

Lampiran Kuesioner

▪ **IDENTITAS RESPONDEN**

Nama :

Usia :

Jenis Kelamin :

Masa Kerja :

▪ **PETUNJUK PENGISIAN KUESIONER**

Pada setiap item kuesioner, berilah penilaian seberapa jauh Bapak/Ibu/Sdr/I setuju dengan pernyataan yang tersedia. Isilah jawaban atas pernyataan pada kuesioner ini dan jangan ada yang terlewatkan. Berilah tanda check list (✓) pada salah satu jawaban dengan pemahaman Bapak/Ibu/Sdr/I dengan keterangan sebagai berikut:

SS : Sangat Setuju

S : Setuju

TS : Tidak Setuju

STS : Sangat Tidak Setuju

VARIABEL REKRUTMEN

No	Pernyataan	Pilihan Jawaban			
		SS	S	TS	STS
Dimensi Wawancara					
1	Karyawan menunjukkan kemampuan berkomunikasi yang sangat baik dengan menyampaikan informasi secara sopan dan jelas kepada tamu.				
2	Setiap pertanyaan dijawab dengan nada yang ramah dan profesional, mencerminkan standar				

	pelayanan hotel yang tinggi.				
3	Karyawan memiliki pemahaman yang mendalam tentang standar pelayanan tamu, yang terlihat dari tanggapannya yang tepat dan informatif.				
4	Pengetahuan yang dimiliki tentang operasional hotel membantu karyawan memberikan solusi cepat dan tepat bagi kebutuhan tamu				
Dimensi Tes Potensi Akademik					
5	Karyawan mampu menghitung tagihan dengan cepat dan akurat, sehingga proses check-out berjalan lancar tanpa kendala.				
6	Ketelitian dalam perhitungan menunjukkan tingkat profesionalisme yang tinggi dan meminimalisir potensi kesalahan operasional.				
7	Karyawan menunjukkan kemampuan yang sangat baik dalam memahami dan melaksanakan instruksi, baik secara lisan maupun tertulis.				
8	Setiap tugas yang diberikan dapat diselesaikan dengan tepat sesuai arahan, menandakan pemahaman kerja yang solid.				
Dimensi Tes Psikologi					
9	Karyawan mampu tetap tenang dan profesional saat menghadapi keluhan, menunjukkan kontrol emosi yang sangat baik.				
10	Dalam situasi penuh tekanan, karyawan tetap bersikap sopan dan tidak terpancing emosi, menjaga citra positif hotel.				
11	Karyawan selalu menunjukkan sikap ramah kepada tamu maupun rekan kerja, menciptakan suasana kerja yang menyenangkan.				
12	Kemampuan beradaptasi dan kerja samanya yang baik membuat karyawan mudah diterima dalam tim dan mendukung kelancaran operasional.				
Dimensi Tes Medical Check-up					
13	Karyawan memiliki kondisi fisik yang prima, sehingga mampu menjalankan tugas dalam durasi kerja panjang dan sistem shift dengan baik.				
14	Selama bertugas, karyawan menunjukkan ketahanan fisik yang baik tanpa mengeluhkan kelelahan yang mengganggu kinerja.				
15	Berdasarkan hasil pemeriksaan, karyawan dinyatakan bebas dari penyakit menular dan memenuhi standar kesehatan kerja.				
16	Kondisi kesehatan karyawan terjaga dengan baik, sehingga aman bagi lingkungan kerja dan tidak menimbulkan risiko bagi tamu maupun				

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VARIABEL KOMPENSASI

No	Pernyataan	Pilihan Jawaban			
		SS	S	TS	STS
Dimensi Gaji					
1	Karyawan merasa bahwa gaji yang diterima sebanding dengan tanggung jawab dan beban kerja yang dijalankan setiap hari.				
2	Sistem penggajian yang diterapkan mencerminkan penghargaan terhadap kinerja dan peran masing-masing karyawan.				
3	Hotel selalu membayarkan gaji secara tepat waktu, sehingga karyawan dapat merencanakan keuangan pribadi dengan baik.				
4	Proses penggajian dilakukan secara transparan dan jelas, menciptakan kepercayaan antara manajemen dan karyawan.				
Dimensi Insentif					
5	Sistem insentif yang diterapkan hotel bersifat adil dan berbasis kinerja, sehingga mendorong karyawan untuk mencapai target kerja.				
6	Karyawan yang memberikan pelayanan terbaik mendapatkan penghargaan dalam bentuk insentif, sebagai bentuk apresiasi dari manajemen.				
7	Pemberian insentif terbukti meningkatkan semangat kerja dan mendorong karyawan untuk memberikan performa terbaiknya.				
8	Insentif menjadi motivasi tambahan bagi karyawan untuk terus menjaga kualitas pelayanan dan produktivitas				
Dimensi Tunjangan Operasional					
9	Karyawan menerima tunjangan operasional yang ditujukan untuk mendukung kebutuhan selama menjalankan tugas, seperti transportasi dan konsumsi.				
10	Pemberian tunjangan operasional mencerminkan perhatian manajemen terhadap kebutuhan dasar karyawan saat bertugas				
11	Besaran tunjangan operasional yang diberikan dinilai memadai dan membantu kelancaran pelaksanaan tugas sehari-hari.				
12	Karyawan merasa terbantu dengan tunjangan yang diterima, karena mendukung efisiensi dan kenyamanan dalam bekerja.				

Dimensi Tunjangan Kesehatan					
13	Hotel memberikan fasilitas layanan kesehatan bagi karyawan melalui kepesertaan BPJS atau asuransi swasta.				
14	Akses terhadap layanan kesehatan ini menunjukkan komitmen hotel dalam menjaga kesejahteraan dan keamanan karyawan.				
15	Karyawan merasa terbantu dengan adanya tanggungan biaya pengobatan yang diberikan oleh hotel, baik secara penuh maupun sebagian.				
16	Kebijakan ini memberikan rasa aman bagi karyawan ketika menghadapi kondisi kesehatan yang membutuhkan perawatan medis.				

VARIABEL KUALITAS PELAYANAN

No	Pernyataan	Pilihan Jawaban			
		SS	S	TS	STS
Dimensi Tangibles					
1	Karyawan selalu tampil dengan seragam yang rapi dan menjaga kebersihan diri, menciptakan kesan profesional di mata tamu.				
2	Penampilan yang terawat dan menarik mencerminkan standar tinggi hotel dalam memberikan pelayanan terbaik.				
3	Fasilitas hotel tampak bersih dan tertata dengan baik, menciptakan suasana nyaman bagi tamu sejak pertama datang.				
4	Desain dan perlengkapan yang modern memperkuat citra hotel sebagai tempat yang profesional dan berkualitas.				
Dimensi Reliabel					
5	Karyawan selalu memastikan proses check-in berjalan tepat waktu sesuai janji, sehingga tamu merasa dihargai dan nyaman.				
6	Ketepatan dalam memberikan pelayanan menunjukkan komitmen karyawan terhadap standar operasional hotel.				
7	Karyawan sigap merespons keluhan tamu dan menyelesaikan masalah secara cepat sesuai prosedur yang berlaku.				
8	Penanganan masalah yang efektif membantu menjaga kepuasan tamu dan reputasi hotel tetap terjaga				
Dimensi Responsiveness					
9	Karyawan selalu cepat tanggap dan tidak menunda dalam merespons setiap permintaan				

	atau keluhan tamu.				
10	Respons yang sigap ini membantu meningkatkan kepuasan tamu dan menciptakan pengalaman menginap yang menyenangkan				
11	Karyawan selalu siap sedia membantu tamu dengan sikap ramah dan penuh perhatian kapan pun diperlukan.				
12	Kesediaan ini memperkuat hubungan baik antara tamu dan hotel serta mencerminkan pelayanan yang unggul.				
Dimensi Assurance					
13	Karyawan menunjukkan kepercayaan diri saat menyampaikan informasi kepada tamu, sehingga pesan tersampaikan dengan jelas.				
14	Penyampaian informasi yang tegas dan terstruktur membantu tamu merasa yakin dan terbantu dalam mendapatkan layanan.				
15	Karyawan selalu menjaga sikap sopan santun dan profesional dalam berkomunikasi dengan tamu.				
16	Perilaku yang konsisten profesional membuat tamu merasa dihargai dan nyaman selama berinteraksi				
Dimensi Empathy					
17	Karyawan secara aktif memperhatikan kebutuhan pribadi tamu sehingga tamu merasa dihargai dan diperhatikan.				
18	Perhatian khusus ini meningkatkan kenyamanan tamu dan memperkuat hubungan baik selama masa menginap.				
19	Sikap ramah yang ditunjukkan karyawan menciptakan suasana hangat dan membuat tamu merasa diterima dengan baik.				
20	Karyawan dengan tulus berusaha memahami keinginan tamu, sehingga pelayanan yang diberikan lebih personal dan memuaskan.				

VARIABEL KINERJA

No	Pernyataan	Pilihan Jawaban			
		SS	S	TS	STS
Dimensi Kualitas Kerja					
1	Hasil kerja karyawan selalu rapi dan memenuhi standar prosedur yang telah ditetapkan oleh hotel.				
2	Karyawan secara konsisten menjaga kualitas kerja, memastikan setiap aspek pelayanan				

	berjalan dengan baik dan memuaskan.				
3	Karyawan memperhatikan setiap detail kecil dalam pekerjaan untuk meningkatkan kualitas pelayanan kepada tamu.				
4	Upaya memberikan pelayanan terbaik tercermin dari kesungguhan dan ketelitian karyawan dalam melaksanakan tugasnya.				
Dimensi Kuantitas Kerja					
5	Karyawan secara konsisten menyelesaikan tugas sesuai dengan target harian dan jumlah tamu yang dilayani.				
6	Disiplin dan fokus kerja karyawan membantu mencapai pencapaian target operasional dengan baik.				
7	Karyawan mampu bekerja dengan produktivitas tinggi sambil tetap menjaga standar pelayanan yang prima.				
8	Efisiensi kerja yang tinggi tidak mengorbankan kualitas, sehingga tamu tetap menerima pelayanan yang memuaskan.				
Dimensi Pelaksanaan Tugas					
9	Karyawan selalu mengikuti prosedur kerja yang berlaku dengan cermat dan konsisten.				
10	Kepatuhan terhadap prosedur ini memastikan kualitas pelayanan dan operasional hotel tetap terjaga				
11	Karyawan menunjukkan kedisiplinan tinggi dengan selalu hadir dan memulai tugas tepat waktu sesuai jadwal.				
12	Ketepatan waktu dalam bekerja mendukung kelancaran operasional hotel dan pelayanan kepada tamu				
Dimensi Tanggungjawab					
13	Karyawan menunjukkan inisiatif dan kemandirian dalam menyelesaikan tugas tanpa perlu pengawasan terus-menerus.				
14	Sikap proaktif ini mencerminkan tanggung jawab tinggi dan profesionalisme dalam bekerja.				
15	Karyawan selalu memperhatikan kualitas hasil kerja karena menyadari pentingnya dampaknya terhadap kepuasan tamu.				
16	Kepedulian ini mendorong karyawan untuk memberikan pelayanan yang terbaik secara konsisten.				

Lampiran Surat Izin Penelitian



**PROGRAM PASCASARJANA
SEKOLAH TINGGI ILMU EKONOMI PARIWISATA INDONESIA
(STIEPARI)**

Kampus/Sekretariat : Jl. Lamongan Raya No. 11 Semarang
Telp. : (024) 8445122 - Fax. (024) 8317501

Nomor : 099/AKD/PPs STIEPARI/VIII/2025
Lampiran : -
Hal : Permohonan Ijin Penelitian

Semarang, 20 Agustus 2025

Kepada :
Yth. Pimpinan Hotel Horison Ultima Singkawang
di
Singkawang

Sehubungan dengan dilaksanakannya kegiatan penelitian bagi mahasiswa program pascasarjana STIEPARI Semarang bersama ini kami mohon Bapak/Ibu Pimpinan untuk dapat memberikan ijin kepada mahasiswa di bawah ini :

Nama	: Hardika Septi Putri
NPM	: 23610488
Program Studi	: S2 Manajemen
Konsentrasi	: Manajemen Pariwisata
Judul Tesis	: Pengaruh Rekrutmen dan Kompensasi Terhadap Kinerja Karyawan Yang Dimediasi Oleh Kualitas Pelayanan Di Hotel Horison Ultima Singkawang

Dalam rangka melakukan pengumpulan data dan penelitian yang termasuk dalam wilayah administrasi Instansi yang Bapak/Ibu pimpin.

Demikian surat permohonan ini kami sampaikan, atas perhatian dan kerjasamanya kami ucapkan terima kasih.



Kaprodi S2 Manajemen

Dr. Apri Kuntariningsih, S.IP., M.Si.

Lampiran Tabulasi Data

Responden	Rekrutmen (X1)																	JML
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Respon den	Kualitas pelayanan (z)																				JM L
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Responden	Kinerja (Y)																JML
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59	3	3	3	3	4	4	4	4	4	4	4	4	4	4	4	4	60
60	4	4	4	3	3	3	4	4	4	4	3	4	3	4	5	5	61
61	5	4	3	4	3	4	4	4	4	4	4	3	4	3	4	4	61
62	4	4	4	4	4	4	4	4	4	3	3	3	3	3	3	3	57
63	4	4	4	5	4	4	4	4	4	4	4	4	3	3	4	3	62
64	5	5	3	4	4	5	4	4	4	5	3	4	4	4	4	4	66
65	4	4	4	4	5	4	4	3	3	4	4	4	4	4	4	4	63
66	5	4	3	4	4	3	4	3	3	5	4	4	4	4	4	4	62
67	5	5	5	5	4	4	4	4	5	4	4	4	3	2	4	3	65
68	4	3	3	4	4	5	5	4	4	5	4	4	4	4	4	4	65
69	4	3	4	5	4	3	4	4	4	4	5	5	3	4	3	4	63
70	4	4	3	4	3	5	3	3	3	5	4	5	4	5	4	4	63
71	4	4	4	4	4	4	5	4	4	4	3	4	4	4	5	4	65
72	5	3	3	3	4	4	5	4	4	3	3	3	3	3	3	3	56
73	4	4	4	4	4	4	4	5	5	4	3	3	4	4	3	4	63
74	4	4	4	4	4	4	3	3	4	5	4	4	5	4	4	4	64
75	3	4	3	4	4	4	4	4	4	4	3	4	4	3	4	4	60
76	4	3	4	3	4	4	3	4	3	4	4	4	4	4	4	5	61
77	3	3	3	3	4	5	4	4	4	4	3	4	5	3	4	4	60
78	4	4	3	3	3	4	3	4	3	4	4	3	4	4	4	5	59
79	3	4	4	4	3	5	3	4	4	4	3	4	5	5	4	4	63
80	4	4	4	4	4	4	3	4	4	4	4	4	4	4	3	5	63
81	4	4	4	4	4	3	3	3	3	5	5	5	5	5	5	5	67
82	4	4	3	2	4	4	4	4	4	4	4	4	4	3	5	4	61

Lampira Olah Data

```
FREQUENCIES VARIABLES=x1.1 x1.2 x1.3 x1.4 x1.5 x1.6 x1.7 x1.8 x1.9
x1.10 x1.11 x1.12 x1.13 x1.14
      x1.15 x1.16 jml.x1
/STATISTICS=MEAN
/ORDER=ANALYSIS.
```

Frequencies

Notes		
Output Created		13-SEP-2025 17:00:32
Comments		
Input	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	82
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data.
Syntax		FREQUENCIES VARIABLES=x1.1 x1.2 x1.3 x1.4 x1.5 x1.6 x1.7 x1.8 x1.9 x1.10 x1.11 x1.12 x1.13 x1.14 x1.15 x1.16 jml.x1 /STATISTICS=MEAN /ORDER=ANALYSIS.
Resources	Processor Time	00:00:00,03
	Elapsed Time	00:00:00,03

		Statistics																
		x1.1	x1.2	x1.3	x1.4	x1.5	x1.6	x1.7	x1.8	x1.9	x1.10	x1.11	x1.12	x1.13	x1.14	x1.15	x1.16	jml.x1
N	Valid	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
	Missing	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean		3.96	4.00	4.01	3.94	4.00	3.94	4.01	3.98	4.00	4.00	3.96	4.01	3.99	4.02	4.04	3.99	63.85

Frequency Table

		x1.1			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	15	18.3	18.3	18.3
	4	55	67.1	67.1	85.4

	5	12	14.6	14.6	100.0
	Total	82	100.0	100.0	

x1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	14	17.1	17.1	17.1
	4	54	65.9	65.9	82.9
	5	14	17.1	17.1	100.0
	Total	82	100.0	100.0	

x1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	14	17.1	17.1	17.1
	4	53	64.6	64.6	81.7
	5	15	18.3	18.3	100.0
	Total	82	100.0	100.0	

x1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	21	25.6	25.6	25.6
	4	45	54.9	54.9	80.5
	5	16	19.5	19.5	100.0
	Total	82	100.0	100.0	

x1.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.2	1.2	1.2
	3	14	17.1	17.1	18.3
	4	51	62.2	62.2	80.5
	5	16	19.5	19.5	100.0
	Total	82	100.0	100.0	

x1.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	19	23.2	23.2	23.2
	4	49	59.8	59.8	82.9
	5	14	17.1	17.1	100.0
	Total	82	100.0	100.0	

x1.7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	15	18.3	18.3	18.3
	4	51	62.2	62.2	80.5
	5	16	19.5	19.5	100.0
	Total	82	100.0	100.0	

x1.8

		Frequency	Percent	Valid Percent	Cumulative Percent
--	--	-----------	---------	---------------	--------------------

Valid	3	16	19.5	19.5	19.5
	4	52	63.4	63.4	82.9
	5	14	17.1	17.1	100.0
	Total	82	100.0	100.0	

x1.9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.2	1.2	1.2
	3	14	17.1	17.1	18.3
	4	51	62.2	62.2	80.5
	5	16	19.5	19.5	100.0
	Total	82	100.0	100.0	

x1.10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	13	15.9	15.9	15.9
	4	56	68.3	68.3	84.1
	5	13	15.9	15.9	100.0
	Total	82	100.0	100.0	

x1.11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	17	20.7	20.7	20.7
	4	51	62.2	62.2	82.9
	5	14	17.1	17.1	100.0
	Total	82	100.0	100.0	

x1.12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	14	17.1	17.1	17.1
	4	53	64.6	64.6	81.7
	5	15	18.3	18.3	100.0
	Total	82	100.0	100.0	

x1.13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	17	20.7	20.7	20.7
	4	49	59.8	59.8	80.5
	5	16	19.5	19.5	100.0
	Total	82	100.0	100.0	

x1.14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	12	14.6	14.6	14.6
	4	56	68.3	68.3	82.9
	5	14	17.1	17.1	100.0
	Total	82	100.0	100.0	

x1.15

		Frequency	Percent	Valid Percent	Cumulative Percent
--	--	-----------	---------	---------------	--------------------

Valid	3	15	18.3	18.3	18.3
	4	49	59.8	59.8	78.0
	5	18	22.0	22.0	100.0
	Total	82	100.0	100.0	

x1.16

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.2	1.2	1.2
	3	13	15.9	15.9	17.1
	4	54	65.9	65.9	82.9
	5	14	17.1	17.1	100.0
	Total	82	100.0	100.0	

RELIABILITY

```

/VARIABLES=x1.1 x1.2 x1.3 x1.4 x1.5 x1.6 x1.7 x1.8 x1.9 x1.10
x1.11 x1.12 x1.13 x1.14 x1.15 x1.16
  jml.x1
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA.

```

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	82	100.0
	Excluded ^a	0	.0
	Total	82	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.755	17

```

FREQUENCIES VARIABLES=x2.1 x2.2 x2.3 x2.4 x2.5 x2.6 x2.7 x2.8 x2.9
x2.10 x2.11 x2.12 x2.13 x2.14
      x2.15 x2.16 jml.x2
/STATISTICS=MEAN
/ORDER=ANALYSIS.

```

Frequencies

[DataSet0]

		Statistics																
		x2.1	x2.2	x2.3	x2.4	x2.5	x2.6	x2.7	x2.8	x2.9	x2.10	x2.11	x2.12	x2.13	x2.14	x2.15	x2.16	jml.x2
N	Valid	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
	Missing	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean		3.98	3.96	4.00	3.93	4.09	3.94	3.96	4.01	4.00	3.99	4.07	3.96	4.12	4.09	4.16	3.96	64.22

Frequency Table

		x2.1			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	18	22.0	22.0	22.0
	4	48	58.5	58.5	80.5
	5	16	19.5	19.5	100.0
	Total	82	100.0	100.0	

		x2.2			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	14	17.1	17.1	17.1
	4	57	69.5	69.5	86.6
	5	11	13.4	13.4	100.0
	Total	82	100.0	100.0	

		x2.3			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	12	14.6	14.6	14.6
	4	58	70.7	70.7	85.4
	5	12	14.6	14.6	100.0
	Total	82	100.0	100.0	

x2.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	17	20.7	20.7	20.7
	4	54	65.9	65.9	86.6
	5	11	13.4	13.4	100.0
	Total	82	100.0	100.0	

x2.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	12	14.6	14.6	14.6
	4	51	62.2	62.2	76.8
	5	19	23.2	23.2	100.0
	Total	82	100.0	100.0	

x2.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	19	23.2	23.2	23.2
	4	49	59.8	59.8	82.9
	5	14	17.1	17.1	100.0
	Total	82	100.0	100.0	

x2.7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	21	25.6	25.6	25.6
	4	43	52.4	52.4	78.0
	5	18	22.0	22.0	100.0
	Total	82	100.0	100.0	

x2.8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	18	22.0	22.0	22.0
	4	45	54.9	54.9	76.8
	5	19	23.2	23.2	100.0
	Total	82	100.0	100.0	

x2.9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	19	23.2	23.2	23.2
	4	44	53.7	53.7	76.8
	5	19	23.2	23.2	100.0
	Total	82	100.0	100.0	

x2.10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	16	19.5	19.5	19.5
	4	51	62.2	62.2	81.7
	5	15	18.3	18.3	100.0
	Total	82	100.0	100.0	

x2.11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	12	14.6	14.6	14.6
	4	52	63.4	63.4	78.0
	5	18	22.0	22.0	100.0
	Total	82	100.0	100.0	

x2.12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	20	24.4	24.4	24.4
	4	45	54.9	54.9	79.3
	5	17	20.7	20.7	100.0
	Total	82	100.0	100.0	

x2.13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	12	14.6	14.6	14.6
	4	48	58.5	58.5	73.2
	5	22	26.8	26.8	100.0
	Total	82	100.0	100.0	

x2.14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	9	11.0	11.0	11.0
	4	57	69.5	69.5	80.5
	5	16	19.5	19.5	100.0
	Total	82	100.0	100.0	

x2.15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	6	7.3	7.3	7.3
	4	57	69.5	69.5	76.8
	5	19	23.2	23.2	100.0
	Total	82	100.0	100.0	

x2.16

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	14	17.1	17.1	17.1
	4	57	69.5	69.5	86.6
	5	11	13.4	13.4	100.0
	Total	82	100.0	100.0	

CORRELATIONS

```

/VARIABLES=x2.1 x2.2 x2.3 x2.4 x2.5 x2.6 x2.7 x2.8 x2.9 x2.10
x2.11 x2.12 x2.13 x2.14 x2.15 x2.16
jml.x2
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWISE.

```

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	82	100.0
	Excluded ^a	0	.0
	Total	82	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.760	17

HASIL OLAH DATA Z

Your temporary usage period for IBM SPSS Statistics will expire in 3761 days.

```
FREQUENCIES VARIABLES=z1 z2 z3 z4 z5 z6 z7 z8 z9 z10 z11 z12 z13
z14 z15 z16 z17 z18 z19 z20 jml.z
/STATISTICS=MEAN
/ORDER=ANALYSIS.
```

Frequencies

[DataSet0]

Statistics

		z1	z2	z3	z4	z5	z6	z7	z8	z9	z10	z11	z12	z13	z14	z15	z16	z17	z18	z19	z20	jml.z
N	Valid	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82

Missing	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean	4.04	4.00	3.99	3.89	3.91	3.96	3.98	3.91	3.87	4.02	3.93	3.96	3.96	4.18	3.94	3.99	3.96	4.05	3.84	4.01	79.40

Frequency Table

z1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	8	9.8	9.8	9.8
	4	63	76.8	76.8	86.6
	5	11	13.4	13.4	100.0
	Total	82	100.0	100.0	

z2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	13	15.9	15.9	15.9
	4	56	68.3	68.3	84.1
	5	13	15.9	15.9	100.0
	Total	82	100.0	100.0	

z3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	13	15.9	15.9	15.9
	4	57	69.5	69.5	85.4
	5	12	14.6	14.6	100.0
	Total	82	100.0	100.0	

z4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	15	18.3	18.3	18.3
	4	61	74.4	74.4	92.7
	5	6	7.3	7.3	100.0
	Total	82	100.0	100.0	

z5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	13	15.9	15.9	15.9
	4	63	76.8	76.8	92.7
	5	6	7.3	7.3	100.0
	Total	82	100.0	100.0	

z6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	10	12.2	12.2	12.2
	4	65	79.3	79.3	91.5
	5	7	8.5	8.5	100.0
	Total	82	100.0	100.0	

z7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	12	14.6	14.6	14.6
	4	60	73.2	73.2	87.8
	5	10	12.2	12.2	100.0
	Total	82	100.0	100.0	

z8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	14	17.1	17.1	17.1
	4	61	74.4	74.4	91.5
	5	7	8.5	8.5	100.0
	Total	82	100.0	100.0	

z9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	17	20.7	20.7	20.7
	4	59	72.0	72.0	92.7
	5	6	7.3	7.3	100.0
	Total	82	100.0	100.0	

z10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	14	17.1	17.1	17.1
	4	52	63.4	63.4	80.5
	5	16	19.5	19.5	100.0
	Total	82	100.0	100.0	

z11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	19	23.2	23.2	23.2
	4	50	61.0	61.0	84.1
	5	13	15.9	15.9	100.0
	Total	82	100.0	100.0	

z12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	21	25.6	25.6	25.6
	4	43	52.4	52.4	78.0
	5	18	22.0	22.0	100.0
	Total	82	100.0	100.0	

z13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	18	22.0	22.0	22.0
	4	49	59.8	59.8	81.7
	5	15	18.3	18.3	100.0
	Total	82	100.0	100.0	

z14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	5	6.1	6.1	6.1
	4	57	69.5	69.5	75.6
	5	20	24.4	24.4	100.0
	Total	82	100.0	100.0	

z15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	12	14.6	14.6	14.6
	4	63	76.8	76.8	91.5
	5	7	8.5	8.5	100.0
	Total	82	100.0	100.0	

z16

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	10	12.2	12.2	12.2
	4	63	76.8	76.8	89.0
	5	9	11.0	11.0	100.0
	Total	82	100.0	100.0	

z17

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.2	1.2	1.2
	3	11	13.4	13.4	14.6
	4	60	73.2	73.2	87.8
	5	10	12.2	12.2	100.0
	Total	82	100.0	100.0	

z18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	8	9.8	9.8	9.8
	4	62	75.6	75.6	85.4
	5	12	14.6	14.6	100.0
	Total	82	100.0	100.0	

z19

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	19	23.2	23.2	23.2
	4	57	69.5	69.5	92.7
	5	6	7.3	7.3	100.0
	Total	82	100.0	100.0	

z20

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	15	18.3	18.3	18.3
	4	51	62.2	62.2	80.5
	5	16	19.5	19.5	100.0
	Total	82	100.0	100.0	

```

RELIABILITY
/VARIABLES=z1 z2 z3 z4 z5 z6 z7 z8 z9 z10 z11 z12 z13 z14 z15
z16 z17 z18 z19 z20 jml.z
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA.

```

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	82	100.0
	Excluded ^a	0	.0
	Total	82	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.746	21

HASIL OLAH DATA Y

```
FREQUENCIES VARIABLES=y1 y2 y3 y4 y5 y6 y7 y8 y9 y10 y11 y12 y13
y14 y15 y16 jml.y
/STATISTICS=MEAN
/ORDER=ANALYSIS.
```

Frequencies

		Statistics																jml. y
N	Val id	y1	y2	y3	y4	y5	y6	y7	y8	y9	y10	y11	y12	y13	y14	y15	y16	82
	Mis sin g	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean		4.0 5	4.0 2	4.0 5	4.0 0	4.1 0	4.1 2	4.0 0	3.9 8	4.1 1	4.0 9	4.0 4	4.0 0	4.0 7	4.0 2	4.0 2	4.1 2	64. 79

Frequency Table

		y1			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	14	17.1	17.1	17.1
	4	50	61.0	61.0	78.0
	5	18	22.0	22.0	100.0
	Total	82	100.0	100.0	

		y2			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	14	17.1	17.1	17.1
	4	52	63.4	63.4	80.5
	5	16	19.5	19.5	100.0
	Total	82	100.0	100.0	

		y3			
		Frequency	Percent	Valid Percent	Cumulative Percent

Valid	3	17	20.7	20.7	20.7
	4	44	53.7	53.7	74.4
	5	21	25.6	25.6	100.0
	Total	82	100.0	100.0	

y4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.2	1.2	1.2
	3	16	19.5	19.5	20.7
	4	47	57.3	57.3	78.0
	5	18	22.0	22.0	100.0
	Total	82	100.0	100.0	

y5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	9	11.0	11.0	11.0
	4	56	68.3	68.3	79.3
	5	17	20.7	20.7	100.0
	Total	82	100.0	100.0	

y6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	12	14.6	14.6	14.6
	4	48	58.5	58.5	73.2
	5	22	26.8	26.8	100.0
	Total	82	100.0	100.0	

y7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	19	23.2	23.2	23.2
	4	44	53.7	53.7	76.8
	5	19	23.2	23.2	100.0
	Total	82	100.0	100.0	

y8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	13	15.9	15.9	15.9
	4	58	70.7	70.7	86.6
	5	11	13.4	13.4	100.0
	Total	82	100.0	100.0	

y9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	8	9.8	9.8	9.8
	4	57	69.5	69.5	79.3
	5	17	20.7	20.7	100.0
	Total	82	100.0	100.0	

y10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	11	13.4	13.4	13.4
	4	53	64.6	64.6	78.0
	5	18	22.0	22.0	100.0
	Total	82	100.0	100.0	

y11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	15	18.3	18.3	18.3
	4	49	59.8	59.8	78.0
	5	18	22.0	22.0	100.0
	Total	82	100.0	100.0	

y12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	16	19.5	19.5	19.5
	4	50	61.0	61.0	80.5
	5	16	19.5	19.5	100.0
	Total	82	100.0	100.0	

y13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	17	20.7	20.7	20.7
	4	42	51.2	51.2	72.0
	5	23	28.0	28.0	100.0
	Total	82	100.0	100.0	

y14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.2	1.2	1.2
	3	13	15.9	15.9	17.1
	4	51	62.2	62.2	79.3
	5	17	20.7	20.7	100.0
	Total	82	100.0	100.0	

y15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	15	18.3	18.3	18.3
	4	50	61.0	61.0	79.3
	5	17	20.7	20.7	100.0
	Total	82	100.0	100.0	

y16

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	10	12.2	12.2	12.2
	4	52	63.4	63.4	75.6
	5	20	24.4	24.4	100.0
	Total	82	100.0	100.0	

```

RELIABILITY
  /VARIABLES=y1 y2 y3 y4 y5 y6 y7 y8 y9 y10 y11 y12 y13 y14 y15
y16 jml.y
  /SCALE('ALL VARIABLES') ALL
  /MODEL=ALPHA.

```

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	82	100.0
	Excluded ^a	0	.0
	Total	82	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.753	17

HASIL OLAH DATA REGRESI X1 DAN X2 TERHADAP Z

Your temporary usage period for IBM SPSS Statistics will expire in 3761 days.

```
REGRESSION
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS R ANOVA
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT z
  /METHOD=ENTER x1 x2.
```

Regression

[DataSet0]

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	x2, x1 ^b	.	Enter

a. Dependent Variable: z

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R	Std. Error of the
-------	---	----------	------------	-------------------

			Square	Estimate
1	.646 ^a	.322	.325	6.536

a. Predictors: (Constant), x2, x1

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	360.693	2	180.347	5.378	.006 ^b
	Residual	2649.026	79	33.532		
	Total	3009.720	81			

a. Dependent Variable: z

b. Predictors: (Constant), x2, x1

Coefficients ^a						
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	52.834	8.149		16.483	.000
	x1	.443	.337	.448	10.265	.006
	x2	.172	.101	.186	6.701	.033

a. Dependent Variable: z

HASIL OLAH DATA REGRESI X1, X2 DAN Z TERHADAP Y

```
REGRESSION
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS R ANOVA
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT y
  /METHOD=ENTER x1 x2 z.
```

Regression

Variables Entered/Removed ^a			
Model	Variables Entered	Variables Removed	Method
1	z, x2, x1 ^b	.	Enter

a. Dependent Variable: y

b. All requested variables entered.

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.764 ^a	.380	.398	7.413

a. Predictors: (Constant), z, x2, x1

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	971.641	3	323.880	12.146	.000 ^b
	Residual	2079.835	78	26.665		
	Total	3051.476	81			

a. Dependent Variable: y

b. Predictors: (Constant), z, x2, x1

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	10.617	8.995		11.180	.001
	x1	.105	.099	.108	2.079	.041
	x2	.206	.192	.221	2.237	.012
	z	.351	.100	.349	4.498	.001

a. Dependent Variable: y

UJI VALIDITAS VARIABEL X1 REKRUTMEN

Correlations

		x1.1	x1.2	x1.3	x1.4	x1.5	x1.6	x1.7	x1.8	x1.9	x1.10	x1.11	x1.12	x1.13	x1.14	x1.15	x1.16	jml.x1
x1.1	Pearson Correlation	1	.182	.359**	.440**	.463**	.365**	.417**	.385**	.430**	.567**	.343**	.180	.301**	.306**	.205	.241*	.608**
	Sig. (2-tailed)		.101	.001	.000	.000	.001	.000	.000	.000	.000	.002	.105	.006	.005	.064	.029	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x1.2	Pearson Correlation	.182	1	.421**	.218*	.259*	.297**	.306**	.449**	.454**	.296**	.578**	.351**	.033	.037	.033	.068	.490**
	Sig. (2-tailed)	.101		.000	.049	.019	.007	.005	.000	.000	.007	.000	.001	.769	.741	.769	.544	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x1.3	Pearson Correlation	.359**	.421**	1	.554**	.382**	.522**	.500**	.442**	.382**	.546**	.603**	.345**	.324**	.291**	.226*	.334**	.714**
	Sig. (2-tailed)	.001	.000		.000	.000	.000	.000	.000	.000	.000	.000	.002	.003	.008	.042	.002	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x1.4	Pearson Correlation	.440**	.218*	.554**	1	.425**	.395**	.595**	.419**	.368**	.486**	.351**	.155	.343**	.263*	.120	.384**	.650**
	Sig. (2-tailed)	.000	.049	.000		.000	.000	.000	.000	.001	.000	.001	.164	.002	.017	.281	.000	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x1.5	Pearson Correlation	.463**	.259*	.382**	.425**	1	.420**	.431**	.533**	.382**	.437**	.339**	.382**	.328**	.370**	.239*	.308**	.665**
	Sig. (2-tailed)	.000	.019	.000	.000		.000	.000	.000	.000	.000	.002	.000	.003	.001	.030	.005	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x1.6	Pearson Correlation	.365**	.297**	.522**	.395**	.420**	1	.599**	.475**	.390**	.480**	.529**	.392**	.181	.382**	.280*	.375**	.701**
	Sig. (2-tailed)	.001	.007	.000	.000	.000		.000	.000	.000	.000	.000	.000	.104	.000	.011	.001	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x1.7	Pearson Correlation	.417**	.306**	.500**	.595**	.431**	.599**	1	.526**	.339**	.317**	.486**	.300**	.344**	.317**	.155	.355**	.694**
	Sig. (2-tailed)																	
	N																	

	Sig. (2-tailed)	.000	.005	.000	.000	.000	.000		.000	.002	.004	.000	.006	.002	.004	.163	.001	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x1.8	Pearson Correlation	.385**	.449**	.442**	.419**	.533**	.475**	.526**	1	.407**	.573**	.458**	.340**	.222*	.109	.066	.098	.642**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.002	.045	.328	.555	.383	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x1.9	Pearson Correlation	.430**	.454**	.382**	.368**	.382**	.390**	.339**	.407**	1	.572**	.525**	.350**	.239*	.236*	.359**	.339**	.671**
	Sig. (2-tailed)	.000	.000	.000	.001	.000	.000	.002	.000		.000	.000	.001	.031	.033	.001	.002	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x1.10	Pearson Correlation	.567**	.296**	.546**	.486**	.437**	.480**	.317**	.573**	.572**	1	.600**	.291**	.273*	.231*	.205	.211	.697**
	Sig. (2-tailed)	.000	.007	.000	.000	.000	.000	.004	.000	.000		.000	.008	.013	.037	.064	.057	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x1.11	Pearson Correlation	.343**	.578**	.603**	.351**	.339**	.529**	.486**	.458**	.525**	.600**	1	.469**	.218*	.320**	.286**	.257*	.725**
	Sig. (2-tailed)	.002	.000	.000	.001	.002	.000	.000	.000	.000	.000		.000	.049	.003	.009	.020	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x1.12	Pearson Correlation	.180	.351**	.345**	.155	.382**	.392**	.300**	.340**	.350**	.291**	.469**	1	.324**	.510**	.582**	.534**	.641**
	Sig. (2-tailed)	.105	.001	.002	.164	.000	.000	.006	.002	.001	.008	.000		.003	.000	.000	.000	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x1.13	Pearson Correlation	.301**	.033	.324**	.343**	.328**	.181	.344**	.222*	.239*	.273*	.218*	.324**	1	.548**	.183	.437**	.525**
	Sig. (2-tailed)	.006	.769	.003	.002	.003	.104	.002	.045	.031	.013	.049	.003		.000	.099	.000	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x1.14	Pearson Correlation	.306**	.037	.291**	.263*	.370**	.382**	.317**	.109	.236*	.231*	.320**	.510**	.548**	1	.511**	.565**	.590**
	Sig. (2-tailed)	.005	.741	.008	.017	.001	.000	.004	.328	.033	.037	.003	.000	.000		.000	.000	.000

	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x1.1 5	Pearson Correlation	.205	.033	.226*	.120	.239*	.280*	.155	.066	.359**	.205	.286**	.582**	.183	.511**	1	.565**	.497**
	Sig. (2-tailed)	.064	.769	.042	.281	.030	.011	.163	.555	.001	.064	.009	.000	.099	.000		.000	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x1.1 6	Pearson Correlation	.241*	.068	.334**	.384**	.308**	.375**	.355**	.098	.339**	.211	.257*	.534**	.437**	.565**	.565**	1	.603**
	Sig. (2-tailed)	.029	.544	.002	.000	.005	.001	.001	.383	.002	.057	.020	.000	.000	.000	.000		.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
jml.x 1	Pearson Correlation	.608**	.490**	.714**	.650**	.665**	.701**	.694**	.642**	.671**	.697**	.725**	.641**	.525**	.590**	.497**	.603**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82

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

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

UJI VALIDITAS VARIABEL X2 KOMPENSASI

		Correlations																
		x2.1	x2.2	x2.3	x2.4	x2.5	x2.6	x2.7	x2.8	x2.9	x2.10	x2.11	x2.12	x2.13	x2.14	x2.15	x2.16	jml.x2
x2.1	Pearson Correlation	1	.273*	.245*	.355**	.254*	.176	.108	.255*	.167	.246*	.131	.196	.187	.180	.155	.101	.378**
	Sig. (2-tailed)		.013	.026	.001	.021	.113	.334	.021	.134	.026	.241	.078	.092	.106	.165	.368	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x2.2	Pearson Correlation	.273*	1	.614**	.564**	.555**	.414**	.414**	.430**	.423**	.467**	.414**	.491**	.433**	.578**	.438**	.518**	.737**
	Sig. (2-tailed)	.013		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82

x2.3	Pearson Correlation	.245*	.614**	1	.661**	.555**	.500**	.491**	.638**	.563**	.550**	.488**	.605**	.570**	.620**	.597**	.245*	.828**
	Sig. (2-tailed)	.026	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.026	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x2.4	Pearson Correlation	.355**	.564**	.661**	1	.398**	.488**	.482**	.503**	.525**	.613**	.436**	.526**	.490**	.637**	.555**	.373**	.796**
	Sig. (2-tailed)	.001	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.001	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x2.5	Pearson Correlation	.254*	.555**	.555**	.398**	1	.489**	.269*	.325**	.294**	.426**	.283**	.485**	.480**	.455**	.375**	.227*	.636**
	Sig. (2-tailed)	.021	.000	.000	.000		.000	.014	.003	.007	.000	.010	.000	.000	.000	.001	.040	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x2.6	Pearson Correlation	.176	.414**	.500**	.488**	.489**	1	.556**	.347**	.340**	.375**	.398**	.340**	.355**	.475**	.540**	.309**	.659**
	Sig. (2-tailed)	.113	.000	.000	.000	.000		.000	.001	.002	.001	.000	.002	.001	.000	.000	.005	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x2.7	Pearson Correlation	.108	.414**	.491**	.482**	.269*	.556**	1	.476**	.520**	.489**	.331**	.314**	.178	.528**	.418**	.382**	.652**
	Sig. (2-tailed)	.334	.000	.000	.000	.014	.000		.000	.000	.000	.002	.004	.109	.000	.000	.000	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x2.8	Pearson Correlation	.255*	.430**	.638**	.503**	.325**	.347**	.476**	1	.640**	.443**	.361**	.380**	.399**	.463**	.613**	.232*	.702**
	Sig. (2-tailed)	.021	.000	.000	.000	.003	.001	.000		.000	.000	.001	.000	.000	.000	.000	.036	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x2.9	Pearson Correlation	.167	.423**	.563**	.525**	.294**	.340**	.520**	.640**	1	.525**	.448**	.401**	.680**	.460**	.542**	.260*	.732**
	Sig. (2-tailed)	.134	.000	.000	.000	.007	.002	.000	.000		.000	.000	.000	.000	.000	.000	.018	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x2.10	Pearson Correlation	.246*	.467**	.550**	.613**	.426**	.375**	.489**	.443**	.525**	1	.399**	.413**	.474**	.549**	.494**	.287**	.720**
	Sig. (2-tailed)	.026	.000	.000	.000	.000	.001	.000	.000	.000		.000	.000	.000	.000	.000	.009	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82

x2.1 1	Pearson Correlation	.131	.414**	.488**	.436**	.283**	.398**	.331**	.361**	.448**	.399**	1	.400**	.426**	.390**	.578**	.303**	.627**
	Sig. (2-tailed)	.241	.000	.000	.000	.010	.000	.002	.001	.000	.000		.000	.000	.000	.000	.006	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x2.1 2	Pearson Correlation	.196	.491**	.605**	.526**	.485**	.340**	.314**	.380**	.401**	.413**	.400**	1	.384**	.508**	.360**	.260*	.658**
	Sig. (2-tailed)	.078	.000	.000	.000	.000	.002	.004	.000	.000	.000	.000		.000	.000	.001	.018	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x2.1 3	Pearson Correlation	.187	.433**	.570**	.490**	.480**	.355**	.178	.399**	.680**	.474**	.426**	.384**	1	.500**	.489**	.223*	.675**
	Sig. (2-tailed)	.092	.000	.000	.000	.000	.001	.109	.000	.000	.000	.000	.000		.000	.000	.044	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x2.1 4	Pearson Correlation	.180	.578**	.620**	.637**	.455**	.475**	.528**	.463**	.460**	.549**	.390**	.508**	.500**	1	.629**	.294**	.761**
	Sig. (2-tailed)	.106	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.007	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x2.1 5	Pearson Correlation	.155	.438**	.597**	.555**	.375**	.540**	.418**	.613**	.542**	.494**	.578**	.360**	.489**	.629**	1	.187	.734**
	Sig. (2-tailed)	.165	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.001	.000	.000		.092	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
x2.1 6	Pearson Correlation	.101	.518**	.245*	.373**	.227*	.309**	.382**	.232*	.260*	.287**	.303**	.260*	.223*	.294**	.187	1	.476**
	Sig. (2-tailed)	.368	.000	.026	.001	.040	.005	.000	.036	.018	.009	.006	.018	.044	.007	.092		.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
jml.x 2	Pearson Correlation	.378**	.737**	.828**	.796**	.636**	.659**	.652**	.702**	.732**	.720**	.627**	.658**	.675**	.761**	.734**	.476**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82

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

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

UJI VALIDITAS VARIABEL Z KUALITAS PELAYANAN

Correlations

	z 1	z 2	z 3	z 4	z 5	z 6	z 7	z 8	z 9	z 10	z 11	z 12	z 13	z 14	z 15	z 16	z 17	z 18	z 19	z 20	j m l. z
z Pea 1 rson Corr elati on	1	.090	.277	.177	.388	.344	.155	.266	.111	.100	.111	.111	.100	.333	.222	.333	.999	.111	.088	.044	.444
Sig. (2- taile d)		.420	.121	.204	.002	.007	.108	.256	.271	.437	.310	.359	.173	.000	.001	.000	.000	.000	.287	.460	.000
N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
z Pea 2 rson Corr elati on	.090	1	.333	.333	.344	.422	.222	.333	.333	.222	.333	.111	.222	.333	.333	.333	.000	.222	.222	.222	.555
Sig. (2- taile d)	.420		.000	.000	.000	.002	.100	.000	.000	.200	.200	.260	.001	.001	.000	.000	.600	.009	.009	.007	.000
N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
z Pea 3 rson Corr elati on	.277	.333	1	.433	.322	.333	.333	.222	.222	.333	.111	.222	.333	.333	.222	.111	.222	.222	.222	.111	.555
Sig. (2- taile d)	.121	.000		.000	.000	.000	.000	.000	.002	.000	.000	.000	.000	.000	.001	.154	.004	.006	.033	.000	.000

d)	1	0		0	1	8	2	1	7	0	0	5	2	0	1	2	4	0	8	3	0
N	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8
	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
z Pea	.	.	.	1	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.
4 rson	1	3	4		4	4	3	3	4	0	3	2	3	2	2	2	2	1	4	0	5
Corr	7	5	8		2	1	2	5	2	9	3	7	7	6	8	5	9	2	0	8	8
elati	1	1	7		9	7	4	8	4	1	2	5	7	8	2	1	9	3	0	5	9
on		**	**		**	**	**	**	**	*	**	*	*	*	**		**	**		**	
Sig.	.	.	.		.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.
(2-	1	0	0		0	0	0	0	0	4	0	0	0	0	0	0	0	2	0	4	0
taile	2	0	0		0	0	0	0	0	1	0	1	0	1	1	2	0	7	0	4	0
d)	4	1	0		0	0	3	1	0	8	2	2	0	5	0	3	6	3	0	9	0
N	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8
	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
z Pea	.	.	.	1	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.
5 rson	3	3	3	4		3	2	3	3	3	2	2	1	1	4	5	3	3	3	3	6
Corr	8	2	6	2		8	9	3	0	0	6	1	5	6	0	8	6	3	3	3	2
elati	9	0	9	9		3	0	0	5	5	9	5	2	2	8	4	2	2	5	9	8
on	**	**	**	**		**	**	**	**	*					**	**	**	**	**	**	**
Sig.	.	.	.	.		.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.
(2-	0	0	0	0		0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0
taile	0	0	0	0		0	0	0	0	0	1	5	7	4	0	0	0	0	0	0	0
d)	0	3	1	0		0	8	2	5	5	4	3	2	6	0	0	1	2	2	2	0
N	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8
	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
z Pea	.	.	.	.	1	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.
6 rson	3	4	2	4	3		1	2	3	3	3	2	2	2	4	3	2	2	3	2	6
Corr	4	7	9	1	8		5	5	9	1	3	6	5	3	9	8	3	8	8	6	2
elati	2	7	0	7	3		2	6	8	4	7	9	0	5	6	9	9	1	2	4	2
on	**	**	**	**	**		*	**	**	**	*	*	*	*	**	**	*	**	*	**	**
Sig.	.	.	.	.	.		.	.	.	.	.	.	.	.	.	.	.	.	.	.	.
(2-	0	0	0	0	0		1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
taile	0	0	0	0	0		7	2	0	0	0	1	2	3	0	0	3	1	0	1	0
d)	2	0	8	0	0		3	0	0	4	2	5	4	4	0	0	1	0	0	7	0
N	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8
	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
z Pea	.	.	.	.	.	1	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.

7 rson	1	2	3	3	2	1		5	4	3	2	3	2	3	3	0	2	1	3	1	5
Corr	5	5	4	2	9	5		1	9	5	6	0	9	7	8	9	5	0	8	9	7
elati	1	1	1	4	0	2		2	4	3	0	6	5	8	9	7	4	1	7	3	9
on		*	**	**	**			**	**	**	*	**	**	**	**		*	**	**		**
Sig.	.	.	.	.	.	.		.	.	.	.	.	.	.	.	.	.	.	.	.	.
(2-	1	0	0	0	0	1		0	0	0	0	0	0	0	0	3	0	3	0	0	0
taile	7	2	0	0	0	7		0	0	0	1	8	5	7	0	0	8	2	6	0	8
d)	6	3	2	3	8	3		0	0	1	8	5	7	0	0	7	2	9	0	3	0
N	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8
	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
z Pea	.	.	.	.	.	.	1	.	.	.	.	.	.	.	.	.	.	.	.	.	.
8 rson	2	2	3	3	3	2	5	4	5	4	4	3	4	0	1	2	2	3	3	6	.
Corr	6	6	5	5	3	5	1	8	3	9	1	3	8	8	9	1	1	6	6	7	.
elati	8	1	1	8	0	6	2	0	3	2	7	8	2	1	9	1	6	5	1	3	.
on	*	*	**	**	**	*	**	**	**	**	**	**	**	*	*	*	**	**	**	**	**
Sig.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.
(2-	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0
taile	1	1	0	0	0	2	0	0	0	0	0	0	0	7	7	5	5	0	0	0	0
d)	5	8	1	1	2	0	0	0	0	0	0	2	0	2	3	8	1	1	1	0	0
N	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8
	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
z Pea	.	.	.	.	.	.	.	1	.	.	.	.	.	.	.	.	.	.	.	.	.
9 rson	1	3	2	4	3	3	4	4	5	3	2	4	2	2	2	2	0	8	2	6	.
Corr	1	8	9	2	0	9	9	8	0	0	3	1	5	6	4	4	7	6	3	8	.
elati	9	0	6	4	5	8	4	0	4	6	2	0	7	6	1	2	4	7	8	5	.
on		**	**	**	**	**	**	**	**	**	**	*	**	*	*	*	**	*	**	**	**
Sig.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.
(2-	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0
taile	8	0	0	0	0	0	0	0	0	0	0	5	0	1	2	2	0	0	3	0	0
d)	6	0	7	0	5	0	0	0	0	0	2	8	0	6	9	9	6	0	2	0	0
N	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8
	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
z Pea	.	.	.	.	.	.	.	.	1	.	.	.	.	.	.	.	.	.	.	.	.
10 rson	1	3	2	0	3	3	3	5	4	3	1	2	2	0	2	1	0	3	8	5	.
Corr	2	5	5	9	0	1	5	3	0	6	1	5	9	9	1	1	7	1	5	8	.
elati	3	8	7	1	5	4	3	3	4	3	9	7	6	0	1	3	8	7	3	7	.
on		**	*		**	**	**	**	**	**	*	**	*	*	*	*	**	**	**	**	**

[illegible]

N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
z Pearson	.071	.028	.039	.028	.012	.023	.048	.044	.025	.059	.036	.054	.051	1	.014	.002	.020	.003	.017	.031	.015	.058	.057
Correlation			**	*		*	**	**	**	**	**	**	**				*		**		**		**
Sig. (2-tailed)	.527	.060	.000	.001	.143	.000	.000	.000	.000	.000	.000	.000	.000		.020	.006	.000	.009	.000	.011	.000	.000	.000
N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
z Pearson	.326	.336	.337	.280	.440	.439	.308	.020	.002	.009	.031	.022	.001	1	.042	.017	.027	.022	.005	.004	.049	.088	.048
Correlation		**	**	*	**	**	**		*		*	*	*			**	*	*	*	*	*	**	**
Sig. (2-tailed)	.000	.000	.000	.001	.000	.000	.004	.000	.007	.001	.003	.006	.002	.000	.000	.001	.001	.000	.000	.006	.009	.000	.000
N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
z Pearson	.266	.266	.275	.258	.588	.588	.999	.224	.222	.086	.018	.060	.030	1	.045	.022	.016	.022	.030	.002	.027	.099	.052
Correlation		*	**	*	*	**	**	*	*	*	*	*	*			**	*	*	*	*	*	**	**
Sig. (2-tailed)	.011	.000	.000	.002	.000	.000	.003	.000	.002	.005	.001	.009	.000		.000	.000	.000	.000	.000	.006	.009	.000	.000
N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
z Pearson	.331	.331	.312	.233	.532	.532	.222	.222	.111	.113	.070	.022	.022	1	.041	.022	.016	.022	.030	.002	.027	.099	.052
Correlation		*	**	*	*	**	*	*	*	*	*	**	*			**	*	*	*	*	*	**	**
Sig. (2-tailed)	.000	.000	.000	.002	.000	.000	.003	.000	.002	.005	.001	.009	.000		.000	.000	.000	.000	.000	.006	.009	.000	.000
N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
z Pearson	.331	.331	.312	.233	.532	.532	.222	.222	.111	.113	.070	.022	.022	1	.041	.022	.016	.022	.030	.002	.027	.099	.052
Correlation		*	**	*	*	**	*	*	*	*	*	**	*			**	*	*	*	*	*	**	**
Sig. (2-tailed)	.000	.000	.000	.002	.000	.000	.003	.000	.002	.005	.001	.009	.000		.000	.000	.000	.000	.000	.006	.009	.000	.000
N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82

7	Corr	7	1	5	9	6	3	5	1	4	1	3	8	7	3	7	1		2	3	7	1
	elati	4	4	9	9	2	9	4	1	2	3	5	2	6	6	7	2		2	1	3	2
	on	**	**		**	**	*	*		*			**	*	*		**		**	*		**
	Sig.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.		.	.	.	.
	(2-	0	0	1	0	0	0	0	0	0	3	2	0	0	0	1	0		0	0	5	0
	taile	0	0	5	0	0	3	2	5	2	1	2	0	1	3	1	0		0	3	1	0
	d)	1	4	4	6	1	1	2	8	9	4	7	0	2	3	2	0		3	7	3	0
	N	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8
		2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
z	Pea	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	1	.	.	.	.
1	rson	9	0	2	1	3	2	1	2	0	0	0	0	1	0	2	2	3	1	1	4	.
8	Corr	2	4	2	2	3	8	0	1	7	7	5	7	2	1	7	6	2	7	5	0	.
	elati	3	4	7	3	2	1	1	6	4	8	2	7	3	3	3	0	2	1	9	7	**
	on	**		*		**	*								*	*	**					
	Sig.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.		.	.	.	.
	(2-	0	6	0	2	0	0	3	0	5	4	6	4	2	9	0	0	0	1	1	0	0
	taile	0	9	4	7	0	1	6	5	0	8	4	9	7	0	1	1	0	2	5	0	0
	d)	0	4	0	3	2	0	9	1	6	5	5	0	0	9	3	8	3	6	2	0	0
	N	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8
		2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
z	Pea	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	1	.	.	.	.
1	rson	1	2	2	4	3	3	3	3	8	3	4	2	2	3	2	2	1	3	6	.	.
9	Corr	1	8	0	0	3	8	8	6	6	1	1	5	0	7	5	3	3	4	2	.	.
	elati	9	7	2	0	5	2	7	5	7	7	1	2	1	1	1	2	1	4	9	**	**
	on	**		**	**	**	**	**	**	**	**	*		**	*	*	*		**	**		
	Sig.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.
	(2-	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
	taile	8	0	6	0	0	0	0	0	0	0	0	2	7	0	2	3	3	2	0	0	0
	d)	7	9	8	0	2	0	0	1	0	4	0	2	0	1	3	6	7	2	0	0	0
	N	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8
		2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
z	Pea	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	1	.	.	.	.
2	rson	0	2	1	0	3	2	1	3	2	8	2	0	2	1	0	2	0	1	3	4	.
0	Corr	8	1	0	8	3	6	9	6	3	5	2	0	2	4	4	0	7	5	4	7	.
	elati	1	1	8	5	9	4	3	1	8	3	6	1	0	5	4	7	3	9	4	0	**
	on				**	*	**	*	**	*	**	*	*	*	*	*	*	**				

Sig. (2- taile d)	.4 6 9	.0 5 7	.3 3 3	.4 4 9	.0 0 2	.0 1 7	.0 8 3	.0 0 1	.0 3 2	.0 0 0	.0 4 1	.9 9 3	.0 4 7	.1 9 3	.6 6 4	.0 1 3	.5 5 3	.1 5 2	.0 0 2	.0 0 0
N	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2
j Pearson l Correlation z on	.4 6 0 **	.5 6 5 **	.5 8 5 **	.5 8 9 **	.6 2 8 **	.6 7 9 **	.5 7 3 **	.6 7 5 **	.6 8 5 **	.5 8 7 **	.6 1 8 **	.5 4 3 **	.4 9 7 **	.5 8 7 **	.4 9 8 **	.5 2 3 **	.5 2 8 **	.5 1 9 **	.4 0 7 **	.6 2 9 **
Sig. (2- taile d)	.0 0 0	.0 0 0	.0 0 0	.0 0 0	.0 0 0	.0 0 0	.0 0 0	.0 0 0	.0 0 0	.0 0 0	.0 0 0	.0 0 0	.0 0 0	.0 0 0	.0 0 0	.0 0 0	.0 0 0	.0 0 0	.0 0 0	.0 0 0
N	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2	8 2

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

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

UJI VALIDITAS VARIABEL Y KINERJA

Correlations

		y1	y2	y3	y4	y5	y6	y7	y8	y9	y10	y11	y12	y13	y14	y15	y16	jml.y
y1	Pearson Correlation	1	.548**	.340**	.374**	.269*	.078	.431**	.257*	.237*	.488**	.181	.188	.161	.210	.154	.116	.513**
	Sig. (2-tailed)		.000	.002	.001	.015	.487	.000	.020	.032	.000	.104	.091	.149	.058	.168	.299	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
y2	Pearson Correlation	.548**	1	.562**	.385**	.430**	.216	.237*	.375**	.365**	.406**	.316**	.291**	.228*	.343**	.354**	.196	.633**
	Sig. (2-tailed)	.000		.000	.000	.000	.052	.032	.001	.001	.000	.004	.008	.039	.002	.001	.078	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
y3	Pearson Correlation	.340**	.562**	1	.449**	.408**	.270*	.396**	.336**	.450**	.142	.393**	.230*	.225*	.444**	.227*	.197	.624**
	Sig. (2-tailed)	.000	.000		.000	.000	.020	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82

y4	Sig. (2-tailed)	.002	.000		.000	.000	.014	.000	.002	.000	.203	.000	.038	.042	.000	.040	.075	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
	Pearson Correlation	.374**	.385**	.449**	1	.355**	.340**	.263*	.398**	.430**	.426**	.368**	.430**	.258*	.334**	.086	.151	.620**
y5	Sig. (2-tailed)	.001	.000	.000		.001	.002	.017	.000	.000	.000	.001	.000	.019	.002	.442	.175	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
	Pearson Correlation	.269*	.430**	.408**	.355**	1	.175	.517**	.456**	.452**	.236*	.337**	.458**	.235*	.233*	.240*	.224*	.604**
y6	Sig. (2-tailed)	.015	.000	.000	.001		.116	.000	.000	.000	.033	.002	.000	.034	.036	.030	.043	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
	Pearson Correlation	.078	.216	.270*	.340**	.175	1	.283**	.473**	.460**	.267*	.263*	.216	.202	.292**	.209	.156	.497**
y7	Sig. (2-tailed)	.487	.052	.014	.002	.116		.010	.000	.000	.015	.017	.051	.069	.008	.060	.163	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
	Pearson Correlation	.431**	.237*	.396**	.263*	.517**	.283**	1	.497**	.497**	.274*	.226*	.315**	.181	.195	.230*	.181	.581**
y8	Sig. (2-tailed)	.000	.032	.000	.017	.000	.010		.000	.000	.013	.041	.004	.105	.079	.038	.103	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
	Pearson Correlation	.257*	.375**	.336**	.398**	.456**	.473**	.497**	1	.551**	.275*	.288**	.397**	.232*	.247*	.255*	.314**	.635**
y9	Sig. (2-tailed)	.020	.001	.002	.000	.000	.000	.000		.000	.012	.009	.000	.036	.025	.021	.004	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
	Pearson Correlation	.237*	.365**	.450**	.430**	.452**	.460**	.497**	.551**	1	.239*	.273*	.253*	.271*	.202	.209	.186	.609**
y10	Sig. (2-tailed)	.032	.001	.000	.000	.000	.000	.000	.000		.031	.013	.022	.014	.068	.060	.093	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
	Pearson Correlation	.488**	.406**	.142	.426**	.236*	.267*	.274*	.275*	.239*	1	.450**	.531**	.581**	.574**	.492**	.530**	.705**
y11	Sig. (2-tailed)	.000	.000	.203	.000	.033	.015	.013	.012	.031		.000	.000	.000	.000	.000	.000	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
	Pearson Correlation	.181	.316**	.393**	.368**	.337**	.263*	.226*	.288**	.273*	.450**	1	.555**	.216	.477**	.460**	.411**	.633**

y12	Sig. (2-tailed)	.104	.004	.000	.001	.002	.017	.041	.009	.013	.000		.000	.052	.000	.000	.000	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
	Pearson Correlation	.188	.291**	.230*	.430**	.458**	.216	.315**	.397**	.253*	.531**	.555**	1	.422**	.546**	.469**	.461**	.688**
y13	Sig. (2-tailed)	.091	.008	.038	.000	.000	.051	.004	.000	.022	.000	.000		.000	.000	.000	.000	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
	Pearson Correlation	.161	.228*	.225*	.258*	.235*	.202	.181	.232*	.271*	.581**	.216	.422**	1	.569**	.418**	.541**	.591**
y14	Sig. (2-tailed)	.149	.039	.042	.019	.034	.069	.105	.036	.014	.000	.052	.000		.000	.000	.000	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
	Pearson Correlation	.210	.343**	.444**	.334**	.233*	.292**	.195	.247*	.202	.574**	.477**	.546**	.569**	1	.515**	.632**	.700**
y15	Sig. (2-tailed)	.058	.002	.000	.002	.036	.008	.079	.025	.068	.000	.000	.000	.000		.000	.000	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
	Pearson Correlation	.154	.354**	.227*	.086	.240*	.209	.230*	.255*	.209	.492**	.460**	.469**	.418**	.515**	1	.586**	.600**
y16	Sig. (2-tailed)	.168	.001	.040	.442	.030	.060	.038	.021	.060	.000	.000	.000	.000	.000		.000	.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
	Pearson Correlation	.116	.196	.197	.151	.224*	.156	.181	.314**	.186	.530**	.411**	.461**	.541**	.632**	.586**	1	.598**
jml.y	Sig. (2-tailed)	.299	.078	.075	.175	.043	.163	.103	.004	.093	.000	.000	.000	.000	.000	.000		.000
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82
	Pearson Correlation	.513**	.633**	.624**	.620**	.604**	.497**	.581**	.635**	.609**	.705**	.633**	.688**	.591**	.700**	.600**	.598**	1
jml.y	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82

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

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

LAMPIRAN BIODATA PENELITI

HARDIKA SEPTI PUTRI

Semarang, 14 September 1991

081329974477 hardikasepti14@gmail.com

Gowangkong 1 Ds. Ngablak Kec. Cluwak - PATI

SKILL

- ✓ Microsoft Office
- ✓ VHP & Maxial System
- ✓ Public Speaking
- ✓ Language : Bahasa & English
- ✓ Assessment : Quality Basic Hotel Operation

Formal Education

1. 2012 – 2015 S1 STIEPARI , **Tourism Management**
2. 2009 – 2010 D1 LPP GRAHA WISATA Semarang
Computer Accountancy Department
3. 2006 – 2009 SMA Negeri 1 Juwana
4. 2003 – 2006 SMP Negeri 1 Tayu
5. 1997 – 2003 SD Negeri 1 Ngablak

Training

1. Service Excellent in Society 5.0
2. High Quality Operational Procedure
3. Become More Effective Trainer
4. The Leadership Within
5. Managing Customer Experience
6. Hygiene Practice for Food Handler
7. Operational System for Guest Value Based on Price Offer
8. Strategic Change Management on Hotel Product & Service for Sustainability
9. Cost Analysis for Detail
10. Hotel Maintenance

HOBBY : ✓ Singing
✓ Travelling
✓ Food Blogger
✓ Content Creator



Female, Energetic, Creative and Healthy. Experience Background "Quality Assurance & Human Resources", Revenue Management and Hotel Operations in accordance with SOP. Concern with Human Capital, Quality, Brand Awareness, Brand Positioning, Brand Loyalty. Quality Focus : Hospitality Basic, Expenses & Cost Control Wisely, Preventive Maintenance, Human Capital Management. Leadership team, detail. Active in Social Media & Relations.

Social Media :

Instagram : @hardikasepti, Follower : 4.2K
TikTok : @incess_hardika, Follower : 10K
Facebook : Hardika Septi Putri, Follower : 2.9K
LinkedIn : Hardika Septi Putri, Follower : 1.2K
YouTube : Septi Hardika, Sub: 207

Hardika Septi Putri



Work Experience :

- Horison Ultima Singkawang

As General Manager
3 June 2025 – Present

Horison Ultima Singkawang is 4 star Hotel that offers the utmost convenience for both for business and leisure travelers. With 42 Villa Executive, Restaurant, 1 Outlet (Bar&Lounge), 4 Meeting Room, Swimming Pool.

- Successfully managed daily operations of 42-Villa Executive hotel, function room & facilities (Pool&FB Outlet), including scheduling, customer service, and staff management.
- Developed and implemented PnP & SOP to ensure the highest quality customer experience.
- Maintaining and controlling preventive maintenance
- Created and managed budgets for all department, ensuring cost-efficiency and profitability, to meet operational goals
- Develop marketing and promotional campaign.
- Maintained a positive and professional working environment for all employees.

- Horison Ultima Semarang

As General Manager Inc.
19 February 2025 – 2 June 2025

Horison Ultima Semarang is 4 star Hotel that offers the utmost convenience for both for business and leisure travelers. With 115 Rooms, Restaurant, 2 Outlet (Sakeca & Kurulu Sky Lounge), Ballroom capacity till 300 pax, 5 Meeting Room, Swimming Pool, Gym, SPA & Massage.

- As a representative General Manager from MGM.
- Successfully managed daily operations of 115-room hotel, function room & facilities (Pool, SPA, Gym, FB Outlet), including scheduling, customer service, and staff management.
- Developed and implemented PnP & SOP to ensure the highest quality customer experience.
- Maintaining and controlling preventive maintenance
- Financial Management : Controlling Cost and maximizing revenue to achieve financial goals.
- Hiring, training, and motivating staff to deliver excellent guest service.
- Guest Satisfaction : Ensuring guests have a positive experience by maintaining high service standards and addressing any issues promptly.
- Promoting the hotel to attract new guests and retain existing customers.
- Strategic Planning : Developing long-term plans for the hotel's growth and improvement.

- Horison Resort Antawirya Jepara

As General Manager
25 Nov 2024 – 18 Feb 2025

Horison Resort Antawirya Jepara is 3 star Hotel that offers the utmost convenience for both for business and leisure travelers. With 46 Rooms, Restaurant, and Meeting Room.

- As a representative General Manager from MGM, assisting with the pre-opening of a resort. Pivotal in ensuring smooth operations before the launch.
- Involvement in Recruitment and Training for Resort Pre-Opening.
- Creating a Timeline and Targets for FF&E Procurement
- Coordinating Intensively with Owning, VPO and Corporate
- Completing Pro Plan and ME

Hardika Septi Putri



Work Experience :

- Horison Ultima Makassar (4 Star Hotel)

As General Manager
August 2023 – November 2024

Horison Ultima Makassar is 4 star Hotel that offers the utmost convenience for both for business and leisure travelers. With 129 Rooms, 4 Outlet (Café, Restaurant & Lounge) , 11 Meeting Rooms, Ballroom capacity till 600 pax, Swimming Pool, Sauna, Gym, SPA & Massage

- Successfully managed daily operations of 129-room hotel, function room & facilities (Pool, SPA, Gym, FB Outlet), including scheduling, customer service, and staff management.
- Developed and implemented PnP & SOP to ensure the highest quality customer experience.
- Spearheaded revenue optimization initiatives resulting in a increase in Room Revenue, Average Room Rate.
- TRIPADVISOR "Travellers' Choice Awards – Winner 2024" from 121 Hotel Makassar
- Top 5 "The Best Hotel – Cleanliness & Environmental Management" Makassar City Government (Dinas Lingkungan Hidup)

- Horison Ultima Entrop Papua (4 Star Hotel)

As General Manager
August 2022 – May 2023

Horison Ultima Entrop is 4 star Hotel that offers the utmost convenience for both for business and leisure travelers. With 121 Rooms, 4 Outlet (Restaurant & Lounge) , 10 Meeting Rooms, Ballroom capacity till 900 pax, Swimming Pool, Sauna, Gym, SPA & Massage

- **Horison Tasikmalaya (June'22 – July'22)** = Temporary GM Incharge (Operational Assist)
- **@HOM Kudus by Horison (Apr'22 – May'22)** = Temporary GM Incharge (Replaces GM Annual Leave)

- Consistently maintained high guest satisfaction ratings (Tripadvisor Rank 1) through proactive customer service.
- Created and managed budgets for all department, ensuring cost-efficiency and profitability, to meet operational goals
- Develop marketing and promotional campaign.
- Maintained a positive and professional working environment for all employees.



Work Experience :

Responsibilities as General Manager :

1. *Oversee the operations functions of the hotel, as per the Organizational chart.*
2. *Hold regular briefings and meetings with all head of departments.*
3. *Ensure full compliance to Hotel operating controls, SOP's, policies, procedures and service standards.*
4. *Lead all key property issues including capital projects, customer service and refurbishment.*
5. *Handling complaints, and oversee the service recovery procedures*
6. *Responsible for the preparation, presentation and subsequent achievement of the hotel's annual Operating Budget, Marketing & Sales Plan and Capital Budget.*
7. *Manage on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded.*
8. *Ensure all decisions are made in the best interest of the hotels and management.*
9. *Deliver hotel budget goals and set other short and long term strategic goals for the property.*
10. *Developing improvement actions, carry out costs savings.*
11. *P&L statements and the ability to react with impactful strategies*
12. *Closely monitor the hotels business reports on a daily basis and take decisions accordingly.*
13. *Ensure that monthly financial outlooks for Rooms, Food & Beverage, Admin & General, on target and accurate.*
14. *Maximizing room yield and hotels revenue through innovative sales practices and yield management programs.*
15. *Prepare a monthly financial reporting for the owners and hotel operator.*
16. *Draw up plans and budget (revenues, costs, etc.) for the owners.*
17. *Helping in the procurement of operating supplies and equipment, and contracting with third-party vendors for essential equipments and services.*
18. *Act as a final decision maker in hiring a key staffs.*
19. *Coordination with HOD's for the execution of all activities and functions.*
20. *Overseeing and managing all departments and working closely with department heads on a daily basis.*
21. *Manage and develop the Hotel Executive team to ensure career progression and development.*
22. *Be accountable for responsibilities of department heads and take ownership of all guest complaints.*
23. *Provide effective leadership to hotel team members.*
24. *Lead in all aspects of business planning.*
25. *Corporate client handling and take part in new client acquisition along with the sales team whenever required.*
26. *Maintain relationship with customer, sales visit or making event.*
27. *Assisting in residential sales as and when required and development with strong sales prospects.*
28. *Strong Marketing Strategy, Publishing by Online/Offline*
29. *Responsible for safeguarding the quality of operations both (internal & external audit).*
30. *Responsible for legalization, Occupational Health & Safety Act, fire regulations and other legal requirements*

Hardika Septi Putri



Work Experience :

- **Horison Ultima Bhuvana Ciawi (4 Star Hotel)**
WEST JAVA – BOGOR

As Quality Assurance Manager
2019 – March 2022

Horison Ultima Bhuvana Ciawi is an extraordinary 4 Star Hotel. With 189 Rooms, 7 Meeting Rooms, Ballroom, Restaurant, Gym, Swimming Pool

Direct Responsibilities :

1. To ensure the operation of all department, is running smoothly, efficiently and effectively, by maximize the staff ability of each department and to deliver the quality and service required of customer satisfaction.
2. To work closely with all hotel policies for high quality of professionalism reentered as an hotelier representing the hotel.
3. To ensure each department head is accountable and have measurable objectives in line with the hotel mission statement and business plan.
4. To ensure that each room division department head continuously check all areas and implement the standard procedures for cleanliness and maintenance.
5. To ensure that office procedures are carried out efficiently by deep supervision and constant checking, particularly lost property, absenteeism, and inventories.
6. To ensure that there is no loss of room revenue due to room discrepancies through closely monitoring.
7. To ensure that each room division department head pay attention for any maintenance to the equipment, furniture, facilities, and machines. Gets quick response and follow up to any repairs to be coordinated with the engineering department to avoid the handicaps in the operational section to fulfil the hotel service and quality standards.
8. To check, ensure and prepare a monthly report reviewing assessing improvements in standards, goals, manpower and costs.
9. To check and ensure that on an on-going basis, departmental costs, to ensure performance against budget is controlled and analyzed.
10. To check and ensure that the expenses without reducing quality or service is controlled by conducting cost awareness among all subordinates.
11. To ensure Hotel's Fire, Health and Safety Procedures are implemented

Human Responsibilities :

1. To ensure that the staff have the proud to be part of the Group hotel, and being employed in this hotel, by taking care about the hotel's image inside the hotel area and surroundings.
2. To ensure the company's appraisal system for monitoring employee performance and development by providing direction and feed-back to employee in adhering to service procedure.
3. To ensure that the staff understand and implement the hotel's rules and regulation and are able and trained in hotel procedures, hence, in an emergency situation.
4. To monitor the staff of each department of all division are provided with sufficient, well planned, efficient and effective training relating to their tasks and in accordance to their need to perform and be implemented in their operational field.
5. To monitor that the staff is rewarded to their superior performance and to ensure their motivation and empowerment to make spontaneous decisions.
6. To encourage and develop individual creativity and skills of all departmental heads through regular meetings and individual counselling to ensure the succession is implemented.
7. To ensure through effective and consistent planning and organizing, productivity, efficiency and high level of service can be achieved in order to meet the guest satisfaction.

Hardika Septi Putri



Work Experience :

- **Horison Ultima Bhuvana Ciawi (4 Star Hotel)**
WEST JAVA – BOGOR

As Quality Assurance Manager
2019 – March 2022

Horison Ultima Bhuvana Ciawi is an extraordinary 4 Star Hotel. With 189 Rooms, 7 Meeting Rooms, Ballroom, Restaurant, Gym, Swimming Pool

Human Responsibilities :

8. To ensure through quality control checklist, training and monitoring guest feedback, attention to detail, individual guest needs are met and outstanding service is provided.
9. To ensure that staff have the challenge to be innovative to continuously searching for new ideas for product improvement as well as guest demand.
10. To recommend improvement in hotel operation in term of services, increasing the revenue, increasing the betterment staff welfare and guest satisfaction.

Relation Responsibilities :

1. To meet guests regularly to identify guest expectations and needs.
2. To ensure that the open and good communication is built up and maintained in the department, among room division department and interdepartmental in order that guest requests and needs are met.
3. To react immediately and positively to the guest complaint about the lack of service he accepted either on his pre arrival, during stay or on departure, the unperfected facilities working, or the behaviour of the staff in order to maintain good relationship with guests and to build good image of the hotel.
4. To actively support the hotel activities for the guests, for the staff and the management team building, to build and encourage the attention of staff, to provide the best service for the guest.

- **Corporate Horison Group - JAKARTA**
PT Metropolitan Golden Management
Head Office Horison Group.

As Corporate Asst. Quality Assurance
Manager
July 2018 – December 2019

Auditor Quality all Hotel unit Horison Group. Doing Quality Assurance Assessment all Department, make sure operational according to Standard (SOP, PnP & Rule Standard)

Responsibilities :

1. Unit Hotel visit, audit/assessment all department aspect
2. Visit Hotel Unit : Jawa & Sumatra
3. Monitoring all unit hotel Horison Group according to SOP, PnP & Rule Standard
4. Analysis Summary Report Quality Assurance Assesment (Hospitality Basic & New Normal Rule)
5. Monitoring Discussion all Quality Assurance Horison Group
6. Create standard operation with Corporate GM
7. Collect Monthly Report from all unit Hotel, Brand Standard
8. Focusing aspect Quality Assurance :
 1. Quality Product
 2. Quality Service
 3. Quality Human Capital Management
 4. Quality Eksternal & Internal Marketing

Hardika Septi Putri



Work Experience :

- **Horison Palma Pangandaran (3 Star Hotel)**
WEST JAVA – PANGANDARAN

**As Quality Assurance Manager &
Human Resources Manager
2016 – 2018**

*Horison Palma Pangandaran is the perfect choice both leisure & business purpose.
With 79 Rooms, Ballroom, Meeting Room, Restaurant & Rooftop Madys.*

Direct Responsibilities :

1. Analyzes wage and salary reports and data to determine competitive compensation plan.
2. Writes directives advising department managers of Company policy regarding equal employment opportunities, compensation, and employee benefits.
3. Consults legal counsel to ensure that policies comply with federal and state law.
4. Oversees the analysis, maintenance, and communication of records required by law or local governing bodies, or other departments in the organization.
5. Identifies legal requirements and government reporting regulation affecting human resources functions and ensures policies, procedures, and reporting are in compliance. Studies legislation, arbitration decisions, and collective bargaining contracts to assess industry trends.
6. Recruits, interviews, tests, and selects employees to fill vacant positions.
7. Plans and conducts new employee orientation to foster positive attitude toward Company goals.
8. Keeps records of benefits plans participation such as insurance and pension plan, personnel transactions such as hires, promotions, transfers, performance reviews, and terminations, and employee statistics for government reporting.
9. Coordinates management training in interviewing, hiring, terminations, promotions, performance review, safety, and sexual harassment.
10. Responds to inquiries regarding policies, procedures, and programs.
11. Administers performance review program to ensure effectiveness, compliance, and equity within organization.
12. Administers salary administration program to ensure compliance and equity within organization.
13. Administers benefits programs such as life, health, and dental insurance, pension plans, vacation, sick leave, leave of absence, and employee assistance.
14. Conducts wage surveys within labor market to determine competitive wage rate.
15. Prepares budget of human resources operations.
16. Prepares reports and recommends procedures to reduce absenteeism and turnover.

- **The Safin Hotel by Safin Management**
CENTRAL JAVA – PATI (4 Star Hotel)

**As Human Resources Manager
2016**

- **@HOM Hotel Semarang by Horison**
CENTRAL JAVA – SEMARANG (2 Star Hotel)

**As Human Resources Coord. (HOD)
2015 - 2016**

Hardika Septi Putri



Work Experience :

- Noormans Hotel by Lor International
CENTRAL JAVA – SEMARANG (3 Star Hotel)
Pre – Opening Team

As Human Resources Coord.
2014 - 2015

- Oak Tree Emerald Hotel Semarang by KAGUM
CENTRAL JAVA – SEMARANG (3 Star Hotel)
Pre – Opening Team

As Human Resources
2013-2014

- Serata Hotel Semarang
CENTRAL JAVA – SEMARANG (3 Star Hotel)

As Front Desk Agent
2012

- Grand Candi Hotel Semarang
CENTRAL JAVA – SEMARANG (5 Star Hotel)

As Human Resources
2011

- Contractor Kitchen Equipment Hotel
CENTRAL JAVA – SEMARANG

As Sales Executive
2010 - 2011

References

Mrs. Vemmy Irawati Supomo – Vice President Operation Horison Hotels Group
Mobile Number : +62 819 0426 9190