

DAFTAR PUSTAKA

- Denis McQuail. 1987. *Mass Communication Theory (Teori Komunikasi Massa)*. Jakarta: Erlangga.
- Ivancevich, John M ., Matteson ,Michael T..2002. *Organizational Behavior and Management Sixth edition*. New York: McGraw-Hill Companies.
- Kinicki, Angelo., Kreitner ,Robert. 2003. *Organizational Behavior Key concept, skills & best practices*. New York: McGraw-Hill Companies.
- Meyer J.P and Allen. 1997. *Commitment in The WorkPlace: Theory, Research, and Application*. California: Sage Publication, Inc.
- Nazir, Moh., Ph.D., 2005. *Metode Penelitian*. Jakarta: Ghalia Indonesia.
- Organ, Dennis W., Podsakoff, Philip M., Mackenzie, Scott B., 2006. *Organizational Citizenship Behavior*. California: Sage Publications, Inc.
- Robbins, Stephen P. 2003. *Organizational Behavior Tenth edition*. New York: Pearson Education, Inc.
- Siegel, Sidney. 1997. *Statistik Non Parametrik Untuk Ilmu-Ilmu Sosial*. Jakarta: Gramedia Pustaka Utama.
- Sopiah, 2008. *Perilaku Organisasional*. Yogyakarta: Penerbit Andi.

DAFTAR RUJUKAN

Ardiwinata, Maya R., Samesti. 2009. Peran *Organizational Citizenship Behavior* pada Miller di PT. Bogasari Flour Mills,Tbk. *Jurnal Psikologi* Vol. 23, 66-86.

Bukit, Sabatini Riahna Cipiai. 2010. *Studi Deskriptif Mengenai Organizational Citizenship Behavior Pada Karyawan Divisi Operation and Development PT. "X" Jakarta*. Skripsi. Bandung: Fakultas Psikologi Universitas Kristen Maranatha.

Sumantri, Sunarya., Wiganarto, Tri Utomo. 2009. Kajian *Organizational Citizenship Behavior* dalam Hubungannya dengan Kepemimpinan Transformasional dan Kepuasan Kerja Serta Pengaruhnya Terhadap Kinerja. *Jurnal Psikolog* Vol 23, 46-65.

<http://fauzyalfalasany.blogspot.com>

<http://ronawajah.wordpress.com> diakses pada 2 November 2010.

<http://rumahbelajarpsikologi.com/index.php/big-5-p.html>