References

- Ainiyah, N., Deliar, A., & Virtriana, R. (2016). The classical assumption test to driving factors of land cover change in the development region of northern part of west Java. *International Archives of the Photogrammetry, Remote Sensing and Spatial Information Sciences ISPRS Archives*, 41(July), 205–210. https://doi.org/10.5194/isprsarchives-XLI-B6-205-2016
- Bettencourt, L. A., Gwinner, K. P., & Meuter, M. L. (2001). A comparison of attitude, personality, and knowledge predictors of service-oriented organizational citizenship behaviors. *Journal of Applied Psychology*, 86(1), 29–41. https://doi.org/10.1037/0021-9010.86.1.29
- Bogler, R., & Somech, A. (2005). Organizational citizenship behavior in school: How does it relate to participation in decision making? *Journal of Educational Administration*, 43(5), 420–438. https://doi.org/10.1108/09578230510615215
- Bowen, D. E., & Schneider, B. (2014). A Service Climate Synthesis and Future Research Agenda. *Journal of Service Research*, *17*(1), 5–22. https://doi.org/10.1177/1094670513491633
- Cha, J., & Borchgrevink, C. P. (2014). Service Climate in Restaurants. *International Journal of Hospitality and Tourism Administration*, *15*(1), 19–37. https://doi.org/10.1080/15256480.2014.872885
- Chen, W. J. (2016). The model of service-oriented organizational citizenship behavior among international tourist hotels. *Journal of Hospitality and Tourism Management*, 29, 24–32. https://doi.org/10.1016/j.jhtm.2016.05.002
- Chou, S. Y., & Lopez-Rodriguez, E. (2013). An empirical examination of service-oriented organizational citizenship behavior: The roles of justice perceptions and manifest needs. *Managing Service Quality*, 23(6), 474–494. https://doi.org/10.1108/MSQ-02-2013-0019
- Dietz, J., Pugh, S. D., & Wiley, J. W. (2004). Service climate effects on customer attitudes: An examination of boundary conditions. *Academy of Management*

- Journal, 47(1), 81–92. https://doi.org/10.2307/20159561
- Ehrhart, K. H., Witt, L. A., Schneider, B., & Perry, S. J. (2011). Service Employees Give as They Get: Internal Service as a Moderator of the Service Climate-Service Outcomes Link. *Journal of Applied Psychology*, *96*(2), 423–431. https://doi.org/10.1037/a0022071
- Elkatawneh, H. (2016). Comparing Qualitative and Quantitative Approaches. *Ssrn*, (January 2016). https://doi.org/10.2139/ssrn.2742779
- Feldman, S. P. (2014). Service climate, service convenience, service quality and behavioral intentions in chain store restaurants. 杂志(161页). *The International Journal of Organizational Innovation*, 7(1), 6–14. https://doi.org/10.1016/j.intman.2012.10.002
- Gujral, G. S. (2013). Leadership qualities for effective leaders. *Transformational Leadership*, 1–5. Retrieved from http://ezproxy.aut.ac.nz/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=cat05020a&AN=aut.b20070998&site=eds-live%0Ahttp://ezproxy.aut.ac.nz/login?url=http://ebookcentral.proquest.com/lib/AUT/detail.action?docID=1667137
- Hakim, W., Nimran, U., Haerani, S., & Alam, S. (2014). The Antecedents of Organizational Citizenship Behavior (OCB) and TheirEffect on Performance: Study on Public University in Makassar, South Sulawesi, Indonesia. *IOSR Journal of Business and Management*, 16(2), 05–13. https://doi.org/10.9790/487x-16220513
- Hanlon, B., & Larget, B. (2011). Sex and Older Women Samples And Populations. The Scientific Literature. *Statistics Wisconsin University Journal*, 8(9), 6. https://doi.org/10.6007/IJARBSS/v5-i2/1481
- He, Y., Li, W., & Keung Lai, K. (2011). Service climate, employee commitment and customer satisfaction. *International Journal of Contemporary Hospitality Management*, 23(5), 592–607. https://doi.org/10.1108/095961111111143359

- Hox, J. J., & Boeije, H. R. (2005). Hox_05_Data Collection, Primary Versus
 - Secondary.Pdf. Encyclopedia of Social Measurement.
- Kopperud, K. H., Martinsen, Ø., & Humborstad, S. I. W. (2013). Engaging Leaders in the Eyes of the Beholder. *Journal of Leadership & Organizational Studies*, 21(1), 29–42. https://doi.org/10.1177/1548051813475666
- Krishnan, T. R., Liew, S. A., & Koon, V.-Y. (2016). The Effect of Human Resource Management (HRM) Practices in Service-Oriented Organizational Citizenship Behaviour (OCB): Case of Telecommunications and Internet Service Providers in Malaysia. *Asian Social Science*, 13(1), 67.
 https://doi.org/10.5539/ass.v13n1p67
- McGaghie, W. C., & Crandall, S. (2001). Population and Sample Uncertainty.

 **Academic Medicine*, 76, 934–935. https://doi.org/10.1097/00001888-200109000-00020
- Mohamed, S. A., & Ali, M. (2016). The importance of Supervisor Support for Employees' Affective Commitment: An analysis of Job Satisfaction. *International Journal of Scientific and Research Publications*, 6(2), 435–2250.

 Retrieved from www.ijsrp.org
- Nasurdin, A. M., Ahmad, N. H., & Ling, T. C. (2012). Human resource management practices, service climate and service-oriented organizational citizenship behavior: A review and proposed model. *International Business Management*, 6(4), 541–551. https://doi.org/10.3923/ibm.2012.541.551
- Noor, N. A. M. (2012). The Role of Individual Differences in Promoting Front Liners to Become Customer-Oriented: A Case of the Hotel Industry in Malaysia. *Journal of Assurance in Hospitality and Tourism*, *13*(1), 61–79. Retrieved from https://www.tandfonline.com/doi/abs/10.1080/1528008X.2012.644185
- Omar, C. M. Z. C. (2014). The Need for In-Service Training for Teachers and It's Effectiveness In School. *International Journal for Innovation Education and Research*, 2(11), 1–9.

- Roy Rabindra, N., Saha, I., & Roy, R. (2015). Chapter-24 Research Methodology. *Mahajan and Gupta Textbook of Preventive and Social Medicine*, 450–459.

 https://doi.org/10.5005/jp/books/12262_24
- Schneider, B., Macey, W. H., Lee, W. C., & Young, S. A. (2009). Organizational service climate drivers of the American Customer Satisfaction Index (ACSI) and financial and market performance. *Journal of Service Research*, *12*(1), 3–14. https://doi.org/10.1177/1094670509336743
- Schneider, B., White, S. S., & Paul, M. C. (1998). Linking service climate and customer perceptions of service quality: Test of a causal model. *Journal of Applied Psychology*, 83(2), 150–163. https://doi.org/10.1037/0021-9010.83.2.150
- Sedgwick, P. (2014). Unit of observation versus unit of analysis. *BMJ (Online)*, 348(June 2014), 1–3. https://doi.org/10.1136/bmj.g3840
- Sekaran, U. (2003). Research methods for business (4th edition). New York, USA:

 John Wiley & Sons (Vol. 65). https://doi.org/10.1017/CBO9781107415324.004
- Setyawan, I. D. A. (2013). Data dan Metode, 1–37.
- Shaari, H., Salleh, S. M., & Hussin, Z. (2015). Employees Brand Citizenship
 Behaviou R: Front-Liner Versus Backstage Employees' Perspective. *Ijms*, 22(1),
 23–32. Retrieved from http://ijms.uum.edu.my/
 - Showkat, N., & Parveen, H. (2017). Quadrant-I (e-Text), (August), 0–9.
 - Shu, J., Lin, -Jen, & Lin, S.-C. (2011). Moderating effect of organizational climate on the relationship of organizational support and service- oriented organizational citizenship behaviors. *African Journal of Business Management*, *5*(2), 582–595. https://doi.org/10.5897/AJBM10.1093
 - Suan, C. L., Subramaniam, C., & Mat, N. (2018). Akademia Baru Predicting Service-Oriented Citizenship Behaviour among Frontlines with Personal Resources Work Engagement: A Proposed Research Framework Akademia Baru, *I*(1), 74–79.

- Tsai, C.-T. S., & Su, C.-S. (2011). Leadership, job satisfaction and service-oriented organizational citizenship behaviors in flight attendants. *African Journal of Business Management*, *5*(5), 1915–1926. https://doi.org/10.5897/AJBM10.1055
- Walliman, N. (2014). *Research Methods: The Basics. Research Methods: The Basics*. https://doi.org/10.4324/9780203836071
- Way, S. A., Sturman, M. C., & Raab, C. (2010). What matters more?: Contrasting the effects of job satisfaction and service climate on hotel food and beverage managers' job performance. *Cornell Hospitality Quarterly*, *51*(3), 379–397. https://doi.org/10.1177/1938965510363783
- Wilches-Alzate, G. (2009). The relationship between rewards and recognition, service-oriented organizational citizenship behaviour, and customer satisfaction.

 ProQuest Dissertations and Theses, 1–124.
- Wu, P.-H., & Liao, J.-F. (2015). Service-Oriented Organizational Citizenship Behavior, Perceived Service Quality and Customer Satisfaction in Hospitality Industry. *Journal of Applied Sciences*, 16(1), 18–24. https://doi.org/10.3923/jas.2016.18.24
- Yilmaz, K. (2013). Comparison of quantitative and qualitativerResearch traditions: Epistemological, theoretical. *European Journal of Education*, 48(2), 311–325.