

DAFTAR ISI

HALAMAN JUDUL	i
LEMBAR PENGESAHAN	ii
PERNYATAAN ORISINALITAS	iii
KATA PENGANTAR	iv
ABSTRAK	vi
ABSTRACT	vii
DAFTAR ISI	viii
DAFTAR GAMBAR	xii
DAFTAR TABEL	xiii
DAFTAR LAMPIRAN	xiv
BAB 1 PENDAHULUAN	1
1.1 Latar Belakang	1
1.2 Kesenjangan Penelitian	5
1.3 Tujuan Penelitian	6
1.4 Ringkasan Metode Penelitian	7
1.5 Ringkasan Hasil Penelitian	7
1.6 Kontribusi Riset	7
1.7 Sistematika Penulisan Skripsi	8
BAB 2 TINJAUAN PUSTAKA	9
2.1 Landasan Teori	9
2.1.1 <i>Psychological Contract Violation</i>	9
2.1.2 <i>Abusive Supervision</i>	10
2.1.3 <i>Emotional Exhaustion</i>	11
2.1.4 <i>Cynicism</i>	12
2.1.5 <i>Job-Related Gossip</i>	13
2.2 Penelitian Terdahulu	14
2.3 Hubungan antar Variabel	14

2.3.1	Pengaruh <i>Psychological Contract Violation</i> terhadap <i>Emotional Exhaustion</i>	14
2.3.2	Pengaruh <i>Psychological Contract Violation</i> terhadap <i>Cynicism</i>	15
2.3.3	Pengaruh <i>Psychological Contract Violation</i> terhadap <i>Job-Related Gossip</i>	17
2.3.4	Pengaruh <i>Abusive Supervision</i> terhadap <i>Emotional Exhaustion</i>	17
2.3.5	Pengaruh <i>Abusive Supervision</i> terhadap <i>Cynicism</i>	18
2.3.6	Pengaruh <i>Abusive Supervision</i> terhadap <i>Job-Related Gossip</i>	19
2.3.7	Pengaruh <i>Cynicism</i> terhadap <i>Emotional Exhaustion</i>	20
2.3.8	Pengaruh <i>Job-Related Gossip</i> terhadap <i>Cynicism</i>	21
2.3.9	<i>Cynicism</i> Memediasi Pengaruh <i>Psychological Contract Violation</i> terhadap <i>Emotional Exhaustion</i>	22
2.3.10	<i>Job-Related Gossip</i> Memediasi Pengaruh <i>Abusive Supervision</i> terhadap <i>Cynicism</i>	24
2.3.11	<i>Job-Related Gossip</i> Memediasi Pengaruh <i>Psychological Contract Violation</i> terhadap <i>Cynicism</i>	26
BAB 3	METODE PENELITIAN	28
3.1	Pendekatan Penelitian	28
3.2	Identifikasi Variabel Penelitian	28
3.3	Model Empiris	28
3.4	Definisi Operasional Variabel	29
3.4.1	<i>Psychological Contract Violation</i>	29
3.4.2	<i>Abusive Supervision</i>	30
3.4.3	<i>Emotional Exhaustion</i>	30
3.4.4	<i>Cynicism</i>	31
3.4.5	<i>Job-Related Gossip</i>	31
3.5	Skala Pengukuran	32
3.6	Jenis dan Sumber Data	32
3.7	Populasi dan Sampel	33

3.8 Teknik Analisis	34
3.8.1 Evaluasi <i>Outer Model</i>	34
3.8.2 Evaluasi <i>Inner Model</i>	35
3.8.3 Pengujian Hipotesis	36
BAB 4 HASIL DAN PEMBAHASAN	38
4.1 Gambaran Umum Objek Penelitian	38
4.1.1 Sekilas PT A	38
4.2 Analisis Model	38
4.2.1 Evaluasi <i>Outer Model</i>	38
4.2.1.1 <i>Convergent Validity</i>	38
4.2.1.2 <i>Discriminant Validty</i>	41
4.2.1.3 <i>Composite Reability</i>	43
4.3 Deskripsi Jawaban Responden	43
4.3.1 Deskripsi Jawaban Psychological Contract Violation	44
4.3.2 Deskripsi Jawaban Variabel <i>Abusive Supervision</i>	45
4.3.3 Deskripsi Jawaban Variabel <i>Job-Related Gossip</i>	45
4.3.4 Deskripsi Jawaban Variabel <i>Cynicism</i>	46
4.3.5 Deskripsi Jawaban Variabel <i>Emotional Exhaustiion</i>	46
4.4 Evaluasi <i>Inner Model</i>	47
4.4.1 <i>R-Square</i>	47
4.4.2 Efek <i>f-square</i>	48
4.4.3 Relevansi Prediktif <i>Q-Square</i>	50
4.4.4 Estimasi <i>Path Coefficient</i>	50
4.4.5 Pengujian Hipotesis	51
4.5 Pembahasan	56
4.5.1 Pengaruh <i>Psychological Contract Violation</i> terhadap <i>Emotional Exhaustion</i>	56
4.5.2 Pengaruh <i>Psychological Contract Violation</i> terhadap <i>Cynicism</i> ...	57

4.5.3	Pengaruh <i>Psychological Contract Violation</i> terhadap <i>Job-Related Gossip</i>	58
4.5.4	Pengaruh <i>Abusive Supervision</i> terhadap <i>Emotional Exhaustion</i> ...	60
4.5.5	Pengaruh <i>Abusive Supervision</i> terhadap <i>Cynicism</i>	62
4.5.6	Pengaruh <i>Abusive Supervision</i> terhadap <i>Job-Related Gossip</i>	64
4.5.7	Pengaruh <i>Cynicism</i> terhadap <i>Emotional Exhaustion</i>	65
4.5.8	Pengaruh <i>Job-Related Gossip</i> terhadap <i>Cynicism</i>	66
4.5.9	Pengaruh <i>Psychological Contract Violation</i> terhadap <i>Emotional Exhaustion</i> yang Dimediasi oleh <i>Cynicism</i>	67
4.5.10	Pengaruh <i>Abusive Supervision</i> terhadap <i>Cynicism</i> yang Dimediasi oleh <i>Job-Related Gossip</i>	68
4.5.11	Pengaruh <i>Psychological Contract Violation</i> terhadap <i>Cynicism</i> yang Dimediasi oleh <i>Job-Related Gossip</i>	69
BAB 5	SIMPULAN DAN SARAN	71
5.1	Simpulan	71
5.2	Saran	72
5.2.1	Saran Bagi Perusahaan	72
5.2.2	Saran Bagi Peneliti Selanjutnya	73
5.3	Keterbatasan Penelitian	73
DAFTAR PUSTAKA	74
LAMPIRAN		

DAFTAR GAMBAR

Gambar 3.1 Kerangka Konseptual Penelitian	29
Gambar 3.2 Analisis Prosedur Mediasi	36

DAFTAR TABEL

Tabel 3.1	Sample Size Minimum in PLS-SEM for a Statistical Power of 80%	33
Tabel 4.1	Hasil Uji Validitas Pertama (Uji Hasil <i>Loading Factor</i>)	39
Tabel 4.2	Hasil Uji Validitas Terakhir (Uji Hasil <i>Loading Factor</i>)	40
Tabel 4.3	AVE dan \sqrt{AVE}	42
Tabel 4.4	Perbandingan \sqrt{AVE} dengan Korelasi Variabel	42
Tabel 4.5	Hasil Uji Reabilitas	43
Tabel 4.6	Kategori Penilaian	44
Tabel 4.7	Deskripsi Jawaban Variabel <i>Psychological Contract Violation</i>	44
Tabel 4.8	Deskripsi Jawaban Variabel <i>Abusive Supervision</i>	45
Tabel 4.9	Deskripsi Jawaban Variabel <i>Job-Related Gossip</i>	45
Tabel 4.10	Deskripsi Jawaban Variabel <i>Cynicism</i>	46
Tabel 4.11	Deskripsi Jawaban Variabel <i>Emotional Exhaustion</i>	46
Tabel 4.12	<i>R-Square</i>	47
Tabel 4.13	Nilai <i>f-square</i> untuk <i>Job-Related Gossip</i>	48
Tabel 4.14	Nilai <i>f-square</i> untuk <i>Cynicism</i>	49
Tabel 4.15	Nilai <i>f-square</i> untuk <i>Emotional Exhaustion</i>	49
Tabel 4.16	Nilai Relevansi Prediktif <i>Q-Square</i>	50
Tabel 4.17	<i>Path Coefficient</i> dan <i>P Values</i>	51
Tabel 4.18	<i>Specific Indirect Effect</i>	54
Tabel 4.19	<i>Mediation Analysis Procedure</i>	54

DAFTAR LAMPIRAN

- Lampiran A-1 Kuesioner Penelitian
- Lampiran B-1 *Outer Loadings* Tahap Pertama
- Lampiran B-2 *Outer Loadings* Tahap Akhir
- Lampiran B-3 Hasil Pengujian *Bootstrapping*
- Lampiran B-4 Hasil Uji Turnitin