

## DAFTAR PUSTAKA

- Altındağ, E., & Köseadağı, Y. (2015). The Relationship Between Emotional Intelligence of Managers, Innovative Corporate Culture and Employee Performance. *Procedia-Social and Behavioral Sciences*, 210, 270–282. <https://doi.org/10.1016/j.sbspro.2015.11.367>
- Arfisha, K. J. (2019). Peran Human Capital PT Pertamina (Persero) Refinery Unit IV Cilacap Dalam Mengembangkan Kinerja Karyawan Melalui Training dan Pemberian Sertifikasi.
- Arsyanti, N. M., & Astuti, S. R. T. (2016). Analisis Pengaruh Kualitas Produk, Kualitas Layanan dan Keragaman Produk Terhadap Kepuasan Pelanggan Serta Dampaknya Terhadap Minat Beli Ulang (Studi pada Toko Online Shopastelle, Semarang). *DIPONEGORO JOURNAL OF MANAGEMENT*, 5(2), 1–11. <http://ejournal-s1.undip.ac.id/index.php/dbr>
- Burcea, S. G., Oana, S., Pîrvu, C., & Briscariu, R. (2020). The Relationship Between Emotional Intelligence And Human Resources Employee Performance: A Case Study For Romanian Companies. <https://www.researchgate.net/publication/347952511>
- Dharma, Y. (2018). The effect of work motivation on the employee performance with organization citizenship behavior as intervening variable at bank aceh syariah. In *Emerald Reach Proceedings Series* (Vol. 1, pp. 7–12). *Emerald Group Holdings Ltd.* <https://doi.org/10.1108/978-1-78756-793-1-00065>
- Drigas, A., & Papoutsis, C. (2020). The Need for Emotional Intelligence Training Education in Critical and Stressful Situations: The Case of Covid-19. *International Journal of Recent Contributions from Engineering, Science & IT (IJES)*, 8(3), 20. <https://doi.org/10.3991/ijes.v8i3.17235>
- Edward, Y. R., & Purba, K. (2020). The Effect Analysis of Emotional Intelligence and Work Environment on Employee Performance with Organizational Commitment as Intervening Variables in PT Berkas Bima Sentana. *Budapest International Research and Critics Institute (BIRCI-Journal): Humanities and Social Sciences*, 3(3), 1552–1563. <https://doi.org/10.33258/birci.v3i3.1084>
- Fala, H., & Kirana, K. C. (2021). *Peran Komitmen Afektif, Kecerdasan Emosional dan Dukungan Organisasional Terhadap Organizational Citizenship Behavior*.
- Fatmawati, A., & Azizah, S. N. (2022). Pengaruh Kecerdasan Emosional dan Perceived Organizational Support Terhadap Organizational Citizenship Behavior dengan Komitmen Organisasi Sebagai Variabel Intervening (Studi pada PNS di Badan Pusat Statistik Kabupaten Kebumen). In *Jurnal Ilmiah Mahasiswa*

- Manajemen* (Vol. 4, Issue 2).  
<https://jurnal.universitaspurabangsa.ac.id/index.php/jimmba/index>
- Febrina, S. C., Astuti, Widji, & Triatmanto, B. (2021). The Impact of Organizational Culture and Emotional Intelligence on Employee Performance: An Empirical Study from Indonesia. *Journal of Asian Finance*, 8(11), 285–0296.  
<https://doi.org/10.13106/jafeb.2021.vol8.no11.0285>
- Fenosari, R. M. (2020). Pengaruh Kepemimpinan Transformasional, Iklim Organisasi, Dan Disiplin Kerja Terhadap Kinerja Pegawai Di Pt Pertamina Cilacap.
- Fitriastuti, T. (2013). Jurnal Dinamika Manajemen Pengaruh Kecerdasan Emosional, Komitmen Organisasional Dan Organizational Citizenship Behavior Terhadap Kinerja Karyawan. In *JDM* (Vol. 4, Issue 2).  
<http://journal.unnes.ac.id/nju/index.php/jdm>
- Gunawan, A. A., & Sunardi, H. P. (2016). Pengaruh Kompensasi Dan Disiplin Kerja Terhadap Kinerja Karyawan Pada Pt Gesit Nusa Tangguh (Vol. 16, Issue 1).
- Gunu, U., & Oladepo, R. O. (2014). Impact of Emotional Intelligence on Employees' Performance and Organizational Commitment: A Case Study of Dangote Flour Mills Workers. In *UNIVERSITY OF MAURITIUS RESEARCH JOURNAL* (Vol. 20).
- Hajiali, I., Kessi, A. M. F., Budiandriani, Prihatin, E., & Sufri, M. (2022). Determination of Work Motivation, Leadership Style, Employee Competence on Job Satisfaction and Employee Performance. *Golden Ratio of Human Resource Management*, 2(1), 57–69. <https://doi.org/10.52970/grhrm.v2i1.160>
- Hermina, U. N., & Yosepha, S. Y. (2019). THE MODEL OF EMPLOYEE PERFORMANCE. *International Review of Management and Marketing*, 9(3), 69–73. <https://doi.org/10.32479/irmm.8025>
- Hidayah, S., & Harnoto. (2018). Role of Organizational Citizenship Behavior (OCB), Perception of Justice and Job Satisfaction on Employee Performance. *Jurnal Dinamika Manajemen*, 9(2), 170–178. <https://doi.org/10.15294/jdm.v9i2.14191>
- Imaniah, J. F. (2022). Pengaruh Kecerdasan Emosional Dan Stres Kerja Terhadap Kinerja Karyawan Di Masa Pandemi Covid-19 (*Studi pada karyawan RSI Siti Hajar Sidoarjo*).
- Javier, Dr. R. R., & Deligero, Mr. J. C. L. (2014). Job Satisfaction Of The Teaching And Non-Teaching Staff Of The Lyceum Of The Philippines University - Batangas. *International Journal of Information, Business and Management*, 6 no.4. [www.cabells.com](http://www.cabells.com)
- Jena, L. K., & Goyal, S. (2022). Emotional intelligence and employee innovation: Sequential mediating effect of person-group fit and adaptive performance. *Revue Europeenne de Psychologie Appliquee*, 72(1).  
<https://doi.org/10.1016/j.erap.2021.100729>

- Khaerunnissa, N. A. D., & Winarno, A. (2019). *Pengaruh Motivasi Kerja Terhadap Kinerja Karyawan Di Bagian Kilang Paraxylene PT Pertamina (Persero) Refinery Unit IV Cilacap.*
- Korkmaz, T., & Arpacı, E. (2009). Relationship of organizational citizenship behavior with emotional intelligence. *Procedia - Social and Behavioral Sciences*, *1*(1), 2432–2435. <https://doi.org/10.1016/j.sbspro.2009.01.428>
- Lewa, E. I. I. K., & Subowo. (2005). Pengaruh Kepemimpinan, Lingkungan Kerja Fisik dan Kompensasi Terhadap Kinerja Karyawan Di Pt. Pertamina (Persero) Daerah Operasi Hulu Jawa Bagian Barat, Cirebon.
- Liao, S. H., Hu, D. C., & Huang, Y. C. (2022). Employee emotional intelligence, organizational citizen behavior and job performance: a moderated mediation model investigation. *Employee Relations*, *44*(5), 1109–1126. <https://doi.org/10.1108/ER-11-2020-0506>
- MacCann, C., Jiang, Y., Brown, L. E. R., Double, K. S., Bucich, M., & Minbashian, A. (2020). Supplemental Material for Emotional Intelligence Predicts Academic Performance: A Meta-Analysis. *Psychological Bulletin*. <https://doi.org/10.1037/bul0000219.supp>
- Makarim, A. F. (2021). Pengaruh Praktik Green Human Resource Management (Ghrm) Terhadap Turnover Intentions Dimediasi Lingkungan Kerja( Studipada Karyawan Generasi Milenial Di Pt. Angkasa Pura I (Persero) Cabang Bandar Udara Internasional Adisoemarmo Surakarta ).
- 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>
- Mu'iz, A., & Muchsinati, E. S. (2017). Analisis Pengaruh Praktik Manajemen Sumber Daya Manusia Terhadap Kinerja Karyawan (Studi Kasus Pada Hotel Bintang Empat Di Batam). In *Journal of Accounting & Management Innovation* (Vol. 1, Issue 1).
- Nahrisah, E., & Imelda, S. (2019). Indikator Organizational Citizenship Behavior (Ocb) Dalam Kinerja Organisasi.
- Oktariani, W., Setyanti, S. W. L. H., & Sumana. (2016). Pengaruh Kecerdasan Emosional Dan Kecerdasan Spiritual Serta Kepribadian Terhadap Kinerja Karyawan Pada Pt. Btn (Persero) Tbk. Cabang Jember. In *Bisma Jurnal Bisnis dan Manajemen* (Vol. 10, Issue 2).
- Pasban, M., & Nojedeh, S. H. (2016). A Review of the Role of Human Capital in the Organization. *Procedia - Social and Behavioral Sciences*, *230*, 249–253. <https://doi.org/10.1016/j.sbspro.2016.09.032>

- Permadhy, Y. T., & Ayuningtyas, F. (2021). The Impact of Emotional Intelligence to Employee Performance at PT WKR. *International Journal of Multicultural and Multireligious Understanding*, 8(1), 150. <https://doi.org/10.18415/ijmmu.v8i1.2304>
- Permadhy, Y. Tito, & Ayuningtyas, F. (2021). *The Impact of Emotional Intelligence to Employee Performance at PT WKR*.
- Pidada, I. A. C. R., Parwita, G. B. S., & Adhika, I. N. R. (2022). Pengaruh Karakteristik Individu Dan Lingkungan Kerja Fisik Terhadap Kinerja Karyawan Pada Pt. Pertamina Cabang Denpasar.
- Putra Tampi, P., Diana Nabella, S., & Sari, D. P. (2022). The Influence of Information Technology Users, Employee Empowerment, and Work Culture on Employee Performance at the Ministry of Law and Human Rights Regional Office of Riau Islands. In *Enrichment: Journal of Management* (Vol. 12, Issue 2).
- Ramadhana, G. I., & Ratnawati, I. (n.d.). Pengaruh Kecerdasan Emosional Terhadap Kinerja Karyawan Dengan Komitmen Afektif Sebagai Variabel Intervening (Studi Pada Kantor Pt Bess Finance Cabang Semarang). *Diponegoro Journal Of Management*, 11(1). <http://ejournal-s1.undip.ac.id/index.php/dbr>
- Rauf, R., Dorawati, A., & Hardianti. (2019). Pengaruh Kecerdasan Emosional Terhadap Kinerja Karyawan Pada Pt. Semen Tonasa Kabupaten Pangkep (Vol. 2, Issue 2).
- Ravichandran, K., Arasu, R., & Arun Kumar, S. (2011). The Impact of Emotional Intelligence on Employee Work Engagement Behavior: An Empirical Study. *International Journal of Business and Management*, 6(11). <https://doi.org/10.5539/ijbm.v6n11p157>
- Safitri, R. N. (2020). *Pengaruh Kohesivitas Kelompok, Kecerdasan Emosional Dan Self Efficacy Terhadap Organizational Citizenship Behaviour (Studi Pada Guru Pns Di Smpn 1 Buluspesantren)*.
- Sari, T. M., & Fintariasari, M. (2022). Pengaruh Kecerdasan Intelektual, Kecerdasan Emosional dan Kecerdasan Spiritual terhadap Kinerja Karyawan pada PT. Bank Tabungan Negara Cabang Bengkulu. *Journal Ekombis Review*, 10(1), 49–55. <https://doi.org/10.37676/ekombis.v10i1>
- Sony, M., & Mekoth, N. (2016). The relationship between emotional intelligence, frontline employee adaptability, job satisfaction and job performance. *Journal of Retailing and Consumer Services*, 30, 20–32. <https://doi.org/10.1016/j.jretconser.2015.12.003>
- Suhartoto, I. B., & Yamit, Z. (2005). Pengaruh Sistem Penggajian, Kinerja Dan Senioritas Terhadap Kepuasan Kerja Karyawan Di Pertamina Up Iv Cilacap (Vol. 7, Issue 2).