

LAMPIRAN 1:
Pengantar Kuesioner



LEMBAR KUISIONER

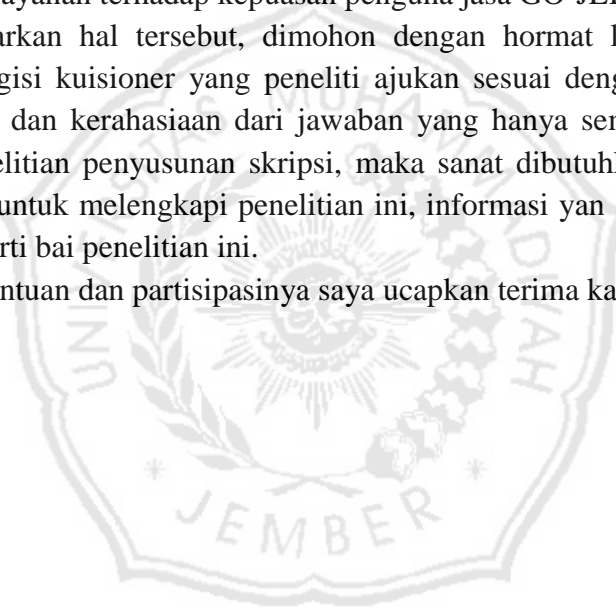
Identitas Penelitian

Nama : Ibnu bdillah
Nim : 1510411023
Jurusan/prog. Studi : S-1 Manajemen Universitas Muhammadiyah Jember
Fakultas : Ekonomi

Dalam rangka menyelesaikan penelitian strata satu (S1) pada jurusan Manajemen Universitas Muhammadiyah Jember, Penulis melaksanakan penelitian sebagai bentuk tugas dan kewajiban yang harus dilakukan. Secara akademik penelitian ini bertujuan ingin menanalisis Pengukuran tingkat kualitas pelayanan terhadap kepuasan pengguna jasa GO-JEK di jember.

Berdasarkan hal tersebut, dimohon dengan hormat kesediaan saudara untuk mengisi kuisisioner yang peneliti ajukan sesuai dengan keadaan yang sebenarnya dan kerahasiaan dari jawaban yang hanya semata-mata sebagai bahan penelitian penyusunan skripsi, maka sangat dibutuhkan pendapat dari responden untuk melengkapi penelitian ini, informasi yang akan anda berikan sangat berarti bagi penelitian ini.

Atas bantuan dan partisipasinya saya ucapkan terima kasih.



LAMPIRAN 2:
Kuesioner Penelitian



Empati (Emphaty)										
1	Ketika hujan driver bersedia meminjamkan jas hujan kepada pengguna jasa.									
2	Driver GO-JEK mengutamakan keselamatan pengguna jasa									
3	Diver GO-JEK menjaga hubungan baik dengan pengguna jasa									



LAMPIRAN 3:
Rekapitulasi Kuesioner



**IPA (Importance Performance Analysis)
Rekapitulasi Kuesioner Kinerja**

No	I1	I2	I3	I4	I5	I6	I7	I8	I9	I10	I11	I12	I13	I14	I15	I16	I17	I18	I19	I20
1	4	4	4	12	4	4	4	12	4	4	4	12	4	4	5	13	4	4	4	12
2	5	5	4	14	4	4	4	12	4	5	5	14	4	5	5	14	4	5	4	13
4	4	4	5	13	4	5	4	13	4	4	4	12	4	4	5	13	4	5	4	13
4	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
5	4	3	4	11	4	3	4	11	3	4	4	11	3	3	3	9	3	4	3	10
6	4	4	4	12	4	4	4	12	5	4	4	13	4	5	3	12	4	4	4	12
7	5	4	4	13	4	5	4	13	4	4	4	12	5	4	4	13	4	4	5	13
8	4	4	5	13	5	5	5	15	4	5	5	14	4	5	5	14	5	5	4	14
9	3	3	3	9	4	3	3	10	3	3	3	9	3	3	4	10	4	3	3	10
10	3	3	4	10	3	4	3	10	3	3	4	10	3	3	4	10	3	3	3	9
11	4	5	5	14	4	5	4	13	5	4	4	13	4	4	5	13	4	4	5	13
12	4	5	5	14	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15
13	4	5	5	14	5	5	4	14	5	5	5	15	4	5	5	14	5	4	5	14
14	4	4	4	12	4	4	5	13	4	4	4	12	4	4	4	12	4	4	4	12
15	4	3	3	10	4	4	4	12	4	4	4	12	4	4	4	12	4	5	3	12
16	4	5	4	13	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
17	4	4	4	12	4	4	5	13	4	4	5	13	4	4	4	12	5	4	4	13
18	4	5	4	13	4	4	5	13	4	5	5	14	4	5	4	13	4	4	4	12
19	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
20	5	4	4	13	4	4	4	12	4	4	4	12	4	4	5	13	4	4	4	12
21	5	5	5	15	5	5	4	14	5	5	5	15	4	5	5	14	5	5	4	14
22	4	5	5	14	4	5	5	14	4	4	4	12	4	5	5	14	4	5	5	14
23	4	4	4	12	4	4	4	12	4	4	4	12	4	4	3	11	4	4	4	12
24	4	5	5	14	5	5	4	14	5	5	5	15	5	5	4	14	4	5	5	14
25	4	5	5	14	5	4	5	14	5	4	4	13	5	5	4	14	4	5	4	13
26	5	5	4	14	5	5	5	15	4	5	5	14	5	5	5	15	5	5	4	14
27	5	5	4	14	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
28	4	4	5	13	4	4	5	13	4	4	4	12	4	4	5	13	5	4	4	13
29	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15
30	5	4	4	13	4	5	4	13	4	5	4	13	4	4	5	13	4	4	5	13
31	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
32	4	4	3	11	3	4	4	11	3	4	4	11	4	3	3	10	4	4	3	11
33	3	3	4	10	2	3	3	8	3	3	3	9	3	4	3	10	3	3	3	9
34	4	4	4	12	4	4	4	12	4	4	5	13	4	4	4	12	4	4	4	12
35	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
36	4	4	4	12	4	4	4	12	4	4	4	12	4	4	5	13	4	4	4	12
37	5	5	5	15	5	5	5	15	4	5	5	14	5	5	5	15	5	5	5	15
38	4	4	4	12	4	4	4	12	4	4	5	13	4	3	3	10	4	4	4	12
39	4	4	4	12	4	4	4	12	3	4	4	11	4	4	3	11	4	4	4	12
40	5	5	4	14	5	4	4	13	4	4	5	13	5	4	4	13	4	5	5	14
41	5	5	5	15	5	5	5	14	5	5	5	15	5	5	5	15	5	5	5	15
42	4	4	4	12	4	4	4	12	4	4	4	12	4	4	3	11	4	4	4	12
43	4	4	4	12	4	4	4	12	4	5	4	13	5	4	4	13	4	4	4	12
44	4	4	4	12	4	4	4	12	4	4	4	12	4	3	3	10	4	4	4	12
45	5	4	4	13	5	4	4	13	4	4	5	13	4	4	4	12	5	4	4	13
46	4	5	5	14	4	5	5	14	4	4	5	13	4	4	5	13	4	5	5	14
47	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15	5	5	4	14
48	4	4	4	12	4	4	4	12	5	4	4	13	4	4	5	13	4	4	4	12
49	5	4	5	14	4	4	5	13	5	4	4	13	4	4	5	13	4	4	4	12
50	4	4	4	12	4	4	4	12	3	4	4	11	4	4	4	12	4	4	4	12
51	4	5	5	14	5	5	4	14	5	4	4	13	4	4	5	13	4	4	5	13
52	4	5	5	14	5	5	5	15	5	5	4	14	4	5	5	14	5	4	4	13
53	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	5	4	4	13
54	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15
55	4	4	4	12	4	4	4	12	4	4	5	13	4	4	4	12	4	4	4	12
56	4	4	4	12	4	5	3	12	4	4	4	12	4	4	4	12	4	4	5	13
57	5	5	4	14	5	4	5	14	5	5	4	14	5	5	5	15	5	4	4	13
58	4	4	4	12	4	4	4	12	4	5	3	12	4	4	4	12	4	4	5	13
59	4	4	4	12	4	4	4	12	4	4	4	12	4	4	3	11	4	4	4	12
60	5	4	4	13	5	5	4	14	4	5	5	14	5	5	4	14	5	4	4	13
61	4	4	4	12	5	4	4	13	4	4	4	12	4	4	4	12	4	4	4	12
62	5	5	4	14	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15
63	5	5	5	15	4	5	5	14	5	5	5	15	4	5	5	14	5	5	5	15
64	4	3	4	11	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
65	3	4	4	11	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
66	5	4	5	14	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
67	4	4	5	13	5	4	4	13	4	4	4	12	4	4	5	13	5	4	4	13
68	4	5	5	14	4	4	5	13	5	4	4	13	4	4	5	13	5	4	4	13
69	5	5	5	15	5	5	4	14	4	5	4	13	4	5	5	14	5	4	5	14
70	4	4	5	13	4	4	5	13	5	4	4	13	4	4	5	13	4	5	5	14
71	5	5	4	14	5	5	4	14	5	5	5	15	5	5	4	14	5	5	5	15
72	4	5	5	14	4	5	5	14	5	5	4	14	4	4	5	13	5	4	4	13
73	4	4	3	11	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
74	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
75	4	4	4	12	4	4	3	11	4	4	4	12	4	4	4	12	4	4	4	12
76	5	4	4	13	4	5	5	14	5	4	4	13	4	4	5	13	4	5	5	14
77	4	4	4	12	4	5	4	13	4	4	4	12	4	4	4	12	4	4	4	12
78	4	5	5	14	5	4	4	13	4	4	5	13	5	4	5	14	5	4	4	13
79	5	5	5	15	5	4	5	14	5	5	5	15	5	5	5	15	5	5	5	15

80	3	4	4	11	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
81	4	4	3	11	4	4	4	12	4	5	4	13	4	4	4	12	4	4	5	13
82	4	4	4	12	4	4	4	12	4	5	4	13	4	4	3	11	4	4	4	12
83	4	5	5	14	5	4	4	13	4	4	5	13	5	4	5	14	5	4	4	13
84	5	5	5	15	5	4	5	14	5	5	5	15	5	5	5	15	5	5	5	15
85	3	4	4	11	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
86	4	4	3	11	4	4	4	12	4	5	4	13	4	4	4	12	4	4	5	13
87	4	4	4	12	4	4	4	12	4	5	4	13	4	4	3	11	4	4	4	12
88	3	4	4	11	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
89	4	4	3	11	4	4	4	12	4	5	4	13	4	4	4	12	4	4	5	13
90	4	4	4	12	4	4	4	12	4	5	4	13	4	4	3	11	4	4	4	12
91	4	4	3	11	4	4	4	12	4	5	4	13	4	4	4	12	4	4	5	13
92	4	4	4	12	4	4	4	12	4	5	4	13	4	4	3	11	4	4	4	12
93	4	5	5	14	5	4	4	13	4	4	5	13	5	4	5	14	5	4	4	13
94	5	5	5	15	5	4	5	14	5	5	5	15	5	5	5	15	5	5	5	15
95	3	4	4	11	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
96	4	4	3	11	4	4	4	12	4	5	4	13	4	4	4	12	4	4	5	13
97	4	4	4	12	4	4	4	12	4	5	4	13	4	4	3	11	4	4	4	12
98	3	4	4	11	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
99	4	4	3	11	4	4	4	12	4	5	4	13	4	4	4	12	4	4	5	13
100	4	4	4	12	4	4	4	12	4	5	4	13	4	4	3	11	4	4	4	12

Rekapitulasi Kuesioner Harapan

No	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20
1	4	4	4	12	4	4	4	12	4	4	4	12	4	4	5	13	4	4	4	12
2	5	5	4	14	4	4	4	12	4	5	5	14	4	5	5	14	4	5	4	13
4	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
5	4	3	4	11	4	3	4	11	3	4	4	11	3	3	3	9	3	4	3	10
6	4	4	4	12	4	4	4	12	5	4	4	13	4	5	3	12	4	4	4	12
7	5	4	4	13	4	5	4	13	4	4	4	12	5	4	4	13	4	4	5	13
8	4	4	5	13	5	5	5	15	4	5	5	14	4	5	5	14	5	5	4	14
9	3	3	3	9	4	3	3	10	3	3	3	9	3	3	4	10	4	3	3	10
10	3	3	4	10	3	4	3	10	3	3	4	10	3	3	4	10	3	3	3	9
11	4	5	5	14	4	5	4	13	5	4	4	13	4	4	5	13	4	4	5	13
12	4	5	5	14	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15
13	4	5	5	14	5	5	4	14	5	5	5	15	4	5	5	14	5	4	5	14
14	4	4	4	12	4	4	5	13	4	4	4	12	4	4	4	12	4	4	4	12
15	4	3	3	10	4	4	4	12	4	4	4	12	4	4	4	12	4	5	3	12
16	4	5	4	13	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
17	4	4	4	12	4	4	5	13	4	4	5	13	4	4	4	12	5	4	4	13
18	4	5	4	13	4	4	5	13	4	5	5	14	4	5	4	13	4	4	4	12
19	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
20	5	4	4	13	4	4	4	12	4	4	4	12	4	4	5	13	4	4	4	12
21	5	5	5	15	5	5	4	14	5	5	5	15	4	5	5	14	5	5	4	14
22	4	5	5	14	4	5	5	14	4	4	4	12	4	5	5	14	4	5	5	14
23	4	4	4	12	4	4	4	12	4	4	4	12	4	4	3	11	4	4	4	12
24	4	5	5	14	5	5	4	14	5	5	5	15	5	5	4	14	4	5	5	14
25	4	5	5	14	5	4	5	14	5	4	4	13	5	5	4	14	4	5	4	13
26	5	5	4	14	5	5	5	15	4	5	5	14	5	5	5	15	5	5	4	14
27	5	5	4	14	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
28	4	4	5	13	4	4	5	13	4	4	4	12	4	4	5	13	5	4	4	13
29	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15
30	5	4	4	13	4	5	4	13	4	5	4	13	4	4	5	13	4	4	5	13
31	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
32	4	4	3	11	3	4	4	11	3	4	4	11	4	3	3	10	4	4	3	11
33	3	3	4	10	2	3	3	8	3	3	3	9	3	4	3	10	3	3	3	9
34	4	4	4	12	4	4	4	12	4	4	5	13	4	4	4	12	4	4	4	12
35	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
36	4	4	4	12	4	4	4	12	4	4	4	12	4	4	5	13	4	4	4	12
37	5	5	5	15	5	5	5	15	4	5	5	14	5	5	5	15	5	5	5	15
38	4	4	4	12	4	4	4	12	4	4	5	13	4	3	3	10	4	4	4	12
39	4	4	4	12	4	4	4	12	3	4	4	11	4	4	3	11	4	4	4	12
40	5	5	4	14	5	4	4	13	4	4	5	13	5	4	4	13	4	5	5	14
41	5	5	5	15	5	5	5	14	5	5	5	15	5	5	5	15	5	5	5	15
42	4	4	4	12	4	4	4	12	4	4	4	12	4	4	3	11	4	4	4	12
43	4	4	4	12	4	4	4	12	4	5	4	13	5	4	4	13	4	4	4	12
44	4	4	4	12	4	4	4	12	4	4	4	12	4	3	3	10	4	4	4	12
45	5	4	4	13	5	4	4	13	4	4	5	13	4	4	4	12	5	4	4	13
46	4	5	5	14	4	5	5	14	4	4	5	13	4	4	5	13	4	5	5	14
47	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15	5	5	4	14
48	4	4	4	12	4	4	4	12	5	4	4	13	4	4	5	13	4	4	4	12
49	5	4	5	14	4	4	5	13	5	4	4	13	4	4	5	13	4	4	4	12
50	4	4	4	12	4	4	4	12	3	4	4	11	4	4	4	12	4	4	4	12
51	4	5	5	14	5	5	4	14	5	4	4	13	4	4	5	13	4	4	5	13
52	4	5	5	14	5	5	5	15	5	5	4	14	4	5	5	14	5	4	4	13
53	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	5	4	4	13
54	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15
55	4	4	4	12	4	4	4	12	4	4	5	13	4	4	4	12	4	4	4	12
56	4	4	4	12	4	5	3	12	4	4	4	12	4	4	4	12	4	4	5	13
57	5	5	4	14	5	4	5	14	5	5	4	14	5	5	5	15	5	4	4	13
58	4	4	4	12	4	4	4	12	4	5	3	12	4	4	4	12	4	4	5	13
59	4	4	4	12	4	4	4	12	4	4	4	12	4	4	3	11	4	4	4	12

60	5	4	4	13	5	5	4	14	4	5	5	14	5	5	4	14	5	4	4	13
61	4	4	4	12	5	4	4	13	4	4	4	12	4	4	4	12	4	4	4	12
62	5	5	4	14	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15
63	5	5	5	15	4	5	5	14	5	5	5	15	4	5	5	14	5	5	5	15
64	4	3	4	11	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
65	3	4	4	11	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
66	5	4	5	14	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
67	4	4	5	13	5	4	4	13	4	4	4	12	4	4	5	13	5	4	4	13
68	4	5	5	14	4	4	5	13	5	4	4	13	4	4	5	13	5	4	4	13
69	5	5	5	15	5	5	4	14	4	5	4	13	4	5	5	14	5	4	5	14
70	4	4	5	13	4	4	5	13	5	4	4	13	4	4	5	13	4	5	5	14
71	5	5	4	14	5	5	4	14	5	5	5	15	5	5	4	14	5	5	5	15
72	4	5	5	14	4	5	5	14	5	5	4	14	4	4	5	13	5	4	4	13
73	4	4	3	11	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
74	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
75	4	4	4	12	4	4	3	11	4	4	4	12	4	4	4	12	4	4	4	12
76	5	4	4	13	4	5	5	14	5	4	4	13	4	4	5	13	4	5	5	14
77	4	4	4	12	4	5	4	13	4	4	4	12	4	4	4	12	4	4	4	12
78	4	5	5	14	5	4	4	13	4	4	5	13	5	4	5	14	5	4	4	13
79	5	5	5	15	5	4	5	14	5	5	5	15	5	5	5	15	5	5	5	15
80	3	4	4	11	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
81	4	4	3	11	4	4	4	12	4	5	4	13	4	4	4	12	4	4	5	13
82	4	4	4	12	4	4	4	12	4	5	4	13	4	4	3	11	4	4	4	12
83	4	5	5	14	5	4	4	13	4	4	5	13	5	4	5	14	5	4	4	13
84	5	5	5	15	5	4	5	14	5	5	5	15	5	5	5	15	5	5	5	15
85	3	4	4	11	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
86	4	4	3	11	4	4	4	12	4	5	4	13	4	4	4	12	4	4	5	13
87	4	4	4	12	4	4	4	12	4	5	4	13	4	4	3	11	4	4	4	12
88	3	4	4	11	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
89	4	4	3	11	4	4	4	12	4	5	4	13	4	4	4	12	4	4	5	13
90	4	4	4	12	4	4	4	12	4	5	4	13	4	4	3	11	4	4	4	12
91	4	4	4	12	4	4	4	12	5	4	4	13	4	4	5	13	4	4	4	12
92	5	4	5	14	4	4	5	13	5	4	4	13	4	4	5	13	4	4	4	12
93	4	4	4	12	4	4	4	12	3	4	4	11	4	4	4	12	4	4	4	12
94	4	5	5	14	5	5	4	14	5	4	4	13	4	4	5	13	4	4	5	13
95	4	5	5	14	5	5	5	15	5	5	4	14	4	5	5	14	5	4	4	13
96	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	5	4	4	13
97	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15
98	4	4	4	12	4	4	4	12	4	4	5	13	4	4	4	12	4	4	4	12
99	4	4	4	12	4	5	3	12	4	4	4	12	4	4	4	12	4	4	5	13
100	5	5	4	14	5	4	5	14	5	5	4	14	5	5	5	15	5	4	4	13

Sumber; Data primer yang diolah 2019

LAMPIRAN 4:
Frekuensi Pernyataan Responden Kinerja Dan Harapan



IPA

Statistics

		I1	I2	I3
N	Valid	100	100	100
	Missing	1	1	1

I1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	9	8.9	9.0	9.0
	4.00	65	64.4	65.0	74.0
	5.00	26	25.7	26.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

I2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	6	5.9	6.0	6.0
	4.00	60	59.4	60.0	66.0
	5.00	34	33.7	34.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

I3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	10	9.9	10.0	10.0
	4.00	58	57.4	58.0	68.0
	5.00	32	31.7	32.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

Statistics

		I5	I6	I7
N	Valid	100	100	100
	Missing	1	1	1

I5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	1.0	1.0	1.0
	3.00	2	2.0	2.0	3.0
	4.00	68	67.3	68.0	71.0
	5.00	29	28.7	29.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		

Total	101	100.0	
-------	-----	-------	--

16

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	3	3.0	3.0
	4.00	69	68.3	72.0
	5.00	28	27.7	100.0
	Total	100	99.0	100.0
Missing	System	1	1.0	
Total	101	100.0		

17

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	5	5.0	5.0
	4.00	68	67.3	73.0
	5.00	27	26.7	100.0
	Total	100	99.0	100.0
Missing	System	1	1.0	
Total	101	100.0		

Statistics

		I9	I10	I11
N	Valid	100	100	100
	Missing	1	1	1

19

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	7	6.9	7.0
	4.00	67	66.3	74.0
	5.00	26	25.7	100.0
	Total	100	99.0	100.0
Missing	System	1	1.0	
Total	101	100.0		

110

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	3	3.0	3.0
	4.00	58	57.4	61.0
	5.00	39	38.6	100.0
	Total	100	99.0	100.0
Missing	System	1	1.0	
Total	101	100.0		

I11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	3	3.0	3.0	3.0
	4.00	67	66.3	67.0	70.0
	5.00	30	29.7	30.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

Statistics

		I13	I14	I15
N	Valid	100	100	100
	Missing	1	1	1

I13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	4	4.0	4.0	4.0
	4.00	74	73.3	74.0	78.0
	5.00	22	21.8	22.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

I14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	6	5.9	6.0	6.0
	4.00	68	67.3	68.0	74.0
	5.00	26	25.7	26.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

I15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	16	15.8	16.0	16.0
	4.00	45	44.6	45.0	61.0
	5.00	39	38.6	39.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

Statistics

		I17	I18	I19
N	Valid	100	100	100
	Missing	1	1	1

I17

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	3	3.0	3.0	3.0
	4.00	67	66.3	67.0	70.0
	5.00	30	29.7	30.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

I18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	3	3.0	3.0	3.0
	4.00	72	71.3	72.0	75.0
	5.00	25	24.8	25.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

I19

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	6	5.9	6.0	6.0
	4.00	63	62.4	63.0	69.0
	5.00	31	30.7	31.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

Statistics

		P1	P2	P3
N	Valid	100	100	100
	Missing	1	1	1

P1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	7	6.9	7.0	7.0
	4.00	65	64.4	65.0	72.0
	5.00	28	27.7	28.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

P2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	6	5.9	6.0	6.0
	4.00	58	57.4	58.0	64.0
	5.00	36	35.6	36.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

P3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	7	6.9	7.0	7.0
	4.00	59	58.4	59.0	66.0
	5.00	34	33.7	34.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

Statistics

		P5	P6	P7
N	Valid	100	100	100
	Missing	1	1	1

P5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	1.0	1.0	1.0
	3.00	2	2.0	2.0	3.0
	4.00	66	65.3	66.0	69.0
	5.00	31	30.7	31.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

P6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	3	3.0	3.0	3.0
	4.00	65	64.4	65.0	68.0
	5.00	32	31.7	32.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

P7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	6	5.9	6.0	6.0
	4.00	64	63.4	64.0	70.0
	5.00	30	29.7	30.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

Statistics

		P9	P10	P11
N	Valid	100	100	100
	Missing	1	1	1

P9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	8	7.9	8.0	8.0
	4.00	61	60.4	61.0	69.0
	5.00	31	30.7	31.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

P10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	3	3.0	3.0	3.0
	4.00	62	61.4	62.0	65.0
	5.00	35	34.7	35.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

P11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	3	3.0	3.0	3.0
	4.00	67	66.3	67.0	70.0
	5.00	30	29.7	30.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

Statistics

		P13	P14	P15
N	Valid	100	100	100
	Missing	1	1	1

P13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	4	4.0	4.0	4.0
	4.00	74	73.3	74.0	78.0
	5.00	22	21.8	22.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

P14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	6	5.9	6.0	6.0
	4.00	66	65.3	66.0	72.0
	5.00	28	27.7	28.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

P15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	13	12.9	13.0	13.0
	4.00	44	43.6	44.0	57.0
	5.00	43	42.6	43.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

Statistics

		P17	P18	P19
N	Valid	100	100	100
	Missing	1	1	1

P17

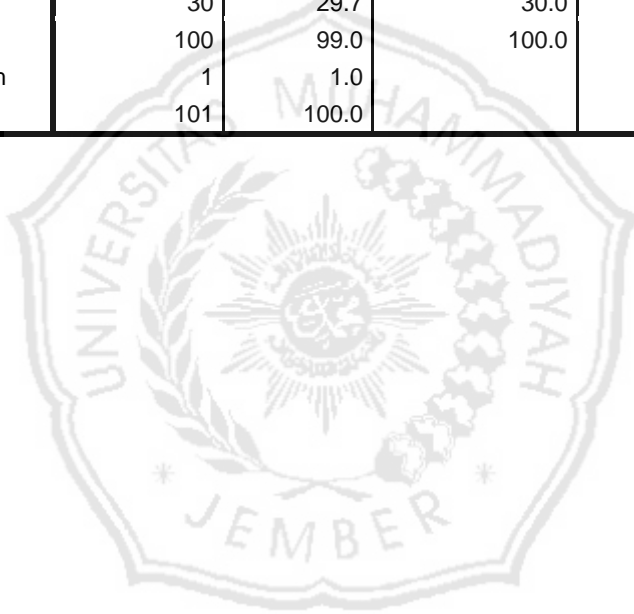
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	3	3.0	3.0	3.0
	4.00	65	64.4	65.0	68.0
	5.00	32	31.7	32.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

P18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	3	3.0	3.0	3.0
	4.00	72	71.3	72.0	75.0
	5.00	25	24.8	25.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		

P19

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	6	5.9	6.0	6.0
	4.00	64	63.4	64.0	70.0
	5.00	30	29.7	30.0	100.0
	Total	100	99.0	100.0	
Missing	System	1	1.0		
Total		101	100.0		



LAMPIRAN 6
Uji Validitas & Uji Reliabilitas Kinerja Dan Harapan



IPA
Uji Validitas

Correlations

		I1	I2	I3	I4
I1	Pearson Correlation	1	.505**	.297**	.739**
	Sig. (2-tailed)		.000	.003	.000
	N	100	100	100	100
I2	Pearson Correlation	.505**	1	.603**	.872**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
I3	Pearson Correlation	.297**	.603**	1	.800**
	Sig. (2-tailed)	.003	.000		.000
	N	100	100	100	100
I4	Pearson Correlation	.739**	.872**	.800**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Correlations

		I5	I6	I7	I8
I5	Pearson Correlation	1	.478**	.447**	.815**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
I6	Pearson Correlation	.478**	1	.405**	.779**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
I7	Pearson Correlation	.447**	.405**	1	.777**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
I8	Pearson Correlation	.815**	.779**	.777**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Correlations

		I9	I10	I11	I12
I9	Pearson Correlation	1	.450**	.395**	.792**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
I10	Pearson Correlation	.450**	1	.413**	.798**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
I11	Pearson Correlation	.395**	.413**	1	.759**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
I12	Pearson Correlation	.792**	.798**	.759**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Correlations

		I13	I14	I15	I16
I13	Pearson Correlation	1	.610**	.382**	.768**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
I14	Pearson Correlation	.610**	1	.493**	.839**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
I15	Pearson Correlation	.382**	.493**	1	.825**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
I16	Pearson Correlation	.768**	.839**	.825**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Correlations

		I17	I18	I19	I20
I17	Pearson Correlation	1	.453**	.329**	.748**
	Sig. (2-tailed)		.000	.001	.000
	N	100	100	100	100
I18	Pearson Correlation	.453**	1	.506**	.817**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
I19	Pearson Correlation	.329**	.506**	1	.795**
	Sig. (2-tailed)	.001	.000		.000
	N	100	100	100	100
I20	Pearson Correlation	.748**	.817**	.795**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Correlations

		P1	P2	P3	P4
P1	Pearson Correlation	1	.494**	.291**	.735**
	Sig. (2-tailed)		.000	.003	.000
	N	100	100	100	100
P2	Pearson Correlation	.494**	1	.597**	.873**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
P3	Pearson Correlation	.291**	.597**	1	.792**
	Sig. (2-tailed)	.003	.000		.000
	N	100	100	100	100
P4	Pearson Correlation	.735**	.873**	.792**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Correlations

		P5	P6	P7	P8
P5	Pearson Correlation	1	.504**	.451**	.826**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
P6	Pearson Correlation	.504**	1	.354**	.771**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
P7	Pearson Correlation	.451**	.354**	1	.766**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
P8	Pearson Correlation	.826**	.771**	.766**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Correlations

		P9	P10	P11	P12
P9	Pearson Correlation	1	.479**	.333**	.790**
	Sig. (2-tailed)		.000	.001	.000
	N	100	100	100	100
P10	Pearson Correlation	.479**	1	.463**	.820**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
P11	Pearson Correlation	.333**	.463**	1	.744**
	Sig. (2-tailed)	.001	.000		.000
	N	100	100	100	100
P12	Pearson Correlation	.790**	.820**	.744**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Correlations

		P13	P14	P15	P16
P13	Pearson Correlation	1	.623**	.355**	.764**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
P14	Pearson Correlation	.623**	1	.497**	.852**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
P15	Pearson Correlation	.355**	.497**	1	.813**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
P16	Pearson Correlation	.764**	.852**	.813**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Correlations

		P17	P18	P19	P20
P17	Pearson Correlation	1	.428**	.319**	.740**
	Sig. (2-tailed)		.000	.001	.000
	N	100	100	100	100
P18	Pearson Correlation	.428**	1	.518**	.815**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
P19	Pearson Correlation	.319**	.518**	1	.796**
	Sig. (2-tailed)	.001	.000		.000
	N	100	100	100	100
P20	Pearson Correlation	.740**	.815**	.796**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Uji Reliabilitas

Importance

Case Processing Summary

		N	%
Cases	Valid	100	99.0
	Excluded ^a	1	1.0
	Total	101	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.724	3

Case Processing Summary

		N	%
Cases	Valid	100	99.0
	Excluded ^a	1	1.0
	Total	101	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.705	3

Case Processing Summary

		N	%
Cases	Valid	100	99.0
	Excluded ^a	1	1.0
	Total	101	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.684	3

Case Processing Summary

		N	%
Cases	Valid	100	99.0
	Excluded ^a	1	1.0
	Total	101	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.722	3

Case Processing Summary

		N	%
Cases	Valid	100	99.0
	Excluded ^a	1	1.0
	Total	101	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.689	3

Performance

Case Processing Summary

		N	%
Cases	Valid	100	99.0
	Excluded ^a	1	1.0
	Total	101	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.720	3

Case Processing Summary

		N	%
Cases	Valid	100	99.0
	Excluded ^a	1	1.0
	Total	101	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.699	3

Case Processing Summary

		N	%
Cases	Valid	100	99.0
	Excluded ^a	1	1.0
	Total	101	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.687	3

Case Processing Summary

		N	%
Cases	Valid	100	99.0
	Excluded ^a	1	1.0
	Total	101	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.723	3

Case Processing Summary

		N	%
Cases	Valid	100	99.0
	Excluded ^a	1	1.0
	Total	101	100.0

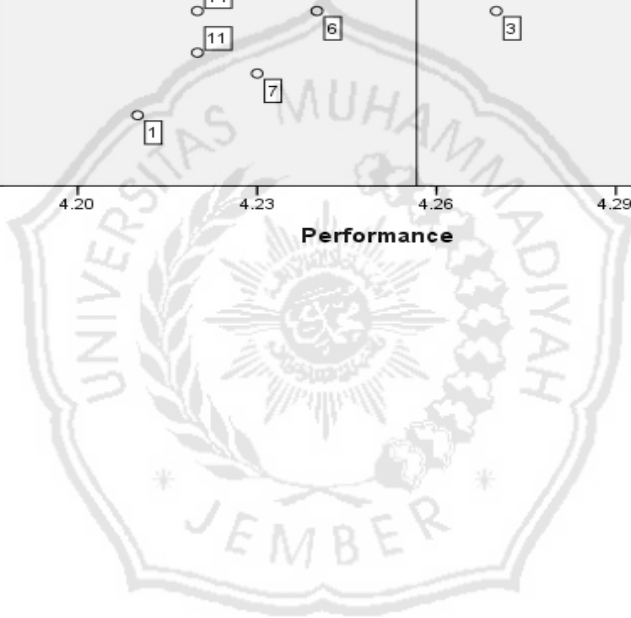
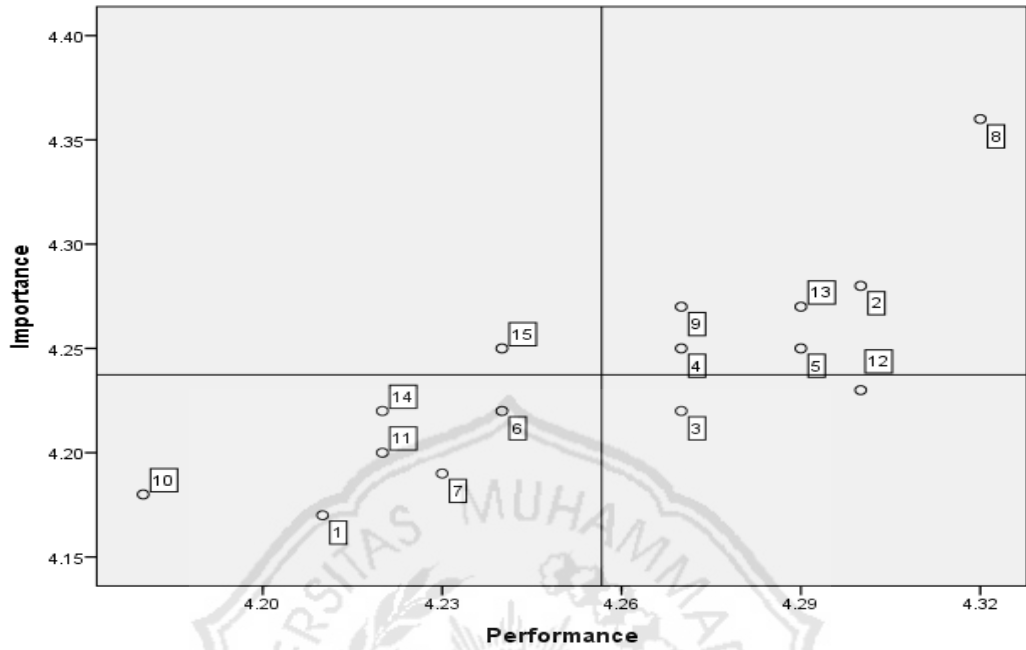
a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.682	3

LAMPIRAN 7:
Diagram Kartesius





LAMPIRAN 8:
Tabel r *Product Moment*



Tabel r product Moment (Sig = 0,05)

df	r	df	r	df	r	df	r
1	0.9969	26	0.3739	51	0.2706	76	0.2227
2	0.9500	27	0.3673	52	0.2681	77	0.2213
3	0.8783	28	0.3610	53	0.2656	78	0.2199
4	0.8114	29	0.3550	54	0.2632	79	0.2165
5	0.7545	30	0.3494	55	0.2609	80	0.2162
6	0.7067	31	0.3440	56	0.2586	81	0.2159
7	0.6664	32	0.3388	57	0.2564	82	0.2146
8	0.6319	33	0.3388	58	0.2542	83	0.2133
9	0.6021	34	0.3291	59	0.2521	84	0.2120
10	0.5760	35	0.3246	60	0.2500	85	0.2108
11	0.5529	36	0.3202	61	0.2480	86	0.2096
12	0.5324	37	0.3160	62	0.2461	87	0.2084
13	0.5140	38	0.3120	63	0.2441	88	0.2072
14	0.4973	39	0.3081	64	0.2423	89	0.2061
15	0.4821	40	0.3044	65	0.2404	90	0.2050
16	0.4683	41	0.3008	66	0.2387	91	0.2039
17	0.4555	42	0.2973	67	0.2369	92	0.2028
18	0.4438	43	0.2940	68	0.2352	93	0.2017
19	0.4329	44	0.2907	69	0.2335	94	0.2006
20	0.4227	45	0.2876	70	0.2319	95	0.1996
21	0.4132	46	0.2845	71	0.2303	96	0.1986
22	0.4044	47	0.2816	72	0.2287	97	0.1975
23	0.3961	48	0.2787	73	0.2272	98	0.1966
24	0.3882	49	0.2759	74	0.2257	99	0.1956
25	0.3809	50	0.2732	75	0.2242	100	0.1946

Sumber: Data primer yang diolah 2019

LAMPIRAN 9:
Dokumentasi Penelitian

