

BAB V

PENUTUP

Pada bab ini memaparkan kesimpulan dari penelitian yang telah dibahas dalam bab sebelumnya disertai saran berdasarkan pedoman hasil analisis yang didapat serta berisi implikasi manajerial dan keterbatasan penelitian.

5.1. Kesimpulan

Berdasarkan hasil penelitian dan pembahasan, maka dapat ditarik beberapa kesimpulan sebagai berikut:

1. *Incremental Mindset Manager* tidak berpengaruh signifikan dan positif terhadap *Organizational Citizenship Behaviour-Altruism* (OCB-A).
2. *Incremental Mindset Manager* tidak berpengaruh signifikan dan positif terhadap *Organizational Citizenship Behaviour-Conscientiousness* (OCB-C).
3. *Coaching behaviour* tidak menjadi variabel mediator pada pengaruh *Incremental Mindset Manager* terhadap *Organizational Citizenship Behaviour-Altruism* (OCB-A).
4. *Coaching behaviour* tidak menjadi variabel mediator pada pengaruh *Incremental Mindset Manager* terhadap *Organizational Citizenship Behaviour-Conscientiousness* (OCB-C).

5.2. Implikasi Manajerial

Penelitian ini menganalisis mengenai pengaruh *mindset manager* terhadap *organizational citizenship behaviour* karyawan dengan *coaching behavior* sebagai variabel mediasi di PT. PLN (Persero) APJ Yogyakarta. Penelitian ini diharapkan dapat membantu manajer untuk memiliki pola pikir inkremental, sehingga dapat mengembangkan karyawan melalui pelatihan-pelatihan langsung yang diberikan kepada karyawan.

Setiap perusahaan memiliki cara yang berbeda-beda dalam mengelola SDMnya untuk dapat bekerja sesuai aturan yang ada dan bekerja dengan nyaman saat bekerja. Banyak cara yang dilakukan seorang pemimpin agar karyawan bekerja dengan senang hati, tak hanya memberikan bonus, komisi, kenaikan gaji dan fasilitas yang membuat karyawan bahagia, tetapi pemimpin juga harus mendekati diri dengan bawahan/karyawan secara langsung agar karyawan tidak merasa segan atau terpaksa dalam melakukan pekerjaannya. Banyak faktor yang memengaruhi terjadinya OCB pada seorang karyawan, salah satunya adalah *mindset* dari atasan langsung atau manajer.

Berdasarkan hasil penelitian yang telah diperoleh, variabel *manager mindset* memiliki nilai total *mean* yang termasuk dalam kategori tinggi yang berarti pola pikir manajer di PT. PLN (Persero) APJ Yogyakarta termasuk dalam pola pikir inkremental yang memiliki pandangan karyawan bisa berkembang sehingga dapat menjadi saran bagi PT. PLN

(Persero) APJ Yogyakarta untuk mempertahankan budaya organisasi perusahaan yang dapat menjadi wadah agar manajer dapat terus mempertahankan pola pikir yang inkremental.

Variabel *coaching behaviour* memiliki nilai *mean* antara 3,81-4,07 dengan rata-rata *mean* sebesar 3,91 yang termasuk dalam kategori tinggi, maka dari itu PT. PLN (Persero) APJ Yogyakarta dapat mempertahankan kinerja karyawan dengan cara memberikan *coaching behaviour* yang dilaksanakan secara berkala oleh manajer. Variabel *organizational citizenship behaviour-altruism* memiliki nilai *mean* antara 3,93-4,01 dengan rata-rata *mean* sebesar 3,99 yang termasuk dalam kategori tinggi. Maka dari itu, manajer perusahaan sebaiknya tetap mempertahankan pelatihan-pelatihan yang diberikan kepada karyawan sehingga membuat karyawan memiliki sifat rela membantu orang lain tanpa harus dipaksa oleh atasan.

Nilai total *mean* pada variabel *organizational citizenship behaviour-conscientiousness* adalah sebesar 3,98 dimana nilai tersebut termasuk dalam kategori tinggi. Manajer perusahaan harus memberikan pelatihan secara langsung kepada karyawan sehingga karyawan merasa nyaman dan bisa memiliki kesadaran diri yang tinggi dalam melakukan setiap pekerjaannya.

Pola pikir manajer yang inkremental dapat dipertahankan dan dapat dijadikan sebagai salah satu pendekatan kepada karyawan karena bisa mempengaruhi karyawan/pegawai untuk memiliki sikap membantu orang lain tanpa paksaan dan sikap mengerjakan sesuatu karena kesadaran

dirinya dengan memberikan *coaching* atau pelatihan-pelatihan atau pendampingan secara langsung kepada karyawan/pegawai sehingga karyawan dapat bekerja dengan kesadaran diri tanpa paksaan dan juga mau membantu orang lain tanpa adanya paksaan dari atasan.

5.3. Keterbatasan Penelitian

Penelitian ini masih memiliki beberapa keterbatasan dalam penulisan, keterbatasan yang ada sebagai berikut:

1. Penelitian ini hanya dilakukan kepada manajer dan karyawan di PT. PLN (Persero) APJ Yogyakarta dan tidak dilakukan di perusahaan PLN lainnya sehingga hal tersebut berdampak pada keterbatasan data yang didapatkan.
2. Peneliti mengalami kesulitan dalam penyebaran kuesioner karena karyawan dan manajer memiliki kesibukan seperti cuti, rapat, dan lain-lain sehingga memakan waktu yang cukup lama dalam mengumpulkan data. Keterbatasan waktu yang dimiliki karyawan pada saat jam kerja berlangsung juga menjadi kendala sehingga menghasilkan data yang kurang efektif.
3. Peneliti hanya meneliti satu perusahaan PLN sehingga data yang didapatkan untuk variabel pola pikir manajer terbatas.

5.4. Saran

Berdasarkan keterbatasan yang ada, maka saran peneliti untuk penelitian selanjutnya:

1. Penelitian selanjutnya diharapkan dapat dilakukan tidak hanya di satu perusahaan PLN, sehingga peneliti dapat memberikan perbandingan agar pembahasan menjadi lebih luas dan lebih menarik.
2. Penyebaran kuesioner sebaiknya dilakukan menggunakan *Google Forms*, sehingga responden yang berada di luar jam kerja dapat mengisi kuesioner.
3. Penelitian selanjutnya perlu dilakukan di perusahaan yang memiliki manajer lebih dari 30 manajer atau perusahaan besar yang memiliki banyak cabang perusahaan sehingga memudahkan penelitian pada saat mengolah data.

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Responden yang terhormat,

Perkenalkan saya Wilshe Joselin Tuanakotta, mahasiswa Manajemen angkatan 2015. Dalam rangka memenuhi persyaratan pembuatan skripsi di Fakultas Bisnis dan Ekonomika Universitas Atma Jaya Yogyakarta dengan judul “Pengaruh *Mindset Manager* Terhadap *Organizational Citizenship Behaviour* Karyawan dengan *Coaching Behaviour* Sedagai Mediator di PT. PLN (Persero) APJ Yogyakarta”, saya mohon partisipasi Bapak/Ibu untuk mengisi kuesioner yang tersedia untuk mendapatkan data yang dapat menunjang penelitian saya. Saya harap Bapak/Ibu dapat menjawab kuesioner sesuai dengan pertanyaan yang tersedia, jawaban Bapak/Ibu sangat bermanfaat bagi penelitian saya.

Atas perhatian dan kesediaannya saya ucapkan terimakasih.

Hormat Saya,

Wilshe Joselin Tuanakotta

NPM: 15 03 22139

LEMBAR KUESIONER

1. Identitas Responden

Jawablah pertanyaan-pertanyaan berikut ini dengan mengisi jawaban atau memberikan tanda centang (√) pada kotak yang telah tersedia di bawah ini.

1. Nama :
2. Divisi :
3. Nama Manajer :
4. Jenis Kelamin : Pria
 Wanita
5. Usia : 19-29 40-49
 30-39 50-59
6. Kewarganegaraan : Indonesia
 Asing
7. Pendidikan Terakhir : SD
 SMP
 SMA
 S1
 S2
8. Pengalaman Kerja : 1-5 tahun 16-20 tahun
 6-10 tahun 21-25 tahun
 11-15 tahun > 25 tahun
9. Masa Jabatan Organisasi : < 1 tahun 11-15 tahun
 1-5 tahun > 15 tahun
 6-10 tahun

KUESIONER PENELITIAN

Dibawah ini adalah kuesioner penelitian. Bapak/Ibu dipersilahkan untuk menjawab dengan melingkari (O) pada salah satu alternatif jawaban yang telah disediakan.

Keterangan:

Nomor 1-10: diisi oleh bawahan manajer bagian (pegawai/karyawan).

Pilihan jawaban:

STS = Sangat Tidak Setuju S = Setuju
TS = Tidak Setuju SS = Sangat Setuju
N = Netral

Coaching Behaviour

| NO | PERNYATAAN | STS | TS | N | S | SS |
|----|--|-----|----|---|---|----|
| 1. | Pelatihan yang diberikan oleh manajer memberikan panduan bagi saya mengenai ekspektasi kinerja. | STS | TS | N | S | SS |
| 2. | Pelatihan yang diberikan oleh manajer membantu saya untuk menganalisis kinerja saya. | STS | TS | N | S | SS |
| 3. | Pelatihan yang diberikan oleh manajer memberikan umpan balik yang konstruktif bagi saya mengenai bidang yang perlu ditingkatkan. | STS | TS | N | S | SS |
| 4. | Pelatihan yang diberikan oleh manajer menawarkan saran yang bermanfaat mengenai bagaimana saya dapat meningkatkan performa kinerja saya. | STS | TS | N | S | SS |
| 5. | Pelatihan yang diberikan oleh manajer bertindak sebagai sarana bagi saya untuk mengembangkan ide-ide saya. | STS | TS | N | S | SS |
| 6. | Pelatihan yang diberikan oleh manajer memfasilitasi pemikiran kreatif saya untuk membantu menyelesaikan masalah. | STS | TS | N | S | SS |

| | | | | | | |
|-----|---|-----|----|---|---|----|
| 7. | Pelatihan yang diberikan oleh manajer mendorong saya untuk mencoba dan mengeksplor alternatif baru. | STS | TS | N | S | SS |
| 8. | Pelatihan yang diberikan oleh manajer mengekspresikan kepercayaan diri yang dapat saya kembangkan dan tingkatkan. | STS | TS | N | S | SS |
| 9. | Pelatihan yang diberikan oleh manajer mendorong saya untuk terus berkembang dan meningkatkan diri. | STS | TS | N | S | SS |
| 10. | Pelatihan yang diberikan oleh manajer mendukung saya dalam menghadapi tantangan baru. | STS | TS | N | S | SS |



Keterangan:

Bagian ini hanya diisi oleh manajer bagian.

Mohon menilai bawahan/karyawan yang namanya tersebut di depan.

Organizational Citizenship Behaviour

| NO | PERNYATAAN | STS | TS | N | S | SS |
|-----|---|-----|----|---|---|----|
| 11. | Bawahan/karyawan membantu orang lain yang tidak hadir dan kembali bekerja. | STS | TS | N | S | SS |
| 12. | Bawahan/karyawan membantu orang lain yang memiliki beban kerja berat. | STS | TS | N | S | SS |
| 13. | Bawahan/karyawan membantu mengarahkan anggota baru ke dalam departemen. | STS | TS | N | S | SS |
| 14. | Bawahan/karyawan rela membantu orang lain yang memiliki masalah terkait pekerjaan. | STS | TS | N | S | SS |
| 15. | Bawahan/karyawan selalu siap untuk memberikan bantuan kepada karyawan lain. | STS | TS | N | S | SS |
| 16. | Absensi kerja bawahan/karyawan lebih baik dari yang lain. | STS | TS | N | S | SS |
| 17. | Bawahan/karyawan tidak mengambil istirahat tambahan. | STS | TS | N | S | SS |
| 18. | Bawahan/karyawan mematuhi aturan dan peraturan departemen bahkan ketika tidak ada yang melihat. | STS | TS | N | S | SS |
| 19. | Bawahan/karyawan menjadi sadar akan pekerjaan sendiri. | STS | TS | N | S | SS |
| 20. | Bawahan/karyawan bersedia kerja lembur untuk upah yang sesuai. | STS | TS | N | S | SS |

Keterangan:

Bagian ini hanya diisi oleh manajer bagian untuk menilai tingkat pola pikir manajer.

STS = Sangat Tidak Setuju S = Setuju
 TS = Tidak Setuju SS = Sangat Setuju
 N = Netral

Mindset Manager

| NO | PERNYATAAN | STS | TS | N | S | SS |
|-----|--|-----|----|---|---|----|
| 1. | Anda memiliki kapasitas kecerdasan tertentu dan tidak bisa berbuat banyak untuk mengubahnya. | STS | TS | N | S | SS |
| 2. | Kecerdasan anda adalah sesuatu tentang anda yang tidak bisa terlalu banyak anda ubah. | STS | TS | N | S | SS |
| 3. | Tidak peduli siapa anda, anda bisa mengubah tingkat kecerdasan anda secara signifikan. | STS | TS | N | S | SS |
| 4. | Sejujurnya, anda tidak bisa mengubah seberapa cerdasnya anda. | STS | TS | N | S | SS |
| 5. | Anda bisa mengubah seberapa cerdas anda secara substansial. | STS | TS | N | S | SS |
| 6. | Anda bisa mempelajari hal-hal baru, tetapi anda benar-benar tidak bisa mengubah kecerdasan dasar anda. | STS | TS | N | S | SS |
| 7. | Tidak peduli berapa banyak kecerdasan yang anda miliki, anda selalu bisa mengubahnya sedikit. | STS | TS | N | S | SS |
| 8. | Anda bisa berubah bahkan tingkat kecerdasan yang paling dasar. | STS | TS | N | S | SS |
| 9. | Anda memiliki sejumlah bakat tertentu, dan anda tidak bisa berbuat banyak untuk mengubahnya. | STS | TS | N | S | SS |
| 10. | Bakat anda dalam suatu bidang adalah sesuatu tentang anda yang tidak bisa banyak diubah. | STS | TS | N | S | SS |
| 11. | Tidak peduli siapa anda, anda bisa mengubah tingkat bakat anda secara signifikan. | STS | TS | N | S | SS |
| 12. | Sejujurnya, anda benar-benar tidak bisa mengubah berapa banyak bakat yang anda miliki. | STS | TS | N | S | SS |

| | | | | | | |
|-----|--|-----|----|---|---|----|
| 13. | Anda selalu bisa mengubah berapa banyak bakat yang anda miliki secara substansial. | STS | TS | N | S | SS |
| 14. | Anda mampu mempelajari hal-hal baru, tetapi anda benar-benar tidak bisa mengubah tingkat bakat dasar anda. | STS | TS | N | S | SS |
| 15. | Tidak peduli berapa banyak bakat yang anda miliki, anda selalu bisa mengubahnya sedikit. | STS | TS | N | S | SS |
| 16. | Anda bahkan bisa mengubah tingkat bakat dasar anda secara signifikan. | STS | TS | N | S | SS |





LAMPIRAN II
HASIL KUESIONER PENELITIAN

IDENTITAS RESPONDEN

| NO | NAMA | NAMA MANAJER | DIVISI | JENIS KELAMIN | USIA | KEWARGANEGARAAN | PEND. TERAKHIR | PENGALAMAN KRJ | MASA JABATAN ORGANISASI |
|----|-----------------|----------------|-------------|---------------|-------|-----------------|----------------|----------------|-------------------------|
| 1 | Ramto | Suli Andriyani | TEL | P | 19-29 | Indonesia | SMA | 1-5 T | 1-5 T |
| 2 | Alvian YK | Suli Andriyani | TEL | P | 19-29 | Indonesia | S1 | 6-10 T | 6-10 T |
| 3 | Nisa | Suli Andriyani | TEL | W | 30-39 | Indonesia | SMA | 6-10 T | 1-5 T |
| 4 | SOFI | Suli Andriyani | TEL | W | 30-39 | Indonesia | S1 | 11-15 T | 1-5 T |
| 5 | GUNAWANTO | Suli Andriyani | TEL | P | 50-59 | Indonesia | SMA | >25 T | >15 T |
| 6 | Rudy Haryanto | Suli Andriyani | TEL | P | 30-39 | Indonesia | S1 | 11-15 T | 6-10 T |
| 7 | Irawati R T | Suli Andriyani | TEL | P | 19-29 | Indonesia | SMA | 1-5 T | 1-5 T |
| 8 | N.Azmi | Suli Andriyani | TEL | W | 19-29 | Indonesia | S1 | 6-10 T | 1-5 T |
| 9 | Anang | Riyanta | KONSTRUKSI | P | 40-49 | Indonesia | S1 | 21-25 T | >15 T |
| 10 | M. Ali alfan | Riyanta | KONSTRUKSI | P | 50-59 | Indonesia | S1 | >25 T | >15 T |
| 11 | Arry M | Riyanta | KONSTRUKSI | P | 30-39 | Indonesia | S1 | 6-10 T | 1-5 T |
| 12 | Nunik | Riyanta | KONSTRUKSI | W | 40-49 | Indonesia | S2 | 16-20 T | 11-15 T |
| 13 | Fadillah | Riyanta | KONSTRUKSI | P | 30-39 | Indonesia | SMA | 11-15 T | 6-10 T |
| 14 | Rahmat Sulaiman | Riyanta | KONSTRUKSI | P | 30-39 | Indonesia | SMA | 6-10 T | >15 T |
| 15 | Ulfa M | Riyanta | KONSTRUKSI | W | 50-59 | Indonesia | S1 | >25 T | >15 T |
| 16 | Adiyah A | M. Fauzan | PERENCANAAN | W | 50-59 | Indonesia | S1 | 21-25 T | >15 T |
| 17 | Ramadhani Putri | M. Fauzan | PERENCANAAN | W | 30-39 | Indonesia | S1 | 11-15 T | 6-10 T |
| 18 | Moch. Subarjah | M. Fauzan | PERENCANAAN | P | 30-39 | Indonesia | S1 | 6-10 T | 1-5 T |
| 19 | Yudha Arifin | M. Fauzan | PERENCANAAN | P | 30-39 | Indonesia | SMA | 11-15 T | 6-10 T |
| 20 | Dian Nariya | M. Fauzan | PERENCANAAN | W | 40-49 | Indonesia | SMA | 16-20 T | 6-10 T |

| | | | | | | | | | |
|----|-------------------|---------------------|-------------|---|-------|-----------|-----|---------|---------|
| 21 | Yasinta K | M. Fauzan | PERENCANAAN | W | 30-39 | Indonesia | S1 | 11-15 T | >15 T |
| 22 | Agus T P | M. Fauzan | PERENCANAAN | W | 40-49 | Indonesia | S1 | >25 T | 1-5 T |
| 23 | M. Fauzan | Deni Muhammad Abrar | ULP | P | 40-49 | Indonesia | SMA | >25 T | 1-5 T |
| 24 | Andria A | Deni Muhammad Abrar | ULP | W | 50-59 | Indonesia | S1 | >25 T | >15 T |
| 25 | Andra G | Deni Muhammad Abrar | ULP | P | 19-29 | Indonesia | SMA | 6-10 T | <1 T |
| 26 | Diva U R | Deni Muhammad Abrar | ULP | W | 50-59 | Indonesia | SMA | >25 T | >15 T |
| 27 | Ramadhan S | Deni Muhammad Abrar | ULP | P | 30-39 | Indonesia | SMA | 11-15 T | 1-5 T |
| 28 | Indradi P | Deni Muhammad Abrar | ULP | P | 30-39 | Indonesia | S2 | 11-15 T | <1 T |
| 29 | Rachma | Deni Muhammad Abrar | ULP | W | 30-39 | Indonesia | S1 | 6-10 T | <1 T |
| 30 | Deni Haryanto | Deni Muhammad Abrar | ULP | P | 50-59 | Indonesia | S2 | >25 T | 1-5 T |
| 31 | Alifah Ayu | Deni Muhammad Abrar | ULP | W | 40-49 | Indonesia | S1 | 16-20 T | 1-5 T |
| 32 | Margiyani | Deni Muhammad Abrar | ULP | W | 40-49 | Indonesia | SMA | >25 T | 11-15 T |
| 33 | Arya Setianingsih | Deni Muhammad Abrar | ULP | W | 30-39 | Indonesia | S1 | 11-15 T | 11-15 T |
| 34 | Ilham Akbar | Deni Muhammad Abrar | ULP | P | 50-59 | Indonesia | SMA | >25 T | <1 T |
| 35 | Ayu M | Pundhi Nugrohojati | ULP | W | 30-39 | Indonesia | S1 | >25 T | >15 T |
| 36 | Eduardo I D | Pundhi Nugrohojati | JARINGAN | P | 50-59 | Indonesia | SMA | > 25 T | >15 T |

| | | | | | | | | | |
|----|-----------------|--------------------|----------|---|-------|-----------|-----|---------|---------|
| 37 | Sutarto | Pundhi Nugrohojati | JARINGAN | P | 40-49 | Indonesia | S1 | >25 T | 6-10 T |
| 38 | Nabilah Fatin D | Pundhi Nugrohojati | JARINGAN | W | 19-29 | Indonesia | SMA | 1-5 T | >15 T |
| 39 | Diana Dessy | Pundhi Nugrohojati | JARINGAN | W | 19-29 | Indonesia | S1 | 1-5 T | 1-5 T |
| 40 | Berti Purnama | Pundhi Nugrohojati | JARINGAN | W | 30-39 | Indonesia | S2 | 6-10 T | 1-5 T |
| 41 | Pundhi | Pundhi Nugrohojati | JARINGAN | P | 50-59 | Indonesia | S1 | 11-15 T | >15 T |
| 42 | Indra Herman | Pundhi Nugrohojati | JARINGAN | P | 30-39 | Indonesia | S1 | 11-15 T | 11-15 T |
| 43 | Bambang M | Pundhi Nugrohojati | JARINGAN | P | 30-39 | Indonesia | S1 | 6-10 T | 1-5 T |
| 44 | Arman S | Pundhi Nugrohojati | JARINGAN | P | 50-59 | Indonesia | S1 | 6-10 T | 1-5 T |
| 45 | Nadia Ismi S | Pundhi Nugrohojati | JARINGAN | W | 50-59 | Indonesia | SMA | 11-15 T | 1-5 T |
| 46 | Theo E | Pundhi Nugrohojati | JARINGAN | P | 30-39 | Indonesia | S2 | 6-10 T | 1-5 T |
| 47 | Intan A | Pundhi Nugrohojati | JARINGAN | W | 19-29 | Indonesia | S1 | 6-10 T | 1-5 T |
| 48 | Irviana Ayu P | Pundhi Nugrohojati | JARINGAN | W | 50-59 | Indonesia | SMA | 11-15 T | 6-10 T |
| 49 | TH. Neni D.A | Pundhi Nugrohojati | JARINGAN | W | 50-59 | Indonesia | SMA | >25 T | >15 T |
| 50 | Joko Bahari | Pundhi Nugrohojati | JARINGAN | P | 30-39 | Indonesia | S1 | >25 T | >15 T |
| 51 | Hendrawan | Pundhi Nugrohojati | JARINGAN | P | 19-29 | Indonesia | S1 | 6-10 T | 1-5 T |
| 52 | Aisyah M | Arisman | JARINGAN | W | 30-39 | Indonesia | S1 | 11-15 T | 11-15 T |
| 53 | Melani | Arisman | JARINGAN | W | 19-29 | Indonesia | S1 | 1-5 T | 1-5 T |
| 54 | Ayu | Arisman | JARINGAN | W | 30-39 | Indonesia | SMA | 1-5 T | 6-10 T |
| 55 | Tita mega | Arisman | KSA | W | 30-39 | Indonesia | SMA | 11-15 T | 11-15 T |
| 56 | Bagas Aji | Arisman | KSA | P | 30-39 | Indonesia | SMA | 11-15 T | 6-10 T |
| 57 | M. Yanto | Arisman | KSA | P | 40-49 | Indonesia | SMA | 16-20 T | 11-15 T |
| 58 | Musdalifah | Arisman | KSA | W | 30-39 | Indonesia | S1 | 11-15 T | 1-5 T |
| 59 | Yuliana Thenu | Arisman | KSA | W | 40-49 | Indonesia | S2 | 16-20 T | >15 T |
| 60 | Sandra A W | Arisman | KSA | W | 19-29 | Indonesia | S1 | 1-5 T | 1-5 T |
| 61 | Ismail B | Arisman | KSA | P | 30-39 | Indonesia | S1 | 11-15 T | 6-10 T |

| | | | | | | | | | |
|----|-------------------|---------|--------|---|-------|-----------|-----|---------|---------|
| 62 | Lukman Adrianus | Arisman | KSA | P | 30-39 | Indonesia | SMA | >25 T | >15 T |
| 63 | Sarah K | Arisman | KSA | W | 30-39 | Indonesia | S1 | 6-10 T | 6-10 T |
| 64 | Asep Triyanto | Arisman | KSA | W | 40-49 | Indonesia | SMA | 16-20 T | 11-15 T |
| 65 | Ramadhan Sulaiman | Arisman | KSA | P | 40-49 | Indonesia | SMA | 16-20 T | >15 T |
| 66 | Ratna Maria | Arisman | KSA | P | 30-39 | Indonesia | S1 | 11-15 T | 11-15 T |
| 67 | Ratna Ajeng M | Arisman | KSA | W | 30-39 | Indonesia | S1 | 16-20 T | >15 T |
| 68 | Mani Isma | Kustati | SAR PP | W | 30-39 | Indonesia | S1 | 6-10 T | 1-5 T |
| 69 | Siti Nurhayati | Kustati | SAR PP | W | 30-39 | Indonesia | S1 | 11-15 T | 6-10 T |
| 70 | Asma Nusaybah | Kustati | SAR PP | W | 40-49 | Indonesia | SMA | 21-25 T | >15 T |
| 71 | Alimah Bahiyah | Kustati | SAR PP | W | 40-49 | Indonesia | S1 | 21-25 T | 11-15 T |
| 72 | Naufall A | Kustati | SAR PP | P | 30-39 | Indonesia | S1 | 11-15 T | 1-5 T |
| 73 | M.Reza Abdullah | Kustati | SAR PP | P | 19-29 | Indonesia | SMA | 1-5 T | 1-5 T |

| COACHING BEHAVIOUR | | | | | | | | | | | | BAGIAN |
|---------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|-------|---------------|
| RESP | CB1 | CB2 | CB3 | CB4 | CB5 | CB6 | CB7 | CB8 | CB9 | CB10 | TOTAL | |
| 1 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 41 | TEL |
| 2 | 4 | 5 | 4 | 4 | 3 | 4 | 3 | 5 | 4 | 5 | 41 | TEL |
| 3 | 4 | 5 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 3 | 42 | TEL |
| 4 | 3 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 38 | TEL |
| 5 | 4 | 3 | 3 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 42 | TEL |
| 6 | 3 | 5 | 4 | 4 | 3 | 5 | 3 | 5 | 5 | 3 | 40 | TEL |
| 7 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 43 | TEL |
| 8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | TEL |
| 9 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 37 | KONSTRUKSI |
| 10 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 34 | KONSTRUKSI |
| 11 | 4 | 4 | 4 | 5 | 3 | 3 | 4 | 4 | 4 | 4 | 39 | KONSTRUKSI |
| 12 | 3 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 40 | KONSTRUKSI |
| 13 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 34 | KONSTRUKSI |
| 14 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 36 | KONSTRUKSI |
| 15 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 | KONSTRUKSI |
| 16 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 | PERENCANAAN |
| 17 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 | PERENCANAAN |
| 18 | 3 | 3 | 4 | 5 | 4 | 3 | 3 | 4 | 4 | 3 | 36 | PERENCANAAN |
| 19 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | PERENCANAAN |
| 20 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 37 | PERENCANAAN |
| 21 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 | PERENCANAAN |
| 22 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | PERENCANAAN |
| 23 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 | ULP |

| | | | | | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|---|---|---|----|----------|
| 24 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | ULP |
| 25 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 39 | ULP |
| 26 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | ULP |
| 27 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | ULP |
| 28 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 36 | ULP |
| 29 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 43 | ULP |
| 30 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | ULP |
| 31 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 44 | ULP |
| 32 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 35 | ULP |
| 33 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 36 | ULP |
| 34 | 5 | 4 | 4 | 3 | 4 | 5 | 4 | 3 | 3 | 3 | 3 | 38 | ULP |
| 35 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 | ULP |
| 36 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 | JARINGAN |
| 37 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 | JARINGAN |
| 38 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | JARINGAN |
| 39 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 31 | JARINGAN |
| 40 | 4 | 5 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 37 | JARINGAN |
| 41 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 41 | JARINGAN |
| 42 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | JARINGAN |
| 43 | 3 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 39 | JARINGAN |
| 44 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 43 | JARINGAN |
| 45 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 5 | 5 | 5 | 39 | JARINGAN |
| 46 | 4 | 4 | 4 | 5 | 5 | 3 | 4 | 3 | 4 | 4 | 4 | 40 | JARINGAN |
| 47 | 5 | 3 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 4 | 4 | 39 | JARINGAN |
| 48 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 44 | JARINGAN |

| | | | | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|---|---|----|----------|
| 49 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 39 | JARINGAN |
| 50 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 39 | JARINGAN |
| 51 | 4 | 3 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 3 | 39 | JARINGAN |
| 52 | 5 | 4 | 4 | 5 | 5 | 3 | 3 | 4 | 4 | 4 | 41 | JARINGAN |
| 53 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 44 | JARINGAN |
| 54 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | JARINGAN |
| 55 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 43 | KSA |
| 56 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 | KSA |
| 57 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 43 | KSA |
| 58 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 42 | KSA |
| 59 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 35 | KSA |
| 60 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 39 | KSA |
| 61 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 36 | KSA |
| 62 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 43 | KSA |
| 63 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 35 | KSA |
| 64 | 3 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 3 | 3 | 40 | KSA |
| 65 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 4 | 5 | 5 | 41 | KSA |
| 66 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 3 | 3 | 4 | 41 | KSA |
| 67 | 4 | 3 | 4 | 5 | 5 | 4 | 3 | 4 | 4 | 5 | 41 | KSA |
| 68 | 5 | 4 | 4 | 5 | 3 | 3 | 4 | 5 | 4 | 4 | 41 | SAR PP |
| 69 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 3 | 43 | SAR PP |
| 70 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 43 | SAR PP |
| 71 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 35 | SAR PP |
| 72 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 4 | 3 | 4 | 42 | SAR PP |
| 73 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | SAR PP |

| | | | | | | | | | | | |
|------------|------|------|------|------|------|------|------|------|------|------|--|
| | | | | | | | | | | | |
| MEAN CB | 3.89 | 3.81 | 3.85 | 4.07 | 3.95 | 3.89 | 3.86 | 3.96 | 3.92 | 3.86 | |
| MEAN TOTAL | 3.91 | | | | | | | | | | |

| BAGIAN | OCB-ALTRUISM | | | | | | OCB-CONSCIENTIOUSNESS | | | | | |
|---------------|---------------------|-------|-------|-------|-------|-------|------------------------------|-------|-------|-------|-------|-------|
| | OCBA1 | OCBA2 | OCBA3 | OCBA4 | OCBA5 | TOTAL | OCBC1 | OCBC2 | OCBC3 | OCBC4 | OCBC5 | TOTAL |
| TEL | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 5 | 25 |
| TEL | 4 | 3 | 4 | 3 | 4 | 18 | 4 | 4 | 4 | 3 | 4 | 19 |
| TEL | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 4 | 3 | 4 | 17 |
| TEL | 4 | 5 | 4 | 4 | 4 | 21 | 4 | 5 | 4 | 4 | 5 | 22 |
| TEL | 3 | 3 | 3 | 3 | 3 | 15 | 4 | 4 | 4 | 4 | 4 | 20 |
| TEL | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 4 | 24 |
| TEL | 5 | 3 | 4 | 3 | 5 | 20 | 5 | 5 | 5 | 5 | 5 | 25 |
| TEL | 4 | 4 | 4 | 3 | 4 | 19 | 4 | 4 | 4 | 3 | 3 | 18 |
| KONSTRUKSI | 3 | 3 | 4 | 4 | 5 | 19 | 5 | 3 | 3 | 3 | 3 | 17 |
| KONSTRUKSI | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 5 | 25 |
| KONSTRUKSI | 4 | 4 | 5 | 4 | 4 | 21 | 4 | 4 | 4 | 5 | 5 | 22 |
| KONSTRUKSI | 3 | 3 | 3 | 4 | 4 | 17 | 3 | 5 | 4 | 4 | 5 | 21 |
| KONSTRUKSI | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 5 | 5 | 5 | 23 |
| KONSTRUKSI | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 4 | 20 |
| KONSTRUKSI | 4 | 4 | 4 | 5 | 5 | 22 | 5 | 5 | 5 | 4 | 4 | 23 |
| PERENCANAAN | 3 | 3 | 4 | 4 | 3 | 17 | 4 | 3 | 3 | 4 | 3 | 17 |
| PERENCANAAN | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 |

| | | | | | | | | | | | | |
|-------------|---|---|---|---|---|----|---|---|---|---|---|----|
| PERENCANAAN | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 3 | 4 | 19 |
| PERENCANAAN | 3 | 4 | 3 | 3 | 4 | 17 | 3 | 3 | 4 | 3 | 4 | 17 |
| PERENCANAAN | 4 | 4 | 4 | 4 | 4 | 20 | 3 | 4 | 4 | 5 | 5 | 21 |
| PERENCANAAN | 3 | 3 | 4 | 3 | 4 | 17 | 4 | 4 | 4 | 3 | 3 | 18 |
| PERENCANAAN | 4 | 4 | 4 | 3 | 4 | 19 | 4 | 4 | 4 | 4 | 4 | 20 |
| ULP | 5 | 4 | 4 | 5 | 4 | 22 | 4 | 5 | 4 | 4 | 4 | 21 |
| ULP | 4 | 4 | 4 | 5 | 3 | 20 | 3 | 3 | 3 | 3 | 3 | 15 |
| ULP | 4 | 5 | 5 | 5 | 4 | 23 | 4 | 5 | 5 | 5 | 4 | 23 |
| ULP | 4 | 4 | 5 | 4 | 4 | 21 | 4 | 3 | 3 | 3 | 3 | 16 |
| ULP | 5 | 5 | 4 | 5 | 5 | 24 | 4 | 4 | 5 | 4 | 4 | 21 |
| ULP | 5 | 5 | 5 | 4 | 4 | 23 | 4 | 4 | 4 | 4 | 4 | 20 |
| ULP | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 4 | 20 |
| ULP | 4 | 4 | 5 | 4 | 4 | 21 | 4 | 4 | 5 | 4 | 4 | 21 |
| ULP | 3 | 4 | 4 | 3 | 3 | 17 | 3 | 3 | 4 | 3 | 3 | 16 |
| ULP | 4 | 4 | 4 | 3 | 3 | 18 | 4 | 3 | 4 | 4 | 4 | 19 |
| ULP | 4 | 4 | 4 | 3 | 4 | 19 | 4 | 4 | 5 | 4 | 4 | 21 |
| ULP | 5 | 4 | 4 | 5 | 5 | 23 | 4 | 4 | 5 | 5 | 5 | 23 |
| ULP | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 3 | 15 |
| JARINGAN | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 3 | 3 | 3 | 17 |
| JARINGAN | 3 | 3 | 4 | 3 | 4 | 17 | 3 | 3 | 4 | 3 | 3 | 16 |
| JARINGAN | 3 | 3 | 4 | 3 | 3 | 16 | 4 | 3 | 3 | 3 | 3 | 16 |
| JARINGAN | 3 | 5 | 4 | 4 | 4 | 20 | 4 | 5 | 4 | 4 | 5 | 22 |
| JARINGAN | 4 | 4 | 4 | 4 | 4 | 20 | 3 | 3 | 3 | 3 | 3 | 15 |
| JARINGAN | 4 | 4 | 3 | 3 | 4 | 18 | 4 | 4 | 4 | 3 | 3 | 18 |
| JARINGAN | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 5 | 4 | 4 | 21 |

| | | | | | | | | | | | | |
|----------|---|---|---|---|---|----|---|---|---|---|---|----|
| JARINGAN | 4 | 4 | 3 | 5 | 4 | 20 | 5 | 5 | 4 | 5 | 4 | 23 |
| JARINGAN | 4 | 3 | 3 | 3 | 3 | 16 | 4 | 4 | 4 | 3 | 3 | 18 |
| JARINGAN | 4 | 5 | 5 | 4 | 4 | 22 | 4 | 4 | 4 | 4 | 4 | 20 |
| JARINGAN | 3 | 3 | 3 | 3 | 4 | 16 | 3 | 3 | 3 | 3 | 3 | 15 |
| JARINGAN | 3 | 4 | 4 | 4 | 4 | 19 | 4 | 4 | 4 | 4 | 3 | 19 |
| JARINGAN | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 3 | 4 | 4 | 4 | 19 |
| JARINGAN | 4 | 4 | 4 | 3 | 3 | 18 | 4 | 4 | 3 | 4 | 4 | 19 |
| JARINGAN | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 5 | 25 |
| JARINGAN | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 4 | 4 | 23 |
| JARINGAN | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 5 | 25 |
| JARINGAN | 4 | 5 | 5 | 5 | 5 | 24 | 5 | 5 | 5 | 5 | 5 | 25 |
| JARINGAN | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 3 | 4 | 4 | 4 | 19 |
| KSA | 3 | 3 | 4 | 3 | 3 | 16 | 3 | 3 | 4 | 3 | 4 | 17 |
| KSA | 3 | 4 | 4 | 4 | 3 | 18 | 3 | 3 | 3 | 3 | 3 | 15 |
| KSA | 4 | 4 | 4 | 3 | 4 | 19 | 4 | 3 | 3 | 3 | 4 | 17 |
| KSA | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 5 | 25 |
| KSA | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 4 | 20 |
| KSA | 3 | 4 | 4 | 4 | 4 | 19 | 4 | 4 | 4 | 4 | 4 | 20 |
| KSA | 3 | 4 | 4 | 3 | 3 | 17 | 3 | 4 | 4 | 3 | 3 | 17 |
| KSA | 4 | 5 | 4 | 5 | 5 | 23 | 4 | 4 | 4 | 5 | 5 | 22 |
| KSA | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 5 | 5 | 4 | 22 |
| KSA | 3 | 3 | 3 | 4 | 4 | 17 | 4 | 4 | 4 | 4 | 4 | 20 |
| KSA | 4 | 3 | 4 | 4 | 3 | 18 | 3 | 3 | 4 | 4 | 3 | 17 |
| KSA | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 4 | 20 |
| KSA | 5 | 3 | 4 | 3 | 4 | 19 | 4 | 4 | 5 | 5 | 4 | 22 |

| | | | | | | | | | | | | |
|------------|------|------|------|------|------|------------|------|------|------|------|------|----|
| SAR PP | 5 | 3 | 4 | 3 | 3 | 18 | 4 | 4 | 3 | 3 | 3 | 17 |
| SAR PP | 4 | 5 | 5 | 5 | 4 | 23 | 4 | 4 | 5 | 4 | 5 | 22 |
| SAR PP | 5 | 4 | 4 | 4 | 5 | 22 | 5 | 5 | 4 | 4 | 5 | 23 |
| SAR PP | 5 | 4 | 5 | 5 | 5 | 24 | 4 | 5 | 4 | 4 | 5 | 22 |
| SAR PP | 4 | 4 | 5 | 4 | 4 | 21 | 4 | 5 | 4 | 4 | 5 | 22 |
| SAR PP | 5 | 5 | 4 | 5 | 5 | 24 | 4 | 4 | 4 | 4 | 4 | 20 |
| MEAN OCBA | 3.96 | 3.97 | 4.08 | 3.93 | 4.01 | MEAN OCBC | 3.97 | 3.99 | 4.08 | 3.90 | 3.97 | |
| MEAN TOTAL | 3.99 | | | | | MEAN TOTAL | 3.98 | | | | | |

| MINDSET MANAGER | | | | | | | | | | | | | | | | | |
|------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
| BAGIAN | MM1 | MM2 | MM3 | MM4 | MM5 | MM6 | MM7 | MM8 | MM9 | MM10 | MM11 | MM12 | MM13 | MM14 | MM15 | MM16 | TOTAL |
| TEL | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 70 |
| TEL | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 70 |
| TEL | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 70 |
| TEL | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 70 |
| TEL | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 70 |
| TEL | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 70 |
| TEL | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 70 |
| KONSTRUKSI | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 57 |

| | | | | | | | | | | | | | | | | | |
|-------------|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|
| KONSTRUKSI | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 57 |
| KONSTRUKSI | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 57 |
| KONSTRUKSI | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 57 |
| KONSTRUKSI | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 57 |
| KONSTRUKSI | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 57 |
| KONSTRUKSI | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 57 |
| PERENCANAAN | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 73 |
| PERENCANAAN | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 73 |
| PERENCANAAN | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 73 |
| PERENCANAAN | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 73 |
| PERENCANAAN | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 73 |
| PERENCANAAN | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 73 |
| ULP | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 54 |
| ULP | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 54 |
| ULP | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 54 |
| ULP | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 54 |
| ULP | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 54 |
| ULP | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 54 |
| ULP | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 54 |
| ULP | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 54 |
| ULP | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 54 |
| ULP | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 54 |

| | | | | | | | | | | | | | | | | | |
|------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|----|
| KSA | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 55 |
| KSA | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 55 |
| KSA | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 55 |
| KSA | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 55 |
| KSA | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 55 |
| KSA | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 55 |
| KSA | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 55 |
| KSA | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 55 |
| SAR PP | 5 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 4 | 67 |
| SAR PP | 5 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 4 | 67 |
| SAR PP | 5 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 4 | 67 |
| SAR PP | 5 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 4 | 67 |
| SAR PP | 5 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 4 | 67 |
| SAR PP | 5 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 4 | 67 |
| | | | | | | | | | | | | | | | | | |
| MEAN MM | 3.75 | 4.10 | 4.10 | 3.77 | 4.10 | 3.84 | 4.00 | 3.47 | 3.90 | 3.99 | 3.47 | 3.85 | 4.08 | 3.85 | 3.74 | 3.99 | |
| MEAN TOTAL | 3.87 | | | | | | | | | | | | | | | | |



LAMPIRAN III
SURAT KETERANGAN
PENELITIAN



UID JAWA TENGAH DAN D. I. YOGYAKARTA
UP3 YOGYAKARTA

Nomor : 0152 /SDM.04.01/030700/2019
Lampiran : -
Sifat : Biasa
Perihal : Persetujuan Permohonan Ijin Penelitian

30 Agustus 2019

KepadaYth :
Dekan Fakultas Bisnis & Ekonomi
Universitas Atma Jaya
Di
Yogyakarta

Sehubungan dengan surat Saudara :

Nomor : 3123/R/1
Tanggal : 21 Agustus 2019
Perihal : Permohonan Ijin Penelitian
Nama : Wilehe Joselin Tuanakotta
Mahasiswa/Siswa : Universitas Atma Jaya

Sesuai Surat Edaran PT. PLN (Persero) Distribusi Jawa Tengah No. 006.E/7425/PD.II/1994 tanggal 05 Agustus 1994, diberitahukan bahwa Permohonan Ijin Penelitian di PT. PLN (Persero) UP3 Yogyakarta pada Humas tanggal **22 Agustus 2019** dapat **disetujui** dengan ketentuan sebagai berikut:

1. Yang bersangkutan telah memberikan Surat Pengantar dari Sekolah/Universitas.
 2. Semua data atau informasi yang diperoleh hanya dipergunakan untuk kepentingan sekolah atau Akademis.
 3. Pengaturan waktu dan tempat Pengambilan Data atau Informasi ditentukan oleh Manager sesuai arahan yang diberikan.
 4. Surat jawaban dari PT.PLN (Persero) Unit Pelaksana Pelayanan Pelanggan Yogyakarta dapat diambil apabila telah mendapat pemberitahuan.
- Demikian disampaikan, atas perhatian dan kerjasamanya diucapkan terimakasih.

MANAGER

ERIC ROSSI PRYO NUGROHO



VALIDITAS VARIABEL COACHING BEHAVIOUR

Correlations

| | | CB1 | CB2 | CB3 | CB4 | CB5 | CB6 | CB7 | CB8 | CB9 | CB10 | TOTAL.CB |
|-----|---------------------|--------|--------|--------|--------|--------|--------|--------|-------|--------|-------|----------|
| CB1 | Pearson Correlation | 1 | .438** | .487** | .233* | .203 | .178 | .151 | -.012 | .014 | .285* | .519** |
| | Sig. (2-tailed) | | .000 | .000 | .048 | .084 | .133 | .202 | .918 | .906 | .015 | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| CB2 | Pearson Correlation | .438** | 1 | .550** | .159 | -.097 | .215 | -.034 | .264* | .231* | .107 | .493** |
| | Sig. (2-tailed) | .000 | | .000 | .179 | .414 | .068 | .775 | .024 | .049 | .370 | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| CB3 | Pearson Correlation | .487** | .550** | 1 | .294* | .318** | .244* | .180 | .137 | .004 | .280* | .610** |
| | Sig. (2-tailed) | .000 | .000 | | .012 | .006 | .037 | .127 | .249 | .973 | .016 | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| CB4 | Pearson Correlation | .233* | .159 | .294* | 1 | .357** | .057 | .150 | .282* | .321** | .292* | .541** |
| | Sig. (2-tailed) | .048 | .179 | .012 | | .002 | .635 | .205 | .016 | .006 | .012 | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| CB5 | Pearson Correlation | .203 | -.097 | .318** | .357** | 1 | .336** | .478** | .233* | .139 | .280* | .581** |
| | Sig. (2-tailed) | .084 | .414 | .006 | .002 | | .004 | .000 | .047 | .242 | .016 | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| CB6 | Pearson Correlation | .178 | .215 | .244* | .057 | .336** | 1 | .502** | .280* | .120 | .123 | .558** |
| | Sig. (2-tailed) | | | | | | | | | | | |
| | N | | | | | | | | | | | |



| | | | | | | | | | | | | |
|----------|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | Sig. (2-tailed) | .133 | .068 | .037 | .635 | .004 | | .000 | .016 | .313 | .302 | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| CB7 | Pearson Correlation | .151 | -.034 | .180 | .150 | .478** | .502** | 1 | .274* | .287* | .407** | .610** |
| | Sig. (2-tailed) | .202 | .775 | .127 | .205 | .000 | .000 | | .019 | .014 | .000 | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| CB8 | Pearson Correlation | -.012 | .264* | .137 | .282* | .233* | .280* | .274* | 1 | .528** | .289* | .584** |
| | Sig. (2-tailed) | .918 | .024 | .249 | .016 | .047 | .016 | .019 | | .000 | .013 | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| CB9 | Pearson Correlation | .014 | .231* | .004 | .321** | .139 | .120 | .287* | .528** | 1 | .417** | .536** |
| | Sig. (2-tailed) | .906 | .049 | .973 | .006 | .242 | .313 | .014 | .000 | | .000 | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| CB10 | Pearson Correlation | .285* | .107 | .280* | .292* | .280* | .123 | .407** | .289* | .417** | 1 | .618** |
| | Sig. (2-tailed) | .015 | .370 | .016 | .012 | .016 | .302 | .000 | .013 | .000 | | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| TOTAL.CB | Pearson Correlation | .519** | .493** | .610** | .541** | .581** | .558** | .610** | .584** | .536** | .618** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| | N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |

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

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



VALIDITAS VARIABEL ORGANIZATIONAL CITIZENSHIP

BEHAVIOUR-ALTRUISM

Correlations

| | | OCBA1 | OCBA2 | OCBA3 | OCBA4 | OCBA5 | TOTAL.OCBA |
|------------|---------------------|--------|--------|--------|--------|--------|------------|
| OCBA1 | Pearson Correlation | 1 | .520** | .542** | .524** | .603** | .788** |
| | Sig. (2-tailed) | | .000 | .000 | .000 | .000 | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 |
| OCBA2 | Pearson Correlation | .520** | 1 | .641** | .686** | .553** | .840** |
| | Sig. (2-tailed) | .000 | | .000 | .000 | .000 | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 |
| OCBA3 | Pearson Correlation | .542** | .641** | 1 | .537** | .462** | .772** |
| | Sig. (2-tailed) | .000 | .000 | | .000 | .000 | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 |
| OCBA4 | Pearson Correlation | .524** | .686** | .537** | 1 | .642** | .847** |
| | Sig. (2-tailed) | .000 | .000 | .000 | | .000 | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 |
| OCBA5 | Pearson Correlation | .603** | .553** | .462** | .642** | 1 | .805** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 |
| TOTAL.OCBA | Pearson Correlation | .788** | .840** | .772** | .847** | .805** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | |
| | N | 73 | 73 | 73 | 73 | 73 | 73 |

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



VALIDITAS VARIABEL ORGANIZATIONAL CITIZENSHIP

BEHAVIOUR-CONSCIETIOUSNESS

| | | Correlations | | | | | |
|------------|---------------------|--------------|--------|--------|--------|--------|------------|
| | | OCBC1 | OCBC2 | OCBC3 | OCBC4 | OCBC5 | TOTAL.OCBC |
| OCBC1 | Pearson Correlation | 1 | .666** | .496** | .560** | .447** | .749** |
| | Sig. (2-tailed) | | .000 | .000 | .000 | .000 | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 |
| OCBC2 | Pearson Correlation | .666** | 1 | .611** | .628** | .658** | .859** |
| | Sig. (2-tailed) | .000 | | .000 | .000 | .000 | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 |
| OCBC3 | Pearson Correlation | .496** | .611** | 1 | .696** | .606** | .820** |
| | Sig. (2-tailed) | .000 | .000 | | .000 | .000 | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 |
| OCBC4 | Pearson Correlation | .560** | .628** | .696** | 1 | .743** | .879** |
| | Sig. (2-tailed) | .000 | .000 | .000 | | .000 | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 |
| OCBC5 | Pearson Correlation | .447** | .658** | .606** | .743** | 1 | .842** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 |
| TOTAL.OCBC | Pearson Correlation | .749** | .859** | .820** | .879** | .842** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | |
| | N | 73 | 73 | 73 | 73 | 73 | 73 |

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



VALIDITAS VARIABEL *MINDSET MANAGER*

Correlations

| | MM1 | MM2 | MM3 | MM4 | MM5 | MM6 | MM7 | MM8 | MM9 | MM10 | MM11 | MM12 | MM13 | MM14 | MM15 | MM16 | TOTAL.MM |
|-------------------------|--------|--------|--------|--------|--------|---------|--------|---------|--------|---------|--------|--------|---------|--------|---------|---------|----------|
| MM1 Pearson Correlation | 1 | .085 | -.211 | .847** | -.239* | .483** | -.129 | .342** | -.157 | -.478** | -.095 | .937** | -.403** | .937** | .817** | -.478** | .378** |
| Sig. (2-tailed) | | .475 | .073 | .000 | .041 | .000 | .276 | .003 | .185 | .000 | .423 | .000 | .000 | .000 | .000 | .000 | .001 |
| N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| MM2 Pearson Correlation | .085 | 1 | .719** | .081 | .691** | -.516** | .652** | -.285* | .763** | .614** | .818** | .063 | .554** | .063 | -.097 | .614** | .663** |
| Sig. (2-tailed) | .475 | | .000 | .494 | .000 | .000 | .000 | .015 | .000 | .000 | .000 | .599 | .000 | .599 | .414 | .000 | .000 |
| N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| MM3 Pearson Correlation | -.211 | .719** | 1 | -.210 | .404** | -.246* | .652** | .163 | .763** | .920** | .818** | -.204 | .837** | -.204 | -.399** | .920** | .630** |
| Sig. (2-tailed) | .073 | .000 | | .075 | .000 | .036 | .000 | .167 | .000 | .000 | .000 | .084 | .000 | .084 | .000 | .000 | .000 |
| N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| MM4 Pearson Correlation | .847** | .081 | -.210 | 1 | .060 | .500** | .021 | .355** | -.013 | -.470** | .140 | .945** | -.240* | .945** | .833** | -.470** | .496** |
| Sig. (2-tailed) | .000 | .494 | .075 | | .613 | .000 | .859 | .002 | .916 | .000 | .237 | .000 | .041 | .000 | .000 | .000 | .000 |
| N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| MM5 Pearson Correlation | -.239* | .691** | .404** | .060 | 1 | -.358** | .812** | -.538** | .780** | .459** | .801** | -.083 | .566** | -.083 | -.075 | .459** | .542** |
| Sig. (2-tailed) | .041 | .000 | .000 | .613 | | .002 | .000 | .000 | .000 | .000 | .000 | .487 | .000 | .487 | .526 | .000 | .000 |

| N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
|-----------------|---------|---------|--------|---------|---------|--------|--------|--------|--------|--------|--------|---------|--------|---------|---------|---------|--------|
| MM6 Pearson | .483** | -.516** | -.246* | .500** | -.358** | 1 | .020 | .617** | -.132 | -.298* | -.213 | .596** | -.105 | .596** | .645** | -.298* | .259* |
| Correlation | | | | | | | | | | | | | | | | | |
| Sig. (2-tailed) | .000 | .000 | .036 | .000 | .002 | | .869 | .000 | .264 | .010 | .071 | .000 | .376 | .000 | .000 | .010 | .027 |
| N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| MM7 Pearson | -.129 | .652** | .652** | .021 | .812** | .020 | 1 | -.195 | .944** | .711** | .846** | .019 | .802** | .019 | .022 | .711** | .791** |
| Correlation | | | | | | | | | | | | | | | | | |
| Sig. (2-tailed) | .276 | .000 | .000 | .859 | .000 | .869 | | .098 | .000 | .000 | .000 | .871 | .000 | .871 | .854 | .000 | .000 |
| N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| MM8 Pearson | .342** | -.285* | .163 | .355** | -.538** | .617** | -.195 | 1 | -.084 | .018 | -.046 | .430** | .146 | .430** | .328** | .018 | .276* |
| Correlation | | | | | | | | | | | | | | | | | |
| Sig. (2-tailed) | .003 | .015 | .167 | .002 | .000 | .000 | .098 | | .479 | .883 | .699 | .000 | .217 | .000 | .005 | .883 | .018 |
| N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| MM9 Pearson | -.157 | .763** | .763** | -.013 | .780** | -.132 | .944** | -.084 | 1 | .816** | .899** | -.001 | .904** | -.001 | -.017 | .816** | .826** |
| Correlation | | | | | | | | | | | | | | | | | |
| Sig. (2-tailed) | .185 | .000 | .000 | .916 | .000 | .264 | .000 | .479 | | .000 | .000 | .993 | .000 | .993 | .886 | .000 | .000 |
| N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| MM10 Pearson | -.478** | .614** | .920** | -.470** | .459** | -.298* | .711** | .018 | .816** | 1 | .731** | -.428** | .928** | -.428** | -.487** | 1.000** | .508** |
| Correlation | | | | | | | | | | | | | | | | | |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .010 | .000 | .883 | .000 | | .000 | .000 | .000 | .000 | .000 | .000 | .000 |

| | N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
|----------|-----------------|---------|--------|---------|--------|--------|--------|--------|--------|--------|---------|--------|---------|--------|---------|--------|---------|--------|
| MM1 1 | Pearson | -.095 | .818** | .818** | .140 | .801** | -.213 | .846** | -.046 | .899** | .731** | 1 | .037 | .807** | .037 | -.117 | .731** | .810** |
| | Correlation | | | | | | | | | | | | | | | | | |
| | Sig. (2-tailed) | .423 | .000 | .000 | .237 | .000 | .071 | .000 | .699 | .000 | .000 | | .757 | .000 | .757 | .325 | .000 | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| MM1 2 | Pearson | .937** | .063 | -.204 | .945** | -.083 | .596** | .019 | .430** | -.001 | -.428** | .037 | 1 | -.230 | 1.000** | .929** | -.428** | .527** |
| | Correlation | | | | | | | | | | | | | | | | | |
| | Sig. (2-tailed) | .000 | .599 | .084 | .000 | .487 | .000 | .871 | .000 | .993 | .000 | .757 | | .051 | .000 | .000 | .000 | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| MM1 3 | Pearson | -.403** | .554** | .837** | -.240* | .566** | -.105 | .802** | .146 | .904** | .928** | .807** | -.230 | 1 | -.230 | -.244* | .928** | .669** |
| | Correlation | | | | | | | | | | | | | | | | | |
| | Sig. (2-tailed) | .000 | .000 | .000 | .041 | .000 | .376 | .000 | .217 | .000 | .000 | .000 | .051 | | .051 | .037 | .000 | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| MM1 4 | Pearson | .937** | .063 | -.204 | .945** | -.083 | .596** | .019 | .430** | -.001 | -.428** | .037 | 1.000** | -.230 | 1 | .929** | -.428** | .527** |
| | Correlation | | | | | | | | | | | | | | | | | |
| | Sig. (2-tailed) | .000 | .599 | .084 | .000 | .487 | .000 | .871 | .000 | .993 | .000 | .757 | .000 | .051 | | .000 | .000 | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| MM1 5 | Pearson | .817** | -.097 | -.399** | .833** | -.075 | .645** | .022 | .328** | -.017 | -.487** | -.117 | .929** | -.244* | .929** | 1 | -.487** | .421** |
| | Correlation | | | | | | | | | | | | | | | | | |
| | Sig. (2-tailed) | .000 | .414 | .000 | .000 | .526 | .000 | .854 | .005 | .886 | .000 | .325 | .000 | .037 | .000 | | .000 | .000 |

| | | | | | | | | | | | | | | | | | | |
|------|-----------------|---------|--------|--------|---------|--------|--------|--------|-------|--------|---------|--------|---------|--------|---------|---------|--------|--------|
| | N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| MM1 | Pearson | -.478** | .614** | .920** | -.470** | .459** | -.298* | .711** | .018 | .816** | 1.000** | .731** | -.428** | .928** | -.428** | -.487** | 1 | .508** |
| 6 | Correlation | | | | | | | | | | | | | | | | | |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .010 | .000 | .883 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |
| TOTA | Pearson | .378** | .663** | .630** | .496** | .542** | .259* | .791** | .276* | .826** | .508** | .810** | .527** | .669** | .527** | .421** | .508** | 1 |
| L.MM | Correlation | | | | | | | | | | | | | | | | | |
| | Sig. (2-tailed) | .001 | .000 | .000 | .000 | .000 | .027 | .000 | .018 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 73 |

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

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



RELIABILITAS VARIABEL *COACHING BEHAVIOUR*

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 73 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 73 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .763 | 10 |

RELIABILITAS VARIABEL *ORGANIZATIONAL CITIZENSHIP BEHAVIOUR-ALTRUISM*

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 73 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 73 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .869 | 5 |

RELIABILITAS VARIABEL *ORGANIZATIONAL CITIZENSHIP BEHAVIOUR-CONSCIENTIOUSNESS*

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 73 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 73 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .888 | 5 |

RELIABILITAS VARIABEL *MINDSET MANAGER*

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 73 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 73 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .847 | 16 |



LAMPIRAN V
HASIL ANALISIS REGRESI

Hasil Regresi Variabel *Mindset Manager* Terhadap Variabel *Organizational*

Citizenship Behaviour- Altruism

Variables Entered/Removed^b

| Model | Variables Entered | Variables Removed | Method |
|-------|-----------------------|-------------------|--------|
| 1 | TOTAL.MM ^a | . | Enter |

a. All requested variables entered.

b. Dependent Variable: TOTAL.OCBA

Model Summary

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .089 ^a | .008 | -.006 | 2.83916 |

a. Predictors: (Constant), TOTAL.MM

ANOVA^b

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|------|-------------------|
| 1 | Regression | 4.558 | 1 | 4.558 | .565 | .455 ^a |
| | Residual | 572.319 | 71 | 8.061 | | |
| | Total | 576.877 | 72 | | | |

a. Predictors: (Constant), TOTAL.MM

b. Dependent Variable: TOTAL.OCBA

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|------------|-----------------------------|------------|---------------------------|-------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 22.254 | 3.070 | | 7.249 | .000 |
| | TOTAL.MM | -.037 | .049 | -.089 | -.752 | .455 |

a. Dependent Variable: TOTAL.OCBA



Hasil Regresi Variabel *Mindset Manager* Terhadap Variabel *Organizational Citizenship Behaviour-Conscientiousness*

Variables Entered/Removed^b

| Model | Variables Entered | Variables Removed | Method |
|-------|-----------------------|-------------------|--------|
| 1 | TOTAL.MM ^a | . | Enter |

- a. All requested variables entered.
 b. Dependent Variable: TOTAL.OCBC

Model Summary

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .008 ^a | .000 | -.014 | 2.96332 |

- a. Predictors: (Constant), TOTAL.MM

ANOVA^b

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|------|-------------------|
| 1 | Regression | .035 | 1 | .035 | .004 | .950 ^a |
| | Residual | 623.472 | 71 | 8.781 | | |
| | Total | 623.507 | 72 | | | |

- a. Predictors: (Constant), TOTAL.MM
 b. Dependent Variable: TOTAL.OCBC

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|------------|-----------------------------|------------|---------------------------|-------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 19.716 | 3.204 | | 6.153 | .000 |
| | TOTAL.MM | .003 | .051 | .008 | .063 | .950 |

a. Dependent Variable: TOTAL.OCBC

Hasil Regresi Variabel *Mindset Manager* Terhadap Variabel *Coaching*

Behaviour

Variables Entered/Removed^b

| Model | Variables Entered | Variables Removed | Method |
|-------|-----------------------|-------------------|--------|
| 1 | TOTAL.MM ^a | . | Enter |

a. All requested variables entered.

b. Dependent Variable: TOTAL.CB

Model Summary

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .103 ^a | .011 | -.003 | 3.46951 |

a. Predictors: (Constant), TOTAL.MM

ANOVA^b

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|------|-------------------|
| 1 | Regression | 9.120 | 1 | 9.120 | .758 | .387 ^a |
| | Residual | 854.661 | 71 | 12.037 | | |
| | Total | 863.781 | 72 | | | |

a. Predictors: (Constant), TOTAL.MM

b. Dependent Variable: TOTAL.CB

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|------------|-----------------------------|------------|---------------------------|-------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 35.809 | 3.751 | | 9.545 | .000 |
| | TOTAL.MM | .052 | .060 | .103 | .870 | .387 |

a. Dependent Variable: TOTAL.CB



Hasil Analisis *Coaching Behaviour* Sebagai Mediator Antara *Mindset Manager* dan *Organizational Citizenship Behaviour-Altruism*

Variables Entered/Removed

| Model | Variables Entered | Variables Removed | Method |
|-------|------------------------------------|-------------------|--------|
| 1 | TOTAL.CB, TOTAL.MM ^a | . | Enter |

a. All requested variables entered.

Model Summary

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .090 ^a | .008 | -.020 | 2.85916 |

a. Predictors: (Constant), TOTAL.CB, TOTAL.MM

ANOVA^b

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|------|-------------------|
| 1 | Regression | 4.640 | 2 | 2.320 | .284 | .754 ^a |
| | Residual | 572.237 | 70 | 8.175 | | |
| | Total | 576.877 | 72 | | | |

a. Predictors: (Constant), TOTAL.CB, TOTAL.MM

b. Dependent Variable: TOTAL.OCBA

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|------------|-----------------------------|------------|---------------------------|-------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 22.605 | 4.671 | | 4.839 | .000 |
| | TOTAL.MM | -.037 | .050 | -.088 | -.732 | .466 |
| | TOTAL.CB | -.010 | .098 | -.012 | -.100 | .920 |

a. Dependent Variable: TOTAL.OCBA

Hasil Analisis *Coaching Behaviour* Sebagai Mediator Antara *Mindset Manager* dan *Organizational Citizenship Behaviour-Conscientiousness*

Variables Entered/Removed

| Model | Variables Entered | Variables Removed | Method |
|-------|------------------------------------|-------------------|--------|
| 1 | TOTAL.CB, TOTAL.MM ^a | . | Enter |

a. All requested variables entered.

Model Summary

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .090 ^a | .008 | -.020 | 2.97228 |

a. Predictors: (Constant), TOTAL.CB, TOTAL.MM

ANOVA^b

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|------|-------------------|
| 1 | Regression | 5.095 | 2 | 2.548 | .288 | .750 ^a |
| | Residual | 618.412 | 70 | 8.834 | | |
| | Total | 623.507 | 72 | | | |

a. Predictors: (Constant), TOTAL.CB, TOTAL.MM

b. Dependent Variable: TOTAL.OCBC

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|------------|-----------------------------|------------|---------------------------|-------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 16.961 | 4.856 | | 3.493 | .001 |
| | TOTAL.MM | .000 | .052 | -.002 | -.015 | .988 |
| | TOTAL.CB | .077 | .102 | .091 | .757 | .452 |

a. Dependent Variable: TOTAL.OCBC



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