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DAFTAR LAMPIRAN

Lampiran 1: Formulir kuesioner

KUESIONER PENELITIAN
PENGARUH TOTAL QUALITY MANAGEMENT (TQM), BUDAYA
PERUSAHAAN, DAN TEKNOLOGI INFORMASI (IT) TERHADAP KINERJA
PERUSAHAAN DENGAN VARIABEL MEDIASI MANAJEMEN PROSES BISNIS
(BPM) PADA PT PLN (PERSERO) UP3 PALOPO

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Penelitian ini untuk menganalisis pengaruh *Total Quality Management* (TQM), budaya perusahaan, dan teknologi informasi terhadap kinerja perusahaan dengan variabel mediasi manajemen proses bisnis (BPM) pada PT PLN (Persero) UP3 Palopo.

IDENTITAS RESPONDEN

Nama :
NIP :

Unit Kerja : 1. PLN UP3 Palopo
2. PLN ULP Belopa
3. PLN ULP Palopo Kota
4. PLN ULP Rantepao
5. PLN ULP Makale
6. PLN ULP Masamba
7. PLN ULP Tomoni
8. PLN ULP Malili

Jenjang jabatan : 1. Staf (Fungsional)
2. SPV Dasar
3. SPV Atas
4. Manajer Dasar

Bagian : 1. Pimpinan Unit
2. Jaringan
3. Pemasaran & Pelayanan Pelanggan
4. Transaksi Energi
5. Keuangan, SDM, & Administrasi
6. Perencanaan
7. Pengadaan
8. K3L

PETUNJUK PENGISIAN

Kuesioner terdiri dari beberapa pernyataan yang diisi dengan petunjuk sebagai berikut :

- 1 : Sangat Tidak Setuju
- 2 : Tidak Setuju
- 3 : Cukup Tidak Setuju
- 4 : Ragu-Ragu
- 5 : Cukup Setuju
- 6 : Setuju
- 7 : Sangat Setuju

KUESIONER

Total Quality Management (X1)								
No.	Pertanyaan	Jawaban						
		STS	TS	CTS	N	CS	S	SS
		1	2	3	4	5	6	7
1	Perusahaan berupaya memenuhi harapan pelanggan							
2	Atasan melaksanakan supervisi kualitas pekerjaan bawahan							
3	KPI perusahaan mendukung peningkatan kualitas layanan pelanggan							
4	Pengambilan keputusan berdasarkan data dan fakta pendukung							
5	Budaya perusahaan mendukung peningkatan kualitas secara berkelanjutan							
6	Karyawan berkontribusi untuk pencapaian target bidangnya							
7	Evaluasi kinerja dilaksanakan untuk peningkatan berkelanjutan							
8	Karyawan memperoleh pendidikan dan pelatihan							
9	Karyawan mempunyai kewenangan dalam pengambilan keputusan secara profesional							
10	Setiap bidang berkontribusi maksimal untuk peningkatan layanan kepada pelanggan							
11	Perusahaan mengembangkan keterlibatan karyawan pada setiap pengambilan keputusan							

Budaya Perusahaan (X2)								
No.	Pertanyaan	Jawaban						
		STS	TS	CTS	N	CS	S	SS
		1	2	3	4	5	6	7
12	Proses bisnis inti perusahaan untuk memuaskan pelanggan							
13	Karyawan memahami posisinya sebagai bagian dari suatu rangkaian proses bisnis							
14	Atasan mendorong karyawan untuk memenuhi kebutuhan pihak internal dan eksternal dalam satu rangkaian proses bisnis							
15	Karyawan menuntaskan pekerjaannya agar tidak menghambat pekerjaan di tahapan selanjutnya							
16	Atasan mengadakan rapat evaluasi untuk membahas perbaikan proses bisnis							
17	Atasan mendukung inovasi dan perubahan untuk perbaikan proses bisnis							
18	Karyawan bertanggungjawab atas tahapan proses di bidangnya							
19	Karyawan bekerja melampaui tanggung jawab yang ditetapkan secara formal untuk mencapai tujuan dari proses bisnis							
20	Perusahaan mengapresiasi dedikasi karyawan untuk mencapai target kinerja proses bisnis							
21	Perusahaan mengadakan pertemuan lintas bidang untuk membahas proses bisnis saat ini							
22	Karyawan melaksanakan koordinasi pekerjaan lintas bidang							

Teknologi Informasi (X3)								
No.	Pertanyaan	Jawaban						
		STS	TS	CTS	N	CS	S	SS
		1	2	3	4	5	6	7
23	Data dasar perusahaan dikodifikasi secara seragam. Tidak ada satu objek dengan banyak kode atau beberapa objek dengan kode yang sama							
24	Sistem informasi mendorong manajemen untuk penyempurnaan dan optimalisasi layanan							
25	Sistem informasi manajemen untuk penyempurnaan dan optimalisasi operasi unit bisnis							
26	Sistem informasi perusahaan mudah digunakan dan dioperasikan							

Manajemen Proses Bisnis (Y)								
No.	Pertanyaan	Jawaban						
		STS	TS	CTS	N	CS	S	SS
		1	2	3	4	5	6	7
27	Kinerja proses bisnis terukur melalui indikator input, output, waktu, dan kualitas							
28	Tahapan proses bisnis terdokumentasi							
29	Proses bisnis beradaptasi menyesuaikan perubahan yang terjadi							
30	Permasalahan bisnis lintas bidang bisa diselesaikan							
31	Ketika terjadi layanan yang tidak normal, dapat diidentifikasi penyebabnya dan diberikan cara dan saran yang tepat untuk memperbaikinya							
32	Pelanggan puas dengan proses bisnis perusahaan							

Kinerja Perusahaan (Z)								
No.	Pertanyaan	Jawaban						
		STS	TS	CTS	N	CS	S	SS
		1	2	3	4	5	6	7
33	Kinerja bulanan penjualan tenaga listrik sesuai perencanaan							
34	Kinerja bulanan susut distribusi tenaga listrik sesuai perencanaan							
35	Kinerja bulanan piutang tagihan listrik sesuai perencanaan							
36	Pelayanan pelanggan semakin mudah							
37	Kualitas layanan listrik ke pelanggan semakin baik							
38	Perusahaan mengembangkan fitur untuk mempermudah akses layanan bagi pelanggan							
39	Karyawan melaksanakan pekerjaan sesuai standar yang ditetapkan							
40	Pendidikan dan pelatihan karyawan menunjang pekerjaan							
41	Program pengembangan karir karyawan berjalan dengan baik							

Lampiran 2 : Data sampel uji validitas dan reliabilitas

No.	Responden		TQM (X1)										Budaya Perusahaan (X2)								IT (X3)				BPM (Y)				Kinerja Perusahaan (Z)												
	Unit	Jabatan	Bagian	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2	X3.1	X3.2	X3.3	X3.4	X3	Y1	Y2	Y3	Y4	Y	Z1	Z2	Z3	Z4	Z5	Z6	Z7	Z8
1	4	3	3	1	7	6,5	7	7	7	7	7	7	7	69,5	6	7,0	7,0	7	7	7,0	6	7	54,0	7	7	7	7	28	7	7	6,7	27,7	7	7	7	6,5	6	7	7	54,5	
2	3	3	3	1	7	6,5	7	7	7	7	7	7	7	66,5	7	7,0	7,0	7	7	6,0	6	6	53,0	6	6	6	6	24	6	6	6,7	24,7	7	7	7	7,0	7	7	7	56,0	
3	2	2	3	3	7	6,0	6	6	6	6	6	6	6	62,0	6	6,0	6,0	6	6	6,0	6	6	48,0	6	6	6	6	24	6	6	6,6	24,0	6	6	6	6,5	7	6	6	50,5	
4	7	2	2	2	5	5,0	4	6	6	5	5	5	5	52,0	5	5,5	6,0	6	6	5,0	5	5	42,5	3	4	4	4	15	4	4	5,0	18,0	6	6	6	6,5	6	5	6	46,5	
5	7	2	3	3	6	5,5	5	5	6	6	4	5	7	54,5	6	6,0	5,5	4	6	4,0	3	5	39,5	5	5	6	5	21	5	5	4,7	19,7	4	5	7	6,0	6	5	6	41,0	
6	7	2	2	4	7	7,0	6	7	7	7	7	7	7	69,0	7	7,0	6,0	7	6	7,0	6	6	52,0	6	6	6	6	24	6	7	6,3	26,3	4	7	7	7,0	7	7	7	53,0	
7	7	2	2	8	7	7,0	7	7	7	7	7	7	7	70,0	7	7,0	6,0	7	7	7,0	6	6	53,0	6	6	6	6	25	7	6	7,0	26,0	6	6	6	7,0	7	7	7	52,0	
8	7	1	3	3	7	6,0	7	7	7	7	6	7	2	63,0	6	5,0	5,5	4	7	7,0	6	7	47,5	6	6	6	5	23	7	6	6,0	25,0	2	2	7	7,0	7	5	6	42,0	
9	7	1	2	2	7	6,0	6	6	6	6	6	6	6	62,0	7	6,0	6,0	6	6	6,0	6	6	49,0	5	6	6	5	22	6	6	6,0	24,0	6	6	6	6,0	7	6	6	49,0	
10	1	2	4	4	7	7,0	7	7	7	7	6	7	6	68,0	6	6,5	7,0	7	7	6,0	7	7	53,5	7	7	7	7	28	6	6	6,7	25,7	6	6	6	7,0	7	7	6	52,0	
11	6	3	1	1	7	6,0	6	7	6	6	6	6	6	62,0	6	6,0	6,0	6	6	6,0	6	6	48,0	6	6	6	6	24	6	6	6,0	24,0	6	6	6	6,0	6	6	6	48,0	
12	5	1	2	2	7	6,0	6	6	6	6	6	6	6	62,0	6	6,0	6,0	6	6	6,0	6	6	48,0	6	6	6	6	24	6	6	6,3	24,3	6	6	6	7,0	6	7	6	51,0	
13	8	3	3	1	6	6,0	5	6	7	7	7	7	7	65,0	7	6,0	7,0	7	7	7,0	7	7	53,0	6	6	6	6	24	7	7	6,7	26,7	5	6	7	7,0	7	6	7	51,0	
14	2	3	3	1	7	7,0	7	7	7	7	7	7	7	70,0	7	7,0	7,0	7	7	7,0	7	7	56,0	6	7	7	7	27	7	6	7,7	26,7	6	7	7	7,0	7	7	7	55,0	
15	1	3	3	6	7	5,5	6	7	6	7	7	7	7	66,5	6	6,0	6,0	6	6	5,5	7	7	49,5	4	6	6	6	22	6	6	6,3	24,3	5	5	7	5,5	6	6	5	45,5	
16	1	3	3	4	6	4,5	6	7	6	7	6	6	6	62,0	6	6,0	6,0	6	6	6,0	6	6	48,0	6	6	6	6	25	7	6	6,0	25,0	5	6	6	6,5	7	6	6	48,5	
17	6	2	8	8	6	4,5	6	6	7	5	3	3	6	51,5	5	5,5	5,0	5	5	6,0	7	6	44,5	6	6	6	6	24	6	7	6,0	25,0	5	4	5	4,5	7	5	4	38,5	
18	1	1	2	2	7	7,0	7	7	7	7	7	7	7	70,0	7	7,0	7,0	7	7	7,0	7	7	56,0	7	5	7	7	26	7	7	6,3	27,3	7	6	7	7,0	7	7	7	55,0	
19	1	2	5	5	6	6,0	6	6	6	6	6	6	6	60,0	6	6,0	6,0	6	6	6,0	6	6	48,0	6	6	6	6	24	6	6	6,0	24,0	6	6	6	6,0	6	6	6	48,0	
20	1	3	3	3	7	7,0	7	7	7	7	7	7	7	70,0	7	7,0	7,0	7	7	7,0	7	7	56,0	5	6	7	7	25	7	7	7,0	28,0	7	7	7	7,0	7	7	7	56,0	
21	1	2	4	4	6	6,0	6	6	6	6	5	6	6	59,0	6	6,0	6,0	6	6	6,0	6	6	48,0	6	6	6	6	24	6	6	6,0	24,0	6	6	6	6,0	6	6	5	46,0	
22	3	2	8	7	7,0	7	7	7	7	7	7	7	7	70,0	7	7,0	7,0	7	7	7,0	7	7	56,0	7	7	7	7	28	7	7	7,0	28,0	7	7	7	7,0	7	7	7	56,0	
23	1	1	5	5	7	6,5	6	7	6	6	6	6	6	62,5	6	6,0	7,0	7	6	6,0	7	7	52,0	6	7	7	7	27	6	7	6,7	26,7	7	7	7	6,5	7	6	7	54,5	
24	1	3	5	5	7	7,0	7	7	7	7	7	7	7	69,0	7	7,0	7,0	7	7	7,0	7	7	56,0	7	7	7	7	28	7	7	7,0	28,0	7	7	7	7,0	7	7	7	56,0	
25	3	1	4	4	6	7,0	7	7	6	6	5	6	6	61,0	7	7,0	7,0	7	7	6,0	6	6	53,0	6	7	6	7	26	6	6	6,3	24,3	6	6	7	7,0	7	6	7	52,0	
26	1	1	3	3	7	6,0	6	6	6	6	6	6	6	61,0	6	5,5	6,0	6	6	6,0	6	6	47,5	6	6	6	6	24	6	6	6,0	24,0	6	6	6	6,0	6	6	6	48,0	
27	1	1	2	2	6	6,0	6	6	6	7	6	6	6	61,0	6	6,0	6,0	6	6	6,0	6	6	48,0	6	6	6	6	24	6	6	6,0	24,0	6	6	6	6,5	6	6	6	47,5	
28	1	2	8	8	7	7,0	7	7	7	7	7	7	7	70,0	7	7,0	7,0	7	7	7,0	7	7	58,0	7	6	6	6	26	6	6	7,0	26,0	6	6	6	6,0	6	6	6	48,0	
29	2	1	4	4	7	5,5	7	6	6	6	5	7	7	62,5	6	6,5	6,0	6	6	6,5	6	6	48,0	7	6	6	5	24	6	7	6,0	25,0	6	7	6	6,0	7	7	6	48,0	
30	1	1	2	2	6	5,5	6	6	6	6	6	6	6	59,5	5	6,0	5,5	5	6	6,0	6	6	45,5	6	6	5	6	23	5	5	5,3	20,3	6	6	6	6,0	6	6	6	48,0	

Lampiran 3 : Tabulasi data

1. Tabulasi data variabel TQM

IDENTITAS RESPONDEN				Total Quality Management (X1)										
No	Unit Kerja	Jenjang Jabatan	Bagian	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1
1	4	3	1	7	6,5	7	7	7	7	7	7	7	7	69,5
2	3	3	1	7	6,5	7	7	7	7	5	6	7	7	66,5
3	2	2	3	7	6	6	6	6	6	6	6	6	7	62
4	7	2	2	5	5	4	6	6	5	5	5	6	5	52
5	7	2	3	6	5,5	5	5	6	6	4	5	7	5	54,5
6	7	2	4	7	7	6	7	7	7	7	7	7	7	69
7	7	2	8	7	7	7	7	7	7	7	7	7	7	70
8	7	1	3	7	6	7	7	7	7	7	6	7	2	63
9	7	1	2	7	6	6	6	6	7	6	6	6	6	62
10	1	2	4	7	7	7	7	7	7	7	6	7	6	68
11	6	3	1	7	6	6	7	6	6	6	6	6	6	62
12	5	1	2	7	6	6	6	6	6	7	6	6	6	62
13	8	3	1	6	6	5	6	7	7	7	7	7	7	65
14	2	3	1	7	7	7	7	7	7	7	7	7	7	70
15	1	3	6	7	5,5	6	7	6	7	7	7	7	7	66,5
16	1	3	4	6	6	6	7	6	7	6	6	6	6	62
17	6	2	8	6	4,5	6	6	7	5	3	3	6	5	51,5
18	1	1	2	7	7	7	7	7	7	7	7	7	7	70
19	1	2	5	6	6	6	6	6	6	6	6	6	6	60
20	1	3	3	7	7	7	7	7	7	7	7	7	7	70
21	1	2	4	6	6	6	6	6	6	5	6	6	6	59
22	3	2	8	7	7	7	7	7	7	7	7	7	7	70
23	1	1	5	7	6,5	6	7	6	6	6	6	6	6	62,5
24	1	3	5	7	7	7	7	7	7	7	7	7	6	69
25	3	1	4	6	7	7	7	6	6	5	5	6	6	61
26	1	1	3	7	6	6	6	6	6	6	6	6	6	61
27	1	1	2	6	6	6	6	6	7	6	6	6	6	61
28	1	2	8	7	7	7	7	7	7	7	7	7	7	70
29	2	1	4	7	5,5	7	6	6	6	5	7	6	7	62,5
30	1	1	2	6	5,5	6	6	6	6	6	6	6	6	59,5
31	8	2	3	7	7	7	7	7	7	7	7	7	7	70
32	1	2	2	7	5	6	7	6	6	6	5	6	5	59
33	2	1	3	7	7	7	7	7	7	7	7	7	7	70
34	2	2	4	7	7	7	7	7	7	7	7	7	7	70
35	7	1	4	6	6	7	6	7	6	7	6	6	6	63
36	8	2	4	7	6	7	7	7	6	5	6	7	7	65
37	6	2	4	7	7	7	7	7	7	6	6	7	7	68
38	4	2	4	7	6,5	6	7	6	7	7	7	7	7	67,5
39	1	2	4	7	6	6	7	7	6	6	6	7	6	64
40	3	2	4	7	7	7	7	7	7	7	7	7	7	70
41	5	2	4	6	5	5	5	6	6	6	6	6	5	56
42	6	2	2	7	7	7	6	7	7	6	7	7	7	68
43	5	3	1	6	5,5	7	7	6	6	6	6	6	6	61,5
44	2	1	3	6	6	6	6	6	6	6	6	6	6	60
45	3	2	3	7	7	7	7	7	7	7	7	7	7	70
46	2	2	8	7	6	6	6	7	7	6	6	7	6	64
47	1	1	2	6	6	6	6	6	6	6	6	7	6	61
48	1	1	2	7	7	6	7	7	6	6	6	7	6	65

Lanjutan tabulasi data variabel TQM

IDENTITAS RESPONDEN				Total Quality Management (X1)										
No	Unit Kerja	Jenjang Jabatan	Bagian	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1
49	2	1	2	7	7	7	7	7	7	6	6	7	6	67
50	2	1	2	7	7	7	7	7	7	7	7	7	7	70
51	1	1	5	7	5,5	6	6	6	6	5	5	6	6	58,5
52	5	2	8	4	4,5	6	5	6	5	4	5	6	5	50,5
53	1	2	2	7	6	6	6	7	7	7	7	6	7	66
54	1	2	5	7	7	7	7	7	7	7	7	7	7	70
55	1	2	3	7	7	7	7	7	6	6	6	4	6	63
56	5	1	4	7	6	6	6	6	6	7	7	7	7	65
57	1	1	5	7	7	5	5	7	6	5	5	5	3	55
58	4	2	8	6	6	6	6	6	6	6	6	6	5	59
59	1	3	2	7	7	7	7	7	7	7	7	7	7	70
60	2	1	2	7	7	7	7	7	7	7	7	7	7	70
61	6	1	2	7	7	7	7	7	7	7	7	7	7	70
62	6	1	2	7	7	7	7	7	7	7	7	7	7	70
63	4	2	3	7	5,5	5	7	7	7	7	5	5	6	61,5
64	1	1	2	7	7	7	7	7	7	7	7	7	7	70
65	1	1	2	7	6	7	6	6	6	6	5	6	6	61
66	1	2	6	7	6,5	6	7	6	6	6	6	7	6	63,5
67	1	1	6	7	6,5	7	7	7	7	7	6	6	7	67,5
68	5	1	3	6	6	6	6	6	6	6	4	6	4	56
69	5	1	2	6	4	5	3	5	3	4	3	5	4	42
70	8	2	2	7	7	7	7	7	7	7	7	7	7	70
71	2	2	2	7	6	5	5	6	5	6	6	7	6	59
72	3	1	2	6	6	6	6	6	6	6	6	6	6	60
73	4	2	2	7	7	7	6	7	7	6	6	6	6	65
74	6	2	3	4	4	4	4	7	5	4	6	6	6	50
75	4	1	2	7	7	7	7	7	7	7	7	7	7	70
76	8	2	8	7	7	7	6	7	6	7	2	6	6	61
77	6	1	4	5	6	5	6	6	6	5	6	7	5	57
78	8	2	2	7	5,5	7	6	7	6	6	4	6	6	60,5
79	8	1	2	6	6,5	5	6	6	6	5	7	6	6	59,5
80	5	1	2	5	6	7	6	6	6	7	7	7	7	64
81	8	1	2	5	5	5	5	5	5	5	5	5	5	50
82	8	1	4	7	6,5	6	7	5	6	5	6	6	7	61,5
83	4	1	2	7	5,5	6	6	7	7	5	7	7	7	64,5
84	5	1	2	7	6	6	6	6	6	6	6	6	6	61
85	4	1	4	7	6	6	6	6	6	6	6	6	6	61
86	3	1	2	6	6	6	6	6	6	6	6	6	6	60
87	3	2	2	7	7	7	7	7	7	7	7	7	7	70
88	1	1	2	6	6	6	6	6	6	6	6	6	6	60
89	1	1	2	6	6	6	6	7	6	6	5	6	6	60
90	1	1	2	6	6	5	6	6	7	5	4	7	6	58
91	1	1	2	7	6	5	6	6	6	5	5	6	5	57
92	1	1	2	7	7	7	7	7	7	7	7	7	7	70
93	1	1	6	7	7	6	6	7	6	7	7	7	7	67
94	1	2	6	5	4,5	4	4	6	6	4	5	6	4	48,5
95	1	2	2	7	6	7	7	7	7	7	6	5	3	62
96	1	4	1	7	6	6	7	6	6	6	6	6	6	62

2. Tabulasi data variabel Budaya Perusahaan

Budaya Perusahaan (X2)									
No	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2
1	6	7	7	7	7	7	6	7	54
2	7	7	7	7	7	6	6	6	53
3	6	6	6	6	6	6	6	6	48
4	5	5,5	6	6	5	5	5	5	42,5
5	6	6	5,5	4	6	4	3	5	39,5
6	7	7	6	7	6	7	6	6	52
7	7	7	6	7	7	7	6	6	53
8	6	5	5,5	4	7	7	6	7	47,5
9	7	6	6	6	6	6	6	6	49
10	6	6,5	7	7	7	6	7	7	53,5
11	6	6	6	6	6	6	6	6	48
12	6	6	6	6	6	6	6	6	48
13	7	6	7	7	7	7	7	7	55
14	7	7	7	7	7	7	7	7	56
15	6	6	6	6	6	5,5	7	7	49,5
16	6	6	6	6	6	6	6	6	48
17	5	5,5	5	5	5	6	7	6	44,5
18	7	7	7	7	7	7	7	7	56
19	6	6	6	6	6	6	6	6	48
20	7	7	7	7	7	7	7	7	56
21	6	6	6	6	6	6	6	6	48
22	7	7	7	7	7	7	7	7	56
23	6	6	7	7	6	6	7	7	52
24	7	7	7	7	7	7	7	7	56
25	7	7	7	7	7	6	6	6	53
26	6	5,5	6	6	6	6	6	6	47,5
27	6	6	6	6	6	6	6	6	48
28	7	7	7	7	7	7	7	7	56
29	6	6,5	6	6	6	6,5	6	5	48
30	5	6	5,5	5	6	6	6	6	45,5
31	7	7	6,5	7	7	7	6	7	54,5
32	6	5	5,5	6	6	6,5	4	5	44
33	7	7	7	7	7	7	7	7	56
34	7	7	7	7	7	7	7	7	56
35	6	6	6	7	6	6	6	7	50
36	7	6	6,5	6	7	6,5	7	7	53
37	7	7	7	7	7	7	7	7	56
38	7	6,5	6	7	7	6,5	7	6	53
39	7	6,5	7	7	7	6,5	6	7	54
40	7	7	7	7	7	7	7	7	56
41	6	6	6	6	6	5	5	5	45
42	6	6	6,5	7	7	6,5	7	7	53
43	6	7	6	7	6	6	7	6	51
44	6	6	6,5	7	6	7	7	7	52,5
45	7	7	7	7	7	7	7	7	56
46	7	6	6,5	7	7	6,5	7	6	53
47	6	6	6	6	6	6	6	6	48
48	6	6,5	7	6	7	6,5	6	6	51

Lanjutan tabulasi data variabel Budaya Perusahaan

Budaya Perusahaan (X2)									
No	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2
49	7	7	7	7	7	6,5	7	7	55,5
50	7	7	7	7	7	7	7	7	56
51	6	6	6	6	6	5,5	6	6	47,5
52	4	6	5	5	5	6	5	6	42
53	7	7	7	7	7	7	7	7	56
54	7	7	6,5	7	7	6,5	7	7	55
55	6	6	6	6	6	5,5	6	6	47,5
56	7	6,5	7	6	7	6	6	7	52,5
57	5	6,5	6,5	4	6	5,5	5	7	45,5
58	6	6	6	6	6	6	5	5	46
59	7	7	7	7	7	7	7	7	56
60	6	7	7	7	7	6,5	7	7	54,5
61	7	7	7	7	7	7	7	7	56
62	7	7	7	7	7	7	7	7	56
63	7	5	5,5	4	4	7	7	7	46,5
64	7	7	7	7	7	7	7	7	56
65	7	6,5	6	6	6	5,5	6	6	49
66	7	6	6	6	6	6,5	6	6	49,5
67	6	6	7	6	6	6	6	6	49
68	5	6	5,5	5	6	5	5	5	42,5
69	5	4	4	4	4	5	4	5	35
70	5	7	7	7	7	7	7	7	54
71	7	6,5	5,5	7	7	6	3	6	48
72	7	6	6	6	6	6	6	6	49
73	7	7	6,5	6	7	7	7	7	54,5
74	5	5	4,5	4	6	4,5	4	4	37
75	7	6,5	7	7	7	7	6	6	53,5
76	6	6	6,5	6	6	5,5	6	6	48
77	6	6	5,5	5	6	4	4	4	40,5
78	6	6	6,5	6	6	6,5	6	6	49
79	6	5,5	7	6	6	5,5	6	6	48
80	7	7	7	7	7	7	7	7	56
81	5	5	5	5	5	5	5	5	40
82	6	6	6	7	7	6	6	6	50
83	7	7	6,5	7	7	6	5	6	51,5
84	6	6	6	6	6	6	6	6	48
85	6	6	6	6	6	5,5	6	6	47,5
86	6	6	6	6	6	6	6	6	48
87	7	7	7	7	7	7	7	7	56
88	7	6	6	6	6	6	6	6	49
89	6	6	6	6	6	5,5	6	6	47,5
90	7	6	6	7	6	6,5	5	4	47,5
91	6	6	6,5	6	6	6,5	6	6	49
92	7	7	7	7	7	7	7	7	56
93	6	6,5	6,5	6	7	6	7	7	52
94	5	5	5,5	6	6	4,5	5	5	42
95	7	6	6,5	7	7	5,5	7	7	53
96	6	6,5	6,5	7	6	6,5	7	7	52,5

3. Tabulasi data variabel IT

Teknologi Informasi (X3)					
No	X3.1	X3.2	X3.3	X3.4	X3
1	7	7	7	7	28
2	6	6	6	6	24
3	6	6	6	6	24
4	3	4	4	4	15
5	5	5	6	5	21
6	6	6	6	6	24
7	6	6	6	7	25
8	6	6	6	5	23
9	5	6	6	5	22
10	7	7	7	7	28
11	6	6	6	6	24
12	6	6	6	6	24
13	6	6	6	6	24
14	6	7	7	7	27
15	4	6	6	6	22
16	6	6	6	7	25
17	6	6	6	6	24
18	7	5	7	7	26
19	6	6	6	6	24
20	5	6	7	7	25
21	6	6	6	6	24
22	7	7	7	7	28
23	6	7	7	7	27
24	7	7	7	7	28
25	6	7	6	7	26
26	6	6	6	6	24
27	6	6	6	6	24
28	7	6	6	7	26
29	7	6	6	5	24
30	6	6	5	6	23
31	7	7	7	6	27
32	4	5	6	4	19
33	7	7	7	7	28
34	7	7	7	7	28
35	6	6	6	6	24
36	6	7	6	7	26
37	7	7	7	7	28
38	7	6	7	6	26
39	6	6	7	7	26
40	7	7	7	7	28
41	4	5	5	5	19
42	6	6	7	7	26
43	6	6	6	6	24
44	7	6	6	7	26
45	7	7	7	7	28
46	6	6	7	7	26
47	6	6	6	6	24
48	7	7	7	7	28

Lanjutan tabulasi data variabel IT

Teknologi Informasi (X3)					
No	X3.1	X3.2	X3.3	X3.4	X3
49	7	7	7	7	28
50	7	7	7	7	28
51	5	6	6	6	23
52	5	5	5	4	19
53	7	7	7	7	28
54	6	7	6	7	26
55	6	6	6	6	24
56	6	6	6	6	24
57	6	7	6	5	24
58	5	6	6	6	23
59	7	7	7	7	28
60	6	7	7	7	27
61	7	7	7	7	28
62	7	7	7	7	28
63	7	7	7	7	28
64	7	7	7	7	28
65	7	6	6	6	25
66	6	7	7	5	25
67	5	6	6	6	23
68	6	6	6	6	24
69	4	5	4	5	18
70	7	7	7	7	28
71	6	6	6	6	24
72	6	6	6	6	24
73	6	6	6	6	24
74	4	5	5	5	19
75	7	7	7	7	28
76	5	6	7	6	24
77	6	6	6	5	23
78	6	6	6	6	24
79	7	6	6	6	25
80	7	7	7	7	28
81	5	5	6	5	21
82	5	6	6	6	23
83	6	7	7	7	27
84	6	6	6	6	24
85	6	6	6	6	24
86	6	6	6	6	24
87	7	7	7	7	28
88	6	6	6	6	24
89	5	6	6	6	23
90	6	6	6	7	25
91	6	6	7	6	25
92	7	7	7	7	28
93	7	6	7	7	27
94	4	5	5	5	19
95	4	7	7	5	23
96	7	7	7	7	28

4. Tabulasi data variabel BPM

Manajemen Proses Bisnis (Y)					
No	Y1	Y2	Y3	Y4	Y
1	7	7	7	6,67	27,667
2	6	6	6	6,67	24,667
3	6	6	6	6	24
4	4	4	5	5	18
5	5	5	5	4,67	19,667
6	6	7	7	6,33	26,333
7	7	6	7	6	26
8	7	6	6	6	25
9	6	6	6	6	24
10	6	6	7	6,67	25,667
11	6	6	6	6	24
12	6	6	6	6,33	24,333
13	7	7	6	6,67	26,667
14	7	6	7	6,67	26,667
15	6	6	6	6,33	24,333
16	7	6	6	6	25
17	6	7	6	6	25
18	7	7	7	6,33	27,333
19	6	6	6	6	24
20	7	7	7	7	28
21	6	6	6	6	24
22	7	7	7	7	28
23	6	7	7	6,67	26,667
24	7	7	7	7	28
25	6	6	6	6,33	24,333
26	6	6	6	6	24
27	6	6	6	6	24
28	6	6	7	7	26
29	6	7	6	6	25
30	5	5	5	5,33	20,333
31	7	7	6	6,67	26,667
32	6	6	7	5,33	24,333
33	7	7	7	7	28
34	7	7	7	7	28
35	6	7	6	6	25
36	7	7	6	6	26
37	7	7	7	6,67	27,667
38	7	7	6	6,67	26,667
39	7	6	7	6,67	26,667
40	7	7	7	7	28
41	4	5	6	5	20
42	7	7	7	6,67	27,667
43	7	6	6	6	25
44	6	7	6	6,67	25,667
45	7	7	7	7	28
46	7	6	6	5,67	24,667
47	6	6	6	6,33	24,333
48	7	7	7	7	28

Lanjutan tabulasi data variabel BPM

Manajemen Proses Bisnis (Y)					
No	Y1	Y2	Y3	Y4	Y
49	7	6	7	6,67	26,667
50	7	7	7	7	28
51	6	6	6	6	24
52	5	5	5	5,33	20,333
53	7	6	7	6,67	26,667
54	7	7	7	7	28
55	6	6	6	5,67	23,667
56	6	6	6	6	24
57	7	5	4	5,33	21,333
58	6	5	6	6	23
59	7	7	7	7	28
60	7	6	7	6,33	26,333
61	7	7	7	7	28
62	7	7	6	6,67	26,667
63	6	6	6	6,33	24,333
64	7	7	7	7	28
65	6	6	6	6,33	24,333
66	6	6	6	6	24
67	6	6	6	6	24
68	6	4	6	5,33	21,333
69	5	4	5	4,33	18,333
70	7	7	7	7	28
71	6	7	6	5,67	24,667
72	6	6	6	6	24
73	6	6	6	6	24
74	4	4	4	4	16
75	7	7	7	7	28
76	6	6	7	5,67	24,667
77	6	6	6	6,33	24,333
78	7	6	6	6,33	25,333
79	6	6	7	6,33	25,333
80	7	7	7	7	28
81	5	5	5	5	20
82	6	7	6	5,33	24,333
83	6	6	6	6,33	24,333
84	6	6	6	6	24
85	6	6	6	5,67	23,667
86	6	6	6	6	24
87	7	7	7	7	28
88	6	6	6	6	24
89	6	6	6	6	24
90	6	5	5	6,33	22,333
91	6	6	6	6	24
92	7	7	7	7	28
93	7	6	7	6,67	26,667
94	5	4	4	3,33	16,333
95	4	5	5	4,67	18,667
96	6	7	7	6	26

5. Tabulasi data variabel Kinerja Perusahaan

Kinerja Perusahaan (Z)									
No	Z1	Z2	Z3	Z4	Z5	Z6	Z7	Z8	Z
1	7	7	7	6,5	6	7	7	7	54,5
2	7	7	7	7	7	7	7	7	56
3	6	6	7	6,5	7	6	6	6	50,5
4	6	6	6	6,5	6	5	5	6	46,5
5	4	5	7	6	6	5	6	2	41
6	4	7	7	7	7	7	7	7	53
7	6	6	6	7	7	7	7	6	52
8	2	2	7	7	7	5	6	6	42
9	6	6	6	6	7	6	6	6	49
10	6	6	6	7	7	7	7	6	52
11	6	6	6	6	6	6	6	6	48
12	6	6	6	7	6	7	7	6	51
13	5	6	7	7	7	6	6	7	51
14	6	7	7	7	7	7	7	7	55
15	5	5	7	5,5	6	6	6	5	45,5
16	5	6	6	6,5	7	6	6	6	48,5
17	5	4	5	4,5	7	5	4	4	38,5
18	7	6	7	7	7	7	7	7	55
19	6	6	6	6	6	6	6	6	48
20	7	7	7	7	7	7	7	7	56
21	6	6	6	6	6	6	5	5	46
22	7	7	7	7	7	7	7	7	56
23	7	7	7	6,5	7	6	7	7	54,5
24	7	7	7	7	7	7	7	7	56
25	6	6	7	7	7	6	7	6	52
26	6	6	6	6	6	6	6	6	48
27	6	6	6	5,5	6	6	6	6	47,5
28	6	6	6	6	6	6	6	6	48
29	6	7	6	6	7	7	6	7	52
30	6	6	6	6	6	6	6	6	48
31	6	6	7	7	7	6	7	7	53
32	6	6	6	6,5	7	5	5	6	47,5
33	6	6	7	7	7	7	7	7	54
34	7	7	7	7	7	7	7	7	56
35	6	6	7	6,5	6	6	6	6	49,5
36	6	6	7	7	7	5	5	5	48
37	6	6	6	6,5	7	6	7	6	50,5
38	7	6	7	7	6	7	6	7	53
39	6	6	7	7	7	6	7	6	52
40	7	7	7	7	7	7	7	7	56
41	5	5	6	5,5	7	6	5	5	44,5
42	6	6	6	7	7	6	7	7	52
43	6	6	6	6	6	6	5	6	47
44	6	6	7	7	7	7	7	7	54
45	7	7	7	7	7	7	7	7	56
46	6	6	6	7	7	7	6	5	50
47	6	6	6	6	6	6	6	6	48
48	7	6	6	7	7	7	7	7	54

Lanjutan tabulasi data variabel Kinerja Perusahaan

Kinerja Perusahaan (Z)									
No	Z1	Z2	Z3	Z4	Z5	Z6	Z7	Z8	Z
49	6	6	6	6,5	7	7	7	6	51,5
50	7	7	7	7	7	7	7	7	56
51	6	6	6	6	7	6	5	6	48
52	5	5	5	6	6	6	6	5	44
53	7	7	6	7	7	7	7	6	54
54	7	5	7	7	7	7	7	7	54
55	5	5	7	6,5	7	6	6	7	49,5
56	6	6	6	7	6	7	6	5	49
57	4	5	7	6,5	6	7	5	4	44,5
58	6	6	6	6	6	6	5	6	47
59	7	7	7	7	7	7	7	7	56
60	6	6	6	6,5	7	6	7	7	51,5
61	7	7	7	7	7	7	7	7	56
62	6	7	7	7	7	7	7	7	55
63	5	5	5	7	7	6	6	6	47
64	7	7	7	7	7	7	7	7	56
65	6	6	6	6,5	6	6	6	6	48,5
66	5	5	7	6,5	7	6	6	6	48,5
67	5	5	7	6,5	7	6	7	6	49,5
68	5	6	6	4,5	6	6	6	4	43,5
69	4	5	4	4,5	5	4	4	5	35,5
70	7	7	7	7	7	7	7	7	56
71	6	6	6	6,5	6	7	6	6	49,5
72	6	6	6	6	6	6	6	6	48
73	6	6	6	6,5	6	6	6	6	48,5
74	4	4	4	4	4	4	5	4	33
75	7	6	7	7	7	7	7	7	55
76	6	6	6	7	7	7	7	6	52
77	6	1	6	6	7	6	6	6	44
78	7	7	7	7	6	7	6	6	53
79	6	6	5	5,5	5	6	5	6	44,5
80	7	7	7	7	7	7	4	7	53
81	5	5	5	5	5	5	5	5	40
82	6	7	7	7	7	7	7	7	55
83	7	5	6	6,5	7	6	6	6	49,5
84	6	6	6	6	6	6	6	6	48
85	6	5	5	6	6	6	7	6	47
86	6	6	6	5,5	6	6	6	6	47,5
87	7	7	7	7	7	7	7	7	56
88	6	6	6	6	6	7	7	7	51
89	6	6	6	5,5	6	6	6	1	42,5
90	5	6	6	6,5	7	7	4	1	42,5
91	6	6	5	7	7	6	6	5	48
92	7	7	7	7	7	7	7	7	56
93	7	7	7	7	6	7	6	7	54
94	2	5	5	1	2	5	5	5	30
95	4	4	6	7	7	7	7	7	49
96	5	6	7	6,5	7	6	6	7	50,5

Lampiran 4: Uji validitas instrumen

1. Uji validitas variabel TQM

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	57,067	24,478	,680	,886
X1.2	57,467	22,809	,811	,876
X1.3	57,400	23,386	,632	,887
X1.4	57,167	24,351	,683	,886
X1.5	57,233	25,357	,570	,892
X1.6	57,200	23,234	,807	,878
X1.7	57,567	20,461	,741	,882
X1.8	57,500	21,224	,798	,875
X1.9	57,200	24,959	,651	,889
X1.10	57,500	23,466	,401	,912

2. Uji validitas variabel budaya perusahaan

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	44,067	15,340	,715	,905
X2.2	44,050	15,730	,706	,906
X2.3	44,050	15,144	,823	,897
X2.4	44,100	13,645	,782	,900
X2.5	44,000	15,379	,758	,902
X2.6	44,100	14,921	,735	,903
X2.7	44,133	14,775	,632	,914
X2.8	44,067	15,409	,700	,906

3. Uji validitas variabel IT

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
X3.1	18,47	3,568	,666	,867
X3.2	18,33	4,161	,741	,830
X3.3	18,27	4,133	,777	,818
X3.4	18,23	3,633	,755	,819

4. Uji validitas variabel BPM

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
Y1	18,689	3,042	,780	,894
Y2	18,689	3,019	,793	,889
Y3	18,622	3,201	,824	,877
Y4	18,667	3,471	,829	,882

5. Uji validitas variabel kinerja perusahaan

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
Z1	44,200	15,648	,518	,853
Z2	44,000	14,655	,702	,823
Z3	43,567	18,909	,410	,855
Z4	43,600	17,559	,634	,835
Z5	43,433	19,564	,332	,861
Z6	43,767	16,220	,822	,814
Z7	43,733	16,099	,767	,817
Z8	43,933	14,375	,717	,821

Lampiran 5: Uji reliabilitas data

1. Uji reliabilitas variabel TQM

Case Processing Summary			
		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics	
Cronbach's Alpha	N of Items
,897	10

2. Uji reliabilitas variabel budaya perusahaan

Case Processing Summary			
		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics	
Cronbach's Alpha	N of Items
,915	8

3. Uji reliabilitas variabel IT

Case Processing Summary			
		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics	
Cronbach's Alpha	N of Items
,869	4

4. Uji reliabilitas variabel BPM

Case Processing Summary			
		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics	
Cronbach's Alpha	N of Items
,912	4

5. Uji reliabilitas variabel kinerja perusahaan

Case Processing Summary			
		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics	
Cronbach's Alpha	N of Items
,854	8

Lampiran 6: Deskripsi karakteristik responden

1. Karakteristik responden berdasarkan unit kerja

		Unit			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	PLN UP3 Palopo	36	37,5	37,5	37,5
	PLN ULP Belopa	11	11,5	11,5	49,0
	PLN ULP Palopo Kota	8	8,3	8,3	57,3
	PLN ULP Rantepao	8	8,3	8,3	65,6
	PLN ULP Makale	9	9,4	9,4	75,0
	PLN ULP Masamba	8	8,3	8,3	83,3
	PLN ULP Tomoni	7	7,3	7,3	90,6
	PLN ULP Malili	9	9,4	9,4	100,0
	Total	96	100,0	100,0	

2. Karakteristik responden berdasarkan jabatan

		Jabatan			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	Staf (Fungsional)	45	46,9	46,9	46,9
	SPV Dasar	39	40,6	40,6	87,5
	SPV Atas	11	11,5	11,5	99,0
	Manajer Dasar	1	1,0	1,0	100,0
	Total	96	100,0	100,0	

3. Karakteristik responden berdasarkan bidang

		Bagian			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	Pimpinan Unit	7	7,3	7,3	7,3
	Jaringan	39	40,6	40,6	47,9
	Pemasaran & Pelayanan pelanggan	13	13,5	13,5	61,5
	Transaksi energi	18	18,8	18,8	80,2
	Keuangan, SDM, & Adiministrasi	6	6,3	6,3	86,5
	Perencanaan	5	5,2	5,2	91,7
	K3L	8	8,3	8,3	100,0
	Total	96	100,0	100,0	

Lampiran 7: Deskripsi karakteristik variabel

1. Karakteristik variabel TQM

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
X1.1	96	4	7	6,59	,689
X1.2	96	4,0	7,0	6,229	,7466
X1.3	96	4	7	6,26	,798
X1.4	96	3	7	6,36	,783
X1.5	96	5	7	6,50	,562
X1.6	96	3	7	6,38	,700
X1.7	96	3	7	6,13	,932
X1.8	96	2	7	6,07	,997
X1.9	96	4	7	6,43	,645
X1.10	96	2	7	6,15	,995
Valid N (listwise)	96				

2. Karakteristik variabel budaya perusahaan

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
X2.1	96	4	7	6,34	,708
X2.2	96	4,0	7,0	6,302	,6344
X2.3	96	4,0	7,0	6,328	,6482
X2.4	96	4	7	6,30	,848
X2.5	96	4	7	6,40	,672
X2.6	96	4,0	7,0	6,229	,7252
X2.7	96	3	7	6,17	,925
X2.8	96	4	7	6,28	,777
Valid N (listwise)	96				

3. Karakteristik variabel IT

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
X3.1	96	3	7	6,05	,922
X3.2	96	4	7	6,25	,665
X3.3	96	4	7	6,32	,673
X3.4	96	4	7	6,24	,805
Valid N (listwise)	96				

4. Karakteristik variabel BPM

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Y1	96	4	7	6,27	,761
Y2	96	4	7	6,18	,808
Y3	96	4	7	6,24	,736
Y4	96	3,3	7,0	6,174	,7141
Valid N (listwise)	96				

5. Karakteristik variabel kinerja perusahaan

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Z1	96	2	7	5,92	1,002
Z2	96	1	7	5,95	,988
Z3	96	4	7	6,33	,721
Z4	96	1,0	7,0	6,411	,8706
Z5	96	2	7	6,52	,767
Z6	96	4	7	6,32	,718
Z7	96	4	7	6,22	,836
Z8	96	1	7	6,05	1,173
Valid N (listwise)	96				

Lampiran 8: Uji normalitas data

1. Uji normalitas regresi model I

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual
N		89
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	,87763890
Most Extreme Differences	Absolute	,118
	Positive	,085
	Negative	-,118
Test Statistic		,118
Asymp. Sig. (2-tailed)		,004 ^c
Exact Sig. (2-tailed)		,155
Point Probability		,000
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

2. Uji normalitas regresi model II

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual
N		89
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	2,16238121
Most Extreme Differences	Absolute	,119
	Positive	,111
	Negative	-,119
Test Statistic		,119
Asymp. Sig. (2-tailed)		,004 ^c
Exact Sig. (2-tailed)		,151
Point Probability		,000
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

Lampiran 9: Analisis regresi

1. Analisis regresi Jalur model I

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,902 ^a	,813	,807	1,1929

a. Predictors: (Constant), IT, TQM, Budaya Perusahaan

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-,974	1,326		-,734	,465
	TQM	,188	,051	,411	3,669	,000
	Budaya Perusahaan	,061	,068	,108	,894	,374
	IT	,439	,081	,437	5,444	,000

a. Dependent Variable: BPM

2. Analisis regresi Jalur model II

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-,974	1,326		-,734	,465
	TQM	,188	,051	,411	3,669	,000
	Budaya Perusahaan	,061	,068	,108	,894	,374
	IT	,439	,081	,437	5,444	,000

a. Dependent Variable: BPM

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,726	2,830		,610	,543
	TQM	,247	,117	,280	2,116	,037
	Budaya Perusahaan	,387	,145	,359	2,668	,009
	IT	-,193	,197	-,100	-,980	,330
	BPM	,714	,222	,371	3,219	,002

a. Dependent Variable: Kinerja Perusahaan

Lampiran 10: Tabel distribusi t

Titik Persentase Distribusi t (df = 81-120)

df \ Pr	0.25	0.10	0.05	0.025	0.01	0.005	0.001
	0.50	0.20	0.10	0.050	0.02	0.010	0.002
81	0.67753	1.29209	1.66388	1.98969	2.37327	2.63790	3.19392
82	0.67749	1.29196	1.66365	1.98932	2.37269	2.63712	3.19262
83	0.67746	1.29183	1.66342	1.98896	2.37212	2.63637	3.19135
84	0.67742	1.29171	1.66320	1.98861	2.37156	2.63563	3.19011
85	0.67739	1.29159	1.66298	1.98827	2.37102	2.63491	3.18890
86	0.67735	1.29147	1.66277	1.98793	2.37049	2.63421	3.18772
87	0.67732	1.29136	1.66256	1.98761	2.36998	2.63353	3.18657
88	0.67729	1.29125	1.66235	1.98729	2.36947	2.63286	3.18544
89	0.67726	1.29114	1.66216	1.98698	2.36898	2.63220	3.18434
90	0.67723	1.29103	1.66196	1.98667	2.36850	2.63157	3.18327
91	0.67720	1.29092	1.66177	1.98638	2.36803	2.63094	3.18222
92	0.67717	1.29082	1.66159	1.98609	2.36757	2.63033	3.18119
93	0.67714	1.29072	1.66140	1.98580	2.36712	2.62973	3.18019
94	0.67711	1.29062	1.66123	1.98552	2.36667	2.62915	3.17921
95	0.67708	1.29053	1.66105	1.98525	2.36624	2.62858	3.17825
96	0.67705	1.29043	1.66088	1.98498	2.36582	2.62802	3.17731
97	0.67703	1.29034	1.66071	1.98472	2.36541	2.62747	3.17639
98	0.67700	1.29025	1.66055	1.98447	2.36500	2.62693	3.17549
99	0.67698	1.29016	1.66039	1.98422	2.36461	2.62641	3.17460
100	0.67695	1.29007	1.66023	1.98397	2.36422	2.62589	3.17374
101	0.67693	1.28999	1.66008	1.98373	2.36384	2.62539	3.17289
102	0.67690	1.28991	1.65993	1.98350	2.36346	2.62489	3.17206
103	0.67688	1.28982	1.65978	1.98326	2.36310	2.62441	3.17125
104	0.67686	1.28974	1.65964	1.98304	2.36274	2.62393	3.17045
105	0.67683	1.28967	1.65950	1.98282	2.36239	2.62347	3.16967
106	0.67681	1.28959	1.65936	1.98260	2.36204	2.62301	3.16890
107	0.67679	1.28951	1.65922	1.98238	2.36170	2.62256	3.16815
108	0.67677	1.28944	1.65909	1.98217	2.36137	2.62212	3.16741
109	0.67675	1.28937	1.65895	1.98197	2.36105	2.62169	3.16669
110	0.67673	1.28930	1.65882	1.98177	2.36073	2.62126	3.16598
111	0.67671	1.28922	1.65870	1.98157	2.36041	2.62085	3.16528
112	0.67669	1.28916	1.65857	1.98137	2.36010	2.62044	3.16460
113	0.67667	1.28909	1.65845	1.98118	2.35980	2.62004	3.16392
114	0.67665	1.28902	1.65833	1.98099	2.35950	2.61964	3.16326
115	0.67663	1.28896	1.65821	1.98081	2.35921	2.61926	3.16262
116	0.67661	1.28889	1.65810	1.98063	2.35892	2.61888	3.16198
117	0.67659	1.28883	1.65798	1.98045	2.35864	2.61850	3.16135
118	0.67657	1.28877	1.65787	1.98027	2.35837	2.61814	3.16074
119	0.67656	1.28871	1.65776	1.98010	2.35809	2.61778	3.16013
120	0.67654	1.28865	1.65765	1.97993	2.35782	2.61742	3.15954