

DAFTAR PUSTAKA

- Ahmad Mukhtar, D., Mutmainnah, M. M. I., Sos, S., Si, M., Ramadani, F., Rusmini, M. A. P., Arlini, S. M. L., & Pd, S. (N.D.). *Prinsip-Prinsip Manajemen*.
- Alkasim, M. A., & Prahara, S. A. (2020). *Perceived Organizational Support Dengan Employee Engagement Pada Karyawan*. In *Psikoislamedia Jurnal Psikologi* (Vol. 4).
- Alshaabani, A., Naz, F., Magda, R., & Rudnák, I. (2021). Impact Of Perceived Organizational Support On Ocb In The Time Of Covid-19 Pandemic In Hungary: Employee Engagement And Affective Commitment As Mediators. *Sustainability (Switzerland)*, 13(14). <https://doi.org/10.3390/Su13147800>
- Anna Wziątek-Staśko, Regina Lenart-Gansiniec, & Izabela Michalik. (2022). *Organizational Commitment And Knowledge Sharing In Contemporary Companies Routledge Studies In Management, Organizations And Society*. Taylor & Francis.
- Arik Nur Cahyo, Woro Utari, & Indra Prasetyo. (2023). *Hubungan Dukungan Organisasi Dan Kualitas Hidup Kerja Terhadap Organizational Citizenship Behavior Dengan Work Engagement Sebagai Variabel Pemeditasi* Arik Nur Cahyo 1,*), Woro Utari 2), Indra Prasetyo 3). 5(1), 12–23. <http://jamas.triatmamulya.ac.id/>
- Asriadi. (2020). *Komunikasi Efektif Dalam Organisasi*. 2(1). <http://journal.iainsinjai.ac.id/index.php/retorika>
- Azizah, K., Rokhman, N., Tinggi, S., Manajemen, I., & -Indonesia, Y. (2021). Pengaruh Perceived Organizational Support Terhadap Organizational Citizenship Behavior Dengan Job Satisfaction Sebagai Variabel Mediasi Pada Pegawai Dinas Koperasi Dan UKM DIY. In *Cakrawangsa Bisnis Khalyfatul Azizah & Nur Rokhman* (Vol. 2, Issue 1).
- Bayati, M. M., Sadeghi, A., Jamasbi, M. M., & Tapak, L. (2025). Servant Leadership, Work-Life Quality, And Organizational Citizenship Behavior In Nurses: A Cross-Sectional Design. *BMC Nursing*, 24(1). <https://doi.org/10.1186/S12912-025-03209-3>
- Berdiana, M., Dewie, ;, Wijayati, T., Andre, W. ;, & Witjaksono, D. (N.D.). *Comparative Study Of Post-Marriage Nationality Of Women In Legal Systems Of Different Countries International Journal Of Multicultural And Multireligious Understanding The Influence Of Perceived Organizational Support, Job Satisfaction And Organizational Citizenship Behavior On Employee Performance*. <https://doi.org/10.18415/Ijmmu.V9i6.3899>
- Bisnis, J. M., Kewirausahaan, D., Dwi, R., Fajar, S., Asfiah, N., & Roz, K. (N.D.). *The Influence Of Quality Of Work Life On Job Satisfaction With*

Ghefira Auliawati, 2025

PENGARUH *QUALITY OF WORK LIFE* DAN *ORGANIZATIONAL COMMITMENT* TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* DENGAN *PERCEIVED ORGANIZATIONAL SUPPORT* SEBAGAI VARIABEL MODERASI (STUDI PADA KARYAWAN BANK SYARIAH INDONESIA AREA JAKARTA SAHARJO)

UPN “Veteran” Jakarta, Fakultas Ekonomi dan Bisnis, S1 Manajemen

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

- Organizational Citizenship Behavior As An Intervening Variable*.
<https://doi.org/10.22219/Jamanika.V4i4.36841>
- Chabib, W. N., Wahyuningsih, T. H., Tinggi, S., Manajemen, I., & -Indonesia, Y. (2022). Komitmen Organisasional, Kepuasan Kerja, Kepemimpinan Transformasional Dan Pengaruhnya Terhadap Organizational Citizenship Behavior. In *Tri Harsini Wahyuningsih* (Vol. 3, Issue 1).
- Chintya Pienata, E. W. K. (2020). The Role Of Organizational Commitment On Organizational Citizenship Behavior In Hotel Industry. *Jurnal Manajemen*, 24(3), 373. <https://doi.org/10.24912/Jm.V24i3.674>
- Dennis W. Organ, Philip M. Podsakoff, & Scott B. Mackenzie. (2005). *Organizational Citizenship Behavior: Its Nature, Antecedents, And Consequences Foundations For Organizational Science*. SAGE Publications.
- Dr. Agus Setiawan, S. P. M. Si. (2022). *Organizational Commitment*. https://books.google.co.id/books?id=O4skeqaaqbaj&dq=Manajemen+Sumber+Daya+Manusia&lr=&source=Gbs_Navlinks_S
- Dr. Mei Le, S. E. , M. M. (2025). *Manajemen Sumber Daya Manusia*. Takaza Innovatix Labs.
- Dr. Nur Komariah, M. Pd. I., Dr. Izlan SENTRYO, M. P., Agus Holid, S. Pd. I., Roisatun Nisaa Firdausiyah Abdur Rouf Sam, S. P. , M. S., Dr. Sabil, S. E. , M. M., Aya Sofia Ardelia, S. E. I. , M. E., Denok Sunarsi, S. Pd. , M. M. , Ch., Dr. H. M. Anwar, L. M. M. , M. Sc. , C., Inayah Hidayati, M. S., & Idawati, S. ST. , M. K. M. , C. E. (2024). *Manajemen Sumber Daya Manusia*. Cv Rey Media Grafika.
- Eisenberger, R., Shanock, L. R., & Wen, X. (2025). Annual Review Of Organizational Psychology And Organizational Behavior Perceived Organizational Support: Why Caring About Employees Counts. *Annu. Rev. Organ. Psychol. Organ. Behav.* 2020, 7, 54. <https://doi.org/10.1146/annurev-orgpsych-012119>
- Eka Risma Putri, Aris Ariyanto, Zandra Dwanita Widodo, Syech Idrus, Madya Ahdiyat, Teguh Wicaksono, Rimayanti, Nugroho Djati Satmoko, Riana Dewi Kartika, Wijiharta, Nidya Dudija, & Indah Safitriani. (2023). *Human Resources And Organization*. www.penerbitwidina.com
- Emi Ecinsia, J. L., Eko Nugroho, M. E., & Lanny Kusuma Widjaja. (2024). *Pengaruh Organization Commitment Terhadap Organizational Citizenship Behavior Dengan Person-Organization Fit Sebagai Moderator Pada Karyawan Oakwood Hotel & Residences Surabaya*.
- Ennida, K., & Allouani, S. A. (2023). Job Satisfaction And Organizational Commitment Of Teacher-Researchers Through Organizational Citizenship Behavior: A Literature Review. *Open Journal Of Social Sciences*, 11(03), 164–184. <https://doi.org/10.4236/Jss.2023.113011>

Ghefira Auliawati, 2025

PENGARUH *QUALITY OF WORK LIFE* DAN *ORGANIZATIONAL COMMITMENT* TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* DENGAN *PERCEIVED ORGANIZATIONAL SUPPORT* SEBAGAI VARIABEL MODERASI (STUDI PADA KARYAWAN BANK SYARIAH INDONESIA AREA JAKARTA SAHARJO)

UPN “Veteran” Jakarta, Fakultas Ekonomi dan Bisnis, S1 Manajemen

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

- Erita Yuliasesti Diah Sari, Khoiruddin Bashori, Nida Latifah Zahra, Salsabila Athalla Faralenni, Reny Silvianingrum, Devi Puspa Rini, Yegi Fidiani, Arif Nur Rohman, Bagus Gumelar Avianto, Ulfah Musyaropah, & Lutfi Sambas Muhaemin RS. (2023). Komitmen Organisasi Tinjauan Kasus Berbagai Organisasi Publik Dan Swasta. In *New Horizons In Adult Education And Human Resource Development* (Vol. 29, Issue 3). SAGE Publications. <https://doi.org/10.1002/Nha3.20193>
- Fadly, Muhammad Anshori, & Dhena Aldhalia. (2020). *Pengaruh Organizational Citizenship Behavior Terhadap Kinerja*. 7(2). <http://ejurnal.stisipolcandradimuka.ac.id/index.php/jurnalpublisitas/>
- Gina Novianti Rahayu, Hasan Munawar, & Hasbi Pajar Solahudin. (2024). *Beyond Duties: Memahami Dan Mengoptimalkan Organizational Citizenship Behavior (Ocb)*. Mega Press Nusantara.
- Grego-Planer, D. (2020). The Relationship Between Organizational Commitment And Organizational Citizenship Behaviors In The Public And Private Sectors. *Sustainability (Switzerland)*, 11(22). <https://doi.org/10.3390/Su11226395>
- Grego-Planer, D., Gadomska-Lila, K., Żurek, M., & Klempke-PI TEK, M. (2023). The Link Between Perceived Organizational Support, Job Satisfaction And Organizational Citizenship Behavior – Does Employee Age Make A Difference? *Scientific Papers Of Silesian University Of Technology Organization And Management Series*, 2023(188). <https://doi.org/10.29119/1641-3466.2023.188.9>
- Gusti, I., Siwantrini, A., Putri, U., & Nurmawati, S. (2024). *Pengaruh Perceived Organizational Support (Pos) Terhadap Organizational Citizenship Behavior (Ocb) Dengan Kepuasan Kerja Sebagai Variabel Intervening Pada Karyawan Frontliner Services Hotel Merumatta Senggigi*.
- Hasan, H. (2023). *Effect Of Organizational Culture On Organizational Learning, Employee Engagement, And Employee Performance: Study Of Banking Employees In Indonesia*. *Problems And Perspectives In Management*, 21(3), 471–482. [https://doi.org/10.21511/Ppm.21\(3\).2023.38](https://doi.org/10.21511/Ppm.21(3).2023.38)
- Hastuti, N. T., Dwi, U., & Wibowo, A. (2020). *Pengaruh Quality Of Work Life (Qwl) Dan Organizational Commitment (Oc) Terhadap Organizational Citizenship Behavior (Ocb) Pada Perawat Tetap Effects Of Quality Of Work Life (Qwl) And Organizational Commitment (Oc) On Organizational Citizenship Behaviour (Ocb) Of Permanent Nurses*. In *PSIMPHONI* (Vol. 1, Issue 1).
- Hastuti, N. T., Dwi, U., & Wibowo, A. (2021). *Pengaruh Quality Of Work Life (Qwl) Dan Organizational Commitment (Oc) Terhadap Organizational Citizenship Behavior (Ocb) Pada Perawat Tetap Effects Of Quality Of Work*

Ghefira Auliawati, 2025

PENGARUH *QUALITY OF WORK LIFE* DAN *ORGANIZATIONAL COMMITMENT* TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* DENGAN *PERCEIVED ORGANIZATIONAL SUPPORT* SEBAGAI VARIABEL MODERASI (STUDI PADA KARYAWAN BANK SYARIAH INDONESIA AREA JAKARTA SAHARJO)

UPN “Veteran” Jakarta, Fakultas Ekonomi dan Bisnis, S1 Manajemen

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

- Life (Qwl) And Organizational Commitment (Oc) On Organizational Citizenship Behaviour (Ocb) Of Permanent Nurses*. Psimphoni, 2(1).
- HS, M. F., Anwar US, K., & Shalahudin, S. (2024). Manajemen Sumberdaya Manusia Dalam Pendidikan. *Leader: Jurnal Manajemen Pendidikan Islam*, 2(1), 207–217. <https://doi.org/10.32939/Ljmpi.V2i1.4047>
- Iqbal Haider, & Dr. Nazim Ali. (2025). Workplace Wellbeing And Extra-Role Behavior: A Study Of Quality Of Work Life, Job Involvement And Organizational Citizenship Behavior In Pakistan's Public Sector. *Physical Education, Health And Social Sciences*, 3(3), 01–13. <https://doi.org/10.63163/Jpehss.V3i3.523>
- Janissa Haqq Lengkong, M. M., & Irfan Abraham, M. Pd. (2024). *Manajemen Sumber Daya Manusia (Mengelola Human Capital Yang Unggul)*.
- Jianmin, S. (2024). Perceived Organizational Support. In *The ECPH Encyclopedia Of Psychology* (P. 1). Springer Nature Singapore. https://doi.org/10.1007/978-981-99-6000-2_1321-1
- Joseph F. Hair, Jr., G. Tomas M. Hult, Christian M. Ringle, & Marko Sarstedt. (2014). *A Primer On Partial Least Squares Structural Equation Modeling (PLS-SEM)*.
- 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>
- Khalid Tasleem, M., Ul Haq, S., Shakeel Aslam, M., Faisal Aziz, M., Professor, A., & Professor, A. (2024). *Green Human Resource Management And Project Citizenship In The Construction Industry: Mediating Role Of Quality Of Work Life And Green Employee Empowerment*. <https://doi.org/10.22555/Pbr>
- Khalid, Z., Torisa Utami, I., Nurlia, D. S., Ekonomi, F., Universitas, B., & Luhur, B. (2023). *Pengaruh Efikasi Diri, Perceived Organizational Support Dan Budaya Organisasi Terhadap Organizational Citizenship Behavior* (Vol. 21).
- Koyuncu, D., & Demirhan, G. (N.D.). *Quality Of Work Life, Organizational Commitment, And Organizational Citizenship Behaviour Of Teaching Staff In Higher Education Institutions*.
- Lestari, I., Rumijati, A., & Lestari, N. P. (2023). The Effect Of Quality Of Work Life On Organizational Citizenship Behavior Mediated By Work Engagement. *Jamanika (Jurnal Manajemen Bisnis Dan Kewirausahaan)*, 3(01), 50–59. <https://doi.org/10.22219/Jamanika.V3i01.25439>
- Lestari, P. E. C., Astiti, N. P. Y., & Adhika, I. N. R. (2025). *Pengaruh Transformational Leadership Dan Organizational Commitment Terhadap*

Ghefira Auliawati, 2025

PENGARUH *QUALITY OF WORK LIFE* DAN *ORGANIZATIONAL COMMITMENT* TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* DENGAN *PERCEIVED ORGANIZATIONAL SUPPORT* SEBAGAI VARIABEL MODERASI (STUDI PADA KARYAWAN BANK SYARIAH INDONESIA AREA JAKARTA SAHARJO)

UPN “Veteran” Jakarta, Fakultas Ekonomi dan Bisnis, S1 Manajemen

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

- Organizational Citizenship Behavior (Ocb) Pada Sekretariat Dprd Kabupaten Gianyar. Emas*, 6(6), 1182–1201. <https://doi.org/10.36733/Emas.V6i6.6594>
- 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>
- Manajemen Sumber Daya Manusia Dr. Muhammad Ikram Idrus, MS. TAHTA MEDIA GROUP.* (N.D.).
- Marhaeni, A. A. I. N., Propheto, A., & Firmansyah, A. (2022). *The Effect Of Perceived Organizational Support On Organizational Citizenship Behavior And Organizational Commitment In Public Health Center During COVID-19 Pandemic.*
- Melati, R., Pembimbing, D., Rosnani, T., Si, M., & Daud, I. (N.D.). *Pengaruh Gaya Kepemimpinan Transformasional Dan Quality Of Work Life Terhadap Organizational Citizenship Behavior (Ocb) Dengan Komitmen Organisasional Sebagai Variabel Intervening (Study Pada Pegawai Kantor Kesyahbandaran Dan Otoritas Pelabuhan Pontianak).*
- John P. Meyer, & Natalie J. Allen. (1997). *Commitment In The Workplace: Theory, Research, And Application.* Edward Elgar Publishing.
- Michael Armstrong, & Stephen Taylor. (2023). *Armstrong's Handbook Of Human Resource Management Practice: A Guide To The Theory And Practice Of People Management.*
- Mohammadi, S., Kiumarsi, S., & Hashemi, S. M. (2020). Quality Of Work Life And Organizational Citizenship Behavior Among The Employees In Private Universities In Malaysia. *International Journal Of Business And Innovation*, 2. <https://doi.org/10.65194/IJBI-2016-1003>
- Mohezar Suhana And Jaafar, N. I. And A. W. (2021). Creative, Happy, And Productive Workforce: How The Workplace Environment Is Changing. In *Achieving Quality Of Life At Work: Transforming Spaces To Improve Well-Being* (Pp. 1–17). Springer Singapore. https://doi.org/10.1007/978-981-16-4265-4_1
- Ogunola, A. A. (2022). Quality Of Work-Life And Work-Life Balance As Predictors Of Employee Job Satisfaction. *TAZKIYA: Journal Of Psychology*, 10(1), 74–84. <https://doi.org/10.15408/Tazkiya.V10i1.22499>
- Osman, S. R., Omar, A., & Elsayed, M. (2022). The Relationship Between Quality Of Work Life And Organizational Citizenship Behavior Among Staff Nurses. In *Original Article Egyptian Journal Of Health Care* (Vol. 13, Issue 2).
- Park, J., & Kim, J. (2024). The Relationship Between Perceived Organizational Support, Work Engagement, Organizational Citizenship Behavior, And Customer Orientation In The Public Sports Organizations Context. *Behavioral Sciences*, 14(3). <https://doi.org/10.3390/Bs14030153>

Ghefira Auliawati, 2025

PENGARUH QUALITY OF WORK LIFE DAN ORGANIZATIONAL COMMITMENT TERHADAP ORGANIZATIONAL CITIZENSHIP BEHAVIOR DENGAN PERCEIVED ORGANIZATIONAL SUPPORT SEBAGAI VARIABEL MODERASI (STUDI PADA KARYAWAN BANK SYARIAH INDONESIA AREA JAKARTA SAHARJO)

UPN "Veteran" Jakarta, Fakultas Ekonomi dan Bisnis, S1 Manajemen

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

- Pramita, C., & Eko Soetjipto, B. (2023). The Influence Of POS And Fringe Benefits On Employee Performance With OCB Mediating Variable. *The Influence Of Pos And Fringe Benefits On Employee Performance With Ocb Mediating Variable* Under A Creative Commons Attribution-Noncommercial 4.0 International License (CC BY-NC 4.0). *Jurnal Ekonomi*, 12, 2023. [Http://Ejournal.Seainstitute.Or.Id/Index.Php/Ekonomi](http://Ejournal.Seainstitute.Or.Id/Index.Php/Ekonomi)
- Puspandari Handyaningrum, & Tanuwijaya Justine. (2023). *Pengaruh Job Satisfaction Terhadap Organizational Citizenship Behavior, Employee Performance Dengan Organizational Commitment Sebagai Variabel Intervening*. 7(3), 2023.
- Putri, J. A., & Fariana, A. (2024). Pengaruh Komitmen Organisasi, Kepuasan Kerja Dan Budaya Organisasi Terhadap Organizational Citizenship Behavior (Studi Pada PT Victoria Insurance). *Jurnal Manajemen Dan Ekonomi Kreatif*, 2(2), 26–38. <https://doi.org/10.59024/Jumek.V2i2>
- Rençber, İ., & Koparal, C. (2021). The Mediating Roles Of Organizational Commitment And Job Satisfaction In The Effect Of Career Satisfaction On Organizational Citizenship Behavior. *Eskişehir Osmangazi Üniversitesi İktisadi Ve İdari Bilimler Dergisi*, 16(2), 276–299. <https://doi.org/10.17153/Oguibf.875961>
- Ricky Lukito. (2020). *Pengaruh Organizational Citizenship Behavior Terhadap Kinerja Karyawan Melalui Kepuasan Kerja Pada Produksi Pvc Di Ud. Untung Jaya Sidoarjo* (Vol. 8, Issue 2).
- Ruževičius, J. (2024). Quality Of Life And Working Life: Concept And Scope. In *Global Perspectives On Quality Of Working Life*. Proud Pen. <https://doi.org/10.51432/978-1-914266-09-6-1>
- Ryan Pahlawan. (2023). *Quality Work Of Life Dalam Meningkatkan Organizational Citizenship Behavior, Dan Kinerja Karyawan*.
- Sessa, V. I., & Bowling, N. A. (2020). *Essentials Of Job Attitudes And Other Workplace Psychological Constructs*. Taylor & Francis. <https://books.google.co.id/books?id=Jhqheaaaqbaj>
- Sigit Purwanto, Supangat Supangat, Meriam Esterina, Samuel Souhoka, Felix Chandra, Akbar Hariputra, Nenden Nur Annisa, La Ode Muhammad Rauda Agus Udaya Manarfa, Endra Gunawan, M. Rachmat Sulthony, Tezar Arianto, & Sunardi. (2024). *Manajemen Sumber Daya Manusia*. Yayasan Tri Edukasi Ilmiah. https://books.google.co.id/books?id=O4skeqaaqbaj&Dq=Manajemen+Sumber+Daya+Manusia&lr=&source=gbs_navlinks_s
- Sihombing, E. E., & Nasution, K. K. (N.D.). *Analisis Faktor-Faktor Yang Mempengaruhi Organizational Citizenship Behavior (Ocb) Pegawai Kantor-Kantor Kecamatan Kota Padangsidimpuan*.

Ghefira Auliawati, 2025

PENGARUH *QUALITY OF WORK LIFE* DAN *ORGANIZATIONAL COMMITMENT* TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* DENGAN *PERCEIVED ORGANIZATIONAL SUPPORT* SEBAGAI VARIABEL MODERASI (STUDI PADA KARYAWAN BANK SYARIAH INDONESIA AREA JAKARTA SAHARJO)

UPN “Veteran” Jakarta, Fakultas Ekonomi dan Bisnis, S1 Manajemen

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

- Soelton, M. (2020). *The The Implication Of Job Satisfaction That Influence Workers To Practice Organizational Citizenship Behavior (Ocb) In The Work Place. Archives Of Business Research*, 8(5), 33–48. <https://doi.org/10.14738/abr.85.8139>
- Sri Rahayu, A., Rahmi Prodi Psikologi, T., & Psikologi Dan Kesehatan, F. (N.D.). *Nusantara: Jurnal Ilmu Pengetahuan Sosial Kontribusi Perceived Organizational Support Dan Organizational Citizenship Behavior Pada Karyawan Non-Government Organization* 1. <https://doi.org/10.31604/jips.v12i6.2025>
- Stephen P. Robbins, & Timothy A. Judge. (2017). *Organizational Behavior*.
- Sugiyono. (2023). *Metode Penelitian Kuantitatif, Kualitatif, Dan R&D*. www.cvalfabeta.com
- Sunarto, S., & Suparji. (2020). *Monograf Perceived Organizational Support Dan Organizational Commitment Dalam Model Kinerja SDIDTK*.
- Tadesse Bogale, A., & Debela, K. L. (2024). Organizational Culture: A Systematic Review. In *Cogent Business And Management* (Vol. 11, Issue 1). Cogent OA. <https://doi.org/10.1080/23311975.2024.2340129>
- Tanchi, K. R., Amin, M. Bin, Khatun, S., Karim, M. M., & Erdey, L. (2025). Factors Influencing Organizational Citizenship Behavior Among Employees: Evidence From The Commercial Banking Industry. *Banks And Bank Systems*, 20(1), 51–61. [https://doi.org/10.21511/bbs.20\(1\).2025.05](https://doi.org/10.21511/bbs.20(1).2025.05)
- Trio Candra Yoga, & Yuliharsi. (2021). *Pengaruh Perceived Organizational Support, Prosedural Justice Terhadap Organizational Citizenship Behavior Dengan Kepuasan Kerja Sebagai Variabel Mediasi Pada Perawat Rsud Rasydin Padang*.
- Walton E. (2020). *Chapter-1 Introduction To Quality Of Work Life*.
- Xu, Q., Liu, S., & Huang, H. (2024). Psychological Empowerment And Challenge-Oriented Organizational Citizenship Behavior: A Dual Process Model. *Frontiers In Psychology*, 15. <https://doi.org/10.3389/fpsyg.2024.1432260>