

APPENDIX 1

QUESTIONNAIRE

QUESTIONNAIRES RESEARCH

Dear respondent,

At this moment we are conducting research on Job satisfaction in the workplace and how its impact on motivation and internal communication of employee who work at higher education institutions in Bukittinggi . This study only for scientific purposes, for the development of science in the field of human resources management. We are looking forward to your participation to the smooth running of this research. For your participation, we thank you. Hopefully this research was useful for us all.

Bukittinggi, Febuari 2012

Researcher

Fitria Rahman

Management of International Program

Economic Faculty

No	WORK MOTIVATION	Respondent's Answer				
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	The facilities and work tools are available					
2	The security of my work place is guaranteed					
3	The salary is quite enough.					
4	My supervisor always gives directions.					
5	I Enjoy in my current job					
6	Status of my current position is accordance with the expertise.					
7	I have a desire to ask for help from other colleagues.					
8	I am able to compete					
9	My work is accordance with my education					
10	I can work more lively if my wish is responded by supervisor / office					
11	I hope that the supervisor pay attention to the welfare of employees					
12	The accomplishment of the needs of my employment and facilities is accomplished					
13	My work is fun and in accordance with the desire					
14	I can appreciate the time & work guidance					
15	I help and support each other in the works.					

Source :Anwar prabu ,(2005),pengaruh motivasi terhadap kepuasan kerja pegawai badan koordinasi keluarga berencana nasional kabupaten muara enim", journal Management.vol 3

1. What do you think of the work motivation in this institute?

.....

2. Do you Satisfied with the motivation that you have now? Explain.

.....

3. What is your advice for employee motivation to work on this could be better?

.....

No	COMMUNICATION	Respondent's Answer				
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
	DONWARD COMMUNICION					
1	My supervisor gives me useful direction on how to do the job					
2	My supervisor gives job instructions that is understandable.					
3	I'm free to disagree with supervisor .					
4	My supervisor praises me directly for my good job.					
5	My supervisor understands my needs at work.					
	UPWARD COMMUNICATION					
6	I provide regularly reports to supervisor					
7	I have the opportunity to give suggestions and ideas.					
8	If i have difficulty in performing a task or job, i always complain to the supervisor.					
	HORIZONTAL COMMUNICATION					

9	I agree that communication or interaction is only done with co-workers who have the same position					
10	I agree the information should be shared with friends					
11	I agree when the task should be done in coordination between divisions					

Source: Mayfield, Jacqueline dan Milto Mayfield, (1995), *Motivating language: exploring theory with scale development*, *the journal of business communication*, 32(4):329-344.

1. What do you think about communication system in this institute?

.....
.....
.....

2. Do you satisfied with communications systems that exist today? Explain.

.....
.....
.....

3. What is your advice that communication on these employees could be better?

.....
.....
.....

No	JOB'S SATISFACTION	Respondent's Answer				
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	I really like my current job					
2	Each of the tasks assigned to me, can be done well and give satisfaction					
3	I always carry out duties with full responsibility					
4	Award that i get on work performance gives satisfaction.					

5	In terms of employment, i feel comfortable with the colleagues who have good competence and support each other					
6	I establish good relationships with colleagues within and outside working hours					
7	I feel satisfied when my supervisor praises my good performance					
8	I feel satisfied, because the boss complete the means and facilities to do job well.					
9	I feel satisfied because I am currently working in accordance with my area of expertise.					
10	I am satisfied with the compensation system is implemented at my current work					

Source David j.weiss,Rene V.Dawis George W.England and Lloyd H.lofquis ,Minnesota studies in vocational rhabilitation :xxii''

1. Are you satisfied with your job now?

.....
.....
.....

2. If not what is making not satisfied?

.....
.....
.....

3. What is your advice for job satisfaction can be realized?

.....
.....
.....

QUESTIONNAIRES RESEARCH

Responden yang terhormat,

Pada saat ini kami sedang mengadakan penelitian tentang pengaruh motivasi kerja dan komunikasi terhadap kepuasan kerja karyawan. Penelitian ini hanya untuk keperluan ilmiah, untuk pengembangan ilmu pengetahuan di bidang manajemen sumber daya manusia.

Kami sangat mengharapkan partisipasi Bapak/Ibu untuk kelancaran penelitian ini. Atas partisipasi Bapak/Ibu kami ucapkan terima kasih. Semoga penelitian ini bermanfaat bagi kita semua.

Bukittinggi, Februari 2012

Peneliti

Fitria Rahman

Management of International Program

Economic Faculty

Andalas University

B. Profile of Respondents

Instruksi :

Pilihlah jawaban yang paling tepat dengan memberi tanda: [√]

Jenis kelamin:

Perempuan laki-laki

Umur:

<25 40-49
 25-39 <50

Pendidikan Terakhir :

Diploma I Diploma III S2
 Diploma II S1 Lainnya.

Pengalaman berkerja pada institusi (Tahun)

<5 10-14,9 >20
 5-9,9 15-20

Pendapatan / Bulan

< 1.000.000 1.000.000-3.000.000
 3.000.000-5.000.000 5.000.000-10.000.000
 >10.000.000-15.000.000 >15.000.000

4. Unit kerja / posisi: _____ 2 Fakultas: _____

3 Status karyawan: Tetap
 Honor/ kontrak
 Outsourcing

No	Motivasi	Sangat setuju	Setuju	netral	Tidak setuju	Sangat tidak setuju
1	fasilitas dan alat bantu kerja tersedia					
2	Keamanan tempat kerja saya terjamin.					
3	Gaji yang saya diterima cukup.					
4	Atasan saya selalu memberi pengarahan.					
5	Saya Menyenangi pekerjaan saat ini					
6	Status jabatan saya sesuai dengan keahlian.					
7	Saya mempunyai Keinginan untuk dibantu rekan lain.					
8	Saya Mampu bersaing					
9	Pekerjaan saya sesuai dengan pendidikan					
10	Saya dapat Bekerja lebih semangat jika keinginan di tanggapi pimpinan/kantor					
11	Saya berharap agar pimpinan memperhatikan kesejahteraan pegawai					
12	Pemenuhan kebutuhan dan fasilitas kerja saya terpenuhi					
13	Pekerjaan saya menyenangkan dan sesuai dengan Keinginan					
14	Saya menghargai waktu & pedoman kerja					
15	Saya Saling membantu dan mendukung dalam bekerja					

Kuesioner ini dikembangkan oleh Anwar prabu ,(2005),,pengaruh motivasi terhadap kepuasan kerja pegawai badan koordinasi keluarga berencana nasional kabupaten muara enim”, journal Management.vol 3

1. Bagaimana menurut Bapak/Ibu tentang motivasi kerja di institute ini?

.....
.....
.....

2. Puaskah Bapak/Ibu dengan motivasi kerja yang ada saat ini? Jelaskan.

.....
.....
.....

3. Apa saran Bapak/Ibu agar motivasi kerja di karyawan ini bisa lebih baik?

.....
.....
.....

No	Komunikasi	Sangat setuju	Setuju	netral	Tidak setuju	Sangat tidak setuju
	KOMUNIKASI KEBAWAH (DOWNWARD)					
1	Atasan saya memberikan petunjuk bermanfaat tentang cara melakukan pekerjaan.					
2	Atasan saya memberikan instruksi pekerjaan yang mudah dimengerti.					
3	Saya bebas untuk tidak setuju dengan atasan .					
4	Atasan saya langsung memuji saya karena pekerjaan saya bagus.					
5	Atasan saya dapat memahami kebutuhan saya.					
	KOMUNIKASI KE ATAS (UPWARD)					
6	Saya rutin memberikan laporan kepada atasan.					
7	Saya mempunyai kesempatan untuk menyampaikan saran dan ide.					
8	Apabila saya mengalami kesulitan dalam melaksanakan tugas atau pekerjaan selalu menyampaikan keluhan kepada atasan.					
	HORIZONTAL KOMUNIKASI					
9	Saya setuju jika komunikasi atau interaksi hanya di lakukan dengan teman sekerja yang mempunyai kedudukan yang sama					
11	Saya setuju apabila dalam memperoleh informasi harus saling berbagi dengan teman					
12	Saya setuju apabila dalam melaksanakan tugas harus dijalankan secara koordinasi antar bagian.					

Kuesioner ini dikembangkan oleh Mayfield, Jaccqueline dan Milto Mayfield, (1995), Motivating language: exploring theory with scale development", the journal of business communication, 32(4):329-344.

1. Bagaimana menurut Bapak/Ibu system komunikasi di institute ini?

.....

4. Puaskah Bapak/Ibu dengan system komunikasi yang ada saat ini? Jelaskan.

.....

5. Apa saran Bapak/Ibu agar komunikasi di karyawan ini bisa lebih baik?

.....

No	Kepuasan kerja	Sangat setuju	Setuju	netral	tidak setuju	Sangat tidak setuju
1	Saya sangat menyenangi pekerjaan saya saat ini					
2	Setiap tugas yang diberikan kepada saya,dapat dilakukan dengan baik dan menimbulkan rasa puas.					
3	Saya selalu melaksanakan tugas dengan penuh tanggung jawab					
4	Penghargaan yang Saya peroleh atas prestasi kerja memberikan saya kepuasan tersendiri.					
5	Dalam hal hubungan kerja, saya merasa nyaman karena rekan rekan kerja saya merupakan partner kerja yang memiliki kompetensi dan saling mendukung					
6	saya menjalin relasi yang baik dengan rekan-rekan kerja didalam maupun diluar jam kerja					
7	Saya merasa puas jika atasan memuji kinerja saya yang bagus					
8	Saya merasa puas, karena atasan melengkapi					

	sarana dan fasilitas untuk menyelesaikan pekerjaan dengan baik					
9	Saya merasa puas karena saat ini saya bekerja sesuai dengan bidang keahlian saya.					
10	Saya merasa puas dengan sistem kompensasi yang diterapkan ditempat saya bekerja saat ini.					

Kuesioner ini dikembangkan oleh David j.weiss,Rene V.Dawis George W.England and Lloyd H.lofquis ,Minnesota studies in vocational rhabilitation :xxii"

1. Puaskah Bapak/Ibu dengan perkerjaan saat in?

.....
J
 ika tidak apa yang membuat Bapak/Ibu merasa tidak puas?

.....

2. Apa saran Bapak/Ibu agar kepuasan kerja dapat terwujud?

.....

Appendix 2

Output SPSS

REGRESSION VARIABLE X1 (work motivation) and Y (job satisfaction)

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
x1	60	67	100	84.78	9.050
Y	60	66	100	87.43	8.496
Valid N (listwise)	60				

Correlations

		x1	Y
x1	Pearson Correlation	1	.539**
	Sig. (1-tailed)		.000
	N	60	60
Y	Pearson Correlation	.539**	1
	Sig. (1-tailed)	.000	
	N	60	60

**. Correlation is significant at the 0.01 level

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	x1 ^a	.	Enter

a. All requested variables entered.

b. Dependent Variable: Y

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.539(a)	.291	.278	7.217

a Predictors: (Constant), x1

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1237.768	1	1237.768	23.764	.000 ^a
	Residual	3020.965	58	52.086		
	Total	4258.733	59			

a. Predictors: (Constant), x1

b. Dependent Variable: Y

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	44.523	8.852		5.030	.000
	x1	.506	.104	.539	4.875	.000

a. Dependent Variable: Y

REGRESSION VARIABLE X2 (Internal Communication) toward Y (Job Satisfaction)

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
x2	60	62	100	83.12	9.080
Y	60	66	100	87.43	8.496
Valid N (listwise)	60				

Correlations

		x2	Y
x2	Pearson Correlation	1	.500**
	Sig. (1-tailed)		.000
	N	60	60
Y	Pearson Correlation	.500**	1
	Sig. (1-tailed)	.000	
	N	60	60

** . Correlation is significant at the 0.01 level

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	x2 ^a	.	Enter

a. All requested variables entered.

b. Dependent Variable: Y

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.500 ^a	.250	.237	7.420

a. Predictors: (Constant), x2

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1065.868	1	1065.868	19.362	.000 ^a
	Residual	3192.865	58	55.049		
	Total	4258.733	59			

a. Predictors: (Constant), x2

b. Dependent Variable: Y

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	48.526	8.894		5.456	.000
	x2	.468	.106	.500	4.400	.000

a. Dependent Variable: Y

REGRESSION X1 (Work Motivation) AND X2 (Internal Communication) toward Y(Job satisfaction)

Descriptive Statistics

	Mean	Std. Deviation	N
y	87.43	8.496	60
x1	84.78	9.050	60
x2	83.12	9.080	60

Correlations

		y	x1	x2
Pearson Correlation	y	1.000	.539	.500
	x1	.539	1.000	.477
	x2	.500	.477	1.000
Sig. (1-tailed)	y	.	.000	.000
	x1	.000	.	.000
	x2	.000	.000	.
N	y	60	60	60
	x1	60	60	60
	x2	60	60	60

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	x2, x1 ^a	.	Enter

- a. All requested variables entered.
 b. Dependent Variable: y

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.606 ^a	.367	.345	6.877

- a. Predictors: (Constant), x2, x1
 b. Dependent Variable: y

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1563.220	2	781.610	16.528	.000 ^a
	Residual	2695.513	57	47.290		
	Total	4258.733	59			

- a. Predictors: (Constant), x2, x1
 b. Dependent Variable: y

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	32.010	9.690		3.304	.002
	x1	.365	.113	.389	3.243	.002
	x2	.294	.112	.315	2.623	.011

- a. Dependent Variable: y

Casewise Diagnostics^a

Case Number	Std. Residual	y	Predicted Value	Residual
1	-.491	86	89.37	-3.374
2	1.574	89	78.17	10.826
3	.293	93	90.99	2.012
4	.083	83	82.43	.574
5	1.733	89	77.08	11.921
6	-.555	83	86.82	-3.819
7	-.555	83	86.82	-3.819
8	-.174	86	87.20	-1.195
9	-.225	86	87.55	-1.549
10	-1.895	74	87.03	-13.031
11	2.002	100	86.23	13.770
12	1.323	97	87.90	9.097
13	-.511	86	89.52	-3.516
14	.897	93	86.83	6.170
15	.471	91	87.76	3.239
16	-.438	86	89.01	-3.009
17	.724	97	92.02	4.976
18	1.153	100	92.07	7.928
19	-.138	77	77.95	-.951
20	-.031	83	83.22	-.215
21	-1.813	66	78.47	-12.469
22	-.396	83	85.72	-2.723
23	.209	89	87.56	1.440
24	.382	100	97.37	2.630
25	-.727	83	88.00	-4.996
26	.297	89	86.96	2.040
27	-1.129	80	87.76	-7.761
28	-.947	71	77.52	-6.515
29	.382	100	97.37	2.630
30	.658	89	84.48	4.525
31	-.184	83	84.26	-1.263
32	-1.866	74	86.83	-12.830
33	.726	93	88.01	4.992
34	.213	89	87.54	1.463
35	-1.312	83	92.02	-9.024
36	1.040	100	92.85	7.152
37	1.040	100	92.85	7.152
38	-.170	83	84.17	-1.169
39	-.546	77	80.75	-3.753
40	1.305	89	80.02	8.977
41	-.072	93	93.50	-.496
42	-2.656	66	84.26	-18.263
43	1.581	100	89.13	10.872
44	.297	100	97.96	2.041
45	.016	89	88.89	.109
46	.899	82	75.82	6.181

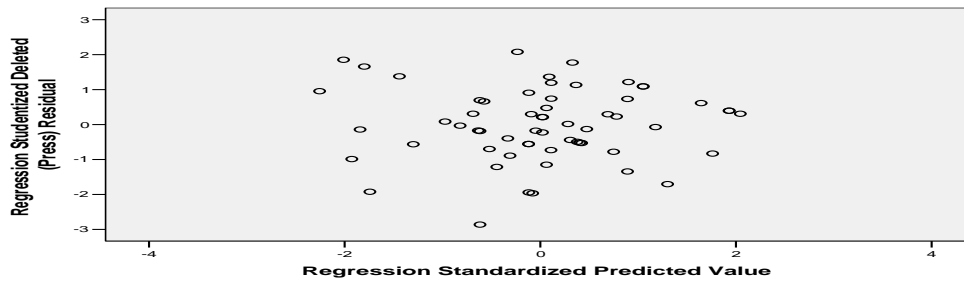
Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	75.82	97.96	87.43	5.147	60
Std. Predicted Value	-2.256	2.045	.000	1.000	60
Standard Error of Predicted Value	.895	2.880	1.476	.433	60
Adjusted Predicted Value	75.02	97.76	87.36	5.177	60
Residual	-18.263	13.770	.000	6.759	60
Std. Residual	-2.656	2.002	.000	.983	60
Stud. Residual	-2.698	2.022	.005	1.012	60
Deleted Residual	-18.847	14.034	.076	7.168	60
Stud. Deleted Residual	-2.863	2.080	.003	1.030	60
Mahal. Distance	.016	9.368	1.967	1.796	60
Cook's Distance	.000	.215	.021	.035	60
Centered Leverage Value	.000	.159	.033	.030	60

a. Dependent Variable: y

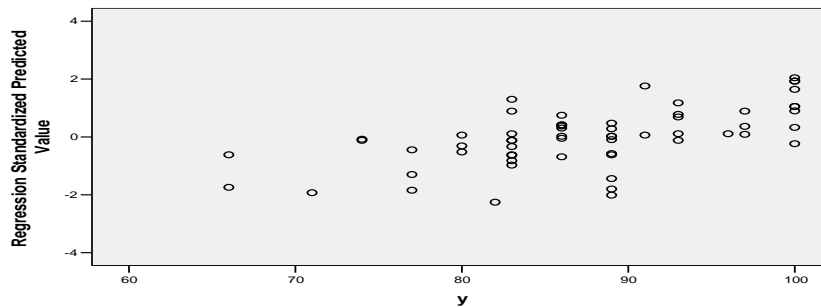
Scatterplot

Dependent Variable: y



Scatterplot

Dependent Variable: y



Work motivation

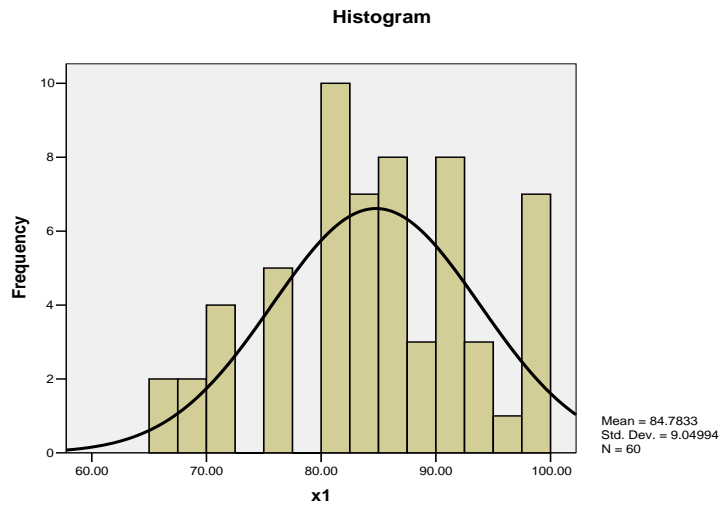
Statistics

x1

N	Valid	60
	Missing	0

x1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	67.00	2	3.3	3.3	3.3
	69.00	2	3.3	3.3	6.7
	70.00	3	5.0	5.0	11.7
	71.00	1	1.7	1.7	13.3
	76.00	2	3.3	3.3	16.7
	77.00	3	5.0	5.0	21.7
	80.00	6	10.0	10.0	31.7
	81.00	3	5.0	5.0	36.7
	82.00	1	1.7	1.7	38.3
	83.00	1	1.7	1.7	40.0
	84.00	6	10.0	10.0	50.0
	86.00	6	10.0	10.0	60.0
	87.00	2	3.3	3.3	63.3
	89.00	3	5.0	5.0	68.3
	90.00	2	3.3	3.3	71.7
	91.00	6	10.0	10.0	81.7
	93.00	2	3.3	3.3	85.0
	94.00	1	1.7	1.7	86.7
	96.00	1	1.7	1.7	88.3
	100.00	7	11.7	11.7	100.0
Total		60	100.0	100.0	



Communication

Statistics X2

Statistics

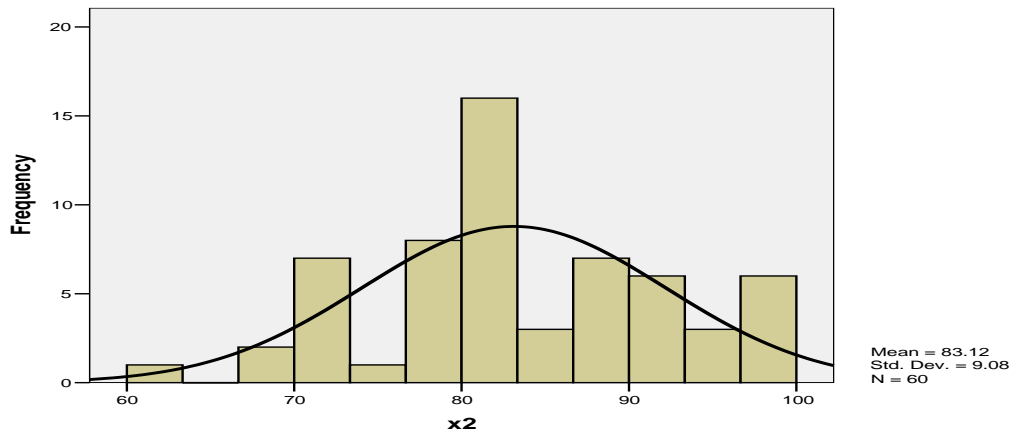
x2

N	Valid	60
	Missing	0

x2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 62	1	1.7	1.7	1.7
68	1	1.7	1.7	3.3
69	1	1.7	1.7	5.0
70	4	6.7	6.7	11.7
71	2	3.3	3.3	15.0
73	1	1.7	1.7	16.7
75	1	1.7	1.7	18.3
77	4	6.7	6.7	25.0
79	4	6.7	6.7	31.7
80	7	11.7	11.7	43.3
82	9	15.0	15.0	58.3
85	2	3.3	3.3	61.7
86	1	1.7	1.7	63.3
87	5	8.3	8.3	71.7
88	1	1.7	1.7	73.3
89	1	1.7	1.7	75.0
91	5	8.3	8.3	83.3
93	1	1.7	1.7	85.0
94	2	3.3	3.3	88.3
96	1	1.7	1.7	90.0
98	2	3.3	3.3	93.3
100	4	6.7	6.7	100.0
Total	60	100.0	100.0	

Histogram

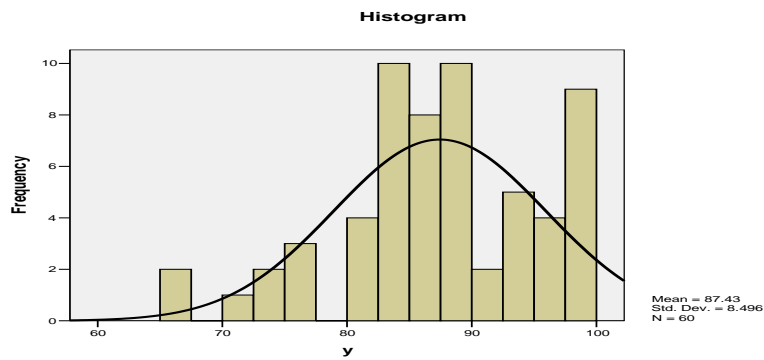


Job satisfaction

Statistics

		y
N	Valid	60
	Missing	0

		y			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	66	2	3.3	3.3	3.3
	71	1	1.7	1.7	5.0
	74	2	3.3	3.3	8.3
	77	3	5.0	5.0	13.3
	80	3	5.0	5.0	18.3
	82	1	1.7	1.7	20.0
	83	10	16.7	16.7	36.7
	86	8	13.3	13.3	50.0
	89	10	16.7	16.7	66.7
	91	2	3.3	3.3	70.0
	93	5	8.3	8.3	78.3
	96	1	1.7	1.7	80.0
	97	3	5.0	5.0	85.0
	100	9	15.0	15.0	100.0
	Total		60	100.0	100.0



APPENDIX 3

VALIDITAS TEST

Work motivation

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted	KET
p_1	55.60	26.400	.703	.792	Valid
p_2	55.53	27.410	.592	.801	Valid
p_3	55.80	24.314	.848	.777	valid
p_4	55.67	28.238	.526	.806	valid
P_5	55.68	28.332	.532	.821	valid
P_6	55.32	28.821	.612	.813	Valid
p_7	56.60	30.114	.547	.846	Valid
p_8	56.53	28.552	.703	.837	Valid
p_9	56.73	29.210	.592	.843	Valid
P_10	55.15	28.624	.603	.802	valid
P_11	56.80	30.124	.541	.824	valid
P_12	56.87	30.321	.528	.874	valid
p_13	55.20	29.886	.359	.817	Tidak valid
p_14	55.33	28.810	.647	.803	Valid
p_15	55.27	28.638	.601	.804	Valid

Reliability Statistics

Cronbach's Alpha	N of Items
.823	15

Case Processing Summary

		N	%
Cases	Valid	15	100.0
	Excluded ^a	0	.0
	Total	15	100.0

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

Communication

Case Processing Summary

		N	%
Cases	Valid	15	100.0
	Excluded ^a	0	.0
	Total	15	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.783	11

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted	
p_1	37.13	18.695	.823	.720	Valid
p_2	37.07	18.067	.756	.722	Valid
p_3	36.93	22.638	.539	.775	valid
p_4	37.27	20.210	.569	.751	Valid
p_5	37.00	20.286	.614	.747	Valid
p_6	37.07	21.352	.632	.752	Valid
p_7	37.13	22.124	.612	.759	Valid
p_8	37.27	20.210	.791	.735	Valid
p_9	37.60	23.257	.526	.841	Valid
p_10	36.80	25.743	-.150	.829	Tidak valid
p_11	36.73	21.210	.552	.745	Valid

JOB SATISFACTION

Case Processing Summary

		N	%
Cases	Valid	15	100.0
	Excluded(a)	0	.0
	Total	15	100.0

a Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.848	10

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted	KET
p_1	37.53	15.552	.394	.847	Tidak valid
p_2	37.73	13.352	.798	.808	Valid
p_3	37.33	14.952	.732	.823	Valid
p_4	37.67	13.524	.598	.830	Valid
p_5	37.33	15.524	.570	.834	Valid
p_6	37.40	15.257	.695	.827	Valid
p_7	37.13	16.267	.247	.859	Tidak Valid
p_8	37.20	14.600	.602	.829	Valid
P_9	37.73	14.924	.387	.853	Tidak valid
P_10	37.93	13.924	.673	.821	Valid