

## DAFTAR PUSTAKA

- Aboobaker, N., Edward, M., & KA, Z. (2020). Workplace spirituality and employee loyalty: an empirical investigation among millennials in India. *Journal of Asia Business Studies*, 14(2), 211–225.
- Aboobaker, N., Edward, M., & Zakkariya, K. A. (2021). Workplace spirituality, well-being at work and employee loyalty in a gig economy: multi-group analysis across temporary vs permanent employment status. *Personnel Review*, 51(9), 2162–2180.
- Adnan, N., Bhatti, O. K., & Farooq, W. (2020). Relating ethical leadership with work engagement: How workplace spirituality mediates? *Cogent Business & Management*, 7(1), 1739494.
- Alferaih, A. (2021). How does emotional intelligence improve employee satisfaction and performance with mediating effect of employee engagement? Perspective from Saudi Arabian private companies. *International Journal of Advanced and Applied Sciences*, 8(8), 79–93.
- Alola, U. V., Olugbade, O. A., Avci, T., & Öztüren, A. (2019). Customer incivility and employees' outcomes in the hotel: Testing the mediating role of emotional exhaustion. *Tourism Management Perspectives*, 29, 9–17.
- Amponsah-Tawiah, K., Baafi, N. K. A., & Mensah, J. (2023). Co-worker incivility and employee engagement among Ghanaian bank workers: does emotional intelligence matter? *African Journal of Economic and Management Studies*.
- Anika, D. N., & Nurhayati, M. (2021). The Effect of Job Resources on Employee Engagement with Workplace Spirituality and Professional Identity as Mediation for Millennial Generation Employees of PT. Bank Muamalat Wes Jakarta Region. *European Journal of Business and Management Research*, 6(5), 1–8.
- Ashmos, D. P., & Duchon, D. (2000). Spirituality at work: A conceptualization and measure. *Journal of Management Inquiry*, 9(2), 134–145. <https://www.proquest.com/scholarly-journals/spirituality-at-work-conceptualization-measure/docview/203322435/se-2?accountid=49069>
- Bahrin, S., Alifah, S., & Mulyono, S. (2018). Rancang Bangun Sistem Informasi Survey Pemasaran dan Penjualan Berbasis Object Oriented Programming. *Transistor Elektro Dan Informatika*, 2(2), 81–88.
- Bakker, A. B., & Demerouti, E. (2017). Job demands–resources theory: Taking stock and looking forward. *Journal of Occupational Health Psychology*, 22(3), 273.
- Bilal, A. R., Fatima, T., Bin Dost, K., & Imran, M. K. (2020). I am engaged, therefore my students are satisfied! Unleashing the role of teachers' interaction and sensitivity based on self-determination perspective. *International Journal*

- of Educational Management*, 35(1), 341–361.
- Calma, A., & Dickson-Deane, C. (2020). The student as customer and quality in higher education. *International Journal of Educational Management*.
- Chin, T. L., Yap Peng Lok, S., & Kee Peng Kong, P. (2019). Does Transformational Leadership Influence Employee Engagement. *Global Business & Management Research*, 11(2).
- Coelho, P. S., & Esteves, S. P. (2007). The choice between a fivepoint and a ten-point scale in the framework of customer satisfaction measurement. *International Journal of Market Research*, 49(3), 313–339.
- Deb, S. K., Nafi, S. M., Mallik, N., & Valeri, M. (2023). Mediating effect of emotional intelligence on the relationship between employee job satisfaction and firm performance of small business. *European Business Review*.
- Dehler, G. E., & Welsh, M. A. (2010). The experience of work: Spirituality and the new workplace. In *Handbook of workplace spirituality and organizational performance* (pp. 75–88). Routledge.
- Dicke, C., Holwerda, J., & Kontakos, A.-M. (2007). Employee engagement: What do we really know? What do we need to know to take action. *Center for Advanced Human Resource Studies*, 1–85.
- Dubey, P., Pathak, A. K., & Sahu, K. K. (2022). Analysing workplace spirituality as a mediator in the link between job satisfaction and organisational citizenship behaviour. *Management Matters, ahead-of-print*.
- Dubrin, A. J. (2019). *Fundamentals of-Organizational Behavior* (Sixth Edit). *Academic Media Solutions*.
- Garg, N. (2020). Exploring role of gratitude in developing teacher leadership in Indian universities. *International Journal of Educational Management*.
- Ghozali, I. (2015). Konsep, teknik, dan aplikasi menggunakan program SmartPLS 3.0 untuk penelitian empiris. *Semarang: Badan Penerbit Universitas Diponegoro*.
- Goleman, D., Boyatzis, R. E., & McKee, A. (2013). *Primal leadership: Unleashing the power of emotional intelligence*. Harvard Business Press.
- Habeeb, S., & Khan, N. U. (2018). Impact of spirituality at workplace on job satisfaction: An empirical study of employees of Prasar Bharti and All India Radio, New Delhi. *J Soc Sci*, 55(1–3), 71–80.
- Hair, J., Black, W., Babin, B., & Anderson, R. (2018). *Multivariate Data Analysis*, ; Annabel, A., Ed. John Wiley & Sons Ltd.: Hong Kong, China.
- Han, J., Yin, H., Wang, J., & Bai, Y. (2020). Challenge job demands and job resources to university teacher well-being: the mediation of teacher efficacy. *Studies in Higher Education*, 45(8), 1771–1785.
- Higgs, M., & Dulewicz, V. (2002). *Making sense of emotional intelligence* (Vol. 2). National Foundation for Educational Research.

- Jena, L. K. (2022). Does workplace spirituality lead to raising employee performance? The role of citizenship behavior and emotional intelligence. *International Journal of Organizational Analysis*, 30(6), 1309–1334.
- Jena, L. K., & Pradhan, S. (2018). Workplace spirituality and employee commitment: The role of emotional intelligence and organisational citizenship behaviour in Indian organisations. *Journal of Enterprise Information Management*, 31(3), 380–404.
- Jeon, K. S., & Choi, B. K. (2021). Workplace spirituality, organizational commitment and life satisfaction: the moderating role of religious affiliation. *Journal of Organizational Change Management*, 34(5), 1125–1143.
- Joelle, M., & Coelho, A. M. (2019). The impact of spirituality at work on workers' attitudes and individual performance. *The International Journal of Human Resource Management*, 30(7), 1111–1135.
- Kim, T., Cable, D. M., Kim, S., & Wang, J. (2009). Emotional competence and work performance: The mediating effect of proactivity and the moderating effect of job autonomy. *Journal of Organizational Behavior: The International Journal of Industrial, Occupational and Organizational Psychology and Behavior*, 30(7), 983–1000.
- King, J. B. (2020). *Emotional intelligence and its effects on biomarkers of workplace stress*.
- Kotsou, I., Mikolajczak, M., Heeren, A., Grégoire, J., & Leys, C. (2019). Improving emotional intelligence: A systematic review of existing work and future challenges. *Emotion Review*, 11(2), 151–165.
- Krishnakumar, S., & Neck, C. P. (2002). The “what”, “why” and “how” of spirituality in the workplace. *Journal of Managerial Psychology*, 17(3), 153–164.
- Lachowicz, M. J., Preacher, K. J., & Kelley, K. (2018). A novel measure of effect size for mediation analysis. *Psychological Methods*, 23(2), 244.
- Latif, K. F., Latif, I., Farooq Sahibzada, U., & Ullah, M. (2019). In search of quality: measuring higher education service quality (HiEduQual). *Total Quality Management & Business Excellence*, 30(7–8), 768–791.
- 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.
- Lyubomirsky, S., & Layous, K. (2013). How do simple positive activities increase well-being? *Current Directions in Psychological Science*, 22(1), 57–62.
- Maamari, B. E., & Majdalani, J. F. (2019). The effect of highly emotionally intelligent teachers on their students' satisfaction. *International Journal of Educational Management*, 33(1), 179–193. <https://doi.org/10.1108/IJEM-11-2017-0338>

- Majeed, N., Jamshed, S., Nazri, M., & Mustamil, N. M. (2019). Walk the talk: Bringing spirituality to workplace through transformational leadership and emotional intelligence in higher education institutions. *Jurnal Pengurusan*, *56*, 169–182.
- Mangal, S. K., & Mangal, S. (2015). *Emotional intelligence: Managing emotions to win in life*. PHI Learning Pvt. Ltd.
- Milliman, J., Czaplewski, A. J., & Ferguson, J. (2003a). Workplace spirituality and employee work attitudes: An exploratory empirical assessment. *Journal of Organizational Change Management*, *16*(4), 426–447.
- Milliman, J., Czaplewski, A. J., & Ferguson, J. (2003b). Workplace spirituality and employee work attitudes. *Journal of Organizational Change Management*, *16*(4), 426–447. <https://doi.org/10.1108/09534810310484172>
- Milliman, J., Gatling, A., & Kim, J. S. (2018). The effect of workplace spirituality on hospitality employee engagement, intention to stay, and service delivery. *Journal of Hospitality and Tourism Management*, *35*, 56–65.
- Moqbel, M., Charoensukmongkol, P., & Bakay, A. (2013). Are US academics and professionals ready for IFRS? An explanation using technology acceptance model and theory of planned behavior. *Journal of International Business Research*, *12*(2), 47.
- Moreira-Fontán, E., García-Señorán, M., Conde-Rodríguez, Á., & González, A. (2019). Teachers' ICT-related self-efficacy, job resources, and positive emotions: Their structural relations with autonomous motivation and work engagement. *Computers & Education*, *134*, 63–77.
- Nasir, S. Z., Bamber, D., & Mahmood, N. (2023). A perceptual study of relationship between emotional intelligence and job performance among higher education sector employees in Saudi Arabia. *Journal of Organizational Effectiveness: People and Performance*, *10*(1), 60–76.
- Naz, S., Li, C., Khan, H. S. U. D., & Rafiq, M. (2019). The impact of emotional intelligence on employee performance and employee engagement: mediating role of job satisfaction. *Middle East Journal of Management*, *6*(5), 574–596.
- Nazari, M., Dastoorpoor, M., Ghasemzadeh, R., & Moradi, N. (2021). Relationship between work engagement and voice complaints among elementary school teachers. *Journal of Voice*, *35*(4), 665-e1.
- Ogbeibu, S., Jabbour, C. J. C., Gaskin, J., Senadjki, A., & Hughes, M. (2021). Leveraging STARA competencies and green creativity to boost green organisational innovative evidence: A praxis for sustainable development. *Business Strategy and the Environment*, *30*(5), 2421–2440.
- Pardasani, R., Sharma, R. R., & Bindlish, P. (2014). Facilitating workplace spirituality: lessons from Indian spiritual traditions. *Journal of Management Development*, *33*(8/9), 847–859.
- Pöysä, S., Vasalampi, K., Muotka, J., Lerkkanen, M., Poikkeus, A., & Nurmi, J.

- (2019). Teacher–student interaction and lower secondary school students' situational engagement. *British Journal of Educational Psychology*, 89(2), 374–392.
- Prabhu, N., & Modem, R. (2023). Exploring the multi-level influence of shared leadership on workplace spirituality in teams. *International Journal of Organizational Analysis*, 31(6), 2059–2080. <https://doi.org/10.1108/IJOA-04-2021-2728>
- Pradhan, R. K., Jandu, K., Samal, J., & Patnaik, J. B. (2022). Does practicing spirituality at workplace make teachers more engaged? Examining the role of emotional intelligence. *International Journal of Ethics and Systems, ahead-of-print*.
- Rathee, R., & Sharma, V. (2019). Workplace spirituality as a predictor of employee engagement. *Spirituality in Management: Insights from India*, 153–168.
- Robbins, S. P., & Judge, T. A. (2018). Essentials of Organizational Behavior (fourteenth). *Essex: Pearson Education*.
- Saks, A. M., & Gruman, J. A. (2014). What do we really know about employee engagement? *Human Resource Development Quarterly*, 25(2), 155–182.
- Schaufeli, W. B., Bakker, A. B., & Salanova, M. (2003). Utrecht work engagement scale-9. *Educational and Psychological Measurement*.
- 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.
- Schaufeli, W. B., Salanova, M., González-Romá, V., & Bakker, A. B. (2002). The measurement of engagement and burnout: A two sample confirmatory factor analytic approach. *Journal of Happiness Studies*, 3, 71–92.
- Sekaran, U., & Bougie, R. (2016). *Research methods for business: A skill building approach*. John Wiley & sons.
- Sharma, P. K., & Kumra, R. (2020). Relationship between workplace spirituality, organizational justice and mental health: mediation role of employee engagement. *Journal of Advances in Management Research*, 17(5), 627–650.
- Sheep, M. L. (2006). Nurturing the whole person: The ethics of workplace spirituality in a society of organizations. *Journal of Business Ethics*, 66, 357–375.
- Singh, A., & Banerji, R. (2022). Happiness at work, organization citizenship behaviour and workplace diversity: a study on Indian private sector bank employees. *Industrial and Commercial Training*, 54(3), 460–475.
- Singh, R. K., & Singh, S. (2022). Spirituality in the workplace: A systematic review. *Management Decision*.
- Smith, C. A., Zhou, G., Potter, M., Wang, D., Pecoraro, M., & Paulino, R. (2019). Variability by individual student characteristics of student satisfaction with

- promising international student teaching practices. *Literacy Information and Computer Education Journal*, 10(3), 3160.
- Sudibjo, N., & Sutarji, T. (2020). The roles of job satisfaction, well-being, and emotional intelligence in enhancing the teachers' employee engagements. *Management Science Letters*, 10(11), 2477–2482.
- Sugiyono. (2016). *Metode Penelitian Kuantitatif Kualitatif dan R&D* (23rd ed.). <https://inlislite.uin-suska.ac.id/opac/detail-opac?id=19009>
- Tsaur, S.-H., Hsu, F.-S., & Lin, H. (2019). Workplace fun and work engagement in tourism and hospitality: The role of psychological capital. *International Journal of Hospitality Management*, 81, 131–140.
- Usman, A., & Danish, R. Q. (2010). Leadership spirituality in banking professionals and its impact on organizational commitment. *International Journal of Business and Management*, 5(3), 185.
- Van der Walt, F. (2018). Workplace spirituality, work engagement and thriving at work. *SA Journal of Industrial Psychology*, 44(1), 1–10.
- WATI, E., SARITA, B., ZAID, S., & MAHARANI, S. (2023). Workplace Spirituality And Its Influence On Organizational Commitment And Employee Performance Of The Employees Of The Southeast Sulawesi Provincial Government With Emotional Intelligence As The Moderating Variable. *Quality-Access to Success*, 24(192).
- Wong, C.-S., Law, K. S., & Wong, P.-M. (2004). Development and validation of a forced choice emotional intelligence measure for Chinese respondents in Hong Kong. *Asia Pacific Journal of Management*, 21, 535–559.
- Zou, W. C., Houghton, J. D., & Li, J. J. (2020). Workplace spirituality as a means of enhancing service employee well-being through emotional labor strategy choice. *Current Psychology*, 1–16.