

## **BAB IV**

### **PENUTUP**

#### **A. KESIMPULAN**

Audit Komunikasi merupakan suatu cara untuk mengecek sejauh mana produktifitas perusahaan kini bekerja. Dalam penelitian ini audit komunikasi terbatas pada kualitas media internal dan aksesibilitas informasi. Keduanya berfokus pada informasi di dalam Thiess-INCO, bagaimana daya tarik yang dimiliki oleh media internal secara fisik beserta keandalan isinya. Selain itu, apakah sumber-sumber informasi termasuk media-media internal dapat diakses secara mudah ataupun sukar di dalam perusahaan.

Pertanyaan yang akan dijawab dengan audit komunikasi ini adalah apa saja yang telah dicapai dan apa saja yang perlu diperbaiki. Dengan menggunakan kuesioner yang telah diadaptasi dari gabungan kuesioner Audit Komunikasi Pace & Faules dan Hargie & Tourish.

Hasil yang didapatkan adalah kelima media internal telah memainkan perannya sebagai tambahan dalam meningkatkan informasi secara merata. Dilihat dari nilai mean 151,42 kualitas media internal termasuk tinggi yang berarti bahwa media internal Thiess-INCO memiliki kualitas yang baik. Sedangkan, berdasarkan dari perolehan persentase berdasarkan mayoritas di masing-masing pernyataan media internal yang dapat diandalkan adalah rapat. Rapat dinilai media internal yang paling efektif dengan persentase 82,6% karena rapat sendiri adalah media yang memungkinkan karyawan-karyawan dengan pimpinan untuk menemukan

solusi dari masalah di dalam perusahaan, media yang digunakan untuk menetapkan keputusan dalam kelompok, membicarakan masalah-masalah dalam perusahaan, instruksi-instruksi karyawan dalam bekerja, secara langsung dan tepat.

Dari segi aksesibilitas informasi, hasil kuesioner ke-69 karyawan ini menunjukkan bahwa baik komunikasi ke bawah, komunikasi horizontal, komunikasi informal dan media internal dapat diakses secara mudah oleh karyawan. Dengan nilai 41,62 yang termasuk dalam kategori tinggi bahwa seluruh sumber informasi dapat dengan mudah diakses.

## **B. SARAN**

Berdasarkan pada kesimpulan yang telah penulis kemukakan, maka penulis dapat memberi saran, yaitu:

### **1. Bagi Thiess-INCO**

Audit komunikasi pada perusahaan sebaiknya dilakukan secara berkala. Dengan adanya hasil dari audit ini, Thiess-INCO dapat mengetahui kekuatan, kelemahan, ancaman krisis, dan peluang yang dimiliki oleh perusahaan tersebut. Dengan demikian perusahaan dapat mengetahui langkah-langkah pencegahan atau perbaikan yang dapat ditempuh agar perusahaan ini tetap kokoh sebagai suatu kesatuan. Meskipun saat ini berdasarkan hasil penelitian, baik media internal dan aksesibilitas informasi dinilai positif oleh karyawan, bukan berarti bahwa selama perusahaan ini berdiri hal tersebut dapat berganti menjadi hal yang negatif.

## 2. Bagi Akademisi

Berdasarkan hasil penelitian, peneliti menemukan bahwa aksesibilitas informasi tidak terbatas pada ketersediaan informasi dalam perusahaan atau seberapa banyak informasi tersebut tersedia bagi karyawan. Tetapi, dalam pelaksanaannya, peneliti menemukan bahwa aksesibilitas informasi dapat dilihat dari arah aliran informasi di dalam perusahaan. Terlebih bahwa Thiess-INCO bukanlah perusahaan dengan karakteristik *Chain Commando*, sehingga memungkinkan aksesibilitas informasi di dalam perusahaan ini dilihat dari arah aliran informasi.

## DAFTAR PUSTAKA

- Cangara, Hafied. 1998. *Pengantar Ilmu Komunikasi*. Jakarta: PT RajaGrafindo Persada.
- Cutlip, Scott M., Glen M. Broom & Allen H. Center. 2005. *Effective Public Relations*. Jakarta: Indeks.
- Davis, Keith & John W. Newstrom. 1997. *Organizational Behavior*. New York: McGraw Hill.
- Emmanuel, Myron. 1985. 'Auditing Communication Practices' dalam Carol Reuss dan Donn Silvis (eds). *Inside Organizational Communication*. New York: Longman Inc.
- Goldhaber, Gerald M. *Organizational Communication* 5<sup>th</sup> edition. USA: McGraw Hill. 1990.
- Hardjana, Andre. 2000. *Audit Komunikasi*. Jakarta: Grasindo.
- Hargie, Owen & Dennis Tourish. 2009. *Auditing Organizational Communication*. New York: Routledge.
- Jefkins, Frank. 2004. *Public Relations*. Jakarta: Penerbit Erlangga.
- Kreps, Gary L. 1986. *Organizational Communication*. New York: Longman.
- Kriyantono, Rachmat. 2008. *Riset Komunikasi*. Jakarta: Kencana.
- Pace, R. Wayne & Don F. Faules. 2006. *Komunikasi Organisasi: Strategi Meningkatkan Kinerja Perusahaan*. Bandung: Rosdakarya.
- Singarimbun, Masri. 1995. *Metode Penelitian Survei*. Jakarta: LP3ES
- Sugiyono. 2003. *Statistika Untuk Penelitian*. Bandung: Rosdakarya.

### Jurnal

- Farley, Mary J. 1989. 'Assesing Communications in Organizations' JONA, Vol. 19 no. 12, Desember, hal 27-31. University of Colorado, Denver.



# Lampiran

SURAT KETERANGAN

Yang bertanda tangan dibawah ini :

Nama : Azis Rachman  
JDE - No : 19500  
Jabatan : Project Manager  
PT. Thiess-Inco Site Services Sorowako, Sulawesi Selatan.

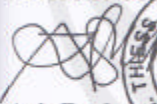
Menyatakan bahwa :

Nama : Mitha Astari  
No. mhs : 070903209  
Alamat : Jl. G.Krakatau No. 301 Sorowako, Kec Nuha, Kab. Lutim  
Sulawesi Selatan.

Benar - benar telah melakukan **Penelitian Skripsi** dengan judul KUALITAS MEDIA INTERNAL & AKSESIBILITAS INFORMASI PT. THIESS CONTRACTORS INDONESIA di SOROWAKO sejak tanggal 25 Juli 2011 sampai 08 Agustus 2011.

Demikianlah surat keterangan ini kami buat untuk dipergunakan sebagaimana mestinya.

Sorowako, 08 Agustus 2011  
PT.Thiess Contractors Indonesia

  
**Azis Rachman**  
Project Manager



## ESIONER

**Instruksi:** Beri tanda silang (x) pada setiap pernyataan bila pernyataan tersebut merupakan pernyataan yang salah atau benar mengenai perusahaan tempat anda bekerja.

**Contoh:**

1 = SANGAT TIDAK SETUJU (STS); 2 = TIDAK SETUJU (TS); 3 = RAGU-RAGU (R); 4 = SETUJU (S); 5 = SANGAT SETUJU (SS)

| Pernyataan                                                                                                                                       | STS | TS | R | S | SS |
|--------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|---|---|----|
| <b>Kualitas Media: Daya Tarik Media Internal</b>                                                                                                 |     |    |   |   |    |
| Publikasi karyawan yang dikeluarkan perusahaan menggunakan warna-warna berkualitas (RGB) yang dapat menarik perhatian saya untuk membaca, yaitu: |     |    |   |   |    |
| a. Majalah                                                                                                                                       | 1   | 2  | 3 | 4 | 5  |
| b. Buku Pedoman                                                                                                                                  | 1   | 2  | 3 | 4 | 5  |
| c. Intranet                                                                                                                                      | 1   | 2  | 3 | 4 | 5  |
| d. Papan Pengumuman                                                                                                                              | 1   | 2  | 3 | 4 | 5  |
| Publikasi cetak berisi gambar-gambar atau foto-foto karyawan sehingga menarik perhatian saya untuk membaca, yaitu:                               |     |    |   |   |    |
| a. Majalah                                                                                                                                       | 1   | 2  | 3 | 4 | 5  |
| b. Buku Pedoman                                                                                                                                  | 1   | 2  | 3 | 4 | 5  |
| c. Intranet                                                                                                                                      | 1   | 2  | 3 | 4 | 5  |
| d. Papan Pengumuman                                                                                                                              | 1   | 2  | 3 | 4 | 5  |
| Penataan ( <i>layout</i> ) publikasi karyawan yang dikeluarkan perusahaan mudah dibaca bagi saya, yaitu:                                         |     |    |   |   |    |
| a. Majalah                                                                                                                                       | 1   | 2  | 3 | 4 | 5  |
| b. Buku Pedoman                                                                                                                                  | 1   | 2  | 3 | 4 | 5  |
| c. Intranet                                                                                                                                      | 1   | 2  | 3 | 4 | 5  |
| d. Papan Pengumuman                                                                                                                              | 1   | 2  | 3 | 4 | 5  |
| <b>Kualitas Media: Dapat diandalkan</b>                                                                                                          |     |    |   |   |    |
| 4. Saya memperoleh informasi yang dapat meningkatkan kemampuan koordinasi tentang pekerjaan dalam perusahaan dari media internal perusahaan.     |     |    |   |   |    |
| a. Majalah                                                                                                                                       | 1   | 2  | 3 | 4 | 5  |
| b. Buku Pedoman                                                                                                                                  | 1   | 2  | 3 | 4 | 5  |
| c. Intranet                                                                                                                                      | 1   | 2  | 3 | 4 | 5  |
| d. Papan Pengumuman                                                                                                                              | 1   | 2  | 3 | 4 | 5  |
| e. Rapat                                                                                                                                         | 1   | 2  | 3 | 4 | 5  |

|                                                                                                                                          |  |   |   |   |   |   |
|------------------------------------------------------------------------------------------------------------------------------------------|--|---|---|---|---|---|
| 5. Saya memperoleh informasi mengenai apa saja yang ingin dicapai oleh perusahaan dari media internal perusahaan.                        |  |   |   |   |   |   |
| a. Majalah                                                                                                                               |  | 1 | 2 | 3 | 4 | 5 |
| b. Buku Pedoman                                                                                                                          |  | 1 | 2 | 3 | 4 | 5 |
| c. Intranet                                                                                                                              |  | 1 | 2 | 3 | 4 | 5 |
| d. Papan Pengumuman                                                                                                                      |  | 1 | 2 | 3 | 4 | 5 |
| e. Rapat                                                                                                                                 |  | 1 | 2 | 3 | 4 | 5 |
| 6. Saya memperoleh informasi mengenai hasil-hasil keputusan manajemen yang mempengaruhi seluruh karyawan dari media internal perusahaan. |  |   |   |   |   |   |
| a. Majalah                                                                                                                               |  | 1 | 2 | 3 | 4 | 5 |
| b. Buku Pedoman                                                                                                                          |  | 1 | 2 | 3 | 4 | 5 |
| c. Intranet                                                                                                                              |  | 1 | 2 | 3 | 4 | 5 |
| d. Papan Pengumuman                                                                                                                      |  | 1 | 2 | 3 | 4 | 5 |
| e. Rapat                                                                                                                                 |  | 1 | 2 | 3 | 4 | 5 |
| 7. Saya memperoleh informasi mengenai masalah-masalah yang dihadapi oleh perusahaan.                                                     |  |   |   |   |   |   |
| a. Majalah                                                                                                                               |  | 1 | 2 | 3 | 4 | 5 |
| b. Buku Pedoman                                                                                                                          |  | 1 | 2 | 3 | 4 | 5 |
| c. Intranet                                                                                                                              |  | 1 | 2 | 3 | 4 | 5 |
| d. Papan Pengumuman                                                                                                                      |  | 1 | 2 | 3 | 4 | 5 |
| e. Rapat                                                                                                                                 |  | 1 | 2 | 3 | 4 | 5 |
| 8. Saya dapat memperoleh instruksi mengenai pekerjaan saya secara jelas dari media internal perusahaan.                                  |  |   |   |   |   |   |
| a. Majalah                                                                                                                               |  | 1 | 2 | 3 | 4 | 5 |
| b. Buku Pedoman                                                                                                                          |  | 1 | 2 | 3 | 4 | 5 |
| c. Intranet                                                                                                                              |  | 1 | 2 | 3 | 4 | 5 |
| d. Papan Pengumuman                                                                                                                      |  | 1 | 2 | 3 | 4 | 5 |
| e. Rapat                                                                                                                                 |  | 1 | 2 | 3 | 4 | 5 |
| 9. Intranet yang ada saat ini tersusun secara mudah sehingga saya mampu mengoperasikannya dengan tepat.                                  |  | 1 | 2 | 3 | 4 | 5 |

**Instruksi** : Dibawah ini tercantum sejumlah saluran informasi. Tunjukkan bagaimana bobot masing-masing saluran informasi tersebut bagi saudara. Beri tanda silang (x) pada nomor yang menunjukkan kemudahan-kemudahan memperoleh informasi dari berbagai sumber di bawah ini.

| Saluran Informasi                               | Sangat Tidak Mudah | Tidak Mudah | Tidak Berlaku Untuk saya | Mudah | Sangat Mudah |
|-------------------------------------------------|--------------------|-------------|--------------------------|-------|--------------|
| 10. Pertemuan dengan atasan langsung            | 1                  | 2           | 3                        | 4     | 5            |
| 11. Informasi dari <i>Project Manager</i>       | 1                  | 2           | 3                        | 4     | 5            |
| 12. Pertemuan rekan-rekan kerja dalam unit anda | 1                  | 2           | 3                        | 4     | 5            |
| 13. Laporan dari divisi-divisi dalam perusahaan | 1                  | 2           | 3                        | 4     | 5            |
| 14. Gosip di kalangan karyawan                  | 1                  | 2           | 3                        | 4     | 5            |
| 15. Majalah Internal                            | 1                  | 2           | 3                        | 4     | 5            |
| 16. Akses intranet                              | 1                  | 2           | 3                        | 4     | 5            |
| 17. Rapat                                       | 1                  | 2           | 3                        | 4     | 5            |
| 18. Buku Pedoman Kerja Karyawan                 | 1                  | 2           | 3                        | 4     | 5            |
| 19. Papan Pengumuman                            | 1                  | 2           | 3                        | 4     | 5            |

| Warna Majalah_1a | WarnaB Pedoman_1b | WarnaIntranet_1c | WarnaPPengumuman_1d | Gambar Majalah_2a | GambarB Pedoman_2b | Gambar Intranet_2c | GambarPPengumuman_2d | Layout Majalah_3a |
|------------------|-------------------|------------------|---------------------|-------------------|--------------------|--------------------|----------------------|-------------------|
| 5                | 5                 | 5                | 4                   | 5                 | 5                  | 5                  | 4                    | 5                 |
| 5                | 4                 | 5                | 4                   | 5                 | 2                  | 5                  | 4                    | 5                 |
| 5                | 4                 | 5                | 5                   | 4                 | 3                  | 4                  | 4                    | 4                 |
| 4                | 2                 | 3                | 4                   | 4                 | 2                  | 3                  | 4                    | 4                 |
| 5                | 4                 | 4                | 4                   | 5                 | 4                  | 5                  | 4                    | 3                 |
| 5                | 5                 | 5                | 5                   | 5                 | 5                  | 5                  | 4                    | 5                 |
| 4                | 4                 | 5                | 4                   | 4                 | 4                  | 5                  | 4                    | 4                 |
| 4                | 4                 | 5                | 4                   | 4                 | 1                  | 4                  | 3                    | 4                 |
| 5                | 5                 | 5                | 5                   | 5                 | 5                  | 5                  | 5                    | 5                 |
| 5                | 5                 | 5                | 4                   | 5                 | 5                  | 5                  | 4                    | 5                 |
| 4                | 5                 | 4                | 3                   | 4                 | 4                  | 3                  | 4                    | 4                 |
| 5                | 4                 | 5                | 4                   | 5                 | 4                  | 5                  | 4                    | 5                 |
| 4                | 2                 | 4                | 4                   | 4                 | 2                  | 4                  | 4                    | 4                 |
| 4                | 4                 | 4                | 4                   | 4                 | 4                  | 4                  | 4                    | 4                 |
| 4                | 4                 | 4                | 4                   | 5                 | 4                  | 5                  | 4                    | 5                 |
| 1                | 4                 | 5                | 3                   | 4                 | 3                  | 5                  | 4                    | 4                 |
| 5                | 5                 | 5                | 5                   | 5                 | 5                  | 5                  | 5                    | 5                 |
| 5                | 5                 | 5                | 5                   | 5                 | 5                  | 5                  | 4                    | 4                 |
| 5                | 5                 | 5                | 5                   | 5                 | 5                  | 5                  | 5                    | 5                 |
| 5                | 5                 | 4                | 4                   | 5                 | 4                  | 4                  | 4                    | 5                 |
| 4                | 3                 | 4                | 4                   | 4                 | 2                  | 4                  | 4                    | 4                 |
| 5                | 4                 | 2                | 4                   | 4                 | 5                  | 2                  | 4                    | 5                 |
| 5                | 4                 | 4                | 4                   | 5                 | 4                  | 5                  | 4                    | 5                 |
| 5                | 5                 | 4                | 4                   | 5                 | 5                  | 5                  | 4                    | 5                 |
| 5                | 5                 | 5                | 5                   | 5                 | 5                  | 5                  | 4                    | 4                 |
| 5                | 4                 | 5                | 4                   | 5                 | 4                  | 4                  | 4                    | 4                 |
| 4                | 4                 | 4                | 4                   | 4                 | 4                  | 4                  | 4                    | 4                 |
| 4                | 3                 | 4                | 4                   | 4                 | 4                  | 4                  | 4                    | 4                 |
| 4                | 4                 | 4                | 4                   | 4                 | 4                  | 4                  | 4                    | 4                 |
| 5                | 5                 | 3                | 3                   | 5                 | 5                  | 5                  | 4                    | 5                 |
| 5                | 4                 | 3                | 4                   | 5                 | 5                  | 4                  | 4                    | 5                 |
| 5                | 5                 | 4                | 4                   | 5                 | 5                  | 4                  | 4                    | 5                 |
| 4                | 5                 | 5                | 4                   | 5                 | 3                  | 5                  | 4                    | 5                 |
| 5                | 4                 | 3                | 4                   | 5                 | 4                  | 5                  | 4                    | 5                 |
| 5                | 5                 | 4                | 4                   | 5                 | 5                  | 4                  | 4                    | 5                 |
| 5                | 5                 | 5                | 5                   | 5                 | 5                  | 4                  | 4                    | 5                 |
| 5                | 5                 | 3                | 4                   | 5                 | 5                  | 3                  | 4                    | 4                 |
| 5                | 5                 | 5                | 5                   | 5                 | 5                  | 4                  | 4                    | 5                 |
| 5                | 5                 | 5                | 5                   | 5                 | 5                  | 4                  | 5                    | 5                 |
| 4                | 4                 | 4                | 4                   | 5                 | 2                  | 4                  | 4                    | 5                 |
| 5                | 5                 | 5                | 5                   | 5                 | 4                  | 4                  | 5                    | 5                 |
| 4                | 4                 | 4                | 4                   | 4                 | 2                  | 3                  | 4                    | 4                 |

|   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|
| 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 |
| 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 |
| 3 | 4 | 5 | 4 | 2 | 3 | 5 | 4 | 2 |
| 5 | 4 | 3 | 4 | 5 | 4 | 4 | 5 | 5 |
| 4 | 5 | 3 | 4 | 5 | 4 | 3 | 5 | 4 |
| 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 |
| 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 |
| 4 | 4 | 3 | 4 | 5 | 4 | 3 | 4 | 5 |
| 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 |
| 4 | 3 | 3 | 4 | 4 | 2 | 4 | 4 | 4 |
| 2 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 |
| 5 | 5 | 4 | 3 | 5 | 5 | 5 | 4 | 5 |
| 3 | 5 | 3 | 5 | 4 | 3 | 3 | 4 | 5 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 4 | 3 | 3 | 4 | 4 | 4 | 2 | 4 | 4 |
| 4 | 4 | 3 | 4 | 4 | 4 | 3 | 5 | 5 |
| 5 | 5 | 4 | 4 | 5 | 4 | 2 | 4 | 5 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 |
| 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 |
| 4 | 3 | 3 | 4 | 5 | 3 | 2 | 4 | 5 |

| Layout<br>BPedoman_3<br>b | Layout<br>Intranet_3<br>c | Layout<br>Pengumuman_3<br>d | Kemampuan<br>Kordinasi_4a | Kemampuan<br>Kordinasi_4b | Kemampuan<br>Kordinasi_4c | Kemampuan<br>Kordinasi_4d | Kemampuan<br>Kordinasi_4e | Pencapaian<br>Perusahaan_5a |
|---------------------------|---------------------------|-----------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|-----------------------------|
| 5                         | 5                         | 4                           | 4                         | 5                         | 5                         | 5                         | 5                         | 5                           |
| 4                         | 2                         | 5                           | 2                         | 4                         | 4                         | 4                         | 4                         | 1                           |
| 3                         | 4                         | 4                           | 4                         | 4                         | 5                         | 4                         | 4                         | 4                           |
| 2                         | 3                         | 4                           | 3                         | 3                         | 3                         | 3                         | 3                         | 3                           |
| 3                         | 3                         | 3                           | 5                         | 3                         | 3                         | 4                         | 3                         | 4                           |
| 4                         | 5                         | 4                           | 5                         | 5                         | 5                         | 5                         | 4                         | 5                           |
| 3                         | 5                         | 4                           | 2                         | 4                         | 5                         | 4                         | 3                         | 5                           |
| 1                         | 4                         | 4                           | 2                         | 3                         | 5                         | 4                         | 2                         | 3                           |
| 5                         | 5                         | 5                           | 4                         | 4                         | 4                         | 4                         | 5                         | 5                           |
| 4                         | 5                         | 4                           | 2                         | 2                         | 2                         | 3                         | 5                         | 4                           |
| 4                         | 4                         | 4                           | 4                         | 4                         | 4                         | 4                         | 5                         | 4                           |
| 4                         | 5                         | 4                           | 4                         | 4                         | 5                         | 4                         | 5                         | 4                           |
| 4                         | 4                         | 4                           | 4                         | 5                         | 5                         | 2                         | 5                         | 4                           |
| 4                         | 4                         | 4                           | 4                         | 4                         | 5                         | 4                         | 5                         | 4                           |
| 4                         | 4                         | 4                           | 4                         | 5                         | 4                         | 4                         | 4                         | 5                           |
| 5                         | 5                         | 4                           | 4                         | 4                         | 5                         | 4                         | 5                         | 3                           |
| 5                         | 5                         | 5                           | 5                         | 5                         | 5                         | 5                         | 5                         | 5                           |
| 4                         | 4                         | 4                           | 4                         | 4                         | 4                         | 4                         | 4                         | 5                           |
| 5                         | 5                         | 5                           | 5                         | 4                         | 5                         | 4                         | 4                         | 5                           |
| 5                         | 4                         | 4                           | 4                         | 5                         | 4                         | 4                         | 5                         | 4                           |
| 2                         | 3                         | 3                           | 3                         | 2                         | 4                         | 3                         | 3                         | 4                           |
| 4                         | 2                         | 2                           | 4                         | 4                         | 2                         | 4                         | 5                         | 5                           |
| 4                         | 4                         | 4                           | 4                         | 5                         | 5                         | 4                         | 4                         | 5                           |
| 3                         | 3                         | 3                           | 4                         | 4                         | 4                         | 4                         | 4                         | 5                           |
| 4                         | 4                         | 4                           | 5                         | 5                         | 5                         | 5                         | 5                         | 5                           |
| 4                         | 4                         | 4                           | 3                         | 4                         | 4                         | 3                         | 4                         | 5                           |
| 4                         | 4                         | 4                           | 4                         | 4                         | 4                         | 4                         | 4                         | 4                           |
| 3                         | 4                         | 3                           | 3                         | 3                         | 3                         | 3                         | 4                         | 4                           |
| 4                         | 4                         | 4                           | 4                         | 4                         | 4                         | 4                         | 4                         | 4                           |
| 5                         | 4                         | 4                           | 4                         | 4                         | 3                         | 4                         | 5                         | 5                           |
| 5                         | 4                         | 4                           | 5                         | 5                         | 4                         | 4                         | 5                         | 4                           |
| 5                         | 5                         | 4                           | 5                         | 5                         | 5                         | 4                         | 5                         | 5                           |
| 4                         | 4                         | 4                           | 5                         | 4                         | 4                         | 4                         | 4                         | 3                           |
| 5                         | 4                         | 4                           | 5                         | 5                         | 4                         | 4                         | 5                         | 4                           |
| 5                         | 5                         | 5                           | 4                         | 4                         | 3                         | 3                         | 4                         | 5                           |
| 5                         | 5                         | 5                           | 4                         | 4                         | 3                         | 4                         | 4                         | 5                           |
| 4                         | 4                         | 4                           | 4                         | 5                         | 4                         | 4                         | 3                         | 5                           |
| 5                         | 5                         | 4                           | 4                         | 4                         | 3                         | 4                         | 4                         | 5                           |
| 5                         | 5                         | 5                           | 4                         | 4                         | 3                         | 3                         | 5                         | 5                           |
| 4                         | 4                         | 4                           | 5                         | 3                         | 4                         | 4                         | 4                         | 5                           |
| 5                         | 5                         | 5                           | 4                         | 4                         | 3                         | 3                         | 5                         | 5                           |
| 4                         | 4                         | 4                           | 5                         | 3                         | 4                         | 4                         | 4                         | 5                           |
| 5                         | 5                         | 5                           | 4                         | 4                         | 3                         | 3                         | 5                         | 5                           |

|   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|
| 2 | 3 | 3 | 4 | 2 | 4 | 4 | 3 | 4 |
| 5 | 5 | 4 | 4 | 4 | 3 | 4 | 5 | 5 |
| 3 | 4 | 4 | 5 | 3 | 5 | 4 | 3 | 5 |
| 2 | 4 | 4 | 2 | 4 | 2 | 4 | 3 | 4 |
| 5 | 4 | 4 | 5 | 4 | 3 | 3 | 5 | 5 |
| 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 |
| 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 |
| 4 | 4 | 5 | 3 | 5 | 3 | 3 | 4 | 4 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 |
| 4 | 3 | 4 | 2 | 5 | 3 | 4 | 5 | 5 |
| 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 |
| 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 |
| 4 | 3 | 4 | 4 | 4 | 3 | 4 | 5 | 4 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 |
| 5 | 4 | 4 | 2 | 5 | 4 | 4 | 5 | 4 |
| 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 |
| 3 | 5 | 3 | 5 | 5 | 5 | 5 | 3 | 5 |
| 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 3 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 2 | 3 | 4 | 3 | 1 | 3 | 3 | 4 | 4 |
| 5 | 3 | 3 | 5 | 5 | 4 | 4 | 5 | 5 |
| 4 | 3 | 4 | 3 | 5 | 4 | 4 | 5 | 3 |
| 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 |
| 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 |
| 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 |
| 3 | 3 | 3 | 4 | 4 | 2 | 4 | 3 | 5 |

| PencapaianPerusahaan_5b | PencapaianPerusahaan_5c | PencapaianPerusahaan_5d | PencapaianPerusahaan_5e | KeputusanManajemen_6a | KeputusanManajemen_6b | KeputusanManajemen_6c | KeputusanManajemen_6d | KeputusanManajemen_6e |
|-------------------------|-------------------------|-------------------------|-------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 5                       | 5                       | 5                       | 4                       | 4                     | 5                     | 5                     | 4                     | 5                     |
| 4                       | 4                       | 4                       | 4                       | 1                     | 1                     | 3                     | 3                     | 4                     |
| 2                       | 4                       | 4                       | 3                       | 2                     | 2                     | 3                     | 3                     | 4                     |
| 3                       | 4                       | 3                       | 3                       | 3                     | 3                     | 2                     | 2                     | 3                     |
| 3                       | 4                       | 4                       | 4                       | 3                     | 3                     | 3                     | 3                     | 4                     |
| 4                       | 5                       | 4                       | 4                       | 5                     | 4                     | 3                     | 3                     | 4                     |
| 4                       | 5                       | 5                       | 5                       | 2                     | 4                     | 2                     | 3                     | 4                     |
| 1                       | 2                       | 3                       | 3                       | 4                     | 3                     | 4                     | 2                     | 1                     |
| 5                       | 5                       | 4                       | 5                       | 5                     | 5                     | 5                     | 4                     | 5                     |
| 4                       | 4                       | 4                       | 4                       | 4                     | 2                     | 4                     | 4                     | 4                     |
| 4                       | 4                       | 4                       | 4                       | 4                     | 3                     | 4                     | 3                     | 4                     |
| 4                       | 5                       | 4                       | 4                       | 5                     | 5                     | 5                     | 4                     | 5                     |
| 5                       | 5                       | 4                       | 4                       | 4                     | 2                     | 5                     | 2                     | 4                     |
| 4                       | 4                       | 4                       | 4                       | 4                     | 3                     | 4                     | 3                     | 4                     |
| 4                       | 5                       | 4                       | 4                       | 4                     | 5                     | 4                     | 3                     | 5                     |
| 4                       | 5                       | 3                       | 5                       | 3                     | 4                     | 3                     | 4                     | 5                     |
| 5                       | 5                       | 5                       | 5                       | 5                     | 5                     | 5                     | 5                     | 5                     |
| 5                       | 5                       | 5                       | 5                       | 1                     | 1                     | 1                     | 1                     | 5                     |
| 5                       | 5                       | 5                       | 5                       | 5                     | 4                     | 5                     | 4                     | 5                     |
| 5                       | 4                       | 4                       | 5                       | 4                     | 5                     | 5                     | 4                     | 5                     |
| 2                       | 4                       | 2                       | 4                       | 4                     | 2                     | 4                     | 2                     | 4                     |
| 4                       | 2                       | 2                       | 5                       | 4                     | 4                     | 2                     | 2                     | 4                     |
| 4                       | 5                       | 4                       | 4                       | 4                     | 4                     | 4                     | 4                     | 5                     |
| 5                       | 4                       | 4                       | 4                       | 4                     | 4                     | 4                     | 3                     | 4                     |
| 5                       | 5                       | 5                       | 5                       | 4                     | 4                     | 4                     | 4                     | 4                     |
| 4                       | 4                       | 4                       | 4                       | 5                     | 3                     | 5                     | 3                     | 4                     |
| 4                       | 4                       | 4                       | 4                       | 4                     | 4                     | 4                     | 4                     | 5                     |
| 3                       | 4                       | 3                       | 4                       | 4                     | 3                     | 4                     | 3                     | 4                     |
| 4                       | 4                       | 4                       | 4                       | 4                     | 4                     | 4                     | 4                     | 5                     |
| 4                       | 3                       | 3                       | 5                       | 5                     | 4                     | 3                     | 3                     | 5                     |
| 4                       | 4                       | 4                       | 5                       | 4                     | 4                     | 3                     | 3                     | 5                     |
| 5                       | 4                       | 4                       | 5                       | 5                     | 5                     | 4                     | 4                     | 5                     |
| 3                       | 4                       | 4                       | 5                       | 5                     | 4                     | 4                     | 3                     | 5                     |
| 4                       | 4                       | 4                       | 5                       | 4                     | 4                     | 3                     | 4                     | 5                     |
| 5                       | 4                       | 3                       | 4                       | 5                     | 3                     | 3                     | 3                     | 5                     |
| 5                       | 4                       | 4                       | 4                       | 5                     | 3                     | 3                     | 4                     | 5                     |
| 4                       | 3                       | 4                       | 4                       | 5                     | 4                     | 3                     | 4                     | 4                     |
| 5                       | 4                       | 4                       | 4                       | 5                     | 3                     | 3                     | 4                     | 5                     |
| 5                       | 4                       | 4                       | 5                       | 5                     | 3                     | 3                     | 4                     | 5                     |
| 4                       | 5                       | 4                       | 4                       | 4                     | 3                     | 3                     | 4                     | 5                     |
| 5                       | 4                       | 4                       | 5                       | 5                     | 3                     | 3                     | 4                     | 5                     |

|   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|
| 2 | 4 | 4 | 3 | 2 | 2 | 2 | 3 | 4 |
| 5 | 4 | 4 | 5 | 5 | 3 | 3 | 4 | 5 |
| 5 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 4 |
| 3 | 5 | 3 | 3 | 5 | 4 | 4 | 2 | 4 |
| 5 | 3 | 3 | 5 | 5 | 4 | 3 | 4 | 5 |
| 4 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 5 |
| 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 |
| 4 | 3 | 3 | 4 | 1 | 1 | 2 | 4 | 5 |
| 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 |
| 3 | 3 | 3 | 5 | 5 | 4 | 3 | 4 | 5 |
| 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 |
| 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 |
| 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 5 | 5 | 5 | 5 | 3 | 3 | 3 | 4 | 5 |
| 4 | 5 | 4 | 5 | 1 | 4 | 1 | 1 | 5 |
| 4 | 2 | 4 | 5 | 4 | 4 | 5 | 4 | 5 |
| 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 |
| 5 | 5 | 5 | 4 | 3 | 3 | 3 | 3 | 4 |
| 3 | 3 | 3 | 4 | 5 | 5 | 3 | 4 | 4 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 |
| 2 | 4 | 4 | 4 | 2 | 3 | 4 | 3 | 4 |
| 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 |
| 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 |
| 4 | 5 | 3 | 5 | 3 | 4 | 5 | 3 | 4 |
| 5 | 3 | 3 | 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 |
| 3 | 2 | 3 | 4 | 3 | 3 | 2 | 3 | 4 |

| MasalahPerusahaan_7a | MasalahPerusahaan_7b | MasalahPerusahaan_7c | MasalahPerusahaan_7d | MasalahPerusahaan_7e | InstruksiPekerjaan_8a | InstruksiPekerjaan_8b | InstruksiPekerjaan_8c | InstruksiPekerjaan_8d | InstruksiPekerjaan_8e | PengoperasianIntanet_9 |
|----------------------|----------------------|----------------------|----------------------|----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|------------------------|
| 3                    | 3                    | 3                    | 3                    | 5                    | 3                     | 3                     | 5                     | 3                     | 5                     | 5                      |
| 1                    | 2                    | 5                    | 4                    | 5                    | 1                     | 2                     | 3                     | 2                     | 5                     | 4                      |
| 2                    | 2                    | 2                    | 2                    | 4                    | 2                     | 4                     | 4                     | 2                     | 3                     | 3                      |
| 2                    | 2                    | 3                    | 3                    | 3                    | 2                     | 3                     | 3                     | 2                     | 3                     | 3                      |
| 2                    | 2                    | 2                    | 2                    | 4                    | 2                     | 3                     | 2                     | 2                     | 3                     | 3                      |
| 5                    | 4                    | 5                    | 4                    | 5                    | 3                     | 5                     | 3                     | 5                     | 5                     | 3                      |
| 2                    | 2                    | 5                    | 3                    | 4                    | 2                     | 5                     | 5                     | 2                     | 4                     | 3                      |
| 2                    | 2                    | 2                    | 2                    | 3                    | 2                     | 5                     | 2                     | 2                     | 3                     | 2                      |
| 5                    | 5                    | 5                    | 4                    | 5                    | 5                     | 5                     | 5                     | 4                     | 5                     | 5                      |
| 4                    | 2                    | 4                    | 2                    | 4                    | 2                     | 2                     | 2                     | 2                     | 4                     | 4                      |
| 4                    | 3                    | 4                    | 3                    | 4                    | 3                     | 4                     | 4                     | 3                     | 4                     | 4                      |
| 5                    | 4                    | 5                    | 4                    | 5                    | 4                     | 4                     | 5                     | 3                     | 5                     | 3                      |
| 4                    | 2                    | 4                    | 2                    | 4                    | 2                     | 4                     | 2                     | 2                     | 4                     | 4                      |
| 4                    | 3                    | 4                    | 3                    | 4                    | 3                     | 3                     | 4                     | 3                     | 4                     | 3                      |
| 5                    | 3                    | 5                    | 3                    | 4                    | 3                     | 4                     | 4                     | 3                     | 5                     | 3                      |
| 3                    | 4                    | 3                    | 3                    | 5                    | 5                     | 4                     | 3                     | 3                     | 5                     | 5                      |
| 5                    | 5                    | 5                    | 5                    | 5                    | 5                     | 5                     | 5                     | 5                     | 5                     | 3                      |
| 5                    | 5                    | 5                    | 5                    | 5                    | 5                     | 5                     | 5                     | 5                     | 5                     | 4                      |
| 5                    | 5                    | 5                    | 4                    | 5                    | 4                     | 4                     | 4                     | 4                     | 5                     | 5                      |
| 4                    | 4                    | 4                    | 4                    | 5                    | 4                     | 5                     | 5                     | 4                     | 4                     | 5                      |
| 2                    | 2                    | 3                    | 3                    | 3                    | 2                     | 2                     | 3                     | 2                     | 3                     | 3                      |
| 4                    | 4                    | 2                    | 2                    | 4                    | 4                     | 4                     | 2                     | 2                     | 4                     | 4                      |
| 4                    | 4                    | 4                    | 4                    | 5                    | 4                     | 4                     | 4                     | 2                     | 5                     | 4                      |
| 3                    | 3                    | 3                    | 3                    | 3                    | 3                     | 3                     | 3                     | 3                     | 4                     | 3                      |
| 4                    | 4                    | 4                    | 4                    | 4                    | 5                     | 5                     | 5                     | 5                     | 5                     | 4                      |
| 5                    | 1                    | 5                    | 4                    | 4                    | 4                     | 3                     | 3                     | 2                     | 4                     | 4                      |
| 4                    | 3                    | 4                    | 3                    | 4                    | 2                     | 2                     | 4                     | 2                     | 4                     | 4                      |
| 3                    | 3                    | 4                    | 3                    | 4                    | 2                     | 3                     | 2                     | 2                     | 4                     | 3                      |
| 4                    | 4                    | 4                    | 4                    | 4                    | 4                     | 4                     | 4                     | 4                     | 4                     | 4                      |
| 4                    | 4                    | 3                    | 3                    | 5                    | 5                     | 5                     | 3                     | 2                     | 5                     | 4                      |
| 4                    | 4                    | 3                    | 3                    | 5                    | 4                     | 4                     | 3                     | 2                     | 5                     | 4                      |
| 5                    | 5                    | 4                    | 4                    | 5                    | 5                     | 5                     | 4                     | 4                     | 5                     | 4                      |
| 3                    | 2                    | 4                    | 4                    | 5                    | 2                     | 2                     | 3                     | 2                     | 5                     | 4                      |
| 4                    | 4                    | 3                    | 3                    | 5                    | 4                     | 4                     | 3                     | 3                     | 5                     | 5                      |
| 5                    | 5                    | 3                    | 3                    | 5                    | 5                     | 3                     | 3                     | 2                     | 5                     | 5                      |
| 5                    | 3                    | 3                    | 3                    | 5                    | 5                     | 3                     | 5                     | 3                     | 5                     | 5                      |
| 4                    | 3                    | 4                    | 3                    | 3                    | 4                     | 4                     | 3                     | 3                     | 4                     | 4                      |
| 5                    | 3                    | 3                    | 3                    | 5                    | 5                     | 3                     | 5                     | 3                     | 5                     | 5                      |
| 5                    | 3                    | 3                    | 3                    | 5                    | 5                     | 3                     | 5                     | 3                     | 5                     | 5                      |

|   |   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|---|
| 4 | 4 | 4 | 3 | 5 | 3 | 3 | 5 | 2 | 4 | 4 |
| 5 | 3 | 3 | 3 | 5 | 5 | 3 | 5 | 3 | 5 | 5 |
| 4 | 3 | 4 | 4 | 3 | 2 | 3 | 2 | 2 | 3 | 3 |
| 5 | 3 | 3 | 4 | 5 | 5 | 3 | 5 | 3 | 5 | 5 |
| 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 2 | 4 | 3 |
| 1 | 3 | 3 | 3 | 3 | 2 | 4 | 3 | 2 | 3 | 3 |
| 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 3 | 5 | 4 |
| 2 | 2 | 4 | 3 | 5 | 3 | 5 | 4 | 3 | 4 | 5 |
| 4 | 5 | 4 | 3 | 5 | 4 | 5 | 4 | 3 | 5 | 5 |
| 1 | 1 | 1 | 4 | 4 | 1 | 1 | 1 | 1 | 5 | 4 |
| 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 |
| 4 | 2 | 2 | 2 | 5 | 2 | 5 | 4 | 2 | 5 | 4 |
| 3 | 2 | 3 | 3 | 5 | 4 | 5 | 3 | 3 | 5 | 3 |
| 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 3 | 5 | 4 |
| 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 2 | 4 | 3 |
| 5 | 5 | 3 | 4 | 5 | 4 | 4 | 3 | 2 | 4 | 3 |
| 1 | 1 | 1 | 1 | 5 | 1 | 1 | 1 | 1 | 5 | 5 |
| 4 | 4 | 4 | 4 | 5 | 1 | 1 | 1 | 1 | 4 | 5 |
| 4 | 2 | 2 | 2 | 5 | 1 | 4 | 2 | 2 | 5 | 5 |
| 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 3 | 5 | 4 |
| 1 | 1 | 1 | 1 | 4 | 1 | 5 | 1 | 1 | 4 | 3 |
| 2 | 2 | 3 | 2 | 5 | 1 | 3 | 1 | 2 | 5 | 5 |
| 5 | 5 | 5 | 2 | 5 | 5 | 5 | 5 | 2 | 5 | 4 |
| 2 | 2 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 |
| 3 | 3 | 5 | 3 | 5 | 4 | 3 | 4 | 4 | 4 | 5 |
| 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 |
| 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 |
| 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 2 | 5 | 5 |
| 2 | 2 | 2 | 3 | 5 | 2 | 2 | 2 | 2 | 4 | 3 |

## VARIABEL 1 : KUALITAS MEDIA INTERNAL

### Reliability

#### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .937             | 38         |

#### Item-Total Statistics

|                                        | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|----------------------------------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Daya tarik: Warna Majalah              | 146.99                     | 329.985                        | .378                             | .936                             |
| Daya tarik: Warna Buku Pedoman         | 147.10                     | 325.034                        | .574                             | .935                             |
| Daya tarik: Warna Intranet             | 147.25                     | 330.630                        | .327                             | .937                             |
| Daya tarik: Warna Pengumuman           | 147.23                     | 333.357                        | .373                             | .936                             |
| Daya tarik: Gambar/Foto Majalah        | 146.84                     | 329.901                        | .515                             | .936                             |
| Daya tarik: Gambar/Foto Buku Pedoman   | 147.38                     | 317.885                        | .607                             | .934                             |
| Daya tarik: Gambar/Foto Intranet       | 147.25                     | 328.983                        | .350                             | .937                             |
| Daya tarik: Gambar/Foto Pengumuman     | 147.23                     | 331.681                        | .556                             | .936                             |
| Daya tarik: Layout Majalah             | 146.94                     | 330.261                        | .468                             | .936                             |
| Daya tarik: Layout Buku Pedoman        | 147.39                     | 313.006                        | .789                             | .933                             |
| Daya tarik: Layout Intranet            | 147.33                     | 323.725                        | .581                             | .935                             |
| Daya tarik: Layout Pengumuman          | 147.41                     | 330.568                        | .457                             | .936                             |
| Dapat diandalkan: 4a. Majalah          | 147.51                     | 323.754                        | .504                             | .935                             |
| Dapat diandalkan: 4b. Buku Pedoman     | 147.29                     | 324.297                        | .510                             | .935                             |
| Dapat diandalkan: 4c. Intranet         | 147.45                     | 328.780                        | .353                             | .937                             |
| Dapat diandalkan: 4d. Papan Pengumuman | 147.52                     | 331.841                        | .400                             | .936                             |
| Dapat diandalkan: 4e. Rapat            | 147.14                     | 324.008                        | .574                             | .935                             |
| Dapat diandalkan: 5a. Majalah          | 147.09                     | 326.610                        | .473                             | .936                             |
| Dapat diandalkan: 5b. Buku Pedoman     | 147.33                     | 314.314                        | .767                             | .933                             |
| Dapat diandalkan: 5c. Intranet         | 147.33                     | 329.578                        | .346                             | .937                             |
| Dapat diandalkan: 5d. Papan Pengumuman | 147.55                     | 327.604                        | .501                             | .935                             |
| Dapat diandalkan: 5e. Rapat            | 147.06                     | 326.791                        | .612                             | .935                             |
| Dapat diandalkan: 6a. Majalah          | 147.51                     | 321.518                        | .458                             | .936                             |
| Dapat diandalkan: 6b. Buku Pedoman     | 147.78                     | 319.849                        | .540                             | .935                             |
| Dapat diandalkan: 6c. Intranet         | 147.81                     | 326.567                        | .354                             | .937                             |
| Dapat diandalkan: 6d. Papan Pengumuman | 148.00                     | 323.176                        | .572                             | .935                             |
| Dapat diandalkan: 6e. Rapat            | 146.91                     | 324.404                        | .661                             | .934                             |
| Dapat diandalkan: 7a. Majalah          | 147.78                     | 309.790                        | .677                             | .934                             |
| Dapat diandalkan: 7b. Buku Pedoman     | 148.16                     | 314.224                        | .594                             | .935                             |
| Dapat diandalkan: 7c. Intranet         | 147.84                     | 324.077                        | .407                             | .936                             |
| Dapat diandalkan: 7d. Papan Pengumuman | 148.22                     | 329.173                        | .363                             | .937                             |
| Dapat diandalkan: 7e. Rapat            | 146.97                     | 324.029                        | .655                             | .934                             |
| Dapat diandalkan: 8a. Majalah          | 148.07                     | 305.803                        | .687                             | .934                             |
| Dapat diandalkan: 8b. Buku Pedoman     | 147.75                     | 321.659                        | .446                             | .936                             |
| Dapat diandalkan: 8c. Intranet         | 147.93                     | 312.892                        | .616                             | .934                             |
| Dapat diandalkan: 8d. Papan Pengumuman | 148.78                     | 319.026                        | .610                             | .934                             |

|                             |        |         |      |      |
|-----------------------------|--------|---------|------|------|
| Dapat diandalkan: 8e. Rapat | 147.03 | 322.117 | .737 | .934 |
| Pengoperasian Intranet      | 147.46 | 324.546 | .526 | .935 |

## Descriptives

### Descriptive Statistics

|                                        | N  | Minimum | Maximum | Mean | Std. Deviation |
|----------------------------------------|----|---------|---------|------|----------------|
| Daya tarik: Warna Majalah              | 69 | 1       | 5       | 4.46 | .759           |
| Daya tarik: Warna Buku Pedoman         | 69 | 2       | 5       | 4.35 | .744           |
| Daya tarik: Warna Intranet             | 69 | 2       | 5       | 4.20 | .815           |
| Daya tarik: Warna Pengumuman           | 69 | 3       | 5       | 4.22 | .539           |
| Daya tarik: Gambar/Foto Majalah        | 69 | 2       | 5       | 4.61 | .574           |
| Daya tarik: Gambar/Foto Buku Pedoman   | 69 | 1       | 5       | 4.07 | 1.019          |
| Daya tarik: Gambar/Foto Intranet       | 69 | 2       | 5       | 4.20 | .884           |
| Daya tarik: Gambar/Foto Pengumuman     | 69 | 3       | 5       | 4.22 | .449           |
| Daya tarik: Layout Majalah             | 69 | 2       | 5       | 4.51 | .609           |
| Daya tarik: Layout Buku Pedoman        | 69 | 1       | 5       | 4.06 | .968           |
| Daya tarik: Layout Intranet            | 69 | 2       | 5       | 4.12 | .796           |
| Daya tarik: Layout Pengumuman          | 69 | 2       | 5       | 4.04 | .605           |
| Dapat diandalkan: 4a. Majalah          | 69 | 2       | 5       | 3.94 | .906           |
| Dapat diandalkan: 4b. Buku Pedoman     | 69 | 1       | 5       | 4.16 | .868           |
| Dapat diandalkan: 4c. Intranet         | 69 | 2       | 5       | 4.00 | .891           |
| Dapat diandalkan: 4d. Papan Pengumuman | 69 | 2       | 5       | 3.93 | .602           |
| Dapat diandalkan: 4e. Rapat            | 69 | 2       | 5       | 4.30 | .792           |
| Dapat diandalkan: 5a. Majalah          | 69 | 1       | 5       | 4.36 | .804           |
| Dapat diandalkan: 5b. Buku Pedoman     | 69 | 1       | 5       | 4.12 | .948           |
| Dapat diandalkan: 5c. Intranet         | 69 | 2       | 5       | 4.12 | .850           |
| Dapat diandalkan: 5d. Papan Pengumuman | 69 | 2       | 5       | 3.90 | .710           |
| Dapat diandalkan: 5e. Rapat            | 69 | 3       | 5       | 4.39 | .623           |
| Dapat diandalkan: 6a. Majalah          | 69 | 1       | 5       | 3.94 | 1.110          |
| Dapat diandalkan: 6b. Buku Pedoman     | 69 | 1       | 5       | 3.67 | 1.038          |
| Dapat diandalkan: 6c. Intranet         | 69 | 1       | 5       | 3.64 | 1.043          |
| Dapat diandalkan: 6d. Papan Pengumuman | 69 | 1       | 5       | 3.45 | .832           |
| Dapat diandalkan: 6e. Rapat            | 69 | 1       | 5       | 4.54 | .677           |
| Dapat diandalkan: 7a. Majalah          | 69 | 1       | 5       | 3.67 | 1.245          |
| Dapat diandalkan: 7b. Buku Pedoman     | 69 | 1       | 5       | 3.29 | 1.202          |
| Dapat diandalkan: 7c. Intranet         | 69 | 1       | 5       | 3.61 | 1.074          |
| Dapat diandalkan: 7d. Papan Pengumuman | 69 | 1       | 5       | 3.23 | .843           |
| Dapat diandalkan: 7e. Rapat            | 69 | 3       | 5       | 4.48 | .699           |
| Dapat diandalkan: 8a. Majalah          | 69 | 1       | 5       | 3.38 | 1.384          |
| Dapat diandalkan: 8b. Buku Pedoman     | 69 | 1       | 5       | 3.70 | 1.129          |
| Dapat diandalkan: 8c. Intranet         | 69 | 1       | 5       | 3.52 | 1.220          |
| Dapat diandalkan: 8d. Papan Pengumuman | 69 | 1       | 5       | 2.67 | .965           |
| Dapat diandalkan: 8e. Rapat            | 69 | 3       | 5       | 4.42 | .695           |
| Pengoperasian Intranet                 | 69 | 2       | 5       | 3.99 | .831           |
| Valid N (listwise)                     | 69 |         |         |      |                |

|   |                | VAR00002 | GENERAL |
|---|----------------|----------|---------|
| N | Valid          | 69       | 69      |
|   | Missing        | 0        | 0       |
|   | Mean           | 151.45   | 2.74    |
|   | Std. Deviation | 18.466   | .442    |
|   | Minimum        | 111      | 2       |
|   | Maximum        | 188      | 3       |
|   | Sum            | 10450    | 189     |



| Res<br>po<br>nd<br>en | Aksesibi<br>litasInfo<br>rmasi_1<br>0 | Aksesibi<br>litasInfo<br>rmasi_1<br>1 | Aksesibi<br>litasInfo<br>rmasi_1<br>2 | Aksesibi<br>litasInfo<br>rmasi_1<br>3 | Aksesibi<br>litasInfo<br>rmasi_1<br>4 | Aksesibi<br>litasInfo<br>rmasi_1<br>5 | Aksesibi<br>litasInfo<br>rmasi_1<br>6 | Aksesibi<br>litasInfo<br>rmasi_1<br>7 | Aksesibi<br>litasInfo<br>rmasi_1<br>8 |
|-----------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| 1                     | 4                                     | 4                                     | 4                                     | 4                                     | 5                                     | 4                                     | 5                                     | 4                                     | 4                                     |
| 2                     | 5                                     | 5                                     | 5                                     | 5                                     | 5                                     | 4                                     | 5                                     | 5                                     | 5                                     |
| 3                     | 4                                     | 3                                     | 4                                     | 4                                     | 3                                     | 4                                     | 3                                     | 4                                     | 4                                     |
| 4                     | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     |
| 5                     | 5                                     | 4                                     | 5                                     | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     |
| 6                     | 5                                     | 4                                     | 4                                     | 4                                     | 5                                     | 4                                     | 3                                     | 4                                     | 5                                     |
| 7                     | 5                                     | 4                                     | 5                                     | 4                                     | 4                                     | 5                                     | 3                                     | 4                                     | 5                                     |
| 8                     | 4                                     | 4                                     | 5                                     | 4                                     | 4                                     | 5                                     | 4                                     | 4                                     | 4                                     |
| 9                     | 5                                     | 5                                     | 5                                     | 5                                     | 4                                     | 5                                     | 5                                     | 5                                     | 5                                     |
| 10                    | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     | 3                                     |
| 11                    | 5                                     | 4                                     | 4                                     | 4                                     | 2                                     | 4                                     | 4                                     | 4                                     | 4                                     |
| 12                    | 5                                     | 5                                     | 5                                     | 5                                     | 4                                     | 4                                     | 5                                     | 5                                     | 5                                     |
| 13                    | 4                                     | 5                                     | 5                                     | 4                                     | 5                                     | 2                                     | 2                                     | 4                                     | 4                                     |
| 14                    | 4                                     | 2                                     | 4                                     | 3                                     | 2                                     | 2                                     | 3                                     | 4                                     | 4                                     |
| 15                    | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     | 2                                     | 4                                     | 4                                     |
| 16                    | 5                                     | 4                                     | 5                                     | 4                                     | 3                                     | 4                                     | 3                                     | 4                                     | 5                                     |
| 17                    | 5                                     | 5                                     | 5                                     | 5                                     | 5                                     | 4                                     | 5                                     | 5                                     | 5                                     |
| 18                    | 5                                     | 5                                     | 5                                     | 4                                     | 3                                     | 4                                     | 3                                     | 5                                     | 5                                     |
| 19                    | 5                                     | 5                                     | 5                                     | 4                                     | 4                                     | 5                                     | 4                                     | 5                                     | 5                                     |
| 20                    | 5                                     | 5                                     | 5                                     | 5                                     | 4                                     | 5                                     | 5                                     | 5                                     | 5                                     |
| 21                    | 4                                     | 2                                     | 4                                     | 3                                     | 2                                     | 4                                     | 4                                     | 4                                     | 4                                     |
| 22                    | 4                                     | 4                                     | 5                                     | 4                                     | 3                                     | 5                                     | 3                                     | 4                                     | 5                                     |
| 23                    | 5                                     | 5                                     | 4                                     | 4                                     | 3                                     | 4                                     | 3                                     | 5                                     | 4                                     |
| 24                    | 5                                     | 5                                     | 5                                     | 5                                     | 4                                     | 5                                     | 5                                     | 5                                     | 5                                     |
| 25                    | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     |
| 26                    | 4                                     | 2                                     | 4                                     | 3                                     | 3                                     | 4                                     | 4                                     | 4                                     | 4                                     |
| 27                    | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     |
| 28                    | 4                                     | 4                                     | 4                                     | 4                                     | 3                                     | 3                                     | 4                                     | 4                                     | 4                                     |
| 29                    | 4                                     | 4                                     | 4                                     | 4                                     | 5                                     | 4                                     | 3                                     | 4                                     | 4                                     |
| 30                    | 5                                     | 4                                     | 5                                     | 4                                     | 3                                     | 4                                     | 3                                     | 5                                     | 4                                     |
| 31                    | 4                                     | 4                                     | 5                                     | 4                                     | 3                                     | 4                                     | 4                                     | 4                                     | 4                                     |
| 32                    | 5                                     | 4                                     | 5                                     | 4                                     | 3                                     | 4                                     | 3                                     | 5                                     | 4                                     |
| 33                    | 5                                     | 5                                     | 5                                     | 4                                     | 5                                     | 5                                     | 3                                     | 4                                     | 5                                     |
| 34                    | 5                                     | 4                                     | 5                                     | 4                                     | 3                                     | 4                                     | 4                                     | 4                                     | 4                                     |
| 35                    | 5                                     | 5                                     | 5                                     | 4                                     | 4                                     | 5                                     | 3                                     | 4                                     | 4                                     |
| 36                    | 5                                     | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     | 3                                     | 4                                     | 4                                     |
| 37                    | 5                                     | 5                                     | 4                                     | 4                                     | 3                                     | 4                                     | 3                                     | 4                                     | 4                                     |
| 38                    | 5                                     | 4                                     | 4                                     | 4                                     | 3                                     | 4                                     | 3                                     | 4                                     | 4                                     |
| 39                    | 5                                     | 4                                     | 4                                     | 4                                     | 4                                     | 4                                     | 3                                     | 4                                     | 4                                     |
| 40                    | 5                                     | 4                                     | 5                                     | 4                                     | 3                                     | 4                                     | 4                                     | 4                                     | 4                                     |
| 41                    | 4                                     | 5                                     | 5                                     | 4                                     | 3                                     | 4                                     | 3                                     | 4                                     | 4                                     |

|    |   |   |   |   |   |   |   |   |   |
|----|---|---|---|---|---|---|---|---|---|
| 42 | 5 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 4 |
| 43 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 44 | 4 | 5 | 4 | 3 | 3 | 4 | 3 | 4 | 4 |
| 45 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 |
| 46 | 3 | 4 | 5 | 4 | 5 | 4 | 3 | 4 | 5 |
| 47 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 |
| 48 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 49 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 |
| 50 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 |
| 51 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 |
| 52 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 2 |
| 53 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 54 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 |
| 55 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 |
| 56 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 |
| 57 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 |
| 58 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 |
| 59 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 |
| 60 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 |
| 61 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 62 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 |
| 63 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 |
| 64 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 |
| 65 | 2 | 2 | 4 | 2 | 2 | 2 | 3 | 4 | 4 |
| 66 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 |
| 67 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 68 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 |
| 69 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 |

## VARIABEL 2 : AKSESIBILITAS INFORMASI

### Reliability

#### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .889             | 10         |

#### Item-Total Statistics

|                                           | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-------------------------------------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Aksesibilitas Informasi: atasan langsung  | 37.20                      | 19.458                         | .558                             | .883                             |
| Aksesibilitas Informasi: project manager  | 37.49                      | 18.018                         | .668                             | .876                             |
| Aksesibilitas Informasi: rekan kerja      | 37.14                      | 18.979                         | .712                             | .874                             |
| Aksesibilitas Informasi: departemen lain  | 37.71                      | 17.827                         | .843                             | .864                             |
| Aksesibilitas Informasi: gosip            | 37.84                      | 17.783                         | .569                             | .887                             |
| Aksesibilitas Informasi: majalah internal | 37.52                      | 18.577                         | .655                             | .877                             |
| Aksesibilitas Informasi: intranet         | 37.91                      | 18.198                         | .547                             | .888                             |
| Aksesibilitas Informasi: rapat            | 37.33                      | 20.284                         | .595                             | .883                             |
| Aksesibilitas Informasi: buku pedoman     | 37.33                      | 19.049                         | .715                             | .874                             |
| Aksesibilitas Informasi: papan pengumuman | 37.12                      | 19.957                         | .608                             | .881                             |

### Descriptives

#### Descriptive Statistics

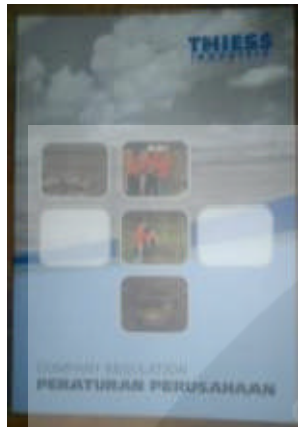
|                                           | N  | Minimum | Maximum | Mean | Std. Deviation |
|-------------------------------------------|----|---------|---------|------|----------------|
| Aksesibilitas Informasi: atasan langsung  | 69 | 2       | 5       | 4.42 | .628           |
| Aksesibilitas Informasi: project manager  | 69 | 2       | 5       | 4.13 | .765           |
| Aksesibilitas Informasi: rekan kerja      | 69 | 2       | 5       | 4.48 | .584           |
| Aksesibilitas Informasi: departemen lain  | 69 | 2       | 5       | 3.91 | .658           |
| Aksesibilitas Informasi: gosip            | 69 | 2       | 5       | 3.78 | .905           |
| Aksesibilitas Informasi: majalah internal | 69 | 2       | 5       | 4.10 | .689           |
| Aksesibilitas Informasi: intranet         | 69 | 2       | 5       | 3.71 | .859           |
| Aksesibilitas Informasi: rapat            | 69 | 4       | 5       | 4.29 | .457           |
| Aksesibilitas Informasi: buku pedoman     | 69 | 2       | 5       | 4.29 | .571           |
| Aksesibilitas Informasi: papan pengumuman | 69 | 4       | 5       | 4.51 | .504           |
| Valid N (listwise)                        | 69 |         |         |      |                |

Statistics

|   |                | VAR00002 | GENERAL |
|---|----------------|----------|---------|
| N | Valid          | 69       | 69      |
|   | Missing        | 0        | 0       |
|   | Mean           | 41.62    | 2.94    |
|   | Std. Deviation | 4.790    | .235    |
|   | Minimum        | 25       | 2       |
|   | Maximum        | 50       | 3       |
|   | Sum            | 2872     | 203     |



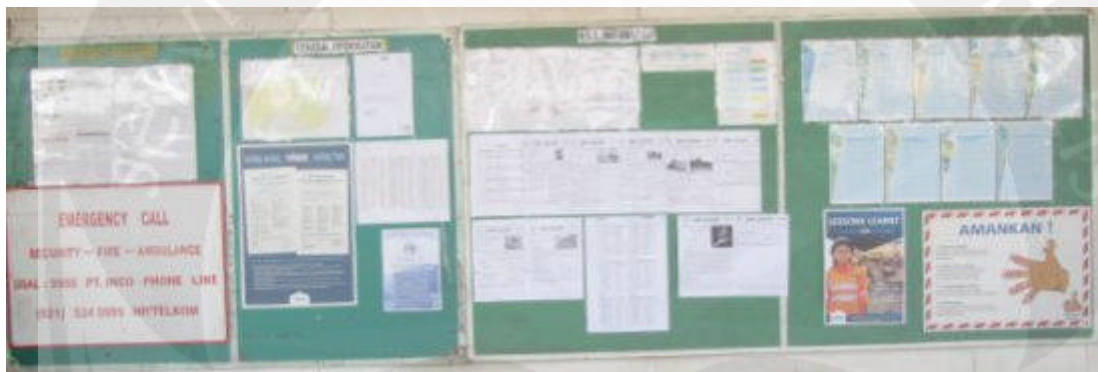
## Media Internal



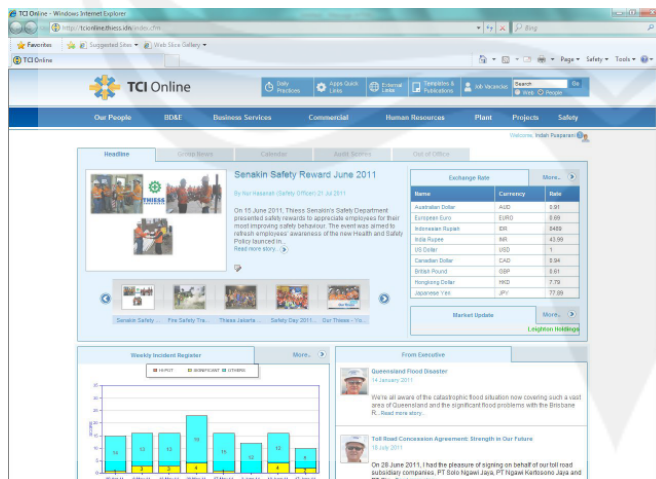
Buku Pedoman TCI



Majalah realITHIESS



Papan pengumuman Thiess-INCO



Tampilan intranet TCI

## Dokumentasi

