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Hasil wawancara dengan Nadia Saefollah (Tanggal, 13 Februari 2020: 12.30 WIB) melalui via telpon

LAMPIRAN

LAMPIRAN 1

KUESIONER PENELITIAN

Pengaruh Kecerdasan Emosional, Budaya Kaizen dan Penempatan terhadap Kinerja Karyawan pada Bank BNI Syariah Palembang

KUESIONER PENELITIAN

Kepada

Yth. Bapak/Ibu/Saudara/i Responden

Ditempat

Assalamu'alaikum wr. wb.

Dengan hormat, saya yang bertanda tangan di bawah ini:

Nama : Rohma Tiana

NIM : 1656300231

Jur/Fakultas : S1 Perbankan Syariah/ Ekonomi dan Bisnis Islam

Dengan Hormat,

Dalam rangka penelitian untuk penyusunan skripsi saya mengharapkan bantuan Bapak/Ibu/Saudara/i untuk menjadi responden dalam penelitian saya yang berjudul “ **Pengaruh Kecerdasan Emosional, Budaya Kaizen, Dan Penempatan terhadap Kinerja Karyawan Pada PT. Bank BNI Syariah Kantor Cabang Palembang** ”. Hasil penelitian ini diharapkan dapat bermanfaat bagi semua pihak yang membutuhkannya.

Atas partisipasi Bapak/Ibu/Saudara/i, saya ucapkan terima kasih.

Wassalamu'alaikum wr. wb.

Hormat Saya,

Rohma Tiana

KARAKTERISTIK RESPONDEN

A. Identitas Pribadi

Mohon dengan hormat kesediaan Bapak/Ibu/Sdr/I untuk menjawab pertanyaan dibawah ini dengan memberikan tanda checklist (√) :

1. Nama :(boleh tidak diisi)
2. Jenis Kelamin : Laki-laki Perempuan
3. Usia : 20-30 Tahun 31-40 Tahun
 41-50 Tahun > 50 th
4. Pendidikan Terakhir : SMA S1
 D3 S2
5. Lama Bekerja : 0-3 tahun 4-6 Tahun
 7-9 tahun > 10 tahun

B. Petunjuk Pengisian Kuesioner

1. Mohon dengan hormat, bantuan dan kesediaan Bapak/Ibu/Saudara/i untuk menjawab seluruh pernyataan yang ada dalam kuesioner ini.
2. Berikan Tanda (√) pernyataan berikut yang sesuai dengan keadaan yang sesungguhnya pada kolom yang tersedia.
3. Ada 5 (lima) pilihan yang tersedia untuk masing-masing pertanyaan, yaitu:

- | | |
|-------------------------|-------|
| 1 = Sangat Tidak Setuju | (STS) |
| 2 = Tidak Setuju | (TS) |
| 3 = Netral | (N) |
| 4 = Setuju | (S) |
| 5 = Sangat Setuju | (SS) |

DAFTAR PERNYATAAN

A. Kinerja Karyawan (Y)

| Kuantitas Hasil Kerja | | | | | | |
|---|--|----|---|---|----|-----|
| No. | Pernyataan | SS | S | N | TS | STS |
| 1. | Saat bekerja selalu berusaha menyelesaikan pekerjaan dari pada terjadi penumpukan. | | | | | |
| 2. | Sebagian besar waktu di kantor digunakan untuk bekerja. | | | | | |
| Kualitas Kerja | | | | | | |
| No. | Pernyataan | SS | S | N | TS | STS |
| 1. | Menyelesaikan pekerjaan dengan teliti agar dapat menghindari tingkat kesalahan. | | | | | |
| 2. | Menyelesaikan pekerjaan tepat waktu agar dapat bermanfaat bagi kemajuan perusahaan. | | | | | |
| Efisiensi Dalam Melaksanakan Tugas | | | | | | |
| No. | Pernyataan | SS | S | N | TS | STS |
| 1. | Menggunakan fasilitas kantor karena lebih menghemat waktu dan tenaga. | | | | | |
| 2. | Bertanggung jawab untuk menyelesaikan pekerjaan dengan tepat waktu. | | | | | |
| Inisiatif | | | | | | |
| No. | Pernyataan | SS | S | N | TS | STS |
| 1. | Menyelesaikan perencanaan pekerjaan dengan tepat waktu tanpa menunggu perintah dari atasan. | | | | | |
| 2. | Mencari solusi terlebih dahulu atas permasalahan agar tidak mengganggu pekerjaan. | | | | | |
| Ketelitian | | | | | | |
| No. | Pernyataan | SS | S | N | TS | STS |
| 1. | Setiap tugas yang diberikan selalu diamati dan dianalisa agar menghasilkan kualitas yang baik. | | | | | |
| 2. | bekerja dengan ketelitian yang tinggi untuk hasil yang mendekati kesempurnaan. | | | | | |
| Kejujuran | | | | | | |
| No. | Pernyataan | SS | S | N | TS | STS |

| | | | | | | |
|--------------------|---|-----------|----------|----------|-----------|------------|
| 1. | Kejujuran dalam bekerja sangatlah penting agar pekerjaan dapat dilaksanakan dengan lebih mudah. | | | | | |
| 2. | Adanya keterbukaan antara kar wan untuk saling menegur ketika ad ang melakukan kesalahan. | | | | | |
| Kreativitas | | | | | | |
| No. | Pernyataan | SS | S | N | TS | STS |
| 1. | Menguasai keterampilan yang baik dalam melaksanakan pekerjaan dapat mempermudah suatu pekerjaan. | | | | | |
| 2. | Perlunya ide atau gagasan atas pekerjaan yang di berikan agar menghasilkan hasil yang diinginkan. | | | | | |

B. Kecerdasan Emosional (X1)

| | | | | | | |
|-----------------------------------|--|-----------|----------|----------|-----------|------------|
| Kesadaran Diri | | | | | | |
| No | Pernyataan | SS | S | N | TS | STS |
| 1. | Tindakan yang baik akan menimbulkan faktor emosional yang baik pula. | | | | | |
| 2. | Kesadaran diri bisa mengendalikan emosional ketika saya marah atau panik karena sesuatu hal. | | | | | |
| Pengaturan Diri | | | | | | |
| No | Pernyataan | SS | S | N | TS | STS |
| 1. | selalu mempertimbangkan perasaan orang lain ketika menyelesaikan konflik ditempat kerja | | | | | |
| 2. | kadang-kadang egois dalam memberikan pendapat. | | | | | |
| No | Pernyataan | SS | S | N | TS | STS |
| Motivasi | | | | | | |
| 1. | Saat sedang stres, sebaiknya mengalihkan kegiatan dengan melakukan hal-hal yang positif. | | | | | |
| 2. | Saat sedang mengalami kegagalan, saya tidak mudah putus asa. | | | | | |
| No | Pernyataan | SS | S | N | TS | STS |
| Mengenali Emosi Orang Lain | | | | | | |
| 1. | Mampu merasakan emosi yang sedang dialami oleh orang lain | | | | | |
| 2. | Dapat membantu rekan kerja dalam menyelesaikan permasalahan. | | | | | |

| No | Pernyataan | SS | S | N | TS | STS |
|----------------------------|--|----|---|---|----|-----|
| Keterampilan Sosial | | | | | | |
| 1. | Mampu bekerja sama dengan karyawan lain ditempat kerja. | | | | | |
| 2. | Dapat menjadi pendengar yang baik saat rekan kerja berkeluh kesah. | | | | | |

C. Budaya Kaizen (X2)

| No. | Pernyataan | SS | S | N | TS | STS |
|----------------|---|----|---|---|----|-----|
| Ringkas | | | | | | |
| 1. | Karyawan harus ringkas dalam segi pekerjaan | | | | | |
| No. | Pernyataan | SS | S | N | TS | STS |
| Rapi | | | | | | |
| 1. | Para karyawan mampu menempatkan peralatan penunjang pekerjaan secara baik dan benar | | | | | |
| No. | Pernyataan | SS | S | N | TS | STS |
| Resik | | | | | | |
| 1. | Karyawan harus menjaga kebersihan lingkungan kerja dan kebersihan diri | | | | | |
| No. | Pernyataan | SS | S | N | TS | STS |
| Rawat | | | | | | |
| 1. | Karyawan harus menjaga dan merawat semua fasilitas yang telah perusahaan sediakan | | | | | |
| No. | Pernyataan | SS | S | N | TS | STS |
| Rajin | | | | | | |
| 1. | Karyawan harus menjaga dan merawat semua fasilitas yang telah perusahaan sediakan | | | | | |

D. Penempatan (X3)

| Pendidikan | | | | | | |
|---------------------------|---|-----------|----------|----------|-----------|------------|
| No | Pernyataan | SS | S | N | TS | STS |
| 1. | Latar belakang pendidikan sesuai dengan posisi yang ditetapkan oleh perusahaan. | | | | | |
| 2. | Perusahaan melihat latar belakang akademis terlebih dahulu sebelum karyawan ditempatkan. | | | | | |
| Pengetahuan Kerja | | | | | | |
| No | Pernyataan | SS | S | N | TS | STS |
| 1. | Dengan pengetahuan yang dimiliki dapat menyelesaikan pekerjaan dengan baik. | | | | | |
| 2. | Memiliki pengetahuan dalam menggunakan peralatan seperti komputer, dll. | | | | | |
| No | Pernyataan | SS | S | N | TS | STS |
| Keterampilan Kerja | | | | | | |
| 1. | Kemampuan dan keterampilan kerja sangat menentukan posisi seorang karyawan di dalam perusahaan. | | | | | |
| 2. | Karyawan yang ditempatkan memiliki keterampilan yang sesuai dengan kebutuhan perusahaan. | | | | | |
| No | Pernyataan | SS | S | N | TS | STS |
| Pengalaman Kerja | | | | | | |
| 1. | Penempatan karyawan di perusahaan sudah sesuai dengan pengalaman kerja yang dimiliki. | | | | | |
| 2. | Pegawai yang menduduki jabatan yang tinggi harus berpengalaman di bidangnya. | | | | | |

TERIMA KASIH ATAS PERHATIANNYA

LAMPIRAN 2

HASIL JAWABAN RESPONDEN Y

| Y1 | Y2 | Y3 | Y4 | Y5 | Y6 | Y7 | Y8 | Y9 | Y10 | Y11 | Y12 | Y13 | Y14 | RATA2_Y |
|----|----|----|----|----|----|----|----|----|-----|-----|-----|-----|-----|----------|
| 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 |
| 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 3 | 4 | 4.642857 |
| 4 | 5 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4.142857 |
| 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 3 | 4.357143 |
| 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3.928571 |
| 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4.428571 |
| 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4.571429 |
| 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4.714286 |
| 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4.785714 |
| 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4.285714 |
| 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4.642857 |
| 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4.142857 |
| 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 |
| 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3.642857 |
| 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4.357143 |
| 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 4.357143 |
| 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4.571429 |
| 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4.357143 |
| 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4.285714 |
| 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4.214286 |
| 4 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 3 | 5 | 5 | 4 | 3 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4.214286 |
| 4 | 4 | 4 | 3 | 5 | 5 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 |
| 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 3 | 4.428571 |
| 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 4.214286 |
| 4 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4.571429 |
| 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4.571429 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4.928571 |
| 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4.928571 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4.928571 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4.714286 |
| 3 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4.214286 |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----------|
| 3 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4.357143 |
| 3 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4.357143 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4.928571 |
| 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4.785714 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4.857143 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4.928571 |
| 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4.642857 |
| 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4.571429 |
| 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4.714286 |
| 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4.571429 |
| 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4.642857 |
| 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4.785714 |
| 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4.642857 |
| 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4.714286 |
| 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4.285714 |
| 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4.5 |
| 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4.785714 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4.857143 |
| 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4.714286 |

HASIL JAWABAN RESPONDEN X1

| X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 | X1.7 | X1.8 | X1.9 | X1.10 | RATA2_X1 |
|------|------|------|------|------|------|------|------|------|-------|----------|
| 5 | 5 | 5 | 4 | 3 | 5 | 5 | 4 | 4 | 4 | 4.4 |
| 4 | 3 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 4 | 4 |
| 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 4.1 |
| 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4.3 |
| 5 | 5 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 4.2 |
| 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4.3 |
| 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4.5 |
| 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4.8 |
| 4 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4.6 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4.8 |
| 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4.5 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4.1 |
| 3 | 4 | 4 | 5 | 5 | 4 | 3 | 4 | 4 | 4 | 4 |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|-----|
| 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4.4 |
| 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4.6 |
| 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4.5 |

HASIL JAWABAN RESPONDEN X2

| X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | RATA2_X2 |
|------|------|------|------|------|----------|
| 4 | 4 | 4 | 4 | 3 | 3.8 |
| 5 | 5 | 5 | 4 | 5 | 4.8 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 5 | 5 | 5 | 4.6 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 5 | 4 | 5 | 4 | 4 | 4.4 |
| 4 | 5 | 5 | 4 | 4 | 4.4 |
| 5 | 5 | 5 | 5 | 4 | 4.8 |
| 5 | 5 | 5 | 4 | 5 | 4.8 |
| 4 | 4 | 4 | 5 | 5 | 4.4 |
| 5 | 4 | 5 | 5 | 5 | 4.8 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 5 | 4 | 4.2 |
| 4 | 3 | 4 | 4 | 4 | 3.8 |
| 4 | 5 | 5 | 4 | 4 | 4.4 |
| 5 | 5 | 4 | 4 | 3 | 4.2 |
| 4 | 5 | 5 | 4 | 5 | 4.6 |
| 5 | 4 | 4 | 5 | 5 | 4.6 |
| 4 | 4 | 4 | 4 | 5 | 4.2 |
| 4 | 4 | 4 | 5 | 4 | 4.2 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 5 | 5 | 5 | 4 | 4 | 4.6 |
| 4 | 3 | 4 | 4 | 4 | 3.8 |
| 4 | 5 | 5 | 5 | 5 | 4.8 |
| 4 | 4 | 4 | 4 | 3 | 3.8 |
| 5 | 5 | 5 | 4 | 5 | 4.8 |
| 5 | 5 | 4 | 4 | 4 | 4.4 |
| 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 5 | 5 | 5 | 5 | 5 |

| | | | | | |
|---|---|---|---|---|-----|
| 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 5 | 4 | 5 | 5 | 4.8 |
| 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 5 | 4 | 5 | 5 | 4.8 |
| 4 | 4 | 4 | 5 | 5 | 4.4 |
| 5 | 4 | 5 | 5 | 5 | 4.8 |
| 5 | 5 | 4 | 4 | 4 | 4.4 |
| 5 | 5 | 5 | 5 | 4 | 4.8 |
| 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 4 | 5 | 5 | 5 | 4.8 |
| 5 | 5 | 4 | 5 | 5 | 4.8 |
| 5 | 4 | 4 | 5 | 4 | 4.4 |
| 5 | 4 | 4 | 5 | 4 | 4.4 |
| 5 | 4 | 4 | 5 | 4 | 4.4 |
| 5 | 4 | 4 | 5 | 4 | 4.4 |
| 5 | 4 | 5 | 5 | 4 | 4.6 |
| 5 | 5 | 5 | 4 | 5 | 4.8 |
| 5 | 5 | 4 | 4 | 5 | 4.6 |
| 5 | 4 | 5 | 5 | 4 | 4.6 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 5 | 5 | 4 | 4 | 4 | 4.4 |
| 5 | 5 | 5 | 5 | 4 | 4.8 |
| 5 | 5 | 5 | 4 | 4 | 4.6 |
| 5 | 5 | 5 | 4 | 4 | 4.6 |

HASIL JAWABAN RESPONDEN X3

| X3.2 | X3.3 | X3.4 | X3.5 | X3.6 | X3.7 | X3.8 | RATA2_X3 |
|------|------|------|------|------|------|------|----------|
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4.875 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4.5 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4.125 |
| 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4.75 |
| 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4.75 |
| 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4.75 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |

| | | | | | | | |
|---|---|---|---|---|---|---|-------|
| 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4.125 |
| 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4.25 |
| 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4.375 |
| 4 | 3 | 5 | 4 | 5 | 5 | 4 | 4.375 |
| 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4.375 |
| 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4.375 |
| 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4.25 |
| 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4.125 |
| 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4.5 |
| 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3.875 |
| 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4.5 |
| 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4.25 |
| 4 | 3 | 5 | 5 | 5 | 5 | 4 | 4.375 |
| 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4.625 |
| 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4.75 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4.875 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4.875 |
| 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4.5 |
| 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4.375 |
| 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4.625 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4.875 |
| 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4.75 |
| 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4.5 |
| 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4.625 |
| 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4.5 |
| 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4.5 |
| 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4.75 |
| 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4.75 |
| 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4.625 |
| 4 | 5 | 4 | 5 | 4 | 5 | 5 | 4.625 |
| 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4.875 |

| | | | | | | | |
|---|---|---|---|---|---|---|-------|
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4.875 |
| 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4.375 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4.875 |
| 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4.5 |
| 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4.375 |
| 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4.875 |

LAMPIRAN 3

UJI VALIDITAS DAN RELIABILITAS

UJI VALIDITAS DAN RELIABILITAS Y

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .838 | 14 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Y.1 | 59.2364 | 15.999 | .466 | .829 |
| Y.2 | 59.1273 | 15.965 | .642 | .818 |
| Y.3 | 59.1273 | 16.224 | .486 | .827 |
| Y.4 | 59.1273 | 17.076 | .350 | .835 |
| Y.5 | 59.0727 | 16.550 | .501 | .827 |
| Y.6 | 59.1818 | 15.966 | .540 | .823 |
| Y.7 | 59.2000 | 15.793 | .580 | .821 |
| Y.8 | 59.0909 | 15.899 | .672 | .816 |
| Y.9 | 59.2364 | 15.962 | .541 | .823 |
| Y.10 | 59.1818 | 16.966 | .372 | .834 |
| Y.11 | 59.1273 | 16.743 | .436 | .830 |
| Y.12 | 59.2182 | 16.433 | .401 | .833 |
| Y.13 | 59.1636 | 16.843 | .370 | .834 |
| Y.14 | 59.1273 | 16.928 | .325 | .838 |

UJI VALIDITAS DAN RELIABILITAS X1

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .753 | 10 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| X1.1 | 40.7636 | 8.369 | .503 | .720 |
| X1.2 | 40.8727 | 8.891 | .320 | .746 |
| X1.3 | 40.8727 | 9.002 | .286 | .750 |
| X1.4 | 40.8545 | 8.386 | .483 | .723 |
| X1.5 | 40.8727 | 8.409 | .408 | .734 |
| X1.6 | 40.8545 | 8.534 | .434 | .730 |
| X1.7 | 40.8000 | 8.644 | .404 | .734 |
| X1.8 | 40.8545 | 8.645 | .398 | .735 |
| X1.9 | 40.7818 | 8.470 | .465 | .725 |
| X1.10 | 40.9091 | 8.492 | .448 | .728 |

UJI VALIDITAS DAN RELIABILITAS X2

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .618 | 5 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| X2.1 | 17.9273 | 2.180 | .287 | .604 |
| X2.2 | 18.1091 | 1.914 | .398 | .549 |
| X2.3 | 18.0909 | 1.973 | .456 | .523 |
| X2.4 | 18.0727 | 2.143 | .324 | .587 |
| X2.5 | 18.2000 | 1.867 | .400 | .549 |

UJI VALIDITAS DAN RELIABILITAS X3**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .728 | 8 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| X3.1 | 31.7818 | 4.989 | .557 | .675 |
| X3.2 | 31.8364 | 5.399 | .340 | .715 |
| X3.3 | 31.9636 | 4.925 | .466 | .690 |
| X3.4 | 31.9455 | 4.682 | .530 | .675 |
| X3.5 | 31.7091 | 5.618 | .279 | .725 |
| X3.6 | 32.0182 | 5.055 | .322 | .727 |
| X3.7 | 31.9091 | 5.269 | .352 | .714 |
| X3.8 | 31.7636 | 4.999 | .561 | .675 |

LAMPIRAN 4

UJI ASUMSI KLASIK

UJI NORMALITAS

One-Sample Kolmogorov-Smirnov Test

| | | Unstandardized Residual |
|---------------------------------|----------------|-------------------------|
| N | | 55 |
| Normal Parameters ^a | Mean | .0000000 |
| | Std. Deviation | .17170198 |
| Most Extreme Differences | Absolute | .074 |
| | Positive | .053 |
| | Negative | -.074 |
| Kolmogorov-Smirnov Z | | .548 |
| Asymp. Sig. (2-tailed) | | .925 |
| a. Test distribution is Normal. | | |
| | | |

UJI MULTIKOLINEARITAS

Model Summary^b

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .850 ^a | .723 | .707 | .17668 |

a. Predictors: (Constant), TOTAL_X3, TOTAL_X2, TOTAL_X1

b. Dependent Variable: TOTAL_Y

ANOVA^b

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|--------|-------------------|
| 1 | Regression | 4.153 | 3 | 1.384 | 44.352 | .000 ^a |

| | | | | |
|----------|-------|----|------|--|
| Residual | 1.592 | 51 | .031 | |
| Total | 5.745 | 54 | | |

a. Predictors: (Constant), TOTAL_X3, TOTAL_X2, TOTAL_X1

b. Dependent Variable: TOTAL_Y

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
|-------|------------|-----------------------------|------------|---------------------------|-------|------|-------------------------|-------|
| | | B | Std. Error | Beta | | | Tolerance | VIF |
| 1 | (Constant) | -.056 | .407 | | -.137 | .892 | | |
| | TOTAL_X1 | .519 | .098 | .511 | 5.302 | .000 | .584 | 1.709 |
| | TOTAL_X2 | .262 | .076 | .296 | 3.458 | .001 | .743 | 1.345 |
| | TOTAL_X3 | .223 | .093 | .218 | 2.387 | .021 | .653 | 1.531 |

a. Dependent Variable: TOTAL_Y

UJI HETEROKEDASTISITAS

Model Summary^b

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .256 ^a | .066 | .011 | .10864 |

a. Predictors: (Constant), TOTAL_X3, TOTAL_X2, TOTAL_X1

b. Dependent Variable: ABS_RES

ANOVA^b

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|-------|-------------------|
| 1 | Regression | .042 | 3 | .014 | 1.195 | .321 ^a |
| | Residual | .602 | 51 | .012 | | |

| | | | | |
|-------|------|----|--|--|
| Total | .644 | 54 | | |
|-------|------|----|--|--|

a. Predictors: (Constant), TOTAL_X3, TOTAL_X2, TOTAL_X1

b. Dependent Variable: ABS_RES

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|------------|-----------------------------|------------|---------------------------|--------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | .488 | .250 | | 1.950 | .057 |
| | TOTAL_X1 | -.082 | .060 | -.240 | -1.356 | .181 |
| | TOTAL_X2 | .030 | .047 | .099 | .633 | .529 |
| | TOTAL_X3 | -.027 | .057 | -.078 | -.463 | .645 |

a. Dependent Variable: ABS_RES

UJI LINEARITAS

Model Summary^b

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .009 ^a | .000 | -.059 | .17667334 |

a. Predictors: (Constant), PERKALIAN_X3, PERKALIAN_X2, PERKALIAN_X1

b. Dependent Variable: Unstandardized Residual

ANOVA^b

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|------|--------------------|
| 1 | Regression | .000 | 3 | .000 | .001 | 1.000 ^a |
| | Residual | 1.592 | 51 | .031 | | |
| | Total | 1.592 | 54 | | | |

a. Predictors: (Constant), PERKALIAN_X3, PERKALIAN_X2, PERKALIAN_X1

ANOVA^b

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|------|--------------------|
| 1 | Regression | .000 | 3 | .000 | .001 | 1.000 ^a |
| | Residual | 1.592 | 51 | .031 | | |
| | Total | 1.592 | 54 | | | |

a. Predictors: (Constant), PERKALIAN_X3, PERKALIAN_X2, PERKALIAN_X1

b. Dependent Variable: Unstandardized Residual

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|--------------|-----------------------------|------------|---------------------------|-------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | .009 | .208 | | .041 | .968 |
| | PERKALIAN_X1 | .000 | .011 | .003 | .017 | .986 |
| | PERKALIAN_X2 | 1.448E-5 | .008 | .000 | .002 | .999 |
| | PERKALIAN_X3 | .000 | .010 | -.010 | -.058 | .954 |

a. Dependent Variable: Unstandardized Residual

LAMPIRAN 5

ANALISIS REGRESI BERGANDA

UJI T

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|------------|-----------------------------|------------|---------------------------|-------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | -.056 | .407 | | -.137 | .892 |
| | TOTAL_X1 | .519 | .098 | .511 | 5.302 | .000 |
| | TOTAL_X2 | .262 | .076 | .296 | 3.458 | .001 |
| | TOTAL_X3 | .223 | .093 | .218 | 2.387 | .021 |

a. Dependent Variable: TOTAL_Y

UJI F

ANOVA^b

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|--------|-------------------|
| 1 | Regression | 4.153 | 3 | 1.384 | 44.352 | .000 ^a |
| | Residual | 1.592 | 51 | .031 | | |
| | Total | 5.745 | 54 | | | |

a. Predictors: (Constant), TOTAL_X3, TOTAL_X2, TOTAL_X1

b. Dependent Variable: TOTAL_Y

UJI KOEFISIEN DETERMINASI

Model Summary

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .850 ^a | .723 | .707 | .17668 |

a. Predictors: (Constant), TOTAL_X3, TOTAL_X2, TOTAL_X1

LAMPIRAN 6

DOKUMENTASI

Foto gambaran umum Bank BNI Syariah KC Palembang

