

## DAFTAR PUSTAKA

- A Devito, Joseph**, 2011. *Komunikasi Antar manusia*. Tangerang Selatan: Karisma Publishing Group.
- Agustian, AryGinanjat**. 2005. *Rahasia Sukses Membangun Kecerdasan Emosional dan Spiritual ESQ*. Jakarta: Penerbit Arga.
- Alkahtani, A.**, 2013. Employee Emotional Intelligence and Employee Performance in the Higher Education Institutions in Saudi Arabia: A Proposed Theoretical Framework. *International Journal of Business and Social Science*, Vol. 4, No. 9.
- Aparatur Negara Dan Reformasi Birokrasi Republik Indonesia Nomor 38 Tahun 2017 Tentang Standar Kompetensi Jabatan Aparatur Sipil Negara Lampiran II .
- Arfara, Christina**, and **Irene, Samanta**, 2016. The Impact of Emotional Intelligence On Improving Team-Working: the Case of Public Sector (National Centre For Public Administration And Local Government–N.C.P.A.L.G). *Procedia–Social and Behavioral Sciences*.
- Armstrong, Michael**, 2010. *Human Resource Management Practice a Guide to People Management*. London: Kogan Page Limited.
- Aziz, Farouk**, dan **Suryadi, Edi**, 2017. Pengaruh Budaya Organisasi Dan Komunikasi Interpersonal Terhadap Kinerja Pegawai di Biro Umum Kementerian Pendidikan dan Kebudayaan Republik Indonesia. *Jurnal Pendidikan Manajemen Perkantoran*, Vol.1, No. 1.
- Bernardin, H. John**, 2010. *Human Resource Management, An Experiential Approach*, Fifth Edition. New York: McGraw-Hill Companies, Inc

- Daryanto**, 2011. *Ilmukomunikasi I*. Bandung: PT Sarana Tutorial Nurani.
- Dessler, Gary**, 2013. *Human Resource Management*, Thirteenth Edition. New Jersey: Person Education, Inc.
- Drejer, A**, 2001. Illustrating Competence Development. *Measuring Business Excellence*. Vol.5. No.3.
- Geeganage I. A. P. H and R.S Weeraratna**, 2014. The Relationship between Organizational Culture and Employee Performance. *Case of International Journal of Scientific & Engineering Research*, Volume 5, Issue 8.
- Gibson, L. James, Ivancevich, M. Jonh, Donely, H. James, and Konopaske, Robert**, 2012. *Organization Behavior, Structure and Process Fourteenth Editions*, McGraw Hill Irwin, Companies, Inc. New York.
- Goleman, Daniel**, 1999. *Working with Emotional Intelligence: Kecerdasan Emosi untuk Mencapai Puncak Prestasi* (Penerjemah Alex Tri Kantjo Widodo). Jakarta: Gramedia Pustaka Utama.
- Goleman, Daniel**, 2012. *Ecological Intelligence (Mengungkap Rahasia Di Balik Produk-Produk yang Kita Beli)*. Jakarta: PT Gramedia Pustaka Utama.
- Goleman, Daniel**. 2009. *Kecerdasan Emosional : Mengapa EI lebih penting daripada IQ*. Jakarta : PT. Gramedia Pustaka Utama.
- Husein Umar**, 2004, *Metode Penelitian Untuk Skripsi Dan Tesis Bisnis*, Cet ke 6, Jakarta : PT Raja Grafindo Persada.
- Ivancevich**, 2010. *Human Resource Management*, International Edition. New York: McGraw-Hill Companies Inc.
- Khrisnanto, Iwan., dan Pratomo, Aditya.,** 2017. Pengaruh Komunikasi Interpersonal Terhadap Kinerja Karyawan Front Desk Hotel Bumi Senyuir Samarinda. *Jurnal Sains Terapan Pariwisata*, Vol. 2, No. 3.
- Labba, Hasan, Mohammad Esmaeil Ansari, dan Masoomeh Masoudi**. 2011. The Impact of the Emotional Intelligence on Dimensions of Learning Organization : The Case of Isfahan university. *Interdisciplinary Business Research*, Vol. 3, No. 5.
- Mangkunegara, Anwar, Prabu**, 2000. *Manajemen Sumber Daya Manusia Perusahaan*. Cetakan Ke-2, PT. Remaja Rosda Karya, Bandung.
- Muhammad, Arni**. 2015. *Komunikasi Organisasi*, Edisi I. Jakarta: Bumi Aksara.
- Mulyadi**. 2002. *Auditing Buku 1, Edisi Keenam*. Jakarta : Salemba Empat.
- Mulyana, Deddy**, 2014. *Ilmu Komunikasi: Suatu Pengantar*. Cetakan ke 18. Bandung: PT. Remaja Rosdakarya.

- Nowack, Kenneth**, 2005. Does Leadership Practices affect a Psychologically Healthy Workplace. *Working Paper. Consulting Tools Inc.*
- Palanski, M. dan Avey, J. B.** (2014). The Effects of Ethical Leadership and Abusive Supervision on Job Search Behaviors in the Turnover Process. *Journal of Business Ethics: JBE; Dordrecht, Springer Science & Business Media : Netherlands, Vol. 121, No.1.*
- Payaman J. Simanjuntak**, 2005. *Manajemen dan Evaluasi Kinerja*, Jakarta: Lembaga Penerbit Fakultas Ekonomi UI.
- Peraturan Pemerintah Nomor 46 Tahun 2011 *Pasal 1 ayat 3.*
- Prati, Melita, et al.** 2003. Emotional Intelligence, Leadership Effectiveness, And team Outcomes. *The International Journal Of Organizational Analysis. Vol 11. No.1.*
- Prijosaksono Aribowo dan Sembel Roy**, 2004. *Self Management, Maximize your Strength (Kiat-Kiat Meningkatkan dan Memaksimalkan Kinerja)*. Jakarta : PT. Elex Media Komputindo.
- Robbins, Stephen P, and Timothy A. Judge**, 2013. *Organizational Behavior* 15<sup>th</sup> ed. New Jersey: Pearson Education, Inc.
- Rogers, Everett. M.** 1994. *A History of Communication Study: A Biographical Approach*. New York: The Free Press.
- Rusmalinda, Sinta., Saputri, Marheni Eka**, 2016. Pengaruh Komunikasi Interpersonal Terhadap Kinerja Karyawan di Lembaga Bimbingan Dan Konsultasi Belajar Prestise. *e-Proceeding of Management, Vol.3, No.1.*
- Salovey, P, & Mayer, J. D.** (1990). Emotional Intelligence. *Imagination, Cognition and Personality, Vol. 9, No. 3.* <https://doi.org/10.2190/DUGG-P24E-52WK-6CDG>.
- Sekaran, Uma.** 1992. *Research Methods For Business: A Skill Building Approach, Secon Edition*, John Willey & Sons, Inc. New York.
- Sendjaja, S. Djuarsa**, 2004. *Pengantar Ilmu Komunikasi*, Jakarta: Universitas Terbuka.
- Sholiha, Milatus., Sunaryo H. Hadi., Priyono Ach. Agus**, 2017. Pengaruh Kecerdasan Emosional dan Kecerdasan Spiritual Terhadap Kinerja Guru SMP An-Nur Bululawang. *Warta Ekonomi Vol. 07, No. 17.*
- Spencer, Lyle & Signe M. Spencer**, 1993. *Competence at Work, Models For Superior Performance*. Canada : John Wiley & Sons, Inc.
- Sugiyono**, 2008. *Metode Penelitian Bisnis*, Cetakan 13. CV. Alfabeta, Bandung.

- Sulistio, Herman., Assa, Adrie, Frans,** dan **Herdiansyah Izman M,** 2016. Pengaruh Kecerdasan Emosional Dan Kepribadian Terhadap Kinerja Karyawan Pada PT Bank Danamon Indonesia, TBK. *Jurnal Manajemen Bisnis - Kompetensi, Vol. 11, No. 1.*
- Supriadi,** and **Sefnedi,** 2017. The Effect of Emotional Intelligence and Organizational Cynicism on Job Performance: The Role of Motivation as Mediator. *IOSR Journal of Business and Management (IOSR-JBM).*
- Wahyuni, Rika,** dan **Irfani, Hadi,** 2018. Pengaruh Komunikasi Interpersonal Terhadap Kinerja Pegawai Dengan Komitmen Organisasi Sebagai Variabel Moderating (Studi Pada Pegawai RSUP Dr. M. Djamil Padang). *Jurnal PSYCHE 165 Fakultas Psikologi, Vol.11, No.2.*
- Wibowo,** 2011. *Manajemen Perubahan.* Jakarta: PT. RajaGrafindo Persada.
- Widyastini, Estining,** 2003. *EQ dan Kesuksesan Kerja.* <http://www.e-psikologi.com>
- 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.
- YI YI MO,** 2009. Measuring And Enhancing The Emotional Intelligence Of Built Environment Students. *A Doctoral Thesis Doctor of Philosophy of Loughborough University.*