

LAMPIRAN 1:
Pengantar Kuesioner,
Petunjuk Pengisian, dan
Kuisisioner Penelitian



Pengantar Kuesioner



PERENCANAAN STRATEGI KUALITAS PELAYANAN DALAM MENINGKATKAN KEPUASAN KONSUMEN PADA SALON INDAH SARI JEMBER

Kepada Yth.
Sdr. Konsumen Salon Indah Sari Jember
di tempat

Berkaitan dengan kegiatan penelitian yang saya lakukan dengan judul **“Perencanaan Strategi Kualitas Pelayanan Dalam Meningkatkan Kepuasan Konsumen Pada Salon Indah Sari Jember”** 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.

Peneliti,

Wiwik Nur Jannah
NIM. 1510411035

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

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

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

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

Angka 5 = 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)

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 Indah Sari 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 Indah Sari Jember untuk melakukan pelayanan dengan cepat tanggap.					
3	Sikap dan kinerja pegawai Salon Indah Sari Jember dalam memberikan pelayanan.					

3. Assurance (jaminan)

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

4. Empathy (empati)

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

5. Tangibles (bukti fisik)

No	Pernyataan	5	4	3	2	1
Tangibles (bukti fisik)						
1	Fasilitas dan peralatan yang digunakan Salon Indah Sari Jember bersih					
2	Penampilan yang dikenakan oleh pegawai Salon Indah Sari Jember rapi, baju berseragam, pantas dan sopan untuk digunakan					
3	Tempat pelayanan Salon Indah Sari 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 Indah Sari 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 Indah Sari Jember untuk melakukan pelayanan dengan cepat tanggap.					
3	Sikap dan kinerja pegawai Salon Indah Sari Jember dalam memberikan pelayanan.					

3. Assurance (jaminan)

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

4. Empathy (empati)

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

5. Tangibles (bukti fisik)

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

LAMPIRAN 2:
TABULASI DATA
KUESIONER
PERNYATAAN
IMPORTANCE &
PERFORMANCE



HARAPAN/IMPORTANCE

No	i1.1	i1.2	i1.3	i1	i2.1	i2.2	i2.3	i2	i3.1	i3.2	i3.3	i3	i4.1	i4.2	i4.3	i4	i5.1	i5.2	i5.3	i5
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KINERJA/PERFORMANCE

No	P1.1	P1.2	P1.3	P1	P2.1	P2.2	P2.3	P2	P3.1	P3.2	P3.3	P3	P4.1	P4.2	P4.3	P4	P5.1	P5.2	P5.3	P5
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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

Sumber: Data Primer Yang Diolah 2019

LAMPIRAN 3:
Frekuensi Pernyataan
Responden Importance &
Performance

Harapan/Importance

FREKUENSI PERNYATAAN RESPONDEN

Statistics

		i1.1	i1.2	i1.3
N	Valid	75	75	75
	Missing	0	0	0

i1.1

	Frequency	Percent	Valid Percent	Cumulative Percent
3	3	4.0	4.0	4.0
4	49	65.3	65.3	69.3
5	23	30.7	30.7	100.0
Total	75	100.0	100.0	

i1.2

	Frequency	Percent	Valid Percent	Cumulative Percent
3	5	6.7	6.7	6.7
4	40	53.3	53.3	60.0
5	30	40.0	40.0	100.0
Total	75	100.0	100.0	

i1.3

	Frequency	Percent	Valid Percent	Cumulative Percent
3	4	5.3	5.3	5.3
4	46	61.3	61.3	66.7
5	25	33.3	33.3	100.0
Total	75	100.0	100.0	

Statistics

		i2.1	i2.2	i2.3
N	Valid	75	75	75
	Missing	0	0	0

i2.1

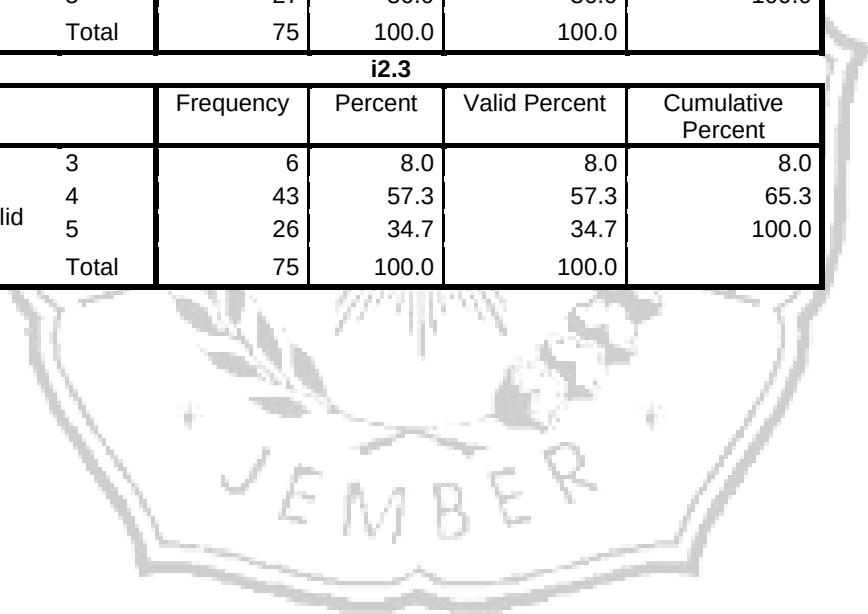
	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.3	1.3	1.3
3	2	2.7	2.7	4.0
Valid 4	47	62.7	62.7	66.7
5	25	33.3	33.3	100.0
Total	75	100.0	100.0	

i2.2

	Frequency	Percent	Valid Percent	Cumulative Percent
3	4	5.3	5.3	5.3
Valid 4	44	58.7	58.7	64.0
5	27	36.0	36.0	100.0
Total	75	100.0	100.0	

i2.3

	Frequency	Percent	Valid Percent	Cumulative Percent
3	6	8.0	8.0	8.0
Valid 4	43	57.3	57.3	65.3
5	26	34.7	34.7	100.0
Total	75	100.0	100.0	



Statistics

		i3.1	i3.2	i3.3
N	Valid	75	75	75
	Missing	0	0	0

i3.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	8	10.7	10.7
	4	42	56.0	66.7
	5	25	33.3	100.0
	Total	75	100.0	100.0

i3.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	4.0	4.0
	4	48	64.0	68.0
	5	24	32.0	100.0
	Total	75	100.0	100.0

i3.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	2.7	2.7
	4	48	64.0	66.7
	5	25	33.3	100.0
	Total	75	100.0	100.0



Statistics

		i4.1	i4.2	i4.3
N	Valid	75	75	75
	Missing	0	0	0

i4.1

	Frequency	Percent	Valid Percent	Cumulative Percent
3	4	5.3	5.3	5.3
Valid 4	52	69.3	69.3	74.7
5	19	25.3	25.3	100.0
Total	75	100.0	100.0	

i4.2

	Frequency	Percent	Valid Percent	Cumulative Percent
3	7	9.3	9.3	9.3
Valid 4	44	58.7	58.7	68.0
5	24	32.0	32.0	100.0
Total	75	100.0	100.0	

i4.3

	Frequency	Percent	Valid Percent	Cumulative Percent
3	10	13.3	13.3	13.3
Valid 4	30	40.0	40.0	53.3
5	35	46.7	46.7	100.0
Total	75	100.0	100.0	



Statistics

		i5.1	i5.2	i5.3
N	Valid	75	75	75
	Missing	0	0	0

i5.1

	Frequency	Percent	Valid Percent	Cumulative Percent
3	3	4.0	4.0	4.0
Valid 4	48	64.0	64.0	68.0
5	24	32.0	32.0	100.0
Total	75	100.0	100.0	

i5.2

	Frequency	Percent	Valid Percent	Cumulative Percent
3	3	4.0	4.0	4.0
Valid 4	52	69.3	69.3	73.3
5	20	26.7	26.7	100.0
Total	75	100.0	100.0	

i5.3

	Frequency	Percent	Valid Percent	Cumulative Percent
3	6	8.0	8.0	8.0
Valid 4	49	65.3	65.3	73.3
5	20	26.7	26.7	100.0
Total	75	100.0	100.0	



Kinerja/Performance

FREKUENSI PERNYATAAN RESPONDEN

Statistics

		P1.1	P1.2	P1.3
N	Valid	75	75	75
	Missing	0	0	0

P1.1

	Frequency	Percent	Valid Percent	Cumulative Percent
3	4	5.3	5.3	5.3
4	49	65.3	65.3	70.7
5	22	29.3	29.3	100.0
Total	75	100.0	100.0	

P1.2

	Frequency	Percent	Valid Percent	Cumulative Percent
3	6	8.0	8.0	8.0
4	41	54.7	54.7	62.7
5	28	37.3	37.3	100.0
Total	75	100.0	100.0	

P1.3

	Frequency	Percent	Valid Percent	Cumulative Percent
3	4	5.3	5.3	5.3
4	45	60.0	60.0	65.3
5	26	34.7	34.7	100.0
Total	75	100.0	100.0	

Statistics

		P2.1	P2.2	P2.3
N	Valid	75	75	75
	Missing	0	0	0

P2.1

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.3	1.3	1.3
3	2	2.7	2.7	4.0
Valid 4	49	65.3	65.3	69.3
5	23	30.7	30.7	100.0
Total	75	100.0	100.0	

P2.2

	Frequency	Percent	Valid Percent	Cumulative Percent
3	3	4.0	4.0	4.0
Valid 4	45	60.0	60.0	64.0
5	27	36.0	36.0	100.0
Total	75	100.0	100.0	

P2.3

	Frequency	Percent	Valid Percent	Cumulative Percent
3	5	6.7	6.7	6.7
Valid 4	47	62.7	62.7	69.3
5	23	30.7	30.7	100.0
Total	75	100.0	100.0	



Statistics

		P3.1	P3.2	P3.3
N	Valid	75	75	75
	Missing	0	0	0

P3.1

	Frequency	Percent	Valid Percent	Cumulative Percent
3	7	9.3	9.3	9.3
Valid 4	46	61.3	61.3	70.7
5	22	29.3	29.3	100.0
Total	75	100.0	100.0	

P3.2

	Frequency	Percent	Valid Percent	Cumulative Percent
3	3	4.0	4.0	4.0
Valid 4	48	64.0	64.0	68.0
5	24	32.0	32.0	100.0
Total	75	100.0	100.0	

P3.3

	Frequency	Percent	Valid Percent	Cumulative Percent
3	3	4.0	4.0	4.0
Valid 4	48	64.0	64.0	68.0
5	24	32.0	32.0	100.0
Total	75	100.0	100.0	

Statistics

		P4.1	P4.2	P4.3
N	Valid	75	75	75
	Missing	0	0	0

P4.1

	Frequency	Percent	Valid Percent	Cumulative Percent
3	4	5.3	5.3	5.3
Valid 4	55	73.3	73.3	78.7
5	16	21.3	21.3	100.0
Total	75	100.0	100.0	

P4.2

	Frequency	Percent	Valid Percent	Cumulative Percent
3	6	8.0	8.0	8.0
Valid 4	46	61.3	61.3	69.3
5	23	30.7	30.7	100.0
Total	75	100.0	100.0	

P4.3

	Frequency	Percent	Valid Percent	Cumulative Percent
3	10	13.3	13.3	13.3
Valid 4	33	44.0	44.0	57.3
5	32	42.7	42.7	100.0
Total	75	100.0	100.0	



Statistics

		P5.1	P5.2	P5.3
N	Valid	75	75	75
	Missing	0	0	0

P5.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	4.0	4.0	4.0
	4	48	64.0	64.0	68.0
	5	24	32.0	32.0	100.0
	Total	75	100.0	100.0	

P5.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	4.0	4.0	4.0
	4	51	68.0	68.0	72.0
	5	21	28.0	28.0	100.0
	Total	75	100.0	100.0	

P5.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	6	8.0	8.0	8.0
	4	48	64.0	64.0	72.0
	5	21	28.0	28.0	100.0
	Total	75	100.0	100.0	



LAMPIRAN 4:
Uji Validitas Pernyataan
Importance, Performance
dan Tabel r *Product Moment*

UJI VALIDITAS

Harapan/Importance

Correlations

		i1.1	i1.2	i1.3	i1
i1.1	Pearson Correlation	1	.525**	.293*	.733**
	Sig. (2-tailed)		.000	.011	.000
	N	75	75	75	75
i1.2	Pearson Correlation	.525**	1	.644**	.900**
	Sig. (2-tailed)	.000		.000	.000
	N	75	75	75	75
i1.3	Pearson Correlation	.293*	.644**	1	.800**
	Sig. (2-tailed)	.011	.000		.000
	N	75	75	75	75
i1	Pearson Correlation	.733**	.900**	.800**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	75	75	75	75

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

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

Correlations

		i2.1	i2.2	i2.3	i2
i2.1	Pearson Correlation	1	.553**	.556**	.864**
	Sig. (2-tailed)		.000	.000	.000
	N	75	75	75	75
i2.2	Pearson Correlation	.553**	1	.351**	.772**
	Sig. (2-tailed)	.000		.002	.000
	N	75	75	75	75
i2.3	Pearson Correlation	.556**	.351**	1	.788**
	Sig. (2-tailed)	.000	.002		.000
	N	75	75	75	75
i2	Pearson Correlation	.864**	.772**	.788**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	75	75	75	75

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

Correlations

		i3.1	i3.2	i3.3	i3
i3.1	Pearson Correlation	1	.574**	.281*	.805**
	Sig. (2-tailed)		.000	.014	.000
	N	75	75	75	75
i3.2	Pearson Correlation	.574**	1	.514**	.865**
	Sig. (2-tailed)	.000		.000	.000
	N	75	75	75	75
i3.3	Pearson Correlation	.281*	.514**	1	.723**
	Sig. (2-tailed)	.014	.000		.000
	N	75	75	75	75
i3	Pearson Correlation	.805**	.865**	.723**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	75	75	75	75

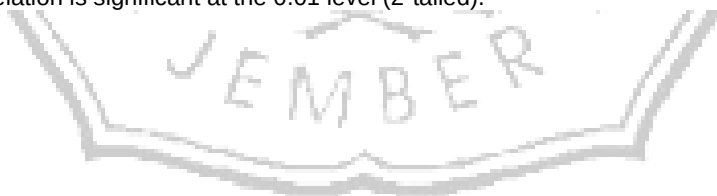
** . Correlation is significant at the 0.01 level (2-tailed).

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

Correlations

		i4.1	i4.2	i4.3	i4
i4.1	Pearson Correlation	1	.627**	.369**	.766**
	Sig. (2-tailed)		.000	.001	.000
	N	75	75	75	75
i4.2	Pearson Correlation	.627**	1	.581**	.885**
	Sig. (2-tailed)	.000		.000	.000
	N	75	75	75	75
i4.3	Pearson Correlation	.369**	.581**	1	.824**
	Sig. (2-tailed)	.001	.000		.000
	N	75	75	75	75
i4	Pearson Correlation	.766**	.885**	.824**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	75	75	75	75

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

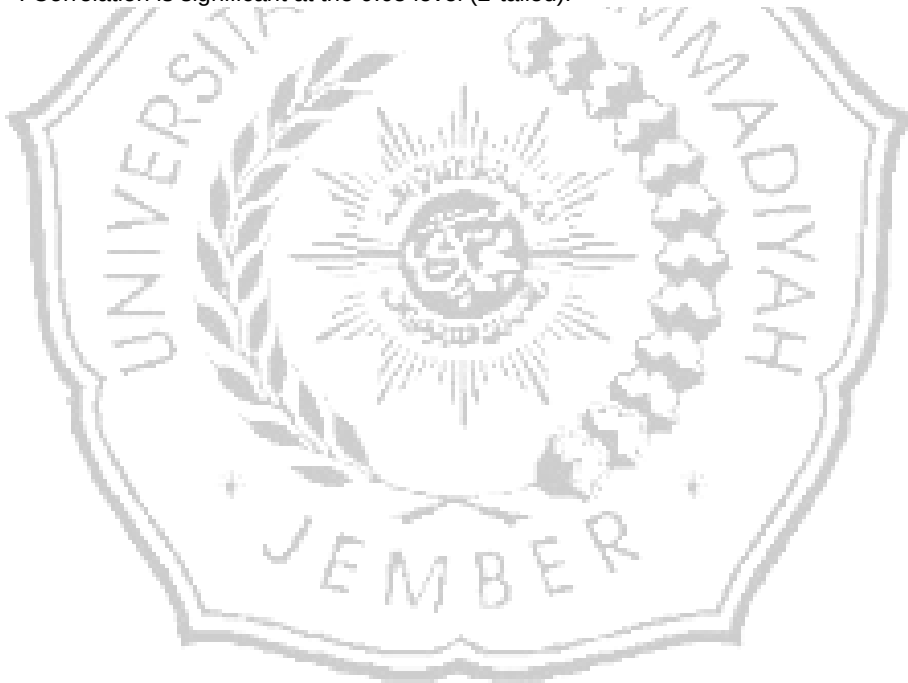


Correlations

		i5.1	i5.2	i5.3	i5
i5.1	Pearson Correlation	1	.410**	.274*	.729**
	Sig. (2-tailed)		.000	.018	.000
	N	75	75	75	75
i5.2	Pearson Correlation	.410**	1	.464**	.804**
	Sig. (2-tailed)	.000		.000	.000
	N	75	75	75	75
i5.3	Pearson Correlation	.274*	.464**	1	.768**
	Sig. (2-tailed)	.018	.000		.000
	N	75	75	75	75
i5	Pearson Correlation	.729**	.804**	.768**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	75	75	75	75

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

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



UJI VALIDITAS

Kinerja/Performance

Correlations

		P1.1	P1.2	P1.3	P1
P1.1	Pearson Correlation	1	.521**	.253*	.732**
	Sig. (2-tailed)		.000	.028	.000
	N	75	75	75	75
P1.2	Pearson Correlation	.521**	1	.571**	.887**
	Sig. (2-tailed)	.000		.000	.000
	N	75	75	75	75
P1.3	Pearson Correlation	.253*	.571**	1	.767**
	Sig. (2-tailed)	.028	.000		.000
	N	75	75	75	75
P1	Pearson Correlation	.732**	.887**	.767**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	75	75	75	75

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

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

Correlations

		P2.1	P2.2	P2.3	P2
P2.1	Pearson Correlation	1	.556**	.436**	.828**
	Sig. (2-tailed)		.000	.000	.000
	N	75	75	75	75
P2.2	Pearson Correlation	.556**	1	.402**	.807**
	Sig. (2-tailed)	.000		.000	.000
	N	75	75	75	75
P2.3	Pearson Correlation	.436**	.402**	1	.762**
	Sig. (2-tailed)	.000	.000		.000
	N	75	75	75	75
P2	Pearson Correlation	.828**	.807**	.762**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	75	75	75	75

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

Correlations

		P3.1	P3.2	P3.3	P3
P3.1	Pearson Correlation	1	.546**	.376**	.801**
	Sig. (2-tailed)		.000	.001	.000
	N	75	75	75	75
P3.2	Pearson Correlation	.546**	1	.574**	.860**
	Sig. (2-tailed)	.000		.000	.000
	N	75	75	75	75
P3.3	Pearson Correlation	.376**	.574**	1	.785**
	Sig. (2-tailed)	.001	.000		.000
	N	75	75	75	75
P3	Pearson Correlation	.801**	.860**	.785**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	75	75	75	75

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

Correlations

		P4.1	P4.2	P4.3	P4
P4.1	Pearson Correlation	1	.623**	.295*	.745**
	Sig. (2-tailed)		.000	.010	.000
	N	75	75	75	75
P4.2	Pearson Correlation	.623**	1	.502**	.869**
	Sig. (2-tailed)	.000		.000	.000
	N	75	75	75	75
P4.3	Pearson Correlation	.295*	.502**	1	.794**
	Sig. (2-tailed)	.010	.000		.000
	N	75	75	75	75
P4	Pearson Correlation	.745**	.869**	.794**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	75	75	75	75

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

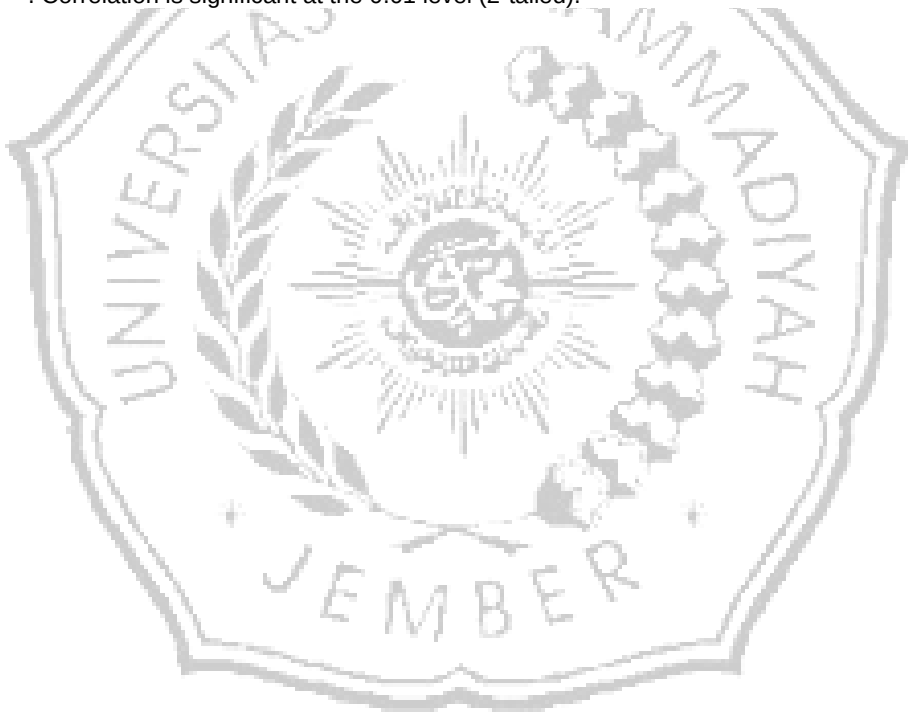
* . Correlation is significant at the 0.05 level (2-tailed).



Correlations

		P5.1	P5.2	P5.3	P5
P5.1	Pearson Correlation	1	.439**	.391**	.762**
	Sig. (2-tailed)		.000	.001	.000
	N	75	75	75	75
P5.2	Pearson Correlation	.439**	1	.525**	.813**
	Sig. (2-tailed)	.000		.000	.000
	N	75	75	75	75
P5.3	Pearson Correlation	.391**	.525**	1	.813**
	Sig. (2-tailed)	.001	.000		.000
	N	75	75	75	75
P5	Pearson Correlation	.762**	.813**	.813**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	75	75	75	75

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





LAMPIRAN 5:

Uji Reliabilitas Pernyataan Importance & Performance

UJI RELIABILITAS

Harapan/Importance

Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded ^a	0	.0
	Total	75	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.745	3

Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded ^a	0	.0
	Total	75	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.740	3

Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded ^a	0	.0
	Total	75	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.710	3

Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded ^a	0	.0
	Total	75	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.759	3

Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded ^a	0	.0
	Total	75	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.647	3

UJI RELIABILITAS

Kinerja/Performance

Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded ^a	0	.0
	Total	75	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.713	3

Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded ^a	0	.0
	Total	75	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	75	100.0
	Excluded ^a	0	.0
	Total	75	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.746	3

Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded ^a	0	.0
	Total	75	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.714	3

Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded ^a	0	.0
	Total	75	100.0

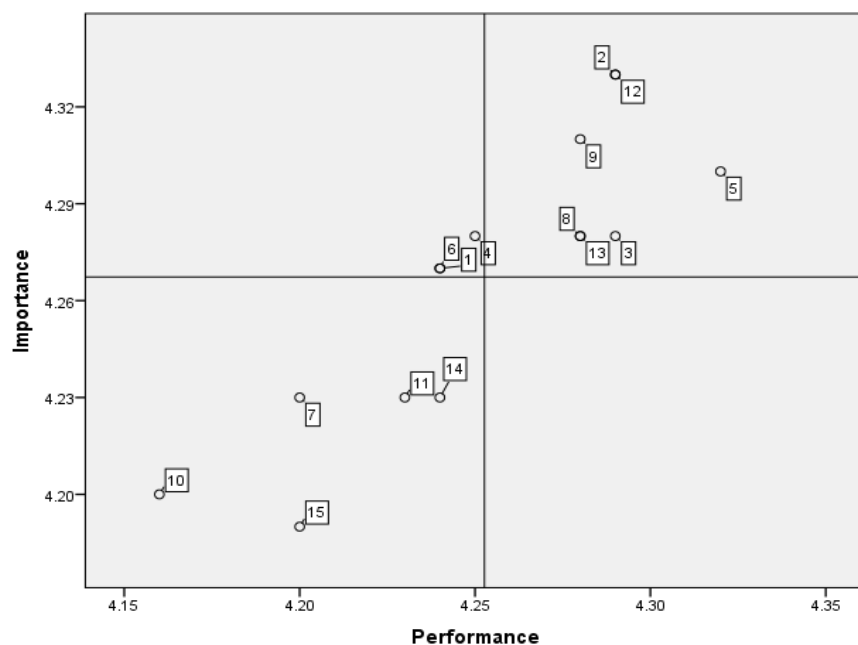
a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.711	3

The logo of Universitas Muhammadiyah Jember is a circular emblem. It features a central sunburst with a crescent and star, surrounded by a wreath. The text "UNIVERSITAS MUHAMMADIYAH" is written in a circle around the emblem, and "JEMBER" is written at the bottom.

**LAMPIRAN 6:
DIAGRAM KARTESIUS &
EXCEL IPA**



Indikator	Importance	Performance
1	4.27	4.24
2	4.33	4.29
3	4.28	4.29
4	4.28	4.25
5	4.3	4.32
6	4.27	4.24
7	4.23	4.2
8	4.28	4.28
9	4.31	4.28
10	4.2	4.16
11	4.23	4.23
12	4.33	4.29
13	4.28	4.28
14	4.23	4.24
15	4.19	4.2
Total	64.01	63.79
Rata-Rata	4.267333333	4.252666667

Sumber: Data Primer Yang Diolah 2019

LAMPIRAN 7: DOKUMENTASI





