PENGARUH LOYALITAS PEGAWAI DAN KOMITMEN PEGAWAI TERHADAP KINERJA PEGAWAI DI SAMSAT MEDAN

SKRIPSI

Diajukan Untuk Memenuhi Syarat Mengikuti Sidang Meja Hijau
Di Fakultas Ekonomi Universitas Islam Sumatera Utara

DIAJUKAN OLEH:

NAMA MAHASISWA	**: KIKI ADELIA PUTRI**
NPM	**: 71160312011**
PROGRAM PENDIDIKAN	**: STRATA SATU (S1)**
PROGRAM STUDI	**: MANAJEMEN**
KONSENTRASI	**: MSDM**

UNIVERSITAS ISLAM SUMATERA UTARA
FAKULTAS EKONOMI
MEDAN
2020

KATA PENGANTAR

Bismillahirahmanirrahim

Puji dan syukur penulis ucapkan kepada Allah SWT, karena berkat karunia dan hidayahnya penulis dapat menyelesaikan Penulisan Skripsi ini. Penelitian ini merupakan tugas akhir guna memenuhi salah satu syarat untuk memperoleh gelar sarjana ekonomi pada Universitas Islam Sumatera Utara (UISU). Adapun judul penelitian yang ditulis yaitu : "Pengaruh Loyalitas Pegawai dan Komitmen Pegawai Terhadap Kinerja Pegawai Di Samsat Medan" dapat diselesaikan dengan baik.

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8. Penulis juga mengucapkan terima kasih kepada seluruh pegawai atau staff di kantor Samsat Medan Selatan yang telah membimbing dan memberikan saya kesempatan untuk mendapatkan pelajaran dan pengajaran yang baik ataupun pengalaman buat saya.
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Medan, 24 Januari 2020

Penulis

KIKI ADELIA PUTRI

DAFTAR ISI

DAFTAR TABEL

DAFTAR GAMBAR

DAFTAR PUSTAKA

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SURAT PERNYATAAN TIDAK PLAGIAT

Nama : Kiki Adelia Putri

No. Stambuk/Npm : 16.312011 / 71160312011

Jurusan : Ekonomi Manajemen

Program Studi : Strata (S1)

Judul : Pengaruh Loyalitas Pegawai dan Komitmen Pegawai Terhadap Kinerja Pegawai di Samsat Medan

Dengan ini menyatakan bahwa hasil penelitian skripsi yang telah saya perbuat ini merupakan hasil karya sendiri. Apabila ternyata dikemudian hari skripsi ini merupakan hasil plagiat atau menjiplak terhadap hasil karya orang lain, maka saya bersedia mempertanggung jawabkan sekaligus bersedia menerima sanksi akademis berdasarkan aturan dan tata tertib di Fakultas Ekonomi Universitas Islam Sumatera Utara.

Demikian pernyataan ini saya perbuat dalam keadaan sadar dan tidak dipaksa.

Hormat saya

KIKI ADELIA PUTRI

DAFTAR RIWAYAT HIDUP

Saya yang bertanda tangan dibawah ini:

Nama	: Kiki Adelia Putri	
Tempat / Tanggal Lahir	: Patumbak / 24 Mei 1998	
Jenis Kelamin	: Perempuan	
Alamat	: Jln. Pertahanan Gg. Pisang No.50	
Agama	: Islam	
Riwayat Pendidikan	a. TK	: RA Amaliyah
	b. SD	: Sd Tunas Harapan
	c. SMP	: MTsN 1 Medan
	d. SMA	: SMK Negeri 7 Medan

Demikian daftar riwayat hidup ini saya perbuat dengan sebenarnya untuk dipergunakan sebagai syarat pembuatan skripsi.

Medan, 23 Maret 2020

Penulis

(Kiki Adelia Putri)

I. IDENTITAS RESPONDEN

Nama :

Jenis Kelamin : Pria ☐ Wanita ☐

II. PETUNJUK PENGISIAN

Untuk pernyataan dibawah ini pilih salah satu jawaban yang menurut Bapak/Ibu paling tepat dengan cara menceklist (√) pada kolom jawaban yang tersedia sesuai dengan jawaban Bapak/Ibu.

KRITERIA JAWABAN	**SKOR PENILAIAN**
SS = Sangat Setuju	5
S = Setuju	4
KS = Kurang Setuju	3
TS = Tidak Setuju	2
STS = Sangat Tidak Setuju	1

1. Variabel Kuesioner Loyalitas Pegawai (X_1)

No	Pernyataan	SS	S	KS	TS	STS
1	Saya selalu mentaati peraturan tanpa perlu pengawasan yang ketat					
2	Saya bersedia bekerja lembur untuk menyelesaikan pekerjaan					
3	Saya selalu berusaha untuk meningkatkan kinerja saya demi perusahaan					
4	Saya memiliki motivasi tinggi dalam pekerjaan saya					

5	Saya akan selalu menjaga rahasia bisnis perusahaan					
6	Saya akan tetap bertahan dalam perusahaan ini					
7	Insentif yang saya terima sudah sangat memuaskan					
8	Prestasi yang saya raih saat ini sudah memuaskan					
9	Sebagai karyawan saya mempunyai kepedulian tinggi terhadap perusahaan					
10	Saya bersedia turun tanggan untuk mencegah hal-hal yang merugikan perusahaan					

2. Variabel Kuesioner Komitmen Pegawai (X_2)

No	Pernyataan	SS	S	KS	TS	STS
1	Saya akan merasa sangat berbahagia menghabiskan sisa karir saya diperusahaan ini					
2	Saya merasa masalah yang terjadi di perusahaan menjadi permasalahan saya juga					
3	Saya merasa menjadi bagian keluargapada perusahaan ini					
4	Saya takut meninggalkan perusahaan ini karena takut tidak mendapat pekerjaan ditempat lain					
5	Akan merugi bagi saya meninggalkan perusahaan ini					
6	Menurut saya menyesuaikan diri dalam lingkungan kerja merupakan hal yang harus dilakuan oleh setiap pegawai					
7	Mampu menyesuaikan diri dengan keadaan dan keterbatasan perusahaan tanpa mempengaruhi hasil kinerja					
8	Kesetiaan pegawai dapat dilihat dari tenggung jawab dan beban kerja yang dilimpahkan					
9	melakukan penyesuaian diri pada setiap peraturan baru dan mampu bekerja dengan harapan pimpinan					

10	Menurut saya kesetiaan terhadap perusahaan merupakan komitmen yang harus dijunjung tinggi oleh setiap pegawai					

3. Variabel Kuesioner Kinerja Pegawai (Y)

No	Pernyataan	SS	S	KS	TS	STS
1	Saya mendahulukan pekerjaan-pekerjaan yang merupakan prioritas kerja					
2	Dengan pengetahuan yang dimiliki, dapat menguasai bidang tugas departemen lain					
3	Dengan pengetahuan yang dimiliki, menguasai bidang tuga yang dikerjakan					
4	Saya mampu mengerjakan pekerjaan tambahan yang diberikan kepada saya					
5	Dengan pengetahuan yang dimiliki, saya dapat menyelesaikan semua pekerjaan dengan baik					
6	Saya selalu berusaha hadir tepat waktu					
7	Saya selalu menyelesaikan pekerjaan saya sesuai dengan waktu yang ditetapkan					
8	Saya mampu bekerja sama dengan rekan kerja saya					
9	Saya selalu berusaha mengerjakan pekerjaan saya semaksimal mungkin					
10	Saya mampu mengerjakan pekerjaan tambahan yang diberikan kepada saya					

LOYALITAS (X1)

No. Responden	Pertanyaan										Jumlah Skor
	1	2	3	4	5	6	7	8	9	10	
1	5	4	3	5	4	4	5	4	5	5	44
2	5	5	4	4	5	5	4	5	5	5	47
3	5	5	3	5	3	4	5	5	5	5	45
4	4	3	5	5	4	5	4	4	4	5	43
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11	4	4	4	5	4	5	4	5	4	5	44
12	5	5	3	5	4	3	5	4	5	5	44
13	4	4	5	3	5	5	3	4	4	3	40
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16	4	4	5	4	5	4	3	4	4	4	41
17	4	4	3	5	3	3	5	5	4	5	41
18	4	5	4	4	4	4	4	5	4	4	42
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20	4	4	4	4	4	4	5	5	4	4	42
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22	5	5	5	5	5	5	5	5	5	5	50
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38	5	4	4	4	4	4	5	4	5	4	43
39	5	4	3	4	5	4	3	4	5	4	41
40	5	5	4	4	4	4	3	4	5	4	42

KOMITMEN (X2)

No. Responden	Pertanyaan										Jumlah Skor
	1	2	3	4	5	6	7	8	9	10	
1	4	4	4	4	5	4	4	4	4	4	41
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6	4	4	5	4	4	5	4	4	4	5	43
7	4	4	4	4	5	4	4	4	4	4	41
8	5	4	4	5	4	5	4	5	5	4	45
9	5	4	4	5	5	5	4	5	5	4	46
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11	4	3	5	4	4	5	3	4	4	5	41
12	5	5	5	5	5	5	5	5	5	5	50
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35	5	4	4	5	4	3	4	5	5	4	43
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37	3	3	4	3	3	4	3	3	3	4	33
38	5	4	5	5	4	3	4	5	5	5	45
39	4	4	5	4	4	3	4	4	4	5	41
40	5	5	5	5	5	5	5	5	5	5	50

KINERJA (Y)

No. Responden	Pertanyaan										Jumlah Skor
	1	2	3	4	5	6	7	8	9	10	
1	4	5	4	4	4	4	5	5	5	5	45
2	5	5	5	5	5	5	5	5	5	5	50
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12	5	5	5	5	5	5	5	5	5	5	50
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Correlations

Notes

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Correlations

		KM1	KM2	KM3	KM4	KM5	KM6	KM7
KM1	Pearson Correlation	1	.344*	.101	1.000**	.175	.003	.344*
	Sig. (2-tailed)		.030	.536	.000	.279	.983	.030
	N	40	40	40	40	40	40	40
KM2	Pearson Correlation	.344*	1	.134	.344*	.480**	.245	1.000**
	Sig. (2-tailed)	.030		.408	.030	.002	.128	.000
	N	40	40	40	40	40	40	40
KM3	Pearson Correlation	.101	.134	1	.101	.126	.171	.134
	Sig. (2-tailed)	.536	.408		.536	.437	.291	.408
	N	40	40	40	40	40	40	40
KM4	Pearson Correlation	1.000**	.344*	.101	1	.175	.003	.344*
	Sig. (2-tailed)	.000	.030	.536		.279	.983	.030
	N	40	40	40	40	40	40	40
KM5	Pearson Correlation	.175	.480**	.126	.175	1	.176	.480**
	Sig. (2-tailed)	.279	.002	.437	.279		.278	.002
	N	40	40	40	40	40	40	40
KM6	Pearson Correlation	.003	.245	.171	.003	.176	1	.245
	Sig. (2-tailed)	.983	.128	.291	.983	.278		.128
	N	40	40	40	40	40	40	40
KM7	Pearson Correlation	.344*	1.000**	.134	.344*	.480**	.245	1
	Sig. (2-tailed)	.030	.000	.408	.030	.002	.128	
	N	40	40	40	40	40	40	40
KM8	Pearson Correlation	1.000**	.344*	.101	1.000**	.175	.003	.344*
	Sig. (2-tailed)	.000	.030	.536	.000	.279	.983	.030
	N	40	40	40	40	40	40	40
KM9	Pearson Correlation	1.000**	.344*	.101	1.000**	.175	.003	.344*
	Sig. (2-tailed)	.000	.030	.536	.000	.279	.983	.030
	N	40	40	40	40	40	40	40
KM10	Pearson Correlation	.101	.134	1.000**	.101	.126	.171	.134
	Sig. (2-tailed)	.536	.408	.000	.536	.437	.291	.408
	N	40	40	40	40	40	40	40
KMTOTAL	Pearson Correlation	.808**	.700**	.427**	.808**	.503**	.332*	.700**
	Sig. (2-tailed)	.000	.000	.006	.000	.001	.036	.000
	N	40	40	40	40	40	40	40

Correlations

		KM8	KM9	KM10	KMTOTAL
KM1	Pearson Correlation	1.000**	1.000**	.101	.808**
	Sig. (2-tailed)	.000	.000	.536	.000
	N	40	40	40	40
KM2	Pearson Correlation	.344*	.344*	.134	.700**
	Sig. (2-tailed)	.030	.030	.408	.000
	N	40	40	40	40
KM3	Pearson Correlation	.101	.101	1.000**	.427**
	Sig. (2-tailed)	.536	.536	.000	.006
	N	40	40	40	40
KM4	Pearson Correlation	1.000**	1.000**	.101	.808**
	Sig. (2-tailed)	.000	.000	.536	.000
	N	40	40	40	40
KM5	Pearson Correlation	.175	.175	.126	.503**
	Sig. (2-tailed)	.279	.279	.437	.001
	N	40	40	40	40
KM6	Pearson Correlation	.003	.003	.171	.332*
	Sig. (2-tailed)	.983	.983	.291	.036
	N	40	40	40	40
KM7	Pearson Correlation	.344*	.344*	.134	.700**
	Sig. (2-tailed)	.030	.030	.408	.000
	N	40	40	40	40
KM8	Pearson Correlation	1	1.000**	.101	.808**
	Sig. (2-tailed)		.000	.536	.000
	N	40	40	40	40
KM9	Pearson Correlation	1.000**	1	.101	.808**
	Sig. (2-tailed)	.000		.536	.000
	N	40	40	40	40
KM10	Pearson Correlation	.101	.101	1	.427**
	Sig. (2-tailed)	.536	.536		.006
	N	40	40	40	40
KMTOTAL	Pearson Correlation	.808**	.808**	.427**	1
	Sig. (2-tailed)	.000	.000	.006	
	N	40	40	40	40

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

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

```
RELIABILITY
  /VARIABLES=KM1 KM2 KM3 KM4 KM5 KM6 KM7 KM8 KM9 KM10
  /SCALE('ALL VARIABLES') ALL
  /MODEL=ALPHA
  /SUMMARY=TOTAL.
```

Reliability

Notes

Output Created		18-MAR-2020 07:51:12
Comments		
Input	Data	D:\KIKI\DATAX2.sav
	Active Dataset	DataSet4
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	40
	Matrix Input	
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 for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=KM1 KM2 KM3 KM4 KM5 KM6 KM7 KM8 KM9 KM10 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Resources	Processor Time	00:00:00,00
	Elapsed Time	00:00:00,02

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	40	100.0
	Excluded[a]	0	.0
	Total	40	100.0

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

Reliability Statistics

Cronbach 's Alpha	N of Items
.833	10

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach 's Alpha if Item Deleted
KM1	39.08	10.020	.740	.796
KM2	39.10	10.503	.604	.810
KM3	39.08	11.815	.308	.836
KM4	39.08	10.020	.740	.796
KM5	39.18	11.174	.356	.836
KM6	39.00	11.949	.163	.855
KM7	39.10	10.503	.604	.810
KM8	39.08	10.020	.740	.796
KM9	39.08	10.020	.740	.796
KM10	39.08	11.815	.308	.836

```
 DATASET ACTIVATE DataSet3.
DATASET CLOSE DataSet4.
```

```
CORRELATIONS
  /VARIABLES=LY1 LY2 LY3 LY4 LY5 LY6 LY7 LY8 LY9 LY10 LYTOTAL
  /PRINT=TWOTAIL NOSIG
  /MISSING=PAIRWISE.
```

Correlations

Notes

Output Created		18-MAR-2020 07:43:47
Comments		
Input	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	40
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.
Syntax		CORRELATIONS /VARIABLES=LY1 LY2 LY3 LY4 LY5 LY6 LY7 LY8 LY9 LY10 LYTOTAL /PRINT=TWOTAIL NOSIG /MISSING=PAIRWISE.
Resources	Processor Time	00:00:00,02
	Elapsed Time	00:00:00,02

Correlations

		LY1	LY2	LY3	LY4	LY5	LY6	LY7
LY1	Pearson Correlation	1	.250	-.094	.341*	.060	.058	.176
	Sig. (2-tailed)		.120	.563	.031	.712	.723	.278
	N	40	40	40	40	40	40	40
LY2	Pearson Correlation	.250	1	.062	.005	.030	-.106	.278
	Sig. (2-tailed)	.120		.703	.974	.856	.513	.083
	N	40	40	40	40	40	40	40
LY3	Pearson Correlation	-.094	.062	1	-.221	.453**	.534**	-.089
	Sig. (2-tailed)	.563	.703		.170	.003	.000	.584
	N	40	40	40	40	40	40	40
LY4	Pearson Correlation	.341*	.005	-.221	1	-.113	.077	.417**
	Sig. (2-tailed)	.031	.974	.170		.489	.635	.007
	N	40	40	40	40	40	40	40
LY5	Pearson Correlation	.060	.030	.453**	-.113	1	.186	.116
	Sig. (2-tailed)	.712	.856	.003	.489		.249	.476
	N	40	40	40	40	40	40	40
LY6	Pearson Correlation	.058	-.106	.534**	.077	.186	1	-.069
	Sig. (2-tailed)	.723	.513	.000	.635	.249		.674
	N	40	40	40	40	40	40	40
LY7	Pearson Correlation	.176	.278	-.089	.417**	.116	-.069	1
	Sig. (2-tailed)	.278	.083	.584	.007	.476	.674	
	N	40	40	40	40	40	40	40
LY8	Pearson Correlation	.270	.130	.092	.248	-.128	.271	.259
	Sig. (2-tailed)	.092	.425	.574	.123	.430	.091	.107
	N	40	40	40	40	40	40	40
LY9	Pearson Correlation	1.000**	.250	-.094	.341*	.060	.058	.176
	Sig. (2-tailed)	.000	.120	.563	.031	.712	.723	.278
	N	40	40	40	40	40	40	40
LY10	Pearson Correlation	.386*	.047	-.232	.965**	-.071	.123	.411**
	Sig. (2-tailed)	.014	.773	.149	.000	.662	.448	.008
	N	40	40	40	40	40	40	40
LYTOTAL	Pearson Correlation	.614**	.375*	.339*	.583**	.368*	.455**	.555**
	Sig. (2-tailed)	.000	.017	.032	.000	.020	.003	.000
	N	40	40	40	40	40	40	40

Correlations

		LY8	LY9	LY10	LYTOTAL
LY1	Pearson Correlation	.270	1.000**	.386*	.614**
	Sig. (2-tailed)	.092	.000	.014	.000
	N	40	40	40	40
LY2	Pearson Correlation	.130	.250	.047	.375*
	Sig. (2-tailed)	.425	.120	.773	.017
	N	40	40	40	40
LY3	Pearson Correlation	.092	-.094	-.232	.339*
	Sig. (2-tailed)	.574	.563	.149	.032
	N	40	40	40	40
LY4	Pearson Correlation	.248	.341*	.965**	.583**
	Sig. (2-tailed)	.123	.031	.000	.000
	N	40	40	40	40
LY5	Pearson Correlation	-.128	.060	-.071	.368*
	Sig. (2-tailed)	.430	.712	.662	.020
	N	40	40	40	40
LY6	Pearson Correlation	.271	.058	.123	.455**
	Sig. (2-tailed)	.091	.723	.448	.003
	N	40	40	40	40
LY7	Pearson Correlation	.259	.176	.411**	.555**
	Sig. (2-tailed)	.107	.278	.008	.000
	N	40	40	40	40
LY8	Pearson Correlation	1	.270	.298	.512**
	Sig. (2-tailed)		.092	.062	.001
	N	40	40	40	40
LY9	Pearson Correlation	.270	1	.386*	.614**
	Sig. (2-tailed)	.092		.014	.000
	N	40	40	40	40
LY10	Pearson Correlation	.298	.386*	1	.630**
	Sig. (2-tailed)	.062	.014		.000
	N	40	40	40	40
LYTOTAL	Pearson Correlation	.512**	.614**	.630**	1
	Sig. (2-tailed)	.001	.000	.000	
	N	40	40	40	40

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

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

```
 SAVE OUTFILE='D:\KIKI\DATAX1.sav'
  /COMPRESSED.
RELIABILITY
  /VARIABLES=LY1 LY2 LY3 LY4 LY5 LY6 LY7 LY8 LY9 LY10
  /SCALE('ALL VARIABLES') ALL
  /MODEL=ALPHA
  /SUMMARY=TOTAL.
```

Reliability

Notes

Output Created		18-MAR-2020 07:45:47
Comments		
Input	Data	D:\KIKI\DATAX1.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	40
	Matrix Input	
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 for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=LY1 LY2 LY3 LY4 LY5 LY6 LY7 LY8 LY9 LY10 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Resources	Processor Time	00:00:00,00
	Elapsed Time	00:00:00,02

[DataSet1] D:\KIKI\DATAX1.sav

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	40	100.0
	Excluded[a]	0	.0
	Total	40	100.0

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

Reliability Statistics

Cronbach 's Alpha	N of Items
.653	10

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach 's Alpha if Item Deleted
LY1	39.25	7.782	.495	.599
LY2	39.30	8.421	.192	.652
LY3	39.55	8.459	.113	.675
LY4	39.20	7.651	.430	.605
LY5	39.40	8.349	.151	.665
LY6	39.45	7.997	.254	.642
LY7	39.60	7.426	.348	.622
LY8	39.35	8.028	.364	.620
LY9	39.25	7.782	.495	.599
LY10	39.18	7.481	.489	.593

```
 NEW FILE.
DATASET NAME DataSet2 WINDOW=FRONT.
DATASET ACTIVATE DataSet2.
DATASET CLOSE DataSet1.
```

```
CORRELATIONS
  /VARIABLES=KJ1 KJ2 KJ3 KJ4 KJ5 KJ6 KJ7 KJ8 KJ9 KJ10 KJTOTAL
  /PRINT=TWOTAIL NOSIG
  /MISSING=PAIRWISE.
```

Correlations

Notes

Output Created		18-MAR-2020 07:51:37
Comments		
Input	Active Dataset	DataSet3
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	40
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.
Syntax		CORRELATIONS /VARIABLES=KJ1 KJ2 KJ3 KJ4 KJ5 KJ6 KJ7 KJ8 KJ9 KJ10 KJTOTAL /PRINT=TWOTAIL NOSIG /MISSING=PAIRWISE.
Resources	Processor Time	00:00:00,02
	Elapsed Time	00:00:00,02

Correlations

		KJ1	KJ2	KJ3	KJ4	KJ5	KJ6	KJ7	KJ8
KJ1	Pearson Correlation	1	-.048	.539**	.070	.384*	.452**	-.068	.103
	Sig. (2-tailed)		.768	.000	.668	.015	.003	.675	.529
	N	40	40	40	40	40	40	40	40
KJ2	Pearson Correlation	-.048	1	-.061	.295	.155	.091	.152	.152
	Sig. (2-tailed)	.768		.707	.065	.341	.577	.348	.348
	N	40	40	40	40	40	40	40	40
KJ3	Pearson Correlation	.539**	-.061	1	-.022	.677**	.494**	.240	.131
	Sig. (2-tailed)	.000	.707		.891	.000	.001	.136	.421
	N	40	40	40	40	40	40	40	40
KJ4	Pearson Correlation	.070	.295	-.022	1	.010	-.044	.128	.361*
	Sig. (2-tailed)	.668	.065	.891		.951	.787	.431	.022
	N	40	40	40	40	40	40	40	40
KJ5	Pearson Correlation	.384*	.155	.677**	.010	1	.418**	.052	.052
	Sig. (2-tailed)	.015	.341	.000	.951		.007	.752	.752
	N	40	40	40	40	40	40	40	40
KJ6	Pearson Correlation	.452**	.091	.494**	-.044	.418**	1	.075	.248
	Sig. (2-tailed)	.003	.577	.001	.787	.007		.644	.124
	N	40	40	40	40	40	40	40	40
KJ7	Pearson Correlation	-.068	.152	.240	.128	.052	.075	1	.430**
	Sig. (2-tailed)	.675	.348	.136	.431	.752	.644		.006
	N	40	40	40	40	40	40	40	40
KJ8	Pearson Correlation	.103	.152	.131	.361*	.052	.248	.430**	1
	Sig. (2-tailed)	.529	.348	.421	.022	.752	.124	.006	
	N	40	40	40	40	40	40	40	40
KJ9	Pearson Correlation	.126	.221	.274	.208	.173	.192	.170	.290
	Sig. (2-tailed)	.440	.170	.087	.198	.286	.236	.293	.070
	N	40	40	40	40	40	40	40	40
KJ10	Pearson Correlation	.576**	.030	.451**	-.111	.529**	.474**	.243	.047
	Sig. (2-tailed)	.000	.854	.003	.497	.000	.002	.130	.775
	N	40	40	40	40	40	40	40	40
KJTOTAL	Pearson Correlation	.631**	.347*	.713**	.313*	.666**	.674**	.414**	.490**
	Sig. (2-tailed)	.000	.028	.000	.049	.000	.000	.008	.001
	N	40	40	40	40	40	40	40	40

Correlations

		KJ9	KJ10	KJTOTAL
KJ1	Pearson Correlation	.126	.576**	.631**
	Sig. (2-tailed)	.440	.000	.000
	N	40	40	40
KJ2	Pearson Correlation	.221	.030	.347*
	Sig. (2-tailed)	.170	.854	.028
	N	40	40	40
KJ3	Pearson Correlation	.274	.451**	.713**
	Sig. (2-tailed)	.087	.003	.000
	N	40	40	40
KJ4	Pearson Correlation	.208	-.111	.313*
	Sig. (2-tailed)	.198	.497	.049
	N	40	40	40
KJ5	Pearson Correlation	.173	.529**	.666**
	Sig. (2-tailed)	.286	.000	.000
	N	40	40	40
KJ6	Pearson Correlation	.192	.474**	.674**
	Sig. (2-tailed)	.236	.002	.000
	N	40	40	40
KJ7	Pearson Correlation	.170	.243	.414**
	Sig. (2-tailed)	.293	.130	.008
	N	40	40	40
KJ8	Pearson Correlation	.290	.047	.490**
	Sig. (2-tailed)	.070	.775	.001
	N	40	40	40
KJ9	Pearson Correlation	1	-.070	.448**
	Sig. (2-tailed)		.669	.004
	N	40	40	40
KJ10	Pearson Correlation	-.070	1	.632**
	Sig. (2-tailed)	.669		.000
	N	40	40	40
KJTOTAL	Pearson Correlation	.448**	.632**	1
	Sig. (2-tailed)	.004	.000	
	N	40	40	40

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

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

```
RELIABILITY
  /VARIABLES=KJ1 KJ2 KJ3 KJ4 KJ5 KJ6 KJ7 KJ8 KJ9 KJ10
  /SCALE('ALL VARIABLES') ALL
  /MODEL=ALPHA
  /SUMMARY=TOTAL.
```

Reliability

Notes

Output Created		18-MAR-2020 07:52:47
Comments		
Input	Active Dataset	DataSet3
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	40
	Matrix Input	
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 for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=KJ1 KJ2 KJ3 KJ4 KJ5 KJ6 KJ7 KJ8 KJ9 KJ10 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Resources	Processor Time	00:00:00,00
	Elapsed Time	00:00:00,00

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	40	100.0
	Excluded[a]	0	.0
	Total	40	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.730	10

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
KJ1	41.28	6.204	.465	.695
KJ2	40.95	7.331	.177	.739
KJ3	41.28	6.307	.609	.675
KJ4	40.98	7.461	.156	.740
KJ5	41.25	6.295	.535	.684
KJ6	41.30	6.062	.522	.684
KJ7	41.00	7.179	.262	.726
KJ8	41.00	6.974	.348	.714
KJ9	40.95	7.126	.307	.720
KJ10	41.10	6.400	.493	.691

```
SAVE OUTFILE='D:\KIKI\DATA Y.sav'
 /COMPRESSED.
```

```
REGRESSION
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS R ANOVA COLLIN TOL
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT KINERJA
  /METHOD=ENTER LOYALITAS KOMITMEN
  /SCATTERPLOT=(*SRESID ,*ZPRED)
  /RESIDUALS HISTOGRAM(ZRESID) NORMPROB(ZRESID).
```

Regression

Notes

Output Created		18-MAR-2020 07:58:43
Comments		
Input	Data	D:\KIKI\DATAREGRESI.sav
	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	40
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on cases with no missing values for any variable used.
Syntax		REGRESSION /MISSING LISTWISE /STATISTICS COEFF OUTS R ANOVA COLLIN TOL /CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT KINERJA /METHOD=ENTER LOYALITAS KOMITMEN /SCATTERPLOT=(*SRESID ,*ZPRED) /RESIDUALS HISTOGRAM(ZRESID) NORMPROB(ZRESID).
Resources	Processor Time	00:00:02,17
	Elapsed Time	00:00:01,37
	Memory Required	1644 bytes
	Additional Memory Required for Residual Plots	904 bytes

[DataSet0] D:\KIKI\DATAREGRESI.sav

Variables Entered/Removed[a]

Model	Variables Entered	Variables Removed	Method
1	KOMITMEN, LOYALITAS[b]	.	Enter

a. Dependent Variable: KINERJA

b. All requested variables entered.

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.856[a]	.732	.718	1.509

a. Predictors: (Constant), KOMITMEN, LOYALITAS

b. Dependent Variable: KINERJA

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	230.506	2	115.253	50.604	.000[b]
	Residual	84.269	37	2.278		
	Total	314.775	39			

a. Dependent Variable: KINERJA

b. Predictors: (Constant), KOMITMEN, LOYALITAS

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	7.005	3.892		1.800	.080		
	LOYALITAS	.464	.084	.502	5.523	.000	.876	1.142
	KOMITMEN	.423	.071	.538	5.922	.000	.876	1.142

a. Dependent Variable: KINERJA

Collinearity Diagnostics[a]

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions (Constant)	LOYALITAS	KOMITMEN
1	1	2.994	1.000	.00	.00	.00
	2	.004	27.439	.09	.27	.97
	3	.002	35.578	.91	.73	.03

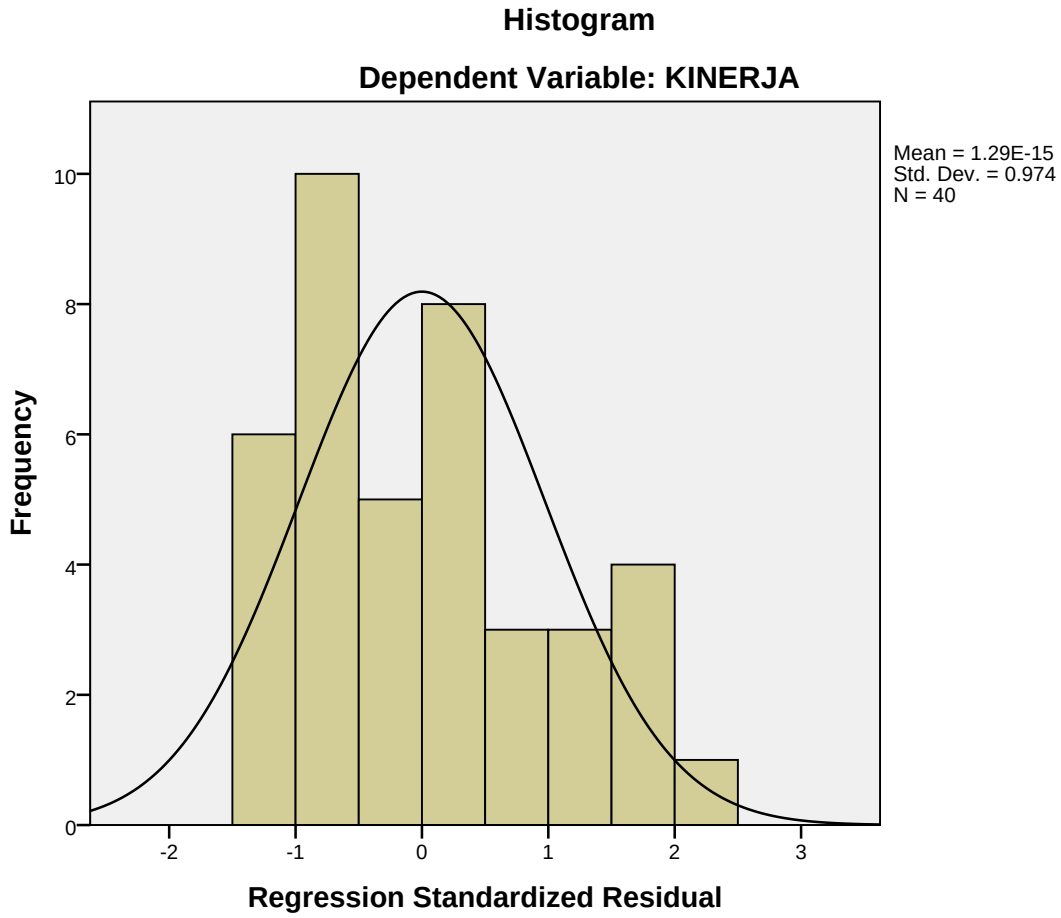
a. Dependent Variable: KINERJA

Residuals Statistics[a]

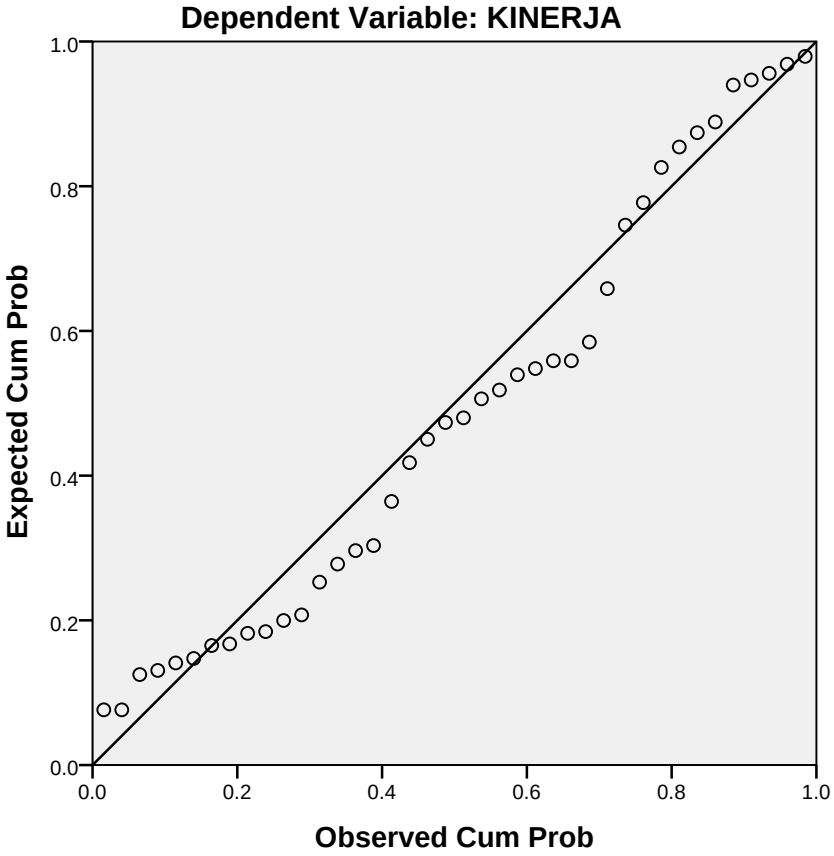
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	40.00	51.37	45.68	2.431	40
Std. Predicted Value	-2.334	2.342	.000	1.000	40
Standard Error of Predicted Value	.243	.737	.390	.139	40
Adjusted Predicted Value	39.69	51.64	45.63	2.435	40
Residual	-2.159	3.080	.000	1.470	40
Std. Residual	-1.430	2.041	.000	.974	40
Stud. Residual	-1.450	2.110	.014	1.019	40
Deleted Residual	-2.217	3.418	.045	1.614	40
Stud. Deleted Residual	-1.472	2.219	.023	1.039	40
Mahal. Distance	.033	8.334	1.950	2.166	40
Cook's Distance	.000	.305	.034	.066	40
Centered Leverage Value	.001	.214	.050	.056	40

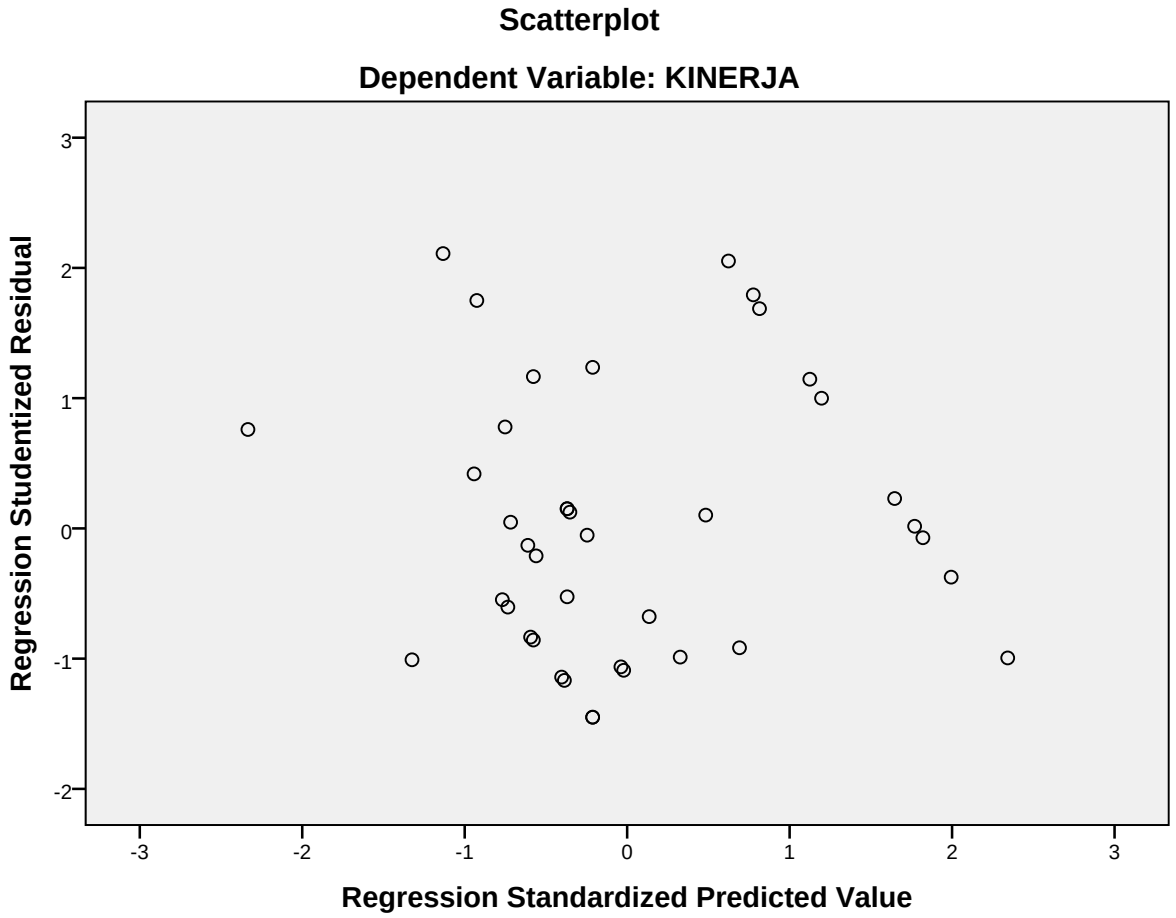
a. Dependent Variable: KINERJA

Charts


Histogram
Dependent Variable: KINERJA
Mean = 1.29E-15
Std. Dev. = 0.974
N = 40
Frequency
0
2
4
6
8
10
-2
-1
0
1
2
3
Regression Standardized Residual

Normal P-P Plot of Regression Standardized Residual






```
 GET
  FILE='D:\KIKI\DATAX1.sav'.
DATASET NAME DataSet1 WINDOW=FRONT.
DATASET ACTIVATE DataSet1.
DATASET CLOSE DataSet0.
```

```
FREQUENCIES VARIABLES=KJ1 KJ2 KJ3 KJ4 KJ5 KJ6 KJ7 KJ8 KJ9 KJ10
  /ORDER=ANALYSIS.
```

Frequencies

Notes

Output Created		18-MAR-2020 09:48:45
Comments		
Input	Data	D:\KIKI\DATA Y.sav
	Active Dataset	DataSet3
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	40
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=KJ1 KJ2 KJ3 KJ4 KJ5 KJ6 KJ7 KJ8 KJ9 KJ10 /ORDER=ANALYSIS.
Resources	Processor Time	00:00:00,00
	Elapsed Time	00:00:00,00

Statistics

		KJ1	KJ2	KJ3	KJ4	KJ5	KJ6	KJ7	KJ8	KJ9
N	Valid	40	40	40	40	40	40	40	40	40
	Missing	0	0	0	0	0	0	0	0	0

Statistics

		KJ10
N	Valid	40
	Missing	0

Frequency Table

KJ1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	7.5	7.5	7.5
	4	18	45.0	45.0	52.5
	5	19	47.5	47.5	100.0
	Total	40	100.0	100.0	

KJ2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	2.5	2.5	2.5
	4	9	22.5	22.5	25.0
	5	30	75.0	75.0	100.0
	Total	40	100.0	100.0	

KJ3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	24	60.0	60.0	60.0
	5	16	40.0	40.0	100.0
	Total	40	100.0	100.0	

KJ4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	12	30.0	30.0	30.0
	5	28	70.0	70.0	100.0
	Total	40	100.0	100.0	

KJ5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	2.5	2.5	2.5
	4	21	52.5	52.5	55.0
	5	18	45.0	45.0	100.0
	Total	40	100.0	100.0	

KJ6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	7.5	7.5	7.5
	4	19	47.5	47.5	55.0
	5	18	45.0	45.0	100.0
	Total	40	100.0	100.0	

KJ7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	13	32.5	32.5	32.5
	5	27	67.5	67.5	100.0
	Total	40	100.0	100.0	

KJ8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	13	32.5	32.5	32.5
	5	27	67.5	67.5	100.0
	Total	40	100.0	100.0	

KJ9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	11	27.5	27.5	27.5
	5	29	72.5	72.5	100.0
	Total	40	100.0	100.0	

KJ10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	2.5	2.5	2.5
	4	15	37.5	37.5	40.0
	5	24	60.0	60.0	100.0
	Total	40	100.0	100.0	

```
FREQUENCIES VARIABLES=KM1 KM2 KM3 KM4 KM5 KM6 KM7 KM8 KM9 KM10
  /ORDER=ANALYSIS.
```

Frequencies

Notes

Output Created		18-MAR-2020 09:48:09
Comments		
Input	Data	D:\KIKI\DATAX2.sav
	Active Dataset	DataSet2
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	40
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=KM1 KM2 KM3 KM4 KM5 KM6 KM7 KM8 KM9 KM10 /ORDER=ANALYSIS.
Resources	Processor Time	00:00:00,02
	Elapsed Time	00:00:00,01

Statistics

		KM1	KM2	KM3	KM4	KM5	KM6	KM7	KM8	KM9
N	Valid	40	40	40	40	40	40	40	40	40
	Missing	0	0	0	0	0	0	0	0	0

Statistics

		KM10
N	Valid	40
	Missing	0

Frequency Table

KM1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	5.0	5.0	5.0
	4	22	55.0	55.0	60.0
	5	16	40.0	40.0	100.0
	Total	40	100.0	100.0	

KM2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	5.0	5.0	5.0
	4	23	57.5	57.5	62.5
	5	15	37.5	37.5	100.0
	Total	40	100.0	100.0	

KM3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	26	65.0	65.0	65.0
	5	14	35.0	35.0	100.0
	Total	40	100.0	100.0	

KM4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	5.0	5.0	5.0
	4	22	55.0	55.0	60.0
	5	16	40.0	40.0	100.0
	Total	40	100.0	100.0	

KM5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	4	10.0	10.0	10.0
	4	22	55.0	55.0	65.0
	5	14	35.0	35.0	100.0
	Total	40	100.0	100.0	

KM6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	7.5	7.5	7.5
	4	17	42.5	42.5	50.0
	5	20	50.0	50.0	100.0
	Total	40	100.0	100.0	

KM7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	5.0	5.0	5.0
	4	23	57.5	57.5	62.5
	5	15	37.5	37.5	100.0
	Total	40	100.0	100.0	

KM8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	5.0	5.0	5.0
	4	22	55.0	55.0	60.0
	5	16	40.0	40.0	100.0
	Total	40	100.0	100.0	

KM9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	5.0	5.0	5.0
	4	22	55.0	55.0	60.0
	5	16	40.0	40.0	100.0
	Total	40	100.0	100.0	

KM10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	26	65.0	65.0	65.0
	5	14	35.0	35.0	100.0
	Total	40	100.0	100.0	

```
 GET
  FILE='D:\KIKI\DATA Y.sav'.
DATASET NAME DataSet3 WINDOW=FRONT.
DATASET CLOSE DataSet2.
```

```
FREQUENCIES VARIABLES=LY1 LY2 LY3 LY4 LY5 LY6 LY7 LY8 LY9 LY10
  /ORDER=ANALYSIS.
```

Frequencies

Notes

Output Created		18-MAR-2020 09:47:26
Comments		
Input	Data	D:\KIKI\DATAX1.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	40
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=LY1 LY2 LY3 LY4 LY5 LY6 LY7 LY8 LY9 LY10 /ORDER=ANALYSIS.
Resources	Processor Time	00:00:00,02
	Elapsed Time	00:00:00,02

Statistics

		LY1	LY2	LY3	LY4	LY5	LY6	LY7	LY8	LY9
N	Valid	40	40	40	40	40	40	40	40	40
	Missing	0	0	0	0	0	0	0	0	0

Statistics

		LY10
N	Valid	40
	Missing	0

Frequency Table

LY1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	21	52.5	52.5	52.5
	5	19	47.5	47.5	100.0
	Total	40	100.0	100.0	

LY2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	5.0	5.0	5.0
	4	19	47.5	47.5	52.5
	5	19	47.5	47.5	100.0
	Total	40	100.0	100.0	

LY3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	7	17.5	17.5	17.5
	4	19	47.5	47.5	65.0
	5	14	35.0	35.0	100.0
	Total	40	100.0	100.0	

LY4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	5.0	5.0	5.0
	4	15	37.5	37.5	42.5
	5	23	57.5	57.5	100.0
	Total	40	100.0	100.0	

LY5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	5	12.5	12.5	12.5
	4	17	42.5	42.5	55.0
	5	18	45.0	45.0	100.0
	Total	40	100.0	100.0	

LY6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	5	12.5	12.5	12.5
	4	19	47.5	47.5	60.0
	5	16	40.0	40.0	100.0
	Total	40	100.0	100.0	

LY7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	9	22.5	22.5	22.5
	4	17	42.5	42.5	65.0
	5	14	35.0	35.0	100.0
	Total	40	100.0	100.0	

LY8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	2.5	2.5	2.5
	4	23	57.5	57.5	60.0
	5	16	40.0	40.0	100.0
	Total	40	100.0	100.0	

LY9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	21	52.5	52.5	52.5
	5	19	47.5	47.5	100.0
	Total	40	100.0	100.0	

LY10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	5.0	5.0	5.0
	4	14	35.0	35.0	40.0
	5	24	60.0	60.0	100.0
	Total	40	100.0	100.0	

```
GET
  FILE='D:\KIKI\DATAX2.sav'.
DATASET NAME DataSet2 WINDOW=FRONT.
DATASET ACTIVATE DataSet2.
DATASET CLOSE DataSet1.
```