

DAFTAR REFERENSI

- Ahlowalla, Supriya, Dr. Deepika Tiwary, dan Dr. Ajeya Jha. "Employee Engagement: A Structured Theoretical Review." *The International Journal of Business and Management* (2014). [e-journal] www.theijbm.com (accessed 27 February 2016).
- Ahmed, Mashal dan Salma Shafiq. "The Impact of Organizational Culture on Organizational Performance: A Case Study of Telecom Sector," *Global Journal of Management and Business Research: A Administration and Management*(2014): 21 – 30.
- Airasian, Peter W. *Classroom Assessment: Concept & Applications*. New York: McGraw-Hill. 2001.
- Akduman, Gülbeniz, Zeynep Hatipoglu, dan Zeki Yüksekbilgili. "A Research about Emotional Intelligence on Generations." *International Journal of Advanced Multidisciplinary Research and Review* (2015): 124 – 133.
- AlMazrouei, Sultan Ali Suleiman, Norziani Dahalan, dan Mohammad Hilmi Faiz. "The Impact of Emotional Intelligence Dimensions on Employee Engagement." *International Journal of Management and Commerce Innovations* (September 2015): 376 – 387.
- Al-Tit, Ahmad A., Mohammad Hunitie. "The Mediating Effect of Employee Engagement between Its Antecedents and Consequences." *Journal of Management Research* (October 2015): 47 – 62.
- Alvesson, Mats. *Understanding Organizational Culture 2nd Edition*. London: SAGE Publications Ltd. 2013.
- Anita, R. "Employee Engagement – A Leading Indicator of Employee Retention." *International Journal in Management and Social Science (Impact Factor – 3.25)* (March 2015): 249 – 258.
- Ariani, Dorothea Wahyu. "The Relationship between Employee Engagement, Organizational Citizenship Behavior, and Counterproductive Work Behavior." *International Journal of Business Administration* (2013). [e-journal] www.sciedu.ca/ijba (accessed 28 February 2016).
- Azizishomami, Mostafa, Somayehadabifirozjaee, dan Abbas Abbaspour. "The Study of Relationship between Emotional Intelligence and Organizational

- Citizenship Behavior of High School Teachers in Iran.” *Journal of Applied Science and Agriculture* 9(6) (May 2014): 2457 - 2465.
- Bellas, Dimitrios dan Athanasios Koustelios. “Organizational Culture and Job Satisfaction: A Review.” *International Review of Management and Marketing* (2014): 132 – 149.
- Blell, Denys Santos. *Emotional Intelligence for the Authentic and Diverse Workplace*. Bloomington: iUniverse, 2011.
- Bradberry, Travis and Jean Greaves. *Emotional Intelligence 2.0*. San Diego: TalentSmart, 2009.
- Bridger, Emma. *Employee Engagement*. London: Kogan Page Limited, 2015.
- Bukki, Abolaji Olugbenga. “Influence of Emotional Intelligence and Work-Family Conflict on Organizational Citizenship Behavior of Secondary School Business Subjects’ Teachers in Ogun State,” *Journal of Education and Human Development* 3 (2014). [e-journal] <http://dx.doi.org/10.15640/jehd.v3n3a24> (accessed 15 September 2015).
- Byrne, Zinta.S., *Understanding Employee Engagement: Theory, Research, and Practice*. London: Routledge, 2014.
- Colquitt, Jason A., Jeffery A. Lepinedan Michael J. Wesson. *Organizational Behavior – Improving Performance and Commitment in the Workplace*. New York: McGraw-Hill Irwin. 2011.
- Cook, Sarah. *The Essential Guide to Employee Engagement: Better Business Performance*. London: Kogan Page Limited, 2008.
- Ghozali, Imam dan Hengky Latan. *Partial Least Squares: Konsep, Teknik, dan Aplikasi Menggunakan Program SmartPLS 3.0 Untuk Penelitian Empiris*. Semarang: Badan Penerbit Undip. 2015.
- Gibson, James L., John M. Ivancevich, James H. Donnelly, Jr., Robert Konopaske. *Organizations – Behavior Structure Process*. New York: McGraw-Hill. 2006.
- Gill, Preetinder S., John Dugger, dan Frank Norton. “The Relationship between Compensation and Selected Dimensions of Employee Engagement in a Mid-Sized Engineering Services Firm.” *The Journal of Technology, Management, and Applied Engineering* (March 2014): 1 – 12.

- Goksoy, Suleyman. "Participation of Teachers in School Administration and Their Organizational Citizenship Behaviors." *International Journal of Humanities and Social Science* (May 2014): 179.
- Gupta, Manish, Shirsendu Ganguli, dan Abhilash Ponnam. "Factors Affecting Employee Engagement in India: A Study on Offshoring of Financial Services." *The Qualitative Report* (2015): 498 – 515.
- Hakeem, Iqbal Ahmed & Sumaira Gulzar. "Employee Engagement: An Empirical Study of Higher Education Sector in Kashmir." *Abhinav International Monthly Refereed Journal of Research in Management and Technology* (April 2015): 20 – 26.
- Hanif, Faisal, Sayyed Muhammad Mehdi Raza Naqvi, dan Karar Hussain. "The Role of Employee Engagement in Work-related Outcomes." *Advances in Economics and Business* 3 (6) (2015). [e-journal] <http://www.hrpub.org> (accessed 27 February 2016).
- Harper, Pamela J. "Exploring Forms of Organizational Citizenship Behaviors (OCB): Antecedents and Outcomes." *Journal of Management and Marketing Research Volume 18* (February, 2015): 2.
- Hofstede, Geert dan Gert Jan Hofstede. *Cultures and Organizations – Software of the Mind*. New York: McGraw-Hill. 2005.
- Irshad, Raazia dan Maryam Saeed Hashmi. "How Transformational Leadership is related to Organizational Citizenship Behavior? The Mediating Role of Emotional Intelligence." *Pakistan Journal of Commerce and Social Sciences* (2014): 413 – 425.
- Jones, Gareth. *Organizational Theory, Design and Change*. New Jersey: Pearson Prentice Hall. 2010.
- Macey, William. H., Benjamin Schneider, Karen M. Barbera, and Scott A. Young. *Employee Engagement: Tools for Analysis, Practice, and Competitive Advantage*. West Sussex: John Wiley & Sons, Ltd., 2009.
- Markovic, Mirjana Radovic. *Impact of Globalization on Organizational Culture, Behavior, and Gender Roles*. North Carolina: Information Age Publishing, Inc. 2012.
- Muhammad, Ali. H. "Perceived Organizational Support and Organizational Citizenship Behavior: The Case of Kuwait." *International Journal of Business Administration Vol. 5, No. 3* (April 2014): 59 – 72.

- Muijs, Daniel. *Doing Quantitative Research in Education with SPSS*. London: SAGE Publications Ltd. 2004.
- Naidoo, Pervarshnee dan Nico Martins. "Investigating the Relationship between Organizational Culture and Work Engagement." *Problems and Perspectives in Management* (2014): 432 – 440.
- Nawas, Muhammad Saqib, Masoodul Hassan, Saad Hassan, SadiaShaukat, dan Muhammad Ali Asadullah. "Impact of Employee Training and Empowerment on Employee Creativity Through Employee Engagement: Empirical Evidence from the Manufacturing Sector of Pakistan." *Middle-East Journal of Scientific Research* 19 (4) (2014): 593 – 601.
- Nezamabad, ManijehZibale, Kamran Mohamadkhani, and AmirhosseinMohamaddavoodi. "The Relationship between Emotional Intelligence, Organizational Culture, and Organizational Citizenship Behavior Among the Staffs of TarbiatModares University: A Case Study." *Journal of Social Issues & Humanities* 6 (June 2014): 198.
- Olobatuyi, Moses E. *A User's Guide to Path Analysis*. Maryland: University Press of America. Inc., 2006.
- Organ, Dennis W., Philip M. Podsakoff, dan Scott B.MacKenzie. *Organizational Citizenship Behavior: Its Nature, Antecedents, adn Consequences*. New York: SAGE Publications, Inc. 2006.
- Pourgaz, Abdul Wahab, Abdul Gader Naruel, dan Hossein Jenaabadi. "Examining the Relationship of Organizational Commitment and Equity Perception of Secondary School Administrators." *Scientific Research Publishing* (2015). [e-journal] <http://dx.doi.org/10.4236/psych.2015.66079> (accessed 21 Februari 2016).
- Salovey, Peter, Marc A. Brackett, dan John D. Mayer. *Emotional Intelligence: Key Readings on the Mayer and Salovey Model*. New York: Dude Publishing. 2007.
- Sarafraz, Sheikh Abbas dan Amin Rahimi Kia. "Examining the Relationship between Organizational Culture and Organizational Citizenship Behavior in the Social Security Branches of Khorramabad." *Indian Journal of Fundamental and Applied Life Sciences* Vol. 5 (2015). [e-journal] www.cibtech.org/sp.ed/jls/2015/01/jls/htm (accessed 15 September 2015).
- Sarangi, SwateedanAakanksha Vats. "Role of Emotional Intelligence on Employee Engagement: A Study among Indian Professionals." *International Journal of Business and Management* Vol.10 (May 2015): 224 - 233.

- Schabracq, Marc. *Changing Organizational Culture: The Change Agent's Guidebook*. West Sussex: John Wiley & Sons Ltd. 2007.
- Schein, Edgar H. *Organizational Culture and Leadership*. San Fransisco: Jossey-Bass, A Wiley Imprint. 2004.
- Sesen, Harun, Semih Soran, dan Ebru Caymaz. "Dark Side of Organizational Citizenship Behavior (OCB): Testing a Model between OCB, Social Loafing, and Organizational Commitment." *International Journal of Business and Social Science* (April 2014): 125 – 135.
- Shirsavar, Hadi Rezghi dan Ali Sour. "Studying Relationship of Emotional Intelligence and Organizational Citizenship Behaviour of Boys' Secondary School Teachers of District.5 of Tehran." *American Journal of Educational Science* (2015): 110 – 116.
- Somech, Anit and IzharOplatka. *Organizational Citizenship Behavior in Schools: Examining the Impact and Opportunities Within Educational Systems*. New York: Routledge. 2015.
- Sridhar, Anushadan T. Thiruvenkadam. "Impact of Employee Engagement on Organization Citizenship Behavior." *BVIMSR's Journal of Management Research* (October 2014): 147 – 155.
- Sudaryono. *Budaya&PerilakuOrganisasi*. Jakarta Pusat: LenteraIlmuCendekiaPerkantoran Sentra, 2014.
- Sukardi. *MetodologiPenelitianPendidikan*, Jakarta: PT BumiAksara, 2008.
- Sunny T. Rajanidan A.J. Joshua. "Employee Engagement: An Imperative for Creating Job Satisfaction in Evolving Workplaces." *IOSR Journal of Business and Management* (2016). [e-journal] www.iosjournals.org (accessed 27 February 2016).
- Tziner, Aharondan Gil Sharoni. "Organizational Citizenship Behavior, Organizational Justice, Job Stress, and Work-family Conflict: Examination of Their Interrelationships with Respondents from a Non-western Culture." *Journal of Work and Organizational Psychology* (2014). [e-journal] www.elsevier.ea/rpto (accessed 27 February 2016).
- Unaradjan, DominikusDolet. *MetodePenelitianKuantitatif*. Jakarta: Grafindo, 2013.

- Vijayabanu, C., K. Govindarajan, dan R. Renganathan. "Organizational Citizenship Behavior and Job Involvement of Indian Private Sector Employees using Visual PLS-Sem Model." *Management*, Vol. 19 (August 2014): 185 – 196.
- Wetcher-Hendricks, Debra. *Analyzing Quantitative Data: An Introduction for Social Researchers*. New Jersey: John Wiley & Sons, Inc. 2011.
- Wharam, Jane. *Emotional Intelligence: Journey to the Center of Yourself*. Hants: O Books. 2014.
- Wibowo. *Perilaku Dalam Organisasi*. Depok: PT Rajagrafindo Persada, 2013.
- Yardan, ElifDikmetas, SerapDurukanKöse, danTuncayKöse. "The Effect of Employees' Perceptions of Organizational Justice on Organizational Citizenship Behavior: An Application in Turkish Public Hospital." *Journal of Human Resources Management and Labor Studies* (June 2014): 129 – 148.
- Zadeh, Mina Hakak, Mohammad Reza Esmaili, FarshadTojari, and Ali Zarei. "Relationship between Job Satisfaction and Organizational Justice with Organizational Citizenship Behavior in Physical Educators (Proposing a Model)." *Indian Journal of Fundamental and Applied Life Sciences Vol.5* (2014). [e-journal] www.cibtech.org/sp.ed/jls/2015/12/jls.htm (accessed 15 September 2015).