

DAFTAR PUSTAKA

- Alegre, A. (2010). Parenting Styles and Children's Emotional Intelligence: What do We Know?. *The Family Journal*, 19(1), 56-62.
- Anonim (2014) *Upaya Mencegah Penyalahgunaan Narkoba di Lingkungan Kerja*. Retrieved from <https://health.kompas.com/read/2014/09/19/094757723/Upaya.Mencegah.Penyalahgunaan.Narkoba.di.Lingkungan.Kerja>
- Ambrose, M. L., Seabright, M. A., & Schminke, M. (2002). Sabotage in the workplace: The role of Organizational Injustice. *Organizational Behavior and Human Decision Processes*, 89, 231-292.
- Bar-On, R. (1997). *Bar-On Emotional Quotient Inventory (EQ-I): Technical Manual*. Toronto, Canada: Multi-Health Systems.
- Côté, S., & Miners, C. T. (2006). Emotional Intelligence, Cognitive Intelligence, and Job Performance. *Administrative Science Quarterly*, 51(1), 1-28.
- Creswell, J. W. (2009). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches*. New York: SAGE Publications.
- Dalal, R. S. (2005). A Meta-Analysis of the Relationship Between Organizational Citizenship Behavior and Counterproductive Work Behavior. *Journal of Applied Psychology*, 90(6), 1241-1255.
- Eisenberg, N., & Miller, P. A. (1987). The Relation of Empathy to Prosocial and Related Behavior. *Psychological Bulletin*, 101(1), 91-119.
- Goleman, D. (1995). *Emotional Intelligence*. New York: Bantam Books.
- Goleman, D. (1999). *Working with Emotional Intelligence*. London: Bloomsbury Publishing.

Gravetter, F. J., & Wallnau, L. B. (2013). *Statistics for the Behavioral Science*(9th ed.). Belmont, California: Wadsworth.

Gravetter, F. J., & Forzano, L. B. (2010). *Research Methods for the Behavioral Sciences* (4th ed). Belmont, California: Wadsworth.

Grohol, J. M. (2004, October 13). Direct Link Between Stress and Aggression. Retrieved from

<https://abcnews.go.com/Technology/DyeHard/story?id=158266&page=1>

Gunawan, R., Prihanto, S., & Yuwanto, L. (2009). *Causes and The Intensity of Workplace Bullying*. ANIMA, Indonesian Psychology Journal, 25 (1): 47-54.

Hadi, S. (2000) *Metodologi Penelitian*, Yogyakarta: Andi Yogyakarta.

Jung, S. H., & Yoon, H. H. (2012). The effects of emotional intelligence on counterproductive work behaviors and organizational citizen behaviors among food and beverage employees in a deluxe hotel. *International Journal of Hospitality Management*, 31, 369-378.

Kannaiah, D., Dr., & R., S., Dr. (2015). A Study on Emotional Intelligence at Work Place. *European Journal of Business and Management*, 7(24), 147-154.

Kappagoda, S. (2013). The Relationship Between Emotional Intelligence And Five Factor Model Of Personality Of English Teachers In Sri Lanka. *International Journal of Business, Economics and Law*, 2(1), 53-59.

Lopes, P. N., Grewal, D., Kadis, J., Gall, M., & Salovey, P. (2006). Evidence that emotional intelligence is related to job performance and affect and attitudes at work. *Psicothema*, 18, 132-138.

Martin, D.-M. (2014). Emotional Intelligence And Workplace Aggression: A Meta-Analysis. *Romanian Journal Of Experimental Applied Psychology*, 5(2), 27-36.

Moorthy, M. K., Seetharaman, A., Jaffar, N., & Foong, Y. P. (2015). Employee Perceptions of Workplace Theft Behavior: A Study Among Supermarket Retail Employees in Malaysia. *Ethics & Behavior*, 25(1), 61-85.

Nearhood, L., Jacovino, J., & Barchard, K. A. (2005). Exploring the relationship between Emotional Intelligence and Workplace theft.

Nurul, I., Kozako, A. M., Safin, S. Z., & Rahim, A. R. (2013). The Relationship of Big Five Personality Traits on Counterproductive Work Behavior among Hotel Employees: An Explanatory Study. *Procedia Economics and Finance*, 7, 181-187.

Organ, D. W. (1997). Organizational Citizenship Behavior: It's Construct Clean-Up Time. *HUMAN PERFORMANCE*, 10(2), 85-97.

Papalia, D. E., Olds, S. W., & Feldman, R. D. (2007). *Human Development*. New York: McGraw-Hill.

Penney, L. M., & Spector, P. E. (2005). Job stress, incivility, and counterproductive work behavior (CWB): the moderating role of negative affectivity. *Journal of Organizational Behavior*, 26, 777-796.

Praditya, I. I. (2017). *5 Fakta Mencengangkan Penipuan Umrah Murah First Travel*. Retrieved from <https://www.liputan6.com/news/read/3054681/5-fakta-mencengangkan-penipuan-umrah-murah-first-travel>

Priharseno, Z. N. (2013). 75 Persen Buruh Wanita di Jakarta Alami Kekerasan Seksual. Retrieved from

<https://megapolitan.kompas.com/read/2013/04/19/16235648/75.Persen.Buruh.Wanita.di.Jakarta.Alami.Kekerasan.Seksual>

Randall, P. (2002). *Bullying in Adulthood. Assessing Their Bullies and Their Victims*. New York: Brunner-Routledge.

Razali, N. M., & Wah, Y. B. (2011). Power Comparisons of Shapiro-Wilk, Kolmogorov-Smirnov, Lilliefors and Anderson-Darling Tests. *Journal of Statistical Modeling and Analytics*, 2(1), 21-33.

Robinson, S. L., & Bennett, R. J. (1995). A Typology of Deviant Workplace Behaviors: A Multidimensional Scaling Study. *The Academy of Management Journal*, 38(2), 555-572.

Salovey, P., & Mayer, J. D. (1990). *Emotional Intelligence*. New York: Baywood Publishing Company Inc.

Santrock, J. W. (2014). *Life span development*. New York: McGraw-Hill Education.

Saputri, D. S. (2018). ICW: Kerugian Negara Akibat Korupsi Meningkat (N. Aini, Ed.). Retrieved from <https://www.republika.co.id/berita/nasional/hukum/18/02/19/p4e90f382-icw-kerugian-negara-akibat-korupsi-meningkat>

Sari, D. P. (2017). Ini Daftar Perusahaan Yang Pailit Sepanjang 2017. Retrieved from <http://kabar24.bisnis.com/read/20171228/16/721762/ini-daftar-perusahaan-yang-pailit-sepanjang-2017>

Singh, Y., & Sharma, R. (2012). Relationship between general intelligence, emotional intelligence, stress levels and stress reactivity. *Annals Of Neurosciences*, 19(3), 107-111.

Spector, P. E., & Fox, S. (2005). The Stressor-Emotion Model of Counterproductive Work Behavior (CWB). In S. Fox, & P. E. Spector, *Counterproductive Work Behavior: Investigations Of Actors And Target* (pp. 151-174). American Psychological Association.

Spector, P. E., Fox, S., & Domagalski, T. (2006). Emotions, Violence, and Counterproductive Work Behavior. In E. K. Kelloway, J. Barling, & J. J. Hurrell, JR., *Handbook of Workplace Violence* (pp. 29-46). Thousand oaks, California: Sage Publication Inc.

Spector, P. E., Fox, S., Penney, L. M., Bruursema, K., Goh, A., & Kessler, S. (2006). The dimensionality of counterproductivity: Are all counterproductive behavior created equal? *Journal of Vocational Behavior*, 68, 446–460.

Suryowati, E. (2016). Bos PLN: Karyawan PLN yang Terlibat Pencurian Listrik di Kafe Daeng Azis Akan Dipidana (B. P. Jatmiko, Ed.). Retrieved from <https://ekonomi.kompas.com/read/2016/03/01/185203126/Bos.PLN.Karyawan.PLN.yang.Terlibat.Pencurian.Listrik.di.Kafe.Daeng.Azis.Akan.Dipidana>

Telle, N., & Pfister, H. (2015). Positive Empathy and Prosocial Behavior: A Neglected Link. *Emotion Review*, 8(2), 154-163.

Ying, C. Y., & Ting, S. K. (2013). The Effect Of Emotional Intelligence On Counterproductive Work Behaviors and Organizational Citizenship Behaviors. *International Journal of Accounting and Bussiness Management*, 1(1), 168-179.