

DAFTAR PUSTAKA

- Aini, F. A., Hardjajani, T., & Priyatama, A. N. (2014). Hubungan antara kualitas interaksi atasan-bawahan dan. *Wacana Jurnal Psikologi*, 6(11), 55–72.
- Amjad, R., & Rafique, R. (2013). Quality Of Life At Work As Predictor Of Job Commitment In 1122 Rescue Worker. *Pakistan Journal of Psychology*, 44(1), 81–93.
- Andrew, A. (2017). Employees' commitment and its impact on organizational commitment, *AJEBA*, 5(2), 67-76
- Ardi, R. T. B., & Sudarma, K. (2015). Pengaruh Persepsi Dukungan Dan Keadilan Organisasi Terhadap Organizational Citizenship Behavior Dengan Komitmen Organisasional Sebagai Variabel Intervening. *Management Analysis Journal*, 4(2), 142–152. <https://doi.org/10.15294/maj.v4i2.7821>
- Arifin, N., & V. (2012). Analisis kualitas kehidupan kerja, kinerja, dan kepuasan kerja pada cv duta senenan Jepara. *Jurnal Economia*, 8(1), 11–21 ,.
- Badruzaman, J. (2012). Pengaruh Budaya Organisasi Dan Organization Citizenship Behaviour (OCB) Terhadap Kualitas Layanan (Studi kasus pada Rumah Sakit Umum Daerah Kota Tasikmalaya). *Jurnal Akuntansi Vol 7, Nomor 1, Januari – Juni 2012*, 12(1), 29–57.
- Bangun, W. (2018). *Manajemen Sumber Daya Manusia*. Jakarta: Erlangga.
- Bateman, T. S., & Snell, S. A. (2008). *Manajemen: Kepemimpinan dan kolaborasi dalam dunia yang kompetitif* (1st ed.). Jakarta: Salemba Empat.
- Busro, M. (2018). *Teori-teori Manajemen Sumber Daya Manusia*. Jakarta: Prenada Media Group.
- Cascio, W., & Boudreau, J. (2010). *Investing in people: Financial impact of human resource initiatives*. Ft Press.
- Cascio, W. F. (2006). *Managing Human Resources: Productivity, Quality of Work-Life, profits* (2nd ed.). New York: McGraw-Hill.
- Choi, H., Kim, I., Yim, Y., & Won, S. (2020). Influence of quality of nursing work life on nurses turnover intention: The mediating effect of organizational commitment. *Medico-Legal Update*, 20(3), 1140–1146. <https://doi.org/10.37506/mlu.v20i3.1555>.
- Daft, Richard L, 2007. *Manajemen*, Edisi ke-6, Penerbit Salemba Empat, Jakarta
- Darmadi. (2018). *Manajemen Sumber Daya Manusia Kepala Sekolah "Melejitkan Produktivitas Kerja Kepala Sekolah dan Faktor-Faktor yang Mempengaruhinya."* Yogyakarta: CV. Budi Utama.
- Daud, N. (2010). Investigating the Relationship between Quality of Work Life and Organizational Commitment amongst Employees in M ... *International Conference on Education and Management Technology*, 5(10), 271–275.

Retrieved from www.ccsenet.org/ijbm.

- Dockel, A., Johan S. B., & Melinde C. (2006). The Effect of Retention Factors on Organisational Commitment: An Investigation of High Technology Employees. *SA Journal of Human Resource Management*.
- Ghozali, I. (2016). *Aplikasi Analisis Multivariate Dengan Program IBM SPSS 25* (9th ed.). Semarang: Badan Penerbit Universitas Diponegoro.
- Greenberg, J. (2011). *Behavior in Organizations Tenth Edition*. England: Pearson Education.
- Gunastri, N. M., Handayani, A. A. I. R. E., & Astakoni, I. M. P. (2019). Pengaruh Kepuasan Kerja Terhadap Organizational Citizenship Behavior (Ocb) Dengan Komitmen Organisasional Sebagai Variabel Mediasi. *E-Jurnal Manajemen Universitas Udayana*, 8(3), 1784. <https://doi.org/10.24843/ejmunud.2019.v08.i03.p22>
- Hamzah, H., Hubeis, M., & Hendri, I. (2020). the Effect of Career Development, Justice Organization and Quality of Work Life To Organizational Commitment and Implications To Organizational Citizenship Behavior of Employees At Pt. Perkebunan Nusantara Xiii. *International Review of Management and Marketing*, 10(3), 101–109. <https://doi.org/10.32479/irmm.10002>
- Hermawati, A., & Mas, N. (2017). Mediation Effect of Quality of Worklife, Job Involvement, and Organizational Citizenship Behavior (Case Study in The Most Outstanding Cooperatives in East Java Province). *International Journal of Law and Management*, 59(6), 1143–1158. Retrieved from <https://www.emerald.com/insight/content/doi/10.1108/IJLMA-08-2016-0070/full/html>
- Imanni, R. N., & Witjaksono, A. D. (2014). Pengaruh Kualitas Kehidupan Kerja Terhadap Komitmen Organisasi Melalui Motivasi. *Jurnal Ilmu Manajemen*], 2(3), 1080–1094.
- Kashani, F. H. (2012). A Review on Relationship between Quality of Work Life and Organizational Citizenship Behavior (Case Study: An Iranian Company). *J. Basic. Appl. Sci. Res*, 2(9), 9523–9531.
- Kasraie, S., Parsa, S., Hassani, M., & Ghasem-Zadeh, A. (2014). The Relationship between Quality of Work Life, Job Stress, Job Satisfaction and Citizenship Behavior in Oshnaviyeh Hospital's Staff. *Patient Saf Qual Improv*, 2(2), 77–81. Retrieved from <https://pdfs.semanticscholar.org/25cb/80865bd20c6866b2335aea02959f3efcec52.pdf>
- Khan, M. A. (2015). Influence of quality of work life on organizational commitment among clerical-staff. *Asia Pacific Journal of Research*, 1(25), 106–113.
- Kim, S. (2007). Public service motivation and organizational citizenship behavior in Korea. *International Journal of Manpower*, 27(8), 722–740. <https://doi.org/10.1108/01437720610713521>

- Kooshki, S. A., & Zeinabadi, H. (2016). *Original Research Paper The Role Of Organizational Virtuousness In Organizational Citizenship Behavior Of Teachers: The Test Of Direct And Indirect Effect Through Job Satisfaction Mediating*. (1), 7–21.
- Kurniawati, C. E. (2018). Pengaruh Quality of Work Life Terhadap Work Engagement Dan Organizational Citizenship Behaviour Pada Perusahaan Elektronik Di Surabaya. *Jurnal AGORA*, 6(2), 1–6. Retrieved from <http://publication.petra.ac.id/index.php/manajemen-bisnis/article/view/7714/7007>
- Lambert, E. G. (2010). *Criminal Justice Studies : A Critical Journal of Crime , Law and Society The relationship of organizational citizenship behavior with job satisfaction , turnover intent , life satisfaction , and burnout among correctional staff*. 23(November 2014), 37–41. <https://doi.org/10.1080/1478601X.2010.516533>
- Lubis, W. S. (2019). *Pengaruh Quality Of Work Life (Qwl), Organizational Citizenship Behavior (Ocb), Motivasi dan Komitmen Organisasi Terhadap Kinerja Karyawan Pada PT Socfin Indonesia (Socfindo) di Medan*. Skripsi: Universitas Sumatera Utara Medan.
- Luftans, F. (2011). *Organizational Behavior* (12th ed.). New York: McGraw- Hill International Edition.
- Masyarah, S., & Rahadjo, M. (2015). Analisis Pengaruh Budaya Organisasi, Keadilan Organisasi, Dan Komitmen Organisasional Terhadap Organizational Citizenship Behavior (Studi Pada PT Kereta Api Indonesia (Persero) Daerah Operasi 4 Semarang). *Diponegoro Journal of Management*, 4(4), 1–14. Retrieved from <http://ejournal-s1.undip.ac.id/index.php/dbr>
- Maulani, V., Widiartanto, W., & Dewi, R. (2015). Pengaruh Budaya Organisasi Dan Komitmen Organisasi Terhadap Kinerja Karyawan Melalui Organizational Citizenship Behavior (Ocb) Sebagai Variabel Intervening (Studi Kasus Pada Karyawan Pt Masscom Graphy Semarang). *Jurnal Ilmu Administrasi Bisnis*, 4(3), 224–235.
- Moestain, I., Hamidah, & Kadir. (2020). Leadership, quality of worklife, job satisfaction and organizational citizenship behavior in PT. Pertamina. *Management Science Letters*, 10(6), 1213–1224. <https://doi.org/10.5267/j.msl.2019.11.037>
- Morales-Sánchez, R., & Pasamar, S. (2020). How to improve organisational citizenship behaviour by combining ability, motivation and opportunity: The moderator role of perceived organisational support. *Employee Relations*, 42(2), 398–416. <https://doi.org/10.1108/ER-04-2019-0169>
- Nafei, W. (2015). The Role of Job Embeddedness on Quality of Work Life and Organizational Citizenship Behavior: A Study on Menoufia University Hospitals. *International Journal of Business and Management*, 10(4), 215–231. <https://doi.org/10.5539/ijbm.v10n4p215>
- Nawawi, H. (2001). *Manajemen Sumber Daya Manusia Untuk Bisnis dan*

Kompetitif. Yogyakarta: Gajah Mada University Press.

- Nawawi, H. (2012). *manajemen strategisk organisasi non profit bidang pemerintahan: dengan ilustrasi di bandung pendidikan*. Yogyakarta: gadjah mada university press.
- Nursyamsi, I. (2013). Organizational Citizenship Behavior Dan Pemberdayaan Terhadap Komitmen Organisasi Serta Dampaknya Terhadap Kinerja Karyawan. *Jurnal Keuangan dan Perbankan*, 17(3), 488-498.
- Octavia, D. (2018). Analisis Pengaruh Kualitas Kehidupan Kerja (Quality Of Work Life) dan Iklim Kerja terhadap Loyalitas Kerja dengan Kepuasan Kerja sebagai Variabel Intervening pada PT Surveyor Indonesia Cabang Palembang. *Manajemen*, 6 No 1, 1–27.
- Organ, D. W., Podsakoff, P. M., & MacKenzie, S. B. (2006). *Organizational Citizenship Behavior: Its Nature, Antecedents, and Conseq.*
- Parvar, M. R. F., Allameh, S. M., & Ansari, R. (2013). Effect of Quality of Work Life on Organizational Commitment by SEM (Case Study: OICO Company). *International Journal of Academic Research in Business and Social Sciences*, 3(10). <https://doi.org/10.6007/ijarbss/v3-i10/285>
- Pio, R., & Tampi, J. (2018). The Influence Of Spiritual Leadership On Quality Of Work Life , Job Satisfaction And Organizational Citizenship Behavior (Study On Nursing Staff Of Private Hospital In North Sulawesi). *Journal of Law and Management*, 60(2), 757–767.
- Podsakoff, P. M., MacKenzie, S. B., & Podsakoff, N. P. (2018). *The Oxford Handbook of Organizational citizenship behavior*. New York: Oxford University Press.
- Priansa, D. J. (2018). *Perencanaan & Pengembangan SDM*. Bandung: Alfabeta.
- Purba, S., Revida, E., Parinduri, L., Muliana, B. P., Purba, P. B., Tahulending, P. S., ... Leuwol, N. V. (2020). *Perilaku Organisasi*. Medan: Yayasan Kita Menulis.
- Purnama, C. (2013). Influence Analysis of Organizational Culture Organizational Commitment Job and Satisfaction Organizational Citizenship Behavior (OCB) Toward Improved Organizational Performance. *International Journal of Business, Humanities and Technology*, 3(5), 86–100.
- Putri, A. I. (2013). *Skripsi : Pengaruh Quality Of Work Life Dan Semangat Kerja Terhadap Produktivitas Kerja Karyawan*. Makassar: Universitas Hsanuddin.
- Rini, Dyah Puspita et al. 2013, Pengaruh Komitmen Organisasi, Kepuasan Kerja Dan Budaya Organisasi Terhadap Organizational Citizenship Behavior (OCB) Studi pada PT. Plasa Simpang Lima Semarang. *Jurnal Ilmiah Dinamika Ekonomi Dan Bisnis*. Volume 1, No. 1, 1 April 2013, ISSN : 2337 – 6082. Semarang
- Robbins, S. P., & Judge, A. T. (2008). *Perilaku Organisasi: Organizational Behavior*. Jakarta: Salemba Empat.

- Sambung, R. (2014). Pengaruh Kepribadian Terhadap OCB Dengan Komitmen Sebagai Intervening. *Jurnal Manajemen Dan Akuntansi*, 3(April), 1–16.
- Samsuddin, H. (2018). *Kinerja Karyawan: Tinjauan dari Dimensi Gaya Kepemimpinan, Budaya Organisasi, Dan Komitmen Organisasi*. Sidoarjo: Indomedia Pustaka.
- Sani, A., & Maharani. (2013). *Metodologi Penelitian Manajemen Sumberdaya Manusia. Teori, kuesioner, dan Analisis Data. Cetakan II*. Malang: Uin-Maliki Press.
- Saxena, S., & Saxena, R. (2015). Impact of job involvement and organizational commitment on organizational citizenship behavior. *International Journal of Management and Business Research*, 5(1), 19–30.
- Shaleh, M. (2018). *Komitmen Organisasi terhadap Kinerja Pegawai*. Makassar: Aksara Timur.
- Sudarmo, T. I., & Wibowo, U. D. A. (2018). Pengaruh Komitmen Organisasional Dan Kepuasan Kerja Terhadap Organizational Citizenship Behavior (OCB). *Jurnal Ilmiah Psikologi*, (1), 51–58. Retrieved from <http://jurnalnasional.ump.ac.id/index.php/PSYCHOIDEA/article/view/2497>
- Sugiyono. (2016). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: PT Alfabet.
- Supartha, W. G., Sintaasih, D., & K. (2017). *Pengantar Perilaku Organisasi*. Bali: Universitas Udayana.
- Susanti, R. (2015). Hubungan Religiusitas dan Kualitas Kehidupan Kerja dengan Organizational Citizenship Behavior (OCB) Pada Karyawan. *Jurnal Psikologi UIN Sultan Syarif Kasim Riau*, 11(Desember), 94–102.
- Thoha, M. (2014). *Perilaku Organisasi: Konsep Dasar dan Aplikasinya, Cetakan ke-23*. Jakarta: Rajawali Pers.
- Ulum, M. C. (2016). *Perilaku Organisasi: Menuju Orientasi Pemberdayaan*. Malang: UB Press.
- Utaminingsih, A. (2014). *Perilaku Organisasi*. Malang: UB Press.
- Wahyuni, N. P. D. E., & Supartha, I. W. G. (2019). Pengaruh Keadilan Organisasional, Komitmen Organisasional, Dan Kepuasan Kerja Terhadap Organizational Citizenship Behavior (Ocb). *E-Jurnal Manajemen Universitas Udayana*, 8(10), 6079. <https://doi.org/10.24843/ejmunud.2019.v08.i10.p11>
- Yusuf, R. M., & Syarif, D. (2018). *Komitmen Organisasi: Definisi, Dipengaruhi dan Mempengaruhi*, (2nd ed.). Makassar: CV. Nas Media Pustaka.
- Zulkarnain, D., & Manurung, A. D. R. (2020). *The Influences Of Transformational Leadership, Organizational Citizenship Behavior, And Quality Of Work Life On The Job Satisfaction (Vol. 1)*. Vol. 1.

LAMPIRAN

Lampiran 1. Kuesioner Penelitian

1) *Quality of Work Life (X)*

No	Pernyataan	S	S	N	T	ST
.		S			S	S
A. <i>Employee participation (partisipasi karyawan)</i>						
1.	Kerjasama karyawan dalam tim					
2.	Kesempatan karyawan untuk menyampaikan ide, pendapat, kritik dalam proses pengambilan keputusan					
B. <i>Equitable compensation (kompensasi seimbang)</i>						
1.	Jumlah gaji/tunjangan yang diberikan kepada karyawan sesuai dengan tugas yang diberikan					
2.	Pemberian penghargaan dan sanksi atas pelaksanaan pekerjaan yang baik atau buruk					
C. <i>Pride (Rasa bangga)</i>						
1.	Mempertahankan identitas/ citra positif perusahaan					
2.	Kepedulian terhadap lingkungan sekitar					
D. <i>Job security (rasa aman terhadap pekerjaan)</i>						
1.	Program pengaturan asuransi kesehatan yang dilakukan oleh perusahaan					
2.	Pemberian jaminan kelangsungan pekerjaan upaya menghindari adanya pemberhentian kerja sepihak					
E. <i>Save environment (keselamatan lingkungan kerja)</i>						
1.	Tersedia sarana keselamatan dan kesehatan kerja (K3)					
2.	Pemberian respon yang cepat oleh tim pertolongan					
F. <i>Wellness (kesejahteraan)</i>						
1.	Perusahaan memberikan jaminan masa tua yaitu pensiun					
2.	Diadakannya program rekreasi oleh perusahaan					
G. <i>Career development (pengembangan karir)</i>						
1.	Tersedia pendidikan/ pelatihan kerja karyawan untuk pengembangan karir					
2.	Peraturan yang jelas dari perusahaan tentang promosi jabatan					
H. <i>Conflict resolution (penyelesaian masalah)</i>						
1.	Kemudahan dalam menyampaikan keluhan					
2.	Pimpinan ikut serta bertanggung jawab dalam penyelesaian konflik					
I. <i>Communication (komunikasi)</i>						
1.	Rutin mengadakan pertemuan antar karyawan dan pimpinan					
2.	Pemberian penghargaan dan sanksi atas pelaksanaan pekerjaan yang baik atau buruk					

Sumber : (Octavia, 2018)

2) Komitmen Organisasi(Z)

No.	Pernyataan	S	S	N	T	STS
A. Affective commitment						
1.	Saya percaya bahwa segala peraturan yang berlaku di perusahaan saat ini adalah demi kebaikan semua karyawan					
2.	Saya mendukung dan melaksanakan apa yang menjadi peraturan perusahaan					
B. Continuance commitment						
1.	Saat ini tetap bekerja di perusahaan merupakan kebutuhan sekaligus juga keinginan saya					
2.	Saya khawatir terhadap apa yang mungkin terjadi jika saya berhenti dari pekerjaan tanpa memiliki pekerjaan lain yang serupa					
C. Normative commitment						
1.	Saya selalu memberikan yang terbaik atas setiap kesempatan yang diberikan					
2.	Saya memiliki tanggung jawab moral terhadap organisasi ini, sehingga saya akan tetap terus bekerja di perusahaan ini					

Sumber: (Shaleh, 2018)

3) Organizational Citizenship Behavior (Y)

No	Pernyataan	S	S	N	T	STS
A. Altruism (kepedulian)						
1.	Bersedia membantu rekan kerja menyelesaikan tugasnya ketika sedang berhalangan hadir					
2.	Melatih karyawan baru dengan senang hati walaupun bukan merupakan tanggung jawab					
B. Civic virtue (kewarganegaraan)						
1.	Mempunyai rasa ingin tahu mengenai perkembangan perusahaan					
2.	Rutin mengikuti kegiatan yang diadakan perusahaan					
C. Conscientiousness (kesadaran)						
1.	Menyelesaikan tugas berdasarkan prosedur dari perusahaan dengan tepat waktu bahkan sebelum jadwal					
2.	Datang ke kantor sebelum jam masuk kerja					
D. Courtesy (kebaikan)						
1.	Berusaha menghindari perselisihan antar rekan kerja					
2.	menghormati hak rekan kerja dalam menjalankan pekerjaan					
E. Sportsmanship (sikap sportif)						
1.	Mengambil sisi positif dari konflik yang terjadi					
2.	Apabila ada pekerjaan tambahan yang diberikan, saya menyelesaikan dengan sungguh-sungguh tanpa mengeluh					

Sumber: (Badruzaman, 2012)

Lampiran 2. Data Penelitian

No	Quality of Work Life (X)																		rata-rata	
	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X18		X
1	5	5	5	5	4	3	5	4	5	4	5	5	4	3	5	5	4	5	81	4,5
2	4	4	4	5	4	5	3	5	3	4	5	4	5	4	4	5	4	5	77	4,3
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	54	3,0
4	4	4	4	5	5	5	4	4	4	4	4	5	4	4	5	4	5	5	79	4,4
5	4	2	3	4	2	4	4	3	4	4	4	4	4	4	4	4	4	4	66	3,7
6	4	4	4	4	4	4	4	4	4	2	4	4	4	4	4	4	4	4	70	3,9
7	4	4	4	4	3	3	3	4	3	4	4	3	3	4	3	4	4	4	65	3,6
8	4	3	2	3	2	3	3	4	4	4	4	4	4	4	4	4	4	4	64	3,6
9	4	2	2	2	2	2	3	2	2	2	5	4	4	5	4	4	4	4	57	3,2
10	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	71	3,9
11	4	5	5	4	4	4	4	4	4	2	4	5	4	5	5	5	5	4	77	4,3
12	3	2	2	2	3	3	3	3	3	2	3	2	2	3	3	3	3	3	48	2,7
13	5	5	5	4	4	4	4	4	5	4	5	5	5	4	4	5	4	3	79	4,4
14	5	4	4	4	3	3	4	5	4	3	5	5	5	4	4	5	3	3	73	4,1
15	5	4	4	5	3	3	4	5	4	3	5	5	5	4	4	5	3	5	76	4,2
16	4	3	4	4	3	4	3	4	5	3	5	4	5	3	4	3	3	3	67	3,7
17	5	3	3	3	4	4	5	4	5	4	3	4	5	4	4	4	5	4	73	4,1
18	5	4	4	5	3	3	5	2	4	4	5	5	5	4	4	4	4	4	74	4,1
19	4	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	4	73	4,1
20	4	4	4	4	4	5	4	4	4	4	4	5	4	4	4	4	4	4	74	4,1
21	4	4	4	4	4	4	4	4	4	4	4	5	4	5	4	5	5	5	77	4,3
22	5	4	4	4	3	3	5	4	3	5	5	5	5	5	4	4	5	4	77	4,3
23	4	4	4	4	4	4	4	4	4	4	5	5	4	4	5	4	4	4	75	4,2
24	4	4	4	4	4	3	3	5	3	3	5	5	5	4	4	4	4	4	72	4,0
25	4	4	3	4	4	3	3	3	4	3	3	4	4	4	4	4	4	4	66	3,7
26	4	4	4	5	3	4	3	3	3	3	5	4	4	5	4	4	4	4	70	3,9
27	3	4	4	3	3	3	4	4	4	3	3	4	4	4	4	4	4	3	65	3,6
28	5	4	4	4	5	4	5	5	4	4	4	5	4	4	4	4	4	4	77	4,3
29	3	4	4	4	3	5	3	3	4	3	5	3	4	2	3	4	4	2	63	3,5
30	4	3	4	5	4	3	4	3	4	4	4	4	5	4	3	4	4	4	70	3,9
31	4	4	4	3	3	4	4	3	4	4	4	4	4	3	4	4	4	4	68	3,8
32	4	4	3	4	3	3	4	4	3	4	4	3	4	4	3	4	4	4	66	3,7
33	4	3	4	3	4	3	4	4	3	4	4	3	4	3	4	4	3	4	65	3,6
34	3	4	4	4	3	4	4	4	4	4	5	4	4	4	3	4	4	3	69	3,8
35	3	3	4	4	3	2	3	3	3	3	5	3	3	2	2	3	3	3	55	3,1
36	5	5	5	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	76	4,2
37	5	4	4	5	3	4	5	4	5	4	5	4	5	2	3	4	3	2	71	3,9
38	5	5	4	5	4	5	5	4	5	4	5	5	5	4	4	5	4	3	81	4,5
39	4	5	4	5	4	4	4	5	5	4	4	4	4	4	4	5	4	4	77	4,3
40	4	4	5	5	4	5	5	4	4	4	5	4	5	4	4	5	4	5	80	4,4
41	4	5	4	4	4	4	5	5	4	4	5	4	5	5	5	5	4	5	81	4,5
42	4	4	4	5	4	3	5	2	4	4	5	4	5	4	4	4	5	4	74	4,1
43	5	5	5	4	4	4	5	4	4	4	5	4	4	4	4	5	5	4	79	4,4
44	5	5	5	4	4	4	5	4	4	4	5	4	4	4	4	4	4	4	77	4,3
45	5	5	5	4	4	4	5	4	4	4	5	4	5	5	4	4	4	4	79	4,4
46	5	5	5	5	4	4	4	5	4	4	5	5	5	4	4	4	4	4	80	4,4
47	5	5	5	5	4	4	4	4	4	5	5	4	5	4	5	4	4	4	80	4,4
48	4	4	3	5	4	4	5	4	5	4	5	4	4	4	5	4	4	4	76	4,2
49	5	4	4	5	4	5	5	4	5	4	5	4	4	4	4	4	5	4	79	4,4
50	5	5	5	5	4	4	5	4	4	4	5	4	4	4	4	4	4	4	78	4,3
51	4	4	2	2	3	2	5	3	4	2	5	4	4	3	3	3	4	3	60	3,3
52	2	3	2	3	2	3	4	3	3	3	5	4	4	3	3	4	4	3	58	3,2

No	Komitmen Organisasi (Z)							Rata-rata
	Z1	Z2	Z3	Z4	Z5	Z6	Z	
1	5	5	5	4	5	5	29	4,8
2	4	5	5	4	4	3	25	4,2
3	3	3	3	3	3	3	18	3,0
4	4	5	4	4	4	4	25	4,2
5	4	4	4	4	4	4	24	4,0
6	4	4	4	4	4	4	24	4,0
7	4	4	4	4	4	5	25	4,2
8	4	4	4	4	4	5	25	4,2
9	5	4	4	4	4	5	26	4,3
10	4	4	4	4	4	4	24	4,0
11	4	4	5	5	4	4	26	4,3
12	3	3	3	3	3	3	18	3,0
13	4	3	3	5	5	4	24	4,0
14	4	3	3	5	3	4	22	3,7
15	4	5	3	5	3	4	24	4,0
16	4	3	3	5	4	3	22	3,7
17	3	4	4	5	5	5	26	4,3
18	4	4	4	4	4	5	25	4,2
19	4	4	4	4	4	4	24	4,0
20	4	4	4	4	4	4	24	4,0
21	5	5	5	4	5	4	28	4,7
22	5	4	4	4	4	5	26	4,3
23	4	4	4	4	4	4	24	4,0
24	5	4	4	4	4	3	24	4,0
25	4	4	4	4	4	3	23	3,8
26	4	4	4	4	4	3	23	3,8
27	4	3	4	3	4	4	22	3,7
28	5	4	4	4	4	5	26	4,3
29	2	2	3	2	2	3	14	2,3
30	3	4	4	4	3	4	22	3,7
31	3	4	4	5	4	4	24	4,0
32	4	4	3	4	3	4	22	3,7
33	3	4	3	4	3	4	21	3,5
34	4	3	4	4	4	4	23	3,8
35	2	3	3	2	2	3	15	2,5
36	4	4	4	5	5	4	26	4,3
37	4	2	4	3	3	5	21	3,5
38	4	3	4	4	4	5	24	4,0
39	4	5	4	5	4	4	26	4,3
40	5	5	4	4	5	5	28	4,7
41	4	5	4	5	4	5	27	4,5
42	5	4	4	5	4	5	27	4,5
43	4	4	4	4	4	5	25	4,2
44	4	4	5	4	4	4	25	4,2
45	5	4	4	4	4	5	26	4,3
46	4	4	4	4	5	4	25	4,2
47	4	4	4	5	4	4	25	4,2
48	4	4	5	4	4	5	26	4,3
49	4	4	5	5	4	5	27	4,5
50	4	4	4	4	4	4	24	4,0
51	4	3	5	4	2	5	23	3,8
52	4	3	4	4	3	4	22	3,7

No	Organizational Citizenship Behavior (Y)											rata-rata
	Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Y9	Y10	Y	
1	3	4	5	4	4	5	5	4	3	5	42	4,2
2	4	4	4	5	4	4	5	4	4	4	42	4,2
3	4	3	3	4	3	3	3	3	3	3	32	3,2
4	4	5	5	4	4	4	4	5	4	4	43	4,3
5	4	4	4	4	4	4	4	4	4	4	40	4,0
6	4	4	4	4	4	4	4	4	3	4	39	3,9
7	4	3	4	4	3	3	4	4	3	3	35	3,5
8	4	4	4	4	4	4	4	4	4	4	40	4,0
9	4	5	4	5	4	4	4	4	3	2	39	3,9
10	4	3	4	4	3	4	4	3	3	3	35	3,5
11	4	5	5	4	4	4	5	5	5	5	46	4,6
12	3	2	3	2	3	3	3	3	3	3	28	2,8
13	5	5	5	4	4	4	5	4	3	4	43	4,3
14	5	4	5	4	3	4	5	3	4	3	40	4,0
15	5	4	5	4	3	4	5	3	4	3	40	4,0
16	3	3	4	4	3	3	3	3	2	4	32	3,2
17	5	4	3	3	4	4	4	5	4	5	41	4,1
18	5	4	3	4	3	2	4	4	4	4	37	3,7
19	5	4	4	4	4	4	4	4	4	4	41	4,1
20	5	4	4	4	4	4	4	4	5	4	42	4,2
21	5	5	5	5	5	5	5	5	5	5	50	5,0
22	5	4	5	4	4	4	4	5	2	3	40	4,0
23	5	5	5	5	5	4	4	4	5	5	47	4,7
24	3	4	4	5	4	3	4	4	4	4	39	3,9
25	4	5	3	3	3	3	4	4	4	4	37	3,7
26	5	4	4	4	5	5	4	4	5	4	44	4,4
27	3	4	4	3	3	4	4	4	4	4	37	3,7
28	5	5	4	4	4	5	4	4	4	5	44	4,4
29	3	3	4	4	4	4	4	4	2	3	35	3,5
30	4	4	4	5	3	4	4	4	3	4	39	3,9
31	3	4	4	4	3	3	4	4	3	4	36	3,6
32	4	3	4	3	4	3	4	4	3	3	35	3,5
33	4	3	4	3	4	3	4	3	4	4	36	3,6
34	4	4	4	4	4	4	4	4	4	4	40	4,0
35	5	2	3	4	4	4	3	3	2	3	33	3,3
36	5	5	5	4	4	4	4	4	5	5	45	4,5
37	4	3	5	4	4	4	4	3	4	3	38	3,8
38	5	4	4	4	4	4	5	4	4	4	42	4,2
39	4	5	5	5	5	4	5	5	4	5	47	4,7
40	3	4	4	5	4	5	5	4	4	5	43	4,3
41	5	4	5	5	4	5	5	4	4	5	46	4,6
42	4	4	4	4	4	4	4	5	4	4	41	4,1
43	5	5	5	5	5	5	5	5	5	5	50	5,0
44	4	4	4	4	4	4	4	4	4	4	40	4,0
45	5	5	5	4	4	4	4	4	5	4	44	4,4
46	4	5	4	4	4	4	4	4	4	4	41	4,1
47	4	4	4	4	4	4	4	4	4	4	40	4,0
48	3	4	4	4	5	3	4	4	3	4	38	3,8
49	3	3	4	5	3	2	4	5	2	3	34	3,4
50	4	4	4	4	4	4	4	4	4	5	41	4,1
51	2	4	3	4	2	3	3	4	2	3	30	3,0
52	2	3	2	4	2	2	4	4	2	2	27	2,7

Correlations

		X16	X17	X18	X
X1	Pearson Correlation	,315**	,339**	,205**	,688**
	Sig. (2-tailed)	,002	,001	,047	,000
	N	95	95	95	95
X2	Pearson Correlation	,430**	,462**	,291**	,781**
	Sig. (2-tailed)	,000	,000	,004	,000
	N	95	95	95	95
X3	Pearson Correlation	,493**	,375**	,282**	,680**
	Sig. (2-tailed)	,000	,000	,006	,000
	N	95	95	95	95
X4	Pearson Correlation	,517**	,449**	,407**	,772**
	Sig. (2-tailed)	,000	,000	,000	,000
	N	95	95	95	95
X5	Pearson Correlation	,398**	,392**	,468**	,728**
	Sig. (2-tailed)	,000	,000	,000	,000
	N	95	95	95	95
X6	Pearson Correlation	,408**	,582**	,357**	,729**
	Sig. (2-tailed)	,000	,000	,000	,000
	N	95	95	95	95
X7	Pearson Correlation	,382**	,520**	,336**	,696**
	Sig. (2-tailed)	,000	,000	,001	,000
	N	95	95	95	95
X8	Pearson Correlation	,491**	,261	,354**	,650**
	Sig. (2-tailed)	,000	,011	,000	,000
	N	95	95	95	95
X9	Pearson Correlation	,463**	,388**	,304**	,670**
	Sig. (2-tailed)	,000	,000	,003	,000
	N	95	95	95	95
X10	Pearson Correlation	,362**	,506**	,384**	,741**
	Sig. (2-tailed)	,000	,000	,000	,000
	N	95	95	95	95
X11	Pearson Correlation	,256	,250	,131	,394**
	Sig. (2-tailed)	,012	,014	,204	,000
	N	95	95	95	95
X12	Pearson Correlation	,466**	,569**	,488**	,696**
	Sig. (2-tailed)	,000	,000	,000	,000
	N	95	95	95	95
X13	Pearson Correlation	,359**	,295**	,174	,577**
	Sig. (2-tailed)	,000	,004	,091	,000
	N	95	95	95	95
X14	Pearson Correlation	,460**	,523**	,537**	,643**
	Sig. (2-tailed)	,000	,000	,000	,000
	N	95	95	95	95
X15	Pearson Correlation	,482**	,512**	,519**	,717**
	Sig. (2-tailed)	,000	,000	,000	,000
	N	95	95	95	95
X16	Pearson Correlation	1	,462**	,517**	,675**
	Sig. (2-tailed)		,000	,000	,000
	N	95	95	95	95
X17	Pearson Correlation	,462**	1	,512**	,692**
	Sig. (2-tailed)	,000		,000	,000
	N	95	95	95	95
X18	Pearson Correlation	,517**	,512**	1	,598**
	Sig. (2-tailed)	,000	,000		,000
	N	95	95	95	95
X	Pearson Correlation	,675**	,692**	,598**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	95	95	95	95

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

Correlations

		Z1	Z2	Z3	Z4	Z5	Z6
Z1	Pearson Correlation	1	,355**	,402**	,418**	,417**	,288**
	Sig. (2-tailed)		,000	,000	,000	,000	,005
	N	95	95	95	95	95	95
Z2	Pearson Correlation	,355**	1	,607**	,409**	,524**	,396**
	Sig. (2-tailed)	,000		,000	,000	,000	,000
	N	95	95	95	95	95	95
Z3	Pearson Correlation	,402**	,607**	1	,380**	,523**	,537**
	Sig. (2-tailed)	,000	,000		,000	,000	,000

	Sig. (2-tailed)	,161	,000	,007	,000	,000	,000	,000
	N	95	95	95	95	95	95	95
Y8	Pearson Correlation	,153	,612**	,275**	,478**	,562**	,527**	,498**
	Sig. (2-tailed)	,139	,000	,007	,000	,000	,000	,000
	N	95	95	95	95	95	95	95
Y9	Pearson Correlation	,412**	,718**	,351**	,367**	,628**	,620**	,516**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000
	N	95	95	95	95	95	95	95
Y10	Pearson Correlation	,242*	,669**	,329**	,415**	,638**	,606**	,447**
	Sig. (2-tailed)	,018	,000	,001	,000	,000	,000	,000
	N	95	95	95	95	95	95	95
Y	Pearson Correlation	,494**	,825**	,584**	,629**	,816**	,778**	,668**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000
	N	95	95	95	95	95	95	95

Correlations

		Y9	Y10	Y
Y1	Pearson Correlation	,412**	,242*	,494**
	Sig. (2-tailed)	,000	,018	,000
	N	95	95	95
Y2	Pearson Correlation	,718**	,669**	,825**
	Sig. (2-tailed)	,000	,000	,000
	N	95	95	95
Y3	Pearson Correlation	,351**	,329**	,584**
	Sig. (2-tailed)	,000	,001	,000
	N	95	95	95
Y4	Pearson Correlation	,367**	,415**	,629**
	Sig. (2-tailed)	,000	,000	,000
	N	95	95	95
Y5	Pearson Correlation	,628**	,638**	,816**
	Sig. (2-tailed)	,000	,000	,000
	N	95	95	95
Y6	Pearson Correlation	,620**	,606**	,778**
	Sig. (2-tailed)	,000	,000	,000
	N	95	95	95
Y7	Pearson Correlation	,516**	,447**	,668**
	Sig. (2-tailed)	,000	,000	,000
	N	95	95	95
Y8	Pearson Correlation	,588**	,632**	,738**
	Sig. (2-tailed)	,000	,000	,000
	N	95	95	95
Y9	Pearson Correlation	1	,696**	,840**
	Sig. (2-tailed)		,000	,000
	N	95	95	95
Y10	Pearson Correlation	,696**	1	,802**
	Sig. (2-tailed)	,000		,000
	N	95	95	95
Y	Pearson Correlation	,840**	,802**	1
	Sig. (2-tailed)	,000	,000	
	N	95	95	95

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	95	100,0
	Excluded ^a	0	,0
	Total	95	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,930	18

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	95	100,0
	Excluded ^a	0	,0
	Total	95	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,835	6

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	95	100,0
	Excluded ^a	0	,0
	Total	95	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,897	10

Lampiran 4. Hasil Pengujian Model 1

Regression

Descriptive Statistics

	Mean	Std. Deviation	N
Z	24,5895	3,34058	95
X	73,4632	9,12305	95

Correlations

	Z	X
Pearson Correlation	1,000	,835
	X	1,000
Sig. (1-tailed)	.	,000
	X	.
N	95	95
	X	95

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	X ^b	.	Enter

a. Dependent Variable: Z

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,835 ^a	,698	,695	1,84626	1,645

a. Predictors: (Constant), X

b. Dependent Variable: Z

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	731,982	1	731,982	214,741	,000 ^b
	Residual	317,007	93	3,409		
	Total	1048,989	94			

a. Dependent Variable: Z

b. Predictors: (Constant), X

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.	Collinearity Statistics	
		B	Std. Error				Tolerance	VIF
1	(Constant)	2,119	1,545		1,371	,174		
	X	,306	,021	,835	14,654	,000	1,000	1,000

a. Dependent Variable: Z

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions	
				(Constant)	X
1	1	1,992	1,000	,00	,00
	2	,008	16,252	1,00	1,00

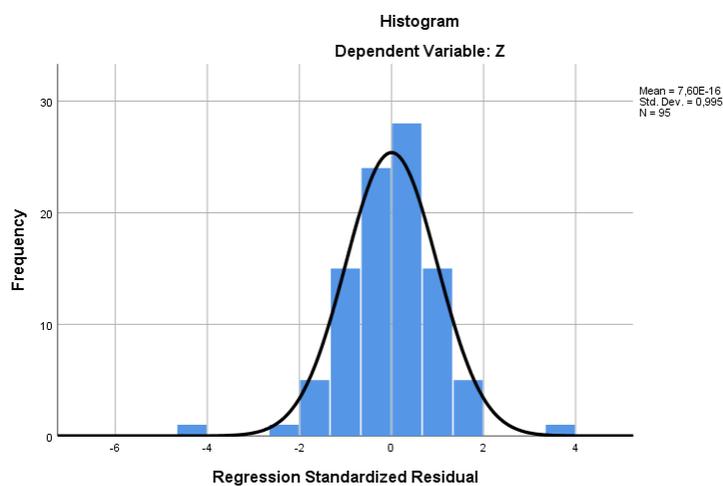
a. Dependent Variable: Z

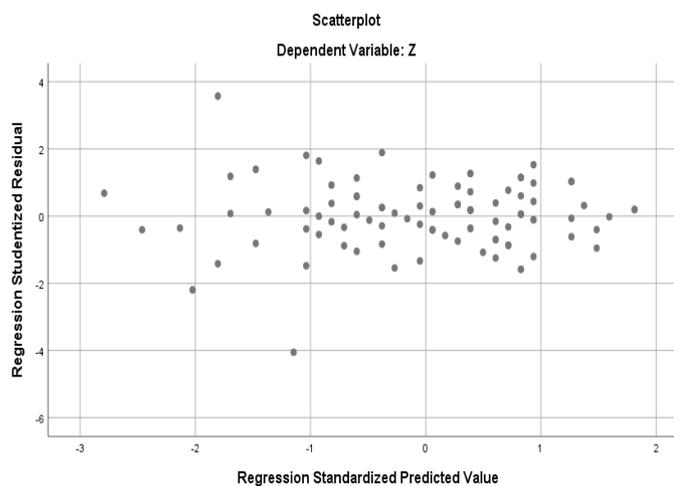
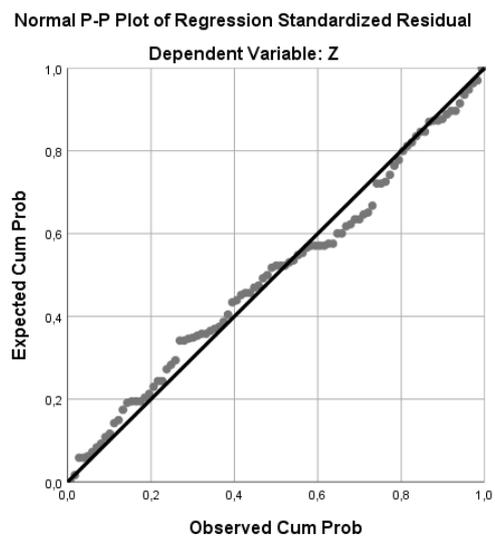
Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	16,8009	29,6477	24,5895	2,79053	95
Std. Predicted Value	-2,791	1,813	,000	1,000	95
Standard Error of Predicted Value	,190	,564	,258	,074	95
Adjusted Predicted Value	16,6774	29,6309	24,5892	2,79159	95
Residual	-7,38904	6,44622	,00000	1,83641	95
Std. Residual	-4,002	3,492	,000	,995	95
Stud. Residual	-4,052	3,573	,000	1,008	95
Deleted Residual	-7,57477	6,75117	,00032	1,88508	95
Stud. Deleted Residual	-4,441	3,826	-,001	1,038	95
Mahal. Distance	,003	7,790	,989	1,329	95
Cook's Distance	,000	,302	,013	,040	95
Centered Leverage Value	,000	,083	,011	,014	95

a. Dependent Variable: Z

Charts





NPar Tests

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		95
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	1,83641441
Most Extreme Differences	Absolute	,078
	Positive	,074
	Negative	-,078
Test Statistic		,078
Asymp. Sig. (2-tailed)		,197 ^c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

Lampiran 5. Hasil Pengujian Model 2

Regression

Descriptive Statistics

	Mean	Std. Deviation	N
Y	40,5895	5,73992	95
X	73,4632	9,12305	95
Z	24,5895	3,34058	95

Correlations

		Y	X	Z
Pearson Correlation	Y	1,000	,843	,767
	X	,843	1,000	,835
	Z	,767	,835	1,000
Sig. (1-tailed)	Y	.	,000	,000
	X	,000	.	,000
	Z	,000	,000	.
N	Y	95	95	95
	X	95	95	95
	Z	95	95	95

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Z, X ^b	.	Enter

a. Dependent Variable: Y

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,851 ^a	,724	,718	3,04681	1,974

a. Predictors: (Constant), Z, X

b. Dependent Variable: Y

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2242,951	2	1121,476	120,809	,000 ^b
	Residual	854,038	92	9,283		
	Total	3096,989	94			

a. Dependent Variable: Y

b. Predictors: (Constant), Z, X

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.	Collinearity Statistics	
		B	Std. Error				Tolerance	VIF
1	(Constant)	,854	2,575		,332	,741		
	X	,421	,063	,670	6,723	,000	,302	3,309
	Z	,357	,171	,208	2,088	,040	,302	3,309

a. Dependent Variable: Y

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	X	Z
1	1	2,987	1,000	,00	,00	,00
	2	,010	17,108	,95	,05	,12
	3	,003	33,434	,05	,95	,87

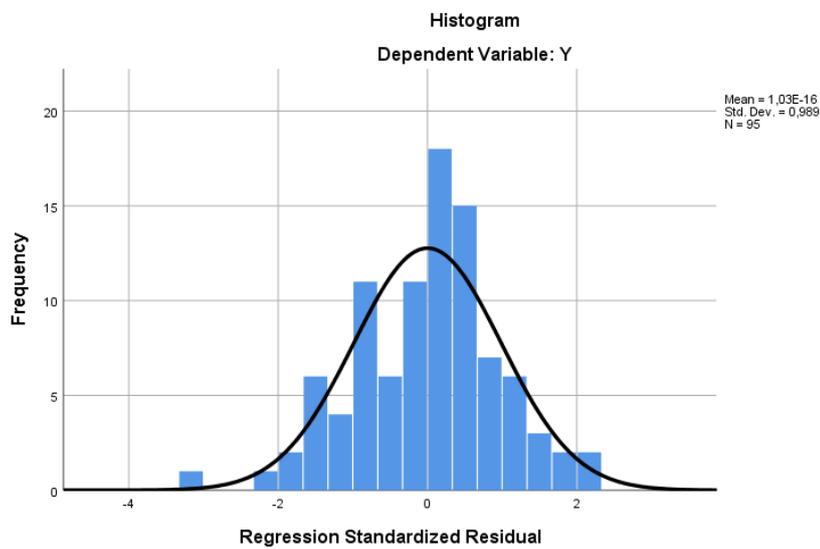
a. Dependent Variable: Y

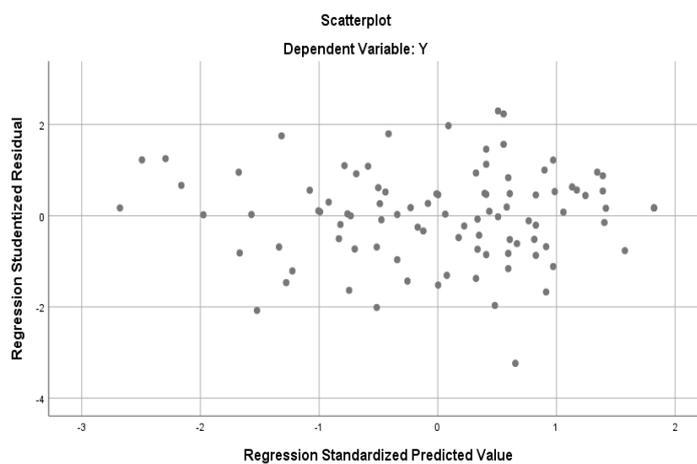
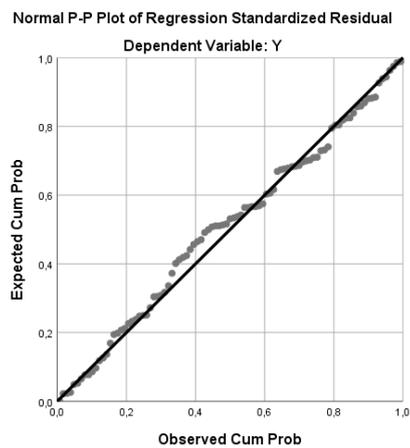
Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	27,5077	49,4895	40,5895	4,88479	95
Std. Predicted Value	-2,678	1,822	,000	1,000	95
Standard Error of Predicted Value	,316	1,351	,510	,184	95
Adjusted Predicted Value	27,4542	49,4649	40,5673	4,91670	95
Residual	-9,78340	6,93126	,00000	3,01422	95
Std. Residual	-3,211	2,275	,000	,989	95
Stud. Residual	-3,237	2,298	,003	1,006	95
Deleted Residual	-9,94315	7,07010	,02222	3,11746	95
Stud. Deleted Residual	-3,420	2,354	,002	1,020	95
Mahal. Distance	,021	17,505	1,979	2,707	95
Cook's Distance	,000	,219	,012	,027	95
Centered Leverage Value	,000	,186	,021	,029	95

a. Dependent Variable: Y

Charts





NPar Tests

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		95
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	3,01421832
Most Extreme Differences	Absolute	,070
	Positive	,047
	Negative	-,070
Test Statistic		,070
Asymp. Sig. (2-tailed)		,200 ^{c,d}

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.