

DAFTAR PUSTAKA

- Abdillah, M. R., & Anita, R. (2016). DAMPAK IKLIM ORGANISASI TERHADAP STRES KERJA DAN KINERJA KARYAWAN. *Jurnal Manajemen*, XX(01), 121–141.
- Anderson, N., Ones, D. S., Sinangil, H. K., & Viswesvaran, C. (2005). *Handbook of Industrial, Work & Organizational Psychology* (Vol. 1). SAGE Publications India Pvt Ltd.
- Ardiansyah, Y., & Sulistiyowati, L. H. (2018). Pengaruh Kompetensi dan Kecerdasan Emosional Terhadap Kinerja Pegawai. *Jurnal Inspirasi Bisnis Dan Manajemen*, 2(1), 91–100.
- Arifin, C. (2020). *Gaji Jadi Pegawai Bank Tak Cukup, Pria Ini Bobol Rekening Nasabah untuk Beli Mobil*. *Tribunnews.Com*. <https://www.tribunnews.com/metropolitan/2020/02/12/gaji-jadi-pegawai-bank-tak-cukup-pria-ini-bobol-rekening-nasabah-untuk-beli-mobil?page=all>.
- Asbari, M., Purwanto, A., & Santoso., P. B. (2020). Pengaruh Iklim Organisasi dan Kepemimpinan Transformasional Terhadap Produktivitas Kerja Inovatif Pada Industri Manufaktur di Pati Jawa Tengah. *Jurnal Produktivitas*, 7, 62–69.
- Chernyak-Hai, L., & Aharon Tziner. (2014). Relationships between counterproductive work behavior, perceived justice and climate, occupational status, and leader-member exchange. *Journal of*

Work and Organizational Psychology.

- Chiamaka, J., Tochukwu, O., & Kizito, O. (2015). Impact of Emotional Intelligence and Job Boredom Proneness on Counterproductive Work Behaviour. *Advances in Applied Psychology, 1*(2), 101–106. <http://www.aiscience.org/journal/aap>
- CNCB Indonesia. (2020). *Terbongkar! Begini Cara Penjahat Bobol Rekening Bank Via HP*. CNCB Indonesia.
- Dillon, K., & Gallo, A. (2017). *HBR Guide to Emotional Intelligence at Work Collection (5 Books)*. Harvard Business Review Press.
- Dirican, A. H., & Erdil, O. (2019). Journal of Human Behavior in the Social Environment The influence of ability-based emotional intelligence on discretionary workplace behaviors. *Journal of Human Behavior in the Social Environment, 00*(00), 1–14. <https://doi.org/10.1080/10911359.2019.1687388>
- Dixit, O., & Singh, S. (2019). *Moderating Influence of Emotional Intelligence on Organisational Citizenship Behaviour and Counterproductive Work Behaviour*. 8(1), 2019.
- Djumena, E. (2011). *Inilah 9 Kasus Kejahatan Perbankan Artikel ini telah tayang di Kompas.com dengan judul “Inilah 9 Kasus Kejahatan Perbankan”*,. Kompas.Com.
- Dr. Priyono, M. (2008). *Metode Penelitian Kuantitatif*. Zifatama Publishing.
- Fahrial. (2018). *Peranan Bank Dalam Perkembangan Ekonomi*

Nasional. *Ensiklopedia of Journal*, 1(1), 179–184.

Gardenswartz, L., Cherbosque, J., & Rowe, A. (2008). *Emotional Intelligence for Managing Results in a Diverse World*. Davies-Black Publishing.

Guilford. (1956). *Fundamental Statistic in Psychology and Education*. 3rd Ed. New York: McGraw-Hill Book Company, Inc. 244.

Halim, F., & Selamat, M. N. (2020). The Organisational Climate and Counterproductive Work Behaviour in Indonesian Occupational Hospitals : The Capacity of Leader-Member Exchange Quality as a Mediator. *International Journal of Advanced Science and Technology*, 29(3), 2051–2076.
<http://serisc.org/journals/index.php/IJAST/article/view/4207/2792>

Halim, F. W., & Selamat, M. N. (2019). Emotional Intelligence and Doctor ' s Counterproductive Work Behavior : The Mediating Role of Leader Member Exchange Quality Universitas Islam Negeri Raden Fatah Palembang , Indonesia. *International Journal of Advanced Science and Technology*, 28(18), 243–264.
<http://serisc.org/journals/index.php/IJAST/article/view/2305/1616>

Hanidah, Y. P. (2018). Pengaruh keadilan distributif dan iklim organisasi terhadap perilaku kerja kontraproduktif pada pt. pelabuhan indonesia iii cabang tanjung perak surabaya. *Jurnal Ilmu Manajemen*, 6, 1–8.
<http://jurnalmahasiswa.unesa.ac.id/index.php/jim/article/view/226>

- Hidayatullah, A. (2020). *Ingin Karier Melejit? Milenial Wajib Pahami Dulu 4 Etika Dunia Kerja Ini!* Suara.Com. <https://www.suara.com/bisnis/2020/04/15/073500/ingin-karier-melejit-milenial-wajib-pahami-dulu-4-etika-dunia-kerja-ini>
- Hussein, R., Ghazo, A., Suifan, T. S., & Alnuaimi, M. (2018). Emotional intelligence and counterproductive work behavior: The mediating role of organizational climate. *Journal of Human Behavior in the Social Environment*, 00(00), 1–13. <https://doi.org/10.1080/10911359.2018.1533504>
- Jarrett, C. (2020). *Mengapa mengatur emosi lebih jitu mencegah kita menunda pekerjaan?* BBC News Indonesia.
- Jex, S. M., & W.Britt, T. (2014). *Organizational Psychology* (Third Edit). John Wiley & Sons, Inc.,.
- Johar Education Society, P. (JESPK). (2019). Self-serving counterproductive work behaviors: The development and validation of a scale. *Pakistan Journal of Commerce and Social Sciences (PJCSS)*, <http://hdl>.
- Joseph F. Hair Jr, Black, W. C., Babin, B. J., & Anderson, R. E. (2014). *Multivariate Data Analysis*. Pearson Education Limited.
- Kanten, P., & Ülker, F. E. (2013). The effect of organizational climate on counterproductive behaviors: An empirical study on the employees of manufacturing enterprises. *The Macrotheme Review*, 2(4), 144–160.
- Keskin, H., Akgün, A. E., Ayar, H., & Kayman, S. (2016).

Cyberbullying victimization , counterproductive work behaviours and emotional intelligence at workplace. 235(October), 281–287.
<https://doi.org/10.1016/j.sbspro.2016.11.031>

Kumparan. (2020a). *5 Soft Skills yang Dinilai Akan Dibutuhkan di Dunia Kerja Tahun 2022*. Kumparan.Com.

Kumparan. (2020b). *Cerita Vania Faulika, Duduki Posisi Strategis Lazada Indonesia di Usia Muda*. Kumparan.Com.
<https://kumparan.com/kumparanwoman/cerita-vania-faulika-duduki-posisi-strategis-lazada-indonesia-di-usia-muda-1tH5W9F1ZMB/full>

Landy, F. J., & Conte, J. M. (2013). *Work In The 21st Century an Introduction To Industrial And Organizational Psychology* (Fourth Edi). John Wiley & Sons, Inc.,

Libbrecht, N., Lievens, F., & Schollaert, E. (2010). Measurement Equivalence of the Wong and Law Emotional Intelligence Scale Across Self and Other Ratings. *Educational and Psychological Measurement*.
https://www.researchgate.net/publication/233990469_Measurement_Equivalence_of_the_Wong_and_Law_Emotional_Intelligence_Scale_Across_Self_and_Other_Ratings

Luqman, M. K., Javaid, M. F., & Umair, T. (2016). Combined Effects of Perceived Organizational Politics and Emotional Intelligence on Job Satisfaction and Counterproductive Work Combined Effects of Perceived Organizational Politics and Emotional

Intelligence on Job Satisfaction and Counterproductive Work. *European Online Journal of Natural and Social Sciences*, January 2015.
<https://www.researchgate.net/publication/305816664>

Ma, J., & Liu, C. (2018). *The moderating effect of emotional intelligence on the relationship between supervisor conflict and employees' counterproductive work behaviors*.
<https://doi.org/10.1108/IJCMA-11-2017-0140>

Mamangkey, L. A. G., Tewal, B., Trang, I., Sam, U., & Manado, R. (2018). *Pengaruh Kecerdasan Intelektual (IQ), Kecerdasan Emosional (EQ), Dan Kecerdasan Sosial (SQ) Terhadap Kinerja Karyawan Kantor Wilayah Bank BRI Manado*. 6(4), 3208–3217.

Medistiara, Y. (2020). *3 Tersangka Kasus Kredit Fiktif Bank BUMN Ditahan Jaksa*. DetikNews.

Mensah, M. E. (2015). Ethical Climate as a Predictor of Counterproductive Work Behaviours and Turnover Intention: The Mediating Role of Level of Education Abstract: *The International Journal of Business & Management*, 3(8), 305–310.
<http://internationaljournalcorner.com/index.php/theijbm/article/view/137854/96761>

Mirayanti, D. (2020, August). Peran perbankan sangat besar dalam menggerakkan ekonomi nasional. *Kontan.Co.Id*.

Muchinsky, P. M. (1976). AN ASSESSMENT OF THE LITWIN

AND STRINGER ORGANIZATION CLIMATE QUESTIONNAIRE : AN EMPIRICAL AND THEORETICAL EXTENSION OF THE SIMS AND LAFOLLETTE STUDY. *Personnel Psychology*.
<https://doi.org/https://doi.org/10.1111/j.1744-6570.1976.tb00422.x>

Mullins, L. J., & Christy, G. (2016). *Management & Organisational Behaviour* (E. Edition (ed.)). Edinburgh Gate.

Mulyadi, M. (2011). Penelitian Kuantitatif Dan Kualitatif Serta Pemikiran Dasar Menggabungkannya. *Jurnal Studi Komunikasi Dan Media*, 15(1), 127–138.
<https://jurnal.kominfo.go.id/index.php/jskm/article/viewFile/52/49>

Ngusmanto, D. . (2017). *Teori Perilaku Organisasi Publik*. Mitra Wacana Media.

Nurlaila. (2012). *Perilaku Organisasi*. LepKhair.

Oluwakeni, & Kolawolw Olanrewaju. (2014). Counterproductive Behaviour and Job Performance among Secondary School Teachers : School Climate as a Mediator . *Journal of Education and Practice*, 5(8), 198–204. www.iiste.org

Otoritas Jasa keuangan. (2019). *Daftar Alamat Kantor Pusat Bank Umum Dan Syariah Desember 2019*.
<https://www.ojk.go.id/id/kanal/perbankan/data-dan-statistik/Pages/Daftar-Alamat-Kantor-Pusat-BPRS.aspx>

Pauline, M. (2020). *5 Kasus Pembobolan Bank Terbesar di indonesia*.

Medcom.Id.

Prodjo, W. A. (2020). *"Otak Cerdas Tak Cukup Menentukan Kesuksesan,*. Kompas.Com.

<https://edukasi.kompas.com/read/2020/01/23/18300061/otak-cerdas-tak-cukup-menentukan-kesuksesan-ini-faktanya-?page=all>.

PUTRI HANIDAH, Y. (2018). Pengaruh Keadilan Distributif Dan Iklim Organisasi Terhadap Perilaku Kerja Kontraproduktif Pada Pt. Pelabuhan Indonesia Iii Cabang Tanjung Perak Surabaya. *Jurnal Ilmu Manajemen (JIM)*, 6(1), 1–8.

Ramadhani, R. (2016). *UJI VALIDITAS KONSTRUK TERHADAP ADAPTASI DARI WONG AND LAW EMOTIONAL INTELLIGENCE SCALE (WLEIS).* V(2), 99–126.

Satrianegara, M. F., Aeni, S., & Rizal, N. I. (2017). HUBUNGAN KECERDASAN EMOSIONAL TERHADAP PERILAKU ORGANISASI PERAWAT DI RAWAT INAP RUMAH SAKIT ISLAM FAISAL KOTA MAKASSAR TAHUN 2015. *Public Health Science Journal*, 9, 55–62.

Schneider, B., & Barbera, K. M. (2012). *The Oxford Handbook of Personnel Assesment and Selection* (N. Schmitt (ed.)). Oxford University Press, Inc.

Setiawan, K. C. (2016). Pengaruh Iklim Organisasi Terhadap Kinerja Karyawan Level Pelaksana Di Divisi Operasi Pt. Pusri Palembang. *Psikis: Jurnal Psikologi Islami*, 1(1), 23–32.

Setyaningsih, S., Sukanti, D., & Hardhienata, S. (2019). *Teacher ' s*

Innovation Improvement through the Development of Organizational Climate and Emotional Intelligence Using Correlation Statistical Analysis and Sitorem Method. 253(Aes 2018), 45–49.

Siyoto, D. S., & Sodik, M. A. (2015). *Dasar Metodologi Penelitian* (Cetakan 1). Literasi Media Publishing.

Spector, P. E., Fox, S., Penney, L. M., Bruursema, K., Goh, A., & Kessler, S. (2006). The dimensionality of counterproductivity: Are all counterproductive behaviors created equal? *Journal of Vocational Behavior*, 68, 446–460. <https://sci-hub.tw/10.1016/j.jvb.2005.10.005>

Sugiyono. (2015). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D.* Alfabeta.

Sugiyono. (2018). *Metode Penelitian Kuantitatif Kualitatif dan R&D.*

Sujiatno, A. E. (2009). *Aplikasi Statistik Dengan SPSS 16.0.* PT. Prestasi Pustakarya.

Sukmana, Y. (2018). *Korupsi di Sektor Swasta Lebih “Gila.”* Kompas.Com.
<https://nasional.kompas.com/read/2018/02/01/07304001/korupsi-di-sektor-swasta-lebih-gila>

Sulistio, H., Assa, A. F., & Herdiansyah, M. I. (2016). Pengaruh Kecerdasan Emosional Dan Kepribadian Terhadap Kinerja Karyawan Pada PT Bank Danamon Indonesia Tbk. *Jurnal Manajemen Bisnis - Kompetensi*, 11(1), 41–48.

- Susilawati, I. R. (2018). *Perilaku Kerja Produktif dan Kontra Produktif: Sebuah Studi Meta-analisis*. 4(1), 7–21.
- Suwarjeni, W. (2015). *Metodologi Penelitian - Bisnis & Ekonomi*. Pustakabarupress.
- Suzy, F., & E, S. P. (2006). *Counterproductive Work Behavior: Investigations of Actors and Targets*. American Psychological Association. <https://doi.org/10.1037/10893-000>
- University of Oxford. (2014). *The Oxford Handbook of Organizational Climate and Culture* (B. Schneider & K. M. Barbra (eds.)). Oxford University Press.
- Usman, O., & Marsofiyati. (2019). *Metodologi Penelitian*. PT Nasya Expanding Management.
- Wardhani, D. P., & Meiyanto, I. J. K. S. (2017). Peran Kecerdasan Emosi dan Iklim Organisasi terhadap Perilaku Kerja Kontraproduktif. *Gajah Mada Journal of Professional Psychology*, 3(2), 123–135.
- Yusof, R. M., Kamal, N., Yunus, Y., Amri, A., & Adnan, Z. (2019). Examining Moderating Effect of Industrial Relations Climate on Workplace Spirituality and Counterproductive Work Behaviour. *International Journal of Academic Research in Accounting, Finance and Management Sciences*, 9(3), 353–363. <https://doi.org/10.6007/IJARAFMS/v9-i3/6531>
- Zhang, R., Redfern, K., Newman, M. A., & Ferreira-meyers, K. (2016). If You Are Emotionally Intelligent: The effects of

customer-related social stressors on counterproductive work behavior for front-line service employees. *International Journal of Selection and Assessment*, 24(3).
<https://onlinelibrary.wiley.com/doi/abs/10.1111/ijsa.12145>