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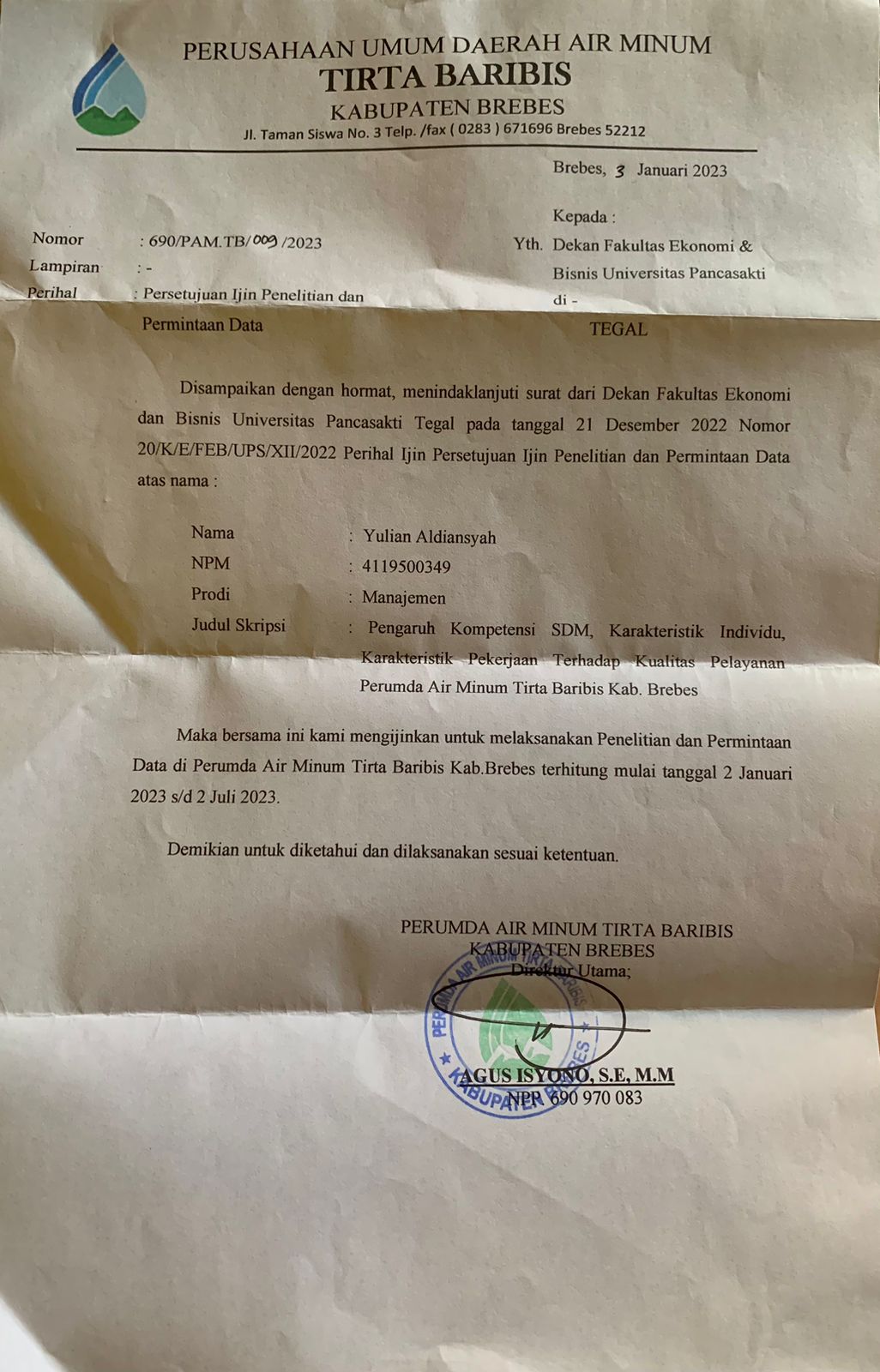
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# LAMPIRAN

**Lampiran 1**

**Surat Balasan Persetujuan Penelitian**

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**Lampiran 2**

**Kuesioner Penelitian**

**KUESIONER PENELITIAN**

Yang terhormat :

Bapak/Ibu Karyawan

Perumda Air Minum Tirta Baribis Kabupaten Brebes

Di Tempat

Dengan Hormat

Dalam rangka penyusunan penelitian untuk skripsi yang berjudul “Pengaruh Kompetensi Sumber Daya Manusia, Karakteristik Individu Dan Karakteristik Pekerjaan Terhadap Kualitas Pelayanan Publik Pada Perumda Air Minum Tirta Baribis Kabupaten Brebes”, maka dari itu saya memohon dengan hormat kepada Bapak/Ibu Karyawan Perumda Air Minum Tirta Baribis Kabupaten Brebes untuk berkenan mengisi kuesioner dibawah ini dan memberikan data dengan sebenarnya.

Mengingat kuesioner ini tidak dimaksudkan untuk kepentingan di luar penyusunan skripsi, maka kami mohon Bapak/Ibu berkenan memberikan jawaban yang sesuai dengan kondisi dan apa adanya. Setiap jawaban yang Bapak/Ibu berikan, merupakan bantuan yang amat berharga bagi saya dalam penulisan skripsi ini. Oleh karena itu, atas perhatiannya, jawaban dan kerja sama yang Bapak/Ibu berikan, saya ucapkan terima kasih.

Hormat Saya,

Yulian Aldiansyah

**KARAKTERISTIK RESPONDEN**

1. **Identitas Responden**
2. Jenis Kelamin : Laki-Laki Perempuan
3. Pendidikan Terakhir : SMA/SMK/MA DI/DII/DIII

S1 S2

1. Umur 21 – 30 Tahun 41 55 Tahun

31 – 40 Tahun

1. **Petunjuk Pengisian**

Berilah Tanda check list (√) pada jawaban yang sesuai dengan pendapat Anda.

STS : Sangat Tidak Setuju

TS : Tidak Setuju

N : Netral

S : Setuju

SS : Sangat Setuju

1. **Pernyataan Kuesioner**
2. Kualitas Pelayanan (Y)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **Tanggapan Responden** | | | | |
| **SS** | **S** | **N** | **TS** | **STS** |
| **Keandalan** | | | | | | |
| 1 | Dalam bekerja, pegawai mampu menjalankan prosedur dan teknis pelayanan dengan baik |  |  |  |  |  |
| 2 | Dalam bekerja, pegawai dapat menjalankan prosedur pelayanan sesuai dengan aturan yang ada |  |  |  |  |  |
| **Daya tanggap** | | | | | | |
| 3 | Pegawai memiliki respon yang baik dalam membantu keluhan masyarakat terkait pelayanan |  |  |  |  |  |
| 4 | Dalam bekerja, pegawai mampu untuk memenuhi janji pelayanan publik yang akurat |  |  |  |  |  |
| 5 | Pegawai merespon dengan baik dan cepat, dalam menyelesaikan permasalahan yang ada terkait pelayanan public |  |  |  |  |  |
| **Jaminan** | | | | | | |
| 6 | Pegawai memiliki etika serta kesopanan yang baik dalam melayani masyarakat. |  |  |  |  |  |
| 7 | Dalam bekerja, pegawai mampu menolong pelanggan untuk menyediakan pelayanan publik yang tepat |  |  |  |  |  |
| **Perhatian** | | | | | | |
| 8 | Pegawai memberikan pelayanan yang tulus serta bersikap ramah |  |  |  |  |  |
| 9 | Dalam bekerja, pegawai melayani masyarakat dengan ramah/senyuman |  |  |  |  |  |
| **Bukti fisik** | | | | | | |
| 10 | Perusahaan menyediakan komputer untuk menunjang pekerjaan pegawai |  |  |  |  |  |
| 11 | Kondisi ruangan pegawai untuk bekerja, tertata rapih dan bersih |  |  |  |  |  |

1. Kompetensi Sumber Daya Manusia (X1)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **Tanggapan Responden** | | | | |
| **SS** | **S** | **N** | **TS** | **STS** |
| ***Task Skills* (Ketrampilan tugas)** | | | | | | |
| 1 | Pegawai memahami tugas dan tanggung jawab yang diberikan perusahaan kepada saya |  |  |  |  |  |
| 2 | Pegawai mempunyai pengetahuan yang cukup mengenai job disk pekerjaan |  |  |  |  |  |
| ***Task Management*** **(Manajemen tugas)** | | | | | | |
| 3 | Pegawai mempunyai kemampuan untuk menyelesaikan masalah sesuai dengan tugas dan tanggungjawab |  |  |  |  |  |
| 4 | Pegawai memiliki ketrampilan yang baik untuk melaksanakan pekerjaan |  |  |  |  |  |
| ***Contingency management skill*** (Ketrampilan manajemen kontingensi) | | | | | | |
| 5 | Dalam bekerja, pegawai selalu berusaha untuk berfikir strategis, demi kemajuan diri pegawai dan organisasi |  |  |  |  |  |
| 6 | Pegawai berusaha memunculkan ide baru untuk kemajuan perusahaan |  |  |  |  |  |
| ***Job role* (Peran pekerjaan)** | | | | | | |
| 7 | Pegawai mempuyai minat yang tinggi terhadap pekerjaan yang pegawai lakukan saat ini dan pengembangan karir kedepannya |  |  |  |  |  |
| 8 | Pengalaman kerja yang pegawai miliki, membantu mengurangi kesalahan yang pegawai lakukan pada saat bekerja |  |  |  |  |  |
| ***Transfer skills* (Mentransfer ketrampilan)** | | | | | | |
| 9 | Pegawai percaya sikap baik kepada rekan kerja akan mendukung dalam menyelesaikan pekerjaan yang membutuhkan kerjasama tim |  |  |  |  |  |
| 10 | Kemampuan yang pegawai miliki selama hidup, dapat memberikan dampak positif bagi perusahaan |  |  |  |  |  |

1. Karakteristik Individu (X2)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **Tanggapan Responden** | | | | |
| **SS** | **S** | **N** | **TS** | **STS** |
| **Keterbukaan kepribadian terhadap pengalaman** | | | | | | |
| 1 | Dalam bekerja, pegawai menginginkan melaksanakan pekerjaan sesuai dengan kemampuan |  |  |  |  |  |
| 2 | Pegawai memiliki ketrampilan dan pengalaman yang membantu dalam menyelesaikan tugas-tugas saat bekerja |  |  |  |  |  |
| **Kesadaran kepribadian** | | | | | | |
| 3 | Pegawai melakukan kerjasama dengan rekan agar hasil yang dikerjakan maksimal |  |  |  |  |  |
| 4 | Pegawai dapat bekerja dengan profesional untuk perusahaan |  |  |  |  |  |
| **Keterbukaan terhadap orang lain** | | | | | | |
| 5 | Dalam pekerjaan, pegawai dapat menanggapi kritik dan saran dari orang lain terhadap hal-hal yang menyangkut pekerjaan |  |  |  |  |  |
| 6 | Pegawai bersemangat dan antusias dalam menyelesaikan pekerjaan |  |  |  |  |  |
| **Keramahan** | | | | | | |
| 7 | Pegawai ramah dalam menanggapi aduan dari masyarakat |  |  |  |  |  |
| 8 | Pegawai dapat menerima masukan dari rekan kerja/atasan |  |  |  |  |  |
| **Sering merasa tertekan** | | | | | | |
| 9 | Pegawai sering murung dalam bekerja |  |  |  |  |  |
| 10 | Dalam bekerja, pegawai mudah merasa tertekan pada pekerjaannya |  |  |  |  |  |

1. Karakteristik Pekerjaan (X3)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **Tanggapan Responden** | | | | |
| **SS** | **S** | **N** | **TS** | **STS** |
| **Variasi Pekerjaan** | | | | | | |
| 1 | Dalam bekerja, pegawai harus menggunakan lebih dari satu keahlian untuk menyelesaikan pekerjaan |  |  |  |  |  |
| 2 | Pegawai memiliki banyak ketrampilan yang mendukung dalam melaksanakan tugas. |  |  |  |  |  |
| **Identitas Tugas** | | | | | | |
| 3 | Pegawai memahami dengan jelas tugas-tugas yang diberikan sehingga mempermudah dalam pelaksnaan kerja |  |  |  |  |  |
| 4 | Perusahaan memaparkan dengan jelas mengenai tugas dalam pekerjaan |  |  |  |  |  |
| **Signifikansi Tugas** | | | | | | |
| 5 | Tugas yang diberikan kepada pegawai ada pengaruh terhadap perusahaan |  |  |  |  |  |
| 6 | Pegawai tidak akan mengecewakan pimpinan dalam menyelesaikan tugas yang diberikan kepada saya |  |  |  |  |  |
| **Otonomi** | | | | | | |
| 7 | Dalam bekerja, pegawai mempunyai keleluasaan dan kemandirian dalam menyelesaikan tugas |  |  |  |  |  |
| 8 | Pegawai menyukai jika pimpinan selalu, memberikan kepercayaan penuh atas tugas yang diberikan |  |  |  |  |  |
| **Umpan Balik** | | | | | | |
| 9 | Dalam bekerja pegawai diberi petunjuk-petunjuk tentang bagaimana menyelesaikan pekerjaan dengan baik |  |  |  |  |  |
| 10 | Pegawai selalu menerima umpan balik, dari karyawan lain yang berkaitan dengan pekerjaan pegawai |  |  |  |  |  |

**Lampiran 3**

**Jawaban Responden Pernyataan Responden Kualitas Pelayanan (Y)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Resp | Pernyataan | | | | | | | | | | | Total Y |
| Y1 | Y2 | Y3 | Y4 | Y5 | Y6 | Y7 | Y8 | Y9 | Y10 | Y11 |
| 1 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 52 |
| 2 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 50 |
| 3 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 2 | 47 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 46 |
| 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 54 |
| 6 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 54 |
| 7 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 51 |
| 8 | 3 | 2 | 4 | 2 | 4 | 5 | 2 | 4 | 5 | 5 | 5 | 41 |
| 9 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 54 |
| 10 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 44 |
| 11 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 44 |
| 12 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 45 |
| 13 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 53 |
| 14 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 45 |
| 15 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 54 |
| 16 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 52 |
| 17 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 50 |
| 18 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 45 |
| 19 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 53 |
| 20 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 3 | 50 |
| 21 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 50 |
| 22 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 2 | 48 |
| 23 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 53 |
| 24 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 53 |
| 25 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 50 |
| 26 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 49 |
| 27 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 53 |
| 28 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 54 |
| 29 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 52 |
| 30 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 53 |
| 31 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 55 |
| 32 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 54 |
| 33 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 50 |
| 34 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 55 |
| 35 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 55 |
| 36 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 54 |
| 37 | 2 | 5 | 3 | 2 | 4 | 2 | 2 | 1 | 2 | 2 | 1 | 26 |
| 38 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 54 |
| 39 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 55 |
| 40 | 4 | 5 | 5 | 3 | 4 | 3 | 2 | 4 | 3 | 4 | 2 | 39 |
| 41 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 54 |
| 42 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 2 | 24 |
| 43 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 33 |
| 44 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 55 |
| 45 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 55 |
| 46 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 55 |
| 47 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 33 |
| 48 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 33 |
| 49 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 33 |
| 50 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 44 |
| 51 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 54 |
| 52 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 33 |
| 53 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 33 |
| 54 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 55 |
| 55 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 54 |
| 56 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 33 |
| 57 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 45 |
| 58 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 55 |
| 59 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 33 |
| 60 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 33 |
| 61 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 33 |
| 62 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 33 |
| 63 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 55 |
| 64 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 35 |
| 65 | 2 | 3 | 1 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 23 |
| 66 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 33 |
| 67 | 2 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | 28 |
| 68 | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 4 | 2 | 3 | 2 | 29 |
| 69 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 36 |

**Lampiran 4**

**Jawaban Responden Pernyataan Responden Kompetensi Sumber Daya Manusia (X1)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Resp | Pernyataan | | | | | | | | | | Total  Skor |
| X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 | X1.7 | X1.8 | X1.9 | X1.10 |
| 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 4 | 3 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 41 |
| 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 6 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 7 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 9 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 10 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 41 |
| 11 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 12 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 13 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 14 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 15 | 5 | 5 | 5 | 4 | 5 | 5 | 3 | 5 | 5 | 5 | 47 |
| 16 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 17 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 18 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 41 |
| 19 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 20 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 21 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 31 |
| 22 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 23 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 24 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 31 |
| 25 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 26 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 27 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 28 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 30 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 31 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 32 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 33 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 34 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 35 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 36 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 37 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 38 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 39 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 40 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 41 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 42 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 43 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 44 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 45 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 46 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 47 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 48 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 49 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 50 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 51 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 52 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 53 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 48 |
| 54 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 55 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 48 |
| 56 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 57 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 58 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 59 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 60 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 61 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 62 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 63 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 64 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 65 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 66 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 67 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 68 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 20 |
| 69 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 20 |

**Lampiran 5**

**Jawaban Responden Pernyataan Responden Karakteristik Individu (X2)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Resp | Pernyataan | | | | | | | | | | Total  Skor |
| X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | X2.6 | X2.7 | X2.8 | X2.9 | X2.10 |
| 1 | 5 | 5 | 3 | 5 | 3 | 5 | 5 | 3 | 5 | 5 | 44 |
| 2 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 48 |
| 3 | 2 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 2 | 4 | 42 |
| 4 | 4 | 5 | 3 | 5 | 5 | 2 | 5 | 5 | 5 | 5 | 44 |
| 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 43 |
| 6 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 7 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 43 |
| 8 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 48 |
| 9 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 10 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 11 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 42 |
| 12 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 42 |
| 13 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 46 |
| 14 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 41 |
| 15 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 48 |
| 16 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 47 |
| 17 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 49 |
| 18 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 42 |
| 19 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 45 |
| 20 | 4 | 5 | 5 | 4 | 2 | 5 | 4 | 5 | 5 | 5 | 44 |
| 21 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 44 |
| 22 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 23 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 47 |
| 24 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 49 |
| 25 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 45 |
| 26 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 46 |
| 27 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 46 |
| 28 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 47 |
| 29 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 46 |
| 30 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 31 | 5 | 5 | 4 | 4 | 3 | 5 | 5 | 5 | 4 | 5 | 45 |
| 32 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| 33 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 48 |
| 34 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 47 |
| 35 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 36 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 37 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 38 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 39 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 40 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 41 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 42 | 1 | 2 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 25 |
| 43 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 44 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 45 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 46 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 46 |
| 47 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 48 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 49 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 50 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 51 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 27 |
| 52 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 53 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 54 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 55 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 48 |
| 56 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 57 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 58 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 49 |
| 59 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 60 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 61 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 62 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 5 | 34 |
| 63 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 64 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 32 |
| 65 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 66 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 67 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 68 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 69 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |

**Lampiran 6**

**Jawaban Responden Pernyataan Responden Karakteristik Pekerjaan (X3)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Resp | Pernyataan | | | | | | | | | | Total X3 |
| X3.1 | X3.2 | X3.3 | X3.4 | X3.5 | X3.6 | X3.7 | X3.8 | X3.9 | X3.10 |
| 1 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 43 |
| 2 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 44 |
| 3 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 48 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 41 |
| 6 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 7 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 44 |
| 8 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 47 |
| 9 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 10 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 11 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 12 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 13 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 48 |
| 14 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 15 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 45 |
| 16 | 5 | 2 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 42 |
| 17 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 4 | 42 |
| 18 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 19 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 3 | 4 | 46 |
| 20 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 46 |
| 21 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 44 |
| 22 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 23 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 24 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 25 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 26 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 27 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 28 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 29 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 42 |
| 30 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 31 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 32 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 3 | 5 | 5 | 45 |
| 33 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 34 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 35 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 36 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 37 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 38 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 39 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 40 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 41 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 42 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 43 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 44 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 45 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 46 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 29 |
| 47 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 48 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 49 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 50 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 51 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 52 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 53 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 54 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 49 |
| 55 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 48 |
| 56 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 57 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 58 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 59 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 60 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 61 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 62 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 63 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 64 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 65 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 66 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 67 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 68 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 69 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 32 |

**Lampiran 7 Pengolahan Data Interval (MSI)**

1. Kualitas Pelayanan (Y)

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Y1** | **Y2** | **Y3** | **Y4** | **Y5** | **Y6** | **Y7** | **Y8** | **Y9** | **Y10** | **Y11** | **Total Y** |
| 3,930 | 3,861 | 3,275 | 2,796 | 3,956 | 2,740 | 3,858 | 4,255 | 3,787 | 3,751 | 4,323 | 40,533 |
| 2,832 | 2,784 | 3,275 | 3,857 | 2,812 | 3,810 | 2,772 | 4,255 | 3,787 | 3,751 | 4,323 | 38,258 |
| 2,832 | 2,784 | 4,370 | 3,857 | 3,956 | 2,740 | 3,858 | 4,255 | 2,701 | 2,646 | 1,975 | 35,974 |
| 2,832 | 2,784 | 3,275 | 2,796 | 2,812 | 2,740 | 2,772 | 3,161 | 3,787 | 3,751 | 3,277 | 33,987 |
| 2,832 | 3,861 | 4,370 | 3,857 | 3,956 | 3,810 | 3,858 | 4,255 | 3,787 | 3,751 | 4,323 | 42,660 |
| 2,832 | 3,861 | 4,370 | 3,857 | 3,956 | 3,810 | 3,858 | 4,255 | 3,787 | 3,751 | 4,323 | 42,660 |
| 2,832 | 3,861 | 4,370 | 3,857 | 3,956 | 2,740 | 3,858 | 3,161 | 2,701 | 3,751 | 4,323 | 39,411 |
| 2,024 | 1,000 | 3,275 | 1,000 | 2,812 | 3,810 | 1,000 | 3,161 | 3,787 | 3,751 | 4,323 | 29,943 |
| 3,930 | 3,861 | 4,370 | 2,796 | 3,956 | 3,810 | 3,858 | 4,255 | 3,787 | 3,751 | 4,323 | 42,698 |
| 2,832 | 2,784 | 3,275 | 2,796 | 2,812 | 2,740 | 2,772 | 3,161 | 2,701 | 2,646 | 3,277 | 31,796 |
| 2,832 | 2,784 | 3,275 | 2,796 | 2,812 | 2,740 | 2,772 | 3,161 | 2,701 | 2,646 | 3,277 | 31,796 |
| 2,832 | 2,784 | 3,275 | 2,796 | 2,812 | 2,740 | 2,772 | 3,161 | 2,701 | 3,751 | 3,277 | 32,902 |
| 2,832 | 3,861 | 4,370 | 3,857 | 3,956 | 3,810 | 3,858 | 4,255 | 2,701 | 3,751 | 4,323 | 41,575 |
| 2,832 | 2,784 | 3,275 | 2,796 | 2,812 | 2,740 | 2,772 | 3,161 | 2,701 | 2,646 | 4,323 | 32,842 |
| 3,930 | 3,861 | 3,275 | 3,857 | 3,956 | 3,810 | 3,858 | 4,255 | 3,787 | 3,751 | 4,323 | 42,664 |
| 3,930 | 3,861 | 4,370 | 2,796 | 2,812 | 3,810 | 2,772 | 4,255 | 3,787 | 3,751 | 4,323 | 40,468 |
| 2,832 | 3,861 | 3,275 | 3,857 | 2,812 | 3,810 | 2,772 | 4,255 | 2,701 | 3,751 | 4,323 | 38,250 |
| 2,832 | 2,784 | 3,275 | 2,796 | 2,812 | 2,740 | 2,772 | 3,161 | 2,701 | 3,751 | 3,277 | 32,902 |
| 3,930 | 3,861 | 4,370 | 3,857 | 3,956 | 3,810 | 2,772 | 4,255 | 2,701 | 3,751 | 4,323 | 41,587 |
| 2,832 | 3,861 | 4,370 | 2,796 | 2,812 | 3,810 | 3,858 | 4,255 | 3,787 | 3,751 | 2,716 | 38,848 |
| 2,832 | 2,784 | 4,370 | 3,857 | 3,956 | 3,810 | 2,772 | 3,161 | 3,787 | 3,751 | 3,277 | 38,356 |
| 2,832 | 2,784 | 4,370 | 3,857 | 2,812 | 3,810 | 2,772 | 4,255 | 3,787 | 3,751 | 1,975 | 37,004 |
| 3,930 | 3,861 | 3,275 | 3,857 | 3,956 | 3,810 | 2,772 | 4,255 | 3,787 | 3,751 | 4,323 | 41,578 |
| 3,930 | 3,861 | 3,275 | 3,857 | 3,956 | 3,810 | 2,772 | 4,255 | 3,787 | 3,751 | 4,323 | 41,578 |
| 3,930 | 3,861 | 3,275 | 3,857 | 2,812 | 2,740 | 2,772 | 4,255 | 3,787 | 2,646 | 4,323 | 38,259 |
| 3,930 | 3,861 | 3,275 | 2,796 | 2,812 | 2,740 | 2,772 | 4,255 | 3,787 | 3,751 | 3,277 | 37,257 |
| 3,930 | 3,861 | 4,370 | 3,857 | 3,956 | 3,810 | 2,772 | 4,255 | 3,787 | 3,751 | 3,277 | 41,626 |
| 3,930 | 3,861 | 4,370 | 3,857 | 2,812 | 3,810 | 3,858 | 4,255 | 3,787 | 3,751 | 4,323 | 42,614 |
| 3,930 | 3,861 | 4,370 | 2,796 | 2,812 | 3,810 | 3,858 | 4,255 | 3,787 | 3,751 | 3,277 | 40,508 |
| 3,930 | 3,861 | 4,370 | 3,857 | 2,812 | 2,740 | 3,858 | 4,255 | 3,787 | 3,751 | 4,323 | 41,544 |
| 3,930 | 3,861 | 4,370 | 3,857 | 3,956 | 3,810 | 3,858 | 4,255 | 3,787 | 3,751 | 4,323 | 43,759 |
| 3,930 | 3,861 | 4,370 | 3,857 | 2,812 | 3,810 | 3,858 | 4,255 | 3,787 | 3,751 | 4,323 | 42,614 |
| 2,832 | 2,784 | 4,370 | 2,796 | 3,956 | 2,740 | 3,858 | 4,255 | 2,701 | 3,751 | 4,323 | 38,367 |
| 3,930 | 3,861 | 4,370 | 3,857 | 3,956 | 3,810 | 3,858 | 4,255 | 3,787 | 3,751 | 4,323 | 43,759 |
| 3,930 | 3,861 | 4,370 | 3,857 | 3,956 | 3,810 | 3,858 | 4,255 | 3,787 | 3,751 | 4,323 | 43,759 |
| 3,930 | 3,861 | 4,370 | 3,857 | 3,956 | 3,810 | 2,772 | 4,255 | 3,787 | 3,751 | 4,323 | 42,673 |
| 1,000 | 3,861 | 2,495 | 1,000 | 2,812 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 17,168 |
| 3,930 | 3,861 | 4,370 | 3,857 | 2,812 | 3,810 | 3,858 | 4,255 | 3,787 | 3,751 | 4,323 | 42,614 |
| 3,930 | 3,861 | 4,370 | 3,857 | 3,956 | 3,810 | 3,858 | 4,255 | 3,787 | 3,751 | 4,323 | 43,759 |
| 2,832 | 3,861 | 4,370 | 2,050 | 2,812 | 2,024 | 1,000 | 3,161 | 1,998 | 2,646 | 1,975 | 28,729 |
| 2,832 | 3,861 | 4,370 | 3,857 | 3,956 | 3,810 | 3,858 | 4,255 | 3,787 | 3,751 | 4,323 | 42,660 |
| 1,000 | 1,000 | 1,625 | 1,000 | 1,000 | 1,000 | 1,000 | 2,367 | 1,998 | 1,000 | 1,975 | 14,964 |
| 2,024 | 2,078 | 2,495 | 2,050 | 1,970 | 2,024 | 1,988 | 2,367 | 1,998 | 2,021 | 2,716 | 23,732 |
| 3,930 | 3,861 | 4,370 | 3,857 | 3,956 | 3,810 | 3,858 | 4,255 | 3,787 | 3,751 | 4,323 | 43,759 |
| 3,930 | 3,861 | 4,370 | 3,857 | 3,956 | 3,810 | 3,858 | 4,255 | 3,787 | 3,751 | 4,323 | 43,759 |
| 3,930 | 3,861 | 4,370 | 3,857 | 3,956 | 3,810 | 3,858 | 4,255 | 3,787 | 3,751 | 4,323 | 43,759 |
| 2,024 | 2,078 | 2,495 | 2,050 | 1,970 | 2,024 | 1,988 | 2,367 | 1,998 | 2,021 | 2,716 | 23,732 |
| 2,024 | 2,078 | 2,495 | 2,050 | 1,970 | 2,024 | 1,988 | 2,367 | 1,998 | 2,021 | 2,716 | 23,732 |
| 2,024 | 2,078 | 2,495 | 2,050 | 1,970 | 2,024 | 1,988 | 2,367 | 1,998 | 2,021 | 2,716 | 23,732 |
| 2,832 | 2,784 | 3,275 | 2,796 | 2,812 | 2,740 | 2,772 | 3,161 | 2,701 | 2,646 | 3,277 | 31,796 |
| 3,930 | 3,861 | 4,370 | 2,796 | 3,956 | 3,810 | 3,858 | 4,255 | 3,787 | 3,751 | 4,323 | 42,698 |
| 2,024 | 2,078 | 2,495 | 2,050 | 1,970 | 2,024 | 1,988 | 2,367 | 1,998 | 2,021 | 2,716 | 23,732 |
| 2,024 | 2,078 | 2,495 | 2,050 | 1,970 | 2,024 | 1,988 | 2,367 | 1,998 | 2,021 | 2,716 | 23,732 |
| 3,930 | 3,861 | 4,370 | 3,857 | 3,956 | 3,810 | 3,858 | 4,255 | 3,787 | 3,751 | 4,323 | 43,759 |
| 3,930 | 3,861 | 4,370 | 3,857 | 3,956 | 3,810 | 3,858 | 4,255 | 2,701 | 3,751 | 4,323 | 42,673 |
| 2,024 | 2,078 | 2,495 | 2,050 | 1,970 | 2,024 | 1,988 | 2,367 | 1,998 | 2,021 | 2,716 | 23,732 |
| 3,930 | 2,784 | 3,275 | 2,796 | 2,812 | 2,740 | 2,772 | 3,161 | 2,701 | 2,646 | 3,277 | 32,895 |
| 3,930 | 3,861 | 4,370 | 3,857 | 3,956 | 3,810 | 3,858 | 4,255 | 3,787 | 3,751 | 4,323 | 43,759 |
| 2,024 | 2,078 | 2,495 | 2,050 | 1,970 | 2,024 | 1,988 | 2,367 | 1,998 | 2,021 | 2,716 | 23,732 |
| 2,024 | 2,078 | 2,495 | 2,050 | 1,970 | 2,024 | 1,988 | 2,367 | 1,998 | 2,021 | 2,716 | 23,732 |
| 2,024 | 2,078 | 2,495 | 2,050 | 1,970 | 2,024 | 1,988 | 2,367 | 1,998 | 2,021 | 2,716 | 23,732 |
| 2,024 | 2,078 | 2,495 | 2,050 | 1,970 | 2,024 | 1,988 | 2,367 | 1,998 | 2,021 | 2,716 | 23,732 |
| 3,930 | 3,861 | 4,370 | 3,857 | 3,956 | 3,810 | 3,858 | 4,255 | 3,787 | 3,751 | 4,323 | 43,759 |
| 2,024 | 2,078 | 2,495 | 2,050 | 1,970 | 2,024 | 1,988 | 2,367 | 1,998 | 2,646 | 3,277 | 24,919 |
| 1,000 | 2,078 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 2,367 | 1,000 | 1,000 | 1,975 | 14,420 |
| 2,024 | 2,078 | 2,495 | 2,050 | 1,970 | 2,024 | 1,988 | 2,367 | 1,998 | 2,021 | 2,716 | 23,732 |
| 1,000 | 1,000 | 2,495 | 2,050 | 1,000 | 2,024 | 1,988 | 2,367 | 1,000 | 2,021 | 1,975 | 18,921 |
| 2,024 | 2,078 | 1,625 | 2,050 | 1,000 | 1,000 | 1,988 | 3,161 | 1,000 | 2,021 | 1,975 | 19,923 |
| 2,024 | 2,078 | 2,495 | 2,050 | 1,970 | 2,024 | 1,988 | 2,367 | 2,701 | 2,646 | 3,277 | 25,622 |

1. Kompetensi Sumber Daya Manusia (X1)

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **X1.1** | **X1.2** | **X1.3** | **X1.4** | **X1.5** | **X1.6** | **X1.7** | **X1.8** | **X1.9** | **X1.10** | **Total X1** |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 2,355 | 4,561 | 3,454 | 3,474 | 3,454 | 4,561 | 3,493 | 3,474 | 3,494 | 3,415 | 35,734 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 4,561 | 4,561 | 4,597 | 4,634 | 4,597 | 4,561 | 4,634 | 4,634 | 4,673 | 4,561 | 46,014 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 4,561 | 4,561 | 4,597 | 4,634 | 4,597 | 4,561 | 4,634 | 4,634 | 4,673 | 4,561 | 46,014 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 4,561 | 35,704 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 4,561 | 4,561 | 4,597 | 3,474 | 4,597 | 4,561 | 2,380 | 4,634 | 4,673 | 4,561 | 42,599 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 4,561 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 35,685 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 4,561 | 35,704 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,380 | 2,355 | 2,355 | 2,330 | 23,549 |
| 3,434 | 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,380 | 2,355 | 2,355 | 2,330 | 24,627 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,380 | 2,355 | 2,355 | 3,415 | 24,634 |
| 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,380 | 2,355 | 2,355 | 2,330 | 23,549 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 4,561 | 4,561 | 4,597 | 4,634 | 4,597 | 4,561 | 4,634 | 4,634 | 4,673 | 4,561 | 46,014 |
| 4,561 | 4,561 | 4,597 | 4,634 | 4,597 | 4,561 | 4,634 | 4,634 | 4,673 | 4,561 | 46,014 |
| 4,561 | 4,561 | 4,597 | 4,634 | 4,597 | 4,561 | 4,634 | 4,634 | 4,673 | 4,561 | 46,014 |
| 4,561 | 4,561 | 4,597 | 4,634 | 4,597 | 4,561 | 4,634 | 4,634 | 4,673 | 4,561 | 46,014 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,380 | 2,355 | 2,355 | 2,330 | 23,549 |
| 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,380 | 2,355 | 2,355 | 2,330 | 23,549 |
| 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,380 | 2,355 | 2,355 | 2,330 | 23,549 |
| 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,380 | 2,355 | 2,355 | 2,330 | 23,549 |
| 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,380 | 2,355 | 2,355 | 2,330 | 23,549 |
| 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,380 | 2,355 | 2,355 | 2,330 | 23,549 |
| 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,380 | 2,355 | 2,355 | 2,330 | 23,549 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,380 | 2,355 | 2,355 | 2,330 | 23,549 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,380 | 2,355 | 2,355 | 2,330 | 23,549 |
| 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,380 | 2,355 | 2,355 | 2,330 | 23,549 |
| 4,561 | 4,561 | 4,597 | 4,634 | 4,597 | 4,561 | 4,634 | 4,634 | 4,673 | 4,561 | 46,014 |
| 4,561 | 4,561 | 4,597 | 4,634 | 4,597 | 4,561 | 4,634 | 4,634 | 4,673 | 4,561 | 46,014 |
| 4,561 | 4,561 | 4,597 | 4,634 | 4,597 | 4,561 | 4,634 | 4,634 | 4,673 | 4,561 | 46,014 |
| 4,561 | 4,561 | 4,597 | 4,634 | 4,597 | 4,561 | 4,634 | 4,634 | 4,673 | 4,561 | 46,014 |
| 4,561 | 4,561 | 4,597 | 4,634 | 4,597 | 4,561 | 4,634 | 4,634 | 3,494 | 3,415 | 43,689 |
| 4,561 | 4,561 | 4,597 | 4,634 | 4,597 | 4,561 | 4,634 | 4,634 | 4,673 | 4,561 | 46,014 |
| 4,561 | 4,561 | 4,597 | 4,634 | 4,597 | 4,561 | 4,634 | 3,474 | 3,494 | 4,561 | 43,674 |
| 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,380 | 2,355 | 2,355 | 2,330 | 23,549 |
| 3,434 | 3,434 | 3,454 | 3,474 | 3,454 | 3,434 | 3,493 | 3,474 | 3,494 | 3,415 | 34,558 |
| 4,561 | 4,561 | 4,597 | 4,634 | 4,597 | 4,561 | 4,634 | 4,634 | 4,673 | 4,561 | 46,014 |
| 4,561 | 4,561 | 4,597 | 4,634 | 4,597 | 4,561 | 4,634 | 4,634 | 4,673 | 4,561 | 46,014 |
| 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,380 | 2,355 | 2,355 | 2,330 | 23,549 |
| 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,380 | 2,355 | 2,355 | 2,330 | 23,549 |
| 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,380 | 2,355 | 2,355 | 2,330 | 23,549 |
| 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,380 | 2,355 | 2,355 | 2,330 | 23,549 |
| 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,380 | 2,355 | 2,355 | 2,330 | 23,549 |
| 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,380 | 2,355 | 2,355 | 2,330 | 23,549 |
| 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,380 | 2,355 | 2,355 | 2,330 | 23,549 |
| 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,355 | 2,380 | 2,355 | 2,355 | 2,330 | 23,549 |
| 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 10,000 |
| 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 10,000 |

1. Karakteristik Individu (X3)

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **X2.1** | **X2.2** | **X2.3** | **X2.4** | **X2.5** | **X2.6** | **X2.7** | **X2.8** | **X2.9** | **X2.10** | **Total X2** |
| 4,394 | 4,068 | 2,367 | 4,068 | 1,998 | 4,022 | 4,370 | 2,135 | 3,817 | 4,168 | 35,406 |
| 4,394 | 4,068 | 4,467 | 2,922 | 2,813 | 4,022 | 4,370 | 4,022 | 3,817 | 4,168 | 39,062 |
| 1,625 | 4,068 | 4,467 | 2,922 | 3,930 | 4,022 | 4,370 | 4,022 | 1,000 | 2,997 | 33,423 |
| 3,254 | 4,068 | 2,367 | 4,068 | 3,930 | 1,000 | 4,370 | 4,022 | 3,817 | 4,168 | 35,064 |
| 3,254 | 2,922 | 3,330 | 2,922 | 2,813 | 2,904 | 3,235 | 4,022 | 3,817 | 4,168 | 33,386 |
| 4,394 | 4,068 | 4,467 | 4,068 | 3,930 | 4,022 | 4,370 | 4,022 | 3,817 | 4,168 | 41,325 |
| 3,254 | 4,068 | 3,330 | 2,922 | 2,813 | 2,904 | 4,370 | 2,904 | 3,817 | 2,997 | 33,378 |
| 4,394 | 4,068 | 3,330 | 4,068 | 2,813 | 4,022 | 4,370 | 4,022 | 3,817 | 4,168 | 39,070 |
| 4,394 | 4,068 | 4,467 | 4,068 | 3,930 | 4,022 | 4,370 | 4,022 | 3,817 | 4,168 | 41,325 |
| 3,254 | 2,922 | 3,330 | 2,922 | 2,813 | 2,904 | 3,235 | 2,904 | 2,663 | 2,997 | 29,943 |
| 3,254 | 4,068 | 4,467 | 2,922 | 2,813 | 2,904 | 3,235 | 2,904 | 2,663 | 2,997 | 32,227 |
| 3,254 | 2,922 | 3,330 | 2,922 | 2,813 | 2,904 | 3,235 | 2,904 | 3,817 | 4,168 | 32,268 |
| 3,254 | 4,068 | 4,467 | 4,068 | 2,813 | 4,022 | 4,370 | 2,904 | 3,817 | 2,997 | 36,780 |
| 3,254 | 2,922 | 3,330 | 2,922 | 3,930 | 2,904 | 3,235 | 2,904 | 2,663 | 2,997 | 31,061 |
| 4,394 | 4,068 | 4,467 | 4,068 | 3,930 | 4,022 | 2,336 | 4,022 | 3,817 | 4,168 | 39,291 |
| 4,394 | 2,922 | 4,467 | 4,068 | 3,930 | 4,022 | 3,235 | 4,022 | 2,663 | 4,168 | 37,891 |
| 4,394 | 4,068 | 4,467 | 4,068 | 3,930 | 4,022 | 4,370 | 2,904 | 3,817 | 4,168 | 40,207 |
| 3,254 | 2,922 | 3,330 | 2,922 | 2,813 | 2,904 | 3,235 | 2,904 | 3,817 | 4,168 | 32,268 |
| 3,254 | 2,922 | 3,330 | 4,068 | 2,813 | 4,022 | 4,370 | 2,904 | 3,817 | 4,168 | 35,667 |
| 3,254 | 4,068 | 4,467 | 2,922 | 1,000 | 4,022 | 3,235 | 4,022 | 3,817 | 4,168 | 34,975 |
| 4,394 | 4,068 | 3,330 | 2,922 | 2,813 | 4,022 | 4,370 | 2,904 | 2,663 | 2,997 | 34,482 |
| 3,254 | 2,922 | 3,330 | 4,068 | 2,813 | 2,904 | 3,235 | 2,904 | 2,663 | 2,997 | 31,090 |
| 4,394 | 2,922 | 3,330 | 4,068 | 3,930 | 4,022 | 4,370 | 4,022 | 2,663 | 4,168 | 37,888 |
| 4,394 | 4,068 | 4,467 | 4,068 | 3,930 | 4,022 | 3,235 | 4,022 | 3,817 | 4,168 | 40,191 |
| 3,254 | 2,922 | 4,467 | 2,922 | 2,813 | 4,022 | 3,235 | 4,022 | 3,817 | 4,168 | 35,641 |
| 3,254 | 2,922 | 4,467 | 4,068 | 3,930 | 2,904 | 3,235 | 4,022 | 3,817 | 4,168 | 36,787 |
| 4,394 | 4,068 | 4,467 | 2,922 | 2,813 | 2,904 | 3,235 | 4,022 | 3,817 | 4,168 | 36,809 |
| 4,394 | 2,922 | 3,330 | 4,068 | 3,930 | 4,022 | 4,370 | 4,022 | 2,663 | 4,168 | 37,888 |
| 3,254 | 2,922 | 3,330 | 4,068 | 3,930 | 4,022 | 4,370 | 4,022 | 2,663 | 4,168 | 36,748 |
| 3,254 | 2,922 | 3,330 | 4,068 | 2,813 | 2,904 | 3,235 | 2,904 | 2,663 | 2,997 | 31,090 |
| 4,394 | 4,068 | 3,330 | 2,922 | 1,998 | 4,022 | 4,370 | 4,022 | 2,663 | 4,168 | 35,955 |
| 4,394 | 4,068 | 3,330 | 4,068 | 3,930 | 4,022 | 4,370 | 4,022 | 3,817 | 4,168 | 40,188 |
| 4,394 | 4,068 | 4,467 | 2,922 | 2,813 | 4,022 | 4,370 | 4,022 | 3,817 | 4,168 | 39,062 |
| 3,254 | 4,068 | 3,330 | 4,068 | 2,813 | 4,022 | 4,370 | 4,022 | 3,817 | 4,168 | 37,931 |
| 4,394 | 4,068 | 4,467 | 4,068 | 3,930 | 4,022 | 4,370 | 4,022 | 3,817 | 4,168 | 41,325 |
| 4,394 | 4,068 | 4,467 | 4,068 | 3,930 | 4,022 | 4,370 | 4,022 | 3,817 | 4,168 | 41,325 |
| 4,394 | 4,068 | 4,467 | 4,068 | 3,930 | 4,022 | 4,370 | 4,022 | 3,817 | 4,168 | 41,325 |
| 4,394 | 4,068 | 4,467 | 4,068 | 3,930 | 4,022 | 4,370 | 4,022 | 3,817 | 4,168 | 41,325 |
| 4,394 | 4,068 | 4,467 | 4,068 | 3,930 | 4,022 | 4,370 | 4,022 | 3,817 | 4,168 | 41,325 |
| 4,394 | 4,068 | 4,467 | 4,068 | 3,930 | 4,022 | 4,370 | 4,022 | 3,817 | 4,168 | 41,325 |
| 4,394 | 4,068 | 4,467 | 4,068 | 3,930 | 4,022 | 4,370 | 4,022 | 3,817 | 4,168 | 41,325 |
| 1,000 | 1,000 | 2,367 | 1,000 | 1,000 | 2,135 | 2,336 | 2,135 | 1,960 | 2,233 | 17,166 |
| 2,437 | 2,104 | 2,367 | 2,104 | 1,998 | 2,135 | 2,336 | 2,135 | 1,960 | 2,233 | 21,809 |
| 4,394 | 4,068 | 4,467 | 4,068 | 3,930 | 4,022 | 4,370 | 4,022 | 3,817 | 4,168 | 41,325 |
| 4,394 | 4,068 | 4,467 | 4,068 | 3,930 | 4,022 | 4,370 | 4,022 | 3,817 | 4,168 | 41,325 |
| 4,394 | 2,922 | 3,330 | 4,068 | 3,930 | 2,904 | 3,235 | 4,022 | 3,817 | 4,168 | 36,789 |
| 2,437 | 2,104 | 2,367 | 2,104 | 1,998 | 2,135 | 2,336 | 2,135 | 1,960 | 2,233 | 21,809 |
| 2,437 | 2,104 | 2,367 | 2,104 | 1,998 | 2,135 | 2,336 | 2,135 | 1,960 | 2,233 | 21,809 |
| 2,437 | 2,104 | 2,367 | 2,104 | 1,998 | 2,135 | 2,336 | 2,135 | 1,960 | 2,233 | 21,809 |
| 3,254 | 2,922 | 3,330 | 2,922 | 2,813 | 2,904 | 3,235 | 2,904 | 2,663 | 2,997 | 29,943 |
| 2,437 | 2,104 | 2,367 | 2,104 | 1,000 | 2,135 | 2,336 | 1,000 | 1,000 | 2,233 | 18,716 |
| 2,437 | 2,104 | 2,367 | 2,104 | 1,998 | 2,135 | 2,336 | 2,135 | 1,960 | 2,233 | 21,809 |
| 2,437 | 2,104 | 2,367 | 2,104 | 1,998 | 2,135 | 2,336 | 2,135 | 1,960 | 2,233 | 21,809 |
| 4,394 | 4,068 | 4,467 | 4,068 | 3,930 | 4,022 | 4,370 | 4,022 | 3,817 | 4,168 | 41,325 |
| 4,394 | 4,068 | 3,330 | 4,068 | 3,930 | 4,022 | 3,235 | 4,022 | 3,817 | 4,168 | 39,054 |
| 2,437 | 2,104 | 2,367 | 2,104 | 1,998 | 2,135 | 2,336 | 2,135 | 1,960 | 2,233 | 21,809 |
| 3,254 | 2,922 | 3,330 | 2,922 | 2,813 | 2,904 | 3,235 | 2,904 | 2,663 | 2,997 | 29,943 |
| 4,394 | 4,068 | 4,467 | 4,068 | 2,813 | 4,022 | 4,370 | 4,022 | 3,817 | 4,168 | 40,208 |
| 3,254 | 2,922 | 3,330 | 2,922 | 2,813 | 2,904 | 3,235 | 2,904 | 2,663 | 2,997 | 29,943 |
| 2,437 | 2,104 | 2,367 | 2,104 | 1,998 | 2,135 | 2,336 | 2,135 | 1,960 | 2,233 | 21,809 |
| 2,437 | 2,104 | 2,367 | 2,104 | 1,998 | 2,135 | 2,336 | 2,135 | 1,960 | 2,233 | 21,809 |
| 2,437 | 2,104 | 2,367 | 2,104 | 1,998 | 2,135 | 2,336 | 2,135 | 3,817 | 4,168 | 25,600 |
| 4,394 | 4,068 | 4,467 | 4,068 | 3,930 | 4,022 | 4,370 | 4,022 | 3,817 | 4,168 | 41,325 |
| 2,437 | 2,104 | 2,367 | 2,104 | 1,998 | 2,135 | 2,336 | 2,135 | 2,663 | 2,997 | 23,276 |
| 4,394 | 4,068 | 4,467 | 4,068 | 3,930 | 4,022 | 4,370 | 4,022 | 3,817 | 4,168 | 41,325 |
| 2,437 | 2,104 | 2,367 | 2,104 | 1,998 | 2,135 | 2,336 | 2,135 | 1,960 | 2,233 | 21,809 |
| 4,394 | 4,068 | 4,467 | 4,068 | 3,930 | 4,022 | 4,370 | 4,022 | 3,817 | 4,168 | 41,325 |
| 1,625 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 10,625 |
| 2,437 | 2,104 | 2,367 | 2,104 | 1,998 | 2,135 | 2,336 | 2,135 | 1,960 | 2,233 | 21,809 |

1. Karakteristik Pekerjaan (X3)

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **X3.1** | **X3.2** | **X3.3** | **X3.4** | **X3.5** | **X3.6** | **X3.7** | **X3.8** | **X3.9** | **X3.10** | **Total X3** |
| 2,148 | 4,687 | 3,692 | 2,277 | 2,266 | 2,177 | 3,241 | 3,243 | 2,196 | 2,216 | 28,141 |
| 3,271 | 4,687 | 3,692 | 2,277 | 2,266 | 2,177 | 3,241 | 2,138 | 3,342 | 2,216 | 29,306 |
| 3,271 | 4,687 | 3,692 | 3,495 | 2,266 | 3,308 | 3,241 | 3,243 | 3,342 | 3,400 | 33,945 |
| 2,148 | 3,593 | 3,692 | 2,277 | 2,266 | 2,177 | 2,128 | 2,138 | 2,196 | 2,216 | 24,831 |
| 2,148 | 3,593 | 3,692 | 2,277 | 2,266 | 2,177 | 2,128 | 2,138 | 2,196 | 3,400 | 26,014 |
| 3,271 | 4,687 | 4,890 | 3,495 | 3,483 | 3,308 | 3,241 | 3,243 | 3,342 | 3,400 | 36,359 |
| 2,148 | 4,687 | 3,692 | 2,277 | 3,483 | 2,177 | 3,241 | 3,243 | 2,196 | 2,216 | 29,358 |
| 2,148 | 4,687 | 4,890 | 3,495 | 2,266 | 3,308 | 3,241 | 3,243 | 3,342 | 2,216 | 32,835 |
| 3,271 | 4,687 | 4,890 | 3,495 | 3,483 | 3,308 | 3,241 | 3,243 | 3,342 | 3,400 | 36,359 |
| 2,148 | 3,593 | 3,692 | 2,277 | 2,266 | 2,177 | 2,128 | 2,138 | 2,196 | 2,216 | 24,831 |
| 3,271 | 3,593 | 3,692 | 2,277 | 2,266 | 2,177 | 2,128 | 2,138 | 2,196 | 2,216 | 25,954 |
| 2,148 | 3,593 | 3,692 | 2,277 | 2,266 | 2,177 | 2,128 | 2,138 | 2,196 | 2,216 | 24,831 |
| 2,148 | 4,687 | 4,890 | 2,277 | 3,483 | 3,308 | 3,241 | 3,243 | 3,342 | 3,400 | 34,017 |
| 2,148 | 4,687 | 3,692 | 2,277 | 2,266 | 2,177 | 2,128 | 2,138 | 2,196 | 2,216 | 25,924 |
| 2,148 | 4,687 | 3,692 | 2,277 | 2,266 | 3,308 | 3,241 | 3,243 | 2,196 | 3,400 | 30,457 |
| 3,271 | 1,000 | 3,692 | 2,277 | 2,266 | 3,308 | 3,241 | 3,243 | 2,196 | 2,216 | 26,710 |
| 2,148 | 3,593 | 3,692 | 2,277 | 2,266 | 1,000 | 3,241 | 3,243 | 3,342 | 2,216 | 27,018 |
| 2,148 | 3,593 | 3,692 | 2,277 | 2,266 | 2,177 | 2,128 | 2,138 | 2,196 | 2,216 | 24,831 |
| 3,271 | 4,687 | 4,890 | 3,495 | 3,483 | 3,308 | 2,128 | 3,243 | 1,000 | 2,216 | 31,721 |
| 3,271 | 4,687 | 4,890 | 2,277 | 2,266 | 3,308 | 3,241 | 3,243 | 2,196 | 2,216 | 31,595 |
| 2,148 | 3,593 | 4,890 | 3,495 | 3,483 | 2,177 | 2,128 | 2,138 | 3,342 | 2,216 | 29,609 |
| 2,148 | 3,593 | 3,692 | 2,277 | 2,266 | 2,177 | 2,128 | 2,138 | 2,196 | 2,216 | 24,831 |
| 2,148 | 3,593 | 3,692 | 2,277 | 2,266 | 2,177 | 2,128 | 2,138 | 2,196 | 2,216 | 24,831 |
| 2,148 | 3,593 | 3,692 | 2,277 | 2,266 | 2,177 | 2,128 | 2,138 | 2,196 | 2,216 | 24,831 |
| 2,148 | 3,593 | 3,692 | 2,277 | 2,266 | 2,177 | 2,128 | 2,138 | 2,196 | 2,216 | 24,831 |
| 2,148 | 3,593 | 3,692 | 2,277 | 2,266 | 2,177 | 2,128 | 2,138 | 2,196 | 2,216 | 24,831 |
| 2,148 | 3,593 | 3,692 | 2,277 | 2,266 | 2,177 | 2,128 | 2,138 | 2,196 | 2,216 | 24,831 |
| 2,148 | 3,593 | 3,692 | 2,277 | 2,266 | 2,177 | 2,128 | 2,138 | 2,196 | 2,216 | 24,831 |
| 2,148 | 3,593 | 3,692 | 2,277 | 2,266 | 2,177 | 2,128 | 2,138 | 3,342 | 3,400 | 27,160 |
| 3,271 | 3,593 | 3,692 | 2,277 | 2,266 | 2,177 | 2,128 | 2,138 | 2,196 | 2,216 | 25,954 |
| 2,148 | 3,593 | 3,692 | 2,277 | 2,266 | 2,177 | 2,128 | 2,138 | 2,196 | 2,216 | 24,831 |
| 3,271 | 4,687 | 3,692 | 2,277 | 2,266 | 3,308 | 3,241 | 1,000 | 3,342 | 3,400 | 30,484 |
| 1,000 | 2,539 | 2,512 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 13,050 |
| 2,148 | 3,593 | 3,692 | 2,277 | 2,266 | 2,177 | 2,128 | 2,138 | 2,196 | 2,216 | 24,831 |
| 1,000 | 2,539 | 2,512 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 13,050 |
| 3,271 | 4,687 | 4,890 | 3,495 | 3,483 | 3,308 | 3,241 | 3,243 | 3,342 | 3,400 | 36,359 |
| 2,148 | 3,593 | 3,692 | 2,277 | 2,266 | 2,177 | 2,128 | 2,138 | 2,196 | 2,216 | 24,831 |
| 1,000 | 2,539 | 2,512 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 13,050 |
| 3,271 | 4,687 | 4,890 | 3,495 | 3,483 | 3,308 | 3,241 | 3,243 | 3,342 | 3,400 | 36,359 |
| 1,000 | 2,539 | 2,512 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 13,050 |
| 3,271 | 4,687 | 4,890 | 3,495 | 3,483 | 3,308 | 3,241 | 3,243 | 3,342 | 3,400 | 36,359 |
| 3,271 | 4,687 | 4,890 | 3,495 | 3,483 | 3,308 | 3,241 | 3,243 | 3,342 | 3,400 | 36,359 |
| 1,000 | 2,539 | 2,512 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 13,050 |
| 3,271 | 4,687 | 4,890 | 3,495 | 3,483 | 3,308 | 3,241 | 3,243 | 3,342 | 3,400 | 36,359 |
| 2,148 | 3,593 | 3,692 | 2,277 | 2,266 | 2,177 | 2,128 | 2,138 | 2,196 | 2,216 | 24,831 |
| 1,000 | 2,539 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 11,539 |
| 1,000 | 2,539 | 2,512 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 13,050 |
| 1,000 | 2,539 | 2,512 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 13,050 |
| 1,000 | 2,539 | 2,512 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 13,050 |
| 2,148 | 3,593 | 3,692 | 2,277 | 2,266 | 2,177 | 2,128 | 2,138 | 2,196 | 2,216 | 24,831 |
| 1,000 | 2,539 | 2,512 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 13,050 |
| 1,000 | 2,539 | 2,512 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 13,050 |
| 1,000 | 2,539 | 2,512 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 13,050 |
| 3,271 | 4,687 | 4,890 | 3,495 | 3,483 | 3,308 | 3,241 | 3,243 | 2,196 | 3,400 | 35,213 |
| 3,271 | 4,687 | 4,890 | 1,000 | 3,483 | 3,308 | 3,241 | 3,243 | 3,342 | 3,400 | 33,864 |
| 1,000 | 2,539 | 2,512 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 13,050 |
| 3,271 | 3,593 | 3,692 | 2,277 | 2,266 | 2,177 | 2,128 | 2,138 | 2,196 | 2,216 | 25,954 |
| 3,271 | 3,593 | 3,692 | 2,277 | 2,266 | 2,177 | 2,128 | 2,138 | 2,196 | 2,216 | 25,954 |
| 1,000 | 2,539 | 2,512 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 13,050 |
| 1,000 | 2,539 | 2,512 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 13,050 |
| 1,000 | 2,539 | 2,512 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 13,050 |
| 1,000 | 2,539 | 2,512 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 13,050 |
| 3,271 | 4,687 | 4,890 | 3,495 | 3,483 | 3,308 | 3,241 | 3,243 | 3,342 | 3,400 | 36,359 |
| 1,000 | 2,539 | 2,512 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 13,050 |
| 1,000 | 2,539 | 2,512 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 13,050 |
| 1,000 | 2,539 | 2,512 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 13,050 |
| 1,000 | 2,539 | 2,512 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 13,050 |
| 1,000 | 2,539 | 2,512 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 13,050 |
| 1,000 | 2,539 | 2,512 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 | 3,400 | 15,450 |

**Lampiran 8**

**Uji Validitas Variabel Kualitas Pelayanan (Y)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | | |
|  | | Y.1 | Y.2 | Y.3 | Y.4 | Y.5 | Y.6 | Y.7 | Y.8 | Y.9 | Y.10 | Y.11 | Total\_Y |
| Y.1 | Pearson Correlation | 1 | .738\*\* | .555\*\* | .528\*\* | .507\*\* | .534\*\* | .667\*\* | .540\*\* | .717\*\* | .603\*\* | .598\*\* | .779\*\* |
| Sig. (2-tailed) |  | .000 | .001 | .003 | .004 | .002 | .000 | .002 | .000 | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.2 | Pearson Correlation | .738\*\* | 1 | .603\*\* | .608\*\* | .464\*\* | .548\*\* | .689\*\* | .677\*\* | .607\*\* | .638\*\* | .564\*\* | .807\*\* |
| Sig. (2-tailed) | .000 |  | .000 | .000 | .010 | .002 | .000 | .000 | .000 | .000 | .001 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.3 | Pearson Correlation | .555\*\* | .603\*\* | 1 | .583\*\* | .780\*\* | .663\*\* | .726\*\* | .700\*\* | .528\*\* | .602\*\* | .566\*\* | .848\*\* |
| Sig. (2-tailed) | .001 | .000 |  | .001 | .000 | .000 | .000 | .000 | .003 | .000 | .001 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.4 | Pearson Correlation | .528\*\* | .608\*\* | .583\*\* | 1 | .613\*\* | .713\*\* | .556\*\* | .576\*\* | .582\*\* | .576\*\* | .658\*\* | .799\*\* |
| Sig. (2-tailed) | .003 | .000 | .001 |  | .000 | .000 | .001 | .001 | .001 | .001 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.5 | Pearson Correlation | .507\*\* | .464\*\* | .780\*\* | .613\*\* | 1 | .540\*\* | .723\*\* | .646\*\* | .476\*\* | .420\* | .592\*\* | .777\*\* |
| Sig. (2-tailed) | .004 | .010 | .000 | .000 |  | .002 | .000 | .000 | .008 | .021 | .001 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.6 | Pearson Correlation | .534\*\* | .548\*\* | .663\*\* | .713\*\* | .540\*\* | 1 | .577\*\* | .499\*\* | .641\*\* | .700\*\* | .502\*\* | .798\*\* |
| Sig. (2-tailed) | .002 | .002 | .000 | .000 | .002 |  | .001 | .005 | .000 | .000 | .005 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.7 | Pearson Correlation | .667\*\* | .689\*\* | .726\*\* | .556\*\* | .723\*\* | .577\*\* | 1 | .517\*\* | .710\*\* | .666\*\* | .602\*\* | .845\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .001 | .000 | .001 |  | .003 | .000 | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.8 | Pearson Correlation | .540\*\* | .677\*\* | .700\*\* | .576\*\* | .646\*\* | .499\*\* | .517\*\* | 1 | .411\* | .286 | .519\*\* | .736\*\* |
| Sig. (2-tailed) | .002 | .000 | .000 | .001 | .000 | .005 | .003 |  | .024 | .126 | .003 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.9 | Pearson Correlation | .717\*\* | .607\*\* | .528\*\* | .582\*\* | .476\*\* | .641\*\* | .710\*\* | .411\* | 1 | .699\*\* | .596\*\* | .783\*\* |
| Sig. (2-tailed) | .000 | .000 | .003 | .001 | .008 | .000 | .000 | .024 |  | .000 | .001 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.10 | Pearson Correlation | .603\*\* | .638\*\* | .602\*\* | .576\*\* | .420\* | .700\*\* | .666\*\* | .286 | .699\*\* | 1 | .633\*\* | .781\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .001 | .021 | .000 | .000 | .126 | .000 |  | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.11 | Pearson Correlation | .598\*\* | .564\*\* | .566\*\* | .658\*\* | .592\*\* | .502\*\* | .602\*\* | .519\*\* | .596\*\* | .633\*\* | 1 | .787\*\* |
| Sig. (2-tailed) | .000 | .001 | .001 | .000 | .001 | .005 | .000 | .003 | .001 | .000 |  | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total\_Y | Pearson Correlation | .779\*\* | .807\*\* | .848\*\* | .799\*\* | .777\*\* | .798\*\* | .845\*\* | .736\*\* | .783\*\* | .781\*\* | .787\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

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

**Lampiran 9**

**Uji Validitas Variabel Kompetensi Sumber Daya Manusia (X1)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | |
|  | | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | X2.6 | X2.7 | X2.8 | X2.9 | X2.10 | Total\_X2 |
| X2.1 | Pearson Correlation | 1 | .161 | .148 | .287 | .144 | .691\*\* | -.032 | .532\*\* | .456\* | .467\*\* | .631\*\* |
| Sig. (2-tailed) |  | .394 | .434 | .124 | .447 | .000 | .865 | .002 | .011 | .009 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.2 | Pearson Correlation | .161 | 1 | .718\*\* | .002 | .438\* | -.080 | .493\*\* | -.098 | .465\*\* | .166 | .539\*\* |
| Sig. (2-tailed) | .394 |  | .000 | .993 | .015 | .676 | .006 | .606 | .010 | .382 | .002 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.3 | Pearson Correlation | .148 | .718\*\* | 1 | .269 | .707\*\* | .038 | .442\* | -.024 | .271 | .304 | .634\*\* |
| Sig. (2-tailed) | .434 | .000 |  | .151 | .000 | .843 | .014 | .898 | .147 | .102 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.4 | Pearson Correlation | .287 | .002 | .269 | 1 | .405\* | .401\* | .031 | .064 | .200 | .295 | .517\*\* |
| Sig. (2-tailed) | .124 | .993 | .151 |  | .027 | .028 | .870 | .739 | .288 | .114 | .003 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.5 | Pearson Correlation | .144 | .438\* | .707\*\* | .405\* | 1 | .058 | .379\* | -.038 | .207 | .020 | .564\*\* |
| Sig. (2-tailed) | .447 | .015 | .000 | .027 |  | .760 | .039 | .843 | .272 | .915 | .001 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.6 | Pearson Correlation | .691\*\* | -.080 | .038 | .401\* | .058 | 1 | -.048 | .601\*\* | .465\*\* | .476\*\* | .606\*\* |
| Sig. (2-tailed) | .000 | .676 | .843 | .028 | .760 |  | .801 | .000 | .010 | .008 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.7 | Pearson Correlation | -.032 | .493\*\* | .442\* | .031 | .379\* | -.048 | 1 | .206 | .253 | .073 | .539\*\* |
| Sig. (2-tailed) | .865 | .006 | .014 | .870 | .039 | .801 |  | .274 | .178 | .703 | .002 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.8 | Pearson Correlation | .532\*\* | -.098 | -.024 | .064 | -.038 | .601\*\* | .206 | 1 | .308 | .429\* | .539\*\* |
| Sig. (2-tailed) | .002 | .606 | .898 | .739 | .843 | .000 | .274 |  | .098 | .018 | .002 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.9 | Pearson Correlation | .456\* | .465\*\* | .271 | .200 | .207 | .465\*\* | .253 | .308 | 1 | .282 | .680\*\* |
| Sig. (2-tailed) | .011 | .010 | .147 | .288 | .272 | .010 | .178 | .098 |  | .131 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.10 | Pearson Correlation | .467\*\* | .166 | .304 | .295 | .020 | .476\*\* | .073 | .429\* | .282 | 1 | .553\*\* |
| Sig. (2-tailed) | .009 | .382 | .102 | .114 | .915 | .008 | .703 | .018 | .131 |  | .002 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total\_X2 | Pearson Correlation | .631\*\* | .539\*\* | .634\*\* | .517\*\* | .564\*\* | .606\*\* | .539\*\* | .539\*\* | .680\*\* | .553\*\* | 1 |
| Sig. (2-tailed) | .000 | .002 | .000 | .003 | .001 | .000 | .002 | .002 | .000 | .002 |  |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

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

**Lampiran 10**

**Uji Validitas Variabel Karakteristik Individu (X2)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | |
|  | | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | X2.6 | X2.7 | X2.8 | X2.9 | X2.10 | Total\_X2 |
| X2.1 | Pearson Correlation | 1 | .161 | .148 | .287 | .144 | .691\*\* | -.032 | .532\*\* | .456\* | .467\*\* | .631\*\* |
| Sig. (2-tailed) |  | .394 | .434 | .124 | .447 | .000 | .865 | .002 | .011 | .009 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.2 | Pearson Correlation | .161 | 1 | .718\*\* | .002 | .438\* | -.080 | .493\*\* | -.098 | .465\*\* | .166 | .539\*\* |
| Sig. (2-tailed) | .394 |  | .000 | .993 | .015 | .676 | .006 | .606 | .010 | .382 | .002 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.3 | Pearson Correlation | .148 | .718\*\* | 1 | .269 | .707\*\* | .038 | .442\* | -.024 | .271 | .304 | .634\*\* |
| Sig. (2-tailed) | .434 | .000 |  | .151 | .000 | .843 | .014 | .898 | .147 | .102 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.4 | Pearson Correlation | .287 | .002 | .269 | 1 | .405\* | .401\* | .031 | .064 | .200 | .295 | .517\*\* |
| Sig. (2-tailed) | .124 | .993 | .151 |  | .027 | .028 | .870 | .739 | .288 | .114 | .003 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.5 | Pearson Correlation | .144 | .438\* | .707\*\* | .405\* | 1 | .058 | .379\* | -.038 | .207 | .020 | .564\*\* |
| Sig. (2-tailed) | .447 | .015 | .000 | .027 |  | .760 | .039 | .843 | .272 | .915 | .001 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.6 | Pearson Correlation | .691\*\* | -.080 | .038 | .401\* | .058 | 1 | -.048 | .601\*\* | .465\*\* | .476\*\* | .606\*\* |
| Sig. (2-tailed) | .000 | .676 | .843 | .028 | .760 |  | .801 | .000 | .010 | .008 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.7 | Pearson Correlation | -.032 | .493\*\* | .442\* | .031 | .379\* | -.048 | 1 | .206 | .253 | .073 | .539\*\* |
| Sig. (2-tailed) | .865 | .006 | .014 | .870 | .039 | .801 |  | .274 | .178 | .703 | .002 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.8 | Pearson Correlation | .532\*\* | -.098 | -.024 | .064 | -.038 | .601\*\* | .206 | 1 | .308 | .429\* | .539\*\* |
| Sig. (2-tailed) | .002 | .606 | .898 | .739 | .843 | .000 | .274 |  | .098 | .018 | .002 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.9 | Pearson Correlation | .456\* | .465\*\* | .271 | .200 | .207 | .465\*\* | .253 | .308 | 1 | .282 | .680\*\* |
| Sig. (2-tailed) | .011 | .010 | .147 | .288 | .272 | .010 | .178 | .098 |  | .131 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.10 | Pearson Correlation | .467\*\* | .166 | .304 | .295 | .020 | .476\*\* | .073 | .429\* | .282 | 1 | .553\*\* |
| Sig. (2-tailed) | .009 | .382 | .102 | .114 | .915 | .008 | .703 | .018 | .131 |  | .002 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total\_X2 | Pearson Correlation | .631\*\* | .539\*\* | .634\*\* | .517\*\* | .564\*\* | .606\*\* | .539\*\* | .539\*\* | .680\*\* | .553\*\* | 1 |
| Sig. (2-tailed) | .000 | .002 | .000 | .003 | .001 | .000 | .002 | .002 | .000 | .002 |  |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

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

**Lampiran 11**

**Uji Validitas Variabel Karakteristik Pekerjaan (X3)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | |
|  | | X3.1 | X3.2 | X3.3 | X3.4 | X3.5 | X3.6 | X3.7 | X3.8 | X3.9 | X3.10 | Total\_X3 |
| X3.1 | Pearson Correlation | 1 | .098 | .459\* | .426\* | .328 | .441\* | .033 | .274 | -.011 | .306 | .524\*\* |
| Sig. (2-tailed) |  | .608 | .011 | .019 | .076 | .015 | .861 | .143 | .953 | .101 | .003 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X3.2 | Pearson Correlation | .098 | 1 | .461\* | .195 | .062 | -.216 | .453\* | .230 | .082 | .003 | .517\*\* |
| Sig. (2-tailed) | .608 |  | .010 | .301 | .744 | .253 | .012 | .220 | .666 | .985 | .003 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X3.3 | Pearson Correlation | .459\* | .461\* | 1 | .167 | .279 | .120 | .054 | .250 | .356 | .338 | .563\*\* |
| Sig. (2-tailed) | .011 | .010 |  | .378 | .136 | .527 | .777 | .182 | .054 | .068 | .001 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X3.4 | Pearson Correlation | .426\* | .195 | .167 | 1 | .463\*\* | .249 | .172 | .360 | .127 | -.056 | .570\*\* |
| Sig. (2-tailed) | .019 | .301 | .378 |  | .010 | .185 | .362 | .051 | .502 | .770 | .001 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X3.5 | Pearson Correlation | .328 | .062 | .279 | .463\*\* | 1 | .386\* | .109 | .397\* | .202 | .282 | .545\*\* |
| Sig. (2-tailed) | .076 | .744 | .136 | .010 |  | .035 | .568 | .030 | .285 | .131 | .002 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X3.6 | Pearson Correlation | .441\* | -.216 | .120 | .249 | .386\* | 1 | .223 | .408\* | .389\* | .496\*\* | .535\*\* |
| Sig. (2-tailed) | .015 | .253 | .527 | .185 | .035 |  | .235 | .025 | .034 | .005 | .002 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X3.7 | Pearson Correlation | .033 | .453\* | .054 | .172 | .109 | .223 | 1 | .093 | .299 | .402\* | .590\*\* |
| Sig. (2-tailed) | .861 | .012 | .777 | .362 | .568 | .235 |  | .625 | .108 | .028 | .001 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X3.8 | Pearson Correlation | .274 | .230 | .250 | .360 | .397\* | .408\* | .093 | 1 | .345 | .173 | .641\*\* |
| Sig. (2-tailed) | .143 | .220 | .182 | .051 | .030 | .025 | .625 |  | .062 | .360 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X3.9 | Pearson Correlation | -.011 | .082 | .356 | .127 | .202 | .389\* | .299 | .345 | 1 | .418\* | .565\*\* |
| Sig. (2-tailed) | .953 | .666 | .054 | .502 | .285 | .034 | .108 | .062 |  | .022 | .001 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X3.10 | Pearson Correlation | .306 | .003 | .338 | -.056 | .282 | .496\*\* | .402\* | .173 | .418\* | 1 | .538\*\* |
| Sig. (2-tailed) | .101 | .985 | .068 | .770 | .131 | .005 | .028 | .360 | .022 |  | .002 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total\_X3 | Pearson Correlation | .524\*\* | .517\*\* | .563\*\* | .570\*\* | .545\*\* | .535\*\* | .590\*\* | .641\*\* | .565\*\* | .538\*\* | 1 |
| Sig. (2-tailed) | .003 | .003 | .001 | .001 | .002 | .002 | .001 | .000 | .001 | .002 |  |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

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

**Lampiran 12 Uji Reliabilitas**

|  |  |  |  |
| --- | --- | --- | --- |
| **Case Processing Summary** | | | |
|  | | N | % |
| Cases | Valid | 30 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 30 | 100.0 |
| Listwise deletion based on all variables in the procedure.   |  |  | | --- | --- | | **Reliability Statistics** | | | Cronbach's Alpha | N of Items | | .937 | 11 | | | | |

1. Reliabilitas Kualitas Pelayanan (Y)
2. Reliabilitas Kompetensi Sumner Daya Manusia (X1)

|  |  |  |  |
| --- | --- | --- | --- |
| **Case Processing Summary** | | | |
|  | | N | % |
| Cases | Valid | 30 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 30 | 100.0 |
| a. Listwise deletion based on all variables in the procedure. | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .799 | 10 |

1. Reliabilitas Karakteristik Individu (X2)

|  |  |  |  |
| --- | --- | --- | --- |
| **Case Processing Summary** | | | |
|  | | N | % |
| Cases | Valid | 30 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 30 | 100.0 |
| a. Listwise deletion based on all variables in the procedure. | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .756 | 10 |

1. Reliabilitas Karakteristik Pekerjaan (X3)

|  |  |  |  |
| --- | --- | --- | --- |
| **Case Processing Summary** | | | |
|  | | N | % |
| Cases | Valid | 30 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 30 | 100.0 |
| a. Listwise deletion based on all variables in the procedure. | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .724 | 10 |

**Lampiran 13 Uji Asumsi Klasik**

1. Uji Multikoliniearitas

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
| B | Std. Error | Beta | Tolerance | VIF |
| 1 | (Constant) | -1.735 | 5.673 |  | -.306 | .761 |  |  |
| Kompetensi SDM | .232 | .108 | .192 | 2.155 | .035 | .896 | 1.116 |
| Karakteristik Individu | .577 | .122 | .474 | 4.714 | .000 | .702 | 1.425 |
| Karakteristik Pekerjaan | .358 | .140 | .266 | 2.558 | .013 | .654 | 1.530 |
| 1. Dependent Variable: Kualitas Pelayanan | | | | | | | | |

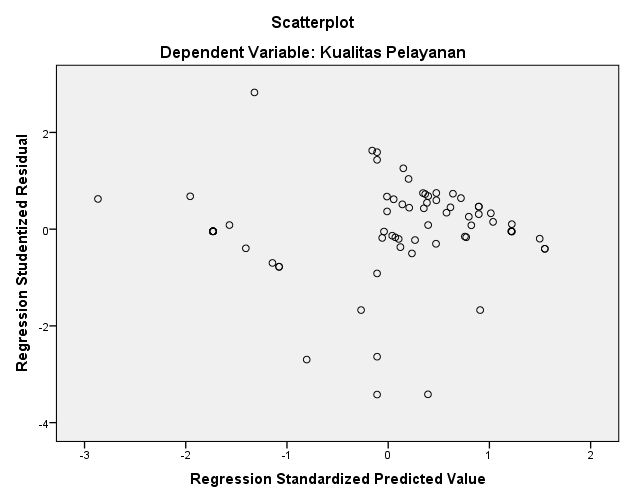
1. Uji Heteroskedastisitas
2. Uji Glejser

**Coefficientsa**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | -1.735 | 5.673 |  | -.306 | .761 |
| Kompetensi SDM | .232 | .108 | .192 | 2.155 | .035 |
| Karakteristik Individu | .577 | .122 | .474 | 4.714 | .000 |
| Karakteristik Pekerjaan | .358 | .140 | .266 | 2.558 | .013 |

1. Dependen Variabel : RES\_2

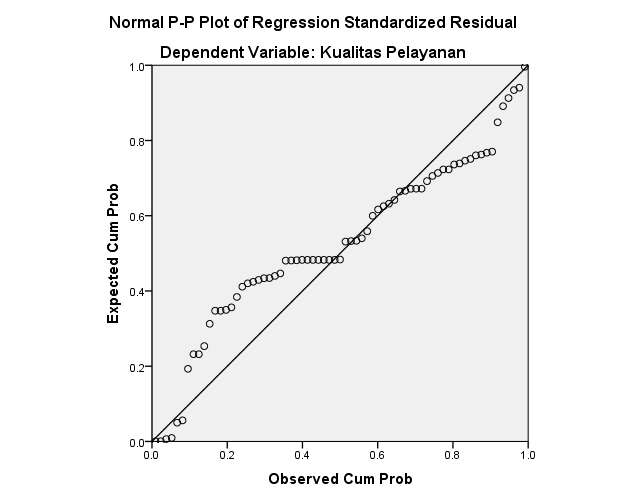
1. Grafik Scatterplot



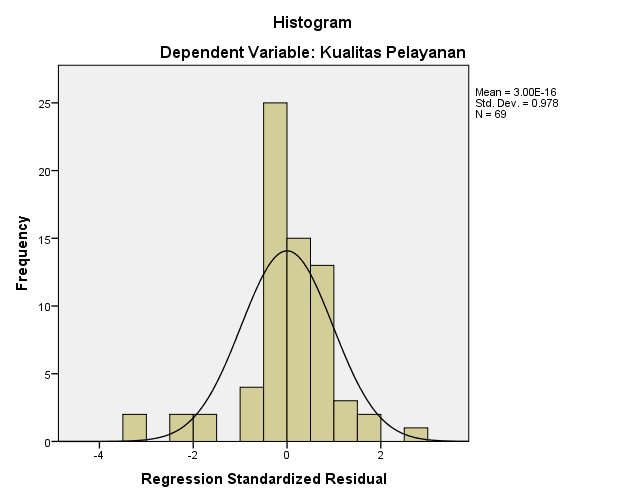
1. Uji Autokorelasi

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Model Summaryb** | | | | | |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate | Durbin-Watson |
| 1 | .734a | .539 | .518 | 6.742 | 2.074 |
| a. Predictors: (Constant), Karakteristik Pekerjaan, Kompetensi SDM, Karakteristik Individu | | | | | |
| b. Dependent Variable: Kualitas Pelayanan | | | | | |

1. Uji Normalitas
2. Grafik Normal Plot



1. Histogram



1. Uji Kolmogorov-Smirnov

|  |  |  |
| --- | --- | --- |
| **One-Sample Kolmogorov-Smirnov Test** | | |
|  | | Unstandardized Residual |
| N | | 67 |
| Normal Parametersa,b | Mean | .0000000 |
| Std. Deviation | 6.30313663 |
| Most Extreme Differences | Absolute | .154 |
| Positive | .086 |
| Negative | -.154 |
| Kolmogorov-Smirnov Z | | 1.258 |
| Asymp. Sig. (2-tailed) | | .084 |
| a. Test distribution is Normal. | | |
| b. Calculated from data. | | |

**Lampiran 14 Analisis Regresi Linier Berganda**

|  |  |  |  |
| --- | --- | --- | --- |
| **Descriptive Statistics** | | | |
|  | Mean | Std. Deviation | N |
| Kualitas Pelayanan | 45.62 | 9.706 | 69 |
| Kompetensi SDM | 38.39 | 8.011 | 69 |
| Karakteristik Individu | 42.32 | 7.970 | 69 |
| Karakteristik Pekerjaan | 39.13 | 7.227 | 69 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | |
|  | | Kualitas Pelayanan | Kompetensi SDM | Karakteristik Individu | Karakteristik Pekerjaan |
| Pearson Correlation | Kualitas Pelayanan | 1.000 | .370 | .657 | .587 |
| Kompetensi SDM | .370 | 1.000 | .195 | .322 |
| Karakteristik Individu | .657 | .195 | 1.000 | .546 |
| Karakteristik Pekerjaan | .587 | .322 | .546 | 1.000 |
| Sig. (1-tailed) | Kualitas Pelayanan | . | .001 | .000 | .000 |
| Kompetensi SDM | .001 | . | .054 | .003 |
| Karakteristik Individu | .000 | .054 | . | .000 |
| Karakteristik Pekerjaan | .000 | .003 | .000 | . |
| N | Kualitas Pelayanan | 69 | 69 | 69 | 69 |
| Kompetensi SDM | 69 | 69 | 69 | 69 |
| Karakteristik Individu | 69 | 69 | 69 | 69 |
| Karakteristik Pekerjaan | 69 | 69 | 69 | 69 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Variables Entered/Removeda** | | | |
| Model | Variables Entered | Variables Removed | Method |
| 1 | Karakteristik Pekerjaan, Kompetensi SDM, Karakteristik Individub | . | Enter |
| a. Dependent Variable: Kualitas Pelayanan | | | |
| b. All requested variables entered. | | | |

**Coefficientsa**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
| B | Std. Error | Beta | Tolerance | VIF |
| 1 | (Constant) | -1.735 | 5.673 |  | -.306 | .761 |  |  |
| Kompetensi SDM | .232 | .108 | .192 | 2.155 | .035 | .896 | 1.116 |
| Karakteristik Individu | .577 | .122 | .474 | 4.714 | .000 | .702 | 1.425 |
| Karakteristik Pekerjaan | .358 | .140 | .266 | 2.558 | .013 | .654 | 1.530 |

1. Dependent Varriabel : Kualitas Pelayanan

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Collinearity Diagnosticsa** | | | | | | | |
| Model | Dimension | Eigenvalue | Condition Index | Variance Proportions | | | |
| (Constant) | Kompetensi SDM | Karakteristik Individu | Karakteristik Pekerjaan |
| 1 | 1 | 3.938 | 1.000 | .00 | .00 | .00 | .00 |
| 2 | .032 | 11.037 | .00 | .74 | .20 | .05 |
| 3 | .016 | 15.810 | .75 | .08 | .00 | .53 |
| 4 | .014 | 16.670 | .25 | .18 | .80 | .42 |
| a. Dependent Variable: Kualitas Pelayanan | | | | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Residuals Statisticsa** | | | | | |
|  | Minimum | Maximum | Mean | Std. Deviation | N |
| Predicted Value | 25.20 | 56.65 | 45.62 | 7.125 | 69 |
| Std. Predicted Value | -2.867 | 1.547 | .000 | 1.000 | 69 |
| Standard Error of Predicted Value | .836 | 3.277 | 1.539 | .520 | 69 |
| Adjusted Predicted Value | 24.32 | 56.82 | 45.69 | 7.180 | 69 |
| Residual | -22.419 | 17.792 | .000 | 6.592 | 69 |
| Std. Residual | -3.325 | 2.639 | .000 | .978 | 69 |
| Stud. Residual | -3.420 | 2.827 | -.005 | 1.030 | 69 |
| Deleted Residual | -24.347 | 20.412 | -.068 | 7.328 | 69 |
| Stud. Deleted Residual | -3.748 | 2.995 | -.016 | 1.081 | 69 |
| Mahal. Distance | .061 | 15.079 | 2.957 | 2.756 | 69 |
| Cook's Distance | .000 | .562 | .030 | .089 | 69 |
| Centered Leverage Value | .001 | .222 | .043 | .041 | 69 |
| a. Dependent Variable: Kualitas Pelayanan | | | | | |

**Lampiran 15 Uji Hipotesis**

1. Uji t (Uji Parsial)

**Coefficientsa**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
| B | Std. Error | Beta | Tolerance | VIF |
| 1 | (Constant) | -1.735 | 5.673 |  | -.306 | .761 |  |  |
| Kompetensi SDM | .232 | .108 | .192 | 2.155 | .035 | .896 | 1.116 |
| Karakteristik Individu | .577 | .122 | .474 | 4.714 | .000 | .702 | 1.425 |
| Karakteristik Pekerjaan | .358 | .140 | .266 | 2.558 | .013 | .654 | 1.530 |
| a. Dependent Variable: Kualitas Pelayanan | | | | | | | | | | |

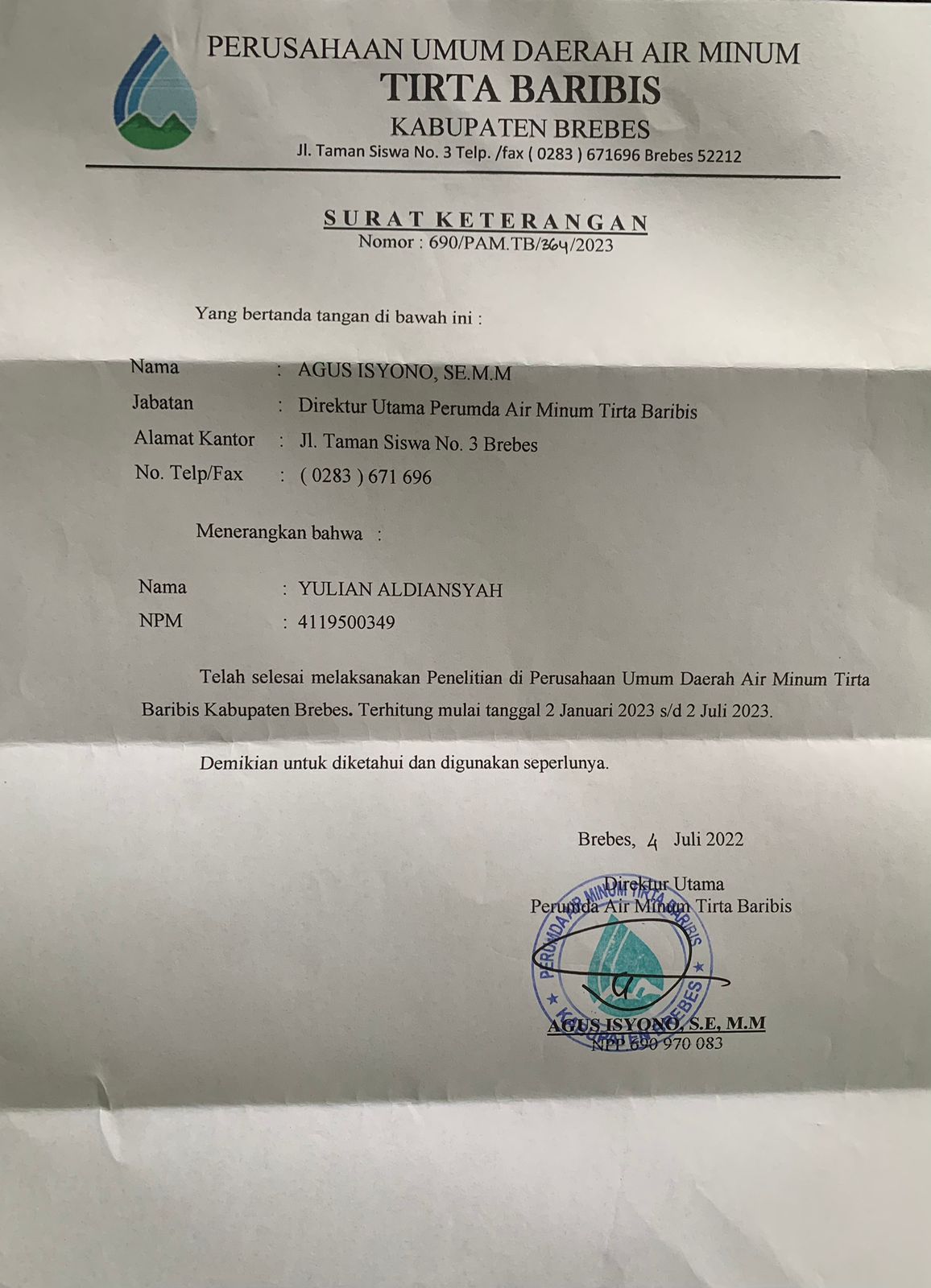
1. Uji F (Simultan)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **ANOVAa** | | | | | | |
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 3451.733 | 3 | 1150.578 | 25.313 | .000b |
| Residual | 2954.470 | 65 | 45.453 |  |  |
| Total | 6406.203 | 68 |  |  |  |
| a. Dependent Variable: Kualitas Pelayanan | | | | | | |
| b. Predictors: (Constant), Karakteristik Pekerjaan, Kompetensi SDM, Karakteristik Individu | | | | | | |

**Lampiran 16 Uji Koefisien Determinasi (R2)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Model Summaryb** | | | | | |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate | Durbin-Watson |
| 1 | .734a | .539 | .518 | 6.742 | 2.074 |
| a. Predictors: (Constant), Karakteristik Pekerjaan, Kompetensi SDM, Karakteristik Individu | | | | | |
| b. Dependent Variable: Kualitas Pelayanan | | | | | |

**Lampiran 17 Surat Selesai Penelitian**

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