DAFTAR PUSTAKA

Ammara Akram, Muhammad Kamran, Muhammad Shahid Iqbal, Ume Habibah & Muhammad Atif Ishaq | (2018) The impact of supervisory justice and perceived Supervisor support on organizational citizenship behavior and commitment to supervisor: the mediating role of trust, Cogent Business & Management, 5:1, 1493902, doi:10.1080/23311975.2018.1493902

Ana Rosario Nunez, Eulalia Marquez, Maria Zayas and Evelyn Lopez. 2020. Relationship between organizational citizenship and commitment in Puerto Rico banks. International Journal of Sociology and Social Policy Vol. 40 No. 7/8, 2020 pp. 643-658

Anuj Gupta and Pankaj Singh. 2020. Job crafting, workplace civility and work outcomes: the mediating role of work engagement. Global Knowledge, Memory and Communication DOI 10.1108/GKMC-09-2020-0140

Bandura, A. (1982), "Self-efficacy mechanism in human agency", American Psychologist, Vol. 37 No. 2, pp. 122-147

Bandura, A. and Locke, E.A. (2003), "Negative self-efficacy and goal effects revisited", Journal of Applied Psychology, Vol. 88 No. 1, pp. 87-99

Blau, P.M. (1964), Exchange and power in social life. John Wiley, New York, NY

Bolino, M.C., Turnley, W.H. and Bloodgood, J.M. (2002), "Citizenship behavior and the creation of social capital in organizations", Academy of Management Review, Vol. 27 No. 4, pp. 505-522.

Borman, W.C. and Motowidlo, S.J. (1997), "Task performance and contextual performance: the meaning for personnel selection research", Human Performance, Vol. 10 No. 2, pp. 99-109

Chen, G., Gully, S.M. and Eden, D. (2001), "Validation of a new general self-efficacy scale", Organizational Research Methods, Vol. 4 No. 1, pp. 62-83.

Cheng, C.Y., Jiang, D.Y., Cheng, B.S., Riley, J.H. and Jen, C.K. (2015), "When do subordinates commit to their supervisors? Different effects of perceived supervisor integrity and support on Chinese and American employees", Leadership Quarterly, Vol. 26 No. 1, pp. 81-97

Cynthia M. Clark, PhD, RN, ANEF, FAAN; Victoria P. Sattler, PhD, RN; and Celestina Barbosa-Leiker, PhD. 2018. Development and Psychometric Testing of the Workplace Civility Index: A Reliable Tool for Measuring Civility in the Workplace. The Journal of Continuing Education in Nursing · Vol 49, No 9

Dai, Y.D., Dai, Y.Y., Chen, K.Y. and Wu, H.C. (2013), "Transformational vs. Transactional leadership: Which is better? A study on employees of international tourist hotels in Taipei city", International Journal of Contemporary Hospitality Management, Vol. 25 No 5, pp. 760-778.

Eisenberger, R., Armeli, S., Rexwinkel, B., Lynch, P. and Rhoades, L. (2001), "Reciprocation of perceived organizational support", Journal of Applied Psychology, Vol. 86 No. 1, pp. 42-51

Eisenberger, R., Fasolo, P., & Davis La-Mastro, V. 1990. Perceived Organizational Support and Employee Diligence, Commitment, and Innovation. Journal of Applied Psychology, 75(1): 51-59.

Eisenberger, R., Shoss, M.K., Karagonlar, G., Gonzalez-Morales, M.G., Wickham, R. E. and Buffardi, L.C. (2014), "The supervisor POS–LMX–subordinate POS chain: Moderation by reciprocation wariness and supervisor's organizational embodiment", Journal of Organizational Behavior, Vol. 35 No. 5, pp. 635-656.

Eisenberger, R., Stinglhamber, F., Vandenberghe, C., Sucharski, I. L., & Rhoades, L. (2002). Perceived supervisor support: Contributions to perceived organizational support and employee retention. Journal of Applied Psychology, 87(3), 565–573. doi:10.1037/ 0021-9010.87.3.565

Eman, Kamel Hossny., Hanaa, Esmail Sabra. 2020. Effect of nurses' perception to workplace civility climate on nurse–physician collaboration. DOI: 10.1002/nop2.666

Ganesh Mangadu Paramasivam. (2015). "Role of self-efficacy and family supportive organizational perceptions in teachers' organizational citizenship behaviour." Asian Education and Development Studies, Vol. 4 Iss 4 pp. 394 – 408

Ghozali, Imam. 2009. *Aplikasi Analisis Multivariate dengan Program SPSS*. Semarang : UNDIP

Gouldner, A.W. The norm of reciprocity: A preliminary statement. Am. Soc. Rev. 1960, 25, 161–178.

Grau, R., Salanova, M. and Peiro, J.M. (2001), "Moderator effects of self-efficacy on occupational stress", Psychology in Spain, Vol. 5 No. 1, pp. 63-74.

Guchait, P., Pasamehmetoğlu, A. and Dawson, M. (2014), "Perceived supervisor and co-worker support for error management: Impact on perceived psychological safety and service recovery performance", International Journal of Hospitality Management, Vol. 41, pp. 28-37

Humaira Erum, Ghulam Abid, Francoise Contreras and Talat Islam. 2020. Role of Family Motivation, Workplace Civility and Self-E cacy in Developing A ective Commitment and Organizational Citizenship Behavior. Eur. J. Investig. Health Psychol. Educ. 2020, 10, 358–374; doi: 10.3390 / ejihpe10010027

Ji Wen Yina Li Pingping Hou , (2016),"Customer mistreatment behavior and hotel employee organizational citizenship behavior", Nankai Business Review International, Vol. 7 Iss 3 pp. 322 – 344

Katerine Osatuke Scott C. Moore Christopher Ward Sue R. Dyrenforth Linda Belton. 2009. Civility, Respect, Engagement in the Workforce (CREW). The Journal of Applied Behavioral Science Volume 45 Number 3 September 2009 384-410. 10.1177/0021886309335067

Katz, D. (1964), "The motivational basis of organizational behaviour", Systems Research and Behavioral Science, Vol. 9 No. 2, pp. 131-146.

Kurtessis, J.N., Eisenberger, R., Ford, M.T., Buffardi, L.C., Stewart K.A. and Adis, C.S. (2015), "Perceived organizational support: A meta-analytic evaluation of organizational support theory", Journal of Management. doi: 10.1177/0149206315575554

Liu, Y. (2009), "Perceived organizational support and expatriate organizational citizenship behavior: The mediating role of affective commitment towards the parent company", Personnel Review, Vol.38 No.3, pp.307-319

M. Ronald Buckley, Anthony R. Wheeler and Jonathon R. B. Halbesleben. 2018. Research in Personnel and Human Resources Management. Volume 36

McDonald, T. and Siegall, M. (1992), "The effects of technological self-efficacy and job focus on job performance, attitudes, and withdrawal behaviors", The Journal of Psychology, Vol. 126 No. 5, pp. 465-475

Muttke, M. (2017) The civility coaching model. International Coaching Academy. Retrieved 10/3/2018 from https://coachcampus.com/coach-portfolios/coaching-models/martina-muttke-the-civility/

Ng, T.W.H. and Sorensen, K.L. (2008), "Toward a further understanding of the relationships between perceptions of support and work attitudes: A meta-analysis", Group & Organization Management, Vol. 33 No. 3, pp. 243-268.

Norman, S.M., Avey, J.B., Nimnicht, J.L. and Pigeon, N.G. (2010), "The interactive effects of psychological capital and organizational identity on employee organizational citizenship and deviance behaviors", Journal of Leadership and Organizational Studies, Vol. 17 No. 4, pp. 380-391

Organ, D.W. (1988), Organizational Citizenship Behavior: The Good Soldier Syndrome, Lexington Books/DC Heath and Com, Lexington.

Organ, D.W. and Ryan, K. (1995), "A meta-analytic review of attitudinal and dispositional predictors of organizational citizenship behavior", Personnel Psychology, Vol. 48 No. 4, pp. 775-802.

Organ, D.W., Podsakoff, P.M. and MacKenzie, S.B. (2006), Organizational Citizenship Behaviour its Nature, Antecedents, and consequences. (Oxford Library of Psychology), 1st ed., Sage Publication, Thousand Oaks

Phillips, J.M. and Gully, S.M. (1997), "Role of goal orientation, ability, need for achievement, and locus of control in the self-efficacy and goal-setting process", Journal of Applied Psychology, Vol. 82 No. 5, pp. 792-802

Podsakoff, N.P., Whiting, S.W., Podsakoff, P.M. and Blume, B.D. (2009), "Individual- and organizational-level consequences of organizational citizenship behaviors: a meta-analysis", Journal of Applied Psychology, Vol. 94 No. 1, pp. 122-141.

Podsakoff, P.M. and MacKenzie, S.B. (1997), "Impact of organizational citizenship behavior on organizational performance: a review and suggestion for future research", Human Performance, Vol. 10 No. 2, pp. 133-151

Podsakoff, P.M., MacKenzie, S.B., Paine, J.B. and Bachrach, D.G. (2000), "Organizational citizenship behaviours: a critical review of the theoretical and empirical literature and suggestions for future research", Journal of Management, Vol. 26 No. 3, pp. 513-563.

Podsakoff, P.M., MacKenzie, S.B., Paine, J.B. and Bachrach, D.G. (2000), "Organizational citizenship behaviors: a critical review of the theoretical and empirical literature and suggestions for future research", Journal of Management, Vol. 26 No. 3, pp. 513-563.

Porath, C.; Spreitzer, G.; Gibson, C. 2008. Antecedents and consequences of thriving at work across six organizations. In Proceedings of the Academy of Management Meeting, Chicago, IL, USA, 10–14 August 2008

Porath, C.L. 2011. Civility. In The Oxford Handbook of Positive Organizational Scholarship; Oxford University Press: Oxford, UK

Rabindra Kumar Pradhan, Lalatendu Kesari Jena, Nrusingh Prasad Panigrahy. 2019. Do sustainability practices buffer the impact of self-efficacy on organizational citizenship behavior? Journal of Indian Business Research DOI 10.1108 / JIBR-05-2019-0170

Reed, L.; Whitten, C.; Jeremiah, J. 2019. The Importance of Teaching Civility as a Workplace Relationship Building Competency. In Proceedings of the Annual ABSEL Conference, San Diego, CA, USA, 17 March 2019; pp. 168–174

Riggle, R.J., Edmondson, D.R. and Hansen, J.D. (2009), "A meta-analysis of the relationship between perceived organizational support and front-line employee job outcomes: 20 years of research", Journal of Business Research, Vol. 62 No. 10, pp. 1027-1030

Salanova, M., Peiro, J.M. and Schaufeli, W.B. (2002), "Self-efficacy specificity and burnout among information technology workers: an extension of the job demand-control model", European Journal of Work and Organizational Psychology, Vol. 11 No. 1, pp. 1-25

Schyns, B. and Collani, G.V. (2002), "A new occupational self-efficacy scale and its relation to personality constructs and organizational variables", European Journal of Work and Organizational Psychology, Vol. 11 No. 2, pp. 219-241

Shanock, L.R. and Eisenberger, R. (2006), "When supervisors feel supported: Relationships with subordinates' perceived supervisor support, perceived organizational support, and performance", Journal of Applied Psychology, Vol. 91 No. 3, pp. 689-695

Siti Nur Hidayah Ibrahim, Choo Ling Suan, Osman M. Karatepe, (2019) "The effects of supervisor support and self-efficacy on call center employees' work engagement and quitting intentions", International Journal of Manpower, https://doi.org/10.1108/IJM-12-2017-0320

Škerlavaj, M., Černe, M. and Dysvik, A. (2014), "I get by with a little help from my supervisor: Creative-idea generation, idea implementation, and perceived supervisor support", Leadership Quarterly, Vol. 25 No. 5, pp. 987-1000

Smith, A., Organ, D.W. and Near, J.P. (1983). "Organizational citizenship behavior: its nature and antecedents", Journal of Applied Psychology, Vol. 68 No. 4, pp. 653-663.

Sohail, Aamir, et al. "Impact of Supervisor and Co-worker Incivility on Organizational Citizenship Behaviour through the Mediating Role of Interpersonal Deviance and the Moderating Effect of Perceived Organizational Support in the Banking Sector of Pakistan." Paradigms, vol. 14, no. 2, July 2020, pp. 87+. Gale Academic OneFile, link.gale.com/apps/doc/A659639299/AONE?u=anon~c76a7d2c&sid=googleScholar&xid=fb429bd9. Accessed 9 Nov. 2022.

Somech, A. and Drach-Zahavy, A. (2013), "Organizational citizenship behaviour and employee's strain: Examining the buffering effects of leader support and participation in decision making", European Journal of Work and Organizational Psychology, Vol. 22 No. 2, pp. 138-149

Suan, C.L. and Nasurdin, A.M. (2016), "Supervisor support and work engagement of hotel employees in Malaysia: is it different for men and women?", Gender in Management: An International Journal, Vol. 31 No. 1, pp. 2-18

Sugiyono. 2005. *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.

Sugiyono. 2013. *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.

Suliyanto. 2018. *Metode Penelitian Bisnis*. Yogyakarta: CV. Andi Offset

Susskind, A.M., Kacmar, K.M. and Borchgrevink, C.P. (2003), "Customer service providers' attitudes relating to customer service and customer satisfaction in the customer-server exchange", Journal of Applied Psychology, Vol. 88 No. 1, pp. 179-187

van Knippenberg, D., van Prooijen, J.W. and Sleebos, E. (2015), "Beyond social exchange: Collectivism's moderating role in the relationship between perceived organizational support and organizational citizenship behaviour", European Journal of Work and Organizational Psychology, Vol. 24 No. 1, pp. 152-160

Vrugt, A. and Koenis, S. (2002), "Perceived self-efficacy, personal goals, social comparison, and scientific productivity", Applied Psychology, Vol. 51 No. 4, pp. 593-607

Wang, Z. (2014). Perceived Supervisor Support and Organizational Citizenship Behavior: The Role of Organizational Commitment.

Wat, D., & Shaffer, M. A. (2005). Equity and relationship quality influences on organizational citizenship behaviors: The mediating role of trust in the supervisor and empowerment. Personnel Review, 34(4), 406–422.

Wood, R. and Bandura, A. (1989), "Social cognitive theory of organizational management", Academy of Management Review, Vol. 14 No. 3, pp. 361-384

Xanthopoulou, D., Bakker, A.B., Heuven, E., Demerouti, E. and Schaufeli, W.B. (2008), "Working in the sky: a diary study on work engagement among flight attendants", Journal of Occupational Health Psychology, Vol. 13 No. 4, pp. 345-356

Yeu, C. S. (2018). The relationship between work engagement, perceived organizational support and organizational citizenship behavior at Zun Utara Industry Sdn Bhd. Univertsiti Utara Malaysia.

You-De Dai, Yu-Hsiang Hou, Kuan-Yang Chen, Wen-Long Zhuang, "To help or not to help: antecedents of hotel employees' organizational citizenship behavior", International Journal of Contemporary Hospitality Management, https://doi.org/10.1108/ IJCHM-03-2016-0160