



UNIVERSITAS
GADJAH MADA

PENGARUH KECERDASAN EMOSIONAL TERHADAP KOMITMEN AFEKTIF PEGAWAI DENGAN
MOTIVASI PELAYANAN PUBLIK

SEBAGAI PEMEDIASI (STUDI PADA DIREKTORAT JENDERAL BEA DAN CUKAI)

TRIYONO, R. Heru Kurnianto Tjahjono, Prof. Dr., M.M.,

Universitas Gadjah Mada, 2021 | Diunduh dari <http://etd.repository.ugm.ac.id/>

DAFTAR PUSTAKA

- Alavi, S. Z., Mojtahedzadeh, H., Amin, F., dan Savoji, A. P. (2013). Relationship between emotional intelligence and organizational commitment in Iran's Ramin thermal power plant. *Procedia Social and Behavioral Sciences*. 84: 815-819
- Andrade, C. (2020). The Inconvenient Truth about convenience and purposive samples. *Indian Journal of Psychological Medicine*. Vol. 43 – 1:86-88
- Asif, M., Qing, M., Hwang. J., dan Shi, Hao. (2019). Ethical Leadership, Affective Commitment, Work Engagement, and Creativity: Testing a Multiple mediation approach. *Sustainability*. 11;4489. doi:10.3390/11164489.
- Baxter, K., Courage, C., dan Caine, K. (2015). *Understanding your users. A practical guide to user research methods*. Ch. 10. Surveys. Elsevier Science.
- Boyatzis, R.E., Fambrough, M., Leonard, D. & Rhee, K. (2009). Emotional and Social Intelligence Competencies of Effective Project Managers. To appear in David Clelland and Bopaya Bidanda (eds.), *Project Management Circa 2025*, 273-288.
- Boyatzis, R.E., Goleman, D., Gerli, F., Bonesso, S., dan Cortellazzo, L. (2018). Emotional and Social Intelligence Competencies and the Intentional Change Process. *Cognitive Readiness in project teams*. 147-169.
- Brewer, G. A., dan Selden, S. C. (1998). Whistle Blowers in the Federal Civil Service: New Evidence of the Public Service Ethic. *Journal of Public Administration Research and Theory*. 3,413-439
- Brunetto Y., Teo S. T., Shacklock, K., & Wharton, R. F. (2012). Emotional intelligence, job satisfaction, well-being and engagement: Explaining organisational commitment and turnover intentions in policing. *Human*



Resource Management Journal, 22, 428–441.

<https://doi.org/10.1111/j.1748-8583.2012.00198>

Budiyanti, H., Yamin, A., dan Patiro. S. P. S. (2019). Public service motivation measurement: a test of Perry's scale in Indonesia. *Jurnal Kebijakan dan Administrasi Publik*. Vol. 23: 16-23

Chernis, C. dan Goleman, D. (2001). *The emotionally Intelligence Workplace*. Jossey-Bass, San Francisco.

Crewson, P. E. (1998. Public Service Motivation: Building Empirical evidence if incidence and effect. *Journal of Public Administration Research and Theory*. 4:499-518

Direktorat Jenderal Bea dan Cukai. (2020). Ketentuan Kepabeanan, Cukai Dan Pajak Atas Impor Barang Kiriman Terbaru. Tersedia di <https://www.beacukai.go.id/berita/ketentuan-kepabeanan-cukai-dan-pajak-atas-impor-barang-kiriman-terbaru.html> diakses pada 15 Juli 2021

Direktorat Jenderal Bea dan Cukai. (2021). Laporan Kinerja Direktorat Jenderal Bea dan Cukai 2020

Ekermans, G. (2009). Emotional Intelligence across cultures: Theoretical and Methodological Considerations. dalam C. Stough, D. H. Saklofske, & J. D. A. Parker (Eds.), *Assessing emotional intelligence: Theory, research, and applications* (pp. 259–290). Springer Science + Business Media

Ellonen, K. (2020). Organizational Commitment in an environment with continuous change. (thesis). International Business Management. Arcada University of Applied Sciences.

Grego-Planer, D. (2019). The Relationship between Organizational Commitment and Organizational Citizenship Behaviors in the Public and Private Sectors. *Sustainability*. 11, 6395. Doi:10.3390/su11226395



Hansen, J.P., dan Kjeldsen, A. M. (2017). Comparing Affective Commitment in the Public and Private Sector: A Comprehensive Test of Multiple Mediation Effects. *International Public Management Journal*.
<http://dx.doi.org/10.1080/10967494.2016.1276033>

Houston, D. J. (2006). “Walking the walk” of public service motivation: public employees and charitable gifts of time, blood and money. *Journal of public administration research and theory*.

Houston, D. J. dan Cartwright, K. E. (2007). Spirituality and Public Service. *Public Administration Review*.

Kementerian Pemberdayaan Aparatur Negara dan Reformasi Birokrasi. (2021). Undangan Apresiasi dan Penganugerahan Zona Integritas menuju WBK/WBBM tahun 2021. (ditujukan kepada yth. Menteri Keuangan RI).

Kementerian Perdagangan. (2021). Neraca Perdagangan Indonesia Total. Periode 2016-2021. Tersedia pada <https://satudata.kemendag.go.id/indonesia-trade-balance> diakses pada 23 Desember 2021

Kim, S. (2009). Revising Perry’s Measurement Scale of Public Service Motivation. *The American Review of Public Administration*. Vol. 39(2) 149-163.
<http://dx.doi.org/10.1177/0275074008317681>

Kotze, M., dan Venter, I . (2011). Differences in emotional intelligence between effective and ineffective leaders in the public sector: an empirical study. *International Review of Administrative Sciences*. 77(2):397-427

Lee, H. J. (2017). How emotional intelligence relates to job satisfaction and burnout in public service jobs. *International Review of Administrative Sciences*.;1-17
<https://doi.org/10.1177/0020852316670489>

Levitats, Z dan Vigoda-Gadot, E. (2017). Yours emotionally: How emotional intelligence infuses public service motivation and affects the job outcomes of public personnel. *Public Admin*. 1-17. <https://doi.org/10.111/padm.12342>



Lind, D. A., Marchal, W. G., dan Wathen, S. A. (2018). *Statistical Techniques in business & economics 17e*. McGraw-Hill Education. New York.

Mayer, J. D., Robert, R. D., dan Barsade, S. G. (2008). *Human Abilities: Emotional Intelligence. Annual Review of Psychology*. 2008. 59:507-36. doi: 10.1146/annurev/psych.59.103006.093646

Mayfield, J. (2019). Emotional Intelligence and organizational commitment of United States (US) information technology managers (Dissertation). Capella University.

Mercurio, Z. A. (2015). *Affective Commitment as a core essence of organizational commitment: an integrative literature review. Human resources Development Review*. Vol. 14(4);389-414.

Meyer, J. P., dan Allen, N. J. (1991). *A three-component conceptualization of organizational commitment. Human Resource Management Review*, 1(1), 61–89. doi:10.1016/1053-4822(91)90011-z

Meyer, J. P., Allen, N. J., dan Topolnytsky, L. (1998). *Commitment in a changing world of work. Canadian Psychology*. 39:1-2

Mugizi, W., Bakkabulindi, F. E. K., dan Ssempebwa, J. (2016). Validity and reliability of Allen and Meyer's (1990) measure of employee Commitment in the context of academic staff in Universities in Uganda. *Journal of Sociology and Education in Africa;vol.14. no.1*.

Nurcahyo, B. D. (2020). Pengaruh Peningkatan Spiritualitas Terhadap Peningkatan *Public Service Motivation* Pegawai Pemerintah. Studi: program Pembinaan Mental Pegawai di Direktorat Jenderal Bea dan Cukai Kementerian Keuangan RI (tesis tidak diterbitkan). Fakultas Ilmu Sosial dan Ilmu Politik Universitas Gadjah Mada, Yogyakarta.

Ozcan, H.U. (2006). Effects of Integrity on Counterproductive Work Behaviors: Moderating Role of Organizational Commitment (Thesis). Marmara Universitesi.



Palma, R., Crisci, A., dan Mangia, G. (2020). Public service motivation- individual performance relationship: Does user orientation matter? *Socio-Economic Planning Sciences*. <https://doi.org/10.1016/j.seps.2020.100818>

Pattakos, A. N. (2004). The search for meaning in government service. *Public Administration Review*. Vol. 64 no.1.

Perry, J. L., dan Wise, L. R. (1990). The Motivational Bases of Public Service. *Public Administration Review*, Vol. 50, No. 3, pp. 367-373. <https://doi.org/10.2307/976618>

Perry, J. L. (1996). Measuring public service motivation: An assessment of construct reliability and validity. *Journal of Public Administration Research and Theory*, (1):5-22. <https://doi.org/10.1093/oxfordjournals.jpart.a024303>

Perry, J. L. (1997). Antecedents of Public Service Motivation. *Journal of Public Administration Research and Theory*, 7(2), 181–197. doi:10.1093/oxfordjournals.jpart.a024345

Perry, J. L. dan Hondeghem, A. (2008). Motivation in Public Management: The Call of Public Service. *Public service motivation and ethical conduct*. Oxford University Press. 2008.

Peraturan Menteri Keuangan nomor 183/PMK.01/2020 tentang perubahan atas Peraturan Menteri Keuangan nomor 188/PMK.01/2016 tentang Organisasi dan tata Kerja Instansi Vertikal Direktorat Jenderal Bea dan Cukai

Pertiwi, R., Mukhtar, M., Supriyati, Y. (2019). The Influence of Ethical Leadership, Integrity, Affective Commitment and Trust on (OCB) Of Teachers at State Senior High School at The City of Depok. <https://dx.doi.org/10.2991/icoie-18.2019.123>

Potipiroon, W dan Ford, M. T. (2017). Does public service motivation always lead to organizational commitment? Examining moderating roles of intrisinc motivation and ethical leadership. *Public Personel Management*. 1-28. <https://doi.org/10.1177/0091026017717241>



- Rainey, H. G. dan Steinbauer, P. (1999). Galloping Elephants: Developing Elements of a Theory of Effective Government Organizations. *Journal of Public Administration research and theory*. 1:1-32.
- Salovey, P., dan Mayer, J. D. (1990). Emotional intelligence. *Imagination, Cognition and personality*. Vol. 9(3):185-211.
- Schindler, P. S. (2019). *Business Research Methods*. 13e. McGraw-Hill Education: New York. Adobe pdf ebook
- Setiawan, A. (2021). Mengurai Sejarah Lembaga bea dan Cukai. <https://mediakeuangan.kemenkeu.go.id/article/show/mengurai-sejarah-lembaga-bea-cukai> diakses pada 22 Desember 2021
- Solinger, O. N., Olffen, W., dan Roe, R. A. (2008). Beyond the Three-Component Model of Organizational Commitment. *Journal of Applied Psychology*. Vol. 93, No. 1, 70-83.
- Tavakol, M., dan Dennick, R. (2011). Making sense of Cronbach's alpha. *International Journal of Medical Education*. 2:53-55.
- Tjahjono, H. K., Palupi, M., dan Dirgahayu, P. (2015). Career perception at the Republic Indonesian Police organization impact of distributive fairness, procedural fairness and career satisfaction on affective commitment. *International Journal of Administrative Science & Organization*.
- Tjahjono, H. K., Basuki, A. T., dan Palupi, M. (2021). *Aplikasi SEM dalam studi perilaku organisasional*. UPP STIM YKPM. Yogyakarta.
- Vandenabeele, W., Scheepers, S., dan Hondeghem, A. (2006). Public Service Motivation in an International Comparative Perspective: The UK and Germany. *Public Policy and Administration*. Vol. 21. No. 1.
- Vigoda-Gadot, E., & Meisler, G. (2010). Emotions in management and the management of emotions: The impact of emotional intelligence and



UNIVERSITAS
GADJAH MADA

PENGARUH KECERDASAN EMOSIONAL TERHADAP KOMITMEN AFEKTIF PEGAWAI DENGAN
MOTIVASI PELAYANAN PUBLIK
SEBAGAI PEMEDIASI (STUDI PADA DIREKTORAT JENDERAL BEA DAN CUKAI)
TRIYONO, R. Heru Kurnianto Tjahjono, Prof. Dr., M.M.,

Universitas Gadjah Mada, 2021 | Diunduh dari <http://etd.repository.ugm.ac.id/>

organizational politics on public sector employees. *Public Administration Review*, 70, 72–86. <https://doi.org/10.1111/j.1540-6210.2009.02112.x>

Wong, C-S., dan Law, K. S. (2002). The efect of leader and follower emotional intelligence on performance and attitude: an exploratory study. *The Leadership Quarterly*. 243-274