

# **LAMPIRAN**

## 1. Karakteristik Responden

### a. Berdasarkan Jenis Kelamin

		Jenis_Kelamin			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Pria	55	67,1	67,1	67,1
	Wanita	27	32,9	32,9	100,0
	Total	82	100,0	100,0	

### b. Berdasarkan Usia

		Usia			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	21 - 30 tahun	37	45,1	45,1	45,1
	31 - 40 tahun	38	46,3	46,3	91,5
	< 40 tahun	7	8,5	8,5	100,0
	Total	82	100,0	100,0	

### c. Berdasarkan Tingkat Pendidikan

		Tingkat_Pendidikan			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	2	2,4	2,4	2,4
	SMP	4	4,9	4,9	7,3
	SMA	44	53,7	53,7	61,0
	DIPLOMA	11	13,4	13,4	74,4
	S1	21	25,6	25,6	100,0
	Total	82	100,0	100,0	

**d. Berdasarkan Masa Kerja**

**Masa\_Kerja**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 - 3 tahun	35	42,7	42,7	42,7
4 - 7 tahun	26	31,7	31,7	74,4
> 7 tahun	21	25,6	25,6	100,0
Total	82	100,0	100,0	

**2. Hasil Jawaban Responden**

**a. Harapan**

**G1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	3	3,7	3,7	3,7
3	13	15,9	15,9	19,5
4	29	35,4	35,4	54,9
5	37	45,1	45,1	100,0
Total	82	100,0	100,0	

**G2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	4	4,9	4,9	4,9
3	7	8,5	8,5	13,4
4	20	24,4	24,4	37,8
5	51	62,2	62,2	100,0
Total	82	100,0	100,0	

**KP1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	4	4,9	4,9	4,9
	3	6	7,3	7,3	12,2
	4	22	26,8	26,8	39,0
	5	50	61,0	61,0	100,0
	Total	82	100,0	100,0	

**KP2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	4	4,9	4,9	4,9
	3	20	24,4	24,4	29,3
	4	27	32,9	32,9	62,2
	5	31	37,8	37,8	100,0
	Total	82	100,0	100,0	

**S1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	5	6,1	6,1	6,1
	3	19	23,2	23,2	29,3
	4	30	36,6	36,6	65,9
	5	28	34,1	34,1	100,0
	Total	82	100,0	100,0	

**S2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1,2	1,2	1,2
	2	3	3,7	3,7	4,9
	3	11	13,4	13,4	18,3
	4	33	40,2	40,2	58,5
	5	34	41,5	41,5	100,0
	Total	82	100,0	100,0	

**FB1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1,2	1,2	1,2
	2	6	7,3	7,3	8,5
	3	15	18,3	18,3	26,8
	4	33	40,2	40,2	67,1
	5	27	32,9	32,9	100,0
	Total	82	100,0	100,0	

**FB2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1,2	1,2	1,2
	2	1	1,2	1,2	2,4
	3	17	20,7	20,7	23,2
	4	33	40,2	40,2	63,4
	5	30	36,6	36,6	100,0
	Total	82	100,0	100,0	

**CR1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	2,4	2,4	2,4
	3	11	13,4	13,4	15,9
	4	28	34,1	34,1	50,0
	5	41	50,0	50,0	100,0
	Total	82	100,0	100,0	

**CR2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1,2	1,2	1,2
	2	6	7,3	7,3	8,5
	3	16	19,5	19,5	28,0
	4	28	34,1	34,1	62,2
	5	31	37,8	37,8	100,0
	Total	82	100,0	100,0	

**K1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2,4	2,4	2,4
	2	6	7,3	7,3	9,8
	3	15	18,3	18,3	28,0
	4	35	42,7	42,7	70,7
	5	24	29,3	29,3	100,0
	Total	82	100,0	100,0	

**K2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	10	12,2	12,2	12,2
	4	26	31,7	31,7	43,9
	5	46	56,1	56,1	100,0
	Total	82	100,0	100,0	

**RS1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	2,4	2,4	2,4
	3	11	13,4	13,4	15,9
	4	26	31,7	31,7	47,6
	5	43	52,4	52,4	100,0
	Total	82	100,0	100,0	

**RS2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	3	3,7	3,7	3,7
	3	23	28,0	28,0	31,7
	4	27	32,9	32,9	64,6
	5	29	35,4	35,4	100,0
	Total	82	100,0	100,0	

**P1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1,2	1,2	1,2
	3	12	14,6	14,6	15,9
	4	34	41,5	41,5	57,3
	5	35	42,7	42,7	100,0
	Total	82	100,0	100,0	

**P2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	4	4,9	4,9	4,9
	3	26	31,7	31,7	36,6
	4	28	34,1	34,1	70,7
	5	24	29,3	29,3	100,0
	Total	82	100,0	100,0	

**KO1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1,2	1,2	1,2
	2	9	11,0	11,0	12,2
	3	21	25,6	25,6	37,8
	4	27	32,9	32,9	70,7
	5	24	29,3	29,3	100,0
	Total	82	100,0	100,0	

**KO2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	3	3,7	3,7	3,7
	3	14	17,1	17,1	20,7
	4	31	37,8	37,8	58,5
	5	34	41,5	41,5	100,0
	Total	82	100,0	100,0	



**KO3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	4	4,9	4,9	4,9
	3	8	9,8	9,8	14,6
	4	23	28,0	28,0	42,7
	5	47	57,3	57,3	100,0
	Total	82	100,0	100,0	

**KO4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,2	1,2	1,2
	3	11	13,4	13,4	14,6
	4	30	36,6	36,6	51,2
	5	40	48,8	48,8	100,0
	Total	82	100,0	100,0	

**b. Kinerja****GA1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1,2	1,2	1,2
	2	4	4,9	4,9	6,1
	3	15	18,3	18,3	24,4
	4	22	26,8	26,8	51,2
	5	40	48,8	48,8	100,0
	Total	82	100,0	100,0	

**GA2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1,2	1,2	1,2
	2	4	4,9	4,9	6,1
	3	30	36,6	36,6	42,7
	4	23	28,0	28,0	70,7
	5	24	29,3	29,3	100,0
	Total	82	100,0	100,0	

**KPP1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	3,7	3,7	3,7
	2	7	8,5	8,5	12,2
	3	23	28,0	28,0	40,2
	4	25	30,5	30,5	70,7
	5	24	29,3	29,3	100,0
	Total	82	100,0	100,0	

**KPP2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	3,7	3,7	3,7
	2	4	4,9	4,9	8,5
	3	19	23,2	23,2	31,7
	4	37	45,1	45,1	76,8
	5	19	23,2	23,2	100,0
	Total	82	100,0	100,0	

**SS1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	3,7	3,7	3,7
	2	5	6,1	6,1	9,8
	3	13	15,9	15,9	25,6
	4	30	36,6	36,6	62,2
	5	31	37,8	37,8	100,0
	Total	82	100,0	100,0	

**SS2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2,4	2,4	2,4
	2	4	4,9	4,9	7,3
	3	15	18,3	18,3	25,6
	4	33	40,2	40,2	65,9
	5	28	34,1	34,1	100,0
	Total	82	100,0	100,0	

**FR1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	3,7	3,7	3,7
	3	20	24,4	24,4	28,0
	4	26	31,7	31,7	59,8
	5	33	40,2	40,2	100,0
	Total	82	100,0	100,0	

**FR2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	3,7	3,7	3,7
	2	3	3,7	3,7	7,3
	3	16	19,5	19,5	26,8
	4	31	37,8	37,8	64,6
	5	29	35,4	35,4	100,0
	Total	82	100,0	100,0	

**CO1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2,4	2,4	2,4
	2	3	3,7	3,7	6,1
	3	17	20,7	20,7	26,8
	4	32	39,0	39,0	65,9
	5	28	34,1	34,1	100,0
	Total	82	100,0	100,0	

**CO2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2,4	2,4	2,4
	2	9	11,0	11,0	13,4
	3	23	28,0	28,0	41,5
	4	24	29,3	29,3	70,7
	5	24	29,3	29,3	100,0
	Total	82	100,0	100,0	

**KOP1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2,4	2,4	2,4
	2	4	4,9	4,9	7,3
	3	18	22,0	22,0	29,3
	4	27	32,9	32,9	62,2
	5	31	37,8	37,8	100,0
	Total	82	100,0	100,0	

**KOP2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2,4	2,4	2,4
	2	2	2,4	2,4	4,9
	3	18	22,0	22,0	26,8
	4	29	35,4	35,4	62,2
	5	31	37,8	37,8	100,0
	Total	82	100,0	100,0	

**RES1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	3,7	3,7	3,7
	2	4	4,9	4,9	8,5
	3	23	28,0	28,0	36,6
	4	23	28,0	28,0	64,6
	5	29	35,4	35,4	100,0
	Total	82	100,0	100,0	

**RES2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	3,7	3,7	3,7
	2	7	8,5	8,5	12,2
	3	26	31,7	31,7	43,9
	4	24	29,3	29,3	73,2
	5	22	26,8	26,8	100,0
	Total	82	100,0	100,0	

**PIS1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2,4	2,4	2,4
	2	5	6,1	6,1	8,5
	3	25	30,5	30,5	39,0
	4	28	34,1	34,1	73,2
	5	22	26,8	26,8	100,0
	Total	82	100,0	100,0	

**PIS2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2,4	2,4	2,4
	2	2	2,4	2,4	4,9
	3	18	22,0	22,0	26,8
	4	28	34,1	34,1	61,0
	5	32	39,0	39,0	100,0
	Total	82	100,0	100,0	

**KM1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2,4	2,4	2,4
	2	4	4,9	4,9	7,3
	3	19	23,2	23,2	30,5
	4	24	29,3	29,3	59,8
	5	33	40,2	40,2	100,0
	Total	82	100,0	100,0	

**KM2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2,4	2,4	2,4
	2	3	3,7	3,7	6,1
	3	27	32,9	32,9	39,0
	4	31	37,8	37,8	76,8
	5	19	23,2	23,2	100,0
	Total	82	100,0	100,0	

**KM3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	3,7	3,7	3,7
	2	4	4,9	4,9	8,5
	3	18	22,0	22,0	30,5
	4	32	39,0	39,0	69,5
	5	25	30,5	30,5	100,0
	Total	82	100,0	100,0	

**KM4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	3,7	3,7	3,7
2	6	7,3	7,3	11,0
3	26	31,7	31,7	42,7
4	27	32,9	32,9	75,6
5	20	24,4	24,4	100,0
Total	82	100,0	100,0	



### 3. Uji Validitas

#### a. Harapan

Correlations

	G1	G2	KP1	KP2	S1	S2	FB1	FB2	CR1	CR2	K1	K2	RS1	RS2	P1	P2	KO1	KO2	KO3	KO4	Tot_Harapan	
G1 Pearson Correlation	1	,336	,425*	,235	,270	,272	,425*	,272	,473*	,272	,231	,474*	,717*	,446*	,272	,446*	,270	,891*	,288	1,000**	,794**	
Sig. (2-tailed)		,070	,019	,210	,148	,146	,019	,146	,008	,146	,219	,008	,000	,013	,146	,013	,148	,000	,122	,000	,000	
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
G2 Pearson Correlation	,336	1	,184	,408*	,370*	,058	,292	,058	-,018	,058	,869*	,124	,363*	,312	,058	,312	,370*	,411*	,916*	,336	,584**	
Sig. (2-tailed)	,070		,330	,025	,044	,763	,117	,763	,925	,763	,000	,512	,049	,093	,763	,093	,044	,024	,000	,070	,001	
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KP1 Pearson Correlation	,425*	,184	1	,199	,156	,255	,720*	,255	,244	,255	,048	,374*	,490*	,168	,255	,168	,156	,428*	,048	,425*	,515**	
Sig. (2-tailed)	,019	,330		,291	,411	,174	,000	,174	,195	,174	,801	,042	,006	,375	,174	,375	,411	,018	,801	,019	,004	
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KP2 Pearson Correlation	,235	,408*	,199	1	,903*	-,008	,304	-,008	,182	-,008	,275	,035	,260	,453*	-,008	,453*	,903*	,168	,320	,235	,556**	
Sig. (2-tailed)	,210	,025	,291		,000	,967	,103	,967	,334	,967	,141	,855	,165	,012	,967	,012	,000	,374	,084	,210	,001	
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
S1 Pearson Correlation	,270	,370*	,156	,903*	1	,009	,271	,009	,134	,009	,224	,023	,135	,527*	,009	,527*	1,000**	,185	,274	,270	,560**	
Sig. (2-tailed)	,148	,044	,411	,000		,963	,147	,963	,480	,963	,233	,905	,478	,003	,963	,003	,000	,327	,143	,148	,001	
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
S2 Pearson Correlation	,272	,058	,255	-,008	,009	1	,149	1,000**	,581*	1,000**	-,191	,067	,279	,306	1,000**	,306	,009	,232	-,009	,272	,497**	

	Sig. (2-tailed)	,146	,763	,174	,967	,963		,433	,000	,001	,000	,312	,723	,136	,100	,000	,100	,963	,217	,962	,146	,005
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
FB 1	Pearson Correlation	,425*	,292	,720*	,304	,271	,149	1	,149	,128	,149	,168	,501*	,367*	,437*	,149	,437*	,271	,428*	,168	,425*	,592**
	Sig. (2-tailed)	,019	,117	,000	,103	,147	,433		,433	,502	,433	,375	,005	,046	,016	,433	,016	,147	,018	,375	,019	,001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
FB 2	Pearson Correlation	,272	,058	,255	-,008	,009	1,000**	,149	1	,581*	1,000**	-,191	,067	,279	,306	1,000**	,306	,009	,232	-,009	,272	,497**
	Sig. (2-tailed)	,146	,763	,174	,967	,963	,000	,433		,001	,000	,312	,723	,136	,100	,000	,100	,963	,217	,962	,146	,005
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
CR 1	Pearson Correlation	,473**	-,018	,244	,182	,134	,581*	,128	,581*	1	,581*	-,288	-,021	,406*	,056	,581*	,056	,134	,355	-,139	,473**	,488**
	Sig. (2-tailed)	,008	,925	,195	,334	,480	,001	,502	,001		,001	,122	,912	,026	,770	,001	,770	,480	,054	,463	,008	,006
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
CR 2	Pearson Correlation	,272	,058	,255	-,008	,009	1,000**	,149	1,000**	,581*	1	-,191	,067	,279	,306	1,000**	,306	,009	,232	-,009	,272	,497**
	Sig. (2-tailed)	,146	,763	,174	,967	,963	,000	,433	,000	,001		,312	,723	,136	,100	,000	,100	,963	,217	,962	,146	,005
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
K1	Pearson Correlation	,231	,869*	,048	,275	,224	-,191	,168	-,191	-,288	-,191	1	,112	,332	,230	-,191	,230	,224	,332	,949*	,231	,402*
	Sig. (2-tailed)	,219	,000	,801	,141	,233	,312	,375	,312	,122	,312		,554	,073	,221	,312	,221	,233	,073	,000	,219	,028
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
K2	Pearson Correlation	,474**	,124	,374*	,035	,023	,067	,501*	,067	-,021	,067	,112	1	,352	,213	,067	,213	,023	,463*	,112	,474**	,389*
	Sig. (2-tailed)	,008	,512	,042	,855	,905	,723	,005	,723	,912	,723	,554		,057	,258	,723	,258	,905	,010	,554	,008	,034
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS 1	Pearson Correlation	,717**	,363*	,490*	,260	,135	,279	,367*	,279	,406*	,279	,332	,352	1	,353	,279	,353	,135	,839*	,332	,717**	,709**

	Sig. (2-tailed)	,000	,049	,006	,165	,478	,136	,046	,136	,026	,136	,073	,057		,056	,136	,056	,478	,000	,073	,000	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS 2	Pearson Correlation	,446*	,312	,168	,453*	,527*	,306	,437*	,306	,056	,306	,230	,213	,353	1	,306	1,000**	,527*	,470*	,288	,446*	,660**
	Sig. (2-tailed)	,013	,093	,375	,012	,003	,100	,016	,100	,770	,100	,221	,258	,056		,100	,000	,003	,009	,123	,013	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P1	Pearson Correlation	,272	,058	,255	-,008	,009	1,000**	,149	1,000**	,581*	1,000**	-,191	,067	,279	,306	1	,306	,009	,232	-,009	,272	,497**
	Sig. (2-tailed)	,146	,763	,174	,967	,963	,000	,433	,000	,001	,000	,312	,723	,136	,100		,100	,963	,217	,962	,146	,005
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P2	Pearson Correlation	,446*	,312	,168	,453*	,527*	,306	,437*	,306	,056	,306	,230	,213	,353	1,000**	,306	1	,527*	,470*	,288	,446*	,660**
	Sig. (2-tailed)	,013	,093	,375	,012	,003	,100	,016	,100	,770	,100	,221	,258	,056	,000	,100		,003	,009	,123	,013	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KO 1	Pearson Correlation	,270	,370*	,156	,903*	1,000**	,009	,271	,009	,134	,009	,224	,023	,135	,527*	,009	,527*	1	,185	,274	,270	,560**
	Sig. (2-tailed)	,148	,044	,411	,000	,000	,963	,147	,963	,480	,963	,233	,905	,478	,003	,963	,003		,327	,143	,148	,001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KO 2	Pearson Correlation	,891**	,411*	,428*	,168	,185	,232	,428*	,232	,355	,232	,332	,463*	,839*	,470*	,232	,470*	,185	1	,385*	,891**	,762**
	Sig. (2-tailed)	,000	,024	,018	,374	,327	,217	,018	,217	,054	,217	,073	,010	,000	,009	,217	,009	,327		,036	,000	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KO 3	Pearson Correlation	,288	,916*	,048	,320	,274	-,009	,168	-,009	-,139	-,009	,949*	,112	,332	,288	-,009	,288	,274	,385*	1	,288	,496**
	Sig. (2-tailed)	,122	,000	,801	,084	,143	,962	,375	,962	,463	,962	,000	,554	,073	,123	,962	,123	,143	,036		,122	,005
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KO 4	Pearson Correlation	1,000**	,336	,425*	,235	,270	,272	,425*	,272	,473*	,272	,231	,474*	,717*	,446*	,272	,446*	,270	,891*	,288	1	,794**



**b. Kepuasan**

**Correlations**

		GA1	GA2	KPP1	KPP2	SS1	SS2	FR1	FR2	CO1	CO2	KOP1	KOP2	RES1	RES2	PIS1	PIS2	KM1	KM2	KM3	KM4	Total _Ke puas an
GA1	Pear son Corr elati on Sig. (2- taile d) N	1	,278	,304	,265	,182	,254	1,00 0**	,197	1,00 0**	,304	1,000**	,044	,301	,230	,261	,044	,261	,211	,197	,301	,659*
			,137	,102	,156	,335	,175	,000	,297	,000	,102	,000	,816	,106	,221	,163	,816	,163	,263	,297	,106	,000
		30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
GA2	Pear son Corr elati on Sig. (2- taile d) N	,278	1	,086	,033	,267	,308	,278	,261	,278	,170	,278	,423*	,213	,254	,141	,423*	,141	,095	,261	,213	,472*
		,137		,650	,863	,154	,097	,137	,163	,137	,369	,137	,020	,258	,176	,456	,020	,456	,619	,163	,258	,008
		30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KPP1	Pear son Corr elati on	,304	,086	1	,248	,264	,390*	,304	,325	,304	,966*	,304	,137	,294	,762**	,148	,137	,148	,198	,325	,294	,640*



FR1	Pearson Correlation Sig. (2-tailed)	1,000	,278	,304	,265	,182	,254	1	,197	1,000	,304	1,000	,044	,301	,230	,261	,044	,261	,211	,197	,301	,659
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
FR2	Pearson Correlation Sig. (2-tailed)	,197	,261	,325	,171	,926*	,883*	,197	1	,197	,278	,197	,401*	,215	,091	,089	,401*	,089	-,037	1,000	,215	,629
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
CO1	Pearson Correlation Sig. (2-tailed)	1,000	,278	,304	,265	,182	,254	1,000	,197	1	,304	1,000	,044	,301	,230	,261	,044	,261	,211	,197	,301	,659
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
CO2	Pearson Correlation	,304	,170	,966**	,198	,222	,340	,304	,278	,304	1	,304	,222	,294	,864**	,184	,222	,184	,198	,278	,294	,652*





RES2	Pearson Correlation Sig. (2-tailed)	,230	,254	,762**	,097	,052	,142	,230	,091	,230	,864*	,230	,306	,221	1	,255	,306	,255	,198	,091	,221	,524*
		,221	,176	,000	,609	,784	,454	,221	,634	,221	,000	,221	,099	,240		,173	,099	,173	,295	,634	,240	,003
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
PIS1	Pearson Correlation Sig. (2-tailed)	,261	,141	,148	,096	,255	,241	,261	,089	,261	,184	,261	,390*	,314	,255	1	,390*	1,000**	,149	,089	,314	,458*
		,163	,456	,437	,615	,173	,200	,163	,639	,163	,332	,163	,033	,091	,173		,033	,000	,433	,639	,091	,011
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
PIS2	Pearson Correlation Sig. (2-tailed)	,044	,423*	,137	-,008	,525*	,477*	,044	,401*	,044	,222	,044	1,000**	,117	,306	,390*	1	,390*	,179	,401*	,117	,542*
		,816	,020	,470	,965	,003	,008	,816	,028	,816	,239	,816	,000	,538	,099	,033		,033	,343	,028	,538	,002
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KM1	Pearson Correlation	,261	,141	,148	,096	,255	,241	,261	,089	,261	,184	,261	,390*	,314	,255	1,000**	,390*	1	,149	,089	,314	,458*





#### 4. Uji Reliabilitas

##### a. Harapan

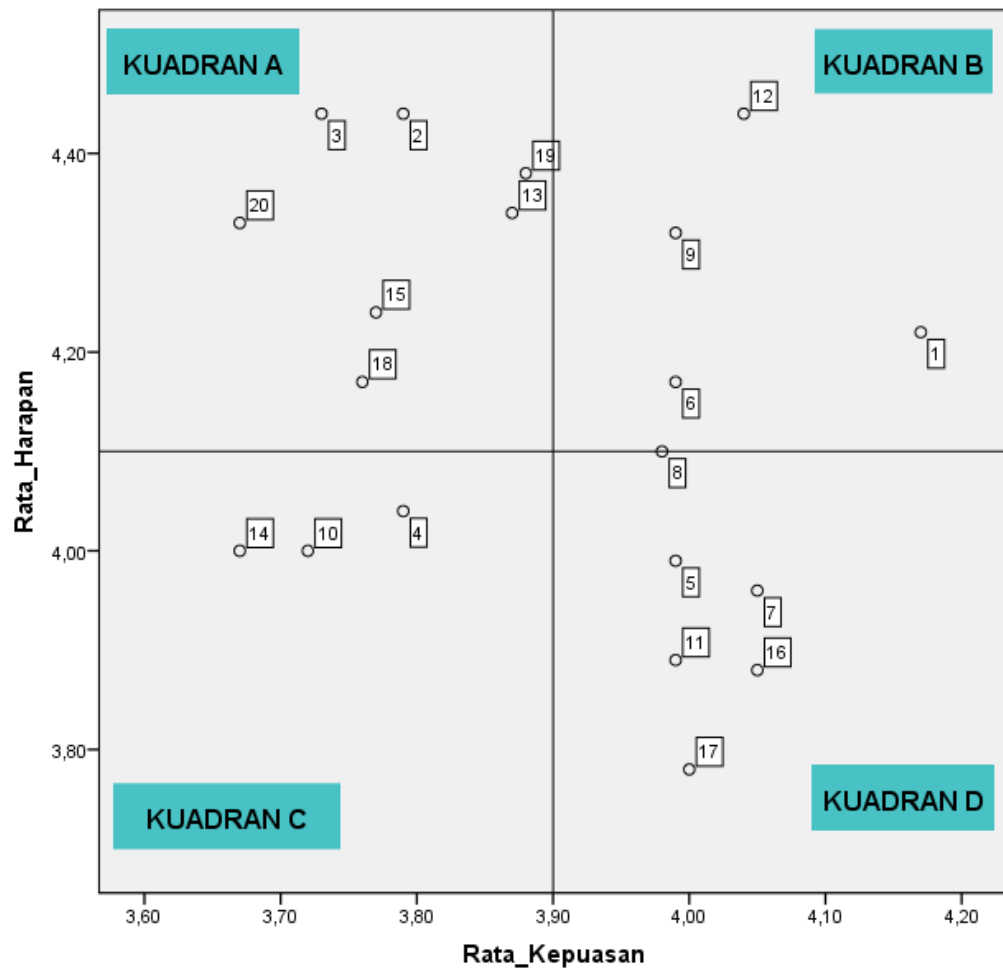
###### Reliability Statistics

Cronbach's Alpha	N of Items
,896	20

##### b. Kepuasan

###### Reliability Statistics

Cronbach's Alpha	N of Items
,896	20





**INSTITUT INFORMATIKA DAN BISNIS DARMAJAYA**

**FAKULTAS BISNIS DAN EKONOMI**

**Jalan Zainal Abidin Pagar Alam No.93 Lampung 35142**

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## **KUESIONER**

**ANALISIS KEPUASAN KERJA KARYAWAN DI PT SINARNIAGA  
SEJAHTERA BANDAR LAMPUNG**

## **IDENTITAS PENELITI**

**Nama : Siti Indah Safitri**

**Jurusan : Manajemen**

**Alamat : JL. Karya Bakti Sinar Harapan Bandar Lampung**

**E-Mail : [indahsafitri241@gmail.com](mailto:indahsafitri241@gmail.com)**

Bandar Lampung, 10 Februari 2020

Hal : Mohon Bantu Pengisian Kuesioner

Kepada Yth.

Bapak/Ibu/Sdr.

Karyawan PT Sinarniaga Sejahtera Bandar Lampung

Di

Tempat

Dengan Hormat, Berkenannya dengan penelitian yang saya lakukan dalam rangka menyelesaikan studi pada program Strata Satu (S1) Manajemen Ibi Darmajaya Bandar Lampung tentang “Analisis Kepuasan Kerja Karyawan Di PT Sinarniaga Sejahtera Bandar Lampung” maka saya mohon kesediaan Bapak/Ibu/Sdr untuk mengisi kuesioner terlampir.

Penelitian ini diharapkan dapat memberikan hasil yang bermanfaat, oleh karenanya diharapkan kesediaan Bapak/Ibu/Sdr untuk menjawab kuesioner ini dengan sejujurnya.

Perlu diberitahukan bahwa informasi yang Bapak/Ibu/Sdr berikan semata-mata untuk kepentingan penelitian ini. Untuk itu saya menjamin kerahasiaannya.

Atas perhatian, bantuan dan kerjasama yang baik dari Bapak/Ibu/Sdr, saya mengucapkan banyak terimakasih.

Hormat saya,  
Peneliti

Siti Indah Safitri  
NPM. 1612110158

## KUESIONER

Pernyataan di bawah ini dalam rangka penelitian skripsi dengan judul :

**“Analisis Kepuasan Kerja Karyawan Di PT Sinarniaga Sejahtera Bandar Lampung”**

Petunjuk pengisian :

1. Jawablah pernyataan yang diajukan dibawah ini dengan benar dan jujur
2. Berilah tanda ceklis (√) pada salah satu jawaban yang paling benar

### I. KARAKTERISTIK RESPONDEN:

////1. Jenis Kelamin : Pria Wanita

////2. Usia : <20 21-30  
////31-40 >40

////3. Tingkat Pendidikan : SD SMP

//////////SMA  
Diploma

S1 S2

/

////4. Masa Kerja : 1-3 tahun 4 -7  
tahun >7 tahun



## II. VARIABEL PENELITIAN

Tingkat Harapan Karyawan Menurut anda seberapa penting hal-hal berikut ini yang seharusnya diberikan oleh instansi kepada anda sebagai karyawan. Adapun variabelnya adalah sebagai berikut:

1 = Sangat Tidak Penting

2 = Tidak Penting

3 = Cukup Penting

4 = penting

5 = Sangat Penting

Tingkat Kepuasan Karyawan Menurut anda seberapa puas anda terhadap hal-hal berikut ini yang telah diberikan oleh instansi kepada anda sebagai karyawan. Adapun kriterianya adalah sebagai berikut:

1 = Sangat Tidak Puas

2 = Tidak Puas

3 = Cukup Puas

4 = Puas

5 = Sangat Puas











Bandar Lampung, 26 November 2019

Nomor : Penelitian.019/DMJ/DEKAN BAAK XI-19  
Lampiran : -  
Perihal : Permohonan Izin Penelitian

Kepada Yth,  
**PT. Sinar Niaga Sejahtera**  
Di -

Jl. Tembesu No. 2-5 Campang Raya Kec. Tanjung Karang Kota Bandar Lampung

Dengan hormat,

Berdasarkan dengan peraturan Akademik Institut Bisnis dan Informatika (IBI) bahwa mahasiswa/i Strata Satu (S1) yang akan menyelesaikan studinya diwajibkan untuk memiliki pengalaman kerja dengan melaksanakan Penelitian dan membuat laporan yang waktunya sesuai dengan kalender Institut Bisnis dan Informatika (IBI) Darmajaya.

Untuk itu kami mohon kerja sama Bapak Ibu agar kiranya dapat menerima mahasiswa/i untuk melakukan Penelitian, yang pelaksanaannya dimulai dari tanggal **25 November 2019 s.d 01 Februari 2020** (selama dua setengah bulan )

Adapun mahasiswa/i tersebut adalah :

**Nama** : Siti Indah Safitri  
**NPM** : 1612110158  
**Jurusan** : S1 Manajemen  
**Jenjang** : Strata Satu (S1)  
**Judul** : Analisis Kepuasan Kerja Karyawan di PT. Sinar Niaga Sejahtera Bandar Lampung

Demikian permohonan ini dibuat, atas perhatian dan kerjasama yang baik kami ucapkan terimakasih.



**Fakultas Ekonomi dan Bisnis**

**Dr. Faurani I Santi Singagerda, SE., M.Sc**  
Nik. 30040419

Tembusan  
1 Jurusan S1 Manajemen  
2 Arsip

