## DAFTAR PUSTAKA

- Altuntas S, Baykal U. Organizational citizenship behavior levels of nurses and effective factors. Journal of Nursing Management. 2014 ;2(1):89-98. <u>https://doi.org/10.5222/SHYD.2014.089</u>.
- Amintojjar H, Shekari GA, Zabihi MR. The effect of social capital on organizational citizenship behavior: A case study of employees in Mashhad Municipality. International Journal of Organizational Leadership. 2015;4(2):144-153
- Asgari A, Silong AD, Ahmad A, Samah BA. The relationship between transformational leadership behaviors, organizational justice, leadermember exchange, perceived organizational support, trust in management and organizational citizenship behaviors. European Journal of Scientific Research. 2008;23(3): 227-242.
- Chamanifard, R., Nikpour, A., & Chamanifard, S. (2014). Investigating the impact of emotional intelligence on organizational performance in international division of Tejarat bank, Iran. *International Journal of Scientific Management and Development*, 2(11), 652-657.
- Chamanifard, Raheleh, Nikpour, Amin dan Chamnifard, Sheida. 2015. The Effect Of Social Capital On Organizational Performance: The Mediating Role Of Employee's Job Satisfaction. International Review of Management and Business Research, Vol. 4 Issue.3.
- Chow, I. H. S. (2009). The relationship between social capital, organizational citizenship behavior, and performance outcomes: An empirical study from China. *SAM Advanced Management Journal*, *74*, 44–53.
- Wajdi, F., Isa. M., & Tri. S. (2018). Metode Analisis Data Berbasis SPSS. Universitas Muhamaadiyah Surakarta : Laboratorium Pasca Sarjana UMS.
- Gunlu, E., Aksarayli, M., & Sahin Perçin, N. (2010). Job satisfaction and organizational commitment of hotel managers in Turkey. *International Journal of Contemporary Hospitality Management*, 22(5), 693-717.
- Hasan, Darvish, Gholamreza, Jandaghi and Maryam Mashayekhi. 2014. The Studying The Effect Of Social Capital On Job Satisfaction in General Inspection Organization of Iran. *International Letters of Social and Humanistic Sciences, ISSN: 2300-2697, Vol. 31, pp 68-82.*
- Hasle, P., Kristensen, T. S., Moller, N., & Olesen. K. G. (2007). Organizational social capital and the relations with quality of work and health- a new

issue for research. International Congress on Social Capital and Networks of Trust. Jyvaskyla, Finland

- Kim DW. The relationship between transformational leadership behavior and quality of nurses' care service with nurses' organization citizenship behavior as a moderator. Health and Social Welfare Review. 2011;31(2):206-236.
- Kim, S. (2005). Individual- level factors and organizational performance in government organizations. *Journal of Public Administration Research and Theory*, 15(2), 245-261.
- Knoke, D. (1999). Organizational networks and corporate social capital. In R. T. A. J. Leenders & S. M. Gabbay (Eds.), *Corporate Social Capital and Liability* (pp. 17-42). Kluwer, Boston.
- Kruja, D., & Oelfke. T. (2009). The levels of empowerment impact on the level of employee job satisfaction: The case of Albanian hotels. *TMC Academic Journal*, 4(2), 91-106.
- Latif, M. S., Ahmad, M., Qasim, M., Mushtaq, M., Ferdoos, A. & Naeem, H. (2013). Impact of employee's job satisfaction on organizational performance. *European Journal of Business and Management*, 5(5), 166-171.
- Lund, D. B. (2003). Organizational culture and job satisfaction. *Journal of Business and Industrial Marketing*, 18(3), 219-236
- Mojtehedzadeh, V., Alavi, S., & Mehdizadeh, M. (2010). The relationship of intellectual capital (human, customer and structural) and the performance of insurance industry managers' viewpoints. *Journal of the Accounting and Auditing Review*, 17(2), 109-119.
- Nahapiet, J., & Ghoshal, S. (1998). Social capital, intellectual capital and the organizational advantage. *Academy of Management Review*, 23(2), 242-260.
- Organ, D. W. (1988). Organizational citizenship behavior: The good soldier syndrome. New York: Lexington Books.
- Sahin, I. (2010). Organizational Social Capital and Perceived Performance of Drug Law Enforcement Departments: A Case Study in Turkey. Ph.D Dissertation. College of Health and Public Affairs, University of Central Florida, Orlando, Florida.
- Sheingold BH, Hofmeyer A, Woolcock M. Measuring the nursing work environment: Can a social capital framework add value? World Medical & Health Policy. 2012;4(1):1-17. <u>https://doi.org/10.1515/1948-4682.1212</u>.

- Smith, C. A., Organ, D. W., & Near, J. P. (1983). Organizational citizenship behavior: Its nature and antecedents. *Journal of Applied Psychology*, 68, 655–663. <u>http://dx.doi.org/10.1037//0021-9010.68.4.653</u>.
- Song, Jung Hyun, "The Effect of Social Capital on Organizational Performance in Different Cultures: A Cross-National Comparison of the United States and South Korea" (2016). FIU Electronic Theses and Dissertations. 2613
- Sun, L. Y., Aryee, S., & Law, K. S. (2007). High-performance human resource practices, citizenship behavior, and organizational performance: A relational perspective. Academy of Management Journal, 50, 558–577. <u>http://dx.doi.org/10.5465/AMJ.2007.25525821</u>.
- Tangen, S. (2004). Professional practice performance measurement: from philosophy to practice. *International Journal of Productivity and Performance Management*, 53(8), 726-37.
- Triyanto, Agus dan Santoso, The Elisabeth Cintya.2009. Organizational Citizenship Behavior (OCB) Dan Pengaruhnya Terhadap Keinginan Keluar dan Kepuasan Kerja Karyawan. Jurnal Manajemen, Vol.7, No.4.
- Turner Et Al, 2004. An Improved Job Dimension Scale To Measure Job Satisfaction In Sales Reps. Journal of Academy of Business and Economics Journal of Academy of Business 1 maret 2004 (Highbeam Encyclopedia).
- Wei, Yu-Chen. 2014. The Benefits of Organizational Citizenship Behavior for Job Performance and the Moderating Role of Human Capital. International Journal of Business and Management; Vol. 9, No. 7.