

RUJUKAN

- Alias Baba (1997). *Statistik Penyelidikan dalam Pendidikan dan Sains Sosial*, Bangi: Universiti Kebangsaan Malaysia.
- Abraham, R. (2000). The role of job control as a moderator of emotional dissonance and emotional intelligence – outcome relationship. *The Journal of Psychology*, Vol. 134, pp. 169-184.
- Akers, M.D., & Porter, G.L. (2003). Your EQ skills: Got what it takes. *Journal of Accountancy*, Vol. 19, pp. 65-68.
- Bachman, J., Stein, S., Campbell, K., & Sitarenious, G. (2000). Emotional intelligence in the collection of debt. *International Journal of Selection and Assessment*, Vol. 8, pp. 176-182.
- Bar-On, R (2004). *The Emotional Quotient Inventory (EQ-i): Technical Manual*, Multi-Health Systems, Toronto.
- Bar-On, R. & Parker, J.D.A. (eds) (2000). *The Handbook of Emotional Intelligence*. San Francisco, Jossey-Bass.
- Bharwaney, G. (2006). *Emotionally Intelligent Living: Strategies for Increasing your EQ*. Crown House Publishing, Wales, UK
- Book, H. & Stein, S. (2000). *The EQ Edge: Emotional Intelligence and Your Success*. New York: Stoddart Publishing Co. Limited.
- Boudreau, J.W., Boswell, W.R., & Judge, T.A., (2001). Effects of personality on executive career success in the U.S. and Europe. *Academy of Management Journal*, Vol. 45, pp. 228-247.
- Cadman, C., & Brewer, J. (2001). Emotional Intelligence: A vital prerequisite for recruiting in nursing. *Journal of Nursing Management*, Vol. 9, pp. 321-324.
- Chen, W., Jacobs, R., & Spencer, L.M. (1998). "Calculating the competencies of stars," *Working with Emotional Intelligence*, Bantam Books, NY, pp. 377-380.
- Cherniss, G (2000). Social and emotional competencies in the workplace. Dalam Bar-On, R. & Parker, J.D., *The Handbook of Emotional Intelligence*, pp. 433-458.

- Ciarrochi, J., Forgas, J.P., & Mayer, J.D. (2001). *Emotional Intelligence in Everyday Life: A Scientific Inquiry*, Psychology Press, Philadelphia, USA.
- Cooper, R.K. & Sawaf, A. (1997). *Executive EQ: Emotional Intelligence in Leadership and Organisations*, Grosset/Putman, New York, NY.
- Dohonue, R. & Stevenson, L. (2006). The relationship between emotional intelligence and individual advancement and the mediating role of transformational leadership. *Monash Business Review*, Vol. 2 Issue 2 – July, 2006.
- Dulewicz, V. & Higgs, M.J. (1999). "Can emotional intelligence be measured and developed?" *Leadership & Organization Development Journal*, Vol. 20 No. 5, pp. 242-52.
- Dulewicz, V. & Higgs, M.J. (2000). Emotional Intelligence – A review and evaluation study. *Journal of Managerial Psychology*, Vol. 15, pp. 341-372.
- Feist, G.J., & Barron, F. (1996, June). *Emotional intelligence and academic intelligence in career and life success*. Paper presented at the Annual Convention of the American Psychological Society, San Francisco, CA.
- Foote, D. (2001). What's your 'emotional intelligence'? *Computerworld*, Vol. 35, pp. 28-29.
- Gardner, H. (1983). *Frames of Mind: The Theory of Multiple Intelligences*, Basic Books, NY.
- Goleman, D. (1995). *Emotional Intelligence: Why It Can Matter More Than IQ*, Bantam Books, NY.
- Goleman, D. (1997). Emotional Intelligence in the Workplace, kertas kerja disampaikan di ASTD Interactional Conference & Exposition. Dalam Dulewicz, V. & Higgs, M., Emotional Intelligence a Review and Evaluation Study, *Journal of Managerial Psychology*, Vol. 15 (4), 2000 pp. 341-372
- Goleman, D. (1998). *Working with Emotional Intelligence*, Bantam Books, NY, pp. 35-54

- Goleman, D., Boyatzis, R., & McKee, A. (2002). *Primal Leadership: Learning to Lead with Emotional Intelligence*, Harvard Business School Press, Boston, Massachusetts.
- Hall, J. & Rosenthal, R. (1979). *Sensitivity to Nonverbal Communications: The PONS Test*, John Hopkins University Press, Baltimore.
- Krejcie, R., & Morgan, D. (1970). Determining sample size for research activities. *Educational and Psychological Measurement*, Vol. 30, pp. 607-610.
- Langley, A. (2000). Emotional intelligence – A new evaluation for management development?, *Career Development International*, Vol. 5, pp. 177-183.
- Lusch, R.F., & Serpkenci, R.R. (1990). Personal differences, job tension, job outcomes, and store performance: A study of retail managers. *Journal of Marketing*, Vol. 54(1), pp. 85-101.
- Martinez, M.N. (1997). The smart that counts. *HR Magazine*, Vol. 42, pp. 72-78.
- Mayer, J.D. & Salovey, P. (1990). "Emotional Intelligence," *Imagination, Cognition and Personality*, Vol. 9, pp. 185-211.
- Mayer, J.D. & Salovey, P. (1993). "The Intelligence of Emotional Intelligence," *Intelligence*, Vol. 17, pp. 433-442.
- Mayer, J.D. & Salovey, P. (1997) *Educational Development and Emotional Intelligence*, Basic Books, NY, pp. 185-211.
- Mayer, J.D., Caruso, D.R., & Salovey, P (1999). "Emotional intelligence meets traditional standards for an intelligence", *Intelligence*, Vol. 27, pp. 267-98.
- Mayer, J.D., Salovey, P., & Caruso, D.R. (2000). "Models of emotional intelligence", dalam Sternberg, R.J. (Ed.), *Handbook of Intelligence*, Cambridge University Press, Cambridge, pp. 396-420.
- McClelland, D.C. (1999). "Identifying competencies with behavioral-event interviews," *Psychological Science*, Vol. 9, No. 5, pp. 331-339.

- Metz, I. & Tharenou, P. (2001). Women's career advancement. The relative contribution of human and social capital. *Group and Organization Management*, Vol. 26, pp 312-342.
- Michael, A.J. (2006). *Kompetensi Kecerdasan Emosi*, Kuala Lumpur: Kumpulan Budiman.
- Miller, M.(1999). Emotional intelligence helps managers succeed. *Credit Union Magazine*, Vol. 65, pp. 25-26.
- Mohd Majid Konting (1998). *Kaedah Penyelidikan Pendidikan*, Kuala Lumpur: Dewan Bahasa dan Pustaka.
- Mohd Najib Ghafar (1999). *Penyelidikan Pendidikan*, Skudai, Johor, Penerbit Universiti Teknologi Malaysia.
- Mohd Najib Ghafar (2000). "Kestabilan Emosi Guru: Perbandingan antara pensyarah dan pelajar", *Jurnal Teknologi*, Bil. 32, ms. 1-10.
- Pergamit, M.R. & Veum, J.R. (1999). What is a promotion? *Industrial and Labor Relations Review*, Vol. 52, pp 581-601.
- Pilling, B.K. & Eroglu, S. (1994). An empirical examination of the impact of salesperson empathy and professionalism and merchandise saleability on retail buyer's evaluations, *Journal of Personal Selling and Sales Management*, Vol. 14 (1), pp. 55-58.
- Raj, H (1981). *Theory and Practice in Social Research*, Kamla Nagar, Delhi: Surjeet Publications.
- Rohana Yusof (2003). *Penyelidikan Sains Sosial*, Kuala Lumpur, PTA Publication & Distributors Sdn. Bhd.
- Rosenthal, R. (1977). The PONS Test: Measuring sensitivity to nonverbal cues. Dalam P. McReynolds (ED.), *Advances in psychological assessment*. San Francisco, CA: Jossey-Bass.
- Schulman, P. (1995). Explanatory style and achievement in school and work. Dalam G. Buchanan & M.E.P. Seligman (Eds.), *Explanatory style*. Hills, NJ: Lawrence Erlbaum.
- Schutte, N. & Malouff, J. (1999). *Measuring emotional intelligence and related constructs*. New York: The Edwin Mellon Press.

- Sekaran, Uma (1992). *Reserach Methods for Business: A Skill-Building Approach*, New York, John Wiley & Sons, Inc.
- Snarey, J.R., & Vaillant, G.E. (1985). How lower- and working-class youth become middle-class adults. The association between ego defense mechanisms and upward social mobility. *Child Development*, Vol. 56(4), pp. 899-910.
- Spencer, L.M. & Spencer, S.M. (1993). *Competence at Work: Models for Superior Performance*, John Wiley & Sons, NY
- Steiner, C (1997), Achieving Emotional Literacy. Dalam Dulewicz, V. & Higgs, M., Emotional Intelligence a Review and Evaluation Study, *Journal of Managerial Psychology*, Vol. 15 (4), 2000 pp. 341-372
- Sternberg, R.J. (1996). *Successful Intelligence*, Simon and Schuster, NY.
- Tharenou, P., Latimer, S., & Conroy, D. (1994). How do you make it to the top? An examination of influences on women's and men's managerial advancement. *Academy of Management Journal*, Vol. 27, pp 899-931.
- Thorndike, R.L. & Stein, S. (1937). An evaluation of the atempts to measure social intelligence. *Psychological Bulletin*, Vol. 34, pp. 275-284.
- Watkin, C. (2000). Developing emotional intelligence. *International Journal of Selection and Assessment*, Vol. 8, pp 89-95.
- Wechsler, D. (1958). *The measurement and appraisal of adult intelligence*. (4th ed.), Baltimore, MD: The Williams & Wilkins Company.
- Zukarnain Zakaria & Hishamuddin Md. Som (2001). *Analisis Data menggunakan SPSS Window*, Skudai, Penerbit Universiti Teknologi Malaysia.