

DAFTAR PUSTAKA

- Abdullahi, M. S., Adeiza, A., Abdelfattah, F., Fatma, M., Fawehinmi, O., & Aigbogun, O. (2022). Talent management practices on employee performance: a mediating role of employee engagement in institution of higher learning: quantitative analysis. *Industrial and Commercial Training*, 54(4), 589–612. <https://doi.org/10.1108/ICT-10-2021-0075>
- Akpan, A. P., Nnadozie, F. C., & Yaruegbe, C. O. (2024). Perceived Organisational Support (POS) and the Performance of Organisational Citizenship Behaviour: The Nigerian Sample. *International Journal of Social Sciences and Management Research*, 9(7), 87–96. <https://doi.org/10.56201/ijssmr.v9.no7.2023.pg87.96>
- Alfiana, D. (2020). Peran *Perceived organizational support* dan Psychological Empowerment terhadap Kinerja Karyawan melalui Organizational Citizenship Behavior. *Jurnal Ilmu Manajemen*, 8(3), 839. <https://doi.org/10.26740/jim.v8n3.p839-851>
- Alrawahi, S., Sellgren, S. F., Altouby, S., Alwahaibi, N., & Brommels, M. (2024). Stress and job satisfaction among medical laboratory professionals in Oman: A cross-sectional study. *Heliyon*, 10(3), e25456. <https://doi.org/10.1016/j.heliyon.2024.e25456>
- Anisagita, F., & Murniningsih, R. (2023, August). Pengaruh Self Efficacy dan *Perceived Organizational Support* Terhadap Kinerja Karyawan Dengan Organizational Citizenship Behavior Sebagai Variabel Mediasi. In *UMMagelang Conference Series* (pp. 546-562).
- Asmala, R. S., Rialmi, Z., & Subur, S. (2021). The Influnce of Discipline, Work Stress, and Organizational Culture on Work Productivity of PT Telkom Indonesia Bogor. *Al Tijarah*, 7(2), 90. <https://doi.org/10.21111/tijarah.v7i2.6550>
- Assidiqi, M. I. F., & Suryosukmono, G. (2023). Pengaruh Workload Dan Stress Kerja Terhadap Kinerja Karyawan Dengan Cyberloafing Sebagai Mediasi. *JMBI UNSRAT (Jurnal Ilmiah Manajemen Bisnis Dan Inovasi Universitas Sam Ratulangi)*, 10(3), 2221–2233. <https://doi.org/10.35794/jmbi.v10i3.52869>
- Attar, M., Çağlıyan, V., & Abdul-kareem, A. (2021). Evaluating the Moderating Role of Work-Life Balance on the Effect of *Job stress* on Job Satisfaction. *Istanbul Business Research*, 49(2020), 201–223. <https://doi.org/10.26650/ibr.2020.49.0081>
- Berdiyana, M., W, D. T. W., & Witjaksono, A. D. (2022). The Influence of *Perceived organizational support*, Job Satisfaction and Organizational Citizenship Behavior on Employee Performance. *International Journal of Multicultural and Multireligious Understanding*, 9, 314–324.

<http://ijmmu.com><http://dx.doi.org/10.18415/ijmmu.v9i6.3899>

- Changaranchola, M. N., & Samantara, R. (2024). Organizational justice and organizational citizenship behavior: exploring the mediating role of psychological well-being at work. *Rajagiri Management Journal*, 18(3), 233–250. <https://doi.org/10.1108/ramj-07-2023-0199>
- Choi, Y. (2020). A study of the influence of workplace ostracism on employees' performance: moderating effect of *perceived organizational support*. *European Journal of Management and Business Economics*, 29(3), 333–345. <https://doi.org/10.1108/EJMBE-09-2019-0159>
- Darmawan, A. B., Muhiyinar, M., & Kartika, C. (2023). Pengaruh Motivasi Kerja Dan Iklim Organisasi Terhadap Organizational Citizenship Behaviour Melalui Kepuasan Karyawan. *Jurnal Ilmiah Fokus Ekonomi, Manajemen, Bisnis & Akuntansi (EMBA)*, 2(03), 284–293. <https://doi.org/10.34152/emba.v2i03.860>
- Deasy Lastya Sari, Sinaga, R. I. P., Helen Storyna, Fergyanto E. Gunawan, Muhammad Asrol, & A.A.N. Perwira Redi. (2021). The Relationship between *Job stress* and Employee Performance in Manufacturing Industry in Indonesia. *JARES (Journal of Academic Research and Sciences)*, 6(2), 26–38. <https://doi.org/10.35457/jares.v6i2.1640>
- Dessler, G. (2016). *Human resource management* (15th ed.). Pearson Education.
- Farhiya, D., Noermijati, N., & Waluyowati, N. P. (2023). The Effect of *Job stress* on Organizational Citizenship Behavior With Job Satisfaction as a Mediating Variable and Tenure as a Moderating Variable. *Journal of Business and Management Review*, 4(6), 455–468. <https://doi.org/10.47153/jbmr46.7062023>
- Gitu Nijhawan, Harminder Kaur Gujral, Kavita Singh. (2023). *Perceived Organizational Support* and Job Performance: Mediating Role of Organizational Citizenship Behavior. *Journal for ReAttach Therapy and Developmental Diversities*, 6(4s), 139–151. Retrieved from (<https://jrtd.com/index.php/journal/article/view/409>)
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2021). *Multivariate data analysis* (8th ed.). Pearson.
- Hikmah, M., & Lukito, H. (2021). Peran Worklife Balance dan Stres Kerja terhadap Kinerja Karyawan dengan Organizational Citizenship Behavior sebagai Variabel Mediasi. *Jurnal Bisnis Dan Manajemen*, 8(1), 64–74. <https://doi.org/10.26905/jbm.v8i1.5278>
- Houdmont, J., Jachens, L., Randall, R., & Colwell, J. (2021). English rural policing: *Job stress* and psychological distress. *Policing*, 44(1), 49–62. <https://doi.org/10.1108/PIJPSM-03-2020-0037>
- Kaleem, M. (2019). The Influence of Talent Management on Performance of

- Employee in Public Sector Institutions of the UAE. *Public Administration Research*, 8(2), 8. <https://doi.org/10.5539/par.v8n2p8>
- Lestari, N. N. Y. S., & Mujiati, N. W. (2018). Pengaruh Stres Kerja, Komitmen Organisasi, Dan Kepuasan Kerja Karyawan Terhadap Turnover Intention. *E-Jurnal Manajemen Unud*, 7(6), 3412–3441. <https://doi.org/10.24843/EJMUNUD.2018.v7.i06.p20>
- Li, Y. X., & Chen, C. H. (2023). The impact of employee-perceived CSR on organizational citizenship behavior —evidence from China. *Asia Pacific Management Review*, 28(4), 487–500. <https://doi.org/10.1016/j.apmr.2023.02.003>
- Mehmood, S., Jabeen, R., Khan, M. A., Khan, M. A., Gavurova, B., & Oláh, J. (2023). Impact of despotic leadership and workplace incivility on innovative work behavior of employees: Application of mediation-moderation model. *Heliyon*, 9(9). <https://doi.org/10.1016/j.heliyon.2023.e19673>
- Nursalita, D., & Soliha, E. (2024). Pengaruh Lingkungan Kerja dan Keterlibatan Karyawan terhadap Organizational Citizenship Behavior pada Karyawan Rumah Sakit Islam Sunan Kudus. *Journal of Economic, Bussines and Accounting (COSTING)*, 7(3), 4408–4421. <https://doi.org/10.31539/costing.v7i3.9082>
- Nursyam, & Rahmawati, D. (2020). Pengaruh Motivasi kerja terhadap Kinerja Karyawan pada Dinas Tenaga Kerja dan The Effect of Work Motivation on Employee Performance at the Office of Manpower and Transmigration of South Sulawesi Province. *Economy Deposit Journal*, 2(2).
- Paarima, Y., Kisinna, A. A., & Ofei, A. M. A. (2024). Perceived organizational politics: Implications for nurses' stress and job satisfaction. *International Journal of Africa Nursing Sciences*, 20(February), 100686. <https://doi.org/10.1016/j.ijans.2024.100686>
- Pertiwi, D. (2022). Jurnal EMAS. *Jurnal Emas*, 3(9), 51–70.
- Pratiwi, N. W. A. D., Suparta, I. W. G., & Dharmanegara, I. B. A. (2018). Effect of Leadership and Organizational Citizenship Behavior (Ocb) on Work Stress and Employee Performance in Denpasar Tourism Office. *Jurnal Ekonomi Dan Bisnis Jagaditha*, 5(2), 138–144. <https://ejournal.warmadewa.ac.id/index.php/jagaditha>
- Purbosari, C., & Suharti, L. (2024). Pengaruh Self Efficacy dan *Perceived organizational support* terhadap Organization Citizenship Behavior dengan Employee Engagement sebagai variabel mediasi (Studi pada karyawan PT. BPR BKK Boyolali). *Al-Kharaj: Jurnal Ekonomi, Keuangan & Bisnis Syariah*, 6(6), 5414–5436. <https://doi.org/10.47467/alkharaj.v6i6.2785>
- Qalati, S. A., Zafar, Z., Fan, M., Sánchez Limón, M. L., & Khaskheli, M. B. (2022). Employee performance under transformational leadership and organizational

- citizenship behavior: A mediated model. *Heliyon*, 8(11). <https://doi.org/10.1016/j.heliyon.2022.e11374>
- Rahman, M. H. A., & Karim, D. N. (2022). Organizational justice and organizational citizenship behavior: the mediating role of work engagement. *Heliyon*, 8(5), e09450. <https://doi.org/10.1016/j.heliyon.2022.e09450>
- Rama Setiaji, P., & Johannes Lo, S. (2020). the Effects of Employees Work Stress and Work Discipline on the Performance of Employees Mediated By *Organizational Citizenship Behaviour (OCB)*. *Dinasti International Journal of Digital Business Management*, 1(3), 315–327. <https://doi.org/10.31933/dijdbm.v1i3.218>
- Rao, B. R., Gupta, P., & Roy, A. (2023). *Perceived organizational support* and Job Performance: Mediating and Psychological Role of Organizational Citizenship Behavior. *Journal for ReAttach Therapy and Developmental Diversities*, 6(7), 161–172.
- Ratnasari, D., Utami, H. N., & Prasetya, A. (2023). The Impacts of *Perceived organizational support* and Work Environment on Employee Performance: The Mediating Effects of Job Satisfaction. *Profit: Jurnal Administrasi Bisnis*, 17(2), 267–281. <https://profit.ub.ac.id/index.php/profit/article/view/2710>
- Robbins, S. P. (2016). *Organizational behavior* (17th ed.). Pearson Education.
- Sang Putu Krisna Adhi Pranata, Ni Wayan Sitiari, & Putu Ngurah Suyatna Yasa. (2020). The Effect of Organizational Citizenship Behavior (OCB) Towards Work Stress and Performance of Employees in Income Agency Regional City of Denpasar. *Jurnal Ekonomi & Bisnis JAGADITHA*, 7(1), 65–72. <https://doi.org/10.22225/jj.7.1.1654.65-72>
- Sari, D. L., Storyna, H., Intan, R., Sinaga, P., Gunawan, F. E., Asrol, M., & Redi, A. A. N. P. (2021). The effect of *Job stress* to employee performance: Case study of manufacturing industry in Indonesia. *IOP Conference Series: Earth and Environmental Science*, 794(1). <https://doi.org/10.1088/1755-1315/794/1/012085>
- Sekaran, U. and Bougie, R. (2016). *Research Methods for Business : A Skill-Building Approach*. 7th Edition , Wiley & Sons, West Sussex.
- Stofberg, R., Bussin, M., & Mabaso, C. M. (2022). Pay transparency, job turnover intentions and the mediating role of *Perceived organizational support* and organizational justice. *Employee Relations*, 44(7), 162–182. <https://doi.org/10.1108/ER-02-2022-0077>
- Susanto, A. (2023). The Role of Servant Leadership, *Perceived organizational support (POS)* on SMEs Performance through Organizational Citizenship Behavior (OCB). *Journal of Industrial Engineering & Management Research*, 4(1), 138–148. <http://www.jiemar.org>
- Syihabuddin, A., Fathoni, A., & Pujiyanto, W. E. (2024). *Perceived organizational*

- support and Well-Being to Individual Performance: Mediation Effect of Organizational Citizenship Behaviour Dukungan Organisasi yang Dirasakan dan Kesejahteraan terhadap Kinerja Individu: Efek Mediasi dari Perilaku Kewargaan Organi. *Management Studies and Entrepreneurship Journal*, 5(1), 567–586. <http://journal.yrpiiku.com/index.php/msej>.
- Tracey, W. R. (2003). *The human resources glossary: The complete desk reference for HR executives, managers, and practitioners* (3rd ed.). CRC Press.
- Turek, D. (2020). Does organisational politics always hurt employee performance? Moderating–mediating model. *Baltic Journal of Management*, 17(6), 19–34. <https://doi.org/10.1108/BJM-09-2021-0338>
- Tziner, A., & Sharoni, G. (2014). Organizational citizenship behavior, organizational justice, *Job stress*, and workfamily conflict: Examination of their interrelationships with respondents from a non-Western culture. *Revista de Psicología Del Trabajo y de Las Organizaciones*, 30(1), 35–42. <https://doi.org/10.5093/tr2014a5>
- Ulfa, C. S., & Siwi, T. P. U. (2021). The Effect Work-Family Conflict, Organizational Justice, *Job stress* on Organizational Citizenship Behavior Mediating by Supervisor Trust. *Asian Journal of Economics, Business and Accounting*, 21(4), 97–118. <https://doi.org/10.9734/ajeba/2021/v21i430374>
- Widarko, A., & Anwarodin, M. K. (2022). Work Motivation and Organizational Culture on Work Performance: Organizational Citizenship Behavior (OCB) as Mediating Variable. *Golden Ratio of Human Resource Management*, 2(2), 123–138. <https://doi.org/10.52970/grhrm.v2i2.207>
- Xu, Z., & Yang, F. (2021). The impact of *Perceived organizational support* on the relationship between *Job stress* and burnout: a mediating or moderating role? *Current Psychology*, 40(1), 402–413. <https://doi.org/10.1007/s12144-018-9941-4>
- Yang, D., & Sentoso, A. (2023). Pengaruh *Job stress*, Financial Compensation Terhadap Employees Performance Generasi Z Yang Bekerja Di Kota Batam Dengan OCB Sebagai Variabel Mediasi. *Management Studies and*, 4(6), 9017–9026. <https://journal.yrpiiku.com/index.php/msej/article/view/3528%0Ahttps://journal.yrpiiku.com/index.php/msej/article/download/3528/2044>