

## THE RELATIONSHIP OF EMOTIONAL INTELLIGENCE WITH DECISION MAKING TO WORK AS A GO-JEK DRIVER IN THE SOUTH TANGERANG REGION

Afifah Hasani<sup>1</sup>, Euis Andini<sup>2</sup> & Nurida Desi Irdianti<sup>3</sup>

afifahhasani8@gmail.com<sup>1</sup>, euis.andini94@gmail.com<sup>2</sup>, nurida0512@gmail.com<sup>3</sup>

Program Study Masters Psychology Professional (PSMPP)

Persada Indonesia University YAI Jakarta, INDONESIA

### ABSTRACT

This study aims to determine whether there is a relationship between emotional intelligence with decision making to work as a driver GO-JEK in the South Tangerang. Sampling technique was used with snowball sampling. The technique of collecting data using questionnaires. Where totalling samples collected 100 drivers GO-JEK. Then processed using Pearson correlation Product Moment analysis of Karl Pearson. The research showed, there is a correlation coefficient 0.537 and 0.000 significance ( $p < 0.05$ ) it shows that  $H_a$  is accepted. This means that there is a positive and significant relationship between emotional intelligence and decision making to work as a driver GO-JEK in the South Tangerang. The higher someone have emotional intelligence, so more better and effective for decision-making, conversely the lower the persons have emotional intelligence more less effective for decision-making.

**Keywords:** Emotional Intelligence, Decision Making.

### INTRODUCTION

Entering the era of globalization is not only about issues of international trade and productivity, but also about intelligence, knowledge and technology. For some people accept this as a challenge and a good opportunity, but on the other hand for some people this is said to be a threat. The high dynamics of change occur in all sectors of life. Therefore, in order to survive in this era, all sectors must continue to create innovations so as not to collapse by the world's creative market and be alienated in their own country.

The global competitiveness index issued by the OECD (in Kushartanto and Pradita, 2016) says that in 2014 Indonesia was included in the 34th position of economic growth, but innovation in industry was not included in the high ranking and was not followed by policies that support national research. Where the results of research that have been carried out have not received the right appreciation and are still rarely used.

As an Indonesian citizen, you must not give up and of course have to think about how to continue to innovate. Nadiem Makarim is one of the nation's young generation figures who are able to innovate and create jobs in Indonesia. Genius ideas and breakthroughs are able to create new jobs in Indonesia. Armed with his determination and knowledge of technology, Nadiem Makarim founded the GO-JEK company in 2011. GO-JEK is a transportation company from Indonesia that serves transportation through motorcycle taxi services. However, Go-Jek only became famous around 2015. Where the Go-Jek phenomenon has successfully soared, which can be seen from the various media reports and the public's interest in using this online transportation.

The high public interest in using online transportation services is not in line with the number of GO-JEK drivers available at that time. This caused the company to decide to open a job vacancy to become a partner as a GO-JEK driver on a large scale in Senayan, quoted from online media Tempo (2015) thousands of people came to apply to register as a partner as a GO-JEK driver. However, behind the success of GO-JEK, there is a controversy where there are parties who feel jealous of the success of this online transportation, quoted from online media Lintas Tangsel (2015), at 21.00 WIB on Friday, August 21 2015, Iwan who is a GO-JEK driver was hit and beaten after dropping passengers off at BTC Park by a base motorcycle taxi. Despite the controversy, working as a GO-JEK driver is still in demand by many people. The results of the interview with the GO-JEK driver with the initials DS said "I will not stop after all this work is lawful, the sustenance has been arranged so there is no need to be afraid, so my GO-JEK driver is happy, and if I do get passengers, the area is vulnerable, right? I just have to put my jacket back so I don't know if I go GO-JEK, or make an appointment with the passengers to pick them up in a safe place, my safety and the passengers are also important, just be more careful" (Personal communication, 21 May 2016).

In connection with the results of the interview, decision making must be taken by the individual throughout the course of his life. As stated by Creed, Patton & Prideaux (2006) the results of their research show that making decisions about school or career is a very important task for the younger generation because these choices have long-term consequences for their lives.

However, it is not only the younger generation who have to make decisions but everyone to carry on their lives. As a survey conducted by the Institute of Educational Sciences in Bucharest (in Guranda, 2014), from May to June 2006 where the sample was 1,479 individuals, revealed the fact that according to adults, achievement in life consists of two things, namely having a family and having a family be successful in career. The chosen career is a decision that must be taken for each individual, where if the individual chooses the wrong career it will have a long impact on his life, both on one's psychology, emotions and economy. This is also supported by the results of research conducted by Mohd, Salleh, & Mustapha, (2010) which says that individuals who make the wrong decisions in choosing a career, not only affect a person's psychology and emotions, but also their economy.

Based on the results of research conducted by McGregor (2010), reveals the fact that the quality and speed of decision-making are the main determinants of individual success or failure. Therefore individuals in making decisions must be able to use time well and the decisions chosen can be of quality. Another study conducted by Safta (2015) revealed the fact that for individuals who are more experienced with life implications, they will focus more on two attitudes, namely firstly making decisions about individual careers is a symbol of power which is considered a means to gain freedom and independence, and secondly, making decisions about individual careers is considered more difficult, because it forces individuals to take responsibility and involve risks. Therefore, individuals in making decisions should be able to consider decisions well. In line with what Goleman (2016) said, in considering decisions that determine future fate, it is necessary to be aware of feelings.

One of the factors that are thought to be related in decision making is emotional intelligence. Goleman (2016) says that emotional intelligence is no less important than intellectual intelligence. This is supported by research conducted by Mohd, Salleh, & Mustapha, (2010), where of the four dimensions proposed in the study, the dimensions that play a role in influencing the career choices of respondents are intellectual and emotional.

In another study conducted by Ahmetoglu, Leutner and Chamorro-Premuzic (2011) showed that emotional intelligence is said to be a useful concept in career success. This is also supported by research conducted by Altındağ and Köseadağı (2015) where they reveal the fact that if managers have good emotional intelligence, they can improve employee performance, because the manager has empathy so that they can analyze employee behavior and can minimize problems within the organization. It is also strengthened by research conducted by Yusof, Ishak, Zahidi, Abidin and Bakar (2014) which shows that emotional intelligence contributes to superior personal, social and professional self, where someone who has emotional intelligence will have psychological well-being, can have good relationships with others, and have resilience in the face of everyday demands and pressures. Means that emotional intelligence contributes to self, social and is useful for career success so that they can become professionals who can minimize problems that will occur later related to decisions taken by individuals.

Based on an empirical study conducted by Risdiyanto (2007) on the relationship between emotional intelligence and effective decision-making in the workplace, revealing the fact that there is a very significant relationship between emotional intelligence and effective decision-making in the workplace. In line with the research above, the research conducted by Andiny (2014) on the relationship between emotional intelligence and decision making in choosing majors in college for new students, also shows that there is a positive correlation between emotional intelligence and decision making. The results of this study are also supported by research conducted by Perwitasari (2015) on the relationship between emotional intelligence and decision making in Indonesian Air Force pilots which shows that there is a positive and significant relationship between emotional intelligence and pilot decision making.

However, based on research that has been done previously there has been no research that has examined the subject of Go-Jek drivers. Therefore, the authors are interested in trying to do research with the subject of GO-JEK drivers, and question whether there is a relationship between emotional intelligence and decision making to work as GO-JEK drivers in the South Tangerang area ?

## **FOUNDATION EMOTIONAL INTELLIGENCE**

Emotional intelligence is no less important than intellectual intelligence. The following is the definition of emotional intelligence according to experts. Salovey and Mayer (in Aldosiry, Alkhadher, AlAqraa, and Anderson 2016) say that emotional intelligence is the ability to understand emotions and feelings in oneself and others where this understanding is used as a way to direct action. In addition, Goleman (2016) explains that emotional intelligence is an individual's ability that can help to recognize and manage one's own emotions and identify the emotions of others and build good relationships with them. In addition, Stein and Book (2006) state that emotional intelligence is a non-cognitive ability that affects a person's ability to cope with the sequences and pressures of the environment.

From some of these definitions, it can be concluded that emotional intelligence is a non-cognitive ability possessed by individuals that can help individuals to control emotional impulses in directing actions and can build good relationships with others.

Goleman (2016) expands the ability of emotional intelligence as proposed by Salovey into five main areas, namely the following aspects:

- a. Recognizing Your Emotions

- b. Managing Emotions Motivating Yourself
- c. Recognizing Other People's Emotions
- d. Building Relationships

### **DECISION MAKING**

In life, decision-making is important because decision-making will affect life now and in the future. Decision making has various meanings, the following are various definitions of decision making according to experts.

Decision making according to Driver and Harren (in Gati, 2010) is defined as a unique way by which a person interprets and responds to the task of making important decisions in his life. According to Stoner (in Hasan, 2002) says that decision making is a process used to choose an action as a way of solving problems. In addition, Salusu (2004) argues that decision making is a process of choosing alternative ways of acting with methods that are appropriate to the situation. Curtis R. Finch and Robert L. McGough (in Djatmiko, 2005) also argue that decision making is the selection of actions from a number of existing alternatives. In addition, according to Santrock (2008) decision making is a thought in which individuals evaluate various options and make choices from the many choices.

From some of the definitions above, the researcher concludes that decision making is a special way for individuals to choose, evaluate various options from many choices to solve problems in their lives.

Harren, Kass, Tinsley and Morelland (in Soesilo, 2014) argue that there are 4 aspects of decision making, namely as follows:

- a. To be Responsible
- b. Get to know yourself
- c. Consideration
- d. Introduction to the Current Situation

### **METHOD**

#### **SUBJECT**

The subjects in this study were GO-JEK drivers who live in South Tangerang and the subjects collected were 100 respondents. Where the technique used to collect the subject is snowball sampling. The distribution of the subject can be seen in the table below:

**Tabel 1: Subject Distribution Data**

	Description	Frequency	%
<b>Gender</b>	Man	95	95%
	Girl	5	5%
<b>Age</b>	20-25 Years	39	39%
	26-30 Years	31	31%
	31-35 Years	15	15%
	36-40 Years	9	9%
	41-45 Years	6	6%
<b>Last Education</b>	High School	95	95%
	D3	2	2%
	S1	3	3%
<b>Length of Work</b>	1-3 Month	12	12%
	3-6 Month	12	12%
	6-9 Month	15	15%
	9-12 Month	36	36%
<b>Income Range</b>	< Rp.500.000	2	2%
	Rp.500.000 - Rp. 2.500.000	54	54%
	Rp.2.500.000 - Rp. 5.000.000	43	43%
	Rp. 5.000.000 - Rp. 10.000.000	1	1%

Sumber: Hasil Olah Data SPSS, 2016

### DATA COLLECTION METHOD

The data collection technique used in this study was a questionnaire. The questionnaire in this study consisted of two scales, namely the emotional intelligence scale modified from Oktaviany (2013) and the decision-making scale modified from Soesilo (2014). The questionnaires distributed and filled in directly by the subjects were collected in 23 copies, and the questionnaires distributed online were collected in 77 copies.

### DATA ANALYSIS METHOD

The data that has been collected was analyzed using validity and reliability tests which are useful for determining the quality of research data, then to determine the distribution of data distribution, normality tests and hypothesis testing were also carried out using Pearson Product Moment analysis from Karl Pearson. The data were analyzed with the help of SPSS 20 software for Windows.

### RESULTS AND DISCUSSION

#### RESULT

Based on the results of the validity test, of the 52 emotional intelligence scale items that have been tested, 38 items are valid and there are 14 items that fall out. Then based on the results of the validity test, of the 34 decision-making scale items that have been tested, 26 valid items were obtained and there were 8 items that failed. The results of the reliability test on the emotional intelligence scale measuring instrument, obtained the Cronbach Alpha value of 0.900 and on the decision-making scale measuring instrument Cronbach's Alpha value of 0.897 was obtained. Then the results of the statistical descriptive analysis will be explained below :

**Tabel 2: Statistical Descriptive Analysis**

Scale	Amount Respondent	Hope				Reality			
		Max	Min	M	SD	Max	Min	M	SD
Intelligence Emotional	100	152	38	114	19	139	86	112,79	9,516
Taking Decision	100	104	26	78	13	102	60	81,53	8,74

Based on the results of statistical descriptive analysis on the emotional intelligence scale with 38 statement items and 4 answer response options, the results of the reality data obtained a maximum score of 139 and a minimum score of 86, with a mean of 112, 79 and a standard deviation of 9, 516. On a decision-making scale with 26 items statement and 4 answer response options, the results obtained from the reality data a maximum score of 102 and a minimum score of 60, with a mean of 81, 53 and a standard deviation of 8, 74.

Based on the results of descriptive analysis, each scale is classified into three categories, namely high, medium and low. For more details will be explained as follows:

Description	Category	Range	Frequency	%
Intelligence Emotional	High	> 133	1	1%
	Medium	95-133	96	96%
	Low	< 95	3	3%
Taking Decision	High	> 91	15	15%
	Medium	65-91	81	81%
	Low	< 65	4	4%

The results of the categorization of emotional intelligence in the table above show that data obtained by 3 people with a percentage of 3% is included in the category of low emotional intelligence, 96 people with a percentage of 96% are included in the category of moderate emotional intelligence, and 1 person with a percentage of 1% is included in the category of emotional intelligence high. The data shows that most GO-JEK drivers fall into the category of moderate emotional intelligence. While the results of the categorization of decision making, in the table above shows that the data obtained as many as 4 people with a percentage of 4% included in low decision making, as many as 81 people with a percentage of 81% included in the category of moderate decision making, and as many as 15 people with a percentage of 15% included in the category of decision making high decision making. The data shows that most GO-JEK drivers fall into the category of moderate decision-making.

Based on the results of the normality test, it was obtained that the data tested were normally distributed. Where the significant value of the two variables is  $> 0.05$ , the emotional intelligence variable obtained a significant value of 0.622 and the decision-making variable obtained a significant value of 0.568.

In this study, the correlation test was carried out using the SPSS version 21 program, using the Pearson Product Moment formula, and hypothesis testing was carried out using the product moment correlation technique. 0.000.

## DISCUSSION

Based on hypothesis testing, the correlation coefficient value data is 0.537 with a significance of  $p < 0.000$ . This shows that the results of the two variables have a positive and significant

correlation. The results of this study show that there is a relationship between emotional intelligence and decision making to work as a Go-Jek driver in the South Tangerang area. Where the direction of the relationship is positive, which means that the higher a person's emotional intelligence, the better or more effective decision making is in making decisions, on the contrary, the lower a person's emotional intelligence, the decision making is less good or less effective.

This means that emotional intelligence has an important role in making a person's decision. This is in line with research that supports this, namely research conducted by Perwitasari (2015) which states that the higher a person's intelligence, the more effective decision making. It is also strengthened by other research conducted by Andiny (2014) which examines the relationship between emotional intelligence and decision making in choosing majors in college for new students, where the results of the study show that there is a relationship between emotional intelligence and decision making, so the level of emotional intelligence is high and low. This is also in line with what Goleman (2016) said that the higher a person's emotional intelligence, the more effective he will be in making decisions, this is because someone who has high emotional intelligence will be more confident in himself and able to take responsibility.

This is in line with the results of the research categorization where from 100 respondents in this study, data obtained that most of the GO-JEK drivers with a percentage of 96% belonged to the category of moderate emotional intelligence with a total of 96 people and most of the GO-JEK drivers belonged to the category of taking moderate decision with a total of 81 people and a percentage of 81%. This means that in this study most GO-JEK drivers have good emotional intelligence and decision making.

Regarding decision making, one of the backgrounds discussed in this study is about the GO-JEK controversy, therefore the statement on the decision-making scale was modified and one of them was made based on the controversy, based on the instrument on the modified decision-making scale, from Most of the 100 respondents decided to keep working as GO-JEK drivers, while only 13 people decided to quit. In accordance with the theory put forward by Goleman (2016) says that emotional intelligence is very influential and plays an important role for individuals in choosing or deciding something, because without emotional intelligence, individuals will choose the wrong things in their lives. For this reason, in making decisions, a person needs to have emotional intelligence.

Where according to Gitosudarmo (2008) the factors that influence decision making are divided into three, namely the first value of the individual decision maker which includes the individual's basic beliefs obtained through the learning process, the second factor is personality which is divided into ideological versus power where some people make decisions based on philosophy. or certain principles and there are also people who make decisions based on personal power, then emotional versus objectivity where some people make decisions based on how individuals perceive a problem through their feelings and some people make decisions based on objectivity of information related to the problem, the last factor is a tendency to risk, so there are people who tend to choose a big alternative even though it has a big risk as well and there are also those who prefer to choose an alternative that has a low risk of failure even though the results are low.

Goleman (2016) also says that the lack of awareness of feelings can also be disastrous, especially in considering decisions that will determine our future destiny, for example, whether to stay in a safe job or move to a more risky but more interesting job.

Thus it can be said that one that is related and contributes to decision making is emotional intelligence. With a contribution of 28.8% and the rest is influenced by other variables. Individuals who have high emotional intelligence will have good (effective) decision making, and vice versa if they have low emotional intelligence, their decision making will be not good (less effective).

## **CONCLUSION**

Based on the analysis, it can be concluded that there is a positive and significant relationship between emotional intelligence and the decision to work as a GO-JEK driver in the South Tangerang area. With the contribution of emotional intelligence of 28.8% and the rest is influenced by other variables. This shows that the higher the emotional intelligence of a person, the better or more effective a person is in making decisions, on the contrary, the lower the emotional intelligence of a person, the less effective or less effective a person is in making decisions.

## **DISCUSSION**

The results of this study indicate a positive correlation between emotional intelligence and decision making to work as a GO-JEK driver in the south tangerang area. This finding can provide an illustration that the higher a person has emotional intelligence, the better or more effective a person is in making decisions. This research is also useful for GO-JEK drivers to be able to improve emotional intelligence and good decision making so that they become more positive individuals. The company also when conducting recruitment can see based on aspects of emotional intelligence and decision making of the driver concerned, because based on the theory from Goleman (2016) says that if someone does not have emotional intelligence, they will make wrong decisions.

However, the study has limitations where the research method in this study uses quantitative methods, but in fact the research respondents, namely the GO-JEK driver, are not permanent, so to obtain the sample needed, the researcher must use the snowball sampling technique, while this sampling technique is usually often used in research with qualitative methods. . Therefore, for further research so that research results can be more specific and save time in data dissemination, further research is recommended to use other sampling techniques in order to directly supervise research subjects and save time in data dissemination. Further research can add other research variables that are thought to be related to emotional intelligence. That way you can add information and broader knowledge about anything related to emotional intelligence or decision making.



## REFERENCES

- Ahmetoglu, G., Leutner, F., & Chamorro-Premuzic, T. (2011). *EQ-nomics: Understanding the Relationship between Individual Differences in Trait Emotional Intelligence and Entrepreneurship, Personality and Individual Differences*, 51(8), 1028-1033. doi:10.1016/j.paid.2011.08.016.
- Altındağ, E., Köseadağ, Y. (2015). *The Relationship between Emotional Intelligence of Managers, Innovative Corporate Culture and Employee Performance*. International Conference on Leadership. Procedia-Social Behavior, 210, 270-282. doi:10.1016/j.sbspro.2015.11.367.
- Andy, D. A. (2015). *Relationship between Emotional Intelligence and Decision Making in Choosing Majors in College for New Students*. Thesis (Unpublished) Jakarta: Gunadarma University.
- Arikunto, S. (2012). *Research Procedure: A Practical Approach*. Jakarta: Renika Publisher.
- Azwar, S. (2003). *Research Methods*. Yogyakarta: Student Library.
- Creed, P., Patton, W., & Prideaux, L. 2006. *Causal Relationship between Career Indecision and Career Decision-Making Self-efficacy*. Journal of Career Development, 33, 47-65. Retrieved from <http://icd.sagepub.com/content/33/1/47>.
- Djarmiko, Y.H. (2005). *Organizational Behavior*. Bandung: Alfabeta.
- Fahmi, I. (2013). *Organizational Behavior*. Bandung: Alfabeta.
- Falentini, F, Y., Taufik., & Mudjiran. (2013). *Efforts Made by Students in Determining the Direction of Career Choices and Obstacles Encountered (Descriptive Study of Students of SMAN 3 Payakumbuh)*. Scientific Journal of Counseling, 2. 310-316.
- Gati, I., Landman, S., Davidovitch, S., Asulin-Peretz, L., & Gadassi, R. (2010). *From Career Decision-Making Styles to Career Decision-Making Profiles: a Multidimensional Approach*. Journal of Vocational Behavior, 76, 277–291. doi:10.1016/j.jvb.2009.11.001.
- Gitosudarmo, I. Sudita, & Nyoman. (2008). *Third Mold Organizational Behavior*. Yogyakarta: BPFE.
- Goleman, D. (2016). *Emotional Intelligence Emotional Intelligence 21st Edition*. Jakarta: PT. Main Library Gramedia.
- Guranda, M. (2014). *The Importance of Adult's Personality Traits and Professional Interests in Career Decision Making*. Procedia Social and Behavioral Sciences, 136, 522-526. doi:10.1016/j.sbspro.2014.05.368.
- Hasan, M. I. (2002). *Key Decision Making Materials*. Jakarta: Ghalia Indonesia.
- Hasan, S. (2013). *The Effect of Emotional Intelligence and Spirituality on Organizational Citizenship (OCB) of PT Astrido Jakarta Employees*. (Unpublished). Jakarta: Psychology Study Program, Faculty of Psychology, State Islamic University of Syarif Hidayatullah.
- Hasibuan, M. A. P. (2006). *Human Resource Management Revised Edition*. Jakarta: PT. Earth Literature.
- Ivancevich, J. M. Konopaske, Robert. Matteson, M.T. (2006). *Organizational Behavior and Management Volume 2 Seventh Edition*. Jakarta: Erlangga.
- Kuntadi, H. (2004). *Decision Making Style Judging From Personality Type*. Thesis (unpublished). Yogyakarta: Gadjah Mada University.
- Kushartanto, Z.S., & Pradita, L. (2016). *The Important Role of Science and Technology Park towards Indonesia as a Highly Competitive and Innovative Nation*. Procedia- Social and Behavioral Sciences, 227, 545-552. doi: [dx.doi.org/10.1016/j.sbspro.2016.06.11](http://dx.doi.org/10.1016/j.sbspro.2016.06.11).
- Cross Tangsel. (2015). *Gojek Involved in Arguing With Ojek Base at Taman Bintaro Center (BTC) Tangsel. South Tangerang*. Retrieved from

- <http://www.dtangsel.com/2015/08/gojek-terlibat-adu-mulut-dengan-ojek.html> last accessed 1 April 2016.
- Martin, A.D. (2005). *Start Emotion Volume 1: Building Emotional Intelligence*. Jakarta: PT Gramedia Pustaka Utama.
- McGregor, L. (2010). *Improving the Quality and Speed of Decision Making*. Journal of change management, 2:4, 344-356. doi:10.1080/714042513.
- Mohd, F., Salleh, A, M., & Mustapha, R. (2010). *The Influence of Contextual Aspects on Career Decision Making of Malaysian Technical Students*. International Conference on Leaner Diversity, 7, 369-375. doi:10.1016/J.sbspro2010.10.010.
- Noor, J. (2011). *Research Methodology: Thesis, Thesis, Dissertation and Scientific Work First Edition*. Jakarta: Kencana Prenadamedia Group.
- Nuridani, N. (2014). *Snowball Sampling Techniques in Field Research*, Comtech Journal, 5, 1110-1118.
- Oktaviany, L.P. (2013). *"The Relationship between Emotional Intelligence and Aggressive Behavior in Adolescent Students of SMAN 11 South Tangerang"*. Thesis (Unpublished). Jakarta: Faculty of Psychology, Mercu Buana University.
- Safta, C.G. (2015). *Career Decisions a Test of Courage, Responsibility and Self Confidence in Teenagers*. International Conference Education and Psychology Challenges, 203, 341-347. doi:10.1016/J.sbspro.2015.08.305.
- Salusu, J. (2004). *Strategic Decision Making for Public Organizations and Nonprofit Organizations*. Jakarta: Erlangga.
- Santrock, John W. (2008). *Educational Psychology*. Jakarta: Prenata Media Group.
- Sawaji, J., Hamzah, D., & Taba, I., (2010). *Student Decision Making in Choosing Private Universities in South Sulawesi*.
- Soesilo, T. D. (2014). *The Relationship between Stability of Study Program Selection Decision Making With Student Learning Independence*. Thesis (Unpublished). Yogyakarta: Sanata Dharma University.
- Sugiyono. (2014). *Quantitative, Qualitative and Combination Research Methods (Mixed Methods)*. Bandung: Alfabeta.
- Suryabrata, S. (2011). *22nd Edition of Research Methodology*. Jakarta: Rajawali Pers.
- Stein, S.J., Book, H.E. (2006). *The eq edge: Emotional Intelligence and Your Success*. Mississauga: Jossey-Bass.
- Perwitasari, S. D. H. (2015). *The Relationship between Emotional Intelligence and Decision Making in Indonesian Air Force Pilots*. Thesis (Unpublished). Faculty of Psychology. Yogyakarta: Sanata Dharma University Yogyakarta.
- Purwanto, N. A. (2009). *Creativity of Educational Leaders in Decision Making*. Journal of Educational Management. No.01, pages 25-35.
- Risdiyanto, D. (2007). *The Relationship between Emotional Intelligence with Effective Decision Making In the Workplace*. Thesis (Unpublished). Yogyakarta: Sanata Dharma University Yogyakarta.
- Tempo, (2015). *This is the Reason Go-Jek Opens Job Vacancies at Senayan*. Tempo. Retrieved from <http://m.tempo.co/read/news/2015/08/14/083691994/ini-alasan-go-jek-buka-lowongan-kerja-di-senayan> last accessed 20 January 2016.
- Utami, S. (2013). *"The Relationship between Parenting Patterns and Emotional Intelligence with Prosocial Behavior in Late Adolescents in Three West Jakarta High Schools"*. Thesis (Unpublished). Jakarta: Faculty of Psychology, Mercu Buana University.
- Yusof, R., Ishak, N, M., Zahidi, A, M., Abidin, M, H, Z., & Bakar, A, Y, A. (2014). *Identifying Emotional Intelligence Competencies among Malaysian Teacher Educators*. Procedia - Social and Behavioral Sciences, 159, 485-491. doi:10.1016/J.sbspro.2014.12.411.