

REFERENCES

- AA. Anwar Prabu Mangkunegara. 2009. *Manajemen Sumber Daya Manusia Perusahaan*. Bandung: Rosda
- Abino, A.C, J. Alana, Castillo, Y.J. Lee. 2014. Species Diversity, Biomass, and Carbon Stock Assessments of a Natural Mangrove Forest in Palalawan, Philippines. *Pak J. Bot* 46 (6): 1955-1962.
- Adyani, Novita, dkk. 2016. "Peningkatan Kemampuan Menulis Teks Eksplanasi dengan Menggunakan Media Audiovisual pada Siswa Sekolah Menengah Pertama. *BASASTRA Jurnal Penelitian Bahasa, Sastra Indonesia dan Pengajarannya*". 4 (2): 161.
- Agustian, Ary G. 2006. *Rahasia Sukses Membangkitkan ESQ POWER*. Jakarta: Penerbit Arga
- Agustin, Uyu Wahyudin. 2011. *Penilaian Perkembangan Anak Usia Dini*. Bandung: PT Refika Aditama.
- Akbar, (2010). Hubungan antara kecerdasan emosional dengan keterampilan sosial pada siswa akselerasi di SMA Negeri 1 Padang. Skripsi. Padang: Universitas Putra Indonesia YPTK.
- Al Mehrzi, N., Singh, S.K. (2016), Competing through employee engagement: A proposed framework. *International Journal of Productivity and Performance Management*, 65(6), 831-843.
- Alamzah, Limawandoyo, Eric dan Augustinus Simanjuntak, 2013, *Jurnal Manajemen Bisnis: Pengelolaan Dan Pengembangan Sumber Daya Manusia* Pada PT Aneka Sejahtera Engineering, Universitas Kristen Petra, Vol. 1 No. 2
- Amabile, T.M. (1993) Motivational Synergy: Toward New Conceptualizations of Intrinsic and Extrinsic Motivation in the Workplace. *Human Resource Management Review*, 3, 185-201. [https://doi.org/10.1016/1053-4822\(93\)90012-S](https://doi.org/10.1016/1053-4822(93)90012-S)
- Anwar, Rosiwarna. The effect of learning organization toward employees' innovative Behavior Mediated by Work Engagement (A Study in Indonesia). Department of Management Faculty of Economics and Business. University of Indonesia. Vol, 131. 2017
- Asep Fadhilah, 2015. *Hubungan Karakteristik Pasien Dengan Kepuasan Pasien Rawat Jalan Di Puskesmas Sindangkerta Kabupaten Bandung Barat*. *Jurnal Kesehatan Kartika Stikes A. Yani*
- Bachman J, Stein S, Campbell K, Sitarenios G (2000) Emotional Intelligence in the collection of debt *International Journal of Sselection and Assessment* 8:176-182

- Bar-On, R. (2006). The Bar-On model of emotional-social intelligence (ESI). *Psicothema*, 18, 13-25.
- Barrick, M.R dan Mount, Michael K. 1991. *The Big Five Personality Dimensions and Job Performance: A Meta-Analysis*. *Personnel Psychology*, Vol. 44.
- Bernandin dan Russell. 2006. *Manajemen Sumber Daya Manusia*. Diterjemahkan oleh Bambang Sukoco. Bandung: Armico.
- Bishop, Kirk R. 1989. *Designing Urban Corridors*. American Planning Association. Washington DC.
- Borman, W.C., & Motowidlo, S.J. (1993). Expanding the criterion domain to include elements of contextual performance. In N. Schmitt & W. Borman (Eds), *Personnel selection in organizations* (pp. 71–98). New York: Jossey-Bass.
- Borman, W.C., Buck, D.E., Hanson, M.A., Motowidlo, S.J., Stark, S., & Drasgow, F. (2001). An examination of the comparative reliability, validity, and accuracy of performance ratings made using computerized adaptive rating scales. *Journal of Applied Psychology*, 86(2), 965–973.
- Boyatzis, 1999, *Clustering Competence in Emotional Intelligence: Insights from the Emotional Competence Inventory (ECI)*, Case Western Reserve University, Cleveland, Ohio, USA.
- Brownell, P., & McInnes, M. (1986). Budgetary participation, motivation, and managerial performance. *The Accounting Review*, 61(4), 587–600.
- Campbell, J.P. (1990). Modeling the performance prediction problem in industrial and organizational psychology. In M.D. Dunnette & L.M. Hough (Eds), *Handbook of industrial and organizational psychology* (pp. 687–732). Palo Alto, CA: Consulting Psychologists Press.
- Campbell, J.P., McCloy, R.A., Oppler, S.H., & Sager, C.E. (1993). A theory of performance. In C.W. Schmitt & W.C.A. Borman (Eds), *Personnel selection in organizations* (pp. 35–70). San Francisco, CA: Jossey Bass.
- Cerasoli, C. P., & Ford, M. T. (2014). Intrinsic motivation, performance, and the mediating role of mastery goal orientation: A test of self-determination theory. *The Journal of Psychology*, 148(3), 267–286.
- Cerasoli, C. P., Nicklin, J. M., & Ford, M. T. (2014). Intrinsic motivation and extrinsic incentives jointly predict performance: A 40-year meta-analysis. *Psychological Bulletin*, 140(4), 980–1008.
- Chen, Y., & Chang, C. (2013). Towards green trust. *Management Decision*, 51(1), 63– 82.
- Courty, P., & Marschke, G. (2011). Measuring government performance: An overview of dysfunctional responses. In J. J. Heckman, C. J. Heinrich, P. Courty, G. Marschke, & J. Schmith (Eds.), *The performance of performance standards* (pp. 203–230). Kalamazoo, MI: W.E. Upjohn Institute for Employment Research.

- Darmawan, D. (2013). Prinsip-prinsip Perilaku Organisasi. Surabaya: Pena Semesta.
- Davis, Keith. *Human Behavior at Work*. New York: McGraw-Hill Book Company, 1991.
- Dessler, Gary, 2009, Manajemen SDM: buku 1. Jakarta: Indeks
- Devi, Eva Kris Diana. 2009. Analisis Pengaruh Kepuasan Kerja dan Motivasi terhadap Kinerja dengan Komitmen Organisasional sebagai Variabel Intervening (Studi pada Karyawan Outsourcing PT. Semeru Karya Buana Semarang). Semarang. Tesis. Program Pascasarjana UNDIP.
- Diefenbach, T. (2009). New public management in public sector organizations: The dark sides of managerialistic enlightenment. *Public Administration*, 87(4), 892–909.
- Dubrin, Andrew J. (2005). *Leadership* (Terjemahan). Edisi Kedua. Jakarta: Prenada Media.
- Eka, Priehadi Dhasa. 2017. “Analisis Pengaruh Kecerdasan Intelektual, Kecerdasan Emosional Dan Kepemimpinan Terhadap Kinerja Karyawan (Studi Pada PT Bank BTN Cabang Ciputat).” *Pendidikan, Ekonomi Dan Bisnis 1* (iv): 1–16.
- Eliyani, Citra. (2021). *Faktor Pemasaran Dalam Pengelolaan UMKM di Tengah Pandemi Covid-19*. *Jurnal Madani: Ilmu Pengetahuan, Teknologi, dan Humaniora*, Vol. 4, No. 2, September 2021: 146 - 161
- Furnham, A., Forde, L., & Cotter, T. (1998). *Personality scores and test taking style*. *Personality and Individual Differences*, 24, 19–23.
- Furnham, A., Forde, L., & Ferrari, K. (1999). *Personality and workmotivation*. *Personality and Individual Differences*, 26, 1035–1040.
- Gagné, M., Forest, J., Vansteenkiste, M., Crevier-Braud, L., Van den Broeck, A., Aspley, A. K., ... & Westbye, C. (2015). The Multidimensional Work Motivation Scale: Validation evidence in seven languages and nine countries. *European Journal of Work and Organizational Psychology*, 24(2), 178-196.
- Ganjali, A., & Rezaee. Linking perceived employee voice and creativity. *Iranian Journal of Management Studies*, 9 (1) (2016), IJMS
- Georgellis, Y., Iossa, E., & Tabvuma, V. (2011). *Crowding out intrinsic motivation in the public sector*. *Journal of Public Administration Research and Theory*, 21(3), 473–493.
- Ghozali, I. (2016) *Aplikasi Analisis Multivariete Dengan Program IBM SPSS 23*. Edisi 8. Semarang: Badan Penerbit Universitas Diponegoro.
- Goleman D. (2004). What makes a leader? *Harvard Business Review*, 82(1), 82-91.

- Goleman D. 2006. *Emotional Intelligence: Kecerdasan emosional, mengapa EI lebih penting daripada IQ*. Alih bahasa: T. Hermaya. Jakarta: P.T Gramedia Pustaka Utama.
- Goleman, D. (1998). *Working With Emotional Intelligence*. New York: Bantam Books
- Goleman, Daniel, (2005). *Emotional Intelligence*, alih bahasa T.Hermaya, Jakarta: PT Gramedia Pustaka Utama
- Goleman, Daniel. 1995. *Kecerdasan Emosi: Mengapa Emotional Intelligence Lebih Tinggi Daripada IQ*. Jakarta: Gramedia Pustaka Utama
- Goleman, Daniel. 1997. *Emotional Intelligence (Kecerdasan Emosional); Mengapa EI Lebih Penting daripada IQ*. Jakarta : PT Gramedia Pustaka Utama.
- Goleman, Daniel. 1999. *Kecerdasan Emosi untuk Mencapai Puncak Prestasi*. Jakarta: Gramedia Pustaka Utama.
- Goleman, Daniel. 2003. *Emotional Intelligence*. Jakarta: PT Gramedia Pustaka Utama.
- Harackiewicz, J. M., Smith, J. L., & Priniski, S. J. (2016). *Interest Matters: The Importance of Promoting Interest in Education, Climate, Motivation, and Emotion Interest*, 3(2), 220–227.
<https://doi.org/10.1177/2372732216655542>
- Hasibuan, Malayu S.P., 2017. *Manajemen Sumber Daya Manusia*. Edisi Revisi. Jakarta: Bumi Aksara.
- Hasibuan, Malayu. 2000. *Manajemen Sumber Daya Manusia*. Edisi Revisi. Jakarta: PT Bumi Aksara
- Hersberg, Frederick. 2001. Herzberg's Motivation-Hygiene Theory and Job Satisfaction in The Malaysian Retail Sector: The Mediating Effect Of Love Money. Sunway University Malaysia: Teck Hang Tan and Amna Waheed.
- Herzberg, 1959. *The Motivation to Work*. New York: John Willey and Sons.
- Hidayati, Reni., Yadi Purwanto & Susatyo Yuwono. 2008. Kecerdasan Emosi, Stres Kerja dan Kinerja Karyawan. *Jurnal Ilmiah Psikologi Gunadarma* 2(1): 91–96.
- Hunter, J. E & Hunter, R. F. 1984. "Validity and utility of alternative predictors of job performance. *Psychological Bulletin*. 96, 72-98.
- Imam Ghozali. (2006). *Aplikasi Analisis Multivariate dengan Program SPSS* (Edisi Ke 4). Badan Penerbit Universitas Diponegoro.
- Indrawati, A.D. 2013. Pengaruh Kepuasan Kerja Terhadap Kinerja Karyawan dan Kepuasan Pelanggan pada Rumah Sakit Swasta di Kota Denpasar. *Jurnal*

- Manajemen, Strategi Bisnis, dan Kewirausahaan. Vol. 7, No. 2, hal.153-142
- Law KS, Wong CS, Song LJ (2004). The construct and criterion validity of emotional intelligence and its potential utility for management studies. *Journal of Applied Psychology* 89: 483-496
- Lindner, R. James. (1998). *Understanding Employee Motivation*. Journal of Extension. Vol. 36, 3.
- Locke, E.A. (1976) The Nature and Causes of Job Satisfaction. In: Dunnette, M.D., Ed., *Handbook of Industrial and Organizational Psychology*, Vol. 1, 1297-1343.
- Manullang, 2008, *Dasar-Dasar Manajemen*, Yogyakarta: Ghalia Indonesia (GI)
- Mathis L. Robert dan John Jackson. 2006. *Human Resource Management*. Jakarta: Salemba Empat.
- Motowidlo, S. J., (2003). *Job performance. Handbook of Psychology vol 12: Industrial and Organizational Psychology, 39-53*. New Jersey: Wiley & Sons.
- Mulyasari, Irma. 2018. Pengaruh Kecerdasan Emosional dan Kompetensi Terhadap Kinerja Pegawai. *Journal Of Management Review* 2(2): 190–97.
- Muslih, Basthoumi. (2012). Analisis Pengaruh Motivasi terhadap Kepuasan Kerja dan Kinerja Pegawai. In *Journal of Aplikasi Manajemen* (Vol. 10, No. 4)
- Noermijati, dan Nurjana. 2011. *Peran Karakteristik Individu dan Stres Kerja terhadap Kepuasan Kerja Anggota Kepolisian Resort Malang*. *Jurnal Aplikasi Manajemen FEUB*. 9(40).
- Nurhasanah, Siti. Sumardi, Rebin. 2018. *Pengaruh Kecerdasan Emosional, Kompetensi dan Kompensasi Financial terhadap Kinerja Karyawan PT Agranet Multicitra Siberkom (DetikCom)*. *Journal Ilmu Manajemen*. (Vol.14 No.2)
- Nurita, M. (2012). *Hubungan Antara Kecerdasan Emosional (EQ) dengan Kinerja Perawat pada Rumah Sakit Umum Pusat Fatmawati Jakarta Selatan*. Jakarta: Fakultas Psikologi Universitas Gunadarma.
- Paais, M., & Pattiruhu, J. R. (2020). *Effect of Motivation, Leadership, and Organizational Culture on Satisfaction and Employee Performance*. *Journal of Asian Finance, Economics and Business*, 7(8), 577–588. <https://doi.org/10.13106/JAFEB.2020.VOL7.NO8.577>
- Priyatama, A. N. 2009. Peran Motivasi Intrinsik terhadap Komitmen Organisasi Karyawan. *Psikohumanika*, 2 (2): 1-9
- Putri, Yenni Sugena. 2016. *Pengaruh Kecerdasan Intelektual, Kecerdasan Emosional, dan Lingkungan Kerja Terhadap kinerja Karyawan PT.PLN Persero Area Klaten*. *Journal Manajemen and Organisasi*

- Robbins, S. P. and T. A. Judge. 2011. *Organizational Behavior*. Pearson Education Inc., London.
- Robbins, S. P., & Judge, T. A. 2018. *Organizational Behavior* (18th ed.). London: Pearson Education.
- Robbins, S., dkk. 2012. *Perilaku Organisasi Jakarta: Salemba Empat*
- Robbins, S.P. 2005. *Essential of Organisational Behaviour*, 8th Edn, New Jersey: Prentice Hall
- Robbins, Stephen P & Judge, Timothy A. 2013. *Organizational Behavior Edition 15*. New Jersey: Pearson Education
- Roe, R.A. (1999). Work performance: A multiple regulation perspective. In C.L. Cooper & I.T. Robertson (Eds), *International review of industrial and organizational psychology* (pp. 231–335). Chichester: Wiley Publishers
- Rothmann, S. 2002. *Burnout and engagement: A fortigenicperspective*. Inaugural lecture presented at the North-WestUniversity, Potchefstroom.
- Ryan, R. M., & Deci, E. L. (2000). *Self-determination theory and the facilitation of intrinsic motivation, social development, and well-being*. *American Psychologist*, 55, 68-78.
- Santoso, Singgih. 2007. *Statistik Deskriptif: Konsep dan Aplikasi dengan Microsoft Exel dan SPSS*. Yogyakarta: ANDI.
- Satyawati, Ni Made Ria & I Wayan Suartana. (2014). Pengaruh Gaya Kepemimpinan Dan Budaya Organisasi Terhadap Kepuasan Kerja Yang Berdampak Pada Kinerja Keuangan, *E-Jurnal Akuntansi Universitas Udayana* 6.1 (2014):17-32.
- Sekaran, U. (2006). *Metode penelitian Bisnis*. Salemba Empat.
- Sihotang, I. N. 2004. *Burnout Pada Karyawan Ditinjau Dari Persepsi Terhadap Lingkungan Kerja Psikologis Dan Jenis Kelamin*. *Jurnal Psyche*. Vol. 1. No. 1.
- Simons, J., Dewitte, S., & Lens, W. (2004). *The role of different types of instrumentality in motivation, study strategies, and performance: Know why you learn, so you'll know what you learn!*. *British Journal of Educational Psychology*, 74(3), 343–360.
- Slaski, M., & Cartwright, S. (2002). Health, performance and emotional intelligence: An exploratory study of retail managers. *Stress and Health: Journal of the International Society for the Investigation of Stress*, 18(2), 63–68. <https://doi.org/10.1002/smi.926>
- Smith B.M., Twohy A.J., Smith G.S. *Psychological inflexibility and intolerance of uncertainty moderate the relationship between social isolation and mental health outcomes during COVID-19*. *Journal of Contextual Behavioral Science*. 2020

- Spector, P. E. (1997). *Job satisfaction: Application, assessment, causes, and consequences*. Thousand Oaks, CA.: Sage Publication Inc
- Spector, P.E. 2008. *Industrial and Organizational Psychology: Research and Practice*. New Jersey: John Wiley & Son.
- Stein, Steven J. Dan Howard E. Book, 2003. Ledakan EQ, 15 Prinsip Dasar Kecerdasan Emosional dalam Meraih Sukses (terj.), Bandung: Kaifa, cet. IV.
- Sugiyono. (2016). *Metode Penelitian Kualitatif, Kuantitatif dan R&D*. Alfabeta.
- Sujarweni, V. Wiratna. 2015. *Metodologi Penelitian Bisnis Dan Ekonomi*, 33. Yogyakarta: Pustaka Baru Press.
- Suliyanto. (2011). *Ekonometrika Terapan Teori dan Aplikasi dengan SPSS*. Andi.
- Sutrisno, Edy. 2016. *Manajemen Sumber Daya Manusia*. Cetakan kedelapan Jakarta: Prenadamedia Group.
- Suwanto & Donni Juni Priansa. 2011. *Manajemen Sumber Daya Manusia Dalam Organisasi & Bisnis*. Bandung: Alfabeta.
- Thorndike, E. L. (1920). Intelligence and its uses. APA PsycNet, 140, 227-235.
- Umam, Khaerul. 2012. *Manajemen Organisasi*. Bandung: Pustaka Setia.
- Verbeeten, F. H. M. (2008). *Performance management practices in public sector organizations: Impact on performance*. Accounting, Auditing and Accountability Journal, 21(3), 427–454
- Victor H. Vroom., *Work and Motivation*, (New York : John Wiley & Son, Inc., 1964), dikutip tidak langsung oleh Malayu S.P. Hasibuan., *Organisasi dan Motivasi*, (Jakarta : Bumi Aksara, 2007).
- Warr, Peter. Cook, John. Wall, Toby. Scales for the measurement of some work attitudes and aspect of psychological well-being. *Journal of Occupational Psychology*. Vol, 52. 1979
- Wexley N. Kenneth dan Gary A. Yukl. *Perilaku Organisasi dan Psikologi Personal*. Jakarta: Rineka Cipta, 1992
- Wibowo. 2016, *Manajemen Kinerja*, Edisi Kedua, Jakarta: Rajawali Pers.
- Wong CS, Law KS (2002). The effects of leader and follower emotional intelligence on performance and attitude: an exploratory study. *The leadership Quartely* 13: 243-274
- Yang, Y., Lee, P.K.C., Cheng, T.C.E. (2016), Continuous improvement competence, employee creativity, and new service development performance: A frontline employee perspective. *International Journal of Production Economics*, 171, 275-288.
- Yasrebi, J., Saffari, M., Fathi, H., Karimian, N., Moazallahi, M., & Gazni, R. (2009). Evaluation and Comparison Of Ordinary Kriging and Inverse

Distance Weighting Method For Prediction Of Spatial Variability Of
Some Soil Chemical Parameters. eSearch Journal of Biological Science
4(1), 93- 102

