

DAFTAR ISI

halaman

HALAMAN JUDUL	
PERNYATAAN KEASLIAN KARYA TUGAS AKHIR	ii
PERSETUJUAN DOSEN PEMBIMBING TUGAS AKHIR.....	iii
PERSETUJUAN TIM PENGUJI TUGAS AKHIR.....	iv
PERNYATAAN DAN PERSETUJUAN UNGGAH TUGAS AKHIR... 	vi
ABSTRAK.....	vii
ABSTRACT.....	viii
KATA PENGANTAR	ix
DAFTAR ISI.....	xi
DAFTAR GAMBAR	xv
DAFTAR TABEL	xvi
DAFTAR LAMPIRAN	xvii
BAB I PENDAHULUAN	1
1.1 Latar Belakang Penelitian	1
1.2 Pertanyaan Penelitian	10
1.3 Tujuan Penelitian	11
1.4 Manfaat Penelitian	12
1.5 Sistematika Penulisan	12
BAB II TINJAUAN PUSTAKA	14
2.1 Manajemen Sumber Daya Manusia.....	14
2.2 Perilaku Organisasi	15
2.3 Konsep Konstruk Variabel	17
2.3.1 <i>Job Performance</i>	17
2.3.2 <i>Trust</i>	19
2.3.3 <i>Leader Emotional Intelligence</i>	22
2.3.4 <i>Transactional Leadership</i>	24
2.3.5 <i>Perceived Organizational Support</i>	24
2.4 Pengembangan Hipotesis	25

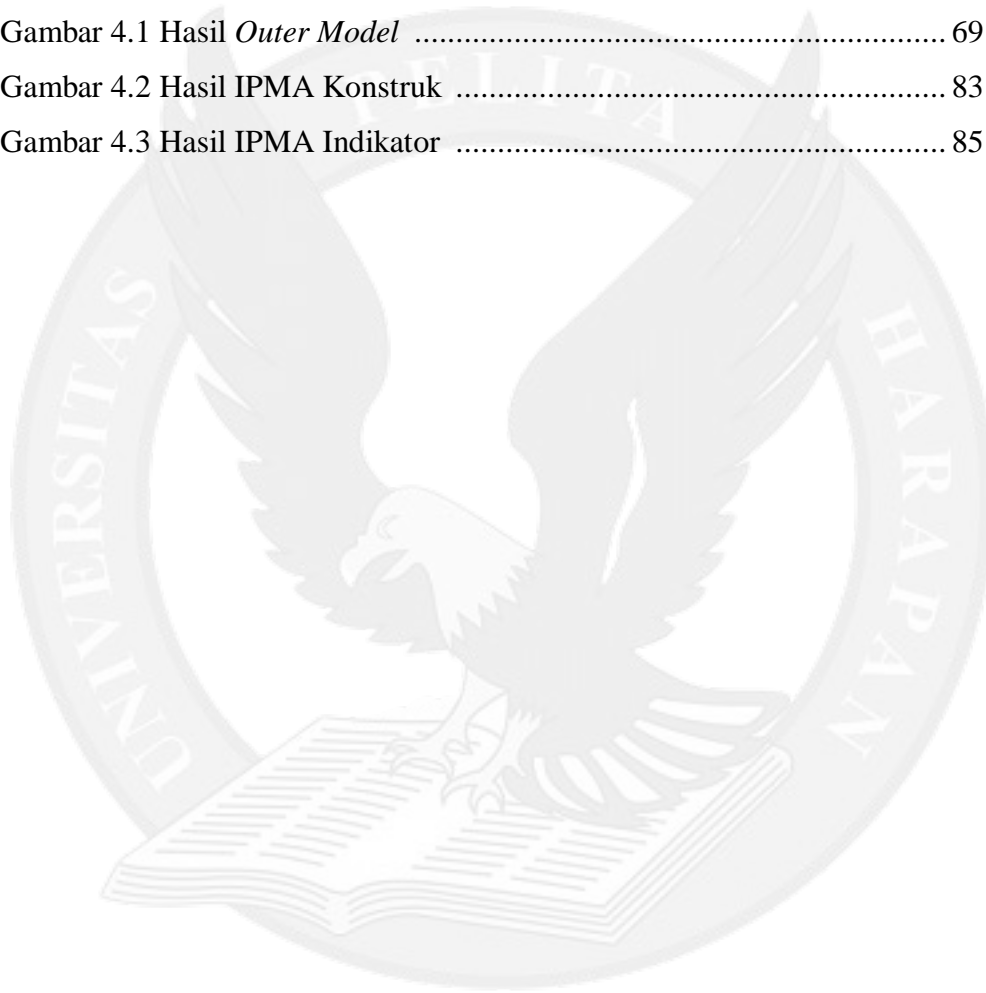
2.4.1 Kaitan <i>Leader Emotional Intelligence</i> Terhadap <i>Job Performance</i>	25
2.4.2 Kaitan <i>Transactional Leadership</i> Terhadap <i>Job Performance</i>	27
2.4.3 Kaitan <i>Perceived Organizational Support</i> Terhadap <i>Job Performance</i>	28
2.4.4 Kaitan <i>Leader Emotional Intelligence</i> Terhadap <i>Trust in Supervisor</i>	29
2.4.5 Kaitan <i>Transactional Leadership</i> Terhadap <i>Trust in Supervisor</i>	31
2.4.6 Kaitan <i>Perceived Organizational Support</i> Terhadap <i>Trust in Supervisor</i>	32
2.4.7 Kaitan <i>Trust in Supervisor</i> Terhadap <i>Job Performance</i>	33
2.4.8 Kaitan <i>Leader Emotional Intelligence</i> Terhadap <i>Job Performance</i> Yang Dimediasi Oleh <i>Trust in Supervisor</i>	35
2.4.9 Kaitan <i>Transactional Leadership</i> Terhadap <i>Job Performance</i> Yang Dimediasi Oleh <i>Trust in Supervisor</i>	37
2.4.10 Kaitan <i>Perceived Organization Support</i> Terhadap <i>Job Performance</i> Yang Dimediasi Oleh <i>Trust in Supervisor</i> ...	38
2.5 Kerangka Konseptual Penelitian	40
BAB III METODE PENELITIAN	42
3.1 Tipe Penelitian	42
3.2 Subjek Penelitian	42
3.3 Objek Penelitian	43
3.4 Etika Penelitian	44
3.5 Pengukuran Konstruk	44
3.5.1 Definisi Konseptual dan Operasional Variabel	45
3.5.2 Skala Pengukuran Variabel	48
3.6 Sumber dan Teknik Pengumpulan Data	49
3.7 Teknik Penyusunan Kuesioner	50
3.8 Populasi dan Sampel	50

3.9 Teknik Analisis Data	51
3.9.1 <i>Outer Model</i>	52
3.9.2 <i>Inner Model</i>	53
3.10 Uji Studi Pendahuluan	55
3.10.1 Hasil Uji Validitas	57
3.10.2 Hasil Uji Reliabilitas	59
BAB IV HASIL DAN PEMBAHASAN	60
4.1 Profil Responden	60
4.2 Analisis Deskriptif	61
4.2.1 Variabel <i>Leader Emotional Intelligence</i>	62
4.2.2 Variabel <i>Transactional Leadership</i>	63
4.2.3 Variabel <i>Perceived Organizational Support</i>	65
4.2.4 Variabel <i>Trust in Supervisor</i>	66
4.2.5 Variabel <i>Job Performance</i>	67
4.3 Statistik Inferensial	68
4.3.1 <i>Outer Model</i>	69
4.3.1.1 Hasil Uji Validitas	70
4.3.1.2 Hasil Uji Reliabilitas	71
4.3.2 <i>Inner Model</i>	71
4.3.2.1 Kolinearitas	72
4.3.2.2 <i>Coefficient of Determination (R-Squared)</i>	73
4.3.2.3 <i>Effect Size (F-Squared)</i>	74
4.3.2.4 <i>Coefficient of Relevance (Q-Square)</i>	74
4.3.2.5 Pengujian Hipotesis	75
4.4 Analisis Mediasi	79
4.5 Analisis <i>Importance MAP</i>	81
4.6 Pembahasan	86
4.6.1 Kaitan <i>Leader Emotional Intelligence Terhadap Job</i> <i>Performance</i>	86
4.6.2 Kaitan <i>Transactional Leadership Terhadap Job</i> <i>Performance</i>	87

4.6.3 Kaitan <i>Perceived Organizational Support</i> Terhadap <i>Job Performance</i>	88
4.6.4 Kaitan <i>Leader Emotional Intelligence</i> Terhadap <i>Trust in Supervisor</i>	90
4.6.5 Kaitan <i>Transactional Leadership</i> Terhadap <i>Trust in Supervisor</i>	91
4.6.6 Kaitan <i>Perceived Organizational Support</i> Terhadap <i>Trust in Supervisor</i>	92
4.6.7 Kaitan <i>Trust in Supervisor</i> Terhadap <i>Job Performance</i>	93
4.6.8 Kaitan <i>Leader Emotional Intelligence</i> Terhadap <i>Job Performance</i> Yang Dimediasi Oleh <i>Trust in Supervisor</i>	95
4.6.9 Kaitan <i>Transactional Leadership</i> Terhadap <i>Job Performance</i> Yang Dimediasi Oleh <i>Trust in Supervisor</i>	96
4.6.10 Kaitan <i>Perceived Organization Support</i> Terhadap <i>Job Performance</i> Yang Dimediasi Oleh <i>Trust in Supervisor</i> ...	97
BAB V KESIMPULAN DAN SARAN	100
5.1 Kesimpulan Penelitian	100
5.2 Implikasi	101
5.2.1 Implikasi Teoritis	101
5.2.2 Implikasi Manajerial	103
5.3 Keterbatasan dan Saran Bagi Penelitian Selanjutnya	104
DAFTAR PUSTAKA	105
LAMPIRAN	

DAFTAR GAMBAR

	halaman
Gambar 1.1 Grafik Karyawan Yang Pernah Melakukan Kesalahan Kerja....	4
Gambar 1.2 Grafik Karyawan Yang Pernah Tidak Mencapai Target	5
Gambar 2.1 Kerangka Penelitian.....	40
Gambar 3.1 Perhitungan Sampel Dengan G*Power	51
Gambar 3.2 <i>Measurement Model</i> Uji Pendahuluan	55
Gambar 4.1 Hasil <i>Outer Model</i>	69
Gambar 4.2 Hasil IPMA Konstruk	83
Gambar 4.3 Hasil IPMA Indikator	85



DAFTAR TABEL

	halaman
Tabel 1.1 Penelitian Terdahulu Terkait Variabel Penelitian	8
Tabel 3.1 Definisi Konseptual Operasional Variabel	45
Tabel 3.2 Nilai Rentang Interval	49
Tabel 3.3 Hasil Uji Validitas Pendahuluan	56
Tabel 3.4 Hasil Uji <i>Convergent Validity</i> Pendahuluan	58
Tabel 3.5 Hasil <i>Discriminant Validity HTMT</i> Pendahuluan	58
Tabel 3.6 Uji Reliabilitas Pendahuluan.....	59
Tabel 4.1 Profil Responden	60
Tabel 4.2 Skala Statistik Deskriptif	62
Tabel 4.3 Analisa Deskriptif <i>Leader Emotional Intelligence</i>	62
Tabel 4.4 Analisa Deskriptif <i>Transactional Leadership</i>	64
Tabel 4.5 Analisa Deskriptif <i>Perceived Organizational Support</i>	65
Tabel 4.6 Analisa Deskriptif <i>Trust in Supervisor</i>	66
Tabel 4.7 Analisa Deskriptif <i>Job Performance</i>	67
Tabel 4.8 <i>Validity Convergent</i>	70
Tabel 4.9 Uji Reliabilitas	71
Tabel 4.10 Uji HT/MT	71
Tabel 4.11 Uji Multikolinearitas	72
Tabel 4.12 <i>Coefficient of Determination</i>	73
Tabel 4.13 <i>Effect Size (F²)</i>	74
Tabel 4.14 Nilai Q	75
Tabel 4.15 <i>Sign and Significance of Path Coefficient</i>	76
Tabel 4.16 Hasil <i>Specific Indirect Effect</i>	79
Tabel 4.17 Nilai <i>Importance</i> dan <i>Performance MAP</i>	82
Tabel 4.18 Nilai <i>Importance</i> dan <i>Performance</i> Indikator	84
Tabel 5.1 Perbandingan Penelitian	102

DAFTAR LAMPIRAN

	Halaman
Lampiran A Kuesioner	A-1
Lampiran B <i>Output</i> Hasil Penelitian	B-1
Lampiran C Hasil Uji Turnitin	C-1

