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**Lampiran 1 :****DAFTAR PERTANYAAN (QUESTIONNAIRE)****Petunjuk :**

1. Bapak/Ibu dimohon untuk memberikan jawaban yang sesuai dengan kondisi Bapak/Ibu saat ini. Jawablah setiap pertanyaan dengan cara memberi tanda (X) pada jawaban yang tersedia
2. Kategori jawaban adalah STS = Sangat tidak setuju, TS = Tidak setuju, N = Netral, S = Setuju, dan SS = Sangat setuju.

**I. Identitas Responden :**

1. Nama : .....(boleh tidak diisi)
2. Jenis kelamin : Laki-laki/Perempuan
3. Umur : .....Tahun
4. Status perkawinan : Kawin/Tidak kawin/Janda/Duda \*)
5. Pendidikan terakhir :
  1. SD
  2. SMP
  3. SMU
  3. Diploma
  4. Sarjana (S1)
  5. Magister (S2)
  6. Doktor (S3)
6. Masa Kerja : .....Tahun
7. Jabatan/Posisi : .....
8. Alamat Rumah : .....

**II. Variabel Penelitian****I. Pernyataan yang berkaitan dengan Kepemimpinan Transaksional****a. Imbalan Tergantung**

Pemimpin menjelaskan bahwa tersedia penghargaan atau reward bagi karyawan yang berprestasi

1. Pemberian imbalan(*reward*) kepada karyawan yang telah mencapai target.
 

|                  |                        |           |
|------------------|------------------------|-----------|
| a. Sangat Setuju | b. Setuju              | c. Netral |
| d. Tidak Setuju  | e. Sangat Tidak Setuju |           |

2. Karyawan yang telah berprestasi selalu mendapat pujian dari pemimpin dan menjadikan contoh bagi yang lainnya.
  - a. Sangat Setuju
  - b. Setuju
  - c. Netral
  - d. Tidak Setuju
  - e. Sangat Tidak Setuju
3. Karyawan yang telah berprestasi selalu mendapat promosi dan penghargaan dari pimpinanya.
  - a. Sangat Setuju
  - b. Setuju
  - c. Netral
  - d. Tidak Setuju
  - e. Sangat Tidak Setuju

**b. Sesuka hati (*Laissez-Faire*)**

Pemimpin yang tidak peduli terhadap pelaksanaan tugas karyawan, sehingga pemimpin hanya simbol.

4. Setujukah anda jika atasan saudara membiarkan keadaan menjadi buruk, tanpa melakukan sesuatu untuk perbaikan.
  - a. Sangat Setuju
  - b. Setuju
  - c. Netral
  - d. Tidak Setuju
  - e. Sangat Tidak Setuju
5. Atasan saya menerima keadaan apa adanya, selama saya mengerjakan tugas yang dibebankan.
  - a. Sangat Setuju
  - b. Setuju
  - c. Netral
  - d. Tidak Setuju
  - e. Sangat Tidak Setuju
6. Atasan saya tidak keberatan dengan cara saya bekerja meskipun cara lama, tetapi juga tidak mendorong saya untuk berinisiatif merubahnya.
  - a. Sangat Setuju
  - b. Setuju
  - c. Netral
  - d. Tidak Setuju
  - e. Sangat Tidak Setuju

**II. Pernyataan yang berkaitan dengan Kepemimpinan Transformasional**

**a. Karismatik**

Pemimpin yang mampu membangun keyakinan absolut dari karyawan terhadap dirinya, sehingga menjadi panutan.

7. Jika pimpinan menetapkan visi dan misi sehingga jelas arah dan tujuan yang ingin dicapai perusahaan.
  - a. Sangat Setuju
  - b. Setuju
  - c. Netral
  - d. Tidak Setuju
  - e. Sangat Tidak Setuju
8. Perilaku kepemimpinan atasan, membuat saya merasa senang dan hormat kepadanya.
  - a. Sangat Setuju
  - b. Setuju
  - c. Netral

- d. Tidak Setuju e. Sangat Tidak Setuju

9. Pimpinan tempat saya bekerja konsisten menegakkan etika dan moral dalam setiap tindakannya.

- a. Sangat Setuju b. Setuju c. Netral  
d. Tidak Setuju e. Sangat Tidak Setuju

### **b. Inspirasional**

Inspirasi yang memberikan motivasi bawahan sebagai ekspresi dari perasaan pengikut dan konsekuensi dari kemampuan pemimpin menetapkan cara yang digunakan dan tujuan yang ingin dicapai.

10. Pemimpin memberikan kesempatan yang besar untuk meningkatkan keterampilan dan pengetahuan karyawannya.

- a. Sangat Setuju b. Setuju c. Netral  
d. Tidak Setuju e. Sangat Tidak Setuju

11. Atasan selalu memotivasi saya untuk melakukan pekerjaan lebih dari apa yang diharapkan.

- a. Sangat Setuju b. Setuju c. Netral  
d. Tidak Setuju e. Sangat Tidak Setuju

12. Atasan saya selalu mendorong kreativitas dan ide-ide inovatif dalam menyelesaikan tugas.

- a. Sangat Setuju b. Setuju c. Netral  
d. Tidak Setuju e. Sangat Tidak Setuju

### **III. Pernyataan yang berkaitan dengan Prestasi kerja karyawan**

Prestasi kerja karyawan berkaitan dengan pencapaian target, peningkatan kuantitas, dan kualitas pekerjaan

13. Karyawan Bapak/Ibu dinilai prestasinya berdasarkan hasil pekerjaannya

- a. Sangat Setuju b. Setuju c. Netral  
d. Tidak Setuju e. Sangat Tidak Setuju

14. Karyawan Bapak/Ibu yang prestasi kerjanya tinggi, semakin tinggi penghasilan yang diterimanya.

- a. Sangat Setuju b. Setuju c. Netral  
d. Tidak Setuju e. Sangat Tidak Setuju

15. Karyawan Bapak/Ibu yang berprestasi baik selalu mendapat penghargaan dari perusahaan

- |                  |                        |           |
|------------------|------------------------|-----------|
| a. Sangat Setuju | b. Setuju              | c. Netral |
| d. Tidak Setuju  | e. Sangat Tidak Setuju |           |
16. Penilaian karyawan yang berprestasi, menjadikan yang bersangkutan lebih termotivasi bekerja.
- |                  |                        |           |
|------------------|------------------------|-----------|
| a. Sangat Setuju | b. Setuju              | c. Netral |
| d. Tidak Setuju  | e. Sangat Tidak Setuju |           |
17. Karyawan Bapak/Ibu selalu berupaya meningkatkan kualitas dan kuantitas pekerjaannya, bukan hanya karena pertimbangan imbalan.
- |                  |                        |           |
|------------------|------------------------|-----------|
| a. Sangat Setuju | b. Setuju              | c. Netral |
| d. Tidak Setuju  | e. Sangat Tidak Setuju |           |
18. Karyawan Bapak/Ibu nampaknya tidak puas bila kualitas pekerjaannya sama dengan tahun-tahun sebelumnya.
- |                  |                        |           |
|------------------|------------------------|-----------|
| a. Sangat Setuju | b. Setuju              | c. Netral |
| d. Tidak Setuju  | e. Sangat Tidak Setuju |           |

**TERIMA KASIH ATAS PARTISIPASI DAN KERJASAMANYA...!!!**



### DAFTAR PERTANYAAN

Pelanggan Eksternal (*external Customer*)

#### Pengantar :

Para Pelanggan yang terhormat,

Daftar pertanyaan ini dibuat sehubungan dengan komitmen PT. Jamsostek (Persero) Cabang Makassar untuk selalu meningkatkan kualitas pelayanannya pada pelanggan. Olehnya itu kami mohon Bapak/Ibu/Saudara (i) dapat meluangkan waktunya untuk mengisinya. Jawablah setiap pertanyaan sesuai dengan kondisi yang dirasakan saat ini dengan cara memberi tanda (X) pada jawaban yang tersedia, dan memberikan saran-saran yang membangun (konstruktif) bagi perusahaan. Kategori jawaban adalah (1) STS = Sangat tidak setuju; (2) TS = Tidak setuju; (3) N = Netral; (4) S = Setuju, dan (5) SS = Sangat setuju.

Terima kasih atas bantuan dan kerjasamanya !!!

#### **I. Identitas Responden :**

1. N a m a : .....(boleh tidak diisi)
2. Jenis kelamin : Laki-laki/Perempuan
3. Umur : .....Tahun
4. Status perkawinan : Kawin/Tidak kawin/Janda/Duda \*)
5. Pendidikan terakhir : 1. SD  
2. SMP  
3. SMU  
4. Diploma  
5. Sarjana (S1); 6. Magister (S2); 7. Doktor (S3)
6. Pekerjaan : .....
7. Alamat Rumah : .....

#### **II. Pernyataan yang Berkaitan Peningkatan Kinerja Pelayanan Pada Pelanggan**

| No. | Pernyataan  | Jawaban |   |   |    |     |
|-----|---|---------|---|---|----|-----|
|     |   | STS     | S | N | TS | STS |
| 1.  | Sarana dan prasarana yang sangat memadai (ruangan tunggu berAC, area parkir, loket pembayaran, dan jumlah karyawan, dan teknonogi modern) yang dimiliki perusahaan dapat meningkatkan kualiatas pelayanan kepada pelanggan. |         |   |   |    |     |
| 2.  | Karyawan selalu menunjukkan sikap yang ramah dan santun dalam melayani pelanggan  |         |   |   |    |     |
| 3.  | Karyawan selalu tanggap dan dapat memberikan pelayanan yang cepat kepada pelanggan  |         |   |   |    |     |
| 4.  | Karyawan selalu memberikan informasi yang jelas dan akurat, serta mampu berkomunikasi secara baik kepada pelanggan  |         |   |   |    |     |

|    |  |  |  |  |  |  |
|----|--|--|--|--|--|--|
| 5. | Saudara selalu mendapatkan jaminan tepat waktu dalam pengurusan Jamsostek. |  |  |  |  |  |
|----|--|--|--|--|--|--|

**III. Saran-Saran :**

.....

.....

.....

.....

.....

**TERIMA KASIH ATAS PARTISIPASI DAN KERJASAMANYA...!!!**

**Lampiran 2 :****Data Responden Penelitian****Kuesioner (I)**

| No. Resp | JK | Umur | Status | Pddkn | Masker | x1 |   |   | Total | Rata2 |
|----------|----|------|--------|-------|--------|----|---|---|-------|-------|
|          |    |      |        |       |        | 1  | 2 | 3 |       |       |
| 1        | 1  | 26   | 1      | 5     | 2      | 4  | 4 | 4 | 12    | 4.00  |
| 2        | 2  | 28   | 1      | 5     | 3      | 4  | 4 | 3 | 11    | 3.67  |
| 3        | 1  | 35   | 1      | 5     | 4      | 5  | 4 | 4 | 13    | 4.33  |
| 4        | 1  | 30   | 1      | 4     | 1      | 4  | 5 | 4 | 13    | 4.33  |
| 5        | 1  | 40   | 1      | 4     | 5      | 4  | 3 | 4 | 11    | 3.67  |
| 6        | 1  | 20   | 1      | 4     | 1      | 4  | 4 | 3 | 11    | 3.67  |
| 7        | 1  | 53   | 1      | 2     | 15     | 4  | 4 | 4 | 12    | 4.00  |
| 8        | 2  | 24   | 1      | 4     | 2      | 5  | 4 | 5 | 14    | 4.67  |
| 9        | 2  | 32   | 2      | 6     | 4      | 5  | 4 | 5 | 14    | 4.67  |
| 10       | 1  | 42   | 1      | 5     | 6      | 5  | 2 | 2 | 9     | 3.00  |
| 11       | 1  | 33   | 2      | 4     | 7      | 5  | 5 | 5 | 15    | 5.00  |
| 12       | 1  | 35   | 1      | 5     | 6      | 4  | 3 | 4 | 11    | 3.67  |
| 13       | 2  | 31   | 1      | 5     | 5      | 4  | 4 | 4 | 12    | 4.00  |
| 14       | 1  | 30   | 1      | 5     | 8      | 5  | 3 | 5 | 13    | 4.33  |
| 15       | 2  | 24   | 2      | 5     | 1      | 4  | 3 | 4 | 11    | 3.67  |
| 16       | 1  | 30   | 1      | 6     | 2      | 5  | 5 | 5 | 15    | 5.00  |
| 17       | 1  | 32   | 1      | 5     | 3      | 5  | 5 | 5 | 15    | 5.00  |
| 18       | 1  | 36   | 1      | 5     | 3      | 4  | 4 | 4 | 12    | 4.00  |
| 19       | 1  | 28   | 1      | 5     | 4      | 5  | 4 | 4 | 13    | 4.33  |
| 20       | 1  | 34   | 1      | 4     | 7      | 5  | 2 | 4 | 11    | 3.67  |
| 21       | 1  | 45   | 1      | 5     | 13     | 4  | 2 | 4 | 10    | 3.33  |
| 22       | 1  | 38   | 1      | 4     | 11     | 5  | 4 | 5 | 14    | 4.67  |
| 23       | 1  | 30   | 1      | 5     | 5      | 4  | 3 | 3 | 10    | 3.33  |
| 24       | 1  | 33   | 1      | 5     | 2      | 4  | 3 | 3 | 10    | 3.33  |
| 25       | 2  | 27   | 2      | 5     | 5      | 5  | 4 | 4 | 13    | 4.33  |
| 26       | 1  | 34   | 1      | 5     | 9      | 5  | 4 | 4 | 13    | 4.33  |
| 27       | 1  | 37   | 1      | 5     | 3      | 4  | 4 | 5 | 13    | 4.33  |
| 28       | 1  | 26   | 1      | 4     | 4      | 4  | 4 | 4 | 12    | 4.00  |
| 29       | 1  | 47   | 1      | 6     | 24     | 5  | 3 | 4 | 12    | 4.00  |
| 30       | 1  | 49   | 1      | 5     | 22     | 4  | 4 | 3 | 11    | 3.67  |
| 31       | 1  | 40   | 1      | 4     | 20     | 4  | 4 | 3 | 11    | 3.67  |
| 32       | 1  | 36   | 1      | 5     | 6      | 4  | 4 | 4 | 12    | 4.00  |
| 33       | 1  | 34   | 1      | 5     | 7      | 4  | 3 | 3 | 10    | 3.33  |
| 34       | 2  | 26   | 2      | 5     | 3      | 4  | 3 | 4 | 11    | 3.67  |
| 35       | 1  | 25   | 1      | 4     | 1      | 4  | 4 | 3 | 11    | 3.67  |

## Sambungan .....

| x2 |   |   | Total | Rata2 | x3 |   |   | Total | Rata2 | x4 |   |   | Total | Rata2 |
|----|---|---|-------|-------|----|---|---|-------|-------|----|---|---|-------|-------|
| 1  | 2 | 3 |       |       | 1  | 2 | 3 |       |       | 1  | 2 | 3 |       |       |
| 1  | 1 | 1 | 3     | 1.00  | 4  | 4 | 4 | 12    | 4.00  | 4  | 4 | 4 | 12    | 4.00  |
| 1  | 2 | 2 | 5     | 1.67  | 5  | 5 | 5 | 15    | 5.00  | 5  | 4 | 5 | 14    | 4.67  |
| 2  | 2 | 1 | 5     | 1.67  | 5  | 4 | 4 | 13    | 4.33  | 5  | 4 | 4 | 13    | 4.33  |
| 2  | 3 | 1 | 6     | 2.00  | 5  | 4 | 3 | 12    | 4.00  | 4  | 4 | 3 | 11    | 3.67  |
| 2  | 3 | 2 | 7     | 2.33  | 4  | 4 | 4 | 12    | 4.00  | 4  | 3 | 3 | 10    | 3.33  |
| 2  | 2 | 1 | 5     | 1.67  | 5  | 3 | 3 | 11    | 3.67  | 5  | 4 | 4 | 13    | 4.33  |
| 1  | 1 | 1 | 3     | 1.00  | 4  | 3 | 1 | 8     | 2.67  | 4  | 1 | 1 | 6     | 2.00  |
| 1  | 2 | 2 | 5     | 1.67  | 4  | 4 | 3 | 11    | 3.67  | 4  | 4 | 3 | 11    | 3.67  |
| 1  | 4 | 2 | 7     | 2.33  | 5  | 4 | 4 | 13    | 4.33  | 3  | 4 | 4 | 11    | 3.67  |
| 2  | 2 | 4 | 8     | 2.67  | 4  | 2 | 2 | 8     | 2.67  | 2  | 2 | 2 | 6     | 2.00  |
| 1  | 2 | 2 | 5     | 1.67  | 5  | 4 | 4 | 13    | 4.33  | 5  | 5 | 5 | 15    | 5.00  |
| 1  | 2 | 1 | 4     | 1.33  | 5  | 4 | 4 | 13    | 4.33  | 5  | 4 | 4 | 13    | 4.33  |
| 1  | 2 | 1 | 4     | 1.33  | 5  | 4 | 4 | 13    | 4.33  | 5  | 4 | 4 | 13    | 4.33  |
| 1  | 1 | 1 | 3     | 1.00  | 5  | 5 | 5 | 15    | 5.00  | 5  | 3 | 5 | 13    | 4.33  |
| 1  | 4 | 2 | 7     | 2.33  | 4  | 4 | 3 | 11    | 3.67  | 5  | 4 | 4 | 13    | 4.33  |
| 1  | 3 | 3 | 7     | 2.33  | 5  | 3 | 3 | 11    | 3.67  | 4  | 4 | 4 | 12    | 4.00  |
| 1  | 2 | 2 | 5     | 1.67  | 5  | 5 | 4 | 14    | 4.67  | 5  | 4 | 4 | 13    | 4.33  |
| 1  | 1 | 2 | 4     | 1.33  | 5  | 5 | 5 | 15    | 5.00  | 5  | 2 | 4 | 11    | 3.67  |
| 2  | 4 | 2 | 8     | 2.67  | 4  | 4 | 4 | 12    | 4.00  | 4  | 4 | 4 | 12    | 4.00  |
| 1  | 2 | 1 | 4     | 1.33  | 5  | 1 | 4 | 10    | 3.33  | 5  | 5 | 4 | 14    | 4.67  |
| 1  | 3 | 1 | 5     | 1.67  | 5  | 4 | 5 | 14    | 4.67  | 3  | 4 | 3 | 10    | 3.33  |
| 1  | 4 | 2 | 7     | 2.33  | 5  | 4 | 3 | 12    | 4.00  | 3  | 3 | 3 | 9     | 3.00  |
| 2  | 2 | 2 | 6     | 2.00  | 4  | 3 | 3 | 10    | 3.33  | 4  | 4 | 3 | 11    | 3.67  |
| 1  | 2 | 2 | 5     | 1.67  | 4  | 3 | 3 | 10    | 3.33  | 4  | 4 | 3 | 11    | 3.67  |
| 1  | 3 | 3 | 7     | 2.33  | 5  | 4 | 4 | 13    | 4.33  | 4  | 3 | 3 | 10    | 3.33  |
| 2  | 2 | 2 | 6     | 2.00  | 4  | 5 | 4 | 13    | 4.33  | 4  | 3 | 5 | 12    | 4.00  |
| 1  | 2 | 1 | 4     | 1.33  | 4  | 4 | 3 | 11    | 3.67  | 5  | 4 | 3 | 12    | 4.00  |
| 1  | 2 | 2 | 5     | 1.67  | 4  | 4 | 4 | 12    | 4.00  | 4  | 5 | 4 | 13    | 4.33  |
| 1  | 2 | 2 | 5     | 1.67  | 5  | 4 | 5 | 14    | 4.67  | 5  | 5 | 5 | 15    | 5.00  |
| 2  | 2 | 1 | 5     | 1.67  | 4  | 3 | 5 | 12    | 4.00  | 5  | 4 | 4 | 13    | 4.33  |
| 2  | 2 | 1 | 5     | 1.67  | 5  | 5 | 2 | 12    | 4.00  | 4  | 5 | 4 | 13    | 4.33  |
| 1  | 3 | 2 | 6     | 2.00  | 5  | 3 | 5 | 13    | 4.33  | 5  | 3 | 4 | 12    | 4.00  |
| 1  | 2 | 2 | 5     | 1.67  | 4  | 3 | 3 | 10    | 3.33  | 4  | 3 | 3 | 10    | 3.33  |
| 2  | 2 | 2 | 6     | 2.00  | 4  | 3 | 3 | 10    | 3.33  | 4  | 3 | 3 | 10    | 3.33  |
| 1  | 2 | 2 | 5     | 1.67  | 5  | 5 | 4 | 14    | 4.67  | 5  | 4 | 4 | 13    | 4.33  |

## Sambungan .....

| Y |   |   |   |   |   | Total | Rata2 |
|---|---|---|---|---|---|-------|-------|
| 1 | 2 | 3 | 4 | 5 | 6 |       |       |
| 4 | 4 | 4 | 4 | 4 | 4 | 24    | 4.00  |
| 4 | 4 | 4 | 4 | 5 | 4 | 25    | 4.17  |
| 4 | 4 | 4 | 4 | 5 | 4 | 25    | 4.17  |
| 5 | 4 | 4 | 4 | 3 | 4 | 24    | 4.00  |
| 3 | 3 | 3 | 4 | 2 | 3 | 18    | 3.00  |
| 2 | 3 | 4 | 4 | 4 | 3 | 20    | 3.33  |
| 1 | 4 | 4 | 4 | 3 | 3 | 19    | 3.17  |
| 4 | 4 | 1 | 1 | 4 | 5 | 19    | 3.17  |
| 3 | 3 | 4 | 5 | 3 | 4 | 22    | 3.67  |
| 2 | 2 | 2 | 2 | 4 | 2 | 14    | 2.33  |
| 4 | 4 | 4 | 4 | 4 | 4 | 24    | 4.00  |
| 4 | 4 | 4 | 4 | 4 | 4 | 24    | 4.00  |
| 4 | 4 | 4 | 4 | 4 | 4 | 24    | 4.00  |
| 4 | 4 | 4 | 4 | 5 | 4 | 25    | 4.17  |
| 4 | 3 | 3 | 4 | 4 | 4 | 22    | 3.67  |
| 5 | 4 | 4 | 5 | 5 | 5 | 28    | 4.67  |
| 5 | 4 | 5 | 4 | 4 | 4 | 26    | 4.33  |
| 5 | 4 | 5 | 4 | 5 | 5 | 28    | 4.67  |
| 4 | 4 | 4 | 4 | 4 | 4 | 24    | 4.00  |
| 4 | 5 | 4 | 4 | 5 | 5 | 27    | 4.50  |
| 5 | 2 | 4 | 5 | 4 | 4 | 24    | 4.00  |
| 3 | 3 | 3 | 3 | 3 | 3 | 18    | 3.00  |
| 4 | 3 | 4 | 4 | 4 | 3 | 22    | 3.67  |
| 2 | 2 | 4 | 5 | 4 | 4 | 21    | 3.50  |
| 5 | 4 | 4 | 4 | 4 | 4 | 25    | 4.17  |
| 4 | 4 | 4 | 4 | 4 | 4 | 24    | 4.00  |
| 5 | 4 | 4 | 4 | 4 | 4 | 25    | 4.17  |
| 4 | 4 | 4 | 5 | 5 | 5 | 27    | 4.50  |
| 4 | 4 | 5 | 4 | 4 | 4 | 25    | 4.17  |
| 5 | 4 | 4 | 4 | 5 | 5 | 27    | 4.50  |
| 4 | 4 | 4 | 4 | 5 | 5 | 26    | 4.33  |
| 3 | 4 | 3 | 4 | 5 | 4 | 23    | 3.83  |
| 4 | 3 | 4 | 5 | 4 | 3 | 23    | 3.83  |
| 4 | 3 | 4 | 4 | 5 | 4 | 24    | 4.00  |
| 4 | 4 | 3 | 5 | 5 | 5 | 26    | 4.33  |

**Kuesioner (II)**

| No. Resp | JK | Umur | Status | Pddkn | Kinerja Pelayanan |   |   |   |   | Total | Rata2 |
|----------|----|------|--------|-------|-------------------|---|---|---|---|-------|-------|
|          |    |      |        |       | 1                 | 2 | 3 | 4 | 5 |       |       |
| 1        | 2  | 27   | 2      | 3     | 5                 | 5 | 4 | 5 | 4 | 23    | 4.60  |
| 2        | 1  | 23   | 1      | 3     | 5                 | 4 | 4 | 4 | 4 | 21    | 4.20  |
| 3        | 1  | 28   | 1      | 5     | 5                 | 5 | 5 | 5 | 5 | 25    | 5.00  |
| 4        | 1  | 32   | 1      | 5     | 4                 | 5 | 5 | 4 | 5 | 23    | 4.60  |
| 5        | 1  | 40   | 1      | 5     | 5                 | 4 | 3 | 3 | 4 | 19    | 3.80  |
| 6        | 1  | 45   | 1      | 4     | 4                 | 4 | 4 | 4 | 4 | 20    | 4.00  |
| 7        | 1  | 25   | 1      | 3     | 4                 | 4 | 4 | 4 | 4 | 20    | 4.00  |
| 8        | 1  | 32   | 1      | 3     | 3                 | 3 | 3 | 3 | 3 | 15    | 3.00  |
| 9        | 1  | 26   | 2      | 3     | 5                 | 4 | 4 | 4 | 3 | 20    | 4.00  |
| 10       | 2  | 26   | 1      | 3     | 4                 | 4 | 4 | 4 | 4 | 20    | 4.00  |
| 11       | 2  | 27   | 1      | 3     | 4                 | 4 | 4 | 4 | 4 | 20    | 4.00  |
| 12       | 1  | 33   | 1      | 4     | 5                 | 5 | 5 | 5 | 5 | 25    | 5.00  |
| 13       | 1  | 29   | 2      | 3     | 4                 | 5 | 5 | 5 | 3 | 22    | 4.40  |
| 14       | 1  | 28   | 1      | 3     | 5                 | 5 | 5 | 5 | 5 | 25    | 5.00  |
| 15       | 2  | 34   | 1      | 5     | 4                 | 5 | 5 | 5 | 4 | 23    | 4.60  |
| 16       | 1  | 57   | 1      | 4     | 4                 | 5 | 5 | 5 | 3 | 22    | 4.40  |
| 17       | 1  | 28   | 1      | 1     | 5                 | 5 | 5 | 5 | 5 | 25    | 5.00  |
| 18       | 1  | 43   | 1      | 1     | 5                 | 5 | 5 | 5 | 5 | 25    | 5.00  |
| 19       | 1  | 28   | 1      | 1     | 2                 | 4 | 4 | 4 | 2 | 16    | 3.20  |
| 20       | 1  | 51   | 1      | 2     | 4                 | 4 | 4 | 5 | 5 | 22    | 4.40  |
| 21       | 1  | 56   | 1      | 2     | 3                 | 3 | 3 | 3 | 3 | 15    | 3.00  |
| 22       | 1  | 40   | 1      | 3     | 5                 | 5 | 5 | 5 | 4 | 24    | 4.80  |
| 23       | 1  | 39   | 1      | 3     | 5                 | 4 | 5 | 5 | 5 | 24    | 4.80  |
| 24       | 2  | 34   | 1      | 3     | 5                 | 5 | 5 | 5 | 4 | 24    | 4.80  |
| 25       | 1  | 32   | 1      | 2     | 4                 | 4 | 4 | 4 | 4 | 20    | 4.00  |
| 26       | 1  | 23   | 1      | 3     | 4                 | 4 | 4 | 4 | 4 | 20    | 4.00  |
| 27       | 1  | 30   | 1      | 3     | 4                 | 4 | 4 | 4 | 4 | 20    | 4.00  |
| 28       | 1  | 44   | 1      | 3     | 4                 | 4 | 5 | 5 | 5 | 23    | 4.60  |
| 29       | 1  | 37   | 1      | 3     | 5                 | 5 | 5 | 5 | 4 | 24    | 4.80  |
| 30       | 1  | 56   | 1      | 3     | 5                 | 5 | 4 | 5 | 5 | 24    | 4.80  |

### Lampiran 3 : Hasil Descriptive Statistic

#### Frequency Table

##### Jenis Kelamin

|                 | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------|-----------|---------|---------------|--------------------|
| Valid laki-laki | 28        | 80.0    | 80.0          | 80.0               |
| perempuan       | 7         | 20.0    | 20.0          | 100.0              |
| Total           | 35        | 100.0   | 100.0         |                    |

##### usia

|             | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------------|-----------|---------|---------------|--------------------|
| Valid 20.00 | 1         | 2.9     | 2.9           | 2.9                |
| 24.00       | 2         | 5.7     | 5.7           | 8.6                |
| 25.00       | 1         | 2.9     | 2.9           | 11.4               |
| 26.00       | 3         | 8.6     | 8.6           | 20.0               |
| 27.00       | 1         | 2.9     | 2.9           | 22.9               |
| 28.00       | 2         | 5.7     | 5.7           | 28.6               |
| 30.00       | 4         | 11.4    | 11.4          | 40.0               |
| 31.00       | 1         | 2.9     | 2.9           | 42.9               |
| 32.00       | 2         | 5.7     | 5.7           | 48.6               |
| 33.00       | 2         | 5.7     | 5.7           | 54.3               |
| 34.00       | 3         | 8.6     | 8.6           | 62.9               |
| 35.00       | 2         | 5.7     | 5.7           | 68.6               |
| 36.00       | 2         | 5.7     | 5.7           | 74.3               |
| 37.00       | 1         | 2.9     | 2.9           | 77.1               |
| 38.00       | 1         | 2.9     | 2.9           | 80.0               |
| 40.00       | 2         | 5.7     | 5.7           | 85.7               |
| 42.00       | 1         | 2.9     | 2.9           | 88.6               |
| 45.00       | 1         | 2.9     | 2.9           | 91.4               |
| 47.00       | 1         | 2.9     | 2.9           | 94.3               |
| 49.00       | 1         | 2.9     | 2.9           | 97.1               |
| 53.00       | 1         | 2.9     | 2.9           | 100.0              |
| Total       | 35        | 100.0   | 100.0         |                    |

**status perkawinan**

|       |             | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------|-----------|---------|---------------|--------------------|
| Valid | kawin       | 30        | 85.7    | 85.7          | 85.7               |
|       | belum kawin | 5         | 14.3    | 14.3          | 100.0              |
|       | Total       | 35        | 100.0   | 100.0         |                    |

**pendidikan**

|       |                | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------------|-----------|---------|---------------|--------------------|
| Valid | SMP/ sederajat | 1         | 2.9     | 2.9           | 2.9                |
|       | Diploma        | 10        | 28.6    | 28.6          | 31.4               |
|       | Sarjana (S1)   | 21        | 60.0    | 60.0          | 91.4               |
|       | Magister       | 3         | 8.6     | 8.6           | 100.0              |
|       | Total          | 35        | 100.0   | 100.0         |                    |

**masa kerja**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1.00  | 4         | 11.4    | 11.4          | 11.4               |
|       | 2.00  | 4         | 11.4    | 11.4          | 22.9               |
|       | 3.00  | 5         | 14.3    | 14.3          | 37.1               |
|       | 4.00  | 4         | 11.4    | 11.4          | 48.6               |
|       | 5.00  | 4         | 11.4    | 11.4          | 60.0               |
|       | 6.00  | 3         | 8.6     | 8.6           | 68.6               |
|       | 7.00  | 3         | 8.6     | 8.6           | 77.1               |
|       | 8.00  | 1         | 2.9     | 2.9           | 80.0               |
|       | 9.00  | 1         | 2.9     | 2.9           | 82.9               |
|       | 11.00 | 1         | 2.9     | 2.9           | 85.7               |
|       | 13.00 | 1         | 2.9     | 2.9           | 88.6               |
|       | 15.00 | 1         | 2.9     | 2.9           | 91.4               |
|       | 20.00 | 1         | 2.9     | 2.9           | 94.3               |
|       | 22.00 | 1         | 2.9     | 2.9           | 97.1               |
|       | 24.00 | 1         | 2.9     | 2.9           | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |



**X1\_1**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 4.00  | 21        | 60.0    | 60.0          | 60.0               |
|       | 5.00  | 14        | 40.0    | 40.0          | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**X1\_2**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2.00  | 3         | 8.6     | 8.6           | 8.6                |
|       | 3.00  | 9         | 25.7    | 25.7          | 34.3               |
|       | 4.00  | 19        | 54.3    | 54.3          | 88.6               |
|       | 5.00  | 4         | 11.4    | 11.4          | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**X1\_3**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2.00  | 1         | 2.9     | 2.9           | 2.9                |
|       | 3.00  | 8         | 22.9    | 22.9          | 25.7               |
|       | 4.00  | 18        | 51.4    | 51.4          | 77.1               |
|       | 5.00  | 8         | 22.9    | 22.9          | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**TOTX1**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 9.00  | 1         | 2.9     | 2.9           | 2.9                |
|       | 10.00 | 4         | 11.4    | 11.4          | 14.3               |
|       | 11.00 | 10        | 28.6    | 28.6          | 42.9               |
|       | 12.00 | 7         | 20.0    | 20.0          | 62.9               |
|       | 13.00 | 7         | 20.0    | 20.0          | 82.9               |
|       | 14.00 | 3         | 8.6     | 8.6           | 91.4               |
|       | 15.00 | 3         | 8.6     | 8.6           | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**RATAX1**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3.00  | 1         | 2.9     | 2.9           | 2.9                |
|       | 3.33  | 4         | 11.4    | 11.4          | 14.3               |
|       | 3.67  | 10        | 28.6    | 28.6          | 42.9               |
|       | 4.00  | 7         | 20.0    | 20.0          | 62.9               |
|       | 4.33  | 7         | 20.0    | 20.0          | 82.9               |
|       | 4.67  | 3         | 8.6     | 8.6           | 91.4               |
|       | 5.00  | 3         | 8.6     | 8.6           | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**X2\_1**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1.00  | 24        | 68.6    | 68.6          | 68.6               |
|       | 2.00  | 11        | 31.4    | 31.4          | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**X2\_2**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1.00  | 4         | 11.4    | 11.4          | 11.4               |
|       | 2.00  | 21        | 60.0    | 60.0          | 71.4               |
|       | 3.00  | 6         | 17.1    | 17.1          | 88.6               |
|       | 4.00  | 4         | 11.4    | 11.4          | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**X2\_3**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1.00  | 13        | 37.1    | 37.1          | 37.1               |
|       | 2.00  | 19        | 54.3    | 54.3          | 91.4               |
|       | 3.00  | 2         | 5.7     | 5.7           | 97.1               |
|       | 4.00  | 1         | 2.9     | 2.9           | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**TOTX2**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3.00  | 3         | 8.6     | 8.6           | 8.6                |
|       | 4.00  | 5         | 14.3    | 14.3          | 22.9               |
|       | 5.00  | 14        | 40.0    | 40.0          | 62.9               |
|       | 6.00  | 5         | 14.3    | 14.3          | 77.1               |
|       | 7.00  | 6         | 17.1    | 17.1          | 94.3               |
|       | 8.00  | 2         | 5.7     | 5.7           | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**RATAX2**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1.00  | 3         | 8.6     | 8.6           | 8.6                |
|       | 1.33  | 5         | 14.3    | 14.3          | 22.9               |
|       | 1.67  | 14        | 40.0    | 40.0          | 62.9               |
|       | 2.00  | 5         | 14.3    | 14.3          | 77.1               |
|       | 2.33  | 6         | 17.1    | 17.1          | 94.3               |
|       | 2.67  | 2         | 5.7     | 5.7           | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**X3\_1**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 4.00  | 15        | 42.9    | 42.9          | 42.9               |
|       | 5.00  | 20        | 57.1    | 57.1          | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**X3\_2**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1.00  | 1         | 2.9     | 2.9           | 2.9                |
|       | 2.00  | 1         | 2.9     | 2.9           | 5.7                |
|       | 3.00  | 9         | 25.7    | 25.7          | 31.4               |
|       | 4.00  | 17        | 48.6    | 48.6          | 80.0               |
|       | 5.00  | 7         | 20.0    | 20.0          | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**X3\_3**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1.00  | 1         | 2.9     | 2.9           | 2.9                |
|       | 2.00  | 2         | 5.7     | 5.7           | 8.6                |
|       | 3.00  | 11        | 31.4    | 31.4          | 40.0               |
|       | 4.00  | 14        | 40.0    | 40.0          | 80.0               |
|       | 5.00  | 7         | 20.0    | 20.0          | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**TOTX3**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 8.00  | 2         | 5.7     | 5.7           | 5.7                |
|       | 10.00 | 5         | 14.3    | 14.3          | 20.0               |
|       | 11.00 | 5         | 14.3    | 14.3          | 34.3               |
|       | 12.00 | 8         | 22.9    | 22.9          | 57.1               |
|       | 13.00 | 8         | 22.9    | 22.9          | 80.0               |
|       | 14.00 | 4         | 11.4    | 11.4          | 91.4               |
|       | 15.00 | 3         | 8.6     | 8.6           | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**RATAX3**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2.67  | 2         | 5.7     | 5.7           | 5.7                |
|       | 3.33  | 5         | 14.3    | 14.3          | 20.0               |
|       | 3.67  | 5         | 14.3    | 14.3          | 34.3               |
|       | 4.00  | 8         | 22.9    | 22.9          | 57.1               |
|       | 4.33  | 8         | 22.9    | 22.9          | 80.0               |
|       | 4.67  | 4         | 11.4    | 11.4          | 91.4               |
|       | 5.00  | 3         | 8.6     | 8.6           | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**X4\_1**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2.00  | 1         | 2.9     | 2.9           | 2.9                |
|       | 3.00  | 3         | 8.6     | 8.6           | 11.4               |
|       | 4.00  | 15        | 42.9    | 42.9          | 54.3               |
|       | 5.00  | 16        | 45.7    | 45.7          | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**X4\_2**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1.00  | 1         | 2.9     | 2.9           | 2.9                |
|       | 2.00  | 2         | 5.7     | 5.7           | 8.6                |
|       | 3.00  | 8         | 22.9    | 22.9          | 31.4               |
|       | 4.00  | 19        | 54.3    | 54.3          | 85.7               |
|       | 5.00  | 5         | 14.3    | 14.3          | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**X4\_3**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1.00  | 1         | 2.9     | 2.9           | 2.9                |
|       | 2.00  | 1         | 2.9     | 2.9           | 5.7                |
|       | 3.00  | 11        | 31.4    | 31.4          | 37.1               |
|       | 4.00  | 17        | 48.6    | 48.6          | 85.7               |
|       | 5.00  | 5         | 14.3    | 14.3          | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**TOTX4**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 6.00  | 2         | 5.7     | 5.7           | 5.7                |
|       | 9.00  | 1         | 2.9     | 2.9           | 8.6                |
|       | 10.00 | 5         | 14.3    | 14.3          | 22.9               |
|       | 11.00 | 6         | 17.1    | 17.1          | 40.0               |
|       | 12.00 | 6         | 17.1    | 17.1          | 57.1               |
|       | 13.00 | 11        | 31.4    | 31.4          | 88.6               |
|       | 14.00 | 2         | 5.7     | 5.7           | 94.3               |
|       | 15.00 | 2         | 5.7     | 5.7           | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**RATAX4**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2.00  | 2         | 5.7     | 5.7           | 5.7                |
|       | 3.00  | 1         | 2.9     | 2.9           | 8.6                |
|       | 3.33  | 5         | 14.3    | 14.3          | 22.9               |
|       | 3.67  | 6         | 17.1    | 17.1          | 40.0               |
|       | 4.00  | 6         | 17.1    | 17.1          | 57.1               |
|       | 4.33  | 11        | 31.4    | 31.4          | 88.6               |
|       | 4.67  | 2         | 5.7     | 5.7           | 94.3               |
|       | 5.00  | 2         | 5.7     | 5.7           | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**Y1**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1.00  | 1         | 2.9     | 2.9           | 2.9                |
|       | 2.00  | 3         | 8.6     | 8.6           | 11.4               |
|       | 3.00  | 4         | 11.4    | 11.4          | 22.9               |
|       | 4.00  | 19        | 54.3    | 54.3          | 77.1               |
|       | 5.00  | 8         | 22.9    | 22.9          | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**Y2**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2.00  | 3         | 8.6     | 8.6           | 8.6                |
|       | 3.00  | 8         | 22.9    | 22.9          | 31.4               |
|       | 4.00  | 23        | 65.7    | 65.7          | 97.1               |
|       | 5.00  | 1         | 2.9     | 2.9           | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**Y3**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1.00  | 1         | 2.9     | 2.9           | 2.9                |
|       | 2.00  | 1         | 2.9     | 2.9           | 5.7                |
|       | 3.00  | 5         | 14.3    | 14.3          | 20.0               |
|       | 4.00  | 25        | 71.4    | 71.4          | 91.4               |
|       | 5.00  | 3         | 8.6     | 8.6           | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**Y4**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1.00  | 1         | 2.9     | 2.9           | 2.9                |
|       | 2.00  | 1         | 2.9     | 2.9           | 5.7                |
|       | 3.00  | 1         | 2.9     | 2.9           | 8.6                |
|       | 4.00  | 25        | 71.4    | 71.4          | 80.0               |
|       | 5.00  | 7         | 20.0    | 20.0          | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**Y5**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2.00  | 1         | 2.9     | 2.9           | 2.9                |
|       | 3.00  | 4         | 11.4    | 11.4          | 14.3               |
|       | 4.00  | 18        | 51.4    | 51.4          | 65.7               |
|       | 5.00  | 12        | 34.3    | 34.3          | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

**Y6**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2.00  | 1         | 2.9     | 2.9           | 2.9                |
|       | 3.00  | 6         | 17.1    | 17.1          | 20.0               |
|       | 4.00  | 20        | 57.1    | 57.1          | 77.1               |
|       | 5.00  | 8         | 22.9    | 22.9          | 100.0              |
|       | Total | 35        | 100.0   | 100.0         |                    |

## TOTY

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 14.00 | 1         | 2.9     | 2.9           | 2.9                |
|       | 18.00 | 2         | 5.7     | 5.7           | 8.6                |
|       | 19.00 | 2         | 5.7     | 5.7           | 14.3               |
|       | 20.00 | 1         | 2.9     | 2.9           | 17.1               |
|       | 21.00 | 1         | 2.9     | 2.9           | 20.0               |
|       | 22.00 | 3         | 8.6     | 8.6           | 28.6               |
|       | 23.00 | 2         | 5.7     | 5.7           | 34.3               |
|       | 24.00 | 9         | 25.7    | 25.7          | 60.0               |
|       | 25.00 | 6         | 17.1    | 17.1          | 77.1               |
|       | 26.00 | 3         | 8.6     | 8.6           | 85.7               |
|       | 27.00 | 3         | 8.6     | 8.6           | 94.3               |
|       | 28.00 | 2         | 5.7     | 5.7           | 100.0              |
| Total |       | 35        | 100.0   | 100.0         |                    |

## RATAY

|       |      | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------|-----------|---------|---------------|--------------------|
| Valid | 2.33 | 1         | 2.9     | 2.9           | 2.9                |
|       | 3.00 | 2         | 5.7     | 5.7           | 8.6                |
|       | 3.17 | 2         | 5.7     | 5.7           | 14.3               |
|       | 3.33 | 1         | 2.9     | 2.9           | 17.1               |
|       | 3.50 | 1         | 2.9     | 2.9           | 20.0               |
|       | 3.67 | 3         | 8.6     | 8.6           | 28.6               |
|       | 3.83 | 2         | 5.7     | 5.7           | 34.3               |
|       | 4.00 | 9         | 25.7    | 25.7          | 60.0               |
|       | 4.17 | 6         | 17.1    | 17.1          | 77.1               |
|       | 4.33 | 3         | 8.6     | 8.6           | 85.7               |
|       | 4.50 | 3         | 8.6     | 8.6           | 94.3               |
|       | 4.67 | 2         | 5.7     | 5.7           | 100.0              |
| Total |      | 35        | 100.0   | 100.0         |                    |



## Descriptives

### Descriptive Statistics

|                    | N  | Minimum | Maximum | Mean   | Std. Deviation |
|--------------------|----|---------|---------|--------|----------------|
| X1_1               | 35 | 4.00    | 5.00    | 4.4000 | .49705         |
| X1_2               | 35 | 2.00    | 5.00    | 3.6857 | .79600         |
| X1_3               | 35 | 2.00    | 5.00    | 3.9429 | .76477         |
| X2_1               | 35 | 1.00    | 2.00    | 1.3143 | .47101         |
| X2_2               | 35 | 1.00    | 4.00    | 2.2857 | .82503         |
| X2_3               | 35 | 1.00    | 4.00    | 1.7429 | .70054         |
| X3_1               | 35 | 4.00    | 5.00    | 4.5714 | .50210         |
| X3_2               | 35 | 1.00    | 5.00    | 3.8000 | .90098         |
| X3_3               | 35 | 1.00    | 5.00    | 3.6857 | .96319         |
| X4_1               | 35 | 2.00    | 5.00    | 4.3143 | .75815         |
| X4_2               | 35 | 1.00    | 5.00    | 3.7143 | .89349         |
| X4_3               | 35 | 1.00    | 5.00    | 3.6857 | .86675         |
| Y1                 | 35 | 1.00    | 5.00    | 3.8571 | .97446         |
| Y2                 | 35 | 2.00    | 5.00    | 3.6286 | .68966         |
| Y3                 | 35 | 1.00    | 5.00    | 3.8000 | .75926         |
| Y4                 | 35 | 1.00    | 5.00    | 4.0286 | .78537         |
| Y5                 | 35 | 2.00    | 5.00    | 4.1714 | .74698         |
| Y6                 | 35 | 2.00    | 5.00    | 4.0000 | .72761         |
| Valid N (listwise) | 35 |         |         |        |                |

## Lampiran 4 : Hasil Regresi Berganda

### Regression

#### Descriptive Statistics

|       | Mean    | Std. Deviation | N  |
|-------|---------|----------------|----|
| TOTY  | 23.4857 | 3.10949        | 35 |
| TOTX1 | 12.0286 | 1.54322        | 35 |
| TOTX2 | 5.3429  | 1.32716        | 35 |
| TOTX3 | 12.0571 | 1.78132        | 35 |
| TOTX4 | 11.7143 | 2.03746        | 35 |

#### Variables Entered/Removed<sup>b</sup>

| Model | Variables Entered                                 | Variables Removed | Method |
|-------|---|-------------------|--------|
| 1     | TOTX4,<br>TOTX1,<br>TOTX2 <sub>a</sub> ,<br>TOTX3 | .                 | Enter  |

a. All requested variables entered.

b. Dependent Variable: TOTY

#### Model Summary<sup>b</sup>

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate | Durbin-Watson |
|-------|-------------------|----------|-------------------|----------------------------|---------------|
| 1     | .708 <sup>a</sup> | .501     | .435              | 2.33764                    | 1.598         |

a. Predictors: (Constant), TOTX4, TOTX1, TOTX2, TOTX3

b. Dependent Variable: TOTY

#### ANOVA<sup>b</sup>

| Model |            | Sum of Squares | df | Mean Square | F      | Sig.              |
|-------|------------|----------------|----|-------------|--------|-------------------|
| 1     | Regression | 164.806        | 4  | 41.202      | 17.540 | .000 <sup>a</sup> |
|       | Residual   | 163.937        | 30 | 5.465       |        |                   |
|       | Total      | 328.743        | 34 |             |        |                   |

a. Predictors: (Constant), TOTX4, TOTX1, TOTX2, TOTX3

b. Dependent Variable: TOTY

**Coefficients<sup>a</sup>**

| Model |            | Unstandardized Coefficients |            | Standardized Coefficients | t      | Sig. |
|-------|------------|-----------------------------|------------|---------------------------|--------|------|
|       |            | B                           | Std. Error | Beta                      |        |      |
| 1     | (Constant) | 11.270                      | 4.254      |                           | 2.649  | .013 |
|       | TOTX1      | .146                        | .279       | .173                      | 2.525  | .002 |
|       | TOTX2      | -.428                       | .318       | -.183                     | -1.348 | .188 |
|       | TOTX3      | .528                        | .684       | .502                      | 4.244  | .000 |
|       | TOTX4      | .672                        | .247       | .675                      | 4.939  | .000 |

a. Dependent Variable: TOTY

**Residuals Statistics<sup>a</sup>**

|                      | Minimum | Maximum | Mean    | Std. Deviation | N  |
|----------------------|---------|---------|---------|----------------|----|
| Predicted Value      | 16.3316 | 26.7813 | 23.4857 | 2.20164        | 35 |
| Residual             | -4.0413 | 4.9555  | .0000   | 2.19583        | 35 |
| Std. Predicted Value | -3.249  | 1.497   | .000    | 1.000          | 35 |
| Std. Residual        | -1.729  | 2.120   | .000    | .939           | 35 |

a. Dependent Variable: TOTY