

DAFTAR PUSTAKA

- Afnawati, Et Al. (2018). Ketersediaan Sumber Daya Manusia Dan Pelaksanaan Job-Description Dalam Unit Kerja Rekam Medis Rumah Sakit Umum Daerah Sumberejo. *Jurnal Science Hospital*, 2(2010), 16–21.
- Ahmad, S. Al. (2020). Knowledge Sharing And Innovation At The Lebanese Banking Industry. *Bau Journal - Creative Sustainable Development*, 1(2), 1–20.
- Al-Amri, M. S., Hajji, M. I. Al, & Alawaj, A. S. (2016). The Relationship Between Servant Leadership And Organizational Citizenship Behavior: An Empirical Study On Saudi Insurance Companies. *International Journal Of Business And Management*, 11(11), 264. <https://doi.org/10.5539/ijbm.V11n11p264>
- Aldrin, N., & Yunanto, K. T. (2019). Job Satisfaction As A Mediator For The Influence Of Transformational Leadership And Organizational Culture On Organizational Citizenship Behavior. *The Open Psychology Journal*, 12, 126–134. <https://doi.org/10.2174/1874350101912010126>
- Alfani, M., & Hadini, M. (2017). Pengaruh Person Job Fit Dan Budaya Kerja Terhadap Organizational Citizenship Behavior Karyawan Kantor Rektorat Universitas Islam Kalimantan (UNISKA) Muhammad Arsyad Al Banjari Banjarmasin. *Jurnal Riset Inspirasi Manajemen Dan Kewirausahaan*, 1, 57–66.
- Amir, D. A. (2019). The Effect Of Servant Leadership On Organizational Citizenship Behavior: The Role Of Trust In Leader As A Mediation And Perceived Organizational Support As A Moderation. *Journal Of Leadership In Organizations*, 1(1), 1–16. <https://doi.org/10.22146/jlo.42946>
- Aprilda, R. S., Purwandari, D. A., & Syah, T. Y. R. (2019). Servant Leadership , Organization Commitment And Job Satisfaction On Organizational Citizenship Behaviour. *Journal Of Multidisciplinary Academic*, 03(04), 57–64.
- Ariance, H. (2017). Influence Of Personality, Leadership And Organizational Culture Of Organizational Citizenship Behavior To Improve Employee Performance At PT Cahaya Riau Mandiri Pekanbaru. *Jurnal Kurs*, 2(1), 40–54. <https://doi.org/10.1017/Cbo9781107415324.004>
- Ariyani, I., Haerani, S., & Maupa, H. (2016). The Influence Of Organizational Culture, Work Motivation And Working Climate On The Performance Of Nurses Through Job Satisfaction, Organizational Commitment And Organizational Citizenship Behavior In The Private Hospitals In Jakarta, Indonesia. *Scientific Research Journal (Scirj)*, 1v(Vii), 15–29.

- Ariyanti, N. K. I., Santra, I. K., & Lasmini, N. K. (2017). Leadership And Organizational Culture Analysis On Organizational Citizenship Behavior (Ocb) At PT. Hatten Bali. *Jurnal Riset Bisnis & Investasi*, 3(3), 33–44. <https://doi.org/10.35697/Jrbi.V3i3.943>
- Aslam, I., Safdar, T., & Shafiq, M. (2018). Does Self Efficacy Moderate The Relationship Between Knowledge Sharing And Organizational Citizenship Behavior? (A Quantitative Research In Civil Secretariat Quetta). *European Online Journal Of Natural And Social Sciences*, 7(3), 232–238.
- Benggu, A., Fanggidae, R. E., & Timuneno, T. (2019). Pengaruh Budaya Organisasi Terhadap Organizational Citizenship (Studi Kasus Pada Rumah Sakit St. Carolus Borromeus). *Prosiding Seminar Nasional Manajemen Bisnis 2019 Dan Call For Paper Program Studi Manajemen Fakultas Ekonomi Dan Bisnis Universitas Udayana*, (Mei), 1–16.
- Benggu, A., Timuneno, T., & Fanggidae, R. E. (2019). The Influence Of Organizational Culture On Organizational Citizenship Behavior Through Spirituality Workplace As Moderating Variable. *International Conference On Tourism, Economics, Accounting, Management, And Social Science*, 4(4), 260–269. [https://doi.org/10.35609/Jmmr.2019.4.4\(5\)](https://doi.org/10.35609/Jmmr.2019.4.4(5))
- Bharata, Zunaidah, & M.Diah, Y. (2016). Pengaruh Kepuasan Kerja Dan Budaya Organisasi Terhadap Organizational Citizenship Behavior (OCB) Di PT Pupuk Sriwidjaja Palembang (Kasus Di Divisi Teknologi). *Jurnal Manajemen Dan Bisnis Sriwijaya*, 14(2), 257–276.
- Christy, Y., Setiana, S., & Cintia, P. (2018). Pengaruh Komitmen Organisasional Dan Budaya Organisasi Terhadap Organizational Citizenship Behaviour. *Jurnal Akuntansi Maranatha*, 10(2), 199–211. <https://doi.org/10.28932/Jam.V10i2.1085>
- Dennis, R. S., & Bocarnea, M. (2005). Development Of The Servant Leadership Assessment Instrument. *Leadership & Organization Development Journal*, 26(8), 600–615. <https://doi.org/10.1108/01437730510633692>
- Dennis, R. S., Kinzler-Norheim, L., & Bocarnea, M. (2010). Servant Leadership Theory: Development Of The Servant Leadership Assessment Instrument. *Servant Leadership: Developments In Theory And Research*, 166–179. <https://doi.org/10.1057/9780230299184>
- Dewanggana, B. D., Paramita, P. D., & Haryono, A. T. (2016). Pengaruh Komitmen Organisasi, Kepuasan Kerja, Budaya Organisasi Terhadap Organizational Citizenship Behavior (OCB) Yang Berdampak Pada Prestasi Kerja Karyawan (Studi Pada PT. PLN App Semarang). *Journal Of Management*, 2(2), 1–10.
- Ezerman, M. M., & Sintaasih, D. K. (2018). Effect Of Servant Leadership , Trust In Leadership On Organizational Citizenship Behavior With Interpersonal

- Communications As Mediation Variables. *Journal Of Business And Management*, 20(4), 21–30. <https://doi.org/10.9790/487x-2004052130>
- Fey, C. F., & Denison, D. R. (2003). Organizational Culture And Effectiveness: Can American Theory Be Applied In Russia? In *Organization Science* (Vol. 14). <https://doi.org/10.1287/Orsc.14.6.686.24868>
- Ghozali, I. (2018). *Aplikasi Analisis Multivariate Dengan Program IBM SPSS 25* (9th Ed.). Semarang: Badan Penerbit Universitas Diponegoro.
- Harwika, W. (2016). The Impact Of Servant Leadership On Organization Culture, Organizational Commitment, Organizational Citizenship Behaviour (OCB) And Employee Performance In Women Cooperatives. *Procedia - Social And Behavioral Sciences*, 219, 283–290. <https://doi.org/10.1016/j.sbspro.2016.04.032>
- Hm, M., & Rahma, S. (2015). The Influence Of Spiritual Intelligence, Leadership, And Organizational Culture On Organizational Citizenship Behavior: A Study To Islamic Bank In Makassar City. *Al-Ulum*, 15(1), 135–156. <https://doi.org/10.30603/Au.V15i1.219>
- Husain, Y. S., Samdin, Nurwati, & Husin. (2017). Knowledge Sharing Behavior, Job Attitudes, OCB And Organizational Learning Culture. *Journal Of Administrative And Business Studies*, 3(4), 162–170. <https://doi.org/10.20474/jabs-3.4.1>
- Kartika, C., Firmansyah, E., & Wahyudi. (2019). Pengaruh Budaya Organisasi, Lingkungan Kerja Motivasi, Organizational Citizenship Behavior (OCB), Terhadap Kinerja Pegawai PT. Pengadaian (Persero) Jawa Timur. *Global*, 03(02), 22–28.
- Kent, M. . (2016). To Servet First The Servant Leadership Journey, (Online). Retrieved July 2, 2020, From <http://toservefirst.com/definition-of-servant-leadership.html>
- Kurniawan, K. A., Hj, P., Aju, I., Dipl, D., Ida, H., & Ratih, A. B. (2016). The Influence Of Organizational Culture , Task Complexity And , Competence On Job Satisfaction , Organizational Citizenship Behavior , And Nurse Performance Of Kodam Vii / Wirabuana Sulawesi Indonesian National Army Hospital. *International Journal Of Business And Management Invention*, 5(1), 1–11.
- Lin, H.-F. (2007). Knowledge Sharing And Firm Innovation Capability: An Empirical Study. *International Journal Of Manpower*, 28(3–4), 315–332. <https://doi.org/10.1108/01437720710755272>
- Lin, R. S.-J., & Hsiao, J.-K. (2014). The Relationships Between Transformational Leadership, Knowledge Sharing, Trust And Organizational Citizenship Behavior. *International Journal Of Innovation, Management And Technology*, 5(3), 171–174. <https://doi.org/10.7763/Ijimt.2014.V5.508>

- Maharani, P. D., & Aini, E. K. (2019). Pengaruh Kepimimpinan Pelayan (Servant Leadership) Terhadap Organizational Citizenship Behavior (OCB) Dengan Kepuasan Kerja Sebagai Variabel Intervening (Studi Pada Karyawan PT. Astra Internasional Tbk-Tso Auto 2000 Malang Sutoyo). *Jurnal Administrasi Bisnis (Jab)*, 72(1), 139–146. Retrieved From Pd Maharani, Ek Aini - Jurnal ..., 2019 - Administrasibisnis.Studentjournal.Ub ...
- Maysarah, S., & Rahardjo, M. (2015). Analisis Pengaruh Budaya Organisasi, Keadilan Organisasi, Dan Komitmen Organisasional Terhadap Organizational Citizenship Behavior (Studi Pada Pt Kereta Api Indonesia (Persero) Daerah Operasi 4 Semarang) Sari. *Diponegoro Journal Of Management*, 4(4), 1–14. <https://doi.org/10.1109/Ecticon.2008.4600416>
- Mcinerney, C. (2002). Knowledge Management And The Dynamic Nature Of Knowledge. *Journal Of The American Society For Information Science And Technology*, 53(12), 1009–1018. <https://doi.org/10.1002/asi.10109>
- Mira, W. S., & Margaretha, M. (2012). Pengaruh Servant Leadership Terhadap Komitmen Organisasi Dan Organization Citizenship Behavior. *Jurnal Manajemen*, 11(2), 189–206.
- Mulyadi, Y., & Sembiring, J. (2016). Pengaruh Faktor – Faktor Budaya Organisasi Menurut Denison Terhadap Learning Organization Di PT Akses Nusa Karya Infratek Bandung. *E-Proceeding Of Management*, 3(3), 3056–3063.
- Musyafidah, N. (2018). Pengaruh Budaya Organisasi Terhadap Organizational Citizenship Behavior (OCB) Karyawan Melalui Komitmen Organisasi Sebagai Variabel Intervening (Studi Pada BPRS PNM Binama Semarang). *Skripsi*, 1–139.
- Muttaqin, F. A. (2017). Pengaruh Gaji, Berbagai Pengetahuan, Dan Budaya Organisasional Terhadap Perilaku Kewarganegaraan Organisasional Perspektif Islam (OCBIP) Dengan Kepuasan Kerja Sebagai Variabel Mediasi (Studi Kasus Pada PT. Diansurya Global). *Proceedings 6th Ncab (National Conference On Applied Business)*, (2012), 464–471.
- Ningrum, K. S., & Hamidah, T. (2018). The Role Of Servant Leadership In Enhancing Organizational Citizenship Behavior Through Organizational Commitment As Mediator. *International Journal Of Education, Learning And Development*, 6(9), 98–106.
- Nugraha, I. P. S., & Adnyani, I. G. A. D. (2018). Pengaruh Budaya Organisasi, Komitmen Organisasi, Dan Kompetensi Terhadap Organizational Citizenship Behaviour Pada Setda Kota Denpasar. *E-Jurnal Manajemen Universitas Udayana*, 7(1), 1–28. <https://doi.org/10.24843/Ejmunud.2018.V7.I01.P01>
- Organ. (2006). *Organizational Citizenship Behavior: The Good Soldier Syndrome*. Lexington: Ma: Lexington Book.
- Özdemir, Y., & Ergun, S. (2015). The Relationship Between Organizational

- Socialization And Organizational Citizenship Behavior: The Mediating Role Of Person- Environment Fit. *Procedia - Social And Behavioral Sciences*, 207, 432–443. <https://doi.org/10.1016/j.sbspro.2015.10.113>
- Parris, D. L., & Peachey, J. W. (2013). A Systematic Literature Review Of Servant Leadership Theory In Organizational Contexts. *Journal Of Business Ethics*, 113(3), 377–393. <https://doi.org/10.1007/s10551-012-1322-6>
- Pemayun, I. N. G. T., & Wibawa, I. M. A. (2017). Pengaruh Stres Kerja Dan Budaya Organisasi Terhadap Organizational Citizenship Behavior. *E-Jurnal Manajemen Unud*, 6(9), 5088–5115.
- Perdana, I., & Surya, I. (2017). Pengaruh Servant Leadership Dan Trust In Leadership Terhadap Organizational Citizenship Behaviour. *E-Jurnal Manajemen Universitas Udayana*, 6(6), 3225–3251.
- Pham, N. T., Phan, Q. P. T., Tučková, Z., Vo, N., & Nguyen, L. H. L. (2018). Enhancing The Organizational Citizenship Behavior For The Environment: The Roles Of Green Training And Organizational Culture. *Management And Marketing*, 13(4), 1174–1189. <https://doi.org/10.2478/mmcks-2018-0030>
- Pratama Sandara, P. A., & Suwandana, I. G. M. (2018). Pengaruh Servant Leadership Dan Empowerment Terhadap Organizational Citizenship Behaviour Pada Karyawan Asa Villa Seminyak. *E-Jurnal Manajemen Universitas Udayana*, 7(1), 29–55. <https://doi.org/10.24843/ejmunud.2018.v7.i01.p02>
- Priyatno, D. (2018). *Spss (Panduan Mudah Olah Data Bagi Mahasiswa Dan Umum)*. Yogyakarta: Andi (Anggota Ikapi).
- Puspita, N. P. E. G., & Dewi, A. S. K. (2020). The Effect Of Transformational Leadership, Organizational Culture, And Motivation On Organizational Citizenship Behavior. *American Journal Of Humanities And Social Sciences Research (Ajhssr)*, 4(3), 433–439.
- Putra, D. S., Susilo, H., & Aini, E. K. (2018). Pengaruh Budaya Organisasi Terhadap Organizational Citizenship Behavior (OCB) Dengan Kepuasan Kerja Sebagai Variabel Intervening. (Studi Pada Karyawan Kusuma Agrowisata Divisi Hotel Kota Batu). *Jurnal Administrasi Bisnis*, 62, 28–36.
- Rakasiwi, I. D. G. D., & Rahyuda, A. G. (2017). Pengaruh Servant Leadership Terhadap Organizational Citizenship Behaviour Dengan Mediasi Trust In Leadership Pada Karyawan The Lodek Villas. *Jurnal Bisnis Dan Kewirausahaan*, 13, 107–119.
- Rika, A. M., & Nurhayati, T. (2017). Improving Professional Competence And Knowledge Sharing Based On Organizational Citizenship Behavior Toward Human Resources Performance. *International Journal Of Islamic Business Ethics*, 2(2), 314. <https://doi.org/10.30659/ijibe.2.2.314-331>
- Robbins, S. P. (2009). *Perilaku Organisasi*. Jakarta: Salemba Empat.

- Sadegh, T. (2015). Introducing A Model Of Relationship Between Knowledge Sharing Behavior, OCB, Psychological Empowerment And Psychological Capital: A Two-Wave Study. *American Journal Of Applied Psychology*, 4(4), 95–104. <https://doi.org/10.11648/J.Ajap.20150404.13>
- Sari, M. K., & Hajriani, I. (2015). Pengaruh Karakteristik Budaya Organisasi Terhadap Organizational Citizenship Behavior (Studi Kasus Rumah Sakit Umum Citra Bunda Medical Centre Padang). *Journal Of Economic And Economic Education*, 3, 234–242.
- Sedarmayanti, & Kuswanto, L. (2015). Pengaruh Servant Leadership, Komitmen Organisasional, Dan Kepuasan Kerja Terhadap Organizational Citizenship Behavior (Studi Pada Rumah Sakit Immanuel Bandung). *Jurnal Ilmu Administrasi*, Xii, 513–528.
- Sekaran, U., & Bougie, R. (2011). *Research Methods For Business : A Skill Building Approach* (Fifth Edit). United Kingdom: John Wiley & Sons Ltd.
- Sendjaya, S., & Sarros, J. C. (2002). Servant Leadership: Its Origin, Development, And Application In Organizations. *Journal Of Leadership & Organizational Studies*, 9(2), 57–64. <https://doi.org/10.1177/107179190200900205>
- Setiawan, W. S. (2019). Pengaruh Servant Leadership Terhadap Organizational Citinzenship Behaviour, Melalui Kepuasan Kerja Sebagai Mediasi Di Pt.Cobra Dental Group. *Agora*, 7(2), 1–6. Retrieved From Pd Maharani, Ek Aini - Jurnal ..., 2019 - Administrasibisnis.Studentjournal.Ub ...
- Setyaningrum, R. P. (2017). Relationship Between Servant Leadership In Organizational Culture, Organizational Commitment, Organizational Citizenship Behaviour And Customer Satisfaction. *European Research Studies Journal*, 20(3), 554–569.
- Simamora, P., Sudiarditha, I. K., & Yohana, C. (2019). The Effect Of Servant Leadership On Employee Performance With Employee Engagement And Organizational Citizenship Behavior (OCB) As A Mediation Variable In Mandiri Inhealthh. *International Journal On Advanced Science, Education, And Religion*, 2(3), 13–25. <https://doi.org/10.33648/Ijoaser.V2i3.36>
- Spears, L. C. (2010). Character And Servant Leadership: Ten Characteristics Of Effective, Caring Leaders. *The Journal Of Virtues & Leadership*, 1(1), 25–30. <https://doi.org/10.1080/87568225.2017.1353896>
- Sujarweni, V. . (2014). *Spss Untuk Penelitian*. Yogyakarta: Pustaka Baru Press.
- Sulistyo, T., & Ardiyanti, N. (2019). The Effect Of Perceived Organizational Politics, Knowledge Sharing And Resilience To The Organizational Citizenship Behavior In The President's Strategic Unit. *International Journal Of Scientific & Engineering Research*, 10(3), 1440–1445.
- Taşliyan, M. (2016). The Effect Of Servant Leadership On Organizational Citizenship Behaviour And Performance Of Employee: A Research On Hotel

- Managements In Gaziantep. *Journal Of International Social Research*, 9(44), 1232–1240. <https://doi.org/10.17719/Jisr.20164420191>
- Tika, Prabundu, & H.Moh. (2006). *Budaya Organisasi Dan Peningkatan Kinerja Perusahaan*. Jakarta: Pt. Bumi Aksara.
- Titisari, P. (2014). *Peranan Organizational Citizenship Behavior (Ocb) Dalam Meningkatkan Kinerja Karyawan* (1st Ed.). Yogyakarta: Mitra Wacana Media.
- Tuan, L. T. (2017). Knowledge Sharing In Public Organizations: The Roles Of Servant Leadership And Organizational Citizenship Behavior. *International Journal Of Public Administration*, 40(4), 361–373. <https://doi.org/10.1080/01900692.2015.1113550>
- Udayani, N. L. P. K., & Sunariani, N. N. (2018). Budaya Organisasi, Pengembangan Karir, Job Insecurity Terhadap Organisational Citizenship Behaviour Dengan Komitmen Organisasional Sebagai Variabel Intervening. *Jurnal Manajemen Dan Bisnis*, 15(2), 151–174. <https://doi.org/10.31843/Jmbi>
- Van Den Hooff, B., & Ridder, J. A. (2004). Knowledge Sharing In Context: The Influence Of Organizational Commitment, Communication Climate And Cmc Use On Knowledge Sharing. *Journal Of Knowledge Management*, 8(6), 117–130. <https://doi.org/10.1108/13673270410567675>
- Vazifeh, Z., & Ganjali, A. (2016). The Impact Of Knowledge Sharing On Organizational Citizenship Behavior Based On Islamic Value (Case Study : Sistan And Baluchestan Univeristy). *The Social Science 11*, Pp. 6208–6218.
- Wahyu, A., Tentama, F., & Sari, E. Y. D. (2019). The Role Of Servant Leadership And Organizational Climate On Organizational Citizenship Behavior With Job Satisfaction As Mediator. *International Journal Of Scientific & Technology Research*, 8(10), 1134–1141.
- Wahyuningsih, S. H., Sudiro, A., Troena, E. A., & Irawanto, D. W. (2019). Analysis Of Organizational Culture With Denison's Model Approach For International Business Competitiveness. *Problems And Perspectives In Management*, 17(1), 142–151. [https://doi.org/10.21511/Ppm.17\(1\).2019.13](https://doi.org/10.21511/Ppm.17(1).2019.13)
- Widowati, T. D. (2015). Pengaruh Profesionalisme, Budaya Organisasi, Pengembangan Karier, Dan Komitmen Organisasi Terhadap Organization Citizenship Behavior. *Jurnal Ekonomi Dan Kewirausahaan*, 15(1), 91–99.
- Wong, H. C., Ramalu, S. S., & Chuah, F. (2019). The Relationship Between Servant Leadership, Organizational Citizenship Behaviour, And Dysfunctional Turnover. *International Business Research*, 12(4), 110. <https://doi.org/10.5539/ibr.v12n4p110>
- Wuryanti, & Sulistyono, H. (2017). Improving Organizational Citizenship Behavior (OCB) Through Islamic Work Ethics And Knowledge Sharing. *The*

International Journal Of Organizational Innovation, 10(October 2017), 173–187.

Yuniarto, P. (2018). Effect Of Organizational Citizenship Behaviors As A Moderation Between Servant Leadership On Employee Performance. *Jurnal Aplikasi Manajemen*, 16(2), 264–270.
<https://doi.org/10.21776/Ub.Jam.2018.016.02.09>

Zeyada, M. (2018). Organizational Culture And Its Impact On Organizational Citizenship Behavior. *International Journal Of Academic Research In Business And Social Sciences*, 8(3), 418–429.
<https://doi.org/10.6007/Ijarbss/V8-I3/3939>

Zheng, M., & Bao, G. (2006). An Empirical Study On Knowledge Sharing, Affective Commitment, Perceived Task Interdependence And Job Involvement In Chinese Accounting Firms. *Portland International Conference On Management Of Engineering And Technology*, 3, 1307–1315.
<https://doi.org/10.1109/Picmet.2006.296700>

Zubair Akram, Shahid, M. N., Iqbal, Z., & Akram, H. R. (2019). How Self-Efficacy Influences Knowledge Sharing And Organizational Citizenship Behavior: A Social Approach Form Employees Of Pharmaceutical Companies. *Indo American Journal Of Pharmaceutical Sciences*, 6(1), 643–651.
<https://doi.org/10.5281/Zenodo.25356>

