

DAFTAR PUSTAKA

- Abdou, A. H., Al Abdulathim, M. A., Hussni Hasan, N. R., Salah, M. H. A., Ali, H. S. A. M., & Kamel, N. J. (2023). From Green Inclusive Leadership to Green Organizational Citizenship: Exploring the Mediating Role of Green Work Engagement and Green Organizational Identification in the Hotel Industry Context. *Sustainability (Switzerland)*, 15(20). <https://doi.org/10.3390/su152014979>
- Adiawaty, S. (2021). Dimensi dan indikator kepemimpinan dan budaya organisasi yang mempengaruhi pemberdayaan. *ESENSI: Jurnal Manajemen Bisnis*, 23(3). <https://doi.org/10.55886/esensi.v23i3.217>
- Aryanti, S., & Panjaitan, S. (2023). Pengaruh Gaya Kepemimpinan dan Lingkungan Kerja terhadap Organizational Citizenship Behavior (OCB) dan Implikasinya terhadap Kinerja Karyawan (Studi pada Karyawan PT. Nippo Mechatronics Indonesia) (Vol. 6, Nomor 2). <http://Jiip.stkipyapisdompu.ac.id>
- Astry, G. R., Natsir, Mokh., & Sumarsono, T. G. (2023). The Influence of Organizational Culture and Work Motivation on Employee Performance through Employee Organizational Citizenship Behavior at Hotel Sahid Montana in Malang City. *Indonesian Journal of Business Analytics*, 3(5), 1849–1862. <https://doi.org/10.55927/ijba.v3i5.5718>
- Ayu, N. P., & Solichin, Much. R. (2022). Pengaruh Loyalitas Kerja, Lingkungan Kerja, dan Komunikasi Terhadap Organizational Citizenship Behavior. *Jurnal Ilmiah Mahasiswa Manajemen, Bisnis dan Akuntansi (JIMMBA)*, 4(1). <https://doi.org/10.32639/jimmba.v4i1.51>
- Budiharjo, A. (2011). *Organisasi Menuju Pencapaian Kinerja Optimum* (1st ed.). Prasetiya Mulya Publishing.
- Camacho, L. J., Litheko, A., Pasco, M., Butac, S. R., Ramírez-Correa, P., Salazar-Concha, C., & Magnait, C. P. T. (2024). Examining the Role of Organizational Culture on Citizenship Behavior: The Mediating Effects of Environmental Knowledge and Attitude Toward Energy Savings. *Administrative Sciences*, 14(9). <https://doi.org/10.3390/admsci14090193>
- Chresstela, Y., Norianggono, P., Hamid, D., & Ruhana, I. (2014). Pengaruh lingkungan kerja fisik dan non fisik terhadap kinerja karyawan (Studi Pada Karyawan PT. Telkomsel Area III Jawa-Bali Nusra di Surabaya). Dalam *Jurnal Administrasi Bisnis (JAB)* (Vol. 8, Nomor 2).

- Culture Amp. (2025, January). *Employee engagement insights: Indonesia*. Culture Amp. <https://www.cultureamp.com/science/insights/indonesia>
- Dalimunthe, L., & Zuanda, M. I. (2020). Pengaruh self-efficacy, perceived organizational support dan employee engagement terhadap organizational citizenship behavior pada perusahaan daerah air minum kota padang. *Jurnal manajemen pendidikan dan ilmu sosial*, 1(1). <https://doi.org/10.38035/jmpis.v1i1.248>
- Denison, D. R., William, S., & Neale, M. A. (1999). *Denison Organizational Culture Survey Facilitator Guide*.
- Efendi, S. E., Siregar, L., Si, M., Bherna, A., Nainggolan, D., Loist, M. M., Putra, A., Sisca, M. S., & Sudirman, A. (2024). Organizational citizenship behavior dengan pendekatan structural equation model.
- Elisabeth YM, Fatimah, Darna, & Abdillah. (2022). Implementasi tingkat kebutuhan manusia menurut teori maslow pada pekerja perbankan syariah dan pengaruhnya terhadap employee engagement.
- Fatimah, C. (2020). Pengaruh Budaya Organisasi Dan Lingkungan Kerja Terhadap Organizational Citizenship Behavior Pegawai Dinas Perumahan Dan Permukiman Di Kabupaten Garut. www.jurnal.pps.uniga.ac.id
- Fernandes, P., Pereira, R., & Wiedenhöft, G. (2023). Organizational culture and the individuals' discretionary behaviors at work: a cross-cultural analysis. *Frontiers in Sociology*, 8. <https://doi.org/10.3389/fsoc.2023.1190488>
- Fuad, A., Utari, W., & Mardi W., N. (2020). Pengaruh budaya organisasi, kemampuan kerja dan komitmen organisasi terhadap organizational citizenship behavior (ocb) pegawai bappeda kabupaten bojonegoro. *Jurnal Mitra Manajemen*, 4(3). <https://doi.org/10.52160/ejmm.v4i3.364>
- Gupta, S., Bhasin, J., & Mushtaq, S. (2021). Employer brand experience and organizational citizenship behavior: mediating role of employee engagement. *Asia-Pacific Journal of Business Administration*, 13(3), 357–382. <https://doi.org/10.1108/APJBA-08-2020-0287>
- Hidayat, R., & Anwar, S. A. (2023). Manajemen Sumber Daya Manusia (Study Kasus: Sekolah Tinggi Ilmu Tarbiyah Qurrota A'yun). <https://doi.org/10.62515/staf>
- Hook, C., Jenkins, A., & Jenkins, H. &. (2019). *Introducing Human Resource Management* Eighth Edition. www.pearson-books.com
- Irmawati, B., Trihajanti, C., & Retnawati, B. B. (2023). Analisis persepsi corporate social responsibility (csr) dan organization citizenship behavior toward

environment (ocbe) dengan variabel intervening green organizational identity (goi).

- Kosim, A., Wicaksono, B., Alimi, S., Gunawan, A., & Pelita Bangsa Jawa Barat Indonesia, U. (2023). Pengaruh Employee Engagement, Beban Kerja dan Kepuasan Kerja terhadap Kinerja Karyawan, Beban. *Remik: Riset dan E-Jurnal Manajemen Informatika Komputer*, 7(1). <https://doi.org/10.33395/remik.v7i1.11079>
- Kurniawati, N. I., & Raharja, E. (2023). The Influence of Employee Engagement on Organizational Performance: A Systematic Review. *WSEAS Transactions on Business and Economics*, 20. <https://doi.org/10.37394/23207.2023.20.20>
- Kusumajati, D. A. (2014). Organizational citizenship behavior (ocb) karyawan pada perusahaan (Vol. 5, Nomor 1).
- Lidya Seventina Ompusunggu, & Denny Nazaria Rifani. (2023). Pengaruh Employee Engagement Terhadap Organizational Citizenship Behavior (OCB) Pegawai di Rutan Kelas IIB Humbang Hasundutan. 5(1), 1–11. <https://doi.org/10.32795/widyamanajemen.v5i1>
- Lubis, D., Fatimah, S., Subandi, S., & Makbuloh, D. (2024). Strategi pengembangan budaya organisasi dalam lembaga pendidikan islam. *POACE: Jurnal Program Studi Adminitrasi Pendidikan*, 4(1). <https://doi.org/10.24127/poace.v4i1.5284>
- Marnisah, L., Richset Riwu Kore, J., Haba Ora, F., & Marnisah Jefirstson Richset Riwu Kore Fellyanus Haba Ora, L. (2022). Employee Performance Based on Competency, Career Development, and Organizational Culture. *Universitas Brawijaya. DOI: Journal of Applied Management (JAM)*, 20(3). <https://doi.org/10.21776/ub.jam.2022>
- Maryam, S., Sule, E. T., Joeliaty, & Ariawaty, R. N. (2021). Effects of safety climate and employee engagement towards organisational citizenship behaviour of sewage workers. *Asian Journal of Business and Accounting*, 14(1), 253–275. <https://doi.org/10.22452/ajba.vol14no1.10>
- Muhdar, M. (2020). Manajemen SDM: Teori dan Aplikasi Pada Bank Umum Syariah. Dalam *PT. Raja Grafindo Persada*. https://www.google.co.id/books/edition/Manajemen_SDM_Teori_dan_Aplikasi_Pada_Ba/ykwaEAAAQBAJ?hl=id&gbpv=1&dq=Muhdar+analisis+pekerjaan&pg=PA70&printsec=frontcover
- Mura, A. L., Ariccio, S., Villani, T., Bonaiuto, F., & Bonaiuto, M. (2023). The Physical Environment in Remote Working: Development and Validation of Perceived Remote Workplace Environment Quality Indicators (PRWEQIs). *Sustainability (Switzerland)*, 15(4). <https://doi.org/10.3390/su15042858>

- Nenggor, K., Herawati, J., & Septy, E. (2022). Pengaruh kepemimpinan transformasional dan budaya organisasi terhadap organizational citizenship behavior (ocb). *MANDAR: Management Development and Applied Research Journal*, 4(2), 35–45. <https://doi.org/10.31605/mandar.v4i2.1688>
- Neves, P. C., Palma-Moreira, A., Andrade, C., & Au-Yong-Oliveira, M. (2024). Organizational citizenship behavior: adaptation and validation of the OCB scale CCOE-R. *Frontiers in Psychology*, 15. <https://doi.org/10.3389/fpsyg.2024.1475011>
- Nilamsari, A., Hernawati, J., & Prayekti. (2021). Pengaruh lingkungan kerja kerja dan komitmen afektif terhadap organizational citizenship behavior (ocb). *Jurnal Ekobis Dewantara*, 4(1). https://doi.org/10.26460/ed_en.v4i1.2011
- Ningrum, N. R., & Mayalangi, R. F. (2022). Pengaruh Budaya Organisasi, Komitmen Organisasi, dan Kepuasan Kerja terhadap Organizational Citizenship Behavior (OCB). *UPY Business and Management Journal (UMBJ)*, 1(2). <https://doi.org/10.31316/ubmj.v1i2.2791>
- Novia, N., Putri, N., Arafah, R., Murti, I. A., & Andleeb, N. (2024). Research Trend on Organizational Citizenship Behavior (OCB) through Bibliometric Analysis. <http://creativecommons.org/licences/by/4.0/legalcodehttps://jurnal.smartindo.org/index.php/ijemr>
- Nur Malinda, S., & Safitri, R. (2023). The effect of perceived organizational support on organizational citizenship behavior mediation work engagement (Vol. 23, Nomor 1).
- Permata Sukma, A., & Kurnianti, D. (2022). *Pengaruh Financial Attitude, Financial Knowledge, dan Income terhadap Financial Management Behavior dengan Locus of Control sebagai Variabel Intervening* (Vol. 3, Nomor 2).
- Peyton, T., & Zigarmi, D. (2024). Employee perceptions of their work environment, work passion, and work intentions: A replication study using three samples. *BRQ Business Research Quarterly*, 27(2), 121–143. <https://doi.org/10.1177/23409444211002210>
- Phuong, N. N. D., & Dong, L. N. T. (2021). Organizational citizenship behavior: Scale development and validation. *Ho chi minh city open university journal of science - social sciences*, 11(1). <https://doi.org/10.46223/hcmcoujs.soci.en.11.1.1904.2021>
- Podsakoff, P. M., MacKenzie, S. B., Moorman, R. H., & Fetter, J. R. (1990). Transformational leader behaviors and their effects on followers' trust in leader, satisfaction, and organizational citizenship behaviors. *The Leadership Quarterly*, 1(2), 107–142.

- Purwojatmiko, B. H., & Salati, D. (2023). Analisis Kualitas Pelayanan Kantin Berdasarkan Waktu Penyajian Menggunakan Statistik Inferensial. *Jurnal Teknologi dan Manajemen*, 21(2), 59–66. <https://doi.org/10.52330/jtm.v21i2.105>
- Putri, I. R., & Yusuf, N. F. (2022). Pengaruh Budaya Organisasi dalam Menciptakan Perkembangan Organisasi. *Jurnal Administrasi Publik*, 18(1). <https://doi.org/10.52316/jap.v18i1.82>
- Restu, Saputra, M. I., Triyono, A., & Suwaji. (2021). *Metode Penelitian* (D. Amidasti, Ed.). Deepublish.
- Reynaldi, R., Ridjal, S., & Sjahrudin, H. (2019). The Role Of Organizational Citizenship Behavior In Work Performance: An Investigation Based On Hotel Employee Survey. *European Journal of Business and Management Research*, 4(6). <https://doi.org/10.24018/ejbmr.2019.4.6.151>
- Rino, Yuniarsih, T., Suwatno, Kusnendi, & Syahrizal. (2020). Perilaku organisasi Memahami Perilaku Kewargaan Organisasional untuk Kinerja Unggul (N. F. Atif, Ed.; 1st ed.). PT Refika Aditama.
- Rizky Kurnia Manggala, & Siswanto. (2024). Pengaruh Stres Kerja dan Beban Kerja terhadap Turnover Intention pada Sumber Daya Manusia (SDM) Generasi Z di Provinsi D.I. Yogyakarta. *Jurnal Akuntansi, Manajemen, dan Perencanaan Kebijakan*, 2(2). <https://doi.org/10.47134/jampk.v2i2.489>
- Rizky, N., & Husaini, S. (2021). Manajemen sumber daya manusia dalam instansi pendidikan. Dalam *Jurnal Pendidikan dan Ilmu Pengetahuan* (Vol. 21, Nomor 1).
- Roekel, H. van, Wigger, E. F. J., Veldkamp, B. P., & Bakker, A. B. (2024). What is work engagement? A text mining approach using employees' self-narratives. *Applied Psychology*, 73(3), 1071–1102. <https://doi.org/10.1111/apps.12501>
- Ruhibnur, R. (2021). *Organizational Citizenship Behavior (OCB)*. Bintang Semesta Media.
- Schaufeli, W. B., Bakker, A. B., & Salanova, M. (2006). The measurement of work engagement with a short questionnaire: A cross-national study. *Educational and Psychological Measurement*, 66(4), 701–716. <https://doi.org/10.1177/0013164405282471>
- Setyo, I. P., Winarko, R., Chamariyah, & Rusdiyanto. (2021). Manajemen sumber daya manusia cv.media sarana sejahtera.

- Sheta, N. N., Ulfah, M., & Afriasih, C. (2023). *Effectiveness of employee engagement on hotel staff performance*.
- Sucahyowati, H. (2023). Pengaruh Employee Engagement dan Kepuasan Kerja terhadap Organizational Citizenship Behavior serta Dampaknya terhadap Kinerja Karyawan pada Akademi Maritim Nusantara Cilacap. *Saintara : Jurnal Ilmiah Ilmu-Ilmu Maritim*, 7(2). <https://doi.org/10.52475/saintara.v7i2.252>
- Sudaryana, B., & Agusady, R. (2022). *Metodologi Penelitian Kuantitatif*. Deepublish.
- Tjoa, I., & Trang, J. S. B. (2023). The influence of work environment and work-life balance on happiness and its impact on ocb in employees of gran puri hotel manado. *Sumaraw 565 Jurnal EMBA*, 11(3), 565–575.
- Tran, T. T. T., Watanabe, K., Imamura, K., Nguyen, H. T., Sasaki, N., Kuribayashi, K., Sakuraya, A., Nguyen, N. T., Bui, T. M., Nguyen, Q. T., Truong, T. Q., Nguyen, G. T. H., Minas, H., Tsustumi, A., Shimazu, A., & Kawakami, N. (2020). Reliability and validity of the Vietnamese version of the 9-item Utrecht Work Engagement Scale. *Journal of Occupational Health*, 62(1). <https://doi.org/10.1002/1348-9585.12157>
- Vivianty Atmadjaja, Y. I., & Rahman Hakim, A. (t.t.). Seminar Nasional Manajemen, Ekonomi dan Akuntansi Fakultas Ekonomi dan Bisnis UNP Kediri pengaruh budaya organisasi, motivasi kerja dan kecerdasan emosional terhadap organization citizenship behaviour (ocb) karyawan generasi zillennial hotel ijen resort and villas banyuwangi.
- Wahyudi, T. (2022). Pengaruh Gaya Kepemimpinan dan Iklim Komunikasi Terhadap Organizational Citizenship Behavior (OCB) (Survei PT. Mulia Mega Makmur). *Jurnal Manajemen dan Bisnis Madani*, 3(2). <https://doi.org/10.51353/jmbm.v3i2.551>
- Wahyudin, H. (2022). Budaya Organisasi. *Multiverse: Open Multidisciplinary Journal*, 1(3). <https://doi.org/10.57251/multiverse.v1i3.716>
- Wibowo. (2018). *Budaya Organisasi: Sebuah Kebutuhan untuk Meningkatkan Kinerja Jangka Panjang* (5th ed.). Raja Grafindo Persada.
- Yuliana, A. (2019). Teori Abraham Maslow dalam Pengambilan Kebijakan di Perpustakaan. *LIBRARIA: Jurnal Perpustakaan*, 6(2). <https://doi.org/10.21043/libraria.v6i2.3845>
- Yusuf, F. A., & Maliki, B. I. (2022). *Perilaku Organisasi* (Monalisa & D. Safitri, Ed.; 2nd ed.). Raja Grafindo Persada.
- Yusuf, M. (2017). *Metode Penelitian Kuantitatif, Kualitatif & Penelitian Gabungan* (4th ed.). KENCANA.

Zhafira, N. H., Damrus, & Ertika, Y. (2025). Employee Engagement di Indonesia Pasca Pandemi. *Future Academia : The Journal of Multidisciplinary Research on Scientific and Advanced*, 3(1), 236–246.

Ananda Nur Rahmah Sagala, 2025

PENGARUH BUDAYA ORGANISASI, LINGKUNGAN KERJA, DAN EMPLOYEE ENGAGEMENT TERHADAP ORGANIZATIONAL CITIZENSHIP BEHAVIOR PADA KARYAWAN CDC COFFEE & EATERY

UPN Veteran Jakarta, Fakultas Ekonomi dan Bisnis, S1 Manajemen

[www.upnvj.ac.id – www.library.upnvj.ac.id – www.repository.upnvj.ac.id]