

ABSTRAK**PENGARUH JENIS PEKERJAAN, TINGKAT PENDIDIKAN,
DAN *LOCUS OF CONTROL* TERHADAP HUBUNGAN ANTARA
KECERDASAN EMOSIONAL DENGAN KUALITAS PELAYANAN
KARYAWAN****Studi Kasus: RS Panti Rapih, Jl. Cik Ditiro 30, Yogyakarta dan
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Tujuan penelitian ini adalah untuk mengetahui apakah: (1) ada pengaruh positif jenis pekerjaan terhadap hubungan antara kecerdasan emosional dengan kualitas pelayanan karyawan; (2) ada pengaruh positif tingkat pendidikan terhadap hubungan antara kecerdasan emosional dengan kualitas pelayanan karyawan; (3) ada pengaruh positif *locus of control* terhadap hubungan antara kecerdasan emosional dengan kualitas pelayanan karyawan.

Penelitian dilaksanakan di RS Panti Rapih, Jl. Cik Ditiro 30 Yogyakarta dan RSM “Dr. YAP”, Jl. Cik Ditiro 5 Yogyakarta pada bulan November-Desember 2006. Populasi penelitian ini adalah seluruh karyawan tetap RS Panti Rapih yang berjumlah 1009 orang dan seluruh karyawan tetap RSM “Dr. YAP” yang berjumlah 105 orang. Sampel penelitian berjumlah 250 responden dengan teknik pengambilan sampelnya menggunakan *proportional random sampling*. Metode pengumpulan data yang digunakan adalah kuesioner dan dokumentasi. Teknik analisis data adalah model persamaan regresi yang dikembangkan oleh Chow.

Hasil penelitian menunjukkan bahwa: (1) ada pengaruh positif jenis pekerjaan terhadap hubungan antara kecerdasan emosional dengan kualitas pelayanan karyawan ($r = 0,036 < \alpha = 0,05$); (2) ada pengaruh positif tingkat pendidikan terhadap hubungan antara kecerdasan emosional dengan kualitas pelayanan karyawan ($r = 0,026 < \alpha = 0,05$); (3) ada pengaruh positif *locus of control* terhadap hubungan antara kecerdasan emosional dengan kualitas pelayanan karyawan ($r = 0,027 < \alpha = 0,05$).

ABSTRACT

THE INFLUENCE OF KIND OF WORK, EDUCATIONAL LEVEL, AND LOCUS OF CONTROL TOWARD THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE AND EMPLOYEE'S SERVICE QUALITY

A case study at "Panti Rapih" Hospital, Cik Ditiro street no 30 Yogyakarta and "Dr.YAP" Hospital, Cik Ditiro street no 5 Yogyakarta

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The purposes of the research were to know wheter or not: (1) there was a positive influence of kind of work toward the relationship between emotional intelligence and employee's service quality; (2) there was a positive influence of educational level toward the relationship between emotional intelligence and employee's service quality; (3) there was a positive influence of locus of control toward the relationship between emotional intelligence and employee's service quality.

This research was conducted at "Panti Rapih" Hospital, Cik Ditiro street no.30 Yogyakarta and "Dr.YAP" Hospital, Cik Ditiro street no.5 Yogyakarta from November to December 2006. The population of this research was all of the "Panti Rapih" employee's as many as 1009 people and all of the "Dr.YAP" employee's as many as 105 people. The sample of this research were 250 respondent with the technique of sample taken was proportional random sampling. The method of data collection used was documentation and questionnaire. The technique of data analysis used was regression model developed by Chow.

The results of this research showed that: (1) there was a positive influence of kind of work toward the relationship between emotional intelligence and employee's service quality ($r = 0,036 < a = 0,05$); (2) there was a positive influence of educational level toward the relationship between emotional intelligence and employee's service quality ($r = 0,026 < a = 0,05$); (3) there was a positive influence of locus of control toward the relationship between emotional intelligence and employee's service quality ($r = 0,027 < a = 0,05$).