

## DAFTAR PUSTAKA

- Eisenberg, Nancy.1982.*The Development of Prosocial Behavior*.Academic Press. Inc. : London
- Brian Niehoff. Tanpa tahun, *A Motive-Based View of Organizational Citizenship Behaviors: Applying an Old Lens to a New Class Organizational Behavior.*, Manhattan, Kansas.
- Gulo, W.2003.*Metodologi Penelitian*.Grasindo : Jakarta
- Hui, Chun, Simon S.K Lam, Kenneth K.S Law. 2000. *Instrmental Values of Organizational Citizenship Behavior: a field quasi-experiment*. Journal of applied psychology, vol 85 No.5 822-828.
- Hurlock, Elizabeth B, 1980. *Developmental Psychology*, 5 th ed. Mc.Graw Hill
- MacKenzie, Posdakoff & Dennis W. Organ.2006. *Organizational Citizenship Behavior : Its Nature, Antecedents, and Consequences*.Sage Publications, Inc. : California.
- Markoczy. L &Xin. K. 2002. *The virtues of Omission in Organizational Citizenship Behavior*, version 1.14. <http://www.goldmark.org/livia>.
- Meyer J.P & Allen.1997.*Commitment in the workplace : Theory, research, and application*.Sage Publications, Inc. : California
- Sarwono, W. Sarlito., 1999, *Psikologi Sosial: Individu dan teori-teori psikologi sosial*, Balai Pustaka, Jakarta.
- Sunarto , Drs, M.Si & Riduwan, Drs, M.B.A.2007.*Pengantar Statistika untuk penelitian : Pendidikan, Sosial, Komunikasi, Ekonomi, dan Bisnis*.Alfabeta:Bandung.

**DAFTAR RUJUKAN**

[www.telkomsel.com](http://www.telkomsel.com)

Wijaya, H. Setiadi., 2000, Pengaruh Komponen Komitmen Organisasional pada Hubungan Persepsi Kaitan Kinerja-Gaji dan Organizational Citizenship Behavior, Thesis, Universitas Gajah Mada, Yogyakarta.