

## REFERENCES

- Akbar, P. S. (2019). Pengaruh Kualitas Pelayanan Terhadap Peningkatan Bed Occupancy Rate Di Rumah Sakit Umum Kaliwates Jember. *Smiknas*, 139–145.
- Al-Hamdan, Z., Oweidat, I. A., Al-Faouri, I., & Codier, E. (2017). Correlating Emotional Intelligence and Job Performance Among Jordanian Hospitals' Registered Nurses. *Nursing Forum*, 52(1), 12–20. <https://doi.org/10.1111/nuf.12160>
- Alhasanah, N. H. (2016). *Gambaran Kinerja Perawat Berdasarkan Beban Kerja di Instalasi Rawat Inap Penyakit dalam Rumah Sakit Umum (RSU) Kota Tangerang Selatan Tahun 2016*.1–125. <http://repository.uinjkt.ac.id/dspace/bitstream/123456789/34278/1/NURIL HIDAYAH ALHASANAH-FKIK.pdf>
- Alonazi, W. B. (2020). The impact of emotional intelligence on job performance during covid-19 crisis: A cross-sectional analysis. *Psychology Research and Behavior Management*, 13, 749–757. <https://doi.org/10.2147/PRBM.S263656>
- Armstrong, A. R., Galligan, R. F., & Critchley, C. R. (2011). Emotional intelligence and psychological resilience to negative life events. *Personality and Individual Differences*, 51(3), 331–336. <https://doi.org/10.1016/j.paid.2011.03.025>
- Barbaranelli, C., Paciello, M., Biagioli, V., Fida, R., & Tramontano, C. (2018). Positivity and Behaviour: The Mediating Role of Self-Efficacy in Organisational and Educational Settings. *Journal of Happiness Studies*, 20(3), 707–727. <https://doi.org/10.1007/s10902-018-9972-4>
- Black, J., Kim, K., Rhee, S., Wang, K., & Sakchutchawan, S. (2018). Self-efficacy and emotional intelligence: Influencing team cohesion to enhance team performance. *Team Performance Management*, 25(1–2), 100–119. <https://doi.org/10.1108/TPM-01-2018-0005>
- Brown, R., Wey, H., & Foland, K. (2018). The Relationship Among Change Fatigue, Resilience, and Job Satisfaction of Hospital Staff Nurses. *Journal of Nursing Scholarship*, 50(3), 306–313. <https://doi.org/10.1111/jnus.12373>
- Cahya, S. F., Astuti, W., & Triatmanto, B. (2021). The Impact of Organizational Culture and Emotional Intelligence on Employee Performance: An Empirical Study from Indonesia. *The Journal of Asian Finance, Economics and Business*, 8(11), 285–296. <https://doi.org/10.13106/jafeb.2021.vol8.no11.0285>
- Dhoopar, A., Sihag, P., Kumar, A., & Suhag, A. K. (2022). Organizational resilience and employee performance in COVID-19 pandemic: the mediating

- effect of emotional intelligence. *International Journal of Organizational Analysis*, 30(1), 130–155. <https://doi.org/10.1108/IJOA-06-2020-2261>
- Dzulfaroh, & Naufal, A. (2020, March 29). Daftar Wilayah di Indonesia yang Terapkan Local Lockdown. Retrieved from kompas.com: <https://www.kompas.com/tren/read/2020/03/29/083900665/daftar-wilayah-di-indonesia-yang-terapkan-local-lockdown-?page=all>
- Hur, W. M., Moon, T. W., & Lee, J. H. (2021). The effect of self-efficacy on job performance through creativity: the moderating roles of customer incivility and service scripts. *Asia Pacific Journal of Marketing and Logistics*, 33(3), 888–905. <https://doi.org/10.1108/APJML-03-2019-0138>
- Jung, H. S., & Yoon, H. H. (2016). Why is employees' emotional intelligence important?: The effects of EI on stress-coping styles and job satisfaction in the hospitality industry. *International Journal of Contemporary Hospitality Management*, 28(8), 1649–1675. <https://doi.org/10.1108/IJCHM-10-2014-0509>
- Katz-Navon, Tal; Naveh Eitan; Stern, Z. (2013). International Journal of Health Care Quality Assurance Article information : *International Journal of Health Care Quality Assurance*, 20(7), 572–584.  
<http://dx.doi.org/10.1108/09526860710822716>
- Katz-Navon, T., Naveh, E., & Stern, Z. (2007). Safety self-efficacy and safety performance: Potential antecedents and the moderation effect of standardization. *International Journal of Health Care Quality Assurance*, 20(7), 572–584. <https://doi.org/10.1108/09526860710822716>
- Koopmans, L., Bernaards, C. M., Hildebrandt, V. H., De Vet, H. C. W., & Van Der Beek, A. J. (2014). Construct validity of the individual work performance questionnaire. *Journal of Occupational and Environmental Medicine*, 56(3), 331–337. <https://doi.org/10.1097/JOM.0000000000000113>
- Lee, J., & Wang, J. (2017). *Developing entrepreneurial resilience : implications for human resource development*. 41(6), 519–539. <https://doi.org/10.1108/EJTD-12-2016-0090>
- Liao, S. H., Hu, D. C., & Huang, Y. C. (2022). Employee emotional intelligence, organizational citizen behavior and job performance: a moderated mediation model investigation. *Employee Relations*. <https://doi.org/10.1108/ER-11-2020-0506>
- Magnano, P., Craparo, G., & Paolillo, A. (2016). Resilience and Emotional Intelligence: which role in achievement motivation Resiliencia e Inteligencia Emocional: qué rol tienen en la motivación al logro Resilience and emotional Intelligence. *Int.J.Psychol.Res*, 9(1), 9–20.

- Mota, R. de O., Bueno, A., Gonella, J. dos S. L., Ganga, G. M. D., Godinho Filho, M., & Latan, H. (2022). The effects of the COVID-19 crisis on startups' performance: the role of resilience. *Management Decision*. <https://doi.org/10.1108/MD-07-2021-0998>
- Ngui, G. K., & Lay, Y. F. (2020). The effect of emotional intelligence, self-efficacy, subjective well-being and resilience on student teachers' perceived practicum stress: A Malaysian case study. *European Journal of Educational Research*, 9(1), 277–291. <https://doi.org/10.12973/eu-jer.9.1.277>
- Noermijati, S., & Indah, K. R. (2019). The Influence of Emotional Intelligence on Employee Performance Mediated by Cooperative Conflict Management Style of Integrating and Compromising. *Universitas Brawijaya Journal of Applied Management (JAM)*, 17(1), 37–47. <https://doi.org/10.21776/ub.jam.2019.017.01.05>
- Nurjanah, S. (2020). *The Effect of Self-Efficacy, Competence, and Emotional Quotient on Employee Performance Through Career Development as an Intervening Variable on Companies*.
- Radhwan, M., Alzgool, H., Ahmed, U., Pahi, H., & Ahmed, A. (2020). COVID-19 and work engagement: understanding the nexus of leaders emotional intelligence, self-efficacy and resilience in the banking sector of Bahrain. *Revista Argentina de Clínica Psicológica*, 29(3), 568–586. <https://doi.org/10.24205/03276716.2020.760>
- Robbins, S. P., & Judge, T. A. (2013). *Organizational Behavior* (15th ed.). Prentice Hall.
- Sadovyy, M., Sánchez-Gómez, M., & Bresó, E. (2021). COVID-19: How the stress generated by the pandemic may affect work performance through the moderating role of emotional intelligence. *Personality and Individual Differences*, 180(May). <https://doi.org/10.1016/j.paid.2021.110986>
- Sekaran, U., & Bougie, R. (2016). *Research Method For Business: A Skill Building Approach*.
- Sihag, P., & Dhoopar, A. (2021). *Organizational resilience and employee performance : the mediation of perceived organizational support in the Indian HEIs*. <https://doi.org/10.1108/IJPPM-07-2021-0387>
- Sogolitappeh, F. N., Hedayat, A., Arjmand, M. R., & Khaledian, M. (2018). Investigate the Relationship between Spiritual Intelligence and Emotional Intelligence with Resilience in Undergraduate (BA) Students. *International Letters of Social and Humanistic Sciences*, 82, 10–18. <https://doi.org/10.18052/www.scipress.com/ilshs.82.10>

Suratman, A., Suhartini, S., Palupi, M., Nurdiana DIHAN, F., & Bakr MUHLISON, M. (2021). The Impact of Psychological Climate and Self-Resilience on Employee Performance During the COVID-19 Pandemic: An Empirical Study in Indonesia\*. *Journal of Asian Finance*, 8(5), 1019–1029. <https://doi.org/10.13106/jafeb.2021.vol8.no5.1019>

Thomas, A., & Suresh, M. (2022). Readiness for sustainable-resilience in healthcare organisations during Covid-19 era. *International Journal of Organizational Analysis*. <https://doi.org/10.1108/IJOA-09-2021-2960>

Turay, A. K., Salamah, S., & Riani, A. L. (2019). The Effect of Leadership Style, Self-Efficacy and Employee Training on Employee Performance at the Sierra Leone Airport Authority. *International Journal of Multicultural and Multireligious Understanding*, 6(2), 760. <https://doi.org/10.18415/ijmmu.v6i2.766>

Varshney, D. (2022). Machiavellianism, self-concept and resilience: do they affect employee performance? A moderated-mediated analysis. *International Journal of Productivity and Performance Management*. <https://doi.org/10.1108/IJPPM-06-2021-0348>

WHO. (2020, April 27). Archived: WHO Timeline - COVID-19. Retrieved from Archived: WHO Timeline - COVID-19: <https://www.who.int/news-room/detail/27-04-2020-who-timeline---covid-19>

WHO. (2022, March 2). Covid-19 pandemic triggers 25% increase in prevalence of anxiety and depression worldwide. Retrieved from World Health Organization: <https://www.who.int/news-room/detail/02-03-2022-covid-19-pandemic-triggers-25-increase-in-prevalence-of-anxiety-and-depression-worldwide>

Zulfadil, Hendriani, S., & Machasin. (2020). The influence of emotional intelligence on team performance through knowledge sharing, team conflict, and the structure mechanism. *Journal of Management Development*, 39(3), 269–292. <https://doi.org/10.1108/JMD-12-2018-0354>