

Lampiran I

KUISIONER PENELITIAN

Kepada

Yth. Bapak/Ibu

Konsumen ShopeeFood

Assalamualaikum wr.wb

Dengan hormat,

Dalam rangka penyusunan Tugas Akhir / Skripsi saya sebagai salah satu syarat memperoleh gelar Strata I (Sarjana) pada Jurusan Manajemen di IIB Darmajaya, maka kami mohon kepada Bapak / Ibu Konsumen ShopeeFood bersedia meluangkan waktu sejenak untuk membantu pengisian kuisisioner yang telah kami buat sebagai bahan untuk melengkapi data penelitian kami yang berjudul **“ANALISIS KEPUASAN KONSUMEN PADA *E-SERVICE QUALITY* SHOPEEFOOD MENGGUNAKAN METODE IPA DAN CSI”**. Karena jawaban yang jujur dari Bapak / Ibu sebagai pengguna Konsumen ShopeeFood sangat membantu kami dalam mengetahui kualitas pelayanan dan tingkat kepuasan pelayanan yang telah diberikan kepada pengguna Konsumen ShopeeFood. Dan karena penelitian ini bersifat untuk tujuan ilmiah, maka data diri dan data yang diberikan oleh Bapak / Ibu berikan akan sangat kami jaga kerahasiannya. Atas kesediaan Bapak / Ibu yang telah menjawab semua pertanyaan dari kami, kami mengucapkan banyak terima kasih.

Wassalamualaikum wr.wb

Hormat Saya,

Rahmat Rizki Pratama

Petunjuk pengisian Kuisisioner

1. Daftar pertanyaan ini merupakan sumber data bagi penulis dalam penyusunan skripsi dan tidak berpengaruh secara langsung terhadap responden.
2. Saudara diminta untuk memberikan tanggapan atas pernyataan yang ada sesuai dengan keadaan yang sebenarnya, pendapat dan perasaan saudara, bukan berdasarkan pendapat umum atau pendapat orang lain. Jawaban yang Anda berikan semata-mata hanya untuk kepentingan akademis.
3. Berilah tanda ceklis (\surd) pada kolom yang sesuai dengan pilihan Anda. Setiap Responden diharapkan memilih hanya satu pertanyaan dan pertanyaan berikut memiliki lima alternatif jawaban, yaitu

<i>Performance</i>			<i>Importance</i>		
Skor	Keterangan	Kode	Skor	Keterangan	Kode
1	Sangat Tidak Setuju	STS	1	Sangat Tidak Penting	STP
2	Tidak Setuju	TS	2	Tidak Penting	TP
3	Cukup Setuju	CS	3	Cukup Penting	CP
4	Setuju	S	4	Penting	P
5	Sangat Setuju	SS	5	Sangat Penting	SP

IDENTITAS RESPONDEN

1. **Nama** :(Dapat dikosongkan)

2. **Jenis Kelamin** : Laki-laki
 Perempuan

3. **Usia** :

a. 17 Tahun – 22 Tahun c. 29 Tahun – 34 Tahun
 b. 23 Tahun – 28 Tahun d. >34 Tahun

37	5	3	5	5	3	4	5	5	5	4	3	4	4	4	59	5	3	5	5	3	5	5	4	4	5	4	5	4	4	61	
38	3	3	4	3	3	3	3	3	3	4	4	4	4	4	48	5	4	5	5	5	4	3	3	4	3	3	3	4	3	54	
39	4	3	5	3	3	3	3	3	3	3	3	3	3	3	45	4	4	5	4	3	4	4	5	5	4	4	4	4	4	58	
40	5	5	5	5	5	3	5	5	4	5	4	5	5	4	65	4	4	5	5	4	3	4	4	5	5	5	5	4	5	63	
41	5	4	5	4	3	4	4	5	4	4	4	4	3	4	4	57	5	4	5	4	3	4	4	5	4	4	4	3	4	57	
42	3	3	4	3	2	2	3	3	3	3	3	4	3	4	43	4	4	4	4	5	4	3	3	3	4	3	4	5	4	54	
43	4	5	5	4	3	4	4	5	4	5	4	4	5	4	60	5	5	5	5	5	5	3	5	5	5	5	5	5	5	68	
44	3	3	3	3	3	2	5	4	4	4	4	4	4	4	50	5	5	5	5	5	4	5	5	5	5	5	5	5	5	69	
45	3	3	4	2	3	3	4	4	4	4	4	4	4	5	52	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70	
46	4	4	4	4	4	4	4	4	4	4	3	3	4	4	54	3	4	5	4	4	4	4	4	4	3	3	3	5	5	55	
47	3	3	4	3	3	2	4	4	4	3	4	3	5	4	49	5	5	5	5	5	5	5	5	4	5	5	5	5	5	69	
48	3	2	3	3	2	3	3	4	4	3	3	3	4	3	43	3	5	5	5	5	5	5	5	5	5	5	5	3	5	66	
49	3	3	3	3	2	5	4	4	3	2	3	3	3	4	45	3	4	3	3	2	5	3	3	4	2	4	3	3	4	46	
50	5	4	4	3	5	4	5	4	5	3	4	5	4	3	58	5	4	4	3	5	4	5	4	5	3	4	5	4	3	58	
51	2	2	3	3	2	3	3	2	1	3	2	1	2	3	32	5	5	2	5	5	5	3	3	4	5	5	5	5	5	62	
52	4	4	4	4	4	4	4	3	3	3	4	4	3	4	52	4	4	4	4	4	4	4	3	3	3	3	3	3	3	49	
53	1	4	5	3	4	5	5	3	5	5	3	4	4	4	55	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70	
54	4	3	4	3	3	3	4	4	4	5	5	4	4	4	54	5	5	4	5	5	5	4	5	5	5	5	5	5	5	68	
55	4	2	3	2	3	4	4	4	3	3	3	3	4	3	45	4	5	4	4	4	4	4	4	4	4	4	4	4	4	57	
56	3	3	3	2	3	3	4	5	3	4	4	4	5	5	51	5	5	5	5	4	5	5	5	5	5	4	4	5	5	67	
57	2	3	3	3	4	3	5	5	5	5	5	5	4	4	56	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70	
58	4	4	3	3	2	3	4	4	3	3	3	3	4	4	47	5	4	3	2	2	3	4	4	3	3	3	3	4	4	47	
59	4	3	3	4	4	4	3	5	5	5	5	5	5	4	59	4	3	3	4	4	4	3	5	5	5	5	5	5	4	59	
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61	5	5	4	5	5	4	5	5	5	5	5	4	5	4	66	5	5	4	5	5	4	5	5	5	5	5	4	5	4	66	
62	4	4	4	1	2	4	3	3	3	3	2	3	4	4	44	5	5	5	5	4	4	4	4	5	5	5	5	5	5	5	67
63	3	5	2	1	4	3	3	3	3	3	2	3	3	5	43	4	5	5	5	5	5	5	5	5	5	5	4	5	5	68	
64	5	5	5	2	5	5	4	5	5	5	5	5	5	5	66	5	5	5	4	5	5	3	5	5	5	5	4	5	4	65	
65	3	5	5	3	4	4	3	4	3	3	4	4	3	3	51	4	5	5	5	4	5	4	4	4	4	4	4	5	4	61	
66	3	4	3	1	3	4	4	4	4	4	4	4	4	4	50	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70	
67	5	4	5	4	5	5	5	5	5	5	5	5	5	5	68	5	4	5	4	5	5	5	5	5	5	5	5	5	5	68	
68	4	3	5	3	4	4	4	4	4	4	4	4	4	4	55	5	5	5	4	5	5	4	5	4	4	4	4	4	5	63	
69	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70	
70	4	4	3	2	4	3	3	4	4	4	2	3	4	3	47	5	4	5	5	5	4	5	5	5	5	4	5	5	5	67	

Lampiran III (Hasil Uji Deskriptif)

Jenis_Kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Laki-Laki	29	41.4	41.4	41.4
Valid Perempuan	41	58.6	58.6	100.0
Total	70	100.0	100.0	

Usia

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 17 Tahun – 22 Tahun	15	21.4	21.4	21.4
Valid 23 Tahun – 28 Tahun	35	50.0	50.0	71.4
Valid 29 Tahun – 34 Tahun	11	15.7	15.7	87.1
Valid >34 Tahun	9	12.9	12.9	100.0
Total	70	100.0	100.0	

Pekerjaan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Mahasiswa	22	31.4	31.4	31.4
Valid Pegawai Negeri	2	2.9	2.9	34.3
Valid Pegawai Swasta	28	40.0	40.0	74.3
Valid Wiraswasta	18	25.7	25.7	100.0
Total	70	100.0	100.0	

P1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	2.9	2.9	2.9
Valid 2	4	5.7	5.7	8.6
Valid 3	22	31.4	31.4	40.0
Valid 4	24	34.3	34.3	74.3
Valid 5	18	25.7	25.7	100.0
Total	70	100.0	100.0	

P2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	5	7.1	7.1	7.1
Valid 3	25	35.7	35.7	42.9
Valid 4	23	32.9	32.9	75.7
Valid 5	17	24.3	24.3	100.0
Total	70	100.0	100.0	

P3

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2.9	2.9	2.9
3	23	32.9	32.9	35.7
Valid 4	24	34.3	34.3	70.0
5	21	30.0	30.0	100.0
Total	70	100.0	100.0	

P4

	Frequency	Percent	Valid Percent	Cumulative Percent
1	3	4.3	4.3	4.3
2	8	11.4	11.4	15.7
Valid 3	30	42.9	42.9	58.6
4	17	24.3	24.3	82.9
5	12	17.1	17.1	100.0
Total	70	100.0	100.0	

P5

	Frequency	Percent	Valid Percent	Cumulative Percent
1	3	4.3	4.3	4.3
2	9	12.9	12.9	17.1
Valid 3	23	32.9	32.9	50.0
4	21	30.0	30.0	80.0
5	14	20.0	20.0	100.0
Total	70	100.0	100.0	

P6

	Frequency	Percent	Valid Percent	Cumulative Percent
2	5	7.1	7.1	7.1
3	21	30.0	30.0	37.1
Valid 4	26	37.1	37.1	74.3
5	18	25.7	25.7	100.0
Total	70	100.0	100.0	

P7

	Frequency	Percent	Valid Percent	Cumulative Percent
3	26	37.1	37.1	37.1
Valid 4	27	38.6	38.6	75.7
5	17	24.3	24.3	100.0
Total	70	100.0	100.0	

P8

	Frequency	Percent	Valid Percent	Cumulative Percent
2	3	4.3	4.3	4.3
3	16	22.9	22.9	27.1
Valid 4	31	44.3	44.3	71.4
5	20	28.6	28.6	100.0
Total	70	100.0	100.0	

P9

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.4	1.4	1.4
2	4	5.7	5.7	7.1
Valid 3	21	30.0	30.0	37.1
4	26	37.1	37.1	74.3
5	18	25.7	25.7	100.0
Total	70	100.0	100.0	

P10

	Frequency	Percent	Valid Percent	Cumulative Percent
2	4	5.7	5.7	5.7
3	24	34.3	34.3	40.0
Valid 4	24	34.3	34.3	74.3
5	18	25.7	25.7	100.0
Total	70	100.0	100.0	

P11

	Frequency	Percent	Valid Percent	Cumulative Percent
2	8	11.4	11.4	11.4
3	18	25.7	25.7	37.1
Valid 4	25	35.7	35.7	72.9
5	19	27.1	27.1	100.0
Total	70	100.0	100.0	

P12

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.4	1.4	1.4
2	2	2.9	2.9	4.3
Valid 3	24	34.3	34.3	38.6
4	28	40.0	40.0	78.6
5	15	21.4	21.4	100.0
Total	70	100.0	100.0	

P13

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	1	1.4	1.4	1.4
3	14	20.0	20.0	21.4
4	32	45.7	45.7	67.1
5	23	32.9	32.9	100.0
Total	70	100.0	100.0	

P14

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	2	2.9	2.9	2.9
3	16	22.9	22.9	25.7
4	37	52.9	52.9	78.6
5	15	21.4	21.4	100.0
Total	70	100.0	100.0	

I1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	12	17.1	17.1	17.1
4	18	25.7	25.7	42.9
5	40	57.1	57.1	100.0
Total	70	100.0	100.0	

I2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	2	2.9	2.9	2.9
3	5	7.1	7.1	10.0
4	25	35.7	35.7	45.7
5	38	54.3	54.3	100.0
Total	70	100.0	100.0	

I3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	2	2.9	2.9	2.9
3	6	8.6	8.6	11.4
4	19	27.1	27.1	38.6
5	43	61.4	61.4	100.0
Total	70	100.0	100.0	

14

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	2	2.9	2.9	2.9
3	4	5.7	5.7	8.6
4	21	30.0	30.0	38.6
5	43	61.4	61.4	100.0
Total	70	100.0	100.0	

15

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	2	2.9	2.9	2.9
3	10	14.3	14.3	17.1
4	18	25.7	25.7	42.9
5	40	57.1	57.1	100.0
Total	70	100.0	100.0	

16

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	9	12.9	12.9	12.9
4	21	30.0	30.0	42.9
5	40	57.1	57.1	100.0
Total	70	100.0	100.0	

17

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	16	22.9	22.9	22.9
4	26	37.1	37.1	60.0
5	28	40.0	40.0	100.0
Total	70	100.0	100.0	

18

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	1	1.4	1.4	1.4
3	8	11.4	11.4	12.9
4	22	31.4	31.4	44.3
5	39	55.7	55.7	100.0
Total	70	100.0	100.0	

I9

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2.9	2.9	2.9
3	6	8.6	8.6	11.4
Valid 4	23	32.9	32.9	44.3
5	39	55.7	55.7	100.0
Total	70	100.0	100.0	

I10

	Frequency	Percent	Valid Percent	Cumulative Percent
2	3	4.3	4.3	4.3
3	10	14.3	14.3	18.6
Valid 4	19	27.1	27.1	45.7
5	38	54.3	54.3	100.0
Total	70	100.0	100.0	

I11

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.4	1.4	1.4
3	11	15.7	15.7	17.1
Valid 4	22	31.4	31.4	48.6
5	36	51.4	51.4	100.0
Total	70	100.0	100.0	

I12

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2.9	2.9	2.9
3	12	17.1	17.1	20.0
Valid 4	19	27.1	27.1	47.1
5	37	52.9	52.9	100.0
Total	70	100.0	100.0	

I13

	Frequency	Percent	Valid Percent	Cumulative Percent
3	7	10.0	10.0	10.0
4	21	30.0	30.0	40.0
Valid 5	42	60.0	60.0	100.0
Total	70	100.0	100.0	

I14

	Frequency	Percent	Valid Percent	Cumulative Percent
3	7	10.0	10.0	10.0
4	28	40.0	40.0	50.0
Valid 5	35	50.0	50.0	100.0
Total	70	100.0	100.0	

Lampiran IV (Hasil Uji Validitas)

Correlations

		P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	Total_Performance
P1	Pearson Correlation	1	.583**	.741**	.547**	.834**	.710**	.622**	.356	.705**	.300	.441*	.663**	.542**	.397*	.825**
	Sig. (2-tailed)		.001	.000	.002	.000	.000	.000	.054	.000	.107	.015	.000	.002	.030	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P2	Pearson Correlation	.583**	1	.486**	.666**	.465**	.597**	.758**	.383*	.510**	.515**	.496**	.491**	.330	.733**	.765**
	Sig. (2-tailed)	.001		.007	.000	.010	.001	.000	.037	.004	.004	.005	.006	.075	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P3	Pearson Correlation	.741**	.486**	1	.616**	.637**	.610**	.677**	.545**	.589**	.443*	.605**	.694**	.473**	.330	.812**
	Sig. (2-tailed)	.000	.007		.000	.000	.000	.000	.002	.001	.014	.000	.000	.008	.075	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P4	Pearson Correlation	.547**	.666**	.616**	1	.551**	.562**	.574**	.208	.615**	.467**	.466**	.547**	.454*	.363*	.733**
	Sig. (2-tailed)	.002	.000	.000		.002	.001	.001	.269	.000	.009	.010	.002	.012	.049	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P5	Pearson Correlation	.834**	.465**	.637**	.551**	1	.691**	.515**	.223	.645**	.331	.264	.589**	.584**	.298	.750**
	Sig. (2-tailed)	.000	.010	.000	.002		.000	.004	.237	.000	.074	.159	.001	.001	.109	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P6	Pearson Correlation	.710**	.597**	.610**	.562**	.691**	1	.587**	.270	.559**	.446*	.325	.568**	.610**	.547**	.780**
	Sig. (2-tailed)	.000	.001	.000	.001	.000		.001	.150	.001	.014	.080	.001	.000	.002	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P7	Pearson Correlation	.622**	.758**	.677**	.574**	.515**	.587**	1	.319	.525**	.402*	.423*	.610**	.323	.613**	.756**
	Sig. (2-tailed)	.000	.000	.000	.001	.004	.001		.086	.003	.028	.020	.000	.082	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P8	Pearson Correlation	.356	.383*	.545**	.208	.223	.270	.319	1	.495**	.501**	.636**	.475**	.398*	.432*	.592**
	Sig. (2-tailed)	.054	.037	.002	.269	.237	.150	.086		.005	.005	.000	.008	.030	.017	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P9	Pearson Correlation	.705**	.510**	.589**	.615**	.645**	.559**	.525**	.495**	1	.582**	.489**	.757**	.546**	.405*	.814**
	Sig. (2-tailed)	.000	.004	.001	.000	.000	.001	.003	.005		.001	.006	.000	.002	.027	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P10	Pearson Correlation	.300	.515**	.443*	.467**	.331	.446*	.402*	.501**	.582**	1	.716**	.676**	.397*	.553**	.697**
	Sig. (2-tailed)	.107	.004	.014	.009	.074	.014	.028	.005	.001		.000	.000	.030	.002	.000

	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P11	Pearson Correlation	.441*	.496**	.605**	.466**	.264	.325	.423*	.636**	.489**	.716**	1	.756**	.423*	.466**	.715**
	Sig. (2-tailed)	.015	.005	.000	.010	.159	.080	.020	.000	.006	.000		.000	.020	.010	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P12	Pearson Correlation	.663**	.491**	.694**	.547**	.589**	.568**	.610**	.475**	.757**	.676**	.756**	1	.419*	.420*	.834**
	Sig. (2-tailed)	.000	.006	.000	.002	.001	.001	.000	.008	.000	.000	.000		.021	.021	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P13	Pearson Correlation	.542**	.330	.473**	.454*	.584**	.610**	.323	.398*	.546**	.397*	.423*	.419*	1	.454*	.669**
	Sig. (2-tailed)	.002	.075	.008	.012	.001	.000	.082	.030	.002	.030	.020	.021		.012	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P14	Pearson Correlation	.397*	.733**	.330	.363*	.298	.547**	.613**	.432*	.405*	.553**	.466**	.420*	.454*	1	.662**
	Sig. (2-tailed)	.030	.000	.075	.049	.109	.002	.000	.017	.027	.002	.010	.021	.012		.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Total_Performance	Pearson Correlation	.825**	.765**	.812**	.733**	.750**	.780**	.756**	.592**	.814**	.697**	.715**	.834**	.669**	.662**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	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

		I1	I2	I3	I4	I5	I6	I7	I8	I9	I10	I11	I12	I13	I14	Total_Importance
I1	Pearson Correlation	1	.195	.457*	.100	.523**	.531**	.393*	.488**	.390*	.326	.559**	.301	.246	.417*	.564**
	Sig. (2-tailed)		.302	.011	.598	.003	.003	.032	.006	.033	.078	.001	.106	.190	.022	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
I2	Pearson Correlation	.195	1	.490**	.765**	.460*	.466**	.472**	.431*	.697**	.686**	.517**	.719**	.654**	.521**	.769**
	Sig. (2-tailed)	.302		.006	.000	.010	.009	.009	.017	.000	.000	.003	.000	.000	.003	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
I3	Pearson Correlation	.457*	.490**	1	.334	.541**	.543**	.620**	.511**	.511**	.419*	.606**	.515**	.512**	.367*	.705**
	Sig. (2-tailed)	.011	.006		.072	.002	.002	.000	.004	.004	.021	.000	.004	.004	.046	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
I4	Pearson Correlation	.100	.765**	.334	1	.309	.317	.319	.345	.698**	.583**	.504**	.673**	.523**	.417*	.655**
	Sig. (2-tailed)	.598	.000	.072		.097	.088	.086	.062	.000	.001	.005	.000	.003	.022	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
I5	Pearson Correlation	.523**	.460*	.541**	.309	1	.720**	.628**	.531**	.624**	.616**	.670**	.571**	.483**	.575**	.784**
	Sig. (2-tailed)	.003	.010	.002	.097		.000	.000	.003	.000	.000	.000	.001	.007	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
I6	Pearson Correlation	.531**	.466**	.543**	.317	.720**	1	.589**	.434*	.531**	.398*	.483**	.490**	.542**	.407*	.707**
	Sig. (2-tailed)	.003	.009	.002	.088	.000		.001	.017	.003	.029	.007	.006	.002	.026	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
I7	Pearson Correlation	.393*	.472**	.620**	.319	.628**	.589**	1	.529**	.416*	.411*	.480**	.388*	.385*	.528**	.675**
	Sig. (2-tailed)	.032	.009	.000	.086	.000	.001		.003	.022	.024	.007	.034	.036	.003	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
I8	Pearson Correlation	.488**	.431*	.511**	.345	.531**	.434*	.529**	1	.594**	.628**	.687**	.584**	.636**	.726**	.767**
	Sig. (2-tailed)	.006	.017	.004	.062	.003	.017	.003		.001	.000	.000	.001	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
I9	Pearson Correlation	.390*	.697**	.511**	.698**	.624**	.531**	.416*	.594**	1	.803**	.784**	.832**	.473**	.432*	.845**
	Sig. (2-tailed)	.033	.000	.004	.000	.000	.003	.022	.001		.000	.000	.000	.008	.017	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
I10	Pearson Correlation	.326	.686**	.419*	.583**	.616**	.398*	.411*	.628**	.803**	1	.833**	.868**	.498**	.697**	.842**
	Sig. (2-tailed)	.078	.000	.021	.001	.000	.029	.024	.000	.000		.000	.000	.005	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
I11	Pearson Correlation	.559**	.517**	.606**	.504**	.670**	.483**	.480**	.687**	.784**	.833**	1	.743**	.479**	.646**	.860**

	Sig. (2-tailed)	.001	.003	.000	.005	.000	.007	.007	.000	.000	.000	.000	.000	.007	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.301	.719**	.515**	.673**	.571**	.490**	.388*	.584**	.832**	.868**	.743**	1	.646**	.595**	.856**
I12	Sig. (2-tailed)	.106	.000	.004	.000	.001	.006	.034	.001	.000	.000	.000	.000	.000	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.246	.654**	.512**	.523**	.483**	.542**	.385*	.636**	.473**	.498**	.479**	.646**	1	.681**	.728**
I13	Sig. (2-tailed)	.190	.000	.004	.003	.007	.002	.036	.000	.008	.005	.007	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.417*	.521**	.367*	.417*	.575**	.407*	.528**	.726**	.432*	.697**	.646**	.595**	.681**	1	.753**
I14	Sig. (2-tailed)	.022	.003	.046	.022	.001	.026	.003	.000	.017	.000	.000	.001	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.564**	.769**	.705**	.655**	.784**	.707**	.675**	.767**	.845**	.842**	.860**	.856**	.728**	.753**	1
Total_Importance	Sig. (2-tailed)	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	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).

Lampiran VI (Hasil Uji Reliabilitas)

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.936	14

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.941	14