

BIBLIOGRAPHY

- Al-Mahasneh, M. A. (2015). The Impact of Organizational Citizenship Behavior on Job Performance at Greater Amman Municipality. *European Journal of Business and Management*, 7, 108-116.
- Annisa, S. (2015). Pengaruh Organizational Citizenship Behavior terhadap Kinerja Karyawan. (Fakultas Ekonomi, Universitas Islam Negeri Maulana Malik Ibrahim Malang, 2015).
- David, R., & Joseph, J., (2014). Study on Performance Measurement Systems- Measures and Metrics. *International Journal of Scientific and Research Publications*, 4(9), 1-9.
- Ibukunoluwa, O.E., Anuoluwapo, A. G., & Agbude. G. A (2015). Benefits of Organizational Citizenship Behaviours for Individual Employees. (Faculty of Psychology, University of Covenant, 2015).
- Kumari, P., & Thapliyal, S. (2018). Studying the Impact of Organizational Citizenship Behavior on Organizational Effectiveness. *International Academic Journal of Organizational Citizenship Behavior and Human Resource Management*, 4, 9-21.
- Liu, Y. S. (2013). The Correlation between Work Motives and Organizational Behaviors for Hospitality Employees. (Hospital Management or Dissertation, University of Iowa State).
- Pickford, H. C., & Joy, G. (2016). Organizational Citizenship Behaviours. Mutuality in Business Said Business School, Egrove Park, Oxford OX1 5NY.
- Rauf, F., H., A., (2015). Organizational Performance: Organizational Citizenship Behavior, Its Forms, Conceptualizations and Antecedents. (Faculty of Management, University of Sri Lanka, 2015)
- Rahmawati, B. I. (2016). Pengaruh Organizational Citizenship Behavior dan Kepemimpinan terhadap Kinerja Organisasi (Fakultas Ilmu Sosial dan Ilmu Politik, Universitas Lampung, 2016).
- Rose, K., Herd, A., & Palacio, S. (2016). Organizational Citizenship Behavior: an Exploration of One Aspect of Cultural Adjustment Faced by U.S. Army Soldiers Transitioning from Military to Civilian Careers. *Sage Journal*, 19, 14-24.
- Rylkova, Z. (2015). Measurement of Business Performance in Relation to Competitors. (Business Administration, University in Opava, 2015). *Economic and Management*, 2, 13-19.

- Sadeghi, G., Ahmadi, M., & Yazdi, M. T. (2018). The Relationship between Organizational Citizenship Behavior and Organizational Performance, Case Study of Agricultural Jihad Organization of Mazandaran Province. *Problems and Perspectives in Management Journal*, 14 (3), 317-323.
- Stephanie. (2014, February 11). Statistics How to. Retrieved June 25, 2018 from wordpress.com:<http://www.statisticshowto.com/z-test/>
- Sujarweni, V. W. (2015). *Metodologi Penelitian Bisnis & Ekonomi*. Yogyakarta: Pustakabarupress.
- Sugiyono. (2017). *Metode Penelitian Bisnis*. Bandung: Alfabeta.
- Veyrat, P. (2017, August 22). Creating Business Process Performance Measurements. Retrieved June 15, 2018 from helfo.com: <https://www.heflo.com/blog/performance-measurement/business-process-performance-measurement/>
- Waal, A. A., van der Heidjen, B. I. J. M (2015). The Role of Performance Management in Creating and Maintaining a High Performance Organization. *Journal of Organization Design*, 4, 1-11.
- Yuandari, E., & Rahman, R. T. A. (2017). *Metodologi Penelitian dan Statistik*. Bogor: In Media.