



**LAMPIRAN 1:**  
**Pengantar Kuesioner, Ptunjuk**  
**Pengisian, dan Kuisisioner**  
**Penelitian**

## Pengantar Kuesioner



### **ANALISIS TINGKAT KEPUASAN PELANGGAN TERHADAP KUALITAS JASA PADA *FOOD COURT GOLDEN MARKET JEMBER***

Kepada Yth.  
Bapak / Ibu / Saudara  
di tempat

Berkaitan dengan kegiatan penelitian yang saya lakukan dengan judul “ANALISIS TINGKAT KEPUASAN PELANGGAN TERHADAP KUALITAS JASA PADA *FOOD COURT GOLDEN MARKET JEMBER*” sebagai salah satu syarat untuk memperoleh gelar Sarjana Ekonomi pada Universitas Muhammadiyah Jember, maka dengan ini saya mengharapkan bantuan bapak / ibu / 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.

**Maya Wahyu Puspita Wati**  
**NIM. 1510411203**

- **Petunjuk Pengisian :** Berilah tanda cek list (√) pada jawaban yang dipilih.

- **Identitas responden :**

1. Nomer :.....(diisi oleh peneliti)
2. Jenis kelamin  
 Pria  Wanita
3. Status  
 Menikah  Duda  
 Belum Menikah  Janda
4. Pekerjaan  
 PNS  Pegawai Swasta  
 Wiraswasta  TNI / Polri  
 Pelajar/Mahasiswa  Lain-lain (sebutkan)
5. Pendidikan  
 S3/Doktor  S2/Magister  
 S1/Sarjana  SMU  
 SMP  SD
6. Usia :....
7. Jarak dari rumah dengan Golden Market Jember :
8. Transportasi yang digunakan ke Golden Market Jember :

- **Petunjuk Pengisian :** Berilah tanda cek list (√) pada jawaban yang dipilih.

**Kinerja** menyatakan **yang anda rasakan** saat mengkonsumsi makanan dan minuman yang dijual di *food court* Golden Market Jember.

Sangat Baik	Baik	Cukup Baik	Tidak Baik	Sangat Tidak Baik
(SB)	(B)	(CB)	(TB)	(STB)

**Keuntungan** menyatakan **tingkat kepentingan** anda terhadap masing-masing atribut pelayanan *Food Court* Golden Market Jember.

Jember.

Sangat Penting	Penting	Cukup Penting	Tidak Penting	Sangat Tidak Penting
(SP)	(P)	(CP)	(TP)	(STP)

Sudah berapa kali anda berkunjung ke *Food Court* Golden Market Jember?

- 2-4 kali
- 5-10 kali
- Lebih dari 10 kali

### 1. Kinerja / Performance

No	Pertanyaan	Kinerja / Performance				
		SB	B	CB	TB	STB
<b>A. Bukti Fisik</b>						
1	Jenis makanan yang dipilih dari makanan Indonesia sampai makanan Barat.					
2	Penyajian makanan dalam keadaan bersih, sehat dan kreatif.					
3	Seluruh karyawan berpenampilan rapi dan menarik.					
4	Tampilan ruangan yang rapi dan bersih.					
<b>B. Keandalan</b>						
1.	Kemampuan karyawan melayani permasalahan konsumen dengan baik					
2.	Kecepatan karyawan dalam melayani pelanggan.					
<b>C. Daya Tanggap</b>						
1.	Karyawan aktif dalam menawarkan kemudahan dalam memberikan pelayanan pada konsumen.					
2.	Karyawan mampu menjawab keluhan konsumen dengan baik dan ramah.					
3.	Konsumen mendapatkan informasi yang jelas tentang fasilitas layanan yang ditawarkan.					
<b>D. Jaminan</b>						
1.	Terjaminnya kebersihan dan higienisan produk yang ditawarkan.					
2.	Karyawan memeperhatikan keramahtamahan dalam menyampaikan informasi kepada konsumen.					
3.	Konsumen merasa aman saat					

	berada dalam <i>food court</i> Golden Market Jember.					
1.	<b>E. Empati</b> Kemudahan konsumen dalam menjalin komunikasi dengan karyawan.					
2.	Karyawan memperhatikan kebutuhan dan keinginan konsumen.					
3.	Kemudahan konsumen dalam memanfaatkan layanan karyawan karyawan yang ditawarkan.					

## 2. Kepentingan / Importance

No	Pertanyaan	Kepentingan / Importance				
		SP	P	CP	TP	STP
	<b>A. Bukti Fisik</b>					
1	Jenis makanan yang dipilih dari makanan Indonesia sampai makanan Barat.					
2	Penyajian makanan dalam keadaan bersih, sehat dan kreatif.					
3	Seluruh karyawan berpenampilan rapi dan menarik.					
4	Tampilan ruangan yang rapi dan bersih.					
	<b>B. Keandalan</b>					
1.	Kemampuan karyawan melayani permasalahan konsumen dengan baik					
2.	Kecepatan karyawan dalam melayani pelanggan.					
	<b>C. Daya Tanggap</b>					
1.	Karyawan aktif dalam menawarkan kemudahan dalam memberikan pelayanan pada konsumen.					
2.	Karyawan mampu menjawab					

	keluhan konsumen dengan baik dan ramah.					
3.	Konsumen mendapatkan informasi yang jelas tentang fasilitas layanan yang ditawarkan.					
	<b>D. Jaminan</b>					
1.	Terjaminnya kebersihan dan ke higienisan produk yang ditawarkan.					
2.	Karyawan memperhatikan keramahtamahan dalam menyampaikan informasi kepada konsumen.					
3.	Konsumen merasa aman saat berada dalam <i>food court</i> Golden Market Jember.					
	<b>E. Empati</b>					
1.	Kemudahan konsumen dalam menjalin komunikasi dengan karyawan.					
2.	Karyawan memperhatikan kebutuhan dan keinginan konsumen.					
3.	Kemudahan konsumen dalam memanfaatkan layanan karyawan yang ditawarkan.					

### 3. Harapan / Expectation

No	Pertanyaan	Harapan / Expectation				
		SS	S	CS	TS	STS
	<b>A. Bukti Fisik</b>					
1	Jenis makanan yang dipilih dari makanan Indonesia sampai makanan Barat.					
2	Penyajian makanan dalam keadaan bersih, sehat dan kreatif.					
3	Seluruh karyawan berpenampilan rapi dan menarik.					

4	Tampilan ruangan yang rapi dan bersih.					
	<b>B. Keandalan</b>					
1.	Kemampuan karyawan melayani permasalahan konsumen dengan baik					
2.	Kecepatan karyawan dalam melayani pelanggan.					
	<b>C. Daya Tanggap</b>					
1.	Karyawan aktif dalam menawarkan kemudahan dalam memberikan pelayanan pada konsumen.					
2.	Karyawan mampu menjawab keluhan konsumen dengan baik dan ramah.					
3.	Konsumen mendapatkan informasi yang jelas tentang fasilitas layanan yang ditawarkan.					
	<b>D. Jaminan</b>					
1.	Terjaminnya kebersihan dan higienisan produk yang ditawarkan.					
2.	Karyawan memperhatikan keramahtamahan dalam menyampaikan informasi kepada konsumen.					
3.	Konsumen merasa aman saat berada dalam <i>food court</i> Golden Market Jember.					
	<b>E. Empati</b>					
1.	Kemudahan konsumen dalam menjalin komunikasi dengan karyawan.					
2.	Karyawan memperhatikan kebutuhan dan keinginan konsumen.					
3.	Kemudahan konsumen dalam memanfaatkan layanan karyawan karyawan yang ditawarkan.					



**LAMPIRAN 2:**  
**Rekapitulasi Kuesioner**



No.	Kinerja (Performance)														
	Bukti Fisik				Keandalan		Daya Tanggap			Jaminan			Empati		
	1	2	3	4	1	2	1	2	3	1	2	3	1	2	3
1	4	5	4	4	4	3	4	4	4	3	4	4	4	3	4
2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
3	4	4	4	4	5	5	5	4	4	3	4	4	4	4	4
4	5	4	4	4	4	4	4	5	3	4	3	3	3	3	4
5	4	3	4	4	3	3	4	3	3	3	4	4	3	3	4
6	4	4	3	4	3	3	4	4	3	5	5	5	4	4	5
7	4	4	4	4	4	3	3	4	3	4	3	4	4	4	3
8	4	3	4	4	3	4	3	5	3	3	4	4	4	4	3
9	4	4	5	4	4	4	4	4	3	4	4	5	3	4	3
10	4	3	4	4	3	3	5	4	4	4	3	4	4	4	4
11	4	4	4	4	4	3	4	4	4	4	3	4	3	3	3
12	4	4	4	4	4	4	4	4	3	3	3	4	3	3	4
13	3	4	3	4	5	5	5	4	3	4	4	4	3	3	5
14	4	4	3	4	4	5	3	3	3	3	4	3	3	3	3
15	5	4	4	5	4	4	5	4	5	3	4	4	4	4	4
16	5	5	4	4	4	4	4	4	4	4	5	4	4	5	5
17	3	3	3	3	4	5	3	3	3	3	3	3	3	3	3
18	4	4	4	4	4	3	4	4	4	4	4	5	4	3	4
19	4	4	4	5	4	3	4	4	3	4	4	3	4	4	4
20	4	4	3	4	4	3	5	5	4	5	4	3	4	3	5
21	5	4	4	4	4	4	3	3	3	4	4	3	3	3	3
22	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
23	4	3	4	4	5	5	3	4	4	4	3	4	4	4	4
24	4	3	4	3	4	4	3	4	4	4	3	4	4	4	4
25	4	3	4	4	4	3	4	4	3	3	4	4	4	3	4
26	5	5	5	5	3	3	4	4	4	5	5	5	4	4	4
27	4	4	4	3	3	3	4	4	4	4	4	4	4	3	3
28	4	3	4	4	3	4	4	4	4	4	5	4	4	4	3
29	4	4	5	3	4	4	3	4	3	4	4	3	3	3	4
30	4	4	3	4	4	4	4	3	3	3	3	3	4	4	3
31	4	4	3	3	4	4	4	4	4	4	4	4	4	3	4
32	4	3	4	3	4	4	4	3	3	3	4	3	3	3	3
33	4	4	4	4	5	5	4	4	3	3	3	4	3	3	3
34	4	4	4	4	5	5	4	5	4	3	4	4	4	3	4
35	4	4	5	4	4	4	5	4	4	4	4	4	4	3	5
36	4	4	3	4	4	5	3	4	4	4	4	4	4	4	4
37	4	4	4	4	4	4	5	4	3	4	4	3	4	3	3
38	4	4	4	4	4	4	3	4	3	4	4	4	4	3	3
39	5	5	5	5	4	4	4	3	3	4	4	3	3	3	4









Kepentingan (Importance)

No.	Bukti Fisik			Keandalan		Daya Tanggap			Jaminan			Empati			
	1	2	3	4	1	2	1	2	3	1	2	3	1	2	3
1	5	4	4	4	5	4	5	4	5	4	5	4	4	4	5
2	4	4	3	3	4	5	4	4	4	3	5	4	4	4	4
3	5	5	5	4	4	5	4	4	5	5	5	5	4	4	5
4	5	5	5	5	5	5	5	5	5	5	4	4	4	4	4
5	5	5	5	4	4	4	4	4	4	5	4	4	4	4	4
6	5	5	5	5	4	4	5	4	4	4	4	4	5	4	5
7	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
8	5	4	4	4	4	5	4	4	5	4	3	4	4	5	4
9	5	5	3	4	4	4	3	4	4	4	5	5	3	3	4
10	5	5	5	4	4	4	5	5	4	4	5	5	4	4	4
11	4	5	5	5	4	5	4	5	4	5	4	4	4	3	4
12	4	4	5	5	4	5	4	5	4	5	4	4	4	4	4
13	4	4	5	5	4	5	4	5	4	5	5	4	4	4	5
14	5	5	5	4	5	4	5	5	5	4	4	4	4	3	5
15	5	5	5	4	4	5	4	5	4	4	5	5	5	5	2
16	5	4	4	5	4	5	4	5	5	5	5	5	3	3	5
17	5	5	4	4	5	5	5	4	5	4	3	3	3	3	4
18	4	4	5	5	5	5	5	4	5	5	5	5	4	3	5
19	4	4	5	5	4	5	4	5	4	5	4	4	4	4	4
20	5	5	5	4	4	4	4	5	5	4	4	4	4	5	4
21	5	5	4	4	5	4	5	5	5	4	4	3	2	5	4
22	4	4	5	5	5	5	5	4	5	5	5	5	4	4	5
23	5	5	5	5	5	5	5	5	5	5	4	4	4	3	5
24	4	4	4	4	5	5	5	4	5	4	4	4	4	3	4
25	5	4	5	5	5	5	5	4	5	5	4	4	4	3	4
26	5	5	5	4	5	4	5	5	5	4	5	5	5	4	4
27	5	5	4	5	5	5	5	4	5	4	4	4	4	4	4
28	4	5	5	5	4	5	4	5	4	5	4	4	4	4	3
29	4	5	4	5	4	5	4	5	5	5	4	4	4	3	4
30	4	4	5	5	5	5	5	4	5	5	4	4	3	4	4
31	4	4	4	5	4	5	4	5	4	5	4	4	4	4	4
32	4	4	5	5	4	5	4	5	4	5	4	4	4	2	4
33	5	5	4	4	5	4	5	5	5	4	4	4	3	3	5
34	4	4	5	5	5	5	5	4	5	5	5	4	4	4	5
35	5	5	4	4	5	5	5	4	5	4	4	4	4	3	4
36	5	5	5	4	5	4	5	5	4	4	4	5	5	3	5
37	4	5	4	5	4	5	4	5	4	5	5	5	4	4	4
38	5	4	4	5	4	5	4	4	5	5	4	5	2	4	5
39	4	4	5	5	4	5	4	5	4	5	5	4	4	3	4







No.	Persepsi														
	Bukti Fisik				Keandalan		Daya Tanggap			Jaminan			Empati		
	1	2	3	4	1	2	1	2	3	1	2	3	1	2	3
1	5	4	4	4	5	4	5	4	5	4	5	4	4	4	5
2	4	4	3	3	4	5	4	4	4	3	5	4	4	4	4
3	5	5	5	4	4	5	4	4	5	5	5	5	4	4	5
4	5	5	5	5	5	5	5	5	5	5	4	4	4	4	4
5	5	5	5	4	4	4	4	4	4	5	4	4	4	4	4
6	5	5	5	5	4	4	5	4	4	4	4	4	5	4	5
7	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
8	5	4	4	4	4	5	4	4	5	4	3	4	4	5	4
9	5	5	3	4	4	4	3	4	4	4	5	5	3	3	4
10	5	5	5	4	4	4	5	5	4	4	5	5	4	4	4
11	4	5	5	5	4	5	4	5	4	5	4	4	4	3	4
12	4	4	5	5	4	5	4	5	4	5	4	4	4	4	4
13	4	4	5	5	4	5	4	5	4	5	5	4	4	4	5
14	5	5	5	4	5	4	5	5	5	4	4	4	4	3	5
15	5	5	5	4	4	5	4	5	4	4	5	5	5	5	2
16	5	4	4	5	4	5	4	5	5	5	5	5	3	3	5
17	5	5	4	4	5	5	5	4	5	4	3	3	3	3	4
18	4	4	5	5	5	5	5	4	5	5	5	5	4	3	5
19	4	4	5	5	4	5	4	5	4	5	4	4	4	4	4
20	5	5	5	4	4	4	4	5	5	4	4	4	4	5	4
21	5	5	4	4	5	4	5	5	5	4	4	3	2	5	4
22	4	4	5	5	5	5	5	4	5	5	5	5	4	4	5
23	5	5	5	5	5	5	5	5	5	5	4	4	4	3	5
24	4	4	4	4	5	5	5	4	5	4	4	4	4	3	4
25	5	4	5	5	5	5	5	4	5	5	4	4	4	3	4
26	5	5	5	4	5	4	5	5	5	4	5	5	5	4	4
27	5	5	4	5	5	5	5	4	5	4	4	4	4	4	4
28	4	5	5	5	4	5	4	5	4	5	4	4	4	4	3
29	4	5	4	5	4	5	4	5	5	5	4	4	4	3	4
30	4	4	5	5	5	5	5	4	5	5	4	4	3	4	4
31	4	4	4	5	4	5	4	5	4	5	4	4	4	4	4
32	4	4	5	5	4	5	4	5	4	5	4	4	4	2	4
33	5	5	4	4	5	4	5	5	5	4	4	4	3	3	5
34	4	4	5	5	5	5	5	4	5	5	5	4	4	4	5
35	5	5	4	4	5	5	5	4	5	4	4	4	4	3	4
36	5	5	5	4	5	4	5	5	4	4	4	5	5	3	5
37	4	5	4	5	4	5	4	5	4	5	5	5	4	4	4
38	5	4	4	5	4	5	4	4	5	5	4	5	2	4	5
39	4	4	5	5	4	5	4	5	4	5	5	4	4	3	4





**LAMPIRAN 3:**  
**Frekuensi Pernyataan**  
**Responden, Uji Validitas, Dan**  
**Uji Reliabilitas**



Kinerja  
**Frequencies**

**Statistics**

		1.	2.	3.	4.
N	Valid	75	75	75	75
	Missing	0	0	0	0

**1.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	8	10.7	10.7	10.7
	4	57	76.0	76.0	86.7
	5	10	13.3	13.3	100.0
	Total	75	100.0	100.0	

**2.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	17	22.7	22.7	22.7
	4	52	69.3	69.3	92.0
	5	6	8.0	8.0	100.0
	Total	75	100.0	100.0	

**3.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	17	22.7	22.7	22.7
	4	49	65.3	65.3	88.0
	5	9	12.0	12.0	100.0
	Total	75	100.0	100.0	

**4.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	10	13.3	13.3	13.3
	4	54	72.0	72.0	85.3
	5	11	14.7	14.7	100.0
	Total	75	100.0	100.0	

## Frequencies

### Statistics

		1.	2.
N	Valid	75	75
	Missing	0	0

### 1.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	23	30.7	30.7	30.7
	4	43	57.3	57.3	88.0
	5	9	12.0	12.0	100.0
	Total	75	100.0	100.0	

### 2.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	18	24.0	24.0	24.0
	4	42	56.0	56.0	80.0
	5	15	20.0	20.0	100.0
	Total	75	100.0	100.0	

## Frequencies

### Statistics

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

### 1.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	22	29.3	29.3	29.3
	4	42	56.0	56.0	85.3
	5	11	14.7	14.7	100.0
	Total	75	100.0	100.0	

### 2.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	19	25.3	25.3	25.3
	4	47	62.7	62.7	88.0
	5	9	12.0	12.0	100.0
	Total	75	100.0	100.0	

3.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	35	46.7	46.7	46.7
Valid 4	36	48.0	48.0	94.7
Valid 5	4	5.3	5.3	100.0
Total	75	100.0	100.0	

**Frequencies**

**Statistics**

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

1.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	24	32.0	32.0	32.0
Valid 4	46	61.3	61.3	93.3
Valid 5	5	6.7	6.7	100.0
Total	75	100.0	100.0	

2.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	15	20.0	20.0	20.0
Valid 4	52	69.3	69.3	89.3
Valid 5	8	10.7	10.7	100.0
Total	75	100.0	100.0	

3.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	21	28.0	28.0	28.0
Valid 4	46	61.3	61.3	89.3
Valid 5	8	10.7	10.7	100.0
Total	75	100.0	100.0	

**Frequencies**

**Statistics**

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

1.

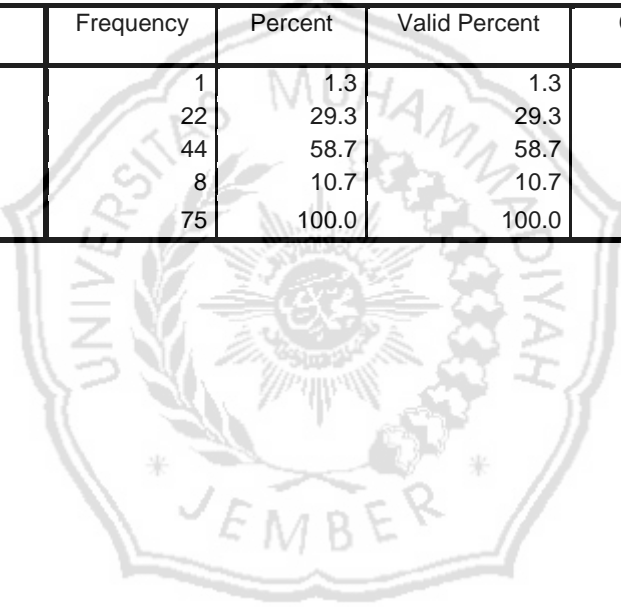
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	24	32.0	32.0	32.0
Valid 4	50	66.7	66.7	98.7
Valid 5	1	1.3	1.3	100.0
Total	75	100.0	100.0	

2.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	1	1.3	1.3	1.3
Valid 3	35	46.7	46.7	48.0
Valid 4	38	50.7	50.7	98.7
Valid 5	1	1.3	1.3	100.0
Total	75	100.0	100.0	

3.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	1	1.3	1.3	1.3
Valid 3	22	29.3	29.3	30.7
Valid 4	44	58.7	58.7	89.3
Valid 5	8	10.7	10.7	100.0
Total	75	100.0	100.0	





## Validitas Kinerja

### Correlations

Correlations

		1.	2.	3.	4.	K
1.	Pearson Correlation	1	.474	.434	.411	.798
	Sig. (2-tailed)		.000	.000	.000	.000
	N	75	75	75	75	75
2.	Pearson Correlation	.474**	1	.251	.243	.686**
	Sig. (2-tailed)	.000		.030	.036	.000
	N	75	75	75	75	75
3.	Pearson Correlation	.434**	.251	1	.266	.703**
	Sig. (2-tailed)	.000	.030		.021	.000
	N	75	75	75	75	75
4.	Pearson Correlation	.411*	.243	.266	1	.668**
	Sig. (2-tailed)	.000	.036	.021		.000
	N	75	75	75	75	75
K	Pearson Correlation	.798**	.686**	.703**	.668**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	75	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

Correlations

		1.	2.	K
1.	Pearson Correlation	1	.497**	.857**
	Sig. (2-tailed)		.000	.000
	N	75	75	75
2.	Pearson Correlation	.497**	1	.873**
	Sig. (2-tailed)	.000		.000
	N	75	75	75
K	Pearson Correlation	.857**	.873**	1
	Sig. (2-tailed)	.000	.000	
	N	75	75	75

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

## Correlations

Correlations

		1.	2.	3.	K
1.	Pearson Correlation	1	.364**	.260	.773**
	Sig. (2-tailed)		.001	.024	.000
	N	75	75	75	75
2.	Pearson Correlation	.364**	1	.184	.715**
	Sig. (2-tailed)	.001		.114	.000
	N	75	75	75	75
3.	Pearson Correlation	.260	.184	1	.660**
	Sig. (2-tailed)	.024	.114		.000
	N	75	75	75	75
K	Pearson Correlation	.773**	.715**	.660**	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

Correlations

		1.	2.	3.	K
1.	Pearson Correlation	1	.440**	.303	.767**
	Sig. (2-tailed)		.000	.008	.000
	N	75	75	75	75
2.	Pearson Correlation	.440**	1	.319**	.764**
	Sig. (2-tailed)	.000		.005	.000
	N	75	75	75	75
3.	Pearson Correlation	.303**	.319**	1	.731**
	Sig. (2-tailed)	.008	.005		.000
	N	75	75	75	75
K	Pearson Correlation	.767**	.764**	.731**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	75	75	75	75

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

## Correlations

		Correlations			
		1.	2.	3.	K
1.	Pearson Correlation	1	.345**	.132	.636**
	Sig. (2-tailed)		.002	.259	.000
	N	75	75	75	75
2.	Pearson Correlation	.345**	1	.316**	.767**
	Sig. (2-tailed)	.002		.006	.000
	N	75	75	75	75
3.	Pearson Correlation	.132	.316**	1	.731**
	Sig. (2-tailed)	.259	.006		.000
	N	75	75	75	75
K	Pearson Correlation	.636**	.767**	.731**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	75	75	75	75

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

## Uji Reliabilitas Kinerja

### Reliability

#### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

#### Reliability Statistics

Cronbach's Alpha	N of Items
.673	4

### Reliability

#### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

#### Reliability Statistics

Cronbach's Alpha	N of Items
.663	2

## Reliability

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.528	3

## Reliability

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.619	3

## Reliability

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.510	3

Harapan

**Frequencies**

**Statistics**

		1.	2.	3.	4.
N	Valid	75	75	75	75
	Missing	0	0	0	0

**1.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	1.3	1.3	1.3
	4	38	50.7	50.7	52.0
	5	36	48.0	48.0	100.0
	Total	75	100.0	100.0	

**2.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	1.3	1.3	1.3
	4	33	44.0	44.0	45.3
	5	41	54.7	54.7	100.0
	Total	75	100.0	100.0	

**3.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	31	41.3	41.3	41.3
	5	44	58.7	58.7	100.0
	Total	75	100.0	100.0	

**4.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	1.3	1.3	1.3
	4	26	34.7	34.7	36.0
	5	48	64.0	64.0	100.0
	Total	75	100.0	100.0	

**Frequencies**

**Statistics**

		1.	2.
N	Valid	75	75
	Missing	0	0

1.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	1	1.3	1.3	1.3
4	27	36.0	36.0	37.3
5	47	62.7	62.7	100.0
Total	75	100.0	100.0	

2.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	3	4.0	4.0	4.0
4	24	32.0	32.0	36.0
5	48	64.0	64.0	100.0
Total	75	100.0	100.0	

### Frequencies

#### Statistics

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

1.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	2	2.7	2.7	2.7
4	28	37.3	37.3	40.0
5	45	60.0	60.0	100.0
Total	75	100.0	100.0	

2.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	2	2.7	2.7	2.7
4	23	30.7	30.7	33.3
5	50	66.7	66.7	100.0
Total	75	100.0	100.0	

3.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	1	1.3	1.3	1.3
4	31	41.3	41.3	42.7
5	43	57.3	57.3	100.0
Total	75	100.0	100.0	

## Frequencies

### Statistics

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

#### 1.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	30	40.0	40.0	40.0
	5	45	60.0	60.0	100.0
	Total	75	100.0	100.0	

#### 2.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	31	41.3	41.3	41.3
	5	44	58.7	58.7	100.0
	Total	75	100.0	100.0	

#### 3.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	4	5.3	5.3	5.3
	4	32	42.7	42.7	48.0
	5	39	52.0	52.0	100.0
	Total	75	100.0	100.0	

## Frequencies

### Statistics

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

#### 1.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	2.7	2.7	2.7
	4	44	58.7	58.7	61.3
	5	29	38.7	38.7	100.0
	Total	75	100.0	100.0	

#### 2.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	4.0	4.0	4.0
	4	37	49.3	49.3	53.3
	5	35	46.7	46.7	100.0
	Total	75	100.0	100.0	

3.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	5	6.7	6.7	6.7
4	43	57.3	57.3	64.0
5	27	36.0	36.0	100.0
Total	75	100.0	100.0	

UJI VALIDITAS

**Correlations**

**Correlations**

		1.	2.	3.	4.	H
1.	Pearson Correlation	1	.500	.695**	.650	.852**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	75	75	75	75	75
2.	Pearson Correlation	.500**	1	.595**	.444**	.762**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	75	75	75	75	75
3.	Pearson Correlation	.695**	.595**	1	.712**	.894**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	75	75	75	75	75
4.	Pearson Correlation	.650**	.444**	.712**	1	.837**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	75	75	75	75	75
H	Pearson Correlation	.852**	.762**	.894**	.837**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
N		75	75	75	75	75

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

**Correlations**

		1.	2.	H
1.	Pearson Correlation	1	.202	.750**
	Sig. (2-tailed)		.082	.000
	N	75	75	75
2.	Pearson Correlation	.202	1	.799**
	Sig. (2-tailed)	.082		.000
	N	75	75	75
H	Pearson Correlation	.750**	.799**	1
	Sig. (2-tailed)	.000	.000	
N		75	75	75

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



**Correlations**

		1.	2.	3.	H
1.	Pearson Correlation	1	.343**	.230*	.717**
	Sig. (2-tailed)		.003	.047	.000
	N	75	75	75	75
2.	Pearson Correlation	.343**	1	.389**	.780**
	Sig. (2-tailed)	.003		.001	.000
	N	75	75	75	75
3.	Pearson Correlation	.230*	.389**	1	.722**
	Sig. (2-tailed)	.047	.001		.000
	N	75	75	75	75
H	Pearson Correlation	.717**	.780**	.722**	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**

		1.	2.	3.	H
1.	Pearson Correlation	1	.807**	.822**	.934**
	Sig. (2-tailed)		.000	.000	.000
	N	75	75	75	75
2.	Pearson Correlation	.807**	1	.793**	.923**
	Sig. (2-tailed)	.000		.000	.000
	N	75	75	75	75
3.	Pearson Correlation	.822**	.793**	1	.942**
	Sig. (2-tailed)	.000	.000		.000
	N	75	75	75	75
H	Pearson Correlation	.934**	.923**	.942**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	75	75	75	75

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

### Correlations

		1.	2.	3.	H
1.	Pearson Correlation	1	.285*	.261*	.695**
	Sig. (2-tailed)		.013	.024	.000
	N	75	75	75	75
2.	Pearson Correlation	.285*	1	.305**	.738**
	Sig. (2-tailed)	.013		.008	.000
	N	75	75	75	75
3.	Pearson Correlation	.261*	.305**	1	.735**
	Sig. (2-tailed)	.024	.008		.000
	N	75	75	75	75
H	Pearson Correlation	.695**	.738**	.735**	1
	Sig. (2-tailed)	.000	.000	.000	
N		75	75	75	75

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

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

### UJI RELIABILITAS

#### Reliability

##### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

##### Reliability Statistics

Cronbach's Alpha	N of Items
.855	4

#### Reliability

##### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

##### Reliability Statistics

Cronbach's Alpha	N of Items
.335	2

## Reliability

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.585	3

## Reliability

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.922	3

## Reliability

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.543	3

**IMPORTANCE  
Frequencies**

**Statistics**

		1.	2.	3.	4.
N	Valid	75	75	75	75
	Missing	0	0	0	0

**1.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	2.7	2.7	2.7
	3	3	4.0	4.0	6.7
	4	37	49.3	49.3	56.0
	5	33	44.0	44.0	100.0
	Total	75	100.0	100.0	

**2.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.3	1.3	1.3
	3	1	1.3	1.3	2.7
	4	37	49.3	49.3	52.0
	5	36	48.0	48.0	100.0
	Total	75	100.0	100.0	

**3.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	2.7	2.7	2.7
	3	8	10.7	10.7	13.3
	4	30	40.0	40.0	53.3
	5	35	46.7	46.7	100.0
	Total	75	100.0	100.0	

**4.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.3	1.3	1.3
	3	6	8.0	8.0	9.3
	4	34	45.3	45.3	54.7
	5	34	45.3	45.3	100.0
	Total	75	100.0	100.0	

## Frequencies

### Statistics

		1.	2.
N	Valid	75	75
	Missing	0	0

### 1.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	2.7	2.7	2.7
	3	2	2.7	2.7	5.3
	4	39	52.0	52.0	57.3
	5	32	42.7	42.7	100.0
	Total	75	100.0	100.0	

### 2.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	29	38.7	38.7	38.7
	5	46	61.3	61.3	100.0
	Total	75	100.0	100.0	

## Frequencies

### Statistics

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

### 1.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	4	5.3	5.3	5.3
	4	37	49.3	49.3	54.7
	5	34	45.3	45.3	100.0
	Total	75	100.0	100.0	

### 2.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	2.7	2.7	2.7
	4	40	53.3	53.3	56.0
	5	33	44.0	44.0	100.0
	Total	75	100.0	100.0	

3.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	1	1.3	1.3	1.3
Valid 4	37	49.3	49.3	50.7
Valid 5	37	49.3	49.3	100.0
Total	75	100.0	100.0	

**Frequencies**

**Statistics**

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

1.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	3	4.0	4.0	4.0
Valid 4	39	52.0	52.0	56.0
Valid 5	33	44.0	44.0	100.0
Total	75	100.0	100.0	

2.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	3	4.0	4.0	4.0
Valid 4	44	58.7	58.7	62.7
Valid 5	28	37.3	37.3	100.0
Total	75	100.0	100.0	

3.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	4	5.3	5.3	5.3
Valid 4	53	70.7	70.7	76.0
Valid 5	18	24.0	24.0	100.0
Total	75	100.0	100.0	

## Frequencies

### Statistics

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

#### 1.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	4	5.3	5.3	5.3
	3	7	9.3	9.3	14.7
	4	57	76.0	76.0	90.7
	5	7	9.3	9.3	100.0
	Total	75	100.0	100.0	

#### 2.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	4	5.3	5.3	5.3
	3	21	28.0	28.0	33.3
	4	43	57.3	57.3	90.7
	5	7	9.3	9.3	100.0
	Total	75	100.0	100.0	

#### 3.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.3	1.3	1.3
	3	6	8.0	8.0	9.3
	4	49	65.3	65.3	74.7
	5	19	25.3	25.3	100.0
	Total	75	100.0	100.0	

## UJI VALIDITAS

### Correlations

Correlations

		1.	2.	3.	4.	Im
1.	Pearson Correlation	1	.610**	.434**	.028	.715**
	Sig. (2-tailed)		.000	.000	.810	.000
	N	75	75	75	75	75
2.	Pearson Correlation	.610**	1	.378**	.051	.683**
	Sig. (2-tailed)	.000		.001	.662	.000
	N	75	75	75	75	75
3.	Pearson Correlation	.434**	.378**	1	.562**	.855**
	Sig. (2-tailed)	.000	.001		.000	.000
	N	75	75	75	75	75
4.	Pearson Correlation	.028	.051	.562**	1	.595**
	Sig. (2-tailed)	.810	.662	.000		.000
	N	75	75	75	75	75
Im	Pearson Correlation	.715**	.683**	.855**	.595**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	75	75	75	75	75

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

### Correlations

Correlations

		1.	2.	Im
1.	Pearson Correlation	1	.209	.849**
	Sig. (2-tailed)		.072	.000
	N	75	75	75
2.	Pearson Correlation	.209	1	.694**
	Sig. (2-tailed)	.072		.000
	N	75	75	75
Im	Pearson Correlation	.849**	.694**	1
	Sig. (2-tailed)	.000	.000	
	N	75	75	75

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



## Correlations

		Correlations			
		1.	2.	3.	lm
1.	Pearson Correlation	1	.108	.672**	.860**
	Sig. (2-tailed)		.355	.000	.000
	N	75	75	75	75
2.	Pearson Correlation	.108	1	-.088	.483**
	Sig. (2-tailed)	.355		.454	.000
	N	75	75	75	75
3.	Pearson Correlation	.672**	-.088	1	.751**
	Sig. (2-tailed)	.000	.454		.000
	N	75	75	75	75
lm	Pearson Correlation	.860**	.483**	.751**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	75	75	75	75

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

## Correlations

		Correlations			
		1.	2.	3.	lm
1.	Pearson Correlation	1	.129	.065	.575**
	Sig. (2-tailed)		.271	.580	.000
	N	75	75	75	75
2.	Pearson Correlation	.129	1	.636**	.813**
	Sig. (2-tailed)	.271		.000	.000
	N	75	75	75	75
3.	Pearson Correlation	.065	.636**	1	.769**
	Sig. (2-tailed)	.580	.000		.000
	N	75	75	75	75
lm	Pearson Correlation	.575**	.813**	.769**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	75	75	75	75

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

## Correlations

		Correlations			
		1.	2.	3.	lm
1.	Pearson Correlation	1	-.010	-.065	.551**
	Sig. (2-tailed)		.929	.582	.000
	N	75	75	75	75
2.	Pearson Correlation	-.010	1	-.118	.602**
	Sig. (2-tailed)	.929		.315	.000
	N	75	75	75	75
3.	Pearson Correlation	-.065	-.118	1	.459**
	Sig. (2-tailed)	.582	.315		.000
	N	75	75	75	75
lm	Pearson Correlation	.551**	.602**	.459**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	75	75	75	75

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

## UJI RELIABILITAS

### Reliability

#### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

#### Reliability Statistics

Cronbach's Alpha	N of Items
.680	4

### Reliability

#### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

#### Reliability Statistics

Cronbach's Alpha	N of Items
.332	2

## Reliability

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.482	3

## Reliability

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.524	3

## Reliability

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

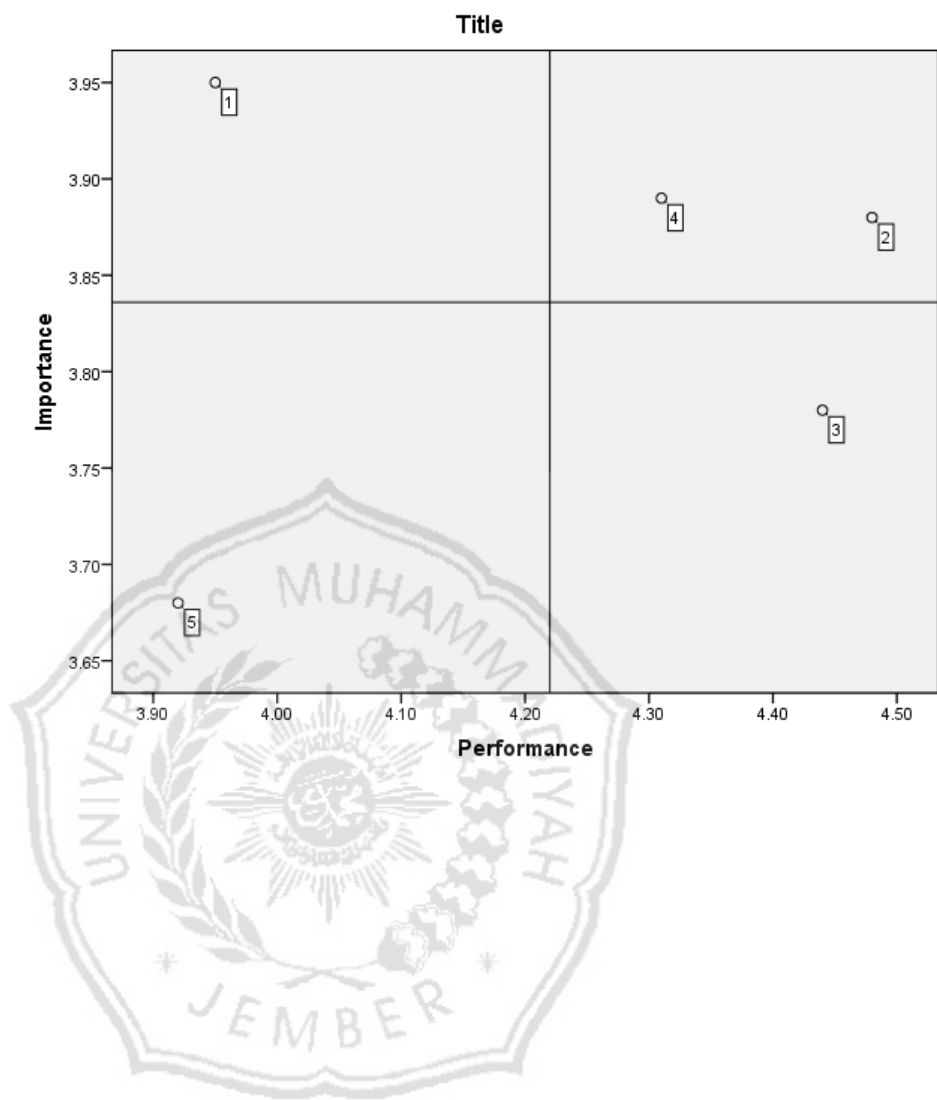
### Reliability Statistics

Cronbach's Alpha <sup>a</sup>	N of Items
-.217	3

a. The value is negative due to a negative average covariance among items. This violates reliability model assumptions. You may want to check item codings.

# **LAMPIRAN 4: DIAGRAM KARTESIUS**





# **LAMPIRAN 5:**

## **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 2018