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LAMPIRAN

Lampiran 1: Kuesioner Terbuka

KUISIONER PENELITIAN

Analisis Faktor - faktor yang Mempengaruhi Kinerja Karyawan *Outsourcing*

(Studi Kasus: PT. Indosat Ooredoo Makassar)

I. IDENTITAS RESPONDEN

Mohon Bapak/Ibu untuk mengisi daftar pertanyaan berikut:

Nama Responden :

II. Petunjuk

1. Bacalah dengan baik definisi mengenai hal-hal yang mempengaruhi kinerja karyawan yang telah disediakan
2. Jawablah pertanyaan yang ada, sesuai dengan keadaan yang sebenarnya yang Bapak/Ibu alami selama bekerja di Perusahaan Indosat Ooredoo area makassar sehingga akan diperoleh jawaban yang mendekati kenyataan.
3. Atas kerja sama dan bantuan Bapak/Ibu, kami ucapkan terima kasih.

III. Definisi dari beberapa faktor yang mempengaruhi kinerja

Berdasarkan teori dari kasmir terdapat 13 faktor yang mempengaruhi kinerja karyawan yakni sebagai berikut:

1. keahlian adalah kemampuan yang dimiliki seseorang dalam melakukan suatu pekerjaan. semakin memiliki kemampuan maka akan dapat menyelesaikan pekerjaan.
2. pengetahuan, seorang yang memiliki pengetahuan tentang pekerjaan secara baik akan memberikan hasil pekerjaan yang baik

3. rancangan kerja, jika suatu pekerjaan memiliki rancangan yang baik, maka akan memudahkan untuk menjalankan pekerjaan tersebut dengan baik dan benar
4. Kepribadian, seorang yang memiliki kepribadian atau karakter yang baik akan dapat melakukan pekerjaan secara sungguh-sungguh penuh tanggung jawab sehingga pekerjaannya juga baik
5. motivasi kerja, merupakan dorongan bagi karyawan untuk melakukan pekerjaan
6. kepemimpinan, perilaku seorang pemimpin dalam mengatur, mengelola dan memerintah bawahannya untuk mengerjakan suatu tugas dan tanggung jawab yang diberikan.
7. gaya kepemimpinan, merupakan sikap seorang pemimpin dalam menghadapi atau memerintahkan bawahannya.
8. budaya organisasi, merupakan kebiasaan-kebiasaan atau norma-norma yang berlaku dan dimiliki oleh suatu organisasi atau perusahaan.
9. kepuasan kerja, perasaan senang atau gembira, atau perasaan suka seseorang sebelum dan setelah melakukan suatu pekerjaan.
10. lingkungan kerja, merupakan atau kondisi di sekitar lokasi tempat kerja.
11. loyalitas, merupakan kesetiaan karyawan untuk tetap bekerja dan membela perusahaan di mana tempatnya bekerja.
12. komitmen, merupakan kepatuhan karyawan untuk menjalankan kebijakan atau peraturan perusahaan dalam bekerja
13. disiplin kerja, merupakan usaha karyawan untuk menjalankan aktivitas kerjanya secara sungguh-sungguh

III. Pertanyaan

1. Dari beberapa hal yang telah dijelaskan diatas atau diluar dari penjelasan diatas, menurut Bapak/Ibu hal apakah yang paling mempengaruhi kinerja Bapak/Ibu selama bekerja di PT. Indosat Ooredoo Makassar

Jawab:

- 1)
- 2)
- 3)
- 4)
- 5)

.....
.....

Lampiran 2: Kuesioner Tertutup

KUISSIONER PERNYATAAN

I. IDENTITAS RESPONDEN

Mohon Bapak/Ibu mengisi daftar pertanyaan berikut:

Nama Responden :

II. Petunjuk Pengisian

1. Jawablah pernyataan yang ada, sesuai dengan keadaan yang sebenarnya yang Bapak/Ibu alami selama bekerja di Perusahaan Indosat Ooredoo area makassar sehingga akan diperoleh jawaban yang mendekati kenyataan, Beri tanda (X) pada jawaban yang dianggap paling sesuai dengan kenyataan.
2. Jawaban dengan tanda silang disamping pertanyaan, adalah sebagai berikut:
 - Jawaban 1 = STS = Sangat tidak setuju
 - Jawaban 2 = TS = Tidak setuju
 - Jawaban 3 = N = Netral
 - Jawaban 4 = S = Setuju
 - Jawaban 5 = SS = Sangat setuju
3. Atas kerja sama dan bantuan Bapak/Ibu, saya ucapkan terima kasih.

| NO | KEAHLIAN | STS | TS | N | S | SS |
|----|---|-----|----|---|---|----|
| 1 | KETELITIAN | | | | | |
| | Saya selalu mengerjakan pekerjaan saya dengan sangat teliti dan hal tersebut mempengaruhi kinerja saya | | | | | |
| 2 | KECAKAPAN | | | | | |
| | Bidang pekerjaan yang sedang saya kerjakan saat ini sesuai dengan keahlian saya, dan hal tersebut mempengaruhi kinerja saya | | | | | |
| 3 | KEPERCAYAAN | | | | | |
| | Saya bekerja dengan penuh percaya diri dalam menyelesaikan pekerjaan, dan hal tersebut mempengaruhi kinerja saya | | | | | |

| NO | PENGETAHUAN | STS | TS | N | S | SS |
|----|--|-----|----|---|---|----|
| 1 | PERSONAL KNOWLEDGE | | | | | |
| | Pengalaman yang saya peroleh pada perusahaan ini memperkaya pengetahuan saya, dan hal tersebut membantu saya dalam meningkatkan kinerja saya | | | | | |
| 2 | TEKNOLOGI | | | | | |
| | Pengetahuan akan internet wajib diketahui oleh semua pegawai, karena internet merupakan sarana yang sesuai untuk mendapatkan dan menyebarkan informasi, dan hal tersebut mempengaruhi kinerja saya | | | | | |
| 3 | TUGAS | | | | | |
| | Saya dituntut untuk memiliki pengetahuan lain diluar tugas inti saya, dan hal tersebut mempengaruhi kinerja saya | | | | | |

| NO | RANCANGAN KERJA | STS | TS | N | S | SS |
|----|--|-----|----|---|---|----|
| 1 | SOP | | | | | |
| | Standar oprasional prosedur dapat meningkatkan kinerja dan mengefisiensi waktu pegawai. | | | | | |
| 2 | KEWAJIBAN | | | | | |
| | Saya menegerjakan pekerjaan saya sendiri tanpa bantuan rekan kerja, dan hal tersebut mempengaruhi kinerja saya | | | | | |
| 3 | JOB ROTATION | | | | | |
| | Organisasi melakukan rotasi karyawan dan hal tersebut mempengaruhi kinerja saya | | | | | |

| NO | KEPRIBADIAN | STS | TS | N | S | SS |
|----|--|-----|----|---|---|----|
| 1 | TENANG/SANTAI | | | | | |
| | Saya santai, dan dapat mengatasi stress dengan baik, dan hal tersebut mempengaruhi kinerja saya selama bekerja | | | | | |
| 2 | KREATIF | | | | | |
| | Saya suka menemukan ide-ide baru, yang dimana untuk meningkatkan kinerja saya dalam bekerja | | | | | |
| 3 | BERSOSIALISASI | | | | | |
| | Saya menyukai bekerjasama dengan orang lain dalam mengerjakan pekerjaan dan hal tersebut mempengaruhi kinerja saya | | | | | |
| 4 | BERHATI-HATI | | | | | |
| | saya selalu berhati-hati dalam mengerjakan pekerjaan saya dan hal tersebut mempengaruhi kinerja saya | | | | | |

| NO | MOTIVASI KERJA | STS | TS | N | S | SS |
|----|---|-----|----|---|---|----|
| 1 | TINGKAT CITA-CITA | | | | | |
| | Saya bekerja karena ada keinginan untuk dapat mencapai suatu tujuan, dan hal tersebut mempengaruhi kinerja saya | | | | | |
| 2 | ORIENTASI MASA DEPAN | | | | | |
| | Saya memiliki keinginan untuk dapat menempati jabatan yang lebih tinggi di tempat kerja, dan hal tersebut mempengaruhi kinerja saya dalam bekerja | | | | | |
| 3 | KERJA KERAS | | | | | |
| | Saya terdorong bekerja keras untuk melakukan yang terbaik didalam pekerjaan saya dan dorongan tersebut mempengaruhi kinerja saya | | | | | |
| 4 | MEMANFAATKAN WAKTU | | | | | |
| | Saya menggunakan waktu dengan baik dalam menyelesaikan segala pekerjaan saya dan hal tersebut mempengaruhi kinerja saya | | | | | |

| NO | KEPEMIMPINAN | STS | TS | N | S | SS |
|----|---|-----|----|---|---|----|
| 1 | SIFAT | | | | | |
| | Pimpinan saya tegas dalam mengambil keputusan, bersifat jujur dan juga terbuka, dan hal tersebut mempengaruhi kinerja saya | | | | | |
| 2 | KEBIASAAN | | | | | |
| | Pimpinan saya selalu mengawasi dan menyapa karyawannya setiap berjumpa, dan hal tersebut mempengaruhi kinerja saya | | | | | |
| 3 | TEMPRAMEN | | | | | |
| | Pimpinan saya selalu memberikan tindakan tegas bagi karyawan yang melakukan kesalahan, dan hal tersebut mempengaruhi kinerja saya | | | | | |

| NO | GAYA KEPEMIMPINAN | STS | TS | N | S | SS |
|----|--|-----|----|---|---|----|
| 1 | REFRESIF | | | | | |
| | Pimpinan saya selalu memberikan tekanan-tekanan dan ancaman dalam bekerja dan hal tersebut mempengaruhi kinerja saya | | | | | |
| 2 | INVESTIGATIF | | | | | |
| | Pimpinan saya selalu mencurigai setiap bawahannya dan hal tersebut mempengaruhi kinerja saya | | | | | |
| 3 | PARTISIPATIF | | | | | |
| | Pimpinan memberikan kebebasan untuk membuat keputusan dalam mengerjakan tugas saya, sehingga membuat kinerja saya menjadi lebih baik | | | | | |
| 4 | EDUKATIF | | | | | |
| | Pimpinan saya selalu melakukan pengembangan bawahan dengan cara memberikan pendidikan dan keterampilan kepada bawahan | | | | | |

| NO | BUDAYA ORGANISASI | STS | TS | N | S | SS |
|----|--|-----|----|---|---|----|
| 1 | PELAKSANAAN NORMA | | | | | |
| | Perusahaan memberikan sanksi bagi karyawan yang melanggar norma-norma, dan hal itu mempengaruhi kinerja karyawan | | | | | |
| 2 | PELAKSANAAN NILAI-NILAI | | | | | |
| | Saya selalu mentaati nilai-nilai yang berlaku di dalam perusahaan dan hal itu mempengaruhi kinerja saya | | | | | |

| | | | | | | |
|---|--|--|--|--|--|--|
| 3 | KERJASAMA | | | | | |
| | Saya berusaha menjalin kerjasama bersama karyawan untuk meningkatkan hasil yang terbaik bagi perusahaan. | | | | | |

| NO | KEPUASAN KERJA | STS | TS | N | S | SS |
|----|---|-----|----|---|---|----|
| 1 | KEPUASAN TERHADAP PEKERJAAN | | | | | |
| | Pekerjaan saya sesuai dengan minat dan kemampuan saya, sehingga kinerja saya baik | | | | | |
| 2 | KEPUASAN TERHADAP SUPERVISI ATASAN | | | | | |
| | Saya merasa memiliki atasan yang mampu memberikan bantuan teknis dan motivasi, dan itu mempengaruhi kinerja saya | | | | | |
| 3 | KEPUASAN TERHADAP REKAN KERJA | | | | | |
| | Saya merasa puas terhadap rekan- rekan kerja yang mampu memberikan bantuan teknis dan dorongan sosial sehingga kinerja menjadi baik | | | | | |

| NO | LINGKUNGAN KERJA | STS | TS | N | S | SS |
|----|--|-----|----|---|---|----|
| 1 | KEAMANAN | | | | | |
| | Perusahaan menanggung keamanan kerja dan hal itu mempengaruhi kinerja saya | | | | | |
| 2 | SUHU | | | | | |
| | Udara yang panas membuat saya malas dalam bekerja dan mempengaruhi kinerja saya | | | | | |
| 3 | REKAN KERJA | | | | | |
| | Saya mendapat suasana kerja yang nyaman dalam menunjang pekerjaan saya dan mempengaruhi kinerja saya | | | | | |

| NO | LOYALITAS | STS | TS | N | S | SS |
|----|---|-----|----|---|---|----|
| 1 | RASA MEMILIKI | | | | | |
| | Saya bangga menjadi bagian dari perusahaan dan hal tersebut mempengaruhi kinerja saya | | | | | |
| 2 | KESUKAAN TERHADAP PEKERJAAN | | | | | |
| | Saya senang dengan pekerjaan pada perusahaan saat ini dan hal tersebut mempengaruhi kinerja saya | | | | | |
| 3 | HUBUNGAN ANTAR PRIBADI | | | | | |
| | Saya selalu menjaga hubungan baik dengan sesama karyawan dan atasan, dan hal tersebut mempengaruhi kinerja saya | | | | | |

| NO | KOMITMEN | STS | TS | N | S | SS |
|----|--|-----|----|---|---|----|
| 1 | KOMITMEN AFEKTIF | | | | | |
| | Saya bersedia mencurahkan semua kemampuan saya untuk perusahaan dan hal tersebut mempengaruhi kinerja saya | | | | | |
| 2 | KOMITMEN BERKELANJUTAN | | | | | |
| | Saya bekerja keras untuk mencapai tujuan organisasi dan hal tersebut mempengaruhi kinerja saya | | | | | |
| 3 | KOMITMEN NORMATIF | | | | | |
| | Saya bersedia mengikuti semua peraturan perusahaan dan hal tersebut mempengaruhi kinerja saya | | | | | |

| NO | DISIPLIN KERJA | STS | TS | N | S | SS |
|----|---|-----|----|---|---|----|
| 1 | TINGKAT KEHADIRAN | | | | | |
| | saya berusaha datang ke tempat kerja lebih awal dari waktu yang ditentukan, karena kehadiran merupakan hal yang selalu saya prioritaskan dan hal tersebut mempengaruhi kinerja saya | | | | | |
| 2 | TATA CARA KERJA | | | | | |
| | saya selalu mengerjakan satu pekerjaan dengan tahapan-tahapan yang sesuai, agar dapat mengerjakan pekerjaan berikutnya dan hal tersebut mempengaruhi kinerja saya | | | | | |
| 3 | KETAATAN KEPADA ATASAN | | | | | |
| | saya selalu mengikuti intruksi/perintah dari atasan dan hal tersebut mempengaruhi kinerja saya | | | | | |
| 4 | TANGGUNG JAWAB | | | | | |
| | Saya mempertanggung jawabkan hasil kerja, sarana dan prasarana yang saya gunakan, serta perilaku saya. Dan hal tersebut mempengaruhi kinerja saya | | | | | |

| NO | KOMPENSASI | STS | TS | N | S | SS |
|----|--|-----|----|---|---|----|
| 1 | INSENTIF | | | | | |
| | Pemberian insentif sudah sesuai dengan usaha yang dikeluarkan karyawan, dan hal tersebut meningkatkan kinerja saya | | | | | |
| 2 | TUNJANGAN | | | | | |
| | Tunjangan yang diberikan perusahaan telah sesuai dengan aturan yang berlaku dalam perusahaan, dan hal tersebut meningkatkan kinerja saya | | | | | |

| | | | | | | |
|---|---|--|--|--|--|--|
| 3 | UPAH | | | | | |
| | Pemberian upah yang layak adalah tujuan utama saya dalam bekerja, karena hal tersebut dapat mempengaruhi kinerja saya | | | | | |

| NO. | KINERJA | STS | TS | N | S | SS |
|-----|---|-----|----|---|---|----|
| 1 | KUALITAS | | | | | |
| | Dengan pengetahuan dan keahlian yang saya miliki, saya dapat menguasai bidang tugas yang saya kerjakan dengan berkualitas | | | | | |
| 2 | KUANTITAS | | | | | |
| | Hasil kerja saya sudah sesuai dengan standar kerja yang diharapkan oleh perusahaan. | | | | | |
| 3 | KETEPATAN WAKTU | | | | | |
| | Seluruh pekerjaan selama ini dapat saya kerjakan dan hasilnya sesuai dengan waktu yang telah direncanakan. | | | | | |
| 4 | EFEKTIVITAS | | | | | |
| | Saya mampu menggunakan fasilitas di tempat kerja seperti internet dan lainnya sebagai penunjang pekerjaan saya. | | | | | |
| 5 | HUBUNGAN ANTAR PERORANGAN | | | | | |
| | Saya dan karyawan lainnya selalu menjalin hubungan kerja dengan baik. | | | | | |

Lampiran 3: Kuesioner Tertutup

Nama Sales :

| NO. | KINERJA | STS | TS | N | S | SS |
|-----|--|-----|----|---|---|----|
| 1 | KUALITAS | | | | | |
| | Dengan pengetahuan dan keahlian yang dia miliki, dia dapat menguasai bidang tugas yang dia kerjakan dengan berkualitas | | | | | |
| 2 | KUANTITAS | | | | | |
| | Hasil kerja dia sudah sesuai dengan standar kerja yang diharapkan oleh perusahaan. | | | | | |
| 3 | KETEPATAN WAKTU | | | | | |
| | Seluruh pekerjaan selama ini dapat dia kerjakan dan hasilnya sesuai dengan waktu yang telah direncanakan. | | | | | |
| 4 | EFEKTIVITAS | | | | | |
| | Dia mampu menggunakan fasilitas di tempat kerja seperti internet dan lainnya sebagai penunjang pekerjaan saya. | | | | | |
| 5 | HUBUNGAN ANTAR PERORANGAN | | | | | |
| | Dia dan karyawan lainnya selalu menjalin hubungan kerja dengan baik. | | | | | |

Lampiran 4: Rekapitulasi kuesioner terbuka

| NO. RESPONDEN | PILIHAN | | | | | | | | | | | | | |
|---------------|----------|-------------|-----------------|-------------|----------------|--------------|-------------------|-------------------|----------------|------------------|-----------|----------|----------------|------------|
| | KEAHLIAN | PENGETAHUAN | RANCANGAN KERJA | KEPRIBADIAN | MOTIVASI KERJA | KEPEMIMPINAN | GAYA KEPEMIMPINAN | BUDAYA ORGANISASI | KEPUASAN KERJA | LINGKUNGAN KERJA | LOYALITAS | KOMITMEN | DISIPLIN KERJA | KOMPENSASI |
| 1 | | | | | 1 | | | 1 | | | | | 1 | 1 |
| 2 | | 1 | 1 | | 1 | | | | | | | | | 1 |
| 3 | | | 1 | | 1 | | | | | 1 | | | 1 | 1 |
| 4 | | 1 | | | | | | | | 1 | | 1 | 1 | |
| 5 | | | 1 | | 1 | 1 | | | | | | | | 1 |
| 6 | | | | | 1 | | | 1 | | | | | 1 | 1 |
| 7 | | 1 | | | 1 | | | | | 1 | | | 1 | 1 |
| 8 | | | 1 | | 1 | | | 1 | | | | 1 | | |
| 9 | | | | | | 1 | | 1 | | 1 | | | | 1 |
| 10 | | | 1 | | 1 | | | | | | | | 1 | |
| 11 | | | | | 1 | | | 1 | | | | | 1 | 1 |
| 12 | | 1 | | | | | | | | | | | 1 | 1 |
| 13 | | | | | 1 | 1 | | | | | | 1 | 1 | 1 |
| 14 | | | | | 1 | 1 | | | | | | | 1 | 1 |
| 15 | | | 1 | | | | | | | | | | 1 | 1 |
| 16 | | | 1 | | | 1 | | | | | | | 1 | |
| 17 | | 1 | 1 | | 1 | 1 | | | | | | | | |
| 18 | | | | | 1 | | | 1 | | | | | 1 | 1 |
| 19 | | | | | | | | 1 | | | | | 1 | 1 |

| NO. RESPONDEN | PILIHAN | | | | | | | | | | | | | |
|------------------|----------|-------------|--------------------|-------------|-------------------|--------------|----------------------|----------------------|-------------------|---------------------|-----------|----------|-------------------|------------|
| | KEAHLIAN | PENGETAHUAN | RANCANGAN KERJA | KEPRIBADIAN | MOTIVASI KERJA | KEPEMIMPINAN | GAYA KEPEMIMPINAN | BUDAYA ORGANISASI | KEPUASAN KERJA | LINGKUNGAN KERJA | LOYALITAS | KOMITMEN | DISIPLIN KERJA | KOMPENSASI |
| 20 | | | | | 1 | 1 | | | 1 | 1 | | | | 1 |
| 21 | | 1 | 1 | | 1 | 1 | | | | | | 1 | | |
| 22 | | | | | 1 | 1 | | | | 1 | | | 1 | 1 |
| 23 | | | | | | | | | | 1 | | | 1 | 1 |
| 24 | | 1 | 1 | | | | | 1 | 1 | | | | | |
| 25 | | | 1 | | | | | 1 | | | | | 1 | 1 |
| 26 | | | | 1 | | 1 | | | 1 | 1 | | | | |
| 27 | | | | | 1 | | 1 | | | 1 | | 1 | | 1 |
| 28 | 1 | | | | 1 | | | 1 | | | | | 1 | 1 |
| 29 | 1 | | | | 1 | | | 1 | | | | | 1 | 1 |
| 30 | 1 | | | | 1 | 1 | | 1 | | | | | 1 | 1 |
| 31 | | | | | 1 | | | 1 | | | | | | 1 |
| 32 | | | | | 1 | | | 1 | | | | | 1 | 1 |
| 33 | | | | | 1 | | | 1 | | | | | 1 | 1 |
| 34 | | 1 | | | 1 | | | | | | | | 1 | |
| 35 | | | | | 1 | | | 1 | | | | | 1 | 1 |
| 36 | | | | | 1 | | | | | | | 1 | | 1 |
| 37 | | 1 | 1 | | | 1 | | | | | | 1 | 1 | |
| 38 | | | 1 | | 1 | 1 | | | | | | 1 | | |
| 39 | | | 1 | | 1 | 1 | | 1 | | | | | 1 | |
| 40 | | | 1 | | 1 | 1 | | | | 1 | | | 1 | |

| NO. RESPONDEN | PILIHAN | | | | | | | | | | | | | |
|---------------|----------|-------------|-----------------|-------------|----------------|--------------|-------------------|-------------------|----------------|------------------|-----------|----------|----------------|------------|
| | KEAHLIAN | PENGETAHUAN | RANCANGAN KERJA | KEPRIBADIAN | MOTIVASI KERJA | KEPEMIMPINAN | GAYA KEPEMIMPINAN | BUDAYA ORGANISASI | KEPUASAN KERJA | LINGKUNGAN KERJA | LOYALITAS | KOMITMEN | DISIPLIN KERJA | KOMPENSASI |
| 41 | | 1 | 1 | 1 | | 1 | | | | | | | | 1 |
| 42 | | | | | 1 | | | | | 1 | | | 1 | 1 |
| 43 | | 1 | | | 1 | 1 | | | | 1 | 1 | | | |
| 44 | 1 | | 1 | | 1 | | 1 | | | 1 | | | | 1 |
| 45 | | 1 | 1 | 1 | 1 | | | | | | | 1 | | 1 |
| 46 | | | | | 1 | | | | 1 | | 1 | 1 | 1 | |
| 47 | | | | | 1 | | | | | 1 | | | 1 | 1 |
| 48 | | 1 | 1 | | | | | | | | | | 1 | 1 |
| 49 | | 1 | 1 | | | 1 | | | | | | 1 | 1 | 1 |
| 50 | | | 1 | | 1 | 1 | | | | | | 1 | 1 | 1 |
| 51 | | | | | 1 | | | | 1 | | | | 1 | 1 |
| 52 | | | | | 1 | | | | 1 | | | | 1 | 1 |
| 53 | | | | | 1 | | | | 1 | | | | 1 | 1 |
| 54 | | | | | | | | | | | 1 | 1 | 1 | |
| 55 | | | 1 | | 1 | | | | | 1 | 1 | | 1 | 1 |
| 56 | | 1 | | | 1 | 1 | | | | | | 1 | 1 | |
| 57 | | | | | 1 | | | | | | | | | |
| 58 | | | | | 1 | | | | 1 | | | | 1 | 1 |
| 59 | | | | | 1 | 1 | | | | 1 | 1 | | | |
| 60 | | | 1 | | 1 | | | | 1 | | | | 1 | 1 |
| 61 | | | | | 1 | 1 | | | 1 | | | | 1 | 1 |

| NO. RESPONDEN | PILIHAN | | | | | | | | | | | | | |
|---------------|----------|-------------|-----------------|-------------|----------------|--------------|-------------------|-------------------|----------------|------------------|-----------|----------|----------------|------------|
| | KEAHLIAN | PENGETAHUAN | RANCANGAN KERJA | KEPRIBADIAN | MOTIVASI KERJA | KEPEMIMPINAN | GAYA KEPEMIMPINAN | BUDAYA ORGANISASI | KEPUASAN KERJA | LINGKUNGAN KERJA | LOYALITAS | KOMITMEN | DISIPLIN KERJA | KOMPENSASI |
| 62 | | | 1 | | 1 | | | 1 | | | | | 1 | 1 |
| 63 | | | | | 1 | 1 | | 1 | | | | | 1 | 1 |
| 64 | | | | | 1 | 1 | | | | | | | 1 | 1 |
| 65 | | | 1 | | 1 | | | 1 | | | | | 1 | 1 |
| 66 | | | | | 1 | | | 1 | | | | | 1 | 1 |
| 67 | | | | | 1 | | | 1 | | | 1 | | 1 | 1 |
| 68 | | | | | 1 | | | 1 | | | | | 1 | 1 |
| 69 | | | | | 1 | | | 1 | | | | | 1 | 1 |
| 70 | | | | | 1 | 1 | | 1 | | | | | 1 | 1 |
| 71 | | | | | 1 | | | | | | | | 1 | 1 |
| 72 | | | | | 1 | 1 | | | | | | | 1 | 1 |
| 73 | | | | | | 1 | | 1 | | | | | 1 | 1 |
| 74 | | | 1 | | 1 | | | 1 | | | | | 1 | |
| 75 | | | | | 1 | 1 | | 1 | | | | | 1 | 1 |
| 76 | | | | | 1 | | | | | | | | 1 | 1 |
| 77 | | | | | 1 | | | 1 | | | | | 1 | 1 |
| 78 | | | 1 | | 1 | | | | | | | | 1 | 1 |
| 79 | | | | | 1 | | | 1 | | | | | 1 | 1 |
| 80 | | | 1 | | 1 | 1 | | | | | | | 1 | 1 |
| 81 | | 1 | | | 1 | | | 1 | | | | | 1 | 1 |
| 82 | | | | | | | | 1 | | | | | 1 | 1 |

| NO. RESPONDEN | PILIHAN | | | | | | | | | | | | | |
|------------------|----------|-------------|--------------------|-------------|-------------------|--------------|----------------------|----------------------|-------------------|---------------------|-----------|----------|-------------------|------------|
| | KEAHLIAN | PENGETAHUAN | RANCANGAN KERJA | KEPRIBADIAN | MOTIVASI KERJA | KEPEMIMPINAN | GAYA KEPEMIMPINAN | BUDAYA ORGANISASI | KEPUASAN KERJA | LINGKUNGAN KERJA | LOYALITAS | KOMITMEN | DISIPLIN KERJA | KOMPENSASI |
| 83 | | | | | 1 | 1 | | | | | | | 1 | 1 |
| 84 | | | 1 | | 1 | 1 | | | | | | | 1 | 1 |
| 85 | | | 1 | | 1 | 1 | | | | | | | 1 | 1 |
| 86 | | | 1 | | 1 | 1 | | | | | | | 1 | 1 |
| 87 | | | 1 | | | 1 | | | | | 1 | | 1 | |
| 88 | | 1 | | | 1 | | | | | | | | 1 | 1 |
| 89 | | | 1 | | 1 | | | | 1 | | | | 1 | 1 |
| 90 | | | | | | 1 | | 1 | | 1 | | | 1 | 1 |
| 91 | | | | | 1 | 1 | | 1 | | | | | 1 | 1 |
| 92 | | 1 | | | 1 | 1 | | 1 | | | | | | 1 |
| 93 | | | 1 | | 1 | 1 | | | | | | | | 1 |
| 94 | | | | | 1 | 1 | | 1 | | | | | 1 | 1 |
| 95 | | | | | 1 | 1 | | | | 1 | | | 1 | 1 |
| 96 | | | | | 1 | 1 | | 1 | | 1 | | | 1 | 1 |
| 97 | | 1 | | | 1 | 1 | | 1 | | | | | 1 | 1 |
| 98 | | | 1 | | 1 | 1 | | 1 | | | | | | 1 |
| 99 | | | 1 | | 1 | 1 | | | | | | | 1 | 1 |
| 100 | | | 1 | | | | | 1 | | 1 | | | 1 | 1 |
| total | 4 | 19 | 37 | 3 | 80 | 44 | 2 | 46 | 5 | 20 | 6 | 15 | 78 | 79 |

Lampiran 5: Rekapitulasi Kuesioner Tertutup

| No. Responden | X1.1 | X1.2 | X1.3 | X2.1 | X2.2 | X2.3 | X3.1 | X3.2 | X3.3 | X4.1 | X4.2 | X4.3 | X4.4 | X5.1 | X5.2 | X5.3 | X5.4 | X6.1 | X6.2 | X6.3 | X7.1 | X7.2 | X7.3 | X7.4 | X8.1 | X8.2 | X8.3 | X9.1 | X9.2 | X9.3 | X10.1 | X10.2 | X10.3 | | |
|---------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|-------|-------|-------|---|---|
| 1 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | | |
| 2 | 4 | 3 | 3 | 4 | 4 | 3 | 5 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | | |
| 3 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 2 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | | |
| 4 | 5 | 5 | 5 | 4 | 5 | 4 | 3 | 2 | 2 | 3 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 1 | 1 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 3 | 2 | 4 | |
| 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | |
| 6 | 5 | 2 | 5 | 5 | 5 | 4 | 5 | 2 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 2 | 2 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 3 | 1 | 4 | |
| 7 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 2 | 2 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 1 | 4 | |
| 8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 1 | 4 |
| 9 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 1 | 5 |
| 10 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 11 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 5 | 3 | 3 | 5 | 4 | 3 | 4 | 5 | 4 | 5 | 5 | 4 | 1 | 5 | | |
| 12 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 13 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 14 | 3 | 3 | 3 | 4 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 2 | 3 | |
| 15 | 4 | 3 | 5 | 3 | 5 | 3 | 5 | 3 | 4 | 3 | 3 | 5 | 5 | 5 | 3 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 1 | 4 | 5 | 3 | 1 | 3 | | |
| 16 | 3 | 2 | 5 | 5 | 5 | 3 | 4 | 2 | 3 | 3 | 3 | 5 | 4 | 5 | 3 | 4 | 5 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 5 | 3 | 4 | 3 | 3 | 4 | 3 | 2 | 3 | | |
| 17 | 5 | 4 | 4 | 3 | 5 | 3 | 3 | 3 | 2 | 4 | 3 | 4 | 4 | 5 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 2 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 3 | 2 | 3 | | |
| 18 | 5 | 4 | 5 | 4 | 5 | 2 | 5 | 2 | 3 | 3 | 3 | 5 | 5 | 5 | 3 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 1 | 4 | | |
| 19 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 5 | 3 | 5 | 4 | 4 | 5 | 4 | 2 | 4 | |
| 20 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |

| No. Responden | X1.1 | X1.2 | X1.3 | X2.1 | X2.2 | X2.3 | X3.1 | X3.2 | X3.3 | X4.1 | X4.2 | X4.3 | X4.4 | X5.1 | X5.2 | X5.3 | X5.4 | X6.1 | X6.2 | X6.3 | X7.1 | X7.2 | X7.3 | X7.4 | X8.1 | X8.2 | X8.3 | X9.1 | X9.2 | X9.3 | X10.1 | X10.2 | X10.3 | |
|---------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|-------|-------|-------|---|
| 21 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 5 | 5 | 3 | 4 | |
| 22 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 23 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 |
| 24 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 3 | 3 | 2 | 3 |
| 25 | 5 | 5 | 4 | 5 | 5 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 3 | 2 | 3 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 2 | 4 |
| 26 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 27 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 28 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 3 | 3 |
| 29 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 1 | 4 |
| 30 | 4 | 4 | 3 | 5 | 5 | 2 | 4 | 5 | 2 | 2 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 1 | 1 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 2 | 4 | |
| 31 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | |
| 32 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 2 | 2 | 4 | |
| 33 | 1 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | |
| 34 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 5 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | |
| 35 | 4 | 4 | 4 | 4 | 5 | 1 | 4 | 4 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 3 | 5 | 3 | 5 | 3 | 5 | 4 | 4 | 4 | 2 | 4 | 3 | |
| 36 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 |
| 37 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 3 | 5 | 4 | 2 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 |
| 38 | 5 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 5 | 3 | 4 | 2 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 5 | |
| 39 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 1 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 2 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 2 | 4 | |
| 40 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 2 | 2 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | |
| 41 | 5 | 4 | 5 | 5 | 5 | 2 | 5 | 1 | 3 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 3 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | |
| 42 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 5 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 5 | 3 | |

| No. Responden | X1.1 | X1.2 | X1.3 | X2.1 | X2.2 | X2.3 | X3.1 | X3.2 | X3.3 | X4.1 | X4.2 | X4.3 | X4.4 | X5.1 | X5.2 | X5.3 | X5.4 | X6.1 | X6.2 | X6.3 | X7.1 | X7.2 | X7.3 | X7.4 | X8.1 | X8.2 | X8.3 | X9.1 | X9.2 | X9.3 | X10.1 | X10.2 | X10.3 | |
|---------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|-------|-------|-------|---|
| 43 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 44 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 |
| 45 | 4 | 4 | 5 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 5 | 3 | 4 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | 4 | 4 | 4 | 4 | 3 | 1 | 3 | |
| 46 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 3 | 3 | 3 | 1 | 3 |
| 47 | 5 | 2 | 5 | 5 | 4 | 4 | 4 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 |
| 48 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 |
| 49 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 50 | 4 | 3 | 3 | 3 | 4 | 3 | 2 | 3 | 2 | 3 | 4 | 3 | 4 | 4 | 3 | 2 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 |
| 51 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 |
| 52 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 5 | 1 | 2 | 4 | 4 | 3 | 4 | 1 | 4 | 4 | 4 | 5 | 5 | 5 | 3 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 1 | 4 | 4 |
| 53 | 4 | 5 | 5 | 5 | 5 | 1 | 4 | 5 | 4 | 4 | 2 | 4 | 4 | 5 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 3 | 5 | 3 | 4 | 5 | 4 | 4 | 5 | 3 | 3 | |
| 54 | 4 | 4 | 5 | 4 | 5 | 2 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | |
| 55 | 5 | 3 | 4 | 4 | 4 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | |
| 56 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 2 | 3 | 3 | 3 | 4 | 4 | 5 | 2 | 4 | 4 | 4 | 4 | 5 | 4 | 2 | 4 | 3 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 4 |
| 57 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 4 | 3 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
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| 60 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 3 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 3 | 4 | |
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| No. Responden | X1.1 | X1.2 | X1.3 | X2.1 | X2.2 | X2.3 | X3.1 | X3.2 | X3.3 | X4.1 | X4.2 | X4.3 | X4.4 | X5.1 | X5.2 | X5.3 | X5.4 | X6.1 | X6.2 | X6.3 | X7.1 | X7.2 | X7.3 | X7.4 | X8.1 | X8.2 | X8.3 | X9.1 | X9.2 | X9.3 | X10.1 | X10.2 | X10.3 | | |
|---------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|-------|-------|-------|---|---|
| 65 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |
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| 70 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 1 | 4 | 4 | 4 | 3 | 3 | 3 | |
| 71 | 3 | 3 | 4 | 4 | 5 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 3 | 4 | 1 | 4 | 1 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 3 | |
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| No. Responden | X1.1 | X1.2 | X1.3 | X2.1 | X2.2 | X2.3 | X3.1 | X3.2 | X3.3 | X4.1 | X4.2 | X4.3 | X4.4 | X5.1 | X5.2 | X5.3 | X5.4 | X6.1 | X6.2 | X6.3 | X7.1 | X7.2 | X7.3 | X7.4 | X8.1 | X8.2 | X8.3 | X9.1 | X9.2 | X9.3 | X10.1 | X10.2 | X10.3 | |
|---------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|-------|-------|-------|---|
| 87 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | |
| 88 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 1 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | |
| 89 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | |
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| 93 | 3 | 3 | 4 | 4 | 5 | 5 | 4 | 2 | 2 | 3 | 4 | 5 | 5 | 5 | 3 | 3 | 5 | 3 | 5 | 3 | 2 | 2 | 5 | 3 | 5 | 3 | 5 | 4 | 4 | 4 | 2 | 2 | 4 | |
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| 95 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 2 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 2 | 2 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 |
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| 97 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 2 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 4 | 2 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 2 | 5 |
| 98 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 2 | 3 | 3 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 2 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 1 | 3 | |
| 99 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 3 | 3 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 2 | 4 |
| 100 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 2 | 4 |

| No. responden | X11.1 | X11.2 | X11.3 | X12.1 | X12.2 | X12.3 | X13.1 | X13.2 | X13.3 | X13.4 | X14.1 | X14.2 | X14.3 | Y1.1 | Y1.2 | Y1.3 | Y1.4 | Y1.5 |
|---------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|------|------|------|------|
| 1 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 2 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 5 |
| 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 |
| 6 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 |
| 7 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 5 |
| 8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 |
| 9 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 10 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 11 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 3 | 5 | 4 | 4 | 3 | 4 | 5 |
| 12 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 13 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 14 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 2 | 3 | 3 | 4 | 4 | 3 | 3 | 3 |
| 15 | 4 | 3 | 4 | 4 | 5 | 5 | 3 | 3 | 5 | 4 | 2 | 3 | 4 | 4 | 3 | 3 | 5 | 5 |
| 16 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 1 | 4 | 5 | 3 | 3 | 3 | 4 | 4 |
| 17 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 5 | 4 | 3 | 4 | 4 | 4 |
| 18 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 4 | 4 |
| 19 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 |
| 20 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 21 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 3 | 4 | 4 |

| No. responden | X11.1 | X11.2 | X11.3 | X12.1 | X12.2 | X12.3 | X13.1 | X13.2 | X13.3 | X13.4 | X14.1 | X14.2 | X14.3 | Y1.1 | Y1.2 | Y1.3 | Y1.4 | Y1.5 |
|---------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|------|------|------|------|
| 22 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 23 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 |
| 24 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 4 | 5 | 5 | 4 | 5 | 3 | 5 |
| 25 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 |
| 26 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 27 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 28 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 2 | 2 | 5 | 5 | 5 | 5 | 3 | 5 |
| 29 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 |
| 30 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 2 | 5 |
| 31 | 4 | 4 | 4 | 2 | 3 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 |
| 32 | 4 | 4 | 4 | 2 | 3 | 2 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 33 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 34 | 3 | 4 | 5 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 2 | 3 | 5 | 4 | 4 | 3 | 4 | 5 |
| 35 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 3 | 4 | 4 | 1 | 3 | 5 | 5 | 3 | 3 | 5 | 5 |
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| 37 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
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| 39 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 |
| 40 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 41 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 5 |
| 42 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 3 | 3 | 3 | 5 | 4 |

| No. responden | X11.1 | X11.2 | X11.3 | X12.1 | X12.2 | X12.3 | X13.1 | X13.2 | X13.3 | X13.4 | X14.1 | X14.2 | X14.3 | Y1.1 | Y1.2 | Y1.3 | Y1.4 | Y1.5 |
|---------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|------|------|------|------|
| 43 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 44 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 45 | 3 | 4 | 4 | 4 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 4 | 5 | 5 | 4 | 4 | 3 | 4 |
| 46 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 47 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 48 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 49 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 50 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 51 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 |
| 52 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 |
| 53 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 3 | 2 | 5 | 4 | 3 | 5 | 5 |
| 54 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 |
| 55 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 |
| 56 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 |
| 57 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 |
| 58 | 2 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 |
| 59 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 |
| 60 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 |
| 61 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 4 |
| 62 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 5 | 4 | 4 | 3 | 5 | 3 | 4 | 3 | 3 | 4 |
| 63 | 2 | 4 | 4 | 5 | 4 | 3 | 3 | 5 | 5 | 3 | 5 | 4 | 5 | 4 | 5 | 3 | 5 | 4 |

| No. responden | X11.1 | X11.2 | X11.3 | X12.1 | X12.2 | X12.3 | X13.1 | X13.2 | X13.3 | X13.4 | X14.1 | X14.2 | X14.3 | Y1.1 | Y1.2 | Y1.3 | Y1.4 | Y1.5 |
|---------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|------|------|------|------|
| 64 | 4 | 3 | 5 | 4 | 3 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 65 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 1 | 3 | 5 | 4 | 5 | 3 | 4 | 4 |
| 66 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 2 | 4 | 4 | 3 | 3 | 4 | 5 | 4 | 4 | 3 | 4 |
| 67 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 68 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 4 |
| 69 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 5 | 4 |
| 70 | 4 | 3 | 4 | 3 | 3 | 3 | 2 | 4 | 4 | 4 | 1 | 3 | 4 | 3 | 3 | 3 | 4 | 4 |
| 71 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 2 | 3 | 4 | 3 | 3 | 3 | 4 | 4 |
| 72 | 4 | 4 | 4 | 3 | 3 | 2 | 3 | 4 | 4 | 4 | 2 | 4 | 5 | 4 | 3 | 4 | 3 | 4 |
| 73 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 74 | 4 | 3 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 75 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 4 |
| 76 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 5 | 4 |
| 77 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 2 | 4 | 4 |
| 78 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 4 |
| 79 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 |
| 80 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 3 | 4 | 4 |
| 81 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 82 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 5 | 4 | 5 | 4 | 4 | 5 |
| 83 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 84 | 4 | 4 | 4 | 5 | 5 | 3 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |

| No. responden | X11.1 | X11.2 | X11.3 | X12.1 | X12.2 | X12.3 | X13.1 | X13.2 | X13.3 | X13.4 | X14.1 | X14.2 | X14.3 | Y1.1 | Y1.2 | Y1.3 | Y1.4 | Y1.5 |
|---------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|------|------|------|------|
| 85 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 |
| 86 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 |
| 87 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 |
| 88 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 2 | 4 |
| 89 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 90 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 |
| 91 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 92 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 93 | 3 | 3 | 5 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 |
| 94 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 |
| 95 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 96 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 97 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 |
| 98 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 3 | 4 | 5 | 4 |
| 99 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 |
| 100 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 |

Penilaian Manajemen

| Responden | Y1.1 | Y1.2 | Y1.3 | Y1.4 | Y1.5 |
|-----------|------|------|------|------|------|
| 1 | 4 | 3 | 3 | 5 | 5 |
| 2 | 4 | 3 | 3 | 4 | 4 |
| 3 | 5 | 4 | 4 | 4 | 4 |
| 4 | 2 | 2 | 2 | 4 | 4 |
| 5 | 2 | 2 | 3 | 4 | 4 |
| 6 | 5 | 5 | 4 | 4 | 4 |
| 7 | 4 | 4 | 4 | 5 | 4 |
| 8 | 5 | 5 | 5 | 5 | 5 |
| 9 | 3 | 2 | 2 | 5 | 5 |
| 10 | 5 | 5 | 5 | 5 | 5 |
| 11 | 4 | 4 | 4 | 4 | 4 |
| 12 | 5 | 5 | 5 | 5 | 5 |
| 13 | 5 | 5 | 5 | 5 | 5 |
| 14 | 4 | 4 | 3 | 5 | 5 |
| 15 | 5 | 5 | 4 | 5 | 5 |
| 16 | 5 | 4 | 5 | 5 | 5 |
| 17 | 5 | 4 | 5 | 5 | 5 |
| 18 | 5 | 5 | 4 | 5 | 5 |
| 19 | 5 | 5 | 5 | 5 | 5 |
| 20 | 4 | 4 | 4 | 5 | 4 |

| Responden | Y1.1 | Y1.2 | Y1.3 | Y1.4 | Y1.5 |
|-----------|------|------|------|------|------|
| 21 | 5 | 5 | 5 | 5 | 5 |
| 22 | 4 | 4 | 3 | 5 | 4 |
| 23 | 3 | 3 | 3 | 4 | 4 |
| 24 | 5 | 4 | 4 | 4 | 4 |
| 25 | 5 | 5 | 5 | 4 | 4 |
| 26 | 5 | 5 | 5 | 5 | 5 |
| 27 | 4 | 4 | 4 | 5 | 4 |
| 28 | 4 | 5 | 5 | 4 | 4 |
| 29 | 4 | 4 | 3 | 4 | 3 |
| 30 | 5 | 5 | 4 | 4 | 4 |
| 31 | 5 | 4 | 4 | 4 | 4 |
| 32 | 4 | 4 | 3 | 4 | 4 |
| 33 | 4 | 4 | 3 | 4 | 4 |
| 34 | 5 | 4 | 4 | 4 | 4 |
| 35 | 4 | 4 | 4 | 4 | 4 |
| 36 | 4 | 4 | 4 | 4 | 4 |
| 37 | 5 | 4 | 3 | 4 | 4 |
| 38 | 4 | 4 | 3 | 4 | 4 |
| 39 | 4 | 4 | 4 | 4 | 4 |
| 40 | 5 | 4 | 4 | 4 | 4 |
| 41 | 5 | 4 | 4 | 5 | 4 |
| 42 | 2 | 3 | 3 | 4 | 4 |
| 43 | 2 | 3 | 3 | 5 | 4 |

| Responden | Y1.1 | Y1.2 | Y1.3 | Y1.4 | Y1.5 |
|-----------|------|------|------|------|------|
| 44 | 4 | 4 | 3 | 5 | 4 |
| 45 | 4 | 4 | 4 | 4 | 4 |
| 46 | 4 | 4 | 3 | 4 | 4 |
| 47 | 4 | 4 | 4 | 5 | 4 |
| 48 | 5 | 4 | 5 | 5 | 4 |
| 49 | 5 | 5 | 5 | 5 | 4 |
| 50 | 5 | 5 | 5 | 5 | 5 |
| 51 | 2 | 3 | 3 | 5 | 4 |
| 52 | 2 | 2 | 3 | 5 | 4 |
| 53 | 5 | 5 | 4 | 5 | 4 |
| 54 | 5 | 5 | 4 | 5 | 4 |
| 55 | 4 | 4 | 3 | 5 | 4 |
| 56 | 2 | 2 | 2 | 5 | 4 |
| 57 | 5 | 4 | 4 | 5 | 4 |
| 58 | 4 | 4 | 3 | 5 | 4 |
| 59 | 4 | 4 | 3 | 5 | 4 |
| 60 | 5 | 4 | 3 | 5 | 4 |
| 61 | 4 | 3 | 3 | 4 | 4 |
| 62 | 3 | 3 | 3 | 5 | 4 |
| 63 | 3 | 3 | 3 | 5 | 4 |
| 64 | 5 | 4 | 4 | 5 | 4 |
| 65 | 5 | 5 | 5 | 5 | 5 |
| 66 | 3 | 3 | 3 | 5 | 4 |

| Responden | Y1.1 | Y1.2 | Y1.3 | Y1.4 | Y1.5 |
|-----------|------|------|------|------|------|
| 67 | 3 | 3 | 3 | 4 | 4 |
| 68 | 4 | 4 | 3 | 4 | 4 |
| 69 | 2 | 2 | 2 | 4 | 4 |
| 70 | 5 | 4 | 4 | 4 | 4 |
| 71 | 3 | 3 | 3 | 4 | 4 |
| 72 | 4 | 4 | 3 | 5 | 4 |
| 73 | 5 | 5 | 5 | 5 | 4 |
| 74 | 5 | 5 | 5 | 4 | 4 |
| 75 | 2 | 2 | 3 | 5 | 4 |
| 76 | 3 | 3 | 3 | 4 | 4 |
| 77 | 2 | 2 | 3 | 5 | 4 |
| 78 | 5 | 4 | 4 | 4 | 5 |
| 79 | 3 | 3 | 3 | 4 | 3 |
| 80 | 4 | 4 | 3 | 4 | 4 |
| 81 | 5 | 4 | 4 | 5 | 4 |
| 82 | 5 | 4 | 4 | 5 | 4 |
| 83 | 4 | 4 | 4 | 4 | 4 |
| 84 | 5 | 5 | 4 | 5 | 4 |
| 85 | 2 | 3 | 3 | 4 | 4 |
| 86 | 4 | 4 | 4 | 4 | 4 |
| 87 | 4 | 4 | 3 | 4 | 4 |
| 88 | 5 | 5 | 5 | 4 | 4 |
| 89 | 3 | 3 | 3 | 4 | 4 |

| Responden | Y1.1 | Y1.2 | Y1.3 | Y1.4 | Y1.5 |
|-----------|------|------|------|------|------|
| 90 | 5 | 5 | 5 | 5 | 5 |
| 91 | 2 | 2 | 2 | 5 | 3 |
| 92 | 4 | 4 | 4 | 5 | 4 |
| 93 | 5 | 4 | 5 | 5 | 4 |
| 94 | 2 | 3 | 3 | 5 | 4 |
| 95 | 4 | 3 | 3 | 5 | 5 |

Lampiran 6: Rekapitulasi Kuesioner Tertutup

| Indikator | Jawaban | | | | | Total jawaban | Total Skor |
|-----------|---------|----|----|----|-----|---------------|------------|
| | SS | S | N | TS | STS | | |
| X1.1 | 30 | 58 | 11 | 0 | 1 | 100 | 416 |
| X1.2 | 18 | 62 | 17 | 3 | 0 | 100 | 395 |
| X1.3 | 24 | 68 | 8 | 0 | 0 | 100 | 416 |
| X2.1 | 24 | 64 | 12 | 0 | 0 | 100 | 412 |
| X2.2 | 49 | 46 | 5 | 0 | 0 | 100 | 444 |
| X2.3 | 15 | 45 | 30 | 8 | 2 | 100 | 363 |
| X3.1 | 23 | 55 | 19 | 3 | 0 | 100 | 398 |
| X3.2 | 5 | 50 | 24 | 19 | 2 | 100 | 337 |
| X3.3 | 8 | 42 | 35 | 14 | 1 | 100 | 342 |
| X4.1 | 7 | 56 | 31 | 6 | 0 | 100 | 364 |
| X4.2 | 12 | 59 | 28 | 1 | 0 | 100 | 382 |
| X4.3 | 20 | 69 | 11 | 0 | 0 | 100 | 409 |
| X4.4 | 20 | 62 | 15 | 3 | 0 | 100 | 399 |
| X5.1 | 29 | 63 | 8 | 0 | 0 | 100 | 421 |
| X5.2 | 14 | 43 | 33 | 9 | 1 | 100 | 360 |
| X5.3 | 21 | 67 | 9 | 3 | 0 | 100 | 406 |
| X5.4 | 22 | 63 | 13 | 2 | 0 | 100 | 405 |
| X6.1 | 17 | 65 | 15 | 2 | 1 | 100 | 395 |
| X6.2 | 16 | 57 | 24 | 1 | 2 | 100 | 384 |
| X6.3 | 28 | 57 | 13 | 2 | 0 | 100 | 411 |
| X7.1 | 8 | 48 | 31 | 9 | 4 | 100 | 347 |
| X7.2 | 0 | 26 | 43 | 24 | 7 | 100 | 288 |
| X7.3 | 19 | 58 | 19 | 4 | 0 | 100 | 392 |
| X7.4 | 11 | 48 | 37 | 4 | 0 | 100 | 366 |
| X8.1 | 15 | 61 | 24 | 0 | 0 | 100 | 391 |
| X8.2 | 8 | 61 | 30 | 1 | 0 | 100 | 376 |
| X8.3 | 24 | 68 | 8 | 0 | 0 | 100 | 416 |
| X9.1 | 12 | 70 | 16 | 2 | 0 | 100 | 392 |
| X9.2 | 16 | 68 | 16 | 0 | 0 | 100 | 400 |
| X9.3 | 18 | 68 | 14 | 0 | 0 | 100 | 404 |
| X10.1 | 13 | 48 | 29 | 9 | 1 | 100 | 363 |
| X10.2 | 1 | 25 | 28 | 30 | 16 | 100 | 265 |
| X10.3 | 5 | 50 | 43 | 2 | 0 | 100 | 358 |
| X11.1 | 16 | 61 | 21 | 2 | 0 | 100 | 391 |

| Indikator | Jawaban | | | | | Total jawaban | Total Skor |
|-----------|---------|----|----|----|-----|---------------|------------|
| | SS | S | N | TS | STS | | |
| X11.2 | 13 | 70 | 17 | 0 | 0 | 100 | 396 |
| X11.3 | 24 | 69 | 7 | 0 | 0 | 100 | 417 |
| X12.1 | 12 | 74 | 12 | 2 | 0 | 100 | 396 |
| X12.2 | 21 | 63 | 15 | 1 | 0 | 100 | 404 |
| X12.3 | 14 | 64 | 20 | 2 | 0 | 100 | 390 |
| X13.1 | 16 | 54 | 25 | 5 | 0 | 100 | 381 |
| X13.2 | 22 | 48 | 28 | 2 | 0 | 100 | 390 |
| X13.3 | 31 | 60 | 8 | 1 | 0 | 100 | 421 |
| X13.4 | 19 | 67 | 14 | 0 | 0 | 100 | 405 |
| X14.1 | 13 | 48 | 29 | 6 | 4 | 100 | 360 |
| X14.2 | 7 | 54 | 38 | 1 | 0 | 100 | 367 |
| X14.3 | 32 | 54 | 13 | 1 | 0 | 100 | 417 |
| Y1.1 | 15 | 68 | 17 | 0 | 0 | 100 | 398 |
| Y1.2 | 15 | 60 | 25 | 0 | 0 | 100 | 390 |
| Y1.3 | 8 | 57 | 33 | 2 | 0 | 100 | 371 |
| Y1.4 | 21 | 58 | 19 | 2 | 0 | 100 | 398 |
| Y1.5 | 25 | 67 | 8 | 0 | 0 | 100 | 417 |

Lampiran 7 : Hasil Validitas instrumen SPSS 100 responden

| Correlations | | | | | |
|--------------|---------------------|--------|--------|--------|--------|
| | | X1.1 | X1.2 | X1.3 | SUM.X1 |
| X1.1 | Pearson Correlation | 1 | .314** | .467** | .807** |
| | Sig. (2-tailed) | | .001 | <.001 | <.001 |
| | N | 100 | 100 | 100 | 100 |
| X1.2 | Pearson Correlation | .314** | 1 | .237* | .717** |
| | Sig. (2-tailed) | .001 | | .017 | <.001 |
| | N | 100 | 100 | 100 | 100 |
| X1.3 | Pearson Correlation | .467** | .237* | 1 | .715** |
| | Sig. (2-tailed) | <.001 | .017 | | <.001 |
| | N | 100 | 100 | 100 | 100 |
| SUM.X1 | Pearson Correlation | .807** | .717** | .715** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | |
| | N | 100 | 100 | 100 | 100 |

** . Correlation is significant at the 0.01 level (2-tailed).
* . Correlation is significant at the 0.05 level (2-tailed).

| Correlations | | | | | |
|--------------|---------------------|--------|--------|--------|--------|
| | | X2.1 | X2.2 | X2.3 | SUM.X2 |
| X2.1 | Pearson Correlation | 1 | .454** | .216* | .715** |
| | Sig. (2-tailed) | | <.001 | .031 | <.001 |
| | N | 100 | 100 | 100 | 100 |
| X2.2 | Pearson Correlation | .454** | 1 | .099 | .644** |
| | Sig. (2-tailed) | <.001 | | .325 | <.001 |
| | N | 100 | 100 | 100 | 100 |
| X2.3 | Pearson Correlation | .216* | .099 | 1 | .741** |
| | Sig. (2-tailed) | .031 | .325 | | <.001 |
| | N | 100 | 100 | 100 | 100 |
| SUM.X2 | Pearson Correlation | .715** | .644** | .741** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | |
| | N | 100 | 100 | 100 | 100 |

** . Correlation is significant at the 0.01 level (2-tailed).
* . Correlation is significant at the 0.05 level (2-tailed).

| Correlations | | | | | |
|--------------|---------------------|--------|--------|--------|--------|
| | | X3.1 | X3.2 | X3.3 | SUM.X3 |
| X3.1 | Pearson Correlation | 1 | -.093 | .282** | .559** |
| | Sig. (2-tailed) | | .358 | .005 | <.001 |
| | N | 100 | 100 | 100 | 100 |
| X3.2 | Pearson Correlation | -.093 | 1 | .127 | .598** |
| | Sig. (2-tailed) | .358 | | .207 | <.001 |
| | N | 100 | 100 | 100 | 100 |
| X3.3 | Pearson Correlation | .282** | .127 | 1 | .742** |
| | Sig. (2-tailed) | .005 | .207 | | <.001 |
| | N | 100 | 100 | 100 | 100 |
| SUM.X3 | Pearson Correlation | .559** | .598** | .742** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | |
| | N | 100 | 100 | 100 | 100 |

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

| Correlations | | | | | | |
|--------------|---------------------|--------|--------|--------|--------|--------|
| | | X4.1 | X4.2 | X4.3 | X4.4 | SUM.X4 |
| X4.1 | Pearson Correlation | 1 | .235* | .266** | .076 | .617** |
| | Sig. (2-tailed) | | .018 | .007 | .453 | <.001 |
| | N | 100 | 100 | 100 | 100 | 100 |
| X4.2 | Pearson Correlation | .235* | 1 | .189 | .247* | .633** |
| | Sig. (2-tailed) | .018 | | .060 | .013 | <.001 |
| | N | 100 | 100 | 100 | 100 | 100 |
| X4.3 | Pearson Correlation | .266** | .189 | 1 | .507** | .708** |
| | Sig. (2-tailed) | .007 | .060 | | <.001 | <.001 |
| | N | 100 | 100 | 100 | 100 | 100 |
| X4.4 | Pearson Correlation | .076 | .247* | .507** | 1 | .691** |
| | Sig. (2-tailed) | .453 | .013 | <.001 | | <.001 |
| | N | 100 | 100 | 100 | 100 | 100 |
| SUM.X4 | Pearson Correlation | .617** | .633** | .708** | .691** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | <.001 | |
| | N | 100 | 100 | 100 | 100 | 100 |

* . Correlation is significant at the 0.05 level (2-tailed).
** . Correlation is significant at the 0.01 level (2-tailed).

| Correlations | | | | | | |
|--------------|---------------------|--------|--------|--------|--------|--------|
| | | X5.1 | X5.2 | X5.3 | X5.4 | SUM.X5 |
| X5.1 | Pearson Correlation | 1 | .189 | .427** | .454** | .672** |
| | Sig. (2-tailed) | | .060 | <.001 | <.001 | <.001 |
| | N | 100 | 100 | 100 | 100 | 100 |
| X5.2 | Pearson Correlation | .189 | 1 | .309** | .140 | .653** |
| | Sig. (2-tailed) | .060 | | .002 | .164 | <.001 |
| | N | 100 | 100 | 100 | 100 | 100 |
| X5.3 | Pearson Correlation | .427** | .309** | 1 | .609** | .799** |
| | Sig. (2-tailed) | <.001 | .002 | | <.001 | <.001 |
| | N | 100 | 100 | 100 | 100 | 100 |
| X5.4 | Pearson Correlation | .454** | .140 | .609** | 1 | .733** |
| | Sig. (2-tailed) | <.001 | .164 | <.001 | | <.001 |
| | N | 100 | 100 | 100 | 100 | 100 |
| SUM.X5 | Pearson Correlation | .672** | .653** | .799** | .733** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | <.001 | |
| | N | 100 | 100 | 100 | 100 | 100 |

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

| Correlations | | | | | |
|--------------|---------------------|--------|--------|--------|--------|
| | | X6.1 | X6.2 | X6.3 | SUM.X6 |
| X6.1 | Pearson Correlation | 1 | .521** | .488** | .851** |
| | Sig. (2-tailed) | | <.001 | <.001 | <.001 |
| | N | 100 | 100 | 100 | 100 |
| X6.2 | Pearson Correlation | .521** | 1 | .233* | .776** |
| | Sig. (2-tailed) | <.001 | | .020 | <.001 |
| | N | 100 | 100 | 100 | 100 |
| X6.3 | Pearson Correlation | .488** | .233* | 1 | .713** |
| | Sig. (2-tailed) | <.001 | .020 | | <.001 |
| | N | 100 | 100 | 100 | 100 |
| SUM.X6 | Pearson Correlation | .851** | .776** | .713** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | |
| | N | 100 | 100 | 100 | 100 |

** . Correlation is significant at the 0.01 level (2-tailed).
* . Correlation is significant at the 0.05 level (2-tailed).

| Correlations | | | | | | |
|--------------|---------------------|--------|--------|--------|--------|--------|
| | | X7.1 | X7.2 | X7.3 | X7.4 | SUM.X7 |
| X7.1 | Pearson Correlation | 1 | .348** | .178 | -.147 | .669** |
| | Sig. (2-tailed) | | <.001 | .077 | .145 | <.001 |
| | N | 100 | 100 | 100 | 100 | 100 |
| X7.2 | Pearson Correlation | .348** | 1 | .001 | -.033 | .631** |
| | Sig. (2-tailed) | <.001 | | .995 | .746 | <.001 |
| | N | 100 | 100 | 100 | 100 | 100 |
| X7.3 | Pearson Correlation | .178 | .001 | 1 | .213* | .565** |
| | Sig. (2-tailed) | .077 | .995 | | .033 | <.001 |
| | N | 100 | 100 | 100 | 100 | 100 |
| X7.4 | Pearson Correlation | -.147 | -.033 | .213* | 1 | .387** |
| | Sig. (2-tailed) | .145 | .746 | .033 | | <.001 |
| | N | 100 | 100 | 100 | 100 | 100 |
| SUM.X7 | Pearson Correlation | .669** | .631** | .565** | .387** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | <.001 | |
| | N | 100 | 100 | 100 | 100 | 100 |

** . Correlation is significant at the 0.01 level (2-tailed).
* . Correlation is significant at the 0.05 level (2-tailed).

| Correlations | | | | | |
|--------------|---------------------|--------|--------|--------|--------|
| | | X8.1 | X8.2 | X8.3 | SUM.X8 |
| X8.1 | Pearson Correlation | 1 | .211* | .431** | .746** |
| | Sig. (2-tailed) | | .035 | <.001 | <.001 |
| | N | 100 | 100 | 100 | 100 |
| X8.2 | Pearson Correlation | .211* | 1 | .362** | .708** |
| | Sig. (2-tailed) | .035 | | <.001 | <.001 |
| | N | 100 | 100 | 100 | 100 |
| X8.3 | Pearson Correlation | .431** | .362** | 1 | .783** |
| | Sig. (2-tailed) | <.001 | <.001 | | <.001 |
| | N | 100 | 100 | 100 | 100 |
| SUM.X8 | Pearson Correlation | .746** | .708** | .783** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | |
| | N | 100 | 100 | 100 | 100 |

* . Correlation is significant at the 0.05 level (2-tailed).
** . Correlation is significant at the 0.01 level (2-tailed).

| Correlations | | | | | |
|--------------|---------------------|--------|--------|--------|--------|
| | | X9.1 | X9.2 | X9.3 | SUM.X9 |
| X9.1 | Pearson Correlation | 1 | .422** | .275** | .769** |
| | Sig. (2-tailed) | | <.001 | .006 | <.001 |
| | N | 100 | 100 | 100 | 100 |
| X9.2 | Pearson Correlation | .422** | 1 | .470** | .804** |
| | Sig. (2-tailed) | <.001 | | <.001 | <.001 |
| | N | 100 | 100 | 100 | 100 |
| X9.3 | Pearson Correlation | .275** | .470** | 1 | .733** |
| | Sig. (2-tailed) | .006 | <.001 | | <.001 |
| | N | 100 | 100 | 100 | 100 |
| SUM.X9 | Pearson Correlation | .769** | .804** | .733** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | |
| | N | 100 | 100 | 100 | 100 |

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

| Correlations | | | | | |
|--------------|---------------------|--------|--------|--------|---------|
| | | X10.1 | X10.2 | X10.3 | SUM.X10 |
| X10.1 | Pearson Correlation | 1 | .089 | .273** | .679** |
| | Sig. (2-tailed) | | .377 | .006 | <.001 |
| | N | 100 | 100 | 100 | 100 |
| X10.2 | Pearson Correlation | .089 | 1 | .035 | .698** |
| | Sig. (2-tailed) | .377 | | .727 | <.001 |
| | N | 100 | 100 | 100 | 100 |
| X10.3 | Pearson Correlation | .273** | .035 | 1 | .540** |
| | Sig. (2-tailed) | .006 | .727 | | <.001 |
| | N | 100 | 100 | 100 | 100 |
| SUM.X10 | Pearson Correlation | .679** | .698** | .540** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | |
| | N | 100 | 100 | 100 | 100 |

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

| Correlations | | | | | |
|--------------|---------------------|--------|--------|--------|---------|
| | | X11.1 | X11.2 | X11.3 | SUM.X11 |
| X11.1 | Pearson Correlation | 1 | .596** | .441** | .849** |
| | Sig. (2-tailed) | | <.001 | <.001 | <.001 |
| | N | 100 | 100 | 100 | 100 |
| X11.2 | Pearson Correlation | .596** | 1 | .541** | .853** |
| | Sig. (2-tailed) | <.001 | | <.001 | <.001 |
| | N | 100 | 100 | 100 | 100 |
| X11.3 | Pearson Correlation | .441** | .541** | 1 | .776** |
| | Sig. (2-tailed) | <.001 | <.001 | | <.001 |
| | N | 100 | 100 | 100 | 100 |
| SUM.X11 | Pearson Correlation | .849** | .853** | .776** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | |
| | N | 100 | 100 | 100 | 100 |

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

| Correlations | | | | | |
|--------------|---------------------|--------|--------|--------|---------|
| | | X12.1 | X12.2 | X12.3 | SUM.X12 |
| X12.1 | Pearson Correlation | 1 | .650** | .626** | .858** |
| | Sig. (2-tailed) | | <.001 | <.001 | <.001 |
| | N | 100 | 100 | 100 | 100 |
| X12.2 | Pearson Correlation | .650** | 1 | .653** | .884** |
| | Sig. (2-tailed) | <.001 | | <.001 | <.001 |
| | N | 100 | 100 | 100 | 100 |
| X12.3 | Pearson Correlation | .626** | .653** | 1 | .877** |
| | Sig. (2-tailed) | <.001 | <.001 | | <.001 |
| | N | 100 | 100 | 100 | 100 |
| SUM.X12 | Pearson Correlation | .858** | .884** | .877** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | |
| | N | 100 | 100 | 100 | 100 |

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

| Correlations | | | | | | |
|--------------|---------------------|--------|--------|--------|--------|---------|
| | | X13.1 | X13.2 | X13.3 | X13.4 | SUM.X13 |
| X13.1 | Pearson Correlation | 1 | .264** | .297** | .355** | .679** |
| | Sig. (2-tailed) | | .008 | .003 | <.001 | <.001 |
| | N | 100 | 100 | 100 | 100 | 100 |
| X13.2 | Pearson Correlation | .264** | 1 | .493** | .367** | .743** |
| | Sig. (2-tailed) | .008 | | <.001 | <.001 | <.001 |
| | N | 100 | 100 | 100 | 100 | 100 |
| X13.3 | Pearson Correlation | .297** | .493** | 1 | .565** | .778** |
| | Sig. (2-tailed) | .003 | <.001 | | <.001 | <.001 |
| | N | 100 | 100 | 100 | 100 | 100 |
| X13.4 | Pearson Correlation | .355** | .367** | .565** | 1 | .739** |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | | <.001 |
| | N | 100 | 100 | 100 | 100 | 100 |
| SUM.X13 | Pearson Correlation | .679** | .743** | .778** | .739** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | <.001 | |
| | N | 100 | 100 | 100 | 100 | 100 |

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

| Correlations | | | | | |
|--------------|---------------------|--------|--------|--------|---------|
| | | X14.1 | X14.2 | X14.3 | SUM.X14 |
| X14.1 | Pearson Correlation | 1 | .555** | .060 | .803** |
| | Sig. (2-tailed) | | <.001 | .551 | <.001 |
| | N | 100 | 100 | 100 | 100 |
| X14.2 | Pearson Correlation | .555** | 1 | .301** | .819** |
| | Sig. (2-tailed) | <.001 | | .002 | <.001 |
| | N | 100 | 100 | 100 | 100 |
| X14.3 | Pearson Correlation | .060 | .301** | 1 | .564** |
| | Sig. (2-tailed) | .551 | .002 | | <.001 |
| | N | 100 | 100 | 100 | 100 |
| SUM.X14 | Pearson Correlation | .803** | .819** | .564** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | |
| | N | 100 | 100 | 100 | 100 |

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

| Correlations | | | | | | | |
|--------------|---------------------|--------|--------|--------|--------|--------|--------|
| | | Y1.1 | Y1.2 | Y1.3 | Y1.4 | Y1.5 | SUM.Y1 |
| Y1.1 | Pearson Correlation | 1 | .589** | .428** | .331** | .527** | .794** |
| | Sig. (2-tailed) | | <.001 | <.001 | <.001 | <.001 | <.001 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 |
| Y1.2 | Pearson Correlation | .589** | 1 | .455** | .342** | .429** | .792** |
| | Sig. (2-tailed) | <.001 | | <.001 | <.001 | <.001 | <.001 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 |
| Y1.3 | Pearson Correlation | .428** | .455** | 1 | .032 | .284** | .618** |
| | Sig. (2-tailed) | <.001 | <.001 | | .751 | .004 | <.001 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 |
| Y1.4 | Pearson Correlation | .331** | .342** | .032 | 1 | .430** | .622** |
| | Sig. (2-tailed) | <.001 | <.001 | .751 | | <.001 | <.001 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 |
| Y1.5 | Pearson Correlation | .527** | .429** | .284** | .430** | 1 | .734** |
| | Sig. (2-tailed) | <.001 | <.001 | .004 | <.001 | | <.001 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 |
| SUM.Y1 | Pearson Correlation | .794** | .792** | .618** | .622** | .734** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | <.001 | <.001 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 |

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

Lampiran 8 : uji reliabilitas instrumen SPSS 100 responden

X1

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .599 | 3 |

X2

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .452 | 3 |

X3

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .254 | 3 |

X4

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .563 | 4 |

X5

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .655 | 4 |

X6

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .674 | 3 |

X7

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .304 | 4 |

X8

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .595 | 3 |

X9

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .648 | 3 |

X10

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .274 | 3 |

X11

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .763 | 3 |

X12

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .842 | 3 |

X13

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .702 | 4 |

X14

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .542 | 3 |

Y1

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .747 | 5 |

Lampiran 9 : Hasil Validasi 95 responden

| Correlations | | | | | |
|--------------|---------------------|--------|--------|--------|--------|
| | | X1.1 | X1.2 | X1.3 | sum |
| X1.1 | Pearson Correlation | 1 | .257* | .429** | .796** |
| | Sig. (2-tailed) | | .012 | <.001 | <.001 |
| | N | 95 | 95 | 95 | 95 |
| X1.2 | Pearson Correlation | .257* | 1 | .154 | .681** |
| | Sig. (2-tailed) | .012 | | .137 | <.001 |
| | N | 95 | 95 | 95 | 95 |
| X1.3 | Pearson Correlation | .429** | .154 | 1 | .681** |
| | Sig. (2-tailed) | <.001 | .137 | | <.001 |
| | N | 95 | 95 | 95 | 95 |
| sum | Pearson Correlation | .796** | .681** | .681** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | |
| | N | 95 | 95 | 95 | 95 |

| Correlations | | | | | |
|--------------|---------------------|--------|--------|--------|--------|
| | | X2.1 | X2.2 | X2.3 | sum |
| X2.1 | Pearson Correlation | 1 | .414** | .145 | .676** |
| | Sig. (2-tailed) | | <.001 | .160 | <.001 |
| | N | 95 | 95 | 95 | 95 |
| X2.2 | Pearson Correlation | .414** | 1 | .049 | .624** |
| | Sig. (2-tailed) | <.001 | | .640 | <.001 |
| | N | 95 | 95 | 95 | 95 |
| X2.3 | Pearson Correlation | .145 | .049 | 1 | .720** |
| | Sig. (2-tailed) | .160 | .640 | | <.001 |
| | N | 95 | 95 | 95 | 95 |
| sum | Pearson Correlation | .676** | .624** | .720** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | |
| | N | 95 | 95 | 95 | 95 |

| Correlations | | | | | |
|--------------|---------------------|--------|--------|--------|--------|
| | | X3.1 | X3.2 | X3.3 | sum |
| X3.1 | Pearson Correlation | 1 | -.090 | .228* | .530** |
| | Sig. (2-tailed) | | .388 | .026 | <.001 |
| | N | 95 | 95 | 95 | 95 |
| X3.2 | Pearson Correlation | -.090 | 1 | .158 | .623** |
| | Sig. (2-tailed) | .388 | | .126 | <.001 |
| | N | 95 | 95 | 95 | 95 |
| X3.3 | Pearson Correlation | .228* | .158 | 1 | .735** |
| | Sig. (2-tailed) | .026 | .126 | | <.001 |
| | N | 95 | 95 | 95 | 95 |
| sum | Pearson Correlation | .530** | .623** | .735** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | |
| | N | 95 | 95 | 95 | 95 |

| Correlations | | | | | | |
|--------------|---------------------|--------|--------|--------|--------|--------|
| | | X4.1 | X4.2 | X4.3 | X4.4 | sum |
| X4.1 | Pearson Correlation | 1 | .135 | .177 | -.009 | .560** |
| | Sig. (2-tailed) | | .194 | .086 | .927 | <.001 |
| | N | 95 | 95 | 95 | 95 | 95 |
| X4.2 | Pearson Correlation | .135 | 1 | .071 | .147 | .554** |
| | Sig. (2-tailed) | .194 | | .496 | .155 | <.001 |
| | N | 95 | 95 | 95 | 95 | 95 |
| X4.3 | Pearson Correlation | .177 | .071 | 1 | .459** | .664** |
| | Sig. (2-tailed) | .086 | .496 | | <.001 | <.001 |
| | N | 95 | 95 | 95 | 95 | 95 |
| X4.4 | Pearson Correlation | -.009 | .147 | .459** | 1 | .659** |
| | Sig. (2-tailed) | .927 | .155 | <.001 | | <.001 |
| | N | 95 | 95 | 95 | 95 | 95 |
| sum | Pearson Correlation | .560** | .554** | .664** | .659** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | <.001 | |
| | N | 95 | 95 | 95 | 95 | 95 |

| Correlations | | | | | | |
|--------------|---------------------|--------|--------|--------|--------|--------|
| | | X5.1 | X5.2 | X5.3 | X5.4 | sum |
| X5.1 | Pearson Correlation | 1 | .131 | .375** | .423** | .641** |
| | Sig. (2-tailed) | | .207 | <.001 | <.001 | <.001 |
| | N | 95 | 95 | 95 | 95 | 95 |
| X5.2 | Pearson Correlation | .131 | 1 | .255* | .095 | .618** |
| | Sig. (2-tailed) | .207 | | .013 | .361 | <.001 |
| | N | 95 | 95 | 95 | 95 | 95 |
| X5.3 | Pearson Correlation | .375** | .255* | 1 | .589** | .781** |
| | Sig. (2-tailed) | <.001 | .013 | | <.001 | <.001 |
| | N | 95 | 95 | 95 | 95 | 95 |
| X5.4 | Pearson Correlation | .423** | .095 | .589** | 1 | .726** |
| | Sig. (2-tailed) | <.001 | .361 | <.001 | | <.001 |
| | N | 95 | 95 | 95 | 95 | 95 |
| sum | Pearson Correlation | .641** | .618** | .781** | .726** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | <.001 | |
| | N | 95 | 95 | 95 | 95 | 95 |

| Correlations | | | | | |
|--------------|---------------------|--------|--------|--------|--------|
| | | X6.1 | X6.2 | X6.3 | sum |
| X6.1 | Pearson Correlation | 1 | .482** | .538** | .845** |
| | Sig. (2-tailed) | | <.001 | <.001 | <.001 |
| | N | 95 | 95 | 95 | 95 |
| X6.2 | Pearson Correlation | .482** | 1 | .260* | .764** |
| | Sig. (2-tailed) | <.001 | | .011 | <.001 |
| | N | 95 | 95 | 95 | 95 |
| X6.3 | Pearson Correlation | .538** | .260* | 1 | .747** |
| | Sig. (2-tailed) | <.001 | .011 | | <.001 |
| | N | 95 | 95 | 95 | 95 |
| sum | Pearson Correlation | .845** | .764** | .747** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | |
| | N | 95 | 95 | 95 | 95 |

| | | Correlations | | | | |
|------|---------------------|--------------|--------|--------|--------|--------|
| | | X7.1 | X7.2 | X7.3 | X7.4 | sum |
| X7.1 | Pearson Correlation | 1 | -.016 | .251* | -.175 | .568** |
| | Sig. (2-tailed) | | .879 | .014 | .090 | <.001 |
| | N | 95 | 95 | 95 | 95 | 95 |
| X7.2 | Pearson Correlation | -.016 | 1 | .041 | .144 | .500** |
| | Sig. (2-tailed) | .879 | | .692 | .164 | <.001 |
| | N | 95 | 95 | 95 | 95 | 95 |
| X7.3 | Pearson Correlation | .251* | .041 | 1 | .092 | .636** |
| | Sig. (2-tailed) | .014 | .692 | | .377 | <.001 |
| | N | 95 | 95 | 95 | 95 | 95 |
| X7.4 | Pearson Correlation | -.175 | .144 | .092 | 1 | .448** |
| | Sig. (2-tailed) | .090 | .164 | .377 | | <.001 |
| | N | 95 | 95 | 95 | 95 | 95 |
| sum | Pearson Correlation | .568** | .500** | .636** | .448** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | <.001 | |
| | N | 95 | 95 | 95 | 95 | 95 |

| | | Correlations | | | |
|------|---------------------|--------------|--------|--------|--------|
| | | X8.1 | X8.2 | X8.3 | sum |
| X8.1 | Pearson Correlation | 1 | .221* | .457** | .774** |
| | Sig. (2-tailed) | | .031 | <.001 | <.001 |
| | N | 95 | 95 | 95 | 95 |
| X8.2 | Pearson Correlation | .221* | 1 | .292** | .679** |
| | Sig. (2-tailed) | .031 | | .004 | <.001 |
| | N | 95 | 95 | 95 | 95 |
| X8.3 | Pearson Correlation | .457** | .292** | 1 | .768** |
| | Sig. (2-tailed) | <.001 | .004 | | <.001 |
| | N | 95 | 95 | 95 | 95 |
| sum | Pearson Correlation | .774** | .679** | .768** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | |
| | N | 95 | 95 | 95 | 95 |

| | | Correlations | | | |
|------|---------------------|--------------|--------|--------|--------|
| | | X9.1 | X9.2 | X9.3 | sum |
| X9.1 | Pearson Correlation | 1 | .326** | .181 | .729** |
| | Sig. (2-tailed) | | .001 | .079 | <.001 |
| | N | 95 | 95 | 95 | 95 |
| X9.2 | Pearson Correlation | .326** | 1 | .401** | .765** |
| | Sig. (2-tailed) | .001 | | <.001 | <.001 |
| | N | 95 | 95 | 95 | 95 |
| X9.3 | Pearson Correlation | .181 | .401** | 1 | .696** |
| | Sig. (2-tailed) | .079 | <.001 | | <.001 |
| | N | 95 | 95 | 95 | 95 |
| sum | Pearson Correlation | .729** | .765** | .696** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | |
| | N | 95 | 95 | 95 | 95 |

| | | Correlations | | | |
|-------|---------------------|--------------|--------|--------|--------|
| | | X10.1 | X10.2 | X10.3 | sum |
| X10.1 | Pearson Correlation | 1 | .150 | .226* | .680** |
| | Sig. (2-tailed) | | .147 | .028 | <.001 |
| | N | 95 | 95 | 95 | 95 |
| X10.2 | Pearson Correlation | .150 | 1 | .052 | .733** |
| | Sig. (2-tailed) | .147 | | .618 | <.001 |
| | N | 95 | 95 | 95 | 95 |
| X10.3 | Pearson Correlation | .226* | .052 | 1 | .516** |
| | Sig. (2-tailed) | .028 | .618 | | <.001 |
| | N | 95 | 95 | 95 | 95 |
| sum | Pearson Correlation | .680** | .733** | .516** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | |
| | N | 95 | 95 | 95 | 95 |

| | | Correlations | | | |
|-------|---------------------|--------------|--------|--------|--------|
| | | X11.1 | X11.2 | X11.3 | sum |
| X11.1 | Pearson Correlation | 1 | .536** | .375** | .828** |
| | Sig. (2-tailed) | | <.001 | <.001 | <.001 |
| | N | 95 | 95 | 95 | 95 |
| X11.2 | Pearson Correlation | .536** | 1 | .479** | .825** |
| | Sig. (2-tailed) | <.001 | | <.001 | <.001 |
| | N | 95 | 95 | 95 | 95 |
| X11.3 | Pearson Correlation | .375** | .479** | 1 | .747** |
| | Sig. (2-tailed) | <.001 | <.001 | | <.001 |
| | N | 95 | 95 | 95 | 95 |
| sum | Pearson Correlation | .828** | .825** | .747** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | |
| | N | 95 | 95 | 95 | 95 |

| | | Correlations | | | |
|-------|---------------------|--------------|--------|--------|--------|
| | | X12.1 | X12.2 | X12.3 | sum |
| X12.1 | Pearson Correlation | 1 | .606** | .593** | .837** |
| | Sig. (2-tailed) | | <.001 | <.001 | <.001 |
| | N | 95 | 95 | 95 | 95 |
| X12.2 | Pearson Correlation | .606** | 1 | .628** | .872** |
| | Sig. (2-tailed) | <.001 | | <.001 | <.001 |
| | N | 95 | 95 | 95 | 95 |
| X12.3 | Pearson Correlation | .593** | .628** | 1 | .870** |
| | Sig. (2-tailed) | <.001 | <.001 | | <.001 |
| | N | 95 | 95 | 95 | 95 |
| sum | Pearson Correlation | .837** | .872** | .870** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | |
| | N | 95 | 95 | 95 | 95 |

| | | Correlations | | | | |
|-------|---------------------|--------------|--------|--------|--------|--------|
| | | X13.1 | X13.2 | X13.3 | X13.4 | sum |
| X13.1 | Pearson Correlation | 1 | .290** | .299** | .392** | .700** |
| | Sig. (2-tailed) | | .004 | .003 | <.001 | <.001 |
| | N | 95 | 95 | 95 | 95 | 95 |
| X13.2 | Pearson Correlation | .290** | 1 | .502** | .367** | .753** |
| | Sig. (2-tailed) | .004 | | <.001 | <.001 | <.001 |
| | N | 95 | 95 | 95 | 95 | 95 |
| X13.3 | Pearson Correlation | .299** | .502** | 1 | .530** | .765** |
| | Sig. (2-tailed) | .003 | <.001 | | <.001 | <.001 |
| | N | 95 | 95 | 95 | 95 | 95 |
| X13.4 | Pearson Correlation | .392** | .367** | .530** | 1 | .734** |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | | <.001 |
| | N | 95 | 95 | 95 | 95 | 95 |
| sum | Pearson Correlation | .700** | .753** | .765** | .734** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | <.001 | |
| | N | 95 | 95 | 95 | 95 | 95 |

| | | Correlations | | | |
|-------|---------------------|--------------|--------|--------|--------|
| | | X14.1 | X14.2 | X14.3 | sum |
| X14.1 | Pearson Correlation | 1 | .505** | .008 | .781** |
| | Sig. (2-tailed) | | <.001 | .936 | <.001 |
| | N | 95 | 95 | 95 | 95 |
| X14.2 | Pearson Correlation | .505** | 1 | .273** | .795** |
| | Sig. (2-tailed) | <.001 | | .007 | <.001 |
| | N | 95 | 95 | 95 | 95 |
| X14.3 | Pearson Correlation | .008 | .273** | 1 | .549** |
| | Sig. (2-tailed) | .936 | .007 | | <.001 |
| | N | 95 | 95 | 95 | 95 |
| sum | Pearson Correlation | .781** | .795** | .549** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | |
| | N | 95 | 95 | 95 | 95 |

| | | Correlations | | | | | |
|------|---------------------|--------------|--------|--------|--------|--------|--------|
| | | Y1.1 | Y1.2 | Y1.3 | Y1.4 | Y1.5 | sum |
| Y1.1 | Pearson Correlation | 1 | .863** | .748** | .031 | .368** | .887** |
| | Sig. (2-tailed) | | <.001 | <.001 | .767 | <.001 | <.001 |
| | N | 95 | 95 | 95 | 95 | 95 | 95 |
| Y1.2 | Pearson Correlation | .863** | 1 | .799** | -.001 | .346** | .883** |
| | Sig. (2-tailed) | <.001 | | <.001 | .990 | <.001 | <.001 |
| | N | 95 | 95 | 95 | 95 | 95 | 95 |
| Y1.3 | Pearson Correlation | .748** | .799** | 1 | .112 | .432** | .884** |
| | Sig. (2-tailed) | <.001 | <.001 | | .279 | <.001 | <.001 |
| | N | 95 | 95 | 95 | 95 | 95 | 95 |
| Y1.4 | Pearson Correlation | .031 | -.001 | .112 | 1 | .136 | .331** |
| | Sig. (2-tailed) | .767 | .990 | .279 | | .187 | .001 |
| | N | 95 | 95 | 95 | 95 | 95 | 95 |
| Y1.5 | Pearson Correlation | .368** | .346** | .432** | .136 | 1 | .545** |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | .187 | | <.001 |
| | N | 95 | 95 | 95 | 95 | 95 | 95 |
| sum | Pearson Correlation | .887** | .883** | .884** | .331** | .545** | 1 |
| | Sig. (2-tailed) | <.001 | <.001 | <.001 | .001 | <.001 | |
| | N | 95 | 95 | 95 | 95 | 95 | 95 |

Lampiran 10: Hasil Reliabilitas 95 responden

X1

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .531 | 3 |

X2

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .368 | 3 |

X3

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .246 | 3 |

X4

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .423 | 4 |

X5

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .610 | 4 |

X6

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .683 | 3 |

X7

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .667 | 5 |

X8

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .584 | 3 |

X9

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .554 | 3 |

X10

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .735 | 4 |

X11

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .714 | 3 |

X12

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .822 | 3 |

X13

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .707 | 4 |

X14

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .479 | 3 |

Y1

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .764 | 5 |

Lampiran 11 : overloading smartPLS

Outer Loadings

| Matrix | Copy to Clipboard: Excel Format R Format | | | | | | |
|--------|--|---------------------|--------------|------------------|------------------------|---------------|----------------------|
| | Gaya Kepemimpinan (X7) | Kepuasan Kerja (X9) | Komitmen X12 | Kompensasi (X14) | Lingkungan Kerja (X10) | Loyalitas X11 | Rancangan Kerja (X3) |
| X7.4 | 0.852 | | | | | | |
| X7.3 | 0.693 | | | | | | |
| X1.1 | | | | | | | |
| X1.2 | | | | | | | |
| X1.3 | | | | | | | |
| X10.1 | | | | | 0.801 | | |
| X10.3 | | | | | 0.794 | | |
| X11.1 | | | | | | 0.779 | |
| X11.2 | | | | | | 0.877 | |
| X11.3 | | | | | | 0.819 | |
| X12.1 | | | 0.879 | | | | |
| X12.2 | | | 0.869 | | | | |
| X12.3 | | | 0.870 | | | | |
| X13.2 | | | | | | | |
| X13.3 | | | | | | | |
| X13.4 | | | | | | | |
| X14.1 | | | | 0.650 | | | |
| X14.2 | | | | 0.810 | | | |
| X14.3 | | | | 0.718 | | | |

Outer Loadings

| Matrix | Copy to Clipboard: Excel Format R Format | | | | | | |
|--------|--|---------------|--------------|------------------|------------------------|---------------|------------------|
| | Budaya Organisasi Disiplin Kerja (X13) | Keahlian (X1) | Komitmen X12 | Kompensasi (X14) | Lingkungan Kerja (X10) | Loyalitas X11 | Pengetahuan (X2) |
| X10.1 | | | | | 0.801 | | |
| X10.3 | | | | | 0.794 | | |
| X1.1 | | 0.786 | | | | | |
| X1.2 | | 0.689 | | | | | |
| X1.3 | | 0.769 | | | | | |
| X11.1 | | | | | | 0.779 | |
| X11.2 | | | | | | 0.877 | |
| X11.3 | | | | | | 0.819 | |
| X12.1 | | | 0.879 | | | | |
| X12.2 | | | 0.869 | | | | |
| X12.3 | | | 0.870 | | | | |
| X13.2 | 0.699 | | | | | | |
| X13.3 | 0.864 | | | | | | |
| X13.4 | 0.842 | | | | | | |
| X14.1 | | | | 0.650 | | | |
| X14.2 | | | | 0.810 | | | |
| X14.3 | | | | 0.718 | | | |
| X2.1 | | | | | | | 0.832 |
| X2.2 | | | | | | | 0.819 |

Outer Loadings

| Matrix | Copy to Clipboard: Excel Format R Format | | | |
|--------|--|--------------|------------------|---------------|
| | Kepuasan Kerja (X9) | Komitmen X12 | Kompensasi (X14) | Loyalitas X11 |
| X9.2 | 0.847 | | | |
| X9.3 | 0.757 | | | |
| X9.1 | 0.701 | | | |
| X1.1 | | | | |
| X1.2 | | | | |
| X1.3 | | | | |
| X10.1 | | 0.801 | | |
| X10.3 | | 0.794 | | |
| X11.1 | | | 0.779 | |
| X11.2 | | | 0.877 | |
| X11.3 | | | 0.819 | |
| X12.1 | | 0.879 | | |
| X12.2 | | 0.869 | | |
| X12.3 | | 0.870 | | |
| X13.2 | | | | |
| X13.3 | | | | |
| X13.4 | | | | |
| X14.1 | | | 0.650 | |
| X14.2 | | | 0.810 | |

Outer Loadings

| Matrix | Copy to Clipboard: <input type="button" value="Excel Format"/> <input type="button" value="R Format"/> | | | |
|--------|--|------------------------|---------------------|----------------------|
| | Kepemimpinan X6 | Kepribi: Loyalitas X11 | Motivasi Kerja (X5) | Rancangan Kerja (X3) |
| X3.1 | | | | 0.850 |
| X3.3 | | | | 0.745 |
| X4.1 | | 0.619 | | |
| X4.2 | | 0.632 | | |
| X4.3 | | 0.730 | | |
| X4.4 | | 0.670 | | |
| X5.1 | | | 0.798 | |
| X5.3 | | | 0.816 | |
| X5.4 | | | 0.829 | |
| X6.1 | 0.865 | | | |
| X6.2 | 0.782 | | | |
| X6.3 | 0.690 | | | |
| X8.1 | | | | |
| X8.2 | | | | |
| X8.3 | | | | |
| X9.1 | | | | |
| X9.2 | | | | |
| X9.3 | | | | |
| Y1.1 | | | | |

Outer Loadings

| Matrix | Copy to Clipboard: <input type="button" value="Excel Format"/> <input type="button" value="R Format"/> | | | | |
|--------|--|---------------|--------------|-----------------------|---------------|
| | KINERJA (Y1) | Keahlian (X1) | Komitmen X12 | Lingkungan Kerja (X1) | Loyalitas X11 |
| Y1.1 | 0.847 | | | | |
| Y1.5 | 0.815 | | | | |
| Y1.2 | 0.804 | | | | |
| X1.1 | | 0.786 | | | |
| X1.2 | | 0.689 | | | |
| X1.3 | | 0.769 | | | |
| X10.1 | | | | 0.801 | |
| X10.3 | | | | 0.794 | |
| X11.1 | | | | | 0.779 |
| X11.2 | | | | | 0.877 |
| X11.3 | | | | | 0.819 |
| X12.1 | | | 0.879 | | |
| X12.2 | | | 0.869 | | |
| X12.3 | | | 0.870 | | |
| X13.2 | | | | | |
| X13.3 | | | | | |
| X13.4 | | | | | |
| X14.1 | | | | | |
| X14.2 | | | | | |

Lampiran 12 : tabel R

Tabel r untuk df = 51 - 100

| df = (N-2) | Tingkat signifikansi untuk uji satu arah | | | | |
|------------|--|--------|--------|--------|--------|
| | 0.05 | 0.025 | 0.01 | 0.005 | 0.0005 |
| | Tingkat signifikansi untuk uji dua arah | | | | |
| | 0.1 | 0.05 | 0.02 | 0.01 | 0.001 |
| 51 | 0.2284 | 0.2706 | 0.3188 | 0.3509 | 0.4393 |
| 52 | 0.2262 | 0.2681 | 0.3158 | 0.3477 | 0.4354 |
| 53 | 0.2241 | 0.2656 | 0.3129 | 0.3445 | 0.4317 |
| 54 | 0.2221 | 0.2632 | 0.3102 | 0.3415 | 0.4280 |
| 55 | 0.2201 | 0.2609 | 0.3074 | 0.3385 | 0.4244 |
| 56 | 0.2181 | 0.2586 | 0.3048 | 0.3357 | 0.4210 |
| 57 | 0.2162 | 0.2564 | 0.3022 | 0.3328 | 0.4176 |
| 58 | 0.2144 | 0.2542 | 0.2997 | 0.3301 | 0.4143 |
| 59 | 0.2126 | 0.2521 | 0.2972 | 0.3274 | 0.4110 |
| 60 | 0.2108 | 0.2500 | 0.2948 | 0.3248 | 0.4079 |
| 61 | 0.2091 | 0.2480 | 0.2925 | 0.3223 | 0.4048 |
| 62 | 0.2075 | 0.2461 | 0.2902 | 0.3198 | 0.4018 |
| 63 | 0.2058 | 0.2441 | 0.2880 | 0.3173 | 0.3988 |
| 64 | 0.2042 | 0.2423 | 0.2858 | 0.3150 | 0.3959 |
| 65 | 0.2027 | 0.2404 | 0.2837 | 0.3126 | 0.3931 |
| 66 | 0.2012 | 0.2387 | 0.2816 | 0.3104 | 0.3903 |
| 67 | 0.1997 | 0.2369 | 0.2796 | 0.3081 | 0.3876 |
| 68 | 0.1982 | 0.2352 | 0.2776 | 0.3060 | 0.3850 |
| 69 | 0.1968 | 0.2335 | 0.2756 | 0.3038 | 0.3823 |
| 70 | 0.1954 | 0.2319 | 0.2737 | 0.3017 | 0.3798 |
| 71 | 0.1940 | 0.2303 | 0.2718 | 0.2997 | 0.3773 |
| 72 | 0.1927 | 0.2287 | 0.2700 | 0.2977 | 0.3748 |
| 73 | 0.1914 | 0.2272 | 0.2682 | 0.2957 | 0.3724 |
| 74 | 0.1901 | 0.2257 | 0.2664 | 0.2938 | 0.3701 |
| 75 | 0.1888 | 0.2242 | 0.2647 | 0.2919 | 0.3678 |
| 76 | 0.1876 | 0.2227 | 0.2630 | 0.2900 | 0.3655 |
| 77 | 0.1864 | 0.2213 | 0.2613 | 0.2882 | 0.3633 |
| 78 | 0.1852 | 0.2199 | 0.2597 | 0.2864 | 0.3611 |
| 79 | 0.1841 | 0.2185 | 0.2581 | 0.2847 | 0.3589 |
| 80 | 0.1829 | 0.2172 | 0.2565 | 0.2830 | 0.3568 |
| 81 | 0.1818 | 0.2159 | 0.2550 | 0.2813 | 0.3547 |
| 82 | 0.1807 | 0.2146 | 0.2535 | 0.2796 | 0.3527 |
| 83 | 0.1796 | 0.2133 | 0.2520 | 0.2780 | 0.3507 |
| 84 | 0.1786 | 0.2120 | 0.2505 | 0.2764 | 0.3487 |
| 85 | 0.1775 | 0.2108 | 0.2491 | 0.2748 | 0.3468 |
| 86 | 0.1765 | 0.2096 | 0.2477 | 0.2732 | 0.3449 |
| 87 | 0.1755 | 0.2084 | 0.2463 | 0.2717 | 0.3430 |
| 88 | 0.1745 | 0.2072 | 0.2449 | 0.2702 | 0.3412 |
| 89 | 0.1735 | 0.2061 | 0.2435 | 0.2687 | 0.3393 |
| 90 | 0.1726 | 0.2050 | 0.2422 | 0.2673 | 0.3375 |
| 91 | 0.1716 | 0.2039 | 0.2409 | 0.2659 | 0.3358 |
| 92 | 0.1707 | 0.2028 | 0.2396 | 0.2645 | 0.3341 |
| 93 | 0.1698 | 0.2017 | 0.2384 | 0.2631 | 0.3323 |
| 94 | 0.1689 | 0.2006 | 0.2371 | 0.2617 | 0.3307 |
| 95 | 0.1680 | 0.1996 | 0.2359 | 0.2604 | 0.3290 |
| 96 | 0.1671 | 0.1986 | 0.2347 | 0.2591 | 0.3274 |
| 97 | 0.1663 | 0.1975 | 0.2335 | 0.2578 | 0.3258 |
| 98 | 0.1654 | 0.1966 | 0.2324 | 0.2565 | 0.3242 |
| 99 | 0.1646 | 0.1956 | 0.2312 | 0.2552 | 0.3226 |
| 100 | 0.1638 | 0.1946 | 0.2301 | 0.2540 | 0.3211 |

Tabel Nilai t

| d.f | $t_{0.10}$ | $t_{0.05}$ | $t_{0.025}$ | $t_{0.01}$ | $t_{0.005}$ | d.f |
|-------------|------------|------------|-------------|------------|-------------|-------------|
| 79 | 1,292 | 1,664 | 1,990 | 2,374 | 2,640 | 79 |
| 80 | 1,292 | 1,664 | 1,990 | 2,374 | 2,639 | 80 |
| 81 | 1,292 | 1,664 | 1,990 | 2,373 | 2,638 | 81 |
| 82 | 1,292 | 1,664 | 1,989 | 2,373 | 2,637 | 82 |
| 83 | 1,292 | 1,663 | 1,989 | 2,372 | 2,636 | 83 |
| 84 | 1,292 | 1,663 | 1,989 | 2,372 | 2,636 | 84 |
| 85 | 1,292 | 1,663 | 1,988 | 2,371 | 2,635 | 85 |
| 86 | 1,291 | 1,663 | 1,988 | 2,370 | 2,634 | 86 |
| 87 | 1,291 | 1,663 | 1,988 | 2,370 | 2,634 | 87 |
| 88 | 1,291 | 1,662 | 1,987 | 2,369 | 2,633 | 88 |
| 89 | 1,291 | 1,662 | 1,987 | 2,369 | 2,632 | 89 |
| 90 | 1,291 | 1,662 | 1,987 | 2,368 | 2,632 | 90 |
| 91 | 1,291 | 1,662 | 1,986 | 2,368 | 2,631 | 91 |
| 92 | 1,291 | 1,662 | 1,986 | 2,368 | 2,630 | 92 |
| 93 | 1,291 | 1,661 | 1,986 | 2,367 | 2,630 | 93 |
| 94 | 1,291 | 1,661 | 1,986 | 2,367 | 2,629 | 94 |
| 95 | 1,291 | 1,661 | 1,985 | 2,366 | 2,629 | 95 |
| 96 | 1,290 | 1,661 | 1,985 | 2,366 | 2,628 | 96 |
| 97 | 1,290 | 1,661 | 1,985 | 2,365 | 2,627 | 97 |
| 98 | 1,290 | 1,661 | 1,984 | 2,365 | 2,627 | 98 |
| 99 | 1,290 | 1,660 | 1,984 | 2,365 | 2,626 | 99 |
| Inf. | 1,290 | 1,660 | 1,984 | 2,364 | 2,626 | Inf. |