

## DAFTAR PUSTAKA

- Acaray, A., & Akturan, A. (2015). The Relationship between Organizational Citizenship Behaviour and Organizational Silence. *Procedia - Social and Behavioral Sciences*, 207, 472–482.  
<https://doi.org/10.1016/j.sbspro.2015.10.117>
- Ahdiyana, M. (2010). Dimensi Organizational Citizenship Behavior (OCB) dalam Kinerja Organisasi. In *Efisiensi - Kajian Ilmu Administrasi* (Vol. 10, Issue 1).  
<https://doi.org/10.21831/efisiensi.v10i1.3965>
- Arab, S. A., & Ranani, G. A. (2020). The Effect of Organizational Silence on Organizational Citizenship Behavior with Moderating Role of Type of Employment. *Journal of Organizational Behavior Research*, 5.
- Ashford, S. J., Rothbard, N. P., Piderit, S. K., & Dutton, J. E. (1998). Out on a limb: The role of context and impression management in selling gender-equity issues. *Administrative Science Quarterly*, 43(1), 23–57.  
<https://doi.org/10.2307/2393590>
- Barnard, C. (1938). The Function of The Executive. In *Harvard University Press*. Harvard University Press.
- Bateman, T. S., & Organ, D. W. (1983). Job Satisfaction and the Good Soldier: The Relationship Between Affect and Employee "Citizenship". *Academy of Management Journal*, 26(4), 587–595. <https://doi.org/10.2307/255908>
- Beheshtifar, M., Borhani, H., & Moghadam, M. (2012). Destructive Role of Employee Silence in Organizational Success. *International Journal of Academic Research in Business and Social Sciences*, 2(11), 275–282.
- Bolino, M. C., Hsiung, H. H., Harvey, J., & LePine, J. A. (2015). "Well, I'm Tired of Tryin'!" Organizational Citizenship Behavior and Citizenship Fatigue. *Journal of Applied Psychology*, 100(1), 56–74.  
<https://doi.org/10.1037/a0037583>
- Chin, S. T. S., Anantharaman, R. N., & Tong, D. Y. K. (2011). Emotional Intelligence and Organisational Citizenship Behaviour of Manufacturing Sector Employees: An Analysis. *Journal of Management*, 6(2), 107–125.
- Çınar, O., Karcıoğlu, F., & Alioğulları, Z. D. (2013). The Relationship between Organizational Silence and Organizational Citizenship Behavior: A Survey Study in the Province of Erzurum, Turkey. *Procedia - Social and Behavioral Sciences*, 99, 314–321. <https://doi.org/10.1016/j.sbspro.2013.10.499>

- Donaghey, J., Cullinane, N., Dundon, T., & Wilkinson, A. (2011). Reconceptualising employee silence: Problems and prognosis. *Work, Employment and Society*, 25(1), 51–67.  
<https://doi.org/10.1177/0950017010389239>
- Eriguc, G., Ozer, Ö., Turac, İ. S., & Songur, C. (2014). The Causes and Effects of the Organizational Silence: on Which Issues the Nurses Remain Silent? *International Journal of Management Economics and Business*, 10(22), 131–153.  
<http://ezproxy.tlu.ee/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=a9h&AN=99179505&site=eds-live>
- Farh, J. L., Zhong, C. B., & Organ, D. W. (2004). Organizational Citizenship Behavior in the People's Republic of China. *Organization Science*, 15(2), 241–253. <https://doi.org/10.1287/orsc.1030.0051>
- Fox, S., Spector, P. E., Goh, A., Bruursema, K., & Kessler, S. R. (2012). The deviant citizen: Measuring potential positive relations between counterproductive work behaviour and organizational citizenship behaviour. *Journal of Occupational and Organizational Psychology*, 85(1), 199–220.  
<https://doi.org/10.1111/j.2044-8325.2011.02032.x>
- Katz, D., & Kahn, R. L. (1966). *The Social Psychology of Organizations*.
- Kazemipour, F., & Mohd Amin, S. (2012). The impact of workplace spirituality dimensions on organisational citizenship behaviour among nurses with the mediating effect of affective organisational commitment. *Journal of Nursing Management*, 20(8), 1039–1048. <https://doi.org/10.1111/jonm.12025>
- Kleinknecht-Dolf, M., Grand, F., Spichiger, E., Müller, M., Martin, J. S., & Spirig, R. (2015). Complexity of nursing care in acute care hospital patients: Results of a pilot study with a newly developed questionnaire. *Scandinavian Journal of Caring Sciences*, 29(3), 591–602.  
<https://doi.org/10.1111/scs.12180>
- Latipah, E. (2014). *Metode Penelitian Psikologi*. Deepublish.
- Maxfield, D., Grenny, J., McMillan, R., Patterson, K., & Switzler, A. (2005). Silence Kills: The Seven Crucial Conversations for Healthcare. In *VitalSmarts*. <https://doi.org/10.1097/01.pcama.0000271369.93546.f9>
- Miao, R. T., & Shen, L. Z. (2011). The Moderating Role of Gender between Organizational Citizenship Behavior and Team Effectiveness. *International Conference on Management and Service Science, MASS 2011*.  
<https://doi.org/10.1109/ICMSS.2011.5998059>

- Milliken, F. J., Morrison, E. W., & Hewlin, P. F. (2003). An Exploratory Study of Employee Silence: Issues that Employees Don't Communicate Upward and Why. *Journal of Management Studies*, 40(6), 1453–1476.  
<https://doi.org/10.1111/1467-6486.00387>
- Morrison, E. W., & Milliken, F. J. (2000). Organizational Silence : A Barrier to Change and Development in a Pluralistic World. *Academy of Management Review*, 25(4), 706–725.
- Nafei, W. A. (2016). Organizational Silence: Its Destroying Role of Organizational Citizenship Behavior. *International Business Research*, 9(5), 57. <https://doi.org/10.5539/ibr.v9n5p57>
- Nemeth, C. J., & Staw, B. M. (1989). The Tradeoffs of Social Control and Innovation in Groups and Organizations. *Advances in Experimental Social Psychology*, 22(C), 175–210. [https://doi.org/10.1016/S0065-2601\(08\)60308-1](https://doi.org/10.1016/S0065-2601(08)60308-1)
- Organ, D. W. (2006). Organizational Citizenship Behavior: Its Nature, Antecedents, and Consequences. In *Sage Publications*. Sage Publications.  
[http://content.ebscohost.com/ContentServer.asp?T=P&P=AN&K=6265965-97376-0](http://content.ebscohost.com/ContentServer.asp?T=P&P=AN&K=6265965&S=R&D=bth&EbscoContent=dGJyMNLe80SeqLQ4yNfsOLCmr0qepq5Ssay4SLWWxWXS&ContentCustomer=dGJyMPGuslGvqrkuePfgeyx4Ivn%5Cnhttp://content.ebscohost.com/ContentServer.asp?T=P&P=AN&K=6265965-97376-0)
- Ozluk, B., & Baykal, U. (2020). Organizational Citizenship Behavior among Nurses: The Influence of Organizational Trust and Job Satisfaction. *Florence Nightingale Journal of Nursing*, 28(3), 333–340.  
<https://doi.org/10.5152/fnjn.2020.19108>
- 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>
- Rangkuti, A. A. (2018). Konsep dan Teknik Analisis Data Penelitian Kuantitatif Bidang Psikologi dan Pendidikan. In *FIP Press*. FIP Press.
- Reyfaldi, M., Kurniawan, A. W., & Dipoatmojo, T. S. P. (2023). Pengaruh Budaya Organisasi Terhadap Organizational Citizenship Behavior Pada PT. Bujaya Karya Makmur The Effect of Organizational Culture on Organizational Citizenship Behavior at PT. Bujaya Karya Makmur. *Pinisi Journal of Art, Humanity & Social Studies*, 3(1), 30–39.

- Robbins, S., & Judge, T. (2008). *Perilaku Organisasi: Organizational Behavior Buku 1* (12th ed.). Salemba Empat.
- Robbins, S. P., & Judge, T. A. (2013). *Organizational Behavior* (15th ed.). Pearson Education.
- Roberts, K. H., & O'Reilly, C. A. (1974). Failures in Upward Communication in Organizations: Three Possible Culprits. *Academy of Management Journal*, 17(2), 205–215. <https://doi.org/10.5465/254974>
- Sanusi, A. C., Ariana, N., & Ariani, N. M. (2018). Tingkat organizational citizenship behavior (OCB) karyawan di four points seminyak. *Jurnal Kepariwisataan Dan Hospitalitas*, 2(1), 61–83.
- Sexton, J. B., Makary, M., Tersigni, A., Pryor, D., Hendrich, A., Thomas, E. J., Holzmueller, C. G., Knight, A., Wu, Y., & Pronovost, P. J. (2006). Teamwork in the Operating Room: Frontline Perspectives among Hospitals and Operating Room Personnel. *The Journal of the American Society of Anesthesiologists*, 105(5), 877–884.
- Shanafelt, T. D., Boone, S., Tan, L., Dyrbye, L. N., Sotile, W., Satele, D., West, C. P., Sloan, J., & Oreskovich, M. R. (2012). Burnout and satisfaction with work-life balance among US physicians relative to the general US population. *Archives of Internal Medicine*, 172(18), 1377–1385. <https://doi.org/10.1001/archinternmed.2012.3199>
- Sheikh, S. (2007). The Importance of Ethics in Health Care System. *JDUHS*, 1(1), 46–58.
- Spector, P. E., & Fox, S. (2005). A Model of Counterproductive Work Behavior. *Counterproductive Workplace Behavior: Investigations of Actors and Targets.*, 10.1037, 151–174.
- Spector, P. E., & Fox, S. (2010). *The Deviant Citizen: Clarifying the Measurement of OCB and its Relation to CWB*. 1–23.
- Sugiyono. (2020). *Metodologi Penelitian Kuantitatif, Kualitatif dan R & D*.
- Sunyoto, D. (2016). *Metodologi Penelitian Akuntansi*. PT Refika Aditama.
- Turnipseed, D. L., & Vandewaa, E. A. (2012). Relationship between emotional intelligence and organizational citizenship behavior. *Psychological Reports*, 110(3), 899–914. <https://doi.org/10.2466/01.09.20.21.PR0.110.3.899-914>
- Uyun, M., & Yoseanto, B. L. (2022). Pengantar Metode Penelitian Kuantitatif. In *Konferensi dan Temu Nasional Teknologi Informasi dan Komunikasi untuk Indonesia* (Issue July). Dee.

- Vakola, M., & Bouradas, D. (2005). Antecedents and consequences of organisational silence: An empirical investigation. *Employee Relations*, 27(5), 441–458. <https://doi.org/10.1108/01425450510611997>
- Van Dyne, L., Ang, S., & Botero, I. G. (2003). Conceptualizing employee silence and employee voice as multidimensional constructs. *Journal of Management Studies*, 40(6), 1359–1392. <https://doi.org/10.1111/1467-6486.00384>
- Verma, J. P., & Abdel-Salam, A. S. G. (2019). Testing statistical assumptions in research. In *Testing Statistical Assumptions in Research*.  
<https://doi.org/10.1002/9781119528388>
- WHO. (2013). Transforming and Scaling up health professionals' education and training. In *WHO publication*.  
[https://www.who.int/hrh/resources/transf\\_scaling\\_hpet/en/](https://www.who.int/hrh/resources/transf_scaling_hpet/en/)
- Williams, L. J., & Anderson, S. E. (1991). Job Satisfaction and Organizational Commitment as Predictors of Organizational Citizenship and In-Role Behaviors. *Journal of Management*, 17(3), 601–617.
- Yadav, P., & Punia, B. K. (2013). *Organisational Citizenship Behavior : A Review of Antecedent , Correlates, Outcomes and Future Research Directions*. 2(2), 1–19.
- Zahriyah, A., Suprianik, Parmono, A., & Mustofa. (2021). *Ekonometrika Teknik Dan Aplikasi Dengan SPSS*. In *Mandala Press*.
- Zurasaka. (2008). *Teori Perilaku Organisasi*.  
<https://zurasaka.wordpress.com/2008/11/25/perilaku-organisasi/>

*Mencerdaskan dan  
Memartabatkan Bangsa*