

ABSTRACT

Yusrizal. 2010. The Contributions of Emotional Intellegency and Culture of Organization toward Services Quality at Faculties in State University of Padang. Thesis. Graduate Program of Padang State University.

Based on a preliminary observation it was found that services quality provided by faculties in State University of Padang was relatively unsatisfactory. It was assumed that it could affect the academic staffs and students. The researcher predicted that the emotional intellegency of the staffs and organizational culture have strong influence toward service quality provided by the the staffs of faculties in State University of Padang. Therefore, it requires a research to prove it.

The purpose of this research were to discover: (1) the contribution of the emotional intellegency of the staffs toward Services Quality at Faculties in State University of Padang, (2) the contribution Culture of Organization toward Services Quality at Faculties in State University of Padang, and (3) the contribution of the emotional intellegency of the staffs and Culture of Organization collectively toward Services Quality at Faculties in State University of Padang.

The population of the research was 247 administratif staff at faculties in State University of Padang. The samples of the research were 83 staff selected by using a stratified proportional random sampling technique. The data were analyzed by using a Likert scale questionnaire whose validity and reability had been tested. The cooficien were $r_{tt} = 0,92$ for Service Quality, $r_{tt} = 0,92$ for the emotional intellegency of the staffs, and $r_{tt} = 0,93$ for culture of Organization.

The findings of the research showed that (1) there was 16,30% contribution of the emotional intellegency of the staffs toward Services Quality at Faculties in State University of Padang, (2) there was 10% contribution Culture of Organization toward Services Quality at Faculties in State University of Padang, and (3) there was 25,40% contribution of the emotional intellegency of the staffs and Culture of Organization collectively toward Services Quality at Faculties in State University of Padang. It is, therefore, concluded that staff's emotional intellegency and Culture of Organization are two important factors that significantly contribute to the quality services provided by the administrative staff at faculties in State University of Padang.

ABSTRAK

Yusrizal, 2010, Kontribusi Kecerdasan Emosional dan Budaya Organisasi terhadap Kualitas Pelayanan di Fakultas Selingkungan Universitas Negeri Padang. Tesis Program Pascasarjana Universitas Negeri Padang

Berdasarkan pengamatan di lapangan terlihat masih rendahnya kualitas pelayanan di fakultas selingkungan Universitas Negeri Padang, yang dikhawatirkan akan berpengaruh terhadap sivitas akademika di Universitas Negeri Padang. Peneliti menduga bahwa kecerdasan emosional pegawai dan budaya organisasi memiliki pengaruh yang kuat terhadap kualitas pelayanan yang diberikan oleh pegawai fakultas di selingkungan Universitas Negeri Padang. Oleh karena itu, perlu diadakan penelitian untuk menguji kebenarannya.

Penelitian ini bertujuan untuk mengungkapkan berapa besar kontribusi kecerdasan emosional pegawai dan budaya organisasi terhadap kualitas pelayanan di fakultas selingkungan Universitas Negeri Padang. Ada tiga hipotesis yang diuji. Pertama, kecerdasan emosional pegawai berkontribusi positif terhadap kualitas pelayanan. Kedua, budaya organisasi berkontribusi positif terhadap kualitas pelayanan. Ketiga, kecerdasan emosional pegawai dan budaya organisasi secara bersama-sama berkontribusi positif terhadap kualitas pelayanan.

Populasi penelitian ini adalah seluruh pegawai di fakultas selingkungan Universitas Negeri Padang yang berjumlah 247 Orang. Sampel sebesar 83 orang diambil dengan menggunakan teknik *Stratified Proporsional Random Sampling* dengan mempertimbangkan strata jenjang pendidikan dan masa kerja. Instrumen penelitian yang digunakan untuk pengumpulan data adalah model skala likert yang telah diuji kesahihan dan keterandalannya dengan koefisien keterandalan $r_{tt} = 0,92$ untuk variabel kualitas pelayanan, $r_{tt} = 0,92$ untuk variabel kecerdasan emosional pegawai, dan $r_{tt} = 0,93$ untuk variabel budaya organisasi.

Hasil analisis data menunjukkan bahwa: (1) kecerdasan emosional pegawai berkontribusi terhadap kualitas pelayanan di fakultas selingkungan Universitas Negeri Padang sebesar 16,30%, (2) budaya organisasi berkontribusi terhadap kualitas pelayanan di fakultas selingkungan Universitas Negeri Padang sebesar 10%, dan (3) kecerdasan emosional pegawai dan budaya organisasi secara bersama-sama berkontribusi terhadap kualitas pelayanan di fakultas selingkungan Universitas Negeri Padang sebesar 25,40%. Sebagai kesimpulan, kecerdasan emosional pegawai dan budaya organisasi merupakan dua faktor penting yang berkontribusi sangat signifikan terhadap kualitas pelayanan yang diberikan oleh pegawai di fakultas selingkungan Universitas Negeri Padang.