

**Lampiran 3**

**PT. PLN (Persero) APJ MALANG  
BIAYA PENCEGAHAN**

No	Bulan	Triwulan	2004	2005	2006	2007	2008	2009	2010	2011
1	Januari	I	57.504.447	39.156.023	33.545.179	39.435.640	36.799.404	39.582.941	39.507.494	40.093.301
2	Februari		57.504.447	39.156.023	33.545.179	39.435.640	36.799.404	39.582.941	39.507.494	40.093.301
3	Maret		57.504.447	39.156.023	33.545.179	39.435.640	36.799.404	39.582.941	39.507.494	40.093.301
4	April	II	62.005.677	54.137.763	48.911.604	55.991.711	50.771.964	48.947.572	48.020.500	48.332.604
5	Mei		62.005.677	54.137.763	48.911.604	55.991.711	50.771.964	48.947.572	48.020.500	48.332.604
6	Juni		62.005.677	54.137.763	48.911.604	55.991.711	50.771.964	48.947.572	48.020.500	48.332.604
7	Juli	III	83.780.837	58.883.507	54.080.345	39.470.670	39.512.325	38.440.395	37.195.134	36.526.577
8	Agustus		83.780.837	58.883.507	54.080.345	39.470.670	39.512.325	38.440.395	37.195.134	36.526.577
9	September		83.780.837	58.883.507	54.080.345	39.470.670	39.512.325	38.440.395	37.195.134	36.526.577
10	Oktober	IV	48.697.986	44.162.630	44.669.295	45.276.945	45.469.003	45.023.074	43.863.066	43.010.782
11	Nopember		48.697.986	44.162.630	44.669.295	45.276.945	45.469.003	45.023.074	43.863.066	43.010.782
12	Desember		48.697.986	44.162.630	44.669.295	45.276.945	45.469.003	45.023.074	43.863.066	43.010.782
JUMLAH			251.988.947	196.339.923	181.206.423	180.174.966	172.552.696	171.993.982	168.586.194	167.963.246

**Lampiran 4**

**PT. PLN (Persero) APJ MALANG  
BIAYA PENILAIAN**

No	Bulan	Triwulan	2004	2005	2006	2007	2008	2009	2010	2011
1	Januari	I	53.143.592	4.544.287	3.536.688	53.601.734	3.612.369	3.118.120	52.450.079	3.405.346
2	Februari		53.143.592	4.544.287	3.536.688	53.601.734	3.612.369	3.118.120	52.450.079	3.405.346
3	Maret		53.143.592	4.544.287	3.536.688	53.601.734	3.612.369	3.118.120	52.450.079	3.405.346
4	April	II	3.331.984	4.289.773	4.073.375	3.248.267	3.224.738	2.472.479	2.844.988	3.814.693
5	Mei		3.331.984	4.289.773	4.073.375	3.248.267	3.224.738	2.472.479	2.844.988	3.814.693
6	Juni		3.331.984	4.289.773	4.073.375	3.248.267	3.224.738	2.472.479	2.844.988	3.814.693
7	Juli	III	3.497.975	4.434.660	4.610.063	4.872.401	4.837.107	4.990.257	3.447.437	3.284.039
8	Agustus		3.497.975	4.434.660	4.610.063	4.872.401	4.837.107	4.990.257	3.447.437	3.284.039
9	September		3.497.975	4.434.660	4.610.063	4.872.401	4.837.107	4.990.257	3.447.437	3.284.039
10	Oktober	IV	4.663.967	5.579.547	6.146.751	6.496.535	6.449.476	6.653.676	6.589.916	6.629.386
11	Nopember		4.663.967	5.579.547	6.146.751	6.496.535	6.449.476	6.653.676	6.589.916	6.629.386
12	Desember		4.663.967	5.579.547	6.146.751	6.496.535	6.449.476	6.653.676	6.589.916	6.629.386
JUMLAH			64.637.518	18.848.267	18.366.878	68.218.938	18.123.691	17.234.532	65.332.420	17.133.464

**Lampiran 5**

**PT. PLN (Persero) APJ MALANG  
BIAYA KEGAGALAN INTERNAL 2004-2011**

NO	BULAN	Triwulan	2004	2005	2006	2007	2008	2009	2010	2011
1	Januari	I	13.794.703	15.379.574	14.136.811	14.281.963	15.383.641	16.263.641	14.486.841	17.710.216
2	Februari		13.794.703	15.379.574	14.136.811	14.281.963	15.383.641	16.263.641	14.486.841	17.710.216
3	Maret		13.794.703	15.379.574	14.136.811	14.281.963	15.383.641	16.263.641	14.486.841	17.710.216
4	April	II	13.130.133	24.326.402	19.061.519	18.860.260	17.860.945	15.757.194	13.495.137	14.870.635
5	Mei		13.130.133	24.326.402	19.061.519	18.860.260	17.860.945	15.757.194	13.495.137	14.870.635
6	Juni		13.130.133	24.326.402	19.061.519	18.860.260	17.860.945	15.757.194	13.495.137	14.870.635
7	Juli	III	13.652.436	11.005.683	14.581.969	14.610.283	15.262.328	15.512.527	14.551.340	14.590.541
8	Agustus		13.652.436	11.005.683	14.581.969	14.610.283	15.262.328	15.512.527	14.551.340	14.590.541
9	September		13.652.436	11.005.683	14.581.969	14.610.283	15.262.328	15.512.527	14.551.340	14.590.541
10	Oktober	IV	21.619.418	23.272.032	25.203.092	24.427.468	23.132.954	23.646.169	28.440.662	23.096.289
11	Nopember		21.619.418	23.272.032	25.203.092	24.427.468	23.132.954	23.646.169	28.440.662	23.096.289
12	Desember		21.619.418	23.272.032	25.203.092	24.427.468	23.132.954	23.646.169	28.440.662	23.096.289
<b>JUMLAH</b>			<b>75.849.126</b>	<b>73.983.691</b>	<b>72.983.691</b>	<b>72.179.974</b>	<b>71.639.868</b>	<b>71.179.531</b>	<b>70.973.980</b>	<b>70.267.681</b>

**Lampiran 6**

**PT. PLN (PERSERO) APJ MALANG  
BIAYA KEGAGALAN EKSTERNAL**

No	Bulan	Triwulan	2004	2005	2006	2007	2008	2009	2010	2011
1	Januari	I	18.564.541	13.912.639	8.935.252	9.268.743	9.574.737	9.874.317	9.973.143	10.124.354
2	Februari		18.564.541	13.912.639	8.935.252	9.268.743	9.574.737	9.874.317	9.973.143	10.124.354
3	Maret		18.564.541	13.912.639	8.935.252	9.268.743	9.574.737	9.874.317	9.973.143	10.124.354
4	April	II	18.472.402	17.979.873	19.059.775	11.718.703	11.905.380	11.499.387	12.250.099	12.123.935
5	Mei		18.472.402	17.979.873	19.059.775	11.718.703	11.905.380	11.499.387	12.250.099	12.123.935
6	Juni		18.472.402	17.979.873	19.059.775	11.718.703	11.905.380	11.499.387	12.250.099	12.123.935
7	Juli	III	18.693.622	19.412.098	21.711.586	24.732.488	24.980.460	20.690.963	20.714.948	20.751.523
8	Agustus		18.693.622	19.412.098	21.711.586	24.732.488	24.980.460	20.690.963	20.714.948	20.751.523
9	September		18.693.622	19.412.098	21.711.586	24.732.488	24.980.460	20.690.963	20.714.948	20.751.523
10	Oktober	IV	22.258.162	24.062.848	24.418.274	29.192.000	27.024.621	27.446.526	26.573.003	25.719.421
11	Nopember		22.258.162	24.062.848	24.418.274	29.192.000	27.024.621	27.446.526	26.573.003	25.719.421
12	Desember		22.258.162	24.062.848	24.418.274	29.192.000	27.024.621	27.446.526	26.573.003	25.719.421
JUMLAH			77.988.727	75.367.458	74.124.887	74.911.934	73.485.198	69.511.193	69.511.193	68.719.233

## Lampiran 7

### Uji Normalitas

#### One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		96
Normal Parameters <sup>a</sup>	Mean	.0000000
	Std. Deviation	.39307059
Most Extreme Differences	Absolute	.116
	Positive	.065
	Negative	-.116
Kolmogorov-Smirnov Z		1.141
Asymp. Sig. (2-tailed)		.148

### Uji Multikolinearitas

#### Coefficients<sup>a</sup>

Model	Collinearity Statistics	
	Tolerance	VIF
1		
(Constant)		
Ln_x1	.912	1.096
Ln_x2	.961	1.040
Ln_x3	.624	1.604
Ln_x4	.668	1.497

a. Dependent Variable: Ln\_y

## Uji Asumsi Klasik Heteroskedastisitas

Correlations			abs_res
Spearman's rho	x1	Correlation Coefficient	.064
		Sig. (2-tailed)	.535
		N	96
	x2	Correlation Coefficient	.284**
		Sig. (2-tailed)	.305
		N	96
	x3	Correlation Coefficient	.233*
		Sig. (2-tailed)	.102
		N	96
	x4	Correlation Coefficient	.373**
		Sig. (2-tailed)	.078
		N	96

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

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

## Uji Autokorelasi

Model Summary <sup>b</sup>					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.559 <sup>a</sup>	.313	.283	.40162	.548

a. Predictors: (Constant), Ln\_x4, Ln\_x2, Ln\_x1, Ln\_x3

b. Dependent Variable: Ln\_y

## Uji Regresi Berganda secara parsial

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations		
	B	Std. Error	Beta			Zero-order	Partial	Part
1 (Constant)	-3.654	5.634		-.648	.518			
Ln_x1	.628	.245	.233	2.559	.012	.507	.259	.222
Ln_x2	.205	.075	.241	2.714	.008	.352	.274	.236
Ln_x3	.608	.203	.329	2.991	.004	.403	.299	.260
Ln_x4	.350	.127	.294	2.763	.007	.429	.278	.240

a. Dependent Variable:

Ln\_y

## Uji F

**ANOVA<sup>b</sup>**

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	6.681	4	1.670	10.356	.000 <sup>a</sup>
Residual	14.678	91	.161		
Total	21.359	95			

a. Predictors: (Constant), Ln\_x4, Ln\_x2, Ln\_x1, Ln\_x3

b. Dependent Variable: Ln\_y

## Uji Determinasi

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.651 <sup>a</sup>	.385	.372	2.18463

a. Predictors: (Constant), Ln\_x4, Ln\_x2, Ln\_x1, Ln\_x3

b. Dependent Variable: Ln\_y

## *Lampiran 10*

### **BIODATA PENELITIAN**

#### **A. Data Pribadi**

1. Nama : Wiekka Charistiana Andika
2. Tempat & Tanggal Lahir : Malang, 17 Mei 1990
3. Jenis Kelamin : Perempuan
4. Alamat Asal : Jln. Plaosan Barat RT.05 RW.05  
Blimbing - Malang
5. Telepon : 085790832716
6. Email :wiekka@ymail.com

#### **B. Riwayat Pendidikan Formal**

- TK Kemala Bayangkhari 10 1994-1996
- SDN Purwodadi IV - Malang 1996-2002
- SLTP N 20 – Malang 2002-2005
- SLTA Widya Gama – Malang 2005-2008
- Universitas Islam Maulana Malik Ibrahim Malang, Jurusan Manajemen dengan Konsentrasi Keuangan Fakultas Ekonomi 2008-2012

#### **C. Pengalaman Organisasi**

1. Anggota Pramuka Tahun 2002-2003
2. Anggota Pencinta Alam 2005-2006

Demikian Daftar Riwayat Hidup ini dibuat dengan benar dan dapat dipertanggungjawabkan.

Malang, 8 April 2012

Wiekka Charistiana Andika





**DEPERTEMEN AGAMA  
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MAULANA MALIK IBRAHIM MALANG  
FAKULTAS EKONOMI**

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**BUKTI KONSULTASI**

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Pembimbing : Hj. Meldona,SE.,MM.,Ak  
Judul Skripsi : Pengaruh Biaya Kualitas Terhadap Pendapatan PLN Setelah ISO 9001:2000  
Periode 2004-2011 (Studi kasus pada PT. PLN (Persero) APJ Malang)

No	Tanggal	Materi Konsultasi	Tanda Tangan Pembimbing
1	24 Oktober 2011	Proposal	1.
2	27 Oktober 2011	Revisi Proposal	2.
3	25 November 2011	Revisi Proposal	3.
4	06 Januari 2012	Acc Proposal	4.
5	04 Februari 2012	Seminar Proposal	5.
6	25 Februari 2012	Revisi Bab I, II, III	6.
7	28 Februari 2012	Acc Bab I, II, III	7.
8	13 Maret 2012	Revisi Bab IV dan V	8.
9	17 Maret 2012	Revisi Bab I,II,III,IV dan V	9.
10	22 Maret 2012	Acc Keseluruhan	10.

Malang, 21 Maret 2012  
Mengetahui:  
Ketua Jurusan Manajemen,

**Dr. Achmad Sani Supriyanto, SE., M.Si**

**NIP 19720212 200312 1 003**