

## Lampiran I

Bandar Lampung, Januari 2023

### Hal : Permohonan Bantuan Pengisian Kuesioner

Kepada Yth :

Bapak/ Ibu

Di Tempat

Dengan ini saya :

Nama : Ketut Erna Sari

NPM : 1912110130

Jurusan : S1 Manajemen

Dengan Hormat,

Bersama ini saya sampaikan bahwa saya bermaksud mengadakan penelitian pada Karyawan BRI Finance 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. **“PENGARUH BEBAN KERJA, STRESS KERJA, DAN KEPUASAN KERJA TERHADAP KINERJA KARYAWAN BRI FINANCE BANDAR LAMPUNG”** Sehubungan dengan maksud diatas, saya mengharapkan bantuan saudara untuk bersedia mengisi instrumen 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 saya menjamin kerahasiaan dari jawaban saudara. Bantuan dan partisipasi saudara merupakan sumbangan yang sangat berharga bagi terselenggaranya penelitian ilmiah ini. Untuk itu semuanya saya ucapkan terima kasih.

Hormat Saya,

Ketut Erna Sari  
NPM.1912110130

## PERNYATAAN KUESIONER

Pertanyaan di bawah ini dalam rangka penelitian skripsi dengan judul :

### **PENGARUH BEBAN KERJA, STRESS KERJA, DAN KEPUASAN KERJA TERHADAP KINERJA KARYAWAN BRI *FINANCE* BANDAR LAMPUNG**

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**  
**Setuju**

**S = Setuju**

**CS = Cukup**

**TS = Tidak Setuju**

**STS = Sangat Tidak Setuju**

No. Res :

### IDENTITAS RESPONDEN

1. Nama Responden : ..... (boleh tidak diisi)
2. Jenis Kelamin :  Laki – Laki  Perempuan
3. Usia :  17 – 22 tahun  29 – 34 tahun  
 23 – 28 tahun  > 35 tahun

## DAFTAR PERNYATAAN

<b>Beban Kerja</b>						
No	Pernyataan	STS	TS	CS	S	SS
<b>Kondisi Kerja</b>						
1	Perusahaan memberikan tugas pekerjaan sesuai dengan keahlian					
2	Perusahaan memberikan tugas pekerjaan sesuai dengan latar belakang pendidikan					
3	Jadwal dan waktu bekerja karyawan sudah sesuai dengan aturan yang ada					
<b>Pengetahuan</b>						
4	Perusahaan mengharuskan karyawan untuk menyelesaikan tugas pekerjaan dengan cepat					
5	Dapat dengan mudah memahami tugas pekerjaan yang diberikan oleh perusahaan					
6	Dapat menjalankan pekerjaan sesuai dengan intruksi yang di berikan					
<b>Rancangan Kerja</b>						
7	Perusahaan mengharuskan karyawan memiliki target kerja					
8	Program kerja yang dibuat sesuai dengan kebutuhan karyawan					
9	Tugas Pekerjaan yang diberikan sudah sesuai dengan standar ketentuan perusahaan					
<b>Kepribadian</b>						
10	Dapat dengan mudah menyesuaikan diri dengan tuagas pekerjaan yang berubah-ubah					
11	Taat dan mengikuti semua tugas pekerjaan yang diberikan oleh atasan					
12	Melakukan tugas pekerjaan dengan penuh rasa tanggung jawab					
<b>Motivasi Kerja</b>						
13	Dapat menikmati tugas pekerjaan yang diberikan oleh perusahaan					
14	Tetap semangat walupun diberikan tugas pekerjaan yang diluar tanggung jawab					
15	Merasa senang jika diharuskan lembur oleh perusahaan					

Stres Kerja						
No	Pernyataan	STS	TS	CS	S	SS
<b>Beban Kerja</b>						
1	Perusahaan memberikan target kerja yang terlalu tinggi kepada karyawan					
2	Tugas pekerjaan yang diberikan perusahaan terlalu berat					
3	Tugas pekerjaan yang diberikan perusahaan menimbulkan kelelahan					
<b>Sikap Pemimpin</b>						
4	Atasan berlaku adil kepada semua karyawannya					
5	Atasan memberikan arahan kepada semua karyawan					
6	Pengawasan yang dilakukan oleh atasan sangat ketat					
<b>Waktu Kerja</b>						
7	Waktu untuk menyelesaikan pekerjaan sudah sesuai standar kerja perusahaan					
8	Mempunyai banyak tugas pekerjaan yang harus diselesaikan dalam waktu yang sama					
9	Waktu yang saya miliki dalam menyelesaikan pekerjaan sangat terbatas					
<b>Konflik</b>						
10	Adanya perbedaan pendapat diantara karyawan menimbulkan stress dalam bekerja					
11	Memiliki hubungan yang kurang baik dengan rekan kerja menimbulkan stress dalam bekerja					
12	Konflik dengan atasan atau rekan kerja menimbulkan stress dalam bekerja					

<b>Kepuasan Kerja</b>						
<b>No</b>	<b>Pernyataan</b>	<b>STS</b>	<b>TS</b>	<b>CS</b>	<b>S</b>	<b>SS</b>
<b>Pekerjaan</b>						
<b>1</b>	Pekerjaan yang diberikan perusahaan kepada saya dapat diselesaikan dengan baik					
<b>2</b>	Pekerjaan yang diberikan perusahaan kepada saya menambah kemampuan dan keterampilan					
<b>3</b>	Pekerjaan saya didukung dengan fasilitas yang diberikan perusahaan					
<b>Upah Kerja</b>						
<b>4</b>	Gaji yang saya terima sudah sesuai dengan harapan					
<b>5</b>	Menerima gaji sesuai waktu yang ditentukan perusahaan					
<b>6</b>	Menerima gaji sesuai dengan jabatan pekerjaan					
<b>Promosi</b>						
<b>7</b>	Keadailan kebijakan promosi karyawan sudah ditetapkan dengan baik oleh perusahaan					
<b>8</b>	Kenaikan jabatan di perusahaan dilakukan secara objektif					
<b>9</b>	Frekuensi waktu untuk promosi dirasakan sudah tepat					
<b>Pengawasan</b>						
<b>10</b>	Atasan secara obyektif menilai prestasi kerja karyawan					
<b>11</b>	Atasan dip perusahaan memperlakukan dengan baik bawahannya					
<b>12</b>	Atasan tegas memberikan peringatan kepada karyawan					

<b>Kinerja Karyawan</b>						
<b>No</b>	<b>Pernyataan</b>	<b>STS</b>	<b>TS</b>	<b>CS</b>	<b>S</b>	<b>SS</b>
<b>Kualitas Kerja</b>						
<b>1</b>	Selalu bekerja sesuai dengan standar mutu yang telah ditetapkan oleh perusahaan					
<b>2</b>	Mampu melaksanakan pekerjaan dengan baik dengan pengetahuan yang dimiliki					
<b>3</b>	Mampu menyelesaikan suatu pekerjaan dengan rapi dan teliti					
<b>Kuantitas Kerja</b>						
<b>4</b>	Target pekerjaan dan tugas dari perusahaan dapat dipenuhi dengan baik					
<b>5</b>	Dapat mengerjakan pekerjaan dengan efektif dan efisien					
<b>6</b>	Mampu menyelesaikan jumlah pekerjaan seperti yang ditetapkan oleh perusahaan					
<b>Dapat Diandalkan</b>						
<b>7</b>	Selalu mengerjakan pekerjaan apapun yang diberikan oleh atasan					
<b>8</b>	Dapat mengatasi permasalahan saat bekerja					
<b>9</b>	Berinisiatif menyelesaikan pekerjaan tanpa perintah atasan					
<b>Sikap Karyawan</b>						
<b>10</b>	Selalu hadir dan pulang kerja tepat pada waktunya					
<b>11</b>	Bersikap sopan kepada atasan dan rekan kerja					
<b>12</b>	Selalu memperhatikan etika dalam bekerja					

## Lampiran II (Hasil Jawaban Responden)

No	BK1	BK2	BK3	BK4	BK5	BK6	BK7	BK8	BK9	BK10	BK11	BK12	BK13	BK14	BK15	Beban_Kerja
1	3	4	4	4	4	4	4	5	5	5	3	5	5	5	5	65
2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	15
3	2	2	3	4	3	2	1	2	1	1	2	2	2	4	3	34
4	3	3	4	4	3	3	3	3	4	4	3	2	2	4	4	49
5	3	3	4	3	4	4	3	4	3	3	3	3	4	3	4	51
6	4	5	5	5	5	4	5	4	4	3	4	4	4	5	5	66
7	4	4	1	1	1	4	4	4	4	1	4	4	4	1	1	42
8	4	4	1	1	1	1	1	1	4	4	4	4	3	1	1	35
9	4	4	1	1	1	4	4	4	4	3	4	1	1	1	1	38
10	3	3	1	1	4	1	3	1	2	3	3	3	4	1	4	37
11	4	4	1	1	1	4	4	4	3	3	3	3	3	4	4	46
12	4	4	4	1	1	1	4	1	4	3	3	3	4	1	1	39
13	3	3	4	1	4	4	4	4	1	3	3	4	3	4	1	46
14	4	3	1	1	4	1	4	1	4	3	3	4	3	1	1	38
15	4	4	1	4	1	4	4	4	4	3	4	4	1	1	1	44
16	4	4	1	1	1	4	1	1	1	4	4	4	4	4	1	39
17	4	4	4	1	4	1	3	1	4	3	4	4	4	1	4	46
18	3	4	1	4	4	4	2	4	2	4	4	4	4	4	4	52
19	3	4	4	4	4	4	4	4	3	3	3	4	4	4	4	56
20	5	4	4	4	4	4	5	4	5	2	2	2	2	2	2	51
21	1	4	4	4	4	4	5	4	5	1	1	1	1	1	4	44
22	1	4	4	4	3	4	2	4	2	3	3	4	4	4	3	49
23	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	29
24	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	29
25	4	2	2	5	2	2	3	2	3	3	3	3	2	2	2	40
26	4	3	5	5	2	5	3	5	3	2	3	3	3	5	2	53
27	4	2	5	5	2	5	3	5	3	2	2	2	2	5	2	49
28	2	3	2	5	5	2	2	2	2	3	2	3	3	2	2	40
29	3	3	2	3	2	2	3	2	3	3	3	3	2	3	2	39
30	4	5	5	5	5	3	5	4	4	3	4	4	4	5	5	65
31	1	2	2	4	2	4	4	4	4	2	2	4	4	4	4	47
32	3	4	4	4	4	4	4	4	3	3	3	3	3	4	4	54
33	3	2	4	4	3	3	1	3	2	3	2	2	2	4	4	42
34	2	2	3	4	3	2	1	2	1	1	2	2	2	4	3	34
35	3	3	4	4	3	3	3	3	4	4	3	2	2	4	4	49
36	3	3	4	3	4	4	3	4	3	3	3	3	4	3	4	51
37	4	5	5	5	5	4	5	4	4	3	4	4	4	5	5	66
38	4	4	5	5	5	4	4	4	4	5	4	4	4	5	5	66
39	4	4	5	5	5	5	5	5	4	4	4	4	3	5	5	67
40	4	4	5	5	5	4	4	4	4	3	4	5	5	5	5	66

No	SK1	SK2	SK3	SK4	SK5	SK6	SK7	SK8	SK9	SK10	SK11	SK12	Stress_Kerja
1	4	4	5	5	5	5	5	4	2	2	3	4	48
2	1	1	1	1	1	1	1	1	1	1	1	1	12
3	3	2	3	2	3	2	3	2	1	4	3	2	30
4	3	3	4	4	3	3	3	3	4	5	3	3	41
5	2	3	4	5	5	4	2	2	4	5	5	4	45
6	5	5	5	5	5	4	5	5	5	5	5	4	58
7	4	2	5	5	5	2	4	2	5	5	2	3	44
8	5	2	5	5	5	5	5	1	2	5	5	4	49
9	4	2	5	5	4	2	4	2	3	5	1	2	39
10	5	3	5	5	4	5	5	3	3	3	5	5	51
11	4	2	5	2	3	2	4	3	5	5	3	2	40
12	4	2	2	5	5	4	5	2	2	5	4	4	44
13	5	3	2	4	2	2	5	5	2	4	2	2	38
14	4	3	5	5	2	4	5	3	5	4	4	4	48
15	2	2	5	2	5	2	2	2	1	3	2	2	30
16	5	4	4	5	5	5	5	5	5	4	4	5	56
17	4	4	5	5	4	4	4	4	5	5	5	4	53
18	4	4	5	4	4	4	4	3	2	4	4	4	46
19	4	4	4	4	3	3	4	4	4	4	4	3	45
20	4	4	4	4	4	4	4	3	2	4	3	4	44
21	4	5	2	4	1	1	4	4	4	4	4	1	38
22	2	4	1	4	3	4	2	4	4	4	4	4	40
23	4	2	2	2	2	4	4	2	2	4	4	4	36
24	4	2	2	2	2	4	4	2	2	4	4	4	36
25	1	4	4	2	4	4	1	3	3	4	5	4	39
26	4	3	4	4	5	1	4	3	1	2	1	1	33
27	1	4	1	1	4	5	1	3	1	1	1	5	28
28	1	3	4	1	2	4	1	2	4	1	4	4	31
29	3	3	4	3	4	4	3	4	3	3	3	4	41
30	1	5	1	1	2	3	1	2	1	1	4	3	25
31	1	2	2	1	2	4	1	2	2	4	4	4	29
32	4	4	4	4	2	3	4	4	4	4	4	3	44
33	3	2	4	3	2	3	3	2	4	4	3	3	36
34	2	2	2	4	3	2	2	2	3	4	3	2	31
35	4	3	4	3	3	3	4	3	4	4	3	3	41
36	3	3	4	3	4	2	3	3	4	3	4	2	38
37	1	1	1	3	1	4	1	1	1	1	4	4	23
38	1	4	1	3	1	4	1	4	1	1	4	4	29
39	1	4	1	1	2	1	1	4	1	1	1	1	19
40	1	4	1	1	3	4	1	4	1	1	4	4	29

No	KK1	KK2	KK3	KK4	KK5	KK6	KK7	KK8	KK9	KK10	KK11	KK12	Kepuasan Kerja
1	3	4	4	4	4	3	1	3	3	3	4	4	40
2	3	2	4	4	3	2	1	2	2	2	4	3	32
3	2	2	3	4	2	2	2	2	2	3	4	3	31
4	3	3	4	4	3	4	4	3	2	2	4	3	39
5	3	3	4	3	4	3	3	3	3	4	3	4	40
6	4	5	5	5	4	4	3	4	4	4	5	5	52
7	4	4	5	5	4	4	5	4	4	4	5	5	53
8	4	4	5	5	5	4	4	4	4	3	5	5	52
9	4	4	5	5	4	4	3	4	5	5	5	5	53
10	3	3	5	5	5	2	3	3	3	4	5	4	45
11	4	4	5	5	4	3	3	3	3	3	4	5	46
12	4	4	4	5	5	4	3	3	3	4	5	5	49
13	3	3	4	5	4	5	3	3	4	3	4	4	45
14	4	3	5	5	5	4	3	3	4	3	5	4	48
15	4	4	5	4	4	4	3	4	4	5	5	5	51
16	4	4	5	5	5	4	4	4	4	4	4	4	51
17	4	4	4	5	5	4	3	4	4	4	5	4	50
18	3	4	5	4	4	2	4	4	4	4	4	4	46
19	3	4	4	4	4	3	3	3	4	4	4	4	44
20	5	4	4	4	4	5	2	2	2	2	2	4	40
21	1	4	4	4	4	5	2	2	2	2	3	4	37
22	1	4	4	4	4	2	3	3	4	4	4	3	40
23	1	2	2	4	4	4	2	2	4	4	4	2	35
24	1	2	2	4	4	4	2	2	4	4	4	2	35
25	4	4	4	5	4	3	3	3	3	4	4	4	45
26	4	3	5	5	5	3	4	3	3	3	5	4	47
27	4	4	5	5	5	3	4	4	4	4	5	4	51
28	2	3	4	5	4	4	3	4	3	3	4	5	44
29	3	3	4	3	4	3	3	3	3	4	3	4	40
30	4	5	5	5	4	4	3	4	4	4	5	5	52
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32	3	4	4	4	4	3	3	3	3	3	4	4	42
33	3	2	4	4	3	2	3	2	2	2	4	3	34
34	2	2	3	4	3	2	2	3	3	3	4	3	34
35	3	3	4	4	3	4	4	3	2	2	4	3	39
36	3	3	4	3	4	3	3	3	3	4	3	4	40
37	4	5	5	5	4	4	3	4	4	4	5	5	52
38	4	4	5	5	4	4	5	4	4	4	5	5	53
39	4	4	5	5	5	4	4	4	4	3	5	5	52
40	4	4	5	5	4	4	3	4	5	5	5	5	53

No	K1	K2	K3	K4	K5	K6	K7	K8	K9	K10	K11	K12	Kinerja_karyawan
1	1	1	1	1	1	1	1	1	1	1	1	1	12
2	5	5	5	5	5	5	5	5	5	5	5	5	60
3	4	3	2	2	2	1	5	5	5	1	5	5	40
4	4	3	3	3	4	1	1	1	1	4	3	2	30
5	3	4	3	3	4	4	3	4	3	3	3	3	40
6	5	5	4	5	5	4	5	4	4	3	4	4	52
7	5	5	4	4	5	4	4	4	4	5	4	4	52
8	5	5	4	4	5	5	5	5	4	4	4	4	54
9	5	5	4	4	5	4	4	4	4	3	4	5	51
10	5	4	3	3	5	5	3	5	2	3	3	3	44
11	5	5	4	4	5	4	4	4	3	3	3	3	47
12	5	5	4	4	4	5	4	5	4	3	3	3	49
13	5	4	3	3	4	4	4	4	5	3	3	4	46
14	5	4	4	3	5	5	4	5	4	3	3	4	49
15	4	5	4	4	5	4	4	4	4	3	4	4	49
16	3	3	4	4	3	4	4	3	3	3	3	4	41
17	5	4	4	4	4	5	3	5	4	3	4	3	48
18	4	4	3	4	5	4	2	4	2	4	4	4	44
19	4	4	3	4	4	4	4	4	3	3	3	4	44
20	4	4	5	4	4	4	5	4	5	3	3	3	48
21	4	4	1	4	4	4	5	4	5	2	2	2	41
22	4	3	1	4	4	4	2	4	2	3	3	4	38
23	4	2	1	2	2	4	4	4	4	2	2	4	35
24	4	2	1	2	2	4	4	4	4	2	2	4	35
25	5	4	4	4	4	4	3	4	3	3	3	3	44
26	5	4	4	3	5	5	3	5	3	4	3	3	47
27	5	4	4	4	5	5	3	5	3	4	4	4	50
28	5	5	2	3	4	4	4	4	4	3	4	3	45
29	3	4	3	3	4	4	3	4	3	3	3	3	40
30	5	5	4	5	5	3	5	4	4	3	4	4	51
31	4	2	1	2	2	4	4	4	4	2	2	4	35
32	4	4	3	4	4	4	4	4	3	3	3	3	43
33	4	3	3	2	4	3	1	3	2	3	2	2	32
34	4	3	2	2	3	2	1	2	1	1	2	2	25
35	4	3	3	3	4	3	3	3	4	4	3	2	39
36	3	4	3	3	4	4	3	4	3	3	3	3	40
37	5	5	4	5	5	4	5	4	4	3	4	4	52
38	5	5	4	4	5	4	4	4	4	5	4	4	52
39	5	5	4	4	5	5	5	5	4	4	4	4	54
40	5	5	4	4	5	4	4	4	4	3	4	5	51

### Lampiran III (Hasil Uji Deskriptif)

#### Jenis\_Kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Laki-Laki	28	70.0	70.0	70.0
Valid Perempuan	12	30.0	30.0	100.0
Total	40	100.0	100.0	

#### Usia

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid > 35 tahun	8	20.0	20.0	20.0
Valid 17 – 22 tahun	9	22.5	22.5	42.5
Valid 23 – 28 tahun	11	27.5	27.5	70.0
Valid 29 – 34 tahun	12	30.0	30.0	100.0
Total	40	100.0	100.0	

#### BK1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	6	15.0	15.0	15.0
Valid 2	3	7.5	7.5	22.5
Valid 3	12	30.0	30.0	52.5
Valid 4	18	45.0	45.0	97.5
Valid 5	1	2.5	2.5	100.0
Total	40	100.0	100.0	

#### BK2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	2.5	2.5	2.5
Valid 2	8	20.0	20.0	22.5
Valid 3	10	25.0	25.0	47.5
Valid 4	18	45.0	45.0	92.5
Valid 5	3	7.5	7.5	100.0
Total	40	100.0	100.0	

#### BK3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	10	25.0	25.0	25.0
Valid 2	6	15.0	15.0	40.0
Valid 3	2	5.0	5.0	45.0
Valid 4	14	35.0	35.0	80.0
Valid 5	8	20.0	20.0	100.0
Total	40	100.0	100.0	

**BK4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	11	27.5	27.5	27.5
2	2	5.0	5.0	32.5
3	3	7.5	7.5	40.0
4	14	35.0	35.0	75.0
5	10	25.0	25.0	100.0
Total	40	100.0	100.0	

**BK5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	8	20.0	20.0	20.0
2	7	17.5	17.5	37.5
3	6	15.0	15.0	52.5
4	12	30.0	30.0	82.5
5	7	17.5	17.5	100.0
Total	40	100.0	100.0	

**BK6**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	6	15.0	15.0	15.0
2	7	17.5	17.5	32.5
3	4	10.0	10.0	42.5
4	20	50.0	50.0	92.5
5	3	7.5	7.5	100.0
Total	40	100.0	100.0	

**BK7**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	6	15.0	15.0	15.0
2	5	12.5	12.5	27.5
3	10	25.0	25.0	52.5
4	13	32.5	32.5	85.0
5	6	15.0	15.0	100.0
Total	40	100.0	100.0	

**BK8**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	7	17.5	17.5	17.5
2	7	17.5	17.5	35.0
3	3	7.5	7.5	42.5
4	19	47.5	47.5	90.0
5	4	10.0	10.0	100.0
Total	40	100.0	100.0	

**BK9**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	5	12.5	12.5	12.5
2	7	17.5	17.5	30.0
3	9	22.5	22.5	52.5
4	16	40.0	40.0	92.5
5	3	7.5	7.5	100.0
Total	40	100.0	100.0	

**BK10**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	5	12.5	12.5	12.5
2	6	15.0	15.0	27.5
3	21	52.5	52.5	80.0
4	6	15.0	15.0	95.0
5	2	5.0	5.0	100.0
Total	40	100.0	100.0	

**BK11**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	5.0	5.0	5.0
2	9	22.5	22.5	27.5
3	16	40.0	40.0	67.5
4	13	32.5	32.5	100.0
Total	40	100.0	100.0	

**BK12**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	7.5	7.5	7.5
2	9	22.5	22.5	30.0
3	10	25.0	25.0	55.0
4	16	40.0	40.0	95.0
5	2	5.0	5.0	100.0
Total	40	100.0	100.0	

**BK13**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	4	10.0	10.0	10.0
2	11	27.5	27.5	37.5
3	8	20.0	20.0	57.5
4	15	37.5	37.5	95.0
5	2	5.0	5.0	100.0
Total	40	100.0	100.0	

**BK14**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	10	25.0	25.0	25.0
2	5	12.5	12.5	37.5
3	3	7.5	7.5	45.0
4	13	32.5	32.5	77.5
5	9	22.5	22.5	100.0
Total	40	100.0	100.0	

**BK15**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	9	22.5	22.5	22.5
2	8	20.0	20.0	42.5
3	3	7.5	7.5	50.0
4	13	32.5	32.5	82.5
5	7	17.5	17.5	100.0
Total	40	100.0	100.0	

**SK1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	10	25.0	25.0	25.0
2	4	10.0	10.0	35.0
3	5	12.5	12.5	47.5
4	16	40.0	40.0	87.5
5	5	12.5	12.5	100.0
Total	40	100.0	100.0	

**SK2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	5.0	5.0	5.0
2	12	30.0	30.0	35.0
3	10	25.0	25.0	60.0
4	13	32.5	32.5	92.5
5	3	7.5	7.5	100.0
Total	40	100.0	100.0	

**SK3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	8	20.0	20.0	20.0
2	7	17.5	17.5	37.5
3	1	2.5	2.5	40.0
4	13	32.5	32.5	72.5
5	11	27.5	27.5	100.0
Total	40	100.0	100.0	

**SK4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	7	17.5	17.5	17.5
2	6	15.0	15.0	32.5
3	6	15.0	15.0	47.5
4	10	25.0	25.0	72.5
5	11	27.5	27.5	100.0
Total	40	100.0	100.0	

**SK5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	4	10.0	10.0	10.0
2	10	25.0	25.0	35.0
3	8	20.0	20.0	55.0
4	9	22.5	22.5	77.5
5	9	22.5	22.5	100.0
Total	40	100.0	100.0	

**SK6**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	4	10.0	10.0	10.0
2	8	20.0	20.0	30.0
3	6	15.0	15.0	45.0
4	17	42.5	42.5	87.5
5	5	12.5	12.5	100.0
Total	40	100.0	100.0	

**SK7**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	10	25.0	25.0	25.0
2	4	10.0	10.0	35.0
3	5	12.5	12.5	47.5
4	13	32.5	32.5	80.0
5	8	20.0	20.0	100.0
Total	40	100.0	100.0	

**SK8**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	7.5	7.5	7.5
2	13	32.5	32.5	40.0
3	11	27.5	27.5	67.5
4	10	25.0	25.0	92.5
5	3	7.5	7.5	100.0
Total	40	100.0	100.0	

**SK9**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	10	25.0	25.0	25.0
2	9	22.5	22.5	47.5
3	5	12.5	12.5	60.0
4	10	25.0	25.0	85.0
5	6	15.0	15.0	100.0
Total	40	100.0	100.0	

**SK10**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	8	20.0	20.0	20.0
2	2	5.0	5.0	25.0
3	4	10.0	10.0	35.0
4	17	42.5	42.5	77.5
5	9	22.5	22.5	100.0
Total	40	100.0	100.0	

**SK11**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	5	12.5	12.5	12.5
2	3	7.5	7.5	20.0
3	9	22.5	22.5	42.5
4	17	42.5	42.5	85.0
5	6	15.0	15.0	100.0
Total	40	100.0	100.0	

**SK12**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	4	10.0	10.0	10.0
2	7	17.5	17.5	27.5
3	7	17.5	17.5	45.0
4	19	47.5	47.5	92.5
5	3	7.5	7.5	100.0
Total	40	100.0	100.0	

**KK1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	5	12.5	12.5	12.5
2	3	7.5	7.5	20.0
3	13	32.5	32.5	52.5
4	18	45.0	45.0	97.5
5	1	2.5	2.5	100.0
Total	40	100.0	100.0	

**KK2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	7	17.5	17.5	17.5
3	10	25.0	25.0	42.5
4	20	50.0	50.0	92.5
5	3	7.5	7.5	100.0
Total	40	100.0	100.0	

**KK3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	3	7.5	7.5	7.5
3	2	5.0	5.0	12.5
4	18	45.0	45.0	57.5
5	17	42.5	42.5	100.0
Total	40	100.0	100.0	

**KK4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	3	7.5	7.5	7.5
4	17	42.5	42.5	50.0
5	20	50.0	50.0	100.0
Total	40	100.0	100.0	

**KK5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	1	2.5	2.5	2.5
3	5	12.5	12.5	15.0
4	25	62.5	62.5	77.5
5	9	22.5	22.5	100.0
Total	40	100.0	100.0	

**KK6**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	7	17.5	17.5	17.5
3	10	25.0	25.0	42.5
4	20	50.0	50.0	92.5
5	3	7.5	7.5	100.0
Total	40	100.0	100.0	

**KK7**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	5.0	5.0	5.0
2	7	17.5	17.5	22.5
3	21	52.5	52.5	75.0
4	8	20.0	20.0	95.0
5	2	5.0	5.0	100.0
Total	40	100.0	100.0	

**KK8**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	8	20.0	20.0	20.0
3	17	42.5	42.5	62.5
4	15	37.5	37.5	100.0
Total	40	100.0	100.0	

**KK9**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	7	17.5	17.5	17.5
3	12	30.0	30.0	47.5
4	19	47.5	47.5	95.0
5	2	5.0	5.0	100.0
Total	40	100.0	100.0	

**KK10**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	6	15.0	15.0	15.0
3	11	27.5	27.5	42.5
4	20	50.0	50.0	92.5
5	3	7.5	7.5	100.0
Total	40	100.0	100.0	

**KK11**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	1	2.5	2.5	2.5
3	4	10.0	10.0	12.5
4	19	47.5	47.5	60.0
5	16	40.0	40.0	100.0
Total	40	100.0	100.0	

**KK12**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	3	7.5	7.5	7.5
3	7	17.5	17.5	25.0
4	17	42.5	42.5	67.5
5	13	32.5	32.5	100.0
Total	40	100.0	100.0	

**K1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	2.5	2.5	2.5
3	4	10.0	10.0	12.5
4	15	37.5	37.5	50.0
5	20	50.0	50.0	100.0
Total	40	100.0	100.0	

**K2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	2.5	2.5	2.5
2	3	7.5	7.5	10.0
3	7	17.5	17.5	27.5
4	15	37.5	37.5	65.0
5	14	35.0	35.0	100.0
Total	40	100.0	100.0	

**K3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	6	15.0	15.0	15.0
2	3	7.5	7.5	22.5
3	11	27.5	27.5	50.0
4	18	45.0	45.0	95.0
5	2	5.0	5.0	100.0
Total	40	100.0	100.0	

**K4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	2.5	2.5	2.5
2	6	15.0	15.0	17.5
3	10	25.0	25.0	42.5
4	19	47.5	47.5	90.0
5	4	10.0	10.0	100.0
Total	40	100.0	100.0	

**K5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	2.5	2.5	2.5
2	4	10.0	10.0	12.5
3	2	5.0	5.0	17.5
4	16	40.0	40.0	57.5
5	17	42.5	42.5	100.0
Total	40	100.0	100.0	

**K6**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	7.5	7.5	7.5
2	1	2.5	2.5	10.0
3	3	7.5	7.5	17.5
4	24	60.0	60.0	77.5
5	9	22.5	22.5	100.0
Total	40	100.0	100.0	

**K7**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	4	10.0	10.0	10.0
2	2	5.0	5.0	15.0
3	9	22.5	22.5	37.5
4	16	40.0	40.0	77.5
5	9	22.5	22.5	100.0
Total	40	100.0	100.0	

**K8**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	5.0	5.0	5.0
2	1	2.5	2.5	7.5
3	3	7.5	7.5	15.0
4	24	60.0	60.0	75.0
5	10	25.0	25.0	100.0
Total	40	100.0	100.0	

**K9**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	7.5	7.5	7.5
2	4	10.0	10.0	17.5
3	10	25.0	25.0	42.5
4	18	45.0	45.0	87.5
5	5	12.5	12.5	100.0
Total	40	100.0	100.0	

**K10**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	7.5	7.5	7.5
2	4	10.0	10.0	17.5
3	23	57.5	57.5	75.0
4	7	17.5	17.5	92.5
5	3	7.5	7.5	100.0
Total	40	100.0	100.0	

**K11**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	2.5	2.5	2.5
2	6	15.0	15.0	17.5
3	17	42.5	42.5	60.0
4	14	35.0	35.0	95.0
5	2	5.0	5.0	100.0
Total	40	100.0	100.0	

**K12**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	2.5	2.5	2.5
2	5	12.5	12.5	15.0
3	12	30.0	30.0	45.0
4	18	45.0	45.0	90.0
5	4	10.0	10.0	100.0
Total	40	100.0	100.0	





BK12	Pearson	.375*	.548**	.133	.118	.332*	.212	.299	.203	.232	.522**	.685**	1	.807**	.331*	.275	.591**
	Correlation																
	Sig. (2-tailed)	.017	.000	.412	.469	.036	.188	.061	.209	.151	.001	.000		.000	.037	.086	.000
BK13	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
	Pearson	.244	.488**	.281	.057	.430**	.180	.229	.170	.153	.430**	.516**	.807**	1	.381*	.460**	.584**
	Correlation																
BK14	Sig. (2-tailed)	.129	.001	.079	.725	.006	.267	.155	.294	.345	.006	.001	.000		.015	.003	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
	Pearson	.108	.168	.632**	.646**	.427**	.606**	.139	.587**	-.053	.313*	.189	.331*	.381*	1	.617**	.694**
BK15	Correlation																
	Sig. (2-tailed)	.507	.299	.000	.000	.006	.000	.391	.000	.747	.049	.242	.037	.015		.000	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
Beban Kerja	Pearson	-.002	.332*	.588**	.558**	.708**	.329*	.349*	.442**	.292	.332*	.178	.275	.460**	.617**	1	.726**
	Correlation																
	Sig. (2-tailed)	.990	.036	.000	.000	.000	.038	.027	.004	.067	.036	.271	.086	.003	.000		.000
Kerja	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
	Pearson	.463**	.674**	.710**	.626**	.669**	.659**	.661**	.720**	.539**	.511**	.538**	.591**	.584**	.694**	.726**	1
	Correlation																
Kerja	Sig. (2-tailed)	.003	.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40

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

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



SK6	Pearson Correlation	.080	.200	.119	.196	.261	1	.120	.093	.072	.034	.599**	.975**	.470**
	Sig. (2-tailed)	.623	.217	.465	.226	.103		.459	.570	.661	.834	.000	.000	.002
	N	40	40	40	40	40	40	40	40	40	40	40	40	40
SK7	Pearson Correlation	.985**	.042	.603**	.747**	.408**	.120	1	.286	.434**	.630**	.154	.085	.789**
	Sig. (2-tailed)	.000	.798	.000	.000	.009	.459		.074	.005	.000	.342	.601	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40
SK8	Pearson Correlation	.297	.748**	.075	.253	.100	.093	.286	1	.315*	.037	.100	.097	.427**
	Sig. (2-tailed)	.063	.000	.648	.115	.540	.570	.074		.048	.820	.539	.552	.006
	N	40	40	40	40	40	40	40	40	40	40	40	40	40
SK9	Pearson Correlation	.450**	.174	.565**	.507**	.181	.072	.434**	.315*	1	.619**	.361*	.135	.677**
	Sig. (2-tailed)	.004	.283	.000	.001	.264	.661	.005	.048		.000	.022	.407	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40
SK10	Pearson Correlation	.653**	-.122	.546**	.608**	.380*	.034	.630**	.037	.619**	1	.298	.059	.690**
	Sig. (2-tailed)	.000	.454	.000	.000	.016	.834	.000	.820	.000		.062	.720	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40
SK11	Pearson Correlation	.150	.272	.167	.261	.038	.599**	.154	.100	.361*	.298	1	.588**	.516**

SK12	Sig. (2-tailed)	.354	.090	.302	.104	.816	.000	.342	.539	.022	.062		.000	.001
	N	40	40	40	40	40	40	40	40	40	40	40	40	40
	Pearson Correlation	.055	.193	.101	.182	.247	.975**	.085	.097	.135	.059	.588**	1	.465**
	Sig. (2-tailed)	.738	.234	.533	.261	.124	.000	.601	.552	.407	.720	.000		.002
Stress Kerja	N	40	40	40	40	40	40	40	40	40	40	40	40	40
	Pearson Correlation	.783**	.323*	.717**	.801**	.591**	.470**	.789**	.427**	.677**	.690**	.516**	.465**	1
	Sig. (2-tailed)	.000	.042	.000	.000	.000	.002	.000	.006	.000	.000	.001	.002	
	N	40	40	40	40	40	40	40	40	40	40	40	40	40

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

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





KK12	Pearson Correlation	.721**	.775**	.821**	.534**	.418**	.291	.445**	.758**	.336*	.301	.419**	1	.836**
	Sig. (2-tailed)	.000	.000	.000	.000	.007	.069	.004	.000	.034	.059	.007		.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40
Kepuasan Kerja	Pearson Correlation	.732**	.786**	.798**	.716**	.642**	.386*	.644**	.883**	.666**	.517**	.675**	.836**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.014	.000	.000	.000	.001	.000	.000	
	N	40	40	40	40	40	40	40	40	40	40	40	40	40

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

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





K12	Pearson Correlation	.474**	.396*	.302	.428**	.288	.379*	.612**	.594**	.543**	.249	.671**	1	.660**
	Sig. (2-tailed)	.002	.011	.058	.006	.071	.016	.000	.000	.000	.121	.000		.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40
Kinerja karyawan	Pearson Correlation	.774**	.871**	.747**	.814**	.790**	.701**	.715**	.757**	.643**	.651**	.792**	.660**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	40	40	40	40	40	40	40	40	40	40	40	40	40

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

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

## Lampiran V (Hasil Uji Reliabilitas)

**Case Processing Summary**

		N	%
Cases	Valid	40	100.0
	Excluded <sup>a</sup>	0	.0
	Total	40	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.888	15

**Case Processing Summary**

		N	%
Cases	Valid	40	100.0
	Excluded <sup>a</sup>	0	.0
	Total	40	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.853	12

**Case Processing Summary**

		N	%
Cases	Valid	40	100.0
	Excluded <sup>a</sup>	0	.0
	Total	40	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.896	12

**Case Processing Summary**

		N	%
Cases	Valid	40	100.0
	Excluded <sup>a</sup>	0	.0
	Total	40	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.924	12

## Lampiran VI (Hasil Uji Normalitas)

**One-Sample Kolmogorov-Smirnov Test**

		Beban_Kerja	Stress_Kerja	Kepuasan_Kerja	Kinerja_karyawan
N		40	40	40	40
Normal Parameters <sup>a,b</sup>	Mean	46.70	38.18	44.18	43.73
	Std. Deviation	11.897	9.894	6.872	8.964
	Absolute	.113	.093	.140	.114
Most Extreme Differences	Positive	.084	.066	.128	.103
	Negative	-.113	-.093	-.140	-.114
Kolmogorov-Smirnov Z		.715	.588	.883	.720
Asymp. Sig. (2-tailed)		.687	.880	.416	.677

a. Test distribution is Normal.

b. Calculated from data.

## Lampiran VII (Hasil Uji Linearitas)

**ANOVA Table**

			Sum of Squares	df	Mean Square	F	Sig.
Kinerja_karyawan * Beban_Kerja	(Combined)		1729.642	20	86.482	1.170	.368
	Between Groups	Linearity	6.519	1	6.519	.088	.770
		Deviation from Linearity	1723.123	19	90.691	1.227	.330
	Within Groups		1404.333	19	73.912		
	Total		3133.975	39			

**ANOVA Table**

			Sum of Squares	df	Mean Square	F	Sig.
Kinerja_karyawan * Stress_Kerja	(Combined)		1824.642	22	82.938	1.077	.444
	Between Groups	Linearity	151.322	1	151.322	1.965	.179
		Deviation from Linearity	1673.319	21	79.682	1.035	.478
	Within Groups		1309.333	17	77.020		
	Total		3133.975	39			

**ANOVA Table**

			Sum of Squares	df	Mean Square	F	Sig.
Kinerja_karyawan * Kepuasan_Kerja	(Combined)		2233.108	17	131.359	3.208	.006
	Between Groups	Linearity	1177.944	1	1177.944	28.766	.000
		Deviation from Linearity	1055.164	16	65.948	1.611	.148
	Within Groups		900.867	22	40.948		
	Total		3133.975	39			

### Lampiran VIII (Hasil Uji Multikolinearitas)

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

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	19.947	7.005		2.847	.007		
	Beban_Kerja	-.270	.094	-.359	-2.886	.007	.762	1.313
	Stress_Kerja	-.317	.100	-.350	-3.179	.003	.969	1.032
	Kepuasan_Kerja	1.098	.164	.842	6.690	.000	.743	1.347

a. Dependent Variable: Kinerja\_karyawan

### Lampiran IX (Hasil Uji Regresi Linear Berganda)

**Variables Entered/Removed<sup>a</sup>**

Model	Variables Entered	Variables Removed	Method
1	Kepuasan_Kerj a, Stress_Kerja, Beban_Kerja <sup>b</sup>	.	Enter

a. Dependent Variable: Kinerja\_karyawan

b. All requested variables entered.

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.759 <sup>a</sup>	.577	.541	6.070

a. Predictors: (Constant), Kepuasan\_Kerja, Stress\_Kerja, Beban\_Kerja

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

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	19.947	7.005		2.847	.007
	Beban_Kerja	-.270	.094	-.359	-2.886	.007
	Stress_Kerja	-.317	.100	-.350	-3.179	.003
	Kepuasan_Kerja	1.098	.164	.842	6.690	.000

a. Dependent Variable: Kinerja\_karyawan

**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1807.420	3	602.473	16.350	.000 <sup>b</sup>
	Residual	1326.555	36	36.849		
	Total	3133.975	39			

a. Dependent Variable: Kinerja\_karyawan

b. Predictors: (Constant), Kepuasan\_Kerja, Stress\_Kerja, Beban\_Kerja

