

LAMPIRAN

Lampiran 1. Kuesioner Penelitian

Denpasar, 8 Mei 2026

Kepada :

Yth. Bapak/Ibu/Saudara

Frontliner PT Bank Tabungan Negara (Persero) Tbk

Wilayah Bali

Dengan hormat,

Perkenalkan saya Belinda Sylvia Jaya, mahasiswa Program Studi S2 Ilmu Manajemen di Universitas Pendidikan Ganesha, yang saat ini sedang melakukan penelitian tesis sebagai syarat kelulusan yang berjudul “Pengaruh *Product Knowledge*, *Workload*, dan *Work-Life Balance* terhadap Performa Pelayanan *Frontliner* PT Bank Tabungan Negara (Persero) Tbk Wilayah Bali”.

Saya mohon kesediaan Bapak./Ibu/Saudara untuk menjadi responden dalam penelitian ini, dan saya sangat menghargai kesediaan dan waktu yang telah diluangkan untuk mengisi formulir survei ini. Seluruh data yang dikumpulkan akan tetap dijaga kerahasiaannya dan hanya digunakan untuk kepentingan ilmiah.

Terima kasih atas waktu dan partisipasinya.

Hormat saya,



Belinda Sylvia Jaya

I. Identitas Responden

Nama (optional) :
Jenis Kelamin : ☐ Laki-laki
☐ Perempuan

Usia : ☐ 20 – 25 tahun
☐ 26 – 30 tahun
☐ 31 – 35 tahun
☐ > 35 tahun

Jabatan : ☐ *Security*
☐ *Teller Service*
☐ *Customer Service*
☐ *Loan Service*

Masa Kerja : ☐ < 1 tahun
☐ 1 - 3 tahun
☐ 4 - 6 tahun
☐ > 6 tahun

II. Petunjuk Pengisian

Mohon mengisi kuesioner ini dengan cara memberikan tanda *check list* atau centang pada kolom lembar berikut, yaitu dengan memilih alternatif jawaban yang tersedia. Ada lima alternatif jawaban, yaitu :

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

III. Kuesioner Penelitian

A. Product Knowledge (*Pengetahuan Produk*)

No.	Pernyataan	Pilihan Jawaban				
		1	2	3	4	5
		STS	TS	N	S	SS
Pemahaman <i>Product</i>						
1	Saya memahami dengan baik fitur, manfaat, dan risiko produk BTN.					
2	Saya mengetahui prosedur dan ketentuan setiap produk yang saya layani.					
Kemampuan Menjelaskan						
3	Saya mampu menjelaskan produk kepada nasabah dengan jelas dan mudah dipahami.					
4	Saya merasa percaya diri saat menjelaskan produk kepada nasabah.					
Solusi						
5	Saya dapat memberikan solusi produk yang sesuai dengan kebutuhan nasabah.					
6	Saya memahami alur eskalasi permasalahan terkait <i>product</i> maupun layanan agar dapat diselesaikan sesuai SLA.					
Pembaruan Informasi Produk						
7	Saya selalu mengikuti pembaruan informasi produk dari perusahaan.					
8	Pengetahuan produk yang saya miliki membantu mempercepat proses pelayanan.					

B. *Workload* (Beban Kerja)

No.	Pernyataan	Pilihan Jawaban				
		1	2	3	4	5
		STS	TS	N	S	SS
Beban Kerja						
9	Jumlah pekerjaan yang saya terima setiap hari cukup banyak.					

No.	Pernyataan	Pilihan Jawaban				
		1	2	3	4	5
		STS	TS	N	S	SS
10	Saya harus menyelesaikan banyak tugas dalam waktu yang terbatas.					
Tekanan Waktu						
11	Saya sering bekerja di bawah tekanan waktu.					
12	Waktu kerja yang tersedia sering tidak cukup untuk menyelesaikan tugas.					
Kelelahan Kerja						
13	Saya merasa kelelahan setelah bekerja.					
14	Beban kerja membuat saya kehilangan energi saat bekerja.					
Tuntutan Emosional & Beban Kerja Tambahan						
15	Saya mengalami tekanan emosional saat menghadapi nasabah.					
16	Saya masih harus menyelesaikan pekerjaan setelah jam operasional.					

C. Work-Life Balance (Keseimbangan Kehidupan Kerja)

No.	Pernyataan	Pilihan Jawaban				
		1	2	3	4	5
		STS	TS	N	S	SS
Keseimbangan Waktu						
17	Saya dapat membagi waktu antara pekerjaan dan kehidupan pribadi dengan baik.					
18	Saya masih memiliki waktu untuk keluarga dan kegiatan sosial.					
19	Saya memiliki waktu istirahat yang cukup di luar pekerjaan.					
Konflik Peran						

No.	Pernyataan	Pilihan Jawaban				
		1	2	3	4	5
		STS	TS	N	S	SS
20	Pekerjaan saya tidak mengganggu kehidupan pribadi saya.					
21	Saya tidak merasa terbebani oleh konflik antara pekerjaan dan kehidupan pribadi.					
22	Saya tetap dapat menjalankan kewajiban sosial atau adat dengan baik.					
Kepuasan Keseimbangan Hidup						
23	Saya merasa puas dengan keseimbangan antara pekerjaan dan kehidupan pribadi saya.					
Energi dan Pemulihan Diri						
24	Keseimbangan hidup yang saya miliki membantu saya bekerja dengan lebih baik.					



D. Performa Pelayanan *Frontliner*

No.	Pernyataan	Pilihan Jawaban				
		1	2	3	4	5
		STS	TS	N	S	SS
Responsiveness						
25	Saya melayani nasabah dengan cepat dan tepat.					
Reliability						
26	Saya memberikan informasi yang akurat kepada nasabah.					
27	Saya memberikan pelayanan sesuai standar perusahaan.					
Empathy						
28	Saya bersikap ramah dan sopan dalam melayani nasabah. (Assurance)					
29	Saya mampu memahami kebutuhan nasabah dengan baik.					
30	Saya dapat menangani keluhan nasabah dengan baik.					
Assurance						
31	Saya menjaga komunikasi yang baik dengan nasabah.					
32	Saya mampu memberikan pengalaman pelayanan yang positif kepada nasabah.					

Lampiran 2. Hasil Olah Data

1. Uji Validitas

		Correlations								
		Product Knowledge 1	Product Knowledge 2	Product Knowledge 3	Product Knowledge 4	Product Knowledge 5	Product Knowledge 6	Product Knowledge 7	Product Knowledge 8	TOTAL_PK
Product Knowledge 1	Pearson Correlation	1	.730**	.643**	.643**	.586**	.753**	.766**	.679**	.853**
	Sig. (2-tailed)		<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001
	N	68	68	68	68	68	68	68	68	68
Product Knowledge 2	Pearson Correlation	.730**	1	.684**	.660**	.643**	.777**	.764**	.788**	.887**
	Sig. (2-tailed)	<.001		<.001	<.001	<.001	<.001	<.001	<.001	<.001
	N	68	68	68	68	68	68	68	68	68
Product Knowledge 3	Pearson Correlation	.643**	.684**	1	.662**	.704**	.672**	.628**	.703**	.830**
	Sig. (2-tailed)	<.001	<.001		<.001	<.001	<.001	<.001	<.001	<.001
	N	68	68	68	68	68	68	68	68	68
Product Knowledge 4	Pearson Correlation	.643**	.660**	.662**	1	.598**	.670**	.678**	.678**	.817**
	Sig. (2-tailed)	<.001	<.001	<.001		<.001	<.001	<.001	<.001	<.001
	N	68	68	68	68	68	68	68	68	68
Product Knowledge 5	Pearson Correlation	.586**	.643**	.704**	.598**	1	.691**	.605**	.600**	.790**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001		<.001	<.001	<.001	<.001
	N	68	68	68	68	68	68	68	68	68
Product Knowledge 6	Pearson Correlation	.753**	.777**	.672**	.670**	.691**	1	.793**	.762**	.898**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001		<.001	<.001	<.001
	N	68	68	68	68	68	68	68	68	68
Product Knowledge 7	Pearson Correlation	.766**	.764**	.628**	.678**	.605**	.793**	1	.748**	.880**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001		<.001	<.001
	N	68	68	68	68	68	68	68	68	68
Product Knowledge 8	Pearson Correlation	.679**	.788**	.703**	.678**	.600**	.762**	.748**	1	.873**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001
	N	68	68	68	68	68	68	68	68	68
TOTAL_PK	Pearson Correlation	.853**	.887**	.830**	.817**	.790**	.898**	.880**	.873**	1
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	
	N	68	68	68	68	68	68	68	68	68

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



		Correlations								
		Work Load 1	Work Load 2	Work Load 3	Work Load 4	Work Load 5	Work Load 6	Work Load 7	Work Load 8	TOTAL_WL
Work Load 1	Pearson Correlation	1	.629**	.644**	.762**	.732**	.747**	.804**	.649**	.852**
	Sig. (2-tailed)		<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001
	N	68	68	68	68	68	68	68	68	68
Work Load 2	Pearson Correlation	.629**	1	.687**	.720**	.695**	.795**	.682**	.725**	.840**
	Sig. (2-tailed)	<.001		<.001	<.001	<.001	<.001	<.001	<.001	<.001
	N	68	68	68	68	68	68	68	68	68
Work Load 3	Pearson Correlation	.644**	.687**	1	.744**	.781**	.815**	.772**	.752**	.882**
	Sig. (2-tailed)	<.001	<.001		<.001	<.001	<.001	<.001	<.001	<.001
	N	68	68	68	68	68	68	68	68	68
Work Load 4	Pearson Correlation	.762**	.720**	.744**	1	.729**	.813**	.761**	.662**	.881**
	Sig. (2-tailed)	<.001	<.001	<.001		<.001	<.001	<.001	<.001	<.001
	N	68	68	68	68	68	68	68	68	68
Work Load 5	Pearson Correlation	.732**	.695**	.781**	.729**	1	.798**	.786**	.720**	.890**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001		<.001	<.001	<.001	<.001
	N	68	68	68	68	68	68	68	68	68
Work Load 6	Pearson Correlation	.747**	.795**	.815**	.813**	.798**	1	.808**	.789**	.934**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001		<.001	<.001	<.001
	N	68	68	68	68	68	68	68	68	68
Work Load 7	Pearson Correlation	.804**	.682**	.772**	.761**	.786**	.808**	1	.662**	.897**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001	<.001		<.001
	N	68	68	68	68	68	68	68	68	68
Work Load 8	Pearson Correlation	.649**	.725**	.752**	.662**	.720**	.789**	.662**	1	.846**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	
	N	68	68	68	68	68	68	68	68	68
TOTAL_WL	Pearson Correlation	.852**	.840**	.882**	.881**	.890**	.934**	.897**	.846**	1
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	
	N	68	68	68	68	68	68	68	68	68

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

Correlations										
		Work Life Balance 1	Work Life Balance 2	Work Life Balance 3	Work Life Balance 4	Work Life Balance 5	Work Life Balance 6	Work Life Balance 7	Work Life Balance 8	TOTAL_WLB
Work Life Balance 1	Pearson Correlation	1	.751**	.774**	.792**	.673**	.772**	.767**	.778**	.877**
	Sig. (2-tailed)		<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001
	N	68	68	68	68	68	68	68	68	68
Work Life Balance 2	Pearson Correlation	.751**	1	.806**	.838**	.786**	.869**	.751**	.794**	.924**
	Sig. (2-tailed)	<.001		<.001	<.001	<.001	<.001	<.001	<.001	<.001
	N	68	68	68	68	68	68	68	68	68
Work Life Balance 3	Pearson Correlation	.774**	.806**	1	.806**	.739**	.797**	.771**	.813**	.904**
	Sig. (2-tailed)	<.001	<.001		<.001	<.001	<.001	<.001	<.001	<.001
	N	68	68	68	68	68	68	68	68	68
Work Life Balance 4	Pearson Correlation	.792**	.838**	.806**	1	.800**	.779**	.780**	.797**	.923**
	Sig. (2-tailed)	<.001	<.001	<.001		<.001	<.001	<.001	<.001	<.001
	N	68	68	68	68	68	68	68	68	68
Work Life Balance 5	Pearson Correlation	.673**	.786**	.739**	.800**	1	.770**	.746**	.698**	.871**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001		<.001	<.001	<.001	<.001
	N	68	68	68	68	68	68	68	68	68
Work Life Balance 6	Pearson Correlation	.772**	.869**	.797**	.779**	.770**	1	.731**	.783**	.907**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001		<.001	<.001	<.001
	N	68	68	68	68	68	68	68	68	68
Work Life Balance 7	Pearson Correlation	.767**	.751**	.771**	.780**	.746**	.731**	1	.713**	.872**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001		<.001	<.001
	N	68	68	68	68	68	68	68	68	68
Work Life Balance 8	Pearson Correlation	.778**	.794**	.813**	.797**	.698**	.783**	.713**	1	.888**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001	<.001		<.001
	N	68	68	68	68	68	68	68	68	68
TOTAL_WLB	Pearson Correlation	.877**	.924**	.904**	.923**	.871**	.907**	.872**	.888**	1
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	
	N	68	68	68	68	68	68	68	68	68

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



Correlations										
		Performa Pelayanan 1	Performa Pelayanan 2	Performa Pelayanan 3	Performa Pelayanan 4	Performa Pelayanan 5	Performa Pelayanan 6	Performa Pelayanan 7	Performa Pelayanan 8	TOTAL_Y
Performa Pelayanan 1	Pearson Correlation	1	.471**	.478**	.454**	.486**	.527**	.416**	.241*	.732**
	Sig. (2-tailed)		<.001	<.001	<.001	<.001	<.001	<.001	.047	<.001
	N	68	68	68	68	68	68	68	68	68
Performa Pelayanan 2	Pearson Correlation	.471**	1	.511**	.371**	.474**	.557**	.384**	.280*	.732**
	Sig. (2-tailed)	<.001		<.001	.002	<.001	<.001	.001	.021	<.001
	N	68	68	68	68	68	68	68	68	68
Performa Pelayanan 3	Pearson Correlation	.478**	.511**	1	.468**	.412**	.475**	.401**	.406**	.745**
	Sig. (2-tailed)	<.001	<.001		<.001	<.001	<.001	<.001	<.001	<.001
	N	68	68	68	68	68	68	68	68	68
Performa Pelayanan 4	Pearson Correlation	.454**	.371**	.468**	1	.275*	.608**	.481**	.386**	.712**
	Sig. (2-tailed)	<.001	.002	<.001		.023	<.001	<.001	.001	<.001
	N	68	68	68	68	68	68	68	68	68
Performa Pelayanan 5	Pearson Correlation	.486**	.474**	.412**	.275*	1	.494**	.269*	.254*	.656**
	Sig. (2-tailed)	<.001	<.001	<.001	.023		<.001	.027	.037	<.001
	N	68	68	68	68	68	68	68	68	68
Performa Pelayanan 6	Pearson Correlation	.527**	.557**	.475**	.608**	.494**	1	.383**	.466**	.811**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001		.001	<.001	<.001
	N	68	68	68	68	68	68	68	68	68
Performa Pelayanan 7	Pearson Correlation	.416**	.384**	.401**	.481**	.269*	.383**	1	.275*	.632**
	Sig. (2-tailed)	<.001	.001	<.001	<.001	.027	.001		.023	<.001
	N	68	68	68	68	68	68	68	68	68
Performa Pelayanan 8	Pearson Correlation	.241*	.280*	.406**	.386**	.254*	.466**	.275*	1	.582**
	Sig. (2-tailed)	.047	.021	<.001	.001	.037	<.001	.023		<.001
	N	68	68	68	68	68	68	68	68	68
TOTAL_Y	Pearson Correlation	.732**	.732**	.745**	.712**	.656**	.811**	.632**	.582**	1
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	
	N	68	68	68	68	68	68	68	68	68

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

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

2. Uji Reliabilitas

Case Processing Summary

		N	%
Cases	Valid	68	100.0
	Excluded ^a	0	.0
	Total	68	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.947	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Product Knowledge 1	28.88	28.135	.801	.940
Product Knowledge 2	28.81	27.888	.848	.937
Product Knowledge 3	28.85	29.112	.778	.942
Product Knowledge 4	28.81	29.082	.760	.943
Product Knowledge 5	28.82	29.550	.729	.945
Product Knowledge 6	28.85	27.799	.861	.936
Product Knowledge 7	28.76	27.824	.837	.938
Product Knowledge 8	28.79	28.285	.831	.938

Case Processing Summary

		N	%
Cases	Valid	68	100.0
	Excluded ^a	0	.0
	Total	68	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.957	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Work Load 1	23.78	53.607	.804	.954
Work Load 2	23.63	55.072	.794	.954
Work Load 3	23.75	53.265	.844	.951
Work Load 4	23.62	53.344	.843	.951
Work Load 5	23.85	52.694	.853	.951
Work Load 6	23.62	52.658	.912	.947
Work Load 7	23.74	51.750	.859	.950
Work Load 8	23.84	54.287	.799	.954



Case Processing Summary

		N	%
Cases	Valid	68	100.0
	Excluded ^a	0	.0
	Total	68	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.964	8



Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Work Life Balance 1	25.15	46.993	.841	.960
Work Life Balance 2	25.26	44.018	.895	.957
Work Life Balance 3	25.09	47.246	.877	.959
Work Life Balance 4	25.19	44.396	.894	.957
Work Life Balance 5	25.29	45.554	.826	.961
Work Life Balance 6	25.21	46.435	.878	.958
Work Life Balance 7	25.35	46.769	.833	.961
Work Life Balance 8	25.12	46.374	.853	.959

Case Processing Summary

		N	%
Cases	Valid	68	100.0
	Excluded ^a	0	.0
	Total	68	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.853	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Performa Pelayanan 1	24.25	13.414	.626	.832
Performa Pelayanan 2	24.12	13.359	.623	.832
Performa Pelayanan 3	24.13	13.281	.641	.830
Performa Pelayanan 4	24.09	14.022	.618	.834
Performa Pelayanan 5	23.93	14.159	.540	.842
Performa Pelayanan 6	24.13	12.654	.724	.819
Performa Pelayanan 7	23.96	14.461	.518	.844
Performa Pelayanan 8	23.90	14.691	.456	.851

3. Karakteristik Responden Berdasarkan Jenis Kelamin

Jenis Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-Laki	35	51.5	51.5	51.5
	Perempuan	33	48.5	48.5	100.0
	Total	68	100.0	100.0	

4. Karakteristik Responden Berdasarkan Usia

Usia Responden					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-25 tahun	13	19.1	19.1	19.1
	26-30 tahun	28	41.2	41.2	60.3
	31-35 tahun	22	32.4	32.4	92.6
	>35 tahun	5	7.4	7.4	100.0
	Total	68	100.0	100.0	

5. Karakteristik Responden berdasarkan Jabatan

Jabatan					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Security	29	42.6	42.6	42.6
	Teller Service	17	25.0	25.0	67.6
	Customer Service	18	26.5	26.5	94.1
	Loan Service	4	5.9	5.9	100.0
	Total	68	100.0	100.0	

6. Karakteristik Responden berdasarkan Masa Kerja

Masa Kerja					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	< 1 tahun	4	5.9	5.9	5.9
	1 - 3 tahun	18	26.5	26.5	32.4
	4 - 6 tahun	24	35.3	35.3	67.6
	> 6 tahun	22	32.4	32.4	100.0
	Total	68	100.0	100.0	

7. Uji Normalitas

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	TOTAL_WLB, TOTAL_WL, TOTAL_PK ^b	.	Enter

a. Dependent Variable: TOTAL_Y

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.819 ^a	.671	.656	2.46088

a. Predictors: (Constant), TOTAL_WLB, TOTAL_WL, TOTAL_PK

b. Dependent Variable: TOTAL_Y

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	791.420	3	263.807	43.562	<.001 ^b
	Residual	387.580	64	6.056		
	Total	1179.000	67			

a. Dependent Variable: TOTAL_Y

b. Predictors: (Constant), TOTAL_WLB, TOTAL_WL, TOTAL_PK

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	10.470	2.284		4.585	<.001
	TOTAL_PK	.369	.050	.534	7.386	<.001
	TOTAL_WL	-.181	.036	-.359	-4.994	<.001
	TOTAL_WLB	.340	.039	.626	8.628	<.001

a. Dependent Variable: TOTAL_Y

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	17.7817	34.8487	27.5000	3.43689	68
Residual	-5.02321	4.90607	.00000	2.40516	68
Std. Predicted Value	-2.828	2.138	.000	1.000	68
Std. Residual	-2.041	1.994	.000	.977	68

a. Dependent Variable: TOTAL_Y

NPar Tests

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		68
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	2.40515620
Most Extreme Differences	Absolute	.096
	Positive	.096
	Negative	-.062
Test Statistic		.096
Asymp. Sig. (2-tailed) ^c		.200 ^d
Monte Carlo Sig. (2-tailed) ^e	Sig.	.121
	99% Confidence Interval	Lower Bound
		Upper Bound

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

e. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 2000000.

8. Uji Multikolinearitas

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	TOTAL_WLB, TOTAL_WL, TOTAL_PK ^b	.	Enter

a. Dependent Variable: TOTAL_Y

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.819 ^a	.671	.656	2.46088

a. Predictors: (Constant), TOTAL_WLB, TOTAL_WL, TOTAL_PK

b. Dependent Variable: TOTAL_Y

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	791.420	3	263.807	43.562	<.001 ^b
	Residual	387.580	64	6.056		
	Total	1179.000	67			

a. Dependent Variable: TOTAL_Y

b. Predictors: (Constant), TOTAL_WLB, TOTAL_WL, TOTAL_PK

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	10.470	2.284		4.585	<.001		
	TOTAL_PK	.369	.050	.534	7.386	<.001	.981	1.020
	TOTAL_WL	-.181	.036	-.359	-4.994	<.001	.992	1.008
	TOTAL_WLB	.340	.039	.626	8.628	<.001	.977	1.024

a. Dependent Variable: TOTAL_Y

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions			
				(Constant)	TOTAL_PK	TOTAL_WL	TOTAL_WLB
1	1	3.862	1.000	.00	.00	.01	.00
	2	.071	7.380	.00	.00	.73	.33
	3	.055	8.376	.02	.28	.20	.40
	4	.012	18.099	.98	.72	.07	.26

a. Dependent Variable: TOTAL_Y

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	17.7817	34.8487	27.5000	3.43689	68
Residual	-5.02321	4.90607	.00000	2.40516	68
Std. Predicted Value	-2.828	2.138	.000	1.000	68
Std. Residual	-2.041	1.994	.000	.977	68

a. Dependent Variable: TOTAL_Y



9. Uji Heteroskedastisitas

Regresi Glejser

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	TOTAL_WLB, TOTAL_WL, TOTAL_PK ^b	.	Enter

a. Dependent Variable: ABS_RES

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.161 ^a	.026	-.020	1.29428

a. Predictors: (Constant), TOTAL_WLB, TOTAL_WL, TOTAL_PK



ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2.850	3	.950	.567	.639 ^b
	Residual	107.210	64	1.675		
	Total	110.060	67			

a. Dependent Variable: ABS_RES

b. Predictors: (Constant), TOTAL_WLB, TOTAL_WL, TOTAL_PK

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.954	1.201		2.460	.017
	TOTAL_PK	-.007	.026	-.032	-.256	.799
	TOTAL_WL	-.024	.019	-.155	-1.254	.214
	TOTAL_WLB	-.002	.021	-.013	-.107	.915

a. Dependent Variable: ABS_RES

10. Uji t

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	10.470	2.284		4.585	<,001
	TOTAL_PK	.369	.050	.534	7.386	<,001
	TOTAL_WL	-.181	.036	-.359	-4.994	<,001
	TOTAL_WLB	.340	.039	.626	8.628	<,001

a. Dependent Variable: TOTAL_Y

11. Uji F

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	791.420	3	263.807	43.562	<,001 ^b
	Residual	387.580	64	6.056		
	Total	1179.000	67			

a. Dependent Variable: TOTAL_Y

b. Predictors: (Constant), TOTAL_WLB, TOTAL_WL, TOTAL_PK

12. Uji Analisis Linier Berganda

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	10.470	2.284		4.585	<,001
	TOTAL_PK	.369	.050	.534	7.386	<,001
	TOTAL_WL	-.181	.036	-.359	-4.994	<,001
	TOTAL_WLB	.340	.039	.626	8.628	<,001

a. Dependent Variable: TOTAL_Y

13. Uji Koefisien Determinasi

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.819 ^a	.671	.656	2.46088

a. Predictors: (Constant), TOTAL_WLB, TOTAL_WL, TOTAL_PK

b. Dependent Variable: TOTAL_Y

Lampiran 3. Tabulasi Data Hasil Penelitian

Responden	Product Knowledge	Work Load	Work-Life Balance	Performa Pelayanan
<i>Frontliner 1</i>	40	31	32	32
<i>Frontliner 2</i>	27	39	39	25
<i>Frontliner 3</i>	24	12	27	24
<i>Frontliner 4</i>	39	31	32	32
<i>Frontliner 5</i>	31	39	30	23
<i>Frontliner 6</i>	23	17	33	23
<i>Frontliner 7</i>	23	39	34	25
<i>Frontliner 8</i>	39	30	20	27
<i>Frontliner 9</i>	34	24	15	20
<i>Frontliner 10</i>	38	23	22	31
<i>Frontliner 11</i>	38	38	39	31
<i>Frontliner 12</i>	39	16	24	30
<i>Frontliner 13</i>	39	18	39	33
<i>Frontliner 14</i>	33	27	16	25
<i>Frontliner 15</i>	37	24	32	30
<i>Frontliner 16</i>	40	31	33	31
<i>Frontliner 17</i>	33	23	25	24
<i>Frontliner 18</i>	24	19	38	31
<i>Frontliner 19</i>	32	23	32	26
<i>Frontliner 20</i>	40	38	16	21
<i>Frontliner 21</i>	33	15	33	34
<i>Frontliner 22</i>	30	31	16	24
<i>Frontliner 23</i>	35	25	23	25
<i>Frontliner 24</i>	24	25	25	26
<i>Frontliner 25</i>	24	40	33	24
<i>Frontliner 26</i>	31	30	24	25

Responden	Product Knowledge	Work Load	Work-Life Balance	Performa Pelayanan
<i>Frontliner 27</i>	38	39	40	33
<i>Frontliner 28</i>	39	25	32	32
<i>Frontliner 29</i>	31	16	31	33
<i>Frontliner 30</i>	39	40	13	25
<i>Frontliner 31</i>	39	15	25	33
<i>Frontliner 32</i>	40	33	32	31
<i>Frontliner 33</i>	22	38	34	22
<i>Frontliner 34</i>	22	38	40	23
<i>Frontliner 35</i>	24	12	24	24
<i>Frontliner 36</i>	34	26	32	32
<i>Frontliner 37</i>	25	39	32	24
<i>Frontliner 38</i>	32	26	23	24
<i>Frontliner 39</i>	33	23	33	32
<i>Frontliner 40</i>	38	35	32	24
<i>Frontliner 41</i>	39	40	32	25
<i>Frontliner 42</i>	39	25	32	32
<i>Frontliner 43</i>	23	29	12	17
<i>Frontliner 44</i>	37	32	19	24
<i>Frontliner 45</i>	33	24	24	25
<i>Frontliner 46</i>	27	28	34	24
<i>Frontliner 47</i>	40	25	22	33
<i>Frontliner 48</i>	33	17	24	26
<i>Frontliner 49</i>	34	29	40	31
<i>Frontliner 50</i>	40	32	24	26
<i>Frontliner 51</i>	40	32	23	25
<i>Frontliner 52</i>	31	15	38	31
<i>Frontliner 53</i>	23	36	31	24
<i>Frontliner 54</i>	38	25	22	32

Responden	Product Knowledge	Work Load	Work-Life Balance	Performa Pelayanan
<i>Frontliner 55</i>	25	13	15	22
<i>Frontliner 56</i>	39	20	32	34
<i>Frontliner 57</i>	33	16	38	31
<i>Frontliner 58</i>	33	33	37	31
<i>Frontliner 59</i>	22	17	40	34
<i>Frontliner 60</i>	34	17	40	31
<i>Frontliner 61</i>	31	25	24	24
<i>Frontliner 62</i>	32	24	25	25
<i>Frontliner 63</i>	38	23	39	30
<i>Frontliner 64</i>	38	22	16	23
<i>Frontliner 65</i>	34	22	29	33
<i>Frontliner 66</i>	23	40	33	27
<i>Frontliner 67</i>	40	38	37	31
<i>Frontliner 68</i>	35	32	22	25



