

DAFTAR PUSTAKA

- Abner, M. (1997), "Corporate America Takes Fun Seriously", *Women in Business*, Vol.49, No.5, pp. 42
- Abramis, D. (1989a). "All work and no play isn't even good for work." *Psychology Today*, pg. 34-38.
- Abramis, D. (1989b). "Fun at work: Understanding how to have a good time & still be productive at work." *Personnel Administrator*, pg. 60-64.
- Aldag, R. and Sherony, K. (2001), "A Spoonful of Sugar: Some Thoughts on "Fun At Work", *Current Issues in Management*, Vol. 1 No. 1, pg. 62-76.
- Aronson, E., Wilson, T.D. & Akert, R.M. (2005). *Social Psychology*. New Jersey: Pearson. ISBN 0-13-178686-5.
- Arvey, Richard D., Bouchard, Thomas J., Segal, Nancy L., Abraham, Lauren M. (1989). "Job Satisfaction: Environmental and Genetic Components." *Journal of Applied Psychology*, Vol 74(2), Apr 1989, pg. 187-192.
- Badawi, B. (2010)." Make it fun: Make it happen!" *Dental Economics*, Vol. 100, No.3, pg. 92-93.
- Bagozzi, R.P. and Yi, Y. (1988), "On The Evaluation of Structural Equation Models", *Journal of the Academy of Marketing Science*, Vol. 16 No. 1, pg. 74-94.
- Becker, H. S. (1960). "Notes on the concept of commitment". *American Journal Of Sociology*, 66, pg. 32-40.
- Berg, D. H. (2001). "The power of a playful spirit at work". *The Journal for Quality & Participation*, Vol. 24, No.2, pg. 57-62.

- Bitner, M. (1990), "Evaluating Service Encounters: The Effects of Physical Surrounding and Employee Responses". *Journal of Marketing, Vol. 54, April, pg. 69-8.*
- Bolton and Houlihan. (2009), "Are we having fun yet? A consideration of workplace fun and engagement."
- Buentello, O., Jung, J., & Sun, J. (2007). "Exploring the Casual Relationship between Organizational Citizenship Behaviour." *Total Quality Management, and Performance. Unpublished Manuscript.*
- Chan, S. C. H. (2010), "Does workplace fun matter? Developing a Useable Typology of Workplace Fun in a Qualitative Study." *International Journal of Hospitality Management, 29, pg. 720-728.*
- Choi, Y.G., Kwon, J. (2011). "Effects of Attitudes vs Experience of Workplace Fun on Employee Behavior: Focused on Generation Y in the Hospitality Industry". *International Journal of Contemporary Hospitality Management, Vol. 25, No. 3, pg. 410-427.*
- Clements, A. (2009). "Fitness is fun at the call centre". *Human Resources, pg. 50.*
- Cook, K. (2008). "Fun at Work: Construct Definition and Perceived Impact in the Workplace". *Griffith University.*
- Daks, M.C. (2010). "It's not all fun and games for CPAs, except in the break room". *NJBIZ, pg. 21.*
- Deal, T. E. & Kennedy, A. A. (1982). "Corporate Cultures: The rites and rituals of corporate life. *Reading, MA: Addison- Wesley.*

- Dhitiporn, C. & Brooklyn, C. D. (2004). "The Effects of Internal Career Orientations on Organizational Citizenship Behavior in Thailand." *Career Development International*. Vol. 9, pg. 406-423.
- Eagly, H., & Chaiken, S. (1993). "The Psychology of attitudes". Fort Worth, TX: *Harcourt, Brace, Jovanovich*.
- Fluegge, E.R. (2008), "Who put the fun in functional? Fun at work and its effects on job performance", *PhD thesis, Proquest UMI, 3322919*.
- Ford, R.C., McLaughlin, F.S. and Newstrom, J.W. (2005), "Creating And Sustaining Fun Work Environments In Hospitality And Service Organizations", *Journal of Human Resources in Hospitality & Tourism, Vol. 4 No. 1, pg. 11-30*.
- Glasser, W. (1994), *The Control Theory Manager, Harper Business, New York, NY*.
- Ghozali, I. (2008). "Model Persamaan Struktural Konsep dan Aplikasi dengan Program Amos 16.0". *Semarang: Badan Penerbit UNDIP*.
- Hair, et al. (2006). "Multivariate Data Analysis. 6th Ed". *New Jersey: Pearson Education*.
- Hasibuan, Malayu S.P. (2009). *Manajemen Sumber Daya Manusia (Edisi Revisi), pg. 202. Jakarta: Bumi Aksara*.
- Kamdar, D. and Van Dyne, L. (2007), "The Joint Effects of Personality And Workplace Social Exchange Relationships in Predicting Task Performance And Citizenship Performance", *Journal of Applied Psychology, Vol. 92 No. 5, pg. 1286-98*.

- Kammeyer-Mueller, J. D. & Wanberg, C. R. (2003). "Unwrapping the Organizational Entry Process: Disentangling Multiple Antecedents and Their Pathway to Adjustment." *Journal of Applied Psychology*, Vol. 88, No. 5, pg. 779- 794.
- Karl, K. and Harland, L. (2005), "What's Fun and AWhat's Not: An Examination of Age, Gender Difference, and Attitudes Toward Fun Activities At Work", in *the Proceedings of the Midwest Academy of Management 2005 Meeting, Chicago, IL*.
- Karl, K. and Peluchette, J. (2006), "How Does Workplace Fun Impact Employee Perceptions of Customer Service Quality?", *Journal of Leadership & Organizational Studies*, Vol. 13 No. 2, pg. 2-13.
- Karl, K., Peluchette, J., & Hall, L. (2008). "Give them something to smile about: A marketing strategy for recruiting and retaining volunteers". *Journal of Nonprofit & Public Sector Marketing*, Vol. 20 No. 1, pg. 71-96.
- Kreitner, Robert dan Angelo Kinicki. (2014). "Perilaku Organisasi, Edisi 9". *Jakarta Selatan: Salemba Empat*.
- Lamm, E. and Meeks, M.D. (2009), "Workplace Fun: The Moderating Effects of Generational Differences", *Employee Relations*, Vol. 31 No. 6, pg. 613-31.
- Lee, K., & Allen, N.J. (2002). "Organizational citizenship behavior and workplace deviance: the role of affect and cognition". *Journal of Applied Psychology*, 87, pg. 131-142. Doi: 10.1037//0021-9010.87.1.1311.
- Locke, E. A. (1969). "What is job satisfaction?" *Organizational Behavior and Human Performance*, 4, pg. 309-336.

- Locke, E. A. (1976). "The nature and causes of job satisfaction". In M. D. Dunnette (Ed.), *Handbook of industrial and organizational psychology*, pg. 1297-1349, Chicago: Rand McNally.
- Luthans, Fred. (1995). "Organizational Behaviour, Seventh Edition". McGraw Hill, Singapore.
- Malhotra, Naresh. (2007). "Marketing Research: An Applied Orientation". Pearson Education, Inc., Fifth Edition. New Jersey : USA.
- Mann, S. (2009). "Making fun ok at work". *People Management*, pg. 36-38.
- Mariotii, J. (1999). "A Company that Plays Together. Stays Together." *Industry Week*, Vol. 248, No. 6, pg. 63-70.
- McDowell, T. (2004). "Fun at work: scale development, confirmatory factor analysis, and links to organizational outcomes". *PhD thesis, Proquest UMI, 3155834*.
- McGhee, P. (2000) "The Key to Stress Management. Retention, and Profitability? More Workplace Fun." *HR Focus*. Vol. 77, No. 9, pg. 5-6.
- Meyer, J., & Allen, N. (1984). "Testing The "side-bet theory" of organizational commitment: Some methodological considerations". *Journal Of Applied Psychology*, 69, pg. 372-378.
- Mohammad, J., Habib, F. Q., Alias, M. A, (2011). "Job Satisfaction and Organisational Citizenship Behavior: An Empirical Study at Higher Learning Institutions". *Asian Academy of Management Journal*, Vol. 16, No. 2, pg. 149-165, July 2011.

- Moorman, R. H., Blakely, G. L., & Niehoff, B. P. (1998). "Does perceived organizational support mediate the relationship between procedural justice and organizational citizenship behavior?" *Academy of Management Journal*, 41, pg. 351-357.
- Motowidlo, S.J., Borman, W. and Schmit, M.J. (1997), "A Theory of Individual Difference in Task and Contextual Performance". *Human Performance*, Vol. 10, pg. 71-83.
- Odom, R.Y., Boy, W.R. & Dunn, M.G., (1990). "Organizational Culture, Commitment, Satisfaction and Cohesion". *Public Productivity and Management Review*, Vol. 14, no. 2, pg. 89- 98.
- Organ DW, Konovsky M. (1989). "Cognitive versus affective determinants of organizational citizenship behavior". *Journal of Applied Psychology*, 74, pg. 157-164.
- Organ DW, Ryan K. (1995). "A meta-analytic review of attitudinal and dispositional predictors of Organizational citizenship behavior". *Personnel Psychology*, 48, pg. 775-802.
- Organ DW. (1988). "Organizational citizenship behavior: The good soldier syndrome". *Lexington, MA: Lexington Books*.
- Organ DW. (1990). "The motivational basis of organizational citizenship behavior". *Research in Organizational Behavior*; 12, pg. 43-72.
- Organ DW. (1997). "Organizational citizenship behavior: It's construct clean-up time". *Human Performance*, 10, pg. 85-97.

- Organ, D. W. (1977). "A reappraisal and reinterpretation of the satisfaction-causes-performance hypothesis". *Academy of Management Review*, 2, pg. 46–53.
- Organ, D. W. (1990). "The motivational basis of organizational citizenship behavior". In *B.M. Staw & L.L. Cummings (Eds.), Research in organizational behavior, vol. 12 pg. 43–72, Greenwich, CT: JAI Press.*
- Organ, D. W. (1994). "Organizational citizenship behavior and the good soldier". In *M. G. Rumsey, C. B. Wallace, & J. H. Harris (Eds.), Personnel selection and classification pg. 53–67, Hillsdale, NJ: Erlbaum.*
- Pariapura, I Gd Diatmika. (2013). "Pengaruh Kepemimpinan, Lingkungan Kerja dan Komunikasi Terhadap Kepuasan Kerja Karyawan." *E-Jurnal Manajemen Universitas Udayana*, 2 (5).
- Peters, T., & Waterman, R. H. (1982). "In search of excellence: Lessons from America's best run companies". *New York, NY: Harper and Row.*
- Podsakoff, P.M., MacKenzie, S.B., Paine, J.B., Bachrach, D.G. (2000), "Organizational citizenship behaviors: A critical review of the theoretical and empirical literature and suggestions for future research", *Journal of Management*, vol. 26, no.3, pg. 513–563.
- Porter, L., Steers, R., Mowday, R., & Boulian, P. (1974). "Organizational commitment, job satisfaction, and turnover among psychiatric technicians". *Journal Of Applied Psychology*, 59, pg. 603-609.

- Scotter, J. V., Motowidlo, S. J., Cross, T. (2000). "Effect of Task Performance and Contextual Performance on Systemic Rewards". *Journal of Applied Psychology*, Vol. 85, pg. 526-535.
- Sergeant, A. and Frenkel, S. (2000), "When do customer contact employees satisfy customers?", *Journal of Service Research*, Vol. 3, August, pg. 18-34.
- Smith, P.C., L.M. Kendall, and C.L. Hulin (1969). "The Measurement of Satisfaction in Work and Retirement". *Chicago: Rand McNally*.
- Smith, C. A., Organ, D. W., & Near, J. P. (1983). "Organizational citizenship behavior: Its nature and antecedents". *Journal of Applied Psychology*, 68, pg. 653-663.
- Sparrowe, R.T., Liden, R.C., Wayne, S.J. and Kraimer, M.L. (2001), "Social Networks And The Performance of Individuals And Groups", *Academy of Management Journal*, Vol. 44 No. 2, pg. 316-25.
- Steers, R. (1977). "Antecedents And outcomes of organizational commitment". *Administrative Science Quarterly*, 22, pg. 46-56.
- Steers, R., Porter, Lyman. (1983). "Motivational and Work Behavior, 3th edition". Tokyo: Mc. Graw Hill Book Company.
- Stern, G., & Borcia, Y. (1999). "Motivation strategy." *Executive Excellence*, 16(7), pg. 17-18.
- Sunyoto, Danang (2013). "Metodologi Penelitian Akuntansi". *Editor Gunarsa, Aep. Bandung : PT. Refika Aditama*.

- Syverson, A. (2010). "Do you moodle?: Take some time and discover your brand's play state". *Target Marketing*, Vol. 33, No. 2, pg. 17, 26.
- Trochim, William (2006). "The Research Methods Knowledge Base, 2nd Edition." Retrieved from the Internet at <http://www.socialresearchmethods.net/kb>.
- Weinstein, Matt (1996). "Managing to Have Fun." *Fireside: First Fireside Edition*, 1997.
- Weiss, H. M., Nicholas, J. P., & Daus, C. S. (1999). "An Examination of the Joint Effects of Affective Experiences and Job Beliefs on Job Satisfaction and Variations in Affective Experiences Over Time." *Organizational Behavior and Human Decision Processes*, 78, pg. 1-24.
- Weiss, H. M. (2002). Deconstructing job satisfaction: Separating evaluations, beliefs and affective experiences. *Human Resource Management Review*, 12, pg. 173-194.
- William, L., Anderson, S., (1991). "Job Satisfaction and Organizational Commitment as Predictors of Organizational Citizenship and In-Role Behaviors." *Journal of Management*, Vol. 17, No. 3, pg. 61, Proquest Central.
- Zbar. J. (1999). "Are We Having Fun?" *Computer World*, Vol. 33, No. 38, pg. 70-71.
- <http://lifestyle.okezone.com/read/2012/09/17/198/691019/waspada-stres-intai-64-persen-pekerja-di-indonesia>