

REFERENCE

Abraham, R. (1999). Emotional Intelligence in Organizations: A Conceptualization. *Genetic, Social, and General Psychology Monographs*, 125(2), 209-224.

Adey, N. H. and Hj. Bahari, F. 2010. *Hubungan antara kecerdasan emosi, Kepuasan kerja dan komitmen terhadap organisasi*. *Jurnal Kemanusiaan* (16): 62.

Anwar, 1997, *Reliabilitas dan Validitas*, Liberty, Yogyakarta

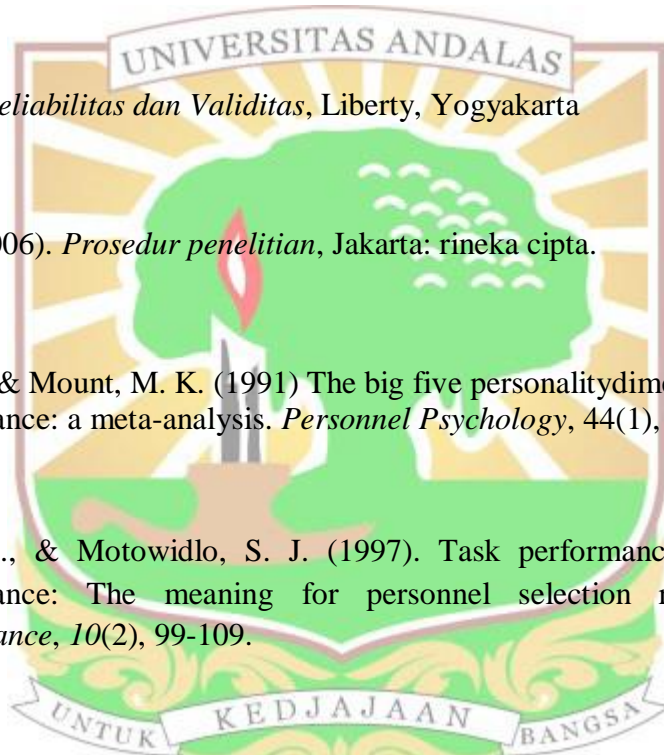
Arikunto, S. (2006). *Prosedur penelitian*, Jakarta: rineka cipta.

Barrick, M. R., & Mount, M. K. (1991) The big five personality dimensions and job performance: a meta-analysis. *Personnel Psychology*, 44(1), 1-26.

Borman, W. C., & Motowidlo, S. J. (1997). Task performance and contextual performance: The meaning for personnel selection research. *Human performance*, 10(2), 99-109.

Bommer, W.H., Johnson, J.L., Rich, G.A., Podsakoff, P.M. and MacKenzie, S.B. (1995) On the interchangeability of objective & subjective measures of employee performance: A meta-analysis. *Personnel Psychology*, 48 (3), 587-605
Bonoma, T.V., & Zaltsman, G. (1981). *Psychology for Management*. Boston: Kent Publishing Company

Brooks, Joni King (2002) *Emotional Competencies of Leaders: A Comparison of Managers in a Financial Organization by performance Level*. Raleigh.



Boyatzis, R.E. (2002). Unleashing the power of self-directed learning. In R. Sims (ed.), *Changing the Way We Manage Change: The Consultants Speak*. New York, Quorum Books.

Boyatzis, R., Goleman, D.& McKee, A. (2002). *Primal leadership: Realizing the power of emotional intelligence*. Boston, MA: Harvard Business School Press.

Bryman, A. (1992) *Charisma & Leadership in Organizations*. London: Sage.

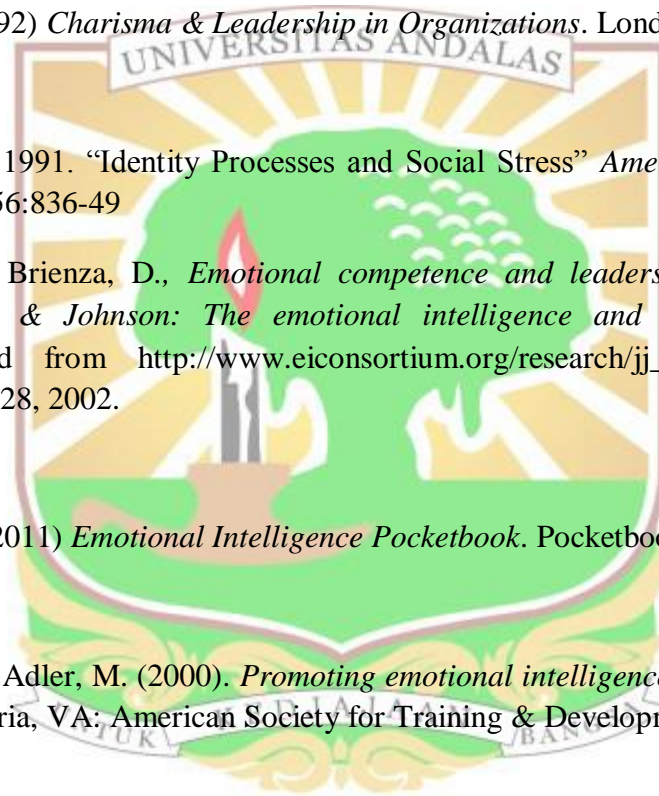
Burke, Peter J. 1991. "Identity Processes and Social Stress" *American Sociological Review* 56:836-49

Cavallo, K. & Brienza, D., *Emotional competence and leadership excellence at Johnson & Johnson: The emotional intelligence and leadership study*. Retrieved from http://www.eiconsortium.org/research/jj_ei_study.htm on October 28, 2002.

Chapman, M. (2011) *Emotional Intelligence Pocketbook*. Pocketbooks.

Cherniss, C., & Adler, M. (2000). *Promoting emotional intelligence in organizations*. Alexandria, VA: American Society for Training & Development.

Cherniss, C. (2000). What is emotional intelligence and why it matters? Paper presented at the Annual Meeting of the Society for Industrial and Organizational Psychology, New Orleans, LA, April 15, 2000. Retrieved October 14, 2002, from (http://www.eiconsortium.org/research/what_is_emotional_intelligence.htm)



Cherniss, C. (1998). *Working With Emotional Intelligence*, The Consortium For Research On Emotional Intelligence in Organizations, Rutgers University, New Jersey

Cherniss, C., & Adler, M. (2000). *Promoting emotional intelligence in organizations*. Alexandria, VA: American Society for Training & Development.

Creswell, J. (1994). *Research design: Qualitative & quantitative approaches*. Thousand Oaks, CA: Sage Publications.

Cooper, R. and Sawaf, A. (1997). *Executive EQ. Emotional intelligence in leadership and organizations*. New York: The Berkley Publishing Group.

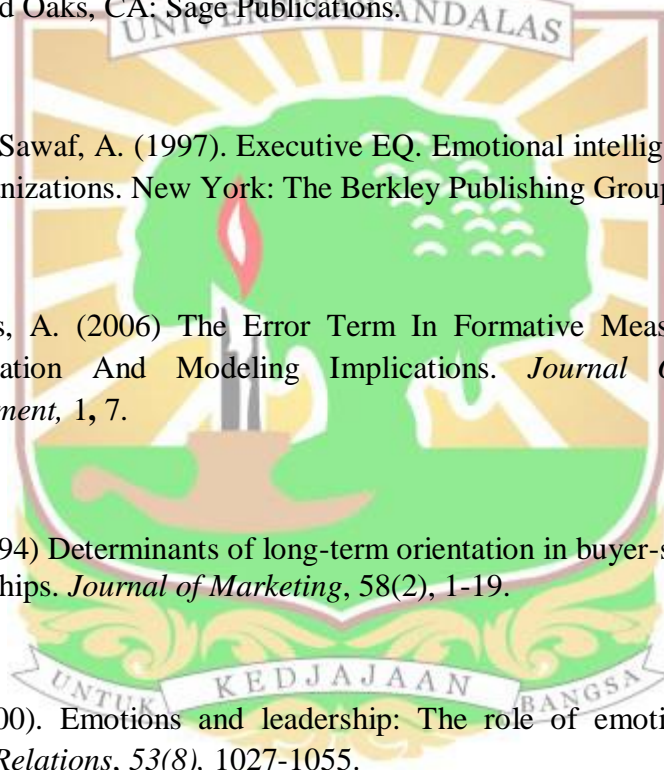
Diamantopoulos, A. (2006) The Error Term In Formative Measurement Models: Interpretation And Modeling Implications. *Journal Of Modeling In Management*, 1, 7.

Ganesan, S. (1994) Determinants of long-term orientation in buyer-seller relationships. *Journal of Marketing*, 58(2), 1-19.

George, J. (2000). Emotions and leadership: The role of emotional intelligence. *Human Relations*, 53(8), 1027-1055.

Ghozali, Imam. (2006). *Structural equation modelling metode alternatif dengan partial least square (PLS)*. Semarang: Badan Penerbit Universitas Diponegoro

Goleman, D. (1998). *Working with emotional intelligence*. New York: Bantam Books.



Goleman, D. (2000). An EI-based theory of performance. In Goleman, D. & Cherniss, C. (Eds.), *The Emotionally Intelligent Workplace: How to Select for, Measure, and Improve Emotional Intelligence in Individuals, Groups, and Organizations*. San Francisco, CA: Jossey-Bass, pp. 27-44.

Goleman, D. (2001). *Emotional Intelligence Untuk Mencapai Puncak Prestasi*, Alih Bahasa : Alex Tri K.W, PT. Gramedia Pustaka Utama, Jakarta

Hair, J., Hult, G., Ringle, C., & Sarstedt, M. (2001). *A primer on partial least square structural equation modelling (PLS-SEM)*. CA: Sage.

Hay Group (2002). *The emotional competency framework*. Retrieved October 15, 2002 from "Framework" at http://ei.haygroup.com/about_ei/.

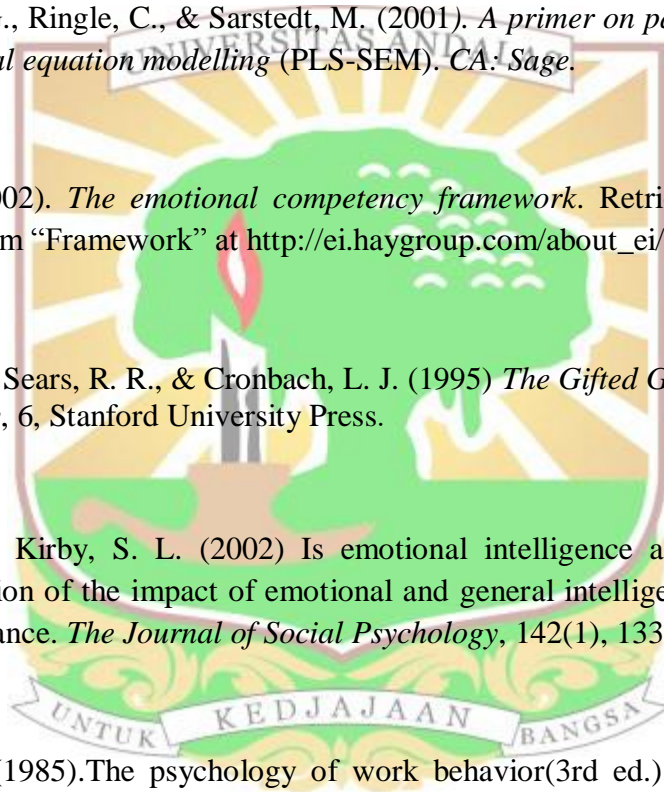
Holahan, C. K., Sears, R. R., & Cronbach, L. J. (1995) *The Gifted Group In Later Maturity*, 6, Stanford University Press.

Lam, L. T., & Kirby, S. L. (2002) Is emotional intelligence an advantage? An exploration of the impact of emotional and general intelligence on individual performance. *The Journal of Social Psychology*, 142(1), 133-143.

Landy, F. W. (1985). *The psychology of work behavior*(3rd ed.). Homewood, IL: Dorsey Press.

Mahkamah Agung R.I., *Himpunan Perundang-undangan Peradilan Agama*, Jakarta, 1994, hlm. 4

Mathis, R.L, dan Jackson, 2002, *Manajemen Sumber Daya Manusia*, Jilid 1 dan 2, Alih bahasa : Bayu Brawira, Salemba Empat, Jakarta.



Mayer, J., Salovey, P., & Caruso, D. (1998). *Competing models of emotional intelligence*. In R.J. Sternberg (Ed.) *Handbook of human intelligence* (2nd ed.). New York: Cambridge University Press, 3-31.

Mayer, J. & Salovey, P. (1997). *What is emotional intelligence: Implications for educators*. In P. Salovey and D. Sluyter (Eds.) *Emotional development, emotional literacy, and emotional intelligence*. New York: Basic Books.

Mayer, J. (2000). *EQ dan Kesuksesan Kerja*, <http://www.e-psikologi.com>, 12 Desember 2004

McBane, D. (1995) *Empathy and the salesperson: a multidimensional perspective*. *Psychology and Marketing*, 12(4), 349-71.

Miner, F. J. (1986). *Computer applications in career development planning*. *Career development in organizations*, 202, 235.

Organ, D. W. (1988). *A restatement of the satisfaction-performance hypothesis*. *Journal of management*, 14(4), 547-557.

Patton, P, 1998, *Kecerdasan Emosional di Tempat Kerja*, Alih Bahasa : Zaini Dahlan, Pustaka Delaprata, Jakarta

Qadar. Maimoona, Gohar &Aasma (2014). *The Impact of Emotional Intelligence on Employees Performance*. *Journal of Managerial Sciences*, Vol VIII No 2.



Qureshi M Tahir., & Ramay I Mohammad (2006), *Impact of Human Resource Management Practices on Organizational Performance in Pakistan*, Muhammad Ali Jinnah University, Islamabad

Rahim, M. A., & Psenicka, C. (1996) A structural equations model of stress, locus of control, social support, psychiatric symptoms, and propensity to leave a job. *The Journal of Social Psychology*, 136(1), 69-84.

Schein, E. H. (1980). *Organizational psychology* (p. 59). Englewood Cliffs, NJ: Prentice-Hall.

Schein, E. H. (1970). Role innovator and his education. *Technology Review*, 73(1), 32.

Schulman P (1995) Explanatory style and achievement in school an work. In Buchanan G., Seligman M. (eds.), *Explanatory style*. Hillsdale, Lawrence Erlbaum

Sekaran, Uma. (2003). *Research Method for Business*. New York: John Wiley & Sons.Inc

Sekaran, Uma. (2006). *Research Methods For Business*. Edisi ke-4. Salemba Empat. Jakarta.

Spencer, L. M., & Spencer, P. S. M. (2008) *Competence at Work Models for Superior Performance*. John Wiley & Sons.

Steele, C. M. (1997) A threat in the air: How stereotypes shape intellectual identity and performance. *American Psychologist*, 52(6), 613.

Sugiyono. (2010). *Statistics for Research*. Bandung: Alfabeta.



Thoits, P, A. 1992. Identity structures and psychological well-being: gender and marital status comparisons. *Social Psychology Quarterly*, 55: 236-256

Thoits, P, A. 1991. On merging identity theory and stress research. *Social psychology Quarterly*, 54: 102-112

Thongrattana, Phatcharee Toghaw, (2010). Assessing reliability and validity of a measurement instrument for studying uncertain factors in Thai rice supply chain. *SBS HDR Student Conference*. Paper 4.

Urbach, Nils & Ahlemann, F. (2010). Structural equation modelling in information systems research using partial least squares. *Journal of Information Technology Theory and Application*, 11 (2).

Van Maanen, J., & Schein, E. H. 1979. Toward a theory of organizational socialization. In B. M. Staw (Ed.), *Re-research in organizational behavior*. vol. 1: 209-264. Greenwich, CT: JAI Press.

Yao, Y.H. Wang, R.T. And Karen Y. W. (2009). The influence of emotional intelligence on job performance: Moderating effects of leadership. *International conference on management science & engineering* :14-16.

Welbourne, T. M., Johnson, D. E., & Erez, A. (1998). The role-based performance scale: Validity analysis of a theory-based measure. *Academy of management journal*, 41(5), 540-555.

Welbourne, T. M., & Cable, D. M. (1995). Group incentives and pay satisfaction: Understanding the relationship through an identity theory perspective. *Human Relations*, 48(6), 711-726.

Welbourne, T. M., & Mejia, L. R. G. (1995). Gainsharing: A critical review and a future research agenda. *Journal of management*, 21(3), 559-609.



