

DAFTAR PUSTAKA

- Allameh, S. M., Shahriari, M., & Mansoori, H. (2012). *Investigating employee's attitude toward organization, organizational climate and employee's engagement as antecedents of organizational citizenship behavior.* *Australian Journal of Basic and Applied Sciences*, 6(8), 384–393.
- Andrew, O. C., & Sofian, S. (2012). *Individual Factors and Work Outcomes of Employee Engagement.* *Procedia - Social and Behavioral Sciences*, 40, 498–508. <https://doi.org/10.1016/j.sbspro.2012.03.222>
- Benazir, & Iqbal, N. (2015). *Impact of Rewards and Leadership on the Employee Engagement in Conventional Banking Sector of Southern Punjab.* *International Letters of Social and Humanistic Sciences*, 57, 30–34. <https://doi.org/10.18052/www.scipress.com/ilshs.57.30>
- Benito-Osorio, D., Muñoz-Aguado, L., & Villar, C. (2014). *The impact of family and work-life balance policies on the performance of Spanish listed companies.* *Management (France)*, 17(4), 214–236. <https://doi.org/10.3917/mana.174.0214>
- Chinn, W. W. (1998). *The Partial Least Squares Approach to Structural Equation Modelling. Modern Methods for Business Research.*
- David & Adeola Abosede Oyewole 2. (2014). *The influence of individual and organizational factors on employee engagement.* *Aging and Mental Health*, 20(7), 700–708. <https://doi.org/10.1080/13607863.2015.1056771>
- Endayani, F., Musadieq, M. Al, & Afrianty, T. W. (2018). *RJOAS*, 2(74), February 2018. *RJOAS*, DOI <Https://Doi.Org/10.18551/Rjoas.2018-02.12>, 30(February), 108–114. <https://doi.org/10.6018/analesps.33.3.238551>
- Ghozali & Latan. (2015). Partial Least Square SEM (PLS - SEM). *Partial Least Square.* <https://doi.org/10.1590/s1809-98232013000400007>
- Hair, J. F., Ringle, C. M., & Sarstedt, M. (2011). PLS-SEM: Indeed a silver bullet. *Journal of Marketing Theory and Practice*.

<https://doi.org/10.2753/MTP1069-6679190202>

Harikaran, S., & Thevanes, N. (2018). *The Relationships among Work-Life Balance*,

Organizational Citizenship Behavior and Organizational Performance : A Review of Literature. 20(8), 25–31. <https://doi.org/10.9790/487X-2008052531>

Jayarathna, D. (2016). *Transformational Leadership, Psychological Empowerment, and Organizational Citizenship Behavior (OCB)*.

Kadar Khan, S., & Abdul Rashid, M. Z. (2012). *The mediating effect of organizational commitment in the organizational culture, leadership and organizational justice relationship with organizational citizenship behavior: A study of academicians in private higher learning institutions in Malaysia.* International Journal of Business and Social Science, 3(8), 83–91.

Karanges, E., Johnston, K., Beatson, A., & Lings, I. (2014). *The influence of internal communication on employee engagement: A pilot study.* Public Relations Review, 41(1), 129–131.

<https://doi.org/10.1016/j.pubrev.2014.12.003>

Khan, N. R., Ghouri, A. M., & Awang, M. (2013). *Leadership Styles and Organizational Citizenship Behavior in Small and Medium Scale Firms.* Researchers World, 144(2), 144–155.

Khuong, M. N., & Yen, N. H. (2014). *The effects of leadership styles and sociability trait emotional intelligence on employee engagement - A study in Binh Duong City, Vietnam.* International Journal of Current Research and Academic Review, 2(1), 121–136.

Khurram Shakir, S. J. S. (2018). *The Relationship Between Work-Life Balance Initiatives and Organizational Citizenship Behavior: The Mediating Role of Perceived Organizational Support.* Journal of Independent Studies and Research: Management, Social Science and Economics, 16(2), 65–84.

[https://doi.org/10.31384/jisrmsse/\(2018\).16.2.5](https://doi.org/10.31384/jisrmsse/(2018).16.2.5)

Maduka, C. E., & Okafor, O. (2014). *Effect of Motivation on Employee Productivity: A Study of Manufacturing Companies in Nnewi*. International Journal of Managerial Studies and Research, 2(7), 137–147. www.arcjournals.org

Majeed, N., Ramayah, T., Mustamil, N., Nazri, M., & Jamshed, S. (2017). *Transformational leadership and organizational citizenship behavior: Modeling emotional intelligence as mediator*. Management and Marketing, 12(4), 571–590. <https://doi.org/10.1515/mmcks-2017-0034>

Masvaure, P., & . A. M. (2014). *Work Engagement, Intrinsic Motivation and Job Satisfaction among Employees of a Diamond Mining Company in Zimbabwe*. Journal of Economics and Behavioral Studies, 6(6), 488–499. <https://doi.org/10.22610/jebs.v6i6.510>

Minh, N. H., Thu Ha, N., Chi Anh, P., & Matsui, Y. (2015). *Service quality and customer satisfaction: A case study of hotel industry in Vietnam*. Asian Social Science, 11(10), 73–85. <https://doi.org/10.5539/ass.v11n10p73>

Milhem, M., Muda, H., & Ahmed, K. (2019). *the Impact of Transformational Leadership Style on Employee Engagement: Using Structural Equation Modeling (Sem)*. International Journal of Modern Trends in Social Sciences, 162–173. <https://doi.org/10.35631/ijmtss.280016>

Nielsen, T. M., Bachrach, D. G., Sundstrom, E., & Halfhill, T. R. (2012). *Utility of OCB: Organizational Citizenship Behavior and Group Performance in a Resource Allocation Framework*. Journal of Management, 38(2), 668–694. <https://doi.org/10.1177/0149206309356326>

Omolo, P. A. (2015). *Effect of motivation on employee performance of commercial banks in Kenya: A case study of Kenya Commercial Bank in Migori County*. International Journal of Human Resource Studies, 5(2), 87.

<https://doi.org/10.5296/ijhrs.v5i2.7504>

Organ, D., Podsakoff, P. M., & MacKenzie, S. (2006). *Organizational citizenship behavior: Its nature, antecedents, and consequences.* <https://doi.org/10.4135/9781452231082>

Patricia. (2017). *Bi-Directional work to life conflict: An investigation of work- life balance for nurses in acute public hospital settings in Ireland* Author(s). Incorporated Law Society of Northern Ireland, 304–313. <http://dx.doi.org/10.1016/j.hrmr.2009.04.001>

Pourbarkhordari, A., Zhou, E. H. I., & Pourkarimi, J. (2016). *How Individual-focused Transformational Leadership Enhances Its Influence on Job Performance through Employee Work Engagement.* International Journal of Business and Management, 11(2), 249. <https://doi.org/10.5539/ijbm.v11n2p249>

Podsakoff, P. M., MacKenzie, S. B., Lee, J. Y., & Podsakoff, N. P. (2003). *Common Method Biases in Behavioral Research: A Critical Review of the Literature and Recommended Remedies.* Journal of Applied Psychology, 88(5), 879–903. <https://doi.org/10.1037/0021-9010.88.5.879>

Podsakoff, N. P., Whiting, S. W., Podsakoff, P. M., & Blume, B. D. (2009). *Individual- and Organizational-Level Consequences of Organizational Citizenship Behaviors: A Meta-Analysis.* Journal of Applied Psychology, 94(1), 122–141. <https://doi.org/10.1037/a0013079>

Prabandari, A., & Riani, A. L. (2018). *The Effect of Transformational Leadership and Work Motivation on Organizational Citizenship Behavior: Does Work Engagement Matter?* Sebelas Maret Business Review, 2(2), 78–93. <https://doi.org/10.20961/smbr.v2i2.16792>

Ricardianto, P., Ikhsan, R. B., Setiawati, R., & Gugat, R. M. D. (2020). *How to*

improve ship crew's work effectiveness through the leadership style, work life balance and employee engagement in Indonesia national shipping.

Management Science Letters, 10(2), 399–410.
<https://doi.org/10.5267/j.msl.2019.8.030>

Robbins, S. P., & Judge, T. A. (2008). Perilaku organisasi edisi ke-12. In *Chemical and Petroleum Engineering*.

Rurkkhum, S., & Bartlett, K. R. (2012). *The relationship between employee engagement and organizational citizenship behaviour in Thailand*. Human Resource Development International, 15(2), 157–174.
<https://doi.org/10.1080/13678868.2012.664693>

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

Shaaban, S. (2019). *The Impact of Motivation on Organisational Citizenship Behaviour (OCB): The Mediation Effect of Employees' Engagement*. Journal of Human Resource Management, 6(2), 58.
<https://doi.org/10.11648/j.jhrm.20180602.13>

Subramanian, K. (2016). *Impact of employee engagement on organizational citizenship behavior: An overview*. Espacios, 40(7).

Sugiyanto, M. N. mah suseno &. (2010). Pengaruh Dukungan Sosial dan Kepemimpinan Transformasional Terhadap Komitmen Organisasi dengan Mediator Motivasi Kerja. Jurnal Psikologi, 37(1), 94–109.
<https://doi.org/10.22146/jpsi.7695>

Thavakumar, D., & Evangeline, S. J. (2016). *The influence of Involvement and participation, compensation, communication and work-life balance on Employee Engagement: A Case of Insurance Companies in Batticaloa District*. International Journal of Multidisciplinary Studies, 3(1), 71.
<https://doi.org/10.4038/ijms.v3i1.84>

Vora, N., & Patra, R. K. (2017). *Importance of internal communication: Impact on employee engagement in organizations*. Media Watch, 8(2-Special Issue), 28–37. <https://doi.org/10.15655/mw/2017/v8i1A/48933>

Wahyu Ariani, D. (2011). *The Relationship between Employee Engagement, Organizational Citizenship Behavior, and Counterproductive Work Behavior*. International Journal of Business Administration, 4(2), 46–56. <https://doi.org/10.5430/ijba.v4n2p46>

Whittington, J. L., & Galpin, T. J. (2010). *The engagement factor: Building a high-commitment organization in a low-commitment world*. Journal of Business Strategy, 31(5), 14–24. <https://doi.org/10.1108/02756661011076282>

Yang, Q., & Wei, H. (2018). *The impact of ethical leadership on organizational citizenship behavior: The moderating role of workplace ostracism*. Leadership and Organization Development Journal, 39(1), 100–113. <https://doi.org/10.1108/LODJ-12-2016-0313>

Yu-Chen. (2014). *The Benefits of Organizational Citizenship Behavior for Job Performance and the Moderating Role of Human Capital*. International Journal of Business and Management, 9(7), 87–99. <https://doi.org/10.5539/ijbm.v9n7p87>

Zanuchi, B. (2017). *an Empirical Study on Relationship Between Employee Engagement and Organizational Citizenship Behavior in Maritime Firms , Onne , . 3(2), 16–32.*