

DAFTAR REFERENSI

- Agustian, Ary Ginanjar, *Rahasia Sukses Membangun Kecerdasan Emotional dan Spiritual (ESQ)*, Jakarta: Penerbit Arya, 2001.
- Arwidayanto, D., & Pd, M.b *Manajemen Sumber Daya Manusia Perguruan Tinggi: Pendekatan Budaya Kerja Dosen Profesional*, 2012.
- As'ad, Moh., *Psikologi Industri, seri umum. Sumber Daya Manusia. Edisi 4*, 2004.
- Ashari, Hasan, www.bppk.kemenkeu.go.id. Diakses 1 Februari 2017.
- Aziz, Safrudin, *Manajemen Mutu Perguruan Tinggi: Koreksi dan Implementasi*. Yogyakarta: Gava Media, 2016.
- Baron, R. M and Kenny, D. A., *The Moderator-Mediator Variable Distinction in Social Psychological Research: Conceptual, Strategic, and Statistical Considerations*. Journal of Personality and Social Psychology. Vol. 51, No. 6, 1173-1182. American Psychological Association, Inc., 1986.
- Bar-On, Reuven. *BarOn emotional quotient inventory*. Multi-health systems, 1997.
- Beugré, C.D. and Liverpool, P.R., *Politics as determinant of fairness perceptions in organizations*. In E. Vigoda-Gadot and A. Drory (eds), *Handbook of Organizational Politics* (pp. 122–35). Cheltenham, UK and Northampton, MA: Edward Elgar, 2006.
- Birks, David F.; Malhotra, Naresh K. *Marketing Research: an applied approach*. Pearson Education UK, 2006.
- Bodla, M. A., Danish R. Q., Nawaz, M. M., “*Mediating role of perceived organizational politics in relating job characteristics to morale*”.African Journal of Business Management, volume 6 (15), 5185-5192, 2012.
- Brunetto, Y., Teo, S. T., Shacklock, K., & Farr-Wharton, R., *Emotional intelligence, job satisfaction, well-being and engagement: explaining organisational commitment and turnover intentions in policing*. Human Resource Management Journal, 22(4), 428-441, 2012.
- Carmeli, A., *The relationship between emotional intelligence and work attitudes, behavior and outcomes: An examination among senior managers*. Journal of managerial Psychology, 18(8), 788-813, 2003.

Colquitt, Jason A., Jeffrey A. LePine, & Michael J. Wesson., *Organizational Behavior: Improving Performance and Commitment in the Workplace. Second Edition*. New York: McGraw-Hill/Irwin, 2011. Hlm. 460.

Cooper, Robert K., *Executive EQ: Kecerdasan Emosional dalam Kepemimpinan dan Organisasi*, Jakarta: PT. Gramedia Pustaka Utama, 1999.

Cropanzano, R.S., Kacmar, K.M. and Bozeman, D.P., *Organizational politics, justice and support: their differences and similarities*. In R.S. Cropanzano and K.M Kacmar (eds), *Organizational Politics, Justice and Support: Managing the Social Climate of the Workplace* (pp. 2–18). Westport, CT: Quorum Books, 1995.

Cropanzano, R., & Greenberg, J., *Progress in organizational justice: Tunneling through the maze*. In C. L. Cooper & I. T. Robertson (Eds.), *International review of industrial and organizational psychology* (pp. 317–372). New York: Wiley, 1997.

Damayanti, Komi, F. Suhariadi, *Hubungan antara Persepsi terhadap Keadilan Organisasi dengan Komitmen Karyawan pada Organisasi di PT Haji Ali Sejahtera Surabaya*. Jurnal. Surabaya: Universitas Airlangga, 2010.

Daito, Apollo. *Analisis Literatur Job Satisfaction*. www.kompasiana.com (20 November 2018). Diakses 26 Juni 2019.

David, Fred R.; David, Forest R. *Strategic management: Concepts and cases: A competitive advantage approach*. Pearson, 2013.

Davis, K., Newstrom, J., *Human Behavior At Work 10th ed.*, Mexico: McGraw-Hill, 1999.

Drory, Amos., Vigoda-Gadot, *Organizational politics and human resource management: a typology and the Israeli experience*. Human Resource Management Review, 2010.

DuBrin, Andrew J., *Principles of Leadership. Sixth Edition*. South Western: Cengage Learning. Hlm. 210-211, 2010.

Farrell, D. and Rusbult, C.E., *Exploring the exit, voice, loyalty and neglect typology: the influence of job satisfaction, quality of alternative and investment size*, Employee Responsibilities and Rights Journal, Vol. 5 No. 3, pp. 201-218, 1992.

- Ferris, G.R., Russ, G.S. and Fandt, P.M., *Politics in organizations*, in Giacalone, R.A. and Rosenfeld, P. (Eds), *Impression Management in Organizations*, Sage, Newbury Park, CA, pp. 143-170, 1989.
- Ferris, G.R. and King, T.R., *Politics in human resources decisions: a walk on the dark side*, *Organizational Dynamics*, Vol. 20 No. 2, pp. 59-71, 1991.
- Ferris, G.R. and Kacmar, M.K., *Perceptions of organizational politics*, *Journal of Management*, Vol. 18 No. 1, pp. 93-116, 1992.
- Ferris, G.R., Frink, D.D., Galang, M.C., Zhou, J., Kacmar, M.K. and Howard, J.L., *Perceptions of organizational politics: prediction, stress-related implications and outcomes*, *Human Relations*, Vol. 49 No. 2, pp. 233-266. Empirical exploration of effects PR 43,1, 1996.
- Ferris, G.R., Adams, G., Kolodinsky, R.W., Hochwarter, W.A. and Ammeter, A.P., *Perceptions of organizational politics: theory and research directions*”, in Yammarino, F.J. and Dansereau, F. (Eds), *The Many Faces of Multi-level Issues*, JAI Press, Amsterdam, 2002, pp. 179- 254.
- Ferris, G. R., Treadway, D. C., Brouer, R. L., & Munyon, T. P., *Political skill in the organizational sciences*. In Ferris GR, Treadway DC. (Eds.), *Politics in organizations: Theory and research implications* (pp. 487–528). New York, NY: Routledge/Taylor and Francis, 2012.
- Furtwengler, Dale, *Penilaian Kinerja*, Yogyakarta: Andi, 2002.
- Gibson, Clark C. In pursuit of better policy outcomes. *Journal of Economic Behavior & Organization*, 2005, 57.2: 227-230.
- Goleman, Daniel, *Kecerdasan Emosional*. Jakarta : PT. Gramedia Pustaka Utama, 2002.
- Goleman, Daniel, ‘Leadership that Gets Results’. Harvard Business Review, March-April. 2000.
- Goleman, Daniel, *Working With Emotional Intelligence (terjemahan)*. Jakarta: PT. Gramedia Pustaka Utama, 2000.
- Goleman, Daniel, *Emotional Intelligence Kecerdasan Emosional Mengapa EQ Lebih Penting Daripada IQ*). Jakarta: PT Gramedia Pustaka Utama, 2004.
- Gomes, A., *A cultural assessment of employee motivation in the Brazilian hotel industry: A comparison between the northeast and the southeast*. Unpublished master’s thesis, University of Nevada, Las Vegas. 2013.

Granello, D. H., & Wheaton, J. E., *Online data collection: Strategies for research.* Journal of Counseling & Development, 82 (4). 2004.

Gunawan, H., & Santosa, T. E. C., *Politik Organisasi dan Dampaknya terhadap Komitment Organisasi, Kepuasan Kerja, Kinerja dan Organizational Citizenship Behavior (OCB).* Jurnal Manajemen Maranatha, 12(1), 2012.

Hanafiah, M. J., & Amir, A., *Etika Kedokteran dan Hukum Kesehatan.* EGC, Jakarta, 270, 1999.

Handoko, T. Hani. *Manajemen Personalia.* BPFE Yogyakarta, Yogyakarta, 2008.

Harnoto. *Manajemen Sumber Daya Manusia,* Edisi Kedua, PT. Prehallindo, Jakarta, 2002.

Hariandja, M. T. E., *Manajemen Sumber Daya Manusia.* Grasindo, 2002.

Hasibuan, Malayu. *Manajemen Sumber Daya Manusia.* Jakarta: Bumi Aksara, 2006.

Hayes, A.F., *Introduction to Mediation, Moderation, and Conditional Process Analysis: A Regression-Based Approach,* Guilford Press, New York, NY, 2013.

Hidayat, Asep Saepul. *Manajemen sekolah berbasis karakter.* Jurnal Inovasi dan Kewirausahaan, 2012.

Hochwarter, W.A. and Treadway, D.C., *The interactive effects of negative and positive affect on the politics perceptions – job satisfaction relationship,* Journal of Management, Vol. 29 No. 4, pp. 551-567, 2003.

Hochwarter, W.A., Kiewitz, C., Castro, S.L., Perrewe', P.L. and Ferris, G.R., *Positive affectivity and collective efficacy as moderators of the relationship between perceived politics and job satisfaction,* Journal of Applied Social Psychology, Vol. 33 No. 5, pp. 1009-1035, 2003.

Kacmar,K.M.,&Ferris,G.R., *Perceptions of Organizational Politics Scale (POPs): Development and construct validation*". Educational and Psychological Measurement,51,193-205, 1991.

Kacmar, K. M., & Carlson, D. S., *Further validation of the perceptions of politics scale (POPS): A multiple sample investigation.* Journal of management, 23(5), 627-658, 1997.

- Kenny, D. A., *Reflections on Mediation*. Organizational Research Methods, 2009.
- Kopertis. *Anatomi Masalah PTS*. www.kopertis4.or.id. Diakses 10 Maret 2017.
- Kountur, Ronny. *Metode Penelitian untuk penulisan skripsi dan tesis*. Jakarta: Penerbit PPM, 2003.
- Law, K.S., Wong, C.S. and Song, L.J., *The construct and criterion validity of emotional intelligence and its potential utility for management studies*, Journal of Applied Psychology, Vol. 89 No. 3, pp. 483-496, 2004.
- Law, K.S., Wong, C., Huang, G. and Li, X., *The effects of emotional intelligence on job performance and life satisfaction for the research and development scientists in China*, Asia Pacific Journal of Management, Vol. 25 No. 1, pp. 51-69, 2008.
- Leck, J.D., & Saunders, D.M., *Hirschman's loyalty: Attitude or behavior*, Employee Responsibilities and Rights Journal, 5, 219-230, 1992.
- Liu, Y., Ferris, G.R., Treadway, D.C., Prati, M.L., Perrewe', P.L. and Hochwarter, W.A., *The emotion of politics and the politics of emotions: affective and cognitive reactions to politics as a stressor*, in Vigoda-Gadot, E. and Drory, A. (Eds), *Handbook of Organizational Politics*, Edward Elgar, Northampton, MA, pp. 161-186, 2006.
- Mangkunegara, Anwar Prabu, *Evaluasi Kinerja SDM*. Penerbit PT. Refika Aditama: Bandung, 2007.
- Martin, Anthony, *Emotional Quality Management*, Jakarta: HR Excellency, 2003.
- Mayer, J. D., Salovey, P., Salovey, P., & Sluyter, D., *Emotional development and emotional intelligence: Implications for educators. What is emotional intelligence*, 3-31, 1997.
- Meisler, G., *Empirical exploration of the relationship between emotional intelligence, perceived organizational justice and turnover intentions*. Employee Relations, 35(4), 441-455, 2013.
- Meisler, G., & Vigoda-Gadot, E., *Perceived organizational politics, emotional intelligence and work outcomes: empirical exploration of direct and indirect effects*. Personnel Review, 43 (1), 116-135, 2014.
- Nasrul, Erdy; Sasongko, Agung. *Status Perguruan tinggi Tuai Masalah*. <https://www.republika.co.id> (13 Maret 2014). Diakses 10 Maret 2017.

Nasution, *Manajemen Mutu Terpadu (Total Quality Management)*, PT Gramedia Pustaka Utama, Jakarta, 2005, hlm. 50.

Nelson, D.L dan J.C. Quick, *Organizational Behavior Foundations Realities and Challenges*, Thompson South Western, United States of America, 2006.

Newstrom, J. W. & Davis, Keith. *Organizational Behaviour-Human Behaviour at Work*, 2008.

Nurfuadah, Rifa. *Menuju Babak Akhir Konflik 14 tahun Universitas Trisakti*. <https://nasional.okezone.com> (25 agustus 2016). Diakses 10 Maret 2017.

Petrides, K.V. and Furnham, A., *The role of trait emotional intelligence in a gender-specific model of organizational variables*, Journal of Applied Social Psychology, Vol. 36 No. 2, pp. 552-569, 2006.

Petrides, K. V., Pita, R., & Kokkinaki, F., *The location of trait emotional intelligence in personality factor space*. British journal of psychology, 98(2), 273-289, 2007.

Petrides, K. V., Pérez-González, J. C., & Furnham, A., *On the criterion and incremental validity of trait emotional intelligence*. Cognition and Emotion, 21(1), 26-55, 2007.

Ristekdikti, Kelembagaan, *Kemenristekdikti Umumkan Peringkat Perguruan Tinggi*. www.kelembagaan.ristekdikti.go.id. Diakses 28 Februari 2016.

Ristekdikti, Kelembagaan, *Kampusiana: Saatnya Akhiri Konflik di PTS (ELN/Kompas Ed. 5 Juli 2016 hal. 12)*. www.kelembagaan.ristekdikti.go.id. (11 Juli 2016). Diakses 16 Juli 2016.

Robbins, Stephen P. & Timothy A. Judge, *Organizational Behavior. 14th Edition*. Harlow: Pearson Education Limited, 2011.

Rosenthal, David. *Higher-order awareness, misrepresentation and function*. *Philosophical Transactions of the Royal Society B: Biological Sciences*, 2012.

Rosse, J. G. & Saturay, S. L., *Individual Differences in Adaptation to Work Dissatisfaction*. Presented at the 2004 Meeting of the Western Academy of Management, Anchorage, Alaska. 2004.

Rusbult, C., & Lowery, D., *When bureaucrats get the blues: Responses to dissatisfaction among federal employees*. Journal of Applied Social Psychology, 15(1), 80-103, 1985.

Salovey, Peter, et al., *The positive psychology of emotional intelligence.*" Handbook of positive psychology 159: 171, 2002.

Sampurno, B., *Malpraktek dalam Pelayanan Kedokteran*. Materi seminar tidak diterbitkan, 2005.

Schriesheim, C. and Tsui, A.S., *Development and validation of a short satisfaction instrument for use in survey feedback interventions*, paper presented at the Western Academy of Management Meeting, 1980.

Sekaran, U. Bougie (2010). *Research methods for business: A skill building approach.*

Shresta, A. K., Baniya, Rojan, *Emotional Intelligence and Employee Outcomes: Moderating Role of Organizational Politics*, Business Perspectives and Research 4(1) 15–26, 2016.

Siagian, Sondang P. *Manajemen Stratejik*. Bumi Aksara: Jakarta, 2004.

Simamora, Hanry, *Manajemen Sumber Daya Manusia*, Yogyakarta: STIE YKPN, 1995.

Solopos. *Kemdikbud Fokus Peningkatan Pelaku Pendidikan*. www.solopos.com, (2015, 16 September). Diakses 28 Februari 2016.

Sowmya, K.R., & Panchanatham, N., *Faculty turnover intention in educational institutions* in Indian Journal of Applied Research, March 2012.

Sugiyono, (2008), *Statistika Untuk Penelitian*, Bandung, Alfabeta.

Susilo, Martoyo. *Manajemen Sumber Daya Manusia*. BPFE, Yogyakarta: 2000.

Sy, T., Tram, S. and O'Hara, L.A., *Relation of employee and manager emotional intelligence to job satisfaction and performance*, Journal of Vocational Behavior, Vol. 68 No. 3, pp. 461-473, 2006.

Trivellas, P., Reklitis, P., *Leadership competencies profiles and managerial effectiveness in Greece*. Procedia Economics and Finance, 9, 380-390, 2014.

Trivellas, P., Akrivouli, Z., Tsifora, E., & Tsoutsas, P., *The impact of knowledge sharing culture on job satisfaction in accounting firms. The mediating effect of general competencies*. Procedia Economics and Finance, 19, 238-247, 2015.

Valentine, S., Godkin, L., Fleischman, G. & Kidwell, R., *Corporate Ethical Values, Group Creativity, Job Satisfaction and Turnover Intention: The*

Impact of Work Context on Work Response, Journal of Business Ethics, Vol. 98, No. 3, pp. 353-372, 2011.

Vashdi, Dana R., Eran Vigoda-Gadot, and Dvir Shlomi, *Assessing Performance: The Impact of Organizational Climates and Politics on Public Schools' Performance*. *Public Administration*. Published electronically on January 31, 2012.

Vigoda, E., *Organizational politics, job attitudes and work outcomes: exploration and implications for the public sector*, Journal of Vocational Behavior, Vol. 57, pp. 326-347, 2000.

Vigoda, E., *Reactions to organizational politics: a cross-cultural examination in Israel and Britain*, Human Relations, Vol. 54 No. 11, pp. 1483-1518, 2001.

Vigoda-Gadot, E., & Dryzin-Amit, Y., *Organizational politics, leadership and performance in modern public worksites: A theoretical framework*. *Handbook of organizational politics*, 3-15, 2006.

Vigoda-Gadot, E. and Kapun, D., *Perceptions of politics and perceived performance in public and private organizations: a test of one model across two sectors*, Policy & Politics, Vol. 33 No. 2, pp. 251-276, 2005.

Vigoda-Gadot, E. and Meisler, G., *Emotions in management and the management of emotions: the impact of emotional intelligence and organizational politics on public sector employees*, Public Administration Review, Vol. 70 No. 1, pp. 72-86, 2010.

Widjaja, D. C., Fulbertus, M., DW, F.K., *Analisis persepsi employee empowerment terhadap employee turnover intention di Hotel X, Kupang, Nusa Tenggara*. Jurnal Manajemen Perhotelan, 2008.

Wirawan, *Evaluasi Kinerja Sumber Daya Manusia*, Jakarta: Salemba Empat, 2009.

Wong, C.S. and Law, K.S., *The effects of leader and follower emotional intelligence on performance and attitude: an exploratory study*, The Leadership Quarterly, Vol. 13 No. 3, pp. 243-274, 2002.