

BIBLIOGRAPHY

Bibliography

1. Keltner, D., & Haidt, J. (2001). Social functions of emotions. T. Mayne & G. Bonanno (Eds.), *Emotions: Current issues and future directions* (pp. 192-213). New York: Guilford Press.
2. George, J. (2000). Emotions and leadership: The role of emotional intelligence. *Human Relations*, 53, 1027–1055
3. Goleman, D., Boyatzis, R., & McKee, A. (2002). *Primal leadership: Realizing the power of emotional intelligence*. Boston, MA: Harvard Business School Press
4. Law, K., Wong, C., & Song, L. (2004). The construct and criterion validity of emotional intelligence and its potential utility for management studies. *Journal of Applied Psychology*, 89, 483–496
5. Sy, T. & Cote, S. (2004). Emotional Intelligence: A key ability to succeed in the matrix organization. *Journal of Management Development*, 23, 437–455
6. Wong, C.-S., & Law, K. S. (2002). The effects of leader and follower emotional intelligence on performance and attitude: An exploratory study. *The Leadership Quarterly*, 13, 243–274.
7. Sigal Barsade, D. E. Gibson (2007), Why Does Affect Matter in Organizations?, *Academy of Management Perspectives*, 36-59
8. Van Rooy, D. L., & Viswesvaran, C. (2004). Emotional Intelligence: A Meta-Analytic Investigation of predictive Validity and Nomological Net. *Journal of Vocational Behavior*, 65, 71-95
9. George, J. (2000). Emotions and leadership: The role of emotional intelligence. *Human Relations*, 53, 1027–1055
10. Goleman, D., Boyatzis, R., & McKee, A. (2002). *Primal leadership: Realizing the power of emotional intelligence*. Boston, MA: Harvard Business School Press

11. Law, K., Wong, C., & Song, L. (2004). The construct and criterion validity of emotional intelligence and its potential utility for management studies. *Journal of Applied Psychology*, 89, 483–496
12. Sy, T. & Cote, S. (2004). Emotional Intelligence: A key ability to succeed in the matrix organization. *Journal of Management Development*, 23, 437–455
13. Wong, C. S., & Law, K. S. (2002). The effects of leader and follower emotional intelligence on performance and attitude: An exploratory study. *The Leadership Quarterly*, 13, 243–274.
14. Bachman, J., Stein, S., Campbell, K., & Sitarenios, G. (2000). Emotional intelligence in the collection of debt. *International Journal of Selection and Assessment*, 8, 176–182
15. Prati, L. M., Douglas, C, Ferris, G. R. Ammeter, A. P., & Buckley, M. R. (2003a). Emotional intelligence, leadership effectiveness, and team outcomes. *The International Journal of Organizational Analysis*, 11, 21-30.
16. Vishal Gupta., Shailendra Singh, Developing a scale for measuring ability-based emotional intelligence in Indian context, *International Journal of Indian Culture and Business Management* 01/2013; 6(3):274-299. DOI:10.1504/IJICBM.2013.053103
17. Jordan, Peter J., Troth, Ashlea C., and Ashkanasy, Neal, M. (2013). Emotional intelligence and human frailty at work: can we be too emotionally intelligent? In Ronald J. Burke, Suzy Fox and Cary L. Cooper (Ed.), *Human Frailties: Wrong Turns on the Drive to Success* (pp.151-164) Farnham, Surrey, England: Gower Publishing.
18. Krishnaveni R., and Deepa Ranganath (2011). Development and Validation of an Instrument for measuring the Emotional Intelligence of Individuals in the Work Environment – In the Indian Context. *The International Journal of Educational and Psychological Assessment*.

19. Asif Kiyani., Muhammad Haroon., Asim Sohail Liaqat., Mohammad Arif Khattak., Syed Junaid Ahmed Bukhari., and Rabia Asad (2011). Emotional intelligence and employee participation in decision-making. *African Journal of Business Management* Vol. 5(12), pp. 4775-4781.
20. Nidhi Yadav. “Emotional Intelligence And Its Effects On Job Performance: A Comparative Study on Life Insurance Sales Professionals”, *International Journal of Multidisciplinary Research*, Vol.1, Issue 8, pp.248-260, (2011)
21. James D. Hess., Arnold C., and Bacigalupo (2011) “Enhancing decisions and decision-making processes through the application of emotional intelligence skills”, *Management Decision*, Vol.49 Iss:5, pp.710-721
22. Cox John, D. (2011). Emotional Intelligence and its Role in Collaboration. *Proceedings of ASBBS* 18(1) 435-445.
23. Susan Thomas, T. J., Kamalanabhan, Measuring Emotional Intelligence At The Workplace, *International Journal of Business Innovation and Research*, Volume 6, Issue 4/IJBIR.2012.047275
24. Hassan Darvish, and Ali Akbar Nasrollahi, *Economic Sciences Series*, Vol. LXIII No. 2/2011
25. Ernest, H., O’Boyle J.R., Ronald, H., Humphrey., and Jeffrey M. Pollack. (2011). The relation between emotional intelligence and job performance: a meta analysis. *Journal of organisational behaviour*.32, 788-818.
26. Beverley, A., Kir, Nicola, S., Schutte Donald and W. Hine. (2011). Development and preliminary validation of an emotional self-efficacy scale. *Personality and Individual Difference*. Volume 45, Issue.5 , 432-436
27. Chris Brown., Roberta George - Carran., and Marian L. Smith (2011) ‘The role of emotional intelligence in the career commitment and Decision - making process, *Journal of Career Assessment*, November 2003 vol.11 no. 4 379-392
28. Hasan Dincer, Gulsah Gencer, Nazife Orhan, *Social and Behavioral Sciences*, Volume 24, 2011, Pages 909-919.

29. Downey Luke, A., Jason Roberts., and Con Stough (2011). Workplace culture emotional intelligence & trust in the prediction of workplace outcomes. *International Journal of Business Science & Applied Management*, Vol.6, 31-40.
30. Bahga, H., and Gill, T.K. (2010). Developing Emotional Intelligence. *Indian Psychological Review*. Vol.75, 305-308.
31. Srivastava Nivedita., and Shreekumar, K. Nair. (2010). Emotional intelligence & managerial effectiveness: role of rational emotive behaviour. *The Indian Journal of Industrial Relations*, Vol.46, 313-327.
32. Adhia Hasmukh, H.R., Nagendra., and B. Mahadevan (2010). Impact of adoption of yoga way of life on the emotional intelligence of managers. *IIMB Management Review*, 22, 32-41.
33. Dissanayaka, D.R., Janadari, M.P.N., and Chathurani, R.A.I. Role of Emotional Intelligence in Organizational Learning: An Empirical Study Based on Banking Sector in Sri Lanka, ICBI 2010 - University of Kelaniya, Sri Lanka.
34. Martin Kilduff., Dan, S. Chiaburu., and Jochen, I. Menges, (2010). Strategic use of emotional intelligence in organizational settings: Exploring the dark side. Review Article, *Research in Organizational Behavior*, Volume 30, 129-152.
35. Peter, K. Papadogiannis., Deena Logan., and Gill Sitarenios, An Ability Model of Emotional Intelligence: A Rationale, Description, and Application of the Mayer Salovey Caruso Emotional Intelligence Test (MSCEIT), *The Springer Series on Human Exceptionality*>Assessing Emotional Intelligence >Section 2 Research on measures of EI, 43-65
36. Kulkarni Praveen M., Janakiram, B., and D.N.S. Kumar. (2009). Emotional intelligence and employee performance as an indicator for promotion, a study of automobile industry in the city of Belgaum, Karnataka, India. *International journal of business & management*, Vol.4, 161-167

37. Tae-Yeol Kim., Daniel M. Cable., Sang-Pyo Kim., and Jie Wang, Emotional competence and work performance: The mediating effect of proactivity and the moderating effect of job autonomy, *Journal of Organizational Behavior*, Volume 30, Issue 7, pages 983-1000, October 2009.
38. Khokhar, C.P., and Kush, Tulika (2009). "Emotional Intelligence and Work Performance among Executives", *Europe's Journal of Psychology*, www.ejop.org/archives/Emotional%20intelligence.pdf.
39. Sayeed Omar Bin., and Meera Shankar (2009). Emotionally intelligent managers & transformational leadership styles. *The Indian journal of Industrial Relations*. Vol. 44,593-610
40. Delphine Nelis, A., Jordi Quoidbach., Moïra Mikolajczak, B. C., and Michel Hansenne, Increasing Emotional Intelligence: (How) is it possible? *Personality and Individual Differences* 47 (2009) 36-41
41. Sanjay Kumar Sing (2009). Leveraging emotional intelligence for managing executive's job stress: a framework. *The Indian Journal of Industrial Relations*, Vol.45, 255-264.
42. Ronald F. Cichy; Seung Hyun Kim; and Jaemin Cha, The relationship between emotional intelligence and contextual performance: Application to automated and vending service industry executives, *Journal of Human Resources in Hospitality and Tourism*. 2009;8(2):170-183.
43. Benjamin Orchard, Carolyn MacCann, Ralf Schulze, Gerald Matthews, Moshe Zeidner, and Richard D. Roberts, *New Directions and Alternative Approaches to the Measurement of Emotional Intelligence* , *Assessing Emotional Intelligence*, Part of the series *The Springer Series on Human Exceptionality*,2009 pp 321-344
44. Zubin R.Mulla, P.K. Premarajan and Madhukar Shukla. Assessment of emotional intelligence: the role of self other agreement.

45. Ozelik Hakan, Nancy Langtan and Howard Aldrich. (2008). The relationship between leadership practices that facilitate a positive emotional climate & organisational performance. *Journal of managerial psychology*. Vol.23,186-203.
46. Susan Cartwright[†] and Constantinos Pappas, Emotional intelligence, its measurement and implications for the workplace, *International Journal of Management Reviews*, Volume 10, Issue 2, pages 149–171, June 2008
47. Jennifer M. George Emotions and leadership: The role of emotional intelligence Published by McGraw Hill Learning Solutions (2008).
48. Stefanie K. Johnson (2008). I second that emotion: effects of emotional contagion & affect at work on leader and follower outcomes. *Leadership quarterly* 19. 1-19.
49. Rajendran Diana, Luke A. Downey and prof. Con Stough. (2007). Assessing emotional intelligence in the indian workplace: a preliminary reliability study. *Electronic journal of applied psychology*.Vol.3(2),55-59
50. Lenaghan Janet A, Richard Buda and Alan B. Eisnr. (2007). An examination of the role of emotional intelligence in work & Family conflict. *Journal of managerial issues* ,Vol.19,76-94.
51. Joseph C. Rode, Christine H. Mooney, Marne L. Arthaud-Day, Janet P. Near, Timothy T. Baldwin, Robert S. Rubin, and William H. Boomer. Emotional intelligence and individual performance: evidence of direct and moderated effects, 2007.
52. Kafetsios Konstantinos and Leonidas A. Zampetakis (2008). Emotional intelligence & job satisfaction: Testing the mediatory role of positive & negative affect at work. *Personality & individual differences*.44,712-722.
53. Scott Jensen Carolynn Kohn Stacy Rilea Roseann Hannon Gary Howells, University of the Pacific Department of Psychology July 15, 2007
54. Paula C. Peter, Emotional Reasoning And Decision Making Understanding and regulating emotions that serve people's goals, Dissertation Submitted to the Faculty of the Virginia Polytechnic Institute and State University,2007.

55. S. P. Chauhan and Daisy Chauhan, Emotional Intelligence: Does it influence Decision Making and Role Efficacy?, *Indian Journal of Industrial Relations*, Vol. 43, No. 2, October, 2007.
56. Mrs. R.Kayatry Sabitha and Dr. Panchanatham, Emotional intelligence in small scale industries of Puducherry state – An empirical analysis, *The Journal of Commerce*, Vol. 3, No. 1,2007.
57. Nowack, Kenneth. Leadership, Emotional Intelligence & Employee Engagement: creating a Psychologically healthy workplace. Envisia Learning.
58. Zawahir Siddique, The Influence of Strategic Human Resource Management on Emotional Competencies, *International Review of Business Research Papers* Vol. 3 No.4 October 2007 Pp.294-305.
59. Nick Sevdalis Petrides, K.V., and Nigel Harvey, Trait emotional intelligence and decision-related emotions, *Personality and Individual Differences* 42 (2007) 1347–1358.
60. Paulo N. Lopes, Daisy Grewal, Jessica Kadis, Michelle Gall and Peter Salovey, Evidence that emotional intelligence is related to job performance and affect and attitudes at work, *Psicothema* 2006. Vol. 18, supl., pp. 132-138.
61. Manfred Amelang, and Ricarda Steinmayr, Is there a validity increment for tests of emotional intelligence in explaining the variance of performance criteria *Intelligence*,2006; 34(5):459-468
62. H. Harald Freudenthaler, Aljoscha C. Neubauer, Petra Gabler, Wolfgang G. Scherl, and Heiner Rindermann, Measuring emotional management abilities: Further evidence of the importance to distinguish between typical and maximum performance, *Journal of Individual Differences* (2006), 29, pp. 105-115, Hogrefe Publishing.
63. Sy Thomas, Susanna Tram and Linda A .O. Hara. (2006). Relation of employee and manager emotional intelligence to job satisfaction and performance. *Journal of vocational behaviour*, 68,461-473.

64. Jeffrey M. Conte (2005). A review & critique of emotional intelligence measures. *Journal of organisational Behaviour*.26,433-440
65. Dr. Ka Wai Chan, and Cheok San Lam, Emotional Intelligence and Conflict Management Styles, www.researchgate.net.
66. Ben Brown, Emotional Intelligence: Implications for Human Resource Development, *Otago Management Graduate Review*, Volume 3 2005
67. Naqvi Farah. Emotional labour in the light of emotional intelligence: a review with a new paradigm. *Abhigyan*. Vol, 27, 27-42
68. Yew Ming Chia, Job offers of multi- national accounting Firms: The effect of emotional intelligence, Extra- curricular activities and academic performance *Accounting Education: an international journal*, Volume 14, Issue 1, 2005
69. Lyons Joseph, B., and Tamera, R. Schneider (2005). The influence of emotional intelligence on performance. *Personality & individual differences* 39, 693-703.
70. Rosete David and Joseph Ciarrochi. (2005). Emotional intelligence & its relationship to workplace performance outcomes of leadership effectiveness. *Leadership & organisation development journal*. Vol.26,388-399.
71. Brenda Scott-Ladd and Christopher C.A. Chan, Emotional intelligence and participation in decision making: strategies for promoting organizational learning and change *Strategic Change* 03/2004; 13(2):95 - 105.
72. Mayer John D., Peter salovey and David R. Caruso. (2004). Emotional intelligence: theory, findings & implications. *Psychological inquiry*, 15:3,197-215.
73. Zeidner Moshe, Gerald Mathews and Richard D. Roberts. (2004). *Applied Psychology: an international review*, 53, 371-399
74. Carol. L. Gohm (2004). Moving forward with emotional intelligence. *Psychological inquiry*. Vol.15,222-227

75. Arla L. Daya, Sarah A. and Carroll, Using an ability-based measure of emotional intelligence to predict individual performance, group performance, and group citizenship behaviours. *Personality and Individual Differences*, 1443-1458.
76. Assessing the relationship between workplace emotional intelligence, job satisfaction & organisational commitment. Paper accepted for presentation at the 5th Australia industrial & organisational psychology conference, June 26, 29, 2003.
77. L. Melita Prati, Ceasor Douglas Terald R. Ferris. Anthony P. Ammeter, M. and Ronald Buckley, Emotional intelligence, leadership effectiveness and Team **outcomes** *The International Journal of Organizational Analysis*, ISSN: 1055-3185, Volume 11, Issue 4
78. Carmeli Abraham (2003). The relationship between emotional intelligence & work attitudes, behaviour & outcomes; an examination among senior managers. *Journal of managerial psychology*. Vol.18, 788-813.
79. Ashkanasy Neal M and Catherine S. Daus. (2002). Emotion in the workplace: the new challenge for managers. *Academy of management executive*. Vol.16,76-86
80. B.K. Punia, "Emotional Intelligence and Leadership Behaviour of Indian Executives – An Exploratory Study". In *Strategies for Sustainable Globalization: Business Responses to Regional Demands and Global Opportunities*, (Vol.-I / II) by C. Jayachandran and Himangshu Paul (eds.), [Proceedings of International Conference on Global Business and Economic Development] held at Bangkok from January 8-11, 2003, pp. 659-675.
81. James Poon Teng Fatt *Emotional Intelligence: For Human Resource Managers' Equal Opportunities International*, volume 19 , Issue 8
82. Wong, Chi-sum, Law, Kenneth S., 2002, The effects of leader and follower emotional intelligence on performance and attitude: An exploratory study. *The Leadership Quarterly*, 13, 243-274

83. Newsome, Shaun; Day, Arla L.; and Catano, Victor M ,Assessing the predictive validity of emotional intelligence. *Personality and Individual Differences*, Vol 29(6), Dec 2000, 1005-1016.
84. Cherniss Cary (2000). Emotional intelligence: what it is & why it matters. Consortium for research on emotional intelligence in organisations. Pp.1-14.
85. Fisher Cynthia D. and Neal M. Ashkanasy. (2000). The emerging role of emotions in work life: an introduction. *Journal of organisational Behaviour*. 21,123-129.
86. Employee Positive Emotion and Favorable Outcomes at the Workplace, *Organization Science*, Volume 5, Issue 1.
87. Leung, YF (2010), 'Conflict management and emotional intelligence', DBA thesis, Southern Cross University, Lismore, NSW.
88. Puri, Anj,. (2010), Emotional intelligence of business executives in the Indian corporate sector, shodhganga.inflibnet.ac.in
89. Zakkariya K.A, Intelligent use of emotions in personal selling: A study into the effect of emotional intelligence on the performance of sales executives, 2008, shodhganga.inflibnet.ac.in
90. Brett Anthony Hayward, (2005), Relationship between employee performance, Leadership and emotional intelligence in a South african parastatal organization.
91. Neilson kite and Frances Kay, *Understanding emotional intelligence*, Korgan page Ltd, 2012.
92. Darwin B. Nelson and Gary R. Low, *Emotional Intelligence- Achieving academic and career excellence*, prentice Hall,2011.
93. Daniel Goleman, *Emotional intelligence & Working with Emotional Intelligence*, Bloomsbury publishing Pic, 2004.
94. Daniel Goleman's (1999). book titled 'Working with Emotional Intelligence, Bloomsbury publishing Pic, 1999.

95. Bernerth Jeremy and H. Jack Walker (2011). Re-examining the workplace justice to outcome relationships: does frame of reference matter?. *Journal of management studies*, 1-25.
96. John C Dencker, Aparna Joshi, Joseph and Martocchio, Towards a theoretical frame work linking generational memories to workplace attitudes & behaviors, *Human Resource Management Review* 09/2008; 18(3): 180-187.
97. T Velnampy, Job Attitude and Employees Performance of Public Sector Organizations in Jaffna District, *Sri Lanka GITAM Journal of Management* 6 (2), 2008
98. Jane P. Murray, Peter J. Jordan, Neal M. Ashkanasy, and Sally V. Hall-Thompson, A Preliminary Investigation of the Links between Interpersonal Skills Training, Team Emotional Intelligence and Team Performance *Paper presented at the 18th annual conference of the Australian and New Zealand Academy of Management* (2004)
99. Hillary Anger Elfenbein and Nalini Ambady, Predicting Workplace Outcomes From the Ability to Eavesdrop on Feelings, *Journal of Applied Psychology* Copyright 2002 by the American Psychological Association, Inc. 2002, Vol. 87, No. 5, 963–971.
100. Jae Vanden Berghe, Job Satisfaction and Job Performance at the Work Place, Degree Thesis - International Business (Published Thesis)
101. Van Scotter, James R.; Motowidlo, Stephan J. Evidence for the usefulness of task performance, job dedication and interpersonal facilitation, Graduate Department of Management *Journal of Applied Psychology*, Vol 81(5), Oct 1996, 525-531.
102. Annual Report of bureau of Public Sector Enterprises, 2012-13
103. Department of Public Enterprises. (2008). Second Pay Revision Committee Report. Department of Public Enterprises
104. Study Group on Reforms in State Public Sector Undertakings, Planning Commission Government of India, August 2002, Volume 1, Final Report

105. Planning Commission of India. (1951). *The First Five Year Plan (1951-1956)*. New Delhi: Ministry of Finance, Government of India.
106. Hanson, A. (1954). *Public Enterprise and Economic Development*. London: Routledge and Kegan Paul Ltd.
107. Ministry of Industry. (1991, July 24). *Statement on Industrial Policy*. New Delhi: Department of Industrial Policy and Promotion.
108. Kumar, N. (2000, March 4-10). Economic Reforms and Their Macro-Economic Impact. *Economic and Political Weekly*, pp. 802-812.
109. R.K., Jain: "Management of State Enterprises in India" (P.C. Manaktala & Sons (P) Ltd., Bombay, 1967), p. 44.
110. Narain, L. (1994). *Principles and Practices of Public Enterprise Management*. New Delhi: S. Chand and Co. Ltd.
111. Estimates Committee, "Report on Organisation and Administration of Nationalised Industrial Undertakings" (New Delhi, 1955), p. 3.
112. Economic Commission on Asia and Far East, Seminar on Management of Public Industrial Enterprises, Paper No. 27, p. 13.
113. Public Sector Enterprises Transformation, Competitiveness & Sustainability, 2011 KPMG, an Indian Partnership and a member firm of the KPMG network of independent member firms affiliated with KPMG International Cooperative ("KPMG International)
114. Fineman, S. (1993). Organizations as emotional arenas. In S. Fineman (Ed.), *Emotion in organizations* (pp. 9–15). London: Sage
115. Rowe, J.W. and Kahn R.L. (1998). *Successful Aging*. New York: Random House (Also Dell, 1999).
116. Salovey, P. and Mayer, J.D. (1990). Emotional intelligence. *Imagination, Cognition and Personality*, 9, 185-211.
117. Bar-On, R. (1997). *The Bar-On Emotional Quotient Inventory™ (EQ-i™): A test of emotional intelligence*. Toronto, Canada: Multi-Health Systems.

118. John Mayer and Peter Salovey, (1990). Emotional Intelligence. *Imagination, Cognition and Personality*. 9 (3), pp.185-211.
119. Goleman, D. (1995). *Emotional intelligence*. New York: Bantam Books.
120. Cornelius, R. R. (1996). The science of emotion. Research and tradition in the psychology of emotion. Upper Saddle River (NJ): Prentice-Hall.
121. Williams, Simon J. (2001). *Emotion and social theory: corporeal reflections on the (ir) rational*. London Thousand Oaks, California: Sage Publications. ISBN 9781280369506.
122. Damasio (1994). *Descartes' Error: Emotion, Reason, and the Human Brain*, Putnam, 1994; revised Penguin edition, 2005.
123. Stephen Fineman (2000). *Business Strategy and the Environment* Volume 9, Issue 1, pages 62–72.
124. Herriot (2001). The practitioner-researcher divide in Industrial, Work and Organizational (IWO) psychology: Where are we now, and where do we go from here? *Journal of Occupational and Organizational Psychology* Volume 74, Issue 4, pages 391–411.
125. Stephen Fineman (2000). *Business Strategy and the Environment* Volume 9, Issue 1, pages 62–72.
126. Young (1936), The Approximation of One Matrix by Another of Lower Rank *Psychometrika* vol. I, no. 3.
127. Young (1943). The approximation of one matrix by another of lower rank *psychometrika*, volume 2.
128. Damasio (1994). *Descartes' Error: Emotion, Reason, and the Human Brain*, Putnam, 1994; revised Penguin edition, 2005.
129. De Sousa (1987). *The Rationality of Emotion* (1987) ISBN 0-262-54057-6 (German translation 1997; Chinese translation 2006)
130. Easterbrook (1959). The effect of emotion on cue utilization and the organization of behavior. *Psychological Review*, Vol 66(3), May 1959, 183-201.

131. Leeper (1948). Leeper's 'Motivational Theory of Emotion. 'Duffy, Elizabeth Psychological Review, Vol 55(6), Nov 1948, 324-328.
132. Schutle (2006). NMR in Biomedicine Volume 19, Issue 2, pages 255–263, April 2006
133. Lenaghan, Janet A. Buda, Richard, & Eisner, Alan B. (2007). An Examination of Emotional Intelligence in the Balance between Work and Family. Journal of Managerial Issues, Volume 19, No. 1, pages 76-94.
134. KR Clarke, PJ Somerfield, MG Chapman, On resemblance measures for ecological studies, including taxonomic dissimilarities and a zero-adjusted Bray–Curtis coefficient for denuded assemblages, Journal of Experimental Marine Biology and Ecology 330 (1), 55-80
135. Rosete, D. and Ciarrochi, J. (2005). EI and its relationship to workplace performance outcomes of leadership effectiveness. Leadership Organizational Development, 26, 388-399
136. I Nikolaou, I Tsaousis, Emotional intelligence in the workplace: Exploring its effects on occupational stress and organizational commitment, The International Journal of Organizational Analysis 10 (4), 327-342.
137. Shaffer, R. D., and Shaffer, M. (2005). Emotional intelligence abilities, personality and workplace performance. Academy of Management Best Conference Paper 2005 HR: M1.
138. Janet A. Lenaghan, Richard Buda and Alan B. Eisner, An Examination of the Role of Emotional Intelligence in Work and Family Conflict, *Journal of Managerial Issues*, Vol. 19, No. 1 (Spring 2007), pp. 76-94.
139. Rapisarda, (2002). The Impact of emotional intelligence on work team cohesiveness and performanc, The International Journal of Organizational Analysis, Volume 10, Issue 4.
140. Gabel, Dolan and Cerdin, (2005). Emotional intelligence as predictor of cultural adjustment for success in global assignments, Career Development International, Volume 10, Issue 5.

141. Chrusciel, 2006, Considerations of emotional intelligence (EI) in dealing with change decision management *Management Decision*, Volume 44, Issue 5.
142. Carson KD, Carson PP, Fontenot G, Burdin JJ Jr, Structured interview questions for selecting productive, emotionally mature, and helpful employees. *Health Care Manag (Frederick)*. 2005 Jul-Sep;24(3):209-15.
143. Rahim, (2002). Toward a Theory of Managing Organizational Conflict, *International Journal of Conflict Management*, Volume 13, Issue 3.
144. Brenda Scott-Ladd and Christopher C.A. Chan Emotional intelligence and participation in decision-making: strategies for promoting organizational learning and change, *Strategic Change*, Volume 13, Issue 2, pages 95–105.
145. **Singh, S.K.** (2007), “Role of Emotional Intelligence in Organisational Learning: An Empirical Study”, *Singapore Management Review*, Vol. 29, No. 2, pp. 55-74.
146. Goleman, D. (1995). *Emotional intelligence*. New York: Bantam Books.
147. Salovey, P. and Mayer, J. D. (1990). Emotional Intelligence. *Imagination, Cognition and Personality*. 9 (3), pp.185-211.
148. Goleman, D. (2004). What Makes a Leader? [Article]. *Harvard Business Review*, 82(1), 82-91.
149. Mayer, J. D., Salovey, P., and Caruso, D. R. (2004). Emotional intelligence: Theory, findings, and implications. *Psychological Inquiry*, 60, 197– 215.
150. Bar-On, R. (2000). The Bar-On Emotional Quotient Inventory (EQ-i): Rationale, description and summary of psychometric properties. In G.
151. Antonakis, J., Ashkanasy, N. M., and Dasborough, M. T. (2009). Does leadership need emotional intelligence? *Leadership Quarterly*, 20, 247-261.
152. Petrides, K.V., Furnham, A. and Frederickson, N. (2004). Emotional intelligence. *The Psychologist*, 17 (10), 574- 577.
153. Goleman, D. (2001b). Emotional intelligence: Issues in paradigm building. In C.

154. Goleman, D. (2004). What Makes a Leader? [Article]. *Harvard Business Review*, 82 (1), 82-91.
155. Goleman, D. (2004). What Makes a Leader? [Article]. *Harvard Business Review*, 82(1), 82-91.
156. Goleman, D. (2004). What Makes a Leader? [Article]. *Harvard Business Review*, 82(1), 82-91.
157. Goleman, D. (2004). What Makes a Leader? [Article]. *Harvard Business Review*, 82(1), 82-91.
158. Rivers, S. E., Brackett, M.A., Salovey, P., and Mayer, J.D. (2007). Measuring emotional intelligence as a set of mental abilities. In G. Matthews, M. Zeidner & R.D. Roberts (Eds.), *The science of emotional intelligence: Knowns and unknowns* (pp. 230-257). New York, NY: Oxford University Press.
159. Stys, Y. and Brown, S. L. (2004). A Review of the Emotional Intelligence Literature and Implications for Corrections. Retrieved February 18, 2008, from http://www.csc-scc.gc.ca/text/rsrch/reports/r150/r150_e.pdf.
160. Rosete David and Joseph Ciarrochi. (2005). Emotional intelligence & its relationship to workplace performance outcomes of leadership effectiveness. *Leadership & organisation development journal*. Vol.26,388-399.
161. Antonakis, J., Ashkanasy, N. M., and Dasborough, M. T. (2009). Does leadership need emotional intelligence? *Leadership Quarterly*, 20, 247-261.
162. Corvellec, Hervé (1995). Translating management accounting terms: The case of 'performance'. *Advances in International Accounting*. 8: 129-147.
163. Collis, David and Cynthia A. Montgomery (1995). "Competing on Resources: Strategy in the 1990s," *Harvard Business Review*, 73 (July-August), pp.118-128.
164. Jex, S.M. (2002). *Organizational Psychology: A Scientist-Practitioner Approach*. John Wiley & Sons, New York.

165. Milkovich, G.T. and Wigdor, A.K. (1991). *Pay for Performance: Evaluating Performance Appraisal and Merit Pay*. National Academy Press, Washington.
166. Milkovich, G.T. and Wigdor, A.K. (1991). *Pay for Performance: Evaluating Performance Appraisal and Merit Pay*. National Academy Press, Washington.
167. Hersen, M. (2004). *Comprehensive Handbook of Psychological Assessment: Industrial and Organizational Commitment*. John Wiley & Sons Inc., New Jersey.
168. Cardy, R.L. (2004). *Performance Management: Concepts, Skills, and Exercises*. M.E. Sharpe Inc, New York.
169. Cardy, R.L. (2004). *Performance Management: Concepts, Skills, and Exercises*. M.E. Sharpe Inc, New York.
170. Neely, A.D., Mills, J.F., Gregory, M.J., Richards, A.H., Platts, K.W. and Bourne, M.C.S. (1996). *Getting the Measure of your Business*, Findlay, London.
171. Viswesvaran, C., Ones, D.S. and Schmidt, F.L. (1996). Comparative analysis of the reliability of job performance ratings. *Journal of Applied Psychology*, 81, 557-574.
172. Rothmann, S. and Coetzer, E.P. (2003). The big five personality dimensions and job performance. *South African Journal of Industrial Psychology*, 29 (1), 68-74.
173. George, J.M. and Brief, A.P. Motivational agendas in the workplace: The effects of feelings on focus of attention and work motivation. In B.M. Staw and L.L. Cummings (Eds), *Research in organizational behavior*, Vol. 18. Greenwich, CT: JAI Press, 1996, pp. 75–109.
174. Keltner, D and Haidt, J. (2001). Social functions of emotions. In T.J. Mavne and G.A. Bonanno (eds): *Emotions: Current issues and future directions*. New York.pp192-213.

175. Mowday, R., Porter, L., and Steers, R. (1979). The Measurement of organizational commitment, *Journal of Vocational Behavior*, 14, 2, 224-247.
176. Allport, G. W. (1935) Attitudes. In: Murchison C. (Ed.), *Handbook of social psychology* (p.798- 884), Worcester, MA: Clark University Press.
177. Dulewicz, V. and M. Higgs (2000). "Emotional intelligence: A review and evaluation study." *Journal of Managerial Psychology* 15(4): 341-372.
178. Hunton JE, TW Hall and KH Price, (1998). "The Value of Voice in Participative Decision-making". *Journal of Applied Psychology* 1 83 No 5, pp 788-797
179. Robertson, L. C., Treisman, A., Friedman-Hill, S. R., and Grabowecky, M. (1999). The interaction of spatial and object pathways: Evidence from Balint's syndrome. *J. Cognit. Neurosci.* 9: 295–317.
180. Coetzee JC, van der Lingen CD, Hutchings L, Fairweather TP (2008). Has the fishery contributed to a major shift in the distribution of South African sardine? *ICES Journal of Marine Science* 65: 1676-1688
181. Hyde, A., Pethe, S., & Dhar, U. (2007). *Emotional Intelligence Scale (EIS)*. Agra, India: National Psychological Corporation.
182. Hafeez, A & Subbaraya, S.V. (1994). "Workers' Attitude Questionnaire", in U.Pareek & T.V. Rao, *Handbook of Psychological and Social Instruments*, Baroda, Samasthi Publications
183. Motowidlo, S., and Van Scotter, J. (1994). Evidence that task performance should be distinguished from contextual performance.). *Journal of Applied Psychology*, 79, 476-480.
184. Campbell, J. P., McCloy, R. A., Oppler, S. H., & Sager, C. E. (1993). A theory of performance. In N. Schmitt, W. C. Borman, and associates (Eds.), *Personnel selection in organizations*: 35– 69. San Francisco: Jossey-Bass.
185. Joppe, M. (2000). *The Research Process*. Retrieved February 25, (1998). from <http://www.ryerson.ca/~mjoppe/rp.htm>

186. Nunnally, J. C., & Bernstein, I. H. (1994). *Psychometric theory* (3rd ed.). New York: McGrawHill, Inc.
187. DeVellis, R. (2003). *Scale development: theory and applications: Theory and application*. Thousand Okas, CA: Sage
188. Farrell, Joseph and Carl Shapiro (2010b). "Recapture, Pass-Through, and Market Definition," *Antitrust Law Journal*, forthcoming.
189. Mardia, K. V. (1970). Measures of multivariate skewness and kurtosis with applications. *Biometrika*, 57, 519–530.
190. Bullock, J.M., Franklin, J., Stevenson, M.J., Silvertown, J., Coulson, S.J., Gregory, S.J. & Tofts, R. (2001). A plant trait analysis of responses to grazing in a long-term experiment. *Journal of Applied Ecology* 38: 253-267.
191. Bandalos, B. (1996). Confirmatory factor analysis. In J. Stevens, *Applied multivariate statistics for the social sciences* (3rd ed., pp. 389-420). Mahwah, NJ: Erlbaum.
192. Cohen, J. (1968). Multiple regression as a general data-analytic system. *Psychological Bulletin*, 70, 426–443
193. Knapp, T. R. (1978). Canonical correlation analysis: A general parametric significance testing system. *Psychological Bulletin*, 85, 410–416
194. Brown, T. A. (2006). *Confirmatory factor analysis for applied research*. New York: Guilford.
195. MacCallum, R. C., and Austin, J. T. (2000). Applications of struc CFA REPORTING 21 tural equation modeling in psychological research. *Annual Review of Psychology*, 51, 201–226.
196. Mardia, K. V. (1970). Measures of multivariate skewness and kurtosis with applications. *Biometrika*, 57, 519–530.
197. Hu, L., and Bentler, P. M. (1999). Cutoff criteria for fit indexes in covariance structure analysis: Conventional criteria versus new alternatives. *Structural Equation Modeling*, 6, 1–55.

198. Hoyle, R. H. (1995). The structural equation modeling approach: Basic concepts and fundamental issues. In *Structural equation modeling: Concepts, issues, and applications*, R. H. Hoyle (editor). Thousand Oaks, CA: Sage Publications, Inc., pp. 1-15.
199. Gerbing, D. W., and Hamilton, J. G., The Viability of Exploratory Factor Analysis as a Precursor to Confirmatory Factor Analysis. *Structural Equation Modeling*, 3(1), 62-72, 1996.