

DAFTAR PUSTAKA

- Abdillah, W., & Hartono, J. (2015). *Partial Least Square (PLS): Alternatif Struktural Equation Modeling (SEM) dalam Penelitian Bisnis*. Yogyakarta: Andi.
- Adams, J. S. (1965). Inequity In Social Exchange. *Advances in Experimental Social Psychology*, 2(C), 267–299. [https://doi.org/10.1016/S0065-2601\(08\)60108-2](https://doi.org/10.1016/S0065-2601(08)60108-2)
- Ahmed, I., & Nawaz, M. M. (2015). Antecedents and outcomes of perceived organizational support: A literature survey approach. *Journal of Management Development*, 34(7), 867–880. <https://doi.org/10.1108/JMD-09-2013-0115>
- Ahmed, I., Nawaz, M. M., Ali, G., & Islam, T. (2015). Perceived organizational support and its outcomes. *Management Research Review*, 38(6), 627–639. <https://doi.org/10.1108/MRR-09-2013-0220>
- Badawi. (2012). Peran Emosi Memediasi Keadilan Distributif, Prosedural Dan Interaksional Terhadap Kepuasan Pemulihan Layanan. *Jurnal Manajemen Dan Akuntansi*, 1, Nomor 1(April), 13–26.
- Bies, R. J. (2005). Are Procedural Justice and Interactional Justice Conceptually Distinct? In *Handbook of organizational justice* (pp. 85–112). Mahwah: Lawrence Erlbaum Associates Publishers.
- Biswas, S., Varma, A., & Ramaswami, A. (2013). Linking distributive and procedural justice to employee engagement through social exchange: a field study in India. *The International Journal of Human Resource Management*, 24(8), 1570–1587. <https://doi.org/10.1080/09585192.2012.725072>
- Christen, M., Iyer, G., & Soberman, D. (2006). Job satisfaction, job performance, and effort: A reexamination using agency theory. *Journal of Marketing*, 70(1), 137–150. <https://doi.org/10.1509/jmkg.2006.70.1.137>
- Cohen-Charash, Y., & Spector, P. E. (2001). The role of justice in organizations: A meta-analysis. *Organizational Behavior and Human Decision Processes*, 86(2), 278–321. <https://doi.org/10.1006/obhd.2001.2958>
- Colquitt, J. A. (2001). On the dimensionality of organizational justice: A construct validation of a measure. *Journal of Applied Psychology*, 86(3), 386–400. <https://doi.org/10.1037/0021-9010.86.3.386>
- Colquitt, J. A., Wesson, M. J., Porter, C. O. L. H., Conlon, D. E., & Ng, K. Y. (2001). Justice at the millennium: A meta-analytic review of 25 years of organizational justice research. *Journal of Applied Psychology*, 86(3), 425–445. <https://doi.org/10.1037/0021-9010.86.3.425>
- Cooper, D. R., & Schindler, P. . (2014). *Business Research Methods*. New York: McGraw-Hill.
- Cropanzano, R., Bowen, D. E., & Gilliland, S. W. (2007). The Management of Organizational Justice. *Academy of Management Perspectives*, 21(4), 34–48. <https://doi.org/10.5465/amp.2007.27895338>

- Cropanzano, R., Goldman, B., & Folger, R. (2003). Deontic justice: The role of moral principles in workplace fairness. *Journal of Organizational Behavior*, 24(8), 1019–1024. <https://doi.org/10.1002/job.228>
- Daileyl, R. C., & Kirk, D. J. (1992). Distributive and Procedural Justice as Antecedents of Job Dissatisfaction and Intent to Turnover. *Human Relations*, 45(3), 305–317. <https://doi.org/10.1177/001872679204500306>
- Eisenberger, R., Fasolo, P., & Davis-lamastro, V. (1990). *Perceived Organizational Support and Employee Diligence, Commitment, and Innovation*. 75(1), 51–59. <https://doi.org/10.1037/0021-9010.75.1.51>
- Eisenberger, R., Huntington, R., Hutchison, S., & Sowa, D. (1986). Perceived Organizational Support. *Journal of Applied Psychology*, 71(3), 500–507. <https://doi.org/10.1037/0021-9010.71.3.500>
- Erdogan, B., & Enders, J. (2007). Support from the top: Supervisors' perceived organizational support as a moderator of leader-member exchange to satisfaction and performance relationships. *Journal of Applied Psychology*, 92(2), 321–330. <https://doi.org/10.1037/0021-9010.92.2.321>
- Erdogan, B., Kraimer, M. L., & Liden, R. C. (2004). Work value congruence and intrinsic career success: The compensatory roles of leader-member exchange and perceived organizational support. *Personnel Psychology*, 57(2), 305–332. <https://doi.org/10.1111/j.1744-6570.2004.tb02493.x>
- Farmer, S. M., & Fedor, D. B. (1999). Volunteer participation and withdrawal. *Nonprofit Management and Leadership*, 9(4), 349–368. <https://doi.org/10.1002/nml.9402>
- Folger, R., & Konovsky, M. A. (1989). Effects of Procedural and Distributive Justice on Reactions to Pay Raise Decisions. *Academy of Management Journal*, 32(1), 115–130. <https://doi.org/10.5465/256422>
- Fu, Y., & Lihua, Z. (2012). Organizational justice and perceived organizational support: The moderating role of conscientiousness in China. *Nankai Business Review International*, 3(2), 145–166. <https://doi.org/10.1108/20408741211244398>
- Gërkhani, K. (2004). The Informal Sector in Developed and Less Developed Countries : A Literature Survey. *Public Choice*, 120(3), 267–300.
- Ghozali, I. (2008). *Structural Equation Modelling*. Semarang: Universitas Diponegoro.
- Gillet, N., Colombat, P., Michinov, E., Pronost, A. M., & Fouquereau, E. (2013). Procedural justice, supervisor autonomy support, work satisfaction, organizational identification and job performance: The mediating role of need satisfaction and perceived organizational support. *Journal of Advanced Nursing*, 69(11), 2560–2571. <https://doi.org/10.1111/jan.12144>
- Greenberg, J. (1990). Organizational Justice: Yesterday, Today, and Tomorrow. *Journal of Management*, 16(2), 399–432. <https://doi.org/10.1177/014920639001600208>

- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2014). *Multivariate Data Analysis*. Harlow: Pearson Education Limited.
- Hall, D. T., & Chandler, D. E. (2005). Psychological success: When the career is a calling. *Journal of Organizational Behavior*, 26(2), 155–176. <https://doi.org/10.1002/job.301>
- Hendrastomo, G., Januarti, N. E., Pinasti, V. I. S., Aulia, M., Firman, A. T., & Hidayat, T. T. (2016). *Dilema Sosial Ojek Online (GOJEK)*. Yogyakarta.
- Info Skema Poin dan Bonus Baru. (2019). Retrieved January 21, 2020, from <https://driver.go-jek.com/s/article/Info-Skema-Poin-dan-Bonus-Baru>
- Ivancevich, J. M. (2007). *Perilaku dan Manajemen Organisasi Jilid 2*. Jakarta: Erlangga.
- Jawahar, I. M. (2007). The influence of perceptions of fairness on performance appraisal reactions. *Journal of Labor Research*, 28(4), 735–744. <https://doi.org/10.1007/s12122-007-9014-1>
- Jawahar, I. M., & Stone, T. H. (2011). Fairness perceptions and satisfaction with components of pay satisfaction. *Journal of Managerial Psychology*, 26(4), 297–312. <https://doi.org/10.1108/02683941111124836>
- Jawahar, I. M., & Stone, T. H. (2017). Do career satisfaction and support mediate the effects of justice on organizational citizenship behaviour and counterproductive work behaviour? *Canadian Journal of Administrative Sciences*, 34(3), 215–228. <https://doi.org/10.1002/cjas.1350>
- Jones, F. F. (1998). Pay Procedures and Voluntary Turnover: Does Procedural Justice Matter? *Psychological Reports*, 83(2), 475–482. <https://doi.org/10.2466/pr0.1998.83.2.475>
- Kamim, A. B. M., & Khandiq, M. R. (2019). Gojek dan Kerja Digital : Kerentanan dan Ilusi Kesejahteraan yang Dialami Oleh Mitra Pengemudi Dalam Kerja Berbasis Platform Digital. *Jurnal Studi Pemuda Volume 8 Nomor 1 tahun 2009. Jurnal Studi Pemuda*, 8(1), 59.
- Karatepe, O. M. (2012). Perceived organizational support, career satisfaction, and performance outcomes. *International Journal of Contemporary Hospitality Management*, 24(5), 735–752. <https://doi.org/10.1108/09596111211237273>
- Kim, S. (2017). Perceived organizational support as a mediator between distributive justice and sports referees' job satisfaction and career commitment. *Annals of Leisure Research*, 20(2), 169–187. <https://doi.org/10.1080/11745398.2016.1147363>
- Kreitner, R., & Kinicki, A. (2005). *Perilaku Organisasi*. Jakarta: Salemba Empat.
- Kuvaas, B. (2008). An Exploration of How the Employee?Organization Relationship Affects the Linkage Between Perception of Developmental Human Resource Practices and Employee Outcomes. *Journal of Management Studies*, 45(1), 070605080020007-??? <https://doi.org/10.1111/j.1467-6486.2007.00710.x>

- Lambert, E. G., Hogan, N. L., & Griffin, M. L. (2007). The impact of distributive and procedural justice on correctional staff job stress, job satisfaction, and organizational commitment. *Journal of Criminal Justice*, 35(6), 644–656. <https://doi.org/10.1016/j.jcrimjus.2007.09.001>
- Lambert, E. G., Keena, L. D., Leone, M., May, D., & Haynes, S. H. (2019). The effects of distributive and procedural justice on job satisfaction and organizational commitment of correctional staff. *Social Science Journal*. <https://doi.org/10.1016/j.soscij.2019.02.002>
- Lavelle, J. J., Rupp, D. E., & Brockner, J. (2007). Taking a multifoci approach to the study of justice, social exchange, and citizenship behavior: The target similarity model. *Journal of Management*, 33(6), 841–866. <https://doi.org/10.1177/0149206307307635>
- Leigh, J. H., Jr., G. H. L., & Woodman, R. W. (1988). Effects of Perceived Organizational Factors on Role Stress-Job Attitude Relationships. *Journal of Management*, 14(1), 41–58. <https://doi.org/doi/10.1177/014920638801400105>
- Leventhal, G. S. (1976). The Distribution of Rewards and Resources in Groups and Organizations. *Advances in Experimental Social Psychology*, 9(C), 91–131. [https://doi.org/10.1016/S0065-2601\(08\)60059-3](https://doi.org/10.1016/S0065-2601(08)60059-3)
- Leventhal, G. S. (1980). What Should Be Done with Equity Theory? In *Social Exchange* (pp. 27–55). https://doi.org/10.1007/978-1-4613-3087-5_2
- Lind, E. A., & Tyler, T. R. (1988). *The Social Psychology of Procedural Justice*. <https://doi.org/10.1007/978-1-4899-2115-4>
- Luthans, F. (2009). *Perilaku Organisasi* (10th ed.). Yogyakarta: Andi.
- Maftuchan, A., Djamhari, E., & Thaarqi, R. (2018). Pengemudi ojek daring dan kerja layak. *Prakarsa Policy Brief*, (April), 14. <https://doi.org/10.6092/unibo/amsacta/6247>
- Malatesta, R. M., & Byrne, Z. . (1997). The Impact of Formal and Interactional Justice on Organizational Outcomes. *The Annual Meeting of The Society for Industrial and Organizational Psychology*.
- Martínez-Tur, V., Peiró, J. M., Ramos, J., & Moliner, C. (2006). Justice perceptions as predictors of customer satisfaction: The impact of distributive, procedural, and interactional justice. *Journal of Applied Social Psychology*, Vol. 36, pp. 100–119. <https://doi.org/10.1111/j.0021-9029.2006.00005.x>
- Masterson, S. S., Lewis, K., Goldman, B. M., & Taylor, M. S. (2000). Integrating Justice and Social Exchange: The Differing Effects of Fair Procedures and Treatment on Work Relationships. *Academy of Management Journal*, 43(4), 738–748. <https://doi.org/10.5465/1556364>
- Mathis, R. L., & Jackson, J. H. (2001). *Manajemen Sumber Daya Manusia*. Jakarta: Salemba Empat.
- McFarlin, Dean, B., & Sweeney, P. D. (1992). Distributive and Procedural Justice As Predictors of Satisfaction With Personal and Organizational Outcomes. *Academy of Management Journal*, 35(3), 626–637.

- McFarlin, D. B., & Sweeney, P. D. (1992). Research Notes. Distributive and Procedural Justice as Predictors of Satisfaction with Personal and Organizational Outcomes. *Academy of Management Journal*, 35(3), 626–637. <https://doi.org/10.5465/256489>
- Moorman, R. H., Blakely, G. L., & Niehoff, B. P. (1998). Does perceived organizational support mediate the relationship between procedural justice and organizational citizenship behavior? *Academy of Management Journal*, 41(3), 351–357. <https://doi.org/10.2307/256913>
- Nastiti, A. D. (2017). Worker Unrest and Contentious Labor Practice of Ride-Hailing. *Arryman Symposium*.
- Niehoff, B. P., & Moorman, R. H. (1993). Justice as a Mediator of the Relationship Between Methods of Monitoring and Organizational Citizenship Behavior. *Academy of Management Journal*, 36(3), 527–556. <https://doi.org/10.5465/256591>
- Ohana, M. (2012). Perceived Organisational Support As Mediator Of Distributive Justice And Job Satisfaction: The Moderating Role Of Group Commitment. *Journal of Applied Business Research (JABR)*, 28(5), 1063. <https://doi.org/10.19030/jabr.v28i5.7246>
- Rhoades, L., & Eisenberger, R. (2002). Perceived organizational support: A review of the literature. *Journal of Applied Psychology*, 87(4), 698–714. <https://doi.org/10.1037/0021-9010.87.4.698>
- Rhoades, L., Eisenberger, R., & Armeli, S. (2001). Affective commitment to the organization: The contribution of perceived organizational support. *Journal of Applied Psychology*, 86(5), 825–836. <https://doi.org/10.1037/0021-9010.86.5.825>
- Riggle, R. J., Edmondson, D. R., & Hansen, J. D. (2009). A meta-analysis of the relationship between perceived organizational support and job outcomes: 20 years of research. *Journal of Business Research*, 62(10), 1027–1030. <https://doi.org/10.1016/j.jbusres.2008.05.003>
- Robbins, S. P. (2006). *Perilaku Organisasi*. Jakarta: PT Indeks Kelompok Gramedia.
- Robbins, S. P., & Judge, T. A. (2011). *Perilaku Organisasi*. Jakarta: Salemba Empat.
- Schminke, M., Ambrose, M. L., & Noel, T. W. (1997). The effect of ethical frameworks on perceptions of organizational justice. *Academy of Management Journal*, 40(5), 1190–1207. <https://doi.org/10.2307/256932>
- Skarlicki, D. P., & Folger, R. (1997). Retaliation in the workplace: The roles of distributive, procedural, and interactional justice. *Journal of Applied Psychology*, 82(3), 434–443. <https://doi.org/10.1037/0021-9010.82.3.434>
- Spector, P. E. (1985). Measurement of human service staff satisfaction: Development of the Job Satisfaction Survey. *American Journal of Community Psychology*, 13(6), 693–713. <https://doi.org/10.1007/BF00929796>

- Spector, P. E. (1999). *Industrial And Organizational Psychology - Research And Practice* (2nd ed.). New Jersey: John Wiley & Sons Inc.
- Susskind, A. M., Borchgrevink, C. P., Kacmar, K. M., & Brymer, R. A. (2000). Customer service employees' behavioral intentions and attitudes: An examination of construct validity and a path model. *International Journal of Hospitality Management*, 19(1), 53–77. [https://doi.org/10.1016/S0278-4319\(99\)00030-4](https://doi.org/10.1016/S0278-4319(99)00030-4)
- Tang, T. L.-P., & Sarsfield-Baldwin, L. (1996). Distributive and Procedural Justice as Related to Satisfaction and Commitment. *SAM Advanced Management Journal*, 61(3), 25.
- Thibaut, J., & Walker, L. (1978). A Theory of Procedure. *California Law Review*, 66(3), 541. <https://doi.org/10.2307/3480099>
- Tyler, T. R., & Blader, S. L. (2003). The Group Engagement Model: Procedural Justice, Social Identity, and Cooperative Behavior. *Personality and Social Psychology Review*, 7(4), 349–361. https://doi.org/10.1207/S15327957PSPR0704_07
- Wayne, S. J., Shore, L. M., Bommer, W. H., & Tetrick, L. E. (2002). The role of fair treatment and rewards in perceptions of organizational support and leader-member exchange. *Journal of Applied Psychology*, 87(3), 590–598. <https://doi.org/10.1037/0021-9010.87.3.590>
- Weiss, H. M. (2002). Deconstructing job satisfaction. Separating evaluations, beliefs and affective experiences. *Human Resource Management Review*, 12(2), 173–194. [https://doi.org/10.1016/S1053-4822\(02\)00045-1](https://doi.org/10.1016/S1053-4822(02)00045-1)