

ABSTRAK

PENGARUH KULTUR LINGKUNGAN KERJA DAN *LOCUS OF CONTROL* PADA HUBUNGAN ANTARA KECERDASAN EMOSIONAL DENGAN KUALITAS PELAYANAN KARYAWAN

Studi Kasus: Karyawan Administrasi Universitas Sanata Dharma dan
Universitas Atma Jaya Yogyakarta

Christina Yulastuti Pristiyani
Universitas Sanata Dharma
Yogyakarta
2007

Penelitian ini bertujuan untuk mengetahui apakah: (1) ada pengaruh positif kultur lingkungan kerja pada hubungan antara kecerdasan emosional dan kualitas pelayanan karyawan; (2) ada pengaruh positif *locus of control* pada hubungan antara kecerdasan emosional dan kualitas pelayanan karyawan.

Penelitian dilaksanakan di Universitas Sanata Dharma dan Universitas Atma Jaya Yogyakarta. Populasi dalam penelitian ini adalah seluruh karyawan administrasi Universitas Sanata Dharma dan Universitas Atma Jaya Yogyakarta. Sampel penelitian ini berjumlah 185 karyawan. Teknik pengambilan sampel adalah *purposive sampling*. Teknik analisa data menggunakan regresi yang dikembangkan oleh Chow.

Hasil penelitian menunjukkan bahwa: (1) ada pengaruh positif kultur lingkungan kerja pada hubungan antara kecerdasan emosional dan kualitas pelayanan karyawan ($\rho=0,005 < \alpha=0,050$); (2) ada pengaruh positif *locus of control* pada hubungan antara kecerdasan emosional dan kualitas pelayanan karyawan ($\rho=0,016 < \alpha=0,050$).

ABSTRACT

THE INFLUENCE OF CULTURE OF WORKING ATMOSPHERE AND LOCUS OF CONTROL ON THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE AND SERVICE QUALITY OF EMPLOYEES

A Case Study on Administrative Staff of Sanata Dharma and
Atma Jaya University Yogyakarta

Christina Yuliasuti Pristiyani
Sanata Dharma University
Yogyakarta
2007

The aims of this research are to know whether (1) culture of working atmosphere has positive influence on the relationship between emotional intelligence and service quality of employees; (2) locus of control has positive influence on the relationship between emotional intelligence and service quality of employees. This research was carried out at Sanata Dharma University and Atma Jaya University Yogyakarta. The populations of the research were all administrative employees of those two universities. Samples of this research were 185 employees. The technique of samples drawing was purposive sampling technique. The technique of analyzing the data was regression developed by Chow.

The results of this research show that (1) culture of working atmosphere has positive influence on the relationship between emotional intelligence and service quality of employees ($r=0.005 < \alpha=0.050$); (2) locus of control has positive influence on the relationship between emotional intelligence and service quality of employees ($r=0.016 < \alpha=0.050$).