INFLUENCE OF SPIRITUAL INTELLIGENCE, AGE AND TENURE ON WORK PERFORMANCE OF NURSES IN SELECTED HOSPITALS, PENINSULAR MALAYSIA

By

ANITA BINTI ABDUL RANI

Thesis Submitted to the School of Graduate Studies,
Universiti Putra Malaysia, in Fulfillment of the
Requirements for the Degree of Doctor of Philosophy

APRIL 2015

TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

LIST OF ABBREVIATIONS

AMOS	:	Analysis of Moment Structure
AGFI	:	Adjusted Goodness-of-Fit
AVE	:	Average Variance Extracted
CFA	:	Confirmatory Factor Analysis
CFI	:	Comparative Fit Index
CR	:	Composite Reliability
CR	:	Critical Ratio
DF	:	Degree of Freedom
ML	:	Maximum Likelihood
GFI	:	Goodness-of-Fit Index
RMSEA	:	Root Mean Square Error of Approximation
SEM	:	Structural E5quation Modeling
SD	:	Standard Deviation
SE	:	Standard Error
SKT	:	Sasaran Kerja Tahunan
SPSS	:	Statistical Package for Social Science
TLI	:	Tucker-Lewis Index
ISIS	:	Integrated Spiritual Intelligence Scale
6-D Scale	:	Six Dimensions Scale

INFLUENCE OF SPIRITUAL INTELLIGENCE, AGE AND TENURE ON WORK PERFORMANCE OF NURSES IN SELECTED HOSPITALS, PENINSULAR MALAYSIA

By

ANITA BINTI ABDUL RANI

Thesis Submitted to the School of Graduate Studies,
Universiti Putra Malaysia, in Fulfillment of the
Requirements for the Degree of Doctor of Philosophy

APRIL 2015

Abstract of thesis presented to the Senate of Universiti Putra Malaysia
in fulfillment of the requirement for the degree of Doctor of Philosophy

INFLUENCE OF SPIRITUAL INTELLIGENCE, AGE AND TENURE ON WORK PERFORMANCE OF NURSES IN SELECTED HOSPITALS, PENINSULAR MALAYSIA

By

ANITA BINTI ABDUL RANI

APRIL 2015

Chairman :   Shamsudin bin Ahmad, PhD

Faculty   :   Educational Studies

Spiritual Intelligence has been discussed through out many years. Previous reseach studies on it have been explored extensively in the context of human development, organization, education and health. The importance of spiritual intelligence are found in the healthcare service as nurses deal with stressful environment that can effect their performance. Spiritual intelligence as believed can give a positive attitude and productive in work will lead to good quality of care. However, there are few studies on it in examining the effect of spiritual intelligence with nurse's work performance especially in Malaysia.

Applying Tischler's model (2002) and a great support from Theory of Work Performance (Blumberg & Pringle, 1982), this study attempts to identify important item among domains in spiritual intelligence from nurse's perceptions, to determine the relationship of nurses' spiritual intelligence and their work performance, to examine demographic factors as a moderator between spiritual intelligence and work performance and to test the best model of Nurse's Work Performance (NWP).

The research empirically validate the hypothesized model of the influence of spiritual intelligence towards work performance among nurses in the selected hospitals in the East Coast of Malaysia. By employing cluster sampling procedure, 505 nurses answered a set of questionnaire that consists of Integrated Spiritual Intelligence Scale (Amram & Dryer, 2009) and Six Dimension Scale (Schwirian, 1978).

The hypothesized model was analysed using structural equation modelling (SEM) with AMOS software version 18.0 in order to test the relationships on the impact of spiritual intelligence on work performance. In addition, this study also investigated the moderating effect of age, tenure and work place location on the model. The findings from the modelling analysis revealed the fit statistics of the hypothesised model i.e. p-value = 0.000, normed chi-square=3.999, CFI=0.972, TLI=0.963, GFI=0.939 and RMSEA=0.077. This showed that the model is valid and acceptable.

In addition, the findings showed that the moderating factor of nurse's age and hoslital's location is not significant and it could be concluded that the model is applicable to all nurse's age and all hospitals involved in this study. The findings also suggested that the spiritual intelligence can give a positive effect on work performance. The research makes several theoretical contributions and also paves the way forward to empower spiritual intelligence in nursing schools and training centres to enhance nurse's work performance especially in East Coast of Malaysia.

KESAN KECERDASAN SPIRITUAL, UMUR DAN TEMPOH BERKHIDMAT KE ATAS PRESTASI KERJA JURURAWAT BEBERAPA HOSPITAL TERPILIH DI SEMENANJUNG MALAYSIA

Oleh

ANITA BINTI ABDUL RANI

APRIL 2015

Pengerusi : **Shamsudin Ahmad, PhD**

Fakulti : **Pengajian Pendidikan**

Kecerdasan Spiritual telah dibincangkan oleh ramai penyelidik secara meluasnya dalam konteks pembangunan manusia, organisasi, pendidikan dan kesihatan. Kepentingan kecerdasan ini mula menjadi perhatian bagi pengkaji di dalam kualiti perkhidmatan kesihatan. Kecerdasan spiritual dilihat mampu memberi sikap positif dan meningkatkan prestasi kerja boleh membawa kepada kualiti jagaan yang baik. Walau bagaimanapun hanya sedikit yang mengkajikan kesan kecerdasan spiritual terhadap prestasi kerja jururawat terutamanya di Malaysia

Menggunakan Model Tischler (2002) dengan sokongan kuat daripada Teori Prestasi Kerja (Blumberg & Pringle, 1982), kajian ini bertujuan untuk mengesahkan model hipotesis pengaruh kecerdasan spiritual terhadap prestasi kerja jururawat di hospital-hospital terpilih di Pantai Timur Malaysia. Dengan menggunakan prosedur persampelan kluster, 505 jururawat menjawab satu set soal selidik yang terdiri daripada Skala Bersepadu Kecerdasan Spiritual (Amram dan Dryer, 2009) dan Skala Enam Dimensi (Schwirian, 1978).

Model hipotesis telah dianalisis menggunakan Permodelan Persamaan Struktur (PPS) dengan perisian AMOS versi 18.0 untuk menguji hubungan kecerdasan spiritual terhadap prestasi kerja. Di samping itu, kajian ini juga melihat kesan moderator umur, tempoh perkhidmatan dan lokasi tempat kerja di dalam model. Dapatan kajian analisis model mendedahkan statistik padanan dengan nilai-p=0.000, khi kuasa dua relatif=3,999, CFI=0.972, TLI=0.963, GFI=0,939 dan RMSEA=0.077. Ini menunjukkan bahawa model tersebut adalah sah dan dapat diterima. Sebagai tambahan, analisis Bayes juga telah dijalankan untuk mengesahkan keputusan yang didapati sebelumnya. Kesimpulannya, hubungan antara kecerdasan spiritual dan prestasi kerja adalah signifikan secara statistik. Selain itu, kajian menunjukkan bahawa faktor moderator umur dan tempoh bekerja adalah tidak penting dan boleh dibuat kesimpulan bahawa model ini terpakai kepada semua hospital-hospital yang terlibat dalam kajian ini.

Kajian ini telah memberi beberapa sumbangan secara teorinya dan membuka ruang bagi memupuk dan menekankan kecerdasan spiritual di sekolah kejururawatan dan latihan untuk meningkatkan prestasi kerja jururawat terutamanya di Semananjung Malaysia.

REFERENCES

Ab. Hamid, M.R., Mustafa, Z., Idris, F., Abdullah, M., Mohd Suradi, N.R.& Ismail, W.R. (2011). Multi-factor of Cultural Values: A Confirmatory Factor Analytic Approach, *Qual Quant*, 10, 1007.

Abraham, M. (2002). *Job Performance of Nurses in Hospital Kota Bahru*, Kelantan. Master Thesis, Universiti Utara Malaysia.

Abu AlRub, R.F. (2004). Job Stress, Job Performance and Social Support among Hospital Nurses, *Journal of Nursing Scholarship*, 36(1),73-78.

Al-Ahmadi, H. (2009). Factors Affecting Performance of Hospital Nurses in Riyadh Region, Saudi Arabia. *International Journal of Healthcare Quality Assurance*, 22 (1), 40-54.

Alex, M. & Ajwani, J.C. (2011). Marital Happiness as The Function of Spiritual Intelligence, *International Multidisciplinary Research Journal*, 1(9), 6-7.

Alexander, C.N., Swanson, G.C., Rainforth, M.V., Carlisle, T.W., Todd, C.C. & Oates, R.M. (1993). Effects of Transcendental Meditation Program on Stress Reduction, Health and Employee Development: A Prospective Study in Two Occupational Settings. *Anxiety, Stress and Coping: An International Journal*, Vol. 6, 245-262.

Ali, A.J. (1988). Scaling an Islamic Work Ethic. *Journal of Social Psychology*, 128 (5), 575-583.

Ali, A. J. (1992). Islamic Work Ethic in Arabia. *Journal of Psychology*, 126 (5), 607-520.

Alridge, D. (1993). Is There Evidence for Spiritual Healing?. *Advances*, 9(4), 4.

Amrai, K., Farahani, A., Ebrahimi, M. & Bagherian, V. (2011). Relationship between Personality Traits and Spiritual Intelligence among University Students. *Procedia Social and Behavioral Sciences*, 15, 609-612.

Amram, Y & Dryer, C. (2007). *The Integrated Spiritual Intelligence Scale (ISIS):Development and Preliminary Validation.* http://www.yosiamram.net/docs/ISIS_APA_Paper presentation_2008_08_17. pdf 25.10.2011.

Amram, Y (2009). *The Contribution of Emotional and Spiritual intelligences to Effective Business Leadership.* Doctoral dissertation, Institute of Transpersonal Psychology,

http://yosiamram.net/docs/EI_and_SI_in_Leadership_Amram_Dissert.
pdf 25.10.2011.

Anderson, J.C. & Gerbing, D.W. (1998). Structural Equation Modelling in Practice: A Review and Recommended Two-Step Approach. *Psychological Bulletin*, 103 (3), 411-423.

Anema, C.L. (2006). *Spiritual Well-being in Individuals with fibromyalgia Syndrome: Relationships with Symptom Pattern Variability, Uncertainty and Psychosocial Adaptation*. Dissertation Abstracts International: Section B: The Sciences and Engineering, 67, 1372.

Arbuckle, J.L. (2009). *Amos 18.0 User's Guide*. Crawfordville, Florida: Amos Development Corporation.

Archibald, P.J. & Bainbridge, D.D. (1994). Capacity and Competence: Nurse Credentialing and Privileging. Nursing Manageent, 25 (4), 49-51, 54-56.

Ariss, S.S. & Timmins, S.A. (1989). Employee Education and Job Performance: Does Education Matter? *Journal of Public Personnel Management*. 18 (2), 100-112.

Asgari, M. & Shirvani, A. (2015). The Relationship between Spiritual Intelligence and Hospital Performance (Case Study: Therapeutic Personnel of Shahid Fayazbakhsh Hospital). Ubternational Journal of Academic Research in Business and Social Sciences, 5 (3), 287-303.

Ashmos, D. & Duchon, D. (2000). Spirituality at Work. A Conceptualization and Measure. *Journal of Management Inquiry*, 9(2), 134-145.

Ary, D., Jacobs, L.C. & Razavieh, A. (1990*). Introduction to Research in Education* (6th ed.). Canada: Wadsworth Thomson Learning.

Ary Ginanjar Agustian. (2005). *The Islamic Guide to Developing Emotional Spiritual Quatient,* Arga Publishing, Jakarta.

Ashworth, P. & Morrison, P. (1991). Problems of Competence-Based Nurse Education. *Nurse Education Today*, 39 (5), 197-204.

Avolio, B.J., Waldman, D.A. & McDaniel, M.A.(1990). Age and Work Performance in Nonmanagerial Jobs: The Effects of Experience and Occupational Type. *The Academy of Management Journal*, 33 (2), 407-422.

Ayranci, E. (2011). Effects of Top Turkish Managers' Emotional and Spiritual intelligences on Their Organizationals' Financial Performance. *Business Intelligence Journal,* January, Vol.4, No 1.

Babbie, E. (2010). *The Practice of Social Research,* Wadsworth, Cengage Learning.

Baron, R.M. & Kenny, D.A. (1986). The Moderator-Mediator Variable Distinction in Social Psychological Research: Conceptual, Strategic and Statistical Considerations. *Journal Personality and Social Psychology,* Vol. 51 (6), 1175-1182.

Bartlett, H.P., Simonite, V., Westcott, E. & Taylor, H.R. (2000). A Comparison of The Nursing Competence of Graduates and Diplomats from UK Nursing Programmes. *Journal of Clinical Nursing,* 9, 369-381.

Barker, L.M. (2009). *Measuring and Modelling The Effects of Fatigue on Performance: Specific Application to The Nursing Profession.* PhD Dissertation, Faculty of Virginia Polytechnic Institute and State University, Blacksburg, Virginia.

Beck, C. (1986). Education for Spirituality, *Interchange,* 17, 148-156.

Bekis, T. (2006). *A Practical Study about Spiritual Intelligence in Leadership.* Master's Thesis, Selcuk University.

Bell, E. & Taylor, S. (2004). From Outward Bound to Inward Bound: The Prophetic Voices and Discursive Practices of Spiritual Management Development. *Human Relations,* 57, 439-466.

Bentler, P.M. (1992). The Fit Models of Covariance and Methodology. *Psychological Bulletin,* 112, 400-404.

Benggtson, C., Vedin, J.A., Grimby, G. & Tibblin, G. (1978). Maximal Work Performance Test in Middle-aged Women: Results from a Population Study. *Scandinavian Journal of Clinical and Laboratory Investigation,* 38 (2), 181-188.

Birren, J. E. & Schaie, K.W. (2001) *Handbook of The Psychology of Aging.* Gulf Professional Publisher . London.

Blegen, M.A., Goode, C.J., Johnson, M., Maas, M.L., McCloskey, J.C. and Moorhead, S.A. (1992). Recognising Staff Nurse Job Performance and Achievements. *Research in Nursing and Health,* 15, 57-66.

Bollen, K.A. (1989). *Structural Equations with Latent Variables.* John Wiley & Sons Inc.

Borman, W.C. & Motowildo, S. (1993). Expanding the Criterion Domain to Include Element of Contextual Performance, In N, Schmitt and W.C Borman (Eds). *Personnel Selection in Organizations,* San Francisco: Jossey-Bass.

Boomsma, A. & Hoogland, J.J. (2001). The Robustness of LISREL modeling revisited. In Structural Equation Models: Present and Future, ed. Cudeck, R., Toit, S.D. & Sorbom, D. Lincolnwood, IL: Scientific Software International, 1-25.

Boyer, P.. (2001). Cultural Inheritance Tracks and Cognitive Predispositions: The Example of Religious Concept. In: Whitehouse H (ed) *The Debated Mind — Evolutionary Psychology versus Ethnography.* Berg, Oxford & New York.

Brown, M.W. & Cudeck, R. (1993) Alternative Ways of Assessing Model Fit. In: Bollen, K & Long, J. *Testing Structural Equation Models.* Sage; Newbury Park, CA, 136-162.

Burkhardt, M.A. (1989). Spirituality: An Analysis of The Concept. *Holistic Nursing Practice,* 3(3), 69-77.

Burke, M.T. (1998). From the Chair. The CACREP Connection. Summit Results in Information of Spirituality Competencies. (1995, December). *Counseling Today,* 2, 30.

Byrne, B.M. (2010). *Structural Equation with AMOS.* Ed. 2nd. New York: Taylor & Francis Group.

Campbell, J.P., Gasser, M.B., & Oswald, F.L. (1996). The Substantive Nature of Job Performance Variability. In K.R Murphy (Ed), *Individual Differences and Behaviour in Organizations.* (258-299). San Francisco: Jossey-Bass.

Carberry, C. (1998). Contesting Competency: Cultural Safety in Advanced Nursing Practice. Collegian 5 (4), 9-13.

Carson, V.B. (1989). Spiritual Dimensions of Nursing Practice. Philadelphian: Saunders. In Chu, L. K., & Chu, G. S. (1991). Feedback and Efficiency: A Staff Development Model. *Nursing Management,* 22(2), 28-31.

Carayon, P. & Gurses, A.P. (2005). A Human Factors Engineering Conceptual Framework of Nursing Workload and Patient Safety in Intensive Care Units. *Intensive Critical Care Nurse*, 21 (5), 284-301.

Chan, E.Y. & Morrison, P. (2000). Factor Influencing the Retention and Turnover Intentions of Registered Nurses in a Singapore Hospital. *Nursing and Health Sciences*, 2 (2), 113-121.

Chappel, C. & Hagar, P. (1994). Values and Competency Standards. *Journal of Further and Higher Education*, 18 (3), 12-23.

Collins, V.L. (2001). *Emotional Intelligence and Leadership Succes.* Doctoral Dissertation, University of Nebraska.

Cheung, G.W. & Rensvold, R.B. (2002). Evaluating Goodness-of-fit Indexes for Testing Measurement Invariance. *Structural Equation Modeling,* 9 (2): 233-255.

Christ-Lakin, H. (2010). *A Correlation Analysis of Transformational Leadership and Spiritual Intelligence*, PhD Thesis, University of Phoenix.

Christiansen, B. (2007). Good Work; How Is It Recognized by The Nurse?. *Journal of Clinical Nursing*, 17, 1645-1651.

Creswell, J.W. (2008). *Research Desing: Qualitative, Quantitative and Mixed Method Research.* Sage Publications.

Crichton, J.C. (2008). *A Qualitative Study of Spiritual Intelligence in Organizational Leaders.* PhD Thesis, Alliant International University.

Cronbach, L.J. (1951). Coefficient Alpha and Internal Structure of Test. *Psychometrika*, 31, 93-96.

Codier, E. (2006). *The Emotional Intelligence of Clinical Staff Nurses.* PhD Dissertation, ProQuest Information and Learning Company.

Conner, R. (1999). Perioperative Care Coordinator Nurse Competency Statements. *AORN Journal*, October.

Cooper, C.R. & Schindler, P.S. (2008). *Business Research Methods* (10 ed.) Boston: McGraw Hill.

Cortina, J.M. (1993). What is Coefficient Alpha? An Examination of Theory and Applications. *Journal of Applied Psychology,* Vol. 78 (1), 98-104.

Curtis, J.R., Wenrich, M.D., Carline, J.D., Shannon, S.E., Ambrozy, D.M. & Ramzey, P.G. (2001). Understanding Physicians' Skills at Providing and-of-life Care: Perspective of Patients, Families and Healthcare Workers. *Journal of General Internal Medicine*, 16, 41-49.

Davis, L.A. (2005). A Phenomenological Study of Patient Expectations Concerning Nursing Care. *Holistic Nursing Practice,* 19, 126-133.

Day, J.M. (2001). From Structuralism to Eternity? Re-imagining The Psychology of Religious Development after The Cognitive-Developmental Paradigm. *The International Journal for the Psychology of Religion, 11,* 173-183.

Deadrick, D.L. & Gardner, D.G. (2002). Performance Distributions: Measuring Employee Performance Using Total Quality Management Principles. *Journal Qual. Manage*, 4 (2), 225-241.

Dean, J.W. & Sharfman, M. P. (1996). Does Decision Process Matter? A Study of Strategic Decision-making Effectiveness. *Academy Of Management Journal*, Vol. 39, No. 2, 368-396.

De Back, V. & Mentkowski, M. (1986). Does The Baccalaureate Make A difference?: Differentiating Nurse Performance by Education and Experience. *Journal of Nursing Education*, 25 (7), 275-285.

DeBlasio, G. (2011). The Effect of Spiritual Intelligence in The Classroom: God Only Knows. *International Journal of Children's Spirituality*, Vol. 16 (2), 143-150.

Dela Pena III, S.C. (2010). Spiritual Intelligence and Work Stress among Basic Education Faculty of a Private Non-Sectarian School. *Liceo Journal of Higher Education Research*, Vol. 6 (2), 263-270.

Dilbeck, M.C. and Orme-Johnson, D.W. (1987), "Physcological Differences between Transcendental Meditation and Rest," *American Psychologist*, Vol. 42, 879-881.

Dossey, B. M. (1988). The Transpersonal Self and States of Consciousness. In B. M. Dossey, L. Keegan, C. E. Guzzetta, & L. G. Kolkmeier (Eds.), *Holistic nursing: A Handbook for Practice* (23-37). Rockville, ML: An Aspen Publication.

Elkins, D. N. (1988) Towards a Humanistic-phenomenological Spirituality: Definition, Description and Measurement, *Journal of Humanistic Psychology,* 28, 5-18.

Elkins, M. & Cavendish, R., (2004). Developing a Plan for Pediatric Spiritual Care. *Holistic Nursing Practice,* 18 (4), 179-186.

Elyasi, G., Zadeh, S. E. & Salehian, M.H. (2012). The Relationship between Spiritual Intelligence and Mental Health among Athletes and Non-atheltes. *Europian Journal of Expereimental Biology,* 2 (6), 2415-2418.

Emblem, J.D. (1992). Religion and Spirituality Defined According to Current Use in Nursing Literature. *Journal of Professional Nursing,* 8 (1), 41-47.

Emmons, R. (1999) *The Psychology of Ultimate Concerns: Motivation and Spirituality in Personality.* New York: Guilford Press.

Emmons, R. (2000). Is Spirituality an Intelligence: Problems and Prospects. *International Journal for the Psychology of Religion,* 10(1), 3-26.

Esfahani, S.T. & Najafi, A. (2015). The Relationship between Spiritual Intelligence and Professional Ethics. *WALIA Journal,* 31 (S3), 179-186.

Farh, J., Dobbin, G. & Cheng, B. (1991), Cultural Relatively in Action: A Comparison of Self Ratings Made by Chinese and US Workers," *Personnel Psychology,* Vol. 44, 129-147.

Faribos, B., Fatemeh, A. & Hamidreza, H. (2010). The Relationship between Nurses' Spiritual intelligence and Happiness in Iran. *Procedia Social and Behavioural Sciences,* 5, 1556-1561.

Fellows, R. & Liu, A. (2003). *Research Methods for Construction,* Oxford, Blackwell.

Fornell, C. & Larcker, D.F. (1981). Evaluating Structural Equation Models with Unobservable Variables and Measurement Error. *Journal of Marketing Research,* 48: 39-50.

Fort, A. & Voltero, L. (2004). Factors Affecting the Performance of Maternal Healthcare Providers in Armenia. *Human Resources for Health,* 2 (8).

Fosbinder, D. (1994). Patient Perceptions of Nursing Care: An Emerging Theory of Interpersonal Competence. *Journal of Advance Nursing,* 20, 1085-1093.

Fowler, F.J. (1993). *Survey Research Methods.* 2nd ed. Newbury, CA: Sage Publications.

Fowler, J.W. (1981). Moral Stages and The Development of Faith. *New Directions for Child Development,* 52, 344-374.

Fraenkel, J. & Wallen, N. (2003), *How to Design and Evaluate Research in Education*, (5th ed.), Mc Graw Hill: New Jersey.

Friedman, H. & MacDonald D. (2002). Using Transpersonal Test in Humanistic Psychological Assessment. *Humanistic Psychologist*, 30 (3), 223-236.

Frostholm, L., Fink, P. & Oernboel, E. (2005). The Uncertain Consultation and Patient Satisfaction; The Impact of Patients' Illness Perceptions and a Randomized Controlled Trial in The Training of Physicians' Communication Skills. *Physocom Medicine*, 67 (6), 897-905.

Fry, L.W. (2003). Toward A Theory of Spiritual Leadership. *Leaders Quarterly*. 14: 693-727.

Fry, L.W., Vitucci, S. & Cedillo, M. (2005) Spiritual Leadership and Army Transformation: Theory, Measurement and Establishing a Baseline. *The Leadership Quarterly*, 16, 835-862.

Garcia-Zamor, J-C. (2003). Workplace Spirituality and Organizational Performance. *Public Administrative Review*, Volume 63 (3), 355-363.

Gardner, H., & Hatch, T. (1989). Multiple Intelligences go to School: Educational Implications of The Theory of Multiple Intelligences. *Educational Researcher, 18*(8), 4-9.

Gardner, H. (1993). *Frames of Mind*. New York: Harper Collins.

Gardner, H. (1993). *Multiple Intelligence; The Theory in Practice*. Basic Books, United State of America.

Gardner, H. (2000). A Case against Spiritual Intelligence. *International Journal for Psychology of Religion*, 10 (1), 27-34.

Gardner, H., Csikszentmihalyi, M. & Damon, W. (2001). *Good Work: When Excellence and Ethics Meet*. Basic Books, United State of America.

Gau, M.L. (2000). Spiritual Nursing: Theory and Concept and Practice: The Spiritual Development of Nurses, *Nurses' Gospel of the ROC. (Ed.)*, Taipei.

Gaylord, C., Orme-Johnson, D.W. & Travis, F. (1989). "The Effects of The Transcendental Meditation Technique and Progressive Muscle Relaxation" on EEG Coherence, Stress Reactivity and Mental Health in Black Adults", *International Journal of Neoroscience*. Vol.46, 77-86.

General Accounting Office. (2001). Nursing Workforce: Recruitment and Retention of Nurses and Nurse Aides is a growing Concern (GAO-1-750T) Washington, DC: Department of Health and Human Services.

Getzels, J.W. & Csikszentmihalyi, M. (1976). *The Creative Vision: a Longitudinal Study of Problem Finding in Art.* New York Wiley.

George, M. (2006). Practical Applications of Spiritual intelligence in The Workplace, *Human Resource Management International Digest.* Vol. 14 (5).

Ghana, S., Jouybari, L.M., Sharif Nia, S.H., Hekmatafshar, M., Sanagoo, A. & Chehregosha, m. (2013). Correlation of Spiritual Intelligence with Some of Demographic and Educational Factors among The Students of Golestan University of Medical Sciences. *Journal of Health Promotion Management,* 2 (1), 17-23.

Gillet, G. R. (1985). Brain, Mind and Soul, *Zygon,* 425-434.

Girot, E.A. (1993). Assessment of Competence in Clinical Practice – A review of The Literature. *Nurse Education Today,* 13, 83-90.

Goleman, D. (1998). *Working with Emotional Intelligence,* Bantam Books, New York.

Govers, M. J. (1997). *Workplace Empowerment and Job Performance in Ambulatory Care Nursing.* Master Dissertation, University of Western Ontario, London.

Greenhaus, J.H. & Beutell, N.J. (1985). Sources of Conflict between Work and Family Roles. Academy of Management Review, 10, 76-88.

Gupta, G. (2012). Spiritual intelligence and Emotional Intelligence in Relation to Self-efficacy and Self-regulation Among College Students, *International Journal of Social Sciences and Interdisciplinary Research.* Vol. 1 (2), 60-69.

Guzman, J.J. (2008). *Measuring Job Performance Associated to the Direct Effect of the Global Context,* PhD Dissertation. University of Regins.

Habib, S., Riaz, M.N. & Akram, M. (2012). Emotional Intelligence as Predictor of Life Satisfaction among Nurses: Mediating Role of Spiritual Wellness, *Journal of Social Sciences,* Vol. 6 (1), 73.

Hair, J.F., Black, W.C., Babin, B.J. & Anderson, R.E. (2010), *Multivariate Data Analysis,* Pearson Education, New Jersey.

Hair, J.F., Black, B., Babin, B., Anderson, R.E. & Tatham, R.L. (2006) *Multivariate Data Analysis*. Prentice Hall.

Hair, J.F., Black, W.C., Babin, B.J. & Anderson, R.E. (1998), *Multivariate Data Analysis*, Pearson Education, New Jersey.

Halama, P. & Strizenec, M. (2004). Spiritual, Existential or Both? Theoretical Considerations on The Nature of "Higher Intelligences." *Studia Psychologica*, 46 (93), 239-253.

Hammer, R.J. (2009). *Reconceptualising Spirituality: The Development and Testing of A Four-Dimension Taxanomy of Spiritual Beliefs*, PhD Thesis, National School of Psychology, Faculty of Arts and Sciences, Australian Catholic University, St Patrick's Campus.
Hansen, R. & O'Leary, V. (1985). Sex Determined Attributions. *Women, Social Psychology and Gender*, Erlbaum, Hillsdale, NJ.

Harpaz, I. (1998). Cross-national Comparisons of Religion Conviction and the Meaning of Work. *Cross Cultural Research*, 32, 143-170.

Hassall, S.L., Muller, J.J. & Hassall, E.J. (2005). Comparing the Protestant Work Ethic in the Employed Unemployed in Australia. *Journal of Economic Psychology*, 26, 327-341.

Hedlund, J. & Sternberg, R. (2000). Too Many Intelligences? Integrating Social, Emotional and Practices Intelligences. In R. Bar-on & J. Parker (Eds), *The Handbook of Emotional Intelligences: Theory, Development, Assessment and Applications at Home, School and in The Workplace* (136-167). SanFrancisco CA: Jossey-Bass.

Heerman, B. (1997), *Building Team Spirit: Activities for Inspiring and Energizing Teams*, McGraw-Hill, New York.

Hill, D.A. (1989). *Beta-adrenergic Receptor Sensitivity, Autonomic Balance and Serotonergic Activity in Practitioners of Transcendental Meditation*, Doctoral Dissertation, Maharishi University of Management, USA Dissertation Abstracts International, Vol. 50 (8), 330.

Hill, P.C. & Pargament, K.I. (2003). Advances in The Conceptualization and Measurement of Religion and Spirituality. *American Psychologist*, 58, 64-74.

Hill, P.C., Pargament, K.I., Hood, R.W., McCullough, M.E., Swyers, J.P., Larson, D.B & Zinnbauer, B.J. (2000). Conceptualizing Religion and

Spirituality: Points of Commonality, Points of Departure. *Journal for the Theory of Social Behaviour,* 30, 51-77.

Holmbeck, G. N. (1997). Toward Terminological, Conceptual and Statistical Clarity in the Study of Mediators and Moderators: Examples from the Child-Clinical and Pediatric Psychology Literatures. *Journal of Consulting and Clinical Psychology,* Vol. 65 (4), 599-610.

Howard, S. (2002). A Spiritual Perspective on Learning in The Workplace, *Journal of Managerial Psychology,* Vol. 17(3), 230-242.

Howard, B.B., Precious, G.M., White, S.T. (2009). Spiritual Intelligence and Transfromational Leadership: A New Theoretical Framework. Journal of Curriculum and Instruction, Vol. 3, 54-67.

Hudson, R. & Sullivan, T.A. (1990). *The Social Organization of Work,* Belmont, CA: Wadsworth.

Hutson, S. (2000). *Why Religion Matters; The Fate of the Human Spirit in an Age of Disbelief.* New York: Harper & Row.

Hyde, B. (2004). The plausibility of Spiritual Intelligence: Spiritual Experience, Problem Solving and Neural Sites. *International Journal of Children's Spirituality,* 9 (1), 39-52.

Ilgen, D. R. & Pulakos, E. D. (1999). *The Changing Nature of Performance: Implications for Staffing, Motivation and Development,* San Francisco: Jossey-Bass, 21-55.

Ingersoll, R.E. (1994). Spirituality, Religion and Counseling: Dimensions and Relationships. *Counseling and Values,* 38, 98-112.

Isen, A. & Baron, R. (1991). Positive Affect as a Factor in Organizational Behavior. In LL Cummings and BW Staw (Eds.), Research in Organizational Behaviour, Connecticut: JAI Press Inc. 1-53.

Isfahani, A.N, & Nobakht, M. (2013). Impact of Spiritual Intelligence on the Staff Hapiness (Case Study: Golpayen Petrochemical Company). *International Journal of Academic Research in Business and Social Science,* 3 (7), 253-266.

Jain, M. & Purohit, P. (2006). Spiritual Intelligence: A Contemporary Concern with Regard to Living Status of The Senior Citizens. *Journal of The Indian Academy of Applied Psychology,* Vol. 32 (3), 227-233.

Javaheri, H., Safarnia, H. & Mollahosseini A. (2013). Survey Relationship between Spiritual Intelligence and Service Quality. *Interdisciplinary Journal of Contemporary Research in Business*, Vol.4 (9), 548-554.

Johansson, P., Oleni, M. & Fridlund, B. (2002). Patient Satisfaction with Nursing Care in The Context of Healthcare: A Literature Study. *Scandinavian Journal of Caring Sciences*, 16 (4), 337-344.

Jones, H.B. (1997). The Protestant Ethic: Weber's Model and The Empeirical Literature. *Human Relations*, 50 (7), 757-778.

Joreskog, K.G. & Sorbom, D. (1993). *Lisrel 8: Structual Equation Modeling with The Simplis Command Language*, Scientific Software International, Amazon.com.

Jung, C.G. (1968). *Psychology and Alchemy*, Rutledge & Keganpaul, London.

Jevning, R. & Wilson, A.F. (1978). Behavioural Increase of Celebral Blood Flow, *The Psychologist*, Vol. 2, 60. (Abstract).

Karakas, F. (2010). Spirituality and Performance in Organizations: A Literature Review, *Journal of Business Ethics*, 94, 89-106.

Karadag, E. (2009). Spiritual Leadership and Organizational Culture: A Study of Structural Equation Modeling. *Educational Sciences: Theory & Practice*, 9 (3), 1391-1405

Karuthan, C. (2009). *Structural Equation Modelling using AMOS*. Unpublished Monograph.

Katiliene, R. & Malinauskas, Z. (2011). Spread Options of High Spiritual Intelligence Cuture in Business Organizations. *Human Resources: The Main Factor of Regional Development*, Issue 5, 157.

Kendal, E., Murphy, P., O'Neil, V. & Bursnall, S. (2000). Occupational Stress: Factors that Contribute to Its Occurance and Effective Management. A Report to the Worker's Compensation and Rehabilitation Commission Western Australia.

Khavari, K.A. (2000). *Spiritual Intelligence: A Practical Guide to Personal Happiness*. Ontario, Canada: White Mountain Publications.

Khorshidi, A. & Ebaadi, M.G. (2012). Relationship between Spiritual Intelligence and Job Satisfaction. *Journal of Applied Environmental and Biological Sciences*, 2 (3), 130-133.

Kujala, V., Remes, J., Ek, E., Tammelin, T. & Laitinen, J. (2005). Classification of Work Ability Index among Young Employee. *Journal of Occupational Medicine*, 55 (2005), 399-401.

Kralik, D., Koch, T. & Wotton, K. (1997). Engagement and Detachment: Understanding Patients' Experience with Nursing. *Journal of Advance Nursing*, 26: 399-407.

Kravitz, Y.J. (2002), *The Spiritual Intelligence Advisor*. ED. D. Dissertation.

Krejcie, R.V. & Morgan, D.W. (1970). Determining Sample Size for Research Activities. *Educational and Psychological Measurement*. 30: 607-610.

Kripner & Welch. (1992). *Spiritual Dimensions of Healing*, Irvington Publishers.

King, D. (2008). *Rethinking Claims of Spiritual Intelligence: A Definition Model and Measure*. Doctoral Thesis. Trent University.

King, D. (2009). A Viable Model and Self-report Measure of Spiritual Intelligence. *International Journal of Transpersonal Studies*, 28, 68-85.

Kirkpatrick, L.A. & Shaver, P.R. (1990). Attachment Theory and Religion: Childhood Attachments, Religious Beliefs and Conversion. *Journal for the Scientific Study of Religion*, 29, 315-334.

Kirkpatrick, L.A. & Shaver,P.R. (1992). An Attachment-theoretical Approach to Romantic Love and Religious Belief. *Personality and Social Psychology Bulletin*, 18, 266-275.

Kline, R. B. (2011). *Principles and Practice of Structural Equation Modeling*. Third Edition, The Guilford Press, New York.

Kline, R. B. (1998). *Principles and Practice of Structural Equation Modeling*. The Guilford Press, New York.

Knowles, M.S., Holton, E.F., & Swanson, R.A. (1998). *The Adult Learner: The Definition Classic in Adult Education and Human Resource Development*. 5th Edition. Butterworth-Heinemann.

Koenig, H.G., McCullough, M. & Larson, D.B. (2000). *Handbook of Religion and Health, Oxford University Press*, New York.

Kolz, A.R., McFarland, L.A. & Stanley B.S. (1998). Cognitive Ability and Job Experience as Predictors of Work Performance. *The Journal of Psychology*, 132 (5), 539-548.

Kwilecki, S. (2000). Spiritual intelligence as A Theory of Individual Religion: A Case Application, *The International Journal for The Psychology of Religion*. 10, 35-46.

Lahn, L.C. & Jensen, K. (2003). Professional Learning and Knowledge Culture. *The Case of Nursing*. Earli, 10th Bennial Conference.

Laidlaw, T., Kaufman, D., Macleod H,. Sargeant, J. & Langille, D. (2001). Patients' Satisfaction with their Family Physicians' Communication Skills: A Nova Scotia Survey. *Acad Med*. 76, 77-79.

Larson, E. W. & Gobeli, D.H. (1989). Significance of Project Management Structure in Development Success., *IEEE Transactions on Engineering Management*, 36, 119-125.

Lee, K. & Nagaraj, S. (1988). Earnings and The Principal Components of Job Performance, *Journal of Economy*, 29, 95-95.

Lee, Geon, & Benedict, J. (2009). "Does organizational Performance Make a Difference to Public Employees Jon Turnover in The Federal Government? Paper presented at The Annual Meeting of the Midwest Political Science Association 67th nnual Conference, The Palmer House Hilton, Chicago II, April 2nd, 2009.

Levin, S.M. (2000). Put the Shoulder to the Wheel: A New Biomechanical Model for The Shoulder Girdle. In Ribreau, C. (Ed.), Mechano Transduction. *Societe Biomechanique*, Paris, 131-136.

Linz, S.J. (2002). Job Satisfaction among Russian Workers. William Davidson Institute Working Paper Number 468. Available at SSRN: http://ssrn.com/abstract=313641

Lynton, N. & Thogersen, K.H. (2009). Spiritual Intelligence and Leadership in The China Laboratory, *Journal of International Business Ethics*, Vol. 2 (1).

MacCallum, R.C. (2003). Working with Imperfect Models. *Multivariate Behavioural Research,* 38 (1), 113-139.

MacCallum, R.C., Browne, M.W. & Sugawara, H. M. (1996). Power Analysis and Determination of Sample Size for Covariance Structurs Modeling

McBey, K. & Karakowsky, L. (2001). Examining Sources of Influence on Employee Turnover in The Part-time Context. Journal of Career Development International, 21 (3), 135-149.

McCloskey, J. C. & McCain, B. (1988). Variables Related to Nurse Performance. *IMAGE: Journal of Nursing Scholarship*, 20 (4): 203-7.

McDonald, R.P. & Ho, M.R. (2002). Principles and Practice in Reporting Structural Equation Analysee. *Psychological Methods*, 7 (1), 64-82.

MacHovec, F. (2002). *Spiritual Intelligence, The Behavioural Sciences and The Humanities.* Lewiston, New York: Edwin Mellen Press.

Mansen, T.J. (1993). The Spiritual Dimension of Individuals: Conceptual Development. *Nursing Diagnosis*, 4 (4), 140-147.

Mark, C.W. (2004). *Spiritual Intelligence: The Symbiotic Relationship between Spirit and the Brain.* Trenton, NJ: Agape Enosh.

Marques, J., Dhiman, S. & King, R. (2007). *Spirituality on the Workplace: What It Is, Why It Matters, How to Make It Work For You*, Personhood Press, Fawkins, CA.

Marschke, B.E. (2008). *A Comparative Study: Do Corporations That Embrace Spirituality in The Workplace Encourage Desired Organizational Outcomes,* ProQuest LLC.

Matheis, E.N., Tulsky, D.S., & Matheis, R.J. (2006). The Relation between Spirituality and Quality of Life among Individuals with Spinal Cord Injury. *Rehabilitation Psychology*, 51, 265-271.

Mayer, J. (2000). Spiritual Intelligence or Spiritual Consciousness. *International Journal for the Psychology of Religion*, 10 (1), 47-56.

McCormick, E.J. (1979). *Job Analysis: Methods and Applications.* New York: ANACOM.

Miller, W. R. (1999). Integrating Spirituality into Treatment. Washington D.C: American Psychological Association.

Miller, W.R. & Thoresen, C.E. (2003). Spirituality, Religion and Health: An Emerging Research Field. *American Psychologist*, Vol. 58 (1), 24-35.

Mitchell, T.R. (1986). *Motivation: New Directions for Theory, Research and Practice. In Timper A.D (edd.) Motivation and Personnel.* (178-189). Aldersonshot, England: Grower Publishing.

Mitroff, I.I. & Denton, E.A. (1999). A Study of Spirituality in The Workplace. *Sloan Management.* 40, 83-92.

Mohd. Azhar Abd. Hamid. (2006). *Panduan Meningkatkan Kecerdasan Emosi.* PTS Professional Publishing Sdn. Bhd., Kuala Lumpur.

Montgomery, C.L. (1996). The Care-giving Relationship: Paradoxical and Transcendent Aspects. Altenative Therapies in Healt and Medicine, 2(2), 52-57.

Motowidlo, S.J., Borman, W.C. & Schmit, M.J. (1997). A Theory of Individual Differences in Task and Contextual Performance. *Human Performance,* 10, 71-83.

Motowidlo, S.J. (2000). Some Basic Issues related to Contextual Performance and Organizational Citizenship Behaviour in Human Resource. *Management Review,* 10 (1), 115-126.

Mrayyan, M.T. & Al-Faouri, I. (2008). Predictiors of Career Commitment and Job Performance of Jordanian, *Journal of Nursing Management,* 16, 246-256.

Muller-Smith, P. (1999). Yet Another Work Place Crisis. Journal of Perianesthesia

Murray-Gracia, J., Jann, L., Selby, J.V., Shahnon, S.E., Ambrozy, D.M. & Ramsey, P.G. (2000). Racial and Ethnic Differences in A Patient Survey: Patients' Values, Ratings and Reports Regarding Physician Primary Care Performance in A Large Health Maintenance Organization. *Medicine Care,* 38, 300-310.

Myers, J.E. (1990) Wellness Throughout The Lifespan. *Guidepost,* 11.

Narayanasamy, A. & Owens, J. (2001). A Critical Incident Study of Nurse's Responses to The Spiritual Needs of Their Patients. *Journal of Advanced Nursing,* 33 (40), 446-455.

Nasel, D. (2004). *Spiritual Orientation in Relation to Spiritual intelligence: A New Consideration of Traditional Christianity and New Age/Individualistic Spirituality.* University of South Australia: Australia.

Neck, C. & Milliman, J. (1994). Thought Self-leadership Finding Spiritual Fulfillment in Organizational Life, *Journal of Managerial Psychology,* Vol.9 (6), 9-16.

Newman, M.A. (1989). The Spirit of Nursing. *Holistic Nursing Practice,* 3 (3), 1-6.

Neuman, W. L. (2006). *Social Research Methods: Qualitative and Quantitative Approaches*, 6th Edition. Boston: Pearson Education Inc.

Niles, F.S. (1999). Toward a Cross Cultural Understanding of Work Related Beliefs. *Human Relations*, 52, 855-867.

Noble, K.D. (2000). Spiritual Intelligence: A New Frame of Mind. *Advanced Development Journal*, 9, 1-29.

Nowack, K. (2005). *Longitudinal Evaluation of a 360 degree Feedback Program: Implications for Best Practices*. Paper presented at the 20th Annual Conference of The Society for Industrial and Organizational Psychology, Los Angeles, March 2005.

Nur Riza Mohd Suradi. (2008). *Modelling Quality Education in a Higher Education Institution Based on IPO Framework*. Doctoral Dissertation. University of Malaya, Kuala Lumpur.

Nunnaly, J. (1978). *Psychometric Theory*. New York: McGraw-Hill.

Oskou, V., Ashtiani, M.R., Soltani, M. & Fathi, K. (2013). Invaetigation and Evaluation od Spiritual Intelligence: A Demographic Approach. *Technical Journal of Engineering and Applied Sciences*, 3 (17), 2013-2019.

Pai, Y.C., Hsu, N. & Wang, P., (1999). Relationships of Self-assessed Nursing Competencies and Individual Characteristics in A Medical Center. *Hu Li Yan Jiu*, 7 (3), 209-220.

Pallant, J. (2005). *SPSS Survival Manual*. Open University Press, United Kingdom.

Patterson, C., Curtis, J. & Reid, A. (2008). Skills, Knowledge and Attitudes Expected of A Newly-graduated Mental Health Nurse in An Inpatient Setting. *International Journal of Mental Health Nursing*, 17, 410-418.

Peacocke, A. (1984). Sociobiology and Its Theological Implications, *Zygon*, 19, 171-184.

Piedmont, R.L. (2001). Spiritual Transcendence and The Scientific Study of Spirituality. *Journal of Rehabilitation,* 67, 4-15.

Poll, J.B. & Smith, T.B. (2003). The Spiritual Self: Toward A Conceptualization of Spiritual Identity Development. *Journal of Psychology and Theology,* 31, 129-142.

Poll, J. B. (2005). *The Good, The Spiritual and The Ordinary: A Follow-up Study of Spiritual Identity Development, Psychological Well-Being and Altruism,* PhD Dissertation, Brigham Young University.

Powers, D.V., Cramer, R.J., & Grubka, J.M. (2007). Spirituality, Life Stress and Affective Well–being. *Journal of Psychology and Theology,* 35, 235-243.

Pringle, C.D., & Blumberg, M. (1986). What Really Determines job Performance? *SAM Advanced Management Journal,* Autumn 198, 9-13

Pulakos, E.D., Arad, S., Donovan, M.A. & Plamondon, K.E. (2000). Adaptability in The Workplace: Development of a Taxanomy of Adaptive Performance. *Journal of Applied Psychology,* 85, 612-624.

Punnet, L. (1987). Upper Extremity Musculoskeletal Disorders in Hospital Workers. *Journal of Hand Surgery,* 12 (5), 858-862.

Quinones, M.A., Ford, J.K. & Teachout, M.S. (1995). The Relationship between Work Experience and Job Performance: A Conceptual and Meta-Analysis Review Personel Psychology, 48 (4), 887-910.

Radwin, L., Farquhar, S.L., Knowles, M.N & Virchick, B.G. (2005) Cancer Patients' Descriptions of Their Nursing Care. *Journal Advanced Nurse,* 50 (2), 162-169.

Raisi, M., Tehran, H.A., Heidari, S. & Mehran, N. (2014). Demographic Survey of The Spiritual Intelligence in Medical Faculty of Qom, University of Medical Sciences. Health, Spirituality and Ethics, eISSN:2383-3610.

Rastgar, A.A., Davoudi, S.M.M., Oraji, S. & Abbasian, M. (2012). A Study of The Relationship Between Employees' Spiritual Intelligence and Job Satisfaction: A Survey in Iran's Banking Industry. Spectrum; A Journal of Multidiscipline Reseach, 1 (2), 57-74.

Ramritu, P.L. & Barnard, A., (2001). New Graduates Understanding of Competence. *International Nursing Review* 48 (1), 47-57.

Reichheld, F.F. & Sasser, W.E. (1990). Zero Defections: Quality Comes to Service. Harvard Business Review, September- October. Harvard.

Rezaei, H., Kazemi, A. & Isfahani, M. N. (2011). An Analysis of Spiritual Intelligence Effect on Marketing Performance and Innovation in Sales and Marketing Unit (Case Study: Isfahan Mobarakeh Steel Company). *Interdisciplinary Journal Of Contemporary Research in Business,* Vol. 3 (6), 683.

Roebuck, D.B., Sightler, K.W. & Brush, C.C. (1995). Organizational Size, Company Tyoe and Position Effects on the Perceived Importance of Oral and Written Communication Skills. *Journal of Managerial Issues*, 7 (3), 77-85.

Rogers, J.L. (2003). Preparing Spiritual Leaders: One Teacher Takes on The Challenge. *About Campus*, 8 (5), 19-26.

Rotundo, M. & Sackett, P.R. (2002). The Relative Importance of Task, Citizenship and Counterproductive Performance to Global Ratings of Job Performance: A Policy-capturing Approach. *Journal of Applied Psychology.* 87, 66-80.

Rosenthal, P. (1995). Gender Differences in Managers' Attributions for Succesful Work Performance, *Women in Management Review*, Vol. 10 (6), 26-31.

Rosenthal, P., Guest, D. & Peccei, R. (1996). Gender Differences in Managers' Causal Explanations for their Work Performance: A Study in Two Organizations. *Journal of Occupation and Organizational Psychology*, 69, 145-151.

Sackett, P.R. (2002). The Structure of Counterproductive Work Behaviors: Dimensionality and Relationships with Facets of Job Performance. *International Journal of Selection and Assessment,* 10, 5-11.

Safari, R., Jaradeh, M., Bandak, A. & Froelicher, E. (2010). Competence Assessment of Nursing Graduates of Jordanian Universities. *Nurse Health Science*, 12 (2), 147-154.

Sahebalzamani, M., Farahani, H., Abasi, R. & Talebi, M. (2013), The Relationship between Spiritual Intelligence with Psychological Well-being and Purpose in Life of Nurses. *Iranian Journal of Nurses and Midwifery Research,* 18 (1), 38-41.

Saifuddin Ahmed. (2009). *Methods in Sample Surveys*, The John Hopkins University.

Salicru, S. (2010). *The Business Case of Spiritual Intelligence (SQ)*, Retrieved on 21st October 2011. From:www.pts.net.au/?dl_id=64.

Salovey, P. & Mayer, J. (1990). Emotional Intelligence. *Imagination, Cognition & Personality*, 9 (3), 185-211.

Salyer, J. (1995). Environmental Turbulence: Impact on Nurse Performance. *The Journal of Administrative Administration*, 25 (4), 12-20.

Schermelleh-Engel, K., & Moosbrugger, H. (2003). Evaluating the Fit of Structural Equation Models: Tests of Significance and Descriptive Goodness of Fit Measures. *Methods of Psychological Research Online*, 8, 23-74.

Schmitt, N. (1996). Uses and Abuses of Coefficient Alpha. *Psychological Assessment*, 8, 350-353.

Schwirian, P.M. (1978). Evaluating the Performance of Nurses: A Multidimensional Approach, *Nursing Research*, 27, 347-351.

Shabani, J., Hassan, S.A., Ahmad, A. & Baba, M. (2010). Age as Moderated Influence on The Link of Spiritual and Emotional Intelligence with Mental Health in High School Students. *Journal of American Science*, 6 (11), 394-400.

Shultz, K.S. & Adam, G.A. (2007). Aging and Work in The 21 Century. New Jersey, Routledge Publisher.

Samsudin Osman. (2005) An Opening Speech of Psychology Seminar, Pusat Konvensyen Antarabangsa Putrajaya, Putrajaya, Selangor.

Shaout, A. & Al-Shammari, M. (1998). Fuzzy Logic Modeling for Performance Apparaisal Systems: A Framework for Empirical Evaluation, *Expert Systematic Application*, 323-328.

Shaw, J.D. (1999). Job Satisfaction and Turnover Intentions: The Moderating Role of Positive Effect. *Journal of Social Physchology*, 139, 242-244.

Sekaran, U. (2006). *Research Methods for Business*. Ed. Ke-4. New Delhi: John Wiley & Sons.

Sekaran, U. & Bougie, R. (2010). *Research Methods for Business: A Skill Building Approach*. John Wiley & Sons, Amazon.com

Selye, H. (1976). Stress without Distress. *Brux Med*, 56 (5), 205-210.

Simoni, J.M., Martone, M.G. & Kerwin, J.F. (2002). Spirituality and Psychological Adaptation among Women with HIV/AIDS: Implications for Counseling. *Journal of Counseling Psychology*. Apr 49 (2), 139-147.

Siu Man Wong. (2007). A Differentiated Gifted Program to Nurture Spiritual Intelligence. *Gifted Education International*, Vol 23, 63-71.

Sisk, D. (2008). Engaging the Spiritual intelligence of Gifted Students to Build Global Awareness in The Classroom, *Roeper Review*, 30, 24-30.

Sisk, D.A., & Torrace, E.P. (2001). *Spiritual Intelligence: Developing Higher Consciousness*. Buffalo, NY: Creative Education Foundation Press.

Smedley, K. & Whitten, H. (2006). *Age Matters, Employing, Motivating and Managing Older Employees*. United Kingdom, Gower Publisher.

Smith, T.B. & Richards, P.S. (2005). The Integration of Spiritual and Religious Issues in Racing-cultural Psychology and Counseling. In R.T. Carter (Ed.), *Racial-cultural Psychology and Counseling, Training and Practice*, Hoboken, NJ: Wiley & Sons (132-160).

Sonnentag, S. & Frese, M. (2002). *Psychological Management of Individual Performance*, John Wiley & Sons, Ltd.

Sternberg, R. (1997). Managerial Intelligence: Why IQ Isn't enough. *American Journal of Management*, 23(3), 475-493.

Sternberg, R. (1999). Intelligence as Developing Expertise. *Contemporary Educational Psychology*, 24, 359-375.

Sternberg, R. (2003). A Broad View of Intelligence: A Theory of Successful Intelligence. *Consulting Psychology Journal: Practice and Research*, 55, 139-154.

Swanson, R.A. & Holton, E.F. (2001). *Foundations of Human Resource Development*. San Francisco: Berret-Koehler Publishers.

Tabarsa, G.A., Bairamzadeh, S., Ghojavand, S. & Tabarsa, E. (tt) The Explanation of Spiritual Intelligence and Burn Out Behavior of Information Technology Staffs. *International Journal of Management Perspective*, 1 (4), 33-44.

Tabatei, S.A.N. & Zavareh, F.B. (2014). Effect of Spiritual Intelligence, The Moral Leadership of The Employee's Perspective; (Cade Study: Isfahan University Staff and Najaf Abad Azad University). *Kuwait Chapter of Arabian Journal of Business and Management Review*, 4 (1). 379-389.

Tabachnick, B.G. & Fidell, L.S. (2001). Using Multivariate Statistics. 4th ed. Boston: Allyn and Bacon.

Tamblyn, R., Abrahamowicz, M. & Dauphinee, D. (2007). Physician Scores on A National Clinical Skills Examination as Predictors of Complaints to Medical Regularatory Authorities. *The Journal of the American Medical Association*, 298 (9), 993-1001.

Tartaro, J., Luecken, L.J., & Gunn, H.E. (2005). Exploring Heart and Soul: Effects of Religiosity/Spirituality and Gender on Blood Pressure and Cortisol Stress Responses. *Journal of Health Psychology*, 10, 753-766.

Taylor, E.J., Amenta, M. & Highfield, M. (1995). Spiritual Care Practices of Oncology Nurses. *Oncology Nursing Forum*, 22 (1), 31-39.

Tee, S.C., Anantharaman, R.N. & Yoon, K.T. (2011). The Roles of Emotional Intelligence and Spiritual Intelligence at the Workplace. *Journal of Human Resources Management Research*, Volume 2011.

Thorndike, E.L. (1920). Intelligence and Its Uses. *Harper's Magazine*, 140, 227-235.

Tirri, K., Nokfleinen, P. & Ubani, M. (2006). *Conceptual Definition and Empirical Validation Of The Spiritual Sensitivity Scale*. Koninklijke Brill NV, Leiden.

Tipping, C.C. (2004). *Spiritual Intelligence at Work: A Radical approach to Increasing Productivity, Raising Morale and Preventing Conflict in The Workplace*, Marietta, GA: Global 13 Publications.

Tischler, L., Biberman, J. & Mckeage, R. (2002) Linking Emotional Intelligence, Spirituality and Workplace Performance. *Journal of Managerial Psychology*. Vol 17(3), 203-218.

Truongson, B. (2007). *A Phenomenological Study of Spiritual Intelligence leadership at The United Nations Global Compact*. Cited in Dissertation Abstract International, University of Phoenix, Arizona, USA. Vol. 68, (10).

Torabi, M. & Javadi, S. (2013). Studying the Impact of Spiritual Intelligence on Job Engagement. *International Journal of Economy, Management and Social Sciences*, 2 (9), 752-756.

Tzeng, H.M. (2004). Nurses' Self-assessment of Their Nursing Competencies, Job Demands and Job Performance in The Taiwan Hospital System. *International Journal of Nursing Studies*, 41, 487-496.

Van Der Walt, E. (2006). *A Descriptive and Exploratory Study towards a Spiritual Intelligent Transactional Model of Organizational Communication*. Ph.D Dissertation, University of South Africa, South Africa.

Van Scotter, J., Motowildo, S.J. & Cross, T.C. (2000). Effects of Task Performance and Contextual Performance on Systematic Rewards. *Journal of Applied Psychology*, 85, 526-535.

Vaughan, F. (2002). What is Spiritual intelligence? *Journal of Humanistic Psychology*, 42(2), 16-33.

Viswesvaran, C., Ones, D.S. & Schmidt, F.L. (1996). Comparative Analysis of The Reliability of Job Performance Ratings. *Journal of Applied Psychology*, 81, 557-574.

Waldman, D. A. (1994). The Contributions of Total Quality Management to A Theory of Work Performance. *Academy of Management Review*. 19(3), 510-538.

Watson. R. & Andrews, J. (2004). Older Community Nurses: Perspective and Prospects. *British Journal of Community Nursing*, 9 (7): 274.

Weber, M. (1958) *The Protestant Ethic and The Spirit of Capitalism*, New York: Scribner.

Whitmore, J. (2004). Something Really has to Change: Change Management as an Imperative Rather than a Topic. *Journal of Change Management*, 4 (1), 5-14.

Wiese, D.S. & Buckley, M.R. (1998). The Evaluation of The Performance Apparaisal Process. *Journal of Management History*, 4 (3), 233-249.

Wilhelm, O. & Engle, R.W. (2005). *Handbook of Understanding and Measuring Intelligence*. Thousand Oaks, California: Sage Publications.

Wolman, R.N. (2001). *Thinking with Your Soul: Spiritual intelligence and Why It Matters*. New York: Harmony Books.

Wysong, P.R. & Driver, E. (2009). Patients' Perceptions of Nurses' Skill. *Critical Care Nurse*, 29 (4), 24-37.

Wuest, J. (1994). A Feminist Approach to Concept Analysis. *Western Journal of Nursing Research*, 16, (5), 577-586.

Yahyazadeh-Jeloudar, S & Lotfi-Goodarzi, F. (2012). What Is The Relationship between Spiritual Intelligence and Job Satisfaction among MA and BA Teachers. *International Journal of Business and Social Science*, Vol. 3, (8), 299-303.

Yang, K.P. & Huang, C.K. (2005). The Effects of Staff Nurses' Morale in Patient Satisfaction. *Journal of Nursing Research*, 3 (2), 41-52.

Yang, K.P. (2006). The Spiritual intelligence in Taiwan. *Journal of Nursing Research,* 14 (1), 24-34.

Yang, K.P. & Mao, X.Y. (2007). A Study of Nurses' Spiritual intelligence: A Cross-sectional Questionnaire Survey. *International Journal of Nursing Studies,* 44, 999-1010.

Yusuf, M.S & Thornberry, J. (2010). The Current Arab Work Ethic: Antecedents, Implications and Potential Remedies. *Journal of Business Ethics*, 91 (1), 35-49.

Yosep, I. (2005). *Pentingnya ESQ (Emosional dan Spiritual Quotion) bagi Perawat dalam Manajemen Konflik.* Bandung. Fakultas Ilmu Keperawatan Unpad.

Zainal Abu Zarim. (2004). *Competency-Based Training and Work Performance of The Sales Workforce in A Telecommunication Company.* PhD Tesis. Putra Malaysia.

Zarina Mat Saad, Zulkarnain A. Hatta & Noriah Mohamad. (2010). The Impact of Spiritual intelligence on The Health of The Elderly in Malaysia. *Asian Social Work and Policy*, 4, 84-97.

Zikmund, W.G. (1994). *Business Research Methods.* 4th ed. Fort Worth: Dryden.

Zohar, D. & Marshall, I. (2000). *Spiritual intelligence: The Ultimate Intelligence.* New York: Bloomsbury.