

## Lampiran I

### KUISIONER PENELITIAN

Kepada  
Yth. Bapak/Ibu  
Pengguna Traveloka

Assalamualaikum wr.wb

Dengan hormat,

Dalam rangka penyusunan Skripsi saya sebagai salah satu syarat memperoleh gelar Strata I (Sarjana) pada Program Studi Manajemen di IIB Darmajaya, maka kami mohon kepada Bapak/Ibu Konsumen Traveloka untuk bersedia meluangkan waktu sejenak untuk membantu pengisian kuisisioner yang telah saya buat sebagai bahan untuk melengkapi data penelitian saya yang berjudul **“Analisis Kualitas Pelayanan Terhadap Kepuasan Pengguna Aplikasi Traveloka Menggunakan Metode *Customer Satisfaction Index* (CSI)”**. Jawaban yang jujur dari Bapak/Ibu sebagai pengguna Traveloka sangat membantu saya dalam mengetahui kualitas pelayanan dan tingkat kepuasan pelayanan yang telah diberikan kepada pengguna Traveloka. Data diri dan data yang diberikan oleh Bapak/Ibu berikan akan sangat saya jaga kerahasiannya dan digunakan untuk penelitian ini. Atas kesediaan Bapak/Ibu yang telah menjawab semua pertanyaan dari saya, saya mengucapkan banyak terima kasih.

Wassalamualaikum wr.wb

Hormat Saya,

Delano Alpasha Syahbandar

NPM.1812110260

#### 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 (√) pada kolom yang sesuai dengan pilihan Anda. Setiap Responden diharapkan memilih hanya satu pertanyaan dan pertanyaan berikut memiliki lima alternatif jawaban, yaitu
4. Dalam rangka penyusunan Skripsi saya sebagai salah satu syarat memperoleh gelar Strata I (Sarjana) pada Program Studi Manajemen di IIB Darmajaya, maka kami mohon kepada Bapak/Ibu Konsumen Traveloka untuk bersedia meluangkan waktu sejenak untuk membantu pengisian kuisisioner yang telah saya buat sebagai bahan untuk melengkapi data penelitian saya yang berjudul “**Analisis Kualitas Pelayanan Terhadap Kepuasan Pengguna Aplikasi Traveloka Menggunakan Metode Customer Satisfaction Index (CSI)**”. Jawaban yang jujur dari Bapak/Ibu sebagai pengguna Traveloka sangat membantu saya dalam mengetahui kualitas pelayanan dan tingkat kepuasan pelayanan yang telah diberikan kepada pengguna Traveloka. Data diri dan data yang diberikan oleh Bapak/Ibu berikan akan sangat saya jaga kerahasiannya dan digunakan untuk penelitian ini. Atas kesediaan Bapak/Ibu yang telah menjawab semua pertanyaan dari saya, saya mengucapkan banyak terima kasih.

<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

## KRETERIA RESPONDEN

1. **Berusia Minimal 17 Tahun**  Ya  
 Tidak
2. **Berpendidikan Terakhir Minimal SMA**  Ya  
 Tidak
3. **Menggunakan Aplikasi Traveloka Lebih Dari 1 Tahun**  Ya  
 Tidak
4. **Domisili Bandar Lampung**  Ya  
 Tidak

## IDENTITAS RESPONDEN

1. **Nama** : .....(Dapat dikosongkan)
2. **Jenis Kelamin**  Laki-laki  
 Perempuan
3. **Usia**  
 a. 17 Tahun – 22 Tahun  e. 41 Tahun – 46 Tahun  
 b. 23 Tahun – 28 Tahun  f. 47 Tahun – 52 Tahun  
 c. 29 Tahun – 34 Tahun  g. > 52 Tahun  
 d. 35 Tahun – 40 Tahun

**4. Kecamatan Bandar Lampung**

- |  |  |
|--|--|
| <input type="checkbox"/> a. Kedaton              | <input type="checkbox"/> k. Sukarame             |
| <input type="checkbox"/> b. Tanjung Karang Barat | <input type="checkbox"/> l. Panjang              |
| <input type="checkbox"/> c. Tanjung Karang Timur | <input type="checkbox"/> m. Tanjung Karang Pusat |
| <input type="checkbox"/> d. Teluk Betung Selatan | <input type="checkbox"/> n. Teluk Betung Barat   |
| <input type="checkbox"/> e. Teluk Betung Utara   | <input type="checkbox"/> o. Rajabasah            |
| <input type="checkbox"/> f. Tanjung Seneng       | <input type="checkbox"/> p. Sukabumi             |
| <input type="checkbox"/> g. Kemiling             | <input type="checkbox"/> q. Labuhan Ratu         |
| <input type="checkbox"/> h. Way Halim            | <input type="checkbox"/> r. Teluk Betung Timut   |
| <input type="checkbox"/> i. Enggal               | <input type="checkbox"/> s. Bumi Waras           |
| <input type="checkbox"/> j. Kedamian             | <input type="checkbox"/> t. Langkapura           |

**5. Pekerjaan :**

- |  |  |
|--|--|
| <input type="checkbox"/> a. Pelajar          | <input type="checkbox"/> f. Pegawai Negeri |
| <input type="checkbox"/> b. Mahasiswa        | <input type="checkbox"/> g. Pegawai Swasta |
| <input type="checkbox"/> c. Wiraswasta       | <input type="checkbox"/> h. Pegawai BUMN   |
| <input type="checkbox"/> d. Petani/Nelayan   | <input type="checkbox"/> i. Freelancer     |
| <input type="checkbox"/> e. Ibu Rumah Tangga |  |

**6. Penghasilan :**

- |   |   |
|---|---|
| <input type="checkbox"/> a. < Rp.1.000.000              | <input type="checkbox"/> f.Rp.7.000.000- Rp. 8.000.000  |
| <input type="checkbox"/> b. Rp.1.000.000- Rp. 2.000.000 | <input type="checkbox"/> g.Rp.9.000.000- Rp. 10.000.000 |
| <input type="checkbox"/> c.Rp.3.000.000- Rp. 4.000.000  | <input type="checkbox"/> h.> Rp. 10.000.000             |
| <input type="checkbox"/> d.Rp.5.000.000- Rp. 6.000.000  |   |

**7. Layanan Traveloka :**

- |  |  |
|--|--|
| <input type="checkbox"/> a. Tiket Pesawat      | <input type="checkbox"/> d. Tiket Kereta Api |
| <input type="checkbox"/> b. Hotel              | <input type="checkbox"/> e. Lainnya          |
| <input type="checkbox"/> c. Tiket Bus & Travel |  |







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185	4	5	5	5	4	5	4	5	5	5	5	4	4	4	64
186	5	5	5	5	5	5	4	4	5	4	4	4	5	5	65
187	5	5	5	5	5	5	4	3	4	3	3	3	4	3	57
188	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
189	4	4	4	3	4	3	3	3	3	3	3	3	3	3	46
190	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
191	5	5	5	5	5	5	5	5	5	5	5	5	4	4	68
192	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
193	5	5	5	5	5	5	5	4	4	4	5	5	5	5	67
194	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
195	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
196	2	2	2	3	2	3	2	3	3	2	4	2	1	1	32
197	5	5	5	5	5	5	5	5	4	2	3	3	2	2	56
198	5	5	3	2	4	2	3	3	3	4	1	2	4	1	42
199	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
200	3	2	2	3	2	3	4	4	3	5	3	3	4	2	43

### Lampiran III (Hasil Uji Deskriptif)

#### Jenis\_Kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Laki-Laki	105	52.5	52.5	52.5
Valid Perempuan	95	47.5	47.5	100.0
Total	200	100.0	100.0	

#### Usia

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid > 52 Tahun	1	.5	.5	.5
Valid 17 Tahun – 22 Tahun	98	49.0	49.0	49.5
Valid 23 Tahun – 28 Tahun	49	24.5	24.5	74.0
Valid 29 Tahun – 34 Tahun	23	11.5	11.5	85.5
Valid 35 Tahun – 40 Tahun	18	9.0	9.0	94.5
Valid 41 Tahun – 46 Tahun	9	4.5	4.5	99.0
Valid 47 Tahun – 52 Tahun	2	1.0	1.0	100.0
Total	200	100.0	100.0	

#### Kecamatan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Bumi Waras	4	2.0	2.0	2.0
Valid Enggal	6	3.0	3.0	5.0
Valid Kedamian	4	2.0	2.0	7.0
Valid Kedaton	38	19.0	19.0	26.0
Valid Kemiling	28	14.0	14.0	40.0
Valid Labuhan Ratu	7	3.5	3.5	43.5
Valid Langkapura	11	5.5	5.5	49.0
Valid Panjang	3	1.5	1.5	50.5
Valid Rajabasah	13	6.5	6.5	57.0
Valid Sukabumi	5	2.5	2.5	59.5
Valid Sukarame	15	7.5	7.5	67.0
Valid Tanjung Karang Barat	16	8.0	8.0	75.0
Valid Tanjung Karang Pusat	5	2.5	2.5	77.5
Valid Tanjung Karang Timur	6	3.0	3.0	80.5
Valid Tanjung Seneng	13	6.5	6.5	87.0
Valid Teluk Betung Selatan	8	4.0	4.0	91.0
Valid Teluk Betung Timut	2	1.0	1.0	92.0
Valid Teluk Betung Utara	2	1.0	1.0	93.0
Valid Way Halim	14	7.0	7.0	100.0
Total	200	100.0	100.0	

**Pekerjaan**

	Frequency	Percent	Valid Percent	Cumulative Percent
Freelancer	9	4.5	4.5	4.5
Ibu Rumah Tangga	6	3.0	3.0	7.5
Mahasiswa	80	40.0	40.0	47.5
Pegawai BUMN	15	7.5	7.5	55.0
Pegawai Negeri	31	15.5	15.5	70.5
Pegawai Swasta	19	9.5	9.5	80.0
Pelajar	20	10.0	10.0	90.0
Petani/Nelayan	6	3.0	3.0	93.0
Wiraswasta	14	7.0	7.0	100.0
Total	200	100.0	100.0	

**Penghasilan**

	Frequency	Percent	Valid Percent	Cumulative Percent
.> Rp. 10.000.000	7	3.5	3.5	3.5
< Rp.1.000.000	71	35.5	35.5	39.0
Rp.1.000.000- Rp. 2.000.000	36	18.0	18.0	57.0
Rp.3.000.000- Rp. 4.000.000	44	22.0	22.0	79.0
Rp.5.000.000- Rp. 6.000.000	29	14.5	14.5	93.5
Rp.7.000.000- Rp. 8.000.000	8	4.0	4.0	97.5
Rp.9.000.000- Rp. 10.000.000	5	2.5	2.5	100.0
Total	200	100.0	100.0	

**Layanan\_Traveloka**

	Frequency	Percent	Valid Percent	Cumulative Percent
Hotel	48	24.0	24.0	24.0
Lainnya	28	14.0	14.0	38.0
Tiket Bus & Travel	27	13.5	13.5	51.5
Tiket Kereta Api	27	13.5	13.5	65.0
Tiket Pesawat	70	35.0	35.0	100.0
Total	200	100.0	100.0	

**P1**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	6	3.0	3.0	3.0
2	7	3.5	3.5	6.5
3	18	9.0	9.0	15.5
4	46	23.0	23.0	38.5
5	123	61.5	61.5	100.0
Total	200	100.0	100.0	



**P2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	1.5	1.5	1.5
2	6	3.0	3.0	4.5
3	28	14.0	14.0	18.5
4	61	30.5	30.5	49.0
5	102	51.0	51.0	100.0
Total	200	100.0	100.0	

**P3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	1.5	1.5	1.5
2	5	2.5	2.5	4.0
3	26	13.0	13.0	17.0
4	56	28.0	28.0	45.0
5	110	55.0	55.0	100.0
Total	200	100.0	100.0	

**P4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	1.0	1.0	1.0
2	5	2.5	2.5	3.5
3	29	14.5	14.5	18.0
4	50	25.0	25.0	43.0
5	114	57.0	57.0	100.0
Total	200	100.0	100.0	

**P5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	1.5	1.5	1.5
2	7	3.5	3.5	5.0
3	25	12.5	12.5	17.5
4	47	23.5	23.5	41.0
5	118	59.0	59.0	100.0
Total	200	100.0	100.0	

**P6**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	1.5	1.5	1.5
2	7	3.5	3.5	5.0
3	19	9.5	9.5	14.5
4	60	30.0	30.0	44.5
5	111	55.5	55.5	100.0
Total	200	100.0	100.0	

**P7**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	1.5	1.5	1.5
Valid 2	3	1.5	1.5	3.0
Valid 3	21	10.5	10.5	13.5
Valid 4	67	33.5	33.5	47.0
Valid 5	106	53.0	53.0	100.0
Total	200	100.0	100.0	

**P8**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	1.0	1.0	1.0
Valid 2	4	2.0	2.0	3.0
Valid 3	17	8.5	8.5	11.5
Valid 4	61	30.5	30.5	42.0
Valid 5	116	58.0	58.0	100.0
Total	200	100.0	100.0	

**P9**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	5	2.5	2.5	2.5
Valid 2	2	1.0	1.0	3.5
Valid 3	22	11.0	11.0	14.5
Valid 4	55	27.5	27.5	42.0
Valid 5	116	58.0	58.0	100.0
Total	200	100.0	100.0	

**P10**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	1.5	1.5	1.5
Valid 2	9	4.5	4.5	6.0
Valid 3	33	16.5	16.5	22.5
Valid 4	55	27.5	27.5	50.0
Valid 5	100	50.0	50.0	100.0
Total	200	100.0	100.0	

**P11**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	1.5	1.5	1.5
Valid 2	4	2.0	2.0	3.5
Valid 3	26	13.0	13.0	16.5
Valid 4	56	28.0	28.0	44.5
Valid 5	111	55.5	55.5	100.0
Total	200	100.0	100.0	

**P12**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	4	2.0	2.0	2.0
Valid 2	5	2.5	2.5	4.5
Valid 3	28	14.0	14.0	18.5
Valid 4	53	26.5	26.5	45.0
Valid 5	110	55.0	55.0	100.0
Total	200	100.0	100.0	

**P13**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	1.5	1.5	1.5
Valid 2	5	2.5	2.5	4.0
Valid 3	24	12.0	12.0	16.0
Valid 4	60	30.0	30.0	46.0
Valid 5	108	54.0	54.0	100.0
Total	200	100.0	100.0	

**P14**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	4	2.0	2.0	2.0
Valid 2	5	2.5	2.5	4.5
Valid 3	27	13.5	13.5	18.0
Valid 4	65	32.5	32.5	50.5
Valid 5	99	49.5	49.5	100.0
Total	200	100.0	100.0	

**I1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	1.0	1.0	1.0
Valid 2	4	2.0	2.0	3.0
Valid 3	17	8.5	8.5	11.5
Valid 4	57	28.5	28.5	40.0
Valid 5	120	60.0	60.0	100.0
Total	200	100.0	100.0	

**I2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	1.5	1.5	1.5
Valid 2	3	1.5	1.5	3.0
Valid 3	11	5.5	5.5	8.5
Valid 4	50	25.0	25.0	33.5
Valid 5	133	66.5	66.5	100.0
Total	200	100.0	100.0	

**13**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	1.0	1.0	1.0
2	7	3.5	3.5	4.5
3	14	7.0	7.0	11.5
4	44	22.0	22.0	33.5
5	133	66.5	66.5	100.0
Total	200	100.0	100.0	

**14**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	1.0	1.0	1.0
2	5	2.5	2.5	3.5
3	18	9.0	9.0	12.5
4	55	27.5	27.5	40.0
5	120	60.0	60.0	100.0
Total	200	100.0	100.0	

**15**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	4	2.0	2.0	2.0
2	5	2.5	2.5	4.5
3	15	7.5	7.5	12.0
4	49	24.5	24.5	36.5
5	127	63.5	63.5	100.0
Total	200	100.0	100.0	

**16**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	1.0	1.0	1.0
2	6	3.0	3.0	4.0
3	16	8.0	8.0	12.0
4	49	24.5	24.5	36.5
5	127	63.5	63.5	100.0
Total	200	100.0	100.0	

**17**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	1.0	1.0	1.0
2	3	1.5	1.5	2.5
3	18	9.0	9.0	11.5
4	57	28.5	28.5	40.0
5	120	60.0	60.0	100.0
Total	200	100.0	100.0	

**I8**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	1.0	1.0	1.0
Valid 2	2	1.0	1.0	2.0
Valid 3	20	10.0	10.0	12.0
Valid 4	47	23.5	23.5	35.5
Valid 5	129	64.5	64.5	100.0
Total	200	100.0	100.0	

**I9**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	1.0	1.0	1.0
Valid 2	5	2.5	2.5	3.5
Valid 3	14	7.0	7.0	10.5
Valid 4	55	27.5	27.5	38.0
Valid 5	124	62.0	62.0	100.0
Total	200	100.0	100.0	

**I10**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	1.5	1.5	1.5
Valid 2	6	3.0	3.0	4.5
Valid 3	18	9.0	9.0	13.5
Valid 4	52	26.0	26.0	39.5
Valid 5	121	60.5	60.5	100.0
Total	200	100.0	100.0	

**I11**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	1.5	1.5	1.5
Valid 2	2	1.0	1.0	2.5
Valid 3	20	10.0	10.0	12.5
Valid 4	51	25.5	25.5	38.0
Valid 5	124	62.0	62.0	100.0
Total	200	100.0	100.0	

**I12**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	1.0	1.0	1.0
Valid 2	6	3.0	3.0	4.0
Valid 3	23	11.5	11.5	15.5
Valid 4	49	24.5	24.5	40.0
Valid 5	120	60.0	60.0	100.0
Total	200	100.0	100.0	

**I13**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	6	3.0	3.0	3.0
2	5	2.5	2.5	5.5
3	16	8.0	8.0	13.5
4	56	28.0	28.0	41.5
5	117	58.5	58.5	100.0
Total	200	100.0	100.0	

**I14**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	7	3.5	3.5	3.5
2	6	3.0	3.0	6.5
3	14	7.0	7.0	13.5
4	51	25.5	25.5	39.0
5	122	61.0	61.0	100.0
Total	200	100.0	100.0	

## Lampiran IV (Hasil Uji Validitas)

**Correlations**

		P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	Performance
P1	Pearson Correlation	1	.536**	.448	.629**	.469**	.329	.262	.555**	.336	.171	.345	.371*	.362*	.052	.598**
	Sig. (2-tailed)		.002	.013	.000	.009	.075	.161	.001	.070	.367	.062	.043	.049	.783	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P2	Pearson Correlation	.536**	1	.687**	.762**	.717**	.576**	.526**	.472**	.498**	.560**	.513**	.611**	.540**	.443*	.840**
	Sig. (2-tailed)	.002		.000	.000	.000	.001	.003	.008	.005	.001	.004	.000	.002	.014	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P3	Pearson Correlation	.448	.687**	1	.644**	.447*	.439*	.422*	.235	.432*	.482**	.336	.432*	.350	.252	.658**
	Sig. (2-tailed)	.013	.000		.000	.013	.015	.020	.211	.017	.007	.069	.017	.058	.179	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P4	Pearson Correlation	.629**	.762**	.644**	1	.630**	.563**	.388*	.475**	.494**	.519**	.424*	.494**	.366*	.276	.772**
	Sig. (2-tailed)	.000	.000	.000		.000	.001	.034	.008	.006	.003	.020	.006	.047	.140	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P5	Pearson Correlation	.469**	.717**	.447*	.630**	1	.539**	.501**	.450*	.666**	.588**	.577**	.701**	.523**	.257	.812**
	Sig. (2-tailed)	.009	.000	.013	.000		.002	.005	.013	.000	.001	.001	.000	.003	.170	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P6	Pearson Correlation	.329	.576**	.439*	.563**	.539**	1	.377*	.296	.437*	.340	.286	.360	.252	.225	.606**
	Sig. (2-tailed)	.075	.001	.015	.001	.002		.040	.113	.016	.066	.125	.050	.180	.232	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P7	Pearson Correlation	.262	.526**	.422*	.388*	.501**	.377*	1	.468**	.587**	.446*	.444*	.587**	.431*	.283	.656**
	Sig. (2-tailed)	.161	.003	.020	.034	.005	.040		.009	.001	.014	.014	.001	.018	.130	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P8	Pearson Correlation	.555**	.472**	.235	.475**	.450*	.296	.468**	1	.657**	.532**	.588**	.570**	.748**	.381*	.728**
	Sig. (2-tailed)	.001	.008	.211	.008	.013	.113	.009		.000	.002	.001	.001	.000	.038	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P9	Pearson Correlation	.336	.498**	.432*	.494**	.666**	.437*	.587**	.657**	1	.627**	.625**	.768**	.661**	.284	.799**
	Sig. (2-tailed)	.070	.005	.017	.006	.000	.016	.001	.000		.000	.000	.000	.000	.129	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P10	Pearson Correlation	.171	.560**	.482**	.519**	.588**	.340	.446*	.532**	.627**	1	.729**	.666**	.665**	.462*	.764**
	Sig. (2-tailed)	.367	.001	.007	.003	.001	.066	.014	.002	.000		.000	.000	.000	.010	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P11	Pearson Correlation	.345	.513**	.336	.424*	.577**	.286	.444*	.588**	.625**	.729**	1	.795**	.692**	.498**	.769**
	Sig. (2-tailed)	.062	.004	.069	.020	.001	.125	.014	.001	.000	.000		.000	.000	.005	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P12	Pearson Correlation	.371*	.611**	.432*	.494**	.701**	.360	.587**	.570**	.768**	.666**	.795**	1	.661**	.454*	.835**
	Sig. (2-tailed)	.043	.000	.017	.006	.000	.050	.001	.001	.000	.000	.000		.000	.012	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P13	Pearson Correlation	.362*	.540**	.350	.366*	.523**	.252	.431*	.748**	.661**	.665**	.692**	.661**	1	.542**	.757**
	Sig. (2-tailed)	.049	.002	.058	.047	.003	.180	.018	.000	.000	.000	.000	.000		.002	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P14	Pearson Correlation	.052	.443*	.252	.276	.257	.225	.283	.381*	.284	.462*	.498**	.454*	.542**	1	.506**
	Sig. (2-tailed)	.783	.014	.179	.140	.170	.232	.130	.038	.129	.010	.005	.012	.002		.004
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Performance	Pearson Correlation	.598**	.840**	.658**	.772**	.812**	.606**	.656**	.728**	.799**	.764**	.769**	.835**	.757**	.506**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.004	
	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	Importance
I1	Pearson Correlation	1	.448*	.200	.429*	.337	.300	.323	.270	.240	.417*	.300	.371*	.482**	.168	.532**
	Sig. (2-tailed)		.013	.290	.018	.068	.107	.082	.149	.201	.022	.107	.043	.007	.375	.002
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
I2	Pearson Correlation	.448*	1	.274	.578**	.558**	.568**	.376*	.345	.405*	.436*	.508**	.389*	.361*	.621**	.685**
	Sig. (2-tailed)	.013		.142	.001	.001	.001	.041	.062	.026	.016	.004	.033	.050	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
I3	Pearson Correlation	.200	.274	1	.538**	.301	.267	.564**	.568**	.461*	.372*	.213	.228	.182	.274	.557**
	Sig. (2-tailed)	.290	.142		.002	.107	.153	.001	.001	.010	.043	.259	.226	.336	.142	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
I4	Pearson Correlation	.429*	.578**	.538**	1	.641**	.606**	.312	.396*	.522**	.743**	.587**	.583**	.424*	.578**	.809**
	Sig. (2-tailed)	.018	.001	.002		.000	.000	.093	.030	.003	.000	.001	.001	.019	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
I5	Pearson Correlation	.337	.558**	.301	.641**	1	.431*	.247	.254	.414*	.517**	.459*	.596**	.485**	.290	.675**
	Sig. (2-tailed)	.068	.001	.107	.000		.017	.188	.176	.023	.003	.011	.001	.007	.120	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
I6	Pearson Correlation	.300	.568**	.267	.606**	.431*	1	.360	.284	.482**	.523**	.609**	.538**	.363*	.487**	.678**
	Sig. (2-tailed)	.107	.001	.153	.000	.017		.051	.128	.007	.003	.000	.002	.049	.006	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
I7	Pearson Correlation	.323	.376*	.564**	.312	.247	.360	1	.565**	.412*	.397*	.344	.423*	.093	.309	.579**
	Sig. (2-tailed)	.082	.041	.001	.093	.188	.051		.001	.024	.030	.063	.020	.623	.097	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
I8	Pearson Correlation	.270	.345	.568**	.396*	.254	.284	.565**	1	.749**	.684**	.679**	.561**	.383*	.544**	.736**
	Sig. (2-tailed)	.149	.062	.001	.030	.176	.128	.001		.000	.000	.000	.001	.037	.002	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
I9	Pearson Correlation	.240	.405*	.461*	.522**	.414*	.482**	.412*	.749**	1	.618**	.785**	.709**	.368*	.480**	.771**
	Sig. (2-tailed)	.201	.026	.010	.003	.023	.007	.024	.000		.000	.000	.000	.046	.007	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
I10	Pearson Correlation	.417*	.436*	.372*	.743**	.517**	.523**	.397*	.684**	.618**	1	.809**	.838**	.584**	.666**	.876**
	Sig. (2-tailed)	.022	.016	.043	.000	.003	.003	.030	.000	.000		.000	.000	.001	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
I11	Pearson Correlation	.300	.508**	.213	.587**	.459*	.609**	.344	.679**	.785**	.809**	1	.864**	.414*	.641**	.828**
	Sig. (2-tailed)	.107	.004	.259	.001	.011	.000	.063	.000	.000	.000		.000	.023	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
I12	Pearson Correlation	.371*	.389*	.228	.583**	.596**	.538**	.423*	.561**	.709**	.838**	.864**	1	.487**	.515**	.826**
	Sig. (2-tailed)	.043	.033	.226	.001	.001	.002	.020	.001	.000	.000	.000		.006	.004	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
I13	Pearson Correlation	.482**	.361*	.182	.424*	.485**	.363*	.093	.383*	.368*	.584**	.414*	.487**	1	.587**	.623**
	Sig. (2-tailed)	.007	.050	.336	.019	.007	.049	.623	.037	.046	.001	.023	.006		.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
I14	Pearson Correlation	.168	.621**	.274	.578**	.290	.487**	.309	.544**	.480**	.666**	.641**	.515**	.587**	1	.712**
	Sig. (2-tailed)	.375	.000	.142	.001	.120	.006	.097	.002	.007	.000	.000	.004	.001		.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Importance	Pearson Correlation	.532**	.685**	.557**	.809**	.675**	.678**	.579**	.736**	.771**	.876**	.828**	.826**	.623**	.712**	1
	Sig. (2-tailed)	.002	.000	.001	.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 0.05 level (2-tailed).

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



## Lampiran V (Hasil Uji Reliabilitas)

### Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.930	14

### Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.922	14