DAFTAR PUSTAKA

Allen, N. J., & Meyer, J. P. (1990). The measurement and antecedents of affective, continuance and normative commitment to the organization. *Journal of Occupational Psychology*, *63*(1), 1–18. https://doi.org/10.1111/j.2044-8325.1990.tb00506.x

Allen, N. J., & Meyer, J. P. (1996). Affective, continuance, and normative commitment to the organization: An examination of construct validity. *Journal of Vocational Behavior*, *49*(3), 252–276. https://doi.org/10.1006/jvbe.1996.0043

Anggraini, P. K., Septyarini, E., & Purnamarini, T. R. (2024). Pengaruh Motivasi Intrinsik, Budaya Organisasi, Dan *Work Life Balance* Terhadap *Organizational Citizenship Behavior* (Ocb). *Jurnal Manajemen Terapan Dan Keuangan*, *13*(02), 532–540. https://doi.org/10.22437/jmk.v13i02.31980

Armstrong, M., & Taylor, S. (2014).

Aselage, J., & Eisenberger, R. (2003). *Perceived Organizational Support* and psychological contracts: A theoretical integration. *Journal of Organizational Behavior*, *24*(SPEC. ISS.), 491–509. https://doi.org/10.1002/job.211

Ashforth, B. E., & Mael, F. (1989). Social Identity Theory and the Organization. *Academy of Management Review*, *14*(1), 20–39. https://doi.org/10.5465/amr.1989.4278999

Baron, R. M., & Kenny, D. A. (1986). The moderator-mediator variable distinction in social psychological research: Conceptual, strategic, and statistical considerations. *Journal of Personality and Social Psychology*, *51*(6), 1173–1182. https://doi.org/10.1037/0022-3514.51.6.1173

Beauregard, T. A. (2011). Corporate Work-Life Balance Initiatives: Use and Effectiveness. *Human Resource Management Review*, *21*(1), 40–54.

Bies, R. J., & Organ, D. W. (1989). Organizational Citizenship Behavior: The Good Soldier Syndrome. In *The Academy of Management Review* (Vol. 14, Issue 2). Lexington Books. https://doi.org/10.2307/258426

Blau, P. M. (1964). *Exchange and Power in Social Life*. Wiley.

C., S. S. (2003). Manajemen Tenaga Kerja Indonesia (Edisi 2). In *Jakarta: PT. Bumi Aksara*. Bumi Aksara.

Casper, W. J., Bordeaux, C., Eby, L. T., Lockwood, A., & Lambert, D. (2007). A review of research methods in IO/OB work-family research. *Journal of Applied Psychology*, *92*(1), 28–43. https://doi.org/10.1037/0021-9010.92.1.28

Casper, W. J., Harris, C., Taylor-Bianco, A., & Wayne, J. H. (2011). Work-family conflict, perceived supervisor support and organizational commitment among Brazilian professionals. *Journal of Vocational Behavior*, *79*(3), 640–652. https://doi.org/10.1016/j.jvb.2011.04.011

Cohen, A. (2007). Commitment before and after: An evaluation and reconceptualization of organizational commitment. *Human Resource Management Review*, *17*(3), 336–354. https://doi.org/10.1016/j.hrmr.2007.05.001

Creswell, J. W., & Creswell, J. D. (2018). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches* (5th ed.). SAGE Publications.

Cropanzano, R., & Mitchell, M. S. (2005). Social exchange theory: An

Interdisciplinary review. *Journal of Management*, *31*(6), 874–900. https://doi.org/10.1177/0149206305279602

Dessler. (2020). *manajemen sumbar daya manusia*.

Eisenberger, R., Armeli, S., Rexwinkel, B., Lynch, P. D., & Rhoades, L. (2001). Reciprocation of perceived organizational support. *Journal of Applied Psychology*, *86*(1), 42–51. https://doi.org/10.1037/0021-9010.86.1.42

Eisenberger, R., Huntington, R., Hutchison, S., & Sowa, D. (1986). Perceived Organizational Support. *Journal of Applied Psychology*, *71*(3), 500–507. https://doi.org/10.1037/0021-9010.71.3.500

Fatmawati, A., & Azizah, S. N. (2022). Pengaruh Kecerdasan Emosional dan *Perceived Organizational Support* Terhadap *Organizational Citizenship Behavior* dengan Komitmen Organisasi Sebagai Variabel Intervening. *Jurnal Ilmiah Mahasiswa Manajemen, Bisnis Dan Akuntansi (JIMMBA)*, *4*(2), 154–180. https://doi.org/10.32639/jimmba.v4i2.78

Firdaus, R. Y., Wiharno, H., & Fitriani, L. K. (2024). Pengaruh Beban Kerja, Stres Kerja, dan Work-Life Balance terhadap Kepuasan Kerja serta Dampaknya pada Organizational Citizenship Behavior. *Jurnal Syntax Admiration*, *5*(4), 1334–1352. https://doi.org/10.46799/jsa.v5i4.1117

Firmansyah, A., Junaedi, I. W. R., Kistyanto, A., & Azzuhri, M. (2022). The effect of *Perceived Organizational Support* on *Organizational Citizenship Behavior* and organizational commitment in public health center during COVID-19 pandemic. *Frontiers in Psychology*, *13*. https://doi.org/10.3389/fpsyg.2022.938815

Fisher, G. G., Bulger, C. A., & Smith, C. S. (2009). Beyond Work and Family: A Measure of Work/Nonwork Interference and Enhancement. *Journal of Occupational Health Psychology*, *14*(4), 441–456. https://doi.org/10.1037/a0016737

Fitriani, K., Suryadi, E., & Santoso, B. (2024). Pengaruh Work-Life Balance Terhadap *Organizational Citizenship Behavior* Dengan Job Satisfaction Sebagai Variabel Mediasi. *Jurnal Investasi*, *9*(4), 228–236. https://doi.org/10.31943/investasi.v9i4.298

Ghozali, & Ghozali, I. (2018). Aplikasi Analisis Multivariate Dengan Program IBM SPSS 25, Edisi Kesembilan. In *Seminar Nasional Hasil Penelitian-Stimik Handayani Denpasar* (Edisi 9, Issue September). Badan Penerbit Universitas Diponegoro.

Greenberg, J., & Baron, R. A. (2003). *Behavior in Organizations: Understanding and Managing the Human Side of Work* (8th ed.). Prentice Hall International.

Greenhaus, J. H., & Allen, T. D. (2011). Work-family balance: A review and extension of the literature. In *Handbook of occupational health psychology (2nd ed.)*. (2nd ed., Issue August, pp. 165–183). American Psychological Association.

Greenhaus, J. H., Collins, K. M., & Shaw, J. D. (2003). The relation between work-family balance and quality of life. *Journal of Vocational Behavior*, *63*(3), 510–531. https://doi.org/10.1016/S0001-8791(02)00042-8

Grover, S. L., & Crooker, K. J. (1995). Who Appreciates Family-Responsive Human Resource Policies: the Impact of Family-Friendly Policies on the

Organizational Attachment of Parents and Non-Parents. *Personnel Psychology*, *48*(2), 271–288. https://doi.org/10.1111/j.1744-6570.1995.tb01757.x

Gunawan, I. (2013). *Metode Penelitian Kualitatif: Teori dan Praktik*. Bumi Aksara.

Haar, J. M., Russo, M., Suñe, A., & Ollier-Malaterre, A. (2014). Outcomes of work-life balance on job satisfaction, life satisfaction and mental health: A study across seven cultures. *Journal of Vocational Behavior*, *85*(3), 361–373. https://doi.org/10.1016/j.jvb.2014.08.010

Haar, J. M., & Spell, C. S. (2004). Programme knowledge and value of work-family practices and organizational commitment. *International Journal of Human Resource Management*, *15*(6), 1040–1055. https://doi.org/10.1080/09585190410001677304

Handayani, A., & Adiyanti, M. G. (2015). Work-life balance dan kepuasan pernikahan pada wanita yang bekerja. *Jurnal Psikologi*, *42*(1), 54–65. https://doi.org/10.22146/jpsi.7161

Herni Justiana Astuti, Luthfi Arie Widzayanto, Eko Hariyanto, & Fatmah Bagis. (2024). The Influence of Work-life Balance and *Perceived Organizational Support* on *Organizational Citizenship Behavior* with Organizational Commitment as A Mediating Variable. *Management Analysis Journal*, *13*(3), 280–293. https://doi.org/10.15294/maj.v13i3.15137

Hikmah, M., & Lukito, H. (2021). Peran Worklife Balance dan Stres Kerja terhadap Kinerja Karyawan dengan *Organizational Citizenship Behavior* sebagai Variabel Mediasi. *Jurnal Bisnis Dan Manajemen*, *8*(1). https://doi.org/10.26905/jbm.v8i1.5278

Hikmah, N., & Lukito, H. (2021). *Work Life Balance and Its Impact on Organizational Citizenship Behavior*.

Hobfoll, S. E. (1989). Conservation of Resources: A New Attempt at Conceptualizing Stress. *American Psychologist*, *44*(3), 513–524. https://doi.org/10.1037/0003-066X.44.3.513

Indah Ayu Larasati Saefudin. (2024). Pengaruh *Perceived Organizational Support* Dan Work Engagement Terhadap *Organizational Citizenship Behavior* Pada Karyawan. *Journal of Social and Economics Research*, *5*(2), 1822–1829. https://doi.org/10.54783/jser.v5i2.286

Kalliath, T., & Brough, P. (2008). Work-life balance: A review of the meaning of the balance construct. *Journal of Management and Organization*, *14*(3), 323–327. https://doi.org/10.5172/jmo.837.14.3.323

Kao, J. C., Cho, C. C., & Kao, R. H. (2023). *Perceived Organizational Support* and organizational citizenship behavior–A study of the moderating effect of volunteer participation motivation, and cross-level effect of transformational leadership and organizational climate. *Frontiers in Psychology*, *14*. https://doi.org/10.3389/fpsyg.2023.1082130

Kuncoro, E., & Riduwan, M. B. A. (2012). Cara Mudah Menggunakan dan Memaknai Path Analysis. In *Bandung: Alfabeta*. Alfabeta.

Kunto, A. (2013). Prosedur Penelitian Suatu Pendekatan Praktik Penelitian : Suatu Pendekatan Praktik. In *Jurnal Universitas Udayana. ISSN* (Edisi Revi, Vol. 2302). Rineka Cipta.

Kurtessis, J. N., Eisenberger, R., Ford, M. T., Buffardi, L. C., Stewart, K. A., & Adis, C. S. (2017). Perceived Organizational Support: A Meta-Analytic Evaluation. *Journal of Management*, *43*(6), 1854–1884.

Lambert, S. J. (2000). Added benefits: The link between work-life benefits and organizational citizenship behavior. *Academy of Management Journal*, *43*(5), 801–815. https://doi.org/10.2307/1556411

Lapierre, L. M., Allen, T. D., Spector, P. E., Poelmans, S. A. Y., O'Driscoll, M., & Cooper, C. L. (2008). Family-Supportive Organization Perceptions, Work-Family Conflict, and Organizational Citizenship Behavior. *Journal of Organizational Behavior*, *29*(5), 585–607.

Likardi, M., Suryani, E., & Saufi, A. (2024). The Effect of *Perceived Organizational Support* on *Organizational Citizenship Behavior* in University Administrative Staff. *International Journal of Multicultural and Multireligious Understanding*, *11*(9), 509–514. http://ijmmu.comhttp//dx.doi.org/10.18415/ijmmu.v11i9.6022

Lockwood, N. R. (2003). Work/Life Balance: Challenges and Solutions. *HR Magazine*, *48*(6), 81–90.

Lumunon, et al. (2020). Work-life balance pada karyawan. *Jurnal Administrasi Bisnis*, *8*(2).

Luthans, F. (2011). *Organizational Behavior: An Evidence-Based Approach* (12th ed.). McGraw-Hill/Irwin.

Mahardita, E. J., & Noermijati, N. (2023). Pengaruh Komitmen Organisasional Terhadap Organizational Citizenship Behavior. *Jurnal Kewirausahaan Dan Inovasi*, *2*(1), 231–243. https://doi.org/10.21776/jki.2023.02.1.20

Mathis, R. L., & Jackson, J. H. (2018). Human Resource Management : Personnel Human Resource Management. In *Mismain.Bsa.Kent.Edu* (15th ed., Vol. 6, Issue January 2009). Cengage Learning. https://open.umn.edu/opentextbooks/BookDetail.aspx?bookId=71

McShane, S., & Glinow, M. A. Von. (2010). Organizational Behavior Organizational Behavior. In *pearson education,Limited* (17th ed., Vol. 10, Issue Chapter 4). Pearson Education.

Meyer, J. P., & Alien, N. J. (1991). A three-component conceptualization of organizational commitment. *Human Resource Management Review*, *1*(1), 61–89. https://doi.org/10.1016/1053-4822(91)90011-Z

Meyer, J. P., & Allen, N. J. (2004). TCM Employee Commitment Survey Academic Users Guide 2004. In *University of Western Ontario*. The University of Western Ontario, Department of Psychology.

Meyer, J. P., & Herscovitch, L. (2001). Commitment in the workplace: Toward a general model. *Human Resource Management Review*, *11*(3), 299–326. https://doi.org/10.1016/S1053-4822(00)00053-X

Meyer, J. P., Stanley, D. J., Herscovitch, L., & Topolnytsky, L. (2002). Affective, continuance, and normative commitment to the organization: A meta-analysis of antecedents, correlates, and consequences. *Journal of Vocational Behavior*, *61*(1), 20–52. https://doi.org/10.1006/jvbe.2001.1842

Miarni, I., & Ibrahim, M. A. (2025). The Role of Extra-role Behavior in Improving Public Service Quality: A Literature Review. *KnE Social Sciences*, *10*(18),

647–661. https://doi.org/10.18502/kss.v10i18.19493

Moekijat. (2009). Manajemen Personalia dan Sumber Daya Manusia. Jakarta. In *Mandar Maju*. BPFE. http://digilib.unila.ac.id/4949/15/BAB II.pdf

Moorman, R. H., Blakely, G. L., & Niehoff, B. P. (1998). Does *Perceived Organizational Support* mediate the relationship between procedural justice and organizational citizenship behavior? *Academy of Management Journal*, *41*(3), 351–357. https://doi.org/10.2307/256913

Mowday, R. T., Steers, R. M., & Porter, L. W. (1979). The measurement of organizational commitment. *Journal of Vocational Behavior*, *14*(2), 224–247. https://doi.org/10.1016/0001-8791(79)90072-1

Muthi'ah, M., Hapsari, D., Supriadi, D., Zain, I., & Arifin, A. L. (2022). Pengaruh Tunjangan dan Disiplin Kerja terhadap Kinerja Pegawai Satpol PP Jakarta Timur. *Equilibrium: Jurnal Penelitian Pendidikan Dan Ekonomi*, *19*(2). https://doi.org/10.25134/equi.v19i02.5865

Nastiar, F., Sari, D. P., & Prasetyo, E. (2025). The Role of Organizational Commitment in Mediating the Effect of *Perceived Organizational Support* on Organizational Citizenship Behavior. *International Journal of Economic Literature (INJOLE)*, *3*(1), 98–116.

Ng, T. W. H., & Feldman, D. C. (2011). Affective organizational commitment and citizenship behavior: Linear and non-linear moderating effects of organizational tenure. *Journal of Vocational Behavior*, *79*(2), 528–537. https://doi.org/10.1016/j.jvb.2011.03.006

Nitisemito, A. S. (2017). *Manajemen Personalia dan Sumber Daya Manusia. Ghalia Indonesia.* (2nd ed.). BPFE.

Noe, R. A., Hollenbeck, J. R., Gerhart, B., & Wright, P. M. (2025). Fundamentals of Human Resource Management. In *Fundamentals of Human Resource Management* (8th ed.). McGraw-Hill Education. https://doi.org/10.59646/hrm/406

O'Reilly, C., & Chatman, J. (1986). Organizational Commitment and Psychological Attachment. The Effects of Compliance, Identification, and Internalization on Prosocial Behavior. *Journal of Applied Psychology*, *71*(3), 492–499. https://doi.org/10.1037/0021-9010.71.3.492

Organ, D. W. (2018). Organizational citizenship behavior: Recent trends and developments. *Annual Review of Organizational Psychology and Organizational Behavior*, *5*, 295–306. https://doi.org/10.1146/annurev-orgpsych-032117-104536

Organ, D. W., & Ryan, K. (1995). a Meta-Analytic Review of Attitudinal and Dispositional Predictors of Organizational Citizenship Behavior. *Personnel Psychology*, *48*(4), 775–802. https://doi.org/10.1111/j.1744-6570.1995.tb01781.x

Panaccio, A., & Vandenberghe, C. (2009). Perceived organizational support, organizational commitment and well-being: A longitudinal study. *Academy of Management Annual Meeting Proceedings*, *75*(2), 224–236. https://doi.org/10.5465/ambpp.2009.44228413

Panggabean, M. S. (2004). *Manajemen Sumber Daya Manusia*. Ghalia Indonesia. https://opac.perpusnas.go.id/DetailOpac.aspx?id=557167

Paré, G., & Tremblay, M. (2007). The influence of high-involvement human resources practices, procedural justice, organizational commitment, and citizenship behaviors on information technology professionals' turnover intentions. *Group and Organization Management*, *32*(3), 326–357. https://doi.org/10.1177/1059601106286875

Penyuluhan, B., & Pengembangan, D. A. N. (2015). *Pusat perencanaan dan pengembangan sdm* (Vol. 2015, Issue 10270). Alfabeta.

Podsakoff, P. M., MacKenzie, S. B., Paine, J. B., & Bachrach, D. G. (2000). Organizational citizenship behaviors: A critical review of the theoretical and empirical literature and suggestions for future research. *Journal of Management*, *26*(3), 513–563. https://doi.org/10.1016/s0149-2063(00)00047-7

Porter, L. W., Steers, R. M., Mowday, R. T., & Boulian, P. V. (1974). Organizational commitment, job satisfaction, and turnover among psychiatric technicians. *Journal of Applied Psychology*, *59*(5), 603–609. https://doi.org/10.1037/h0037335

Powers, E. (2009). Social exchange theory. *The Praeger Handbook of Victimology*, *31*(6), 256–258. https://doi.org/10.5040/9798216000365.0182

Pradipta Daniswara, I. G. A. Y., Sihombing, I. H., & Santi Diwyarthi, N. D. M. (2025). Pengaruh Work-Life Balance terhadap Kinerja Karyawan TED Bali. *Jurnal Multidisiplin West Science*, *4*(08), 1333–1337. https://doi.org/10.58812/jmws.v4i08.2568

Prof. Dr. Wibisono, S.E., M. P. (2016). *Manajemen Kinerja*. Rajagrafindo Persada.

Ratu Dalfa Fauziah, & Anna Rozana. (2024). Pengaruh *Work Life Balance* terhadap Komitmen Organisasi pada Petugas Pemadam Kebakaran. *Bandung Conference Series: Psychology Science*, *4*(1), 296–303. https://doi.org/10.29313/bcsps.v4i1.10037

Rego, A., & Cunha, M. P. e. (2008). Authentizotic climates and employee happiness: Pathways to individual performance? *Journal of Business Research*, *61*(7), 739–752. https://doi.org/10.1016/j.jbusres.2007.08.003

Restubog, S. L. D., Bordia, P., & Tang, R. L. (2007). Behavioural outcomes of psychological contract breach in a Non-Western culture: The moderating role of equity sensitivity. *British Journal of Management*, *18*(4), 376–386. https://doi.org/10.1111/j.1467-8551.2007.00531.x

Rhoades, L., & Eisenberger, R. (2002). Perceived organizational support: A review of the literature. *Journal of Applied Psychology*, *87*(4), 698–714. https://doi.org/10.1037/0021-9010.87.4.698

Rivai Zainal, V. (2018). Dari Teori ke Praktik Manajemen Sumber Daya Manusia untuk Perusahaan. In *Jakarta: PT Rajarafindo Persada*. PT Raja Grafindo Persada.

Robbins, S. P., & Judge, T. A. (2017). *Organizational Behavior* (17th ed.). Pearson.

Ruky, A. S. (2004). Sistem Manajemen Kinerja, PT. In *Gramedia Pustaka Utama, Jakarta*. PT Gramedia Pustaka Utama.

Ruky, A. S. (2006). *Sistem Manajemen Kinerja: Panduan Praktis untuk Merancang dan Meraih Kinerja Prima*. Gramedia Pustaka Utama. https://inlislite.ipdn.ac.id/opac/detail-opac?id=11106

Rusadi, R. A. C., Kurniawan, A. W., Ruma, Z., Anwar, A., & Hamka, R. A. (2025). Pengaruh Motivasi Intrinsik dan Work-Life Balance terhadap *Organizational Citizenship Behavior* pada Pegawai Dinas Pendidikan dan Kebudayaan Kabupaten Jeneponto. *RIGGS: Journal of Artificial Intelligence and Digital Business*, *4*(3), 5469–5476. https://doi.org/10.31004/riggs.v4i3.2793

Rustanti, R., & Jufri, A. (2025). Pengaruh *Perceived Organizational Support* terhadap *Organizational Citizenship Behavior* dimoderasi oleh Komitmen Kerja. *Indonesia Economic Journal*, *1*(3), 944–957. https://doi.org/10.63822/9q5tr670

Saks, A. M. (2006). Antecedents and consequences of employee engagement. *Journal of Managerial Psychology*, *21*(7), 600–619. https://doi.org/10.1108/02683940610690169

Samsudin, S. (2006). *Manajemen Sumber Daya Manusia*. CV Pustaka Setia. https://elibrary.bsi.ac.id/readbook/202420/manajemen-sumber-daya-manusia

Schappe, S. P. (1998). The influence of job satisfaction, organizational commitment, and fairness perceptions on organizational citizenship behavior. *Journal of Psychology: Interdisciplinary and Applied*, *132*(3), 277–290. https://doi.org/10.1080/00223989809599167

Sedarmayanti. (2011). Reformasi Birokrasi dan Manajemen Pegawai Negeri Sipil. In *Manajemen Sumber Daya Manusia*. PT Refika Aditama.

Sekaran, U., & Bougie, R. (2016). *Research Methods for Business: A Skill-Building Approach* (7th ed.). Wiley.

Selby, S. A., & Katz, J. S. (1974). Perspectives on the Study of Film. *Journal of Aesthetic Education*, *8*(1), 114. https://doi.org/10.2307/3331966

Sholikhah, & Wiradendi Wolor, C. (2022). Pengaruh Keterlibatan Pekerjaan Dan Kepuasan Kerja Terhadap Perilaku Kewarganegaraan Organisasi (Ocb) Yang Dimediasi Oleh Komitmen Organisasi Di Pt Top Karir Indonesia. *JRMSI - Jurnal Riset Manajemen Sains Indonesia*, *13*(02), 354–367. https://doi.org/10.21009/jrmsi.013.2.10

Shore, L. M., Coyle-Shapiro, J. A. M., Chen, X. P., & Tetrick, L. E. (2009). Social exchange in work settings: Content, process, and mixed models. *Management and Organization Review*, *5*(3), 289–302. https://doi.org/10.1111/j.1740-8784.2009.00158.x

Shore, L. M. F., & Wayne, S. J. (1993). Commitment and Employee Behavior: Comparison of Affective Commitment and Continuance Commitment With Perceived Organizational Support. *Journal of Applied Psychology*, *78*(5), 774–780. https://doi.org/10.1037/0021-9010.78.5.774

Simarmata, R., Windari, R. A., Sanjaya, D. B., & Kusuma, P. R. A. (2024). Optimalisasi Peran Satuan Polisi Pamong Praja dalam Penegakan Perda Buleleng Nomor 6 Tahun 2009 tentang Ketertiban Umum terhadap Pedagang Kaki Lima di Kabupaten Buleleng. *Jurnal Ilmu Hukum Sui Generis*, *4*(2). https://doi.org/10.23887/jih.v4i2.5029

Sinollah. (2021). Manajemen Penilaian Kinerja Karyawan. In *Gaya Media* (Vol. 1, Issue 2). Gava Media. https://bintangpusnas.perpusnas.go.id/konten/BK11327/manajemen-penilaian-kinerja-karyawan#

Sinollah, Bukhari, Z. ullah, Weick, K. E., Yusuf, K., Handayani, A., Adiyanti, M. G., Syachrani, S., Fitriansyah, Sapulete, S. T., Sucianti, R., Penyuluhan, B., Pengembangan, D. A. N., Syachrani, S., Fitriansyah, Sapulete, S. T., Sucianti, R., Sastrohadiwiryo, B. S., Connolly, T., Ordóñez, L., … Meera, S. (2023). Manajemen Sumber Daya Manusia Manajemen Sumber Daya Manusia. In N. W. Schmitt & S. Highhouse (Eds.), *Edisi Revisi Jakarta: Bumi Aksara* (8th ed., Vol. 1, Issue 1). Bumi Aksara. https://doi.org/10.1002/9781118133880.hop212019

Somech, A., & Ron, I. (2007). Promoting *Organizational Citizenship Behavior* in Schools: The Impact of Individual and Organizational Characteristics. *Educational Administration Quarterly*, *43*(1), 38–66.

Spitzmuller, M., Van Dyne, L., & Ilies, R. (2008). Organizational citizenship behavior: A review and extension of its nomological network. In J. Barling & C. L. Cooper (Eds.), *The SAGE Handbook of Organizational Behavior* (pp. 106–123). SAGE Publications. https://www.researchgate.net/publication/228079729

Steers, R. M. (1977). Antecedents and outcomes of organizational commitment. *Administrative Science Quarterly*, *22*(1), 46–56. https://doi.org/10.2307/2391745

Sugawara, E., & Nikaido, H. (2014). Properties of AdeABC and AdeIJK efflux systems of Acinetobacter baumannii compared with those of the AcrAB-TolC system of Escherichia coli. In *Antimicrobial Agents and Chemotherapy* (Vol. 58, Issue 12). PT Remaja Rosdakarya. https://doi.org/10.1128/AAC.03728-14

Sugiyono. (2019). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D* (M. Dr. Ir Sutopo. S, Pd (ed.)). ALFABETA.cv.

Syachrani, S., Fitriansyah, Sapulete, S. T., & Sucianti, R. (2023). Manajemen Sumber Daya Manusia Manajemen Sumber Daya Manusia. In *Edisi Revisi Jakarta: Bumi Aksara* (Issue 1). PT Bumi Aksara.

Tambe, S., & Meera, S. (2014). A Study of organizational citizenship behaviour (OCB) and Its dimensions : A literature Review. *International Research Journal of Business and Management*, *1*(January), 67–73.

Titisari, P., & Yudhinta, A. S. (2024). *Peranan Organizational Citizenship Behavior (OCB)* . Mitra Wacana Media.

Tomar, P. (2012). Work life balance, или есть ли жизнь после работы? *Психология В Экономике И Управлении*, *7*(2), 346–348.

Ulifa, N., Suci, R. P., & Mas, N. (2023). Dampak *Perceived Organizational Support* Dan Self Efficacy Pada *Organizational Citizenship Behavior* Serta Peran Mediasi Organizational Commitment. *Jurnal Ilmiah Wahana Pendidikan*, *9*(11), 656–664.

Uma sekaran, R. B. (2015). Metode Penelitian Metode Penelitian. In *Metode Penelitian Kualitatif* (Issue 17). Ghalia Indonesia. http://repository.unpas.ac.id/30547/5/BAB III.pdf

Ummah, K. M. (2022). Pengaruh *Perceived Organizational Support* Dan Self Efficacy Terhadap Organizational Citizenship Behavior. *MIZANIA: Jurnal Ekonomi Dan Akuntansi*, *2*(1), 105–115. https://doi.org/10.47776/mizania.v2i1.468

Vinet, L., & Zhedanov, A. (2011). A “missing” family of classical orthogonal polynomials. *Journal of Physics A: Mathematical and Theoretical*, *44*(8), 1–14. https://doi.org/10.1088/1751-8113/44/8/085201

Wayne, J. H., Casper, W. J., Matthews, R. A., & Allen, T. D. (2013). Family-Supportive organization perceptions and organizational commitment: The mediating role of work-family conflict and enrichment and partner attitudes. *Journal of Applied Psychology*, *98*(4), 606–622. https://doi.org/10.1037/a0032491

Wayne, S. J., Shore, L. M., & Liden, R. C. (1997). *Perceived Organizational Support* and Leader-Member Exchange. *Academy of Management Journal*, *40*(1), 82–111.

Weick, K. E. (1984). Behavior in Organizations: Understanding and Managing the Human Side of Work. In *PsycCRITIQUES* (8th ed., Vol. 29, Issue 9). Prentice Hall. https://doi.org/10.1037/023221

Zirgham ullah, B. (2008). Key Antecedents of *Organizational Citizenship Behavior* (OCB) in the Banking Sector of Pakistan. In *International Journal of Business and Management* (Vol. 3, Issue 12).