Kepada Yth :
Pegawai PT. PLN Enjiniring

Dengan hormat,
Dalam rangka peningkatan kinerja korporasi melalui pengukuran menggunakan kriteria Malcolm Baldrige, berdasarkan perspektif Leadership perlu dilakukan evaluasi terhadap perilaku kepemimpinan dan penerapan kinerja melalui Kriteria Baldrige di dalam perusahaan.
Dengan ini kami mengharapkan bantuan Saudara/I untuk meluangkan waktu untuk mengisi seluruh pertanyaan dalam kuesioner ini.
Setiap jawaban yang Saudara/I berikan dijaga kerahasiaannya. Atas bantuan dan kesediaannya dalam mengisi kuesioner ini, diucapkan terima kasih.

Petunjuk pengisian:
1. Berilah tanda ✗ untuk pilihan Saudara/i (silahkan di copy paste icon silang tersebut)
2. Kuesioner ini menggunakan skala likert dimana:

    (1) Sangat Tidak Setuju, (2) Tidak Setuju, (3) Ragu-Ragu, (4) Setuju, (5) Sangat Setuju

1	Jenis Kelamin	a. Pria	b. Wanita
2	Usia	a. 25 - 29 thn	d. 40 - 44 thn
		b. 30 - 34 thn	e. 45 thn >
		c. 35 - 39 thn	
3	Pendidikan terakhir	a. SMA	c. S2
		b. S1	d. S3
4	Lama bekerja dalam perusahaan	a. < 2 thn	c. 5 - 8 thn
		b. 2 - 5 thn	d. < 8 thn

NO.	PERTANYAAN	1	2	3	4	5
1	Apakah Atasan memberikan arahan dalam pekerjaan sehingga pekerjaan tersebut dapat diselesaikan dengan baik					
2	Kebijakan / Peraturan Perusahaan yang dibuat telah dikomunikasikan kepada seluruh pegawai					
3	Atasan dan sesama rekan kerja melakukan koordinasi untuk kelancaran dalam aktivitas bidang terkait					
4	Atasan mengawasi aktivitas operasional dan melakukan monitoring terhadap pencapaian kinerja					
5	Efisiensi, produktifitas dan kualitas sangat dibutuhkan demi kemajuan perusahaan, hal ini merupakan salah satu faktor keberhasilan dalam penyelesaian pekerjaan dan pencapaian kinerja					
6	Pegawai diberikan peran dan tanggungjawab oleh Atasan sesuai sesuai kompetensi dan melakukan pencapaian target kinerja yang ditetapkan?					
7	Pimpinan di perusahaan Saudara selalu memberikan dukungan moril kepada para bawahan.					
8	Pimpinan di perusahaan Saudara memberikan kepercayaan penuh terhadap bawahannya.					

NO.	PERTANYAAN	1	2	3	4	5
9	Komunikasi Atasan dan sesama rekan kerja memberikan kelancaran dan keakuratan informasi serta membangun hubungan?					
10	Dalam menemui permasalahan pegawai, atasan mempunyai keinginan untuk langsung mencari cara pemecahan masalah					
11	Pimpinan perusahaan mencerminkan perilaku sesuai dengan budaya perusahaan (IPTEC)					
12	Saudara dituntut untuk bekerja secara mandiri dalam menyelesaikan pekerjaan dengan metode umum ataupun dengan cara anda					
13	Atasan dan sesama rekan kerja memberikan dukungan dalam meningkatkan inovasi serta kreatifitas untuk menghasilkan kualitas produk yang tinggi					
14	Kebijakan visi dan strategi baru dikomunikasikan secara terbuka dari pimpinan kepada seluruh karyawan di perusahaan					
15	Pimpinan senior mensosiaslisasikan kemajuan dalam perubahan yang dilakukan oleh perusahaan					
16	Pimpinan menyampaikan kebutuhan mendesak akan perubahan untuk kepentingan perusahaan dalam peningkatan kinerja					
17	Pimpinan senior telah menetapkan visi misi dan sasaran perusahaan dan mengkomunikasikan kepada karyawan dan melakukan evaluasi					
18	Perusahaan telah menerapkan prinsip-prinsip sesuai GCG (wajar, transparan, mandiri, akuntabel, bertanggungjawab) dan peduli terhadap					
19	Perusahaan melakukan pengembangan strategi dan mengkomunikasikannya kepada karyawan					
20	Perusahaan penerapan strategi yang telah ditetapkan dalam Rencana Jangka Panjang (RJP) secara konsisten					
21	Perusahaan telah menangani keluhan pelanggan dengan baik dan merespons permintaan pelanggan					
22	Perusahaan memenuhi permintaan pelanggan dengan produk berkualitas dan memberikan layanan terbaik untuk mendapatkan loyalitas pelanggan					
23	Perusahaan menetapkan ukuran dan mengevaluasi kemajuan pencapaian kinerja perusahaan secara berkala					
24	Perusahaan telah menerapkan manajemen informasi, pengetahuan dan teknologi sehingga knowledge sharing dapat dilaksanakan dengan optimal					
25	Perusahaan memperhatikan keselamatan dan keamanan serta sarana di lingkungan kerja					
26	Karyawan perusahaan selalu memberikan hasil kerja terbaik kepada perusahaan dan loyalitasnya kepada perusahaan					
27	Perusahaan telah menetapkan sistem kerja yang efektif dan efisien sehingga mendukung pencapaian kinerja					
28	Perusahaan telah memiliki beberapa mekanisme (flowchart/ instruktsi kerja) dalam penyelesaian pekerjaan					

HASIL KUESIONER PERILAKU KEPEMIMPINAN DAN KRITERIA BALDRIGE

NO. RESP	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
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Resp.	No. Item Pertanyaan						X1
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11	4	4	3	2	3	27
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13	5	4	4	2	5	33
14	5	5	4	3	4	35
15	5	2	1	1	1	25
16	5	4	4	5	4	38
17	5	2	2	2	3	31
18	2	1	1	1	1	24
19	5	5	1	1	1	32
20	5	1	1	1	1	29
21	4	3	3	4	3	38
22	4	4	4	4	4	42
23	3	3	1	3	1	34
24	4	4	4	4	5	45
25	4	4	3	3	3	42
26	4	5	2	3	3	43
27	4	2	3	2	3	41
28	2	4	3	2	4	43
29	4	3	2	4	1	43
30	4	3	2	2	3	44
31	4	3	2	2	2	44
32	4	4	4	4	5	53
33	4	4	1	2	3	47
34	4	4	4	4	4	54
35	3	3	3	3	3	50
36	4	4	4	4	4	56
37	4	4	3	3	3	54
38	4	4	4	3	4	57
39	4	3	3	2	3	54

Resp.	No. Item Pertanyaan					X3
	12	13	14	15	16	
40	5	4	4	4	4	61
41	4	3	2	2	3	55
42	3	3	1	3	2	54
43	4	4	4	4	3	62
44	4	4	4	4	4	64
45	3	4	3	2	3	60
46	5	3	2	2	2	60
47	4	4	3	2	3	63
48	5	5	5	1	4	68
49	4	4	2	3	2	64
50	5	5	5	5	5	75
51	5	5	4	4	5	74
52	4	3	2	3	3	67
53	5	3	3	1	3	68
54	4	4	4	4	3	73
55	4	3	2	3	3	70
56	3	3	2	2	3	69
57	4	4	5	3	4	77
58	4	3	2	3	2	72
59	3	3	2	3	3	73
60	4	3	2	4	4	77
61	4	4	3	4	3	79
62	4	4	4	4	3	81
63	4	4	4	4	4	83
64	4	2	2	3	3	78
65	5	5	5	1	5	86

Resp.	17	18	19	20	21	22	23	24	25	26	27	28	Y
1	3	4	4	3	3	4	3	3	3	3	2	4	39
2	3	4	4	3	4	4	3	3	3	3	4	4	42
3	4	3	4	3	3	4	3	4	3	3	3	4	41
4	2	5	2	2	2	2	2	2	2	2	2	2	27
5	4	4	4	4	4	4	4	4	4	4	4	4	48
6	4	4	4	4	4	4	4	4	4	4	4	4	48
7	2	4	1	4	3	3	4	3	3	4	2	4	37
8	3	4	4	4	4	4	4	3	3	4	3	4	44
9	4	5	5	5	5	5	5	5	5	5	5	4	58
10	4	4	3	3	4	4	3	4	4	3	3	4	43
11	4	4	4	3	4	4	3	4	3	3	3	4	43
12	3	5	4	4	4	4	4	4	4	4	4	4	48
13	4	5	4	4	3	4	4	3	5	4	5	2	47
14	3	4	3	4	5	5	4	4	4	4	4	5	49
15	1	1	5	1	3	3	1	2	1	1	1	2	22
16	5	4	4	4	4	4	4	4	4	4	4	5	50
17	1	2	4	2	5	5	2	5	5	2	3	5	41
18	1	2	3	1	1	1	1	1	2	1	1	1	16
19	1	1	1	1	1	1	1	5	5	1	1	1	20
20	1	4	5	1	1	4	1	5	4	1	1	5	33
21	3	4	4	3	3	3	3	3	3	3	3	4	39
22	2	4	4	4	4	4	4	4	4	4	4	5	47
23	1	4	2	1	2	2	1	4	2	1	1	4	25
24	4	5	3	4	4	5	4	4	4	4	5	4	50
25	3	4	3	3	4	4	3	4	4	3	3	4	42
26	4	3	5	2	4	2	5	5	2	3	3	4	42
27	2	3	3	3	3	3	3	4	3	3	3	2	35
28	3	4	4	4	3	4	3	4	4	3	4	4	44
29	2	5	3	2	5	5	2	5	3	2	1	4	39
30	2	4	3	2	3	4	2	4	4	2	3	3	36
31	1	5	4	2	4	4	2	4	4	2	2	4	38
32	2	4	3	4	4	4	4	5	5	4	5	4	48
33	1	4	3	1	2	3	1	3	4	1	3	4	30
34	4	4	4	4	4	5	4	4	4	4	4	5	50
35	3	3	3	3	3	3	3	3	3	3	3	3	36
36	4	4	4	4	3	3	4	3	4	4	4	4	45
37	3	4	4	3	4	4	3	3	4	3	3	4	42
38	3	4	4	4	3	4	4	3	4	4	4	3	44
39	3	4	4	3	3	3	3	4	3	3	3	3	39

Resp.	No. Item Pertanyaan												Y
	17	18	19	20	21	22	23	24	25	26	27	28	
40	3	4	4	4	3	3	4	4	4	4	4	4	45
41	2	4	2	2	3	3	2	4	4	2	3	3	34
42	1	3	4	1	1	1	1	3	3	1	2	2	23
43	3	4	4	4	4	3	4	4	3	4	3	4	44
44	4	4	4	4	4	4	4	4	4	4	4	4	48
45	3	4	4	3	3	3	3	4	3	3	3	3	39
46	4	3	4	2	3	3	2	4	4	2	2	4	37
47	4	4	4	3	4	4	3	4	4	3	3	4	44
48	4	4	4	5	5	5	5	5	5	5	4	5	56
49	1	4	3	2	2	2	2	4	4	2	2	3	31
50	5	5	5	5	5	5	5	5	5	5	5	5	60
51	4	5	5	4	5	5	4	5	4	4	5	5	55
52	2	3	4	2	4	3	2	4	3	2	3	4	36
53	4	5	4	3	3	3	3	5	5	3	3	3	44
54	3	5	3	4	4	4	4	4	4	4	3	4	46
55	2	5	2	2	1	2	2	2	2	2	3	3	28
56	2	3	2	2	3	3	2	3	3	2	3	3	31
57	1	3	3	5	4	4	5	4	4	5	4	4	46
58	2	3	2	2	4	3	2	4	4	2	2	4	34
59	2	4	3	2	3	3	2	3	4	2	3	4	35
60	2	4	4	2	4	4	2	4	4	2	4	4	40
61	3	4	3	3	3	3	3	4	4	3	3	3	39
62	4	4	4	4	4	4	4	4	3	4	3	3	45
63	3	4	4	4	4	4	4	4	4	4	4	4	47
64	1	2	4	2	2	2	2	3	2	2	3	1	26
65	5	5	4	5	5	5	5	5	5	5	5	5	59

```
RELIABILITY
    /VARIABLES=Harapan Kebijakan Komunikasi Operasional Kualitas Target Dukunga
n Kepercayaan Hubungan Konflik Rolemodel Inovasi Strategi Konsistensi Feedbac
k Pendelegasi Aksi GCG Pengembangan Implementasi Kepuasan Loyalitas Ukuran Kn
owledgeMgt Kompetensi
Keterikatan Sistem Proses
    /SCALE('ALL VARIABLES') ALL
    /MODEL=ALPHA
    /STATISTICS=DESCRIPTIVE SCALE HOTELLING CORR TUKEY
    /SUMMARY=TOTAL MEANS VARIANCE COV CORR
    /ICC=MODEL(MIXED) TYPE(CONSISTENCY) CIN=95 TESTVAL=0.
```

Reliability

[DataSet1] D:\TESIS KATHY S2SDM\kuesioner\Data Final tesis 28.08.2012.sav

Warnings

The determinant of the covariance matrix is zero or approximately zero. Statistics based on its inverse matrix cannot be computed and they are displayed as system missing values.
The determinant of the covariance matrix is zero or approximately zero. Statistics based on its inverse matrix cannot be computed and they are displayed as system missing values.

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	65	100.0
	Excluded[a]	0	.0
	Total	65	100.0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.954	.953	28

Item Statistics

	Mean	Std. Deviation	N
Harapan	3.5157	.93868	65
Kebijakan	2.4440	.96174	65
Komunikasi	3.5157	.93314	65
Operasional	3.2582	.90234	65
Kualitas	2.9745	.92803	65
Target	3.2582	.92165	65
Dukungan	2.8760	.95931	65
Kepercayaan	2.5955	.95958	65
Hubungan	3.2582	.91531	65
Konflik	3.2582	.94233	65
Rolemodel	2.7926	.95778	65
Inovasi	2.9745	.90648	65
Strategi	3.0959	.94654	65
Konsistensi	2.7196	.96291	65
Feedback	2.7196	.95569	65
Pendelegasi	2.7926	.95852	65
Aksi	2.4440	.95895	65
GCG	3.2582	.92219	65
Pengembangan	3.2582	.93151	65
Implementasi	2.7196	.96291	65
Kepuasan	2.8760	.95325	65
Loyalitas	3.0959	.95058	65
Ukuran	2.7196	.96291	65
KnowledgeMgt	3.5157	.93234	65
Kompetensi	3.5157	.94079	65
Keterikatan	2.7196	.96291	65
Sistem	2.7926	.95852	65
Proses	3.0959	.93445	65

Inter-Item Correlation Matrix

	Harapan	Kebijakan	Komunikasi	Operasional	Kualitas	Target
Harapan	1.000	.346	.712	.152	-.030	.552
Kebijakan	.346	1.000	.348	.519	.034	.426
Komunikasi	.712	.348	1.000	.241	.019	.626
Operasional	.152	.519	.241	1.000	.203	.160
Kualitas	-.030	.034	.019	.203	1.000	.052
Target	.552	.426	.626	.160	.052	1.000
Dukungan	.304	.663	.458	.428	-.119	.426
Kepercayaan	.369	.587	.466	.369	-.191	.337
Hubungan	.523	.386	.599	.128	.021	.981
Konflik	.806	.433	.657	.182	-.072	.686
Rolemodel	.370	.664	.444	.417	-.146	.322
Inovasi	.178	.195	.145	.375	.314	.304
Strategi	.347	.548	.543	.525	.037	.291
Konsistensi	.239	.704	.318	.426	-.098	.298
Feedback	.165	.367	.295	.146	-.155	.128
Pendelegasi	.338	.638	.405	.437	-.076	.412
Aksi	.316	.985	.332	.522	.039	.409
GCG	.103	.429	.255	.626	.125	.146
Pengembangan	.448	.417	.528	.128	.031	.943
Implementasi	.239	.704	.318	.426	-.098	.298
Kepuasan	.266	.539	.313	.253	.115	.389
Loyalitas	.383	.569	.409	.352	.148	.502
Ukuran	.239	.704	.318	.426	-.098	.298
KnowledgeMgt	.249	.294	.411	.426	.179	.323
Kompetensi	.126	.377	.296	.523	.216	.272
Keterikatan	.239	.704	.318	.426	-.098	.298
Sistem	.338	.638	.405	.437	-.076	.412
Proses	.270	.420	.394	.191	.013	.435

Inter-Item Correlation Matrix

	Dukungan	Kepercayaan	Hubungan	Konflik	Rolemodel	Inovasi
Harapan	.304	.369	.523	.806	.370	.178
Kebijakan	.663	.587	.386	.433	.664	.195
Komunikasi	.458	.466	.599	.657	.444	.145
Operasional	.428	.369	.128	.182	.417	.375
Kualitas	-.119	-.191	.021	-.072	-.146	.314
Target	.426	.337	.981	.686	.322	.304
Dukungan	1.000	.790	.391	.442	.800	.262
Kepercayaan	.790	1.000	.294	.519	.824	.218
Hubungan	.391	.294	1.000	.658	.275	.280
Konflik	.442	.519	.658	1.000	.419	.116
Rolemodel	.800	.824	.275	.419	1.000	.175
Inovasi	.262	.218	.280	.116	.175	1.000
Strategi	.619	.630	.257	.374	.630	.211
Konsistensi	.714	.708	.256	.341	.840	.215
Feedback	.423	.456	.175	.372	.446	-.050
Pendelegasi	.824	.768	.377	.470	.803	.186
Aksi	.654	.585	.365	.430	.638	.201
GCG	.462	.411	.112	.223	.516	.224
Pengembangan	.343	.250	.959	.609	.231	.245
Implementasi	.714	.708	.256	.341	.840	.215
Kepuasan	.563	.507	.356	.359	.626	.255
Loyalitas	.538	.474	.474	.440	.627	.295
Ukuran	.714	.708	.256	.341	.840	.215
KnowledgeMgt	.292	.220	.294	.207	.233	.396
Kompetensi	.511	.324	.239	.115	.404	.422
Keterikatan	.714	.708	.256	.341	.840	.215
Sistem	.824	.768	.377	.470	.803	.186
Proses	.447	.420	.406	.391	.470	.266

Inter-Item Correlation Matrix

	Strategi	Konsistensi	Feedback	Pendelegasi	Aksi	GCG
Harapan	.347	.239	.165	.338	.316	.103
Kebijakan	.548	.704	.367	.638	.985	.429
Komunikasi	.543	.318	.295	.405	.332	.255
Operasional	.525	.426	.146	.437	.522	.626
Kualitas	.037	-.098	-.155	-.076	.039	.125
Target	.291	.298	.128	.412	.409	.146
Dukungan	.619	.714	.423	.824	.654	.462
Kepercayaan	.630	.708	.456	.768	.585	.411
Hubungan	.257	.256	.175	.377	.365	.112
Konflik	.374	.341	.372	.470	.430	.223
Rolemodel	.630	.840	.446	.803	.638	.516
Inovasi	.211	.215	-.050	.186	.201	.224
Strategi	1.000	.631	.335	.573	.519	.292
Konsistensi	.631	1.000	.442	.789	.681	.457
Feedback	.335	.442	1.000	.469	.332	.312
Pendelegasi	.573	.789	.469	1.000	.617	.437
Aksi	.519	.681	.332	.617	1.000	.430
GCG	.292	.457	.312	.437	.430	1.000
Pengembangan	.194	.266	.167	.339	.398	.107
Implementasi	.631	1.000	.442	.789	.681	.457
Kepuasan	.465	.672	.364	.579	.513	.353
Loyalitas	.445	.631	.272	.604	.543	.439
Ukuran	.631	1.000	.442	.789	.681	.457
KnowledgeMgt	.442	.306	.116	.278	.299	.203
Kompetensi	.549	.425	.099	.528	.382	.261
Keterikatan	.631	1.000	.442	.789	.681	.457
Sistem	.573	.789	.469	1.000	.617	.437
Proses	.384	.471	.324	.418	.416	.324

Inter-Item Correlation Matrix

	Pengembangan	Implementasi	Kepuasan	Loyalitas	Ukuran	KnowledgeMgt
Harapan	.448	.239	.266	.383	.239	.249
Kebijakan	.417	.704	.539	.569	.704	.294
Komunikasi	.528	.318	.313	.409	.318	.411
Operasional	.128	.426	.253	.352	.426	.426
Kualitas	.031	-.098	.115	.148	-.098	.179
Target	.943	.298	.389	.502	.298	.323
Dukungan	.343	.714	.563	.538	.714	.292
Kepercayaan	.250	.708	.507	.474	.708	.220
Hubungan	.959	.256	.356	.474	.256	.294
Konflik	.609	.341	.359	.440	.341	.207
Rolemodel	.231	.840	.626	.627	.840	.233
Inovasi	.245	.215	.255	.295	.215	.396
Strategi	.194	.631	.465	.445	.631	.442
Konsistensi	.266	1.000	.672	.631	1.000	.306
Feedback	.167	.442	.364	.272	.442	.116
Pendelegasi	.339	.789	.579	.604	.789	.278
Aksi	.398	.681	.513	.543	.681	.299
GCG	.107	.457	.353	.439	.457	.203
Pengembangan	1.000	.266	.329	.440	.266	.271
Implementasi	.266	1.000	.672	.631	1.000	.306
Kepuasan	.329	.672	1.000	.854	.672	.520
Loyalitas	.440	.631	.854	1.000	.631	.538
Ukuran	.266	1.000	.672	.631	1.000	.306
KnowledgeMgt	.271	.306	.520	.538	.306	1.000
Kompetensi	.191	.425	.423	.499	.425	.694
Keterikatan	.266	1.000	.672	.631	1.000	.306
Sistem	.339	.789	.579	.604	.789	.278
Proses	.357	.471	.677	.738	.471	.499

Inter-Item Correlation Matrix

	Kompetensi	Keterikatan	Sistem	Proses
Harapan	.126	.239	.338	.270
Kebijakan	.377	.704	.638	.420
Komunikasi	.296	.318	.405	.394
Operasional	.523	.426	.437	.191
Kualitas	.216	-.098	-.076	.013
Target	.272	.298	.412	.435
Dukungan	.511	.714	.824	.447
Kepercayaan	.324	.708	.768	.420
Hubungan	.239	.256	.377	.406
Konflik	.115	.341	.470	.391
Rolemodel	.404	.840	.803	.470
Inovasi	.422	.215	.186	.266
Strategi	.549	.631	.573	.384
Konsistensi	.425	1.000	.789	.471
Feedback	.099	.442	.469	.324
Pendelegasi	.528	.789	1.000	.418
Aksi	.382	.681	.617	.416
GCG	.261	.457	.437	.324
Pengembangan	.191	.266	.339	.357
Implementasi	.425	1.000	.789	.471
Kepuasan	.423	.672	.579	.677
Loyalitas	.499	.631	.604	.738
Ukuran	.425	1.000	.789	.471
KnowledgeMgt	.694	.306	.278	.499
Kompetensi	1.000	.425	.528	.424
Keterikatan	.425	1.000	.789	.471
Sistem	.528	.789	1.000	.418
Proses	.424	.471	.418	1.000

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance
Item Means	3.002	2.444	3.516	1.072	1.439	.105
Item Variances	.891	.814	.927	.113	1.139	.001
Inter-Item Covariances	.377	-.170	.927	1.097	-5.459	.045
Inter-Item Correlations	.420	-.191	1.000	1.191	-5.243	.053

Summary Item Statistics

	N of Items
Item Means	28
Item Variances	28
Inter-Item Covariances	28
Inter-Item Correlations	28

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Harapan	80.5447	293.685	.473	.	.953
Kebijakan	81.6164	284.002	.767	.	.951
Komunikasi	80.5447	290.280	.586	.	.952
Operasional	80.8022	292.814	.523	.	.953
Kualitas	81.0860	308.500	.013	.	.957
Target	80.8022	290.283	.594	.	.952
Dukungan	81.1844	283.026	.800	.	.950
Kepercayaan	81.4650	284.766	.744	.	.951
Hubungan	80.8022	291.754	.550	.	.953
Konflik	80.8022	289.887	.592	.	.952
Rolemodel	81.2679	282.755	.811	.	.950
Inovasi	81.0860	298.267	.342	.	.954
Strategi	80.9645	286.804	.689	.	.951
Konsistensi	81.3408	282.295	.821	.	.950
Feedback	81.3408	294.695	.432	.	.954
Pendelegasi	81.2679	282.343	.823	.	.950
Aksi	81.6164	284.747	.745	.	.951
GCG	80.8022	293.095	.502	.	.953
Pengembangan	80.8022	292.542	.514	.	.953
Implementasi	81.3408	282.295	.821	.	.950
Kepuasan	81.1844	285.592	.723	.	.951
Loyalitas	80.9645	284.213	.770	.	.951
Ukuran	81.3408	282.295	.821	.	.950
KnowledgeMgt	80.5447	293.296	.489	.	.953
Kompetensi	80.5447	290.932	.560	.	.953
Keterikatan	81.3408	282.295	.821	.	.950
Sistem	81.2679	282.343	.823	.	.950
Proses	80.9645	289.472	.611	.	.952

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
84.0604	309.782	17.60063	28

ANOVA with Tukey's Test for Nonadditivity

			Sum of Squares	df	Mean Square	F
Between People			708.073	64	11.064	
Within People	Between Items		183.788	27	6.807	13.244
	Residual	Nonadditivity	13.704[a]	1	13.704	27.065
		Balance	874.433	1727	.506	
		Total	888.137	1728	.514	
	Total		1071.925	1755	.611	
Total			1779.998	1819	.979	

ANOVA with Tukey's Test for Nonadditivity

			Sig
Between People			
Within People	Between Items		.000
	Residual	Nonadditivity	.000
		Balance	
		Total	
	Total		
Total			

Grand Mean = 3.0022

a. Tukey's estimate of power to which observations must be raised to achieve additivity = 2.314.

Hotelling's T-Squared Test

Hotelling's T-Squared	F	df1	df2	Sig
.000[a]	.	.	.	.

a. Hotelling's T-Squared cannot be computed because of a singular covariance matrix.

Intraclass Correlation Coefficient

	Intraclass Correlation[b]	95% Confidence Interval		F Test with True Value 0		
		Lower Bound	Upper Bound	Value	df1	df2
Single Measures	.423[a]	.342	.522	21.526	64	1728
Average Measures	.954[c]	.936	.968	21.526	64	1728

Intraclass Correlation Coefficient

	F Test ...
	Sig
Single Measures	.000
Average Measures	.000

Two-way mixed effects model where people effects are random and measures effects are fixed.

a. The estimator is the same, whether the interaction effect is present or not.

b. Type C intraclass correlation coefficients using a consistency definition-the between-measure variance is excluded from the denominator variance.

c. This estimate is computed assuming the interaction effect is absent, because it is not estimable otherwise.

```
REGRESSION
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS R ANOVA
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT Aksi
  /METHOD=ENTER Harapan Kebijakan Komunikasi Operasional Kualitas Target Duku
ngan Kepercayaan Hubungan Konflik Rolemodel Inovasi Strategi Konsistensi Feed
back Pendelegasi GCG Pengembangan Implementasi Kepuasan Loyalitas Ukuran Know
ledgeMgt Kompetensi
Keterikatan Sistem Proses
  /RESIDUALS HISTOGRAM(ZRESID) NORMPROB(ZRESID).
```

Regression

[DataSet1] D:\TESIS KATHY S2SDM\kuesioner\Data Final tesis 28.08.2012.sav

Variables Entered/Removed[a]

Model	Variables Entered	Variables Removed	Method
1	Proses, Kualitas, Harapan, Operasional, Feedback, Pengembangan, Inovasi, KnowledgeMgt, Keterikatan, GCG, Strategi, Kompetensi, Kebijakan, Kepercayaan, Kepuasan, Komunikasi, Dukungan, Konflik, Sistem, Loyalitas, Rolemodel, Target, ...[b]	.	Enter

a. Dependent Variable: Aksi

b. Tolerance = .000 limits reached.

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.990[a]	.980	.968	.17032

a. Predictors: (Constant), Proses, Kualitas, Harapan, Operasional, Feedback, Pengembangan, Inovasi, KnowledgeMgt, Keterikatan, GCG, Strategi, Kompetensi, Kebijakan, Kepercayaan, Kepuasan, Komunikasi, Dukungan, Konflik, Sistem, Loyalitas, Rolemodel, Target, Hubungan

b. Dependent Variable: Aksi

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	57.664	23	2.507	86.430	.000[b]
	Residual	1.189	41	.029		
	Total	58.853	64			

a. Dependent Variable: Aksi

b. Predictors: (Constant), Proses, Kualitas, Harapan, Operasional, Feedback, Pengembangan, Inovasi, KnowledgeMgt, Keterikatan, GCG, Strategi, Kompetensi, Kebijakan, Kepercayaan, Kepuasan, Komunikasi, Dukungan, Konflik, Sistem, Loyalitas, Rolemodel, Target, Hubungan
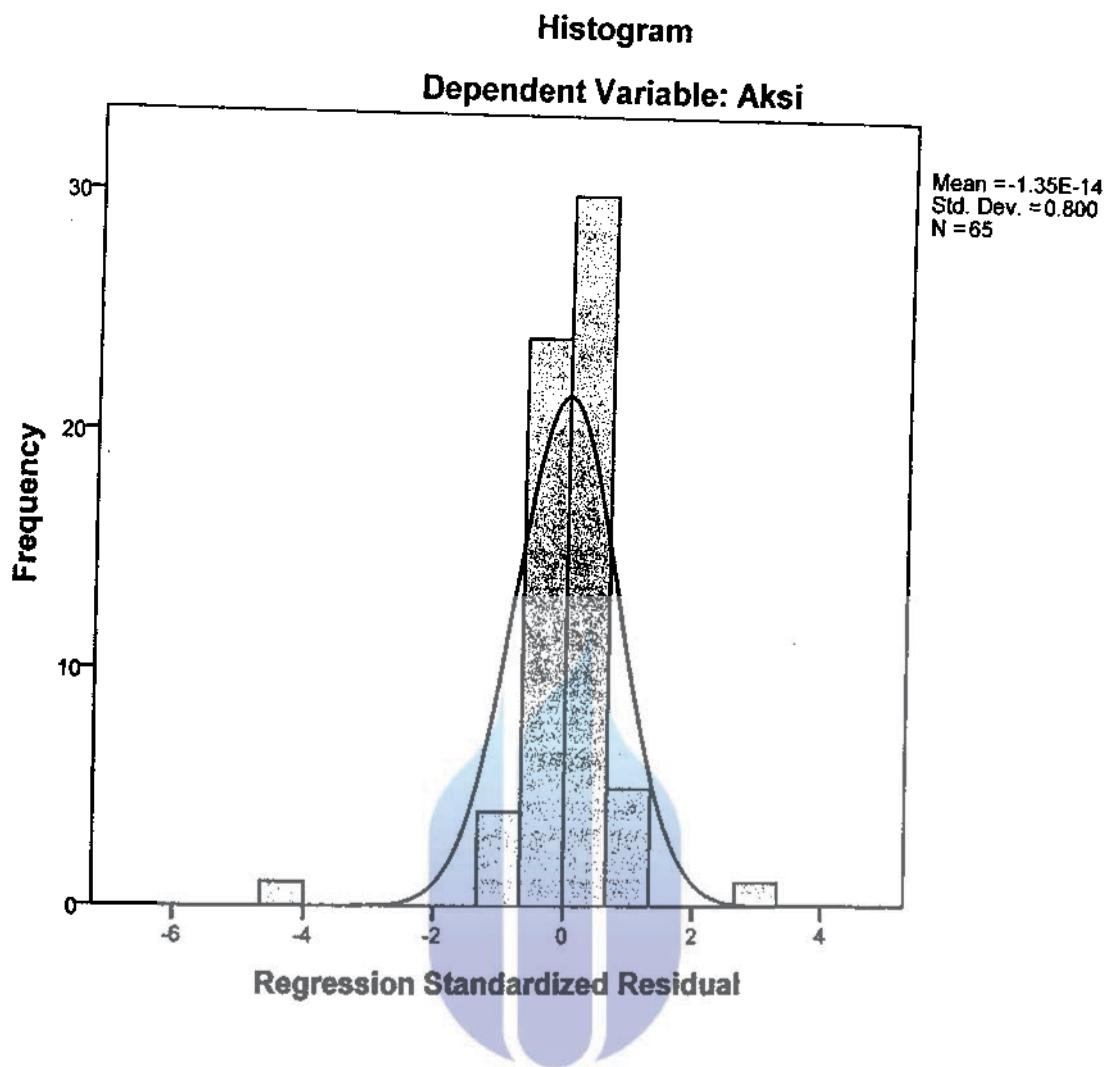
Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.155	.159		.977	.334
	Harapan	-.127	.055	-.125	-2.301	.027
	Kebijakan	1.022	.041	1.025	25.092	.000
	Komunikasi	.052	.049	.051	1.070	.291
	Operasional	.009	.044	.008	.199	.843
	Kualitas	.010	.030	.009	.324	.747
	Target	-.103	.164	-.099	-.624	.536
	Dukungan	.015	.053	.015	.292	.772
	Kepercayaan	.049	.053	.049	.930	.358
	Hubungan	.067	.172	.064	.391	.698
	Konflik	.152	.059	.149	2.571	.014
	Rolemodel	-.018	.065	-.018	-.282	.779
	Inovasi	.005	.033	.004	.137	.892
	Strategi	-.084	.043	-.083	-1.946	.059
	Feedback	-.069	.036	-.069	-1.937	.060
	GCG	-.006	.039	-.006	-.154	.878
	Pengembangan	-.042	.098	-.041	-.428	.671
	Kepuasan	-.014	.055	-.014	-.254	.801
	Loyalitas	-.037	.061	-.037	-.610	.545
	KnowledgeMgt	.023	.044	.022	.520	.606
	Kompetensi	.038	.047	.037	.807	.425
	Keterikatan	.032	.056	.032	.566	.574
	Sistem	-.041	.058	-.041	-.713	.480
	Proses	.020	.040	.019	.506	.616

a. Dependent Variable: Aksi

Excluded Variables[a]

Model		Beta In	t	Sig.	Partial Correlation	Collinearity Statistics Tolerance
1	Konsistensi	.[b]	.	.	.	.000
	Pendelegasi	.[b]	.	.	.	.000
	Implementasi	.[b]	.	.	.	.000
	Ukuran	.[b]	.	.	.	.000

a. Dependent Variable: Aksi

b. Predictors in the Model: (Constant), Proses, Kualitas, Harapan, Operasional, Feedback, Pengembangan, Inovasi, KnowledgeMgt, Keterikatan, GCG, Strategi, Kompetensi, Kebijakan, Kepercayaan, Kepuasan, Komunikasi, Dukungan, Konflik, Sistem, Loyalitas, Rolemodel, Target, Hubungan

Residuals Statistics[a]

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	.9120	4.6096	2.4440	.94921	65
Residual	-.71291	.52824	.00000	.13632	65
Std. Predicted Value	-1.614	2.281	.000	1.000	65
Std. Residual	-4.186	3.102	.000	.800	65

a. Dependent Variable: Aksi

Charts

Histogram

Dependent Variable: Aksi

Mean = -1.35E-14
Std. Dev. = 0.800
N = 65

Succesive Detail

Col	Category	Freq	Prop	Cum	Density	Z	Scale
1	1	1	0.015385	0.015385	0.038703	-2.16004	1
	2	8	0.123077	0.138462	0.220909	-1.08726	2.035279
	3	16	0.246154	0.384615	0.382137	-0.29338	2.860715
	4	33	0.507692	0.892308	0.185191	1.238894	3.903629
	5	7	0.107692	1	0		5.235334
2	1	12	0.184615	0.184615	0.266584	-0.89792	1
	2	14	0.215385	0.4	0.386343	-0.25335	1.887979
	3	19	0.292308	0.692308	0.351642	0.502402	2.562712
	4	16	0.246154	0.938462	0.121505	1.541986	3.378929
	5	4	0.061538	1	0		4.418456
3	1	1	0.015385	0.015385	0.038703	-2.16004	1
	2	5	0.076923	0.092308	0.165468	-1.32668	1.867756
	3	18	0.276923	0.369231	0.377313	-0.33389	2.75071
	4	34	0.523077	0.892308	0.185191	1.238894	3.882996
	5	7	0.107692	1	0		5.235334
4	1	2	0.030769	0.030769	0.069484	-1.86961	1
	2	1	0.015385	0.046154	0.096736	-1.68335	1.486886
	3	8	0.123077	0.169231	0.252318	-0.95721	1.994136
	4	40	0.615385	0.784615	0.292493	0.787876	3.192958
	5	14	0.215385	1	0		4.616248
5	2	4	0.061538	0.061538	0.121505	-1.54199	1
	3	12	0.184615	0.246154	0.315159	-0.68664	1.925498
	4	32	0.492308	0.738462	0.325351	0.63861	2.953754
	5	17	0.261538	1	0		4.218448
6	1	2	0.030769	0.030769	0.069484	-1.86961	1
	2	6	0.092308	0.123077	0.203632	-1.15974	1.804974
	3	12	0.184615	0.307692	0.351642	-0.5024	2.456525
	4	38	0.584615	0.892308	0.185191	1.238894	3.542961
	5	7	0.107692	1	0		4.977873
7	1	5	0.076923	0.076923	0.144311	-1.42608	1
	2	8	0.123077	0.2	0.279962	-0.84162	1.773874
	3	22	0.338462	0.538462	0.397087	0.096559	2.529989
	4	23	0.353846	0.892308	0.185191	1.238894	3.474876
	5	7	0.107692	1	0		4.59567
8	1	9	0.138462	0.138462	0.220909	-1.08726	1
	2	11	0.169231	0.307692	0.351642	-0.5024	1.822947
	3	20	0.307692	0.615385	0.382137	0.293381	2.496345
	4	21	0.323077	0.938462	0.121505	1.541986	3.402176
	5	4	0.061538	1	0		4.569914
9	1	2	0.030769	0.030769	0.069484	-1.86961	1
	2	6	0.092308	0.123077	0.203632	-1.15974	1.804974
	3	12	0.184615	0.307692	0.351642	-0.5024	2.456525
	4	39	0.6	0.907692	0.165468	1.326678	3.568532
	5	6	0.092308	1	0		5.050817
10	1	2	0.030769	0.030769	0.069484	-1.86961	1

Succesive Detail

Col	Category	Freq	Prop	Cum	Density	Z	Scale
	2	10	0.153846	0.184615	0.266584	-0.89792	1.977093
	3	15	0.230769	0.415385	0.389935	-0.21372	2.723724
	4	32	0.492308	0.907692	0.165468	1.326678	3.71419
	5	6	0.092308	1	0		5.050817
11	1	6	0.092308	0.092308	0.165468	-1.32668	1
	2	13	0.2	0.292308	0.343573	-0.54666	1.902049
	3	21	0.323077	0.615385	0.382137	0.293381	2.673209
	4	22	0.338462	0.953846	0.096736	1.683348	3.635806
	5	3	0.046154	1	0		4.888522
12	2	4	0.061538	0.061538	0.121505	-1.54199	1
	3	7	0.107692	0.169231	0.252318	-0.95721	1.759762
	4	38	0.584615	0.753846	0.315159	0.686643	2.866967
	5	16	0.246154	1	0		4.254791
13	1	3	0.046154	0.046154	0.096736	-1.68335	1
	2	5	0.076923	0.123077	0.203632	-1.15974	1.706296
	3	19	0.292308	0.415385	0.389935	-0.21372	2.458597
	4	30	0.461538	0.876923	0.203632	1.159742	3.499603
	5	8	0.123077	1	0		4.75046
14	1	7	0.107692	0.107692	0.185191	-1.23889	1
	2	16	0.246154	0.353846	0.371861	-0.37496	1.961282
	3	16	0.246154	0.6	0.386343	0.253347	2.660799
	4	21	0.323077	0.923077	0.144311	1.426077	3.468776
	5	5	0.076923	1	0		4.59567
15	1	7	0.107692	0.107692	0.185191	-1.23889	1
	2	20	0.307692	0.415385	0.389935	-0.21372	2.054212
	3	16	0.246154	0.661538	0.365773	0.416666	2.817789
	4	20	0.307692	0.969231	0.069484	1.869607	3.682566
	5	2	0.030769	1	0		4.977873
16	1	6	0.092308	0.092308	0.165468	-1.32668	1
	2	8	0.123077	0.215385	0.292493	-0.78788	1.760495
	3	27	0.415385	0.630769	0.377313	0.333891	2.588379
	4	17	0.261538	0.892308	0.185191	1.238894	3.527159
	5	7	0.107692	1	0		4.512204
17	1	12	0.184615	0.184615	0.266584	-0.89792	1
	2	14	0.215385	0.4	0.386343	-0.25335	1.887979
	3	18	0.276923	0.676923	0.359037	0.459112	2.542603
	4	18	0.276923	0.953846	0.096736	1.683348	3.391196
	5	3	0.046154	1	0		4.539946
18	1	2	0.030769	0.030769	0.069484	-1.86961	1
	2	3	0.046154	0.076923	0.144311	-1.42608	1.637005
	3	10	0.153846	0.230769	0.304215	-0.73632	2.218863
	4	37	0.569231	0.8	0.279962	0.841621	3.30085
	5	13	0.2	1	0		4.658053
19	1	2	0.030769	0.030769	0.069484	-1.86961	1
	2	6	0.092308	0.123077	0.203632	-1.15974	1.804974

Succesive Detail

Col	Category	Freq	Prop	Cum	Density	Z	Scale
	3	16	0.246154	0.369231	0.377313	-0.33389	2.552665
	4	35	0.538462	0.907692	0.165468	1.326678	3.651669
	5	6	0.092308	1	0		5.050817
20	1	7	0.107692	0.107692	0.185191	-1.23889	1
	2	16	0.246154	0.353846	0.371861	-0.37496	1.961282
	3	16	0.246154	0.6	0.386343	0.253347	2.660799
	4	21	0.323077	0.923077	0.144311	1.426077	3.468776
	5	5	0.076923	1	0		4.59567
21	1	5	0.076923	0.076923	0.144311	-1.42608	1
	2	5	0.076923	0.153846	0.237114	-1.02008	1.669604
	3	21	0.323077	0.476923	0.398275	-0.05788	2.377208
	4	26	0.4	0.876923	0.203632	1.159742	3.362646
	5	8	0.123077	1	0		4.530553
22	1	3	0.046154	0.046154	0.096736	-1.68335	1
	2	5	0.076923	0.123077	0.203632	-1.15974	1.706296
	3	19	0.292308	0.415385	0.389935	-0.21372	2.458597
	4	28	0.430769	0.846154	0.237114	1.020076	3.450711
	5	10	0.153846	1	0		4.637185
23	1	7	0.107692	0.107692	0.185191	-1.23889	1
	2	16	0.246154	0.353846	0.371861	-0.37496	1.961282
	3	16	0.246154	0.6	0.386343	0.253347	2.660799
	4	21	0.323077	0.923077	0.144311	1.426077	3.468776
	5	5	0.076923	1	0		4.59567
24	1	1	0.015385	0.015385	0.038703	-2.16004	1
	2	3	0.046154	0.061538	0.121505	-1.54199	1.721663
	3	15	0.230769	0.292308	0.343573	-0.54666	2.553408
	4	34	0.523077	0.815385	0.266584	0.897915	3.662889
	5	12	0.184615	1	0		4.959703
25	1	1	0.015385	0.015385	0.038703	-2.16004	1
	2	5	0.076923	0.092308	0.165468	-1.32668	1.867756
	3	17	0.261538	0.353846	0.371861	-0.37496	2.726556
	4	32	0.492308	0.846154	0.237114	1.020076	3.78941
	5	10	0.153846	1	0		5.056942
26	1	7	0.107692	0.107692	0.185191	-1.23889	1
	2	16	0.246154	0.353846	0.371861	-0.37496	1.961282
	3	16	0.246154	0.6	0.386343	0.253347	2.660799
	4	21	0.323077	0.923077	0.144311	1.426077	3.468776
	5	5	0.076923	1	0		4.59567
27	1	6	0.092308	0.092308	0.165468	-1.32668	1
	2	8	0.123077	0.215385	0.292493	-0.78788	1.760495
	3	27	0.415385	0.630769	0.377313	0.333891	2.588379
	4	17	0.261538	0.892308	0.185191	1.238894	3.527159
	5	7	0.107692	1	0		4.512204
28	1	3	0.046154	0.046154	0.096736	-1.68335	1
	2	5	0.076923	0.123077	0.203632	-1.15974	1.706296

Succesive Detail

Col	Category	Freq	Prop	Cum	Density	Z	Scale
	3	12	0.184615	0.307692	0.351642	-0.5024	2.29423
	4	35	0.538462	0.846154	0.237114	1.020076	3.308643
	5	10	0.153846	1	0		4.637185