



LAMPIRAN-LAMPIRAN

LAMPIRAN



KUISIONER PENELITIAN **PENINGKATAN KINERJA KARYAWAN MELALUI MOTIVASI, DISIPLIN, LINGKUNGAN KERJA DAN KOMITMEN PADA PT. PLN UP3 (UNIT PELAKSANA PELAYANAN PELANGGAN) SITUBONDO** PENGANTAR

Saya dari Fakultas Ekonomi Manajemen universitas Muhammadiyah Jember sedang mengadakan penelitian tentang Peningkatan Kinerja Karyawan melalui Motivasi, Disiplin, Lingkungan kerja dan Komitmen Pada PT. PLN UP3 (Unit Pelaksana Pelayanan Pelanggan) Situbondo.

Demi tercapainya tujuan penelitian ini, maka peneliti mohon kesediaan dari Bapak/Ibu/Saudara untuk membantu mengisi angket atau daftar pertanyaan yang telah disediakan (terlampir berikut ini).

Kemudian atas kesediaan Bapak/Ibu/Saudara, yang telah meluangkan waktunya untuk mengisi angket penelitian ini, peneliti mengucapkan banyak terima kasih dan mohon maaf apabila ada pertanyaan yang tidak berkenan di hati Bapak/Ibu/Saudara.

Peneliti,

LELA NUZHULYA
NIM : 151 04 111 73

IDENTITAS RESPONDEN			
1.	Nama	:	
2.	Jenis Kelamin	:	a. Pria b. Wanita
3.	Pendidikan terakhir	:	
	a.	SLTP	c. Akademi / Sederajat
	b.	SLTA / Sederajat	b. S1 / S2
4.	Masa Kerja	:	Tahun

Tata cara pengisian angket :

Bapak/Ibu/Saudara sebagai pegawai pada PT.PLN UP3 (Unit Pelaksana Pelayanan Pelanggan) diminta untuk memberikan tanggapan/jawaban atas pertanyaan sebagaimana tersebut di bawah ini. Berikan jawaban hanya menandai salah satu jawaban yang telah disediakan di masing-masing pertanyaan (tanda X).

Skala berikut ini dipakai untuk mendefinisikan pengukuran dari jawaban yaitu :

- 5 = Sangat setuju (SS)
- 4 = Setuju (S)
- 3 = Netral (N)
- 2 = Tidak setuju (TS)
- 1 = Sangat tidak setuju (STS)

MOTIVASI

NO	PERNYATAAN	ALTERNATIF JAWABAN				
		SS	S	KS	TS	STS
1.	Karyawan mendapatkan libur dan cuti sesuai dengan ketentuan di perusahaan.					
2.	Karyawan memiliki jaminan keamanan asuransi kecelakaan saat bekerja di perusahaan ini.					
3.	Perusahaan memberikan rekreasi kepada karyawan pada setiap episode tertentu agar timbul rasa kekeluargaan.					
4.	Perusahaan memberikan kedudukan kepada karyawan yang berprestasi					
5.	Semua karyawan mendapatkan peluang dan kesempatan untuk mengembangkan keterampilan dan kemampuan di perusahaan ini.					

DISIPLIN KERJA

NO	PERNYATAAN	ALTERNATIF JAWABAN				
		SS	S	KS	TS	STS
1.	Semua karyawan bekerja sesuai dengan waktu yang telah ditentukan oleh perusahaan					
2.	Semua karyawan menggunakan fasilitas kantor sesuai aturan yang berlaku di perusahaan					
3.	Sebagian besar karyawan mengerjakan tugas pekerjaan dengan penuh tanggung jawab					
4.	Sebagian besar karyawan sudah mentaati peraturan yang telah ditetapkan perusahaan					

LINGKUNGAN KERJA

NO	PERNYATAAN	ALTERNATIF JAWABAN				
		SS	S	KS	TS	STS
1.	Semua karyawan menjalin hubungan baik dengan karyawan lain					
2.	Semua karyawan berhubungan baik dengan pimpinan dalam batasan pekerjaan					
3.	Sebagian besar karyawan mendapatkan fasilitas yang sesuai kebutuhan pekerjaan					

KOMITMEN

NO	PERNYATAAN	ALTERNATIF JAWABAN				
		SS	S	KS	TS	STS
1.	Saya akan tetap setia meskipun mengalami kebangkrutan pada perusahaan ini.					
2.	Saya merasa telah banyak berjasa bagi kehidupan saya sehingga saya bekerja lebih giat untuk perusahaan ini					
3.	Saya ingin bertahan bekerja meskipun mungkin banyak peluang bagi saya di perusahaan lain					

KINERJA KARYAWAN

NO	PERNYATAAN	ALTERNATIF JAWABAN				
		SS	S	KS	TS	STS
1.	Semua karyawan mampu mengerjakan pekerjaan tanpa bantuan orang lain					
2.	Semua karyawan mampu menyelesaikan pekerjaan tepat waktu					
3.	Semua karyawan berusaha bekerja dengan teliti					
4.	Semua karyawan mempunyai rasa tanggung jawab terhadap tugas yang diberikan perusahaan					

Lampiran 2

Rekapitulasi Data Jawaban Responden

No	X1.1	X1.2	X1.3	X1.4	X1.5	X1	X2.1	X2.2	X2.3	X2.4	X2
1	5	3	4	3	4	19	3	4	4	5	16
2	4	4	5	3	4	20	5	4	4	4	17
3	3	3	3	2	3	14	3	4	3	3	13
4	4	3	4	4	3	18	3	4	4	3	14
5	4	5	4	5	4	22	4	5	4	4	17
6	3	2	3	3	3	14	3	3	3	3	12
7	3	3	3	3	3	15	3	3	3	2	11
8	3	3	4	3	3	16	4	3	3	3	13
9	4	4	3	5	4	20	4	4	4	4	16
10	4	4	4	3	3	18	3	4	4	3	14
11	4	5	4	4	4	21	4	5	5	4	18
12	3	4	3	4	3	17	4	3	4	4	15
13	3	3	3	3	3	15	3	4	3	3	13
14	4	3	2	3	2	14	2	3	3	4	12
15	4	4	4	4	3	19	4	4	3	3	14
16	4	4	5	5	5	23	4	5	4	5	18
17	5	5	4	4	5	23	5	4	5	3	17
18	4	4	4	3	4	19	4	3	4	4	15
19	3	3	4	4	4	18	4	4	4	3	15
20	4	4	5	5	5	23	4	5	4	4	17
21	2	2	3	2	2	11	2	3	3	3	11
22	4	4	4	3	3	18	5	3	4	4	16

23	4	5	4	4	4	21	4	4	3	5	16
24	2	3	2	3	2	12	3	3	3	4	13
25	4	5	4	5	5	23	4	5	4	5	18
26	2	2	2	3	2	11	2	2	2	2	8
27	4	3	5	3	4	19	4	3	3	5	15
28	3	3	4	4	4	18	3	3	3	4	13
29	4	4	5	5	5	23	5	5	5	5	20
30	3	3	4	3	3	16	4	3	4	3	14
31	3	3	3	3	3	15	3	2	2	3	10
32	5	4	4	4	4	21	4	3	3	4	14
33	4	5	4	5	5	23	5	3	3	4	15
34	3	3	4	4	4	18	3	3	3	3	12
35	3	3	3	4	3	16	3	2	3	3	11
36	4	4	4	4	3	19	4	4	5	4	17
37	4	5	4	4	5	22	4	4	4	4	16
38	3	3	3	2	2	13	3	3	3	3	12
39	4	4	3	3	3	17	4	2	3	3	12
40	4	4	4	4	4	20	5	4	4	4	17
41	4	3	4	3	4	18	4	3	3	3	13
42	3	3	3	3	3	15	3	2	3	2	10
43	3	3	3	3	3	15	3	3	3	3	12
44	4	4	4	3	3	18	5	3	3	3	14
45	4	4	3	3	3	17	3	3	2	2	10
46	4	3	4	4	4	19	4	4	4	3	15
47	5	4	3	4	4	20	4	4	4	4	16

48	4	5	4	3	3	19	3	5	4	4	16
49	3	3	2	2	2	12	3	3	3	3	12
50	4	4	4	3	3	18	3	4	4	4	15
51	5	4	3	4	4	20	5	5	3	5	18
52	2	2	3	2	2	11	3	3	2	3	11
53	4	5	5	5	5	24	3	3	3	3	12
54	3	3	3	3	3	15	4	2	3	3	12
55	2	4	4	3	3	16	3	2	3	2	10
56	4	4	3	3	3	17	5	4	5	5	19
57	3	2	3	2	2	12	2	2	3	3	10
58	5	3	4	5	5	22	4	4	4	4	16
59	3	2	3	2	3	13	3	4	3	4	14
60	4	4	4	4	4	20	5	3	3	4	15
61	3	4	4	3	3	17	3	3	2	3	11
62	4	3	4	4	3	18	4	4	3	4	15
63	4	4	3	3	4	18	3	3	4	4	14
64	4	4	4	3	3	18	3	4	4	3	14
65	3	4	4	4	5	20	4	3	3	3	13
66	3	3	4	4	4	18	3	3	3	3	12
67	3	4	4	4	3	18	4	4	3	4	15
68	4	4	4	4	4	20	3	4	3	4	14
69	5	5	4	5	5	24	4	5	4	5	18
70	4	4	3	4	4	19	4	5	4	3	16
71	3	4	3	3	4	17	3	3	3	3	12

No	X3.1	X3.2	X3.3	X3	X4.1	X4.2	X4.3	X4	Y1	Y2	Y3	Y4	Y
1	3	4	4	11	5	3	4	12	5	3	4	3	15
2	4	4	4	12	4	4	5	13	4	5	4	4	17
3	3	3	3	9	3	3	3	9	4	4	3	3	14
4	5	4	5	14	4	3	3	10	4	4	4	4	16
5	5	5	5	15	4	3	5	12	4	4	5	4	17
6	3	3	3	9	3	2	3	8	4	4	3	3	14
7	3	4	3	10	3	3	3	9	4	3	3	5	15
8	4	4	4	12	3	3	4	10	4	4	4	4	16
9	5	5	5	15	4	4	3	11	4	5	3	5	17
10	4	4	4	12	4	4	4	12	5	3	4	3	15
11	5	5	4	14	3	4	3	10	4	4	4	4	16
12	4	3	4	11	3	3	3	9	4	3	4	4	15
13	3	4	4	11	3	3	3	9	4	3	4	3	14
14	4	4	4	12	4	3	3	10	4	3	4	3	14
15	4	4	4	12	4	4	4	12	5	4	3	4	16
16	5	5	5	15	4	4	5	13	5	4	4	4	17
17	4	4	4	12	5	5	4	14	5	4	4	3	16
18	4	4	3	11	4	4	4	12	5	4	3	3	15
19	5	5	4	14	3	3	4	10	4	4	4	4	16
20	5	5	5	15	4	4	5	13	5	4	4	4	17
21	2	2	2	6	2	2	3	7	3	2	3	2	10
22	3	2	3	8	3	2	3	8	3	4	3	3	13

23	5	5	4	14	4	5	4	13	4	4	4	4	16
24	2	3	2	7	2	3	2	7	3	3	3	4	13
25	5	5	4	14	5	5	5	15	5	4	5	5	19
26	2	2	2	6	2	2	1	5	2	3	2	3	10
27	4	3	4	11	4	3	5	12	4	4	3	3	14
28	4	4	3	11	3	3	4	10	4	4	3	3	14
29	5	5	5	15	4	4	5	13	4	4	5	5	18
30	4	3	4	11	3	3	3	9	4	4	3	3	14
31	4	3	4	11	2	2	2	6	3	3	3	3	12
32	4	5	4	13	4	5	4	13	5	4	4	4	17
33	4	4	3	11	4	5	5	14	4	4	5	4	17
34	4	4	4	12	3	3	3	9	4	4	3	3	14
35	4	5	3	12	3	3	3	9	3	3	3	5	14
36	5	4	4	13	4	4	4	12	4	4	4	4	16
37	4	4	4	12	4	3	4	11	3	5	3	5	16
38	2	3	2	7	2	2	3	7	3	3	4	3	13
39	4	4	4	12	4	5	3	12	3	4	4	4	15
40	5	4	4	13	4	4	4	12	4	3	4	4	15
41	4	4	5	13	2	3	3	8	4	3	4	3	14
42	4	5	5	14	3	2	3	8	4	3	4	3	14
43	4	4	4	12	3	2	2	7	3	4	3	4	14
44	3	5	4	12	3	2	4	9	4	4	4	4	16
45	4	4	4	12	2	2	3	7	3	4	4	3	14
46	4	4	4	12	4	4	3	11	5	4	3	3	15
47	4	5	5	14	5	5	4	14	5	4	4	4	17

48	4	3	3	10	5	4	5	14	5	4	4	4	17
49	2	2	2	6	2	2	2	6	4	2	3	2	11
50	5	5	5	15	3	3	3	9	4	4	3	3	14
51	4	3	4	11	5	4	4	13	4	4	4	4	16
52	3	2	2	7	5	4	4	13	2	3	3	4	12
53	5	4	5	14	5	5	5	15	4	4	5	5	18
54	4	4	4	12	3	4	4	11	5	3	2	3	13
55	4	3	4	11	3	3	4	10	3	4	3	3	13
56	4	4	4	12	3	3	3	9	4	4	5	5	18
57	4	4	5	13	3	4	4	11	2	4	5	5	16
58	3	4	4	11	3	4	3	10	5	4	3	3	15
59	3	3	3	9	5	5	4	14	3	3	3	3	12
60	5	5	4	14	4	4	5	13	5	5	3	2	15
61	4	4	4	12	3	3	4	10	3	4	3	4	14
62	4	5	4	13	4	3	4	11	5	4	4	5	18
63	4	4	5	13	3	4	3	10	4	3	3	5	15
64	4	4	4	12	4	4	4	12	5	4	4	4	17
65	3	4	4	11	4	3	3	10	4	4	5	4	17
66	4	4	4	12	3	3	3	9	4	4	3	3	14
67	4	5	3	12	3	4	4	11	4	5	4	5	18
68	3	4	4	11	3	4	3	10	4	4	4	4	16
69	4	5	5	14	4	5	4	13	4	5	5	5	19
70	4	3	4	11	4	5	4	13	4	4	3	4	15
71	4	3	4	11	4	3	4	11	3	4	4	4	15

Lampiran 3

Hasil Uji Validitas

Correlations

		X1.1	X1.2	X1.3	X1.4	X1.5	X1
X1.1	Pearson Correlation	1	.578**	.418**	.503**	.589**	.757**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	71	71	71	71	71	71
X1.2	Pearson Correlation	.578**	1	.453**	.579**	.596**	.796**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	71	71	71	71	71	71
X1.3	Pearson Correlation	.418**	.453**	1	.519**	.655**	.741**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	71	71	71	71	71	71
X1.4	Pearson Correlation	.503**	.579**	.519**	1	.777**	.845**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	71	71	71	71	71	71
X1.5	Pearson Correlation	.589**	.596**	.655**	.777**	1	.901**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	71	71	71	71	71	71
X1	Pearson Correlation	.757**	.796**	.741**	.845**	.901**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	71	71	71	71	71	71

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

Correlations

		X2.1	X2.2	X2.3	X2.4	X2
X2.1	Pearson Correlation	1	.381**	.475**	.461**	.729**
	Sig. (2-tailed)		.001	.000	.000	.000
	N	71	71	71	71	71
X2.2	Pearson Correlation	.381**	1	.620**	.590**	.830**
	Sig. (2-tailed)	.001		.000	.000	.000
	N	71	71	71	71	71
X2.3	Pearson Correlation	.475**	.620**	1	.473**	.801**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	71	71	71	71	71
X2.4	Pearson Correlation	.461**	.590**	.473**	1	.802**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	71	71	71	71	71
X2	Pearson Correlation	.729**	.830**	.801**	.802**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	71	71	71	71	71

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

Correlations

		X3.1	X3.2	X3.3	X3
X3.1	Pearson Correlation	1	.658**	.725**	.894**
	Sig. (2-tailed)		.000	.000	.000
	N	71	71	71	71
X3.2	Pearson Correlation	.658**	1	.645**	.872**
	Sig. (2-tailed)	.000		.000	.000
	N	71	71	71	71
X3.3	Pearson Correlation	.725**	.645**	1	.890**
	Sig. (2-tailed)	.000	.000		.000
	N	71	71	71	71
X3	Pearson Correlation	.894**	.872**	.890**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	71	71	71	71

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

Correlations

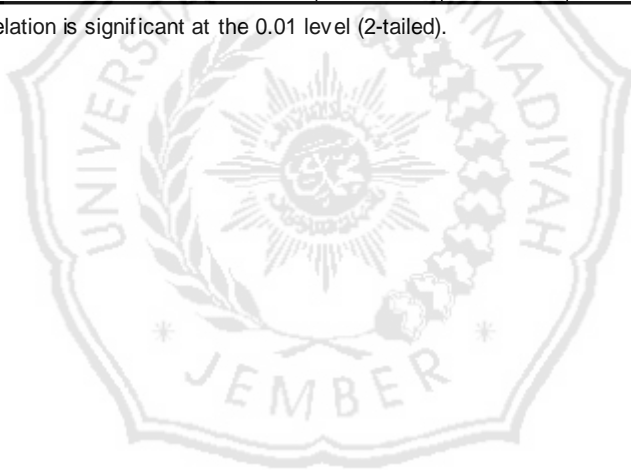
		X4.1	X4.2	X4.3	X4
X4.1	Pearson Correlation	1	.695**	.672**	.901**
	Sig. (2-tailed)		.000	.000	.000
	N	71	71	71	71
X4.2	Pearson Correlation	.695**	1	.560**	.869**
	Sig. (2-tailed)	.000		.000	.000
	N	71	71	71	71
X4.3	Pearson Correlation	.672**	.560**	1	.847**
	Sig. (2-tailed)	.000	.000		.000
	N	71	71	71	71
X4	Pearson Correlation	.901**	.869**	.847**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	71	71	71	71

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

Correlations

		Y1	Y2	Y3	Y4	Y
Y1	Pearson Correlation	1	.210	.173	-.041	.523**
	Sig. (2-tailed)		.079	.148	.737	.000
	N	71	71	71	71	71
Y2	Pearson Correlation	.210	1	.231	.380**	.661**
	Sig. (2-tailed)	.079		.052	.001	.000
	N	71	71	71	71	71
Y3	Pearson Correlation	.173	.231	1	.469**	.723**
	Sig. (2-tailed)	.148	.052		.000	.000
	N	71	71	71	71	71
Y4	Pearson Correlation	-.041	.380**	.469**	1	.706**
	Sig. (2-tailed)	.737	.001	.000		.000
	N	71	71	71	71	71
Y	Pearson Correlation	.523**	.661**	.723**	.706**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	71	71	71	71	71

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



Lampiran 4

Hasil Uji Reliabilitas

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	71	100.0
	Excluded ^a	0	.0
	Total	71	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.869	5

Item Statistics

	Mean	Std. Deviation	N
X1.1	3.6197	.76282	71
X1.2	3.6197	.83437	71
X1.3	3.6338	.72189	71
X1.4	3.5211	.85955	71
X1.5	3.5211	.89217	71

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
17.9155	10.936	3.30690	5

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	71	100.0
	Excluded ^a	0	.0
	Total	71	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.799	4

Item Statistics

	Mean	Std. Deviation	N
X2.1	3.6197	.79940	71
X2.2	3.5070	.87625	71
X2.3	3.4225	.73020	71
X2.4	3.5493	.80691	71

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
14.0986	6.462	2.54196	4

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	71	100.0
	Excluded ^a	0	.0
	Total	71	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.861	3

Item Statistics

	Mean	Std. Deviation	N
X3.1	3.9014	.81337	71
X3.2	3.9296	.86724	71
X3.3	3.8732	.82686	71

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11.7042	4.926	2.21936	3

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	71	100.0
	Excluded ^a	0	.0
	Total	71	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.842	3

Item Statistics

	Mean	Std. Deviation	N
X4.1	3.5211	.85955	71
X4.2	3.4789	.93898	71
X4.3	3.6197	.86794	71

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
10.6197	5.410	2.32604	3

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	71	100.0
	Excluded ^a	0	.0
	Total	71	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.544	4

Item Statistics

	Mean	Std. Deviation	N
Y1	3.9577	.78261	71
Y2	3.7746	.63689	71
Y3	3.6620	.73570	71
Y4	3.7324	.80990	71

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
15.1268	3.741	1.93413	4

Lampiran 5

Distribusi Frekuensi Jawaban Responden

Frequency Table

X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	5	7.0	7.0	7.0
	3.00	24	33.8	33.8	40.8
	4.00	35	49.3	49.3	90.1
	5.00	7	9.9	9.9	100.0
	Total	71	100.0	100.0	

X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	6	8.5	8.5	8.5
	3.00	25	35.2	35.2	43.7
	4.00	30	42.3	42.3	85.9
	5.00	10	14.1	14.1	100.0
	Total	71	100.0	100.0	

X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	5.6	5.6	5.6
	3.00	24	33.8	33.8	39.4
	4.00	37	52.1	52.1	91.5
	5.00	6	8.5	8.5	100.0
	Total	71	100.0	100.0	

X1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	7	9.9	9.9	9.9
	3.00	30	42.3	42.3	52.1
	4.00	24	33.8	33.8	85.9
	5.00	10	14.1	14.1	100.0
	Total	71	100.0	100.0	

X1.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	8	11.3	11.3	11.3
	3.00	29	40.8	40.8	52.1
	4.00	23	32.4	32.4	84.5
	5.00	11	15.5	15.5	100.0
	Total	71	100.0	100.0	

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	5.6	5.6	5.6
	3.00	29	40.8	40.8	46.5
	4.00	28	39.4	39.4	85.9
	5.00	10	14.1	14.1	100.0
	Total	71	100.0	100.0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	8	11.3	11.3	11.3
	3.00	29	40.8	40.8	52.1
	4.00	24	33.8	33.8	85.9
	5.00	10	14.1	14.1	100.0
	Total	71	100.0	100.0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	5	7.0	7.0	7.0
	3.00	36	50.7	50.7	57.7
	4.00	25	35.2	35.2	93.0
	5.00	5	7.0	7.0	100.0
	Total	71	100.0	100.0	

X2.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	5	7.0	7.0	7.0
	3.00	31	43.7	43.7	50.7
	4.00	26	36.6	36.6	87.3
	5.00	9	12.7	12.7	100.0
	Total	71	100.0	100.0	

X3.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	5	7.0	7.0	7.0
	3.00	12	16.9	16.9	23.9
	4.00	39	54.9	54.9	78.9
	5.00	15	21.1	21.1	100.0
	Total	71	100.0	100.0	

X3.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	5	7.0	7.0	7.0
	3.00	14	19.7	19.7	26.8
	4.00	33	46.5	46.5	73.2
	5.00	19	26.8	26.8	100.0
	Total	71	100.0	100.0	

X3.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	6	8.5	8.5	8.5
	3.00	11	15.5	15.5	23.9
	4.00	40	56.3	56.3	80.3
	5.00	14	19.7	19.7	100.0
	Total	71	100.0	100.0	

X4.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	8	11.3	11.3	11.3
	3.00	27	38.0	38.0	49.3
	4.00	27	38.0	38.0	87.3
	5.00	9	12.7	12.7	100.0
	Total	71	100.0	100.0	

X4.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	11	15.5	15.5	15.5
	3.00	26	36.6	36.6	52.1
	4.00	23	32.4	32.4	84.5
	5.00	11	15.5	15.5	100.0
	Total	71	100.0	100.0	

X4.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.4	1.4	1.4
	2.00	4	5.6	5.6	7.0
	3.00	27	38.0	38.0	45.1
	4.00	28	39.4	39.4	84.5
	5.00	11	15.5	15.5	100.0
	Total	71	100.0	100.0	

Y1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	4.2	4.2	4.2
	3.00	14	19.7	19.7	23.9
	4.00	37	52.1	52.1	76.1
	5.00	17	23.9	23.9	100.0
	Total	71	100.0	100.0	

Y2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	2.8	2.8	2.8
	3.00	18	25.4	25.4	28.2
	4.00	45	63.4	63.4	91.5
	5.00	6	8.5	8.5	100.0
	Total	71	100.0	100.0	

Y3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	2.8	2.8	2.8
	3.00	29	40.8	40.8	43.7
	4.00	31	43.7	43.7	87.3
	5.00	9	12.7	12.7	100.0
	Total	71	100.0	100.0	

Y4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	4.2	4.2	4.2
	3.00	26	36.6	36.6	40.8
	4.00	29	40.8	40.8	81.7
	5.00	13	18.3	18.3	100.0
	Total	71	100.0	100.0	

Lampiran 6

Hasil Analisis Regresi Linier Berganda

Regression

Descriptive Statistics

	Mean	Std. Deviation	N
Y	15.1268	1.93413	71
X1	17.9155	3.30690	71
X2	14.0986	2.54196	71
X3	11.7042	2.21936	71
X4	10.6197	2.32604	71

Correlations

		Y	X1	X2	X3	X4
Pearson Correlation	Y	1.000	.775	.669	.704	.649
	X1	.775	1.000	.728	.691	.661
	X2	.669	.728	1.000	.464	.584
	X3	.704	.691	.464	1.000	.473
	X4	.649	.661	.584	.473	1.000
Sig. (1-tailed)	Y	.	.000	.000	.000	.000
	X1	.000	.	.000	.000	.000
	X2	.000	.000	.	.000	.000
	X3	.000	.000	.000	.	.000
	X4	.000	.000	.000	.000	.
N	Y	71	71	71	71	71
	X1	71	71	71	71	71
	X2	71	71	71	71	71
	X3	71	71	71	71	71
	X4	71	71	71	71	71

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	X4 ^a , X3, X2, X1	.	Enter

a. All requested variables entered.

b. Dependent Variable: Y

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df 1	df 2	Sig. F Change
1	.840 ^a	.705	.687	1.08206	.705	39.412	4	66	.000

a. Predictors: (Constant), X4, X3, X2, X1

b. Dependent Variable: Y

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics		
		B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF	
1	(Constant)	5.008	.835		5.995	.000						
	X1	.154	.074	.263	2.064	.043	.775	.246	.138	.276	3.625	
	X2	.158	.076	.208	2.081	.041	.669	.248	.139	.447	2.236	
	X3	.291	.081	.333	3.586	.001	.704	.404	.240	.517	1.933	
	X4	.163	.076	.196	2.156	.035	.649	.257	.144	.540	1.852	

a. Dependent Variable: Y

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	184.583	4	46.146	39.412	.000 ^a
	Residual	77.277	66	1.171		
	Total	261.859	70			

a. Predictors: (Constant), X4, X3, X2, X1

b. Dependent Variable: Y

Collinearity Diagnostics

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions				
				(Constant)	X1	X2	X3	X4
1	1	4.936	1.000	.00	.00	.00	.00	.00
	2	.024	14.348	.33	.00	.00	.08	.54
	3	.019	16.255	.42	.03	.05	.49	.02
	4	.015	18.190	.18	.06	.48	.05	.39
	5	.006	28.180	.07	.91	.47	.38	.04

a. Dependent Variable: Y

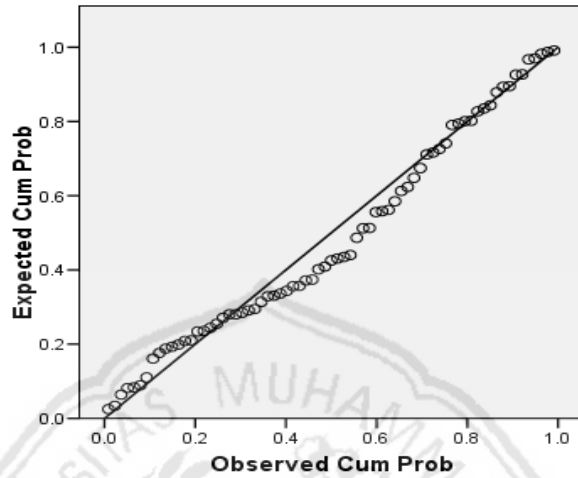
Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	10.5239	18.1886	15.1268	1.62385	71
Std. Predicted Value	-2.835	1.886	.000	1.000	71
Standard Error of Predicted Value	.138	.536	.272	.093	71
Adjusted Predicted Value	10.6206	18.2099	15.1270	1.61217	71
Residual	-2.12168	2.56952	.00000	1.05069	71
Std. Residual	-1.961	2.375	.000	.971	71
Stud. Residual	-2.204	2.476	.000	1.017	71
Deleted Residual	-2.68076	2.97171	-.00029	1.15534	71
Stud. Deleted Residual	-2.272	2.580	.004	1.033	71
Mahal. Distance	.160	16.221	3.944	3.629	71
Cook's Distance	.000	.282	.021	.051	71
Centered Leverage Value	.002	.232	.056	.052	71

a. Dependent Variable: Y

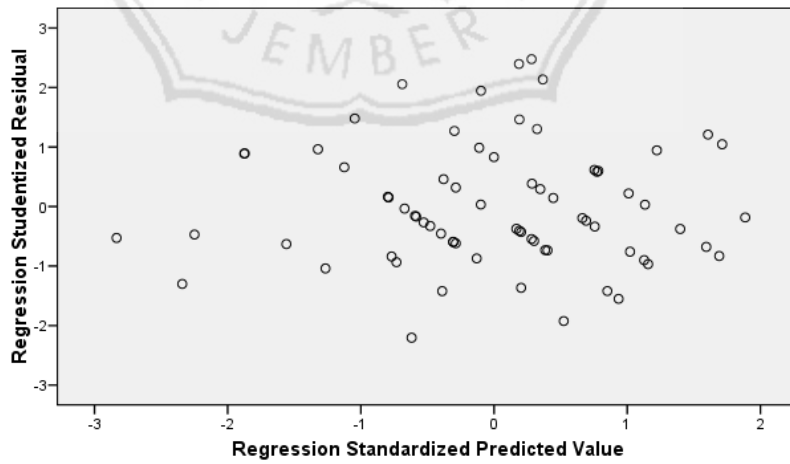
Normal P-P Plot of Regression Standardized Residual

Dependent Variable: Y



Scatterplot

Dependent Variable: Y





**PT PLN (PERSERO)
AREA SITUBONDO**



Sumber Kolak, Panarukan, Kabupaten Situbondo, Jawa Timur

Telepon: (0338) 672905

Kotak Pos: 68312

Nomor : 06/PPKM/X/2018

15 Oktober 2018

Lampiran : 1 (satu) lembar

Perihal : Izin Penelitian

Kepada Yth.
Dekan Fakultas Ekonomi dan
Bisnis
Universitas Muhammadiyah
Jember
Jl. Karimata No. 49 Jember

Sehubungan dengan Surat dari LPPM Universitas Muhammadiyah Jember Nomor 3567/LPPM UMJ 2.1/2/2019 pada Tanggal 15 Oktober 2018 perilah permohonan izin penelitian atas Nama :

No.	NAMA MAHASISWA	NIM	JURUSAN
1.	Lela Nuzhulya	1510411173	Manajemen

Dengan ini mengizinkan penelitian/riset di Kantor PT. PLN (Persero) Area Situbondo, dimulai Tanggal 22 Oktober 2018 sampai dengan 7 Maret 2019, dengan ketentuan sebagai berikut :

1. Tidak dibenarkan melakukan tindakan yang dapat mengganggu kegiatan operasional di Kantor PT. PLN (Persero) Area Situbondo.
 2. PT. PLN (Persero) Area Situbondo tidak memberi uang saku selama melaksanakan penelitian.
 3. PT. PLN (Persero) Area Situbondo tidak menanggung biaya apapun apabila mengalami Kecelakaan kerja selama melaksanakan penelitian.
 4. Tidak diperbolehkan mempublikasikan hal-hal yang bersifat Rahasia.
- Demikian disampaikan untuk dapat dipergunakan seperlunya, terimakasih.

MANAJER AREA PELAYANAN
Sekretaris

MUHAMMAD BASIT,S.E

NIP : 1912021 1912

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