

DAFTAR PUSTAKA

- Ahdiat, A. (2022). Persaingan Usaha di Indonesia Meningkatkan, Dekati Target 2024. In *databoks.katadata.co.id*.
<https://databoks.katadata.co.id/datapublish/2022/04/11/persaingan-usaha-di-indonesia-meningkat-dekati-target-2024>
- Alfonso, L., Zenasni, F., Hodzic, S., & Ripoll, P. (2016). Understanding the mediating role of quality of work life on the relationship between emotional intelligence and organizational citizenship behaviors. *Psychological Reports*, 118(1), 107–127. <https://doi.org/10.1177/0033294115625262>
- Alrawadieh, D. D., & Alrawadieh, Z. (2022). Perceived organizational support and well-being of tour guides: The mediating effects of quality of work life. *International Journal of Tourism Research*, 24(3), 413–424. <https://doi.org/10.1002/jtr.2511>
- Alshahrani, S. T., & Iqbal, K. (2021). Influence of Psychological Capital on Organizational Citizenship Behaviors: The Mediating Role of Psychological Well-being. *International Journal of Organizational Leadership*, 10, 299–312. <https://doi.org/10.33844/ijol.2021.60542>
- AlZgool, M., AlMaamari, Q., Mozammel, S., Ali, H., & Imroz, S. M. (2023). Abusive Supervision and Individual, *Organizational Citizenship Behaviour: Exploring the Mediating Effect of Employee Well-Being in the Hospitality Sector. Sustainability (Switzerland)*, 15(4), 1–14. <https://doi.org/10.3390/su15042903>
- Ariati, J. (2010). Subjective Well-Being (Kesejahteraan Subjektif) Dan Kepuasan Kerja Pada Staf Pengajar (Dosen) Di Lingkungan Fakultas Psikologi Universitas Diponegoro. *Jurnal Psikologi Undip*, 8(2), 117–123.
- Armstrong, M. (2018). *A Handbook of Human Resource Management Practice Edition*. Kogan Page.
- Armstrong, M. (2021). *Manajemen Kinerja* (Rizal (ed.)). Nusamedia.
- Asthana, A. N. (2021). Organisational Citizenship Behaviour of MBA students: The role of mindfulness and Resilience. *International Journal of Management Education*, 19(3), 100548. <https://doi.org/10.1016/j.ijme.2021.100548>
- Atwater, E., & Duffy, K. G. (1997). *No Psychology for Living: Adjustment, Growth, and Behavior Today*. Prentice-Hall.
- Augusty, F. (2013). *Metode Penelitian Manajemen: Pedoman Penelitian untuk Penulisan Ksipsi, Tesis dan Disertasi Ilmu Manajemen* (Edisi ke-4). Badan Penerbit Universitas Diponegoro.
- Bauer, T. N., & Erdogan, B. (2015). Oxford Handbook of *Leader-Member Exchange*. In *Oxford Handbook of Leader-Member Exchange* (Issue October, pp. 2–9). <https://doi.org/10.1093/oxfordhb/9780199326174.013.2>
- Blakely, G. L., Andrews, M. C., & Fuller, J. (2003). Are chameleons good citizens? A longitudinal study of the relationship between self-monitoring and organizational citizenship behavior. *Journal of Business and Psychology*,

- 18(2), 131–144. <https://doi.org/10.1023/A:1027388729390>
- Boakye, A. N., Addai, P., Obuobiisa-Darko, T., & Okyere, I. (2022). *Resilience and Organizational Citizenship Behavior (OCB)*. *SEISENSE Business Review*, 2(1), 28–42. <https://doi.org/10.33215/sbr.v2i1.765>
- Bonanno, G. A. (2005). *Resilience in the face of potential trauma*. *Current Directions in Psychological Science*, 14(3), 135–138. <https://doi.org/10.1111/j.0963-7214.2005.00347.x>
- Caniëls, M. C. J., & Baaten, S. M. J. (2019). How a Learning-Oriented Organizational Climate is Linked to Different Proactive Behaviors: The Role of Employee Resilience. *Social Indicators Research*, 143(2), 561–577. <https://doi.org/10.1007/s11205-018-1996-y>
- Cantante-Rodrigues, F., Lopes, S., Sabino, A., Pimentel, L., & Dias, P. C. (2021). The Association Between Resilience and Performance: the Mediating Role of Workers' Well-being. *Psychological Studies*, 66(1), 36–48. <https://doi.org/10.1007/s12646-020-00583-7>
- Chanana, M., & Gupta, K. (2016). Quality of Work Life and Its Impact on Job Performance: A Study of S.B.I & HDFC Banking Professionals. *International Research Journal of Management, IT & Social Sciences*, 3(5), 16–24. <https://sloap.org/journals/index.php/irjmis/article/view/362>
- Chien, M.-H. (2004). An investigation of the relationship of organizational structure, employee's personality and organizational citizenship behaviors. *Journal of American Academy of Business*, 5(1/2), 428–431.
- Colquitt, J. A., Lepine, J. A., & Wesson, M. J. (2015). *Organizational behavior: improving performance and commitment in the workplace*. McGraw-Hill Education.
- Cooper, B., Wang, J., Bartram, T., & Cooke, F. L. (2018). Well-being-oriented human resource management practices and employee performance in the Chinese banking sector: The role of social climate and Resilience. *Human Resource Management*, 58(1), 85–97. <https://doi.org/10.1002/hrm.21934>
- Creswell, J. W. (2014). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches* (4th Editio). SAGE Publications, Inc.
- Cropanzano, R., & Mitchell, M. S. (2005). Social exchange theory: An Interdisciplinary review. *Journal of Management*, 31(6), 874–900. <https://doi.org/10.1177/0149206305279602>
- Dessler, G. G. (2017). *Human Resource Management*.
- Difa, & Claudia. (2021). The Effect of Organizational Commitment and Quality of Work Life on Organizational Citizenship Behavior during Pandemic in Wastewater Management Company PD PAL Banjarmasin. *Journal of Wetlands Environmental Management*, 10(2), 15–24. <http://dx.doi.org/10.20527/jwem.v10i2.283http://ijwem.ulm.ac.id/index.php/ijwem>
- Elshifa, A. (2020). Pengaruh Leader Member Exchange (LMX) dan Komitmen Organisasi terhadap Kinerja Karyawan dengan Mediasi Organization Citizen

- Behaviour (OCB) (Studi Kasus pada Karyawan Kospin Jasa Pekalongan). *Economicus*, 12(1), 26–39. <https://doi.org/10.47860/economicus.v12i1.141>
- Fikarlo, R., Masdupi, E., & Syahrizal, S. (2019). The Effect of Career Development and *Leader-Member Exchange* (LMX) on Employee Performance of Padang City PDAM with Motivation as Intervening Variables. *2nd Padang International Conference on Education, Economics, Business and Accounting (PICEEBA-2 2018) The*, 64, 821–829. <https://doi.org/10.2991/piceeba2-18.2019.71>
- Gibson, J. L., Ivancevich, J. M., Donnelly, J. H. J., & Konopaske, R. (2012). *Organizational: Behavior, Structure, Processes* (14th Editi). McGraw-Hill Companies.
- Graen, G. B., & Uhl-Bien, M. (1995). Relationship-based approach to leadership: Development of *Leader-Member Exchange* (LMX) theory of leadership over 25 years: Applying a multi-level multi-domain perspective. *The Leadership Quarterly*, 6(2), 219–247. [https://doi.org/10.1016/1048-9843\(95\)90036-5](https://doi.org/10.1016/1048-9843(95)90036-5)
- Graham, J. W. (1991). Responses to decline in firms, organizations and states. *Employee Responsibilities and Rights Journal*, 4(4), 249–270. <http://link.springer.com/article/10.1007/BF01385031>
- Greeff, A. (2005). *Personal Skills for Effective Learning*. Crown House Publishing Ltd.
- Greenberg, J., & Baron, R. A. (2003). *Behavior in Organizations* (8th ed.). Upper Saddle River Inc.
- Hanafi, A., Bemby Soebyakto, B., & Afriyanti, M. (2018). The Effect of Organizational Citizenship Behavior (OCB) and Quality of Work Life (QWL) on The Employee Work Performance with Motivation As An Intervening Variables at Industrial affairs Of South Sumatera Province. *International Journal of Scientific Research and Management (IJSRM)*, 6(09), 676–685. <https://doi.org/10.18535/ijssrm/v6i9.em03>
- Harikaran, S., Harikaran, S., & Thevanes, N. (2018). The Relationships among Work-Life Balance, Organizational Citizenship Behavior and Organizational Performance: A Review of Literature Customer-oriented HRM practices View project The Relationships among Work-Life Balance, Organizational Citizenship Behavi. *Article in IOSR Journal of Business and Management*, 20(8), 25–31. <https://doi.org/10.9790/487X-2008052531>
- Harris, K. J., Harris, R. B., & Brouer, R. L. (2009). LMX and subordinate political skill: Direct and interactive effects on turnover intentions and job satisfaction. *Journal of Applied Social Psychology*, 39(10), 2373–2395. <https://doi.org/10.1111/j.1559-1816.2009.00530.x>
- Hidayah, N., & Hendarsjah, H. (2021). The Impact of Quality of Work Life (QWL) and Work Motivation on The Organizational Citizenship Behavior (OCB) with Job Satisfaction as a Mediating variables. *JPPI (Jurnal Penelitian Pendidikan Indonesia)*, 7(3), 499–506. <https://doi.org/10.29210/020211247>
- Huang, N., Qiu, S., Yang, S., & Deng, R. (2021). Ethical leadership and

- organizational citizenship behavior: Mediation of trust and psychological well-being. *Psychology Research and Behavior Management*, 14, 655–664. <https://doi.org/10.2147/PRBM.S311856>
- Inceng, P., Hamzah, D., Umar, F., Ekonomi, F., & Bisnis, D. (2019). The Quality of Work Life (QWL) as a Determining Factor for Employee Performance of LPP TVRI South Sulawesi through Organizational Citizenship Behavior (OCB) Variables. *International Journal of Innovative Science and Research Technology*, 4(11). www.ijisrt.com693
- Iqbal, S. Z., Mohammed Alamer, A., Gull, H., & Abdalmonem Bin Khalefa, W. (2020). Organizational Citizenship Behavior and Resonant Leadership, Analyzing Mediation Effect of Employee Resilience in Saudi Arabian Companies. *ACM International Conference Proceeding Series*, 16–21. <https://doi.org/10.1145/3418653.3418654>
- Johari, J., Mohd Shamsudin, F., Fee Yean, T., Yahya, K. K., & Adnan, Z. (2018). Job characteristics, *Employee Well-Being*, and job performance of public sector employees in Malaysia. *International Journal of Public Sector Management*, 32(1), 102–119. <https://doi.org/10.1108/IJPSM-09-2017-0257>
- Kambu, A., Setiawan, M., & Troena, E. A. (2012). Pengaruh *Leader-Member Exchange*, Persepsi Dukungan Organisasi, Budaya Etnis Papua dan Organizational Citizenship Behavior terhadap Kinerja Pegawai pada Sekda Provinsi Papua. *Jurnal Aplikasi Manajemen*, 10(2), 262–272.
- Kern, M. L., Waters, L. E., Adler, A., & White, M. A. (2015). A multidimensional approach to measuring well-being in students: Application of the PERMA framework. *Journal of Positive Psychology*, 10(3), 262–271. <https://doi.org/10.1080/17439760.2014.936962>
- Kharisma, R., Siamto, W., & Astria, K. (2022). The Influence of Organizational Citizenship Behavior (OCB) and Quality of Work Life (QWL) on Employee Performance at PT. Milan Ecowood Indonesia in Tangerang. *Journal of Research in Business, Economics, and Education*, 4(3), 60–68. <https://doi.org/10.55683/jrbee.v4i3.392>
- Ko, M. C. (2021). An Examination of the Links Between Organizational Social Capital and *Employee Well-Being*: Focusing on the Mediating Role of Quality of Work Life. *Review of Public Personnel Administration*, 41(1), 163–193. <https://doi.org/10.1177/0734371X19865996>
- Konu, A., & Rimpelä, M. (2002). Well-being in schools: A conceptual model. *Health Promotion International*, 17(1), 79–87. <https://doi.org/10.1093/heapro/17.1.79>
- Kristanti, D., & Pangastuti, R. L. (2019). Kia-kiat Merangsang Kinerja Karyawan Bagian Produksi. In *Journal Manajemen Pengelolaan Sumber Daya Manusia* (Vol. 24, Issue 4).
- Kurnia, C., & Widigdo, A. M. N. (2021). Effect of Work-Life Balance, Job Demand, Job Insecurity on Employee Performance at PT Jaya Lautan Global with *Employee Well-Being* as a Mediation Variable. *European Journal of*

- Business and Management Research*, 6(5), 147–152.
<https://doi.org/10.24018/ejbmr.2021.6.5.948>
- Kusumaputri, P., Prihatin, B., & Riyanti, D. (2018). Hubungan *Resilience* At Work Dengan Kinerja Marketing Officer Di Pt X. *Jurnal Ilmiah Psikologi MANASA*, 7(2), 110–120.
- Lestari, E. R., & Ghaby, N. K. F. (2018). The Influence of Organizational Citizenship Behavior (OCB) on Employee's Job Satisfaction and Performance. *Industria: Jurnal Teknologi Dan Manajemen Agroindustri*, 7(2), 116–123.
<https://doi.org/10.21776/ub.industria.2018.007.02.6>
- Lestari, I., Rumijati, A., & Lestari, N. P. (2023). The Effect of Quality of Work Life on Organizational Citizenship Behavior Mediated by Work Engagement. *Jamanika (Jurnal Manajemen Bisnis Dan Kewirausahaan)*, 3(01), 50–59.
<https://doi.org/10.22219/jamanika.v3i01.25439>
- Liqwiyanti, A., & Jangkung, J. (2016). Hubungan Subjective Well Being Dan Organizational Citizenship Behavior Pada Karyawan Hotel Aryaduta Jakarta. *Jurnal Ilmiah Psikologi Gunadarma*, 9(2), 98962.
<http://www.ejournal.gunadarma.ac.id/index.php/psiko/article/view/1553%0Ahttps://www.ejournal.gunadarma.ac.id/index.php/psiko/article/view/1553/1312>
- Lumbantoruan, M. (1992). *Ensiklopedi Ekonomi, Bisnis, dan Manajemen*. PT Cipta Adi Pustaka.
- Lunenburg, F. (2010). Organizational development: Implementing planned change. *International Journal of Management, Business ...*, 13(1), 1–9.
- Maholtra, N. K., Nunan, D., & Birks, D. F. (2017). *Marketing Research: An Applied Approach*. Prentice Hall Inc.
- Majid, A. H. A., Kusmaningtyas, A., & ... (2021). ... Person Organization Fit and Transformational Leadership on Self Awareness Work More, *Resilience* and Its Impact on Ocb-Organization Lecturers In The College of
International Journal of ..., 4(08), 44–51. <http://repository.untag-sby.ac.id/13537/%0Ahttp://repository.untag-sby.ac.id/13537/1/The>
- Mangkunegara, A. P. (2017). *Manajemen Sumber Daya Manusia Perusahaan*. PT Remaja Rosdakarya.
- Mathis, R. L., & Jackson, J. (2008). *Human Resource Management: Essential Perspectives* (5th ed.). Cengage Learning.
- Mayasari, I. (2019). Pengaruh Leader Member Exchange (Lmx) Dan Quality Work of Life (Qwl) Terhadap Organizational Citizenship Behavior (Ocb) Dosen Sekolah Tinggi Agama Islam Nahdatul Ulama (Stai Nu) Jakarta. *Jurnal Ilmu Pendidikan*, 10(2), 45–57.
- McGuire, D., & McLaren, L. (2009). The impact of physical environment on employee commitment in call centres: The mediating role of *Employee Well-Being*. *Team Performance Management*, 15(1–2), 35–48.
<https://doi.org/10.1108/13527590910937702>
- Mhenna, N., Halloubi, J., & Balhadj, S. (2020). The Influence Of The *Resilience* Of Executive Managers Operating In The Automotive Sector In Tangier On Their

- Performance: The Mediated Role Of Commitment To Work. *European Journal of Business and Management Research*, 5(3), 1–8. <https://doi.org/10.24018/ejbmr.2020.5.3.118>
- Monna, A. L., Lukito, H., & Games, D. (2022). The Effect of Leader Member Exchange and Perceived Organizational Support on Organizational Citizenship Behavior through Job Satisfaction (Study at Branch Office of PT Bank Negara Indonesia (Persero) Tbk, West Sumatra). *Jurnal Mantik*, 6(2), 2360–2368.
- Morrow, P. C., Suzuki, Y., Crum, M. R., Ruben, R., & Pautsch, G. (2005). The role of *Leader-Member Exchange* in high turnover work environments. *Journal of Managerial Psychology*, 20(8), 681–694. <https://doi.org/10.1108/02683940510631444>
- Nadeem, K., Riaz, A., Iftikhar, Y., Ahmad, M. B., & Shamshad, W. (2019). Influence of High-Performance Work System on Employee Service Performance and OCB: The Mediating Role of PsyCap. *Issues in Economics and Business*, 5(2), 1. <https://doi.org/10.5296/ieb.v5i2.15009>
- Nair, P. R., & Subash, T. (2019). Quality of Work Life and Job Satisfaction: A Comparative Study. *International Journal of Business and Management Invention (IJBMI) ISSN*, 8(02), 15–21. www.ijbmi.org
- Näswall, K., Malinen, S., Kuntz, J., & Hodliffe, M. (2019). Employee Resilience: development and validation of a measure. *Journal of Managerial Psychology*, 34(5). <https://doi.org/10.1108/JMP-02-2018-0102>
- Netto, C. S. (2019). Quality of Work Life: Dimensions and Correlates – A Review of Literature. *A Review of Literature. Int. J. Rev. and Res. Social Sci.*, 7(1), 131–138.
- Northouse, P. G. (2016). *Kepemimpinan : Teori dan Praktek* (A. Cahyani (ed.); Ed. 6, Cet). Indeks.
- Novliadi, F. (2007). ORGANIZATIONAL CITIZENSHIP BEHAVIOR KARYAWAN DITINJAU DARI PERSEPSI TERHADAP KUALITAS INTERAKSI ATASAN-BAWAHAN DAN PERSEPSI TERHADAP DUKUNGAN ORGANISASIONAL. *Psikologia*, 2(1), 39–46.
- Nugroho, B. S., Suheri, Hakim, L., Irawan, B., Sholehuddin, M. S., Ibrahim, T., Ridlwan, M., Hidayati, L., Aji, G., Mufid, A., Ihsan, N., Purwanto, A., & Fahlevi, M. (2020). Effect of Knowledge Sharing dan Leader member Exchange (LMX) and Organizational Citizenship Behavior (OCB) to Indonesian Lecturers' Performance. *Systematic Reviews in Pharmacy*, 11(9). <https://doi.org/10.31838/srp.2020.9.141>
- Organ, D. W. (1997). *Organizational Citizenship Behaviour: It's Construct Clean-Up Time. Human Performance*, 10(2), 85–97. <https://doi.org/10.1207/s15327043hup1002>
- Paul, H., Bamel, U., Ashta, A., & Stokes, P. (2019). Examining an integrative model of Resilience, subjective well-being and commitment as predictors of Organizational Citizenship Behaviours. *International Journal of Organizational Analysis*, 27(5), 1274–1297. <https://doi.org/10.1108/IJOA-08->

2018-1514

- Paul, H., Bamel, U. K., & Garg, P. (2016). Employee Resilience and OCB: Mediating Effects of Organizational Commitment. *Vikalpa*, 41(4), 308–324. <https://doi.org/10.1177/0256090916672765>
- Permendagri No. 2. (1987). *Peraturan Menteri Dalam Negeri Nomor 2 Tahun 1987* (pp. 1–5). <https://regulasi.hukumproperti.com/peraturan-menteri-dalam-negeri-nomor-2-tahun-1987/>
- 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*, 26(3), 513–563. <https://doi.org/10.1177/014920630002600307>
- Pourgaz, A. W., Naruei, A. G., & Jenaabadi, H. (2015). Examining the Relationship of Organizational Citizenship Behavior with Organizational Commitment and Equity Perception of Secondary School Administrators. *Psychology*, 06(06), 800–807. <https://doi.org/10.4236/psych.2015.66079>
- Pradhan, R. K., Jena, L. K., & Kumari, I. G. (2016). Effect of Work–Life Balance on *Organizational Citizenship Behaviour*: Role of Organizational Commitment. *Global Business Review*, 17, 15S–29S. <https://doi.org/10.1177/0972150916631071>
- Prastiwi, & Mujanah, S. (2023). Analysis Quality and Leadership on Organizational Citizenship Behavior and Performance in Government Service. *International Conference On Economics ...*, 124–133. <https://conference.untag-sby.ac.id/index.php/icoema/article/view/3010%0Ahttps://conference.untag-sby.ac.id/index.php/icoema/article/download/3010/1754>
- Purnamarini, T. R., & Kurniawan, I. S. (2023). Pengaruh Leader Member Exchange (LMX) Terhadap Organizational Citizenship Behavior (OCB) Dengan Dimediasi Motivasi Kerja Karyawan. *Mbia*, 22(2), 292–300. <https://doi.org/10.33557/mbia.v22i2.2494>
- Purwani, W., & Sukestiningsih, S. (2022). the Effect of Relationship Quality of Work Life, Quality of Human Resources on Organizational Citizenship Behavior (Ocb): an *Jurnal Ilmiah MEA (Manajemen ...)*, 6(2), 1642–1657. <http://www.journal.stiemb.ac.id/index.php/mea/article/view/2303%0Ahttps://www.journal.stiemb.ac.id/index.php/mea/article/download/2303/1120>
- Putra, A. P., Mujanah, S., & Susanti, N. (2022). PENGARUH SELF AWARENESS, ETOS KERJA, RESILIENSI, TERHADAP ORGANIZATION CITIZENSHIP BEHAVIOR (OCB) DAN KINERJA TENAGA KEPENDIDIKAN DI PERGURUAN TINGGI SWASTA SURABAYA. *Media Mahardhika*, 20(2), 311–321. <https://doi.org/10.29062/mahardhika.v20i2.397>
- Rai, R., & Tripathi, S. (2015). A Study on QWL and its effects on Job Performance. *Journal Of Management Sciences and Technology*, 2(2), 33–42.
- Raskar, S., & Bhola, S. S. (2018). ASSESSMENT OF QUALITY OF WORK LIFE WITH REFERENCE TO. *VIII (X(VSRDIJBMR)*, 321–332.
- REI-Yogyakarta, D. (2024). *Tentang REI*.

- Reivich, K., & Shatte, A. (2002). *The Resilience Factor: 7 Keys to Finding Your Inner Strength and Overcoming Life's Hurdles*. Harmony/Rodale.
- Riggio, R. E. (2009). *Introduction to Industrial Organizational Psychology* (fifth edit). Pearson.
- Risambessy, E. R., Handayani, R., & Heri, H. (2023). Subjective WellBeing Dan Organizational Citizenship Behavior; Mediasi Komitmen Organisasi. *Jurnal Ekonomika Dan Bisnis (JEBS)*, 3(1), 78–88. <https://doi.org/10.47233/jeb.v3i1.522>
- Robbins, S. P., & Judge, T. A. (2008). *Perilaku Organisasi: Organizational Behavior Buku 2 -12/E*. Salemba Empat.
- Robbins, S. P., & Judge, T. A. (2015). *Perilaku Organisasi Edisi 16* (16th ed.). Salemba Empat.
- Rubel, M. R. B., & Kee, D. M. H. (2014). Quality of work life and employee performance: Antecedent and outcome of job satisfaction in partial least square (PLS). *World Applied Sciences Journal*, 31(4), 456–467. <https://doi.org/10.5829/idosi.wasj.2014.31.04.142>
- Russell, J., & Russell, L. (2007). *Measuring Employee Resilience*. Russell Consulting, Inc.
- Ryan, R. M., & Deci, E. L. (2020). Intrinsic and extrinsic motivation from a self-determination theory perspective: Definitions, theory, practices, and future directions. *Contemporary Educational Psychology*, 61. <https://doi.org/10.1016/j.cedpsych.2020.101860>
- Santoso, T. I., Hazriyanto, H., Hadi, M. A., Putri, R. K., & Aminah, S. (2022). The Role of Leader Member Exchange (LMX), Organization Citizenship Behavior (OCB) on Organizational Commitment and Performance: An Empirical Study on Indonesian SMEs. *Jurnal Office*, 8(2), 213. <https://doi.org/10.26858/jo.v8i2.39865>
- Sari, A. D. K., & Wahyuni, S. (2019). Effect of Employee Resilience against OCB : The Role of Organizational Commitment Mediation. *International Journal of Education and Social Science Research*, 2(06), 27–38. <http://ijessr.com>
- Schultz, D., & Schultz, S. E. (2006). *Psychology and work today: an introduction to industrial and organizational psychology*. Pearson Education, Inc.
- Sekaran, U., & Bougie, R. (2016). *Research methods for business : a skill-building approach*. John Wiley & Sons.
- Seman, A. A., Ahmed, H. M. S., Refera, M. K., Amde, S. J., Thomran, M., & Ahmed, Y. A. (2022). Assessing the Effect of Work-Life Balance Initiatives on Organizational Citizenship Behaviour. *Marketing and Management of Innovations*, 13(4), 207–217. <https://doi.org/10.21272/mmi.2022.4-19>
- Senen, S. H., Masharyono, M., Sumiyati, & Khotijah, S. (2021). LMX and OCB Civil Servants in Bandung, West Java. *Proceedings of the 5th Global Conference on Business, Management and Entrepreneurship (GCBME 2020)*, 187(Gcbme 2020), 246–250. <https://doi.org/10.2991/aebmr.k.210831.048>
- Settoon, R. P., Bennett, N., & Liden, R. C. (1996). Social exchange in organizations:

- Perceived organizational support, *Leader-Member Exchange*, and employee reciprocity. *Journal of Applied Psychology*, 81(3), 219–227. <https://doi.org/10.1037/0021-9010.81.3.219>
- Setyati, R., & Utari, W. (2023). *Pengaruh Leader Member Exchange terhadap organizational Citizenship Behavior dengan Employee Engagement sebagai Variabel Intervening*. 4(2), 121–134.
- Shakir, K., & Siddiqui, S. J. (2018). The Relationship Between Work-Life Balance Initiatives and Organizational Citizenship Behavior: The Mediating Role of Perceived Organizational Support. *JISR Management and Social Sciences & Economics*, 16(2), 65–84. [https://doi.org/10.31384/jirmsse/\(2018\).16.2.5](https://doi.org/10.31384/jirmsse/(2018).16.2.5)
- Siebert, A. (2005). *The Resiliency Advantage: Master Change, Thrive Under Pressure, and Bounce Back From Setbacks*. Berrett-Koehler.
- Smith, C. A., Organ, D. W., & Near, J. P. (1983). Organizational citizenship behavior: Its nature and antecedents. *Journal of Applied Psychology*, 68(4), 653–663.
- Soelton, M. (2023). How Did It Happen: Organizational Commitment and Work-Life Balance Affect Organizational Citizenship Behavior. *Jurnal Dinamika Manajemen*, 14(1), 149–164. <https://doi.org/10.15294/jdm.v14i1.41493>
- Soelton, M., Ramli, Y., Ali, A. J., Arief, H., Saratian, E. T. P., & Pasaribu, E. (2020). To Imply the Organizational Citizenship Behavior. *International Journal of Business, Economics and Law*, 21(5), 70–82.
- Solimun, Adji, A. R. F., & Nurjannah. (2017). *Metode Statistika Multivariat Pemodelan Persamaan Struktural (SEM)*. UB Press.
- Sugiyono, E., & Fitria, N. (2022). the Effect of Quality of Work Life, Leadership Style, and Organizational Culture on Employee Performance Through Employees *Jurnal Ekonomi*, 11(03), 124–137. <http://ejournal.seaninstitute.or.id/index.php/Ekonomi/article/view/610%0Ahttp://ejournal.seaninstitute.or.id/index.php/Ekonomi/article/download/610/492>
- Supramaniam, S., Arumugam, T., & Rahim, F. A. (2010). Quality of Work Life : A Look at the Factors Affecting. *University Tunku Abdul Rahman*, March, 1–10.
- Suratman, A., Suhartini, Palupi, M., Dihan, F. N., & Muhlison, M. B. (2021). The impact of career development on employee performance: an empirical study of the public sector in Indonesia. *Journal of Asian Finance, Economics and Business* Vol, 8(5), 1019–1029. <https://doi.org/10.1080/12294659.2017.1368003>
- Suyantiningsih, T., Haryono, S., & Zami, A. (2021). Effects of Quality of Work Life (QWL) and Organizational Commitment (OC) on *Organizational Citizenship Behaviour* (OCB) of Permanent Nurses. *Psimphoni*, 2(1), 31. <https://doi.org/10.30595/psimphoni.v2i1.8054>
- Tentama, F., & Yuliantin, C. (2021). Peran Subjective Well-Being dan Trust in The Employer terhadap Organizational Citizenship Behavior (OCB) Karyawan. *Journal An-Nafs: Kajian Penelitian Psikologi*, 6(2), 152–164. <https://doi.org/10.33367/psi.v6i2.1402>

- Thakur, R., & Sharma, D. (2019). A Study of Impact of Quality of Work Life on Work Performance. *Management and Labour Studies*, 44(3), 326–344. <https://doi.org/10.1177/0258042X19851912>
- Thevanes, N., & Harikaran, S. (2020). Work-Life Balance and Organizational Performance: The Mediating Role of Organizational Citizenship Behavior. *Asian Journal of Social Sciences and Management Studies*, 7(4), 280–287. <https://doi.org/10.20448/journal.500.2020.74.280.287>
- Varshney, D., & Varshney, N. K. (2017). The effect of *Resilience* on performance and job satisfaction among construction managers in Saudi Arabia. *Global Business and Organizational Excellence*, 36(5), 36–45. <https://doi.org/10.1002/joe.21799>
- Weiner, I. B., Schmitt, N. W., & Highhouse, S. (2013). *Handbook of Psychology, Industrial and Organizational Psychology*, (2nd ed.). John Wiley and Son, Inc.
- Wicaksono C.S dan Priyono, B. S. (2022). Analisis Pengaruh Leader Member Exchange (LMX) dan Kepuasan Kerja terhadap Organizational Citizenship Behavior (OCB) dengan Komitmen Organisasional sebagai Variabel Mediasi pada Kantor Pelayanan Dan Pengawasan Bea Dan Cukai Tipe Madya Pabean Tanjung Emas. *Journal of Management*, 5(3), 601–630. <https://doi.org/10.37531/yume.vxix.34653>
- Yan, R., Farhan Basheer, M., Irfan, M., & Naveed, R. T. (2020). Role of Psychological factors in *Employee Well-Being* and Employee Performance: An Empirical Evidence from Pakistan. *Revista Argentina de Clinica Psicológica*, xxix(November), 638–650. <https://doi.org/10.24205/03276716.2020.1060>
- Yusof, J., Yaacob, H. F., Rahman, S. A. A., Hua, A. K., Halim, N. H. A., & Nordin, N. E. (2019). Direct Effect of LMX on OCB in Malaysia. *Peer-Review under Responsibility of 3rd Asia International Multidisciplanry Conference 2019 Editorial Board*, 2(4), 34–37.
- Zheng, X., Zhu, W., Zhao, H., & Zhang, C. (2015). *Employee Well-Being* in organizations: Theoretical model, scale development, and cross-cultural validation. *Journal of Organizational Behavior*, 36, 621–644. <https://doi.org/10.1002/job>