

**HUBUNGAN ANTARA *CONFLICT MANAGEMENT* DENGAN
WORK ENGAGEMENT PADA KARYAWAN DAN KARYAWATI
DEWASA MADYA**



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SKRIPSI

**Ditulis untuk Memenuhi Sebagian Persyaratan dalam
Mendapatkan Gelar Sarjana Psikologi**

**FAKULTAS PENDIDIKAN PSIKOLOGI
UNIVERSITAS NEGERI JAKARTA
2017**

Lampiran 1 Contoh Kuesioner Keterikatan Kerja

No	(KK)	STS	TS	CS	S	SS
1	Ditempat kerja, saya merasa penuh energi.					
2	Saya menemukan bahwa pekerjaan yang saya lakukan penuh makna dan tujuan.					
3	Waktu berlalu cepat ketika saya bekerja.					
4	Dalam pekerjaan saya, saya merasa kuat dan bersemangat.					
5	Saya merasa antusias dengan pekerjaan saya.					
6	Ketika saya bekerja, saya lupa segala sesuatu di sekitar saya.					
7	Pekerjaan saya menginspirasi saya.					
8	Ketika saya bangun di pagi hari, saya bersemangat untuk pergi bekerja.					
9	Saya merasa senang ketika saya bekerja secara intensif.					

Lampiran 2 Kuesioner Manajemen Konflik

No	(MK-B)	STS	TS	CS	S	SS
1	Saya mencoba untuk menyelidiki masalah dengan atasan saya untuk menemukan solusi yang dapat diterima pada kita.					
2	Saya biasanya mencoba untuk memenuhi kebutuhan atasan saya.					
3	Saya berusaha menghindari memperlihatkan masalah dan mencoba menyelesaikan sendiri konflik saya dengan atasan saya.					
4	Saya mencoba untuk mengintegrasikan ide-ide saya dengan orang-orang dari atasan saya untuk datang dengan keputusan bersama.					
5	Saya mencoba untuk bekerja dengan atasan saya untuk mencari solusi untuk masalah yang memenuhi harapan kita.					
6	Saya biasanya menghindari diskusi terbuka tentang perbedaan saya dengan atasan saya.					
7	Saya mencoba untuk menemukan jalan tengah untuk menyelesaikan kebuntuan.					
8	Saya menggunakan pengaruh saya untuk dapat diterima ide-ide saya.					
9	Saya menggunakan otoritas saya untuk membuat keputusan sesuai dengan keinginan saya.					

Lampiran 3 *Informed Consent*

INFORMED CONSENT

Pernyataan Pemberian Izin Oleh Responden

Saya yang bertanda tangan di bawah ini:

Nama :
 Jenis Kelamin :
 Usia : tahun
 Pendidikan Terakhir :
 Lama Bekerja :

Dengan secara sukarela, tidak ada unsur paksaan dari siapapun, dan sadar dengan penuh tanggung jawab bersedia berperan seta dalam penelitian ini.

Saya telah diminta dan menyetujui untuk mengisi kuesioner sebagai Responden dalam proses penelitian mengenai *Hubungan Antara Manajemen Konflik dengan Keterikatan Kerja pada Karyawan dan Karyawati Dewasa Madya*.

Peneliti telah menjelaskan tentang maksud dan tujuan dari penelitian. Dengan demikian saya menyatakan kesediaan untuk memberikan informasi dan menjawab pertanyaan yang akan diajukan.

Saya menyetujui bahwa identitas diri dan informasi yang saya berikan akan dijamin kerahasiaannya oleh peneliti, serta hanya digunakan untuk tujuan penelitian skripsi yang bersangkutan.

Jakarta, 2017

Peneliti

Responden

(Elsa Pamela)

()

Lampiran 4 Hasil Data Statistik SPSS

Frekuensi

		Statistics			
		Jenis Kelamin	Usia	Pendidikan Terakhir	Lama Bekerja
N	Valid	50	50	50	50
	Missing	0	0	0	0
Mean		1.38	43.60	4.94	1.36
Median		1.00	44.00	5.00	1.00
Mode		1	40	5	1
Std. Deviation		.490	2.466	1.754	.485
Variance		.240	6.082	3.078	.235
Skewness		.510	-.087	.686	.602
Std. Error of Skewness		.337	.337	.337	.337
Kurtosis		-1.814	-1.064	.454	-1.708
Std. Error of Kurtosis		.662	.662	.662	.662
Range		1	8	8	1
Minimum		1	40	2	1
Maximum		2	48	10	2
Sum		69	2180	247	68
Percentiles	25	1.00	41.75	3.75	1.00
	50	1.00	44.00	5.00	1.00
	75	2.00	45.25	6.00	2.00

		Jenis Kelamin			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-laki	31	62.0	62.0	62.0
	Perempuan	19	38.0	38.0	100.0
Total		50	100.0	100.0	

Usia

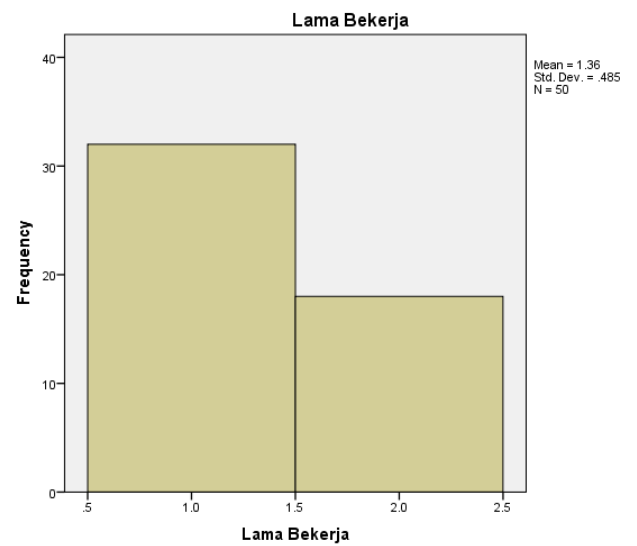
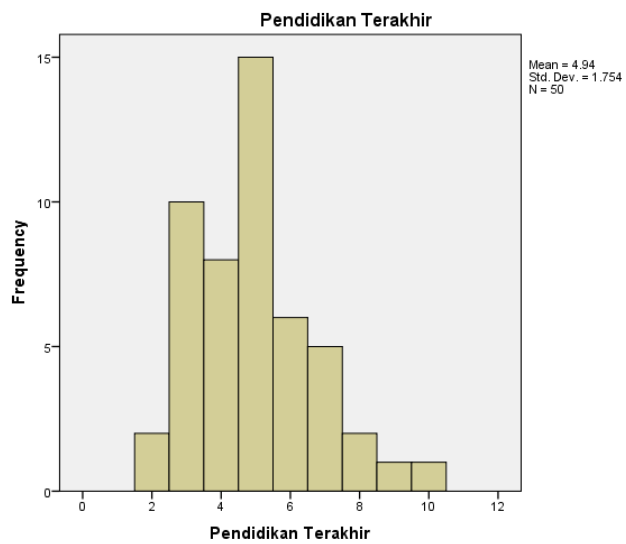
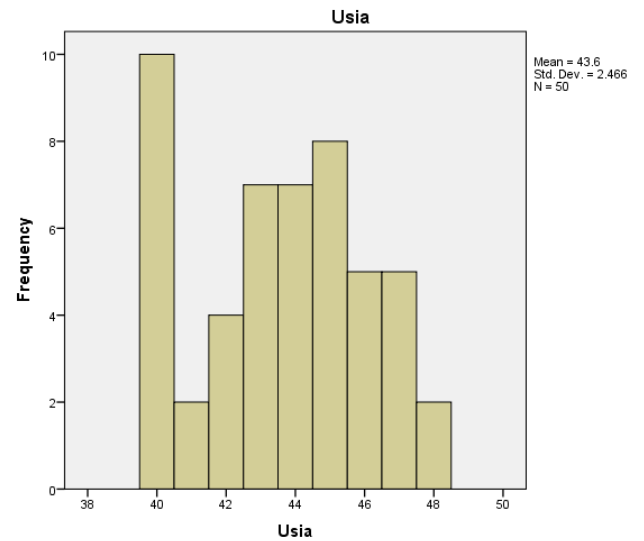
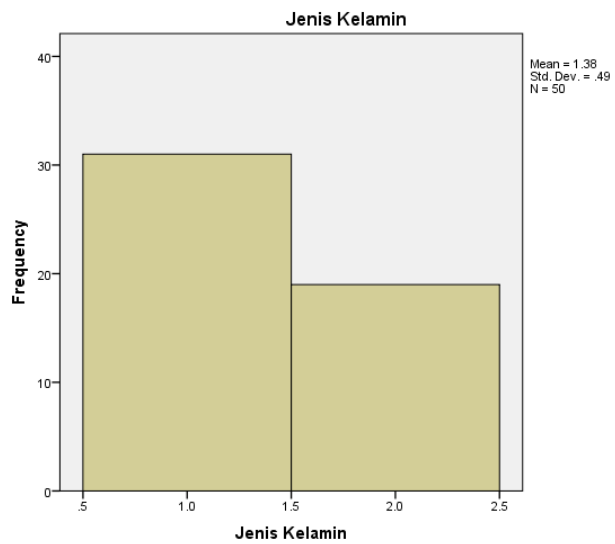
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	40	10	20.0	20.0	20.0
	41	2	4.0	4.0	24.0
	42	4	8.0	8.0	32.0
	43	7	14.0	14.0	46.0
	44	7	14.0	14.0	60.0
	45	8	16.0	16.0	76.0
	46	5	10.0	10.0	86.0
	47	5	10.0	10.0	96.0
	48	2	4.0	4.0	100.0
	Total	50	100.0	100.0	

Lama Bekerja

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	4.0	4.0	4.0
	3	10	20.0	20.0	24.0
	4	8	16.0	16.0	40.0
	5	15	30.0	30.0	70.0
	6	6	12.0	12.0	82.0
	7	5	10.0	10.0	92.0
	8	2	4.0	4.0	96.0
	9	1	2.0	2.0	98.0
	10	1	2.0	2.0	100.0
	Total	50	100.0	100.0	

Pendidikan Terakhir

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sarjana	32	64.0	64.0	64.0
	Magister	18	36.0	36.0	100.0
	Total	50	100.0	100.0	



Reliabilitas

Scale: Vigor

Case Processing Summary

		N	%
Cases	Valid	50	100.0
	Excluded ^a	0	.0
	Total	50	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.960	6

Item Statistics

	Mean	Std. Deviation	N
A1	3.50	.953	50
A4	3.50	.995	50
A8	3.42	.883	50
A12	3.32	.935	50
A15	3.38	1.008	50
A17	3.46	1.110	50

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
A1	17.08	20.483	.885	.951
A4	17.08	20.116	.887	.951
A8	17.16	21.443	.832	.957
A12	17.26	20.931	.843	.956
A15	17.20	19.959	.894	.950
A17	17.12	18.965	.913	.949

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
20.58	29.024	5.387	6

Scale: Dedication**Case Processing Summary**

		N	%
Cases	Valid	50	100.0
	Excluded ^a	0	.0
	Total	50	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.930	5

Item Statistics

	Mean	Std. Deviation	N
A2	3.34	.939	50
A5	3.32	.891	50
A7	3.08	.986	50
A10	3.26	.922	50
A13	3.22	1.075	50

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
A2	12.88	11.904	.832	.911
A5	12.90	12.255	.822	.913
A7	13.14	11.715	.813	.915
A10	12.96	12.366	.765	.923
A13	13.00	10.939	.856	.907

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
16.22	18.175	4.263	5

Scale: Absorption**Case Processing Summary**

		N	%
Cases	Valid	50	100.0
	Excluded ^a	0	.0
	Total	50	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.951	6

Item Statistics

	Mean	Std. Deviation	N
A3	3.54	.908	50
A6	3.56	.972	50
A9	3.38	.901	50
A11	3.56	.929	50
A14	3.60	.990	50
A16	3.52	1.015	50

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
A3	17.62	18.730	.853	.941
A6	17.60	18.163	.863	.940
A9	17.78	19.032	.816	.945
A11	17.60	18.653	.840	.942
A14	17.56	18.129	.848	.941
A16	17.64	17.786	.869	.939

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
21.16	26.260	5.124	6

Scale: Integrating**Case Processing Summary**

		N	%
Cases	Valid	50	100.0
	Excluded ^a	0	.0
	Total	50	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.924	4

Item Statistics

	Mean	Std. Deviation	N
B1	3.34	.939	50
B4	3.26	.876	50
B5	3.44	1.033	50
B12	3.40	1.010	50

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
B1	10.10	7.194	.813	.905
B4	10.18	7.661	.771	.918
B5	10.00	6.490	.876	.883
B12	10.04	6.733	.842	.895

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
13.44	12.170	3.489	4

Scale: Obliging**Case Processing Summary**

		N	%
Cases	Valid	50	100.0
	Excluded ^a	0	.0
	Total	50	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.920	4

Item Statistics

	Mean	Std. Deviation	N
B2	3.28	.970	50
B10	3.22	1.093	50
B11	3.32	1.133	50
B13	3.28	1.011	50

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
B2	9.82	9.008	.754	.917
B10	9.88	7.863	.861	.881
B11	9.78	7.767	.837	.890
B13	9.82	8.477	.822	.895

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
13.10	14.337	3.786	4

Scale: Dominating**Case Processing Summary**

		N	%
Cases	Valid	50	100.0
	Excluded ^a	0	.0
	Total	50	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.933	3

Item Statistics

	Mean	Std. Deviation	N
B8	2.70	1.111	50
B9	2.60	1.088	50
B16	2.74	1.139	50

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
B8	5.34	4.474	.878	.890
B9	5.44	4.660	.850	.913
B16	5.30	4.418	.860	.905

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
8.04	9.835	3.136	3

Scale: Avoiding**Case Processing Summary**

		N	%
Cases	Valid	50	100.0
	Excluded ^a	0	.0
	Total	50	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.909	3

Item Statistics

	Mean	Std. Deviation	N
B3	3.20	1.069	50
B6	3.20	.904	50
B17	3.14	1.246	50

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
B3	6.34	4.107	.844	.847
B6	6.34	4.841	.817	.887
B17	6.40	3.469	.837	.871

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
9.54	8.907	2.984	3

Scale: Compromising**Case Processing Summary**

		N	%
Cases	Valid	50	100.0
	Excluded ^a	0	.0
	Total	50	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.894	3

Item Statistics

	Mean	Std. Deviation	N
B7	3.34	.917	50
B14	3.40	.857	50
B15	3.34	1.022	50

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
B7	6.74	3.135	.772	.864
B14	6.68	3.283	.794	.851
B15	6.74	2.686	.821	.827

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
10.08	6.483	2.546	3

Normalitas

Explore

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
KeterikatanKerja	50	100.0%	0	0.0%	50	100.0%

Descriptives

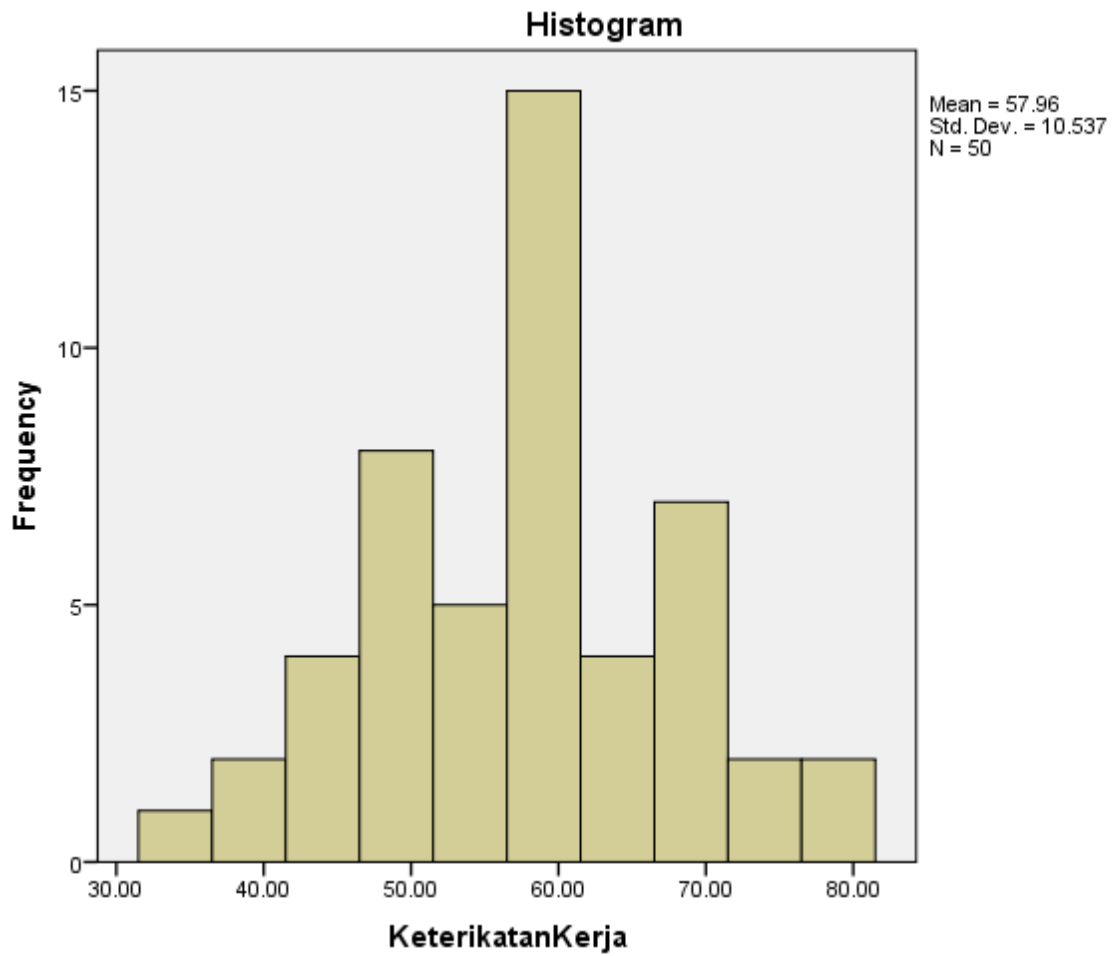
		Statistic	Std. Error
KeterikatanKerja	Mean	57.9600	1.49009
	95% Confidence Interval for Lower Bound	54.9655	
	Mean Upper Bound	60.9545	
	5% Trimmed Mean	58.0667	
	Median	60.0000	
	Variance	111.019	
	Std. Deviation	10.53654	
	Minimum	34.00	
	Maximum	79.00	
	Range	45.00	
	Interquartile Range	14.50	
	Skewness	-.212	.337
	Kurtosis	-.273	.662

Tests of Normality

	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
KeterikatanKerja	.114	50	.127	.980	50	.552

a. Lilliefors Significance Correction

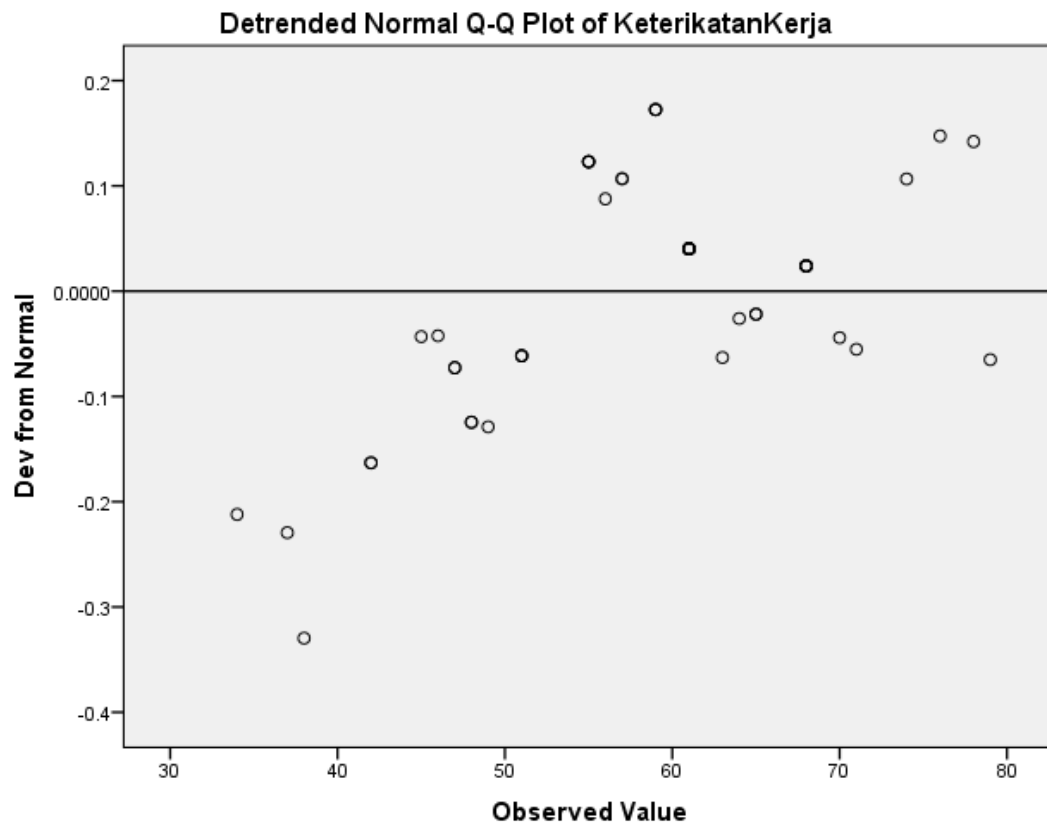
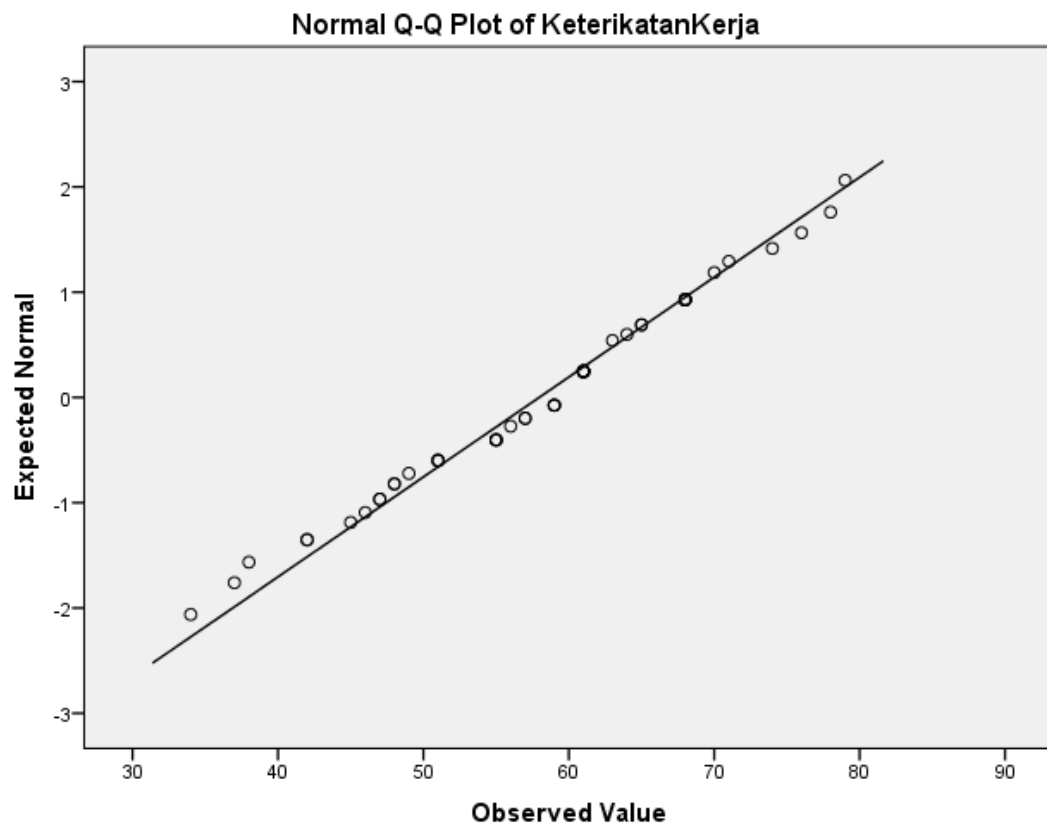
KeterikatanKerja

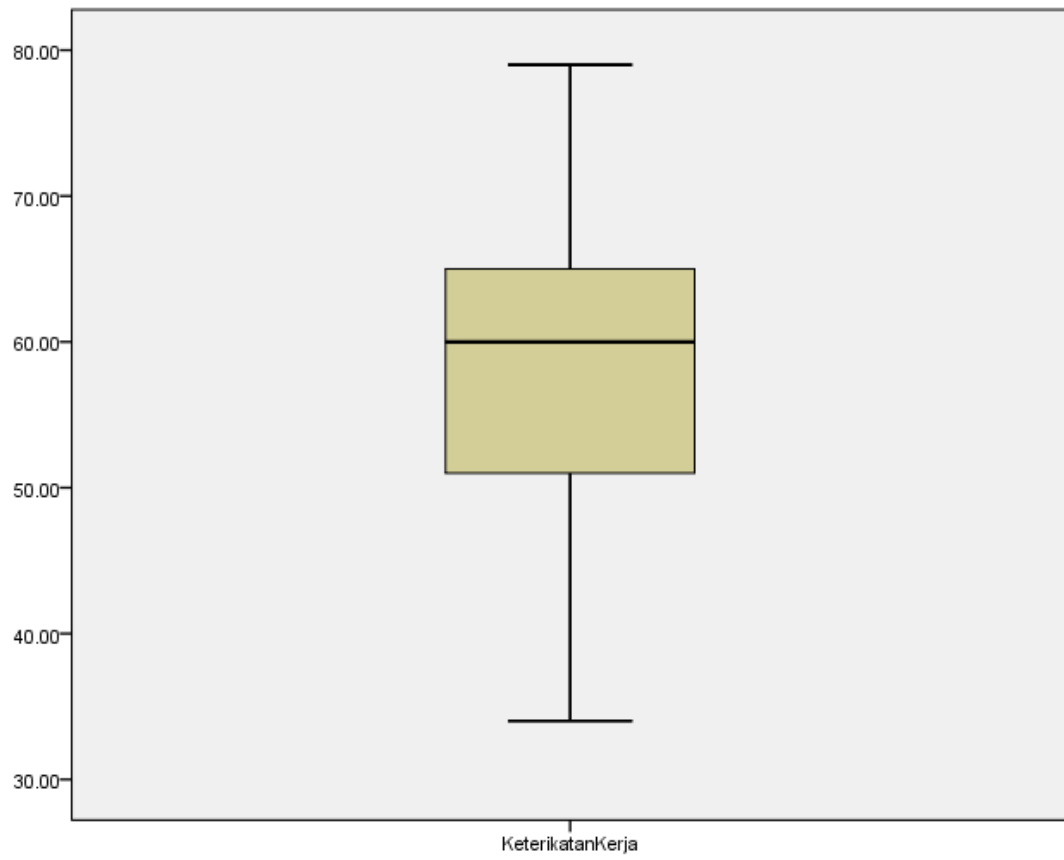


KeterikatanKerja Stem-and-Leaf Plot

Frequency	Stem & Leaf
1.00	3 . 4
2.00	3 . 78
2.00	4 . 22
7.00	4 . 5677889
3.00	5 . 111
10.00	5 . 5555677999
12.00	6 . 111111111134
7.00	6 . 5588888
3.00	7 . 014
3.00	7 . 689

Stem width: 10.00
Each leaf: 1 case(s)





Explore

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
ManajemenKonflik	50	100.0%	0	0.0%	50	100.0%

Descriptives

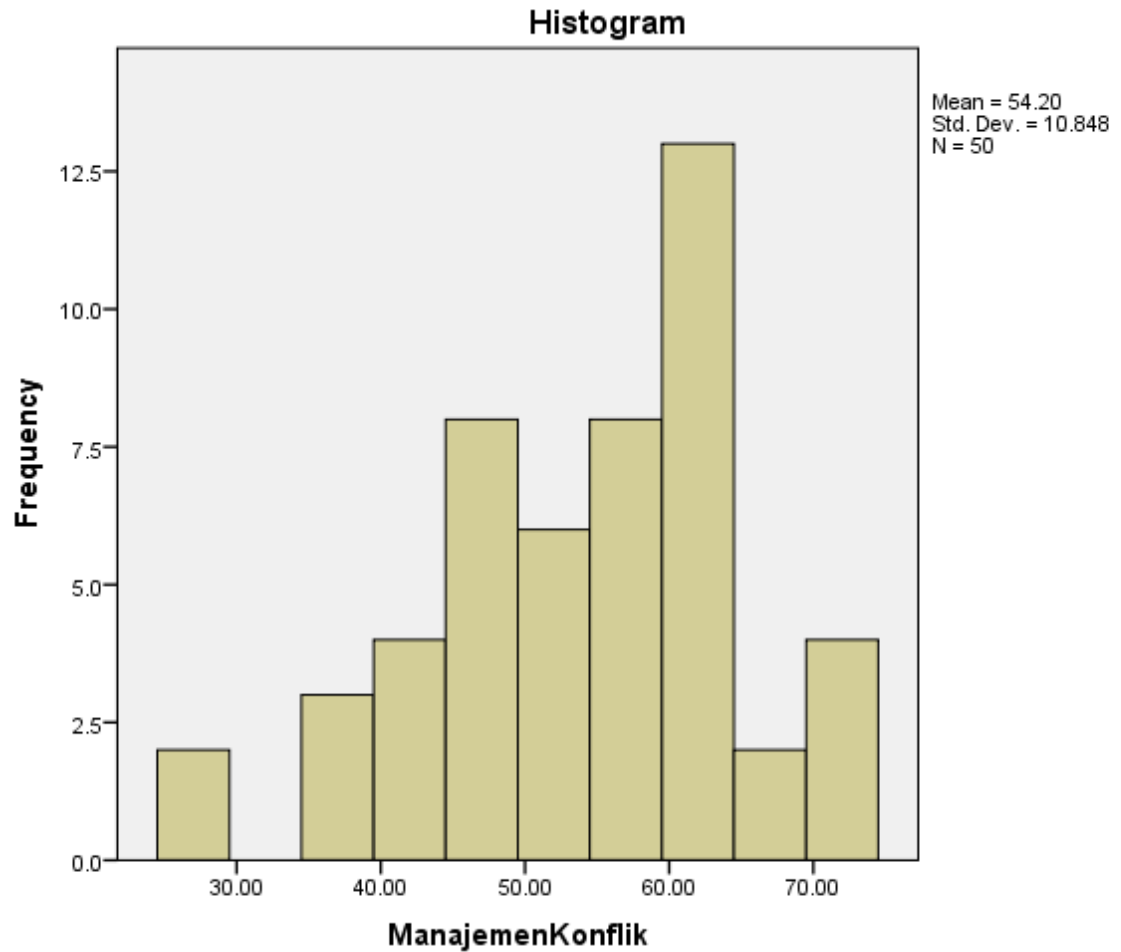
		Statistic	Std. Error
ManajemenKonflik	Mean	54.2000	1.53410
	95% Confidence Interval for Lower Bound	51.1171	
	Mean Upper Bound	57.2829	
	5% Trimmed Mean	54.5889	
	Median	56.0000	
	Variance	117.673	
	Std. Deviation	10.84774	
	Minimum	27.00	
	Maximum	74.00	
	Range	47.00	
	Interquartile Range	15.25	
	Skewness	-.533	.337
	Kurtosis	-.018	.662

Tests of Normality

	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
ManajemenKonflik	.115	50	.098	.967	50	.168

a. Lilliefors Significance Correction

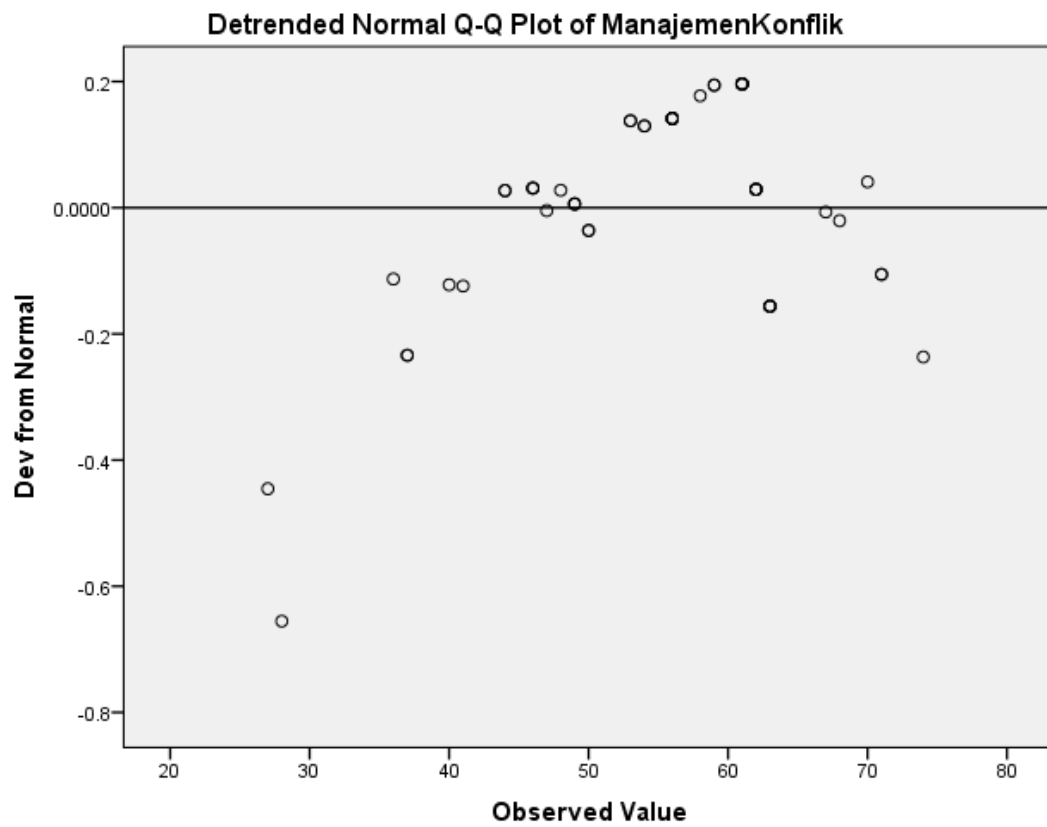
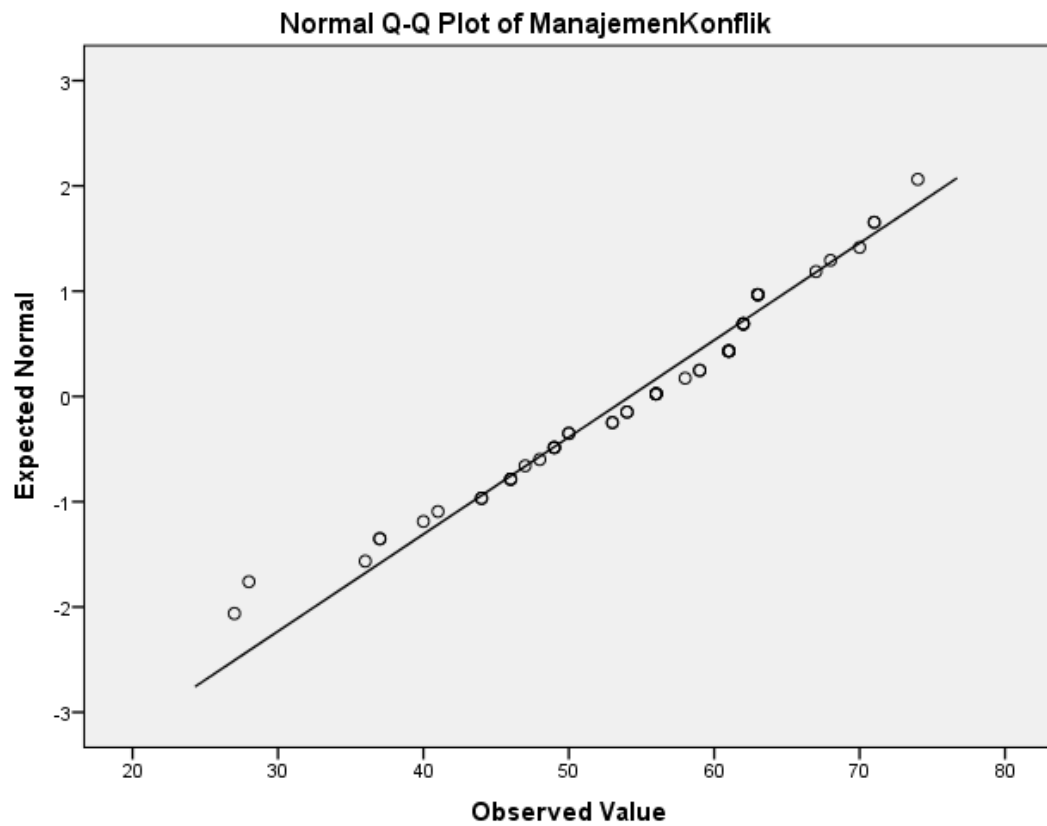
ManajemenKonflik

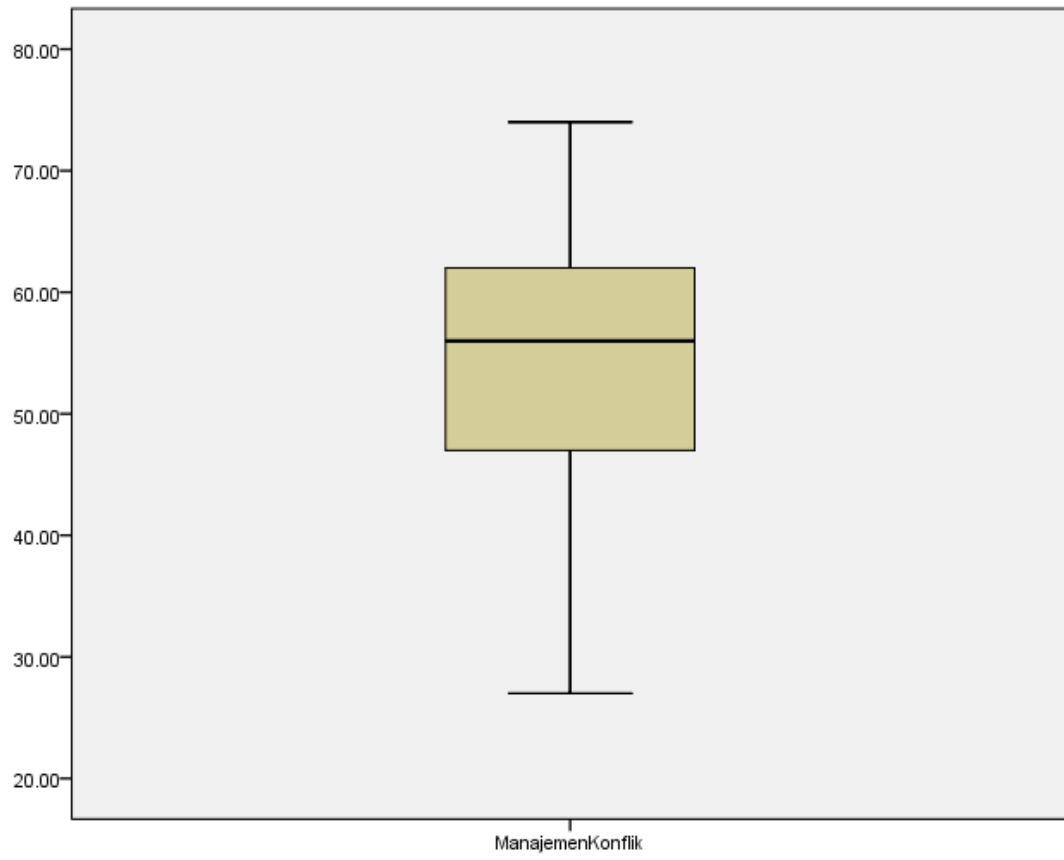


ManajemenKonflik Stem-and-Leaf Plot

Frequency	Stem & Leaf
2.00	2 . 78
.00	3 .
3.00	3 . 677
4.00	4 . 0144
8.00	4 . 66678999
6.00	5 . 003344
8.00	5 . 66666899
13.00	6 . 1111122223333
2.00	6 . 78
4.00	7 . 0114

Stem width: 10.00
Each leaf: 1 case(s)





Linearitas

Curve Fit

Model Description

Model Name		MOD_1
Dependent Variable	1	KeterikatanKerja
Equation	1	Linear
Independent Variable		ManajemenKonflik
Constant		Included
Variable Whose Values Label Observations in Plots		Unspecified

Case Processing Summary

	N
Total Cases	50
Excluded Cases ^a	0
Forecasted Cases	0
Newly Created Cases	0

a. Cases with a missing value in any variable are excluded from the analysis.

Variable Processing Summary

	Variables	
	Dependent	Independent
	KeterikatanKerja	ManajemenKonflik
Number of Positive Values	50	50
Number of Zeros	0	0
Number of Negative Values	0	0
Number of Missing Values		
	User-Missing	0
	System-Missing	0

Keterikatan Kerja

Linear

Model Summary

R	R Square	Adjusted R Square	Std. Error of the Estimate
.534	.285	.270	9.004

The independent variable is ManajemenKonflik.

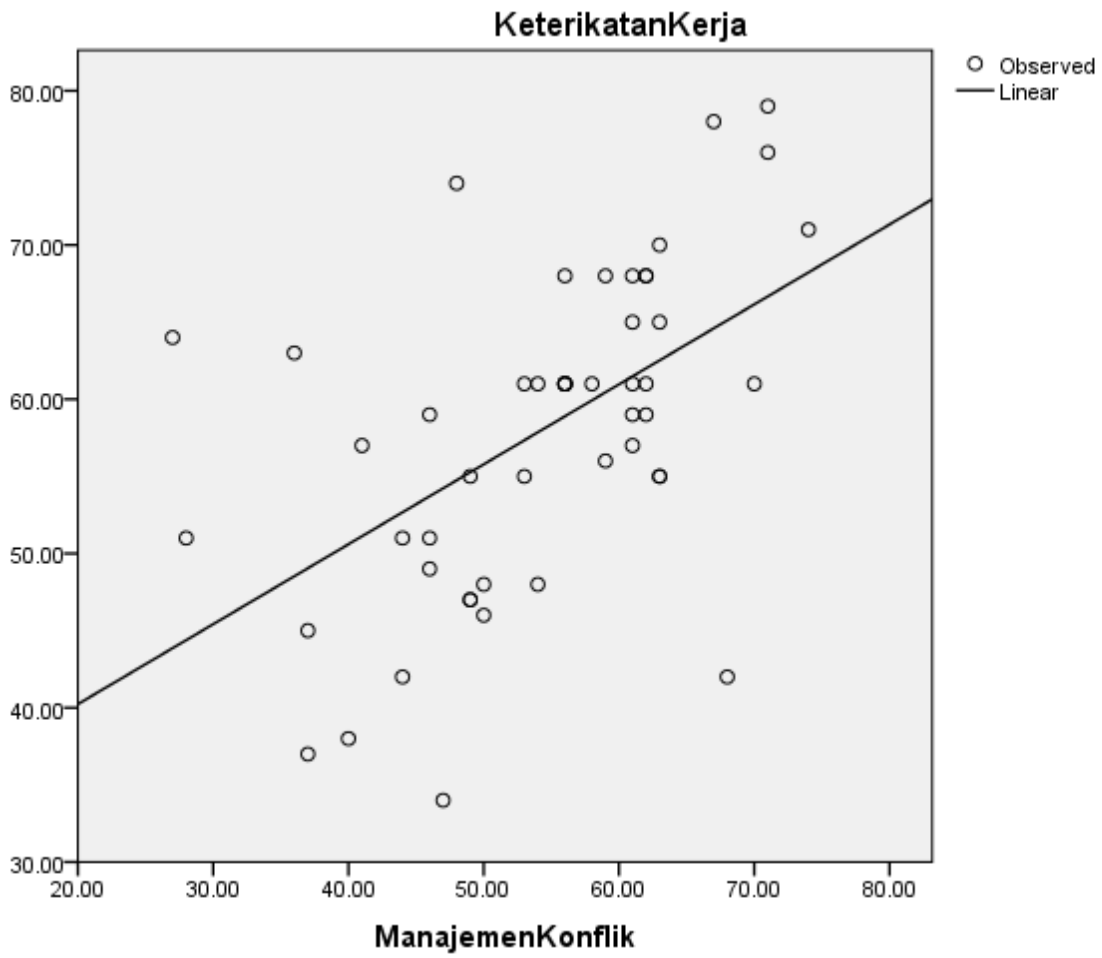
ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Regression	1548.827	1	1548.827	19.106	.000
Residual	3891.093	48	81.064		
Total	5439.920	49			

The independent variable is ManajemenKonflik.

Coefficients

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
ManajemenKonflik	.518	.119	.534	4.371	.000
(Constant)	29.869	6.551		4.559	.000



Korelasi

Correlations

		KeterikatanKerja	ManajemenKonflik
KeterikatanKerja	Pearson Correlation	1	.534**
	Sig. (2-tailed)		.000
	N	50	50
ManajemenKonflik	Pearson Correlation	.534**	1
	Sig. (2-tailed)	.000	
	N	50	50

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

Correlations

		Vigor	Dedication	Absorption
Vigor	Pearson Correlation	1	-.054	.682**
	Sig. (2-tailed)		.711	.000
	N	50	50	50
Dedication	Pearson Correlation	-.054	1	.054
	Sig. (2-tailed)	.711		.707
	N	50	50	50
Absorption	Pearson Correlation	.682**	.054	1
	Sig. (2-tailed)	.000	.707	
	N	50	50	50

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

Correlations

		Integrating	Obliging	Dominating	Avoiding	Compromising
Integrating	Pearson Correlation	1	.726**	-.054	.455**	.738**
	Sig. (2-tailed)		.000	.710	.001	.000
	N	50	50	50	50	50
Obliging	Pearson Correlation	.726**	1	-.107	.418**	.609**
	Sig. (2-tailed)	.000		.460	.003	.000
	N	50	50	50	50	50
Dominating	Pearson Correlation	-.054	-.107	1	-.094	-.090
	Sig. (2-tailed)	.710	.460		.516	.535
	N	50	50	50	50	50
Avoiding	Pearson Correlation	.455**	.418**	-.094	1	.652**
	Sig. (2-tailed)	.001	.003	.516		.000
	N	50	50	50	50	50
Compromising	Pearson Correlation	.738**	.609**	-.090	.652**	1
	Sig. (2-tailed)	.000	.000	.535	.000	
	N	50	50	50	50	50

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

Correlations

		Integrating	Obliging	Dominating	Avoiding	Compromising	Keterikatan Kerja
Integrating	Pearson Correlation	1	.726**	-.054	.455**	.738**	.429**
	Sig. (2-tailed)		.000	.710	.001	.000	.002
	N	50	50	50	50	50	50
Obliging	Pearson Correlation	.726**	1	-.107	.418**	.609**	.484**
	Sig. (2-tailed)	.000		.460	.003	.000	.000
	N	50	50	50	50	50	50
Dominating	Pearson Correlation	-.054	-.107	1	-.094	-.090	-.135
	Sig. (2-tailed)	.710	.460		.516	.535	.351
	N	50	50	50	50	50	50
Avoiding	Pearson Correlation	.455**	.418**	-.094	1	.652**	.486**
	Sig. (2-tailed)	.001	.003	.516		.000	.000
	N	50	50	50	50	50	50
Compromising	Pearson Correlation	.738**	.609**	-.090	.652**	1	.563**
	Sig. (2-tailed)	.000	.000	.535	.000		.000
	N	50	50	50	50	50	50
Keterikatan Kerja	Pearson Correlation	.429**	.484**	-.135	.486**	.563**	1
	Sig. (2-tailed)	.002	.000	.351	.000	.000	
	N	50	50	50	50	50	50

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

ANOVA

Oneway

Test of Homogeneity of Variances

KeterikatanKerja

Levene Statistic	df1	df2	Sig.
3.302	12	25	.006

ANOVA

KeterikatanKerja

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	4733.803	24	197.242	6.983	.000
Within Groups	706.117	25	28.245		
Total	5439.920	49			

Robust Tests of Equality of Means^b

KeterikatanKerja

	Statistic ^a	df1	df2	Sig.
Welch
Brown-Forsythe

a. Asymptotically F distributed.

b. Robust tests of equality of means cannot be performed for KeterikatanKerja because at least one group has the sum of case weights less than or equal to

1.

Means

Case Processing Summary

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
KeterikatanKerja * ManajemenKonflik	50	100.0%	0	0.0%	50	100.0%

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Keterikata	Between	(Combined)	4733.803	24	197.242	6.983	.000
nKerja *	Groups	Linearity	1548.827	1	1548.827	54.836	.000
Manajeme		Deviation	3184.977	23	138.477	4.903	.000
nKonflik		from Linearity					
Within Groups			706.117	25	28.245		
Total			5439.920	49			

Measures of Association

		R	R Squared	Eta	Eta Squared
KeterikatanKerja *		.534	.285	.933	.870
ManajemenKonflik					

Graph