

LAMPIRAN II HASIL KARAKTERISTIK RESPONDEN

KEPEMIMPINAN PELAYANAN

NO	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	TOTAL X1
1	4	4	4	5	5	5	4	5	4	40
2	5	4	4	5	5	5	4	5	4	41
3	4	4	4	5	5	4	4	5	4	39
4	4	4	5	5	4	4	4	5	5	40
5	5	4	4	4	5	5	4	5	5	41
6	5	5	4	5	5	5	5	5	5	44
7	4	4	4	4	5	4	4	4	4	37
8	4	4	5	4	3	5	4	5	4	38
9	3	3	4	4	3	2	3	4	3	29
10	5	5	4	5	4	4	4	3	4	38
11	4	4	4	4	3	4	4	4	4	35
12	4	4	4	4	4	4	4	4	4	36
13	5	5	5	5	5	5	5	4	4	43
14	4	5	4	4	4	4	5	4	5	39
15	4	4	3	4	3	5	4	2	3	32
16	5	4	4	5	4	4	4	4	3	37
17	5	5	5	5	5	5	5	5	5	45
18	5	5	4	5	1	5	5	5	5	40
19	4	4	4	4	4	4	4	4	4	36
20	5	5	5	5	5	5	4	5	4	43
21	5	5	4	3	5	3	4	5	3	37
22	3	4	3	5	4	4	4	4	4	35
23	2	3	2	3	4	3	4	5	3	29
24	4	4	4	3	3	4	4	4	3	33
25	4	4	2	5	5	4	5	5	3	37
26	4	4	4	4	4	4	5	5	5	39
27	5	5	5	5	5	5	4	4	4	42
28	5	4	4	3	4	2	5	4	4	35
29	5	2	3	5	4	3	5	3	5	35
30	4	5	4	3	4	5	4	2	4	35
31	4	4	5	4	4	5	5	4	3	38

KECERDASAN EMOSIONAL (X2)

NO	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	TOTAL X2
1	5	5	5	5	5	5	5	35
2	4	4	4	5	5	3	5	30
3	4	4	5	4	4	5	5	31
4	5	4	5	5	5	4	4	32
5	3	1	2	4	5	4	5	24
6	4	4	4	4	4	5	3	28
7	5	5	4	3	3	5	5	30
8	4	3	3	4	5	5	4	28
9	2	2	4	2	4	4	4	22
10	5	4	4	4	4	4	4	29
11	3	3	4	2	4	4	5	25
12	4	3	4	3	4	4	4	26
13	4	4	4	3	3	3	4	25
14	3	4	4	3	4	3	4	25
15	4	3	3	4	4	2	4	24
16	4	3	4	2	4	4	4	25
17	4	4	5	5	4	3	4	29
18	4	4	4	5	1	4	4	26
19	4	5	5	5	4	2	5	30
20	4	4	4	4	3	2	2	23
21	4	4	5	5	5	5	5	33
22	4	4	4	4	5	5	4	30
23	4	4	4	5	4	3	4	28
24	4	3	3	4	3	5	5	27
25	4	4	4	4	4	4	5	29
26	4	4	4	4	4	5	4	29
27	3	3	4	3	4	4	5	26
28	4	3	4	4	4	5	4	28
29	5	4	5	5	4	4	5	32
30	4	3	4	3	4	4	4	26
31	3	2	4	4	4	4	4	25

ETOS KERJA (X3)

NO	X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	TOTAL X3
1	5	5	5	5	5	5	30
2	5	5	5	5	5	5	30
3	5	5	5	5	5	5	30
4	5	5	5	5	5	5	30
5	5	4	2	4	5	4	24

6	5	5	5	5	5	5	5	30
7	5	4	5	4	5	5	5	28
8	4	4	4	3	4	4	4	23
9	5	3	4	4	5	5	5	26
10	5	1	4	5	4	5	5	24
11	4	4	3	4	3	3	3	21
12	5	5	5	3	5	5	5	27
13	5	5	5	5	5	5	5	30
14	4	5	4	4	4	4	4	25
15	4	4	2	4	2	5	5	21
16	5	5	5	5	5	5	5	30
17	5	4	5	3	5	1	5	23
18	5	1	5	5	4	5	5	25
19	5	5	5	5	5	3	5	28
20	5	5	5	5	5	5	5	30
21	5	5	3	4	4	1	5	22
22	1	4	3	5	4	2	5	19
23	3	4	4	1	4	3	5	19
24	4	4	4	4	4	2	5	22
25	4	2	4	5	5	4	5	24
26	4	4	5	4	1	4	5	22
27	5	5	5	5	5	5	5	30
28	5	4	4	5	4	4	5	26
29	5	2	4	5	5	5	5	26
30	4	5	4	4	5	5	5	27
31	5	5	5	5	5	5	5	30

KINERJA PEGAWAI (Y1)

NO	Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6	Y1.7	Y1.8	Y1.9	Y1.10	Y1.11	TOTAL Y
1	4	4	5	4	4	4	5	5	5	5	5	50
2	5	4	5	5	4	5	4	4	4	5	5	50
3	5	5	5	5	5	4	5	5	4	4	4	51
4	5	5	5	4	5	5	4	4	4	5	5	51
5	4	4	4	3	4	3	3	5	5	4	4	43
6	5	4	5	5	4	4	5	4	4	4	5	49
7	4	4	4	5	5	4	5	5	5	3	4	48
8	4	5	4	3	3	1	2	5	5	4	4	40
9	3	2	4	3	4	4	4	4	4	5	4	41
10	5	4	5	4	5	5	4	4	5	4	3	48
11	5	4	4	3	4	3	3	4	5	4	4	43
12	5	4	4	4	2	2	4	3	5	5	5	43
13	5	5	5	5	5	3	5	5	5	4	3	50

14	5	4	4	4	3	3	4	2	5	4	4	42
15	4	3	4	3	4	3	4	3	2	2	2	34
16	5	4	5	4	4	4	4	3	4	4	4	45
17	5	5	5	5	3	3	4	5	5	5	4	49
18	5	4	5	3	4	3	3	4	4	5	5	45
19	4	4	4	4	4	3	4	5	4	5	4	45
20	5	5	5	4	4	3	5	5	5	5	4	49
21	5	4	3	5	4	4	4	5	5	5	4	48
22	4	3	5	4	4	5	5	5	5	5	4	50
23	3	2	3	4	4	4	4	4	5	4	4	41
24	4	4	3	3	4	4	5	5	5	4	4	45
25	4	3	5	1	4	4	5	4	5	5	2	46
26	1	4	4	4	4	4	4	5	4	5	4	43
27	5	5	5	5	4	4	4	5	5	5	5	52
28	4	4	3	5	5	5	5	5	5	5	4	50
29	5	3	5	4	4	4	4	4	5	5	5	48
30	5	4	3	4	4	4	5	5	5	5	4	48
31	4	5	4	1	5	3	2	5	5	4	4	42



LAMPIRAN III HASIL KARAKTERISTIK RESPONDEN

USIA

		USIA			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-30 TAHUN	9	29,0	29,0	29,0
	31-40 TAHUN	12	38,7	38,7	67,7
	41-50 TAHUN	8	25,8	25,8	93,5
	51-60 TAHUN	2	6,5	6,5	100,0
	Total	31	100,0	100,0	

JENIS KELAMIN

		JENIS KELAMIN			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	PRIA	13	41,9	41,9	41,9
	WANITA	18	58,1	58,1	100,0
	Total	31	100,0	100,0	

TINGKAT PENDIDIKAN

		TINGKAT PENDIDIKAN			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SLTA	14	45,2	45,2	45,2
	D3	7	22,6	22,6	67,7
	S1	7	22,6	22,6	90,3
	S2	3	9,7	9,7	100,0
	Total	31	100,0	100,0	

LAMPIRAN IV DESCRIPTIVE STATISTICS

KEPEMIMPINAN PELAYANAN (X1)

		Statistics								
		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9
N	Valid	31	31	31	31	31	31	31	31	31
	Missing	0	0	0	0	0	0	0	0	0
Mean		4,29	4,19	4,00	4,32	4,13	4,19	4,29	4,26	4,00

KECERDASAN EMOSIONAL (X2)

		Statistics						
		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7
N	Valid	31	31	31	31	31	31	31
	Missing	0	0	0	0	0	0	0
Mean		3,94	3,58	4,06	3,90	4,00	3,97	4,29

ETOS KERJA (X3)

		Statistics					
		X3.1	X3.2	X3.3	X3.4	X3.5	X3.6
N	Valid	31	31	31	31	31	31
	Missing	0	0	0	0	0	0
Mean		4,55	4,13	4,29	4,35	4,42	4,16

KINERJA PEGAWAI (Y1)

		Statistics										
		Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6	Y1.7	Y1.8	Y1.9	Y1.10	Y1.11
N	Valid	31	31	31	31	31	31	31	31	31	31	31
	Missing	0	0	0	0	0	0	0	0	0	0	0
Mean		4,39	4,00	4,32	3,87	4,06	3,68	4,13	4,39	4,61	4,45	4,06

N		31	31	31	31	31	31	31	31	31	31
X1.7	Pearson Correlation	,374*	,202	,000	,177	,057	,163	1	,124	,432*	,433*
	Sig. (2-tailed)	,038	,275	1,000	,341	,759	,381		,507	,015	,015
	N	31	31	31	31	31	31	31	31	31	31
X1.8	Pearson Correlation	,036	,080	,151	,230	,252	,065	,124	1	,214	,443*
	Sig. (2-tailed)	,849	,667	,418	,212	,171	,729	,507		,249	,012
	N	31	31	31	31	31	31	31	31	31	31
X1.9	Pearson Correlation	,371*	,195	,295	,366*	,050	,262	,432*	,214	1	,594**
	Sig. (2-tailed)	,040	,294	,108	,043	,791	,155	,015	,249		,000
	N	31	31	31	31	31	31	31	31	31	31
TOTAL X1	Pearson Correlation	,689**	,628**	,604**	,605**	,473**	,652*	,433*	,443*	,594*	1
	Sig. (2-tailed)	,000	,000	,000	,000	,007	,000	,015	,012	,000	
	N	31	31	31	31	31	31	31	31	31	31

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

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

KECERDASAN EMOSIONAL (X2)

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	TOTAL X2
X2.1	Pearson Correlation	1	,673**	,370*	,509**	,000	,152	,041	,704**
	Sig. (2-tailed)		,000	,041	,003	1,000	,415	,826	,000
	N	31	31	31	31	31	31	31	31
X2.2	Pearson Correlation	,673**	1	,655**	,428*	-,138	-,056	,042	,664**

	Sig. (2-tailed)	,000		,000	,016	,458	,763	,822	,000
	N	31	31	31	31	31	31	31	31
X2.3	Pearson Correlation	,370*	,655**	1	,322	,060	,003	,100	,625**
	Sig. (2-tailed)	,041	,000		,078	,748	,986	,591	,000
	N	31	31	31	31	31	31	31	31
X2.4	Pearson Correlation	,509**	,428*	,322	1	,130	-,078	,095	,641**
	Sig. (2-tailed)	,003	,016	,078		,486	,676	,610	,000
	N	31	31	31	31	31	31	31	31
X2.5	Pearson Correlation	,000	-,138	,060	,130	1	,172	,236	,382*
	Sig. (2-tailed)	1,000	,458	,748	,486		,354	,202	,034
	N	31	31	31	31	31	31	31	31
X2.6	Pearson Correlation	,152	-,056	,003	-,078	,172	1	,269	,406*
	Sig. (2-tailed)	,415	,763	,986	,676	,354		,144	,024
	N	31	31	31	31	31	31	31	31
X2.7	Pearson Correlation	,041	,042	,100	,095	,236	,269	1	,440*
	Sig. (2-tailed)	,826	,822	,591	,610	,202	,144		,013
	N	31	31	31	31	31	31	31	31
TOTAL X2	Pearson Correlation	,704**	,664**	,625**	,641**	,382*	,406*	,440*	1
	Sig. (2-tailed)	,000	,000	,000	,000	,034	,024	,013	
	N	31	31	31	31	31	31	31	31

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

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

ETOS KERJA (X3)

Correlations

		X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	TOTAL X3
X3.1	Pearson Correlation	1	,060	,438*	,299	,404*	,419*	,681**
	Sig. (2-tailed)		,748	,014	,103	,024	,019	,000
	N	31	31	31	31	31	31	31
X3.2	Pearson Correlation	,060	1	,215	-,044	,187	-,038	,409*
	Sig. (2-tailed)	,748		,245	,814	,314	,841	,022
	N	31	31	31	31	31	31	31
X3.3	Pearson Correlation	,438*	,215	1	,235	,395*	,344	,692**
	Sig. (2-tailed)	,014	,245		,204	,028	,058	,000
	N	31	31	31	31	31	31	31
X3.4	Pearson Correlation	,299	-,044	,235	1	,243	,388*	,575**
	Sig. (2-tailed)	,103	,814	,204		,188	,031	,001
	N	31	31	31	31	31	31	31
X3.5	Pearson Correlation	,404*	,187	,395*	,243	1	,222	,647**
	Sig. (2-tailed)	,024	,314	,028	,188		,231	,000
	N	31	31	31	31	31	31	31
X3.6	Pearson Correlation	,419*	-,038	,344	,388*	,222	1	,662**
	Sig. (2-tailed)	,019	,841	,058	,031	,231		,000
	N	31	31	31	31	31	31	31
TOTAL X3	Pearson Correlation	,681**	,409*	,692**	,575**	,647**	,662**	1

	N	31	31	31	31	31	31	31	31	31	31	31	31
Y1.6	Pearson Correlation	-,047	-,270	,109	,302	,574*	1	,533*	,085	-,048	,229	,078	,549**
	Sig. (2-tailed)	,802	,143	,559	,098	,001		,002	,648	,798	,215	,676	,001
	N	31	31	31	31	31	31	31	31	31	31	31	31
Y1.7	Pearson Correlation	,065	-,145	,090	,467*	,217	,533*	1	,120	,032	,120	-,115	,538**
	Sig. (2-tailed)	,729	,437	,630	,008	,241	,002		,519	,863	,522	,537	,002
	N	31	31	31	31	31	31	31	31	31	31	31	31
Y1.8	Pearson Correlation	-,218	,356*	-,104	,139	,380*	,085	,120	1	,351	,263	,066	,439*
	Sig. (2-tailed)	,238	,049	,578	,455	,035	,648	,519		,053	,153	,725	,013
	N	31	31	31	31	31	31	31	31	31	31	31	31
Y1.9	Pearson Correlation	,150	,184	-,142	,021	-,090	-,048	,032	,351	1	,375*	,180	,376*
	Sig. (2-tailed)	,421	,323	,445	,909	,630	,798	,863	,053		,038	,334	,037
	N	31	31	31	31	31	31	31	31	31	31	31	31
Y1.10	Pearson Correlation	,030	,056	,153	,122	-,197	,229	,120	,263	,375*	1	,484**	,519**
	Sig. (2-tailed)	,871	,763	,411	,512	,288	,215	,522	,153	,038		,006	,003
	N	31	31	31	31	31	31	31	31	31	31	31	31
Y1.11	Pearson Correlation	,207	,212	,136	,378*	-,199	,078	-,115	,066	,180	,484**	1	,394*
	Sig. (2-tailed)	,264	,253	,466	,036	,284	,676	,537	,725	,334	,006		,028
	N	31	31	31	31	31	31	31	31	31	31	31	31
TOTAL Y1	Pearson Correlation	,427*	,414*	,431*	,582*	,365*	,549*	,538*	,439*	,376*	,519**	,394*	1
	Sig. (2-tailed)	,017	,021	,016	,001	,044	,001	,002	,013	,037	,003	,028	
	N	31	31	31	31	31	31	31	31	31	31	31	31

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

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

LAMPIRAN VI HASIL UJI RELIABILITAS

KEPEMIMPINAN PELAYANAN (X1)

Reliability Statistics

Cronbach's Alpha	N of Items
,733	9

KECERDASAN EMOSIONAL (X2)

Reliability Statistics

Cronbach's Alpha	N of Items
,602	7

ETOS KERJA (X3)

Reliability Statistics

Cronbach's Alpha	N of Items
,642	6

KINERJA PEGAWAI (Y1)

Reliability Statistics

Cronbach's Alpha	N of Items
,644	11

**LAMPIRAN VII HASIL UJI ASUMSI KLASIK, REGRESI BERGANDA,
UJI T, UJI F, DAN KOEFISIEN DETERMINASI (R²)**

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,747 ^a	,557	,508	2,905	1,906

a. Predictors: (Constant), TOTAL ETOS KERJA, TOTAL KECERDASAN EMOSIONAL, TOTAL KEPEMIMPINAN PELAYANAN

b. Dependent Variable: TOTAL KINERJA PEGAWAI

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	286,933	3	95,644	11,337	,000 ^b
	Residual	227,777	27	8,436		
	Total	514,710	30			

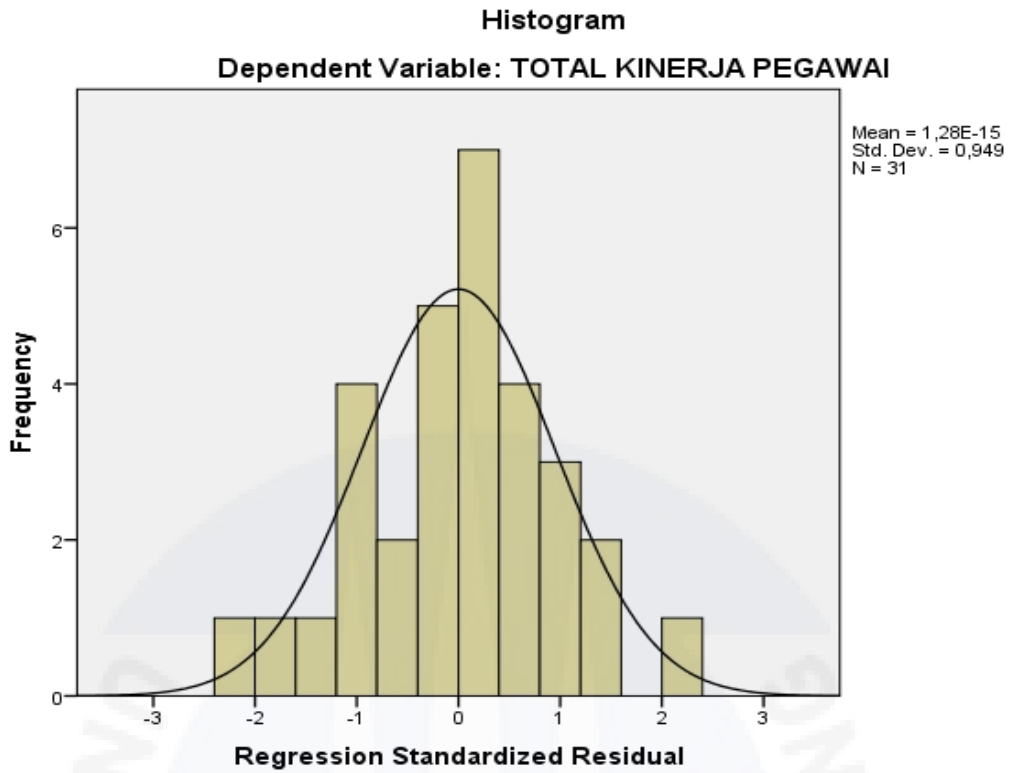
a. Dependent Variable: TOTAL KINERJA PEGAWAI

b. Predictors: (Constant), TOTAL ETOS KERJA, TOTAL KECERDASAN EMOSIONAL, TOTAL KEPEMIMPINAN PELAYANAN

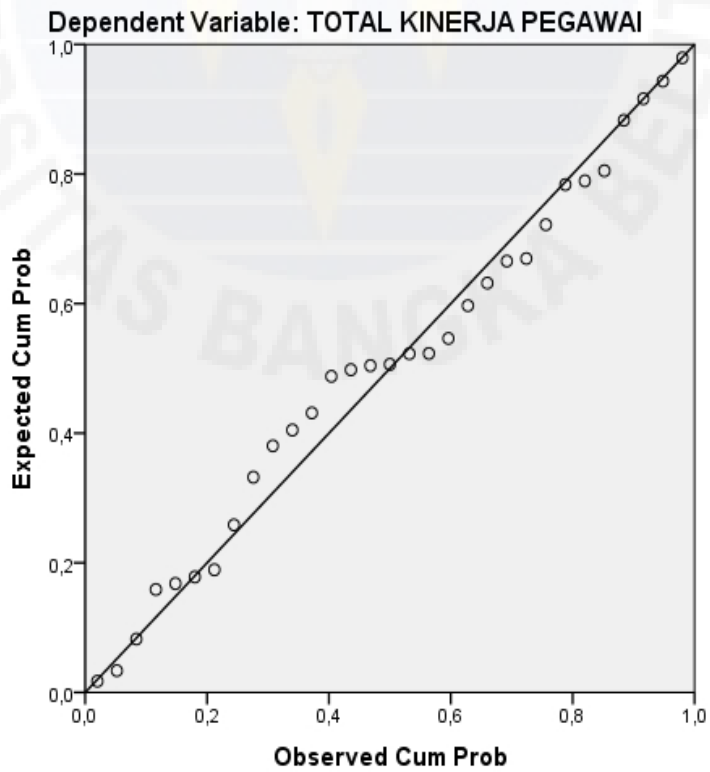
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	7,130	6,775		1,052	,302		
	TOTAL KEPEMIMPINAN PELAYANAN	,337	,158	,319	2,131	,042	,732	1,366
	TOTAL KECERDASAN EMOSIONAL	,608	,173	,455	3,525	,002	,984	1,017
	TOTAL ETOS KERJA	,363	,169	,319	2,147	,041	,743	1,347

a. Dependent Variable: TOTAL KINERJA PEGAWAI

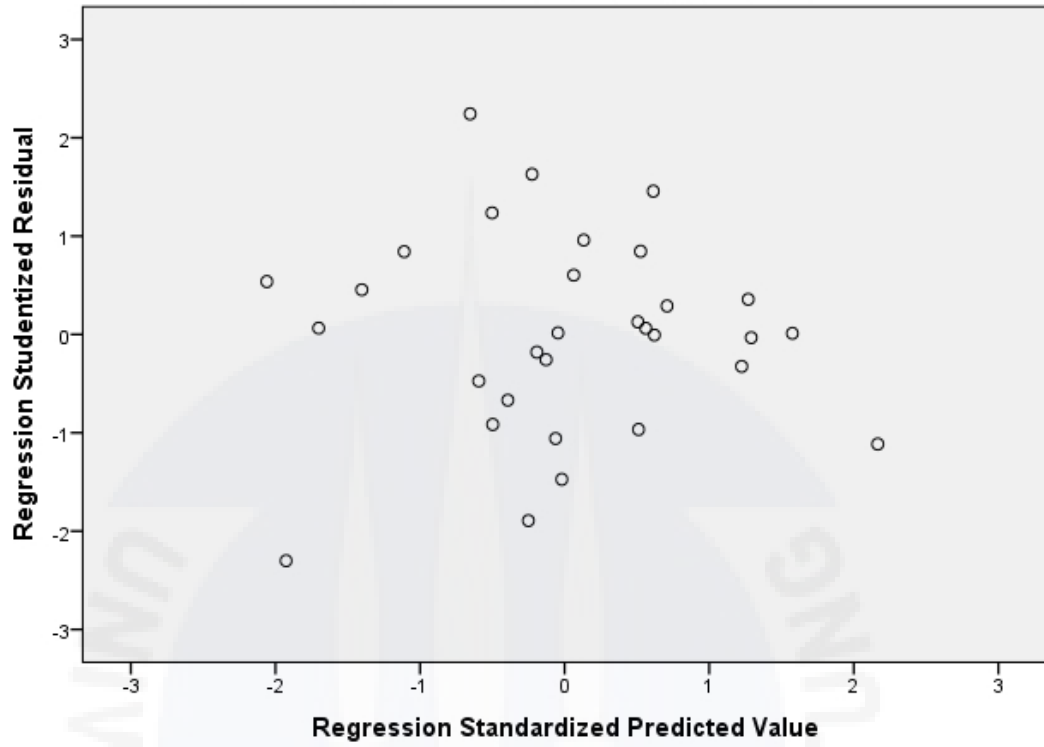


Normal P-P Plot of Regression Standardized Residual



Scatterplot

Dependent Variable: TOTAL KINERJA PEGAWAI



PEMERINTAH KOTA PANGKALPINANG
DINAS PENANAMAN MODAL, PELAYANAN TERPADU SATU PINTU
DAN TENAGA KERJA

Jl. Basuki Rachmad Pangkalpinang Kota Pangkalpinang (33143)
Telp.(0717) 436772, 421109 Faxsimile (0717) 436772
Email :dpmpstpnaker1971@gmail.com

Pangkalpinang, 13 Februari 2017

Surat : 424/86 DPMPSTP&NAKER/II/2017

Kepada

: Biasa

Yth. Dekan Fakultas Ekonomi

Iran : -

Universitas Bangka Belitung

: Pengambilan Data, Penyebaran

di-

Kuesioner dan Wawancara

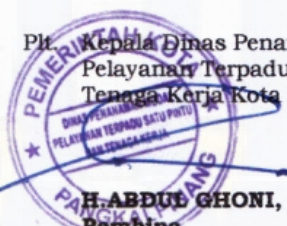
Pangkalpinang

Menindaklanjuti surat dari Universitas Bangka Belitung Fakultas Ekonomi Nomor :49/UN50.1.1/PP/2017 tanggal 25 Januari 2017 Perihal Permohonan Izin Pengambilan Data, Penyebaran Kuesioner dan Wawancara.

Berkenaan hal tersebut diatas kami menerima permohonan izin untuk melakukan pengambilan data, penyebaran kuesioner dan wawancara.

Demikianlah kami sampaikan, Atas perhatiannya kami ucapkan terima kasih.

Pt. Kepala Dinas Penanaman Modal,
Pelayanan Terpadu Satu Pintu dan
Tenaga Kerja Kota Pangkalpinang


H. ABDU GHONI, SE, M.Si
Pembina

NIP. 19650120 198903 1 008

EMENTERIAN RISET, TEKNOLOGI DAN PENDIDIKAN TINGGI
UNIVERSITAS BANGKA BELITUNG
UPT BAHASA



Kampus Terpadu UBB, Gedung Timah I Balunujuk,
Kec. Merawang Kab. Bangka Provinsi Kepulauan Bangka Belitung 33172
Telepon (0717) 4260035, Faksimile (0717) 421303
Laman www.ubb.ac.id

Andini, 302 13 11 030, 2017. THE INFLUENCE OF SERVICE LEADERSHIP,
OTIONAL INTELLIGENCE, AND WORK ETHIC TO EMPLOYEE PERFORMANCE
DEPARTMENT OF CAPITAL INVESTMENT, ONE-DOOR INTEGRATED SERVICE
LABOR, PANGKALPINANG CITY

ABSTRACT

background of this research is the important of employee performance, emotional intelligence, work ethic in Department of Capital Investment, One-Door Integrated Service and Labor, Pangkalpinang City. The aims of this research are to know and to get the study about the service leadership, emotional intelligence and work ethic to employee performance in department of capital investment, one-door integrated service and labor, Pangkalpinang City.

approach of this research is descriptive quantitative. The research was done to the employee at Department of Capital Investment, One-Door Integrated Service and Labor, Pangkalpinang City with respondents as much as 31 people. The data collection technique which was used in this research are service leadership (X1), emotional intelligence (X2), work ethic (X3), and employee performance (Y). The data analysis method which was used are quantitative descriptive analysis, determination coefficient test, test T, test F and R^2 . The research result to 31 people has shown that the independent variable of service leadership (X1) has been found $T_{count} (2,131) > T_{table} (1,703)$ and significance as much as $0,042 < 0,05$. The emotional intelligence variable (X2) has been found $T_{count} (3,525) > T_{table} (1,703)$ and significance as much as $0,002 < 0,05$. The work ethic variable (X3) has been found $T_{count} (2,147) > T_{table} (1,703)$ and significance as much as $0,041 < 0,05$. So the service leadership variable has influenced partially to employee performance, emotional intelligence variable has influenced partially to employee performance, work ethic variable has influenced partially to employee performance. The test T result has shown that $F_{count} (11,337) > F_{table} (2,96)$ with significance as much as $0,0000 < \alpha$ at significance level 0,05, so H_0 is denied and H_a is accepted, it means that independent variable (service leadership, emotional intelligence, and work ethic) together or simultaneously influence dependent variable (employee performance) positively and significantly. The determination coefficient test result (R^2) has shown that *Adjusted R Square* as much as 0,508 or 50,8%, that means the service leadership variable, emotional intelligence, and work ethic have influenced employee performance, and remains is 49,2% can be explained by other variable out of research.

Keywords: Service Leadership (X1), Emotional Intelligence (X2), Work Ethic (X3), Employee Performance (Y)

Head of UPT Bahasa,

Riwan Kusmiadi, S.T.P, M.Si
NP.107499008

Translator,

Wiraswati, S.Pd. Ing.
NP.108206019

EPT SCORE RECORD

Name of Institution : UPT BAHASA UNIVERSITAS BANGKA BELITUNG

Name : FEBY ANDINI

DOB : 27/02/1996

Native Country : INDONESIA

Native Language : INDONESIA

Scaled Score : Listening Comprehension 39

Structure & Written Expression 39

Reading Comprehension 37

Total Score 383

Sex : F

Test Date : 19/04/2017

From : EPT-USI

Signed,

Head of UPT Bahasa


Riwan Kusmiadi, S.T.P., M.Si.



DAFTAR RIWAYAT HIDUP

Nama : Feby Andini

Tempat, Tanggal Lahir : Pangkalpinang, 27 Februari 1996

Jenis Kelamin : Perempuan

Agama : Islam

Pendidikan Terakhir : S1 (Sarjana Ekonomi)

Alamat : Jl. Depati Hamzah Gang.Imam RT.04/RW.01 Kel.
Semabung Baru, Kec. Girimaya, Kota Pangkalpinang

Telp/Hp : 081995558918

Email : febyandini7@gmail.com

Pendidikan Formal

1. 2013-2017 : Universitas Bangka Belitung (Fakultas Ekonomi, Program Studi Manajemen) Balunijuk, Kabupaten Bangka
2. 2010-2013 : SMK Negeri 1 (Jurusan Administrasi Perkantoran) Kota Pangkalpinang
3. 2007-2010 : SMP Negeri 6 Kota Pangkalpinang
4. 2001-2007 : SD Swadaya Kota Pangkalpinang



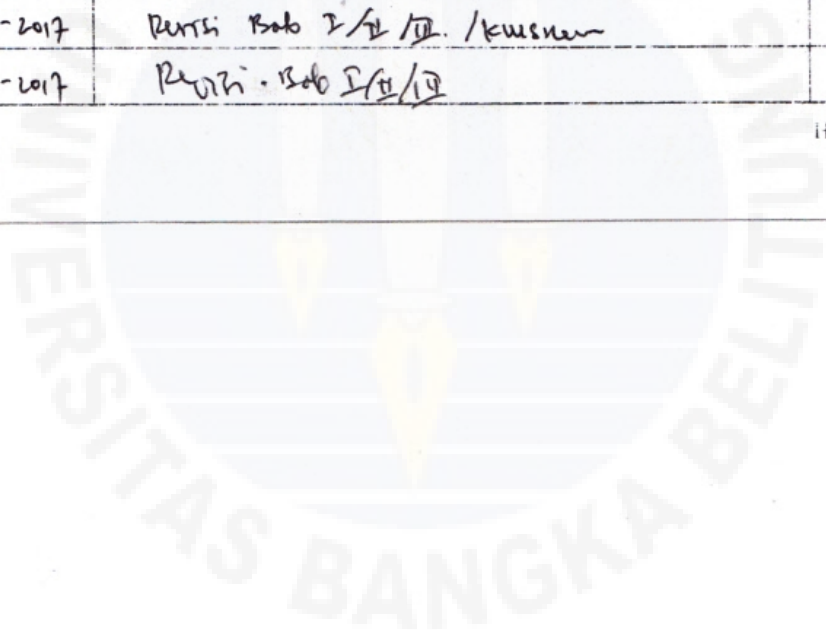
KARTU PEMBIMBING SKRIPSI



FEBY ANDINI
 3021311030
 MANAJEMEN
 2013
 MANAJEMEN SUMBER DAYA MANUSIA
 8 (DELAPAN)
 PENGARUH KEPEMIMPINAN PELAYANAN, KEKERDASAN EMOSIONAL,
 DAN ETOS KERJA TERHADAP KINERJA PEGAWAI DINAS
 PENANAMAN MODAL, PELAYANAN TERPADU SATU PINTU DAN
 TENAGA KERJA KOTA PANGKALPINANG

IPK : 3,97
 Nama Pembimbing : ERWIN, S.E., M.M., Ph.D.
 Mulai Skripsi : NOVEMBER

Tanggal	Keterangan	Paraf Pembimbing
0-12-2016	Acc judul.	
8-01-2017	Bimbingan Bab I / II / III.	
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-2-2017	Revisi Bab I / II / III. / kuesioner	
-2-2017	Revisi Bab I / II / III	





KARTU PEMBIMBING SKRIPSI



: FEBY ANDINI
: 3021311030
: MANAJEMEN
: 2013
: MANAJEMEN SUMBER DAYA MANUSIA
: 8 (DELAPAN)

IPK : 3,47
Nama Pembimbing : HIDAYATI, S.E., M.M.
Mulai Skripsi : NOVEMBER

Instansi Studi :

Kejurusan / Departemen / Prodi / Skripsi :

PENGARUH KEPEMIMPINAN PELAYANAN, KECERDASAN EMOSIONAL,
DAN ETOS KERJA TERHADAP KINERJA PEGAWAI DINAS
PENANAMAN MODAL, PELAYANAN TERPADU SATU PINTU DAN
TENAGA KERJA KOTA PANGKALPINANG

No. Revisi	Tanggal	Keterangan	Paraf Pembimbing
100-01-0	8-11-2016	Konsultasi judul	
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100-10-1	7-01-2017	Perbaikan bab 1	
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100-10-3	9-03-2017	perbaikan bab 3	
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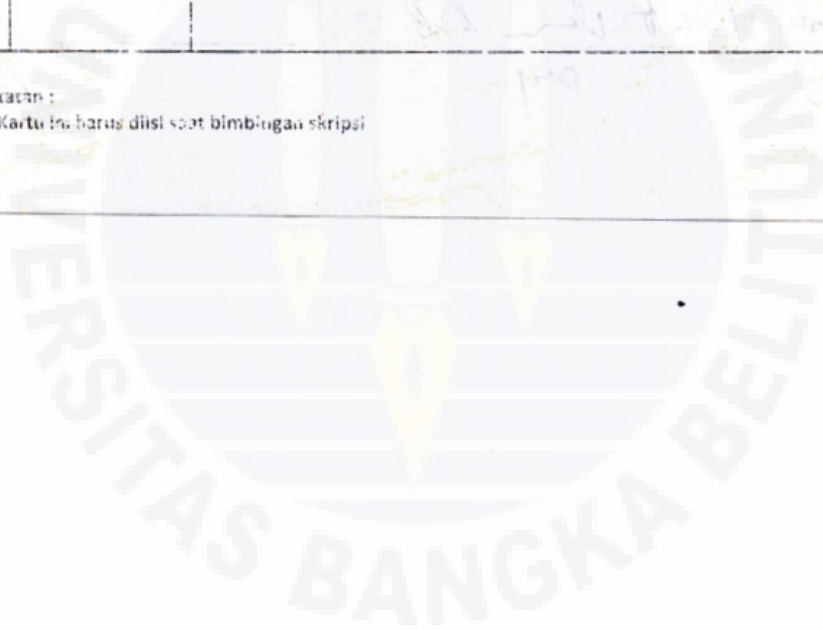
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No	Tanggal	Keterangan	Pe
7	28-04-2017	penyusunan bab 4	
8	8-05-2017	penyusunan bab 4	
9	13-05-2017	penyusunan bab 5	
10	8-06-2017	penyusunan bab 5	
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12			
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Catatan :

1. Kartu ini harus diisi saat bimbingan skripsi



DOKUMENTASI

WAWANCARA



PENYEBARAN KUISIONER





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UNIVERSITAS BANGKA BELITUNG

FAKULTAS EKONOMI

Kampus Terpadu Universitas Bangka Belitung
Balunujuk, Kabupaten Bangka Provinsi Kepulauan Bangka Belitung
Telepon (0717) 4260030, 4260031
Laman www.ubb.ac.id

KARTU REVISI
SIDANG SKRIPSI & UJIAN KOMPREHENSIF

Nama Mahasiswa : *Fiby Andem*
NIM : *302.13.11.030*
Jurusan : *Manajemen*
Judul Skripsi : *Proses Kepemimpinan Pelayanan, Kesehatan Emosional & Etos Kerja Terhadap Kinerja Dinas Penanganan Modal Kota Pk. Pinang*
Hari / Tanggal : *Sabtu / 31. Jul. 2017*

NAMA POSEN PENGUJI	REVISI / SARAN	PARAF
		Sebelum Revisi
<i>Hidayati, SE, MM</i>	<i>Tinis Penulisan Judul</i>	<i>[Signature]</i>
		<i>[Signature]</i>
<i>DR. Reniati Msi</i>	<ul style="list-style-type: none"> - Saran - Revisi dimensi judul - Saran 	<i>[Signature]</i>
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		<i>[Signature]</i>

Mengetahui,
Dekan Fakultas Manajemen
[Signature]
Tanggung, S.E., M.Si.

Ketua Penguji
[Signature]
Hayati