

**HUBUNGAN ANTARA KOMPETENSI INTERPERSONAL RELAWAN  
JRS ( JESUIT REFUGEE SERVICE) DAN KEPUASAN LAYANAN  
PARA PENGUNSI YANG DILAYANI JRS DI YOGYAKARTA**

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**ABSTRAK**

Penelitian ini bertujuan untuk mengetahui hubungan antara kompetensi interpersonal relawan JRS dan kepuasan layanan para pengungsi yang dilayani JRS. Hipotesis yang diajukan adalah terdapat hubungan antara kompetensi interpersonal relawan dengan kepuasan layanan para pengungsi. Subjek penelitian ini adalah 15 pengungsi yang dilayani JRS cabang Yogyakarta. Pengumpulan data dalam penelitian ini menggunakan skala kompetensi interpersonal dan skala kepuasan layanan. Reliabilitas skala alat ukur diuji dengan teknik koefisien *Alfa Cronbach*. Pada skala kompetensi interpersonal diperoleh koefisien reliabilitas sebesar 0,947 dari 20 aitem dan skala kepuasan layanan diperoleh koefisien reliabilitas sebesar 0,913. Hasil uji korelasi dengan menggunakan uji korelasi Spearman rho ( $r = 0,816$ ) dan nilai signifikansi antara kompetensi interpersonal dan kepuasan layanan sebesar 0,000 ( $p < 0,05$ ). Berdasarkan hasil tersebut, maka hipotesis yang menyatakan ada hubungan positif antara kompetensi interpersonal relawan JRS dan kepuasan layanan para pengungsi yang dilayani JRS di Yogyakarta di terima.

**Kata kunci :** kompetensi interpersonal,kepuasan layanan, para pengungsi,JRS

***THE RELATIONSHIP BETWEEN INTERPERSONAL  
COMPETENCE OF JRS'S (JESUIT REFUGEE SERVICE) VOLUNTEERS  
AND REFUGEE'S SERVICE SATISFACTION WHO ARE SERVICED BY  
JRS YOGYAKARTA***

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***ABSTRACT***

*This research was aimed to find a relationship between interpersonal competence of JRS's volunteers and refugees's service satisfaction who are serviced by JRS Yogyakarta. Reseacher's hypothesis was there is a relation between interpersonal competence of JRS's volunteers and refugees's service satisfaction who are serviced by JRS Yogyakarta. Respondents of this research were 15 refugees who were serviced by JRS in Yogyakarta. Data was collected using a interpersonal competence questionnaires and service satisfaction questionnaires. This reliability was measured by Alfa Cronbach. The realiability of interperseonal competence were  $\alpha=0,947$  from 20 items and the reliability of service satisfaction were  $\alpha=0,913$ . The analysis of data used Spearman's Rho Correlation ( $r=0,816$ ) and  $p=0,000$  ( $p<0,05$ ). The result showed there is a positive correlation between interpersonal competence of JRS's volunteers and refugees's service satisfaction of JRS's service.*

*Keywords: interpersonal competence, service satisfaction, refugee, JRS.*