

Lampiran 1 Kuisisioner



Analisis Tingkat Kualitas Layanan Dalam Meningkatkan Kepuasan Konsumen Salon King Jember

Kepada Yth.
Sdr. Konsumen Salon King Jember
di tempat

Berkaitan dengan kegiatan penelitian yang saya lakukan dengan judul “Implementasi Strategi Kualitas Pelayanan Dalam Peningkatan Kepuasan Konsumen” sebagai salah satu syarat untuk memperoleh gelar Sarjana Ekonomi pada Universitas Muhammadiyah Jember, maka dengan ini saya mengharapkan bantuan saudara untuk mengisi daftar Pernyataan yang saya sertakan di bawah ini.

Agar memperoleh masukan yang berarti, saya berharap kuesioner ini diisi dengan keadaan yang sebenarnya. Semua sumber dan data yang diperoleh dijamin kerahasiaannya.

Atas perhatian dan bantuannya saya mengucapkan banyak terimakasih.

Hormat Saya

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Petunjuk Pengisian:

Pilihlah jawaban berikut sesuai dengan jawaban yang anda yakini dengan cara memberikan tanda centang (✓) pada jawaban yang sesuai dengan pendapat anda!

Keterangan jawaban :

Angka 5 = Jika anda **Sangat Puas** terhadap pernyataan tersebut.

Angka 4 = Jika anda **Puas** terhadap pernyataan tersebut.

Angka 3 = Jika anda **Cukup Puas** terhadap pernyataan tersebut.

Angka 2 = Jika anda **Tidak Puas** terhadap pernyataan tersebut.

Angka 1 = Jika anda **Sangat Tidak Puas** terhadap pernyataan tersebut.

Identitas responden

- 1. Usia :
- 2. Jenis Kelamin :
- 3. Pendidikan Terakhir :
- 4. Lama Berlangganan :
- 5. Pekerjaan :

1. Reliability (kehandalan) Harapan

No	Pernyataan	5	4	3	2	1
Reliability (kehandalan)						
1	Ketepatan waktu pegawai dalam melayani konsumen					
2	Memberikan pelayanan yang sesuai dengan keinginan pengguna jasa.					
3	Keandalan pegawai Salon King Jember dalam memudahkan teknis pelayanan.					

2. Responsivness(ketanggapan)

No	Pernyataan	5	4	3	2	1
Responsivness (ketanggapan)						
1	Kemampuan pegawai memberikan penjelasan yang benar atas pelayanan yang diberikan.					
2	Kemampuan pegawai Salon King Jember untuk melakukan pelayanan dengan cepat tanggap.					
3	Sikap dan kinerja pegawai Salon King Jember dalam memberikan pelayanan.					

3. Assurance (jaminan)

No	Pernyataan	5	4	3	2	1
Assurance (jaminan)						
1	Pelanggan percaya kepada petugas salon King Jember					
2	Anda merasa aman ketika melakukan transaksi dengan pegawai salon King Jember					
3	Pegawai salon King Jember bertanggung jawab terhadap tugas-tugas yang ditangani					

4. Empathy (empati)

No	Pernyataan	5	4	3	2	1
Empathy (empati)						
1	Pegawai Salon King Jember memberikan perhatian secara individual kepada konsumen.					
2	Perhatian pegawai Salon King Jember dalam mengutamakan kebutuhan konsumen.					
3	Ramahnya pegawai Salon King Jember terhadap konsumen.					

5. Tangibles (buktifisik)

No	Pernyataan	5	4	3	2	1
Tangibles (bukti fisik)						
1	Fasilitas dan peralatan yang digunakan Salon King Jember bersih					
2	Penampilan yang dikenakan oleh pegawai Salon King Jember rapi, baju berseragam, pantas dan sopan untuk digunakan					
3	Tempat pelayanan Salon King Jember yang tertata dengan rapi dan bersih.					

KINERJA

1. Reliability (kehandalan)

No	Pernyataan	5	4	3	2	1
Reliability (kehandalan)						
1	Ketepatan waktu pegawai dalam melayani konsumen					
2	Memberikan pelayanan yang sesuai dengan keinginan pengguna jasa.					
3	Keandalan pegawai Salon King Jember dalam memudahkan teknis pelayanan.					

2. Responsivness(ketanggapan)

No	Pernyataan	5	4	3	2	1
Responsivness (ketanggapan)						
1	Kemampuan pegawai memberikan penjelasan yang benar atas pelayanan yang diberikan.					
2	Kemampuan pegawai Salon King Jember untuk melakukan pelayanan dengan cepat tanggap.					
3	Sikap dan kinerja pegawai Salon King Jember dalam memberikan pelayanan.					

3. Assurance (jaminan)

No	Pernyataan	5	4	3	2	1
Assurance (jaminan)						
1	Pelanggan percaya kepada petugas salon King Jember					
2	Anda merasa aman ketika melakukan transaksi dengan pegawai salon King Jember					
3	Pegawai salon King Jember bertanggung jawab terhadap tugas-tugas yang ditangani					

4. Empathy (empati)

No	Pernyataan	5	4	3	2	1
Empathy (empati)						
1	Pegawai Salon King Jember memberikan perhatian secara individual kepada konsumen.					
2	Perhatian pegawai Salon King Jember dalam mengutamakan kebutuhan konsumen.					
3	Ramahanya pegawai Salon King Jember terhadap konsumen.					

5. Tangibles (buktifisik)

No	Pernyataan	5	4	3	2	1
Tangibles (bukti fisik)						
1	Fasilitas dan peralatan yang digunakan Salon King Jember bersih					
2	Penampilan yang dikenakan oleh pegawai Salon King Jember rapi, baju berseragam, pantas dan sopan untuk digunakan					
3	Tempat pelayanan Salon King Jember yang tertata dengan rapi dan bersih.					

Lampiran 2 Rekapitulasi Kuisisioner

HARAPAN

NO	Kehandalan				Ketanggapan				Jaminan				Empati				BuktiFisik			
	1	2	3	Jumlah	1	2	3	Jumlah	1	2	3	Jumlah	1	2	3	Jumlah	1	2	3	Jumlah
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KINERJA

N O	Kehandalan				Ketanggapan				Jaminan				Empati				BuktiFisik			
	1	2	3	Juml ah	1	2	3	Juml ah	1	2	3	Juml ah	1	2	3	Juml ah	1	2	3	Juml ah
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40	4	4	5	13	4	4	4	12	5	4	5	14	5	4	4	13	4	3	3	10
41	4	4	5	13	4	5	4	13	5	4	5	14	4	5	4	13	5	5	5	15
42	4	4	5	13	4	4	4	12	5	5	4	14	4	5	4	13	4	4	3	11
43	4	4	4	12	4	3	4	11	4	4	4	12	4	5	5	14	3	5	5	13
44	4	3	4	11	4	3	3	10	4	4	4	12	5	5	5	15	3	5	5	13
45	4	3	4	11	4	2	3	9	4	4	5	13	4	5	4	13	2	5	4	11
46	5	3	4	12	5	4	4	13	4	5	5	14	4	5	5	14	4	4	2	10
47	4	3	4	11	4	3	5	12	4	5	5	14	5	4	4	13	3	5	3	11
48	5	4	4	13	5	5	5	15	4	5	4	13	5	4	5	14	5	4	4	13
49	4	4	4	12	4	5	5	14	5	5	4	14	4	4	5	13	5	4	4	13
50	5	4	5	14	5	4	4	13	4	4	4	12	4	4	5	13	4	3	4	11
51	5	4	5	14	3	4	3	10	4	4	3	11	5	5	4	14	4	4	5	13
52	5	4	5	14	3	4	5	12	4	4	3	11	5	4	5	14	4	5	4	13
53	4	5	5	14	3	5	5	13	4	3	3	10	5	4	4	13	5	3	3	11
54	4	5	5	14	4	3	5	12	5	4	4	13	5	5	5	15	3	4	3	10
55	5	4	5	14	4	3	5	12	5	4	4	13	5	4	4	13	3	5	4	12
56	4	4	4	12	4	4	5	13	5	4	4	13	5	5	5	15	4	3	2	9
57	4	4	4	12	4	4	5	13	5	4	4	13	4	5	4	13	4	4	4	12
58	5	5	4	14	4	4	5	13	4	5	5	14	4	4	5	13	4	3	3	10
59	4	5	4	13	5	4	5	14	5	5	5	15	4	4	4	12	4	4	3	11
60	4	5	5	14	5	4	5	14	5	4	4	13	5	4	5	14	4	5	5	14
61	4	5	5	14	5	4	5	14	5	5	4	14	5	4	5	14	4	4	5	13
62	5	4	5	14	5	4	5	14	5	4	4	13	5	4	5	14	4	5	4	13
63	4	4	4	12	5	4	5	14	5	5	5	15	4	4	5	13	4	4	5	13
64	4	4	4	12	5	4	5	14	4	4	5	13	4	5	5	14	4	5	5	14
65	4	4	5	13	5	4	5	14	3	4	5	12	5	5	5	15	4	4	4	12
66	5	5	5	15	5	4	5	14	3	5	5	13	4	5	4	13	4	3	2	9

67	5	4	5	14	4	4	5	13	3	5	4	12	5	5	4	14	4	3	3	10
68	5	5	5	15	4	4	5	13	3	5	5	13	4	5	4	13	4	4	4	12
69	4	4	4	12	4	4	5	13	4	4	5	13	5	5	5	15	4	4	3	11
70	4	5	4	13	5	4	3	12	4	3	5	12	5	5	5	15	4	5	5	14
71	4	4	4	12	5	4	4	13	4	4	4	12	3	4	4	11	4	5	3	12
72	3	3	3	9	3	3	3	9	3	3	3	9	3	4	4	11	3	4	5	12
73	3	4	4	11	5	3	4	12	3	4	4	11	3	4	4	11	3	4	3	10
74	5	4	4	13	5	5	4	14	4	4	4	12	4	4	4	12	5	4	2	11
75	5	5	5	15	4	5	4	13	3	4	4	11	5	5	3	13	5	4	4	13
76	5	5	5	15	4	5	4	13	4	4	4	12	4	4	4	12	5	4	1	10
77	3	3	4	10	4	3	3	10	3	3	3	9	3	4	4	11	3	4	3	10
78	3	4	4	11	5	3	5	13	5	5	5	15	5	5	5	15	3	5	3	11
79	5	5	5	15	4	5	4	13	4	4	4	12	4	5	5	14	5	5	3	13
80	5	5	5	15	4	5	4	13	5	5	5	15	5	5	5	15	5	4	4	13
81	3	5	4	12	4	3	4	11	4	4	4	12	5	5	5	15	3	4	4	11
82	4	4	3	11	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
83	4	4	4	12	5	4	4	13	4	4	5	13	5	4	5	14	4	2	5	11
84	4	4	5	13	5	4	4	13	4	5	4	13	4	5	5	14	4	3	3	10
85	4	4	4	12	4	4	3	11	4	4	4	12	4	4	4	12	4	4	2	10
86	5	5	4	14	4	5	5	14	5	4	4	13	4	5	4	13	5	3	4	12
87	5	5	4	14	4	5	5	14	5	5	4	14	4	5	4	13	5	4	5	14
88	5	5	4	14	4	5	5	14	5	5	5	15	4	5	4	13	5	3	2	10
89	4	4	5	13	4	5	5	14	5	5	4	14	4	5	4	13	5	4	2	11
90	4	4	5	13	4	5	4	13	5	5	4	14	4	5	4	13	5	3	2	10
91	4	5	5	14	4	5	4	13	5	5	4	14	4	4	4	12	5	2	3	10
92	4	5	4	13	4	3	4	11	5	5	4	14	4	4	4	12	3	3	3	9
93	3	5	4	12	3	3	5	11	5	4	5	14	4	5	4	13	3	3	3	9
94	3	5	4	12	3	4	5	12	4	4	5	13	4	5	4	13	4	5	3	12
95	4	5	4	13	4	3	5	12	4	4	5	13	4	5	4	13	3	5	3	11
96	4	4	5	13	4	5	5	14	4	5	5	14	4	4	4	12	5	4	3	12
97	4	4	5	13	4	2	5	11	4	5	5	14	4	4	4	12	2	4	4	10
98	4	4	5	13	4	4	3	11	4	5	5	14	4	5	5	14	4	4	3	11
99	5	4	5	14	5	4	3	12	4	4	5	13	4	5	5	14	5	4	4	13
100	5	5	4	14	5	4	3	12	4	4	4	12	4	4	4	12	4	5	5	14
101	393	367	395	1155	418	388	343	1149	310	386	351	1047	383	347	387	1117	345	406	404	1155
102	3,93	3,67	3,95		4,18	3,88	3,43		3,10	3,86	3,51		3,83	3,47	3,87		3,45	4,06	4,04	

Lampiran 3 Jawaban Responden

Harapan

KEH1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	14	14.0	14.0	14.0
	4.00	46	46.0	46.0	60.0
	5.00	40	40.0	40.0	100.0
Total		100	100.0	100.0	

KEH2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	9	9.0	9.0	9.0
	4.00	52	52.0	52.0	61.0
	5.00	39	39.0	39.0	100.0
Total		100	100.0	100.0	

KEH3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	4	4.0	4.0	4.0
	4.00	50	50.0	50.0	54.0
	5.00	46	46.0	46.0	100.0
Total		100	100.0	100.0	

KET1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	9	9.0	9.0	9.0
	4.00	54	54.0	54.0	63.0
	5.00	37	37.0	37.0	100.0
	Total	100	100.0	100.0	

KET2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	3.0	3.0	3.0
	3.00	22	22.0	22.0	25.0
	4.00	46	46.0	46.0	71.0
	5.00	29	29.0	29.0	100.0
	Total	100	100.0	100.0	

KET3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	18	18.0	18.0	18.0
	4.00	38	38.0	38.0	56.0
	5.00	44	44.0	44.0	100.0
	Total	100	100.0	100.0	

JAM1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	13	13.0	13.0	13.0
	4.00	52	52.0	52.0	65.0
	5.00	35	35.0	35.0	100.0
Total		100	100.0	100.0	

JAM2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	6	6.0	6.0	6.0
	4.00	56	56.0	56.0	62.0
	5.00	38	38.0	38.0	100.0
Total		100	100.0	100.0	

JAM3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	7	7.0	7.0	7.0
	4.00	55	55.0	55.0	62.0
	5.00	38	38.0	38.0	100.0
Total		100	100.0	100.0	

EMP1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	8	8.0	8.0	8.0
	4.00	62	62.0	62.0	70.0
	5.00	30	30.0	30.0	100.0
	Total	100	100.0	100.0	

EMP2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	47	47.0	47.0	47.0
	5.00	53	53.0	53.0	100.0
	Total	100	100.0	100.0	

EMP3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	2	2.0	2.0	2.0
	4.00	58	58.0	58.0	60.0
	5.00	40	40.0	40.0	100.0
	Total	100	100.0	100.0	

BUK1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	3.0	3.0	3.0
	3.00	21	21.0	21.0	24.0
	4.00	48	48.0	48.0	72.0
	5.00	28	28.0	28.0	100.0
	Total	100	100.0	100.0	

BUK2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	4.0	4.0	4.0
	3.00	20	20.0	20.0	24.0
	4.00	51	51.0	51.0	75.0
	5.00	25	25.0	25.0	100.0
	Total	100	100.0	100.0	

BUK3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	2	2.0	2.0	2.0
	2.00	14	14.0	14.0	16.0
	3.00	35	35.0	35.0	51.0
	4.00	29	29.0	29.0	80.0
	5.00	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

Kinerja

KEH1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	5	5.0	5.0	5.0
	3.00	24	24.0	24.0	29.0
	4.00	44	44.0	44.0	73.0
	5.00	27	27.0	27.0	100.0
	Total	100	100.0	100.0	

KEH2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	17	17.0	17.0	17.0
	3.00	23	23.0	23.0	40.0
	4.00	36	36.0	36.0	76.0
	5.00	24	24.0	24.0	100.0
	Total	100	100.0	100.0	

KEH3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	2.0	2.0	2.0
	3.00	26	26.0	26.0	28.0
	4.00	47	47.0	47.0	75.0
	5.00	25	25.0	25.0	100.0
	Total	100	100.0	100.0	

KET1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	2.0	2.0	2.0
	3.00	15	15.0	15.0	17.0
	4.00	46	46.0	46.0	63.0
	5.00	37	37.0	37.0	100.0
	Total	100	100.0	100.0	

KET2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	7	7.0	7.0	7.0
	3.00	20	20.0	20.0	27.0
	4.00	51	51.0	51.0	78.0
	5.00	22	22.0	22.0	100.0
	Total	100	100.0	100.0	

KET3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	16	16.0	16.0	16.0
	3.00	40	40.0	40.0	56.0
	4.00	29	29.0	29.0	85.0
	5.00	15	15.0	15.0	100.0
	Total	100	100.0	100.0	

JAM1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	7	7.0	7.0	7.0
	2.00	28	28.0	28.0	35.0
	3.00	24	24.0	24.0	59.0
	4.00	30	30.0	30.0	89.0
	5.00	11	11.0	11.0	100.0
	Total	100	100.0	100.0	

JAM2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	9	9.0	9.0	9.0
	3.00	21	21.0	21.0	30.0
	4.00	45	45.0	45.0	75.0
	5.00	25	25.0	25.0	100.0
	Total	100	100.0	100.0	

JAM3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	2	2.0	2.0	2.0
	2.00	14	14.0	14.0	16.0
	3.00	25	25.0	25.0	41.0
	4.00	49	49.0	49.0	90.0
	5.00	10	10.0	10.0	100.0
	Total	100	100.0	100.0	

EMP1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	6	6.0	6.0	6.0
	3.00	27	27.0	27.0	33.0
	4.00	45	45.0	45.0	78.0
	5.00	22	22.0	22.0	100.0
Total		100	100.0	100.0	

EMP2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	4	4.0	4.0	4.0
	2.00	19	19.0	19.0	23.0
	3.00	24	24.0	24.0	47.0
	4.00	32	32.0	32.0	79.0
	5.00	21	21.0	21.0	100.0
Total		100	100.0	100.0	

EMP3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	6	6.0	6.0	6.0
	3.00	20	20.0	20.0	26.0
	4.00	55	55.0	55.0	81.0
	5.00	19	19.0	19.0	100.0
Total		100	100.0	100.0	

BUK1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	19	19.0	19.0	19.0
	3.00	31	31.0	31.0	50.0
	4.00	36	36.0	36.0	86.0
	5.00	14	14.0	14.0	100.0
Total		100	100.0	100.0	

BUK2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	6	6.0	6.0	6.0
	4.00	82	82.0	82.0	88.0
	5.00	12	12.0	12.0	100.0
Total		100	100.0	100.0	

BUK3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	10	10.0	10.0	10.0
	4.00	76	76.0	76.0	86.0
	5.00	14	14.0	14.0	100.0
Total		100	100.0	100.0	

Lampiran 4 Uji Instrumen

Harapan

a. Uji Validitas

Correlations

		KEH1	KEH2	KEH3	KEH
KEH1	Pearson Correlation	1	.214*	.386**	.776**
	Sig. (2-tailed)		.032	.000	.000
	N	100	100	100	100
KEH2	Pearson Correlation	.214*	1	.180	.652**
	Sig. (2-tailed)	.032		.073	.000
	N	100	100	100	100
KEH3	Pearson Correlation	.386**	.180	1	.706**
	Sig. (2-tailed)	.000	.073		.000
	N	100	100	100	100
KEH	Pearson Correlation	.776**	.652**	.706**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

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

Correlations

		KET1	KET2	KET3	KET
KET1	Pearson Correlation	1	.035	-.071	.459**
	Sig. (2-tailed)		.729	.480	.000
	N	100	100	100	100
KET2	Pearson Correlation	.035	1	.114	.697**
	Sig. (2-tailed)	.729		.258	.000
	N	100	100	100	100
KET3	Pearson Correlation	-.071	.114	1	.612**
	Sig. (2-tailed)	.480	.258		.000
	N	100	100	100	100
KET	Pearson Correlation	.459**	.697**	.612**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Correlations

		JAM1	JAM2	JAM3	JAM
JAM1	Pearson Correlation	1	.418**	.158	.731**
	Sig. (2-tailed)		.000	.116	.000
	N	100	100	100	100
JAM2	Pearson Correlation	.418**	1	.407**	.808**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
JAM3	Pearson Correlation	.158	.407**	1	.688**
	Sig. (2-tailed)	.116	.000		.000
	N	100	100	100	100
JAM	Pearson Correlation	.731**	.808**	.688**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Correlations

		EMP1	EMP2	EMP3	EMP
EMP1	Pearson Correlation	1	.186	.385**	.778**
	Sig. (2-tailed)		.064	.000	.000
	N	100	100	100	100
EMP2	Pearson Correlation	.186	1	.109	.593**
	Sig. (2-tailed)	.064		.280	.000
	N	100	100	100	100
EMP3	Pearson Correlation	.385**	.109	1	.716**
	Sig. (2-tailed)	.000	.280		.000
	N	100	100	100	100
EMP	Pearson Correlation	.778**	.593**	.716**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Correlations

		BUK1	BUK2	BUK3	BUK
BUK1	Pearson Correlation	1	-.229*	-.169	.295**
	Sig. (2-tailed)		.022	.093	.003
	N	100	100	100	100
BUK2	Pearson Correlation	-.229*	1	.244*	.586**
	Sig. (2-tailed)	.022		.014	.000
	N	100	100	100	100
BUK3	Pearson Correlation	-.169	.244*	1	.746**
	Sig. (2-tailed)	.093	.014		.000
	N	100	100	100	100
BUK	Pearson Correlation	.295**	.586**	.746**	1
	Sig. (2-tailed)	.003	.000	.000	
	N	100	100	100	100

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

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

b. Uji Reliabilitas

KEH

Reliability Statistics

Cronbach's Alpha	N of Items
.780	4

KET

Reliability Statistics

Cronbach's Alpha	N of Items
.687	4

JAM

Reliability Statistics

Cronbach's Alpha	N of Items
.797	4

EMP

Reliability Statistics

Cronbach's Alpha	N of Items
.772	4

BUK

Reliability Statistics

Cronbach's Alpha	N of Items
.642	4

Kinerja

a. Uji Validitas

Correlations

		KEH1	KEH2	KEH3	KEH
KEH1	Pearson Correlation	1	.136	.383**	.664**
	Sig. (2-tailed)		.176	.000	.000
	N	100	100	100	100
KEH2	Pearson Correlation	.136	1	.388**	.748**
	Sig. (2-tailed)	.176		.000	.000
	N	100	100	100	100
KEH3	Pearson Correlation	.383**	.388**	1	.775**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
KEH	Pearson Correlation	.664**	.748**	.775**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Correlations

		KET1	KET2	KET3	KET
KET1	Pearson Correlation	1	-.029	-.082	.431**
	Sig. (2-tailed)		.771	.418	.000
	N	100	100	100	100
KET2	Pearson Correlation	-.029	1	.210*	.661**
	Sig. (2-tailed)	.771		.036	.000
	N	100	100	100	100
KET3	Pearson Correlation	-.082	.210*	1	.689**
	Sig. (2-tailed)	.418	.036		.000
	N	100	100	100	100
KET	Pearson Correlation	.431**	.661**	.689**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

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

Correlations

		JAM1	JAM2	JAM3	JAM
JAM1	Pearson Correlation	1	.417**	.400**	.826**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
JAM2	Pearson Correlation	.417**	1	.329**	.735**
	Sig. (2-tailed)	.000		.001	.000
	N	100	100	100	100
JAM3	Pearson Correlation	.400**	.329**	1	.735**
	Sig. (2-tailed)	.000	.001		.000
	N	100	100	100	100
JAM	Pearson Correlation	.826**	.735**	.735**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Correlations

		EMP1	EMP2	EMP3	EMP
EMP1	Pearson Correlation	1	.168	.195	.617**
	Sig. (2-tailed)		.094	.052	.000
	N	100	100	100	100
EMP2	Pearson Correlation	.168	1	.271**	.778**
	Sig. (2-tailed)	.094		.006	.000
	N	100	100	100	100
EMP3	Pearson Correlation	.195	.271**	1	.656**
	Sig. (2-tailed)	.052	.006		.000
	N	100	100	100	100
EMP	Pearson Correlation	.617**	.778**	.656**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Correlations

		BUK1	BUK2	BUK3	BUK
BUK1	Pearson Correlation	1	.282**	.069	.817**
	Sig. (2-tailed)		.004	.496	.000
	N	100	100	100	100
BUK2	Pearson Correlation	.282**	1	.525**	.699**
	Sig. (2-tailed)	.004		.000	.000
	N	100	100	100	100
BUK3	Pearson Correlation	.069	.525**	1	.573**
	Sig. (2-tailed)	.496	.000		.000
	N	100	100	100	100
BUK	Pearson Correlation	.817**	.699**	.573**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

b. Uji Reliabilitas

KEH

Reliability Statistics

Cronbach's Alpha	N of Items
.788	4

KET

Reliability Statistics

Cronbach's Alpha	N of Items
.692	4

JAM

Reliability Statistics

Cronbach's Alpha	N of Items
.810	4

EMP

Reliability Statistics

Cronbach's Alpha	N of Items
.763	4

BUK

Reliability Statistics

Cronbach's Alpha	N of Items
.759	4

Lampiran 5 Hasil Importance Performance Analysis (IPA)

Atribut	Rata-rata Harapan (Yi)	Rata-rata Kinerja (Xi)	IPA $Tki = \frac{Xi}{Yi} \times 100\%$
KEH1	4,26	3,93	92,3
KEH2	4,3	3,67	85,3
KEH3	4,42	3,95	89,4
KET1	4,28	4,18	97,7
KET2	4,01	3,88	96,8
KET3	4,26	3,43	80,5
JAM1	4,22	3,1	73,5
JAM2	4,32	3,86	89,4
JAM3	4,31	3,51	81,4
EMP1	4,22	3,83	90,8
EMP2	4,53	3,47	76,6
EMP3	4,38	3,87	88,4
BUK1	4,01	3,45	86
BUK2	3,97	4,06	102,3
BUK3	3,51	4,04	115,1

Lampiran 6 Diagram Kartesius

