DAFTAR PUSTAKA

Afsar, B., & Badir, Y. F. (2016). Person–organization fit, perceived organizational support, and organizational citizenship behavior: The role of job embeddedness. *Journal of Human Resources in Hospitality and Tourism*, *15*(3), 252–278. https://doi.org/10.1080/15332845.2016.1147936

Ahmad, I., & Zafar, M. A. (2018). Impact of psychological contract fulfillment on organizational citizenship behavior: Mediating role of perceived organizational support. *International Journal of Contemporary Hospitality Management*, *30*(2), 1001–1015. https://doi.org/10.1108/IJCHM-12-2016-0659

Al-Hussaimi, M. (2008). A study of nurses' job satisfaction: the relationship to organizational commitment, perceived organizational support, transactional leadership, transformational leadership, and level of education. *European Journal of Scientific Research*, *22*(2), 286–295.

Anandrajah, G., & Hight, E. (2001). Spirituality and medical practice: Using the HOPE questions as a practical tool for spiritual assessment in office practice. *Am Fam Physician*, *63*(1), 81–88.

Anderson, J. C., & Gerbing, D. W. (1988). Structural equation modeling in practice: A review and recommended two-step approach. *Psychological Bulletin*, *103*(3), 411.

Ariani, D. W. (2013). The relationship between employee engagement, organizational citizenship behavior, and counterproductive work behavior. *International Journal of Business Administration*, *4*(2). https://doi.org/10.5430/ijba.v4n2p46

Astakhova, M. N. (2014). The curvilinear relationship between work passion and organizational citizenship behavior. *Journal of Business Ethics*, *130*(2), 361–374. https://doi.org/10.1007/s10551-014-2233-5

Babcock-Roberson, M. E., & Strickland, O. J. (2010). The relationship between charismatic leadership, work engagement, and organizational citizenship behaviors. *Journal of Psychology: Interdisciplinary and Applied*, *144*(3), 313–326. https://doi.org/10.1080/00223981003648336

Bakar, H. A., & McCann, R. M. (2015). The mediating effect of leader–member dyadic communication style agreement on the relationship between servant leadership and group-level organizational citizenship behavior. *Management Communication Quarterly*, *30*(1), 32–58. https://doi.org/10.1177/0893318915601162

Bakar, R. A., Cooke, F. L., & Muenjohn, N. (2018). Religiosity as a source of influence on work engagement: A study of the Malaysian finance industry. *International Journal of Human Resource Management*, *29*(18), 2632–2658. https://doi.org/10.1080/09585192.2016.1254103

Baron, R. M., & Kenny, D. A. (1986). The moderator–mediator variable distinction in social psychological research: Conceptual, strategic, and statistical considerations. *Journal of Personality and Social Psychology*, *51*(6), 1173.

Barroso, C., Carrión, G. C., & Roldán, J. L. (2010). Applying maximum likelihood and PLS on different sample sizes: studies on SERVQUAL model and employee behavior model. In *Handbook of partial least squares* (pp. 427–447). Springer.

Basu, E., Pradhan, R. K., & Tewari, H. R. (2017). Impact of organizational citizenship behavior on job performance in Indian healthcare industries: The mediating role of social capital. *International Journal of Productivity and Performance Management*.

Bauwens, R., Audenaert, M., Huisman, J., & Decramer, A. (2017). Performance management fairness and burnout: Implications for organizational citizenship

behaviors. *Studies in Higher Education*, *44*(3), 584–598. https://doi.org/10.1080/03075079.2017.1389878

Becton, J. B., & Field, H. S. (2009). Cultural differences in organizational citizenship behavior: a comparison between Chinese and American employees. *The International Journal of Human Resource Management*, *20*(8), 1651–1669. https://doi.org/10.1080/09585190902770646

Belogolovsky, E., & Somech, A. (2010). Teachers' organizational citizenship behavior: Examining the boundary between in-role behavior and extra-role behavior from the perspective of teachers, principals and parents. *Teaching and Teacher Education*, *26*(4), 914–923. https://doi.org/10.1016/j.tate.2009.10.032

Benson, P. L., Roehlkepartain, E. C., & Rude, S. P. (2003). Spiritual development in childhood and adolescence: Toward a field of inquiry. *Applied Developmental Science*, *7*(3), 205–213.

Bergeron, D. M., Shipp, A. J., Rosen, B., & Furst, S. A. (2013). Organizational citizenship behavior and career outcomes: The cost of being a good citizen. *Journal of Management*, *39*(4), 958–984. https://doi.org/10.1177/0149206311407508

Blazer, D. (1991). Spirituality and aging well. *Generations: Journal of the American Society on Aging*.

Boeve, L. (2007). *God interrupts history: Theology in a time of upheaval*. Continuum; New York.

Boiral, O., Talbot, D., & Paillé, P. (2013). Leading by example: A model of organizational citizenship behavior for the environment. *Business Strategy and the Environment*, *24*(6), 532–550. https://doi.org/10.1002/bse.1835

Bolino, M. C., & Klotz, A. C. (2015). The paradox of the unethical organizational citizen: The link between organizational citizenship behavior and unethical behavior at work. *Current Opinion in Psychology*, *6*, 45–49. https://doi.org/10.1016/j.copsyc.2015.03.026

Bonelli, R. M., & Koenig, H. G. (2013). Mental disorders, religion and spirituality 1990 to 2010: A systematic evidence-based review. *Journal of Religion and Health*, *52*(2), 657–673. https://doi.org/10.1007/s10943-013-9691-4

Bowler, W. M., Paul, J. B., & Halbesleben, J. R. (2017). LMX and attributions of organizational citizenship behavior motives: When is citizenship perceived as brownnosing? *Journal of Business and Psychology*, *34*(2), 139–152. https://doi.org/10.1007/s10869-017-9526-5

Breslin, M. J., & Lewis, C. A. (2015). Dissociation and Religiosity: The Role of Religious Experience. *Journal of Spirituality in Mental Health*, *17*(1), 26–33. https://doi.org/10.1080/19349637.2015.957606

Byrne, B. M. (2010). *Equation modeling with AMOS: Basic concepts, applications, and programming*. New York: Taylor and Francis Group, LLC.

Campbell, J. W., & Im, T. (2015). PSM and turnover intention in public organizations: Does change-oriented organizational citizenship behavior play a role? *Review of Public Personnel Administration*, *36*(4), 323–346. https://doi.org/10.1177/0734371X14567366

Castille, C. M., Buckner, J. E., & Thoroughgood, C. N. (2016). Prosocial citizens without a moral compass? Examining the relationship between machiavellianism and unethical pro-organizational behavior. *Journal of Business Ethics*. https://doi.org/10.1007/s10551-016-3079-9

Chan, S. H. J., & Lai, H. Y. I. (2016). Understanding the link between communication satisfaction, perceived justice and organizational citizenship behavior. *Journal of Business Research*. https://doi.org/10.1016/j.jbusres.2016.08.017

Chandler, C. K., Holden, J. M., & Kolander, C. A. (1992). Counseling for spiritual wellness: Theory and practice. *Journal of Counseling & Development*, *71*(2), 168–175.

Chawla, V., & Guda, S. (2010). Individual spirituality at work and its relationship with job satisfaction, propensity to leave and job commitment: An exploratory study among sales professionals. *Journal of Human Values*, *16*(2), 157–167. https://doi.org/10.1177/097168581001600203

Cheasakul, U., & Varma, P. (2016). The influence of passion and empowerment on organizational citizenship behavior of teachers mediated by organizational commitment. *Contaduria y Administracion*. https://doi.org/10.1016/j.cya.2016.04.003

Chen, C. T., Hu, H. H. S., & King, B. (2018). Shaping the organizational citizenship behavior or workplace deviance: Key determining factors in the hospitality workforce. *Journal of Hospitality and Tourism Management*, *35*, 1–8. https://doi.org/10.1016/j.jhtm.2018.01.003

Chen, C.-Y., & Yang, C.-F. (2012). The impact of spiritual leadership on organizational citizenship behavior : A multi-sample analysis. *Journal of Business Ethics*, *105*, 107–114. https://doi.org/10.1007/s10551-011-0953-3

Cheng, B.-S. (1995a). Hierarchical structure and Chinese organizational behavior. *Indigenous Psychological Research in Chinese Societies*, *3*, 142–219.

Cheng, B.-S. (1995b). Paternalistic authority and leadership: A case study of a Taiwanese CEO. *Bulletin of the Institute of Ethnology Academic Sinica*, *79*(3), 119–173.

Cheng, B.-S., Chou, L.-F., & Wu, T. Y. (2004). Paternalistic leadership and subordinate responses: Establishing a leadership model in Chinese organizations. *Asian Journal of Social Psychology*, *7*(1), 89–117. https://doi.org/10.1111/j.1467-839x.2004.00137.x

Chiang, C., & Hsieh, T. (2012). The impacts of perceived organizational support and psychological empowerment on job performance: The mediating effects of organizational citizenship behavior. *International Journal of Hospitality Management*, *31*(1), 180–190. https://doi.org/10.1016/j.ijhm.2011.04.011

Chin, T. (2014). Harmony and organizational citizenship behavior in Chinese organizations. *International Journal of Human Resource Management*, *26*(8), 1110–1129. https://doi.org/10.1080/09585192.2014.934882

Choi, J. N., & Sy, T. (2010). Group-level organizational citizenship behavior: Effects of demographic faultlines and conflict in small work groups. *Journal of Organizational Behavior*, *31*, 1032–1054. https://doi.org/10.1002/job

Chow, C. W. C., Lai, J. Y. M., & Loi, R. (2015). Motivation of travel agents' customer service behavior and organizational citizenship behavior: The role of leader-member exchange and internal marketing orientation. *Tourism Management*, *48*(1), 362–369. https://doi.org/10.1016/j.tourman.2014.12.008

Chu, C. I., Lee, M. S., & Hsu, H. M. (2006). The impact of social support and job stress on public health nurses' organizational citizenship behaviors in rural Taiwan. *Public Health Nursing*, *23*(6), 496–505. https://doi.org/10.1111/j.1525-1446.2006.00599.x

Chun, J. S., Shin, Y., Choi, J. N., & Kim, M. S. (2013). How does corporate ethics contribute to firm financial performance? The mediating role of collective organizational commitment and organizational citizenship behavior. *Journal of Management*, *39*(4), 853–877. https://doi.org/10.1177/0149206311419662

Debusscher, J., Hofmans, J., & De Fruyt, F. (2016). The multiple face(t)s of state conscientiousness: Predicting task performance and organizational citizenship

behavior. *Journal of Research in Personality*. https://doi.org/10.1016/j.jrp.2016.06.009

Decoster, S., Stouten, J., Camps, J., & Tripp, T. M. (2014). The role of employees' OCB and leaders' hindrance stress in the emergence of self-serving leadership. *Leadership Quarterly*, *25*(4), 647–659. https://doi.org/10.1016/j.leaqua.2014.02.005

Deery, S., Rayton, B., Walsh, J., & Kinnie, N. (2016). The cost of exhibiting organizational citizenship behavior. *Human Resource Management*, *53*(1), 115–130. https://doi.org/10.1002/hrm

Dekas, K. H., Bauer, T. N., Welle, B., Kurkoski, J., & Sullivan, S. (2013). Organizational citizenship behavior, version 2.0: A review and qualitative investigation of OCBs for knowledge workers at Google and beyond. *Academy of Management Perspectives*, *27*(3), 219–237. https://doi.org/10.5465/amp.2011.0097

Devece, C., Palacios-Marqués, D., & Alguacil, M. P. (2015). Organizational commitment and its effects on organizational citizenship behavior in a high-unemployment environment. *Journal of Business Research*. https://doi.org/10.1016/j.jbusres.2015.10.069

Dijke, M. Van, Cremer, D. De, Mayer, D. M., & Quaquebeke, N. Van. (2012). When does procedural fairness promote organizational citizenship behavior? Integrating empowering leadership types in relational justice models. *Organizational Behavior and Human Decision Processes*, *117*(2), 235–248. https://doi.org/10.1016/j.obhdp.2011.10.006

Dillman, D. A., Lesser, V., Mason, R., Carlson, J., Willits, F., Robertson, R., & Burke, B. (2007). Personalization of mail surveys for general public and populations with a group identity: Results from nine studies. *Rural Sociology*, *72*(4), 632–646.

Duarte, P. A. O., & Raposo, M. L. B. (2010). A PLS model to study brand preference: An application to the mobile phone market. In *Handbook of partial least squares* (pp. 449–485). Springer.

Ehrhart, M. G., & Naumann, S. E. (2004). Organizational citizenship behavior in work groups: a group norms approach. *Journal of Applied Psychology*, *89*(6), 960.

Farh, J. L., & Cheng, B. S. (2000). A cultural analysis of paternalistic leadership in Chinese organizations. *Management and Organizations in the Chinese Context*, 84–127. https://doi.org/10.1057/9780230511590_5

Fernandez, M., Walker, B. R., Fernandez, M., & Walker, B. R. (2019). Spirituality in the stands : sports spectatorship , spirituality , wellbeing and personality wellbeing and personality. *Journal of Spirituality in Mental Health*, *0*(0), 1–33. https://doi.org/10.1080/19349637.2019.1654427

Foote, D. A., & Tang, T. L.-P. (2008). Job satisfaction and organizational citizenship behavior (OCB): Does team commitment make a difference in self-directed teams? *Management Decision*.

Fornell, C., & Bookstein, F. L. (1982). Two structural equation models: LISREL and PLS applied to consumer exit-voice theory. *Journal of Marketing Research*, *19*(4), 440–452.

Forsyth, A. (1995). Gender, planning and the policy process. *American Planning Association. Journal of the American Planning Association*, *61*(2), 276.

Fry, P. S. (2000). Religious involvement, spirituality and personal meaning for life: Existential predictors of psychological wellbeing in community-residing and institutional care elders. *Aging & Mental Health*, *4*(4), 375–387.

Gao, Y., & He, W. (2017). Corporate social responsibility and employee organizational citizenship behavior: The pivotal roles of ethical leadership and organizational

justice. *Management Decision*, *55*(2), 294–309. https://doi.org/10.1108/MD-05-2016-0284

Gerpott, F. H., Quaquebeke, N. Van, Schlamp, S., & Voelpel, S. C. (2017). An Identity perspective on ethical leadership to explain organizational citizenship behavior: The interplay of follower moral identity and leader group prototypicality. *Journal of Business Ethics*, *156*(4), 1063–1078. https://doi.org/10.1007/s10551-017-3625-0

González, J. V., & Garazo, T. G. (2006). Structural relationships between organizational service orientation, contact employee job satisfaction and citizenship behavior. *International Journal of Service Industry Management*, *17*(1), 23–50. https://doi.org/10.1108/09564230610651561

Götz, O., Liehr-Gobbers, K., & Krafft, M. (2010). Evaluation of structural equation models using the partial least squares (PLS) approach. In *Handbook of partial least squares* (pp. 691–711). Springer.

Griep, Y., & Vantilborgh, T. (2017). Reciprocal effects of psychological contract breach on counterproductive and organizational citizenship behaviors: The role of time. *Journal of Vocational Behavior*, *104*, 141–153. https://doi.org/10.1016/j.jvb.2017.10.013

Griffin, R. W., & Moorhead, G. (2013). *Organizational behavior*. Nelson Education.

Gundolf, K., & Filser, M. (2013). Management research and religion: A citation analysis. *Journal of Business Ethics*, *112*(1), 177–185.

Gupta, M., Shaheen, M., & Reddy, P. K. (2017). Impact of psychological capital on organizational citizenship behavior: Mediation by work engagement. *Journal of Management Development*.

Hair, J. F., Anderson, R. E., Babin, B. J., & Black, W. C. (2010). *Multivariate data analysis: A global perspective (Vol. 7)*. Upper Saddle River, NJ: Pearson.

Hair, J. F., Black, W. C., Babin, B. J., Anderson, R. E., & Tatham, R. L. (2006). *Multivariate data analysis (Vol. 6)*. Upper Saddle River, NJ: Pearson Prentice Hall.

Halbesleben, J. R. B., Bowler, W. M., Bolino, M. C., & Turnley, W. H. (2010). Organizational concern, prosocial values, or impression management? How supervisors attribute motives to organizational citizenship behavior. *Journal of Applied Social Psychology*, *40*(6), 1450–1489. https://doi.org/10.1111/j.1559-1816.2010.00625.x

Harris, C. M., Lavelle, J. J., & McMahan, G. C. (2018). The effects of internal and external sources of justice on employee turnover intention and organizational citizenship behavior toward clients and workgroup members. *International Journal of Human Resource Management*, *5192*, 1–24. https://doi.org/10.1080/09585192.2018.1441163

Hart, T. A., Gilstrap, J. B., & Bolino, M. C. (2016). Organizational citizenship behavior and the enhancement of absorptive capacity. *Journal of Business Research*, *69*(10), 3981–3988. https://doi.org/10.1016/j.jbusres.2016.06.001

Hassan, M., Bin Nadeem, A., & Akhter, A. (2016). Impact of workplace spirituality on job satisfaction: Mediating effect of trust. *Cogent Business and Management*, *3*(1), 1–15. https://doi.org/10.1080/23311975.2016.1189808

Hay, M. W. (1989). Principles in building spiritual assessment tools. *American Journal of Hospice Care*, *6*(5), 25–31.

Henseler, J., Ringle, C. M., & Sinkovics, R. R. (2009a). The use of partial least squares path modeling in international marketing. In *New challenges to international marketing*. Emerald Group Publishing Limited.

Henseler, J., Ringle, C. M., & Sinkovics, R. R. (2009b). The use of partial least squares path modeling in international marketing. In *New challenges to international marketing*. Emerald Group Publishing Limited.

Hill, P. C., & Pargament, K. I. (2003). *Advances in the conceptualization and measurement of religion and spirituality: Implications for physical and mental health research.*

Holmes-Smith. (2010). Structural equation modelling: From the fundamentals to advanced topics, school research, evaluation and measurement services, education & statistics consultancy. In *Sage Publication Ltd*.

Howden, J. W. (1992). Development and psychometric characteristics of the spirituality assessment scale (doctoral dissertation). *Denton, TX: Texas Woman's University*.

Hu, L., & Bentler, P. M. (1999). Cutoff criteria for fit indexes in covariance structure analysis: Conventional criteria versus new alternatives. *Structural Equation Modeling: A Multidisciplinary Journal, 6*(1), 1–55.

Husemann, K. C., & Eckhardt, G. M. (2019). Consumer spirituality. *Journal of Marketing Management, 35*(5–6), 391–406. https://doi.org/10.1080/0267257X.2019.1588558

Irawanto, D. W., Ramsey, P. L., & Ryan, J. C. (2011). Tailoring leadership theory to Indonesian culture. *Global Business Review, 12*(3), 355–366. https://doi.org/10.1177/097215091101200301

Irawanto, D. W., Ramsey, P. L., & Tweed, D. C. (2012). Exploring paternalistic leadership and its application to the Indonesian public sector. *International Journal of Leadership in Public Services, 8*(1), 4–20. https://doi.org/10.1108/17479881211230637

Islam, T., Khan, M. M., & Bukhari, F. H. (2016). The role of organizational learning culture and psychological empowerment in reducing turnover intention and enhancing citizenship behavior. *The Learning Organization, 23*(2), 156–169.

Jafari, P., & Bidarian, S. (2012). The relationship between organizational justice and organizational citizenship behavior. *Procedia - Social and Behavioral Sciences, 47*, 1815–1820. https://doi.org/10.1016/j.sbspro.2012.06.905

Jiang, W., Zhao, X., & Ni, J. (2017). The impact of transformational leadership on employee sustainable performance: The mediating role of organizational citizenship behavior. *Sustainability (Switzerland), 9*(9). https://doi.org/10.3390/su9091567

Joo, B.-K., & Jo, S. J. (2017). The effects of perceived authentic leadership and core self-evaluations on organizational citizenship behavior: The role of psychological empowerment as a partial mediator. *Leadership & Organization Development Journal, 38*(3), 463–481.

Judge, T. A., & Robbins, S. P. (2017). *Essentials of organizational behavior*. Pearson Education (us).

Kamil, N. M., Sulaimam, M., Selladurai, S., & Khalid, N. (2015). The impact of spirituality and social responsibility on organizational citizenship behaviour from the Islamic perspective: Empirical investigation of Malaysian businesses. *Jurnal Komunikasi: Malaysian Journal of Communication, 31*(1).

Kampkötter, P. (2017). Performance appraisals and job satisfaction. *International Journal of Human Resource Management, 28*(5), 750–774. https://doi.org/10.1080/09585192.2015.1109538

Kandlousi, N. S. A. E., Ali, A. J., & Abdollahi, A. (2010). Organizational citizenship behavior in concern of communication satisfaction: The role of the formal and informal communication. *International Journal of Business and Management, 5*(10), 51–61. https://doi.org/10.5539/ijbm.v5n10p51

Katz, D. (1964). The motivational basis of organizational behavior. *Behavioral Science*, *9*(2), 131–146.

Kemp, P., Rendtorff, J. D., & Mattsson, N. (2000). *Bioethics and biolaw*.

Kessler, V. (2019). Spirituality in mathematics. *Journal for the Study of Spirituality*, *9*(1), 49–61. https://doi.org/10.1080/20440243.2019.1581384

Khalili, A. (2017). Transformational leadership and organizational citizenship behavior: The moderating role of emotional intelligence. *Leadership and Organization Development Journal*, *38*(7), 1004–1015. https://doi.org/10.1108/LODJ-11-2016-0269

Kim, S., O'Neill, J. W., & Cho, H. M. (2010). When does an employee not help coworkers? The effect of leader-member exchange on employee envy and organizational citizenship behavior. *International Journal of Hospitality Management*, *29*(3), 530–537. https://doi.org/10.1016/j.ijhm.2009.08.003

King, D. B., & DeCicco, T. L. (2009). *A viable model and self-report measure of spiritual intelligence*. *28*(1), 68–85.

King, J. E., & Williamson, I. O. (2005). Workplace religious expression, religiosity and job satisfaction: Clarifying a relationship. *Journal of Management, Spirituality and Religion*, *2*(2), 173–198. https://doi.org/10.1080/14766080509518579

Klotz, A. C., Bolino, M. C., Song, H., & Stornelli, J. (2017). Examining the nature, causes, and consequences of profiles of organizational citizenship behavior. *Journal of Organizational Behavior*, *39*(5), 629–647. https://doi.org/10.1002/job.2259

Ko, S. H., Moon, T. W., & Hur, W. M. (2017). Bridging service employees' perceptions of CSR and organizational citizenship behavior: The moderated mediation effects of personal traits. *Current Psychology*, *37*(4), 816–831. https://doi.org/10.1007/s12144-017-9565-0

Koenig, H. G., Larson, D. B., & Matthews, D. A. (1996). Religion and psychotherapy with older adults. *Journal of Geriatric Psychiatry*, *29*(2), 155–184.

Koning, L. F., & Kleef, G. A. Van. (2015). How leaders' emotional displays shape followers' organizational citizenship behavior. *Leadership Quarterly*, *26*(4), 489–501. https://doi.org/10.1016/j.leaqua.2015.03.001

Köse, A. G., & Metin, U. B. (2018). Linking leadership style and workplace procrastination: The role of organizational citizenship behavior and turnover intention. *Journal of Prevention and Intervention in the Community*, *46*(3), 245–262. https://doi.org/10.1080/10852352.2018.1470369

Koys, D. J. (2001). The effects of employee satisfaction, organizational citizenship behavior, and turnover on organizational effectiveness: A unit-level, longitudinal study. *Personnel Psychology*, *54*(1), 101–114. https://doi.org/10.1111/j.1744-6570.2001.tb00087.x

Kozak, M. (2008). Finite and infinite populations in biological statistics: Should we distinguish them. *J. American Sci*, *4*(1), 59–62.

Kutcher, E. J., Bragger, J. D., Rodriguez-Srednicki, O., & Masco, J. L. (2010). The role of religiosity in stress, job attitudes, and organizational citizenship behavior. *Journal of Business Ethics*, *95*(2), 319–337. https://doi.org/10.1007/s10551-009-0362-z

Lan, T.-S., Chang, I.-H., Ma, T.-C., Zhang, L.-P., & Chuang, K.-C. (2019). Influences of transformational leadership, transactional leadership, and patriarchal leadership on job satisfaction of cram school faculty members. *Sustainability*, *11*(12), 3465. https://doi.org/10.3390/su11123465

Lavy, S., & Littman-Ovadia, H. (2016). My better self: Using strengths at work and work productivity, organizational citizenship behavior, and satisfaction. *Journal of Career Development*, *44*(2), 95–109. https://doi.org/10.1177/0894845316634056

Lee, A., Schwarz, G., Newman, A., & Legood, A. (2017). Investigating when and why psychological entitlement predicts unethical pro-organizational behavior. *Journal of Business Ethics*, *154*(1), 109–126. https://doi.org/10.1007/s10551-017-3456-z

Lee, U. H., Kim, H. K., & Kim, Y. H. (2013). Determinants of organizational citizenship behavior and its outcomes. *Global Business & Management Research: An International Journal*, *5*(1), 54–65.

Lemmon, G., & Wayne, S. J. (2014). Underlying motives of organizational citizenship behavior: Comparing egoistic and altruistic motivations. *Journal of Leadership and Organizational Studies*, *22*(2), 129–148. https://doi.org/10.1177/1548051814535638

Li, M., Liu, W., Han, Y., & Zhang, P. (2016). Linking empowering leadership and change-oriented organizational citizenship behavior: The role of thriving at work and autonomy orientation. *Journal of Organizational Change Management*, *29*(5), 732–750. https://doi.org/10.1108/JOCM-02-2015-0032

Li, N., Chiaburu, D. S., & Kirkman, B. L. (2014). Cross-level influences of empowering leadership on citizenship behavior: Organizational support climate as a double-edged sword. *Journal of Management*, *20*(10). https://doi.org/10.1177/0149206314546193

Lievens, F., & Anseel, F. (2004). Confirmatory factor analysis and invariance of an organizational citizenship behaviour measure across samples in a Dutch-speaking context. *Journal of Occupational and Organizational Psychology*, *77*(3), 299–306.

Lim, B. T. H., & Loosemore, M. (2017). The effect of inter-organizational justice perceptions on organizational citizenship behaviors in construction projects. *International Journal of Project Management*, *35*, 95–106. https://doi.org/10.1016/j.ijproman.2016.10.016

Linz, S. J. (2002). Job satisfaction among Russian workers. *International Journal of Manpower*, *24*(6), 626–652.

Liu, Y., Zhao, H., & Sheard, G. (2017). Organizational citizenship pressure, compulsory citizenship behavior, and work–family conflict. *Social Behavior and Personality*, *45*(4), 695–704. https://doi.org/10.2224/sbp.6064

Lloyd, K. J., Boer, D., Keller, J. W., & Voelpel, S. (2014). Is my boss really listening to me? The impact of perceived supervisor listening on emotional exhaustion, turnover intention, and organizational citizenship behavior. *Journal of Business Ethics*, *130*(3), 509–524. https://doi.org/10.1007/s10551-014-2242-4

Locke, E. A. (1969). What is job satisfaction. *Organizational Behavior and Human Performance*, *4*, 309–336.

Locke, E. A. (1976). The nature and causes of job satisfaction: Handbook of industrial and organizational psychology. *Chicago: RandMc Narlly*.

Loi, R., Mao, Y., & Ngo, H. (2009). Linking leader-member exchange and employee work outcomes: The mediating role of organizational social and economic exchange. *Management and Organization Review*, *5*(3), 401–422.

López-domínguez, M., Enache, M., Sallan, J. M., & Simo, P. (2013). Transformational leadership as an antecedent of change-oriented organizational citizenship behavior. *Journal of Business Research*. https://doi.org/10.1016/j.jbusres.2013.02.041

Love, A., & Kim, S. (2018). Organizational citizenship behavior in sport: A perspective from athletes. *Journal of Sport Management*, *33*(1), 25–36. https://doi.org/10.1123/jsm.2018-0036

Lyu, Y., Zhu, H., Zhong, H. J., & Hu, L. (2016). Abusive supervision and customer-oriented organizational citizenship behavior: The roles of hostile attribution bias and work engagement. *International Journal of Hospitality Management*, *53*, 69–80. https://doi.org/10.1016/j.ijhm.2015.12.001

Mamman, A., Kamoche, K., & Bakuwa, R. (2012). Diversity, organizational commitment and organizational citizenship behavior: An organizing framework. *Human Resource Management Review*, *22*(4), 285–302. https://doi.org/10.1016/j.hrmr.2011.12.003

Marinova, S. V., Cao, X., & Park, H. (2018). Constructive organizational values climate and organizational citizenship behaviors: A configurational view. *Journal of Management*, *45*(5), 2045–2071. https://doi.org/10.1177/0149206318755301

Matta, F. K., Scott, B. A., Koopman, J., & Conlon, D. E. (2015). Does seeing " eye to eye " affect work engagement and OCB? A role theory perspective on LMX agreement. *Academy of Management Journal*, *58*(6), 1686–1708.

Metcalfe, B. D. (2007). Gender and human resource management in the Middle East. *The International Journal of Human Resource Management*, *18*(1), 54–74.

Meynhardt, T., Brieger, S. A., & Hermann, C. (2018). Organizational public value and employee life satisfaction: the mediating roles of work engagement and organizational citizenship behavior. *International Journal of Human Resource Management*, *5192*, 1–34. https://doi.org/10.1080/09585192.2017.1416653

Miao, C., Humphrey, R. H., & Qian, S. (2017). Are the emotionally intelligent good citizens or counterproductive? A meta-analysis of emotional intelligence and its relationships with organizational citizenship behavior and counterproductive work behavior. *Personality and Individual Differences*, *116*, 144–156. https://doi.org/10.1016/j.paid.2017.04.015

Miller, W. R., & Thoresen, C. E. (2003). Spirituality, religion, and health: An emerging research field. *American Psychologist*, *58*(1), 24.

Moberg, D. O. (2002). Assessing and measuring spirituality: Confronting dilemmas of universal and particular evaluative criteria. *Journal of Adult Development*, *9*(1), 47–60.

Moeran, B. (2021). *Creative and Cultural Industries in East Asia: An Introduction*. Routledge.

Mohamed, M. S. B., Asaari, M. H. A. H., & Desa, N. M. (2016). Relationship between Personality Types and Job Satisfaction among Employees in Malaysian Manufacturing. *Research Journal of Social Sciences*, *9*(1), 23–28.

Monod, S., Brennan, M., Rochat, E., Martin, E., Rochat, S., & Büla, C. J. (2011). Instruments measuring spirituality in clinical research: A systematic review. *Journal of General Internal Medicine*, *26*(11), 1345–1357. https://doi.org/10.1007/s11606-011-1769-7

Monod, S., Rochat, E., Christophe, B., & Spencer, B. (2010). The spiritual needs model: Spirituality assessment in the geriatric hospital setting. *Journal of Religion, Spirituality and Aging*, *22*(4), 271–282. https://doi.org/10.1080/15528030.2010.509987

Motalová, K., & Řiháček, T. (2016). Religiosity gap reversed: how religious counsellors' belief system presents when working with clients in a non-religious environment. *British Journal of Guidance and Counselling*, *44*(3), 277–288. https://doi.org/10.1080/03069885.2016.1145189

Mulaik, S. A., James, L. R., van Alstine, J., Bennett, N., Lind, S., & Stilwell, C. D. (1989). Evaluation of goodness-of-fit indices for structural equation models. *Psychological Bulletin*, *105*(3), 430.

Muldoon, M., & King, N. (1995). Spirituality, health care, and bioethics. *Journal of Religion and Health*, *34*(4), 329–350.

Munawir, Raharjo, K., Djalil, M. A., Syahputra, H., Muslim, B., & Adam, M. (2019). Dimensions of identity strength and organizational citizenship behavior (OCB) in establishing good university governance and performance of religious ideology-based higher educations. *Journal of Applied Research in Higher Education*, *11*(2), 250–272. https://doi.org/10.1108/JARHE-07-2018-0115

Najafi, S., Noruzy, A., Azar, H. K., & Nazari-shirkouhi, S. (2011). Investigating the relationship between organizational justice, psychological empowerment, job satisfaction, organizational commitment and organizational citizenship behavior : An empirical model. *African Journal of Business Managemen*, *5*(13), 5241–5248. https://doi.org/10.5897/AJBM10.1505

Nasra, M. A., & Heilbrunn, S. (2015). Transformational leadership and organizational citizenship behavior in the Arab educational system in Israel: The impact of trust and job satisfaction. *Educational Management Administration and Leadership*, *44*(3), 380–396. https://doi.org/10.1177/1741143214549975

Newman, A., Nielsen, I., & Miao, Q. (2014). The impact of employee perceptions of organizational corporate social responsibility practices on job performance and organizational citizenship behavior: Evidence from the Chinese private sector. *International Journal of Human Resource Management*, *26*(9), 1226–1242. https://doi.org/10.1080/09585192.2014.934892

Ng, T. W. H., Lam, S. S. K., & Feldman, D. C. (2015). Organizational citizenship behavior and counterproductive work behavior: Do males and females differ? *Journal of Vocational Behavior*, *93*, 11–32. https://doi.org/10.1016/j.jvb.2015.12.005

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

Noordin, F., & Jusoff, K. (2010). Individualism-collectivism and job satisfaction between Malaysia and Australia. *International Journal of Educational Management*, *24*(2), 159–174. https://doi.org/10.1108/09513541011020963

Ocampo, L. A., Acedillo, V., Bacunador, A. M., Balo, C. C., Lagdameo, Y. J., & Tupa, N. S. (2018). A historical review of the development of organizational citizenship behavior (OCB) and its implications for the twenty-first century. *Personnel Review*, *47*(4), 821–862. https://doi.org/10.1108/PR-04-2017-0136

Ocampo, L. A., Tan, T. A. G., & Sia, L. A. (2018). Using fuzzy DEMATEL in modeling the causal relationships of the antecedents of organizational citizenship behavior (OCB) in the hospitality industry: A case study in the Philippines. *Journal of Hospitality and Tourism Management*, *34*, 11–29. https://doi.org/10.1016/j.jhtm.2017.11.002

Organ, D. W. (1988). *Organizational citizenship behavior: The good soldier syndrome.* Lexington Books/DC Heath and Com.

Organ, D. W. (1997). Organizational citizenship behavior: It's construct clean-up time. *Human Performance*, *10*(2), 85–97.

Oshagbemi, T. (2000). Gender differences in the job satisfaction of university teachers. *Women in Management Review*, *15*(7), 331–343.

Paillé, P. (2010). Perceived stressful work, citizenship behaviour and intention to leave the organization in a high turnover environment: Examining the mediating role of

job satisfaction. *Journal of Management Research*, *3*(1), 1–14. https://doi.org/10.5296/jmr.v3i1.487

Parboteeah, K. P., Paik, Y., & Cullen, J. B. (2009). Religious groups and work values: A focus on Buddhism, Christianity, Hinduism, and Islam. *International Journal of Cross Cultural Management*, *9*(1), 51–67.

Park, J., Sohn, Y. W., & Ha, Y. J. (2015). South Korean salespersons' calling, job performance, and organizational citizenship behavior: The mediating role of occupational self-efficacy. *Journal of Career Assessment*, *24*(3), 415–428. https://doi.org/10.1177/1069072715599354

Pellegrini, E. K., & Scandura, T. A. (2008). Paternalistic leadership: A review and agenda for future research. *Journal of Management*, *34*(3), 566–593.

Pham, N. T., Tučková, Z., & Chiappetta Jabbour, C. J. (2019). Greening the hospitality industry: How do green human resource management practices influence organizational citizenship behavior in hotels? A mixed-methods study. *Tourism Management*, *72*(December 2018), 386–399. https://doi.org/10.1016/j.tourman.2018.12.008

Pick, D., & Teo, S. T. T. (2017). Job satisfaction of public sector middle managers in the process of NPM change. *Public Management Review*, *19*(5), 705–724. https://doi.org/10.1080/14719037.2016.1203012

Podsakoff, P. M., & MacKenzie, S. B. (1997). Impact of organizational citizenship behavior on organizational performance: A review and suggestion for future research. *Human Performance*, *10*(2), 133–151.

Podsakoff, P. M., MacKenzie, S. B., & Hui, C. (1993). Organizational citizenship behaviors and managerial evaluations of employee performance: A review and suggestions for future research. *Research in Personnel and Human Resources Management*.

Podsakoff, P. M., MacKenzie, S. B., Moorman, R. H., & Fetter, R. (1990). Transformational leader behaviors and their effects on followers' trust in leader, satisfaction, and organizational citizenship behaviors. *The Leadership Quarterly*, *1*(2), 107–142.

Podsakoff, 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.

Pooja, A. A., Clercq, D. De, & Belausteguigoitia, I. (2016). Job stressors and organizational citizenship behavior: The roles of organizational commitment and social interaction. *Human Resource Development Quarterly*, *27*(3). https://doi.org/10.1002/hrdq

Pradhan, R. K., Jena, L. K., & Bhattacharya, P. (2016). Impact of psychological capital on organizational citizenship behavior: Moderating role of emotional intelligence. *Cogent Business and Management*, *3*(1), 1–16. https://doi.org/10.1080/23311975.2016.1194174

Redding, G. (2013). *The spirit of Chinese capitalism* (Vol. 22). Walter de Gruyter.

Rehman, M., & Student, M. B. A. (2012). *The impact of Paternalistic Leadership on Organization Commitment and Organization Citizenship Behaviour*. *5*.

Reich, K. H., Oser, F. K., & Scarlett, W. (1999). Being Human: The Case of Religion. *Germany: Pabst Science Publishers*.

Reisel, W. D., Probst, T. M., Chia, S.-L., Maloles, C. M., & König, C. J. (2010). The effects of job insecurity on job satisfaction, organizational citizenship behavior, deviant behavior, and negative emotions of employees. *International Studies of*

Management and Organization, *40*(1), 74–91. https://doi.org/10.2753/IMO0020-8825400105

Rew, L., & Wong, Y. J. (2006). A systematic review of associations among religiosity/spirituality and adolescent health attitudes and behaviors. *Journal of Adolescent Health*, *38*(4), 433–442. https://doi.org/10.1016/j.jadohealth.2005.02.004

Robbins, S. P., & Coulter, M. (2016). Management (13th global edition). *Essex: Pearson Education*.

Robertson, J. L., & Barling, J. (2017). Toward a new measure of organizational environmental citizenship behavior. *Journal of Business Research*, *75*, 57–66. https://doi.org/10.1016/j.jbusres.2017.02.007

Saroglou, V. (2003). Spiritualité moderne: Un regard de psychologie de la religion. *Revue Théologique de Louvain*, *34*(4), 473–504.

Schleicher, D. J., Watt, J. D., & Greguras, G. J. (2004). Reexamining the job satisfaction-Performance relationship: The complexity of attitudes. *Journal of Applied Psychology*, *89*(1), 165.

Sedikides, C. (2010). Why does religiosity persist? *Personality and Social Psychology Review*, *14*(1), 3–6.

Sekaran, U. B. R. (2013). *Research Methode for Business* (6th ed.).

Sekaran, U., & Bougie, R. (2010). *Research for Business–A Skill Building Approach*. John-Wiley and Sons, New York, NY.

Shaw, A., Joseph, S., & Linley, P. A. (2005). Religion, spirituality, and posttraumatic growth: A systematic review. *Mental Health, Religion and Culture*, *8*(1), 1–11. https://doi.org/10.1080/1367467032000157981

Shim, D. C., & Faerman, S. (2015). Government employees' organizational citizenship behavior: The impacts of public service motivation, organizational identification, and subjective OCB norms. *International Public Management Journal*, *20*(4), 531–559. https://doi.org/10.1080/10967494.2015.1037943

Shin, Y. (2012). CEO ethical leadership, ethical climate, climate strength, and collective organizational citizenship behavior. *J Bus Ethics*, *108*, 299–312. https://doi.org/10.1007/s10551-011-1091-7

Shin, Y., Kim, M. S., Choi, J. N., Kim, M., & Oh, W. K. (2014). Does leader-follower regulatory fit matter? The role of regulatory fit in followers' organizational citizenship behavior. *Journal of Management*, *20*(10). https://doi.org/10.1177/0149206314546867

Sikorska-Simmons, E. (2005). Religiosity and work-related attitudes among paraprofessional and professional staff in assisted living. *Journal of Religion, Spirituality & Aging*, *18*(1), 65–82.

Silin, R. H. (1976). *Leadership and values: The organization of large-scale Taiwanese enterprises* (Issue 62). Harvard Univ Asia Center.

Singh, S. K., & Singh, A. P. (2018). Interplay of organizational justice, psychological empowerment, organizational citizenship behavior, and job satisfaction in the context of circular economy. *Management Decision*, *57*(4), 937–952. https://doi.org/10.1108/MD-09-2018-0966

Sloan, R. P., Bagiella, E., & Powell, T. (1999). Religion, spirituality, and medicine. *The Lancet*, *353*(9153), 664–667.

Smith, C. A., Organ, D. W., & Near, J. P. (1983). Organizational citizenship behavior: Its nature and antecedents. *Journal of Applied Psychology*, *68*(4), 653.

Sokro, E., Agbola, R. M., Osei-bonsu, N., & Ankrah, E. (2011). The Impact of Career Choice on Job Satisfaction among Employees in Ghana. *Indian Journal of Commerce & Management Studies*, *2*(6), 83–88.

Tabachnick, B. G., Fidell, L. S., & Ullman, J. B. (2007). *Using multivariate statistics* (Vol. 5). Pearson Boston, MA.

Tang, C., & Naumann, S. E. (2015). Paternalistic leadership, subordinate perceived leader-member exchange and organizational citizenship behavior. *Journal of Management and Organization*, *21*(3), 291–306. https://doi.org/10.1017/jmo.2014.84

Tassell-Matamua, N. A., & Steadman, K. L. (2017). I feel more spiritual. Increased spirituality after a near-death experience. *Journal for the Study of Spirituality*, *7*(1), 35–49. https://doi.org/10.1080/20440243.2017.1290030

Testa, F., Corsini, F., Gusmerotti, N. M., & Iraldo, F. (2018). Predictors of organizational citizenship behavior in relation to environmental and health & safety issues. *International Journal of Human Resource Management*, *5192*(January), 1–34. https://doi.org/10.1080/09585192.2017.1423099

Thomas, L., Ambrosini, V., & Hughes, P. (2017). The role of organizational citizenship behaviour and rewards in strategy effectiveness. *International Journal of Human Resource Management*. https://doi.org/10.1080/09585192.2017.1391312

Tosti-Kharas, J., Lamm, E., & Thomas, T. E. (2016). Organization or environment? Disentangling employees' rationales behind organizational citizenship behavior for the environment. *Organization and Environment*, *30*(3), 187–210. https://doi.org/10.1177/1086026616668381

Tourigny, L., Han, J., Baba, V. V., & Pan, P. (2017). Ethical leadership and corporate social responsibility in China: A multilevel study of their effects on trust and organizational citizenship behavior. *Journal of Business Ethics*. https://doi.org/10.1007/s10551-017-3745-6

Tsai, Y., & Wu, S. W. (2010). The relationships between organisational citizenship behaviour, job satisfaction and turnover intention. *Journal of Clinical Nursing*, *19*(23–24), 3564–3574. https://doi.org/10.1111/j.1365-2702.2010.03375.x

Tuan, L. T. (2017a). Activating tourists' citizenship behavior for the environment: The roles of CSR and frontline employees' citizenship behavior for the environment. *Journal of Sustainable Tourism*, *26*(7), 1178–1203. https://doi.org/10.1080/09669582.2017.1330337

Tuan, L. T. (2017b). 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

Urbach, N., & Ahlemann, F. (2010). Structural equation modeling in information systems research using partial least squares. *Journal of Information Technology Theory and Application*, *11*(2), 5–40.

Vachon, M., Fillion, L., & Achille, M. (2009). A conceptual analysis of spirituality at the end of life. *Journal of Palliative Medicine*, *12*(1), 53–59.

Van Saane, N., Sluiter, J. K., Verbeek, J. H. A. M., & Frings-Dresen, M. H. W. (2003). Reliability and validity of instruments measuring job satisfaction - A systematic review. *Occupational Medicine*, *53*(3), 191–200. https://doi.org/10.1093/occmed/kqg038

Vigoda-gadot, E., & Beeri, I. (2011). Change-oriented organizational citizenship behavior in public administration : The power of leadership and the cost of organizational politics. *Journal of Public Administration Research and Theory*, *22*, 573–596. https://doi.org/10.1093/jopart/mur036

Vinzi, V. E., Trinchera, L., & Amato, S. (2010). PLS path modeling: from foundations to recent developments and open issues for model assessment and improvement. *Handbook of Partial Least Squares*, 47–82.

Vondey, M. (2010). *The relationships ramong servant leadership, organizational citizenship behavior, person-organization fit, and organizational identification. 6.*

Wadsworth, A. A., & Walker, J. K. (2017). Religiosity and the Impact of Religious Secondary Schooling. *Journal of School Choice*, *11*(1), 131–147. https://doi.org/10.1080/15582159.2016.1257900

Wang, Y. De, & Sung, W. C. (2014). Predictors of organizational citizenship behavior: Ethical leadership and workplace jealousy. *Journal of Business Ethics*. https://doi.org/10.1007/s10551-014-2480-5

Wang, Y. (2015). Examining organizational citizenship behavior of Japanese employees: A multidimensional analysis of the relationship to organizational commitment. *International Journal of Human Resource Management*, *26*(4), 425–444. https://doi.org/10.1080/09585192.2011.560882

Weaver, A. J., Flannelly, L. T., Garbarino, J., Figley, C. R., & Flannelly, K. J. (2003). A systematic review of research on religion and spirituality in the Journal of Traumatic Stress: 1990-1999. *Mental Health, Religion and Culture*, *6*(3), 215–228. https://doi.org/10.1080/1367467031000088123

Weiß, E. E., & Süß, S. (2017). Protective faith? The role of religiosity in the stressor-strain relationship in helping professions. *International Journal of Human Resource Management*, *5192*(May), 1–27. https://doi.org/10.1080/09585192.2017.1325387

Westwood, R. (1997). Harmony and patriarchy: The cultural basis for'paternalistic headship'among the overseas Chinese. *Organization Studies*, *18*(3), 445–480.

Wheaton, B., Muthen, B., Alwin, D. F., & Summers, G. F. (1977). Assessing reliability and stability in panel models. *Sociological Methodology*, *8*, 84–136.

Wombacher, J. C., & Felfe, J. (2017). Dual commitment in the organization: Effects of the interplay of team and organizational commitment on employee citizenship behavior, efficacy beliefs, and turnover intentions. *Journal of Vocational Behavior*. https://doi.org/10.1016/j.jvb.2017.05.004

Wong, Y. J., Rew, L., & Slaikeu, K. D. (2006). A systematic review of recent research on adolescent religiosity/ spirituality and mental health. *Issues in Mental Health Nursing*, *27*(2), 161–183. https://doi.org/10.1080/01612840500436941

Xie, J. L., & Johns, G. (2000). Interactive effects of absence culture salience and group cohesiveness: A multi-level and cross-level analysis of work absenteeism in the Chinese context. *Journal of Occupational and Organizational Psychology*, *73*(1), 31–52.

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

Yee, R. W. Y., Yeung, A. C. L., & Cheng, T. C. E. (2008). The impact of employee satisfaction on quality and profitability in high-contact service industries. *Journal of Operations Management*, *26*(5), 651–668. https://doi.org/10.1016/j.jom.2008.01.001

Yeh, H. R., Chi, H. K., & Chiou, C.-Y. (2008). The influences of paternalistic leadership, job stress, and organizational commitment on organizational performance: An empirical study of policemen in Taiwan. *The Journal of International Management Studies*, *3*(2), 85–91.

Yoon, M. H., & Suh, J. (2003). Organizational citizenship behaviors and service quality as external effectiveness of contact employees. *Journal of Business Research*, *56*(8), 597–611. https://doi.org/10.1016/S0148-2963(01)00290-9

Zeinabadi, H. (2010). Job satisfaction and organizational commitment as antecedents of organizational citizenship behavior (OCB) of teachers. *Procedia - Social and Behavioral Sciences*, *5*, 998–1003. https://doi.org/10.1016/j.sbspro.2010.07.225

Zeinabadi, H., & Salehi, K. (2011). Role of procedural justice, trust, job satisfaction, and organizational commitment in organizational citizenship behavior (OCB) of teachers: Proposing a modified social exchange model. *Procedia - Social and Behavioral Sciences*, *29*(Iceepsy), 1472–1481. https://doi.org/10.1016/j.sbspro.2011.11.387

Zhang, Y., Guo, Y., & Newman, A. (2017). Identity judgements, work engagement and organizational citizenship behavior: The mediating effects based on group engagement model. *Tourism Management*, *61*, 190–197. https://doi.org/10.1016/j.tourman.2017.01.005

Zhao, H., Wu, J., Sun, J. M., & Chen, C. W. (2012). Organizational citizenship behavior in Chinese society: A reexamination. *International Journal of Human Resource Management*, *23*(19), 4145–4165. https://doi.org/10.1080/09585192.2012.669786