

**ABSTRAK**

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

**Studi Kasus: Karyawan Administrasi Universitas Islam Indonesia dan  
Universitas Muhammadiyah Yogyakarta**

**Theresia Sila Rahmawati  
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 Islam Indonesia dan Universitas Muhammadiyah Yogyakarta pada bulan Januari 2007. Populasi dalam penelitian ini adalah seluruh karyawan administrasi Universitas Islam Indonesia dan Universitas Muhammadiyah Yogyakarta. Populasi penelitian ini berjumlah 296 karyawan. Sampel penelitian ini berjumlah 165 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 ( $\rho = 0,039 < \alpha = 0,050$ ); (2) ada pengaruh positif *locus of control* pada hubungan antara kecerdasan emosional dan kualitas pelayanan karyawan ( $\rho = 0,045 < \alpha = 0,050$ ).

## 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 Indonesian Islamic University and  
Muhammadiyah University Yogyakarta**

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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 Indonesian Islamic University and Muhammadiyah University Yogyakarta in January 2007. The populations of research were all administrative employees of those two universities. Populations of this research were 296 employees. Samples of this research were 165 employees. The technique of samples drawing was *purposive sampling technique*. The technique of analyzing the data was *regression* developed by *Chow*.

The result of this research show that (1) culture of working atmosphere has positive influence on the relationship between emotional intelligence and service quality of employees ( $\rho=0,039 < \alpha= 0,050$ ); (2) locus of control has positive influence on the relationship between emotional intelligence and service quality of employees ( $\rho= 0,045 < \alpha= 0,050$ )