

Lampiran 1 Lembar Kuesioner

A. DATA RESPONDEN

Nama :
Umur :
Lama bekerja :
Jenis kelamin : a. Pria b. Wanita (silang salah satu)
Bagian pekerjaan :

B. PETUNJUK PENGISIAN KUESIONER

Responden dapat memberi jawaban dengan memberikan tanda seklist (✓) pada salah satu pilihan jawaban yang tersedia. Hanya satu jawaban saja yang dimungkinkan untuk setiap pertanyaan. Pada masing-masing pertanyaan terdapat lima alternatif jawaban yang mengacu pada teknik skala likert, yaitu :

Sangat Setuju	(SS)	diberi bobot	5
Setuju	(S)	diberi bobot	4
Netral	(N)	diberi bobot	3
Tidak Setuju	(TS)	diberi bobot	2
Sangat Tidak Setuju	(STS)	diberi bobot	1

Data responden dan semua informasi yang diberikan akan dijamin kerahasiaannya, oleh sebab itu dimohon untk mengisi kuesioner dengan sebenarnya dan seefektif mungkin.

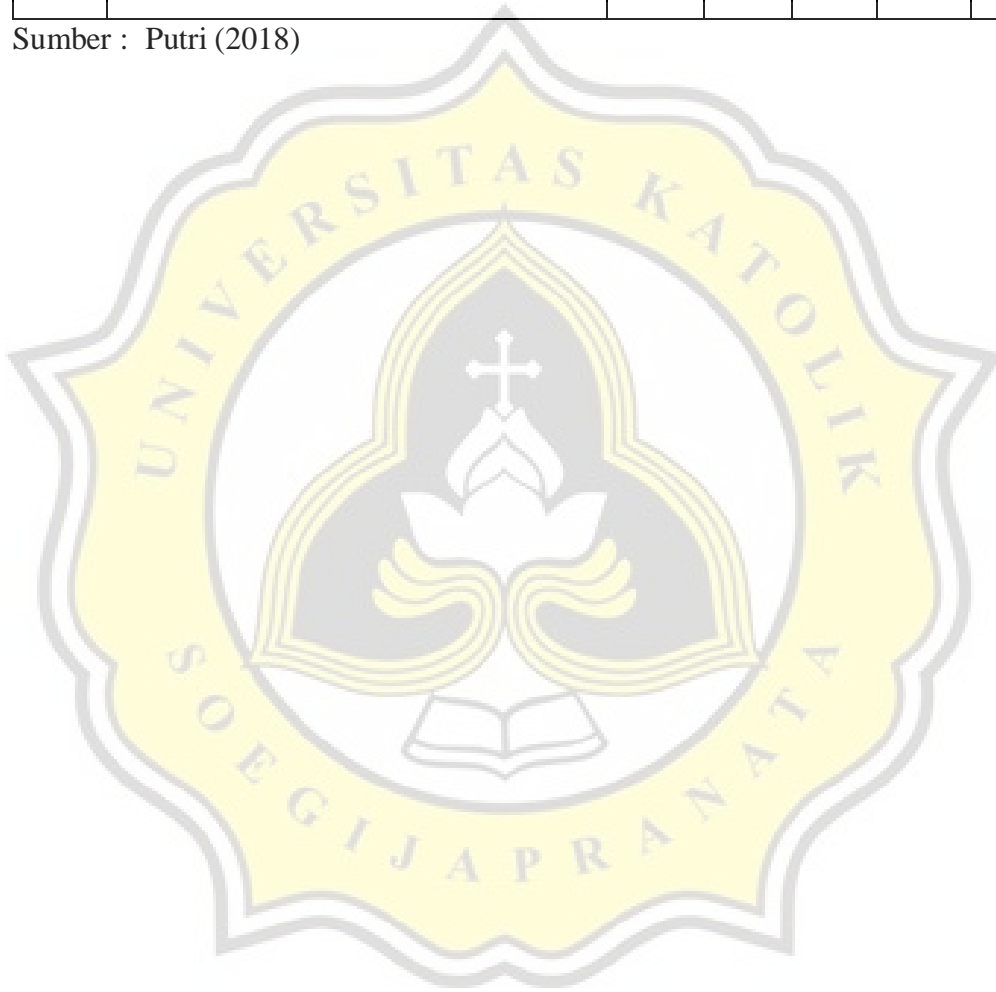
1. Budaya Kerja

No.	Pernyataan	SS	S	N	TS	STS
<i>Trust (Kepercayaan)</i>						
1.	Saya mendengarkan masukan dan mencoba membantu keluhan yang dialami nasabah					
2.	Saya menjaga kerahasiaan informasi keuangan nasabah					
3.	Saya bersikap jujur dan tidak ada penyimpangan dalam memberikan pelayanan					
<i>Integrity (Integritas)</i>						
4.	Saya selalu bersikap adil dan bijaksana dalam menanggapi setiap situasi yang terjadi di perusahaan					
5.	Saya selalu disiplin dan konsisten dalam melaksanakan tugas terutama saaf menjalani wfh dimasa pandemi					
6.	Saya tidak berprasangka buruk kepada rekan kerja maupun nasabah					

<i>Professionalism (Profesionalisme)</i>						
7.	Saya bekerja dengan penuh rasa tanggung jawab terhadap tugas yang diberikan bahkan saat menjalani wfh					
8.	Saya meningkatkan kompetensi individu dengan terus belajar dan mampu memisahkan masalah pekerjaan dengan masalah pribadi					
9.	Saya selalu menyelesaikan pekerjaan dengan tepat waktu					
<i>Customer Focus (Fokus Pada Pelanggan)</i>						
10.	Saya mengutamakan kepentingan dan kepuasan nasabah ketika memberikan pelayanan					
11.	Saya mampu melihat kebutuhan serta menjawab permasalahan nasabah melalui solusi terbaik yang cepat dan akurat					
12.	Saya mampu membina hubungan yang baik dengan para nasabah					
<i>Excellent (Kesempurnaan)</i>						
13.	Saya pantang menyerah dalam menyelesaikan pekerjaan bahkan jika terdapat kendala selama wfh berlangsung					

14.	Saya mendukung setiap strategi transformasi perusahaan dalam mencapai visi					
15.	Saya selalu melakukan perbaikan disetiap pekerjaan					

Sumber : Putri (2018)



2. Kinerja Karyawan

No.	Pernyataan	SS	S	N	TS	STS
Sasaran Kerja						
1.	Karyawan selalu menyelesaikan semua tugas sesuai dengan indikator kinerja utama perusahaan saat wfh.					
2.	Karyawan selalu mencapai target atau sasaran kerja yang ditetapkan perusahaan terutama selama wfh berlangsung.					
3.	Karyawan mengerjakan pekerjaan yang sudah ditentukan dengan benar sampai pekerjaan itu selesai terutama selama wfh berlangsung.					
Ketrampilan Kunci						
4.	Saya memiliki pengetahuan dan ketrampilan atas bidang pekerjaan yang dilakukan selama wfh.					
5.	Karyawan pernah mengalami kesulitan walaupun memiliki pengetahuan dan ketrampilan terkait bidang pekerjaan saya.					

6.	Karyawan dalam melaksanakan pekerjaan didukung oleh pengetahuan teknologi yang saya miliki sesuai pekerjaan saya					
Kompetensi						
7.	Karyawan diberikan kewenangan pekerjaan atas dasar keahlian yang saya miliki					
8.	Karyawan selalu bekerja dengan mengedepankan etika dan kode etik sebagai seorang karyawan					
9.	Karyawan sering mengikuti pelatihan teknis untuk meningkatkan kemampuan					

Sumber : Susilo (2020)

Lampiran 2 Tabulasi Data

1. Data Informasi Karyawan

No	Nama	Jenis Kelamin	Usia	Lama Bekerja	Jabatan	Pendidikan Terakhir
1	Lutfi Dwi S.	L	31	7	Back Office	S1
2	Nurul	P	32	10	General Banker Staff	S1
3	Dwi Yuliana	P	34	12	General Banker Officer	S1
4	Laras Indria Sari	P	41	13	Service Quality Officer	S1
5	Utari Nur Afani	P	25	3	Teller	S1
6	Bambang Setyadi	L	32	9	Customer Service	S1
7	Aisyah	P	30	5	Credit (Analisis)	S1
8	Efi Widyawati	P	28	8	Management Risk	S1
9	Feri Sigit Cahyono	L	31	5	Credit (Sales)	S1
10	Leonades B. W.	L	54	31	Supporting	S1
11	Esti	P	34	10	Credit	S1
12	Elco Putri D.	P	30	5	Teller	S1
13	Rian Saputro	L	31	7	Human Capital	S1
14	Aulia Sarah	P	27	4	General Affair	S1
15	Asrofi	L	55	33	General Affair	S1
16	Eltheza Tiara	P	24	7	General Affair	S1
17	Nanik Maryani	P	44	13	Cluster Admin	S1
18	Dika P.M.	L	35	12	Supporting	S1
19	Adi Sudharyanto	L	34	11	Consumer Loan	S1
20	Travelia Febrin	P	28	5	Credit (Initial Data Entry)	S1
21	Mita	P	41	18	Credit Administration Officer	S1
22	Nurul Wahid	L	35	8	Teller	S1
23	Rizky Maria A.	P	35	10	General Banker Officer	S2
24	Setyo Adi W.	L	31	7	Branch Admin	S1
25	Angga Bramantyo	L	28	6	General Banker Staff	S1
26	Anugrah Widyanto	L	33	10	Teller	S1
27	Fairuz Kusuma A.	L	21	1	Teller	S1
28	Aurelira Elora	P	22	1	Teller	S1
29	Wildani M.	L	34	6	Credit (Sales)	S1
30	Adi Zatyia	L	34	9	Credit	S1
31	Novita Hadi W.	P	29	8	General Banker Staff	S1

2. Tabulasi data variabel budaya kerja

No.	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	Total
1	5	5	5	5	5	3	5	4	4	4	5	5	4	4	5	68
2	5	5	5	5	5	3	5	5	4	3	5	5	1	5	5	66
3	5	5	5	5	5	4	5	5	5	5	5	5	5	4	5	73
4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	75
5	5	5	5	5	5	4	5	5	5	5	5	5	5	4	5	73
6	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	75
7	4	4	4	4	4	3	4	4	4	5	4	4	4	4	4	60
8	5	5	5	4	4	4	5	5	5	5	5	5	5	5	5	72
9	4	5	5	4	3	3	4	3	3	4	4	3	4	3	4	56
10	5	5	5	4	3	4	4	4	4	4	4	4	4	5	5	64
11	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	75
12	5	5	5	5	4	4	3	4	4	4	5	5	5	5	4	67
13	5	5	5	5	3	4	3	4	4	4	5	5	5	5	4	66
14	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	75
15	5	5	5	5	4	4	4	4	4	5	4	4	4	5	5	67
16	4	5	5	5	5	5	5	5	4	4	4	4	4	4	4	67
17	4	5	5	4	3	3	5	5	4	4	4	3	4	4	5	62
18	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	74
19	4	5	4	4	4	3	5	4	4	4	4	3	4	5	4	61
20	5	5	5	5	5	4	5	5	5	5	4	5	5	5	5	73
21	5	5	5	4	4	5	5	4	4	5	4	5	5	4	4	68
22	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	75
23	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	75
24	4	5	4	4	3	4	4	4	4	4	4	4	3	3	4	58
25	4	5	5	4	4	3	4	4	4	4	4	4	4	4	4	61
26	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60
27	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60
28	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60
29	5	5	5	4	2	3	3	3	3	4	3	4	3	3	4	54
30	5	5	5	4	4	3	4	4	4	4	3	4	4	4	4	61
31	4	4	4	3	4	4	4	4	3	4	4	4	4	4	4	58

3. Tabulasi data variabel kinerja

No.	Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Y9	Total
1	4	4	4	4	4	4	4	5	4	37
2	5	4	4	5	4	4	4	5	3	38
3	5	4	5	4	5	5	5	5	5	43
4	4	5	5	5	5	5	5	5	5	44
5	5	4	5	5	4	5	5	5	5	43
6	5	4	5	5	4	5	4	5	4	41
7	4	4	4	4	4	4	4	4	3	35
8	4	4	4	4	4	4	4	4	5	37
9	3	2	3	4	3	4	4	4	3	30
10	4	2	4	4	2	4	4	4	4	32
11	3	2	3	4	4	4	5	5	5	35
12	4	3	4	4	2	5	4	5	5	36
13	4	4	4	3	4	4	4	4	3	34
14	4	4	3	4	4	4	4	4	4	35
15	4	4	4	4	4	4	4	4	4	36
16	4	4	4	4	4	4	4	4	3	35
17	4	3	4	4	5	4	5	5	4	38
18	5	5	5	5	4	5	5	5	5	44
19	4	3	4	4	3	4	4	4	4	34
20	5	5	5	5	5	4	5	5	5	44
21	4	4	5	4	4	4	4	4	4	37
22	5	5	5	5	4	5	5	5	5	44
23	5	5	5	5	5	5	5	5	5	45
24	3	3	4	4	3	4	4	4	4	33
25	4	4	4	4	4	4	4	4	4	36
26	4	4	4	4	4	4	4	4	4	36
27	3	4	4	4	4	4	4	4	3	34
28	4	4	4	4	4	4	4	4	4	36
29	4	2	4	4	2	4	3	4	3	30
30	2	2	4	4	3	4	4	4	3	30
31	3	3	3	4	4	4	3	5	4	33

Lampiran 3 Hasil Olah Data

1. Uji Validitas Variabel Budaya Kerja

Correlations																	
		T1	T2	T3	I4	I5	I6	P7	P8	P9	C10	C11	C12	E13	E14	E15	TOTAL
T1	Pearson Correlation	1	.591**	.728**	.640**	.340	.332	.200	.363*	.526**	.439*	.474**	.776**	.333	.540**	.631**	.691**
	Sig. (2-tailed)		.000	.000	.000	.062	.068	.281	.045	.002	.014	.007	.000	.067	.002	.000	.000
	N	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31
T2	Pearson Correlation	.591**	1	.812**	.535**	.104	.099	.298	.280	.324	.173	.280	.278	.150	.259	.453*	.453*
	Sig. (2-tailed)	.000		.000	.002	.579	.595	.103	.126	.076	.351	.126	.130	.421	.160	.011	.010
	N	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31
T3	Pearson Correlation	.728**	.812**	1	.604**	.222	.185	.251	.345	.349	.269	.345	.459**	.275	.319	.558**	.561**
	Sig. (2-tailed)	.000	.000		.000	.231	.319	.173	.057	.054	.143	.057	.009	.134	.081	.001	.001
	N	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31
I4	Pearson Correlation	.640**	.535**	.604**	1	.638**	.427*	.366*	.589**	.661**	.385*	.684**	.671**	.315	.543**	.605**	.782**
	Sig. (2-tailed)	.000	.002	.000		.000	.017	.043	.000	.000	.033	.000	.000	.085	.002	.000	.000
	N	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31

I5	Pearson Correlation	.340	.104	.222	.638**	1	.489**	.728**	.759**	.726**	.460**	.629**	.624**	.336	.520**	.543**	.784**
	Sig. (2-tailed)	.062	.579	.231	.000		.005	.000	.000	.000	.009	.000	.000	.065	.003	.002	.000
	N	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31
I6	Pearson Correlation	.332	.099	.185	.427*	.489**	1	.358*	.532**	.580**	.583**	.460**	.555**	.579**	.424*	.307	.677**
	Sig. (2-tailed)	.068	.595	.319	.017	.005		.048	.002	.001	.001	.009	.001	.001	.017	.093	.000
	N	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31
P7	Pearson Correlation	.200	.298	.251	.366*	.728**	.358*	1	.769**	.656**	.449*	.448*	.303	.225	.339	.658**	.663**
	Sig. (2-tailed)	.281	.103	.173	.043	.000	.048		.000	.000	.011	.012	.097	.224	.062	.000	.000
	N	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31
P8	Pearson Correlation	.363*	.280	.345	.589**	.759**	.532**	.769**	1	.851**	.477**	.648**	.562**	.346	.597**	.726**	.832**
	Sig. (2-tailed)	.045	.126	.057	.000	.000	.002	.000	.000		.007	.000	.001	.057	.000	.000	.000
	N	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31
P9	Pearson Correlation	.526**	.324	.349	.661**	.726**	.580**	.656**	.851**	1	.716**	.679**	.680**	.592**	.626**	.715**	.911**
	Sig. (2-tailed)	.002	.076	.054	.000	.000	.001	.000	.000	.000		.000	.000	.000	.000	.000	.000
	N	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31
C10	Pearson Correlation	.439*	.173	.269	.385*	.460**	.583**	.449*	.477**	.716**	1	.381*	.488**	.768**	.351	.499**	.710**

	Sig. (2-tailed)	.014	.351	.143	.033	.009	.001	.011	.007	.000		.034	.005	.000	.053	.004	.000
	N	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31
C11	Pearson Correlation	.474**	.280	.345	.684**	.629**	.460**	.448*	.648**	.679**	.381*		.723**	.409*	.597**	.619**	.783**
	Sig. (2-tailed)	.007	.126	.057	.000	.000	.009	.012	.000	.000	.034		.000	.022	.000	.000	.000
	N	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31
C12	Pearson Correlation	.776**	.278	.459**	.671**	.624**	.555**	.303	.562**	.680**	.488**	.723**		.415*	.518**	.517**	.795**
	Sig. (2-tailed)	.000	.130	.009	.000	.000	.001	.097	.001	.000	.005	.000		.020	.003	.003	.000
	N	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31
E13	Pearson Correlation	.333	.150	.275	.315	.336	.579**	.225	.346	.592**	.768**	.409*	.415*		.377*	.255	.623**
	Sig. (2-tailed)	.067	.421	.134	.085	.065	.001	.224	.057	.000	.000	.022	.020		.037	.167	.000
	N	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31
E14	Pearson Correlation	.540**	.259	.319	.543**	.520**	.424*	.339	.597**	.626**	.351	.597**	.518**	.377*		.571**	.707**
	Sig. (2-tailed)	.002	.160	.081	.002	.003	.017	.062	.000	.000	.053	.000	.003	.037		.001	.000
	N	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31
E15	Pearson Correlation	.631**	.453*	.558**	.605**	.543**	.307	.658**	.726**	.715**	.499**	.619**	.517**	.255	.571**		.776**
	Sig. (2-tailed)	.000	.011	.001	.000	.002	.093	.000	.000	.000	.004	.000	.003	.167	.001		.000
	N	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31

TOTAL	Pearson Correlation	.691**	.453*	.561**	.782**	.784**	.677**	.663**	.832**	.911**	.710**	.783**	.795**	.623**	.707**	.776**	1
	Sig. (2-tailed)	.000	.010	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31
	** . Correlation is significant at the 0.01 level (2-tailed).																
* . Correlation is significant at the 0.05 level (2-tailed).																	

2. Uji Validitas Variabel Kinerja Karyawan

		Correlations										
		S1	S2	S3	K4	K5	K6	KO7	KO8	KO9	TOTAL	
S1	Pearson Correlation	1	.672**	.684**	.604**	.387*	.572**	.457**	.486**	.456**	.792**	
	Sig. (2-tailed)		.000	.000	.000	.032	.001	.010	.006	.010	.000	
	N	31	31	31	31	31	31	31	31	31	31	
S2	Pearson Correlation	.672**	1	.643**	.515**	.705**	.443*	.457**	.315	.395*	.806**	
	Sig. (2-tailed)	.000		.000	.003	.000	.013	.010	.084	.028	.000	
	N	31	31	31	31	31	31	31	31	31	31	
S3	Pearson Correlation	.684**	.643**	1	.617**	.370*	.671**	.548**	.387*	.452*	.786**	
	Sig. (2-tailed)	.000	.000		.000	.040	.000	.001	.032	.011	.000	
	N	31	31	31	31	31	31	31	31	31	31	
K4	Pearson Correlation	.604**	.515**	.617**	1	.337	.632**	.529**	.641**	.482**	.755**	
	Sig. (2-tailed)	.000	.003	.000		.063	.000	.002	.000	.006	.000	
	N	31	31	31	31	31	31	31	31	31	31	
K5	Pearson Correlation	.387*	.705**	.370*	.337	1	.209	.589**	.422*	.333	.686**	
	Sig. (2-tailed)	.032	.000	.040	.063		.259	.000	.018	.067	.000	
	N	31	31	31	31	31	31	31	31	31	31	
K6	Pearson Correlation	.572**	.443*	.671**	.632**	.209	1	.561**	.650**	.630**	.745**	
	Sig. (2-tailed)	.001	.013	.000	.000	.259		.001	.000	.000	.000	
	N	31	31	31	31	31	31	31	31	31	31	

KO7	Pearson Correlation	.457**	.457**	.548**	.529**	.589**	.561**	1	.569**	.659**	.776**
	Sig. (2-tailed)	.010	.010	.001	.002	.000	.001		.001	.000	.000
	N	31	31	31	31	31	31	31	31	31	31
KO8	Pearson Correlation	.486**	.315	.387*	.641**	.422*	.650**	.569**	1	.606**	.705**
	Sig. (2-tailed)	.006	.084	.032	.000	.018	.000	.001		.000	.000
	N	31	31	31	31	31	31	31	31	31	31
KO9	Pearson Correlation	.456**	.395*	.452*	.482**	.333	.630**	.659**	.606**	1	.724**
	Sig. (2-tailed)	.010	.028	.011	.006	.067	.000	.000	.000		.000
	N	31	31	31	31	31	31	31	31	31	31
TOTAL	Pearson Correlation	.792**	.806**	.786**	.755**	.686**	.745**	.776**	.705**	.724**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	31	31	31	31	31	31	31	31	31	31
**. Correlation is significant at the 0.01 level (2-tailed).											
*. Correlation is significant at the 0.05 level (2-tailed).											

3. Uji Reabilitas Variabel Budaya Kerja

Reliability Statistics

Cronbach's Alpha	N of Items
.929	15

4. Uji Reabilitas Variabel Kinerja Karyawan

Reliability Statistics

Cronbach's Alpha	N of Items
.892	9

5. Uji Regresi Linear Sederhana

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.246	5.158		.435	.666
	Budaya Kerja	.522	.077	.782	6.758	.000

a. Dependent Variable: Kinerja



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WORD COUNT
8276 Words

CHARACTER COUNT
52271 Characters

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