The International Journal of Social Sciences World
TIJOSSW is Available Online at:
https://www.growingscholar.org/journal/index.php/TIJOSSW
Vol. 6 No. 1, January -June 2024, pages: 61~71
DOI: https://doi.org/10.5281/zenodo.10775942
ISSN **2690-5167**
Growingscholar Publisher

The Role of Affective and Sustainable Commitment in Mediating the Relationship of Perceptions of Organizational Support and Organizational Citizenship Behavior

Robert M. Noach[1], **Ridolof W. Batilmurik**[2], **David S. Latupeirissa**[3]

Article history:
Received: November 12, 2023; Accepted: March 1. 2024; Displayed Online: March 4, 2024; Published: June 30, 2024

Keywords

Organizational Support;

Commitment Affective;

Commitment Sustainable;

Organizational citizenship behavior (OCB);

Summary

The purpose of the current study is to explore the following questions: 1) What perception supports an organization's influence on organizational citizenship behavior (OCB) in customer service? 2) Does perception support an organization's influence on commitment to effective customer service? 3) What commitment effectively influences organizational citizenship behavior (OCB) in customer service? 4) Does perception support an organization's commitment to sustainable customer service? 5) Does sustainable commitment influence organizational citizenship behavior (OCB) in customer service? 6) Does effective commitment mediate the connection between perception support organizations and organizational citizenship behavior (OCB) in customer service? 7) Does sustainable commitment mediate the connection between perception support organizations and organizational citizenship behavior (OCB) in customer service? This research uses descriptive and explanatory survey methods and includes 106 customer service employees from government and private banking institutions in Kupang City. The sampling technique used is simple random sampling. The data analysis was conducted using path analysis with the SmartPLS application. The research findings include: 1) perception support organization has an influence on organizational citizenship behavior (OCB) in customer service, 2) perception support

[1] *Business Administration Department, State Polytechnic of Kupang, East Nusa Tenggara-Indonesia*
Email: robert.niach95@gmail.com
[2] *Business Administration Department, State Polytechnic of Kupang, East Nusa Tenggara-Indonesia*
Email: rudy.morvin@gmail.com
[3] *Business Administration Department, State Polytechnic of Kupang, East Nusa Tenggara-Indonesia*
Email: latupeirissadavid1@gmail.com

organization has an influence on effective commitment to customer service, 3) affective commitment has an influence on organizational citizenship behavior (OCB) in customer service, 4) perception support organization has an influence on sustainable commitment to customer service, 5) sustainable commitment has an influence on organizational citizenship behavior (OCB) in customer service, 6) affective commitment plays a mediating role in the connection between perception support organizations and organizational citizenship behavior (OCB) in customer service, and 7) sustainable commitment plays a mediating role in the connection between perception support organizations and organizational citizenship behavior (OCB) in customer service.

1. Background

Industry banking holds a very important role in a country's active economy. Banks are institutions whose finances are very important and influential activity sectors. This function is mainly from the banking of an institution's intermediation between the party with excess funds and the party with a shortage or needs funds and as producer products service finance. Condition industry banking moment this start grow return along the Covid-19 pandemic that began subsided although its growth is not optimal.

Recovery performance institution banking should drive as soon as possible. Demands this result, party banking must work more to the maximum in managing all over-owned aspects. One aspect is the source Power of human beings who are mover wheel organization. The source Power Man is the most important asset in an organization because his source runs and controls power and develops the organization in the middle, demanding change and competition.

Rivai and Sagala (2009) state that the use of aspects that source Power people and aspects that source Power others inside an organization in a way that is effective, efficient, and productive is the organization's most important goal. More carry on it is stated, that aspect source Power man in matter This qualified and fulfilling employees' standard performance will be very decisive proceed retreat A organization business. Simamora (2006) stated that the destruction and success of companies (organizations business) leading in the world are not free from the role of source Power man in an organization. It shows the role of Power humans (employees) who are vital in business achievement objective organization.

Many factors can determine what employees do, including organizational citizenship behavior (OCB). Behavior citizenship organization (OCB) indicated by a person employee will impact positively. It can develop attitudes and behavior and support employees' knowledge performance. Behavior citizenship this organization (OCB). It is also determined by the commitment shown by employees to the organization (Ackfeldt & Coote, 2000).

The same thing was also stated by Cooper-Hakim & Viswesvaran (2005) that commitment organization is a significant predictor of OCB. Furthermore, Dalal (2005), WeiBo et al. (2010), Dickinson (2009), and Su Yung Fu (2000) also state that commitment organizations have a positive relationship with behavior citizenship organizations (OCB). Employees with high organizational commitment will increase their behavior in extra roles or employee OCB.

Besides antecedent commitment, organizations can influence a person's extra-role behavior (OCB). Employees other factors can also influence employees. Show attitudes and extra-role behaviors (OCB) are perceptions of employee support shown by the organization (Adila, 2020). The

same thing was also stated by Azhar et al. (2019), Sari and Dewi (2017), Wibowo (2019), and Hidayat and Muhdiyanto (2021).

Perception of support provided by the organization will impact the commitment held by employees to the organization. Employees who perceive an organization's positive support to achieve their work will have a positive commitment to the organization. It is good that commitment is effective and sustainable. This thing, by the results of the study by Hidayat and Muhdiyanto (2021), shows that perception supports an organization and is influential, positive, and significant to organizational commitment. It is to the statements of Azhar et al. (2019) and Wibowo (2019).

The goal of this study is to know: 1) What perception support organization influential to organizational citizenship behavior (OCB) customer service 2) Is perception support organization influential to commitment effective customer service 3) What commitment affective influential to organizational citizenship behavior (OCB) customer service, 4) is perception support organization influential to commitment sustainable customer service, 5) Is commitment sustainable influential to organizational citizenship behavior (OCB) customer service, 6) Is commitment affective role in mediate connection Perception support organizations and organizational citizenship behavior (OCB) customer service, 7) Is commitment sustainable role in mediate connection Perception support organizations and organizational citizenship behavior (OCB) customer service.

2. Literature Review and Hypothesis Development

Understanding Perception Support Organization

According to Eisenberger et al. (2001), perceived organizational support (POS) refers to employees' perception of the extent of the organization's evaluation contributions to and care about their welfare. Eisenberger et al. (2011) stated that employees consider work as reflecting reciprocal relationship dependency relative to excess formal contracts with a meaningful organization that employees and organizations are involved in a reciprocal relationship. Labrague et al. (2018) define support organization as efforts undertaken by the organization To appreciate, give appreciation, and care to employees.

Real support organizations can seen in various matters like support from the leader, the opportunity to get award more from the organization, treatment that is not discriminatory, and environmentally supportive work development employees.

Understanding Commitment Organizational

Many experts have put forward the concept of employee commitment to the organization. Sopiah (2008) stated that organizational commitment is the degree to which employees believe and accept the organization's goals and will stay or not leave the organization. According to Robbins and Timothy (2008), employee commitment to an organization is the degree to which an employee supports a particular organization and its goals and intends to maintain membership in a particular organization.

Understanding Commitment Affective

Affective commitment is related to employee emotions, identification, and organizational involvement. Affective commitment is a behavioral process through which a person will think about

the relationship of organizational members themselves with their organization in terms of values and unity of purpose. At this level, it shows the degree to which individual goals and values are integrated with the organization, which is thought to directly influence the individual's desire to remain in the organization so that employees still join the organization because having the desire to remain a member of the organization can be stated to have high affectivity.

Understanding Commitment Sustainable

Luthans (2009) stated that sustainable commitment (continuance commitment) is a component based on the employee's perception of the losses they will face if they leave the organization. Employees who have such perceptions are because these employees need the organization. It can also be seen as a desire to remain in the organization due to cost considerations when they leave.

Understanding Organizational Citizenship Behavior (OCB)

Robbins and Judge (2008) state that OCB is a choice or voluntary behavior that is not part of an employee's formal obligations but effectively supports the organization's functions. According to Greenberg and Baron (2003), OCB is actions carried out by organizational members that exceed the formal requirements of their work.

According to Organ (Diefendorff et al., 2002) and (Gonza'lez and Garazo, 2006), OCB has five dimensions, namely: (1) Altruism. The behavior of helping other organizational members in their tasks. (2) Courtesy. Individual behavior that maintains good relations with co-workers to avoid disputes. (3) Conscientiousness. Devotion or high dedication to work and the desire to exceed achievement standards in every aspect. (4) Civic virtue. Individual behavior to participate and care voluntarily and responsibly in various activities organized by the organization. (5) Sportsmanship; it is and individual behavior that is willing to accept whatever is determined by the organization, even if it is not ideal.

Connection Perception Support Organizations and Organizational Citizenship Behavior (OCB)

Perception support organization is the perception employees have of the support provided by the organization and care employees as reply service what employees have given. The more positive perception support organization will impact the behavior of employees who are also positive. Azhar et al. (2019) state that perception supports organizations and is influential, positive, and significant toward OCB. Sari and Dewi (2017) also received results that perceived organizational support as influential, positive, and significant towards OCB in F & B employees at Melasti Beach Hotel Kuta. The same results were also stated by Adila (2020), Wibowo (2019), and Hidayat and Muhdiyanto (2021).

Hypothesis 1: Perception support organization influential to organizational citizenship behavior (OCB) customer service,

Connection Perception Support Organization and Commitment Organizational

Employees who perceive an organization's positive support to achieve their work will impact their commitment to the organization. Good. That commitment needs to be more effective and sustainable. Employees will have an attitude of No will leave the organization Because personal values and goals are consistent with the values and goals of the organization. They will also

determine whether the decision to be bound to the organization is related to the loss if they do other alternatives outside their current job. Research conducted by Hidayat and Muhdiyanto (2021) shows that perception supports an organization's influential, positive, and significant commitment to the organization. Azhar et al. (2019) also obtained the same results in their study. It was also stated by Wibowo (2019).
Hypothesis 2: Perception supports organization's influence to commit to effective customer service,
Hypothesis 4: Perception supports organization influential to commitment sustainable customer service

The connection between Commitment Organizational and Organizational Citizenship Behavior (OCB)

The relationship between organizational commitment and OCB is based on an exchange approach. Employees who experience positive exchanges with the organization, job, or work group will reciprocate with higher levels of commitment, motivating them to contribute to the organization in other ways, such as OCB (Cohen, 2006). Robin and Judge (2007) stated that OCB can arise from a number of factors, including satisfaction, work from employees, and commitment to a high organization. Findings from studies and other empirical studies show that commitment to the organization is not effective, nor is sustainability correlated with turnover, citizenship organization, and behavior interesting self (WeiBo et al., 2010). Research results from Su Yung Fu (2000) also state that organizational commitment (commitment affective, normative, and sustainable) has a positive relationship with employee organizational citizenship behavior (OCB).
Hypothesis 3: Commitment influences organizational citizenship behavior (OCB) customer service.
Hypothesis 5: Commitment to sustainable influential to organizational citizenship behavior (OCB) customer service,

Connection between Perception Support Organization, Commitment Organizational, and Organizational Citizenship Behavior (OCB)

Employees who own perception of positive support provided _ by an organization to achieve their work will impact their commitment to the organization. Employees will have an attitude of No will leave the organization Because personal values and goals are consistent with the values and goals of the organization. They will also determine whether the decision to be bound to the organization is related to the loss if they do other alternatives outside their current job. They are not just loyal to the organization; they will also show polite, friendly behavior _ when serving customers as well as their behavior to help. The statement above is supported by the results of research conducted by Wibowo (2019), Hidayat and Muhdiyanto (2021), and Azhar et al. (2019).
Hypothesis 6: Commitment affective role in mediating connection Perception support organizations and organizational citizenship behavior (OCB) customer service,
Hypothesis 7: Commitment to a sustainable role in mediating connection Perception support organizations and organizational citizenship behavior (OCB) customer service,

3. Methodology

Study This uses a quantitative approach. Research methods used _ in the study This is a descriptive survey and an explanatory survey. The descriptive survey method is a method used _ To make a description, pictures, or painting in a way systematic, factual, and accurate about facts, traits,

and connections between the phenomenon under investigation. Whereas method explanatory survey was used To know the connection between variables and carry out hypothesis testing through data processing and testing _ statistics (Nazir, 2000). The source data comes from The sample, which consisted of 106 institutional customer service people banking in the city of Kupang. Data analysis using equality Structural Equation Modeling (SEM) via analysis track with the help of SmartPLS (Ghozali & Latan, 2015).

4. Research Result

Using SmartPLS in analyzing data refers to the assessment or evaluation of the outer model and inner model (see Figure 1).

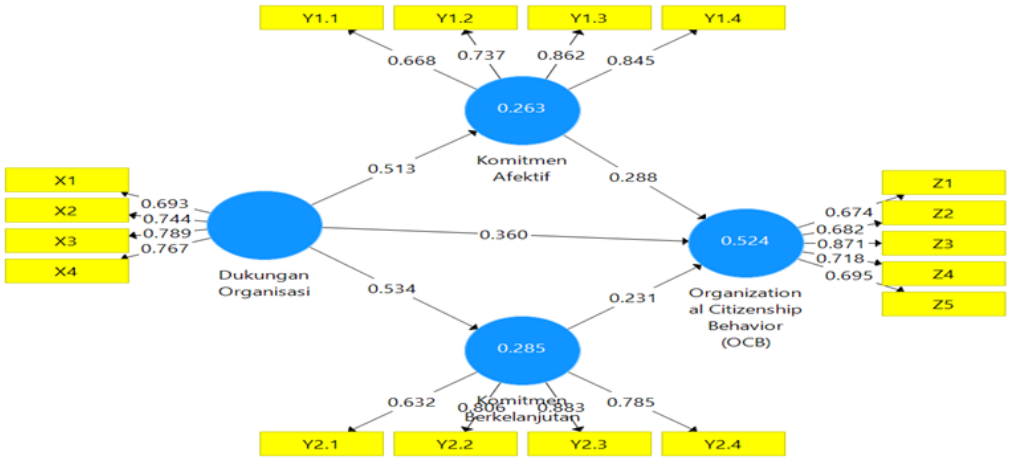


Figure 1. Evaluation of the outer model and inner model

Based on Figure 1 above, the outer and inner models are evaluated as follows. 1)Evaluation model or outer model measurements are carried out to evaluate the validity and reliability of the model and are based on VIF, Loading Factor, Cronbach's Alpha (C.A.), Composite Reliability (C.R.), and Average Variance Extracted (AVE) values. Based on the results, model measurements (presented in Table 1) can be seen that every indicator measurement shows that the research model is valid and reliable.

Table 1. Evaluation Model Measurement

Variable	VIF	Loading Factor	C.A.	CR	AVE
Support Organization (X)			0.746	0.836	0.561
X1	1,842	0.693			
X2	1,312	0.744			
X3	1,424	0.789			
X4	2,045	0.767			
Commitment Affective (Y1)			0.786	0.862	0.612
Y1.1	1,446	0.668			

Y1.2	1,865	0.737			
Y1.3	2,462	0.862			
Y1.4	2,041	0.845			
Commitment Continuous (Y2)			0.785	0.861	0.611
Y2.1	1,346	0.632			
Y2.2	1,559	0.806			
Y2.3	2,279	0.883			
Y2.4	1,376	0.785			
OCB - Organizational Citizenship Behavior (Z)			0.781	0.851	0.536
Z1	1,503	0.674			
Z2	1,426	0.682			
Z3	2,501	0.871			
Z4	1,676	0.718			
Z5	1,294	0.695			

Source: Processed primary data, 2023

2) Evaluation of structural models or inner models aims To predict the connection between latent variables. The inner model is evaluated with the R-square mark (see Figure 1). Research results show that R-Square for organizational citizenship behavior (OCB) of 0.524, meaning Organizational citizenship behavior (OCB) is influenced by perception support organization, commitment affective, and commitment sustainability owned by employees amounted to 52.4%. In comparison, 47.6% were influenced by other factors. R-Square value for commitment affective of 0.263, meaning 26.3% commitment C.S. employees' affective effect is determined by the perception they have of support provided by the organization. R-Square value for commitment sustainability of 0.285, meaning 28.5% commitment C.S. employees' sustainability is determined by the perception they have of support provided by the organization.

3) Influence direct or not direct between research variables. Research results: For direct or not, direct influence between research variables can be seen in Table 2 below.

Table 2. Influence Direct and Indirect between Variable Study

Connection between Variable	Path Coefficient	t-Statistics	P-Value	Paint.
Support Organization ---> OCB	0.360	4,317	0,000	Sig.
Support Organization ---> Commitment Affective	0.513	6,158	0,000	Sig
Support Organization ---> Commitment Sustainable	0.534	6,833	0,000	Sig.
Commitment Affective ---> OCB	0.288	2,933	0.004	Sig
Commitment Continuous ---> OCB	0.231	2,393	0.017	Sig.
Support Organization ---> Commitment Affective ---> OCB	0.148	2,305	0.022	Sig
Support Organization ---> Commitment Continuous ---> OCB	0.123	2,214	0.027	Sig.

Source: Processed primary data, July 2021

Based on Table 2 above, one can see that all tracks, Good Direct or Not directly, form the research model. It shows a significant positive influence (Probability Value smaller than 0.05). The value Path Coefficient indicates the contribution influence between the variables that form paths. Based on Table 2 above, we can see that all the proposed hypotheses _ in the study can be accepted, namely (1) perception support organization influential to organizational citizenship behavior (OCB) customer service, (2) perception support organization influential to commitment effective customer service, (3) commitment affective influential to organizational citizenship behavior (OCB) customer service, (4) perception support organization influential to commitment sustainable customer service, (5) commitment sustainable influential to organizational citizenship behavior (OCB) customer service, (6) commitment affective role in mediate connection Perception support organizations and organizational citizenship behavior (OCB) customer service, and (7) commitment sustainable role in mediate connection Perception support organizations and organizational citizenship behavior (OCB) customer service.

5. Discussion

Influence Support Organization to Organizational Citizenship Behavior (OCB)

Research results show that the perceived support provided by _ an organization to employees will impact positive and significant Organizational Citizenship Behavior (OCB) possessed by C.S. employees (see Table 2). If employees in agency customer service banking in the city _ of Kupang have a good perception _ of the support provided by the organization to them in matter caring, support from leadership, and awards on achievements of employees and conditions inside _ the organization, then more Good behavior outside the role shown by a person employee in matter Altruism, Courtesy, Conscientiousness, Civic Virtue and Sportsmanship. This research results supports research conducted by Azhar et al. (2019), Sari and Dewi (2017), Adila (2020), Wibowo (2019), and Hidayat and Muhdiyanto (2021).

Influence Perception Support Organization to Commitment Affective

This research results show that the perception of support provided by organizations by employees will impact positive and significant commitment feelings possessed by employees in customer service banking institutions in the city of Kupang. If employees in agency customer service banking in the city of Kupang have a good perception of support provided by the organization to them in matter caring, support from leadership, and awards on achievement employees and conditions work inside the organization, then they will have stronger commitment affective that they have, among other things; they own great pride become a member organization, they own attachment very strong emotional with organization them, they own very strong desire For still become member organization, and they own very strong desire For involved in achievement objective organization. This research results support the opinions and research conducted by Hidayat and Muhdiyanto (2021), Azhar et al. (2019), and Wibowo (2019).

Influence Commitment Affective to Organizational Citizenship Behavior (OCB)

The results show that commitment is influential, positive, and significant to Organizational Citizenship Behavior (OCB) owned by employee C.S. If employees own commitment and strong affective, they will own a level of Increasing Organizational Citizenship Behavior (OCB). These

results support the opinions and research conducted by Cohen (2006), Robin and Judge (2007), WeiBo et al. (2010), and Su et al. (2000).

Influence Support Organizations to Commitment Sustainable

Research results show that the perception of support provided by organizations by employees will impact the positive and significant sustainability of employees' customer service institution banking in the city of Kupang. If employees in agency customer service banking in the city of Kupang have a good perception of support provided by the organization to them in matters caring, support from leadership, giving awards on achievements employees and conditions inside _ the organization, then they will have a strong commitment to sustainable that they have, among other things; they feel very lucky If still live and work For organization, they own very strong desire For endure in organization Because they need organization the For have a career, they own strong desire without consider For go out from the company, and they feel very heavy For leave organization. This result supports the opinions and research conducted by Hidayat and Muhdiyanto (2021), Azhar et al. (2019), and Wibowo (2019).

Influence Commitment Sustainable to Organizational Citizenship Behavior (OCB)

Research results show that commitment to sustainability is influential, positive, and significant to Owned Organizational Citizenship Behavior (OCB). If employees are committed to strong sustainability _ they will own a level of Increasing Organizational Citizenship Behavior (OCB), including eagerness to help other employees, always behaving politely to others, always carefully at work, always participating in activities organized by the organization, and always be sportsmanlike working. This research results supports opinions and research conducted by (Cohen, 2006), Robin and Judge (2007), WeiBo et al. (2010), and Su Yung Fu (2000).

The Role of Commitment Affective in Mediate Connection Perception Support organization and Organizational Citizenship Behavior (OCB)

Research results show that commitment has its own role in mediating the connection between perception support organization and Organizational Citizenship Behavior (OCB). It shows that employees who have a positive perception of the support provided by the organization to achieve their work will strongly impact their commitment to the organization. Employees will have an attitude of No will leave the organization Because personal values and goals are consistent with the values and goals of the organization. They are not just loyal to the organization; they will also show polite, friendly behavior _ when serving customers as well as their behavior to help. The research results supports the statements and results of research conducted by Wibowo (2019), Hidayat and Muhdiyanto (2021), and Azhar et al. (2019).

The Role of Commitment Sustainable in Mediate Connection Perception Support organization and Organizational Citizenship Behavior (OCB)

Research results show that commitment has a sustainable role in mediating the connection between perception support organizations and organizational citizenship behavior (OCB). Employees whose perception of positive support provided to the organization to achieve their work

will have a strong impact on the commitment to the organization's inability. They feel very lucky If they still live and work For an organization; they have a strong desire To endure in it. Because they need an organization to have a career, they have a strong desire to go to the company, and they feel very heavy About leaving the organization. Attitude This will impact the service and behavior when working. They want to help other employees at work, always behave politely to others, always behave carefully at work, always participate in activities organized by the organization, and always be sportsmanlike working. This research supports the statements and results of research conducted by Wibowo (2019), Hidayat and Muhdiyanto (2021), and Azhar et al. (2019).

6. Conclusions and Recommendations

Conclusion

Research results show that: 1) Perceiving to support good organization will positively impact enhancing organizational citizenship behavior (OCB) customer service. 2) Perception to support good organization _ will positively impact enhancement commitment and effective customer service; 3) Effective commitment positively influences organizational citizenship behavior (OCB) and customer service. 4) Perception support organizations are influential and committed to sustainable customer service. 5) Sustainability commitment positively influences organizational citizenship behavior (OCB) and customer service. 6) Effective commitment in mediating connection Perception support organizations and organizational citizenship behavior (OCB) customer service. 7) Commitment to a sustainable role in mediating connection Perception support organizations and organizational citizenship behavior (OCB) customer service.

Recommendation

Recommendation For the study: 1) It involves sample research that is not limited only to government bank employee courses, and 2) It involves other moderating and mediating variables, such as stress levels, leadership, etc.

Acknowledgements

This manuscript has no conflict of interest. The authors deliver their gratitude to the reviewers and the publisher who have helped him in publication processes. Thank you as well for to Kupang State Polytechnic for funding this research.

Bibliography

Abdillah, Willy dan Jogiyanto, 2015. Konsep dan Aplikasi PLS Untuk Penelitian Empiris. Yogyakarta: BPFE.

Ackfeldt, Anna dan L.Coote, 2000. An Investigation Into The Antecedents Of Organizational Citizenship Behavior. Working Paper ANZMAC Publishing. 494: 217-222.

Adila, N. (2020). Pengaruh Persepsi Dukungan Organisasi Terhadap Organizational Citizenship Behavior Melalui Employee Engagement (Studi Pada PT Jasa Raharja Cabang Jawa Timur). Sarjana thesis, Universitas Brawijaya.

Azhar, Erita Yuliasesti Diah Sari, Choirul Anam, (2019). Pengaruh persepsi dukungan organisasi dan kepuasan kerja terhadap organizational citizenship behavior (ocb) dengan komitmen organisasi sebagai variabel mediator. Akuntabel : Jurnal Akuntansi dan Keuangan Vol. 16 No. 1 hal. 36-46.

Cooper-Hakim, A., & Viswesvaran, C., 2005. The construct of work commitment: testing an integrative framework. Psychological Bulletin, 131, 241-259.

Dalal, R.S., (2005). A meta-analysis of the relationship between organizational citizenship behavior and counterproductive work behavior. Journal of Applied Psychology, 90(6), 1241¬1255.

Diefendorff, J. M., Brown, D. J., Kamin, A. M., & Lord, R. G., 2002. Examining The Roles of Job Involvement and Work Centrality in Predicting Organizational Citizenship Behaviors and Job Performance. Journal of Organizational Behavior, Vol. 23: 93-108.

Eisenberger, R., Peter Fasolo and Valerie Davis-La astro. 1990. Perceived Organizational Support. Journal of Applied Psychology. Vol. 75, No. 1. Pp.51-59.

Eisenberger, Stephen Armeli., Barbara Rexwinkel., Patrick D. Lyinch., and Linda Rhoades. 2001. Reciprocation of Perceived Organizational Support. Journal of Applied Psychology. Vol. 86, No. 1. Pp.42-51.

Eisenberger, Florence Stinglhamber., Christian Vanderbegrhe., Ivan L. Sucharski and Linda Rhoades. 2011. Perceived Supervisor Support: Contributions to Perceived Organizational Support and Employee Retention. Journal of Applied Psychology. Vol. 87, No. 3. Pp.565-573.

Ghozali, Imam & Hengky Latan. 2015, Partial Least Squares, Konsep, Teknik dan Aplikasi Menggunakan Program SmartPLS 3.0 Untuk Penelitian Empiris. Badan Penerbit Universitas Diponegoro. Semarang.

Gonza'lez, Jose' Varela and Garazo, Teresa Garcı´a, 2006, Structural relationships between organizational service orientation, contact employee job satisfaction and citizenship behavior. International Journal of Service Industry Management, Vol. 17 No. 1, 2006, pp. 23-50.

Greenberg, J., Baron, R. A., (2003). Behavior in Organizations Understanding and Managing the Human Side of Work. New Jersey: Prentice-Hall International.

Hidayat, Aziz Yanuar dan Muhdiyanto (2021). Pengaruh persepsi dukungan organisasi terhadap organizational citizenship behavior (OCB) melalui komitmen organisasi sebagai variabel intervening. 4th Prosiding Business and Economics Conference In Utilizing of Modern Technology 2021

Labrague, L. J., McEnroe Petitte, D. M., Leocadio, M.C., Van Bogaert, P., & Tsaras, K. (2018). Perceptions of organizational support and its impact on nurses' job outcomes. Nursing Forum, 53 (3), 339–347. https://doi.org/10.1111/nuf.12260

Luthans, F., (2009). Perilaku Organisasi (Terjemahan). Edisi kesepuluh. Penerbit Andi. Yogyakarta.

Nazir, Mohammad., 2000, Metode Penelitian. Jakarta : Ghalia Indonesia.

Sopiah. 2008. Perilaku Organisasional, Yogyakarta : Andi

Rivai V. & Sagala E.J., 2009. Manajemen Sumber Daya Manusia untuk Perusahaan : Dari Teori ke Praktek. Edisi kedua. Jakarta : Rajawali Pers.

Robbins, S., & Judge, T.A., (2008). Perilaku Organisasi. Edisi 12. Buku 2. Terjemahan oleh Diana Angelica. Jakarta. Penerbit : Salemba Empat.

Simamora, Henry., 2006. Manajemen Sumber Daya Manusia. Yogyakarta: STIE YKPN.

Su Yung Fu. 2000. The Relationship among Transformational Leadership, Organizational Commitment and Citizenship Behavior: The Case of Expatriates, Master's Tesis. URN : etd-0201101-153856. Email-M8645413@student.nsysu.edu.tw.

WeiBo, Z., Kaur, S., & Jun, W., 2010. New development of organizational commitment: A critical review (1960 - 2009). African Journal of Business Management, 4 (1), 012-020.

Wibowo, Tities Wicaksono Pamuji. (2019), Prosiding Seminar Nasional Fakultas Ekonomi Untidar 2019.