

**MODEL PENINGKATAN KINERJA DOSEN MELALUI  
*ORGANIZATIONAL CITIZENSHIP BEHAVIOR*, KECERDASAN  
EMOSIONAL DAN SPIRITUAL PADA UNIVERSITAS SWASTA  
DI KOTA BANDUNG**

**DISERTASI**

**Diajukan untuk memenuhi sebagian dari syarat untuk  
Memperoleh gelar Doktor Ilmu Manajemen Konsentrasi Sumber Daya Manusia**



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SEKOLAH PASCASARJANA  
UNIVERSITAS PENDIDIKAN INDONESIA  
2020**

# **Model Of Performance Enhancement Lecturer Through Organizational Citizenship Behavior, Emotional And Spiritual Intelligence In Bandung City's Private Universities**

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MODEL PENINGKATAN KINERJA DOSEN MELALUI PENDEKATAN  
*ORGANIZATIONAL CITIZENSHIP BEHAVIOR*, KECERDASAN EMOSIONAL  
DAN KECERDASAN SPIRITUAL  
PADA UNIVERSITAS SWASTA DI-KOTA BANDUNG

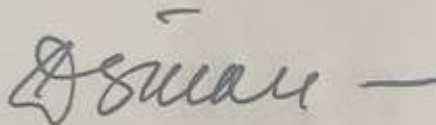
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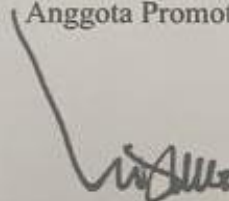
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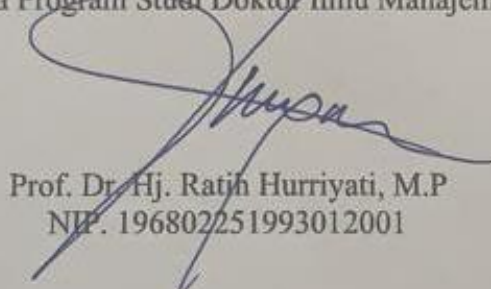
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Yang membuat pernyataan



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## UCAPAN TERIMA KASIH

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Bandung 30 Juli 2020

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## ABSTRAK

Tujuan dari penelitian ini adalah untuk membuat sebuah model peningkatan kinerja Dosen melalui *organizational citizenship behavior*, kecerdasan emosional dan spiritual pada Universitas Swasta di Kota Bandung. Metodologi dalam penelitian ini menggunakan analisis deskriptif dengan metode kuantitatif, objek Penelitian yakni Dosen pada Universitas Swasta di Kota Bandung, dengan jumlah sampel yang diambil untuk mewakili populasi sebesar 371 sampel dengan teknik proposional random sampling. Analisis data menggunakan *Structural Equation Modeling* (SEM) pengolahan data melalui software Amos v.22.

Hasil dari Penelitian ini menghasilkan sebuah model yang menunjukkan bahwa semakin tinggi kecerdasan emosional dan spiritual Dosen maka *organizational citizenship behavior* Dosen akan meningkat, semakin tinggi kecerdasan emosional dan spiritual maka akan semakin meningkat kinerja, semakin tinggi *organizational citizenship behavior* Dosen maka kinerja Dosen akan meningkat pula, semakin tinggi kecerdasan emosional dan spiritual yang dimiliki para Dosen maka akan meningkatkan *organizational citizenship behavior*, hal ini akan berdampak pada peningkatan kinerja Dosen pada Universitas Swasta di Kota Bandung. Model penelitian ini menemukan prinsip dasar dari peningkatan kinerja Dosen yang sudah ada sebelumnya baik praktek maupun kebiasaan yang menjadi dasar dari peningkatan kinerja melalui penggabungan konstruk *organizational citizenship behavior*, kecerdasan emosional dan spiritual Pada Universitas Swasta di Kota Bandung.

**Keyword : Kinerja, *Organizational Citizenship Behavior*, Kecerdasan Emosional, Kecerdasan Spiritual.**

## **ABSTRACT**

*The purpose of this research is to make a model of performance enhancement lecturer through organizational citizenship behavior, emotional and spiritual intelligence in Bandung city's private universities. The methodology that used in this study is descriptive analysis through quantitative methods, the object of this research are the lecturers in Bandung City's Private universities, meanwhile the number of samples are 371 lecturer to represent the population which is taken by propotional random sampling technique. In addition, data analysis is done by using Structural Equation Modeling (SEM), and data was processed through Amos v. 22 software.*

*The results of this research resulted in a model that shows that the higher the emotional and spiritual intelligence lecturer then the organizational citizenship behavior Lecturer will increase, the higher the emotional and spiritual intelligence will be increased performance, the higher the organizational citizenship behavior Lecturer then the performance of the lecturer will increase also, the higher the emotional and spiritual intelligence owned by the lecturers will increase the organizational citizenship behavior , this will impact on improving the performance of lecturers in the private University of Bandung. The Model of this study found the basic principles of performance improvement lecturers who had existed before both the practice and the habit that became the basis of the improvement of performance through the merger of organizational citizenship behavior, emotional and spiritual intelligence at the private University of Bandung.*

***Keyword: Performance, Organizational Citizenship Behavior, Emotional Intelligence, Spiritual Intelligence***



## KATA PENGANTAR

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Penulisan Disertasi ini berjudul “Model Peningkatan Kinerja Dosen Melalui Organizational Citizenship Behavior, Kecerdasan Emosional Dan Spiritual Pada Universitas Swasta di Kota Bandung”. Penelitian ini menunjukkan bagaimana kecerdasan emosional dan kecerdasan spiritual mengaruhi kinerja melalui *organizational citizenship behavior* Dosen pada Universitas Swasta di Kota Bandung.

Penulis sangat menyadari bahwa keberhasilan yang dicapai dalam pengajuan Disertasi ini semata-mata bukanlah daya upaya peneliti sendiri, tetapi banyak pihak telah memberikan bantuan, arahan, dan bimbingan dari berbagai pihak. Oleh karena penulis menyampaikan ucapan terima kasih yang sedalam-dalamnya kepada Rektor, Direktur Pascasarjana, ketua prodi para promotor, co promotor dan anggota tim promotor serta para pihak yang telah banyak meluangkan waktu untuk memberikan bimbingan secara terus menerus kepada penulis.

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**MODEL PENINGKATAN KINERJA DOSEN MELALUI ORGANIZATIONAL CITIZENSHIP BEHAVIOR, KECERDASAN EMOSIONAL DAN SPIRITUAL PADA UNIVERSITAS SWASTA DI KOTA BANDUNG**  
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