

LAMPIRAN

LAMPIRAN 1

KUESIONER PENELITIAN

Adapun petunjuk pengisian kuesioner ini, yaitu sebagai berikut:

1. Mohon identitas responden diisi sesuai dengan pertanyaan yang tersedia.
2. Mohon beri tanda (√) pada pilihan yang paling sesuai dengan yang Bapak/Ibu/Sdr lihat/rasakan.
3. Mohon dijawab tanpa ada pengaruh apapun, peneliti akan merahasiakan jawaban Bapak/Ibu/Sdr.
4. Keterangan: STS = Sangat Tidak Setuju, TS = Tidak Setuju, CS = Cukup Setuju, S = Setuju, SS = Sangat Setuju.

Karakteristik Responden

Hari/ Tanggal :

Jenis Kelamin : Laki-laki/Perempuan**)

Pendidikan : SD/SMP/SMA/D1/D2/D3/S1/S2/S3**)

Kategori Pasien : VIP/Kelas I/Kelas II/Kelas III**)

Jenis Pasien : Umum/Askes/Jamkesmas/Jamsostek/Lain-lain**)

****)** Lingkari yang sesuai

KUESIONER PERSPEKTIF PELANGGAN

No.	DAFTAR PERNYATAAN	STS	TS	CS	S	SS	Kode Kuesioner
A. Wujud Fisik (<i>Tangibles</i>)							
1.	Peralatan operasional rumah sakit sudah baik						7
2.	Kenyamanan dan kebersihan ruang pemeriksaan						7
3.	Kejelasan papan petunjuk/informasi pelayanan						7
B. Keandalan (<i>Reliability</i>)							

No.	DAFTAR PERTNYATAAN	STS	TS	CS	S	SS	Kode Kuesioner
4.	Kecepatan dan kemudahan prosedur pelayanan						8
5.	Keakuratan administrasi/pencatatan pasien						8
6.	Ketepatan jadwal pelayanan dijalankan (waktu buka pendaftaran, kedatangan dokter)						8
C. Daya Tanggap (<i>Responsiveness</i>)							
7.	Petugas segera memberikan bantuan bila ada kesulitan pada pasien						9
8.	Tanggapan positif terhadap keluhan pasien						9
9.	Kejelasan penyampaian informasi kepada pasien						9
D. Jaminan (<i>Assurance</i>)							
10.	Perilaku petugas menimbulkan rasa aman dan percaya						10
11.	Keramahan dan kesopanan petugas dalam memberikan pelayanan						10
12.	Keterampilan para dokter, perawat, dan petugas lainnya dalam melayani pasien						10
E. Empati (<i>Emphaty</i>)							
13.	Pemberian informasi kepada pasien apabila ada hal baru dalam pelayanan kesehatan						11
14.	Ketersediaan dan kecukupan waktu bagi pasien/keluarga pasien untuk berkonsultasi						11
15.	Pelayanan kepada semua pasien tanpa memandang status sosial dan lain-lain						11

Sumber: Hartati (2012) yang telah dikembangkan peneliti.

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2. Mohon beri tanda (√) pada pilihan yang paling sesuai dengan yang Bapak/Ibu/Sdr lihat/rasakan.
3. Mohon dijawab tanpa ada pengaruh apapun, peneliti akan merahasiakan jawaban Bapak/Ibu/Sdr.
4. Keterangan: STS = Sangat Tidak Setuju, TS = Tidak Setuju, CS = Cukup Setuju, S = Setuju, SS = Sangat Setuju.

Karakteristik Responden

Umur :Tahun

Jenis Kelamin : Laki-laki/Perempuan**))

Masa Kerja :Tahun

Kategori Pegawai : Medis/Paramedis/Paramedis Non Perawat/Non Medis**))

Jabatan/Unit Kerja :

Status Pegawai : PNS/Pegawai Tetap Non PNS/Kontrak**))

Pendidikan : SD/SMP/SMA/D1/D2/D3/S1/S2/S3**))

****) Lingkari yang sesuai**

KUESIONER PERSPEKTIF PROSES BISNIS INTERNAL

No.	DAFTAR PERNYATAAN	STS	TS	CS	S	SS	Kode Kuesioner
A. Peralatan							
1.	Peralatan kerja dalam kondisi baik dan layak pakai						12
2.	Peralatan tersedia dalam jumlah yang memadai						12
3.	Alat tulis kantor yang dibutuhkan tersedia dan dalam kondisi baik						12
4.	Dilakukan pengecekan dan perbaikan investasi						12

No.	DAFTAR PERNYATAAN	STS	TS	CS	S	SS	Kode Kuesioner
	kantor						
B. Sarana dan Prasarana							
5.	Tersedia prasarana sesuai kebutuhan dan dalam kondisi baik (ruang rawat inap, UGD, Ruang lab, ruang operasi,dll)						13
6.	Komputerisasi telah berjalan dengan baik dalam menunjang efisiensi dan efektifitas bekerja.						13
7.	Data dan informasi yang dibutuhkan dalam mendukung pekerjaan dapat diperoleh dengan mudah dan lengkap.						13
8.	Gedung/ruang (rawat jalan, rawat inap, rawat gawat darurat, gedung administrasi dan ruang lain) dalam kondisi baik dan dalam keadaan bersih.						13
9.	Prasarana RSUD (seperti air, listrik, sistem informasi dan komunikasi,dan lain-lain) berfungsi dengan baik						13
10.	Dilakukan pengecekan dan perbaikan sarana prasarana RSUD						13
C. Proses							
11.	Target dan waktu penyelesaian pekerjaan sesuai dengan kemampuan pegawai rumah sakit						14
12.	Pegawai Rumah Sakit mampu mengatasi hambatan dalam pekerjaan.						14
13.	Pegawai rumah sakit mampu memberikan pelayanan sesuai dengan Standar Pelayanan Minimal (SPM)						14
D. Kualitas							
14.	Pegawai yang bekerja di RSUD Wonosari memiliki kemampuan sesuai kebutuhan.						15
15.	Semua pegawai di RSUD Wonosari mempunyai keterampilan yang						15

No.	DAFTAR PERNYATAAN	STS	TS	CS	S	SS	Kode Kuesioner
	kompeten sesuai bidang pekerjaan.						
16.	Tingkat kesalahan pegawai dalam pekerjaannya rendah.						15

Sumber: Hartati (2012), Rondos (2016) yang telah dikembangkan peneliti.

KUESIONER PERSPEKTIF PEMBELAJARAN DAN PERTUMBUHAN

No.	DAFTAR PERNYATAAN	STP	TP	CP	P	SP	Kode Kuesioner
A. Kemampuan							
1.	Terdapat diklat-diklat bagi pegawai RSUD untuk meningkatkan pengetahuan dan keterampilan sesuai kebutuhan tugas.						16
2.	Adanya kesempatan bagi pegawai untuk melanjutkan pendidikan.						16
3.	Lingkungan kerja kondusif untuk belajar pekerjaan yang baru.						16
4.	Adanya pengarahan tugas pokok dan fungsi dari pimpinan.						16
5.	Pimpinan memberikan pengarahan yang jelas sebelum melaksanakan tugas.						16
6.	Pimpinan memberikan pengetahuan kepada bawahannya mengenai tingkah laku/moral yang positif.						16
7.	Pimpinan memberikan pekerjaan sesuai dengan kemampuan staff/pegawai						16
8.	Adanya kesempatan untuk mengembangkan bakat dan prakarsa.						16
B. Motivasi							

No.	DAFTAR PERNYATAAN	STS	TS	CS	S	SS	Kode Kuesioner
9.	RSUD ini memberikan remunerasi/tunjangan kepada pegawai sesuai dengan tingkat tanggung jawab dan profesionalisme.						17
10.	Promosi berjalan baik sesuai dengan kebutuhan.						17
11.	Pimpinan memberikan motivasi kepada bawahan dalam bekerja.						17
12.	Keterbukaan dalam menyampaikan pendapat baik kepada pimpinan maupun rekan sekerja.						17
13.	RSUD ini memberikan penghargaan bagi pegawai yang berprestasi.						17
14.	RSUD ini memberikan teguran kepada pegawai yang bekerja tidak sesuai dengan standar pelayanan.						17
15.	Hubungan sosial sesama rekan kerja terjalin dengan baik.						17
16.	Kerja sama dengan tim maupun antar bagian di RSUD dalam menyelesaikan pekerjaan berjalan dengan baik.						17

Sumber: Hartati (2012), Rondos (2016) yang telah dikembangkan peneliti.

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1. Mohon identitas responden diisi sesuai dengan pertanyaan yang tersedia.
2. Mohon beri tanda (√) pada pilihan yang paling sesuai dengan yang Bapak/Ibu/Sdr lihat/rasakan.
3. Mohon dijawab tanpa ada pengaruh apapun, peneliti akan merahasiakan jawaban Bapak/Ibu/Sdr.
4. Keterangan:
 - a. Sangat Baik (5)
 - b. Baik (4)
 - c. Cukup (3)
 - d. Kurang Baik (2)
 - e. Tidak Baik Sama Sekali (1)

Karakteristik Responden

Umur :Tahun

Jenis Kelamin : Laki-laki/Perempuan**)

Masa Kerja :Tahun

Kategori Pegawai : Medis/ Paramedis/Paramedis Non
Perawat/Non Medis**)

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Status Pegawai : PNS/ Pegawai Tetap Non PNS/
Kontrak**)

Pendidikan : SD/SMP/SMA/D1/D2/D3/S1/
S2/S3**)

****)** Lingkari yang sesuai

KUESIONER PERSPEKTIF KEUANGAN

No.	DAFTAR PERTANYAAN	Kode Kuesioner
A. ALOS (<i>Average Length of Stay</i>)		
1.	Menurut Saudara rata-rata lamanya pasien dirawat di RSUD Wonosari a. 14-17 hari b. 10-13 hari c. 6-9 hari d. 2-5 hari e. ≤ 2hari	1
B. BOR (<i>Bed Occupancy Ratio</i>)		
2.	Menurut Saudara rata-rata pemakaian tempat tidur di RSUD Wonosari a. 86-100% b. 60-85% c. 30-59% d. 20-39% e. ≤ 20%	2
C. TOI (<i>Turn Over Interval</i>)		
3.	Menurut Saudara rata-rata hari perputaran tempat tidur di RSUD Wonosari a. ≤ 1 hari b. 1-3 hari c. 4-6 hari d. 7-9 hari e. 10-12 hari	3
D. BTO (<i>Bed Turn Over</i>)		
4.	Menurut Saudara rata-rata penggunaan tempat tidur di RSUD Wonosari a. 79,1-90 kali b. 59,1-79 kali c. 39,1-59 kali d. 20-39 kali e. ≤ 20 kali	4
E. GDR (<i>Gross Death Rate</i>)		
5.	Menurut Saudara rata-rata angka kematian umum tiap-tiap 1000 pasien keluar di RSUD Wonosari a. ≤ 20 per 1000 pasien keluar b. 20-44 per 1000 pasien keluar c. 45-60 per 1000 pasien keluar d. 61-80 per 1000 pasien keluar e. ≤ 80 per 1000 pasien keluar	5
F. NDR (<i>Net Death Rate</i>)		

No.	DAFTAR PERTANYAAN	Kode Kuesioner
6.	<p>Menurut Saudara angka kematian 48 jam setelah dirawat untuk tiap-tiap 1000 pasien keluar di RSUD Wonosari</p> <ul style="list-style-type: none"> a. ≤ 10 per 1000 pasien keluar b. 10-24 per 1000 pasien keluar c. 25-30 per 1000 pasien keluar d. 31-40 per 1000 pasien keluar e. ≥ 40 per 1000 pasien keluar 	6

Sumber: DINKES RI 2005

LAMPIRAN 2

HASIL INPUT DATA KUISIONER

No	Perspektif Keuangan						Total
	ALOS	BOR	TOI	BTO	GDR	NDR	
	1	2	3	4	5	6	
1	4	3	3	4	4	4	22
2	4	4	4	5	5	4	26
3	3	4	4	4	3	4	22
4	4	5	5	5	4	4	27
5	3	4	4	3	4	3	21
6	3	4	4	4	4	4	23
7	4	4	4	4	4	3	23
8	4	4	5	3	5	4	25
9	4	4	4	4	4	4	24
10	4	4	4	4	4	4	24
11	3	3	3	3	3	3	18
12	4	4	4	4	3	4	23
13	3	3	3	3	2	3	17
14	4	4	4	4	4	4	24
15	4	4	3	3	3	3	20
16	4	4	3	3	3	3	20
17	3	3	4	4	2	4	20
18	5	5	5	3	4	3	25
19	5	5	5	4	4	4	27
20	4	4	4	3	4	4	23
21	5	5	5	4	4	5	28
22	4	4	5	5	5	4	27
23	5	4	4	4	4	4	25
24	5	5	4	2	5	4	25
25	4	5	4	2	5	4	24
26	3	4	4	4	3	3	21
27	3	5	4	3	4	4	23
28	3	5	4	3	4	4	23
29	5	4	4	3	4	5	25
30	4	4	4	4	4	4	24
31	3	4	4	4	5	4	24
32	4	4	4	4	4	5	25
33	4	4	4	4	4	5	25
34	3	4	4	4	3	4	22
35	4	4	4	5	4	3	24
36	4	4	5	3	3	3	22
37	4	5	4	4	5	4	26
38	4	4	4	2	3	3	20

No.	Perspektif Keuangan						Total
	ALOS	BOR	TOI	BTO	GDR	NDR	
	1	2	3	4	5	6	
39	4	4	4	3	3	4	22
40	5	5	5	3	4	4	26
41	4	5	4	4	4	4	25
42	5	3	5	3	5	4	25
43	5	5	5	4	3	4	26
44	4	4	4	4	3	4	23
45	5	5	5	5	4	5	29
46	5	5	5	5	4	5	29
47	3	4	4	4	4	5	24
48	5	4	4	2	3	4	22
49	5	4	4	3	3	4	23
50	4	4	4	4	4	4	24
51	4	4	4	4	4	4	24
52	4	4	4	4	4	4	24
53	5	5	5	5	4	4	28
54	5	4	5	5	5	5	29
55	4	4	4	4	4	4	24
56	4	4	4	4	4	4	24
57	4	5	5	4	4	5	27
58	5	5	5	5	5	4	29
59	4	4	4	3	4	4	23
60	4	4	5	5	4	3	25
61	4	4	4	3	2	4	21
62	3	4	4	4	3	4	22
63	4	4	4	4	4	3	23
64	4	4	4	4	4	4	24
65	3	4	4	4	3	4	22

No	Perspektif Pelanggan															Total
	Wujud Fisik			Keandalan			Daya Tanggap			Jaminan			Empati			
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
1	4	4	3	3	4	4	4	4	4	4	4	4	3	4	4	57
2	3	4	4	4	5	5	5	4	4	5	5	5	5	5	5	68
3	3	3	4	4	4	3	4	4	4	4	4	4	3	4	3	55
4	4	4	5	5	5	4	4	4	4	4	4	4	3	4	4	62
5	4	3	4	4	3	4	3	3	3	4	4	4	2	4	4	53
6	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	58
7	4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	58
8	4	4	4	5	3	5	5	4	4	5	4	4	4	4	4	63
9	4	4	4	4	4	4	4	4	4	5	4	5	3	5	4	62
10	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60
11	3	3	3	3	3	3	3	3	3	4	4	4	4	4	4	51
12	4	4	4	4	4	3	4	4	4	4	4	4	3	3	3	56
13	3	3	3	3	3	2	3	3	2	4	4	4	2	4	4	47
14	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4	61
15	3	4	4	3	3	3	2	3	3	4	4	4	4	4	4	52
16	3	4	4	3	3	3	2	3	3	4	4	4	2	4	3	49
17	3	3	3	4	4	2	4	4	4	5	5	5	3	4	5	58
18	3	5	5	5	3	4	5	3	5	5	5	4	5	5	5	67
19	3	5	5	5	4	4	5	4	4	5	4	5	5	4	5	67
20	3	4	4	4	3	4	4	4	4	4	4	4	5	4	4	59
21	3	5	5	5	4	4	5	5	5	4	5	5	4	3	3	65
22	4	4	4	5	5	5	5	4	5	5	5	4	3	3	4	65
23	4	5	4	4	4	4	4	4	4	4	3	3	3	3	3	56
24	4	5	5	4	2	5	4	4	4	3	3	4	5	3	3	58
25	4	4	5	4	2	5	4	4	4	5	4	3	4	3	4	59
26	3	3	4	4	4	3	4	3	4	5	4	4	3	4	4	56
27	4	3	5	4	3	4	4	4	4	3	4	4	3	4	4	57
28	3	3	5	4	3	4	4	4	4	5	4	4	2	4	4	57
29	3	5	4	4	3	4	5	5	5	3	3	2	3	3	3	55
30	4	4	4	4	4	4	4	4	4	3	3	4	4	4	3	57
31	4	3	4	4	4	5	5	4	4	5	5	4	2	3	4	60
32	4	4	4	4	4	4	4	5	5	4	4	4	3	4	4	61
33	5	4	4	4	4	4	4	5	4	3	3	3	4	4	3	58
34	4	3	4	4	4	3	4	4	5	3	4	4	3	3	3	55
35	3	4	4	4	5	4	4	3	4	5	5	5	4	5	5	64
36	4	4	4	5	3	3	3	3	4	4	4	5	4	4	4	58
37	4	4	5	4	4	5	5	4	4	5	5	4	5	5	5	68
38	3	4	4	4	2	3	3	3	4	4	3	4	3	4	4	52
39	4	4	4	4	3	3	4	4	4	4	4	4	3	4	3	56
40	4	5	5	5	3	4	5	4	5	5	5	4	4	4	4	66
41	4	4	5	4	4	4	4	4	4	5	4	4	4	4	4	62

No.	Perspektif Pelanggan															Total
	Wujud Fisik			Keandalan			Daya Tanggap			Jaminan			Empati			
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
42	4	5	3	5	3	5	5	4	5	5	5	4	4	5	4	66
43	4	5	5	5	4	3	4	4	4	4	4	4	3	4	4	61
44	4	4	4	4	4	3	4	4	4	4	4	3	3	3	4	56
45	4	5	5	5	5	4	4	5	5	5	5	5	2	5	4	68
46	4	5	5	5	5	4	4	5	5	4	4	4	5	3	4	66
47	4	3	4	4	4	4	3	5	5	5	5	5	5	4	4	64
48	4	5	4	4	2	3	5	4	5	3	3	4	4	4	4	58
49	4	5	4	4	3	3	4	4	4	5	4	5	5	4	4	62
50	4	4	4	4	4	4	4	4	4	4	4	5	5	5	4	63
51	3	4	4	4	4	4	3	4	4	4	4	4	4	4	5	59
52	3	4	4	4	4	4	3	4	4	4	5	4	2	4	4	57
53	5	5	5	5	5	4	5	4	5	3	4	4	4	4	4	66
54	4	5	4	5	5	5	4	5	5	4	4	5	4	4	4	67
55	4	4	4	4	4	4	4	4	4	4	4	4	3	3	4	58
56	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	59
57	2	4	5	5	4	4	4	5	5	4	4	5	5	5	4	65
58	5	5	5	5	5	5	4	4	5	4	4	4	4	4	4	67
59	4	4	4	4	3	4	4	4	4	3	3	4	4	4	4	57
60	4	4	4	5	5	4	4	3	4	4	3	3	4	4	4	59
61	4	4	4	4	3	2	4	4	4	3	4	4	4	4	4	56
62	2	3	4	4	4	3	4	4	3	4	4	4	4	4	4	55
63	2	4	4	4	3	4	4	3	3	3	3	3	3	4	4	51
64	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60
65	4	3	4	4	4	3	4	4	4	5	4	4	4	4	3	58

No	Prespektif Proses Bisnis Internal																Total
	Peralatan				Sarana dan Prasarana						Proses			Kualitas			
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
1	4	4	3	3	4	4	4	4	4	4	4	4	3	4	4	4	61
2	3	4	4	4	5	5	5	4	4	5	5	5	5	5	5	5	73
3	3	3	4	4	4	3	4	4	4	4	4	4	3	4	3	4	59
4	4	4	5	5	5	4	4	4	4	4	4	4	3	4	4	4	66
5	4	3	4	4	3	4	3	3	3	4	4	4	2	4	4	4	57
6	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	62
7	4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	4	62
8	4	4	4	5	3	5	5	4	4	5	4	4	4	4	4	4	67
9	4	4	4	4	4	4	4	4	4	5	4	5	3	5	4	5	67
10	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
11	3	3	3	3	3	3	3	3	3	4	4	4	4	4	4	5	56
12	4	4	4	4	4	3	4	4	4	4	4	4	3	3	3	4	60
13	3	3	3	3	3	2	3	3	2	4	4	4	2	4	4	4	51
14	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	65
15	3	4	4	3	3	3	2	3	3	4	4	4	4	4	4	4	56
16	3	4	4	3	3	3	2	3	3	4	4	4	2	4	3	4	53
17	3	3	3	4	4	2	4	4	4	5	5	5	3	4	5	5	63
18	3	5	5	5	3	4	5	3	5	5	5	4	5	5	5	4	71
19	3	5	5	5	4	4	5	4	4	5	4	5	5	4	5	5	72
20	3	4	4	4	3	4	4	4	4	4	4	4	5	4	4	4	63
21	3	5	5	5	4	4	5	5	5	4	5	5	4	3	3	4	69
22	4	4	4	5	5	5	5	4	5	5	5	4	3	3	4	3	68
23	4	5	4	4	4	4	4	4	4	4	3	3	3	3	3	3	59
24	4	5	5	4	2	5	4	4	4	3	3	4	5	3	3	3	61
25	4	4	5	4	2	5	4	4	4	5	4	3	4	3	4	4	63
26	3	3	4	4	4	3	4	3	4	5	4	4	3	4	4	5	61
27	4	3	5	4	3	4	4	4	4	3	4	4	3	4	4	4	61
28	3	3	5	4	3	4	4	4	4	5	4	4	2	4	4	4	61
29	3	5	4	4	3	4	5	5	5	3	3	2	3	3	3	3	58
30	4	4	4	4	4	4	4	4	4	3	3	4	4	4	3	3	60
31	4	3	4	4	4	5	5	4	4	5	5	4	2	3	4	4	64
32	4	4	4	4	4	4	4	5	5	4	4	4	3	4	4	4	65
33	5	4	4	4	4	4	4	5	4	3	3	3	4	4	3	4	62
34	4	3	4	4	4	3	4	4	5	3	4	4	3	3	3	4	59
35	3	4	4	4	5	4	4	3	4	5	5	5	4	5	5	5	69
36	4	4	4	5	3	3	3	3	4	4	4	5	4	4	4	4	62
37	4	4	5	4	4	5	5	4	4	5	5	4	5	5	5	4	72
38	3	4	4	4	2	3	3	3	4	4	3	4	3	4	4	4	56
39	4	4	4	4	3	3	4	4	4	4	4	4	3	4	3	4	60
40	4	5	5	5	3	4	5	4	5	5	5	4	4	4	4	5	71

No.	Perspektif Proses Bisnis Internal																Total
	Peralatan				Sarana dan Prasarana						Proses			Kualitas			
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
41	4	4	5	4	4	4	4	4	4	5	4	4	4	4	4	5	67
42	4	5	3	5	3	5	5	4	5	5	5	4	4	5	4	4	70
43	4	5	5	5	4	3	4	4	4	4	4	4	3	4	4	4	65
44	4	4	4	4	4	3	4	4	4	4	4	3	3	3	4	4	60
45	4	5	5	5	5	4	4	5	5	5	5	5	2	5	4	5	73
46	4	5	5	5	5	4	4	5	5	4	4	4	5	3	4	5	71
47	4	3	4	4	4	4	3	5	5	5	5	5	5	4	4	4	68
48	4	5	4	4	2	3	5	4	5	3	3	4	4	4	4	4	62
49	4	5	4	4	3	3	4	4	4	5	4	5	5	4	4	4	66
50	4	4	4	4	4	4	4	4	4	4	4	5	5	5	4	4	67
51	3	4	4	4	4	4	3	4	4	4	4	4	4	4	5	4	63
52	3	4	4	4	4	4	3	4	4	4	5	4	2	4	4	4	61
53	5	5	5	5	5	4	5	4	5	3	4	4	4	4	4	3	69
54	4	5	4	5	5	5	4	5	5	4	4	5	4	4	4	4	71
55	4	4	4	4	4	4	4	4	4	4	4	4	3	3	4	4	62
56	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	63
57	2	4	5	5	4	4	4	5	5	4	4	5	5	5	4	5	70
58	5	5	5	5	5	5	4	4	5	4	4	4	4	4	4	4	71
59	4	4	4	4	3	4	4	4	4	3	3	4	4	4	4	4	61
60	4	4	4	5	5	4	4	3	4	4	3	3	4	4	4	4	63
61	4	4	4	4	3	2	4	4	4	3	4	4	4	4	4	5	61
62	2	3	4	4	4	3	4	4	3	4	4	4	4	4	4	4	59
63	2	4	4	4	3	4	4	3	3	3	3	3	3	4	4	4	55
64	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
65	4	3	4	4	4	3	4	4	4	5	4	4	4	4	3	3	61

No	Perspektif Pembelajaran dan Pertubuhan																Total
	Kemampuan								Motivasi								
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
1	4	4	3	3	4	4	4	4	4	4	4	4	4	4	5	4	63
2	4	4	4	4	5	5	4	4	3	4	5	5	5	5	5	5	71
3	4	3	4	4	4	3	4	4	3	4	4	4	4	4	3	4	60
4	4	4	5	5	3	4	3	4	3	3	3	4	3	4	4	4	60
5	4	3	4	4	3	4	4	3	3	4	4	5	2	4	4	4	59
6	4	3	4	4	4	4	4	4	3	3	4	3	4	4	4	4	60
7	4	4	4	4	3	3	3	3	3	4	4	4	4	4	4	4	59
8	4	4	4	5	4	5	5	4	4	5	4	4	4	4	4	4	68
9	4	4	4	4	4	4	4	4	4	5	5	5	4	5	4	5	69
10	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	4	65
11	3	3	3	3	3	3	3	3	4	4	4	4	4	5	5	5	59
12	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	63
13	3	3	3	4	4	2	4	3	2	4	4	4	2	5	4	4	55
14	4	4	3	4	4	4	4	4	4	5	4	4	4	4	4	4	64
15	3	4	4	4	3	4	2	3	3	4	4	4	4	4	4	4	58
16	3	4	4	3	3	3	2	3	3	3	3	3	2	4	3	4	50
17	3	3	3	4	4	2	4	4	4	5	5	5	3	4	5	5	63
18	3	5	5	5	3	3	5	3	5	5	5	4	5	5	5	4	70
19	3	5	5	5	4	4	5	4	5	5	4	5	5	4	5	5	73
20	3	4	4	4	4	4	4	4	4	4	4	4	5	4	4	4	64
21	3	5	5	5	4	4	5	5	5	4	5	5	3	3	3	4	68
22	4	4	4	5	5	5	5	4	5	5	5	4	3	3	3	3	67
23	4	5	4	4	4	4	4	4	4	4	3	3	3	3	4	3	60
24	4	5	5	4	2	5	4	4	4	3	3	3	5	3	3	3	60
25	4	4	5	4	2	5	4	4	4	5	4	3	4	3	4	4	63
26	3	3	4	4	4	3	4	3	3	5	4	4	3	4	4	5	60
27	4	3	5	4	3	4	4	4	3	3	4	4	3	4	3	4	59
28	3	3	5	4	3	3	3	4	4	5	4	4	2	4	4	4	59
29	3	5	4	4	4	4	5	5	5	3	3	2	3	3	4	3	60
30	4	4	3	4	4	4	4	4	4	3	3	4	4	3	3	3	58
31	4	3	4	4	4	5	5	4	4	5	5	4	2	3	4	4	64
32	4	4	4	4	3	4	4	5	5	4	4	4	3	4	4	4	64
33	5	4	4	4	4	3	3	5	4	3	3	3	4	4	3	4	60
34	4	3	4	4	4	4	4	4	5	4	4	4	3	3	3	4	61
35	3	4	4	4	5	4	3	3	3	5	5	5	4	5	5	5	67
36	4	4	4	5	3	3	3	3	3	4	4	5	4	4	4	4	61
37	4	4	5	4	4	5	5	4	3	5	5	4	4	5	5	4	70
38	3	4	4	4	2	3	4	3	4	4	3	4	4	4	4	4	58
39	4	4	4	4	3	3	3	4	4	4	4	4	3	4	3	4	59
40	4	5	5	5	3	4	5	4	5	5	5	4	3	4	4	5	70
41	4	4	5	4	4	4	4	4	4	5	4	4	4	4	4	5	67

No.	Perspektif Pertumbuhan dan Pembelajaran																Total
	Kemampuan								Motivasi								
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
42	4	5	3	5	3	5	5	4	5	5	5	4	3	5	4	4	69
43	4	5	5	5	4	4	4	4	4	4	4	4	4	5	4	4	68
44	4	4	4	4	4	3	4	4	4	4	4	3	3	3	3	4	59
45	4	5	5	5	5	3	3	5	5	5	5	5	2	5	3	5	70
46	4	5	5	5	5	4	4	5	5	4	4	4	5	3	4	5	71
47	4	3	4	4	4	4	3	5	5	5	5	5	5	4	4	4	68
48	4	5	4	3	2	3	5	4	5	3	3	4	4	4	4	4	61
49	4	5	4	3	3	3	4	4	4	5	4	5	5	4	4	4	65
50	4	4	4	3	4	4	4	4	4	4	4	5	5	5	4	4	66
51	3	4	4	3	4	4	3	4	4	4	4	4	4	4	5	4	62
52	3	4	4	3	4	4	3	4	4	4	5	4	2	4	4	4	60
53	5	5	5	5	5	4	5	4	5	3	4	4	4	4	4	3	69
54	4	5	3	5	5	5	4	5	5	4	4	5	4	4	4	4	70
55	4	4	3	4	4	4	4	4	4	4	4	4	3	3	4	4	61
56	4	4	3	4	4	4	4	4	4	4	4	4	3	4	4	4	62
57	2	4	5	5	4	4	4	5	5	4	4	5	5	5	4	5	70
58	5	5	5	5	5	5	4	4	5	4	4	4	4	4	4	4	71
59	4	4	4	4	3	4	4	4	3	3	3	4	4	4	4	4	60
60	4	4	4	5	5	4	3	3	4	4	3	3	4	4	4	4	62
61	4	4	4	4	3	2	4	4	4	3	4	4	4	4	4	5	61
62	2	3	4	4	4	3	4	4	3	4	4	4	4	4	4	4	59
63	2	4	4	4	3	4	4	3	3	3	3	3	4	4	4	4	56
64	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
65	4	3	4	4	4	3	4	4	3	5	4	4	4	3	3	3	59

LAMPIRAN 3

UJI VALIDITAS KUALITAS PERSPEKTIF KEUANGAN

Correlations

			ALOS	BOR	TOI	BTO	GDR	NDR	Perspektif _ Keuangan
Spearman's rho	ALOS	Correlation Coefficient	1,000	,403**	,534**	,060	,303*	,279*	,645**
		Sig. (2-tailed)	.	,001	,000	,635	,014	,024	,000
		N	65	65	65	65	65	65	65
	BOR	Correlation Coefficient	,403**	1,000	,541**	,123	,321**	,276*	,606**
		Sig. (2-tailed)	,001	.	,000	,329	,009	,026	,000
		N	65	65	65	65	65	65	65
	TOI	Correlation Coefficient	,534**	,541**	1,000	,350**	,371**	,304*	,736**
		Sig. (2-tailed)	,000	,000	.	,004	,002	,014	,000
		N	65	65	65	65	65	65	65
	BTO	Correlation Coefficient	,060	,123	,350**	1,000	,267*	,287*	,529**
		Sig. (2-tailed)	,635	,329	,004	.	,032	,020	,000
		N	65	65	65	65	65	65	65
	GDR	Correlation Coefficient	,303*	,321**	,371**	,267*	1,000	,312*	,709**
		Sig. (2-tailed)	,014	,009	,002	,032	.	,011	,000
		N	65	65	65	65	65	65	65
	NDR	Correlation Coefficient	,279*	,276*	,304*	,287*	,312*	1,000	,566**
		Sig. (2-tailed)	,024	,026	,014	,020	,011	.	,000
		N	65	65	65	65	65	65	65
	Perspektif _ Keuangan	Correlation Coefficient	,645**	,606**	,736**	,529**	,709**	,566**	1,000
		Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	.
		N	65	65	65	65	65	65	65

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

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

PERSPEKTIF PELANGGAN

Correlations

		Tangibles 1	Tangibles 2	Tangibles 3	Reliability 1	Reliability 2	Reliability 3	Responsiveness 1	Responsiveness 2	Responsiveness 3	Assurance 1	Assurance 2	Assurance 3	Emphaty 1	Emphaty 2	Emphaty 3	Perspektif Pelanggan											
Spearman's rho	Tangibles 1	1,000	,267*	,144	,241	,208	,270*	,174	,272*	,291*	-,105	-,115	-,141	,045	-,166	-,218	,299*											
			Sig. (2-tailed)	,032	,252	,053	,096	,030	,165	,029	,019	,403	,364	,262	,724	,187	,081	,015										
			N	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65										
Tangibles 2		,267*	1,000	,403**	,534**	,057	,303*	,415**	,279*	,496**	-,070	-,072	,041	,319**	-,004	,002	,506**											
				Sig. (2-tailed)	,032	,001	,000	,653	,014	,001	,024	,000	,577	,569	,745	,010	,973	,985	,000									
				N	65	65	65	65	65	65	65	65	65	65	65	65	65	65										
Tangibles 3		,144	,403**	1,000	,541**	,128	,321**	,304*	,276*	,359**	,072	,089	,055	,235	-,015	,065	,483**											
					Sig. (2-tailed)	,252	,001	,000	,311	,009	,014	,026	,003	,567	,480	,664	,060	,907	,609	,000								
					N	65	65	65	65	65	65	65	65	65	65	65	65	65										
Reliability 1		,241	,534**	,541**	1,000	,353**	,371**	,489**	,304*	,629**	-,176	,222	,212	,251*	-,079	,157	,688**											
						Sig. (2-tailed)	,053	,000	,000	,004	,002	,000	,014	,000	,160	,075	,089	,044	,530	,211	,000							
						N	65	65	65	65	65	65	65	65	65	65	65	65										
Reliability 2		,208	,057	,128	,353**	1,000	,256*	,159	,323**	,282*	,167	,289*	,235	,027	,074	,158	,489**											
							Sig. (2-tailed)	,096	,653	,311	,004	,004	,206	,009	,023	,183	,020	,060	,831	,557	,208	,000						
							N	65	65	65	65	65	65	65	65	65	65	65										
Reliability 3		,270*	,303*	,321**	,371**	,256*	1,000	,452**	,312*	,329**	,222	,193	-,015	,261*	,059	,207	,617**											
								Sig. (2-tailed)	,030	,014	,009	,002	,040	,000	,011	,008	,076	,123	,906	,036	,643	,098	,000					
								N	65	65	65	65	65	65	65	65	65	65										
Responsiveness 1		,174	,415**	,304*	,489**	,159	,452**	1,000	,331**	,512**	,209	,228	-,009	,248*	-,001	,114	,550**											
									Sig. (2-tailed)	,165	,001	,014	,000	,206	,000	,007	,000	,094	,068	,941	,046	,993	,365	,000				
									N	65	65	65	65	65	65	65	65	65										
Responsiveness 2		,272*	,279*	,276*	,304*	,323**	,312*	,331**	1,000	,639**	-,043	,101	,164	,155	-,157	-,213	,434**											
										Sig. (2-tailed)	,029	,024	,026	,014	,009	,011	,007	,000	,737	,425	,192	,217	,211	,088	,000			
										N	65	65	65	65	65	65	65	65										
Responsiveness 3		,291*	,496**	,359**	,629**	,282*	,329**	,512**	,639**	1,000	,075	,255*	,197	,210	-,036	-,024	,610**											
											Sig. (2-tailed)	,019	,000	,003	,000	,023	,008	,000	,000	,553	,040	,115	,093	,777	,848	,000		
											N	65	65	65	65	65	65	65										
Assurance 1		-,105	-,070	,072	,176	,167	,222	,209	-,043	,075	1,000	,661**	,376**	,091	,295*	,451**	,493**											
												Sig. (2-tailed)	,403	,577	,567	,160	,183	,076	,094	,737	,553	,000	,002	,471	,017	,000	,000	
												N	65	65	65	65	65	65										
Assurance 2		-,115	-,072	,089	,222	,289*	,193	,228	-,101	,255*	,661**	1,000	,501**	,026	,274*	,443**	,513**											
													Sig. (2-tailed)	,364	,569	,480	,075	,020	,123	,068	,425	,040	,000	,000	,000	,000		
													N	65	65	65	65	65										
Assurance 3		-,141	,041	,055	,212	,235	-,015	-,009	,164	,197	,376**	,501**	1,000	,280*	,459**	,340**	,478**											
														Sig. (2-tailed)	,262	,745	,664	,089	,060	,906	,941	,192	,115	,002	,000	,000	,000	
														N	65	65	65	65										
Emphaty 1		,045	,319**	,235	,251*	,027	,261*	,248*	,155	,210	,091	,026	,280*	1,000	,264*	,272*	,518**											
														Sig. (2-tailed)	,724	,010	,060	,044	,831	,036	,046	,217	,093	,471	,838	,024	,000	,000
														N	65	65	65	65										
Emphaty 2		-,166	-,004	-,015	,079	,074	,059	-,001	-,157	-,036	,295*	,274*	,459**	,264*	1,000	,493**	,356**											
															Sig. (2-tailed)	,187	,973	,907	,530	,557	,643	,993	,211	,777	,017	,777	,000	,004
														N	65	65	65	65										
Emphaty 3		-,218	,002	,065	,157	,158	,207	,114	-,213	-,024	,451**	,443**	,340**	,272*	,493**	1,000	,453**											
																Sig. (2-tailed)	,081	,985	,609	,211	,208	,098	,365	,088	,848	,000	,000	,000
														N	65	65	65	65										
Perspektif Pelanggan		,299*	,506**	,483**	,688**	,489**	,617**	,550**	,434**	,610**	,493**	,513**	,478**	,518**	,356**	,453**	1,000											
																	Sig. (2-tailed)	,015	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
														N	65	65	65	65										

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

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

PERSPEKTIF PROSES BISNIS INTERNAL

Correlations

		Peralatan1	Peralatan2	Peralatan3	Peralatan4	Saranadan Prasarana1	Saranadan Prasarana2	Saranadan Prasarana3	Saranadan Prasarana4	Saranadan Prasarana5	Saranadan Prasarana6	Proses1	Proses2	Proses3	Kualitas1	Kualitas2	Kualitas3	Perspektif_ProsesBisnis Internal
Peralatan1	Pearson Correlation Sig. (2tailed) N	1 65	,272* 65	,134 65	,221 65	,190 65	,258* 65	,192 65	,235 65	,317* 65	-,092 65	-,081 65	-,094 65	,033 65	-,171 65	-,211 65	-,263* 65	,264* 65
Peralatan2	Pearson Correlation Sig. (2tailed) N	,272* 65	1 65	,396** 65	,519** 65	,044 65	,317* 65	,372** 65	,279* 65	,492** 65	-,076 65	-,080 65	-,006 65	,326** 65	,004 65	,007 65	-,091 65	,491** 65
Peralatan3	Pearson Correlation Sig. (2tailed) N	,134 65	,396** 65	1 65	,545** 65	,111 65	,346** 65	,285* 65	,277* 65	,382** 65	,047 65	,068 65	,051 65	,228 65	-,022 65	,048 65	,045 65	,490** 65
Peralatan4	Pearson Correlation Sig. (2tailed) N	,221 65	,519** 65	,545** 65	1 65	,358** 65	,384** 65	,535** 65	,325** 65	,645** 65	,169 65	,209 65	,193 65	,260** 65	,076 65	,152 65	,045 65	,710** 65
SaranadanPrasarana1	Pearson Correlation Sig. (2tailed) N	,190 65	,044 65	,111 65	,358** 65	1 65	,233 65	,183 65	,301* 65	,271* 65	,188 65	,321** 65	,241 65	,022 65	,111 65	,171 65	,127 65	,502** 65
SaranadanPrasarana2	Pearson Correlation Sig. (2tailed) N	,258* 65	,317* 65	,346** 65	,384** 65	,233 65	1 65	,440** 65	,296* 65	,368** 65	,207 65	,159 65	-,038 65	,252* 65	,053 65	,158 65	-,185 65	,563** 65
SaranadanPrasarana3	Pearson Correlation Sig. (2tailed) N	,192 65	,372** 65	,285* 65	,535** 65	,183 65	,440** 65	1 65	,361** 65	,540** 65	,163 65	,192 65	-,042 65	,270** 65	,002 65	,132 65	-,046 65	,592** 65
SaranadanPrasarana4	Pearson Correlation Sig. (2tailed) N	,235 65	,279* 65	,277* 65	,325** 65	,301* 65	,296* 65	,361** 65	1 65	,646** 65	-,054 65	,098 65	,104 65	,168 65	-,149 65	-,214 65	-,031 65	,468** 65
SaranadanPrasarana5	Pearson Correlation Sig. (2tailed) N	,317* 65	,492** 65	,382** 65	,645** 65	,271* 65	,368** 65	,540** 65	,646** 65	1 65	,068 65	,232 65	,142 65	,259* 65	-,029 65	-,021 65	-,029 65	,673** 65
SaranadanPrasarana6	Pearson Correlation Sig. (2tailed) N	-,092 65	-,076 65	,047 65	,169 65	,188 65	,207 65	,163 65	-,054 65	,068 65	1 65	,665** 65	,390** 65	,064 65	,296* 65	,452** 65	,373** 65	,475** 65
Proses1	Pearson Correlation Sig. (2tailed) N	-,081 65	-,080 65	,068 65	,209 65	,321** 65	,159 65	,192 65	,098 65	,232 65	,665** 65	1 65	,518** 65	,002 65	,281* 65	,447** 65	,366** 65	,533** 65
Proses2	Pearson Correlation Sig. (2tailed) N	-,094 65	-,006 65	,051 65	,193 65	,241 65	-,038 65	-,042 65	,104 65	,142 65	,390** 65	,518** 65	1 65	,259* 65	,471** 65	,360** 65	,455** 65	,484** 65
Proses3	Pearson Correlation Sig. (2tailed) N	,033 65	,326** 65	,228 65	,260* 65	,022 65	,252* 65	,270* 65	,168 65	,259* 65	,064 65	,002 65	,259* 65	1 65	,244 65	,267* 65	,099 65	,508** 65
Kualitas1	Pearson Correlation Sig. (2tailed) N	-,171 65	,004 65	-,022 65	,076 65	,111 65	,053 65	,002 65	-,149 65	-,029 65	,296* 65	,281* 65	,471** 65	,244 65	1 65	,496** 65	,411** 65	,368** 65
Kualitas2	Pearson Correlation Sig. (2tailed) N	-,211 65	,007 65	,048 65	,152 65	,171 65	,158 65	,132 65	-,214 65	-,021 65	,452** 65	,447** 65	,360** 65	,267* 65	,496** 65	1 65	,497** 65	,453** 65
Kualitas3	Pearson Correlation Sig. (2tailed) N	-,263* 65	-,091 65	,045 65	,045 65	,127 65	-,185 65	-,046 65	-,031 65	-,029 65	,373** 65	,366** 65	,455** 65	,099 65	,411** 65	,497** 65	1 65	,314* 65
Perspektif_ProsesBisnis Internal	Pearson Correlation Sig. (2tailed) N	,264* 65	,491** 65	,490** 65	,710** 65	,502** 65	,563** 65	,592** 65	,468** 65	,673** 65	,475** 65	,533** 65	,484** 65	,508** 65	,368** 65	,453** 65	,314* 65	1 65

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

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

PERSPEKTIF PEMBELAJARAN DAN PERTUMBUHAN

Correlations

		Kemampuan1	Kemampuan2	Kemampuan3	Kemampuan4	Kemampuan5	Kemampuan6	Kemampuan7	Kemampuan8	Motivasi1	Motivasi2	Motivasi3	Motivasi4	Motivasi5	Motivasi6	Motivasi7	Motivasi8	Perspektif Pembelajaran dan Pertumbuhan
Spearman's rho Kemampuan1	Correlation Coefficient	1,000	,188	,053	,173	,167	,292*	,116	,295*	,152	-,092	-,043	-,077	,046	-,168	-,271*	-,238	,261*
	Sig. (2-tailed)	.	,133	,675	,169	,183	,018	,356	,017	,227	,466	,732	,544	,713	,181	,029	,057	,036
	N	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65
Kemampuan2	Correlation Coefficient	,188	1,000	,327**	,395**	,062	,266*	,316*	,279*	,566**	-,066	-,068	-,004	,231	-,001	,042	-,082	,508**
	Sig. (2-tailed)	,133	.	,008	,001	,623	,032	,010	,024	,000	,599	,590	,974	,064	,993	,739	,515	,000
	N	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65
Kemampuan3	Correlation Coefficient	,053	,327**	1,000	,423**	-,056	,150	,133	,193	,194	,060	,077	-,007	,157	,010	-,102	,116	,339**
	Sig. (2-tailed)	,675	,008	.	,000	,657	,234	,292	,123	,122	,634	,545	,955	,211	,938	,418	,357	,006
	N	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65
Kemampuan4	Correlation Coefficient	,173	,395**	,423**	1,000	,291*	,275*	,300*	,196	,372**	,184	,195	,158	,037	,020	-,098	,067	,506**
	Sig. (2-tailed)	,169	,001	,000	.	,019	,026	,015	,118	,002	,143	,120	,208	,770	,876	,438	,596	,000
	N	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65
Kemampuan5	Correlation Coefficient	,167	,062	-,056	,291*	1,000	,279*	,087	,333**	,206	,183	,304*	,205	,070	,014	,063	,079	,481**
	Sig. (2-tailed)	,183	,623	,657	,019	.	,024	,489	,007	,100	,145	,014	,101	,580	,910	,619	,530	,000
	N	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65
Kemampuan6	Correlation Coefficient	,292*	,266*	,150	,275*	,279*	1,000	,355**	,270*	,233	,090	,168	-,024	,131	-,132	,123	-,191	,485**
	Sig. (2-tailed)	,018	,032	,234	,026	,024	.	,004	,030	,061	,476	,181	,851	,299	,294	,329	,128	,000
	N	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65
Kemampuan7	Correlation Coefficient	,116	,316*	,133	,300*	,087	,355**	1,000	,226	,392**	,166	,200	,007	,057	-,156	,084	-,147	,427**
	Sig. (2-tailed)	,356	,010	,292	,015	,489	,004	.	,070	,001	,187	,111	,958	,650	,216	,504	,242	,000
	N	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65
Kemampuan8	Correlation Coefficient	,295*	,279*	,193	,196	,333**	,270*	,226	1,000	,580**	-,016	,134	,134	,056	-,222	-,231	-,030	,453**
	Sig. (2-tailed)	,017	,024	,123	,118	,007	,030	,070	.	,000	,897	,288	,289	,657	,075	,064	,815	,000
	N	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65
Motivasi1	Correlation Coefficient	,152	,566**	,194	,372**	,206	,233	,392**	,580**	1,000	,181	,199	,132	,074	-,148	-,037	,014	,594**
	Sig. (2-tailed)	,227	,000	,122	,002	,100	,061	,001	,000	.	,150	,111	,294	,560	,238	,773	,913	,000
	N	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65
Motivasi2	Correlation Coefficient	-,092	-,066	,060	,184	,183	,090	,166	-,016	,181	1,000	,680**	,410**	-,012	,176	,262*	,333**	,470**
	Sig. (2-tailed)	,466	,599	,634	,143	,145	,476	,187	,897	,150	.	,000	,001	,925	,162	,035	,007	,000
	N	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65
Motivasi3	Correlation Coefficient	-,043	-,068	,077	,195	,304*	,168	,200	,134	,199	,680**	1,000	,556**	-,092	,313*	,245*	,392**	,565**
	Sig. (2-tailed)	,732	,590	,545	,120	,014	,181	,111	,288	,111	,000	.	,000	,464	,011	,049	,001	,000
	N	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65
Motivasi4	Correlation Coefficient	-,077	-,004	-,007	,158	,205	-,024	,007	,134	,132	,410**	,556**	1,000	,180	,415**	,258*	,456**	,479**
	Sig. (2-tailed)	,544	,974	,955	,208	,101	,851	,958	,289	,294	,001	,000	.	,151	,001	,038	,000	,000
	N	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65
Motivasi5	Correlation Coefficient	,046	,231	,157	,037	,070	,131	,057	,056	,074	-,012	-,092	,180	1,000	,201	,314*	,113	,361**
	Sig. (2-tailed)	,713	,064	,211	,770	,580	,299	,650	,657	,560	,925	,464	,151	.	,108	,011	,372	,003
	N	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65
Motivasi6	Correlation Coefficient	-,168	-,001	,010	,020	,014	-,132	-,156	-,222	-,148	,176	,313*	,415**	,201	1,000	,459**	,496**	,281**
	Sig. (2-tailed)	,181	,993	,938	,876	,910	,294	,216	,075	,238	,162	,011	,001	,108	.	,000	,000	,023
	N	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65
Motivasi7	Correlation Coefficient	-,271*	,042	-,102	-,098	,063	,123	,084	-,231	-,037	,262*	,245*	,258*	,314*	,459**	1,000	,389**	,351**
	Sig. (2-tailed)	,029	,739	,418	,438	,619	,329	,504	,064	,773	,035	,049	,038	,011	,000	.	,001	,004
	N	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65
Motivasi8	Correlation Coefficient	-,238	-,082	,116	,067	,079	-,191	-,147	-,030	,014	,333**	,392**	,456**	,113	,496**	,389**	1,000	,357**
	Sig. (2-tailed)	,057	,515	,357	,596	,530	,128	,242	,815	,913	,007	,001	,000	,372	,000	,001	.	,004
	N	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65
Perspektif Pembelajaran dan Pertumbuhan	Correlation Coefficient	,261*	,508**	,339**	,506**	,481**	,485**	,427**	,453**	,594**	,470**	,565**	,479**	,361**	,281**	,351**	,357**	1,000
	Sig. (2-tailed)	,036	,000	,006	,000	,000	,000	,000	,000	,000	,000	,000	,000	,003	,023	,004	,004	.
	N	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65

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

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

Reliabilitas perspektif keuangan

Case Processing Summary

		N	%
Cases	Valid	65	100,0
	Excluded ^a	0	,0
	Total	65	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,713	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
ALOS	19,88	4,672	,436	,677
BOR	19,72	4,922	,485	,665
TOI	19,72	4,547	,663	,617
BTO	20,15	4,820	,283	,735
GDR	20,09	4,398	,469	,667
NDR	19,97	4,968	,431	,679

Reliabilitas perspektif pelanggan

Case Processing Summary

		N	%
Cases	Valid	65	100,0
	Excluded ^a	0	,0
	Total	65	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,789	15

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Tangibles1	55,82	23,153	,176	,794
Tangibles2	55,45	21,626	,403	,777
Tangibles3	55,29	22,210	,408	,777
Reliability 1	55,29	20,960	,666	,759
Reliability 2	55,74	21,321	,368	,781
Reliability 3	55,66	20,759	,490	,769
Responsiveness1	55,46	21,002	,519	,767
Responsiveness2	55,54	22,190	,388	,778
Responsiveness3	55,37	20,643	,620	,759
Assurance1	55,32	22,066	,327	,783
Assurance2	55,43	21,999	,411	,776
Assurance3	55,40	22,369	,345	,781
Emphaty 1	55,83	20,924	,361	,784
Emphaty 2	55,52	23,097	,225	,789
Emphaty 3	55,55	22,751	,314	,783

Reliabilitas perspektif proses bisnis internal

Case Processing Summary

		N	%
Cases	Valid	65	100,0
	Excluded ^a	0	,0
	Total	65	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,789	16

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Peralatan1	59,91	24,804	,141	,796
Peralatan2	59,54	23,159	,379	,779
Peralatan3	59,38	23,647	,401	,777
Peralatan4	59,38	22,397	,650	,761
SaranadanPrasarana1	59,83	22,674	,372	,780
SaranadanPrasarana2	59,75	22,376	,451	,773
SaranadanPrasarana3	59,55	22,501	,497	,769
SaranadanPrasarana4	59,63	23,674	,372	,779
SaranadanPrasarana5	59,46	22,127	,595	,762
SaranadanPrasarana6	59,42	23,247	,361	,780
Proses1	59,52	23,222	,442	,774
Proses2	59,49	23,535	,388	,778
Proses3	59,92	22,291	,361	,783
Kualitas1	59,62	24,303	,266	,786
Kualitas2	59,65	23,920	,363	,780
Kualitas3	59,48	24,660	,212	,789

Reliabilitas perspektif pembelajaran dan pertumbuhan

Case Processing Summary

		N	%
Cases	Valid	65	100,0
	Excluded ^a	0	,0
	Total	65	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,724	16

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Kemampuan1	59,54	22,002	,107	,731
Kemampuan2	59,22	20,265	,373	,705
Kemampuan3	59,14	21,215	,239	,719
Kemampuan4	59,11	20,223	,445	,699
Kemampuan5	59,51	20,160	,326	,710
Kemampuan6	59,45	20,188	,336	,709
Kemampuan7	59,32	20,316	,343	,708
Kemampuan8	59,31	20,873	,342	,709
Motivasi1	59,28	19,235	,475	,693
Motivasi2	59,14	20,152	,373	,705
Motivasi3	59,22	19,859	,488	,694
Motivasi4	59,20	20,319	,393	,704
Motivasi5	59,57	20,437	,235	,723
Motivasi6	59,26	21,665	,168	,725
Motivasi7	59,29	21,429	,225	,720
Motivasi8	59,15	21,507	,239	,718

UJI NORMALITAS

One-Sample Kolmogorov-Smirnov Test

		Perspektif _ Keuangan	Perspektif _ Pelanggan	Perspektif _ Proses Bisnis Internal	Perspektif _ Pembelajaran dan Pertumbuhan
N		65	65	65	65
Normal Parameters ^{a,b}	Mean	23,91	59,48	63,57	63,25
	Std. Deviation	2,536	4,966	5,111	4,799
Most Extreme Differences	Absolute	,118	,109	,114	,142
	Positive	,118	,109	,114	,142
	Negative	-,099	-,082	-,071	-,101
Kolmogorov-Smirnov Z		,951	,881	,916	1,142
Asymp. Sig. (2-tailed)		,327	,420	,372	,147

a. Test distribution is Normal.

b. Calculated from data.

UJI LINIERITAS

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Perspektif _	Between	(Combined)	1543,505	17	90,794	33,226	,000
ProsesBisnisInternal *	Groups	Linearity	1479,729	1	1479,729	541,505	,000
Perspektif _		Deviation from Linearity	63,777	16	3,986	1,459	,157
Pembelajarandan	Within Groups		128,433	47	2,733		
Pertumbuhan	Total		1671,938	64			
Perspektif _Pelanggan *	Between	(Combined)	1429,232	17	84,072	26,522	,000
Perspektif _	Groups	Linearity	1364,781	1	1364,781	430,550	,000
Pembelajarandan		Deviation from Linearity	64,451	16	4,028	1,271	,255
Pertumbuhan	Within Groups		148,983	47	3,170		
	Total		1578,215	64			
Perspektif _Keuangan *	Between	(Combined)	293,091	17	17,241	6,846	,000
Perspektif _	Groups	Linearity	228,588	1	228,588	90,774	,000
Pembelajarandan		Deviation from Linearity	64,502	16	4,031	1,601	,106
Pertumbuhan	Within Groups		118,356	47	2,518		
	Total		411,446	64			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Perspektif _Pelanggan *	Between	(Combined)	1565,515	20	78,276	271,192	,000
Perspektif _	Groups	Linearity	1560,684	1	1560,684	5407,095	,000
ProsesBisnisInternal		Deviation from Linearity	4,831	19	,254	,881	,606
	Within Groups		12,700	44	,289		
	Total		1578,215	64			
Perspektif _Keuangan *	Between	(Combined)	315,496	20	15,775	7,234	,000
Perspektif _	Groups	Linearity	274,467	1	274,467	125,863	,000
ProsesBisnisInternal		Deviation from Linearity	41,029	19	2,159	,990	,489
	Within Groups		95,950	44	2,181		
	Total		411,446	64			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Perspektif _Keuangan *	Between	(Combined)	316,057	18	17,559	8,467	,000
Perspektif _Pelanggan	Groups	Linearity	292,870	1	292,870	141,233	,000
		Deviation from Linearity	23,187	17	1,364	,658	,826
	Within Groups		95,389	46	2,074		
	Total		411,446	64			

LAMPIRAN 4
UJI KOEFISIEN KORELASI

Correlations

			Perspektif _ Keuangan	Perspektif _ Pelanggan	Perspektif _ ProsesBisnis Internal	Perspektif _ Pembelajaran dan Pertumbuhan
Spearman's rho	Perspektif _ Keuangan	Correlation Coef ficient	1,000	,818**	,786**	,737**
		Sig. (2-tailed)	.	,000	,000	,000
		N	65	65	65	65
	Perspektif _ Pelanggan	Correlation Coef ficient	,818**	1,000	,992**	,913**
	Sig. (2-tailed)	,000	.	,000	,000	
	N	65	65	65	65	
	Perspektif _ ProsesBisnisInternal	Correlation Coef ficient	,786**	,992**	1,000	,929**
		Sig. (2-tailed)	,000	,000	.	,000
	N	65	65	65	65	
	Perspektif _ Pembelajaran dan Pertumbuhan	Correlation Coef ficient	,737**	,913**	,929**	1,000
		Sig. (2-tailed)	,000	,000	,000	.
	N	65	65	65	65	

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