

DAFTAR PUSTAKA

- Akhtar, H., & Azwar, S. (2018). Development And Validation Of A Short Scale For Measuring Big Five Personality Traits: The IPIP-BFM-25 Indonesia. *Journal of Innovation in Psychology, Education, and Didactics*, 22 no. 2, 167–174.
- Azwar, S. (2012). *Metode Penelitian*. Pustaka Pelajar.
- Bolino, M. C., & Turnley, W. H. (2005). The personal cost of citizenship behavior: The relationship between individual initiative and role overload, job stress, and work family conflict. *Journal of Applied Psychology*, 90, 740–748.
- Carpenter, N. C., Berry, C. M., & Houston, L. (2014). A meta-analytic comparison of self-reported and other-reported organizational citizenship behavior: Self-Reported And Other-Reported OCB. *Journal of Organizational Behavior*, 35(4), 547–574. <https://doi.org/10.1002/job.1909>
- Comeau, D. J., & Griffith, R. L. (2005). Structural interdependence, personality, and organizational citizenship behavior: An examination of person-environment interaction. *Personnel Review*, 34(3), 310–330. <https://doi.org/10.1108/00483480510591453>
- Cropanzano, R., & Mitchell, M. S. (2005). Social Exchange Theory: An Interdisciplinary Review. *Journal of Management*, 31(6), 874–900. <https://doi.org/10.1177/0149206305279602>
- Cummings, T. G., & Worley, C. G. (2009). *Organization development & change* (9th ed). South-Western/Cengage Learning.
- Danish, R., Humayon, A., Shahid, A., Ahmad, H., & Murtaza, G. (2015). Relationship Between Perceived Organizational Support and Organizational Citizenship Behavior; a Study of Employees in National Highway Authority of Pakistan. *American Journal of Economics, Finance and Management*, 1, 195–199.
- Dartey-Baah, K., Anlesinya, A., & Lamptey, Y. (2019). Leadership Behaviors and Organizational Citizenship Behavior: The Mediating Role of Job Involvement. *International Journal of Business*, 24, 75–95.
- Feist, J., & Feist, G. J. (2010). *Theories of Personality* (7th ed). McGraw-Hill.
- Golafshani, M. R., & Rahro, M. (2013). *Identification of Personality Traits Affecting on Development of Organizational Citizenship Behavior*. 8.

- Griffin, B., & Hesketh, B. (2004). Why Openness to Experience is not a Good Predictor of Job Performance. *International Journal of Selection and Assessment*, 12(3). https://doi.org/10.1111/j.0965-075X.2004.278_1.x
- Guenzi, P., & Panzeri, F. (2015). How salespeople see organizational citizenship behaviors: An exploratory study using the laddering technique. *Journal of Business & Industrial Marketing*, 30(2), 218–232. <https://doi.org/10.1108/JBIM-01-2013-0026>
- Gupta, N., & Gupta, A. K. (2020). Big Five Personality Traits and Their Impact on Job Performance of Managers in FMCG Sector. *International Journal of Recent Technology and Engineering*, 8(5), 3104–3109. <https://doi.org/10.35940/ijrte.E6406.018520>
- Hartmann, N. N., Rutherford, B. N., Friend, S. B., & Hamwi, G. A. (2016). *Mentoring's Impact on Salesperson Job Satisfaction Dimensions*. 16.
- Hashim, A., Mustapha, N. H., Malek, M. C., & Shaedin, A. F. (2017). *The Relationship between Big Five Personality and Organizational Citizenship Behavior*. 21.
- Hurtz, G. M., & Donovan, J. J. (2000). *Personality and Job Performance: The Big Five Revisited*. 85(6), 869–879.
- Iles, R., Fulmer, I. S., Spitzmuller, M., & Johnson, M. D. (2009). Personality and Citizenship Behavior: The Mediating Role of Job Satisfaction. *Journal of Applied Psychology*, 94 no. 4, 945–959. <http://dx.doi.org/10.1037/a0013329>
- Isna, T. D. (2019, November 28). *Makin Berada di Bawah Tekanan “Musuh” Amerika, Penjualan HP Xiaomi di China Kena Batunya*. Warta Ekonomi. <https://www.wartaekonomi.co.id/read258881/makin-berada-di-bawah-tekanan-musuh-amerika-penjualan-hp-xiaomi-di-china-kena-batunya>
- John, O. P., & Srivastava, S. (1999). *The Big Five Trait Taxonomy: History, Measurement, and Theoretical Perspective*. 2, 102–138.
- Khalid, S. A., & Ali, H. (2005). Self and Superior Ratings of Organizational Citizenship Behavior: Are there Differences in the Source of Ratings? *Problems and Perspectives in Management*, 4, 8.
- Kumar, K., Bakhshi, A., & Rani, E. (2009). Linking the Big Five personality domains to Organizational citizenship behavior. *International Journal of Psychological Studies*, 1(2), 73. <https://doi.org/10.5539/ijps.v1n2p73>
- Leephaijaroen, S. (2016). Effects of the big-five personality traits and organizational commitments on organizational citizenship behavior of support staff at Ubon Ratchathani Rajabhat University, Thailand. *Kasetsart*

Journal of Social Sciences, 37(2), 104–111.
<https://doi.org/10.1016/j.kjss.2015.03.002>

MacKenzie, S. B., Podsakoff, P. M., & Ahearne, M. (1998). *Some Possible Antecedents and Consequences of In-Role and Extra-Role Salesperson Performance*. 62, 13.

MacKenzie, S. B., Podsakoff, P. M., & Fetter, R. (1993). The Impact of Organizational Citizenship Behavior on Evaluations of Salesperson Performance. *Journal of Marketing*, 57, 70–80.

Mahdiun, R., Ghahramani, M., & Sharif, A. R. (2010). Explanation of organizational citizenship behavior with personality. *Procedia - Social and Behavioral Sciences*, 5, 178–184.
<https://doi.org/10.1016/j.sbspro.2010.07.069>

Marshall, G. W., Moncrief, W. C., Lassk, F. G., & David Shepherd, C. (2012). Linking Performance Outcomes to Salesperson Organizational Citizenship Behavior in an Industrial Sales Setting. *Journal of Personal Selling & Sales Management*, 32(4), 491–501. <https://doi.org/10.2753/PSS0885-3134320406>

Mayer, D., & Greenberg, H. M. (2006, July 1). What Makes a Good Salesman. *Harvard Business Review*, July–August 2006. <https://hbr.org/2006/07/what-makes-a-good-salesman>

McConnachie, C. (2017, February 21). The Difference Between Hiring a Sales Rep vs a Sales Agent. *SalesForce Search*.
<https://www.salesforcerearch.com/httpwww-salesforcerearch-combid185259the-difference-between-hiring-a-sales-rep-vs-a-sales-agent/>

Messer, B., & White, F. (2006). Employees' mood, perceptions of fairness, and organizational citizenship behavior. *Journal of Business and Psychology*, 21, 65–82. <https://doi.org/10.1007/s10869-005-9018-x>

Motowidlo, S. J. (2000). Some Basic Issues Related To Contextual Performance And Organizational Citizenship Behavior In Human Resource Management. *Human Resource Management Review*, 10(1), 12.

Mushraf, A. M., Al-Saqry, R., & Obaid, H. J. (2015). *The Impact of Big Five Personality Factors on Organizational Citizenship Behaviour*. 2 (5), 93–97.

Navarro, D. J., & Foxcroft, D. R. (2019). *Learning statistics with jamovi: A tutorial for psychology students and other beginners (Version 0.70)*. <https://doi.org/10.24384/hgc3-7p15>

Netemeyer, R. G., Boles, J. S., McKee, D. O., & McMurrian, R. (1997). An Investigation into the Antecedents of Organizational Citizenship Behaviors

in a Personal Selling Context. *Journal of Marketing*, 61(3), 85.
<https://doi.org/10.2307/1251791>

- Neuman, W. L. (2014). Social Research Methods: Qualitative and Quantitative Approaches. *Teaching Sociology*, 30(3), 380.
<https://doi.org/10.2307/3211488>
- Nio, S. R., Mariatin, E., & Novliadi, F. (2018). *Perbedaan Organizational Citizenship Behavior (OCB) Ditinjau Dari Karakter Kepribadian Big-Five Dan Tipe Komitmen Organisasi*. 13.
- Nunnally, J. (1978). *Psychometric theory* (2nd ed.). McGraw-Hill.
- Organ, D. W. (1994). Personality and Organizational Citizenship Behavior. *Journal of Management*, 20(2), 465–478. [https://doi.org/10.1016/0149-2063\(94\)90023-x](https://doi.org/10.1016/0149-2063(94)90023-x)
- Organ, D. W. (2018). Organizational Citizenship Behavior: Recent Trends and Developments. *Annual Review of Organizational Psychology and Organizational Behavior*, 5(1), 295–306. <https://doi.org/10.1146/annurev-orgpsych-032117-104536>
- Paillé, P. (2009). Assessing Organizational Citizenship Behavior in the French Context: Evidence for the Four-Dimensional Model. *The Journal of Psychology*, 143(2), 133–146. <https://doi.org/10.3200/JRLP.143.2.133-146>
- Pallant, J. F. (2011). *SPSS Survival Manual: A step by step guide to data analysis using the SPSS program*. Allen & Unwin.
- Patki, D. S. M., & Abhyankar, D. S. C. (2016). *Big Five Personality Factors as Predictors of Organizational Citizenship Behavior: A Complex Interplay*. 3(2), 12.
- Peter, J. P., & Olson, J. C. (2010). *Consumer behavior & marketing strategy* (9th ed). McGraw-Hill Irwin.
- Piercy, N. F., Craven, D. W., Lane, N., & Vorhies, D. W. (2006). Driving Organizational Citizenship Behaviors and Salesperson In-Role Behavior Performance: The Role of Management Control and Perceived Organizational Support. *Journal of the Academy of Marketing Science*, 34(2), 244–262. <https://doi.org/10.1177/0092070305280532>
- Podsakoff, P. M., & Mackenzie, S. B. (1994). Organizational Citizenship Behaviors and Sales Unit Effectiveness. *Journal Of Marketing Research*, 13.
- Priya, C. (2019, July 27). What is Sales Management? Definition, Nature, Scope, Importance, Key Aspects. *The Investors Book*. <https://theinvestorsbook.com/sales-management.html>

- Raymond, M. A., & Tanner, J. F. (1994). The Role and Importance of the Salesperson in Creating a Competitive Advantage. *Journal of Marketing Theory and Practice*, 2(3), 126–138. <https://doi.org/10.1080/10696679.1994.11501663>
- Riseley, J. (2019, January 28). Why The Mental Health of Your Sales Team Matters. *Sales Health Alliance*. <https://saleshealthalliance.com/why-the-mental-health-of-your-sales-team-matters/>
- Saepung, W., Sukirno, & Siengthai, S. (2011). The Relationship between Job Satisfaction and Organizational Citizenship Behavior (OCB) in the Retail Industry in Indonesia. *World Review of Business Research*, 1 no 3, 162–178.
- Saxena, S., Tomar, K., & Tomar, S. (2019). *Impact of Job Satisfaction on Organizational Citizenship Behavior* (SSRN Scholarly Paper ID 3323753). Social Science Research Network. <https://papers.ssrn.com/abstract=3323753>
- Sebayang, R. (2019, July 31). *Laba Samsung Anjlok 56%, Ternyata Ini Penyebabnya*. Market. <https://www.cnbcindonesia.com/market/20190731091243-17-88765/laba-samsung-anjlok-56-ternyata-ini-penyebabnya>
- Siregar, I. S. (2013). *Metode Penelitian Kuantitatif: Dilengkapi dengan Perbandingan Perhitungan Manual & SPSS*. Kencana.
- Smith, C. A., Organ, D. W., & Near, J. P. (1983). Organizational Citizenship Behavior: Its Nature and Antecedents. *Journey of Applied Psychology*, 68 no 4, 653–663.
- Soepono, D. N., & Srimulyani, V. A. (2017). Analisis Pengaruh The Big Five Personality Terhadap Organizational Citizenship Behavior (OCB) Dan Kinerja Perawat Di Rs Santa Clara Madiun. *Jurnal Manajemen Indonesia*, 15(1), 51. <https://doi.org/10.25124/jmi.v15i1.393>
- Suherli, D. T. A., & Sunjoyo. (2011). *Pengaruh Big Five Personality Dan Komitmen Organisasional Afektif Terhadap Organizational Citizenship Behavior Tenaga Administrasi Tetap: Sebuah Penelitian Kasus Pada Universitas Kristen Maranatha Bandung*. 10.
- Teng, C.-I., Huang, K.-W., & Tsai, I.-L. (2007). Effects of Personality on Service Quality in Business Transactions. *The Service Industries Journal*, 27(7), 849–863. <https://doi.org/10.1080/02642060701570495>
- Thiruvendakam, T., & Durairaj, Y. A. (2017). *Organizational Citizenship Behavior: Its Definitions And Dimensions*. 5(5), 46–55.

- Todd, S. Y., & Kent, A. (2006). Direct and indirect effects of task characteristics on organizational citizenship behavior. *North American Journal of Psychology*, 8, 253–268.
- Trochim, W. M. K. (2020). *Nonprobability Sampling | Research Methods Knowledge Base*. <https://socialresearchmethods.net/kb/nonprobability-sampling/>
- Vilela, B. B., González, J. A. V., & Ferrín, P. F. (2010). Salespersons' self-monitoring: Direct, indirect, and moderating effects on salespersons' organizational citizenship behavior. *Psychology and Marketing*, 27(1), 71–89. <https://doi.org/10.1002/mar.20320>
- Waheed, A., Yang, J., & K. Webber, J. (2017). The Effect of Personality Traits on Sales Performance: An Empirical Investigation to Test the Five-Factor Model (FFM) in Pakistan. *Interdisciplinary Journal of Information, Knowledge, and Management*, 12, 139–157. <https://doi.org/10.28945/3710>
- Wardani, I. T. R. K. (2019, April 7). Pahami Job Desc Sales Manager, Sales Associate, Sales Representative, Sales Specialist. *Finansialku Perencana Keuangan Independen*. <https://www.finansialku.com/job-desc-sales-manager/>
- Widhiarso, W. (2009). Koefisien reliabilitas pada pengukuran kepribadian yang bersifat multidimensional. *Psikobuana*, 1(1), 39–48.
- Yakasai, A. M., & Jan, M. T. (2015). The Impact of Big Five Personality Traits on Salespeople's Performance: Exploring the Moderating Role of Culture. *Kuwait Chapter of Arabian Journal of Business and Management Review*, 4(5), 11–26. <https://doi.org/10.12816/0018960>
- Zayas-Ortiz, M., Rosario, E., Marquez, E., & Colón Gruñeiro, P. (2015). Relationship between organizational commitments and organizational citizenship behaviour in a sample of private banking employees. *International Journal of Sociology and Social Policy*, 35(1/2), 91–106. <https://doi.org/10.1108/IJSSP-02-2014-0010>