

## DAFTAR PUSTAKA

Adewale, A. S., & Ghavifeks, S. (2019). Leadership Self-Efficacy and Staff Organizational Citizenship Behavior in Higher Education Institutions: Experience from Nigeria. *International Journal of Leadership in Education*, 6(2), 1–18. <https://doi.org/10.1080/13603124.2018.1543540>

Adewale, A. S., Jamil, H., & Khadijah, A. (2019). Leadership Self-Efficacy, Change Oriented Behavior and Organizational Citizenship Behavior: The Moderating Effect of Experience. *International Journal of Higher Education*, 8(4), 36–51. <https://doi.org/10.5430/ijhe.v8n4p36>

Agarwal, U. A. (2020). Examining Perceived Organizational Politics among Indian Managers: Engagement as Mediator and Locus of Control as Moderator. *International Journal of Organizational Analysis*, 24(3), 415–437. <https://doi.org/10.1108/IJOA-07-2014-0786>

Akanni, A. A., Kareem, B., & Oduaran, C. A. (2019). Emotional Intelligence and Work Engagement among Bank Workers: Moderated Mediation Model of Ethical Leadership and Job Burnout. *International Journal of Work Organization and Emotion*, 10(4), 357–371. <https://dx.doi.org/10.1504/IJWOE.2019.106885>

Al-Hamdan, Zaid., & Issa, H. B. (2021). The Role of Organizational Support and Self-Efficacy on Work Engagement among Registered Nurses in Jordan: A Descriptive Study. *Journal of Nursing Management*. <https://doi.org/10.1111/jonm.13456>

Al-Zu’bi, H. A. (2011). Organizational Citizenship Behavior and Impacts on Knowledge Sharing: An Empirical Study. *International Business Research*, 4(3), 221–227.

Alavi, S. M., & Ghaemi, H. (2013). Reliability Assessment and Construct Validation of Translation Competence Questionnaire (TCQ) in Iran. *Language Testing in Asia*, 3(1), 1–10. <https://doi.org/10.1186/2229-0443-3-18>

Albadareen, R. (2024). An Analysis of The Relationship Between Servant Leadership and Organizational Citizenship Behavior: The Effect of Emotional Intelligence as A Mediating Role. *Uncertain Supply Chain Management*, 12(2), 1041–1052. <http://dx.doi.org/10.5267/j.uscm.2023.12.004>

Allen, B. P. (2015). *Personality Theories : Development, Growth and Deversity*. Pearson Education Inch.

Alotaibi, S. M., Amin, M., & Winterton, J. (2020). Does Emotional Intelligence and Empowering Leadership Affect Psychological Empowerment and Work Engagement? *Leadership and Organizational Development Journal*, 41(8), 971–991. <https://doi.org/10.1108/LODJ-07-2020-0313>

Antonela, D., Geraci, A., & Tarantino, C. (2020). The Relationship between Perceived Emotional Intelligence, Work Engagement, Job Satisfaction and

Burnout in Italian School Teachers: an Exploratory Study. *International Journal of Emotional Education*, 29(1), 63–84. doi:<https://doi.org/10.31820/pt.29.1.4>

Antony, J. M. (2013). The Influence of Emotional Intelligence on Organizational Commitment and Organizational Citizenship Behavior. *Journal of Social Science Research*, 1. doi:10.24297/jssr.v1i1.6674

Aremu, A. O., Pakes, F., & Johnston, L. (2015). The Effect of Locus of Control in The Reduction of Corruption in The Nigerian Police. *International Journal of Police Strategies & Management*, 32(1), 144–156.

Armstrong, C.E., & Shimizu, K. (2007). A Review of Approaches to Empirical Research on The Resource-Based View of The Firm. *Journal of Management*, 33(6), 959–986. <https://doi.org/10.1177/0149206307307645>

Arnett, J., Chapin, L., & Brownlow, C. (2018). *Human Development: a Cultural Approach*. Melbourne: USQ ePrints.

Arokiasamy, A. R. A. (2021). Exploring The Impact of Work Engagement, Organizational Citizenship Behaviour and The Moderating Role of Office Design on Workplace Sustainability in Vietnam. *Turkish Journal of Computer and Mathematics Education*, 12(13), 6977–6993.

Babcock-Roberson, M. E., & Strickland, O. J. (2010). The Relationship between Charismatic Leadership, Work Engagement and Organizational Citizenship Behaviors. *The Journal of Psychology*, 144(3), 313–326. <https://doi.org/10.1080/00223981003648336>

Bailey, P. E., & Henry, J. D. (2007). Alexithymia, Somatization and Negative Affect in a Community Sample. *Psychiatry Research*, 150(1), 13–20. <https://doi.org/10.1016/j.psychres.2006.05.024>

Bakker, A. B., & Demerouti, E. (2007). The Job Demands-Resources Model: State of The Art', Journal of Managerial Psychology. *Journal of Managerial Psychology*, 22, 309–328. <https://dx.doi.org/10.1504/IJWOE.2019.106885>

Bakker, A. B., & Leiter, M. P. (2010). *Work Engagement: A Handbook of Essential Theory and Research*. London: Psychology Press.

Bandura, A., & Wood, R. E. (1989). Effect of Perceived Controllability and Performance Standards on Self-Regulation of Complex Decision Making. *Journal of Personality and Social Psychology*, 56(5), 805–814. <http://dx.doi.org/10.1037/0022-3514.56.5.805>

Bandura, A. (1991). Social Cognitive Theory of Self-Regulation. *Organizational Behavior and Human Decision Processes*, 50(2), 248–287. [https://doi.org/10.1016/0749-5978\(91\)90022-L](https://doi.org/10.1016/0749-5978(91)90022-L)

Bandura, A. (1997). *Self-efficacy: The Exercise of Control*. New York: Freeman.

Bar-On, R., Handley, R., & Fund, S. (2005). The Impact of Emotional and Social Intelligence on Performance. In *Linking Emotional Intelligence and Performance at Work: Current Research Evidence* (In Vanessa). Mahwah, NJ: Lawrence Erlbaum.

Bardhan, S. & Haque, S. (2025). Empowering Healthcare: The Link of Self-

Efficacy, Employee Engagement, and Citizenship Behaviors. *Development and Learning in Organizations*. <https://doi.org/10.1108/DLO-09-2024-0249>

Barika, Eliyana, A., Hamidah, Buchdadi, A., D., & Lakspakarti R., Z. (2020). The Effect of Transformational Leadership on Employee Creative Self-Efficacy with Creative Role Identity as a Mediation Variables. *Systematic Reviews in Pharmacy*, 11(9), 788–797. <https://dx.doi.org/10.31838/srp.2020.9.111>

Baron, R. A., & Byrne, D. (2005). *Social Psychology*. Boston: Allyn & Bacon.

Barreiro, C. A., & Treglown, L. (2020). What Makes an Engaged Employee? A Facet-Level Approach to Trait Emotional Intelligence as a Predictor of Employee Engagement. *Personality and Individual Differences*, 159(1). <https://doi.org/10.1016/j.paid.2020.109892>

Beauregard, T. A. (2012). Perfectionism, Self-Efficacy and OCB: The Moderating Role of Gender. *International Journal of Management Reviews*, 41(5), 590–608. <https://doi.org/10.1108/00483481211249120>

Bechtoldt, M. N., Rohrmann, S., De Pater, I. E., & Beersma, B. (2011). The Primacy of Perceiving: Emotion Recognition Buffers Negative Effects of Emotional Labor. *Journal of Applied Psychology*, 96, 1087– 1094. doi:10.1037/a0023683

Bhatt, K. B., & Mali, J. V. (2015). A Study on Relationship Between Locus of Control and Organizational Citizenship Behaviour of Employees. *International Journal of Scientific Research*, 4(4), 246. <https://www.doi.org/10.36106/ijsr>

Blakely, G. L., Srivastava, A., & Moorman, R. (2005). The Effects of Nationality Work Role Centrality and Work Locus of Control on Role Definitions of OCB. *Journal of Leadership and Organizational Studies*, 12(1), 103–117. <http://dx.doi.org/10.1177/107179190501200109>

Bogler, R., & Somech, A. (2019). Psychological Capital, Team Resources and Organizational Citizenship Behavior. *The Journal of Psychology*, 153(8), 784–802. <https://doi.org/10.1080/00223980.2019.1614515>

Boondhalir & Sajeethkumar. (2020). Study on Work Locus of Control and Occupational Stress among Employees. *Journal of Information and Computational Science*, 10(8), 452-464.

Borman, W.C. & Motowidlo, S. J. (1993). *Expanding the Criterion Domain to Include Elements of Contextual Performance*. In: Schmitt, N. and Borman, W.C., Eds., *Personnel Selection in Organizations*. Jossey-Bass, San Francisco.

Breevaart, K., Bakker, A. B., Demerouti, E., & Van Den Heuvel, M. (2015). Leader-member Exchange, Work Engagement and Job Performance. *Journal of Managerial Psychology*, 30(7), 754–770. <https://doi.org/10.1108/JMP-03-2013-0088>

Brink, H. (2006). *Fundamentals of Research Methodology for Health Care Professionals*. Cape Town.

Brolund, L. (2016). Student success through instructional leadership. *BU Journal*

*of Graduate Studies in Education*, 8(2), 42–45.

Brown, B. B. (2003). *Employees' Organizational Commitment and Their Perceptions of Supervisors' Relations-Oriented and Task-Oriented Leadership Behaviors*.

Bruce, K., & Nyland, C. (2011). *Elton Mayo and The Deification of Human Relation*. <https://doi.org/10.1177/0170840610397478>

Buric, L., & Macuka, I. (2017). Self-Efficacy, Emotions and Work Engagement among Teachers: A Two Wave Cross-Lagged Analysis. *Journal of Happiness Studies*, 19(7), 1917–1933. <https://link.springer.com/article/10.1007/s10902-017-9903-9>

Butakor, P., & Adebaji, A. O. (2020). Using Structural Equation Modeling to Examine The Relationship Between Ghanaian Teachers' Emotional Intelligence, Job Satisfaction, Professional Identity and Work Engagement. *Psychology in The Schools*, 58(3), 534–552. <https://doi.org/10.1002/pits.22462>

Celik, O. T., & Konan, N. (2021). The Relationship between School Principals' Empowering Leadership with Teachers' Self-Efficacy and Celik, O. T., & Konan, N. (2021). The Relationship between School Principals' Empowering Leadership with Teachers' Self-Efficacy and Organizational Citizenship. *Education and Science*, 46(206), 241–261. <http://dx.doi.org/10.15390/EB.2020.8841>

Cetin, F. (2008). *The Effects of Self Concept, Locus of Control and Personality on Conflict Resolution Approaches in Interpersonal Relations: an Applied Research*. Military Academy of Defense Sciences Institute, Ankara.

Chan, X. W., Kalliath, T., Brough, P., O'Driscoll, M., Siu, O. L., & Timms, C. (2017). Self-Efficacy and Work Engagement: Test of A Chain Model. *International Journal of Manpower*, 38(6), 819–834. <https://doi.org/10.1108/IJM-11-2015-0189>

Chauvet, I. (2016). *Emotional Intelligence, Job Satisfaction, Work Engagement and Turnover Intentions of Employees in Selected South African Organisations*. <http://hdl.handle.net/10500/20699>

Chen, G., Gully, S. M., & Eden, D. (2001). Validation of A New General Self-Efficacy Scale. *Organizational Research Methods*, 4(1), 62–83. <https://doi.org/doi:10.1177/109442810141004>

Chen, G., Gully, S. M., & Eden, D. (2004). General Self-Efficacy and Self-Esteem: Toward Theoretical and Empirical Distinction between Correlated Self-Evaluations. *Journal of Organizational Behavior*, 25(3), 375–395. <https://doi.org/10.1002/job.251>

Chikobvu, P., & Harunavamwe, M. (2022). The Influence of Emotional Intelligence and Resilience on Work Engagement Amongst Nurses in Public Hospitals. *SA Journal of Industrial Psychology/SA Tydskrif Vir Bedryfsielkunde*, 48. <https://doi.org/10.4102/sajip.v48i0.1919>

Chin, W. W. (1998). *The Partial Least Squares Approach to Structural Equation*

*Modeling.* Lawrence Erlbaum Associates. <https://www.researchgate.net/publication/311766005>

Chitralekha, A., Ganesh, A., & Dharmananda, M. (2024). Impact of Emotional Intelligence on Organizational Citizenship Behaviour of Employees Working in Select Service Sector in Mangalore. *Journal of Tianjin University Science and Technology*, 57(4), 218–231. doi: 10.5281/zenodo.10947465

Choo, L. S. (2016). A Study of The Role of Work Engagement in Promoting Service-Oriented Organizational Citizenship Behavior in The Malaysian Hotel Sector. *Global Business and Organizational Excellence*, 35(4), 28–43. <https://doi.org/10.1002/joe.21682>

Choong, Y. O., Ng, L. P., Na, S. A., & Tan, C. E. (2019). The Role of Teachers' Self-Efficacy between Trust and Organisational Citizenship Behaviour among Secondary School Teachers. *Personnel Review*, 49(3), 864–886. <https://doi.org/10.1108/PR-10-2018-0434>

Cliffe, J. (2011). Emotional Intelligence: A Study of Female Secondary School Headteachers. *Educational Management Administration & Leadership*. *Educational Management Administration & Leadership*, 39, 39, 205-218. <https://doi.org/10.1177/1741143210390057>

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. <http://dx.doi.org/10.1108/MRR-10-2013-0238>

Cooke, F. L., Cooper, B., Bartram, T., Wang, J., & Mei, H. (2016). Mapping The Relationships between High-performance Work Systems, Employee Resilience and Engagement: A Study of The Banking Industry in China. *The International Journal of Human Resource Management*, 1–22.

Creswell, J. W., & Creswell, J. D. (2018). *Research Design: Qualitative, Quantitative and Mixed Methods Approaches* (5th ed). Los Angeles : SAGE.

Creswell, J. W. (2012). *Educational Research: Planning, Conducting and Evaluating Quantitative and Qualitative Research* (4th ed). Boston, MA: Pearson.

Crider, A. B. (1983). *Psychology*. Glenview : Scott Foresman.

Critchley, H. D., & Garfinkel, S. N. (2017). Interoception and Emotion. *Current Opinion in Psychology*, 17, 7–14. <https://doi.org/10.1016/j.copsyc.2017.04.020>

Croasmun, J. T., & Ostrom, L. (2011). Using Likert-type scales in the social sciences. *Journal of Adult Education*, 40(1), 19–22.

Cumming, E. M., Merriless, C. E., Schermerhorn, A. C., Goeke-Morey, M. C., & Shirlow, P. (2011). Longitudinal Pathways Between Political Violence and Child Adjustment: The Role of Emotional Security about the Community in Northern Ireland. *Journal of Abnormal Child Psychology*, 39, 213–224.

Danquah, E. (2021). The Influence of Emotional Intelligence on The Work Engagement of Clinical Leadership: Resilience as a Moderator. *Hospital*

Topics, 1–7. <https://doi.org/10.1080/00185868.2021.1922113>

Demerouti, E., & Cropanzano, R. (2010). *From thought to Action: Employee Work Engagement and Job Performance*. In Work Engagement: A Handbook of Essential Theory and Research, eds A.B. Bakker and M.P. Letter (Hove:Psychology Press).

Doo, M. Y., Zhu, M., Bonk, C. J., & Tang, Y. (2020). The Effects of Openness, Altruism and Instructional Self-Efficacy on Work Engagement of MOOC Instructors. *British Journal of Educational Technology*, 51(3), 743–760. <http://dx.doi.org/10.1111/bjet.12882>

Downey, L. A., Johnston, P. J., Hansen, K., Birney, J., & Stoug, C. (2010). Investigating The Mediating Effects of Emotional Intelligence and Coping on Problem Behaviours in Adolescents. *Australian Journal of Psychology*, 62(1), 20–29. <https://doi.org/10.1080/00049530903312873>

Drigas, A. S., & Papoutsi, C. (2018). A New Layered Model on Emotional Intelligence. *Behavioral Sciences*, 8(5), 45. <https://doi.org/10.3390/bs8050045>

Eklund, J. H., & Meranius, M. S. (2020). Toward A Consensus on The Nature of Empathy: A Review of Reviews. *Patient Education and Conceling*, 104(2), 300–307.

Eliyana, A., Ma'arif, S., & Muzakki, M. (2019). Job satisfaction and Organizational Commitment Effect in The Transformational Leadership towards Employee Performance. *Elsevier Enhanced Reader*, 25(3), 144–150. <https://doi.org/10.1016/j.iedeen.2019.05.001>

Engelbrecht, S. (2006). *Motivation and Burnout in Human Service Work: The Case of Midwifery in Denmark*.

Ewing, R., & Park, K. (2020). *Advanced Quantitative Research Methods for Urban Planners*. Routledge 52 Vanderbilt Avenue, New York, NY 10017.

Extremera, N., Mérida-López, S., Sánchez-Álvarez, N., & Quintana-Orts, C. (2018). How Does Emotional Intelligence Make One Feel Better at Work? The Mediational Role of Work Engagement. *International Journal of Environmental Research and Public Health*, 15(9), 2–13.

Farid, T., Iqbal, S., Ma, J., Castro-Gonzalez, S., Khattak, A., & Khalil, M. (2019). Employees' Perceptions of CSR, Work Engagement and Organizational Citizenship Behavior: The Mediating Effects of Organizational Justice. *International Journal of Environmental Research and Public Health*, 16(10), 2–16. <https://doi.org/10.3390/ijerph16101731>

Federman, B. (2009). *Employee Engagement : A Roadmap for Creating Profits, Optimizing Performance and Increasing Loyality*. San Francisco: Jossey-Bass A Wiley Imprint.

Friedman, H. S., & Schustack, M. W. (2008). *Personality: Classic Theories and Modern Research*. Boston: Pearson/Allyn and Baco.

Fuentes, Jurado, L. & R. (2018). The Role of Emotional Intelligence in Engagement in Nurses. *International Journal of Environmental Research*

and Public Health, 9.

George, J. M., & Brief, A. P. (1992). Feeling Good-Doing Well: A Conceptual Analysis of the Mood at Work-Organizational Spontaneity Relationship. *Psychological Bulletin, 112*(2), 310–329. <https://psycnet.apa.org/doi/10.1037/0033-2909.112.2.310>

Gibson, C. B. (2001). Me and Us: Differential Relationships among Goal-Setting Training, Efficacy and Effectiveness at The Individual and Team Level. *Journal of Organizational Behavior, 22*(7), 789–808. <https://doi.org/10.1002/job.114>

Goleman, D. (2006). *Emotional Intelligence: Why It Can Matter More than IQ*. New York: Bantam Books.

Gong, Y., Wu, Y., Huang, P., Yan, X., & Luo, Z. (2020). Psychological Empowerment and Work Engagement as Mediating Roles Between Trait Emotional Intelligence and Job Satisfaction. *Frontiers in Psychology, 11*(232), 1–7. <https://doi.org/10.3389/fpsyg.2020.00232>

Granziera, H., & Perera, H. N. (2019). Relations among Teachers' Self-Efficacy Beliefs, Engagement, and Work Satisfaction: A Social Cognitive View. *British Journal Educational Technology*. <https://doi.org/10.1111/bjet.12882>

Gray, J. R., & Grove, S. K. (2021). *The Practice of Nursing Research: Appraisal, Synthesis, and Generation of Evidence* (9th ed.). Elsevier HlthSciences Division.

Greven, C., Chamorro-Premuzic, T., Arteche, A., & Furnham, A. (2008). A Hierarchical Integration of Dispositional Determinants of General Health in Students: The Big Five, Trait Emotional Intelligence and Humour Styles. *Personality and Individual Differences, 44*(7), 1562–1573. <https://doi.org/10.1016/j.paid.2008.01.012>

Grimm, N. B., Faeth, S. H., Golubiewski, N. E., Redman, C. L., Jianguo, W., Bai, X., & Briggs, J. M. (2008). Global Change and the Ecology of Cities. *Global Change and the Ecology of Cities, 319*(5864), 756–7760.

Guarnaccia, C., Scrima, F., & Salerno, L. (2018). The Role of Occupational Self-Efficacy in Mediating the Effect of Job Insecurity on Work Engagement, Satisfaction and General Health. *Current Psychology, 37*, 488–497.

Gupta, M., Shaheen, M., & Reddy, P. K. (2017). Impact of Psychological Capital on Organizational Citizenship Behavior: Mediation By Work Engagement. *Journal of Management Development, 36*(7), 973–983. <https://doi.org/10.1108/JMD-06-2016-0084>

Guruge, S. Y., & Yapa, C. G. (2023). Impact of Emotional Intelligence on Organizational Citizenship Behavior of Staff Employees: Selected ABC Bank Branches in the Colombo District. *International Journal of Contemporary Business Research, 2*(59–80).

Gutiérrez-Cobo, M., Cabello, R., & Fernandez-Berrocal, P. (2017). The Three Models of Emotional Intelligence and Performance in a Hot and Cool go/no-go Task in Undergraduate Students. *Frontiers in Behavioral Neuroscience*,

11(33), 1–13. <http://dx.doi.org/10.3389/fnbeh.2017.00033>

Habeeb, S. (2019). Relation between Organizational Citizenship Behavior, Workplace Spirituality and Job Performance in BFSI Sector in India. *Problems and Perspectives in Management*, 17(1), 176–188.

Hair, J.F., Black, W.C., Anderson, R.E., & Babin, B. J. (2018). *Multivariate Data Analysis* (Ed, 8th). Cengage Learning EMEA, London.

Hair, J.F., Sarstedt, M., Pieper, T.M., & Ringle, C. M. (2012). The Use of Partial Least Squares Structural Equation Modeling in Strategic Management Research: A Review of Past Practices and Recommendations for Future Applications. *Long Range Planning*, 45(5), 320-340.

Hakanen, J. J., Bakker, A. B., & Schaufeli, W. B. (2006). Burnout and Work Engagement among Teachers. *Journal of School Psychology*, 43(6), 495–513. <https://psycnet.apa.org/doi/10.1016/j.jsp.2005.11.001>

Hanaysha, J. (2016). Testing the Effects of Employee Engagement, Work Environment, and Organizational Learning on Organizational Commitment. *Procedia - Social and Behavioral Sciences*, 229(19), 289–297. <https://doi.org/10.1016/j.sbspro.2016.07.139>

Heck, R. H., & Hallinger, P. (2014). Modeling The Longitudinal Effects of School Leadership on Teaching and Learning. *Journal of Educational Administration*, 52(5), 653–681. <https://doi.org/10.1108/JEA-08-2013-0097>

Hewitt, A. (2015). *Aon Hewitt's model of employee engagement*. <https://www.aonhewitt.co.nz/getattachment/77046028-9992-0A4d77-868a-32fbf622fec6>

Hill, R. (2011). *Teach Internal Locus of Control : A Positive Psychology App*. New York: Will to Power Press.

Holtom, B.C., & Burch, T. C. (2016). A Model of Turnover-based Disruption in Customer Services. *Human Resource Management Review*, 26(1), 25–36.

Hom, P. W., Lee, T., Shaw, J. D., & Hausknecht, J. P. (2017). One Hundred Years of Employee Turnover Theory and Research. *Journal of Applied Psychology*, 102(3), 530–545.

Hopkins, M. M., & Yonker, R. D. (2015). Managing Conflict with Emotional Intelligence: Abilities that Make a Difference. *Journal of Management Development*, 34(2), 226-244. <https://doi.org/10.1108/JMD-04-2013-0051>

Hsieh, C., & Wang, D. (2015). Does Supervisor-perceived Authentic Leadership Influence Employee Work Engagement through Employee-perceived Authentic Leadership and Employee Trust? *The International Journal of Human Resource Management*, 26(18), 2329–2348. <https://doi.org/10.1080/09585192.2015.1025234>

Hsieh, C., Li, H., Liang, J., & Chiu, Y. (2024). Empowering Teachers Through Principals' Emotional Intelligence: Unlocking The Potential of Organizational Citizenship Behavior in Taiwan's Elementary Schools. *Acta Psychologica*, 243, 1–9. doi: 10.1016/j.actpsy.2024.104142

Isa, Z. C., & Azid, N. (2022). Multimedia Constructivism Instrument: Validity

and Reliability Analysis. *International Journal of Evaluation and Research in Education*, 11(4), 1818–1824. <https://doi.org/10.11591/ijere.v11i4.22730>

Ivancevich, J., Konopaske, R., & Matteson, M. T. (2007). *Organizational Behavior and Management* (8th ed.). New York: McGraw-Hill Higher Education.

Ivancevich J. M., Donnelly Jr., & Gibson, J. L. (2004). *Management: Principles and Functions* (4th ed.). New Delhi: Richard D. Irwin, Inc.

Jafar, B., Mehdi, K., Shahla, B., & Samira, M. (2021). Impact of Emotional Intelligence on Organizational Citizenship Behavior in the Hotel Industry (Case Study: Parsian Azadi Khazar Hotel). *Journal of Social Studied in Tourism*, 8(16), 169–190.

Jamieson, S. (2004). Likert Scales: How to (ab) Use Them. *Medical Education*, 38(12), 1212–1218.

Joseph, D. L., & Newman, D. A. (2010). Emotional Intelligence: An Integrative Meta-analysis and Cascading Model. *Journal of Applied Psychology*, 95(1), 54–78.

Karatepe, O. M. (2011). Procedural Justice, Work Engagement and Job Outcomes: Evidence from Nigeria. *Journal of Hospitality Marketing and Management*, 20(8), 855–878. <https://doi.org/10.1080/19368623.2011.577688>

Karimi, R., & Alipour, F. (2011). Reduce Job Stress in Organizations: Role of Locus of Control. *International Journal of Business and Social Science*, 2(18), 232–236.

Khalili, A. (2017). Transformational Leadership and Organizational Citizenship Behavior: The Moderating Role of Emotional Intelligence. *Leadership & Organization Development Journal*, 38(7), 1004–1015. <https://doi.org/10.1108/LODJ-11-2016-0269>

Khan, A., Naveed, M.M.S., Nagvi, R., Sheraz, F., & Awan, H., S. (2023). Examining The Role of Instructional Leaders and Their Effects on Teacher Performance and, Organization Citizenship Behavior in Educational Sector of Pakistan: Teacher's Self-Efficacy as A Mediating Factor. *International Journal Documentation & Research Institute*, 9(6), 58–72. doi:0A10.5281/zenodo.8048191

Khan, W. A. (1990). Psychological Conditions of Personal Engagement and Disengagement at Work. *Academy of Management Journal*, 33(4), 692–724.

Khodabandeh, M., & Ardabili, S., F. (2015). The Mediating Role of Organizational Commitment and Political Skills in Occupational Self-Efficacy and Citizenship Behavior of Employees. *International Journal of Organizational Leadership*, 4(1), 47–59. <http://dx.doi.org/10.33844/ijol.2015.60377>

Kim, D., & Park, J. (2020). The Way to Improve Organizational Citizenship Behavior for The Employees Who Lack Emotional Intelligence. *Current Psychology*. <https://link.springer.com/article/10.1007/s12144-020-01104-5>

Kim, J., & Gatling, A. (2019). Impact of Employees' Job, Organizational and Technology Fit on Engagement and Organizational Citizenship Behavior. *Journal of Hospitality and Tourism*, 10(3), 323–338. <https://doi.org/10.1108/JHTT-04-2018-0029>

Kim, N., & Lee, K. (2018). The Effect of Internal Locus of Control on Career Adaptability: The Mediating Role of Career Decision-Making Self-Efficacy and Occupational Engagement. *Journal of Employment Counseling*, 55(1), 2–15. <https://doi.org/10.1002/joec.12069>

Kim, S., Kim, H., & Lee, J. (2015). Employee Self-Concepts Voluntary Learning Behavior, and Perceived Employability. *Journal of Managerial Psychology*, 30(3), 264–279. <https://doi.org/10.1108/JMP-01-2012-0010>

Kompas. (2023). *10 Perguruan Tinggi Terbaik di Indonesia Versi QS WUR 2023*. <https://www.kompas.com/tren/read/2022/06/10/133000065/10-perguruan-terbaik-di-indonesia-versi-qs-wur-2023>

Koo, M., & Yang, S. (2025). Likert-Type Scale. *Encyclopedia*, 5(18), 1–11. <https://doi.org/10.3390/encyclopedia5010018>

Kraaijenbrink, J., Spender, J. C., & Groen, A. J. (2010). The Resource-Based View : A Review and Assessment of Its Critiques. *Journal of Management*, 36(1), 349–372. <https://doi.org/10.1177/0149206309350775>

Kreitner, R., & K. (2014). *Organizational Behavior*. New York: McGraw-Hill.

Kumar, K., Bakhshi, A., & Rani, E. (2009). Linking The Big Five Personality Domains to Organizational Citizenship Behavior. *International Journal of Psychological Studies*, 1(2), 73–81.

Lakshman, V. M., & Jagdischchandra, M. V. (2011). Locus of Control and Job Satisfaction: Public Sector Units (PSU) Employees. *Serbian Journal of Management*, 6(2), 193–203.

Lao, R. C. (1970). Internal-External Control and Competent and Innovative Behavior among Negro College Students. *Journal of Personality and Social Psychology*, 14(3), 263–270. <https://psycnet.apa.org/doi/10.1037/h0028890>

Lee, A. V., Vargo, J., & Seville, E. (2013). Developing a Tool to Measure and Compare Organizations' Resilience. *Natural Hazards Review*, 14(1), 29–41.

Lee, Y. H. (2019). Emotional Intelligence, Servant Leadership and Development Goal Orientation in Athletic Directors. *Sport Management Review*, 22(3), 395–406. <https://doi.org/10.1016/j.smr.2018.05.003>

Lefcourt, H. M. (1981). *Research with The Locus of Control Construct*. Academic Press.

Levenson, H. (1981). Differentiating among Internality, Powerful Others and Chance. In *Research with The Locus of Control Construct* (Vol. 1): *Assessment Methods* (In). New York: Academic Press.

Li, A., Xiong, G., Xiao, C., Wang, X., He, J., & Wang, H. (2020). How Leader Negative Emotional Expression Influences Follower Performance? The Mediating Role of Work Engagement and The Moderating Role of Internal Locus of Control. *International Journal of Stress Management*, 27(3), 209–

216. <https://psycnet.apa.org/doi/10.1037/str0000151>

Li, Y., Liu, Z., Lan, J., Ji, M., Li, Y., Yang, S., & Yon, X. (2018). The Influence of Self-Efficacy on Human Error in Airline Pilots: The Mediating Effect of Work Engagement and The Moderating Effect of Flight Experience. *Current Psychology*, 40, 81–92. <http://doi.org/10.1007/s12144-018-9996-2>

Liao, S.-H., Hu, D.-C., & Huang, Y. (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>

Lim, S., Han, S., & Joo, Y. (2018). Effects of Nurses' Emotional Intelligence on Their Organizational Citizenship Behavior, with Mediating Effects of Leader Trust and Value Congruence. *Japan Journal of Nursing Science*, 15(4), 363–374. <https://doi.org/10.1111/jjns.12206>

Lionel, G., K., L., Channuwong, S., & Wongmajarapinya, K. (2023). Human Resource Management and Organizational Performance. *International Journal of Advanced Research*, 11(5), 872–881. <http://dx.doi.org/10.21474/IJAR01/16940>

Liu, E., & Huang, J. (2019). Occupational Self-Efficacy, Organizational Commitment and Work Engagement. *Social Behavior and Personality an International Journal*, 47(8), 1–7. <https://doi.org/10.2224/sbp.8046>

Liu, J., & Cho, S. (2018). Interaction Effect of Display Rules and Emotional Intelligence on Hotel Managers' and Non-Managers' Work Engagement. *International Journal of Contemporary Hospitality Management*, 30(3), 1903–1919. <https://doi.org/10.1108/IJCHM-02-2017-0063>

Lobiondo-Wood, G., & Haber, J. (2018). *Nursing Research: Methods and Critical Appraisal for Evidence-Based Practice*. Mosby, St Louis, Mo.

Lockwood, N. R. (2007). Leveraging Employee Engagement for Competitive Advantage : HR's Strategic Role. *Society for Human Resource Management Quarterly*, 52, 1–12.

Maamari, E. B., & Messarra, C. L. (2012). An Empirical Study of The Relationship Between Organizational Climate and Organizational Citizenship Behavior. *European Journal of Management*, 3.

Maqbool, R., Sudong, Y., Manzoor, N., & Rashid, Y. (2017). The Impact of Emotional Intelligence, Project Managers' Competencies and Transformational Leadership on Project Success. *Project Management Journal*, 48(3), 58–75.

Mardi, Sumiati, A., Susilowati, N., & Mulyani, H. (2024). Development of UNO Card Learning Media in Increasing Learning Motivation for Managing Petty Cash in Accounting Lessons: A Study on Students of the SMK Study Program. *Kurdish Studies*, 12(1), 3463–3474. doi: <https://doi.org/10.58262/ks.v12i1.244>

Mathumbu, D., & Dodd, N. (2017). Perceived Organisational Support, Work Engagement and Organisational Citizenship Behaviour of Nurses at Victoria

Hospital. *Journal of Psychology*, 4(2), 87–93. <https://doi.org/10.1080/09764224.2013.11885497>

Mayer, J. D., Caruso, D. R., & Salovey, P. (2016). The Ability Model of Emotional Intelligence: Principles and Updates. *Emotion Review*, 8(4), 290–300. <https://psycnet.apa.org/doi/10.1177/1754073916639667>

Mazur, A., Pisarski, A., Chang, A., & Ashkanasy, N. M. (2014). Rating Defence Major Project Success: The Role of Personal Attributes and Stakeholder Relationships. *International Journal of Project Management*, 3(6), 944–957. <https://doi.org/10.1016/j.ijproman.2013.10.018>

McBain, R. (2007). The Practice of Engagement: Research into Current Employee Engagement Practic. *Strategic HR Review*, 6(6), 16–19. <https://doi.org/10.1108/14754390780001011>

McManus, H., Dundon, T., & Lavelle, J. (2025). “Workin for a Livin”: Mediating The Role of Perceived Support, Work Engagement, and Organizational Citizenship Behavior in The Hospitality Sector. *International Journal of Hospitality*, 126, 103983. <https://doi.org/10.1016/j.ijhm.2024.103983>

McShane, S. L., & Von Glinow, M. A. (2010). *Organizational Behavior : Emerging Knowledge and Practice for The Real World* ((5th ed.)). New York: The McGraw-Hill Companies, Inc.

Mehboob, F., & Bhutto, N. A. (2012). Job Satisfaction as a Predictor of Organizational Citizenship Behavior A Study of Faculty Members at Business Institutes. *Interdisciplinary Journal of Contemporary Research in Business*, 3(9), 1447–1455.

Meria, L., Yohana, C., & Purwohedi, U. (2023). Enhancing Lecturer Readiness to Change: The Mediation Role of Work Engagement. *Cogent Business & Management*, 10(3), 2290616. <https://doi.org/10.1080/23311975.2023.2290616>

Mérida-López, S., & Extremera, N. (2020). The Interplay of Emotional Intelligence Abilities and Work Engagement on Job and Life Satisfaction: Which Emotional Abilities Matter Most for Secondary-School Teachers? *Frontiers in Psychology*, 1(563634), 1–9. <https://doi.org/10.3389/fpsyg.2020.563634>

Miao, C., Humprey, 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/http://dx.doi.org/10.1016/j.paid.2017.04.015>

Miao, C., Humprey, R. H., & Qian, S. (2020). The Cross-Cultural Moderators of The Influence of Emotional Intelligence on Organizational Citizenship Behavior and Counterproductive Work Behavior. *Human Resource Development Quarterly*, 31(2), 213–233. <https://doi.org/10.1002/hrdq.21385>

Mikolajczak, M., & Luminet, O. (2006). Is Alexithymia Affected by Situational

Stress or Is It a Stable Trait Related to Emotion Regulation? *Personality and Individual Differences*, 40(7), 1399–1408. <https://doi.org/10.1016/j.paid.2005.10.020>

Millet, P., & Sanderg, K. W. (2003). Locus of Control and Its Relationship with Vocational Rehabilitation of Unemployed Sick Leaves in Sweden. *Journal of Vocational Rehabilitation*, 19(1), 59–66.

Myers, D. G. (1983). *Social Psychology*. NY:McGraw Hill.

Na-Nan, K., Kanthong, S., & Joungtrakul, J. (2021). An Empirical Study on The Model of Self-Efficacy and Organizational Citizenship Behavior Transmitted through Employee Engagement, Organizational Commitment and Job Satisfaction in The Thai Automobile Parts Manufacturing Industry. *Journal of Open Innovation : Technology, Market and Complexity*, 7(3), 2–19. <https://doi.org/10.3390/joitmc7030170>

Nadi, M. A., & Aghanouri, V. (2017). The Structural Model of Personality Traits on Organizational Citizenship Behavior with Mediation Role of Interactional Justice and Work Locus of Control among Employees. *Research in Cognitive and Behavioral Sciences*, 7(12), 91–107.

Ng, L., Choong, Y., Kuar, L., Tan, C., & Teoh, S. (2019). Job Satisfaction and Organizational Citizenship Behaviour Amongst Health Professionals: The Mediating Role of Work Engagement. *International Journal of Healthcare Management*, 1–8. <https://doi.org/10.1080/20479700.2019.1698850>

Nielsen, T. M., Bachrach, D. G., Hafhill, T., & Sundstrom, E. (2012). Utility of OCB: Organizational Citizenship Behavior and Group Performance in A Resource Allocation Framework. *Journal of Management*, 38(2).

Olonade, Z. O., Ajibola, K. S., Oyewumi, O. O., Olusesi, L. D., & Bamidele, D. E. (2020). Link between Employees' Locus of Control, Job Satisfaction, and Job Stress among Teachers: a Survey Analysis in Osun State of Nigeria. *Quest Journal of Management and Social Sciences*, 2(1), 13– 26.

Organ, D. W., Podsakoff, P. M., & MacKenzie, S. B. (2005). *Organizational Citizenship Behavior: Its Nature, Antecedents, and Consequences*. Sage Publications.

Organ, D. W. (1988). *Organizational Citizenship Behavior: The Good Soldier Syndrome*. Lexington Books/D. C. Heath and Com.

Oruh, E. S., Mordi, C., Ajonbadi, A., Mojeed-Sanni, B., Nwagbara, U., & Rahman, M. (2020). Investigating The Relationship between Managerialist Employment Relations and Employee Turnover Intention: The Case of Nigeria. *Employee Relations*, 42(1), 52–74.

Othman, A. K., & Muhsin, S. F. H. (2020). The Influence of Emotional Intelligence on Job Performance of Frontline Service Employees: The Moderating Role of Service Types. *Advances in Business Research International Journal*, 6(1), 70–87. <https://doi.org/10.24191/abrij.v6i1.9943>

Padhi, B., & Panda, A. K. (2015). A Study on Employee Engagement Models for Sustainability of Organisation. *International Journal of Research and*

*Development - A Management Review (IJRDMR)*, 4(4), 79–85. <https://ssrn.com/abstract=2803956>

Park, J., & Kim, J. (2024). The Relationship between Perceived Organizational Support, Work Engagement, Organizational Citizenship Behavior and Customer Orientation in the Public Sports Organizations Context. *Behavioral Sciences*, 14(3), 153. <https://doi.org/10.3390/bs14030153>

Pavalache-ilie, M. (2014). Organizational Citizenship Behavior, Work Satisfaction and Employees' Personality. *Procedia-Social and Behavioral Sciences*, 489–49.

PDDikti Kemendikbudristek. (2023). *Statistik Pendidikan Tinggi Kemendikbudristek RI*.

Perez-Fuentes, M. D. C., Jurado, M. D. M., Linarez, J. J. G., & Ruiz, N. F. O. (2018). The Role of Emotional Intelligence in Engagement in Nurses. *International Journal of Environmental Research and Public Health*, 15(9), 2–13. <https://doi.org/10.3390/ijerph15091915>

Perez-Fuentes, M. D. C., Jurado, M. D. M. M., Martin, A. B. B., & Marquez, M. S. (2018). The Mediating Role of Perceived Stress in The Relationship of Self-Efficacy and Work Engagement in Nurses. *Journal of Clinical Medicine*, 8(1), 2–12. <https://doi.org/10.3390/jcm8010010>

Perin, T. (2003). *Working Today: Understanding What Drives Employee Engagement*.

Pervin, L. A. (1980). *Personality: Theory, Assessment and Research*. John Wiley & Sons.

Pethe, S., Chaudhary, S. & Dhar, U. (1999). Occupational Self-Efficacy Scale and Manual. *National Psychological Corporation*.

Phares, E. J. (1976). *Locus of Control in Personality*. New Jersey: General Learning Press.

Podsakoff, P. M., MacKenzie, S. B., Maynes, T. D., & Spoelma, T. M. (2014). Consequences of Unit-Level Organizational Citizenship Behaviors: A Review and Recommendations for Future Research. *Review of Journal of Organizational Behavior*, 35(1), 87–119. <https://doi.org/10.1002/job.1911>

Podsakoff, P. M., MacKenzie, S. B., Paine, J. B., & Bachrach, D. G. (2000). Organizational Citizenship Behaviors: A Critical Review of the Theoretical and Empirical Literature and Suggestions for Future Research. *Journal of Management*, 26(3), 513–563.

Polit, D. F. & Hungler, B. P. (2004). *Nursing Research: Principles and Methods*. Philadelphia: Lippincott Williams & Wilkins.

Porter, M., E., Mauborgne, R., & Kim, W., C. (2016). *What is Strategy? HBR's 10 Must Meads on Strategy*. Boston: Harvard Business Review.

Pradhan, R. K., Jena, L. K., & Panigrahy, N. P. (2020). Do Sustainability Practices Buffer The Impact of Self-Efficacy on Organizational Citizenship Behavior? Conceptual and Statistical Considerations. *Journal of Indian Business Research*, 12(4), 509–528. <https://doi.org/10.1108/JIBR-05-2019-0000>

Puruwita, D., Jamian, S., L., & Aziz, A., N. (2022). Instructional Leadership Practices at High-Performing Vocational Schools: Administrators' VS Teachers' Perception. *Humanities and Social Sciences Letters*, 10(2), 173–185. doi: 10.18488/73.v10i2.3009

Quinones, M., Van Den Broeck, A., & De Witte, H. (2013). Do Job Resources Affect Work Engagement via Psychological Empowerment? A Mediation Analysis. *Journal of Work and Organizational Psychology*, 29(3), 127–134.

Ranganathan P., Caduff C., Frampton A., M., C. (2024). Designing and Validating a Research Questionnaire - Part 2. *Perspectives in Clinical Research*, 15(1), 42–45. 10.4103/picr.picr\_318\_23

Reina, C.S., Rogers, K.M., Peterson, S.J., Byron, K., & Hom, P. W. (2017). Quitting The Boss? The Role of Manager Influence Tactics and Employee Emotional Engagement in Voluntary Turnover. *Journal of Leadership and Organizational Studies*, 25(1), 5–18.

Rezvani, A., Chang, A., Wiewiora, A., Ashkanasy, N. M., Jordan, P. J., & Zolin, R. (2016). Manager Emotional Intelligence and Project Success: The Mediating Role of Job Satisfaction and Trust. *International Journal of Project Management*, 34(7), 1112–1122. <https://doi.org/10.1016/j.ijproman.2016.05.012>

Richard, N. (2003). *Why Do We Remain Silent in the Face of Unethical Behavior?, The Politics of Ethics: Methods for Acting, Learning and Sometimes Fighting, with Others in Addressing Ethics Problems in Organizational Life*. New York: Oxford University Press.

Rigotti, T., Schyns, B., & Mohr, G. (2008). A Short Version of The Occupational Self-Efficacy Scale: Structural and Construct Validity Across Five Countries. *Journal of Career Assessment*, 16(2), 238–255. <https://doi.org/10.1177/1069072707305763>

Ristić, I., & Hizarci-Payne, A. K. (2020). The Interplay between Mindfulness, Emotional Intelligence and Resilience. *The Routledge Companion to Mindfulness at Work*, 386–398. <http://dx.doi.org/10.4324/9780429244667-22>

Robbins, S. P., & Judge, T. A. (2017). *Organizational Behavior* (18 edition). New Jersey: Pearson Prentice Hall.

Robinson, D., Perryman, S., & Hayday, S. (2004). *The Drivers of Employee Engagement Report 408*. UK: Institute for Employment Studies.

Robinson, D. M., Irvin, L. R., & Krishnakumar, S. (2023). Affectively Effective: Work-Related Emotional Intelligence as A Predictor of Organizational Citizenship. *Front. Psychol.*, 14. doi: 10.3389/fpsyg.2023.1092254

Rotich, R. (2022). Self-Efficacy, Demographic Characteristics and Organizational Citizenship Behavior among Management Employees in Public Organizations in Kenya. *European Journal of Business and Strategic Management*, 7(3), 1–23. <http://dx.doi.org/10.47604/ejbsm.1710>

Rotter, J. B. (1966). Generalized Expectancies for Internal Versus External

Control of Reinforcement. *Psychological Monographs: General and Applied*, 80(1), 1–28. <https://psycnet.apa.org/doi/10.1037/h0092976>

Saklofske, D. H., Austin, E. J., & Minski, P. S. (2003). Factor Structure and Validity of a Trait Emotional Intelligence Measure. *Personality and Individual Differences*, 34, 707–721.

Saks, A. M. (2006). Antecedents and Consequences of Employee Engagement. *Journal of Managerial Psychology*, 21(7), 600–619. <https://doi.org/10.1108/02683940610690169>

Santa, R., Moros, A., Morante, D., R., & D., & Scavarda, A. (2023). The Impact of Emotional Intelligence on Operational Effectiveness: The Mediating Role of Organizational Citizenship Behavior and Leadership. *PLoS ONE*, 18(8), 1–21. <https://doi.org/10.1371/journal.pone.0284752>

Sariwulan, T., Sudiarditha, I., Susita, D., & Raharjo, A. (2022). The Effect of Job Demands and Work Engagement on Job Satisfaction of KOPINDOSAT Employees in Jakarta. *Proceedings of the 20th Malaysia Indonesia International Conference on Economics, Management and Accounting (MIICEMA 2019)*, 881–891. <https://doi.org/10.5220/0010608500002900>

Sarkhel, B., Hans, A., Jadaun, U., Ekka, J., M., Anand, G., Kumari, K., & Achari, D., P. (2023). A Study on Select Human Resource Practices, Self-Efficacy and Organizational Citizenship Behavior in Private Sector Banks in Jharkhand. *Onomázein*, 62, 1591–1607. <http://www.onomazein.com/index.php/onom/article/view/391>

Schaufeli, W. B., Bakker, A. B., & Rhenen, W. V. (2009). How Changes in Job Demands and Resources Predict Burnout, Work Engagement, and Sickness Absenteeism. *Journal of Organizational Behavior*, 30, 893–917.

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(1), 71–92. <https://doi.org/10.1108/JMD-06-2016-0084>

Schaufeli, W.B., & Bakker, A. (2003). *UWES-Utrecht Work Engagement Scale: Test Manual*. Unpublished Manuscript, Department of Psychology, Utrecht University.

Schaufeli, W. B. (2015). Engaging Leadership in The Job Demands-Resources Model. *Career Development International*, 20(5), 446–463. <https://psycnet.apa.org/doi/10.1108/CDI-02-2015-0025>

Schutte, N. S., Malouff, J. M., & Thorsteinsson, E. B. (2013). Increasing Emotional Intelligence through Training: Current Status and Future Directions. *The International Journal of Emotional Educational*, 5(1), 56–72.

Schyns, B., & Collani, G. V. (2002). A New Occupational Self-Efficacy Scale and its Relation to Personality Constructs and Organisational Variables. *European Journal of Work and Organizational Psychology*, 11(2), 219–241. <http://dx.doi.org/10.1080/13594320244000148>

Sekaran, U., & Bougie, R. (2020). *Research Methods For Business: A Skill*

*Building Approach* (8th ed.). United Kongdom: John Wiley & Sons, Ltd.

Serrat, O. (2017). *Knowledge Solutions: Tools, Methods and Approaches to Drive Organizational Performance*. Springer, Singapore.

Shaheen, M. (2016). Exploring Dimensions of Teachers' OCB from Stakeholder's Perspective: A Study in India. *Qualitative Report*, 21(6), 1095–1117.

Shamim, M., & Siddiqui, D. A. (2019). *Impact of Leader's Emotional Intelligence on Sub-ordinates' Organizational Citizenship Behavior and Task Performance: The Mediator Role of Organizational Culture*. <http://dx.doi.org/10.2139/ssrn.3510571>

Shanahan, L., Steinhoff, A., Bechtiger, L., Murray, A. L., Nivette, A., Hepp, U., R., & D., & Eisner, M. (2020). Emotional Distress in Young Adults During the COVID-19 Pandemic: Evidence of Risk and Resilience from a Longitudinal Cohort Study. *Psychological Medicine*, 1–10.

Sharma, S., & Kaur, R. (2017). Self-efficacy of Women Teachers in The State of Punjab. *Educational Quest- An International Journal of Education and Applied Social Sciences*, 8(1), 179–182. <http://dx.doi.org/10.5958/2230-7311.2017.00026.5>

Sing, L. B., Kumar, A., & Srivastava, S. (2021). Academic Burnout and Student Engagement: A Moderated Mediation Model of Internal Locus of Control and Loneliness. *Journal of International Education in Business*, 14(2), 219–239. <https://doi.org/10.1108/JIEB-03-2020-0020>

Sirizi, M. J., Esmaili, A., Zarnaq, R. H., Arabloo, J., & Farazi, O. (2019). Relation between Emotional Intelligence and Organizational Citizenship Behavior with Work Deviant Behaviors among Staff of Selected Hospitals in Tehran City. *Journal of Hospital*, 18(2), 21–28.

Skaalvik, C. (2020). School Principal Self-Efficacy for Instructional Leadership: Relations with Engagement, Emotional Exhaustion and Motivation to Quit. *Social Psychology of Education*, 23(1), 479–498. <https://link.springer.com/article/10.1007/s11218-020-09544-4>

Snyder, H. S., Shorey, H. S., Cheavens, J., Pulvers, K. M., Adams, V. H., & Wiklund, C. (2002). Hope and Academic Success in College. *Journal of Educational Psychology*, 94, 820–826.

Soisud, V., Mingchua, J., Inbua, M., Kenamang, Y., & Bodeerat, C. (2021). Human Resource Management is The Key to Driving Todays' Organization. *Journal of Modern Learning Development*, 6(5), 340–350. <https://so06.tci-thaijo.org/index.php/jomld/article/view/249273>

Solomon & Oberlander. (1974). Locus of Control in The Classroom. In *Psychological Concepts in The Classroom*. New York: Harper & Row Publisher.

Stoyanova, T., & Illiev, I. (2017). Employee Engagement Factor for Organizational Excellence. *International Journal of Business and Economic Sciences Applied Research*, 10(1), 23–29. <http://hdl.handle.net/10419/185656>

Sulea, C., Virga, D., Maricutoiu, L.P., Schaufeli, W., Dumitru, C. Z., & Sava, F.

A. (2012). Work Engagement as Mediator between Job Characteristics and Positive and Negative Extra-role BehaviorsC. *Career Development International*, 17(3), 188–207. <https://doi.org/10.1108/13620431211241054>

Sun, H. J., & Yoon, H. H. (2020). Linking Organizational Virtuousness, Engagement and Organizational Citizenship Behavior: The Moderating Role of Individual and Organizational Factors. *Journal of Hospitality & Tourism Research*, 20(10), 1–26. <https://doi.org/10.11772/F1096348020963701>

Sun, S., Yan, Z., & Sun, C. (2025). Kindergarten Teachers' Emotional Intelligence and Surface Acting: The Chain Mediating Effects of Self-Efficacy and Work Engagement. *Front. Psychol*, 16. doi: 10.3389/fpsyg.2025.1434407

Taghi, A. M., & Mostafa, A. (2013). A Study of The Effect of Emotional Intelligence on Organizational Citizenship Behavior Using PLS Method. *International Journals of Research in Organizational Behavior and Human Resource Management*, 1(4), 120–135.

Tamta, V., & Rao, M. K. (2017). Linking Emotional Intelligence to Knowledge Sharing Behaviour: Organizational Justice and Work Engagement as Mediators. *Global Business Review*.

Tekeli, M., & Özkoç, A. G. (2022). The Effect of Proactive Personality and Locus of Control on Innovative Work Behavior: The Mediating Role of Work Engagement. *Anais Brasileiros De Estudos Turísticos*, 12(1). <https://doi.org/10.5281/zenodo.5821836>

Teng, C.C., Lu, A.C.C., Huang, Z.Y., & Fang, C. . (2020). Ethical Work Climate, Organizational Identification, Leader-Member-Exchange (LMX) and Organizational Citizenship Behavior (OCB). *International Journal of Contemporary Hospitality Management*, 32(1), 212–229.

Tian, G., Wang, J., Zhang, Z., & Wen, Y. (2019). Self-Efficacy and Work Performance: The Role of Work Engagement. *Social Behavior and Personality: An International Journal*, 47(12), 1–7. <https://doi.org/10.2224/sbp.8528>

Tobón, S., & Luna, J. (2021). Complex Thinking and Sustainable Social Development: Validity and Reliability of the Complex-21 Scale. *Sustainability*, 13(12), 6591. <https://doi.org/10.3390/su13126591>

Tom-Jack, P. I. (2016). *The Evolving Geopolitical Relations of Nigeria and China: What Is the Impact of the Nigeria-China Trade and Direct Investment on the Nigerian Economy?*

Turksoy, S. S., & Tutuncu, Ö. (2021). An Analysis of The Relationship Between Work Engagement, Work Locus of Control, Passion and Parasitism in Coastal Hotels. *European Journal of Tourism Research*, 29(12). <https://ejtr.vumk.eu/index.php/about/article/view/2439>

Turnipseed, D. L. (2017). Emotional Intelligence and OCB: The Moderating Role of Work Locus of Control. *The Journal of Social Psychology*, 158(3), 322–336. <https://doi.org/10.1080/00224545.2017.1346582>

Us, N., Jadoon, S., Sohail, R., & Khalil, S. (2023). Impact of Psychological Empowerment, Self-Efficacy and Workaholism on Organizational Citizenship Behavior among Teachers. *Annals of Human and Social Sciences*, 4(4), 596–607. [http://dx.doi.org/10.35484/ahss.2023\(4-IV\)57](http://dx.doi.org/10.35484/ahss.2023(4-IV)57)

Van der Brempt, O., Boone, C., van Witteloostuijn, A., & van den Berg, A. (2017). Toward A Behavioural Theory of Cooperation Between Managers and Employee Representatives in Work Councils. *Economic and Industrial Democracy*, 38(2), 314–343. <https://doi.org/10.1177/0143831X15578721>

Van Dyne, L., Graham, J. W., & Dienesch, R. M. (1994). Organizational Citizenship Behavior: Construct Redefinition, Measurement, and Validation. *The Academy of Management Journal*, 37(4), 765–802. <https://psycnet.apa.org/doi/10.2307/256600>

Vermooten, N., Malan, J., Kidd, M., & Boonazier, B. (2021). Relational Dynamics Amongst Personal Resources: Consequences for Employee Engagement. *SA Journal of Human Resource Management*, 19. <https://doi.org/10.4102/sajhrm.v19i0.1310>

Wernerfelt, B. (1995). *The Resource-Based View of The Firm : Ten Years After*. 16(3), 171–174. <https://doi.org/103.88.170.114>

Williams, L. J., & Anderson, S. E. (1991). Job Satisfaction and Organizational Commitment as Predictors of Organizational Citizenship and In-Role Behaviors. *Journal of Management*, 17(3), 601–617. <https://psycnet.apa.org/doi/10.1177/014920639101700305>

Wren, D. A., & Bedeian, A. G. (2017). *The Evolution of Management Thought*.

WUR, Q. (2023). *QS World University Rankings 2023: Top Global Universities*. <https://www.topuniversities.com/world-university-rankings/2023>

Xinxin, L., Xie, B., & Guo, Y. (2018). The Trickle-Down of Work Engagement from Leader to Follower: The Roles of Optimism and Self-Efficacy. *Journal of Business Research*, 84(3), 186–195. <https://doi.org/10.1016/j.jbusres.2017.11.014>

Yang, X., & Weber, A. (2019). Who Can Improve The Environment - Me or The Powerful others? An Integrative Approach to Locus of Control and Pro-Environmental Behavior in China. *Resources, Conservation and Recycling*, 146, 55–67.

Yin, Z., Zhao, M., Wang, Y., Yang, J., & Zhang, J. (2017). Recognition of Emotions Using Multimodal Physiological Signals and an Ensemble Deep Learning Model. *Computer in Methods and Programs in Biomedicine*, 140, 93–110. <https://doi.org/10.1016/j.cmpb.2016.12.005>

Yohana, C., Agung, I., Ma'rifataini, L., Ma'rifataini, S., Ma'rifataini, H., & Sabon, S. (2024). School Events as a Communication Forum for Dissemination and Internalization of Religious Moderation Values and Student Character Building. *Academic Journal of Interdisciplinary Studies*, 13(2), 199–133. <https://doi.org/10.36941/ajis-2024-0039>

Yu, H., & Takahashi, Y. (2020). Emotional Intelligence and Extra-Role Behavior

of Knowledge Employees: Mediating and Moderating Effects. *Organizations and Markets in Emerging Economies*, 11(2(22)), 389–406. <http://dx.doi.org/10.15388/omee.2020.11.39>

Yuspahruddin, A., Eliyana, A., Buchdadi, A. D., Hamidah, Sariwulan, T., & Muhaziroh, K. (2020). The Effect of Employee Involvement on Job Satisfaction. *Systematic Reviews in Pharmacy*, 11(7), 490–498. <https://doi.org/10.31838/srp.2020.7.72>

Zhu, Y., Liu, C., Guo, B., Zhao, L., & Lou, F. (2015). The Impact of Emotional Intelligence on Work Engagement of Registered Nurses: The Mediating Role of Organisational Justice. *Journal of Clinical Nursing*, 24(15–16), 2115–2124. <https://doi.org/10.1111/jocn.12807>

Zuo, L., Lowman, G. H., Bachrach, D. G., Hou, N., & Xiao, W. (2021). Less Engaged Over Time? The Effect of Self-Efficacy on Work Engagement Trajectory. *Journal of Theoretical Social Psychology*, 5(3), 249–261. <https://doi.org/10.1002/jts.5.90>



*Intelligentia - Dignitas*