Kompas. Artikel Oktober
- Hasanbasri, Dana Mubasysyir. 2007. *Hubungan Kepuasan Kerja dan Komitmen Organisasi dengan OCB di Politeknik Kesehatan Banjarmasin*. KMPK. Working Paper Series No. 2 Januari. First Draft
- Konovsky, M and Pugh, D. 1994. *Citizenship Behavior and Social Exchange*. Academy of Management Journal. Vol. 37 pp. 656-669
- Kuehn, Kennit dan Busaidi, Yousef. 2002. *Citizenship Behavior in A Non-Western Context : An Examination of The Role of Satisfaction, Commitment and Job Characteristics On Self-Reported OCB*. IJCM Vol. 12 No. 2 p. 107-125
- Lam, Hui & Law. 1999. *Organizational Citizenship Behavior : Comparing Prespectives of Supervisors and Subordinates Acroos Four International Samples*. Journal of Applied Psychology. p. 594-601
- Lee, Jangwoo and Miller Danny. 1999. *People Matter: Commitment to Employees, Strategy and Performance in Korean Firms*. Strategic Management Review. Vol. 20 p. 579-593.
- McBain, Richard. 2004. *Developing Organization Citizenship Behavior*. The Braybrook Press. Human Resource Management. p. 25-33
- Majalah Human Capital. 2006. *Gaji Tinggi CEO Menimbulkan Efek Berantai*. Berita HR. Compensation and Benefit. Artikel. Oktober
- Meyer, John; Ramona, Bobocel and Natalie, Allen. 1991. *Development of Organizational Commitment During the First Year of Employment : P A Longitudinal Study of Pre-and Post-entry Influences*. Journal of Management. Vol. 17 No. 4, 717-733
- Meyer, Allen And Smith. 1993. *Commitment to Organizational and Occupatons : Extention and Test of A Three-Component Conceptualization*. Journal of Applied Psychology. p. 538-551
- Organ, DW & Ryan, K. 1995. *A Meta – Analytic Review of Attitudinal and Dispositional Predictors of OCB*. Personnel Psychology, 48, 775-802

- Podsakoff & MacKenzie. 1997. *Impact of Organizational Citizenship Behavior on Organizational Performance : A Review & Suggestions for Further Research*. Human Performance. p. 133-151
- Rifai, Harif Amali. 2005. *A Test of the Relationships Among Perceptions of Justice, Job Satisfaction, Affective Commitment and OCB*. Gadjah Mada International. Journal of Business. May-August. Vol. 7. No. 2 p. 131-154
- Robinson, S and Morrison, E. 1995. *Psychological Contracts and OCB : The Effects of Unfulfilled Obligations On Civic Virtue Behavior*. Journal of Organizational Behavior. Vol. 16 No. 3, pp. 289-298
- Mackenzie, et.al. 1998. *Some Possible Antecedents and Consequences of In-Role and Extra-Role Salesperson Performance*. Journal of Marketing, Vol. 62 pp. 87-98
- Robbins, Stephen. 2006. *Perilaku Organisasi*. Prentice Hall. PT Indeks Kelompok Gramedia. Edisi Bahasa Indonesia. Edisi Kesepuluh
- Rogers, JD et.al. 1994. *Increasing Job Satisfaction of Service Personnel*. Journal of Services Marketing. Vol. 8 No.1 pp.14-26
- Simbolon, Pormadi. 2006. *PNS : Bukan Pelayan Parpol*. Ungkapan Hatiku – C'est ma vie. April. p. 1-5
- Sloat, Kim. 1999. *Organizational Citizenship. Does Your Firm Inspire Employees to be " Good Citizens " ?*. American Society of Safety Engineers. April
- Sudrajat, Agus. 2006. *Membangun Model Pelayanan Publik yang dapat Memenuhi Keinginan Masyarakat*. Direktorat Aparatur Negara. Bappenas. p. 1-13
- Sugiyati, Sri. 2006. *Urgensi Reformasi Pelayanan Publik*. Free – Lists. Februari. p. 1-5
- Tang, Thomas Li-Ping and Sarsfield – Baldwin, Linda. 1996. *Distributive and Procedural Justice as Related to Satisfaction and Commitment*. SAM Advanced Management Journal. Middle Tennessee State University. P.25-31
- Vincent, Gazpers. 1997. *Manajemen Kualitas dalam Industri*. Jakarta. PT Gramedia
- Williams, Lj & Anderson, SE. 1991. *Job Satisfaction and Organizational Commitment as Predictor of Organizational Citizenship and In-Role Behaviors*. Journal of Manajemen. Vol. 17 No. 3 : 601-617

Yang. 1993. *Chinese Social Orientation : An Integrative Analysis*.

*L.Y.Cheng, F.M.C. Cheung, C.N.Chen, eds. Psychotherapy Chinese – Selected Papers Ist Internat. Conf. November. p. 19-55*