

DAFTAR PUSTAKA

- Adams-Byers, J., Whitsell, S.S., & Moon, S.M. (2004). *Gifted students' perceptions of the academic and social/emotional effects of homogeneous and heterogeneous grouping*. *Gifted Child Quarterly*, 48(1), 7-20
- Aarons, G. A., & Sawitzky, A. C. 2006. *Organizational Culture and Climate and Mental Health Provider Attitudes Toward Evidence-Based Practice*. *Psychology Services*, 3: 61–72.
- Abdullah, Mas Udik. 2005. Meledakkan *IESQ* dengan Langkah Takwa dan Tawakal. Jakarta : Zikrul Hakim. Hal. 93
- Agustian & Ginanjar, A. 2005. Rahasia Sukses Membangun Kecerdasan Emosi dan *Spiritual ESQ Emotional Spiritual Quotient*. *The ESQ Way 165*, 1 Ihsan, 6 Rukun Iman dan 5 Rukun Islam. Jakarta: Penerbit Aga.
- Aldag, R. & Reschke, W. (1997). *Employee value added: Measuring Discretionary Effort and its Value to the Organization*. *Center for Organization Effectiveness*.
- Al-Ghazali, 1992, Iman, Bidayah al-Hidayah, penterjemah Ahmad Zaini, Padang, Angkasa Raya, hal. 56.
- Amin, Ahmad. 1997. *Al-Akhlak*. Penerjemah: Y. Bahtiar Affandi. Jakarta: Jembatan, hal. 77.
- Anak Agung Inten Damaryanthi P.S & Anak Agung Sagung Kartika Dewi. 2016. "Pengaruh Kecerdasan Emosional, Komitmen Organisasi, dan Organizational Citizenship Behavior Terhadap Kinerja Pegawai FEB." *E-Jurnal Manajemen Unud*. Vol. 5. No. 2. Hal. 790 - 820.
- Ancok, D. & Suroso, F. N. 2005. Psikologi Islami: Solusi Islam Atas Problem-Problem Psikologi. Yogyakarta: Pustaka Pelajar. Hal. 73.
- Anthony Dio Martin, (2000), Aplikasi *EQ Based HR Management System*, Majalah Manajemen, No.148, Desember
- Arikunto, Suharsimi. 2005. *Pengelolaan Kelas dan Siswa Sebuah Pendekatan Evaluatif*. Cetakan Keempat. Jakarta: PT. Raja Grafindo Persada

- Asif, M., et al., 2011. *An integrated management systems approach to corporate social responsibility*, *Journal of Cleaner Production* (2011), doi:10.1016/j.jclepro.2011.10.034
- Atkinson, T., Frechette, H. 2009. *Creating A Positive Organizational Climate in A Negative Economic One: Improving Organizational Climate to Transform Performance*. *Forum*, 1-3
- Badri, M. (1986). *Dilema Psikolog Muslim*, Terjemahan S.Z. Luxfiati, Jakarta: Pustaka Firdaus.
- Bambang Supomo dan Nur Indriantoro, 2002, *Metodologi Penelitian Bisnis*. Cetakan Kedua, Yogyakarta; Penerbit BFEE UGM.
- Bar-On, R. 2000. *Emotional and social intelligence: Insights from the Emotional Quotient Inventory (EQ-i)*. In R. Bar-On and J. D. A. Parker (Eds.), *Handbook of emotional intelligence*. San Francisco: Jossey-Bass.
- Bernardin, H. John. 2003. *Human Resources Management: An Experiential Approach, 3rd edition*, McGraw-Hill/Irwin, New York. pp. 143.
- Bolino, M.C., Turnley, W.H., dan Bloodgood, J.M. (2002). —*Citizenship Behavior and the Creation of Social Capital in Organization*l. *Academy of Management Journal*, Vol. 7, No. 4, 2002 pp. 502 – 522
- Boyatzis, R., Goleman, D & Rhee, K. 2000. *Clustering Competence In Emotional Intelligence: Insights From The Emotional Competence Inventory (ECI)*. In R. Bar-On and J.D.A. Parker (Eds.), *Handbook of emotional intelligence*. San Francisco: Jossey-Bass.
- Castro, M. L. dan Martin, N. (2010). *The relationship between organizational climate and employee satisfactions in a south Africa Information and technology organizations*. *SA Journal of Industrial Psychological*, 36, 1-9.
- Chen, X.P., Hui, C. & Sego, D.J. 1998. *The role of Organizational Citizenship Behavior in turnover: Conceptualization and preliminary tests of key hypotheses*. *Journal of Applied Psychology*, 83, 922-931.
- Clement, M., & Vandenberghe, R. (2000). *Teachers' professional development: A solitary or collegial (ad)venture?* *Teacher and Teaching Education*, 16, 81–101
- Coleman S. James. 2008. *Dasar-Dasar Teori Sosial*. Nusa Media: Bandung
- Cooper, Donald R dan Emory, C William, (1998). *Metode Penelitian Bisnis*. Edisi kelima. Jilid 1. Erlangga. Jakarta.
- Dister, A. S. 1990. *Pengalaman dan Motivasi Beragama*. Yogyakarta: Kanisius, Hal. 10

- Druskat, V. U., Sala, F. & Mount, G. (2006). *Linking emotional intelligence and performance at work: Current research Evidence with individuals and groups*. Mahwah, NJ: Erlbaum.
- Dyne, L., and Soon, A. 1998. *Organizational Citizenship Behavior of Contingent Workers in Singapore*. *The Academy of Management Journal*, Vol. 41, No. 6. Dec., 1998, 692-703
- Farhan, M., and Niaz, A. (2012). *Job Satisfaction as a Predictor of Organizational Citizenship Behavior A Study of Faculty Members at Business Institutes*. *Interdisciplinary Journal of Contemporary Research In Business*, Vol 3, No 9, 1447-1455.
- Ferdiansyah, AP. 2016. "Pengaruh Kecerdasan Emosional Terhadap Kinerja Karyawan Melalui *Organizational Citizenship Behavior* pada Perusahaan Bersatu Sukses Group Surabaya." *Jurnal Ilmu Manajemen*. Volume 4. Nomor 2. Hal. 27 – 34.
- Fisher, C.D. 2010 "Happiness at Work", *International Journal of Management Reviews*, Vol. 12, Issue 4, 384-412.
- George, J. M. (1996). *Personality, affect, and behavior in groups*. *Journal of Applied Psychology*, 75: 107-116
- Ghozali, Imam. 2005. *Aplikasi Analisis Multivariate dengan SPSS*. Semarang: Badan Penerbit UNDIP.
- Glock, C. & Stark, R. 1966. *Religion and Society In Tension*. Chicago: University of California.
- Goleman, D, 2000, *Kecerdasan Emosi : Mengapa Emotional Intelligence Lebih Tinggi Daripada IQ*, Alih Bahasa : T. Hermay, PT. Gramedia Pustaka Utama, Jakarta
- Goleman, Daniel. 1998. *What Makes a Leader?* *Harvard Business Review*, 76 (6), 93-102.
- Goleman, Daniel. 1995. *Emotional Intelligence – Why It Can Matter More Than IQ*. Bantam Books, the University of Michigan.
- Goleman, Daniel. 2002. *Kecerdasan Emosional* (terjemahan). Jakarta: PT. GramediaPustakaUtama.
- Goleman, D. 2000. *Working With Emotional Intellegent*. Jakarta: Gramedia Pustaka Utama.

- Griffin, R. W. & Moorhead, G. (2014). *Organizational Behavior: Managing People and Organization, 11th Edition*. Mason: Cengage Learning.
- Gujarati, Damodar, 2003, *Ekonometri Dasar*. Terjemahan: Sumarno Zain, Jakarta: Erlangga.
- Habibollah Salarzehi. 2011. "A Survey of Relationship Between Emotional Intelligence and Organizational Citizenship Behavior in Iran." *International Business and Management*. Vol. 3. No. 1. pp. 130-135.
- Hari Nugroho Akimas dan Achmad Alim Bachri. 2016. "Pengaruh Kecerdasan Intelektual (IQ), Kecerdasan Emosional (EQ), Kecerdasan Spiritual (SQ) Terhadap Kinerja Pegawai Inspektorat Provinsi Kalimantan Selatan." *Jurnal Wawasan Manajemen*. Vol. 4. Nomor 3. Hal. 259 – 271.
- Hasibuan, Malayu S.P. 2005. *Manajemen Sumber Daya Manusia, Edisi Revisi*. Bumi Aksara, Jakarta. Hal. 185.
- Jalaluddin Rakhmat. 2004. *Psikologi Agama: Sebuah Pengantar* (Bandung: Mizan) hal. 50.
- Kanimozhi Narayanan. 2016. "The Effect Of Emotional Intelligence On Organizational Citizenship Behavior." *ASIAN JOURNAL OF MANAGEMENT RESEARCH*. Volume 7. Issue 2. pp 154 – 169.
- Karambayya, R. (1989). *Organizational citizenship behavior:Contextual predictors and organizational consequences*. Un-published doctoral dissertation, Northwestern University,Evanston, IL
- Katz, D. (1964). *The motivational basis of organizational behavior*. *Behavioral Science*,9, 131–133.
- Kiki Cahaya Setiawan. 2015. "Pengaruh Iklim Organisasi Terhadap Kinerja Karyawan Level Pelaksana Di Divisi Operasi PT. Pusri Palembang." *Jurnal Psikologi Islami*. Vol. 1. No. 1. pp.23 - 32.
- Kuncoro, Mudrajad. 2003. *Metode Riset Untuk Bisnis & Ekonomi*. Jakarta: Erlangga.
- Lelei Joy Chelagat, Chepkwony, Protus Kiprop & Ambrose Kemboi. 2015. "Effect of Organizational Citizenship Behavior on Employee Performance in Banking Sector, Nairobi County, Kenya." *International Journal of Business, Humanities and Technology*. Vol. 5. No. 4. pp 55 - 61.

- Litwin GH, Stringer RA Jr. 1968. *Motivation and organizational climate*. Boston: Harvard University Press.
- Luthans, Fred, 2007, “Perilaku Organisasi”, Terjemahaan, Yogyakarta : Andi
- Mangkunegara, Anwar Prabu. 2010. *Evaluasi Kinerja SumberDaya Manusia*. Jakarta: Refika Aditama.
- Mariman Darto, Djoko Setyadi, Sukisno S. Riadi, Sugeng Hariyadi. 2015. “*The Effect of Transformational Leadership, Religiosity, Job Satisfaction, and Organizational Culture on Organizational Citizenship Behavior and Employee Performance in the Regional Offices of National Institute of Public Administration, Republic of Indonesia.*” *European Journal of Business and Management*. Vol.7. No.23. pp 205 – 219.
- Martin, A. D. 2000. *Kompetensi Model, Tren Baru Revitalisasi SDM*. Jakarta: PT Refika Aditama.
- Mathis, Robert L dan Jackson, John H. 2002. *Manajemen Sumber Daya Manusia*. Cetakan I, Edisi I. Graha Ilmu Yogyakarta.
- Matthews, G., Zeidner, M. & Roberts, R. D., 2002. *Emotional Intelligence (Science and Myth)*. London: A Bradford Book The MIT Press. *MTD Training, 2010. Emotional*
- Mayer, J. D., DiPaolo, M. T., dan Salovey, P. 1990. *Perceiving affective content in ambiguous visual stimuli: A component of emotional intelligence*. *Journal of Personality Assessment*. Vol. 54. hal. 772-781.
- Mohammad Kazem Bighami, Heshmat Khalife Soltani, Mitra Panahi, Farshid Abdi. 2013. ” *The relationship Between Emotional Intelligence and Organizational Citizenship Behavior (Testing the Mediating Effect of Job Satisfaction)*.” *Organizational Behavior Studies Quarterly, Autumn*. Vol. 2. No. 3. pp 178 – 195.
- Naomi W. Githinji and Dr. Hazel Gachunga. 2017. “*Influence Of Organizational Climate On Employee Performance In State Corporations In Kenya: A Case Of Kenya Industrial Estates Limited.*” *Strategic Journals*. Vol. 4, Iss. 2 (22), pp 376 – 395.
- Novia Zahrah, Siti Norasyikin Binti Abdul Hamid, Shamsul Huda Binti Abdul Rani, Bidayatul Akmal Binti Mustafa Kamil. 2016. “*The Relationship between Islamic Religiosity, Islamic Work Ethics and Job Performance.*” *International Soft Science Conference*. eISSN: 2357-1330. pp 710 – 716.
- Organ, D. W. 1988. *Organizational Citizenship Behavior the Good Soldier Syndrome*. Lexington, MA: Lexington book.

- Phillips, J. J., 1999. *Accountability In Human Resources Management*. Massachusets: Butterworth-Heinemann.
- Podsakoff, P. M., Mackenzie, S. B., Paine, J. B., & Bachrach, D. G. 1998. *Some Positible antecedents of in role and extra role salesperson Performance*. *Journal of Marketing*. 62: 87-98.
- Podsakoff, P.M., MacKenzie, S.B., Paine, J.B. and Bachrach, D.G. 2000. "Organizational citizenship behaviors: a critical review of the theoretical and empirical literature and suggestions for future research". *Journal of Management*. Vol. 26 No. 3. hal. 513-63.
- Purba, Debora Eflina dan Ali Nina Liche Seniati. (2004) . Pengaruh Kepribadian Dan Komitmen Organisasi terhadap Organizational Citizenzhip Behavior," *Makara Sosial Humaniora*, Vol. 8, No.3, h.105-111.
- Robbins, Stephen P. 2001. *Perilaku Organisasi: Konsep, Kontroversi, Aplikasi*, Jilid 1, Edisi 8, Prenhallindo, Jakarta
- Robbins, Stephen P. *Perilaku Organisasi*. Edisi ke-10. Jakarta: PT. Indeks, 2006. - ----- *Essentials of Organizational Behavior*. Seventh edition. New Jersey: Prentice Hall, 2003
- Safrihsyah, Rozumah Baharudin, Nurdeng Duraseh. 2010. "RELIGIUSITAS DALAM PERSPEKTIF ISLAM: Suatu Kajian Psikologi Agama." *SUBSTANTIA*. Vol. 12. Nomor 2. Hal. 399 – 412.
- Segal, J. 2000. *Meningkatkan Kecerdasan Emosional*. Jakarta: Citra Aksara. Hal. 27.
- Singarimbun, Masri dan Sofian Effendi. 1989. *Metode Penelitian Survey*. LP3ES. Jakarta.
- Stone, P., Mooney-Kane, C., Larson, E.L., Horan, T., Glance, L.G., Zwanziger, J., Dick, A.W., (2007). *Nurse working conditions and patient safety outcomes*. *Medical Care*, 45(6) : 571-587.
- Thompson, Arthur Jr, dkk. 2005. *Crafting and executing strategy*. *United States*: McGraw-Hill
- Thorndike, E. L. 1920. *A constant error in psychological ratings*. *Journal of Applied Psychology*. 4: 469-477
- Thoules, Robert H (2000). *Pengantar Psikologi Agama*. Jakarta: Raja Grafindo Persada, Hal. 20

- Triana Fitriastuti. 2013. "Pengaruh Kecerdasan Emosional, Komitmen Organisasional Dan Organizational Citizenship Behavior Terhadap Kinerja Karyawan." *Jurnal Dinamika Manajemen*. Vol. 4. No. 2. pp: 103 - 114.
- Tsai, Ming-Tien., Chun-Chen Huang. 2008. *The Relationship among Ethical Climate Types, Facets of Job Satisfaction, and the Three Components of Organizational Commitment: A Study of Nurses in Taiwan*. *Journal of Business Ethics* Vol.80, pp: 565–581.
- Wong, C. S., Law, K. S. (2002). *The effects of leader and follower emotional intelligence on Performance and attitude: An exploratory study*. *The Leadership Quarterly*, 13, 243–274.
- Wong, C. S., Wong, P. M & Law, K. S. 2005. *The interaction effect of emotional intelligence and emotional labor on job satisfaction: A test of Holland's classification of occupations*. In C. E. J. Härtel, W. J. Zerbe, & N. M. Ashkanasy (Eds.), *Emotions in Organizational Behavior*. Mahwah, NJ: Lawrence Erlbaum Associates, Inc.