

LAMPIRAN 1



Kuesioner

No:

Dengan Hormat,

Mohon Bp/Ibu/Sdr berkenan menjawab pertanyaan berikut apa adanya. Atas bantuan dan kerjasamanya saya mengucapkan terima kasih.

I. Karakteristik Responden

Nama:.....

Alamat:.....

No Telpon (jika ada):.....

Sudah berapa kali anda menggunakan jasa di bengkel ini sebelumnya?.....kali

Jenis kelamin: Pria/Wanita

Umur :..... Tahun

Tingkat pendidikan:

1. SD
2. SMP
3. SMA
4. Perguruan Tinggi

Status marital:

1. Belum kawin
2. Kawin
3. Duda/Janda

Pekerjaan:

1. Pegawai Negeri Sipil
2. Pegawai Swasta
3. Wiraswasta
4. Lain-lain, sebutkan.....

Tingkat penghasilan sebulan:..... (dalam rupiah)



II. Persepsi Terhadap Pelayanan Bengkel Honda Kusuma

II.1 Varian Harapan (Expectation)

Bagian pertama dari survei ini berkenaan dengan pendapat /opini anda terhadap jasa bengkel. Kami mohon anda mengungkapkan sejauh mana jasa-jasa Bengkel Honda Kusuma seharusnya memiliki karakteristik yang diungkapkan dalam setiap pernyataan yang ada. Penilaian dapat anda lakukan dengan memberikan tanda lingkaran pada nomor 1 hingga 7 dimana angka 1 menunjukkan anda sangat tidak setuju dan angka 7 menunjukkan sangat setuju. Jawaban yang anda berikan tidak memberikan penilaian benar atau salah tetapi hanya melihat sejauh mana anda menanggapi karakteristik layanan jasa yang ada pada Bengkel Honda Kusuma (HK)

Sangat Tidak Setuju 1 2 3 4 5 6 7 Sangat Setuju

Tangibles

- E1. Bengkel Honda Kusuma harus memiliki peralatan dan teknologi yang terbaru 1 2 3 4 5 6 7
- E2. Fasilitas fisik bengkel HK harus menarik 1 2 3 4 5 6 7
- E3. Karyawan bengkel HK harus berpakaian dan berpenampilan rapi 1 2 3 4 5 6 7
- E4. Penampilan fasilitas fisik bengkel HK harus sesuai dengan jenis jasa yang disediakan 1 2 3 4 5 6 7

Reliability

- E5. Bila bengkel HK berjanji untuk melakukan sesuatu pada waktu yang ditentukan, mereka harus merealisasikannya 1 2 3 4 5 6 7
- E6. Bila pelanggan memiliki masalah bengkel HK harus dapat bersikap simpatik dan sanggup menenangkan pelanggan 1 2 3 4 5 6 7
- E7. Bengkel HK harus dapat diandalkan dan dipercaya 1 2 3 4 5 6 7
- E8. Bengkel HK harus memberikan jasanya sesuai dengan waktu yang dijanjikan 1 2 3 4 5 6 7
- E9. Bengkel HK harus membuat setiap catatan secara akurat 1 2 3 4 5 6 7

Responsiveness

- E10. Bengkel HK tidak diharuskan untuk memberitakan pelanggannya kapan pastinya jasa akan disampaikan 1 2 3 4 5 6 7
- E11. Tidak realistis bila pelanggan mengharapkan jasa yang segera/cepat dari karyawan bengkel HK 1 2 3 4 5 6 7
- E12. Karyawan Bengkel HK tidak harus selalu bersedia membantu para pelanggan 1 2 3 4 5 6 7
- E13. Wajar jika karyawan bengkel HK terlalu sibuk sehingga tidak sanggup menanggapi setiap permintaan pelanggan dengan cepat 1 2 3 4 5 6 7

Assurance

- E14 Pelanggan harus dapat mempercayai karyawan bengkel HK 1 2 3 4 5 6 7
- E15 Pelanggan harus dapat merasa aman dalam melaksanakan transaksi dengan karyawan bengkel HK 1 2 3 4 5 6 7
- E16 Karyawan bengkel HK harus sopan 1 2 3 4 5 6 7
- E17 Karyawan bengkel HK harus mendapatkan yang memadai dari institusi agar dapat melaksanakan tugasnya dengan baik 1 2 3 4 5 6 7

Empathy

- E18 Bengkel HK tidak diharuskan untuk memberikan perhatian individual kepada semua pelanggannya 1 2 3 4 5 6 7
- E19 Karyawan bengkel HK tidak bisa diharapkan untuk memberikan perhatian personal kepada para pelanggan 1 2 3 4 5 6 7
- E20 Tidak realistis mengharapkan para karyawan HK memahami kebutuhan para pelanggan 1 2 3 4 5 6 7
- E21 Tidak realistis untuk mengharapkan bengkel HK selalu memperhatikan kepentingan para pelanggannya 1 2 3 4 5 6 7
- E22 Bengkel HK tidak harus memiliki waktu beroperasi yang sesuai bagi semua pelanggannya 1 2 3 4 5 6 7

II.2 Ukuran Kinerja (Performance)

Pada bagian ini berkaitan dengan perasaan anda terhadap perusahaan bengkel Honda Kusuma. Se jauh mana anda percaya bengkel Honda Kusuma benar-benar memiliki karakteristik yang diungkapkan dalam setiap pernyataan. Berikan tanda lingkaran pada salah satu nomor yang ada pada tiap atribut pertanyaan. Angka 1 bila sangat tidak setuju dan angka 7 untuk jawaban sangat setuju

Tangibles

- P1 Bengkel HK memiliki peralatan terbaru 1 2 3 4 5 6 7
- P2 Fasilitas fisik bengkel HK memiliki daya tarik 1 2 3 4 5 6 7
- P3 Karyawan bengkel HK berpakaian dan penampilan rapi 1 2 3 4 5 6 7
- P4 Penampilan fasilitas fisik bengkel HK sesuai dengan jenis jasa yang disediakan 1 2 3 4 5 6 7

Reliability

- P5 Sewaktu bengkel HK berjanji untuk melakukan sesuatu pada waktu yang telah ditentukan, mereka menepatinya 1 2 3 4 5 6 7
- P6 Sewaktu anda memiliki masalah, bengkel HK bersikap simpatik dan sanggup menenangkan pelanggan 1 2 3 4 5 6 7
- P7 Bengkel HK dapat diandalkan dan dipercaya 1 2 3 4 5 6 7
- P8 Bengkel HK memberikan jasanya sesuai dengan waktu yang dijanjikan 1 2 3 4 5 6 7
- P9 Bengkel HK membuat setiap catatan secara akurat 1 2 3 4 5 6 7

Responsiveness

- P10 Bengkel HK tidak memberitahukan pelanggannya kapan pastinya jasa akan disampaikan 1 2 3 4 5 6 7
- P11 Anda tidak menerima jasa yang cepat dari karyawan bengkel HK 1 2 3 4 5 6 7
- P12 Karyawan Bengkel HK tidak selalu bersedia membantu para pelanggan 1 2 3 4 5 6 7
- P13 Karyawan Bengkel HK terlalu sibuk sehingga tidak sanggup menanggapi setiap permintaan pelanggan dengan cepat 1 2 3 4 5 6 7

Assurance

- P14 Anda dapat mempercayai karyawan bengkel HK 1 2 3 4 5 6 7
- P15 Anda merasa aman dalam melakukan transaksi dengan karyawan Bengkel HK 1 2 3 4 5 6 7
- P16 Karyawan bengkel HK bersikap sopan 1 2 3 4 5 6 7
- P17 Karyawan bengkel HK mendapatkan dukungan yang memadai dari bengkel HK sehingga dapat melaksanakan tugasnya dengan baik 1 2 3 4 5 6 7

Empathy

- P18 Bengkel HK tidak memberikan perhatian individual kepada anda 1 2 3 4 5 6 7
- P19 Karyawan bengkel HK tidak memberikan perhatian personal kepada anda 1 2 3 4 5 6 7
- P20 Karyawan bengkel HK tidak memahami kebutuhan anda 1 2 3 4 5 6 7
- P21 Bengkel HK tidak bersungguh-sungguh memperhatikan kepentingan anda 1 2 3 4 5 6 7
- P22 Bengkel HK tidak memiliki waktu operasi yang sesuai bagi semua pelanggannya 1 2 3 4 5 6 7

LAMPIRAN 2



REKAP SKOR HARAPAN

No resp	e1	e2	e3	e4	Tan	e5	e6	e7	e8	e9	Rel	e10	e11	e12	e13	Res	e14	e15	e16	e17	Acu	e18	e19	e20	e21	e22	Emp
1	7	7	7	7	28	6	6	6	6	6	30	7	7	7	7	28	7	7	7	7	28	6	7	7	7	7	34
2	6	6	6	6	24	6	6	6	6	6	30	6	6	7	6	25	6	7	5	7	25	7	7	6	7	6	33
3	5	5	5	5	20	5	7	6	7	6	31	5	5	5	5	20	7	7	7	7	28	6	7	7	7	7	34
4	6	6	6	6	24	6	6	6	6	6	30	7	7	7	7	28	7	7	7	7	28	7	6	7	7	6	33
5	7	7	7	7	28	6	7	6	6	6	31	7	6	6	6	25	5	5	5	5	20	7	7	7	7	7	35
6	6	6	6	6	24	6	6	6	6	6	30	6	7	7	7	27	7	7	7	7	28	6	7	7	6	7	33
7	5	5	5	6	21	7	5	7	7	5	31	6	6	6	6	24	7	7	7	7	28	7	7	7	7	7	35
8	6	6	6	6	24	6	6	6	6	6	30	6	6	6	6	24	7	5	5	5	22	7	6	7	6	7	33
9	7	7	7	7	28	7	7	7	7	7	35	6	6	5	6	23	7	7	7	7	28	7	7	7	7	7	35
10	6	6	6	6	24	5	6	5	6	5	27	6	6	7	6	25	5	5	5	6	21	7	7	6	7	7	34
11	5	7	5	7	24	7	7	7	7	7	35	6	7	6	6	25	7	7	7	7	28	7	7	7	7	7	35
12	6	6	6	6	24	6	6	6	6	6	30	6	6	6	6	24	7	7	7	5	26	5	7	5	7	5	29
13	7	5	7	5	24	5	5	7	7	5	29	6	6	6	6	24	6	6	6	7	25	7	7	7	7	7	35
14	6	6	6	6	24	6	6	6	6	6	30	6	6	6	6	24	7	7	7	7	28	5	7	5	7	7	31
15	5	7	7	5	24	7	7	7	7	7	35	6	7	6	6	25	6	7	6	6	25	7	7	7	7	7	35
16	6	6	6	6	24	6	6	6	6	6	30	6	6	7	6	25	7	7	7	7	28	5	7	5	7	5	29
17	5	7	5	7	24	5	7	5	7	5	29	6	6	6	6	24	7	7	7	7	28	7	7	7	7	7	35
18	6	6	6	6	24	6	6	6	6	6	30	6	7	6	7	26	6	6	6	7	25	5	7	5	7	5	29
19	5	7	5	7	24	5	7	5	5	7	29	6	6	7	6	25	7	7	7	7	28	7	7	7	7	7	35
20	6	6	6	6	24	6	6	6	6	6	30	6	6	6	6	24	7	7	7	7	28	5	7	5	7	5	29
21	7	7	7	7	28	7	7	7	7	7	35	7	7	7	6	27	6	6	6	6	25	7	7	7	7	7	35
22	6	6	6	6	24	6	6	6	6	6	30	6	6	6	6	24	7	7	7	7	28	5	7	5	7	5	29
23	7	7	7	7	28	7	7	7	7	7	35	6	7	5	6	24	6	7	6	7	26	7	7	7	7	7	35
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29	7	7	7	7	28	7	7	7	5	7	33	7	6	5	7	25	5	7	7	7	26	7	7	7	7	7	35

30	6	6	6	24	6	5	5	6	6	6	28	6	6	6	6	24	7	7	7	5	26	5	5	5	5	6	26
31	7	7	7	28	7	5	7	7	7	7	31	7	7	7	7	28	6	6	6	6	24	6	6	6	6	6	30
32	6	6	6	25	6	6	6	6	6	6	30	6	7	5	7	25	6	6	6	6	24	6	6	6	6	6	30
33	5	5	5	20	7	7	7	7	7	7	35	7	7	7	7	28	6	6	6	6	24	5	7	6	7	6	31
34	7	7	7	28	5	6	5	6	7	7	27	7	7	7	7	28	6	7	6	6	25	6	6	6	6	6	30
35	7	6	6	25	7	7	7	7	7	7	35	5	5	5	5	20	6	6	7	6	25	6	7	6	6	6	31
36	6	6	6	24	6	6	6	6	6	6	30	7	7	7	7	28	6	6	6	6	24	6	6	6	6	6	30
37	5	7	5	7	24	5	5	7	7	7	29	7	7	7	7	28	6	7	6	7	26	7	5	7	7	5	31
38	6	6	6	24	6	6	6	6	6	6	30	7	5	5	5	22	6	6	6	6	25	6	6	6	6	6	30
39	7	5	7	5	24	7	7	7	7	7	35	7	7	7	7	28	6	6	6	6	24	7	7	7	7	7	35
40	6	6	6	24	6	6	6	6	6	6	30	5	5	5	6	21	7	7	7	6	27	5	6	5	6	5	27
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46	6	6	6	24	6	6	6	6	6	6	30	7	7	7	7	28	7	7	7	6	27	7	7	7	7	7	35
47	7	7	7	28	7	7	7	7	7	7	35	7	7	7	7	28	6	6	6	6	24	6	6	6	6	6	30
48	6	6	6	24	6	6	6	6	6	6	30	6	6	6	7	25	7	6	5	7	25	7	7	7	7	7	35
49	7	7	7	28	7	7	7	7	7	7	35	7	7	7	7	28	6	6	6	6	24	6	6	6	6	6	30
50	6	6	6	24	7	7	7	7	7	7	35	7	7	7	7	28	7	7	7	7	28	7	7	7	7	7	35
Total	304	315	308	312	1239	308	314	312	318	309	1961	315	321	313	315	1264	320	328	315	321	1284	312	332	316	335	315	1610
Mean	6.08	6.3	6.16	6.24	24.78	6.16	6.28	6.24	6.36	6.18	31.22	6.3	6.42	6.26	6.3	25.28	6.4	6.56	6.3	6.42	25.68	6.24	6.64	6.32	6.7	6.3	32.2
					6.195						6.244					6.32					6.42						6.44

LAMPIRAN 3



REKAP SKOR KINERJA

No Resp	p1	p2	p3	p4	Tan1	p5	p6	p7	p8	p9	Re11	p10	p11	p12	p13	Res1	p14	p15	p16	p17	Acu1	p18	p19	p20	p21	p22	Emp1
1	7	7	7	7	28	6	6	6	6	6	30	7	6	7	6	26	6	6	6	6	24	6	6	6	6	6	30
2	6	6	7	6	25	7	7	7	7	7	35	6	7	5	7	25	6	6	6	6	24	6	6	6	6	6	30
3	5	5	6	5	21	7	6	7	7	7	34	7	7	7	7	28	5	7	6	7	25	5	7	6	7	6	31
4	7	7	7	7	28	7	7	7	7	7	35	7	6	7	6	26	6	6	6	6	24	6	6	6	6	6	30
5	7	6	6	6	25	7	7	7	7	7	35	5	5	5	5	20	6	7	6	6	25	6	7	6	6	6	31
6	6	7	7	7	27	7	7	6	7	7	34	7	7	7	7	28	6	6	6	6	24	6	6	6	6	6	30
7	6	6	6	6	24	7	7	7	7	7	35	7	7	7	7	28	7	5	7	7	26	7	5	7	7	5	31
8	6	6	6	6	24	7	7	7	7	6	34	7	5	5	5	22	6	6	6	6	24	6	6	6	6	6	30
9	6	6	5	6	23	7	7	7	7	7	35	7	7	7	7	28	7	7	7	7	28	7	7	7	7	7	35
10	6	6	7	6	25	7	7	7	6	7	34	5	5	5	6	21	5	6	5	6	22	5	6	5	6	5	27
11	6	7	6	6	25	6	7	7	7	7	34	7	7	7	7	28	7	7	7	7	28	7	7	7	7	7	35
12	6	6	6	6	24	7	7	7	7	7	35	7	7	7	5	26	6	6	6	6	24	6	6	6	6	6	30
13	6	6	6	6	24	7	6	7	7	7	34	6	6	6	7	25	5	5	7	7	24	5	5	7	7	5	29
14	6	6	6	6	24	7	7	7	6	7	34	7	7	7	7	28	6	6	6	6	24	6	6	6	6	6	30
15	6	7	6	6	25	7	7	7	7	7	35	6	7	6	6	25	7	7	7	7	28	7	7	7	7	7	35
16	6	6	7	6	25	7	7	7	7	7	35	7	7	7	7	28	6	6	6	6	24	6	6	6	6	6	30
17	6	6	6	6	24	7	7	7	7	6	34	7	7	7	7	28	5	7	5	7	24	5	7	5	7	5	29
18	6	7	6	7	26	7	6	7	7	7	34	6	6	6	7	25	6	6	6	6	24	6	6	6	6	6	30
19	6	6	7	6	25	7	7	7	7	7	35	7	7	7	7	28	5	7	5	5	22	5	7	5	5	7	29
20	6	6	6	6	24	7	7	6	7	7	34	7	7	7	7	28	6	6	6	6	24	6	6	6	6	6	30
21	7	7	7	6	27	7	7	7	7	7	35	6	6	7	6	25	7	7	7	7	23	7	7	7	7	7	35
22	6	6	6	6	24	6	7	7	6	7	33	7	7	7	7	28	6	6	6	6	24	6	6	6	6	6	30
23	6	7	5	6	24	7	7	7	7	7	35	6	7	6	7	26	7	7	7	7	28	7	7	7	7	7	35
24	5	6	5	6	22	7	7	7	7	7	35	7	7	7	7	28	6	6	6	6	24	6	6	6	6	6	30
25	5	7	7	6	25	6	7	6	7	6	32	7	7	6	7	27	7	7	7	7	28	7	7	7	7	7	35
26	6	7	5	6	24	7	7	7	7	7	35	7	7	7	7	28	6	6	6	6	24	6	6	6	6	6	30
27	7	7	7	6	27	7	7	7	7	7	35	7	7	5	7	26	7	5	7	7	26	7	5	7	7	7	33
28	6	6	6	6	24	7	6	6	6	5	30	7	7	5	7	26	6	6	6	6	24	6	6	6	6	6	30
29	7	6	5	7	25	7	7	7	7	7	35	5	7	7	7	26	7	7	7	5	26	7	7	7	5	7	33

LAMPIRAN 4



RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
E1	18.7333	2.5471	.6616	.7216
E2	18.5333	2.8092	.6065	.7500
E3	18.6667	2.6437	.6271	.7396
E4	18.5667	2.9437	.5488	.7766

Reliability Coefficients

N of Cases = 30.0 N of Items = 4

Alpha = .7983

Reliability

***** Method 1 (space saver) will be used for this analysis *****



RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
E5	24.9000	3.1966	.6906	.6338
E6	24.8000	4.0966	.2861	.7864
E7	24.8333	3.2471	.6913	.6353
E8	24.7333	4.2023	.3218	.7666
E9	24.8667	3.4299	.6228	.6640

Reliability Coefficients

N of Cases = 30.0 N of Items = 5

Alpha = .7491

Reliability

***** Method 1 (space saver) will be used for this analysis *****



RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
E10	18.5333	2.0506	.5452	.6811
E11	18.3333	1.8851	.5900	.6530
E12	18.5000	1.8448	.4172	.7794
E13	18.5333	2.0506	.6713	.6306

Reliability Coefficients

N of Cases = 30.0

N of Items = 4

Alpha = .7429

Reliability

***** Method 1 (space saver) will be used for this analysis *****



RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
E14	19.7667	3.0816	.5299	.7173
E15	19.6667	2.7126	.7715	.5936
E16	19.9333	2.6851	.5373	.7205
E17	19.7333	3.1678	.4333	.7674

Reliability Coefficients

N of Cases = 30.0

N of Items = 4

Alpha = .7593

Reliability

***** Method 1 (space saver) will be used for this analysis *****



RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
E18	26.4333	3.7713	.8325	.6453
E19	25.8333	6.8333	.2228	.8298
E20	26.4000	3.6966	.8503	.6368
E21	25.8333	6.8333	.2228	.8298
E22	26.3000	4.2172	.7345	.6890

Reliability Coefficients

N of Cases = 30.0 N of Items = 5

Alpha = .7902

Reliability

***** Method 1 (space saver) will be used for this analysis *****





RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
P1	18.6333	1.4816	.4707	.5120
P2	18.4000	1.4897	.4651	.5162
P3	18.5667	1.4954	.2488	.7102
P4	18.6000	1.6276	.5354	.4979

Reliability Coefficients

N of Cases = 30.0 N of Items = 4

Alpha = .6272

Reliability

***** Method 1 (space saver) will be used for this analysis *****



RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
P5	27.2667	1.3747	.3362	.6067
P6	27.3000	1.3207	.3540	.6614
P7	27.2667	1.2368	.5181	.5923
P8	27.2667	1.3057	.4246	.6315
P9	27.3000	1.0448	.5434	.5721

Reliability Coefficients

N of Cases = 30.0

N of Items = 5

Alpha = .6784

Reliability

***** Method 1 (space saver) will be used for this analysis *****



RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
P10	19.6333	2.9989	.4899	.6773
P11	19.6000	2.5931	.7237	.5439
P12	19.8000	2.6483	.4823	.6888
P13	19.6667	3.0575	.3973	.7297

Reliability Coefficients

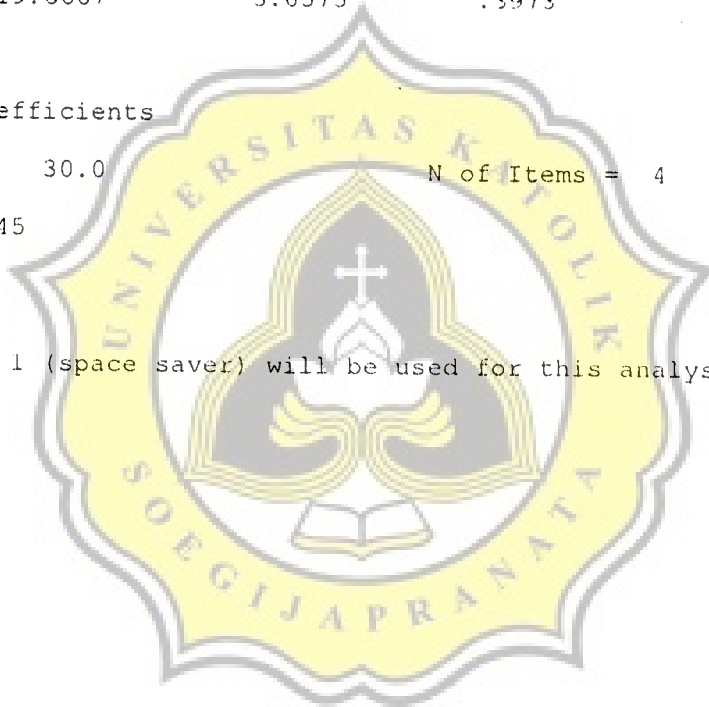
N of Cases = 30.0

N of Items = 4

Alpha = .7245

Reliability

***** Method 1 (space saver) will be used for this analysis *****



RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
P14	18.7333	1.8575	.5965	.4845
P15	18.6333	2.6540	.1424	.7874
P16	18.6667	1.7471	.7068	.4007
P17	18.5667	2.3230	.4138	.6175

Reliability Coefficients

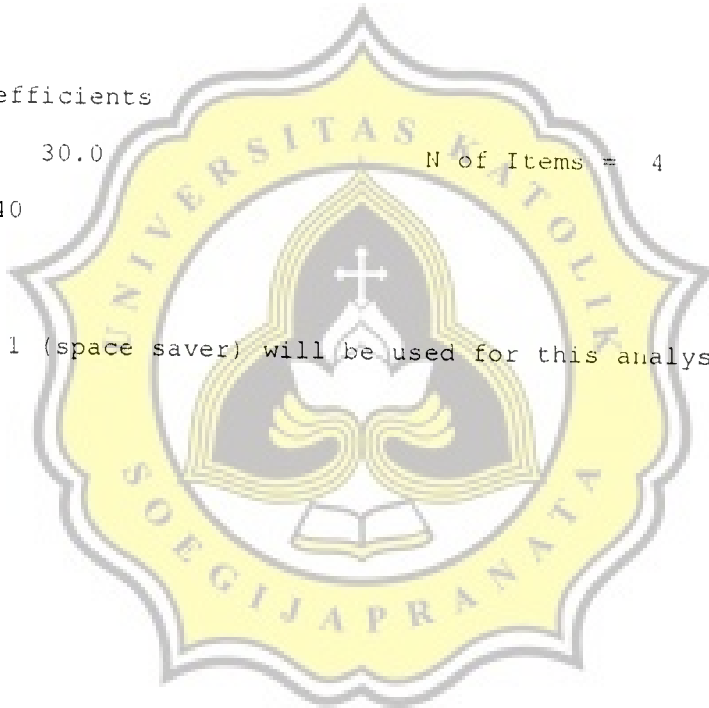
N of Cases = 30.0

N of Items = 4

Alpha = .6640

Reliability

***** Method 1 (space saver) will be used for this analysis *****



RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
P18	24.9667	2.9299	.7134	.6162
P19	24.8333	4.0057	.2514	.7904
P20	24.8667	3.1540	.6802	.6365
P21	24.8000	3.9586	.3141	.7658
P22	24.9333	3.1678	.6381	.6512

Reliability Coefficients

N of Cases = 30.0

N of Items = 5

Alpha = .7459



LAMPIRAN 5



Correlations

Correlations

	E1	E2	E3	E4	TAN
E1	1	.305	.866**	.394*	.828**
Pearson Correlation					
Sig. (2-tailed)		.101	.000	.031	.000
N	30	30	30	30	30
E2	.305	1	.417*	.795**	.781**
Pearson Correlation					
Sig. (2-tailed)			.022	.000	.000
N	30	30	30	30	30
E3	.866**	.417*	1	.206	.805**
Pearson Correlation					
Sig. (2-tailed)		.022		.276	.000
N	30	30	30	30	30
E4	.394*	.795**	.206	1	.741**
Pearson Correlation					
Sig. (2-tailed)		.000	.276		.000
N	30	30	30	30	30
TAN	.828**	.781**	.805**	.741**	1
Pearson Correlation					
Sig. (2-tailed)	.000	.000	.000	.000	
N	30	30	30	30	30

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

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

Correlations

Correlations

	E5	E6	E7	E8	E9	REL
E5						
Pearson Correlation	.154	.777**	.323	.651**	.829**	
Sig. (2-tailed)	.416	.000	.082	.000	.000	
N	30	30	30	30	30	30
E6						
Pearson Correlation	.154	1	.122	.077	.536**	.544**
Sig. (2-tailed)	.416		.520	.687	.002	.002
N	30	30	30	30	30	30
E7						
Pearson Correlation	.777**	.122	1	.540**	.481**	.826**
Sig. (2-tailed)	.000	.520		.002	.007	.000
N	30	30	30	30	30	30
E8						
Pearson Correlation	.323	.077	.540**	1	.045	.543**
Sig. (2-tailed)	.082	.687	.002		.815	.002
N	30	30	30	30	30	30
E9						
Pearson Correlation	.651**	.536**	.481**	.045	1	.779**
Sig. (2-tailed)	.000	.002	.007	.815		.000
N	30	30	30	30	30	30
REL						
Pearson Correlation	.829**	.544**	.826**	.543**	.779**	1
Sig. (2-tailed)	.000	.002	.000	.002	.000	
N	30	30	30	30	30	30

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

Correlations

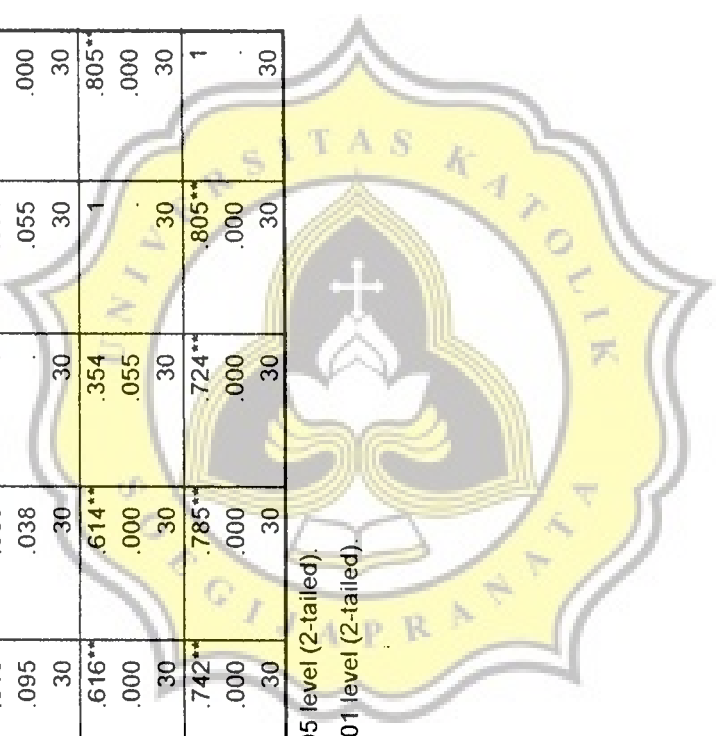
Correlations

	E10	E11	E12	E13	RES
E10					
Pearson Correlation	.433*	.433*	.310	.616**	.742**
Sig. (2-tailed)	.017	.017	.095	.000	.000
N	30	30	30	30	30
E11					
Pearson Correlation	.433*	1	.380*	.614**	.785**
Sig. (2-tailed)	.017		.038	.000	.000
N	30	30	30	30	30
E12					
Pearson Correlation	.310	.380*	1	.354	.724**
Sig. (2-tailed)	.095	.038		.055	.000
N	30	30	30	30	30
E13					
Pearson Correlation	.616**	.614**	.354	1	.805**
Sig. (2-tailed)	.000	.000	.055		.000
N	30	30	30	30	30
RES					
Pearson Correlation	.742**	.785**	.724**	.805**	1
Sig. (2-tailed)	.000	.000	.000	.000	
N	30	30	30	30	30

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

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

Correlations



Correlations

	E14	E15	E16	E17	ACU
E14					
Pearson Correlation	1	.581**	.450*	.256	.733**
Sig. (2-tailed)		.001	.013	.172	.000
N	30	30	30	30	30
E15					
Pearson Correlation	.581**	1	.577**	.568**	.878**
Sig. (2-tailed)	.001		.001	.001	.000
N	30	30	30	30	30
E16					
Pearson Correlation	.450*	.577**	1	.280	.776**
Sig. (2-tailed)	.013	.001		.134	.000
N	30	30	30	30	30
E17					
Pearson Correlation	.256	.568**	.280	1	.680**
Sig. (2-tailed)	.172	.001	.134		.000
N	30	30	30	30	30
ACU					
Pearson Correlation	.733**	.878**	.776**	.680**	1
Sig. (2-tailed)	.000	.000	.000	.000	
N	30	30	30	30	30

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

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

Correlations

Correlations

	E18	E19	E20	E21	E22	EMP
E18 Pearson Correlation	1	.093	.897**	.181	.791**	.920**
Sig. (2-tailed)		.624	.000	.339	.000	.000
N	30	30	30	30	30	30
E19 Pearson Correlation	.093	1	.104	.817**	.056	.371*
Sig. (2-tailed)	.624		.584	.000	.770	.044
N	30	30	30	30	30	30
E20 Pearson Correlation	.897**	.104	1	.104	.855**	.930**
Sig. (2-tailed)	.000	.584		.584	.000	.000
N	30	30	30	30	30	30
E21 Pearson Correlation	.181	.817**	.104	1	-.037	.371*
Sig. (2-tailed)	.339	.000	.584		.845	.044
N	30	30	30	30	30	30
E22 Pearson Correlation	.791**	.056	.855**	-.037	1	.861**
Sig. (2-tailed)	.000	.770	.000	.845		.000
N	30	30	30	30	30	30
EMP Pearson Correlation	.920**	.371*	.930**	.371*	.861**	1
Sig. (2-tailed)	.000	.044	.000	.044	.000	
N	30	30	30	30	30	30

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

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

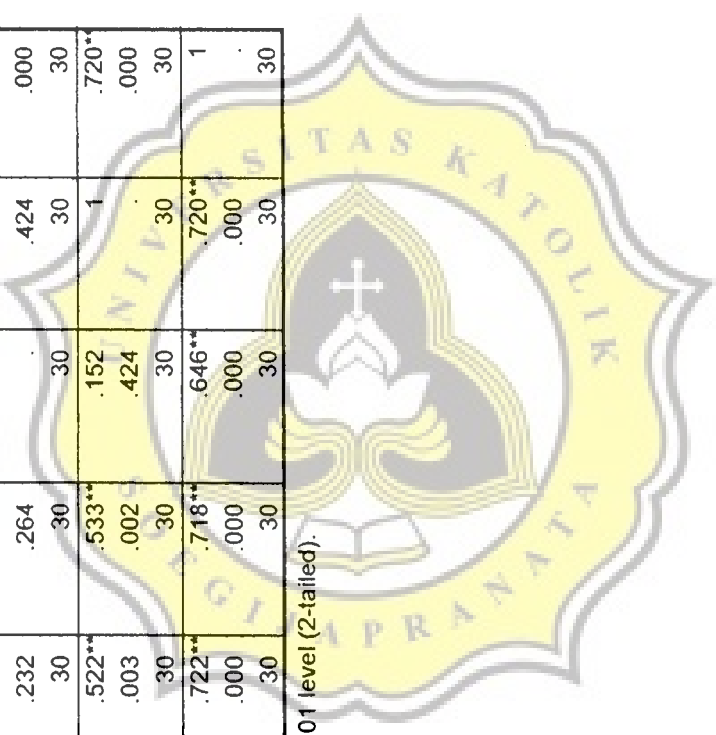
Correlations

Correlations

	P1	P2	P3	P4	TAN1
P1 Pearson Correlation	1	.345	.225	.522**	.722**
Sig. (2-tailed)		.061	.232	.003	.000
N	30	30	30	30	30
P2 Pearson Correlation	.345	1	.211	.533**	.718**
Sig. (2-tailed)	.061		.264	.002	.000
N	30	30	30	30	30
P3 Pearson Correlation	.225	.211	1	.152	.646**
Sig. (2-tailed)	.232	.264		.424	.000
N	30	30	30	30	30
P4 Pearson Correlation	.522**	.533**	.152	1	.720**
Sig. (2-tailed)	.003	.002	.424		.000
N	30	30	30	30	30
TAN1 Pearson Correlation	.722**	.718**	.646**	.720**	1
Sig. (2-tailed)	.000	.000	.000	.000	
N	30	30	30	30	30

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

Correlations



Correlations

	P5	P6	P7	P8	P9	REL1
P5						
Pearson Correlation	1	.224	.280	.280	.188	.574**
Sig. (2-tailed)		.235	.134	.134	.320	.001
N	30	30	30	30	30	30
P6						
Pearson Correlation	.224	1	.224	.224	.315	.604**
Sig. (2-tailed)	.235		.235	.235	.090	.000
N	30	30	30	30	30	30
P7						
Pearson Correlation	.280	.224	1	.280	.564**	.709**
Sig. (2-tailed)	.134	.235		.134	.001	.000
N	30	30	30	30	30	30
P8						
Pearson Correlation	.280	.224	.280	1	.376*	.641**
Sig. (2-tailed)	.134	.235	.134		.041	.000
N	30	30	30	30	30	30
P9						
Pearson Correlation	.188	.315	.564**	.376*	1	.771**
Sig. (2-tailed)	.320	.090	.001	.041		.000
N	30	30	30	30	30	30
REL1						
Pearson Correlation	.574**	.604**	.709**	.641**	.771**	1
Sig. (2-tailed)	.001	.000	.000	.000	.000	
N	30	30	30	30	30	30

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

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

Correlations

Correlations

	P10	P11	P12	P13	RES1
P10	1	.504**	.450*	.197	.710**
Pearson Correlation					
Sig. (2-tailed)		.004	.013	.298	.000
N	30	30	30	30	30
P11	.504**	1	.490**	.583**	.855**
Pearson Correlation					
Sig. (2-tailed)	.004		.006	.001	.000
N	30	30	30	30	30
P12	.450*	.490**	1	.211	.747**
Pearson Correlation					
Sig. (2-tailed)	.013	.006		.264	.000
N	30	30	30	30	30
P13	.197	.583**	.211	1	.663**
Pearson Correlation					
Sig. (2-tailed)	.298	.001	.264		.000
N	30	30	30	30	30
RES1	.710**	.855**	.747**	.663**	1
Pearson Correlation					
Sig. (2-tailed)	.000	.000	.000	.000	
N	30	30	30	30	30

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

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

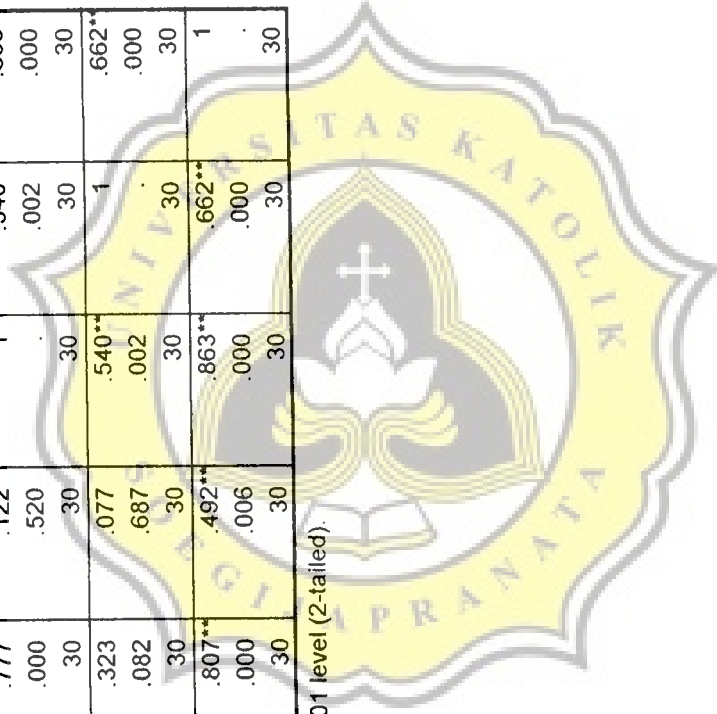
Correlations

Correlations

	P14	P15	P16	P17	ACU1
P14					
Pearson Correlation	1	.154	.777**	.323	.807**
Sig. (2-tailed)		.416	.000	.082	.000
N	30	30	30	30	30
P15					
Pearson Correlation	.154	1	.122	.077	.492**
Sig. (2-tailed)	.416		.520	.687	.006
N	30	30	30	30	30
P16					
Pearson Correlation	.777**	.122	1	.540**	.863**
Sig. (2-tailed)	.000	.520		.002	.000
N	30	30	30	30	30
P17					
Pearson Correlation	.323	.077	.540**	1	.662**
Sig. (2-tailed)	.082	.687	.002		.000
N	30	30	30	30	30
ACU1					
Pearson Correlation	.807**	.492**	.863**	.662**	1
Sig. (2-tailed)	.000	.006	.000	.000	
N	30	30	30	30	30

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

Correlations



Correlations

	P18	P19	P20	P21	P22	EMP1
P18						
Pearson Correlation	.153	.814**	.323	.651**	.846**	
Sig. (2-tailed)	.420	.000	.082	.000	.000	
N	30	30	30	30	30	30
P19						
Pearson Correlation	.153		.011	.054	.555**	.508**
Sig. (2-tailed)	.420		.952	.776	.001	.004
N	30	30	30	30	30	30
P20						
Pearson Correlation	.814**	.011	1	.545**	.496**	.815**
Sig. (2-tailed)	.000	.952		.002	.005	.000
N	30	30	30	30	30	30
P21						
Pearson Correlation	.323	.054	.545**	1	.045	.543**
Sig. (2-tailed)	.082	.776	.002		.815	.002
N	30	30	30	30	30	30
P22						
Pearson Correlation	.651**	.555**	.496**	.045	1	.793**
Sig. (2-tailed)	.000	.001	.005	.815		.000
N	30	30	30	30	30	30
EMP1						
Pearson Correlation	.846**	.508**	.815**	.543**	.793**	1
Sig. (2-tailed)	.000	.004	.000	.002	.000	
N	30	30	30	30	30	30

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

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TABEL III
NILAI-NILAI r PRODUCT MOMENT

N	Taraf Signif		N	Taraf Signif		N	Taraf Signif	
	5%	1%		5%	1%		5%	1%
3	0,997	0,999	27	0,381	0,487	55	0,266	0,345
4	0,950	0,990	28	0,374	0,478	60	0,254	0,330
5	0,878	0,959	29	0,367	0,470	65	0,244	0,317
6	0,811	0,917	30	0,361	0,463	70	0,235	0,306
7	0,754	0,874	31	0,355	0,456	75	0,227	0,296
8	0,707	0,834	32	0,349	0,449	80	0,220	0,286
9	0,666	0,793	33	0,344	0,442	85	0,213	0,278
10	0,632	0,765	34	0,339	0,436	90	0,207	0,270
11	0,602	0,735	35	0,334	0,430	95	0,202	0,263
12	0,576	0,708	36	0,329	0,424	100	0,195	0,256
13	0,553	0,684	37	0,325	0,418	125	0,176	0,230
14	0,532	0,661	38	0,320	0,413	150	0,159	0,210
15	0,514	0,641	39	0,316	0,408	175	0,148	0,194
16	0,497	0,623	40	0,312	0,403	200	0,138	0,181
17	0,482	0,606	41	0,308	0,398	300	0,113	0,148
18	0,468	0,590	42	0,304	0,393	400	0,099	0,128
19	0,456	0,575	43	0,301	0,389	500	0,088	0,115
20	0,444	0,561	44	0,297	0,384	600	0,080	0,105
21	0,433	0,549	45	0,294	0,380	700	0,074	0,097
22	0,423	0,537	46	0,291	0,376	800	0,070	0,091
23	0,413	0,526	47	0,288	0,372	900	0,065	0,086
24	0,404	0,515	48	0,284	0,368	1000	0,062	0,081
25	0,396	0,505	49	0,281	0,364			
26	0,388	0,496	50	0,279	0,361			