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Pengaruh kepemimpinan, kepercayaan dan budaya organisasi terhadap Organization Citizenship Behavior dengan kepuasan kerja sebagai mediator pada karyawan PT QDC Technology Jakarta :: Studi kasus di PT QDC Technology Jakarta  
WARDHANI, Indhira, Djamaludin Ancok, Prof.Dr.,MA  
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## ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh (1) Kepemimpinan terhadap Kepuasan Kerja, (2) Budaya organisasi terhadap Kepuasan Kerja, (3) Kepercayaan terhadap Kepuasan Kerja, dan (4) Kepuasan kerja terhadap *Organizational citizenship behavior*. Penelitian dilakukan di PT QDC Technology Jakarta. Sampel yang digunakan sebanyak 153 orang dengan *response rate* 76.50%. Pengambilan sampel dilakukan secara *convenience sampling*. Pengumpulan data dilakukan dengan menggunakan kuesioner yang telah diuji validitas dan reliabilitas. Metode analisis data yang digunakan adalah path analysis.

Hasil penelitian ini menunjukkan: (1) Kepemimpinan berpengaruh positif dan signifikan terhadap Kepuasan kerja karyawan ( $\rho_{11}=0.701$ ;  $CR=10.310$ ;  $p=0.000$ ). Hal ini menunjukkan bahwa jika persepsi karyawan terhadap kepemimpinan semakin baik maka kepuasan kerja karyawan semakin meningkat, (2) Budaya organisasi berpengaruh positif dan signifikan terhadap Kepuasan kerja karyawan ( $\rho_{12}=0.141$ ;  $CR=2.529$ ;  $p=0.011$ ). Hal ini menunjukkan bahwa jika budaya organisasi semakin baik maka kepuasan kerja karyawan semakin meningkat, (3) Kepercayaan terhadap pemimpinnya berpengaruh positif dan signifikan terhadap Kepuasan kerja karyawan ( $\rho_{13}=0.153$ ;  $CR=2.239$ ;  $p=0.025$ ). Hal ini menunjukkan bahwa, jika kepercayaan karyawan terhadap pemimpinnya semakin baik maka kepuasan kerja karyawan semakin meningkat, (4) Kepuasan kerja berpengaruh positif dan signifikan terhadap *Organizational citizenship behavior* ( $\rho_{21}=0.980$ ;  $CR=60.390$ ;  $p=0.000$ ). Hal ini menunjukkan bahwa jika kepuasan kerja karyawan semakin tinggi maka *Organizational citizenship behavior* semakin meningkat.

Katakunci: *Organizational citizenship behavior, response rate, convenience sampling.*



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## ABSTRACT

This research is aimed to find out the effect of (1) Leadership toward working satisfaction, (2) organization culture toward working satisfaction, (3) trust toward working satisfaction, (4 ) working satisfaction towards organizational citizenship behavior. This research is conducted in PT. QDC Technology Jakarta. The sample taking is conducted by convenience sampling. Data collecting is conducted using questioners which have been tested by its validity and reliability. The data analyses method which is used is path analyses.

The result o this research indicates that: (1) Leadership have positive and significant effect toward the employee's working satisfaction ( $\rho_{11}=0.701$ ;  $CR=10.301$ ;  $p=0.000$ ). This matter indicates that if the employee's perception toward leadership is better it might increase employee's working satisfaction, (2) organization culture has a positive and significant effect towards employee's working satisfaction ( $\rho_{12}=0.141$ ;  $CR=2.529$ ;  $p=0.011$ ). This matter indicates that if organization culture is better it might increase employee's working satisfaction, (3) Trust toward the leader has a positive and significant effect toward employee's working satisfaction ( $\rho_{13} = 0.153$ ;  $CR=2.239$ ;  $p=0.025$ ). This matter indicates that, if the employee's trust toward their leader were better it might increase the employee's working satisfaction. (4) Working satisfaction has appositive and significant effect toward organizational citizenship behavior ( $\rho_{21}=0.980$ ;  $CR=60.390$ ;  $p=0.000$ ). This matter indicates that if the employee's working satisfaction were increase it will also increase the organizational citizenship behavior.

Keyword: organizational citizenship behavior, response rate, convenience sampling.