

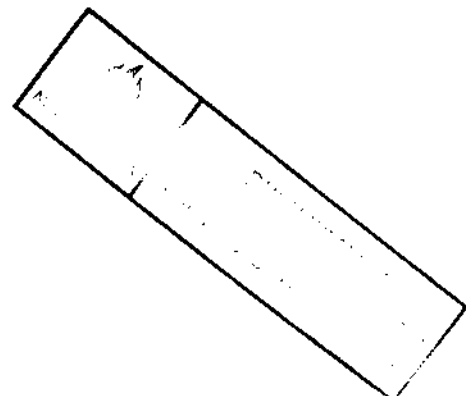
Lampiran 1

Uji Validitas *Product Moment* Kualitas Layanan

Correlations

		ARes1	ARes2	ARes3	ARes4	ARes5	AEmp6	AEmp7	AAss8	AAss9	ATang10	ATang11	Tot_A
ARes1	Pearson Correlation	1	.678	.479	.385	.511	.520	.402	.491	.553	.318	.598	.752
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.002	.000	.000
	N	95	95	95	95	95	95	95	95	95	95	95	95
ARes2	Pearson Correlation	.678	1	.541	.455	.443	.599	.452	.473	.541	.452	.497	.766
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95	95	95
ARes3	Pearson Correlation	.479	.541	1	.462	.568	.605	.453	.508	.544	.321	.388	.732
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.002	.000	.000
	N	95	95	95	95	95	95	95	95	95	95	95	95
ARes4	Pearson Correlation	.385	.455	.462	1	.636	.538	.410	.370	.446	.359	.329	.657
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000	.001	.000
	N	95	95	95	95	95	95	95	95	95	95	95	95
ARes5	Pearson Correlation	.511	.443	.568	.636	1	.583	.431	.399	.497	.368	.443	.727
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95	95	95
AEmp6	Pearson Correlation	.520	.599	.605	.538	.583	1	.582	.505	.554	.382	.471	.794
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95	95	95
AEmp7	Pearson Correlation	.402	.452	.453	.410	.431	.582	1	.478	.540	.416	.458	.707
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95	95	95
AAss8	Pearson Correlation	.491	.473	.508	.370	.399	.505	.478	1	.833	.430	.488	.736
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95	95	95
AAss9	Pearson Correlation	.553	.541	.544	.446	.497	.554	.540	.833	1	.483	.660	.819
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95	95	95
ATang10	Pearson Correlation	.318	.452	.321	.359	.368	.382	.416	.430	.483	1	.586	.622
	Sig. (2-tailed)	.002	.000	.002	.000	.000	.000	.000	.000	.000		.000	.000
	N	95	95	95	95	95	95	95	95	95	95	95	95
ATang11	Pearson Correlation	.598	.497	.388	.329	.443	.471	.458	.488	.660	.586	1	.734
	Sig. (2-tailed)	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000		.000
	N	95	95	95	95	95	95	95	95	95	95	95	95
Tot_A	Pearson Correlation	.752	.766	.732	.657	.727	.794	.707	.736	.819	.622	.734	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	95	95	95	95	95	95	95	95	95	95	95	95

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



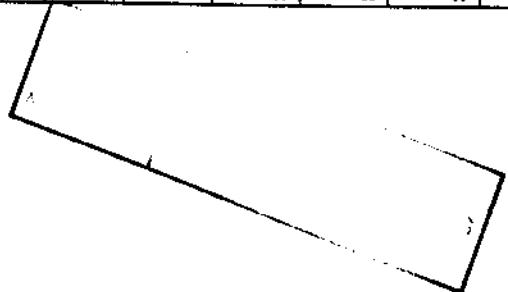
Lampiran 2

Uji Validitas *Product Moment Relationship Marketing*

Correlations

		BManfin1	BManfin2	BManfin3	BManfin4	BManSos5	BManSos6	BManSos7	BikatStruk8	BikatStruk9	Tot_B
BManfin1	Pearson Correlation	1	.778**	.397**	.658**	.523**	.473**	.416**	.449**	.365**	.715**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95
BManfin2	Pearson Correlation	.778**	1	.561**	.701**	.564**	.480**	.454**	.546**	.347**	.768**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.001	.000
	N	95	95	95	95	95	95	95	95	95	95
BManfin3	Pearson Correlation	.397**	.561**	1	.651**	.576**	.355**	.461**	.434**	.531**	.717**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95
BManfin4	Pearson Correlation	.658**	.701**	.651**	1	.700**	.503**	.451**	.571**	.450**	.808**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95
BManSos5	Pearson Correlation	.523**	.564**	.576**	.700**	1	.644**	.528**	.678**	.604**	.836**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95
BManSos6	Pearson Correlation	.473**	.480**	.355**	.503**	.644**	1	.584**	.488**	.463**	.723**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95
BManSos7	Pearson Correlation	.416**	.454**	.461**	.451**	.528**	.584**	1	.580**	.670**	.777**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95
BikatStruk8	Pearson Correlation	.449**	.546**	.434**	.571**	.678**	.488**	.580**	1	.601**	.781**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000
	N	95	95	95	95	95	95	95	95	95	95
BikatStruk9	Pearson Correlation	.365**	.347**	.531**	.450**	.604**	.463**	.670**	.601**	1	.755**
	Sig. (2-tailed)	.000	.001	.000	.000	.000	.000	.000	.000		.000
	N	95	95	95	95	95	95	95	95	95	95
Tot_B	Pearson Correlation	.715**	.768**	.717**	.808**	.836**	.723**	.777**	.781**	.755**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	95	95	95	95	95	95	95	95	95	95

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



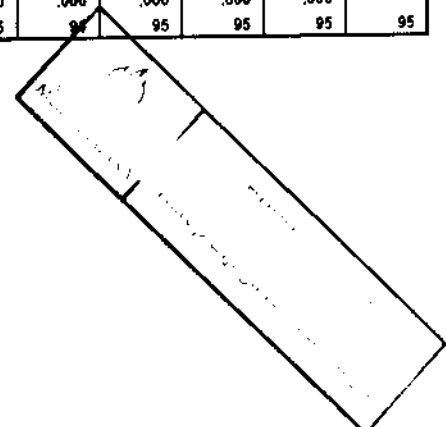
Lampiran 3

Uji Validitas *Product Moment* Promosi

Correlations

		CAdv1	CAdv2	CPR3	CPR4	CPers5	CPers6	CPers7	CDir8	CDir9	Tot_C
CAdv1	Pearson Correlation	1	.756**	.585**	.632**	.395**	.364**	.366**	.443**	.521**	.773**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95
CAdv2	Pearson Correlation	.756**	1	.542**	.481**	.420**	.330**	.367**	.460**	.545**	.741**
	Sig. (2-tailed)	.000		.000	.000	.000	.001	.000	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95
CPR3	Pearson Correlation	.585**	.542**	1	.746**	.424**	.411**	.495**	.492**	.554**	.794**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95
CPR4	Pearson Correlation	.632**	.481**	.746**	1	.401**	.302**	.337**	.516**	.531**	.762**
	Sig. (2-tailed)	.000	.000	.000		.000	.003	.001	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95
CPers5	Pearson Correlation	.395**	.420**	.424**	.401**	1	.732**	.643**	.448**	.556**	.740**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95
CPers6	Pearson Correlation	.364**	.330**	.411**	.302**	.732**	1	.753**	.415**	.481**	.692**
	Sig. (2-tailed)	.000	.001	.000	.003	.000		.000	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95
CPers7	Pearson Correlation	.366**	.367**	.495**	.337**	.643**	.753**	1	.429**	.467**	.701**
	Sig. (2-tailed)	.000	.000	.000	.001	.000	.000		.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95
CDir8	Pearson Correlation	.443**	.460**	.492**	.516**	.448**	.415**	.429**	1	.737**	.720**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000
	N	95	95	95	95	95	95	95	95	95	95
CDir9	Pearson Correlation	.521**	.545**	.554**	.531**	.556**	.481**	.467**	.737**	1	.788**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000
	N	95	95	95	95	95	95	95	95	95	95
Tot_C	Pearson Correlation	.773**	.741**	.794**	.762**	.740**	.692**	.701**	.720**	.788**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	95	95	95	95	95	95	95	95	95	95

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



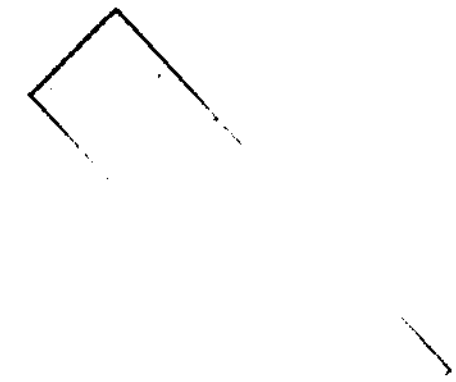
Lampiran 4

Uji Validitas *Product Moment* Kepuasan Pelanggan

Correlations

	DKinerja1	DEks2	DEks3	DEks4	DEks5	DEks6	DEks7	DEks8	Tot_D
DKinerja1 Pearson Correlation	1	.752**	.671**	.654**	.546**	.741**	.654**	.622**	.849**
Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000
N	95	95	95	95	95	95	95	95	95
DEks2 Pearson Correlation	.752**	1	.522**	.604**	.540**	.755**	.704**	.670**	.842**
Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000
N	95	95	95	95	95	95	95	95	95
DEks3 Pearson Correlation	.671**	.522**	1	.617**	.610**	.641**	.557**	.505**	.767**
Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000
N	95	95	95	95	95	95	95	95	95
DEks4 Pearson Correlation	.654**	.604**	.617**	1	.689**	.608**	.558**	.467**	.774**
Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000
N	95	95	95	95	95	95	95	95	95
DEks5 Pearson Correlation	.546**	.540**	.610**	.689**	1	.629**	.582**	.520**	.772**
Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000
N	95	95	95	95	95	95	95	95	95
DEks6 Pearson Correlation	.741**	.755**	.641**	.608**	.629**	1	.712**	.798**	.899**
Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000
N	95	95	95	95	95	95	95	95	95
DEks7 Pearson Correlation	.654**	.704**	.557**	.558**	.582**	.712**	1	.753**	.852**
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000
N	95	95	95	95	95	95	95	95	95
DEks8 Pearson Correlation	.622**	.670**	.505**	.467**	.520**	.798**	.753**	1	.826**
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000
N	95	95	95	95	95	95	95	95	95
Tot_D Pearson Correlation	.849**	.842**	.767**	.774**	.772**	.899**	.852**	.826**	1
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	
N	95	95	95	95	95	95	95	95	95

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



Lampiran 5

Uji Reliabilitas Variabel Kualitas Layanan dan *Relationship Marketing*

**Scale:
Kualitas Layanan**

Case Processing Summary

		N	%
Cases	Valid	95	100,0
	Excluded ^a	0	0,0
	Total	95	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,911	11

Scale: RM

Case Processing Summary

		N	%
Cases	Valid	95	100,0
	Excluded ^a	0	0,0
	Total	95	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,907	9

Lampiran 6

Uji Reliabilitas Variabel Promosi dan Kepuasan Pelanggan

**Scale:
Promosi**

Case Processing Summary

		N	%
Cases	Valid	95	100,0
	Excluded ^a	0	0,0
	Total	95	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,897	9

**Scale:
Kepuasan
Pelanggan**

Case Processing Summary

		N	%
Cases	Valid	95	100,0
	Excluded ^a	0	0,0
	Total	95	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,931	8

Lampiran 7

Uji Normalitas dengan Kolmogorov Smirnov

One-Sample Kolmogorov-Smirnov Test

		Standardized Residual
N		95
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	,98391316
	Absolute	,092
Most Extreme Differences	Positive	,067
	Negative	-,092
Kolmogorov-Smirnov Z		,901
Asymp. Sig. (2-tailed)		,391

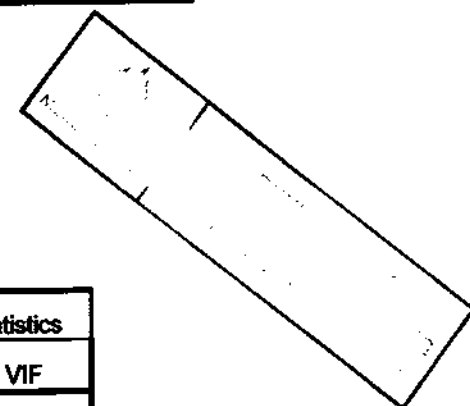
- a. Test distribution is Normal.
- b. Calculated from data.

Uji Multikolinieritas

Coefficients^a

Model		Collinearity Statistics	
		Tolerance	VIF
1	KualitasLayanan	,376	2,656
	RM	,625	1,599
	Promosi	,356	2,810

- a. Dependent Variable: KepuasanPelanggan



Lampiran 8

Regresi

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,813 ^a	,661	,650	2,434

a. Predictors: (Constant), Promosi, RM, KualitasLayanan

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1050,789	3	350,263	59,135	,000 ^b
	Residual	539,001	91	5,923		
	Total	1589,789	94			

a. Dependent Variable: KepuasanPelanggan

b. Predictors: (Constant), Promosi, RM, KualitasLayanan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	,714	2,559		,279	,781
	KualitasLayanan	,195	,080	,244	2,450	,016
	RM	,336	,074	,351	4,541	,000
	Promosi	,299	,090	,338	3,304	,001

a. Dependent Variable: KepuasanPelanggan

Lampiran 9

Korelasi antar dimensi

Correlations

Dimensi		Perceived Performance	Expectation
Responsiveness	Pearson Correlation	,480**	,546**
	Sig. (2-tailed)	,000	,000
	N	95	95
Reliability	Pearson Correlation	,518**	,616**
	Sig. (2-tailed)	,000	,000
	N	95	95
Empathy	Pearson Correlation	,447**	,570**
	Sig. (2-tailed)	,000	,000
	N	95	95
Assurance	Pearson Correlation	,582**	,599**
	Sig. (2-tailed)	,000	,000
	N	95	95
Tangible	Pearson Correlation	,475**	,526**
	Sig. (2-tailed)	,000	,000
	N	95	95
Manfaat_Finansial	Pearson Correlation	,562**	,613**
	Sig. (2-tailed)	,000	,000
	N	95	95
Manfaat_Sosial	Pearson Correlation	,496**	,609**
	Sig. (2-tailed)	,000	,000
	N	95	95
Ikatan_Struktural	Pearson Correlation	,522**	,596**
	Sig. (2-tailed)	,000	,000
	N	95	95
Advertising	Pearson Correlation	,502**	,570**
	Sig. (2-tailed)	,000	,000
	N	95	95
Public_Relation	Pearson Correlation	,566**	,677**
	Sig. (2-tailed)	,000	,000
	N	95	95
Personel_Selling	Pearson Correlation	,510**	,555**
	Sig. (2-tailed)	,000	,000
	N	95	95
Direct_Marketing	Pearson Correlation	,518**	,559**
	Sig. (2-tailed)	,000	,000
	N	95	95
Ekspetasi	Pearson Correlation	1	1
	Sig. (2-tailed)		
	N	95	95

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

Lampiran 10

Kuesioner

Kepada Yth.

Pengurus Perusahaan Peserta BPJS Ketenagakerjaan

Terima kasih, atas bantuan dan kesediaan Anda untuk menjadi responden dalam penelitian "Pengaruh Kualitas Layanan, *Relationship Marketing* dan Promosi terhadap Kepuasan Pelanggan BPJS Ketenagakerjaan".

Partisipasi Anda pasti akan bermanfaat untuk kepentingan ilmu pengetahuan dan untuk meningkatkan kepuasan pelanggan BPJS Ketenagakerjaan.

I. Karakteristik Responden

Lengkapilah identitas diri Anda dengan memberikan tanda (X).

1. Jenis Kelamin : a. Pria b. Wanita
2. Usia saat ini : (Pilih salah satu dibawah ini)
 - a. 20 thn - 30 thn
 - b. 31 thn - 40 thn
 - c. 41 thn - 50 thn
 - d. > 50 thn
3. Pendidikan terakhir : (Pilih salah satu dibawah ini)
 - a. SMU
 - b. Diploma
 - c. S1
 - d. S2/S3

4. Sudah berapa lama menjadi peserta BPJS Ketenagakerjaan: (Pilih salah satu dibawah ini).

- a. < 6 bulan
- b. ≥ 6 – 11 bulan
- c. ≥ 1 – 2 tahun
- d. > 2 tahun

II. Pernyataan Responden.

Data Responden dan semua informasi yang diberikan akan dijamin kerahasiannya, oleh karena itu dimohon untuk mengisi kuesioner dengan sebenarnya dan seobyektif mungkin.

Berikan penilaian Anda dengan memberikan tanda (X) pada kotak pilihan jawaban yang tersedia di bawah ini, sesuai dengan penilaian/pendapat Anda. Hanya satu jawaban yang dimungkinkan untuk setiap pernyataan.

Alternatif jawaban terdiri dari :

- SS = Sangat Setuju - (5)
S = Setuju - (4)
R = Ragu-ragu - (3)
TS = Tidak Setuju - (2)
STS = Sangat Tidak Setuju - (1)

A. KUALITAS LAYANAN

NO.	PERNYATAAN	SS	S	R	TS	STS
Responsiveness						
1.	Petugas tanggap atas keluhan peserta.					
2.	Petugas melayani kebutuhan peserta dengan baik.					
Reliability						
3.	BPJS Ketenagakerjaan memenuhi janji kepada peserta sesuai dengan kesepakatan.					
4.	Petugas mempunyai pengetahuan yang cukup untuk memberikan penjelasan informasi kepada peserta.					
5.	Pencatatan administrasi kepesertaan sesuai dengan yang dilaporkan peserta.					
Empathy						
6.	Kebutuhan pengurusan kepesertaan diperhatikan dengan baik oleh petugas.					
7.	Waktu operasional Kantor Cabang BPJS Ketenagakerjaan dapat mengakomodir kebutuhan peserta.					
Assurance						
8.	Petugas bersikap sopan kepada peserta.					
9.	Peserta merasa aman saat pengurusan administrasi kepesertaan.					
Tangibles						
10.	Ruang tunggu Kantor BPJS Ketenagakerjaan nyaman.					
11.	Penampilan petugas BPJS Ketenagakerjaan rapi dan menarik.					

B. RELATIONSHIP MARKETING

NO.	PERNYATAAN	SS	S	R	TS	STS
Manfaat Finansial						
1.	Iuran yang dibayarkan terjangkau untuk mendapatkan jaminan sosial bagi tenaga kerja.					
2.	Keuntungan JHT diberikan dalam bentuk pengembangan saldo JHT.					
3.	Keuntungan JKK diberikan dalam bentuk kompensasi dan rehabilitasi terhadap kecelakaan kerja.					
4.	Keuntungan JKM diberikan dalam bentuk santunan kematian dan biaya pemakaman.					
Manfaat Sosial						
5.	Manfaat tambahan berupa bantuan pengobatan JKK diberikan kepada peserta.					
6.	Pemberian bantuan beasiswa diberikan kepada peserta sesuai prosedur yang berlaku.					
7.	Kemudahan layanan komunikasi (telepon) dengan tenaga pemasar terhadap hal-hal yang tidak dimengerti peserta.					
Ikatan Struktural						
8.	BPJS Ketenagakerjaan bekerjasama dengan perusahaan dalam memberikan perlindungan kepada tenaga kerja.					
9.	Kemudahan pengurusan administrasi kepesertaan dengan menggunakan email kepada petugas pemasar.					

C. PROMOSI

NO.	PERNYATAAN	SS					TS	STS
		5	4	3	2	1		
Advertising								
1.	Iklan BPJS Ketenagakerjaan menarik.							
2.	Iklan BPJS Ketenagakerjaan mudah dipahami.							
Public relation								
3.	Informasi seputar BPJS Ketenagakerjaan pernah didapatkan.							
4.	Bantuan yang diberikan oleh BPJS Ketenagakerjaan diketahui melalui media cetak.							
Personel Selling								
5.	Tenaga pemasar / Account Officer pernah menghubungi anda secara langsung terkait kepesertaan BPJS Ketenagakerjaan.							
6.	Tenaga pemasar / Account Officer mampu menjelaskan produk JHT, JKK dan JK.							
7.	Tenaga pemasar / Account Officer mampu menjelaskan manfaat JHT, JKK dan JK.							
Direct Marketing								
8.	Informasi Kepesertaan BPJS Ketenagakerjaan mudah diketahui dari website.							
9.	Tata cara pengurusan administrasi kepesertaan sesuai dengan brosur.							

D. KEPUASAN PELANGGAN

NO.	PERNYATAAN	SS					TS	STS
		5	4	3	2	1		
1.	Kinerja BPJS Ketenagakerjaan selaku penyelenggara Jaminan Sosial bagi tenaga kerja lebih baik daripada tahun-tahun sebelumnya.							
2.	Kualitas layanan BPJS Ketenagakerjaan sesuai dengan yang diharapkan peserta.							
3.	Manfaat Finansial yang dapat diperoleh sesuai dengan yang diharapkan peserta.							
4.	Manfaat Sosial yang dapat diperoleh sesuai dengan yang diharapkan peserta.							
5.	Manfaat jaminan (JHT, JKK, JK) yang diberikan atas resiko yang timbul sesuai dengan yang dibutuhkan tenaga kerja.							
6.	Ikatan Struktural yang dibentuk memenuhi harapan peserta.							
7.	Pemberitaan / Promosi yang dilakukan BPJS Ketenagakerjaan memenuhi harapan peserta.							
8.	Kinerja BPJS Ketenagakerjaan selaku penyelenggara Jaminan Sosial bagi Tenaga Kerja memenuhi harapan peserta.							

----- TERIMA KASIH -----

Lampiran 11

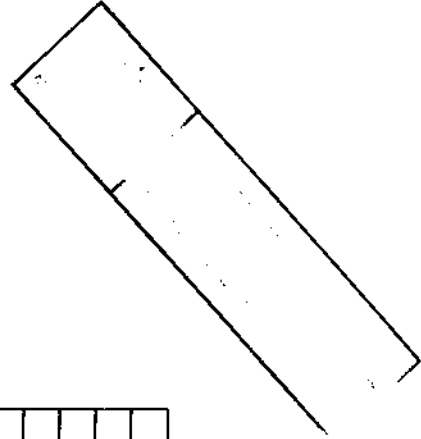
Hasil Kuesioner – karakteristik responden

NO	PR	Usia	Pdk	Waktu
1	A	C	A	A
2	A	B	A	D
3	A	A	B	C
4	A	A	A	C
5	B	C	A	D
6	A	B	A	B
7	B	B	C	B
8	A	B	A	C
9	B	B	A	D
10	A	A	C	D
11	A	B	A	D
12	A	C	B	D
13	A	A	A	D
14	A	A	A	B
15	A	A	C	A
16	A	C	A	D
17	A	A	A	C
18	A	B	A	D
19	B	B	C	D
20	A	B	A	A
21	A	B	A	D
22	A	A	A	C
23	A	C	A	D
24	A	C	A	D
25	A	B	A	D

NO	PR	Usia	Pdk	Waktu
26	A	A	A	D
27	A	A	A	D
28	B	B	B	D
29	A	C	A	C
30	B	C	C	D
31	A	B	A	D
32	A	C	A	D
33	A	D	C	D
34	A	A	A	D
35	B	B	B	D
36	B	A	B	D
37	A	C	C	D
38	B	A	D	D
39	B	B	C	D
40	A	A	A	D
41	A	C	A	B
42	A	B	B	A
43	B	B	A	B
44	A	A	C	A
45	B	B	C	D
46	A	A	C	C
47	B	A	C	D
48	A	B	C	D
49	B	A	B	D
50	A	B	B	D

NO	PR	Usia	Pdk	Waktu
51	B	D	C	D
52	B	C	A	D
53	A	D	C	D
54	B	B	B	A
55	B	C	D	D
56	A	B	C	A
57	A	A	A	A
58	B	A	B	B
59	B	C	D	D
60	A	A	C	C
61	B	B	C	D
62	B	B	C	D
63	B	B	C	D
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73	A	C	C	D
74	A	A	B	C
75	A	C	C	D

NO	PR	Usia	Pdk	Waktu
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77	B	A	A	B
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79	B	B	D	D
80	B	A	B	C
81	A	A	B	D
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89	A	C	C	D
90	A	B	B	C
91	B	C	B	D
92	B	A	C	C
93	B	B	B	D
94	A	B	C	D
95	B	C	C	D



Lampiran 12

Hasil Kuesioner

NO	ARes1	ARes2	ARes3	ARes4	ARes5	AEmp6	AEmp7	AAss8	AAss9	ATang10	ATang11	BManfin1	BManfin2	BManfin3	BManfin4	BManSoc5	BManSoc6	BManSoc7	BManSoc8	BManStruk9
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14	4	5	4	5	4	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5
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NO	A Res1	A Res2	A Res3	A Res4	A Res5	A Emp6	A Emp7	A As8	A As9	A Tang10	A Tang11	BMManfin1	BMManfin2	BMManfin3	BMManfin4	BMManSoe5	BMManSoe6	BMManSoe7	BMManStruk8	BMManStruk9
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NO	ARes1	ARes2	ARes3	ARes4	ARes5	ARmp5	A.Dmp7	A.Aas8	A.Aas9	A.Tang10	A.Tang11	B.Manfln1	B.Manfln2	B.Manfln3	B.Manfln4	B.ManSoc5	B.ManSoc6	B.ManSoc7	B.KatStruk8	B.KatStruk9	
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NO	CAdM	CAAd2	CPR3	CPR4	CPers5	CPers6	CPers7	CMr8	CDIr9	DKInerjal	DEks2	DEks3	DEks4	DEks5	DEks6	DEks7	DEks8
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NO	CAadm	CAadm2	CPR3	CPR4	CPers5	CPers6	CPers7	CDIr8	CDIr9	DKInerja1	DEks2	DEks3	DEks4	DEks5	DEks6	DEks7	DEks8
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40	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
41	5	5	5	5	5	4	5	4	4	5	5	5	5	5	5	5	5
42	4	5	4	4	5	5	4	4	4	5	4	5	5	5	5	5	5
43	4	4	4	2	4	5	5	4	4	5	5	5	4	5	5	5	5
44	4	5	4	4	5	4	4	4	4	5	4	5	5	4	4	4	4
45	3	3	4	3	4	4	4	3	3	4	4	4	4	4	3	3	4
46	3	3	3	3	4	4	4	4	4	4	3	4	4	4	4	4	4
47	2	2	2	2	4	4	4	2	3	4	4	4	4	4	3	2	2
48	3	3	3	3	3	4	4	4	4	4	4	4	4	4	4	4	4
49	3	3	4	3	4	4	4	4	4	4	4	4	4	3	3	4	4
50	2	2	2	3	2	2	3	3	4	4	4	4	4	4	4	4	4
51	2	2	2	2	2	4	4	2	2	3	3	2	4	4	3	2	3
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53	4	4	4	4	4	4	4	4	4	4	5	4	5	5	5	5	5
54	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
55	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
56	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
57	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
58	4	4	4	4	4	5	5	4	4	5	5	5	5	5	5	5	5
59	2	2	5	5	5	5	5	4	4	5	5	5	5	5	5	5	5
60	3	3	3	3	3	4	4	4	4	4	4	4	4	4	4	4	4

NO	CAadv1	CAadv2	CPR3	CPR4	CPers5	CPers6	CPers7	CDIrs8	CDIrs9	DKInerjal	DEks2	DEks3	DEks4	DEks5	DEks6	DEks7	DEks8
61	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5
62	3	3	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4
63	4	4	5	5	3	3	4	4	4	4	4	4	4	4	4	4	4
64	4	4	5	5	4	4	5	5	5	5	5	5	5	5	5	5	5
65	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
66	4	4	4	4	3	3	3	4	4	4	4	4	4	4	4	4	4
67	3	3	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4
68	3	3	3	3	3	4	4	4	4	4	4	4	4	4	4	4	4
69	3	3	3	3	3	4	4	4	4	4	4	4	4	4	4	4	4
70	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
71	3	3	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4
72	2	4	4	2	4	4	4	4	4	4	4	4	4	4	4	4	4
73	4	4	3	4	4	5	4	5	4	4	4	3	4	4	4	4	4
74	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	5
75	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
76	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
77	4	4	4	3	4	4	4	4	4	5	4	4	4	4	4	4	4
78	4	3	4	4	4	4	4	4	4	4	4	4	5	5	4	4	4
79	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4
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81	5	5	5	5	5	5	5	5	5	5	4	5	4	3	5	3	5
82	4	4	5	5	2	4	4	4	4	5	4	5	5	5	4	5	5
83	3	4	4	4	4	5	5	5	5	4	5	4	5	5	5	4	5
84	4	4	4	4	4	4	4	4	4	5	5	4	4	5	5	4	5
85	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5
86	5	5	5	5	5	4	5	4	4	5	5	5	5	5	5	5	5
87	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
88	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
89	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
90	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4

NO	CAdv1	CAdv2	CPR3	CPR4	CPers5	CPers6	CPers7	CDir8	CDir9	DKinerja1	DEks2	DEks3	DEks4	DEks5	DEks6	DEks7	DEks8
91	4	4	4	4	4	4	4	5	5	5	5	5	5	5	4	4	4
92	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
93	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
94	4	4	4	4	4	4	4	4	4	5	5	4	4	4	5	5	4
95	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4

