

KUESIONER PENELITIAN

“PENGARUH KOMITMEN ORGANISASI, IKLIM ORGANISASI DAN KECERDASAN EMOSIONAL TERHADAP KINERJA KARYAWAN DENGAN OCB SEBAGAI VARIABEL INTERVENING (PT. Modal Ventura YCAB)”

A. Petunjuk pengisian

1. Mohon bapak/ ibu/saudara/ saudari untuk menjawab seluruh pertanyaan yang ada dengan jujur.
2. Berilah tanda (√) pada kolom yang tersedia.
3. Tidak ada jawaban yang benar atau salah, bapak/ ibu/ saudara/ saudari cukup menjawab sesuai dengan keadaan yang anda alami dan rasakan.

B. Keterangan Skala jawaban :

- STS : Sangat tidak setuju = 1
TS : Tidak setuju = 2
CS : Cukup Setuju = 3
S : Setuju = 4
SS : Sangat setuju = 5

C. Data Responden.

- Jenis Kelamin : (L / P)
Usia : thn
Pendidikan terakhir : (SLTA / D₃ / D₄ / S₁ / S₂)

D. Pernyataan kuesioner

Komitmen Organisasi (X1)

NO	PERNYATAAN	STS	TS	CS	S	SS
1	Saya merasa masalah yang terjadi di perusahaan menjadi permasalahan saya juga					
2	Saya akan mempertimbangkan jika saya mendapat pekerjaan di tempat lain					
3	Saya merasa perusahaan ini telah banyak berjasa bagi hidup saya.					
	Apa bentuk jasa perusahaan terhadap hidup anda?					

Iklim Organisasi (X2)

NO	PERNYATAAN	STS	TS	CS	S	SS
1	Saya merasa hubungan antar teman sekerja harmonis					
2	Saya merasa komunikasi dalam perusahaan sudah memiliki system yang baik.					
3	Saya merasa perusahaan sudah memiliki system kepemimpinan yang baik.					
4	Saya merasa perusahaan sudah mampu memenuhi standar kerja yang di tetapkan.					
5	Saya merasa perusahaan sudah memiliki prosedur kerja yang baik.					
Apa bentuk prosedur kerja perusahaan yang baik?						

Kecerdasan Emosional (X3)

NO	PERNYATAAN	STS	TS	CS	S	SS
1	Saya harus selalu berusaha untuk melakukan kebaikan.					
2	Saya harus selalu berusaha untuk menempatkan diri dengan baik.					
3	Saya selalu berusaha memotivasi diri sendiri.					
4	Saya selalu memiliki empati kepada sesama karyawan.					
5	Saya harus memiliki ketrampilan social seperti menempatkan diri pada lingkungan.					
Bagaimana cara anda menempatkan diri pada lingkungan?						

OCB (Z)

NO	PERNYATAAN	STS	TS	CS	S	SS
1	Saya bersedia membantu rekan kerja yang baru untuk beradaptasi.					
2	Saya menghindari membuat masalah bagi rekan kerja yang lain.					
3	Saya bersedia menyediakan waktu untuk membantu teman yang lain.					
4	Saya bersedia menerima masukan dari orang lain.					
Bagaimana cara anda menerima masukan?						

Kinerja Karyawan (Y)

NO	PERNYATAAN	STS	TS	CS	S	SS
1	Saya mampu melakukan orientasi kepada calon mitra usaha dengan baik.					
2	Saya mampu membimbing mitra usaha supaya mendapat hasil evaluasi/ persetujuan pembiayaan dengan baik.					
3	Saya memberikan pembiayaan/ relisasi sesuai pengajuan yang mitra usaha minta.					
4	Saya mampu melakukan promosi/ contact person (CP) kepada calon mitra usaha dengan baik.					
Apakah kinerja karyawan sudah sesuai dengan harapan perusahaan?						

Terima kasih atas partisipasi bapak/ ibu/ saudara/ saudari dalam mengisi kuesioner penelitian ini.

No	X1 Komitmen Organisasi				X2 Iklim organisasi					X3 Kecerdasan Emosional					Z OCB					Y Kinerja Karyawan						
	1	2	3	Jml	1	2	3	4	5	Jml	1	2	3	4	5	Jml	1	2	3	4	Jml	1	2	3	4	Jml
1	3	3	3	9	3	3	3	3	3	15	3	3	3	3	3	15	3	3	3	3	12	3	3	3	3	12
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Lampiran SPSS

Frekuensi

x1.1

	Frequency	Percent	Valid Percent	Cumulative Percent
3	60	60.0	60.0	60.0
Valid 4	40	40.0	40.0	100.0
Total	100	100.0	100.0	

x1.2

	Frequency	Percent	Valid Percent	Cumulative Percent
3	48	48.0	48.0	48.0
Valid 4	52	52.0	52.0	100.0
Total	100	100.0	100.0	

x1.3

	Frequency	Percent	Valid Percent	Cumulative Percent
3	54	54.0	54.0	54.0
Valid 4	46	46.0	46.0	100.0
Total	100	100.0	100.0	

x2.1

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.0	1.0	1.0
Valid 3	42	42.0	42.0	43.0
4	57	57.0	57.0	100.0
Total	100	100.0	100.0	

x2.2

	Frequency	Percent	Valid Percent	Cumulative Percent
3	35	35.0	35.0	35.0
Valid 4	65	65.0	65.0	100.0
Total	100	100.0	100.0	

x2.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	1	1.0	1.0	1.0
3	31	31.0	31.0	32.0
4	68	68.0	68.0	100.0
Total	100	100.0	100.0	

x2.4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	1	1.0	1.0	1.0
3	38	38.0	38.0	39.0
4	61	61.0	61.0	100.0
Total	100	100.0	100.0	

x2.5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	29	29.0	29.0	29.0
4	71	71.0	71.0	100.0
Total	100	100.0	100.0	

x3.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	2	2.0	2.0	2.0
3	37	37.0	37.0	39.0
4	61	61.0	61.0	100.0
Total	100	100.0	100.0	

x3.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	4	4.0	4.0	4.0
3	30	30.0	30.0	34.0
4	66	66.0	66.0	100.0
Total	100	100.0	100.0	

x3.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	30	30.0	30.0	30.0
Valid 4	70	70.0	70.0	100.0
Total	100	100.0	100.0	

x3.4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	2	2.0	2.0	2.0
Valid 3	34	34.0	34.0	36.0
Valid 4	64	64.0	64.0	100.0
Total	100	100.0	100.0	

x3.5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	4	4.0	4.0	4.0
Valid 3	28	28.0	28.0	32.0
Valid 4	68	68.0	68.0	100.0
Total	100	100.0	100.0	

z.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	36	36.0	36.0	36.0
Valid 4	64	64.0	64.0	100.0
Total	100	100.0	100.0	

z.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	1	1.0	1.0	1.0
Valid 3	34	34.0	34.0	35.0
Valid 4	65	65.0	65.0	100.0
Total	100	100.0	100.0	

z.3

	Frequency	Percent	Valid Percent	Cumulative Percent
3	47	47.0	47.0	47.0
Valid 4	53	53.0	53.0	100.0
Total	100	100.0	100.0	

z.4

	Frequency	Percent	Valid Percent	Cumulative Percent
3	38	38.0	38.0	38.0
Valid 4	62	62.0	62.0	100.0
Total	100	100.0	100.0	

y.1

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.0	1.0	1.0
Valid 3	45	45.0	45.0	46.0
4	54	54.0	54.0	100.0
Total	100	100.0	100.0	

y.2

	Frequency	Percent	Valid Percent	Cumulative Percent
3	40	40.0	40.0	40.0
Valid 4	60	60.0	60.0	100.0
Total	100	100.0	100.0	

y.3

	Frequency	Percent	Valid Percent	Cumulative Percent
3	42	42.0	42.0	42.0
Valid 4	58	58.0	58.0	100.0
Total	100	100.0	100.0	

y.4

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.0	1.0	1.0
Valid 3	39	39.0	39.0	40.0
4	60	60.0	60.0	100.0
Total	100	100.0	100.0	

Uji Validitas

Correlations

		x1.1	x1.2	x1.3	Komitmen organisasi
x1.1	Pearson Correlation	1	.498**	.557**	.843**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
x1.2	Pearson Correlation	.498**	1	.405**	.784**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
x1.3	Pearson Correlation	.557**	.405**	1	.807**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
Komitmen organisasi	Pearson Correlation	.843**	.784**	.807**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

** . Correlation is significant at the 0.01 level (2-tailed).

Correlations

		x2.1	x2.2	x2.3	x2.4	x2.5	Iklim organisasi
x2.1	Pearson Correlation	1	.512**	.414**	.927**	.395**	.854**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100
x2.2	Pearson Correlation	.512**	1	.318**	.411**	.871**	.795**
	Sig. (2-tailed)	.000		.001	.000	.000	.000
	N	100	100	100	100	100	100
x2.3	Pearson Correlation	.414**	.318**	1	.391**	.244*	.617**
	Sig. (2-tailed)	.000	.001		.000	.015	.000
	N	100	100	100	100	100	100
x2.4	Pearson Correlation	.927**	.411**	.391**	1	.449**	.836**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100
x2.5	Pearson Correlation	.395**	.871**	.244*	.449**	1	.752**
	Sig. (2-tailed)	.000	.000	.015	.000		.000
	N	100	100	100	100	100	100
Iklim organisasi	Pearson Correlation	.854**	.795**	.617**	.836**	.752**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

Correlations

		x3.1	x3.2	x3.3	x3.4	x3.5	Kecerdasan Emosional
x3.1	Pearson Correlation	1	.450**	.481**	.948**	.380**	.813**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100
x3.2	Pearson Correlation	.450**	1	.528**	.392**	.937**	.840**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100
x3.3	Pearson Correlation	.481**	.528**	1	.441**	.478**	.716**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100
x3.4	Pearson Correlation	.948**	.392**	.441**	1	.421**	.800**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100
x3.5	Pearson Correlation	.380**	.937**	.478**	.421**	1	.819**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100
Kecerdasan Emosional	Pearson Correlation	.813**	.840**	.716**	.800**	.819**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

** . Correlation is significant at the 0.01 level (2-tailed).

Correlations

		z.1	z.2	z.3	z.4	Organizational citizenship behaviour
z.1	Pearson Correlation	1	.460**	.421**	.915**	.883**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
z.2	Pearson Correlation	.460**	1	.324**	.425**	.705**
	Sig. (2-tailed)	.000		.001	.000	.000
	N	100	100	100	100	100
z.3	Pearson Correlation	.421**	.324**	1	.419**	.690**
	Sig. (2-tailed)	.000	.001		.000	.000
	N	100	100	100	100	100
z.4	Pearson Correlation	.915**	.425**	.419**	1	.872**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
Organizational citizenship behaviour	Pearson Correlation	.883**	.705**	.690**	.872**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

** . Correlation is significant at the 0.01 level (2-tailed).

Correlations

		y.1	y.2	y.3	y.4	Kinerja karyawan
y.1	Pearson Correlation	1	.519**	.440**	.894**	.896**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
y.2	Pearson Correlation	.519**	1	.587**	.383**	.771**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
y.3	Pearson Correlation	.440**	.587**	1	.308**	.722**
	Sig. (2-tailed)	.000	.000		.002	.000
	N	100	100	100	100	100
y.4	Pearson Correlation	.894**	.383**	.308**	1	.814**
	Sig. (2-tailed)	.000	.000	.002		.000
	N	100	100	100	100	100
Kinerja karyawan	Pearson Correlation	.896**	.771**	.722**	.814**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

** . Correlation is significant at the 0.01 level (2-tailed).

Uji reliabilitas

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
x1.1	72.07	33.884	.117	.893
x1.2	71.95	33.442	.190	.892
x1.3	72.01	33.747	.137	.893
x2.1	71.91	31.679	.488	.883
x2.2	71.82	32.008	.472	.884
x2.3	71.80	31.899	.476	.884
x2.4	71.87	31.831	.467	.884
x2.5	71.76	32.184	.465	.884
x3.1	71.88	30.955	.599	.880
x3.2	71.85	30.856	.577	.880
x3.3	71.77	31.957	.505	.883
x3.4	71.85	31.098	.581	.880
x3.5	71.83	30.930	.570	.881
z.1	71.83	30.971	.669	.878
z.2	71.83	31.536	.532	.882
z.3	71.94	31.996	.449	.884
z.4	71.85	31.119	.632	.879
y.1	71.94	30.522	.695	.877
y.2	71.87	31.145	.621	.879
y.3	71.89	31.594	.530	.882
y.4	71.88	31.157	.588	.880

Uji Normalitas

Tahap 1

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		100
Normal Parameters ^{a,b}	Mean	0E-7
	Std. Deviation	1.26502941
	Absolute	.127
Most Extreme Differences	Positive	.060
	Negative	-.127
Kolmogorov-Smirnov Z		1.268
Asymp. Sig. (2-tailed)		.080

a. Test distribution is Normal.

b. Calculated from data.

Tahap 2

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		100
Normal Parameters ^{a,b}	Mean	0E-7
	Std. Deviation	1.10546299
	Absolute	.095
Most Extreme Differences	Positive	.081
	Negative	-.095
Kolmogorov-Smirnov Z		.946
Asymp. Sig. (2-tailed)		.333

a. Test distribution is Normal.

b. Calculated from data.

Uji Heteroskedastisitas

Tahap 1

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	1.250	1.017		1.229	.222
Komitmen organisasi	-.092	.061	-.152	-1.519	.132
Iklim organisasi	.054	.042	.138	1.268	.208
Kecerdasan Emosional	-.013	.038	-.038	-.349	.728

a. Dependent Variable: ABS_res

Tahap 2

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	1.721	.985		1.748	.084
Komitmen organisasi	-.107	.058	-.184	-1.854	.067
Iklim organisasi	.021	.041	.057	.517	.606
Kecerdasan Emosional	.069	.040	.206	1.731	.087
Organizational citizenship behaviour	-.097	.055	-.213	-1.764	.081

a. Dependent Variable: ABS_res2

Uji Regresi, Uji t, Uji multikolinearitas

Tahap 1

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics		
	B	Std. Error	Beta			Tolerance	VIF	
	(Constant)	3.877	1.781				2.176	.032
1	Komitmen organisasi	.120	.107	.094	1.126	.263	.997	1.003
	Iklim organisasi	.199	.074	.243	2.685	.009	.844	1.184
	Kecerdasan Emosional	.313	.066	.428	4.719	.000	.843	1.187

a. Dependent Variable: Organizational citizenship behaviour

Tahap 2

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics		
	B	Std. Error	Beta			Tolerance	VIF	
	(Constant)	.265	1.603				.166	.869
1	Komitmen organisasi	.093	.094	.070	.989	.325	.984	1.016
	Iklim organisasi	.150	.067	.176	2.231	.028	.785	1.273
	Kecerdasan Emosional	.168	.065	.219	2.597	.011	.684	1.462
	Organizational citizenship behaviour	.504	.090	.482	5.626	.000	.664	1.505

a. Dependent Variable: Kinerja karyawan

Uji Koefisien determinasi

Tahap 1

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.579 ^a	.336	.315	1.285

a. Predictors: (Constant), Kecerdasan Emosional, Komitmen organisasi, Iklim organisasi

b. Dependent Variable: Organizational citizenship behaviour

Tahap 2

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.732 ^a	.536	.517	1.128

a. Predictors: (Constant), Organizational citizenship behaviour, Komitmen organisasi, Iklim organisasi, Kecerdasan Emosional

b. Dependent Variable: Kinerja karyawan

Uji f

Tahap 1

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	80.080	3	26.693	16.175	.000 ^b
Residual	158.430	96	1.650		
Total	238.510	99			

a. Dependent Variable: Organizational citizenship behaviour

b. Predictors: (Constant), Kecerdasan Emosional, Komitmen organisasi, Iklim organisasi

Tahap 2

ANOVA^a

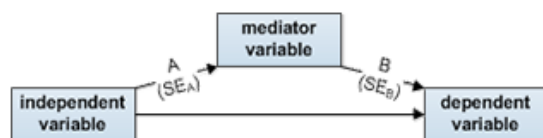
Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	140.017	4	35.004	27.487	.000 ^b
Residual	120.983	95	1.274		
Total	261.000	99			

a. Dependent Variable: Kinerja karyawan

b. Predictors: (Constant), Organizational citizenship behaviour, Komitmen organisasi, Iklim organisasi, Kecerdasan Emosional

Sobel test

1. Komitmen organisasi – OCB – Kinerja karyawan



A: 0.094 ?

B: 0.482 ?

SE_A: 0.107 ?

SE_B: 0.090 ?

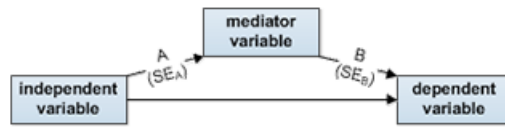
Calculate!

Sobel test statistic: 0.86691863

One-tailed probability: 0.19299330

Two-tailed probability: 0.38598659

2. Iklim organisasi – OCB – Kinerja karyawan



A:

B:

SE_A:

SE_B:

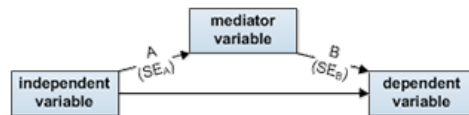
Calculate!

Sobel test statistic: 2.79944453

One-tailed probability: 0.00255953

Two-tailed probability: 0.00511906

3. Kecerdasan emosional – OCB – Kinerja karyawan



A:

B:

SE_A:

SE_B:

Calculate!

Sobel test statistic: 4.12939532

One-tailed probability: 0.00001819

Two-tailed probability: 0.00003637