

Bandar Lampung, Juni 2022

Hal : Permohonan Bantuan Pengisian Kuisioner

Kepada Yth :

Bapak/ Ibu

di

Tempat

Dengan ini saya :

Nama : Romas Ari Dandi

Jurusan : S1 Manajemen IIB Darmajaya

Dengan Hormat,

Bersama ini saya sampaikan bahwa saya bermaksud mengadakan penelitian pada pegawai Dinas Pariwisata dan Ekonomi Kreatif Bandar Lampung. Penelitian ini dilaksanakan dalam rangka penulisan skripsi sebagai salah satu syarat dalam penyelesaian studi pada program Sarjana IIB Darmajaya. Konsentrasi Manajemen Sumber Daya Manusia. Tentang **“PROFESIONALISME, KOMUNIKASI, KEPUASAN KERJA DAN PENGARUHNYA TERHADAP KINERJA PEGAWAI DINAS PARIWISATA”**.

Sehubungan dengan maksud di atas, saya mengharapkan bantuan saudara untuk bersedia mengisi instrument penelitian ini sesuai dengan pendapat dan pengalaman yang dimiliki. Instrumen ini dirancang sedemikian rupa sehingga tidak seorang pun dapat menelusuri sumber informasinya. Oleh karena itu saudara diharapkan dapat memberikan jawaban sesuai dengan keadaan sesungguhnya, dan jawaban tersebut tidak berpengaruh terhadap kondisi saudara.

Bantuan dan partisipasi saudara merupakan sumbangan yang sangat berharga bagi terselenggaranya penelitian ilmiah ini. Untuk itu semuanya saya ucapkan terimakasih.

Hormat Saya,

Romas Ari Dandi

KUESIONER

Pertanyaan di bawah ini dalam rangka penelitian skripsi dengan judul :

PROFESIONALISME, KOMUNIKASI, KEPUASAN KERJA DAN PENGARUHNYA TERHADAP KINERJA PEGAWAI DINAS PARIWISATA

Petunjuk pengisian :

1. Jawablah pertanyaan yang diajukan dibawah ini dengan benar dan jujur.
2. Berilah tanda (✓) pada salah satu jawaban yang paling benar.
3. Pertanyaan / pernyataan harus dijawab semua

SS = Sangat Setuju

S = Setuju

N = Netral

TS = Tidak Setuju

STS = Sangat Tidak Setuju

No. Res :

IDENTITAS RESPONDEN

1. Nama Responden :

2. Jenis Kelamin : Laki – Laki Perempuan

3. Usia : 20 – 29 tahun 40 – 49 tahun
 30 – 39 tahun > 50 tahun

4. Pendidikan Terakhir : SMA S1
 D3 S2

5. Masa Kerja : 0 – 3 tahun 7 – 10 tahun
 4 – 6 tahun > 10 tahun

DAFTAR PERNYATAAN

Profesionalisme (X₁)

Pernyataan	Jawaban				
	SS	S	N	TS	STS
Kompetensi Profesional	5	4	3	2	1
1. Memiliki pengetahuan yang baik pada bidang pekerjaannya.					
2. Mampu melaksanakan pekerjaan sesuai dengan yang diinstruksikan.					
Kompetensi Personal					
3. Selalu teliti dalam menjalankan pekerjaan.					
4. Senantiasa selalu bersikap ramah dalam memberikan pelayanan.					
5. Bersungguh-sungguh dalam menjalankan tugas sebagai pegawai dan yakin dengan hasil kerja yang saya lakukan.					
Kompetensi Sosial					
6. Mampu berkomunikasi dengan baik dalam memberikan pelayanan.					
7. Mampu bekerja sama dengan sesama rekan kerja dalam memberikan pelayanan					
Kemampuan dalam memberikan layanan kemanusiaan					
8. Mampu memberikan perlakuan yang sama dalam memberikan pelayanan.					
9. Dalam melakukan kepengurusan administrasi melakukan pemungutan biaya					

sesuai dengan ketentuan yang ada.				
10. Memiliki cara dan kekuatan sendiri dalam melaksanakan standar kerja				

Komunikasi (X₂)

Pernyataan	Jawaban				
	SS	S	N	TS	STS
	5	4	3	2	1
Kemudahan dalam memperoleh informasi					
1. Kemudahan dalam menggunakan mading, dan sosial media untuk mencari informasi terkait pekerjaan kantor.					
2. Kemudahan dalam menangkap informasi yang diberikan.					
Intensitas Komunikasi					
3. Informasi yang diberikan dapat diterima dengan baik.					
4. Komunikasi yang terjalin antara atasan dan rekan kerja sudah cukup baik.					
Efektivitas Komunikasi					
5. Atasan sering memberikan pengarahan ataupun bimbingan kerja kepada setiap bagian.					
6. Informasi yang diberikan selalu akurat.					
Tingkat Pemahaman Pesan					
7. Komunikasi yang terjalin dengan baik membuat pekerjaan terasa lebih nyaman.					
8. Informasi yang disampaikan sudah <i>up to date</i>					

Perubahan Sikap					
9. Instruksi yang diberikan mudah dipahami					
10. Tugas yang dikerjakan sesuai dengan intruksi yang disampaikan					

Kepuasan kerja (X₃)

Pernyataan	Jawaban				
	SS	S	N	TS	STS
	5	4	3	2	1
Pekerjaan itu sendiri					
1. Kepuasan kerja itu sendiri merupakan sumber utama kepuasan.					
2. Jam kerja dan waktu istirahat dalam perusahaan sesuai jadwal					
Gaji					
3. Pemberian gaji tepat pada waktunya					
4. Pemberian gaji sesuai dengan beban pekerjaan yang dikerjakan					
Pengakuan atau penghargaan					
5. Atasan saya memberikan penghargaan (hadiyah) ketika saya bekerja dengan sangat baik					
6. Terdapat banyak peluang bagus pada perusahaan ini untuk pegawai yang ingin maju					
Rekan kerja					
7. Rekan kerja selalu meberikan dorongan berupa semangat kerja terhadap rekannya..					
8. Rekan kerja selalu membantu rekannya					

dalam mengerjakan pekerjaan yang sulit.				
Kondisi kerja				
9. Pimpinan selalu mengawasi pegawai dalam bekerja.				
10. Adanya ketersediaan fasilitas pendukung pelayanan.				

Kinerja Pegawai (Y)

Pernyataan	Jawaban				
	SS	S	N	TS	STS
	5	4	3	2	1
Kualitas					
1. Pekerjaan yang dilakukan pegawai telah sesuai dengan hasil yang dicapai sesuai dengan tujuan perusahaan					
2. Individu dapat mengeluarkan semua kemampuan yang dimiliki untuk menyelesaikan semua pekerjaan.					
3. Pekerjaan yang diberikan dikerjakan dengan teliti					
Kuantitas					
4. Pegawai menyelesaikan pekerjaan sesuai prosedur yang telah ditetapkan perusahaan					
5. Hasil pekerjaan memenuhi kriteria yang ditetapkan perusahaan					
Ketepatan Waktu					
6. Pegawai menyelesaikan pekerjaan sesuai dengan waktu yang telah ditentukan.					

7. Target pekerjaan yang diberikan kepada pegawai telah diselesaikan dengan tepat					
Efektivitas					
8. Pegawai dapat memanfaatkan sarana kantor agar pekerjaan dapat diselesaikan secepatnya					
9. Mampu bekerjasama dengan semua pegawai					
Kemandirian					
10. Tugas dan tanggung jawab sesuai dengan kemampuan					
11. Pekerjaan diselesaikan dengan memaksimalkan waktu.					
12. Tidak pernah menunda-nunda pekerjaan yang diberikan atasan					

LAMPIRAN

1. Karakteristik Responden

Jenis_Kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
laki-laki	33	44.0	44.0	44.0
Valid perempuan	42	56.0	56.0	100.0
Total	75	100.0	100.0	

Usia

	Frequency	Percent	Valid Percent	Cumulative Percent
20-29 tahun	27	36.0	36.0	36.0
30-39 tahun	18	24.0	24.0	60.0
Valid 40-49 tahun	19	25.3	25.3	85.3
>50 tahun	11	14.7	14.7	100.0
Total	75	100.0	100.0	

Pendidikan

	Frequency	Percent	Valid Percent	Cumulative Percent
SMA	8	10.7	10.7	10.7
D3	19	25.3	25.3	36.0
Valid S1	44	58.7	58.7	94.7
S2	4	5.3	5.3	100.0
Total	75	100.0	100.0	

Masa_Kerja

	Frequency	Percent	Valid Percent	Cumulative Percent
0-3 TAHUN	22	29.3	29.3	29.3
4-6 TAHUN	38	50.7	50.7	80.0
Valid 7-10 TAHUN	13	17.3	17.3	97.3
>10 TAHUN	2	2.7	2.7	100.0
Total	75	100.0	100.0	

2. Jawaban Responden

- Profesionalisme

P1

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2.7	2.7	2.7
3	25	33.3	33.3	36.0
Valid 4	40	53.3	53.3	89.3
5	8	10.7	10.7	100.0
Total	75	100.0	100.0	

P2

	Frequency	Percent	Valid Percent	Cumulative Percent
2	4	5.3	5.3	5.3
3	19	25.3	25.3	30.7
Valid 4	32	42.7	42.7	73.3
5	20	26.7	26.7	100.0
Total	75	100.0	100.0	

P3

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.3	1.3	1.3
3	16	21.3	21.3	22.7
Valid 4	27	36.0	36.0	58.7
5	31	41.3	41.3	100.0
Total	75	100.0	100.0	

P4

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.7	2.7	2.7
2	3	4.0	4.0	6.7
Valid 3	13	17.3	17.3	24.0
4	35	46.7	46.7	70.7
5	22	29.3	29.3	100.0
Total	75	100.0	100.0	

P5

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.3	1.3	1.3
3	23	30.7	30.7	32.0
Valid 4	31	41.3	41.3	73.3
5	20	26.7	26.7	100.0
Total	75	100.0	100.0	

P6

	Frequency	Percent	Valid Percent	Cumulative Percent
2	7	9.3	9.3	9.3
3	25	33.3	33.3	42.7
Valid 4	26	34.7	34.7	77.3
5	17	22.7	22.7	100.0
Total	75	100.0	100.0	

P7

	Frequency	Percent	Valid Percent	Cumulative Percent
1	3	4.0	4.0	4.0
2	6	8.0	8.0	12.0
Valid 3	18	24.0	24.0	36.0
4	36	48.0	48.0	84.0
5	12	16.0	16.0	100.0
Total	75	100.0	100.0	

P8

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.3	1.3	1.3
2	3	4.0	4.0	5.3
Valid 3	26	34.7	34.7	40.0
4	29	38.7	38.7	78.7
5	16	21.3	21.3	100.0
Total	75	100.0	100.0	

P9

	Frequency	Percent	Valid Percent	Cumulative Percent
2	4	5.3	5.3	5.3
3	28	37.3	37.3	42.7
Valid 4	33	44.0	44.0	86.7
5	10	13.3	13.3	100.0
Total	75	100.0	100.0	

P10

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.7	2.7	2.7
2	9	12.0	12.0	14.7
Valid 3	21	28.0	28.0	42.7
4	27	36.0	36.0	78.7
5	16	21.3	21.3	100.0
Total	75	100.0	100.0	

- Komunikasi

K1

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.7	2.7	2.7
2	3	4.0	4.0	6.7
Valid 3	16	21.3	21.3	28.0
4	42	56.0	56.0	84.0
5	12	16.0	16.0	100.0
Total	75	100.0	100.0	

K2

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.3	1.3	1.3
3	19	25.3	25.3	26.7
Valid 4	32	42.7	42.7	69.3
5	23	30.7	30.7	100.0
Total	75	100.0	100.0	

K3

	Frequency	Percent	Valid Percent	Cumulative Percent
2	6	8.0	8.0	8.0
3	23	30.7	30.7	38.7
Valid 4	29	38.7	38.7	77.3
5	17	22.7	22.7	100.0
Total	75	100.0	100.0	

K4

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.7	2.7	2.7
2	9	12.0	12.0	14.7
Valid 3	23	30.7	30.7	45.3
4	28	37.3	37.3	82.7
5	13	17.3	17.3	100.0
Total	75	100.0	100.0	

K5

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.3	1.3	1.3
2	6	8.0	8.0	9.3
Valid 3	27	36.0	36.0	45.3
4	22	29.3	29.3	74.7
5	19	25.3	25.3	100.0
Total	75	100.0	100.0	

K6

	Frequency	Percent	Valid Percent	Cumulative Percent
2	6	8.0	8.0	8.0
3	21	28.0	28.0	36.0
Valid 4	21	28.0	28.0	64.0
5	27	36.0	36.0	100.0
Total	75	100.0	100.0	

K7

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.3	1.3
	2	8	10.7	12.0
	3	30	40.0	52.0
	4	21	28.0	80.0
	5	15	20.0	100.0
Total	75	100.0	100.0	

K8

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2.7	2.7
	2	3	4.0	6.7
	3	13	17.3	24.0
	4	34	45.3	69.3
	5	23	30.7	100.0
Total	75	100.0	100.0	

K9

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.3	1.3
	3	22	29.3	30.7
	4	31	41.3	72.0
	5	21	28.0	100.0
	Total	75	100.0	100.0

K10

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	7	9.3	9.3
	3	24	32.0	41.3
	4	26	34.7	76.0
	5	18	24.0	100.0
	Total	75	100.0	100.0

- Kepuasan pegawai

KP1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2.7	2.7
	2	5	6.7	9.3
	3	35	46.7	56.0
	4	25	33.3	89.3
	5	8	10.7	100.0
Total		75	100.0	100.0

KP2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	9	12.0	12.0
	3	26	34.7	46.7
	4	27	36.0	82.7
	5	13	17.3	100.0
	Total	75	100.0	100.0

KP3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	5	6.7	6.7
	3	25	33.3	40.0
	4	23	30.7	70.7
	5	22	29.3	100.0
	Total	75	100.0	100.0

KP4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.3	1.3
	2	4	5.3	6.7
	3	24	32.0	38.7
	4	32	42.7	81.3
	5	14	18.7	100.0
Total		75	100.0	100.0

KP5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	4.0	4.0
	2	6	8.0	12.0
	3	35	46.7	58.7
	4	22	29.3	88.0
	5	9	12.0	100.0
Total		75	100.0	100.0

KP6

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.3	1.3
	2	7	9.3	9.3
	3	29	38.7	38.7
	4	25	33.3	33.3
	5	13	17.3	17.3
Total		75	100.0	100.0

KP7

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	7	9.3	9.3
	3	26	34.7	34.7
	4	27	36.0	36.0
	5	15	20.0	20.0
	Total	75	100.0	100.0

KP8

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	5.3	5.3
	2	10	13.3	13.3
	3	24	32.0	32.0
	4	28	37.3	37.3
	5	9	12.0	12.0
Total		75	100.0	100.0

KP9

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2.7	2.7
	2	6	8.0	10.7
	3	27	36.0	46.7
	4	27	36.0	82.7
	5	13	17.3	100.0
Total		75	100.0	100.0

KP10

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	7	9.3	9.3
	3	29	38.7	48.0
	4	30	40.0	88.0
	5	9	12.0	100.0
	Total	75	100.0	100.0

- Kinerja Pegawai

KK1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.3	1.3
	3	16	21.3	22.7
	4	27	36.0	58.7
	5	31	41.3	100.0
	Total	75	100.0	100.0

KK2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2.7	2.7
	2	3	4.0	6.7
	3	13	17.3	24.0
	4	35	46.7	70.7
	5	22	29.3	100.0
Total		75	100.0	100.0

KK3

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.3	1.3	1.3
3	23	30.7	30.7	32.0
Valid 4	31	41.3	41.3	73.3
5	20	26.7	26.7	100.0
Total	75	100.0	100.0	

KK4

	Frequency	Percent	Valid Percent	Cumulative Percent
2	8	10.7	10.7	10.7
3	24	32.0	32.0	42.7
Valid 4	26	34.7	34.7	77.3
5	17	22.7	22.7	100.0
Total	75	100.0	100.0	

KK5

	Frequency	Percent	Valid Percent	Cumulative Percent
2	7	9.3	9.3	9.3
3	29	38.7	38.7	48.0
Valid 4	25	33.3	33.3	81.3
5	14	18.7	18.7	100.0
Total	75	100.0	100.0	

KK6

	Frequency	Percent	Valid Percent	Cumulative Percent
2	6	8.0	8.0	8.0
3	26	34.7	34.7	42.7
Valid 4	27	36.0	36.0	78.7
5	16	21.3	21.3	100.0
Total	75	100.0	100.0	

KK7

	Frequency	Percent	Valid Percent	Cumulative Percent
2	7	9.3	9.3	9.3
3	27	36.0	36.0	45.3
Valid 4	27	36.0	36.0	81.3
5	14	18.7	18.7	100.0
Total	75	100.0	100.0	

KK8

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.3	1.3	1.3
2	6	8.0	8.0	9.3
Valid 3	27	36.0	36.0	45.3
4	22	29.3	29.3	74.7
5	19	25.3	25.3	100.0
Total	75	100.0	100.0	

KK9

	Frequency	Percent	Valid Percent	Cumulative Percent
2	6	8.0	8.0	8.0
3	21	28.0	28.0	36.0
Valid 4	21	28.0	28.0	64.0
5	27	36.0	36.0	100.0
Total	75	100.0	100.0	

KK10

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.3	1.3	1.3
2	7	9.3	9.3	10.7
Valid 3	29	38.7	38.7	49.3
4	25	33.3	33.3	82.7
5	13	17.3	17.3	100.0
Total	75	100.0	100.0	

KK11

	Frequency	Percent	Valid Percent	Cumulative Percent
2	7	9.3	9.3	9.3
3	26	34.7	34.7	44.0
Valid 4	27	36.0	36.0	80.0
5	15	20.0	20.0	100.0
Total	75	100.0	100.0	

KK12

	Frequency	Percent	Valid Percent	Cumulative Percent
1	4	5.3	5.3	5.3
2	10	13.3	13.3	18.7
Valid 3	24	32.0	32.0	50.7
4	28	37.3	37.3	88.0
5	9	12.0	12.0	100.0
Total	75	100.0	100.0	

- Uji Validitas

Correlations

		P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	Profesionalisme
P1	Pearson Correlation	1	.070	.112	.108	.078	.208*	-.031	-.228*	.119	.017	.295**
	Sig. (1-tailed)		.277	.169	.178	.253	.036	.395	.024	.155	.444	.005
	N	75	75	75	75	75	75	75	75	75	75	75
P2	Pearson Correlation	.070	1	.315**	.383**	.160	.254*	.313**	-.067	.113	-.102	.581**
	Sig. (1-tailed)	.277		.003	.000	.086	.014	.003	.284	.168	.192	.000
	N	75	75	75	75	75	75	75	75	75	75	75
P3	Pearson Correlation	.112	.315**	1	.489**	.121	.320**	.334**	-.201*	.075	-.192*	.555**
	Sig. (1-tailed)	.169	.003		.000	.152	.003	.002	.042	.262	.049	.000
	N	75	75	75	75	75	75	75	75	75	75	75
P4	Pearson Correlation	.108	.383**	.489**	1	.186	.189	.219*	-.110	-.056	-.280**	.507**
	Sig. (1-tailed)	.178	.000	.000		.055	.052	.029	.174	.316	.007	.000
	N	75	75	75	75	75	75	75	75	75	75	75
P5	Pearson Correlation	.078	.160	.121	.186	1	.336**	-.003	.009	.144	-.036	.463**
	Sig. (1-tailed)	.253	.086	.152	.055		.002	.491	.470	.109	.379	.000
	N	75	75	75	75	75	75	75	75	75	75	75
P6	Pearson Correlation	.208*	.254*	.320**	.189	.336**	1	.046	-.207*	.063	-.176	.476**
	Sig. (1-tailed)	.036	.014	.003	.052	.002		.348	.038	.295	.066	.000
	N	75	75	75	75	75	75	75	75	75	75	75
P7	Pearson Correlation	-.031	.313**	.334**	.219*	-.003	.046	1	-.060	-.059	.007	.454**
	Sig. (1-tailed)	.395	.003	.002	.029	.491	.348		.306	.307	.475	.000
	N	75	75	75	75	75	75	75	75	75	75	75
P8	Pearson Correlation	-.228*	-.067	-.201*	-.110	.009	-.207*	-.060	1	.360**	.318**	.212*
	Sig. (1-tailed)	.024	.284	.042	.174	.470	.038	.306		.001	.003	.034
	N	75	75	75	75	75	75	75	75	75	75	75
P9	Pearson Correlation	.119	.113	.075	-.056	.144	.063	-.059	.360**	1	.166	.433**
	Sig. (1-tailed)	.155	.168	.262	.316	.109	.295	.307	.001		.077	.000
	N	75	75	75	75	75	75	75	75	75	75	75
P10	Pearson Correlation	.017	-.102	-.192*	-.280**	-.036	-.176	.007	.318**	.166	1	.211*
	Sig. (1-tailed)	.444	.192	.049	.007	.379	.066	.475	.003	.077		.034
	N	75	75	75	75	75	75	75	75	75	75	75
Profesi onalis me	Pearson Correlation	.295**	.581**	.555**	.507**	.463**	.476**	.454**	.212*	.433**	.211*	1
	Sig. (1-tailed)	.005	.000	.000	.000	.000	.000	.000	.034	.000	.034	
		75	75	75	75	75	75	75	75	75	75	75

*. Correlation is significant at the 0.05 level (1-tailed).

**. Correlation is significant at the 0.01 level (1-tailed).

Correlations

	K1	K2	K3	K4	K5	K6	K7	K8	K9	K10	Komunikasi	
	Pearson Correlation	1	.228*	.231*	.027	-.094	.204*	.093	.776**	.322**	.248*	.554**
K1	Sig. (1-tailed)		.024	.023	.408	.211	.040	.215	.000	.002	.016	.000
	N	75	75	75	75	75	75	75	75	75	75	75
	Pearson Correlation	.228*	1	.200*	-.002	.028	.282**	.086	.219*	.658**	.322**	.535**
K2	Sig. (1-tailed)	.024		.043	.495	.406	.007	.231	.030	.000	.002	.000
	N	75	75	75	75	75	75	75	75	75	75	75
	Pearson Correlation	.231*	.200*	1	.297**	.023	.208*	-.049	.359**	.181	.776**	.604**
K3	Sig. (1-tailed)	.023	.043		.005	.424	.037	.339	.001	.061	.000	.000
	N	75	75	75	75	75	75	75	75	75	75	75
	Pearson Correlation	.027	-.002	.297**	1	.131	.004	-.019	.372**	-.077	.143	.374**
K4	Sig. (1-tailed)	.408	.495	.005		.132	.487	.434	.001	.254	.110	.000
	N	75	75	75	75	75	75	75	75	75	75	75
	Pearson Correlation	-.094	.028	.023	.131	1	.462**	.289**	-.140	.258*	.130	.414**
K5	Sig. (1-tailed)	.211	.406	.424	.132		.000	.006	.116	.013	.133	.000
	N	75	75	75	75	75	75	75	75	75	75	75
	Pearson Correlation	.204*	.282**	.208*	.004	.462**	1	.257*	.129	.291**	.432**	.624**
K6	Sig. (1-tailed)	.040	.007	.037	.487	.000		.013	.136	.006	.000	.000
	N	75	75	75	75	75	75	75	75	75	75	75
	Pearson Correlation	.093	.086	-.049	-.019	.289**	.257*	1	.001	.168	.029	.362**
K7	Sig. (1-tailed)	.215	.231	.339	.434	.006	.013		.495	.074	.404	.001
	N	75	75	75	75	75	75	75	75	75	75	75
	Pearson Correlation	.776**	.219*	.359**	.372**	-.140	.129	.001	1	.204*	.222*	.583**
K8	Sig. (1-tailed)	.000	.030	.001	.001	.116	.136	.495		.040	.028	.000
	N	75	75	75	75	75	75	75	75	75	75	75
	Pearson Correlation	.322**	.658**	.181	-.077	.258*	.291**	.168	.204*	1	.344**	.602**
K9	Sig. (1-tailed)	.002	.000	.061	.254	.013	.006	.074	.040		.001	.000
	N	75	75	75	75	75	75	75	75	75	75	75
	Pearson Correlation	.248*	.322**	.776**	.143	.130	.432**	.029	.222*	.344**	1	.680**
K10	Sig. (1-tailed)	.016	.002	.000	.110	.133	.000	.404	.028	.001		.000
	N	75	75	75	75	75	75	75	75	75	75	75
	Pearson Correlation	.554**	.535**	.604**	.374**	.414**	.624**	.362**	.583**	.602**	.680**	1
Komunikasi	Sig. (1-tailed)	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	
	N	75	75	75	75	75	75	75	75	75	75	75

*. Correlation is significant at the 0.05 level (1-tailed).

**. Correlation is significant at the 0.01 level (1-tailed).

Correlations

	KP1	KP2	KP3	KP4	KP5	KP6	KP7	KP8	KP9	KP10	Kepuasan
KP1	Pearson Correlation	1	.223*	.324**	.317**	.231*	.167	.097	.120	.526**	.216*
	Sig. (1-tailed)		.027	.002	.003	.023	.076	.204	.152	.000	.032
	N	75	75	75	75	75	75	75	75	75	75
KP2	Pearson Correlation	.223*	1	.546**	.307**	.260*	.590**	.402**	.392**	.165	.516**
	Sig. (1-tailed)	.027		.000	.004	.012	.000	.000	.000	.078	.000
	N	75	75	75	75	75	75	75	75	75	75
KP3	Pearson Correlation	.324**	.546**	1	.351**	.259*	.376**	.394**	.444**	.262*	.351**
	Sig. (1-tailed)	.002	.000		.001	.013	.000	.000	.000	.011	.001
	N	75	75	75	75	75	75	75	75	75	75
KP4	Pearson Correlation	.317**	.307**	.351**	1	.324**	.243*	.442**	.413**	.225*	.158
	Sig. (1-tailed)	.003	.004	.001		.002	.018	.000	.000	.026	.088
	N	75	75	75	75	75	75	75	75	75	75
KP5	Pearson Correlation	.231*	.260*	.259*	.324**	1	.405**	.291**	.243*	.313**	.290**
	Sig. (1-tailed)	.023	.012	.013	.002		.000	.006	.018	.003	.006
	N	75	75	75	75	75	75	75	75	75	75
KP6	Pearson Correlation	.167	.590**	.376**	.243*	.405**	1	.496**	.088	.225*	.631**
	Sig. (1-tailed)	.076	.000	.000	.018	.000		.000	.226	.026	.000
	N	75	75	75	75	75	75	75	75	75	75
KP7	Pearson Correlation	.097	.402**	.394**	.442**	.291**	.496**	1	.091	.160	.373**
	Sig. (1-tailed)	.204	.000	.000	.000	.006	.000		.218	.085	.000
	N	75	75	75	75	75	75	75	75	75	75
KP8	Pearson Correlation	.120	.392**	.444**	.413**	.243*	.088	.091	1	.176	.042
	Sig. (1-tailed)	.152	.000	.000	.000	.018	.226	.218		.066	.359
	N	75	75	75	75	75	75	75	75	75	75
KP9	Pearson Correlation	.526**	.165	.262*	.225*	.313**	.225*	.160	.176	1	.315**
	Sig. (1-tailed)	.000	.078	.011	.026	.003	.026	.085	.066		.003
	N	75	75	75	75	75	75	75	75	75	75
KP10	Pearson Correlation	.216*	.516**	.351**	.158	.290**	.631**	.373**	.042	.315**	.622**
	Sig. (1-tailed)	.032	.000	.001	.088	.006	.000	.000	.359	.003	
	N	75	75	75	75	75	75	75	75	75	75
Kepuasan	Pearson Correlation	.520**	.718**	.707**	.616**	.593**	.683**	.605**	.511**	.552**	.622**
	Sig. (1-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	1
	N	75	75	75	75	75	75	75	75	75	75

*. Correlation is significant at the 0.05 level (1-tailed).

**. Correlation is significant at the 0.01 level (1-tailed).

Correlations

	Pearson Correlation	.209*	.181	.423**	.152	.874**	.376**	.487**	.028	.079	1	.496*	.088	.598**	
10	Sig. (1-tailed)	.036	.061	.000	.097	.000	.000	.000	.407	.250		.000	.226	.000	
	N	75	75	75	75	75	75	75	75	75	75	75	75	75	
	Pearson Correlation	.208*	.128	.215*	.100	.404**	.926**	.967**	.096	.167	.496*	*	1	.091	.604**
11	Sig. (1-tailed)	.036	.138	.032	.196	.000	.000	.000	.207	.076	.000		.218	.000	
	N	75	75	75	75	75	75	75	75	75	75	75	75	75	
	Pearson Correlation	.372**	.322**	.066	.022	.186	.163	.103	-.058	.096	.088	.091	1	.410**	
12	Sig. (1-tailed)	.001	.002	.286	.426	.055	.081	.189	.310	.206	.226	.218		.000	
	N	75	75	75	75	75	75	75	75	75	75	75	75	75	
	Pearson Correlation	.555**	.537**	.554**	.495**	.591**	.587**	.561**	.339**	.535**	.598*	.604*	.410*	1	
Kin erja	Sig. (1-tailed)	.000	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000		
	N	75	75	75	75	75	75	75	75	75	75	75	75	75	

**. Correlation is significant at the 0.01 level (1-tailed).

*. Correlation is significant at the 0.05 level (1-tailed).

4. Uji Reliabilitas

Scale: Profesionalisme

Case Processing Summary

	N	%
Valid	75	100.0
Cases Excluded ^a	0	.0
Total	75	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.665	11

Scale: Komunikasi

Case Processing Summary

	N	%
Cases	Valid	75 100.0
	Excluded ^a	0 .0
	Total	75 100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.727	11

Scale: Kepuasan

Case Processing Summary

	N	%
Cases	Valid	75 100.0
	Excluded ^a	0 .0
	Total	75 100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.751	11

Scale: Kinerja

Case Processing Summary

	N	%
Cases	Valid	75 100.0
	Excluded ^a	0 .0
	Total	75 100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.747	13

5. Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

	Profesionalisme	Komunikasi	Kepuasan	Kinerja
N	75	75	75	75
Normal Parameters ^{a,b}				
Mean	38.04	37.93	35.65	44.83
Std. Deviation	3.644	4.881	5.632	5.498
Absolute	.081	.082	.079	.131
Most Extreme Differences				
Positive	.062	.061	.048	.069
Negative	-.081	-.082	-.079	-.131
Kolmogorov-Smirnov Z	.702	.708	.682	1.136
Asymp. Sig. (2-tailed)	.709	.698	.741	.151

a. Test distribution is Normal.

b. Calculated from data.

6. Uji Linearitas

ANOVA Table

		Sum of Squares	df	Mean Square	F	Sig.
	(Combined)	1552.259	16	97.016	8.221	.000
Kinerja *	Between Groups	1420.305	1	1420.305	120.349	.000
Profesionalisme	Deviation from Linearity	131.954	15	8.797	.745	.729
	Within Groups	684.488	58	11.802		
	Total	2236.747	74			

ANOVA Table

		Sum of Squares	df	Mean Square	F	Sig.
Kinerja *	(Combined)	1613.622	19	84.927	7.496	.000
	Between Groups	1432.684	1	1432.684	126.456	.000
	Komunikasi	Deviation from Linearity	180.937	18	10.052	.887
	Within Groups		623.125	55	11.330	.595
	Total		2236.747	74		

ANOVA Table

		Sum of Squares	df	Mean Square	F	Sig.
Kinerja *	(Combined)	1239.628	21	59.030	3.138	.000
	Between Groups	930.123	1	930.123	49.439	.000
	Kepuasan	Deviation from Linearity	309.505	20	15.475	.823
	Within Groups		997.119	53	18.814	.677
	Total		2236.747	74		

7. Uji Multikolinearitas

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error				Tolerance	VIF
	(Constant)	-3.736	2.598			.155	
1	Profesionalisme	.265	.113	.175	2.336	.022	.354
	Komunikasi	.662	.068	.588	9.695	.000	.544
	Kepuasan	.375	.058	.384	6.490	.000	.571
							1.753

a. Dependent Variable: Kinerja

8. Regresi Linear Berganda

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.926 ^a	.858	.852	2.114

a. Predictors: (Constant), Kepuasan, Komunikasi, Profesionalisme

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1919.313	3	639.771	143.097	.000 ^b
	Residual	317.434	71	4.471		
	Total	2236.747	74			

a. Dependent Variable: Kinerja

b. Predictors: (Constant), Kepuasan, Komunikasi, Profesionalisme

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-3.736	2.598		-1.438	.155
	Profesionalisme	.265	.113	.175	2.336	.022
	Komunikasi	.662	.068	.588	9.695	.000
	Kepuasan	.375	.058	.384	6.490	.000

a. Dependent Variable: Kinerja