

DAFTAR PUSTAKA

- Akhtar, R., Boustani, L., Tsivrikos, D., & Chamorro-Premuzic, T. (2015). The engageable personality: Personality and trait EI as predictors of work engagement. *Personality and Individual Differences, 73*, 44–49. <https://doi.org/10.1016/j.paid.2014.08.040>
- Allen, M. A. M. (2015). Employee Relations : The International Journal Article information : *Employee Relations, 37*(5), 1–37.
- Ansel, M. F., & Wijono, S. (2012). *Pengaruh Keterikatan Kerja Dan Kepuasan Kerja Terhadap Komitmen Organisasi Polisi. 05*(02), 125–142.
- Anwar, M. A., Osman-Gani, A. M., Fontaine, R., & Rahman, M. S. (2017). Assessing organizational citizenship behaviour through constructing emotional intelligence. *Asia-Pacific Journal of Business Administration, 9*(2), 105–117. <https://doi.org/10.1108/APJBA-05-2016-0049>
- Ayu Putu Widani Sugianingrat, I., Rini Widyawati, S., Alexandra de Jesus da Costa, C., Ximenes, M., Dos Reis Piedade, S., & Gede Sarmawa, W. (2019). The employee engagement and OCB as mediating on employee performance. *International Journal of Productivity and Performance Management, 68*(2), 319–339. <https://doi.org/10.1108/IJPPM-03-2018-0124>
- Black, J., Kim, K., Rhee, S., Wang, K., & Sakchutchawan, S. (2019). Self-efficacy and emotional intelligence: Influencing team cohesion to enhance team performance. *Team Performance Management, 25*(1–2), 100–119. <https://doi.org/10.1108/TPM-01-2018-0005>
- Bolton, S. C., & Houlihan, M. (2009). Are we having fun yet? A consideration of workplace fun and engagement. *Employee Relations, 31*(6), 556–568. <https://doi.org/10.1108/01425450910991721>
- Botma, N., & Jonker, C. (2012). A model of psychological wellness for human resource employees in a platinum and steel production environment. In *Research on Emotion in Organizations* (Vol. 8). [https://doi.org/10.1108/S1746-9791\(2012\)0000008007](https://doi.org/10.1108/S1746-9791(2012)0000008007)
- Carmeli, A. (2003). The relationship between emotional intelligence and work attitudes, behavior and outcomes: An examination among senior managers. In *Journal of Managerial Psychology* (Vol. 18). <https://doi.org/10.1108/02683940310511881>
- Choi, Y. G., Kwon, J., & Kim, W. (2013). Effects of attitudes vs experience of workplace fun on employee behaviors: Focused on Generation Y in the hospitality industry. *International Journal of Contemporary Hospitality Management, 25*(3), 410–427. <https://doi.org/10.1108/09596111311311044>
- Cohen, A., & Abedallah, M. (2015). The mediating role of burnout on the relationship of emotional intelligence and self-efficacy with ocb and performance. *Management Research Review, 38*(1), 2–28. <https://doi.org/10.1108/MRR-10-2013-0238>

- Cooper, C. D. (2005). Just joking around? employee humor expression as an ingratiation behavior. *Academy of Management Review*, 30(4), 765–776. <https://doi.org/10.5465/AMR.2005.18378877>
- Crawley, D., Maher, J., & Blake-Beard, S. (2015). Gender in Management : An International Journal She ' s Already Busy : An Exploratory Study of Women ' s Workplace Attitudes as Predictors of Organizational Citizenship Behavior. *Gender in Management: An International Journal*, 30(4), 286–311.
- Ferdinand, A. (2006). Metode Penelitian Manajemen Pedoman Penelitian untuk Penulisan Skripsi Tesis dan disertai Ilmu Manajemen. Semarang: Universitas Diponegoro.
- Ferrell, O. C., & Hartline, M. D. (2010). of Management Service Employees : An. *Journal of Marketing*, 60(4), 52–70.
- Fluegge-Woolf, E. R. (2014). Play hard, work hard: Fun at work and job performance. *Management Research Review*, 37(8), 682–705. <https://doi.org/10.1108/MRR-11-2012-0252>
- Ford, R., McLaughlin, F., & Newstrom, J. (2003). Questions and answers about fun at work. *People and Strategy*, 26(4), 18.
- Ghozali, I. (2016). Aplikasi Analisis Multivariate Dengan Program IBM SPSS 23, Edisi 8. Badan Penerbit Universitas Diponegoro.
- Ghozali, I., & Ratmono, D. (2017). Analisis Multivariate dan Ekonometrika: Teori, Konsep dan Aplikasi dengan menggunakan EViews 10. In *Badan Penerbit Universitas Diponegoro*.
- Goswami, A., Nair, P., Beehr, T., & Grossenbacher, M. (2016). The relationship of leaders' humor and employees' work engagement mediated by positive emotions. *Leadership & Organization Development Journal*, 37(8), 1083–1099. <https://doi.org/10.1108/lodj-01-2015-0001>
- Gupta, M., Shaheen, M., & Reddy, prathap K. (2017). *impact of psychological capital on organizational citizenship behavior: mediation by work engagement*.
- Handayani, D. A. (2016). Hubungan Antara Work Engagement Dengan Organizational Citizenship Behavior pada Karyawan Kontrak. *Jurnal Ilmiah Psikologi Gunadarma*, 9(1).
- Jamaludin, M. F., Ahmad, A. M., & Mohammad, A. (2016). Proceedings of the ASEAN Entrepreneurship Conference 2014. *Proceedings of the ASEAN Entrepreneurship Conference 2014*. <https://doi.org/10.1007/978-981-10-0036-2>
- Jung, H. S., & 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(2), 369–378. <https://doi.org/10.1016/j.ijhm.2011.06.008>

- Khodakarami, N., Dirani, K., & Rezaei, F. (2018). Employee engagement: finding a generally accepted measurement scale. *Industrial and Commercial Training*, 50(6), 305–311. <https://doi.org/10.1108/ICT-11-2017-0090>
- Law, K. S., Wong, C. S., & Song, L. J. (2004). The construct and criterion validity of emotional intelligence and its potential utility for management studies. *Journal of Applied Psychology*, 89(3), 483–496. <https://doi.org/10.1037/0021-9010.89.3.483>
- Matofani, N., & Djastuti, I. (2016). Analisis pengaruh fun at work terhadap organizational citizenship behavior (OCB) dengan kepuasan kerja dan work engagement sebagai variabel intervening (Studi Pada PT Djarum di Kudus). *Diponegoro journal of management*, 4(2015), 1–9.
- Men, L. R., & Robinson, K. L. (2018). It's about how employees feel! examining the impact of emotional culture on employee–organization relationships. *Corporate Communications*, 23(4), 470–491. <https://doi.org/10.1108/CCIJ-05-2018-0065>
- Merino-tejedor, E., Hontangas, P. M., & Petrides, K. V. (2018). on Academic Engagement &. *Revista de Psicodidáctica*, (xx), 1–8. <https://doi.org/10.1016/j.psicoe.2017.10.002>
- Miao, C., Humphrey, R. H., & Qian, S. (2017). Are the emotionally intelligent good citizens or counterproductive? A meta-analysis of emotional intelligence and its relationships with organizational citizenship behavior and counterproductive work behavior. *Personality and Individual Differences*, 116, 144–156. <https://doi.org/10.1016/j.paid.2017.04.015>
- Nasir, M. A., & Morgan, J. (2017). Interaction Effect of Display Rules and Emotional Intelligence on Hotel Managers' and Nonmanagers' Work Engagement
- Noe, Raymond A, E. al. (2015). *Manajemen sumber daya manusia: mencapai keunggulan bersaing* (6th ed.). Jakarta: Karya Salemba Empat.
- Organ, D. W. (2015). Organizational Citizenship Behavior. In *International Encyclopedia of the Social & Behavioral Sciences: Second Edition* (Second Edi, Vol. 17). <https://doi.org/10.1016/B978-0-08-097086-8.22031-X>
- Perdhana, M. S. (2017). *Organizational Behavior*. Semarang.
- Schaufeli, W. B., Bakker, A. B., & Salanova, M. (2006). The measurement of work engagement with a short questionnaire: A cross-national study. *Educational and Psychological Measurement*, 66(4), 701–716. <https://doi.org/10.1177/0013164405282471>
- Schaufeli, W., Salanova, M., González-romá, V., & Bakker, A. (2002). The Measurement of Engagement and Burnout: A Two Sample Confirmatory Factor Analytic Approach. *Journal of Happiness Studies*, 3(1), 71–92. <https://doi.org/10.1023/A:1015630930326>
- Sekaran, U. (2006). *Research Methods of Business*. Jakarta : Salemba Empat, Jilid 1. Edisi 4. <https://doi.org/http://www.slideshare.net/basheerahmad/research-methods->

for-business-entire-ebook-by-uma-sekaran

- Sekaran, U., & Bougie, R. (2016). *Research Methods For Business. A Skill Building Approach*. 7th Edition. *Book*. https://doi.org/10.1007/978-94-007-0753-5_102084
- Sekaran, U., & Bougie, R. (2017). *Metodologi penelitian untuk Bisnis*. 6.
- Sevi, E. (2010). Effects of organizational citizenship behaviour on group performance: Results from an agent-based simulation model. *Journal of Modelling in Management*, 5(1), 25–37. <https://doi.org/10.1108/17465661011026149>
- Sharma, S., Mukherjee, S., Kumar, A., & Dillon, W. R. (2005). A simulation study to investigate the use of cutoff values for assessing model fit in covariance structure models. *Journal of Business Research*, 58(7), 935–943. <https://doi.org/10.1016/j.jbusres.2003.10.007>
- Sridhar, A., & Thiruvenkadam, T. (2014). Impact of employee engagement on organization citizenship behaviour. *Journal of Management Research* 2, 6(2), 147–155. Retrieved from http://www.achievers.com/system/files/resource/analyst-insights-HBR_Achievers_Report_TheImpactofEmployeeEngagementonPerformance.pdf
- Stephen, R. (2015). *Perilaku Organisasi* (16th ed.). Jakarta: Karya Salemba Empat.
- Sugiyono. (2010). *Metode Penelitian Bisnis. Pendekatan Kuantitatif, kualitatif dan R & D*. Bandung: Alfabeta.
- Sugiyono. (2014a). *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif Dan R&D*.
- Sugiyono, P. D. (2014b). *Populasi dan sampel, Metode Penelitian Kuantitatif, Kualitatif Dan R&D*.
- Wahyu Ariani, D. (2013). The Relationship between Employee Engagement, Organizational Citizenship Behavior, and Counterproductive Work Behavior. *International Journal of Business Administration*, 4(2). <https://doi.org/10.5430/ijba.v4n2p46>
- Williams, L. J., & Anderson, S. E. (1991). Job Satisfaction and Organizational Commitment as Predictors of Organizational Citizenship and In-Role Behaviors. *Journal of Management*. <https://doi.org/10.1177/014920639101700305>
- Yucel Karamustafa, E., Kunday, O., & Prof, A. (2018). the Relationship Between Emotional Intelligence and Employee Engagement With the Moderating Role of Gender. *International Journal of Economics, Business and Management Research*, 2(02), 586–603. Retrieved from www.ijebmr.com
- Yuniawan, A. (2002) *Model Persamaan Struktural (Structural Equation Model) untuk Desain dan Pengembangan Produk Baru*. Universitas Gadjah Mada.