## DAFTAR PUSTAKA

- Abraham,R.(1999), "Emotional intelligence in organizations: a conceptualization", Social & General Psychology Monographs, Vol. 125 No. 2, pp. 209-219.
- Abraham Carmeli & Zvi E. Josman (2006) "The Relationship Among Emotional Intelligence, Task Performance, and Organizational Citizenship Behaviors," Human Performance, 19:4, 403-419, DOI: 10.1207/s15327043hup1904\_5
- Abraham Carmeli, Sidika Nihal Colakoglu.(2015) "The Relationship Between Affective Commitment and Organizational Citizenship Behaviors: The Moderating Role of Emotional Intelligence" In The Effect of Affect in Organizational Settings. Published online:
- Abubakr Suliman, Hanan Al Obaidli, (2013) "Leadership and organizational citizenship behavior (OCB) in the financial service sector: The case of the UAE", Asia-Pacific Journal of Business Administration, Vol. 5 Issue: 2, pp.115-134, https://doi.org/10.1108/17574321311321603
- Aldag, R & Resckhe, W. 1997. Employee Value Added: Measuring Discretionary Effort and Its Value to The Organization. http://docstoc.com/search/employee-value-added-measuring discretionary-effort and-it-is-value-to-the-orga-nization.
- Ali Ziaee, Najaf Aghaei, 2013, "Relationship between Emotional Intelligence and Organizational Citizenship Behavior among Sport and Youth Head Offices of Western States of Iran", International Journal of Advanced Scientific and Technical Research
- Alotaibi, Adam G. 2001. Antecedent of Organizational Citizenship Behavior: A Study of Public Personel in Kuwait. Public Personel Managementl Pro Quest Education Journals, Pg. 363.
- Antonakis, J., Avolio, B.J., and Sivasubramaniam, N. 2003. Context and Leadership: An Examination of the Nine Factor Full-Range Leadership Theory Using the Multifactor Leadership Questionnaire, *The Leadership Quarterly*, Vol 14, No 2, pp. 261-295.
- Antonakis, Podsakoff, P., MacKenzie, S.B., and
  Bommer, W.H. 1996. Transformational Leader Behavior and Substitutes for
  Leadership as Determinants of Employee
  Satisfaction, Commitment, Trust, and Organizational Citizenship
  Behaviors. Journal Of Management, 22 (2): 259-298.
- Arikunto, S. (2006), *Prosedur Penelitian: Suatu Pendekatan Praktek*. Edisi revisi V. Rineka Cipta. Jakarta

- Ashkan Khalili, (2017) "Transformational leadership and organizational citizenship behavior: The moderating role of emotional intelligence", Leadership & Organization Development Journal, Vol. 38 Issue: 7, pp.1004-015, https://doi.org/10.1108/LODJ-11-2016-0269
- Bagozzi, R. and Yi, Y. (1988) "On the Evaluation of Structural Equation Models". Journal of the Academy of Marketing Sciences, 16, 74-94. http://dx.doi.org/10.1007/BF02723327
- Byoung Kwon Choi Hyoung Koo Moon Wook Ko Kyoung Min Kim , (2014), "A cross-sectional study of the relationships between organizational justices and OCB", Leadership & Organization Development Journal, Vol. 35 Iss 6 pp. 530 554
- Bass, B.M., Leadership and Performance Beyond Expectations, The Free Press, New York, 1985.
- Bass, B.M. and Avolio, B.J. (1997), Full Range Model of Leadership Development: Manual for the Multifactor Leadership Questionnaire, Mind Garden, Redwood City, CA.
- Boerner, S., Dutschke, E. and Wied, S. (2008), "Charismatic leadership and organizational citizenship behaviour: examining the role of stressors and strain", Human Resource Development International, Vol. 11 No. 5, pp. 507-521
- Boyatzis, R., Goleman, D & Rhee, K. 2000. Clus-tering Competence In Emotional Intelligence: Insights From The Emotional Competence Inventory (ECI). In R. Bar-On and J.D.A. Parker (Eds.), Handbook of emotional intelligence. San Francisco: Jossey-Bass.
- Bungin (2010) Metodologi peneltian kuantutas, komunikasi ekonomi dan kebijaksanaan public serta ilmu social lainya. Jakarta
- Carmeli, A. and Josman, Z.E. (2006), "The relationship among emotional intelligence, task performance, and organizational citizenship behaviors", Human Performance, Vol. 19 No. 4, pp. 403-419.
- Chin W.W., 1998. The Partial Least Squares Approach to Structural Equation Modelling. In: G.A Marcoulides (Ed.), Modern Methods for Bussiness Research (pp:295-358). Mahwah, NJ: Lawrence Erlbaum Associates.
- Cropanzano, R., Bowen, D. E., dan Gilliland, S. W. 2007. "The management of organizational justice" Academy of Management Perspectives, 21 (4).
- Claes Fornell and David F. Larcker (1981) "Evaluating Structural Equation Models with Unobservable Variables and Measurement Error", Journal of Marketing Research, Vol. 18, No. 1, pp. 39-50

- Daniel, Enyia Charles. 2016. "The Impact of Procedural Justice on Organizational Citizenship Behaviour". International Journal of Computer Applications (0975 8887) Volume 133 No.3, January 2016
- D. G. Bachrach. 2000. Organizational Citizenship Behavior: A Critical Review of the Theoretical and Empirical Literature and Suggestion for the Future Research. Journal of Management.
- Goodwin, V.L., Wofford, J.C., and Whittington, J.L. 2001. A Theoretical And Empirical Extension to the Transformational Leadership Construct, *Journal of Organizational Behavior*, Vol 22,No 7, pp.759-774
- Guay, R.P. and Choi, D. (2015), "To whom does transformational leadership matter more? An examination of neurotic and introverted followers and their organizational citizenship behavior", The Leadership Quarterly, Vol. 26 No. 5, pp. 851-862.
- Ghozali, Imam. 2001. "Aplikasi Analisis Multivariate Dengan Program SPSS". Semarang: Badan Penerbit Universitas Diponegoro.
- Ghozali, Imam, 2006, Structural Equation Modeling Metode Alternatif dengan Partial Least Square, Badan Penerbit Universitas Diponegoro, Semarang
- George, Jennifer M. & Gareth R. Jones. *Understanding and Managing Organizational Behavior*. New Jersey: Pearson Prentice Hall.,15 th Edition, 2008.
- Goleman, D. (1995). *Emotional Intelligence*. New York: Bantam Books.
- Goodwin, V.L., Wofford, J.C., and Whittington, J.L. 2001. A Theoretical and Empirical Extension to the Transformational Leadership Construct, Journal of Organizational Behavior, Vol 22, No 7, pp.759-774.
- Hair, J. F., Black. W. C., Babin. B. J.; and Anderson. R. E. (2010), *Multivariate Data Analysis*, 7th ed. Pearson Prentice Hall, New Jersey
- Hakan Erkutlu Jamel Chafra, (2012),"*The impact of team empowerment on proactivity*", Journal of Health Organization and Management, Vol. 26 Iss 5 pp. 560 577
- Hakan Erkutlu, (2011), "The moderating role of organizational culture in the relationship between organizational justice and organizational citizenship behaviors", Leadership & Development Journal, Vol. 32 Iss 6 pp. 532-554 <a href="http://dx.doi.org/10.1108/01437731111161058">http://dx.doi.org/10.1108/01437731111161058</a>
- Hartono. (2008). SPSS 16.0. *Analisis Data Statistika dan Penelitian (edisi kedua)*. Yogyakarta: Pustaka Pelajar.

- Henseler, J, Ringle, C.M, and Sinkovics, R.R, 2009, "The Use of Partial Last Squares Path Modeling in International Marketing," Advance in International Marketing (20), pp. 277-319
- Huang, C.C., You, C.S., and Tsai, M.T. 2012. "A Multidimensional Analysis of Ethical Climate, Job Satisfaction, Organizational Commitment, and Organizational Citizenship Behaviors, Nursing Ethics, Vol 19, No 4, pp. 513–529.
- Hulland, John. 1999. Use of partial Least Squares (PLS) in strategic Management Research: A Review of Four Recent Studies, Strategic Management Journal, Vol. 20,pp. 195-204
- Hong Chen and Yang-Hua Jin, 2014 "The Effects of Organizational Justice on Organizational Citizenship Behavior in the Chinese Context: The Mediating Effects of Social Exchange Relationship", Public Personnel Management 2014 43: 301 oiginally published online 6 May 2014, DOI: 10.1177/0091026014533897
- Ismail, A., Mohamad, M.H., Mohamed,H.A.,Rafiuddin,N.M.,Zhen,K.W.P., 2011., Transformational and Transactional Leadership Styles as a Predictor of Individual Outcomes.Theoretical and Applied Economics, Vol. 17 No. 6 (547), pp. 89 104.
- James, J.K., Velayudhan, A. and Gayatridevi, S. (2010), "Organizational citizenship behaviour and emotional intelligence of corporate executives", Journal of the Indian Academy of Applied Psychology, Vol. 36 No. 2, pp. 262-267.
- Khalili, A. (2011), "Examining the relevance of emotional intelligence and organizational commitment among employees of small and medium enterprises in private sector", International Journal of Business and Management, Vol. 6 No. 12, pp. 180-194.
- Khalili, A. (2012), "The role of emotional intelligence in the workplace: a literature review", International Journal of Management, Vol. 29 No. 3, pp. 355-370.
- Khalili, A. (2016a), "Linking leaders' emotional intelligence competencies and employees' creative performance and innovative behaviour: evidence from different nations", International Journal of Innovation Management, Vol. 20 No. 7, pp. 1-22.
- Khalili, A. (2016b), "Linking transformational leadership, creativity, innovation, and innovationsupportive climate", Management Decision, Vol. 54 No. 9, pp. 2277-2293.

- Kumar, K., Bakhshi, A., and Rani, E. 2009. Linking the "Big Five" Personality Domains to Organizational Citizenship Behavior, International Journal of Psychological Studies, Vol 1 No 2, pp. 73-81.
- Konovsky, M.A. 2000. "Understanding procedural justice and its impact on business organizations". Journal of Management, Vol. 26 No. 3, pp. 489-51.al Journal of Human Resource Studies, Vol. 5, No. 1.
- Lambert. E. G., & Hogan. N. L., 2013. "The Association of Distributive and Procedural Justice With Organizational Citizenship Behavior". Dalam The Prison Journal, 93: 313.
- Luthans, F. 2006. *Perilaku Organisasi*, Edisi Sepuluh, Yogyakarta: Penerbit Andi.
- Moorman. R. H., Blakely. G. L., & Niehoff. B. P. 1998. "Does Perceived Organizational Support Mediate The Relationship Between Procedural Justice and Organizational Citizenship Behavior". Dalam Academy of Management Journal. Vol. 41. No.3. 351-357
- Moorman, R. H. (1991). "Relationship between organizational justice and organizational citizenship behaviors: Do fairness perceptions influence employee citizenship? Journal of Applied Psychology, 76, 845-855.
- Mowday, R., Porter, L. and Steers, R. (1982), "Employee—Organization Linkages: The Psychology of Commitment, Absenteeism, and Turnover". Academic Press, New York.
- Mojtaba Rafiei,(2017) "The Effect of Emotional Quotient on the Organizational Citizenship Behavior in some Iranian Hospitals", Kybernetes, https://doi.org/10.1108/K-01-2017-0001
- Muhammed Abu Nasra and Sibylle Heilbrunn (2015) " Transformational Leadership and Organizational Citizenship Behavior in the Arab Educational System in Israel: The Impact of Trust and Job Satisfaction" Educational Management Administration and Leadership
- Martin, A. D. 2000. Kompetensi Model, Tren Baru Re-vitalisasi SDM. Jakarta: PT Refika Aditama
- Md. Aftab Anwar, AAhad Osman-Gani, Rodrigue Fontaine, Muhammad Sabbir Rahman, (2017) "ASSESSING ORGANIZATIONAL CITIZENSHIP BEHAVIOUR THROUGH CONSTRUCTING EMOTIONAL INTELLIGIENCE", Asia-PacificJournal of Business Administration, Vol. 9 Issue: 2, doi: 10.1108/APJBA-05-2016-0049
- Nicholas Clarke, Nomahaza Mahadi. "Chapter 9 Emotional Intelligence as a Moderator of the Quality of Leader–Member Exchange and Work-Related Outcomes" *In* What Have We Learned? Ten Years On. Published online: 09 Mar 2015; 227-254.

- Organ, D.W. and Konovsky, M. (1989), "Cognitive versus affective determinants of organizational citizenship behavior", Journal of Applied Psychology, Vol. 74 No. 1, pp. 157-164.
- Organ, D.W. (1988), *Organizational Citizenship Behavior*: The Good Soldier Syndrome, Lexington Books, Lexington, MA.
- Organ, D.W., Philip M, P., dkk. 2006. Organizational Citizenship Behavior: Its Nature, Antecendent, And Consequense. California: Sage Publications, Inc.
- Podsakoff, P.M., MacKenzie, S.B., Moorman, R.H. and Fetter, R. (1990), "Transformational leader behaviors and their effects on followers' trust in leader, satisfaction, and organizational citizenship behaviors", The Leadership Quarterly, Vol. 1 No. 2, pp. 107-142
- Podsakoff, P. M., S. B. MacKenzie, J. B. Paine, D. G. Bachrach. 2000. Organizational Citizenship Behavior: A Critical Review of the Theoretical and Empirical Literature and Suggestion for the Future Research. Journal of Management.
- Raymond. Noe, Jhon R., Barry Gerhart, dan Patrick M. (2012). *Manajemen Sumberdaya Manusia Mencapai Keunggulan Bersaing (Didik Prayitno, Penerjemah, Ed. Ke-6)*. Jakarta: Salemba Empat
- Robbins, S.P., and Judge, T.A. 2008. *Perilaku Organisasi*, Edisi Kedua belas, Jakarta: Salemba Empat.
- Robbins, Stephen P. and Judge, Timothy A. (2013). "Organizational Behavior", 15th edition. United States Edition, Pearson Education.
- Rivai, V., dan Mulyadi, D. 2012."*Kepemimpinan dan Perilaku Organisasi*", Jakarta: Rajawali Pers.
- Salovey, P. and Mayer, J.D. (1990), "Emotional intelligence", Imagination, Cognition and Personality, Vol. 9 No. 3, pp. 185-211
- Sajeet Pradhan, Lalatendu Kesari Kesari Jena, "Emotional Intelligence as a Moderator in Abusive Supervision- Intention to Quit Relationship among Indian Healthcare professionals", Asia-Pacific Journal of Business Administration, <a href="https://doi.org/10.1108/APJBA-09-2017-0089">https://doi.org/10.1108/APJBA-09-2017-0089</a>
- Shweta, J., and Srirang, J. (2010). "Determinants of Organizational Citizenship Behavior: A Review of Literature", Journal of Management and Public Policy, Vol 1 No 2, pp. 27-36
- Stephen, Robbins dan Timoty A. Judge. 2008. *Perilaku Organisasi (Diana Engelica, Penerjemah, Ed. Ke-12)*. Jakarta: Salemba Empat.
- Sugiyono. (2008). "Metode Penelitian Kuantitatif Kualitatif dan R & D". Bandung: Penerbit Alfabeta

- Sumi Jha (2014) "Transformational leadership and psychological empowerment: Determinants of organizational citizenship behavior", South Asian Journal of Global Business Research, Vol. 3 Issue: 1, pp.18-35, <a href="https://doi.org/10.1108/SAJGBR-04-2012-0036">https://doi.org/10.1108/SAJGBR-04-2012-0036</a>
- Taamneh, Abdallah Mohammad. 2015. "The Impact of Practicing Procedural Justice on Employees Organizational Citizenship Behavior (OCB) in the Jordanian Ministry of Justice." International Journal of Business and Social Science Vol. 6, No. 8(1); August 2015
- Tang, Thomas Li-Ping; Sarsfield-Baldwin, Linda J, "Distributive and procedural justice as related to satisfaction and commitment", S.A.M. Advanced Management Journal; Summer 1996; 61, 3; ABI/INFORM Global pg. 25
- Thorndike, E. L. 1920. "A constant error in psycho-logical ratings". Journal of Applied Psychology. 4: 469-477.
- Trihandini, F. M. 2005. "Analisis Pengaruh Kecer-dasan Intelektual, Kecerdasan Emosi dan Kecerdasan Spiritual terhadap Kinerja Karyawan". Universitas Diponegoro Semarang. http://undip.ac.id. Diunduh tanggal 24 No-vember 2012.
- Tugba Korkmaza, Ebru Arpacı, "Relationship of organizational citizenship behavior with emotional intelligence", Procedia Social and Behavioral Sciences 1 (2009) 2432–2435
- Wong, C.S. and Law, K.S. (2002), "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
- \_\_\_\_\_2011, Pedoman Penyusunan Tesis, Program Magister Manajemen Iniversitas Bung Hatta Padang