

## DAFTAR PUSTAKA

- Amin, Q. Al 2022. Pengaruh Kepemimpinan Transformasional Terhadap Organizational Citizenship Behavior Yang Dimediasi Oleh Komitmen Organisasi Pada Kantor Badan Pusat Statistik Kota Medan. *Jurnal Ekonomi Bisnis Digital*, 1(12): 75–86.
- Ampauleng & Abdullah, S. 2021. Improving Employee Performance: The Role of OCB Between Personal Trust and Leadership. *Jurnal Manajemen*, 25(3): 364.
- Baderan, U.S. & Ingo, Y. 2018. Kinerja Pegawai dalam Pelayanan Administrasi di Kantor Kecamatan Boliyohuto Kabupaten Gorontalo. *Publik : (Jurnal Ilmu Administrasi)*, 6(2): 127.
- Bauer, T., Erdogan, B., Caughlin, D. & Truxillo, D. 2023. *Human Resource Management: People, Data, and Analytics*. SAGE Publications. Tersedia di <https://books.google.co.id/books?id=7UHVEAAAQBAJ>.
- Bindl, U.K., Unsworth, K.L., Gibson, C.B. & Stride, C.B. 2019. Job crafting revisited: Implications of an extended framework for active changes at work. *Journal of Applied Psychology*, 104(5): 605–628.
- Brandt, N.D., Lechner, C.M., Tetzner, J. & Rammstedt, B. 2020. Personality, cognitive ability, and academic performance: Differential associations across school subjects and school tracks. *Journal of Personality*, 88(2): 249–265.
- Buonocore, F., de Gennaro, D., Russo, M. & Salvatore, D. 2020. Cognitive job crafting: A possible response to increasing job insecurity and declining professional prestige. *Human Resource Management Journal*, 30(2): 244–259.
- Bustomi, A., Sanusi, I. & Herman 2020. Pengaruh Organizational Citizenship Behavior (OCB) Terhadap Kinerja Pegawai (Studi Survei pada Pegawai Kementerian Agama Kota Bandung). *Tadbir: Jurnal Manajemen Dakwah*, 5(1): 1–16.
- Chandra, J.A., Martini, N.N.P. & Qomariah, N. 2021. Impact of Organizational Citizenship Behavior, Leadership, Individual Characteristics and Competence on Teacher Performance. *Jurnal Manajemen Dan Bisnis Indonesia*, 6(2): 244–257.
- Chege, S.M., Wang, D. & Suntu, S.L. 2020. Impact of information technology innovation on firm performance in Kenya. *Information Technology for Development*, 26(2): 316–345. Tersedia di <https://doi.org/10.1080/02681102.2019.1573717>.
- Dessler, G. 2020. *Human Resource Management; 16th ed.* Upper Saddle River, NJ, USA: Pearson Education.
- Dierdorff, E.C., Rubin, R.S. & Ellington, J.K. 2021. Interpersonal skills, role cognitions, and OCB: Exploring mediating mechanisms and contextual constraints on role enactment. *Journal of Vocational Behavior*, 129: 103604. Tersedia di <https://www.sciencedirect.com/science/article/pii/S0001879121000762>.
- Djaali 2021. *Metodologi Penelitian Kuantitatif*. Jakarta: Bumi Aksara.
- Erwanto, E., Elshifa, A., Wibowo, T.S., Yakin, I. & Salampessy, M. 2024. The Influence of Mental Health on Employee Performance with Physical Activity as a Moderating Variable. *Reslaj : Religion Education Social Laa Roiba Journal*, 6(3): 14687–14697.

- Geldenhuis, M., Bakker, A.B. & Demerouti, E. 2021. How task, relational and cognitive crafting relate to job performance: a weekly diary study on the role of meaningfulness. *European Journal of Work and Organizational Psychology*, 30(1): 83–94. Tersedia di <https://doi.org/10.1080/1359432X.2020.1825378>.
- Ghozali, I. 2020. *Structural Equation Modeling Metode Alternatif dengan Partial Least Squares (PLS)*. IV ed. Semarang: Badan Penerbit Universitas Diponegoro.
- Gibson, J.L., Ivancevich, J.M. & Donnelly, J.H. 2022. *Organizations: Behavior, Structure, Processes. 14th Edition*. New York: The McGraw-Hill Companies, Inc.
- Griffin, R.W. 2021. *Management*. 13 ed. Massachusetts: Cengage Learning.
- Hapsari, D., Riyanto, S. & Endri, E. 2021. The Role of Transformational Leadership in Building Organizational Citizenship: The Civil Servants of Indonesia. *Journal of Asian Finance, Economics and Business*, 8(2): 0595–0604.
- Harjanti, W., Wahjoedi, T., Kartika Sari, A., Budi Setiadi, P. & Suhermin, S. 2021. Work Experience, Interpersonal Communication on Performance and Use of Information Technology, Aircraft Maintenance Companies. *EKUITAS (Jurnal Ekonomi dan Keuangan)*, 5(4): 513–532.
- Hasibuan, M. 2019. *Manajemen Sumber Daya Manusia*. Edisi Revi ed. Jakarta: Bumi Aksara.
- Heslina, H. & Syahrini, A. 2021. The Influence of Information Technology, Human Resources Competency and Employee Engagement on Performance of Employees. *Golden Ratio of Human Resource Management*, 1(1): 01–12.
- Ibad, S. & Ulum, M.C. 2023. *Inovasi Pelayanan Publik*. Malang: Intrans Publishing. Tersedia di <https://books.google.co.id/books?id=8YPgEAAAQBAJ>.
- Indriantoro, N. & Supomo, B. 2019. *Metodologi Penelitian Bisnis Untuk Akuntansi & Manajemen*. 1 ed. Yogyakarta: BPFE.
- Ismail, F.F. & Sudarmadi, D. 2019. Pengaruh Sistem Informasi Akuntansi Dan Pengendalian Internal Terhadap Kinerja Karyawanpt. Beton Elemen Persada. *Jurnal Akuntansi, Audit dan Sistem Informasi Akuntansi*, Vol.3 No.1(1): 1–13.
- Joswati, Agustina, D. & Ilhamsyah, A.W. 2021. Pengaruh Efektivitas Sistem Informasi Akuntansi Dan Role Stress Terhadap Kinerja Pegawai Selama Pandemi Covid-19. *IJAB Indonesian Journal of Accounting and Business*, 3(1): 28–43.
- Kinicki, A. 2021. *Organizational Behavior: A Practical, Problem-Solving Approach*. 3 ed. New York: McGraw-Hill Education.
- Kurniasih, D., Setyoko, P.I. & Saputra, A.S. 2022. Public Health Center Performance during Covid-19 Pandemic: What are The Contribution of Knowledge Sharing, Work Motivation, Transformational Leadership and Organizational Citizenship Behavior? *Journal of Industrial Engineering & Management Research*, 3(6): 150–158.
- Leksono, S. 2020. *Metode Penelitian Kualitatif Ekonomi dan Bisnis*. Yogyakarta: Graha Ilmu.
- Luthans, F., Luthans, B.C. & Luthans, K.W. 2020. *Organizational Behavior: An Evidence-Based Approach*. 14th editi ed. Charlotte NC: Information Age Publishing.
- Maidelis, I., Budiyanto, B. & Agustedi, A. 2022. The mediating role of organizational

commitment and organizational citizenship behavior on the effect of organizational justice on the performance of civil servants. *Management Science Letters*, 12(4): 341–348.

- Mangkunegara, A.P. 2019. *Manajemen Sumber Daya Manusia Perusahaan*. Bandung: PT. Remaja Rosdakarya.
- Mathis, R.L., Valentine, S.R., Meglich, P. & Jackson, J.H. 2019. *Human Resource Management*. 16 ed. Massachusetts: Cengage Learning.
- Mawarti, R.D., Laras, T. & Nadia, N. 2022. Kinerja Karyawan : Dampak Teknologi Informasi Dan Locus Of Control Dengan Organizational Citizenship Behavior (OCB) Sebagai Variabel Mediasi (Survei Pada Karyawan Perumda Pdam Tirtamarta Kota Yogyakarta). *el-Jizya : Jurnal Ekonomi Islam*, 10(2): 142–160.
- Mensah, I.K. 2020. Impact of Government Capacity and E-Government Performance on the Adoption of E-Government Services. *International Journal of Public Administration*, 43(4): 303–311. Tersedia di <https://doi.org/10.1080/01900692.2019.1628059>.
- Muhsini, M.R.H., Akbar, A., Kurniawan, A.W., Musa, C.I. & Hamka, R.A. 2024. Pengaruh Motivasi Kerja, Kemampuan Kerja, Dan Lingkungan Kerja Terhadap Kinerja Karyawan PT. Telkom Akses Makassar. *Jurnal Manuhara : Pusat Penelitian Ilmu Manajemen dan Bisnis*, 2(2): 279–290.
- Murtiningsih, Susbiyani, A. & Herlambang, T. 2023. Pengaruh Lingkungan Kerja, Budaya Kerja Dan Kepuasan Kerja Terhadap Organizational Citizenship Behavior Yang Berdampak Pada Kinerja Pegawai Kecamatan Seluruh Kabupaten Jember. *Jurnal Sains Manajemen dan Bisnis Indonesia (JSMBI)*, 13(1): 1–12.
- Nikkhah, M. & Niya, A.M. 2019. *Organizational Citizenship Behavior and Creativity*. London: LAP Lambert Academic Publishing.
- Northouse, P.G. 2021. *Leadership: Theory and Practice*. 9 ed. Washington D.C: SAGE Publications.
- Novianti, K.R. 2021. Does Organizational Commitment Matter? Linking Transformational Leadership With Organizational Citizenship Behavior (OCB) (Studi Kasus Pada Karyawan Di Bidang Perbankan Yang Menyediakan Jasa asuransi dan Investasi Di Kota Malang). *Jurnal Aplikasi Manajemen*, 19(2): 335–345.
- Nur, F. & Khair, H. 2021. Pengaruh Kompetensi Sumber Daya Manusia, Sistem Informasi Manajemen Dan Keterampilan Kerja Terhadap Kinerja Pegawai Pada Dinas Kominfo Labuhanbatu Utara. *Jurnal Humaniora*, 5(1): 15–30. Tersedia di <http://jurnal.abulyatama.ac.id/index.php/humaniora/article/view/51>.
- Oyovwe-Tinuoye, G.O., Omeluzor, S.U. & Patrick, I.O. 2021. Influence of ICT skills on job performance of librarians in university libraries of South-South, Nigeria. *Information Development*, 37(3): 345–358. Tersedia di <https://doi.org/10.1177/0266666920983393>.
- Pasaribu, S.B., Goestjahjanti, F.S., Srinita, S., Novitasari, D. & Haryanto, B. 2022. The Role of Situational Leadership on Job Satisfaction, Organizational Citizenship Behavior (OCB), and Employee Performance. *Frontiers in Psychology*, 13(May): 10–13.
- Podsakoff, P.M., Mackenzie, S.B. & Podsakoff, N.P. 2019. *The Oxford Handbook of Organizational Citizenship Behavior*. Oxford: Oxford University Press.

- Primawanti, E.P. & Ali, H. 2022. Pengaruh Teknologi Informasi, Sistem Informasi Berbasis Web Dan Knowledge Management Terhadap Kinerja Karyawan (Literature Review Executive Support Sistem (Ess) for Business). *Jurnal Ekonomi Manajemen Sistem Informasi*, 3(3): 267–285.
- Purwanto, A., Purba, J.T., Bernarto, I. & Sijabat, R. 2021. Effect of Transformational Leadership, Job Satisfaction, and Organizational Commitments on Organizational Citizenship Behavior. *Inovbiz: Jurnal Inovasi Bisnis*, 9(1): 61.
- Purwanto, A., Purba, J.T., Bernarto, I. & Sijabat, R. 2022. Peran Organizational Citizenship Behavior (OCB), Transformational and Digital Leadership Terhadap Kinerja Melalui Mediasi Komitmen Organisasi Pada Family Business. *SSRN Electronic Journal*, 4(3): 256–272.
- Putri, V.S. & Rizki, S. 2024. The Effect Of Work Experience, Organizational Citizenship Behavior ( OCB ), Commitment Towards Employee Performance At PT . Pelabuhan Indonesia ( Persero ) Regional I. *International Journal of Management and Strategic Business Leadership*, 1(4): 205–222.
- Rahmawati, H., Purwantini, A.H. & Maharani, B. 2022. Pengaruh Penerapan Sistem Informasi Akuntansi, Kualitas Sistem Informasi Akuntansi, Dan Kesesuaian Tugas Teknologi Terhadap Kinerja Pegawai. *Accounting Research Journal*, 2(1): 1–18. Tersedia di <https://journal.feb.unipa.ac.id/index.php/ace>.
- Ralita, S.W. 2023. Pengaruh Kemampuan Kerja dan Pengalaman Kerja terhadap Kinerja Pegawai dengan Organizational Citizenship Behavior (OCB) sebagai Variabel Intervening pada Dinas Pendidikan dan Kebudayaan Kabupaten Pesisir Selatan. *Jurnal Ekobistek*, 2(1): 84–102.
- Rau, Y.Y., Pandowo, M.H.C. & Pondaag, J.J. 2024. Pengaruh Kebahagiaan, Kecerdasan Intelektual, Dan Efektivitas Kerja Terhadap Kinerja Pegawai Dinas Pariwisata Daerah Provinsi Sulawesi Utara. *Jurnal EMBA*, 12(1): 975–984.
- Ridwan, M. 2020. Analysis of Organizational Commitment through OCB on Employee Performance. *Dinasti International Journal of Management Science*, 1(4): 543–555.
- Rino, Syahrizal, Armida & Darni, M.O. 2023. Influence of Transformational Leadership on Organizational Citizenship Behavior and Organizational Task Performance Cross Level Analysis on Micro Small and Medium Enterprises in Indonesia. *Quality - Access to Success*, 24(193): 46–60.
- Robbins, S.P. & Judge, T.A. 2019. *Organizational Behavior, 18th Edition*. New York: Pearson.
- Rohayatin, T. 2023. *Desain dan Inovasi Peningkatan Kualitas Pelayanan Publik Berbasis Pelanggan*. Yogyakarta: Deepublish.
- Sapta, I.K.S., Landra, N., Utami, N.M.S. & Astakoni, I.M.P. 2021a. Organizational Commitment and Job Satisfaction as the Basis of Building Organizational Citizenship Behaviour (OCB) and the Implications on Employee Performance. *Journal of Research in Business, Economics, and Education*, 3(1): 1550–1563.
- Sapta, I.K.S., Muafi, M. & Setini, N.M. 2021b. The Role of Technology, Organizational Culture, and Job Satisfaction in Improving Employee Performance during the Covid-19 Pandemic. *Journal of Asian Finance, Economics and Business*, 8(1): 495–505.

- Saputra, R. & Risnawati, A. 2022. *Pelayanan Administrasi Kependudukan*. Purbalingga: CV. Sketsa Media.
- Sarstedt, M., Ringle, C.M. & Hair, J.F. 2017. *Partial Least Squares Structural Equation Modeling. Handbook of Market Research*, .
- Sedarmayanti 2019. *Manajemen Sumber Daya Manusia: Reformasi Birokrasi Dan Manajemen Pegawai Negeri Sipil*. Bandung: PT Refika Aditama.
- Seran, S. 2020. *Metodologi Penelitian Ekonomi Dan Sosial*. Yogyakarta: Deepublish.
- Setiadi, P.B., Ursula, R., Rismawati, R. & Setini, M. 2020. Labour Productivity, Work Experience, Age and Education: The Case of Lurik Weaving Industry in Klaten, Indonesia. *Webology*, 17(2): 487–502.
- Setyowati, T. & Puspitadewi, I. 2023. *Perilaku Organisasi Dan Organizational Citizenship Behavior (Teori dan Konsep)*. Jember: UM Jember Press.
- Shintia, I.R. & Riduwan, A. 2021. Pengaruh Sistem Informasi Akuntansi, Motivasi Kerja Dan Pemanfaatan Teknologi Informasi Terhadap Kinerja Karyawan. *Jurnal Ilmu dan Riset Akuntansi*, 10(3): 1–17.
- Siagian, S.P. 2019. *Manajemen Sumber Daya Manusia*. 1 ed. Jakarta: Bumi Aksara.
- Sinambela, L.P. 2019. *Reformasi Pelayanan Publik*. Jakarta: Bumi Aksara.
- Siregar, M.P. 2022. Pengaruh Sistem Informasi Manajemen Dan Pelayanan Publik Terhadap Kinerja Pegawai Penerima Pendapatan Dikantor Sistem Administrasi Manunggal Satu Atap (SAMSAT) Aek Kanopan. *Journal Economy and Currency Study (JECS)*, 4(1): 1–13.
- Sitompul, S.S. & Simamora, F. 2019. The Effect Of Workload, Work Experience, And Compensation On Employee Performance PT. Tannery Sejahtera Mandiri Pekanbaru. *Management Studies and Entrepreneurship Journal*, 2(2): 142–153. Tersedia di <http://journal.yrpiipku.com/index.php/msej>.
- Soetadji, R.S. 2021. Pengaruh Perilaku Kepemimpinan, Kemampuan Kognitif, Dan Kepuasan Kerja Terhadap Kinerja Karyawan. *Jurnal Manajemen Pendidikan*, 9(2): 390–399.
- Solimun, Fernandes, A.A.R. & Nurjannah 2021. *Metode statistika multivariat : pemodelan persamaan struktural (SEM) pendekatan WarpPLS*. Malang: UB Press.
- Sopian, D. & Suwartika, W. 2019. Sistem informasi akuntansi, sistem pengendalian internal dan kinerja karyawan. *JSMA (Jurnal Sains Manajemen & Akuntansi)*, XI(2): 40–53.
- Srikanth, P.B. 2020. The relative contribution of personality, cognitive ability and the density of work experience in predicting human resource competencies. *Personnel Review*, 49(8): 1573–1590.
- Stewart, G.L. & Brown, K.G. 2019. *Human Resource Management*. Wiley. Tersedia di <https://books.google.co.id/books?id=53eYDwAAQBAJ>.
- Sugianingrat, I.A.P.W., Widyawati, S.R., Costa, C.A. de J. da, Ximenes, M., Piedade, S.D.R. & Sarmawa, W.G. 2019. The employee engagement and OCB as mediating on employee performance. *International Journal of Productivity and Performance Management*, 68(2): 319–339.

- Sugiyono 2019. *Metode Penelitian Kuantitatif Kualitatif dan R&D*. Bandung: Alfabeta.
- Suharno, S. 2020. Kemampuan Kognitif Peserta Latsar CPNS Dalam Pencapaian Kinerja Pegawai. *Jurnal Litbang Sukowati : Media Penelitian dan Pengembangan*, 4(1): 11.
- Sukrisnawati, G.A., Agung, A.A.P. & Sudja, I.N. 2019. The Effect of Leadership and Organization Commitments To Performance of Contract Employees with Organizational Citizenship Behaviour (OCB) as a Mediation Variable (study at Abiansemal I Health Center and Abiansemal II). *International Journal of Sustainability , Education, and Global Creative Economic (IJSEGCE)*, 2(3): 310–319.
- Suliyanto 2021. *Metode Penelitian Bisnis untuk Skripsi, Tesis, & Disertasi*. Yogyakarta: Andi Offset.
- Sundari, S. 2023. *Manajemen Sumber Daya Manusia Dan Masa Depan Dunia Kerja Di Era Industri 4.0 Dan Society 5.0*. CV Jejak (Jejak Publisher). Tersedia di <https://books.google.co.id/books?id=FoXrEAAAQBAJ>.
- Tanjung, B.N., Rahman, Y., Budiyanto, Badawi, Suryana, A.T., Sumar, W.T., Mufid, A., Purwanto, A. & Wardo 2020. The influence of transformational leadership, job satisfaction and organizational citizenship behavior on the performance of Islamic school teachers. *Systematic Reviews in Pharmacy*, 11(7): 539–546.
- Thamrin, M., Samsuryaningrum, I.P. & Hassan, Z. 2024. Organizational Citizenship Behavior Based on Spirituality and Employee Performance: the Role of Communication and Engagement. *Jurnal Aplikasi Manajemen (JAM)*, 22(3): 626–643.
- Uhl-Bien, M., Piccolo, R.F. & Schermerhorn Jr., J.R. 2020. *Organizational Behavior*. Hoboken: John Wiley & Sons.
- Umar, H. 2019. *Metode Riset Manajemen Perusahaan*. Jakarta: Gramedia Pustaka Utama.
- Utami, D.M. & Riana, I.G. 2023. The Influence of Transformational Leadership and Organizational Commitment on Organizational Citizenship Behavior and Employee Performance (A Study on Employees of The Ministry of Industry). *Jurnal Ekonomi*, 12(03): 1566–1577.
- Utaminingsih, A., Haboddin, M., Damayanti, R. & Bachtiar, R. 2022. *Inovasi Pemerintahan Kontemporer*. Malang: Universitas Brawijaya Press. Tersedia di <https://books.google.co.id/books?id=YySyEAAAQBAJ>.
- Waris, A., Idris, M. & Hidayat, M. 2020. Analisis Pengaruh Penerapan Sistem Informasi Manajemen Dan Standar Operasional Prosedur Terhadap Kinerja Pegawai Pada Dinas Pemberdayaan Masyarakat Desa Kabupaten Majene. *AkMen JURNAL ILMIAH*, 17(3): 438–449.
- Wilkinson, A. 2022. *Human Resource Management: A Very Short Introduction*. Oxford: Oxford University Press.
- Wilkinson, A. & Dundon, T. 2021. *Contemporary Human Resource Management Text and Cases*. Los Angeles: SAGE Publications.
- Xu, H. & Burns, E.J. 2023. *Perception, Cognition, and Working Memory: Interactions, Technology, and Applied Research*. Lausanne: Frontiers Media SA. Tersedia di <https://books.google.co.id/books?id=fHi3EAAAQBAJ>.

Yukl, G. 2020. *Leadership In Organizations*. Global Ed ed. London: Pearson.

Yunus, Y. 2019. Hubungan Kapasitas Aparatur Dengan Pewujudan Good Governance. *DIALEKTIKA : Jurnal Ekonomi dan Ilmu Sosial*, 4(1): 15–25.

Zainal, V.R. 2019. *Manajemen Sumber Daya Manusia untuk Perusahaan: dari Teori ke Praktek*. Jakarta: PT RajaGrafindo Persada.

Zulganef 2019. *Metode Penelitian Bisnis dan Manajemen*. Bandung: Refika Aditama.

