

Lampiran I

Hasil Data Responden & Validitas *Total Quality Management* (Fokus Pelanggan)

NO	Jenis Kelamin	Umur	Lama Bekerja	Pendidikan	Jabatan	FP1	FP2	FP3	FP4	FP5	FP6
1	P	29	4	S1	Keuangan	2	4	2	4	4	4
2	P	27	3	D3	Produksi	4	4	4	2	4	4
3	P	25	1	S1	Administrasi	3	5	4	4	4	4
4	L	44	10	D3	Personalia	4	4	4	4	4	4
5	L	47	11	S1	Umum	4	4	4	4	4	4
6	L	43	9	S1	Pemasaran	4	4	4	4	4	5
7	P	42	5	S1	Pembelian	3	4	2	3	3	3
8	P	47	20	S1	Keuangan	4	4	4	4	3	5
9	L	33	5	SMK	Produksi	4	2	2	4	4	3
10	P	40	9	S1	Pemasaran	4	4	4	4	4	3
11	P	23	2	S1	Pemasaran	5	5	5	4	3	2
12	P	27	1	S1	Produksi	4	4	4	4	4	4
13	L	40	15	D3	Pemasaran	4	4	4	4	4	4
14	L	43	23	SMA	Produksi	4	5	3	3	4	5
15	L	30	8	S1	Keuangan	5	4	4	5	4	5
16	P	40	10	D1	Produksi	4	5	5	5	5	4
17	P	50	30	SMA	Pemasaran	5	5	3	3	4	4
18	P	33	3	D3	Pemasaran	4	4	4	4	4	4
19	P	33	7	D3	Produksi	4	5	5	5	5	4

NO	Jenis Kelamin	Umur	Lama Bekerja	Pendidikan	Jabatan	FP1	FP2	FP3	FP4	FP5	FP6
20	P	40	10	D3	Administrasi	4	4	4	4	4	4
21	P	30	5	S1	Keuangan	4	4	4	4	4	4
22	L	57	20	S1	Personalia	5	4	4	5	5	4
23	P	45	35	S1	Keuangan	5	5	5	4	4	4
24	P	45	30	S1	Branch	5	5	5	5	5	5
25	L	50	25	S1	Personalia	4	4	4	4	4	4
26	L	60	40	S1	Pemasaran	4	4	4	5	5	5
27	P	45	20	S1	Keuangan	5	5	5	4	4	4
28	L	40	20	S1	Personalia	4	4	4	4	4	4
29	P	42	20	S1	Keuangan	5	5	4	4	4	5
30	P	43	12	S1	Pemasaran	4	4	4	5	5	5
31	L	31	9	S1	Bisnis	4	5	4	5	4	4
32	L	32	8	S1	Pemasaran	4	5	4	5	5	4
33	P	26	3	S1	Keuangan	5	5	4	5	5	2
34	L	50	20	S2	Branch	5	5	4	5	5	5
35	L	54	29	D3	Produksi	4	4	4	5	4	3
36	L	58	31	S1	Branch	5	5	5	5	4	4
37	L	53	30	D3	Personalia	3	4	4	4	5	3
38	P	43	20	S1	Keuangan	4	4	4	5	5	5
39	L	51	22	S1	Pemasaran	4	4	4	4	4	4

Fokus Pelanggan

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.684	.692	6

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
FP1	20.7692	4.814	.436	.308	.636
FP2	20.5897	4.985	.424	.305	.641
FP3	20.9487	4.208	.586	.478	.578
FP4	20.6923	4.587	.484	.438	.619
FP5	20.7179	5.103	.434	.387	.640
FP6	20.8974	5.305	.178	.056	.729

Hasil pengujian dengan menghilangkan pertanyaan FP6

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.729	.725	5

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
FP1	16.7436	3.669	.462	.305	.693
FP2	16.5641	3.831	.447	.304	.698
FP3	16.9231	3.073	.645	.478	.614
FP4	16.6667	3.491	.499	.438	.679
FP5	16.6923	4.061	.400	.366	.714

Lampiran II
Hasil Data Responden & Validitas *Total Quality Management* (Kepemimpinan)

NO	Jenis Kelamin	Umur	Lama Bekerja	Pendidikan	Jabatan	KP1	KP2	KP3	KP4	KP5
1	P	29	4	S1	Keuangan	4	4	4	4	4
2	P	27	3	D3	Produksi	4	4	3	3	4
3	P	25	1	S1	Administrasi	4	3	5	5	5
4	L	44	10	D3	Personalia	5	5	5	5	4
5	L	47	11	S1	Umum	4	4	4	4	4
6	L	43	9	S1	Pemasaran	4	4	4	4	4
7	P	42	5	S1	Pembelian	3	5	4	4	2
8	P	47	20	S1	Keuangan	4	4	4	4	4
9	L	33	5	SMK	Produksi	4	2	4	4	4
10	P	40	9	S1	Pemasaran	3	5	4	5	3
11	P	23	2	S1	Pemasaran	4	4	4	4	3
12	P	27	1	S1	Produksi	4	4	4	4	4
13	L	40	15	D3	Pemasaran	4	2	4	4	4
14	L	43	23	SMA	Produksi	4	4	4	4	5
15	L	30	8	S1	Keuangan	4	4	5	5	4
16	P	40	10	D1	Produksi	4	4	4	5	5
17	P	50	30	SMA	Pemasaran	4	5	5	4	5
18	P	33	3	D3	Pemasaran	4	4	4	4	3
19	P	33	7	D3	Produksi	5	4	4	5	5

NO	Jenis Kelamin	Umur	Lama Bekerja	Pendidikan	Jabatan	KP1	KP2	KP3	KP4	KP5
20	P	40	10	D3	Administrasi	4	4	4	4	4
21	P	30	5	S1	Keuangan	4	5	5	5	5
22	L	57	20	S1	Personalia	5	4	4	4	5
23	P	45	35	S1	Keuangan	5	5	5	4	5
24	P	45	30	S1	Branch	5	5	5	5	5
25	L	50	25	S1	Personalia	4	4	4	4	4
26	L	60	40	S1	Pemasaran	4	4	5	5	4
27	P	45	20	S1	Keuangan	5	4	5	5	4
28	L	40	20	S1	Personalia	4	4	4	4	4
29	P	42	20	S1	Keuangan	5	5	5	5	5
30	P	43	12	S1	Pemasaran	4	5	4	5	4
31	L	31	9	S1	Bisnis	5	5	4	5	5
32	L	32	8	S1	Pemasaran	4	4	4	5	4
33	P	26	3	S1	Keuangan	4	4	5	5	4
34	L	50	20	S2	Branch	5	5	5	5	5
35	L	54	29	D3	Produksi	4	3	5	4	5
36	L	58	31	S1	Branch	4	5	4	4	4
37	L	53	30	D3	Personalia	5	5	5	5	4
38	P	43	20	S1	Keuangan	4	4	5	5	4
39	L	51	22	S1	Pemasaran	4	4	4	4	4

Kepemimpinan

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.684	.712	5

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
KP1	17.1395	3.028	.578	.417	.587
KP2	17.1860	3.155	.226	.167	.745
KP3	17.0000	2.857	.590	.519	.572
KP4	16.9302	2.876	.556	.496	.584
KP5	17.1395	3.028	.360	.374	.671

Hasil pengujian dengan menghilangkan pertanyaan KP2

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.745	.752	4

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
KP1	12.9767	2.071	.553	.359	.683
KP3	12.8372	1.854	.624	.519	.639
KP4	12.7674	1.945	.529	.480	.692
KP5	12.9767	1.833	.475	.335	.733

Lampiran III

Hasil Data Responden & Validitas *Total Quality Management* (Keterlibatan Karyawan)

NO	Jenis Kelamin	Umur	Lama Bekerja	Pendidikan	Jabatan	KK1	KK2	KK3	KK4	KK5	KK6
1	P	29	4	S1	Keuangan	4	4	4	4	3	4
2	P	27	3	D3	Produksi	5	5	5	4	4	4
3	P	25	1	S1	Administrasi	4	4	5	5	5	4
4	L	44	10	D3	Personalia	5	3	4	5	4	4
5	L	47	11	S1	Umum	4	5	4	4	4	4
6	L	43	9	S1	Pemasaran	4	4	4	4	4	4
7	P	42	5	S1	Pembelian	3	5	3	2	2	3
8	P	47	20	S1	Keuangan	4	5	4	4	4	5
9	L	33	5	SMK	Produksi	3	4	4	4	3	4
10	P	40	9	S1	Pemasaran	5	4	5	5	5	4
11	P	23	2	S1	Pemasaran	4	4	4	4	4	4
12	P	27	1	S1	Prosuksi	4	4	4	4	5	4
13	L	40	15	D3	Pemasaran	4	5	5	4	5	4
14	L	43	23	SMA	Produksi	4	4	5	4	4	4
15	L	30	8	S1	Keuangan	5	4	5	4	5	5
16	P	40	10	D1	Produksi	5	4	4	4	2	4
17	P	50	30	SMA	Pemasaran	4	4	4	5	5	4
18	P	33	3	D3	Pemasaran	4	4	4	4	4	4
19	P	33	7	D3	Produksi	5	4	4	4	2	4

NO	Jenis Kelamin	Umur	Lama Bekerja	Pendidikan	Jabatan	KK1	KK2	KK3	KK4	KK5	KK6
20	P	40	10	D3	Administrasi	4	4	4	5	5	5
21	P	30	5	S1	Keuangan	5	5	4	5	5	5
22	L	57	20	S1	Personalia	5	5	4	4	4	4
23	P	45	35	S1	Keuangan	4	4	5	5	5	5
24	P	45	30	S1	Branch	5	5	5	5	5	5
25	L	50	25	S1	Personalia	4	4	4	4	4	4
26	L	60	40	S1	Pemasaran	5	5	4	5	5	5
27	P	45	20	S1	Keuangan	4	5	4	5	5	5
28	L	40	20	S1	Personalia	4	5	4	4	5	5
29	P	42	20	S1	Keuangan	5	4	4	4	4	4
30	P	43	12	S1	Pemasaran	4	5	4	5	5	4
31	L	31	9	S1	Bisnis	5	3	4	5	5	4
32	L	32	8	S1	Pemasaran	5	5	4	4	5	5
33	P	26	3	S1	Keuangan	4	3	4	2	4	4
34	L	50	20	S2	Branch	5	5	5	5	5	5
35	L	54	29	D3	Produksi	4	4	4	4	3	5
36	L	58	31	S1	Branch	5	5	4	3	3	5
37	L	53	30	D3	Personalia	5	5	4	5	4	5
38	P	43	20	S1	Keuangan	5	5	4	4	4	5
39	L	51	22	S1	Pemasaran	5	5	4	5	4	4

Keterlibatan Karyawan

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.705	.709	6

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
KK1	21.3077	5.166	.371	.237	.684
KK2	21.4103	5.354	.244	.083	.722
KK3	21.5128	5.362	.434	.261	.674
KK4	21.4615	4.097	.613	.419	.601
KK5	21.5385	3.729	.555	.468	.628
KK6	21.3590	5.078	.478	.256	.659

Hasil pengujian dengan menghilangkan pertanyaan KK2

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.722	.729	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
KK1	17.0000	4.158	.347	.721
KK3	17.2051	4.220	.474	.688
KK4	17.1538	3.134	.623	.611
KK5	17.2308	2.761	.578	.645
KK6	17.0513	4.050	.469	.684

Lampiran IV
Hasil Data Responden & Validitas *Total Quality Management* (Pendekatan Proses)

NO	Jenis Kelamin	Umur	Lama Bekerja	Pendidikan	Jabatan	PP1	PP2	PP3	PP4	PP5	PP6	PP7
1	P	29	4	S1	Keuangan	4	4	4	3	4	4	4
2	P	27	3	D3	Produksi	4	4	4	4	4	3	3
3	P	25	1	S1	Administrasi	4	4	5	4	4	5	4
4	L	44	10	D3	Personalia	4	4	4	4	4	4	4
5	L	47	11	S1	Umum	4	3	4	4	4	4	4
6	L	43	9	S1	Pemasaran	4	5	5	4	5	4	5
7	P	42	5	S1	Pembelian	3	4	4	3	3	3	3
8	P	47	20	S1	Keuangan	4	4	4	4	4	3	3
9	L	33	5	SMK	Produksi	4	4	4	3	4	4	4
10	P	40	9	S1	Pemasaran	5	5	5	5	5	5	5
11	P	23	2	S1	Pemasaran	4	4	4	4	4	4	4
12	P	27	1	S1	Produksi	4	4	4	4	4	4	4
13	L	40	15	D3	Pemasaran	4	4	4	4	4	4	4
14	L	43	23	SMA	Produksi	4	4	4	4	4	4	5
15	L	30	8	S1	Keuangan	5	4	5	4	4	5	5
16	P	40	10	D1	Produksi	4	4	5	4	4	4	5
17	P	50	30	SMA	Pemasaran	4	4	5	5	5	5	4
18	P	33	3	D3	Pemasaran	4	4	4	4	4	4	5
19	P	33	7	D3	Produksi	4	4	5	4	4	4	4

NO	Jenis Kelamin	Umur	Lama Bekerja	Pendidikan	Jabatan	PP1	PP2	PP3	PP4	PP5	PP6	PP7
20	P	40	10	D3	Administrasi	4	4	4	4	4	4	5
21	P	30	5	S1	Keuangan	4	4	5	4	4	4	4
22	L	57	20	S1	Personalia	4	4	4	4	4	4	4
23	P	45	35	S1	Keuangan	4	5	5	5	4	4	5
24	P	45	30	S1	Branch	5	5	5	5	5	5	5
25	L	50	25	S1	Personalia	4	4	4	4	4	4	4
26	L	60	40	S1	Pemasaran	4	4	5	5	5	5	5
27	P	45	20	S1	Keuangan	5	5	5	5	5	5	5
28	L	40	20	S1	Personalia	4	4	4	5	5	4	4
29	P	42	20	S1	Keuangan	4	4	4	5	5	5	4
30	P	43	12	S1	Pemasaran	4	4	4	4	4	4	4
31	L	31	9	S1	Bisnis	5	4	5	5	5	4	5
32	L	32	8	S1	Pemasaran	5	5	5	4	4	5	4
33	P	26	3	S1	Keuangan	3	4	5	3	3	2	3
34	L	50	20	S2	Branch	5	5	5	5	3	3	5
35	L	54	29	D3	Produksi	5	5	5	4	5	3	4
36	L	58	31	S1	Branch	3	4	5	5	5	4	4
37	L	53	30	D3	Personalia	5	4	4	5	5	5	5
38	P	43	20	S1	Keuangan	4	4	5	5	5	5	5
39	L	51	22	S1	Pemasaran	4	4	4	4	4	4	4

Pendekatan Proses

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.815	.812	7

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
PP1	25.5128	6.151	.608	.474	.783
PP2	25.4872	6.835	.437	.431	.809
PP3	25.2051	7.062	.281	.210	.830
PP4	25.4359	5.621	.692	.566	.765
PP5	25.4103	5.933	.616	.563	.780
PP6	25.5641	5.568	.586	.530	.787
PP7	25.3846	5.611	.666	.494	.770

Hasil pengujian dengan menghilangkan pertanyaan PP3

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.830	.828	6

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
PP1	21.0513	5.260	.610	.471	.802
PP2	21.0256	6.026	.376	.346	.841
PP4	20.9744	4.762	.697	.561	.782
PP5	20.9487	4.997	.644	.562	.794
PP6	21.1026	4.621	.624	.530	.801
PP7	20.9231	4.757	.669	.491	.788

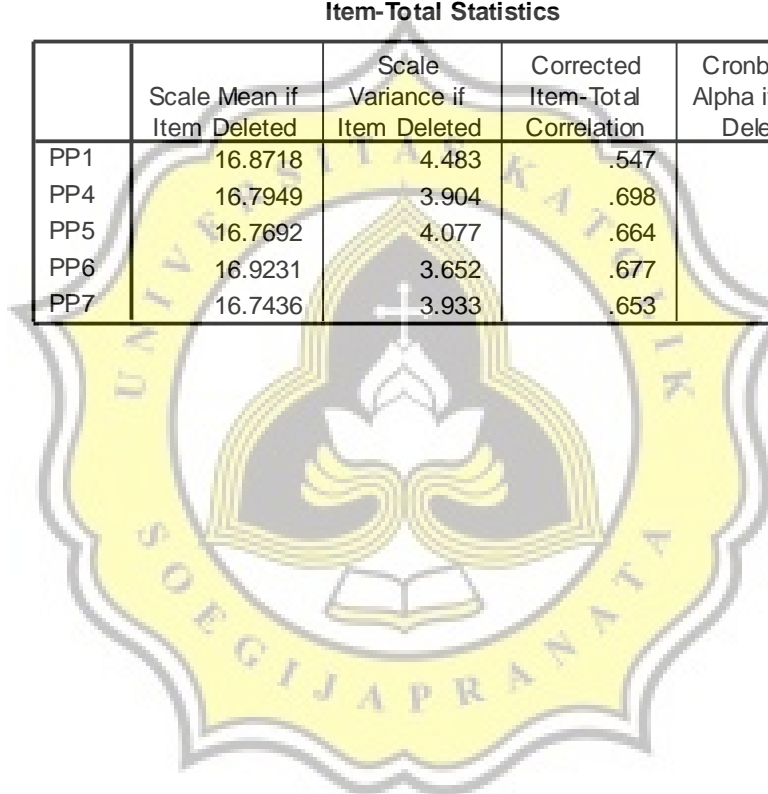
Hasil pengujian dengan menghilangkan pertanyaan PP2

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.841	.841	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PP1	16.8718	4.483	.547	.834
PP4	16.7949	3.904	.698	.794
PP5	16.7692	4.077	.664	.804
PP6	16.9231	3.652	.677	.802
PP7	16.7436	3.933	.653	.807



Lampiran V
Hasil Data Responden & Validitas TQM (Pendekatan Sistem Management)

NO	Jenis Kelamin	Umur	Lama Bekerja	Pendidikan	Jabatan	PSM1	PSM2	PSM3	PSM4	PSM5	PSM6
1	P	29	4	S1	Keuangan	4	4	4	4	4	4
2	P	27	3	D3	Produksi	4	4	3	4	4	3
3	P	25	1	S1	Administrasi	4	4	5	5	5	5
4	L	44	10	D3	Personalia	4	4	4	4	4	4
5	L	47	11	S1	Umum	4	4	4	4	4	3
6	L	43	9	S1	Pemasaran	4	5	4	5	5	4
7	P	42	5	S1	Pembelian	3	3	2	3	3	4
8	P	47	20	S1	Keuangan	4	3	4	4	4	3
9	L	33	5	SMK	Produksi	2	4	3	4	3	4
10	P	40	9	S1	Pemasaran	4	4	5	5	5	4
11	P	23	2	S1	Pemasaran	4	4	4	4	4	4
12	P	27	1	S1	Produksi	4	4	4	4	4	4
13	L	40	15	D3	Pemasaran	4	4	4	4	4	4
14	L	43	23	SMA	Produksi	4	4	4	4	4	4
15	L	30	8	S1	Keuangan	5	4	4	4	4	4
16	P	40	10	D1	Produksi	4	3	3	4	4	4
17	P	50	30	SMA	Pemasaran	4	4	4	4	5	4
18	P	33	3	D3	Pemasaran	4	4	4	4	4	4
19	P	33	7	D3	Produksi	4	3	4	4	4	4

NO	Jenis Kelamin	Umur	Lama Bekerja	Pendidikan	Jabatan	PSM1	PSM2	PSM3	PSM4	PSM5	PSM6
20	P	40	10	D3	Administrasi	4	4	5	4	4	4
21	P	30	5	S1	Keuangan	4	3	4	4	4	4
22	L	57	20	S1	Personalia	4	4	4	4	4	4
23	P	45	35	S1	Keuangan	5	5	5	5	4	4
24	P	45	30	S1	Branch	5	5	5	5	5	5
25	L	50	25	S1	Personalia	4	4	4	4	4	4
26	L	60	40	S1	Pemasaran	4	4	4	4	4	5
27	P	45	20	S1	Keuangan	4	4	5	5	5	5
28	L	40	20	S1	Personalia	4	5	4	4	4	4
29	P	42	20	S1	Keuangan	5	5	4	4	4	5
30	P	43	12	S1	Pemasaran	5	5	4	4	4	4
31	L	31	9	S1	Bisnis	5	5	4	4	4	4
32	L	32	8	S1	Pemasaran	4	5	5	5	4	4
33	P	26	3	S1	Keuangan	3	4	2	4	4	4
34	L	50	20	S2	Branch	5	5	5	5	5	5
35	L	54	29	D3	Produksi	4	4	4	4	5	3
36	L	58	31	S1	Branch	4	5	5	4	4	5
37	L	53	30	D3	Personalia	4	4	4	5	5	5
38	P	43	20	S1	Keuangan	4	4	4	4	4	5
39	L	51	22	S1	Pemasaran	4	4	4	4	4	4

Pendekatan Sistem Manajemen

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.814	.820	6

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
PSM1	20.6923	4.640	.546	.442	.791
PSM2	20.6410	4.552	.538	.390	.794
PSM3	20.7179	3.787	.721	.578	.750
PSM4	20.5641	4.673	.713	.691	.763
PSM5	20.5897	4.775	.592	.584	.783
PSM6	20.6410	4.973	.410	.193	.819

Hasil pengujian dengan menghilangkan pertanyaan PSM6

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.819	.827	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PSM1	16.5641	3.410	.573	.795
PSM2	16.5128	3.414	.520	.812
PSM3	16.5897	2.722	.723	.750
PSM4	16.4359	3.516	.704	.767
PSM5	16.4615	3.571	.599	.789

Lampiran VI
Hasil Data Responden & Validitas TQM (Peningkatan Terus Menerus)

NO	Jenis Kelamin	Umur	Lama Bekerja	Pendidikan	Jabatan	PTM 1	PTM 2	PTM 3	PTM 4	PTM 5	PTM 6	PTM 7
1	P	29	4	S1	Keuangan	4	4	4	4	4	3	4
2	P	27	3	D3	Produksi	4	3	3	4	4	3	3
3	P	25	1	S1	Administrasi	5	5	5	5	4	5	5
4	L	44	10	D3	Personalia	5	5	5	5	4	5	5
5	L	47	11	S1	Umum	4	4	4	4	4	4	4
6	L	43	9	S1	Pemasaran	5	4	5	4	5	4	4
7	P	42	5	S1	Pembelian	4	3	3	3	4	3	3
8	P	47	20	S1	Keuangan	4	4	4	4	4	4	4
9	L	33	5	SMK	Produksi	4	4	2	4	4	4	4
10	P	40	9	S1	Pemasaran	5	3	5	5	5	4	4
11	P	23	2	S1	Pemasaran	5	5	5	5	5	5	5
12	P	27	1	S1	Produksi	4	4	4	4	4	4	4
13	L	40	15	D3	Pemasaran	4	4	4	4	4	4	5
14	L	43	23	SMA	Produksi	4	4	4	4	4	4	3
15	L	30	8	S1	Keuangan	5	4	4	5	4	4	5
16	P	40	10	D1	Produksi	4	4	4	4	4	4	4
17	P	50	30	SMA	Pemasaran	5	4	5	4	5	4	5
18	P	33	3	D3	Pemasaran	5	5	5	5	5	5	5
19	P	33	7	D3	Produksi	4	4	5	4	4	4	4

NO	Jenis Kelamin	Umur	Lama Bekerja	Pendidikan	Jabatan	PTM 1	PTM 2	PTM 3	PTM 4	PTM 5	PTM 6	PTM 7
20	P	40	10	D3	Administrasi	4	4	5	4	4	4	4
21	P	30	5	S1	Keuangan	4	4	4	4	4	4	4
22	L	57	20	S1	Personalia	4	4	4	4	4	4	4
23	P	45	35	S1	Keuangan	4	5	5	5	4	5	5
24	P	45	30	S1	Branch	5	5	5	5	5	3	5
25	L	50	25	S1	Personalia	4	4	4	4	4	5	4
26	L	60	40	S1	Pemasaran	5	5	5	4	4	4	5
27	P	45	20	S1	Keuangan	5	5	4	4	4	5	4
28	L	40	20	S1	Personalia	4	4	5	5	5	4	4
29	P	42	20	S1	Keuangan	5	4	4	5	5	4	4
30	P	43	12	S1	Pemasaran	4	4	5	5	5	5	5
31	L	31	9	S1	Bisnis	5	5	5	5	4	5	5
32	L	32	8	S1	Pemasaran	5	5	4	5	5	4	4
33	P	26	3	S1	Keuangan	5	3	4	4	2	4	3
34	L	50	20	S2	Branch	5	5	5	5	5	5	5
35	L	54	29	D3	Produksi	3	5	4	4	5	5	5
36	L	58	31	S1	Branch	5	4	5	5	4	5	4
37	L	53	30	D3	Personalia	4	5	3	5	5	4	4
38	P	43	20	S1	Keuangan	5	5	5	4	4	5	5
39	L	51	22	S1	Pemasaran	5	5	5	5	4	5	5

Peningkatan Terus Menerus

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.829	.828	7

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
PTM1	25.8974	7.937	.435	.360	.826
PTM2	26.0769	6.915	.668	.596	.790
PTM3	26.0000	6.684	.617	.476	.800
PTM4	25.9487	7.313	.671	.504	.793
PTM5	26.0769	8.073	.339	.316	.841
PTM6	26.1026	7.252	.567	.479	.807
PTM7	26.0513	6.629	.755	.647	.774

Hasil pengujian dengan menghilangkan pertanyaan PTM5

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.841	.842	6

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
PTM1	21.6154	6.453	.465	.326	.842
PTM2	21.7949	5.641	.655	.587	.808
PTM3	21.7179	5.366	.626	.471	.816
PTM4	21.6667	6.070	.630	.418	.815
PTM6	21.8205	5.783	.615	.430	.816
PTM7	21.7692	5.393	.740	.639	.790

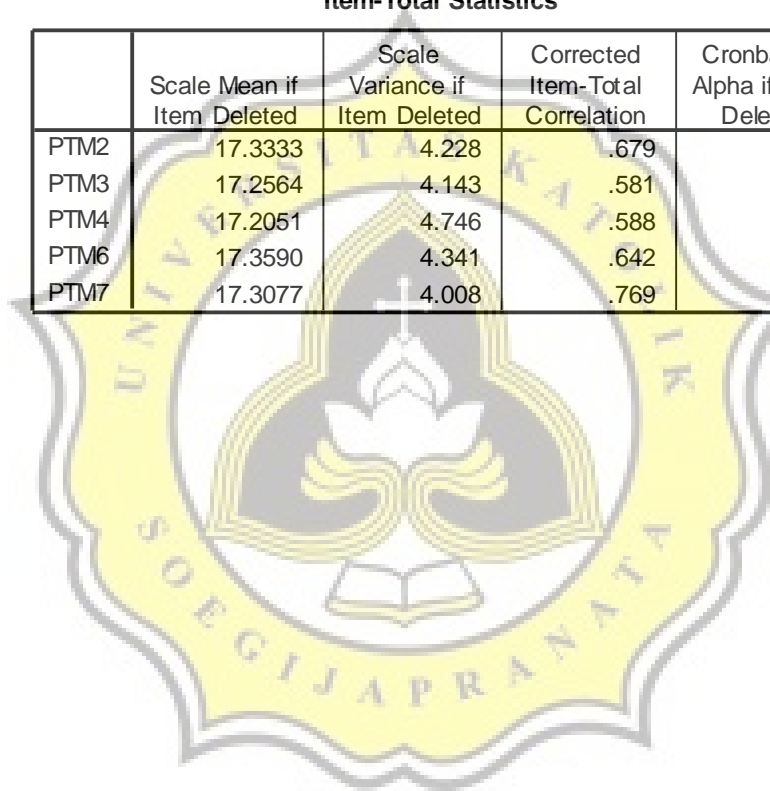
Hasil pengujian dengan menghilangkan pertanyaan PTM1

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.842	.845	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PTM2	17.3333	4.228	.679	.801
PTM3	17.2564	4.143	.581	.833
PTM4	17.2051	4.746	.588	.826
PTM6	17.3590	4.341	.642	.811
PTM7	17.3077	4.008	.769	.775



Lampiran VII
Hasil Data Responden & Validitas TQM (Pendekatan Faktual Pengambilan Keputusan)

NO	Jenis Kelamin	Umur	Lama Bekerja	Pendidikan	Jabatan	PFPK 1	PFPK 2	PFPK 3	PFPK 4
1	P	29	4	S1	Keuangan	4	2	4	2
2	P	27	3	D3	Produksi	3	3	3	3
3	P	25	1	S1	Administrasi	5	4	5	4
4	L	44	10	D3	Personalia	4	4	4	4
5	L	47	11	S1	Umum	4	4	4	4
6	L	43	9	S1	Pemasaran	4	4	5	5
7	P	42	5	S1	Pembelian	4	2	4	4
8	P	47	20	S1	Keuangan	4	2	4	4
9	L	33	5	SMK	Produksi	4	2	4	4
10	P	40	9	S1	Pemasaran	4	4	5	5
11	P	23	2	S1	Pemasaran	4	4	4	4
12	P	27	1	S1	Produksi	4	4	4	4
13	L	40	15	D3	Pemasaran	4	4	4	4
14	L	43	23	SMA	Produksi	4	4	4	5
15	L	30	8	S1	Keuangan	5	5	4	4
16	P	40	10	D1	Produksi	4	4	4	4
17	P	50	30	SMA	Pemasaran	4	4	4	5
18	P	33	3	D3	Pemasaran	4	4	4	4
19	P	33	7	D3	Produksi	4	4	4	4

NO	Jenis Kelamin	Umur	Lama Bekerja	Pendidikan	Jabatan	PFPK 1	PFPK 2	PFPK 3	PFPK 4
20	P	40	10	D3	Administrasi	4	4	4	4
21	P	30	5	S1	Keuangan	4	4	4	4
22	L	57	20	S1	Personalia	4	4	4	4
23	P	45	35	S1	Keuangan	4	5	5	4
24	P	45	30	S1	Branch	5	5	5	5
25	L	50	25	S1	Personalia	4	4	4	4
26	L	60	40	S1	Pemasaran	4	4	4	4
27	P	45	20	S1	Keuangan	4	4	4	4
28	L	40	20	S1	Personalia	4	4	5	5
29	P	42	20	S1	Keuangan	5	5	5	4
30	P	43	12	S1	Pemasaran	5	5	5	5
31	L	31	9	S1	Bisnis	5	5	4	5
32	L	32	8	S1	Pemasaran	5	5	4	5
33	P	26	3	S1	Keuangan	2	1	3	3
34	L	50	20	S2	Branch	5	3	5	5
35	L	54	29	D3	Produksi	5	4	3	3
36	L	58	31	S1	Branch	4	4	5	4
37	L	53	30	D3	Personalia	4	4	4	4
38	P	43	20	S1	Keuangan	4	4	4	4
39	L	51	22	S1	Pemasaran	4	4	4	4

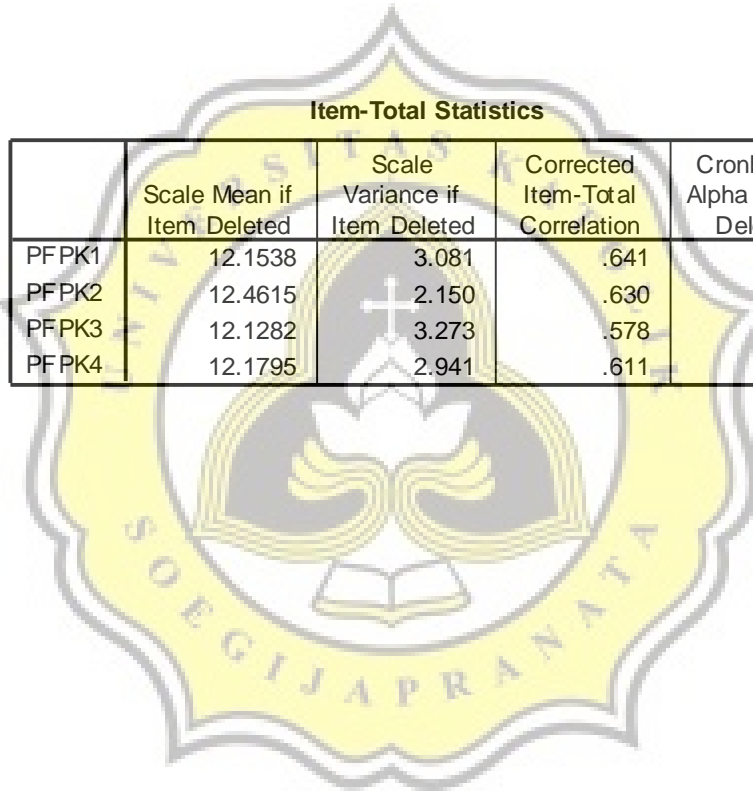
Pendekatan Faktual Dalam Pengambilan Keputusan

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.784	.803	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PFPK1	12.1538	3.081	.641	.716
PFPK2	12.4615	2.150	.630	.744
PFPK3	12.1282	3.273	.578	.746
PFPK4	12.1795	2.941	.611	.723



Lampiran VIII
Hasil Data Responden & Validitas TQM (Hubungan Saling Menguntungkan)

NO	Jenis Kelamin	Umur	Lama Bekerja	Pendidikan	Jabatan	HPSM 1	HPSM 2	HPSM 3	HPSM 4	HPSM 5	HPSM 6
1	P	29	4	S1	Keuangan	4	3	4	4	4	4
2	P	27	3	D3	Produksi	4	4	4	3	3	3
3	P	25	1	S1	Administrasi	4	4	4	4	4	4
4	L	44	10	D3	Personalia	4	4	4	4	4	4
5	L	47	11	S1	Umum	4	4	4	4	4	4
6	L	43	9	S1	Pemasaran	4	4	4	4	4	5
7	P	42	5	S1	Pembelian	4	4	4	4	4	4
8	P	47	20	S1	Keuangan	4	5	5	4	4	4
9	L	33	5	SMK	Produksi	4	3	4	4	4	3
10	P	40	9	S1	Pemasaran	4	4	4	4	4	4
11	P	23	2	S1	Pemasaran	4	4	4	4	4	4
12	P	27	1	S1	Prosuksi	4	4	4	4	4	4
13	L	40	15	D3	Pemasaran	4	4	4	4	5	4
14	L	43	23	SMA	Produksi	5	5	4	4	4	4
15	L	30	8	S1	Keuangan	5	4	5	4	5	5
16	P	40	10	D1	Produksi	4	4	4	4	4	4
17	P	50	30	SMA	Pemasaran	5	5	4	4	4	4
18	P	33	3	D3	Pemasaran	4	4	4	5	4	5
19	P	33	7	D3	Produksi	4	4	4	4	4	4

NO	Jenis Kelamin	Umur	Lama Bekerja	Pendidikan	Jabatan	HPSM 1	HPSM 2	HPSM 3	HPSM 4	HPSM 5	HPSM 6
20	P	40	10	D3	Administrasi	4	4	4	4	4	4
21	P	30	5	S1	Keuangan	4	4	5	4	4	4
22	L	57	20	S1	Personalia	5	4	5	4	4	4
23	P	45	35	S1	Keuangan	5	4	4	4	4	5
24	P	45	30	S1	Branch	5	5	5	5	5	5
25	L	50	25	S1	Personalia	4	4	4	4	4	4
26	L	60	40	S1	Pemasaran	5	5	5	5	5	5
27	P	45	20	S1	Keuangan	4	5	5	4	4	5
28	L	40	20	S1	Personalia	4	4	4	4	4	4
29	P	42	20	S1	Keuangan	4	4	4	4	4	4
30	P	43	12	S1	Pemasaran	5	4	4	5	5	4
31	L	31	9	S1	Bisnis	5	4	5	4	4	5
32	L	32	8	S1	Pemasaran	5	4	5	4	4	4
33	P	26	3	S1	Keuangan	4	4	4	3	3	4
34	L	50	20	S2	Branch	5	5	5	5	5	3
35	L	54	29	D3	Produksi	4	4	5	4	4	5
36	L	58	31	S1	Branch	5	4	4	5	5	4
37	L	53	30	D3	Personalia	5	5	4	4	4	4
38	P	43	20	S1	Keuangan	5	5	5	5	5	5
39	L	51	22	S1	Pemasaran	4	4	4	4	4	4

Hubungan Pemasok Yang Saling Menguntungkan

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.794	.799	6

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
HPSM1	20.9487	3.103	.606	.418	.749
HPSM2	21.1282	3.220	.495	.311	.775
HPSM3	21.0000	3.263	.530	.332	.767
HPSM4	21.1795	3.099	.641	.706	.742
HPSM5	21.1538	3.028	.652	.722	.738
HPSM6	21.1282	3.273	.395	.198	.803

Hasil pengujian dengan menghilangkan pertanyaan HPSM6

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.803	.804	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
HPSM1	16.7692	2.130	.639	.749
HPSM2	16.9487	2.260	.496	.794
HPSM3	16.8205	2.362	.482	.796
HPSM4	17.0000	2.158	.649	.746
HPSM5	16.9744	2.078	.678	.736

Organizational Learning (OL)**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.945	.949	30

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
OL1	117.5641	126.726	.570	.	.943
OL2	117.5897	124.933	.638	.	.942
OL3	117.5641	124.831	.666	.	.942
OL4	117.3590	127.710	.577	.	.943
OL5	117.3846	126.822	.682	.	.942
OL6	117.2821	128.313	.605	.	.943
OL7	117.4103	124.090	.688	.	.942
OL8	117.3590	125.815	.677	.	.942
OL9	117.4872	126.783	.593	.	.943
OL10	117.3333	128.333	.566	.	.943
OL11	117.3077	128.534	.528	.	.944
OL12	117.4359	129.989	.507	.	.944
OL13	117.7692	123.130	.575	.	.944
OL14	117.5897	127.511	.534	.	.943
OL15	117.3846	125.138	.693	.	.942
OL16	117.5385	126.518	.675	.	.942
OL17	117.7179	120.313	.647	.	.943
OL18	117.5128	128.414	.482	.	.944
OL19	117.3077	124.429	.697	.	.942
OL20	117.4359	128.516	.509	.	.944
OL21	117.4359	127.673	.585	.	.943
OL22	117.6154	126.611	.472	.	.944
OL23	117.5897	125.933	.566	.	.943
OL24	117.6410	122.552	.724	.	.941
OL25	117.3590	127.499	.596	.	.943
OL26	118.0256	120.920	.545	.	.945
OL27	117.4103	127.775	.462	.	.944
OL28	117.4359	124.884	.698	.	.942
OL29	117.4359	124.252	.612	.	.943
OL30	117.3333	124.702	.644	.	.942

Hasil pengujian dengan menghilangkan pertanyaan OL26

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.945	.948	29

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
OL1	114.0513	113.208	.593	.	.943
OL2	114.0769	111.704	.643	.	.943
OL3	114.0513	111.629	.671	.	.943
OL4	113.8462	114.449	.574	.	.944
OL5	113.8718	113.483	.691	.	.943
OL6	113.7692	115.024	.601	.	.944
OL7	113.8974	111.094	.679	.	.942
OL8	113.8462	112.502	.688	.	.942
OL9	113.9744	113.552	.592	.	.943
OL10	113.8205	114.835	.583	.	.944
OL11	113.7949	115.062	.541	.	.944
OL12	113.9231	116.389	.530	.	.944
OL13	114.2564	110.196	.567	.	.944
OL14	114.0769	114.441	.515	.	.944
OL15	113.8718	112.062	.686	.	.942
OL16	114.0256	113.289	.675	.	.943
OL17	114.2051	107.904	.620	.	.944
OL18	114.0000	115.158	.475	.	.944
OL19	113.7949	111.062	.717	.	.942
OL20	113.9231	114.968	.529	.	.944
OL21	113.9231	114.178	.605	.	.943
OL22	114.1026	113.831	.440	.	.945
OL23	114.0769	112.757	.564	.	.944
OL24	114.1282	109.483	.727	.	.942
OL25	113.8462	114.028	.614	.	.943
OL27	113.8974	114.621	.450	.	.945
OL28	113.9231	111.757	.696	.	.942
OL29	113.9231	111.126	.613	.	.943
OL30	113.8205	111.625	.639	.	.943

Hasil pengujian dengan menghilangkan pertanyaan OL 22 dan OL 27

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.945	.948	27

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
OL1	106.0000	100.105	.621	.	.943
OL2	106.0256	98.973	.646	.	.943
OL3	106.0000	98.842	.679	.	.942
OL4	105.7949	101.483	.585	.	.943
OL5	105.8205	100.783	.682	.	.942
OL6	105.7179	102.313	.581	.	.943
OL7	105.8462	98.449	.678	.	.942
OL8	105.7949	99.641	.699	.	.942
OL9	105.9231	100.757	.591	.	.943
OL10	105.7692	101.919	.588	.	.943
OL11	105.7436	102.090	.550	.	.944
OL12	105.8718	103.378	.537	.	.944
OL13	106.2051	97.641	.563	.	.944
OL14	106.0256	102.026	.475	.	.944
OL15	105.8205	99.625	.661	.	.942
OL16	105.9744	100.605	.665	.	.942
OL17	106.1538	95.765	.599	.	.944
OL18	105.9487	102.260	.475	.	.944
OL19	105.7436	98.301	.726	.	.942
OL20	105.8718	101.852	.553	.	.944
OL21	105.8718	101.115	.628	.	.943
OL23	106.0256	99.920	.570	.	.943
OL24	106.0769	96.915	.727	.	.941
OL25	105.7949	101.115	.622	.	.943
OL28	105.8718	99.273	.678	.	.942
OL29	105.8718	98.325	.623	.	.943
OL30	105.7692	98.972	.636	.	.943

Lampiran X
Hasil Data Responden & Validitas Kinerja Organisasi

NO	Jenis Kelamin	Umur	Lama Bekerja	Pendidikan	Jabatan	KO 1	KO 2	KO 3	KO 4	KO 5	KO 6	KO 7	KO 8	KO 9	KO 10
1	P	29	4	S1	Keuangan	4	4	4	4	4	4	4	4	4	4
2	P	27	3	D3	Produksi	3	2	4	4	3	2	2	3	3	3
3	P	25	1	S1	Administrasi	4	4	4	4	4	4	3	4	3	5
4	L	44	10	D3	Personalia	4	4	4	4	4	4	4	4	4	4
5	L	47	11	S1	Umum	4	3	4	4	4	3	3	4	4	4
6	L	43	9	S1	Pemasaran	4	4	5	5	5	5	4	4	4	4
7	P	42	5	S1	Pembelian	4	2	4	4	3	2	3	3	3	3
8	P	47	20	S1	Keuangan	4	3	4	4	4	2	4	4	4	4
9	L	33	5	SMK	Produksi	3	2	4	3	4	2	3	3	4	3
10	P	40	9	S1	Pemasaran	5	4	5	4	4	4	4	5	5	5
11	P	23	2	S1	Pemasaran	4	2	4	3	4	4	3	3	4	4
12	P	27	1	S1	Produksi	4	4	4	4	4	4	4	4	4	4
13	L	40	15	D3	Pemasaran	4	4	4	4	4	4	4	4	4	4
14	L	43	23	SMA	Produksi	4	4	4	4	4	3	4	4	4	4
15	L	30	8	S1	Keuangan	5	4	5	4	4	5	5	5	4	5
16	P	40	10	D1	Produksi	4	3	3	4	4	4	4	4	4	4
17	P	50	30	SMA	Pemasaran	4	4	4	4	4	3	4	4	4	4
18	P	33	3	D3	Pemasaran	3	3	4	4	4	4	4	4	4	4
19	P	33	7	D3	Produksi	4	3	4	4	4	4	4	4	4	4
20	P	40	10	D3	Administrasi	4	3	4	4	4	4	3	4	4	4

NO	Jenis Kelamin	Umur	Lama Bekerja	Pendidikan	Jabatan	KO 11	KO 12	KO 13	KO 14	KO 15	KO 16	KO 17	KO 18	KO 19	KO 20	KO 21
1	P	29	4	S1	Keuangan	4	4	4	4	4	4	4	4	4	4	4
2	P	27	3	D3	Produksi	3	3	2	3	2	2	2	3	3	4	3
3	P	25	1	S1	Administrasi	4	4	4	4	3	4	4	2	4	5	5
4	L	44	10	D3	Personalia	4	4	4	4	4	4	4	3	4	4	4
5	L	47	11	S1	Umum	4	4	3	4	4	4	4	4	4	4	4
6	L	43	9	S1	Pemasaran	3	4	5	5	4	4	4	4	4	4	4
7	P	42	5	S1	Pembelian	3	3	2	4	2	2	4	4	3	4	3
8	P	47	20	S1	Keuangan	4	4	3	3	4	3	3	3	3	4	3
9	L	33	5	SMK	Produksi	4	3	4	2	3	4	4	4	3	4	4
10	P	40	9	S1	Pemasaran	5	5	4	4	4	5	3	5	4	4	4
11	P	23	2	S1	Pemasaran	4	3	2	2	4	3	2	4	3	4	4
12	P	27	1	S1	Produksi	4	3	3	2	3	4	4	4	4	4	4
13	L	40	15	D3	Pemasaran	4	3	3	2	3	4	4	4	4	4	4
14	L	43	23	SMA	Produksi	4	4	4	3	4	4	4	4	4	4	4
15	L	30	8	S1	Keuangan	5	4	4	5	5	5	5	4	4	5	5
16	P	40	10	D1	Produksi	3	5	4	2	4	4	4	4	4	4	4
17	P	50	30	SMA	Pemasaran	4	4	4	4	4	4	5	4	4	4	4
18	P	33	3	D3	Pemasaran	4	4	4	4	4	4	4	4	4	4	4
19	P	33	7	D3	Produksi	3	5	4	2	4	4	4	4	4	4	4
20	P	40	10	D3	Administrasi	3	4	3	2	4	3	4	4	4	4	4
21	P	30	5	S1	Keuangan	3	5	4	2	4	4	4	4	4	4	4
22	L	57	20	S1	Personalia	4	3	4	3	4	4	4	2	4	3	4
23	P	45	35	S1	Keuangan	4	5	5	4	4	5	4	4	4	4	5

NO	Jenis Kelamin	Umur	Lama Bekerja	Pendidikan	Jabatan	KO 11	KO 12	KO 13	KO 14	KO 15	KO 16	KO 17	KO 18	KO 19	KO 20	KO 21
24	P	45	30	S1	Branch	5	5	5	5	5	5	5	5	5	5	5
25	L	50	25	S1	Personalia	4	4	4	4	4	4	4	4	4	4	4
26	L	60	40	S1	Pemasaran	4	5	5	5	4	4	4	5	5	5	4
27	P	45	20	S1	Keuangan	4	4	4	5	5	4	4	5	5	4	4
28	L	40	20	S1	Personalia	4	4	4	4	4	4	4	4	4	4	4
29	P	42	20	S1	Keuangan	4	4	5	5	5	5	4	4	5	5	5
30	P	43	12	S1	Pemasaran	4	5	5	5	5	4	4	4	5	5	5
31	L	31	9	S1	Bisnis	5	5	4	5	4	5	5	4	5	5	5
32	L	32	8	S1	Pemasaran	5	5	4	4	4	5	5	4	4	4	4
33	P	26	3	S1	Keuangan	3	1	3	2	4	3	3	3	5	5	5
34	L	50	20	S2	Branch	5	3	3	3	4	4	4	2	4	4	4
35	L	54	29	D3	Produksi	3	4	4	5	4	5	3	4	4	5	3
36	L	58	31	S1	Branch	4	4	4	5	5	4	4	3	4	4	5
37	L	53	30	D3	Personalia	4	4	4	5	4	5	5	3	4	4	4
38	P	43	20	S1	Keuangan	4	5	5	5	4	4	4	5	5	5	4
39	L	51	22	S1	Pemasaran	4	4	4	4	4	4	4	3	4	4	4

Kinerja Organisasi (KO)

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.936	.938	21

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
KO1	79.4872	86.309	.678	.	.932
KO2	79.8974	80.726	.844	.	.929
KO3	79.3590	88.236	.545	.	.934
KO4	79.4359	89.252	.500	.	.935
KO5	79.4872	86.309	.623	.	.933
KO6	79.7949	81.062	.720	.	.931
KO7	79.6154	82.506	.791	.	.930
KO8	79.4103	84.248	.802	.	.930
KO9	79.5128	88.414	.550	.	.934
KO10	79.4872	87.414	.569	.	.934
KO11	79.6154	87.664	.482	.	.935
KO12	79.5385	82.729	.654	.	.933
KO13	79.6923	81.482	.786	.	.930
KO14	79.8205	79.309	.640	.	.935
KO15	79.5897	84.511	.689	.	.932
KO16	79.5128	82.783	.765	.	.930
KO17	79.5897	86.354	.537	.	.934
KO18	79.7436	87.090	.419	.	.937
KO19	79.4615	86.097	.673	.	.932
KO20	79.3077	89.850	.391	.	.936
KO21	79.4103	87.669	.532	.	.934

Hasil pengujian dengan menghilangkan pertanyaan KO 18 dan KO 20

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.937	.940	19

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
KO1	71.4615	76.518	.678	.	.934
KO2	71.8718	71.167	.851	.	.930
KO3	71.3333	78.439	.532	.	.936
KO4	71.4103	79.406	.485	.	.937
KO5	71.4615	76.781	.596	.	.935
KO6	71.7692	71.656	.713	.	.933
KO7	71.5897	72.775	.804	.	.931
KO8	71.3846	74.559	.804	.	.931
KO9	71.4872	78.467	.553	.	.936
KO10	71.4615	77.255	.600	.	.935
KO11	71.5897	77.617	.497	.	.937
KO12	71.5128	73.309	.641	.	.934
KO13	71.6667	71.965	.787	.	.931
KO14	71.7949	70.009	.633	.	.937
KO15	71.5641	74.726	.697	.	.933
KO16	71.4872	73.046	.777	.	.931
KO17	71.5641	76.358	.553	.	.936
KO19	71.4359	76.516	.652	.	.934
KO21	71.3846	77.717	.540	.	.936

Hasil pengujian dengan menghilangkan pertanyaan KO 4, KO 11, dan KO14

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.937	.937	16

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
KO1	59.7179	55.208	.675	.	.933
KO2	60.1282	50.852	.832	.	.928
KO3	59.5897	57.248	.473	.	.937
KO5	59.7179	55.366	.600	.	.934
KO6	60.0256	50.657	.745	.	.931
KO7	59.8462	51.870	.818	.	.929
KO8	59.6410	53.657	.788	.	.930
KO9	59.7436	56.775	.562	.	.935
KO10	59.7179	55.787	.602	.	.934
KO12	59.7692	52.393	.644	.	.934
KO13	59.9231	51.336	.785	.	.930
KO15	59.8205	53.520	.711	.	.932
KO16	59.7436	52.248	.776	.	.930
KO17	59.8205	55.099	.546	.	.936
KO19	59.6923	55.219	.647	.	.933
KO21	59.6410	56.026	.560	.	.935

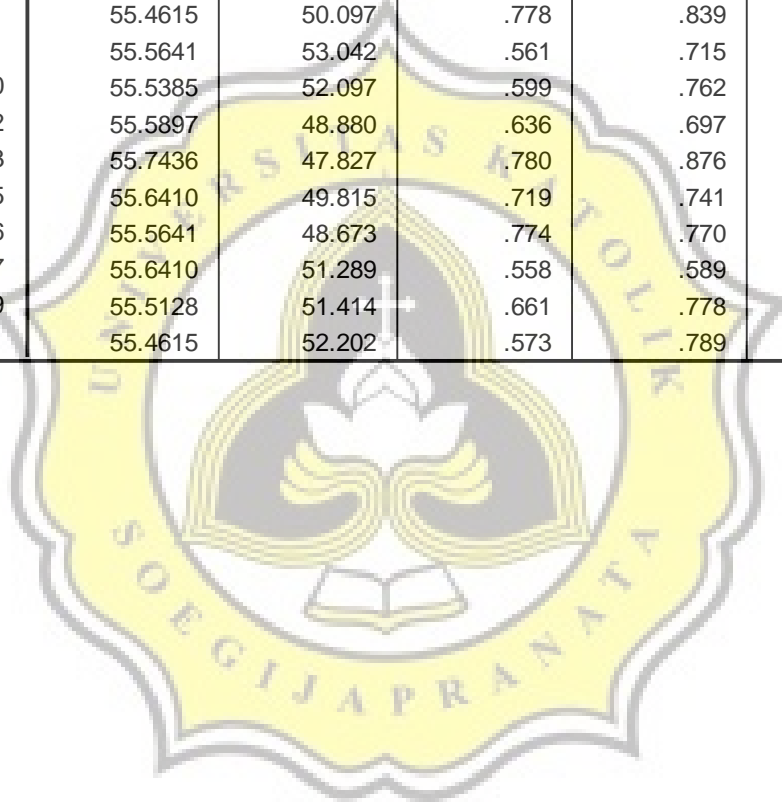
Hasil pengujian dengan menghilangkan pertanyaan KO 3

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.937	.938	15

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
KO1	55.5385	51.571	.668	.734	.933
KO2	55.9487	47.313	.832	.845	.928
KO5	55.5385	51.834	.580	.787	.935
KO6	55.8462	47.134	.744	.811	.932
KO7	55.6667	48.228	.825	.803	.929
KO8	55.4615	50.097	.778	.839	.931
KO9	55.5641	53.042	.561	.715	.936
KO10	55.5385	52.097	.599	.762	.935
KO12	55.5897	48.880	.636	.697	.935
KO13	55.7436	47.827	.780	.876	.930
KO15	55.6410	49.815	.719	.741	.932
KO16	55.5641	48.673	.774	.770	.930
KO17	55.6410	51.289	.558	.589	.936
KO19	55.5128	51.414	.661	.778	.933
KO21	55.4615	52.202	.573	.789	.935



Lampiran XI
Hasil Pengujian Reliabilitas

Total Quality Management (TQM)

1. Fokus Pelanggan

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.729	.725	5

2. Kepemimpinan

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.745	.752	4

3. Keterlibatan Karyawan

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.722	.729	5

4. Pendekatan Proses

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.841	.841	5

5. Pendekatan System Manajemen

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.819	.827	5

6. Peningkatan Terus Menerus

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.842	.845	5

7. Pendekatan Faktual Dalam Pengambilan Keputusan

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.784	.803	4

8. Hubungan Pemasok Yang Saling Menguntungkan

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.803	.804	5

Hasil Pengujian Reliabilitas Variabel *Organizational Learning*

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.945	.948	27

Hasil Pengujian Reliabilitas Variabel Kinerja Organisasi

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.937	.938	15

Lampiran XII

Hasil Statistik Deskriptif

Gambaran Umum Responden

1. Umur

Statistics

Umur

N	Valid	39
	Missing	0

Umur

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid >40	21	53.8	53.8	53.8
20-25	2	5.1	5.1	59.0
26-30	6	15.4	15.4	74.4
31-35	5	12.8	12.8	87.2
36-40	5	12.8	12.8	100.0
Total	39	100.0	100.0	

2. Jenis Kelamin

Statistics

Jenis_Kelamin

N	Valid	39
	Missing	0

Jenis_Kelamin

	Frequency	Percent	Valid Percent	Cumulativ e Percent
Valid L	18	46.2	46.2	46.2
P	21	53.8	53.8	100.0
Total	39	100.0	100.0	

3. Lama Bekerja

Statistics

Lama_Bekerja

N	Valid	39
	Missing	0

Lama_Bekerja

	Frequency	Percent	Valid Percent	Cumulativ e Percent
Valid >20	10	25.6	25.6	25.6
0-5	10	25.6	25.6	51.3
11-15	3	7.7	7.7	59.0
16-20	7	17.9	17.9	76.9
6-10	9	23.1	23.1	100.0
Total	39	100.0	100.0	

Hasil Statistik Deskriptif Variabel *Total Quality Management (TQM)*, *Organizational Learning (OL)*, dan *Kinerja Organisasi*

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
TQM	39	3.14	4.95	4.2154	.35776
OL	39	2.56	5.00	4.0941	.42568
KINERJA	39	2.53	5.00	3.9726	.50460
Valid N (listwise)	39				

Hasil Compare Means Variabel Total Quality Management

TQM * USIA

TQM

USIA	Mean	N	Std. Deviation
>40	4.2971	21	.36993
20-25	4.3000	2	.22627
26-30	3.9267	6	.37686
31-35	4.2460	5	.41058
36-40	4.1540	5	.05595
Total	4.2154	39	.35776

TQM * GENDER

TQM

GENDER	Mean	N	Std. Deviation
L	4.2717	18	.27543
P	4.1671	21	.41641
Total	4.2154	39	.35776

TQM * LAMA_BEKERJA

TQM

LAMA_BEKERJA	Mean	N	Std. Deviation
>20	4.3740	10	.27322
0-5	3.8530	10	.39928
11-15	4.1933	3	.25325
16-20	4.3771	7	.28739
6-10	4.3233	9	.18668
Total	4.2154	39	.35776

Hasil Compare Means Variabel Organizational Learning

OL * USIA

OL

USIA	Mean	N	Std. Deviation
>40	4.1005	21	.50171
20-25	3.9450	2	.23335
26-30	4.0383	6	.35600
31-35	4.2220	5	.48127
36-40	4.0660	5	.14758
Total	4.0941	39	.42568

OL * GENDER

OL

GENDER	Mean	N	Std. Deviation
L	4.1483	18	.34602
P	4.0476	21	.48744
Total	4.0941	39	.42568

OL * LAMA BEKERJA

OL

LAMA BEKERJA	Mean	N	Std. Deviation
>20	4.2100	10	.32836
0-5	3.7670	10	.48840
11-15	4.1100	3	.19053
16-20	4.1271	7	.47162
6-10	4.2978	9	.31132
Total	4.0941	39	.42568

Hasil *Compare Means* Variabel Kinerja Organisasi

KINERJA * USIA

KINERJA

USIA	Mean	N	Std. Deviation
>40	4.0824	21	.48059
20-25	3.6000	2	.46669
26-30	3.6883	6	.72361
31-35	4.0680	5	.51684
36-40	3.9060	5	.13107
Total	3.9726	39	.50460

KINERJA * GENDER

KINERJA

GENDER	Mean	N	Std. Deviation
L	4.0217	18	.33867
P	3.9305	21	.61828
Total	3.9726	39	.50460

KINERJA * LAMA BEKERJA

KINERJA

LAMA BEKERJA	Mean	N	Std. Deviation
>20	4.2190	10	.37251
0-5	3.4670	10	.52995
11-15	4.0000	3	.40853
16-20	4.0486	7	.45517
6-10	4.1922	9	.29201
Total	3.9726	39	.50460

Lampiran XIII
Hasil Pengujian Asumsi Klasik dan Hipotesis

1. Hasil Uji Multikolinieritas

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	2.313	2.448		.945	.351		
	TQM	-.157	.610	-.111	-.257	.799	.035	28.933
	OL	-.367	.646	-.309	-.567	.574	.022	45.942
	MODERASI	.220	.154	1.268	1.434	.161	.008	120.954

a. Dependent Variable: KINERJA

Pengobatan multikolinieritas dengan menggunakan *mean centering*

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-.024	.043		-.551	.585		
	CTQM	.747	.168	.530	4.455	.000	.457	2.190
	COL	.560	.137	.473	4.081	.000	.482	2.075
	CMODERASI	.224	.154	.130	1.450	.156	.804	1.244

a. Dependent Variable: CKINERJA

2. Hasil Uji Heteroskedastisitas

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.177	.029		6.102	.000		
	CTQM	.063	.112	.134	.557	.581	.457	2.190
	COL	-.141	.092	-.359	-1.533	.134	.482	2.075
	CMODERASI	-.060	.103	-.106	-.582	.564	.804	1.244

a. Dependent Variable: ABS_RES

3. Hasil Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

		Standardized Residual
N		39
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	.95971487
Most Extreme Differences	Absolute	.120
	Positive	.101
	Negative	-.120
Kolmogorov-Smirnov Z		.751
Asymp. Sig. (2-tailed)		.625

a. Test distribution is Normal.

b. Calculated from data.

Hasil Pengujian Hipotesis Penelitian

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	7.487	3	2.496	39.918	.000 ^a
	Residual	2.188	35	.063		
	Total	9.676	38			

a. Predictors: (Constant), CMODERASI, COL, CTQM

b. Dependent Variable: CKINERJA

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-.024	.043		-.551	.585		
	CTQM	.747	.168	.530	4.455	.000	.457	2.190
	COL	.560	.137	.473	4.081	.000	.482	2.075
	CMODERASI	.224	.154	.130	1.450	.156	.804	1.244

a. Dependent Variable: CKINERJA

LAMPIRAN XIV

UJI BEDA

Group Statistics

	kode_lamabkrja	N	Mean	Std. Deviation	Std. Error Mean
OL	1-5 th	10	3.7670	.48840	.15445
	6 - >20th	29	4.2069	.34330	.06375

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
OL	Equal variances assumed	.726	.400	-3.126	37	.003	-.43990	.14070	-.72499	-.15480
	Equal variances not assumed			-2.633	12.214	.022	-.43990	.16709	-.80324	-.07656