REFERENCE

Adam, J. S., 1963. Toward an understanding of inequity.. *Journal of Abnormal and Social Psychology*, 67(5), pp. 422-436.

Alzyoud, A. A. Y., Ahmed, U., AlZgool, M. R. H. & Pah, M. H., 2019. Leaders' Emotional Intelligence and Employee Retention: Mediation of Job Satisfaction in the Hospitality Industry. *International Journal of Financial Research*, 10(3), pp. 1-10.

Anis, A., Ur-Rehman, I., Nasir, A. & Safwan, N., 2011. Employee retention relationship to training and development: A compensation perspective. *African Journal of Business Management*, 5(7), pp. 2679-2685.

Asegid, A., Belachew, T. & Yimam, E., 2014. Factors Influencing Job Satisfaction and Anticipated Turnover among Nurses in Sidama Zone Public Health Facilities, South Ethiopia. *Nursing Research and Practice*, 1(1), pp. 1-26.

Ashfaq, M., Rehman, K. U., Safwan, N. & Humayoun, A. A., 2012. Role of Effective Communivation in Retention and Motivation of EMployees. *International Conference on Arts Behavioral Sciences and Economics Issues*, pp. 26-27.

Ashkanasy, N. M. & Daus, C. S., 2002. Emotion in the Workplace: The New Challenge for Managers. *Academy of Management Executive*, 16(1), p. 77.

Ashkanasy, N. M. & Daus, C. S., 2005. Rumors of the death of emotional intelligence in organizational behavior are vastly exaggerated. *Journal of Organizational Behavior*, 26(4), pp. 441-452.

Atiq, M. M., Farooq, A., Ahmad, D. H. M. & Humayoun, D. A. A., 2015. The Impact of Emotional Intelligence on Motivation, Empowerment and. *Journal of Basic and Applied Scientific Research*, 5(6), pp. 22-31.

Balzer, W. K. et al., 1997. *User's Manual for the Job Descriptive Index (JDI; 1997 Revision) and the Job in General (JIG) Scales.* 1 ed. Bowling Green: Bowling Green OH.

Banerjee, D. A., 2018. Relationship between Employees Motivation * Turnover Intention in Information Technology Sector. *International Journal for Scientific Research & Development*, 6(9), pp. 183-191.

Barczak, G., Lassk, F. & Mulki, J., 2010. Antecedents of team creativity: An examination of team emotional intelligence, team trust and collaborative culture.. *Creativity and Innovation Management*, 19(4), pp. 332-345.

Batool, S. S., Parveen, N. & Batool, S. A., 2017. Emotional Intelligence and Job Commitment Mediational Role of Job Satisfaction and Job Performance. *Pakistan business Review*, 1(1), pp. 904-923.

Bentein, K., Vandenberghe, C., Vandenberg, R. & Stinglhamber, F., 2005. The Role of Change in the Relationship between Commitment and Turnover: A Latent Growth Modeling Approach. *Journal of Applied Psychology*, 1(90), pp. 468-482.

Bhatti, M. H., Akram, U., Bilal, M. & Akram, Z., 2016. Impact of Organization Commitment on Turnover Intention: *European Journal of Business and Management*, 8(13), pp. 24-39.

Bibi, S., Sawlain, S. & Mussawar, B., 2016. Relationship between Emotional Intelligence and Self Esteem among Pakistani. *Journal of Psychology & Psychotherapy*, 6(4), pp. 1-6.

Bradley, B. H., Klotz, A. C., Postlethwaite, B. F. & Brown, K. G., 2013. Ready to Rumble: How Team Personality Composition and Task Conflict INteract to Improve Performance. *Journal of Applied Psychology*, 98(1), pp. 385-392.

Brawley, L., Carron, A.V. & Widmeyer, W., 1987. Assessing the cohesion of teams: Validity of the group environment questionnaire. *Journal of Sport Psychology*, pp. 275-294.

Buchanan, L. B., 1998. Blacksburg, VA: Unpublished.

Buchanan, L. B., 1998. The impact of Big Five personality characteristics on group cohesion and creative task performance. Blacksburg: Virginia Polytechnic Institute.

Bureau of Labor Statistics, 2019. *Leisure and Hospitality*. [Online] Available at: https://www.bls.gov/iag/tgs/iag70.htm [Accessed 14 November 2019].

Business Dictionary, 2019. *Employee Retention*. [Online] Available at: http://www.businessdictionary.com/definition/employee-retention.html

Carless, S. A. & Paola, a. C. D., 2000. The Measurement of Cohesion in Work Teams. *Small Group Research*, 31(1), pp. 71-88.

Carron, A., Brawley, L. & &Widmeyer, W., 1985. The development of an instrument toassess cohesion in sport teams: The Group Environment Questionnaire. *Journal of Sport Psychology*, pp. 244-266.

Carron, A. V., Widmeyer, W. N. & Brawley, L. R., 1985. The development of an instrument to assess cohesion in sport teams: The Group Environment Questionnaire.. *Journal of Sport Psychology*, 7(1), pp. 244-266.

Chen, G. et al., 2011. The Power of Momentum: A New Model of Dynamic Relationships Between Job Satisfaction Change and Turnover Intentions. *Academy of Management Journal*, February, 1(1), pp. 159-181.

Chen, G. et al., 2011. The Power of Momentum: A New Model of Dynamic Relationships Between Job Satisfaction Change and Turnover Intentions. *Academy of Management Journal*, 54(1), pp. 159-181.

Chowdhury, M. R., 2020. *How To Improve Emotional Intelligence Through Training*. [Online] Available at: https://positivepsychology.com/emotional-intelligence-training/#:~:text=Emotional%20Intelligence%20Training%20is%20a,Self%2Dmotivation [Accessed 9 7 2020].

Christie, A., Jordan, P., Troth, A. & Lawrenece, S., 2015. Testing the links between emotional intelligence and. *Journal of Management & Organization*, 13(3), pp. 212-226.

Colman, A., 2008. A Dictionary of Psychology. 3 ed. s.l.:Oxford University Press.

Cook, C., 2018. Hospitality Requires Stepping Into 'Character' Like An Actor On A Stage - By Cathy Cook. [Online]

Available at: https://www.htrends.com/trends-detail-sid-99468.html

Cooper, D. R. & Schindler, P. S., 2014. *Business Research Methods*. 12th ed. New York: McGraw-Hill Irwin.

Corporate Finance Institute, 2020. What is the Hofstede's Cultural Dimensions Theory?. [Online] Available at: https://corporatefinanceinstitute.com/resources/knowledge/other/hofstedes-cultural-dimensions-

theory/#:~:text=The% 20Hofstede's% 20Cultural% 20Dimensions% 20Theory% 2C% 20developed% 20by% 20Geert% 20Hofstede% 2C% 20is,is% 20done% 20across% 20different% 20cultures.

[Accessed 2 6 2020].

Curseu, P. L., Pluut, H., Boros, S. & Meslec, N., 2015. The magic of collective emotional intelligence in. *British Journal of Psychology*, 1(1), pp. 217-234.

D.C., M., 1961. Personality. 1st ed. New York: Dryden Press.

Das, B. L. & Baruah, D. M., 2013. Employee Retention: A Review of Literature. *Journal of Business Management*, 14(2), pp. 08-16.

Deci, E. L. & Ryan, R. M., 1985. Cognitive Evaluation Theory. *Intrinsic Motivation and Self-Determination in Human Behavior*, 1(1), pp. 43-85.

Decker, T., 2003. Is Emotional Intelligence a Viable Concept?. *Academy of Management Review 28, no 2,* pp. 433-440.

DiMeglio, K. et al., 2005. Group Cohesion and Nurse Satisfaction. JONA, 35(3), pp. 110-120.

DiMeglio, K. et al., 2005. Group Cohesion and Nurse Satisfaction: Examination of a Team-Building Approach. *JONA*, 35(3), pp. 110-120.

Dobbins, G. H. & Zaccaro, S. J., 1986. The effects of group cohesion and leader behavior on subordinate satisfaction.. *Group & Organizational Studies*, 11(3), pp. 203-219.

Druskat, V. U. & Wolff, S. B., 2001. Group emotional intelligence and its influence on group effectiveness. In C. Cherniss & D. Goleman (Eds.). *Emotional competence in organizations*, 1(1), pp. 132-155.

Ealias, A. & George, J., 2012. "Emotional Intelligence and Job Satisfaction: A Correlational Study. *The International Journal's Research Journal of Commerce and Behavioral Science*, 1(4), pp. 37 - 42.

Elfenbein, H., Polzer, J. & Ambady, N., 2007. Can teams have emotional skills? The case of recognizing others' emotions. In C. E. J. Härtel, N. M. Ashkanasy, & W. J. Zerbe (Eds.). *Research on emotion in organization Functionality, intentionality and morality*, 1(1), pp. 87-120.

Gignac, G. E., Palmer, B. R., Manocha, R. & Stough, C., 2005. An examination of the factor structure of the schutteself-report emotional intelligence (SSREI) scalevia confirmatory factor analysis. *Personality and Individual Differences*, 1(39), pp. 1029-1042.

Goleman, D., 2015. Emotional Intelligence. In: *Organizational Behavior Sixteenth Edition*. Harlow: Pearson Education Limited, p. 136.

Guchait, P., Paşamehmetoğlu, A. & Madera, J., 2016. Error management culture: impact on cohesion, stress, and turnover intentions. *The Service Industries Journal*, 36(3-4), pp. 124-141.

Gunkkel, M., Schlägel, C. & L., E. R., 2014. Culture's influence on emotional intelligence: An empirical study of nine countries. *Journal of International Management*, 20(1), pp. 256-274.

Hair, J., F., J., Sarstedt, M. H. & Kuppeplwieser, V. G., 2014. Partial Least Square Structural Equation Modeling (PLS - SEM) an emerging tool in business research. *European Business Review*, 26(2), pp. 106-121.

Harvard Business Review Analytic Services, 2019. The EI Advantage Driving Innovation and BUsiness Success through the Power of Emotional Intelligence. [Online]

Available at: https://hbr.org/resources/pdfs/comm/fourseasons/TheEIAdvantage.pdf

Hatfield, E., Cacioppo, J. & Rapson, R. L., 1992. Primitive Emotional Contagion In M. S. Clark (Ed.). *Review of personality and social psychology, Vol. 14. Emotion and social behavio*, 14(1), pp. 151-177.

Hatfield, E., Cacioppo, J. T. & Rapson, R. L., 1993. Emotional Contagion. *Current Directions in Psychological Science*, 2(3), pp. 96-100.

Hayes, D. K. & Ninemeier, J. D., 2015. Employee Separation. 2 ed. s.l.: John Wiley & Sons, Inc..

Herzberg, F., 2003. *One More Time: How Do You Motivate Employees?*. 1st ed. Brighton: Harvard Business Review.

Herzberg, F., Mausner, B. & Snyderman, B. B., 2011. *The Motivation to Work Volume 1 of Organization and Business*. reprint, revised ed. New York: Transaction Publishers, 2011.

Hosain, M. S., 2018. Impact of Emotional Intelligence on Turnover Intentions of Front-Line Bank Employees of Bangladesh: The Role of Leadership. *International Journal of Business Insights and Transformation*, 12(1), pp. 6-16.

Hospitality School, 2018. *Turndown Service: Ultimate Guide*. [Online] Available at: https://www.hospitality-school.com/what-is-turndown-service/ [Accessed 20 November 2019].

Hotel Business, 2019. Four Seasons Taps Into the Power of Emotional Intelligence. [Online] Available at: https://www.hotelbusiness.com/four-seasons-taps-into-the-power-of-emotional-intelligence/

Hotel Works Hospitalty Consulting, 2019. *Jakarta hotel sector continues to be highly leveraged on domestic demand.* [Online]

Available at: https://www.c9hotelworks.com/downloads/2019-06-jakarta-hotel-market.pdf

House, R. J., Hanges, P. J., Javidan, M. D. P. W. & V., G., 2004. *Culture, leadership, and organizations: The GLOBE study of 62 societies.*. 1 ed. Thousand Oaks, London, New Delhi: SAGE Publications.

Hsich, M.-C., Wan, T.-S., Fan, C.-P. & Huang, C.-I., 2014. A Study of the Emotional Intelligence and Interpersonal Relationships of College Students in Southern Taiwan. *Universal Journal of Management 2* (8) 2014, pp. 133-138.

Huang, T.-C. & Wang, Y.-S., 2009. The relationship of transformational leadership with group cohesiveness and emotional intelligence. *Social Behavior and Personality*, 37(3), pp. 379-392.

Huntitie, M., 2016. A Cross-sectional Study of the Impact of Transformational Leadership on Integrative Conflict Management. *Asian Social Science*, 2(5), pp. 47-53.

HVS Singapore, 2017. Indonesia Hotel Watch 2017. [Online]

Available at: https://www.hotelnewsresource.com/pdf17/HVS090617.pdf

[Accessed 13 November 2019].

Investopedia, 2019. Descriptive Statistics. [Online]

Available at: https://www.investopedia.com/terms/d/descriptive_statistics.asp

[Accessed 19 November 2019].

Iverson, R. D. & Roy, P., 1994. A Causal Model of Behavioral Commitment: Evidence from a Study of Australian Blue-collar Employees. *Journal of Management*, 20(1), pp. 15-41.

James, L. & Mathew, L., 2017. Employee Retention Strategies: IT Industry. *Journal of Indian Management*, 9(3), pp. 79-87.

Jiang, Z., 2014. emotional intelligence and career decision-making self-efficacy: national and gender differencesZhou. *Journal of Employment Counseling*, 51(3), pp. 112-124.

John A. Montgomery, H. H. |., 2016. *There is a difference between service and hospitality and it's impacting your asset.* [Online]

Available at: https://www.hotelmanagement.net/guest-relations/there-difference-between-service-and-hospitality-and-its-impacting-your-asset

Jones, G. R. & M., J., 2008. Contemporary Management. 9th ed. New York: McGrawHill Education.

Jordan, P. J. & Troth, A. C., 2004. Managing Emotions During Team Driven Solving Emotional Intelligence and Conflict Resolutions. *Human Performance*, 17(2), pp. 195-218.

Jordan, P. & Lawrence, S., 2009. Journal of Management and Organization, 15(1), pp. 452-469.

Judeh, M., 2013. Emotional Intelligence and Retention: The Moderating Role of Job Involvement. *International Scholarly and Scientific Research and Innovation*, 7(3), pp. 656-661.

Judge, T. A. & Bano, J. E., 2000. Five Factor Model of Personality and Transformational Leadership. *Journal of Applied Psychology*, 85(5), pp. 751-765.

Junaedy, D., 2017. *Tourism Sector Indonesia: 15 Million Foreign Tourists in 2017?*. [Online] Available at: https://www.indonesia-investments.com/culture/culture-columns/tourism-in-indonesia-15-million-foreign-tourists-in-2017/item7949?
[Accessed 13 November 2019].

Kandpal, M. & Kandpal, A., 2014. Establishing Correlation between Size Estimation Metrics and Effort - A Statistical Approach. *International Journal of Computer Applications*, 95(21), pp. 1 - 6.

Khalid, M. A. & Bibi, A., 2018. Emotional Contagion and Job Satisfaction among teachers of children with learning disabilities in Pakistan. *European Joural of Special Education Research*, 3(1), pp. 14-23.

Kim, H. & Stoner, M., 2008. Burnout and Turnover Intention Among Social Workers: Effects of Role Stress, Job Autonomy and Social Support. *Administration in Social Work*, 32(3), pp. 5-25.

Kumari, P. P. & Priya, B., 2015. The Role of Emotional Intelligence in Organizational Commitment: a Study of Banking Sector. *GJRA - Global Journal For Research Analysis*, 4(11), pp. 59-62.

LAERD Statistics, 2019. *Descriptive and Inferential Statistics*. [Online] Available at: https://statistics.laerd.com/statistical-guides/descriptive-inferential-statistics.php [Accessed 19 November 2019].

Lahida, N. W., Pangemanan, S. S. & Rumokoy, F. S., 2017. Analyzing maslow's Hierarchy of Needs, Compensation and Work Environment on Employee Retention at PT Bank Mandiri (Persero) TBK Manado Branch Sudirman. *Jurnal EMBA*, 5(3), pp. 3724-3733.

Lane, A. M. et al., 2009. Validity of the Emotional Intelligence Scale for Use in Sport. *Journal of Sports Science & Medicine*, 8(2), pp. 289-295.

Lee, C. & Wong, C.-S., 2019. The effect of team emotional intelligence on team process and effectiveness. *Journal of Management & Organization*, 25(6), pp. 844-859.

Li, A. et al., 2014. Group Cohesion and Organizational Commitment: Protective Factors for Nurse Residents' Job Satisfaction, Compassion Fatigue, Compassion Satisfaction, and Burnout. *Journal of Proffessional Nursing*, 30(1), pp. 89-99.

Lisy, K. & Porritt, K., 2016. Narrative Synthesis. *Journal of Evidence-Based Healthcare*, 14(4), p. 201.

Locke, E. A., 2005. Why Emotional Intelligence is an Invalid Concept. *Journal of Organizational Behavior 26, no. 4*, June.pp. 425-431.

Lopez-Zafra, E., Garcia-Retamero, R. & Jose M, A. L., 2008. The role of transformational leadership, emotional intelligence and group cohesiveness on leadership emergence. *JOURNAL OF LEADERSHIP STUDIES*, 2(3), pp. 37-49.

Lopez-Zafra, E., Garcia-Retamero, R. & Jose M, A. L., 2008. The role of transformational leadership, emotional intelligence and group cohesiveness on leadership emergence. *JOURNAL OF LEADERSHIP STUDIES*, 2(3), pp. 37-49.

M., G. J., 2000. Emotions and leadership: The role of emotional intelligence. *Human Relations*, 53(8), pp. 1027-1055.

Mach, M., Dolan, S. & Tzafrir, S., 2010. The differential effect of team members' trust on team performance: The mediation role of team cohesion. *The Journal of Occupational and ORganizational Psychology*, 83(3), pp. 771-794.

Mahdinezhad, M. et al., 2017. Emotional Intelligence and Job Performance: A Study among Malaysian Administrators. *International Journal of Academic Research in Business and Social Sciences*, 7(6), pp. 953-966.

Mahpara Shah, M. A., 2018. Effect of Motivation on Employee Retention: Mediating Role of Perceived Organizational Support. *European Online Journal of Natural and Social Sciences*, 7(2), pp. 511-520.

Marvos, C. & Hale, F. B., 2015. "Emotional intelligence and clinical performance/retention of nursing students. *Asia-Pacific Journal of Oncology Nursing*, 2(2), pp. 63-71.

Maslow, A., 1995. Motivation and Personality. 1 ed. New York: Harper & Row.

Mason, C. M. & Griffin, M. A., 2002. Grouptask Satisfaction: Applying the Construct of Job Satisfaction to Groups. *Small Group Research*, 33(3), pp. 271-312.

Mayers, J. D., Roberts, R. D. & Barsade, S. G., 2008. Human Abilities: Emotional. *Annual Review of Psychology*, 59(1), pp. 507-536.

Mayers, J. D., Roberts, R. D. & Barsade, S. G., 2008. Human Abilities: Emotional Intelligence. *Annual Review of Psychology*, 59(1), pp. 507-536.

McLeod, S., 2019. *What are Type I and Type II Errors?*. [Online] Available at: https://www.simplypsychology.org/type_I and type_II errors.html [Accessed 19 November 2019].

Meyer, J. P. & Allen, N. J., 1991. A Three Component Conceptualization of Organizational Commitment. *Human Resourcemanagement Review*, 1(1), pp. 61-89.

Miao, C., Humphrey, R. H. & Qian, S., 2016. Leader emotional intelligence and subordinate job satisfaction: A meta-analysis of main, mediator and moderator effects.. *Personality and Individual Differences*, 102(1), pp. 13-24.

Miao, C., Humphrey, R. H. & Qian, S., 2016. Leader emotional intelligence and subordinate job satisfaction: A meta-analysis of main, mediator, and moderator effects. *Personality and Individual Differences*, 1(1), pp. 13-24.

Miao, C., Humphrey, R. H. & Qian, S., 2017. A meta-analysis of emotional intelligence and work attitudes.. *Journal of Occupational and Organizational Psychology*, 90(2), pp. 177-202.

Mohammad, F. N., Chai, L. T., Aun, L. K. & Migin, M. W., 2014. Emotional Intelligence and Turnover Intention. *International Journal of Academic Research*, 6(5), pp. 211-220.

Moore, A. & Mamiseishvilli, K., 2012. Examining the Relationship between Emotional Intelligence and Group Cohesion. *Journal of Education for Business*, 1(87), pp. 296-302.

National Restaurant Association, 2019. *Hospitality industry turnover rate ticked higher in 2018*. [Online] Available at: https://restaurant.org/Articles/News/Hospitality-industry-turnover-rate-ticked-higher

Ngirande, H. & Timothy, H. T., 2014. The Relationship between Leader Emotional Intelligence and Employee Job Satisfaction. *Mediterranean Journal of Social Sciences*, 5(6), pp. 35 - 40.

Nguyen, T. et al., 2019. Emotional Intelligence and Managerial Communication. *American Journal of Management*, 19(2), pp. 54-63.

Novak, P., 2007. What Are The 4 Segments Of The Hospitality Industry. [Online] Available at: https://www.hospitalitynet.org/opinion/4082318.html [Accessed 14 November 2019].

NS, S. et al., 1998. Development and Validation of a measure of emotional intelligence. *Personality and Individual Differences*, August, 25(2), pp. 167-177.

O. N. Solinger, W. v. O. a. R. A. R., 2008. Beyond the Three-Component Model of Organizational Commitment. *Journal of Applied Psychology*, 93(1), pp. 70-83.

O'Boyle, E. H. et al., 2011. The relation between emotional intelligence. *Journal of Organizational Behavior*, 32(1), pp. 788-818.

O'Connell, M. S. & Kung, M. (.-C., 2007. The Cost of Employee Turnover. *Industrial Management*, 49(1), pp. 14-19.

Okeke, M., Onourah, A. & Evbota, J., 2016. INFLUENCE OF AFFECTIVE EVENTS ON JOB SATISFACTION: A STUDY OF SELECTED SERVICE ENTERPRISES IN EDO STATE. *International Journal of Social Sciences and Humanities Review*, 6(1), pp. 68-79.

Ose, S. O., 2005. Working conditions, compensation and absenteeism. *Journal of Health Economics*, 24(1), pp. 161-188.

Oxford Business Group, 2019. *Indonesia's hotel growth rises to meet visitor demand*. [Online] Available at: https://oxfordbusinessgroup.com/analysis/building-strong-arrivals-growth-promises-rising-demand-hotels

Pescolido, A. T., 2002. Emergent leaders as managers of group emotion. *The Leadership Quarterly*, 13(5), pp. 583-599.

Petrides, K. & Furnham, A., 2000. On the dimensional structure of emotional intelligence. *Personality and Individual Differences*, 29(2), pp. 656-678.

Plecher, H., 2019. *Indonesia: Distribution of employment by economic sector from 2008 to 2018*. [Online] Available at: https://www.statista.com/statistics/320160/employment-by-economic-sector-in-indonesia/

Popay, J. et al., 2006. Guidance on the Conduct of Narrative Synthesis in A Product from the ESRC Methods Programme. [Online]

Available at:

https://www.researchgate.net/publication/233866356 Guidance on the conduct of narrative synthesis in systematic reviews A product from the ESRC Methods Programme [Accessed 23 April 2020].

Psilopanagioti, A., Anagnostopoulos, F., Mourtou, E. & Niakas, D., 2012. Emotional Intelligence, emotional labor and job satisfaction among physicians in Greece. *BMC Health Services Research*, 12(463), pp. 1-12.

Psilopanagioti, A., Anagnostopoulos, F., Mourtou, E. & Niakas, D., 2012. Emotional intelligence, emotional labor, and job satisfaction among physicians in Greece. *BMC Health Services Research*, 12(1), pp. 1-12.

Qiu, H., Ye, B. H., Hung, K. & York, Q. Y., 2014. Exploring Antecedents of Employee Turnover Intention - Evidence of China's Hotel Industry. *Journal of China Tourism Search*, 1(1), pp. 1-14.

Quoidbach, J. & Hansenne, M., 2009. The Impact of Trait Emotional Intelligence on Nursing Team Cohesivenes. *Journal of Professional Nursing*, 25(1), pp. 23-29.

Raes, A. M., Bruch, H. & Jong, S. B. D., 2013. How top management team behavioural integration can impact employee work outcome: Theory development and first empirical tests. *Human Relations The Tavistock Institute*, pp. 167-192.

Rapisarda, B. A., 2002. The Impact of Emotional Intelligence On Work Team Cohesiveness and Performance. *The International Journal of Organizational Analysis*, 10(4), pp. 363-379.

Revfine Optimising Revenue, 2019. *Hotel Industry: Everything you need to know about hotels!*. [Online] Available at: https://www.revfine.com/hotel-industry/ [Accessed 14 November 2019].

Rice, S. & Fallon, B., 2009. Retention of volutneers in the emergency services exploring tinerpersonal and group cohesion factors. *The Australian Journal of Emergency Management*, 26(1), pp. 18-23.

Ryan, R. M. & Deci, E. L., 2000. Intrinsic and Extrinsic Motivations: Classic Definitions and. *Contemporary Educational Psychology*, 25(1), pp. 54-67.

Ryan, R. M. & Deci, E. L., 2000. Self-Determination Theory and the. *American Psychologist*, 55(1), pp. 68-78.

Sahu, S. & Pathardikar, A. D., 2015. MANAGING CONFLICT THROUGH TRANSFORMATIONAL LEADERSHIP. *Delhi Business Review*, 16(1), pp. 59-74.

Santoso, A. I., Stiompul, S. A. & Budiatmanto, A., 2018. Burnout, Organizational Commitment and Turnover Intention. *Journal of Business and Retail Management Research*, 13(1), pp. 62 - 69.

Schumacker, R. E. & Lomax, R. G., 2010. *A Beginner's Guide to Structural Equation Modeling*. 3rd ed. New York; London: Taylor and Francis Group, LLC. .

Seers, A., 1989. Team-Member Exchange Quality: A New Construct for Role-Making Research.. *Organizational Behavior and Human Decision Processes*, 43(1), pp. 118-135.

Sekaran, U. & Bougie, R., 2016. Research Methods for Business. 7th ed. Chichester: Wiley.

Sinha, C. & Sinha, R., 2012. Factors Affecting Employee Retention: A Comparative Analysis of two Organizations from Heavy Engineering Industry. *European Journal of Business and Management*, 4(3), pp. 145-162.

Sinha, S. & Sinha, D., 2007. Emotional intelligence and effective communication. *Management Communication: Trends & Strategies*, 1(1), pp. 450-460.

Sinha, S. & Sinha, D., 2007. Emotional Intelligence and Effective Communication. *Management Communication: Trends & Strategies*, pp. 450-460.

Spector, P., 1985. "Measurement of Human Service Staff Satisfaction: Development. *American Journal of Community Psychology*, 13(6), pp. 693-713.

Stark, E. M., Shaw, J. D. & Duffy, M. K., 2015. Preference for Group Work, Winning Orientation, and Social Loafing Behavior in Groups. In: *Organizational Behavior 16th Edition*. Harlow: Pearson Eduction, pp. 291-292.

Steinhardt, M. A., Dolbier, C. L., Gottlieb, N. H. & McCalister, K. T., 2003. The Relationship Betewen Hardiness, Supervisor Support,, Group Cohesion, and Job Stress as Predictors of Job Satisfaction. *American Journal of Health Promotion*, 17(6), pp. 382-389.

Subramanian, I. D. & Yen, C. L., 2013. Emotional Intelligence of leaders and organizational culture:evidence from IT companies in Malaysia. *African Journal of Business Management Vol.7 (11)*, pp. 882-890.

Sy, T. C. S. & Saavedra, R., 2005. The Contagious Leader: Impact of the Leader's Mood on the Mood of Group Members, Group Affective Tone, and Group Processes.. *Applied Psychology*, 90(2), pp. 295-305.

Talytica, 2017. *Employee turnover: How to eliminate it.* [Online] Available at: https://www.talytica.com/understanding-solving-employee-turnover/ [Accessed 7 12 2019].

Tavakol, M. & Dennick, R., 2011. Making Sense of Cronbach's Alpha. *International Journal of Medical Education*, Volume 2, pp. 53-55.

Troth, A. C., Jordan, P. J. & Lawrence, S. A., 2012. Emotional Intelligence Communication Competence, and Student Perceptions of Team Social Cohesion. *Journal of Psychoeducational Assessment*, 30(4), pp. 414-424.

Urien, B., Osca, A. & García-Salmones, L., 2016. Role ambiguity, group cohesion and job satisfaction" A Demands-Resources Model (JD-R) Study from Mexico and Spain. *Revista Latinoamericana de Psciologia*, 1(1), pp. 1-9.

Van Dyck, C., F. M., Baer, M. & Sonnentag, S., 2005. Organizational error management culture and its impact on performance: A two-study replication... *Journal of Applied Psychology*, 90(1), pp. 1228-1240.

Vocabulary.com, 2020. tabulate. [Online]

Available at: https://www.vocabulary.com/dictionary/tabulate [Accessed 23 April 2020].

WebFinance, Inc., 2019. turnover. [Online]

Available at: http://www.businessdictionary.com/definition/turnover.html

[Accessed 7 December 2019].

Weiss, H. M. & Cropanzano, R., 2015. Affective Events Theory. In: *Organizational Behavior 16th Global Edition*. England: Pearson Educations, pp. 134-135.

What is a 5-Star Hotel?, 2018. *What is a 5-Star Hotel?*. [Online] Available at: https://www.fivestaralliance.com/article/what-5-star-hotel [Accessed 20 November 2019].

Wilderom, C. P. M. et al., 2015. From manager's emotional intelligence to objective store performance: through store cohesiveness and sales-directed employee behavior. *Journal of Organizational Behavior, J. Organiz Behav.*, 36(1), pp. 825-844.

Wolff, S. B., Pescosolido, A. T. & Druskat, V. U., 2002. Emotional intelligence as the basis of leadership emergence in self-managing teams. *The Leadership Quarterly*, 13(5), pp. 505-522.

Wu, X., Wen, B. & Du, M., 2015. A Multi-Level Research on the Antecendents and Consequences of Group Task Satisfactions. *American Journal of Industrial and Business Management*, 5(5), pp. 264-271.

XOTELS Hotel Mangement Company, 2019. 5 Star Hotel. [Online] Available at: https://www.xotels.com/en/glossary/five-star-hotel [Accessed 14 November 2019].

Zhang, Y. & Feng, X., 2011. The relationship between job satisfaction, burnout, and turnover intention among physicians from urban state-owned medical institutions in Hubei, China: a cross-sectional study. *BMX Health Services Research*, 11(235).