

# LAMPIRAN

## Lampiran 2 Jawaban Kuisisioner Responden

### Jawaban Kepercayaan (bi)

No	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20
1	0	-1	-2	0	-2	-1	-2	1	2	-2	0	-2	1	-2	0	2	2	-2	0	1
2	1	1	1	0	-2	1	2	-2	-2	-2	-2	1	-2	0	0	-2	1	-2	0	1
3	-2	1	2	-2	1	1	1	-2	1	0	-2	-2	-2	-2	-2	1	-2	1	0	-2
4	-2	-2	-2	1	2	2	1	1	1	-2	-2	1	1	1	-2	1	-2	-2	2	1
5	2	2	1	1	1	1	2	0	0	2	2	0	1	1	2	0	0	1	0	0
6	1	1	1	-2	-2	-2	-2	1	1	2	2	2	1	1	2	1	2	1	-2	-2
7	2	2	1	1	1	1	2	0	0	1	2	0	1	1	2	0	0	1	2	0
8	1	-1	-1	0	-2	1	1	1	0	0	0	2	2	-1	0	0	0	2	-2	0
9	1	1	1	-2	-2	-2	-2	-2	1	2	2	2	1	1	2	1	-2	1	2	2
10	0	0	0	1	2	1	1	1	1	1	1	2	1	1	1	1	1	0	1	2
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12	1	1	2	2	2	1	2	2	2	2	0	1	1	2	0	2	2	1	2	2
13	1	1	2	2	2	1	2	2	2	2	0	1	1	2	0	2	2	0	1	1
14	2	1	1	1	2	2	2	2	2	2	1	1	2	0	1	2	2	1	1	2
15	0	1	2	2	1	1	1	2	1	0	2	2	2	2	2	1	0	2	2	1
16	-2	2	2	1	2	1	1	1	1	2	2	1	1	1	2	1	1	1	2	1
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27	0	1	2	2	1	1	1	2	1	0	2	2	2	2	2	1	0	2	2	1
28	-2	2	2	1	2	1	1	1	1	2	2	1	1	1	2	1	1	1	1	1
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31	1	2	1	1	1	1	2	0	0	2	2	0	1	1	2	0	1	2	0	0
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36	1	1	2	2	2	1	2	2	2	2	0	1	1	2	0	2	1	2	2	2
37	1	1	2	1	2	1	2	2	2	2	1	1	2	0	1	2	1	2	2	2

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42	2	2	1	1	1	1	2	0	0	2	2	0	1	1	2	0	0	2	2	0
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44	1	1	1	2	2	2	2	2	1	2	2	2	1	1	2	1	1	2	2	2
45	0	0	0	1	2	1	1	1	1	1	1	2	1	1	1	1	1	1	1	2
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51	-2	2	2	1	2	1	1	1	1	2	2	1	1	1	2	1	1	2	2	1
52	2	2	1	1	1	1	2	0	0	2	2	0	1	1	2	0	0	2	2	0
53	1	1	1	2	2	2	2	2	1	2	2	2	1	1	2	1	1	2	2	2
54	2	2	1	1	1	1	2	0	0	2	2	0	1	1	2	0	2	0	0	2
55	2	1	1	0	2	1	1	1	0	0	0	2	2	1	0	0	1	1	0	0
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58	2	1	1	0	2	1	1	1	0	0	0	2	2	1	0	0	1	1	0	0
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62	0	1	2	2	1	1	1	2	1	0	2	2	2	2	2	1	1	2	1	0
63	-2	2	2	1	2	1	1	1	1	2	2	1	1	1	2	1	1	1	1	2
64	2	2	1	1	1	1	2	0	0	2	2	0	1	1	2	0	2	0	0	2
65	1	1	1	2	2	2	2	2	1	2	2	2	1	1	2	1	2	2	1	2
66	2	2	1	1	1	1	2	0	0	2	2	0	1	1	2	0	2	0	0	2
67	2	1	1	0	2	1	1	1	0	0	0	2	2	1	0	0	1	1	0	0
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69	0	0	0	1	2	1	1	1	1	1	1	2	1	1	1	1	1	1	1	1
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73	0	1	2	2	1	1	1	2	1	0	2	2	2	2	2	1	2	2	2	2
74	-2	2	2	1	2	1	1	1	1	2	2	1	1	1	2	1	2	1	1	1
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77	2	2	1	1	1	1	2	0	0	2	2	0	1	1	2	0	2	0	1	1
78	2	1	1	0	2	1	1	1	0	0	0	2	2	1	0	0	0	2	2	1

79	1	1	2	2	2	2	2	2	1	2	2	2	1	1	2	1	2	2	1	1
80	0	0	0	1	2	1	1	1	1	1	1	2	1	1	1	1	1	2	1	1
81	2	1	1	0	2	1	1	1	0	0	0	2	2	1	0	0	0	2	2	1
82	1	1	2	2	2	1	2	2	2	2	0	1	1	2	0	2	0	1	1	2
83	1	1	2	2	2	1	2	2	2	2	0	1	1	2	0	2	0	1	1	2
84	1	1	1	1	2	1	2	2	2	2	1	1	2	0	1	2	2	1	0	2
85	0	1	2	2	1	1	1	2	1	0	2	2	2	2	2	1	1	1	2	2
86	-2	2	2	1	2	1	2	1	1	2	2	1	1	1	2	1	0	0	2	2
87	2	2	1	1	1	1	2	0	0	2	2	0	1	1	2	0	2	1	2	2
88	1	1	1	2	2	2	2	2	1	2	2	2	1	1	2	1	0	0	2	2
89	2	2	1	1	1	1	2	0	0	2	2	0	1	1	2	0	1	0	0	0
90	2	1	1	0	2	2	1	1	0	0	0	2	2	1	0	0	2	1	2	2
91	1	1	1	2	2	2	2	2	1	2	2	2	1	1	2	1	1	1	1	1
92	0	0	0	1	2	1	1	1	1	1	1	2	1	1	1	1	1	0	0	0
93	2	2	1	0	2	1	1	1	0	0	0	2	2	1	0	0	2	2	2	0
94	1	1	2	2	2	1	2	2	2	2	0	1	1	2	0	2	2	2	2	0
95	1	1	2	2	2	1	2	2	2	2	0	1	1	2	0	2	2	2	2	1
96	1	1	1	1	2	1	2	2	2	2	1	1	2	0	1	2	2	1	0	2
97	1	1	2	2	1	1	1	2	1	0	2	2	2	2	2	1	1	1	2	2
98	-2	2	2	1	2	1	1	1	1	2	2	1	1	1	2	1	0	0	2	2
99	2	2	1	1	1	1	2	0	0	2	2	0	1	1	2	0	2	1	2	2
100	1	1	1	2	2	2	2	2	1	2	2	2	1	1	2	1	2	2	1	2
Rata - Rata	0,830	1,100	1,180	1,100	1,530	1,080	1,470	1,190	0,870	1,290	1,100	1,260	1,260	1,050	1,120	0,870	1,120	1,100	1,120	1,200

### Jawaban Kepentingan (ei)

No	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20
1	1	2	2	-2	-1	-2	2	2	-2	-1	2	1	2	-2	2	2	-2	-1	-2	2
2	2	1	1	1	1	1	1	2	1	2	1	2	-2	-2	1	1	1	1	1	1
3	-1	-1	-2	-2	-2	-1	-2	2	1	1	-2	-2	0	0	-2	-2	-2	-2	-1	-2
4	0	-2	-2	-1	1	1	1	1	1	2	1	2	1	2	1	1	-1	1	1	1
5	2	2	2	1	1	2	1	1	1	0	0	-2	2	2	1	1	1	1	2	1
6	1	1	2	1	-2	-2	-2	-2	1	1	2	1	-2	1	-2	-2	1	-2	-2	-2
7	1	2	2	0	1	2	1	1	1	0	0	-2	2	2	1	1	1	1	2	1
8	0	0	0	1	2	-2	1	2	2	2	2	-2	1	0	1	1	1	2	-2	1
9	1	1	2	1	-2	-2	-2	-2	1	1	2	1	-2	1	-2	-2	1	-2	-2	-2
10	1	1	1	1	1	0	0	1	0	0	1	2	1	0	0	0	1	1	0	0
11	0	0	0	1	2	2	1	2	2	2	2	2	1	0	1	1	1	2	2	1
12	1	2	2	2	1	0	2	2	2	1	2	1	2	2	2	2	2	1	2	2
13	2	2	2	2	1	2	2	2	2	1	2	1	2	2	2	2	2	1	2	2
14	2	1	2	1	1	1	1	2	1	2	1	2	2	2	1	1	1	1	1	1
15	1	1	2	2	2	1	2	2	1	1	2	2	0	0	2	2	2	2	1	2
16	2	2	2	1	1	1	1	1	1	2	1	2	1	2	1	1	1	1	2	1
17	2	2	2	1	1	2	1	1	1	0	0	2	2	2	1	1	1	1	0	0
18	1	1	2	1	2	2	2	2	1	1	2	1	2	1	2	2	2	1	1	2
19	2	2	1	1	1	2	1	1	1	0	0	2	2	2	1	1	1	1	0	0
20	0	0	0	1	2	1	1	2	2	2	2	2	1	0	1	1	2	2	2	2
21	1	1	2	1	2	2	2	2	1	1	2	1	2	1	2	2	2	1	1	2
22	1	1	1	1	1	0	0	1	0	0	1	2	1	0	0	0	1	0	0	1
23	0	0	0	1	2	2	1	2	2	2	2	2	1	0	1	1	2	2	2	2
24	2	2	2	2	1	2	2	2	2	1	2	1	2	2	2	2	2	2	1	2
25	2	2	2	2	1	2	2	2	2	1	2	1	2	2	2	2	2	2	1	2
26	2	1	1	1	1	1	1	2	1	2	1	2	2	2	1	1	2	1	2	1
27	1	1	2	2	2	1	2	2	1	1	2	2	0	0	2	2	2	1	1	2
28	2	2	2	1	1	1	1	1	1	2	1	2	1	2	1	1	1	1	2	1
29	2	2	2	1	1	2	1	1	1	0	0	2	2	2	1	1	1	1	0	0
30	1	1	2	1	2	2	2	2	1	1	2	1	2	1	2	2	2	1	1	2
31	2	2	2	1	0	2	1	1	1	0	0	2	2	2	1	1	1	1	0	0
32	0	0	0	1	2	2	1	2	2	2	2	2	1	0	1	1	2	2	2	2
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35	0	0	0	1	2	2	1	2	2	2	2	2	1	0	1	1	2	2	2	2
36	2	2	2	2	1	2	2	2	2	1	2	1	2	2	2	2	2	2	1	2
37	2	1	1	1	1	1	1	2	1	2	1	2	2	2	1	1	2	1	2	1
38	1	1	2	2	2	1	2	2	1	1	2	2	0	0	2	2	2	1	1	2
39	2	2	2	1	1	1	1	1	1	2	1	2	1	2	1	1	1	1	2	1

40	2	2	2	1	1	2	1	1	1	0	0	2	2	2	1	1	1	1	0	0
41	1	1	2	1	2	2	2	2	1	1	2	1	2	1	2	2	2	1	1	2
42	2	2	2	1	1	2	1	1	1	0	0	2	2	2	1	1	1	1	0	0
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49	2	1	1	1	1	1	1	2	1	2	1	2	2	2	1	1	2	1	2	1
50	1	1	2	2	2	1	2	2	1	1	2	2	0	0	2	2	2	2	1	2
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54	2	2	2	1	1	2	1	1	1	0	0	2	2	2	1	1	1	1	2	1
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56	2	1	2	1	2	2	2	2	1	1	2	1	2	1	2	2	1	2	2	2
57	1	1	1	1	1	0	0	1	0	0	1	2	1	0	0	0	1	1	0	0
58	0	0	0	1	2	2	1	2	2	2	2	2	1	0	1	1	1	2	2	1
59	2	2	2	2	1	2	2	2	2	1	2	1	2	2	2	2	2	1	2	2
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62	1	1	2	2	2	1	2	2	1	1	2	2	0	0	2	2	2	2	1	2
63	2	2	2	1	1	1	1	1	1	2	1	2	1	2	1	1	2	1	2	1
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65	1	1	2	1	2	2	2	2	1	1	2	1	2	1	2	2	1	2	1	2
66	1	2	2	1	1	2	1	1	1	0	0	2	2	2	1	1	0	0	2	2
67	0	0	0	1	2	2	1	2	2	2	2	2	1	0	1	1	2	2	2	1
68	1	1	2	2	2	2	2	2	1	1	2	1	2	1	2	2	1	2	1	2
69	1	1	1	1	1	0	0	1	0	0	1	2	1	0	0	0	0	1	2	1
70	0	0	0	1	2	2	1	2	2	2	2	2	1	0	1	1	2	2	2	1
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74	2	2	2	1	1	1	1	1	1	2	1	2	1	2	1	1	2	1	2	1
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79	1	1	2	1	2	2	2	2	1	1	2	1	2	1	2	2	2	2	2	1
80	1	1	1	1	1	0	0	1	0	0	1	2	1	0	0	0	0	0	1	0

81	0	0	0	1	2	2	1	2	2	2	2	2	1	0	1	1	2	1	2	2
82	2	2	2	2	1	2	2	2	2	1	2	1	2	2	2	2	2	2	2	2
83	2	2	2	2	1	2	2	2	2	1	2	1	2	2	2	2	2	2	2	2
84	2	1	1	1	1	1	1	2	1	2	1	2	2	2	1	1	1	1	2	1
85	1	1	2	2	2	1	2	2	1	1	2	2	0	0	2	2	1	2	2	1
86	2	2	2	1	1	1	1	1	1	2	1	2	1	2	1	1	1	1	1	1
87	2	2	2	1	1	2	1	1	1	0	0	2	2	2	1	1	2	1	1	1
88	1	1	2	1	2	2	2	2	1	1	2	1	2	1	2	2	2	2	2	1
89	2	2	2	1	1	2	1	1	1	0	0	2	2	2	1	1	2	1	1	1
90	0	0	0	1	2	2	1	2	2	2	2	2	1	0	1	1	2	1	2	2
91	1	1	2	1	2	2	2	2	1	1	2	1	2	1	2	2	2	2	2	1
92	1	1	1	1	1	0	0	1	0	0	1	2	1	0	0	0	0	0	1	0
93	0	0	0	1	2	2	1	2	2	2	2	2	1	0	1	1	2	1	2	2
94	2	2	2	2	1	2	2	2	2	1	2	1	2	2	2	2	2	2	2	2
95	2	2	2	2	1	2	2	2	2	1	2	1	2	2	2	2	2	2	2	2
96	2	1	1	1	1	1	1	2	1	2	1	2	2	2	1	1	1	1	2	1
97	1	1	2	2	2	1	2	2	1	1	2	2	0	0	2	2	1	2	2	1
98	2	2	2	1	1	1	1	1	1	2	1	2	1	2	1	1	1	1	1	1
99	2	2	2	1	1	2	1	1	1	0	0	2	2	2	1	1	2	1	1	1
100	1	1	2	1	2	2	2	2	1	1	2	1	2	1	2	2	2	2	2	1
Rata - Rata	1,250	1,190	1,440	1,140	1,270	1,360	1,210	1,580	1,190	1,070	1,360	1,520	1,370	1,090	1,210	1,210	1,340	1,180	1,270	1,250

**Lampiran 3 Karakteristik Jawaban Responden ( Jenis Kelamin, usia, Pekerjaan, Penghasilan )**

**jk**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Laki - laki	44	44,0	44,0	44,0
Valid Perempuan	56	56,0	56,0	100,0
Total	100	100,0	100,0	

**usia**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 17 - 23 tahun	30	30,0	30,0	30,0
Valid 24 - 30 tahun	45	45,0	45,0	75,0
Valid 31 - 40 tahun	16	16,0	16,0	91,0
Valid 41 - 50 tahun	9	9,0	9,0	100,0
Total	100	100,0	100,0	

**pekerjaan**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Lainnya...	31	31,0	31,0	31,0
Valid Pegawai Negri/Swasta	38	38,0	38,0	69,0
Valid Pelajar/Mahasiswa	23	23,0	23,0	92,0
Valid Wiraswasta	8	8,0	8,0	100,0
Total	100	100,0	100,0	

**penghasilan**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid > 7.500.000	1	1,0	1,0	1,0
Valid 1.000.000 - 2.500.000	66	66,0	66,0	67,0
Valid 2.500.000 - 5.000.000	30	30,0	30,0	97,0
Valid 5.000.000 - 7.500.000	3	3,0	3,0	100,0
Total	100	100,0	100,0	



## Lampiran 4 Uji frekuensi

### Kepercayaan (bi)

**P1Kepercayaan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	10	10,0	10,0	10,0
0	17	17,0	17,0	27,0
Valid 1	43	43,0	43,0	70,0
2	30	30,0	30,0	100,0
Total	100	100,0	100,0	

**P2Kepercayaan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	1	1,0	1,0	1,0
-1	2	2,0	2,0	3,0
Valid 0	9	9,0	9,0	12,0
1	62	62,0	62,0	74,0
2	26	26,0	26,0	100,0
Total	100	100,0	100,0	

**P3Kepercayaan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	2	2,0	2,0	2,0
-1	1	1,0	1,0	3,0
Valid 0	8	8,0	8,0	11,0
1	55	55,0	55,0	66,0
2	34	34,0	34,0	100,0
Total	100	100,0	100,0	

**P4Kepercayaan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	3	3,0	3,0	3,0
0	19	19,0	19,0	22,0
Valid 1	40	40,0	40,0	62,0
2	38	38,0	38,0	100,0
Total	100	100,0	100,0	

**P5Kepercayaan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	5	5,0	5,0	5,0
Valid 1	27	27,0	27,0	32,0
2	68	68,0	68,0	100,0
Total	100	100,0	100,0	

**P6Kepercayaan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	2	2,0	2,0	2,0
-1	1	1,0	1,0	3,0
Valid 0	1	1,0	1,0	4,0
1	79	79,0	79,0	83,0
2	17	17,0	17,0	100,0
Total	100	100,0	100,0	

**P7Kepercayaan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	3	3,0	3,0	3,0
Valid 1	41	41,0	41,0	44,0
2	56	56,0	56,0	100,0
Total	100	100,0	100,0	

**P8Kepercayaan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	3	3,0	3,0	3,0
Valid 0	17	17,0	17,0	20,0
1	35	35,0	35,0	55,0
2	45	45,0	45,0	100,0
Total	100	100,0	100,0	

**P9Kepercayaan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	1	1,0	1,0	1,0
Valid 0	33	33,0	33,0	34,0
1	43	43,0	43,0	77,0
2	23	23,0	23,0	100,0
Total	100	100,0	100,0	

**P10Kepercayaan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	3	3,0	3,0	3,0
0	25	25,0	25,0	28,0
Valid 1	9	9,0	9,0	37,0
2	63	63,0	63,0	100,0
Total	100	100,0	100,0	

**P11Kepercayaan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	3	3,0	3,0	3,0
0	31	31,0	31,0	34,0
Valid 1	16	16,0	16,0	50,0
2	50	50,0	50,0	100,0
Total	100	100,0	100,0	

**P12Kepercayaan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	2	2,0	2,0	2,0
0	17	17,0	17,0	19,0
Valid 1	32	32,0	32,0	51,0
2	49	49,0	49,0	100,0
Total	100	100,0	100,0	

**P13Kepercayaan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	2	2,0	2,0	2,0
Valid 1	66	66,0	66,0	68,0
2	32	32,0	32,0	100,0
Total	100	100,0	100,0	

**P14Kepercayaan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	2	2,0	2,0	2,0
-1	1	1,0	1,0	3,0
Valid 0	9	9,0	9,0	12,0
1	66	66,0	66,0	78,0
2	22	22,0	22,0	100,0
Total	100	100,0	100,0	

**P15Kepercayaan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	2	2,0	2,0	2,0
0	32	32,0	32,0	34,0
Valid 1	16	16,0	16,0	50,0
2	50	50,0	50,0	100,0
Total	100	100,0	100,0	

**P16Kepercayaan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	1	1,0	1,0	1,0
0	33	33,0	33,0	34,0
Valid 1	43	43,0	43,0	77,0
2	23	23,0	23,0	100,0
Total	100	100,0	100,0	

**P17Kepercayaan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	3	3,0	3,0	3,0
0	19	19,0	19,0	22,0
Valid 1	38	38,0	38,0	60,0
2	40	40,0	40,0	100,0
Total	100	100,0	100,0	

**P18Kepercayaan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	3	3,0	3,0	3,0
0	21	21,0	21,0	24,0
Valid 1	36	36,0	36,0	60,0
2	40	40,0	40,0	100,0
Total	100	100,0	100,0	

**P19Kepercayaan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	2	2,0	2,0	2,0
0	24	24,0	24,0	26,0
Valid 1	32	32,0	32,0	58,0
2	42	42,0	42,0	100,0
Total	100	100,0	100,0	

**P20Kepercayaan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	2	2,0	2,0	2,0
0	19	19,0	19,0	21,0
Valid 1	34	34,0	34,0	55,0
2	45	45,0	45,0	100,0
Total	100	100,0	100,0	

## Kepentingan (ei)

### P1Kepentingan

	Frequency	Percent	Valid Percent	Cumulative Percent
-1	1	1,0	1,0	1,0
0	18	18,0	18,0	19,0
Valid 1	36	36,0	36,0	55,0
2	45	45,0	45,0	100,0
Total	100	100,0	100,0	

### P2Kepentingan

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	1	1,0	1,0	1,0
-1	1	1,0	1,0	2,0
Valid 0	16	16,0	16,0	18,0
1	42	42,0	42,0	60,0
2	40	40,0	40,0	100,0
Total	100	100,0	100,0	

### P3Kepentingan

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	2	2,0	2,0	2,0
0	16	16,0	16,0	18,0
Valid 1	16	16,0	16,0	34,0
2	66	66,0	66,0	100,0
Total	100	100,0	100,0	

### P4Kepentingan

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	2	2,0	2,0	2,0
-1	1	1,0	1,0	3,0
Valid 0	1	1,0	1,0	4,0
1	73	73,0	73,0	77,0
2	23	23,0	23,0	100,0
Total	100	100,0	100,0	

**P5Kepentingan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	3	3,0	3,0	3,0
-1	1	1,0	1,0	4,0
0	1	1,0	1,0	5,0
Valid 1	56	56,0	56,0	61,0
2	39	39,0	39,0	100,0
Total	100	100,0	100,0	

**P6Kepentingan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	4	4,0	4,0	4,0
-1	1	1,0	1,0	5,0
0	9	9,0	9,0	14,0
Valid 1	27	27,0	27,0	41,0
2	59	59,0	59,0	100,0
Total	100	100,0	100,0	

**P7Kepentingan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	3	3,0	3,0	3,0
0	8	8,0	8,0	11,0
Valid 1	51	51,0	51,0	62,0
2	38	38,0	38,0	100,0
Total	100	100,0	100,0	

**P8Kepentingan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	2	2,0	2,0	2,0
1	34	34,0	34,0	36,0
Valid 2	64	64,0	64,0	100,0
Total	100	100,0	100,0	

**P9Kepentingan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	1	1,0	1,0	1,0
0	8	8,0	8,0	9,0
Valid 1	61	61,0	61,0	70,0
2	30	30,0	30,0	100,0
Total	100	100,0	100,0	

**P10Kepentingan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-1	1	1,0	1,0	1,0
0	25	25,0	25,0	26,0
Valid 1	40	40,0	40,0	66,0
2	34	34,0	34,0	100,0
Total	100	100,0	100,0	

**P11Kepentingan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	1	1,0	1,0	1,0
0	17	17,0	17,0	18,0
Valid 1	26	26,0	26,0	44,0
2	56	56,0	56,0	100,0
Total	100	100,0	100,0	

**P12Kepentingan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	4	4,0	4,0	4,0
Valid 1	32	32,0	32,0	36,0
2	64	64,0	64,0	100,0
Total	100	100,0	100,0	

**P13Kepentingan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	3	3,0	3,0	3,0
0	9	9,0	9,0	12,0
Valid 1	33	33,0	33,0	45,0
2	55	55,0	55,0	100,0
Total	100	100,0	100,0	

**P14Kepentingan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	2	2,0	2,0	2,0
0	33	33,0	33,0	35,0
Valid 1	17	17,0	17,0	52,0
2	48	48,0	48,0	100,0
Total	100	100,0	100,0	



**P15Kepentingan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	3	3,0	3,0	3,0
0	8	8,0	8,0	11,0
Valid 1	51	51,0	51,0	62,0
2	38	38,0	38,0	100,0
Total	100	100,0	100,0	

**P16Kepentingan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	3	3,0	3,0	3,0
0	8	8,0	8,0	11,0
Valid 1	51	51,0	51,0	62,0
2	38	38,0	38,0	100,0
Total	100	100,0	100,0	

**P17Kepentingan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	2	2,0	2,0	2,0
-1	1	1,0	1,0	3,0
Valid 0	7	7,0	7,0	10,0
1	41	41,0	41,0	51,0
2	49	49,0	49,0	100,0
Total	100	100,0	100,0	

**P18Kepentingan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	3	3,0	3,0	3,0
-1	1	1,0	1,0	4,0
Valid 0	9	9,0	9,0	13,0
1	49	49,0	49,0	62,0
2	38	38,0	38,0	100,0
Total	100	100,0	100,0	

**P19Kepentingan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	4	4,0	4,0	4,0
-1	1	1,0	1,0	5,0
Valid 0	11	11,0	11,0	16,0
1	32	32,0	32,0	48,0
2	52	52,0	52,0	100,0
Total	100	100,0	100,0	

**P20kepentingan**

	Frequency	Percent	Valid Percent	Cumulative Percent
-2	3	3,0	3,0	3,0
0	11	11,0	11,0	14,0
Valid 1	41	41,0	41,0	55,0
2	45	45,0	45,0	100,0
Total	100	100,0	100,0	

## Lampiran 5 Deskripsi Jawaban Responden

### Skor Nilai Kepercayaan (bi)

No	Pernyataan / Atribut	TingkatSkorKepercayaan					Rata-rata kepercayaan
		+2	+1	0	-1	-	
1	Fasilitas yang ada di PT. Pos Indonesia lengkap	30	43	17	0	10	0,830
2	Sarana Parkir di PT. Pos Indonesia sangat luas dan memadai	26	62	9	2	1	1,100
3	Peralatan penunjang ( Pena, Lem perekat, Meja tulis dll ) tersedia	34	55	8	1	2	1,180
4	Pegawai PT. Pos Indonesia mempunyai penampilan yang rapih	38	40	19	0	3	1,100
5	Ruang tunggu layanan di PT. Pos Indonesia bersih dan nyaman	68	27	0	0	5	1,530
6	Fasilitas penunjang (toilet) bersih dan nyaman	17	79	1	1	2	1,080
7	Karyawan PT. Pos Indonesia memberikan informasi secara jelas dan mudah dipahami	56	41	0	0	3	1,470
8	Website PT. Pos Indonesia mempermudah konsumen untuk mengakses informasi tentang	45	35	17	0	3	1,190
9	Pengiriman paket yang dilakukan PT. Pos Indonesia cepat	23	43	33	0	1	0,870
10	Pengiriman paket yang di lakukan PT. Pos Indonesia sesuai dengan waktu pengiriman	63	9	25	0	3	1,290
11	Agen PT. Pos Indonesia cukup banyak tersebar di banyak wilayah	50	16	31	0	3	1,100
12	Jangkauan pengiriman PT. Pos Indonesia Luas	49	32	17	0	2	1,260
13	Pelayanan jasa pengiriman barang yang diberikan PT.Pos Indonesia telah sesuai dengan harapan	32	66	0	0	2	1,260
14	Karyawan PT.Pos Indonesia Ramah dan Sopan dalam melayani konsumen	22	66	9	1	2	1,050
15	Karyawan PT. Pos Indonesia mampu menyelesaikan keluhan yang di alami	50	16	32	0	2	1,120
16	T. Pos Indonesia memberikan jaminan atas kehilangan paket yang dikirimkan	23	43	33	0	1	0,870
17	PT. Pos Indonesia memberikan jaminan atas kerusakan paket yang dikirimkan	40	38	19	0	3	1,120
18	PT. Pos Indonesia memberikan jaminan atas paket untuk sampai ke tujuan pengiriman	40	36	21	0	3	1,100
19	Biaya jasa pengiriman paket di PT. Pos Indonesia terjangkau	42	32	24	0	2	1,120

20	Biaya yang ditetapkan PT. Pos sesuai dengan estimasi waktu pengiriman paket	45	34	19	0	2	1200
Total							22,840

### Kepentingan (ei)

NO	Pernyataan / Atribut	TingkatSkorKepentingan					Rata-rata kepentingan
		+2	+1	0	-1	-2	
1	Fasilitas yang ada di PT. Pos Indonesia lengkap	45	35	18	0	1	1,250
2	Sarana Parkir di PT. Pos Indonesia sangat luas dan memadai	40	42	16	1	1	1,190
3	Peralatan penunjang ( Pena, Lem perekat, Meja tulis dll ) tersedia lengkap di PT. Pos Indonesia	66	16	16	2	0	1,440
4	Pegawai PT. Pos Indonesia mempunyai penampilan yang rapih dan bersih	23	73	1	2	1	1,140
5	Ruang tunggu layanan di PT. Pos Indonesia bersih dan nyaman	39	56	1	3	1	1,270
6	Fasilitas penunjang (toilet) bersih dan nyaman	59	27	9	4	1	1,360
7	Karyawan PT. Pos Indonesia memberikan informasi secara jelas dan mudah dipahami	38	51	8	3	0	1,210
8	Website PT. Pos Indonesia mempermudah konsumen untuk mengakses informasi tentang pengiriman	64	34	0	2	0	1,580
9	Pengiriman paket yang dilakukan PT. Pos Indonesia cepat	30	61	8	1	0	1,190
10	Pengiriman paket yang di lakukan PT. Pos Indonesia sesuai dengan waktu pengiriman	34	40	25	0	1	1,070
11	Agen PT. Pos Indonesia cukup banyak tersebar di banyak wilayah Bandar Lampung	56	26	17	1	0	1,360
12	Jangkauan pengiriman PT. Pos Indonesia Luas	64	32	0	4	0	1,520
13	Pelayanan jasa pengiriman barang yang diberikan PT.Pos Indonesia telah sesuai dengan harapan	55	33	9	3	0	1,370
14	Karyawan PT.Pos Indonesia Ramah dan Sopan dalam melayani konsumen	48	17	33	2	0	1,090
15	Karyawan PT. Pos Indonesia mampu menyelesaikan keluhan yang di alami konsumen	38	51	8	3	0	1,210
16	T. Pos Indonesia memberikan jaminan atas kehilangan paket yang dikirimkan	38	51	8	3	0	1,210

17	PT. Pos Indonesia memberikan jaminan atas kerusakan paket yang dikirimkan	49	41	7	2	1	1,340
18	PT. Pos Indonesia memberikan jaminan atas paket untuk sampai ke tujuan pengiriman	38	49	9	3	1	1,180
19	Biaya jasa pengiriman paket di PT. Pos Indonesia terjangkau	52	32	11	4	1	1,270
20	Biaya yang ditetapkan PT. Pos sesuai dengan estimasi waktu pengiriman paket	45	41	11	3	0	1,250
Total							25,500

## **Lampiran 6 Uji Validitas**

Atribut Kepercayaan (bi)







## Lampiran 7 Hasil Uji Validitas

### Rangkuman Uji Validitas Pernyataan Kepercayaan (bi)

No	Indikator/Pernyataan	Sig	Alpha	Keterangan
1	Pernyataan1	0,00	0,05	Valid
2	Pernyataan2	0,00	0,05	Valid
3	Pernyataan3	0,00	0,05	Valid
4	Pernyataan4	0,00	0,05	Valid
5	Pernyataan5	0,00	0,05	Valid
6	Pernyataan6	0,01	0,05	Valid
7	Pernyataan7	0,00	0,05	Valid
8	Pernyataan8	0,00	0,05	Valid
9	Pernyataan9	0,02	0,05	Valid
10	Pernyataan10	0,00	0,05	Valid
11	Pernyataan11	0,00	0,05	Valid
12	Pernyataan12	0,00	0,05	Valid
13	Pernyataan13	0,00	0,05	Valid
14	Pernyataan14	0,00	0,05	Valid
15	Pernyataan15	0,00	0,05	Valid
16	Pernyataan16	0,02	0,05	Valid
17	Pernyataan 17	0,00	0,05	Valid
18	Pernyataan 18	0,00	0,05	Valid
19	Pernyataan 19	0,00	0,05	Valid
20	Pernyataan 20	0,03	0,05	Valid

### Rangkuman Uji Validitas Pernyataan Kepentingan (ei)

No	Indikator/Pernyataan	Sig	Alpha	Keterangan
1	Pernyataan1	0,00	0,05	Valid
2	Pernyataan2	0,01	0,05	Valid
3	Pernyataan3	0,00	0,05	Valid
4	Pernyataan4	0,00	0,05	Valid
5	Pernyataan5	0,00	0,05	Valid
6	Pernyataan6	0,00	0,05	Valid
7	Pernyataan7	0,00	0,05	Valid
8	Pernyataan8	0,00	0,05	Valid
9	Pernyataan9	0,01	0,05	Valid
10	Pernyataan10	0,00	0,05	Valid
11	Pernyataan11	0,01	0,05	Valid
12	Pernyataan12	0,03	0,05	Valid
13	Pernyataan13	0,00	0,05	Valid
14	Pernyataan14	0,02	0,05	Valid
15	Pernyataan15	0,00	0,05	Valid
16	Pernyataan16	0,00	0,05	Valid
17	Pernyataan 17	0,00	0,05	Valid
18	Pernyataan 18	0,00	0,05	Valid
19	Pernyataan 19	0,00	0,05	Valid
20	Pernyataan 20	0,00	0,05	Valid

## Lampiran 8 Uji Realibilitas

### Atribut Kepercayaan (bi)

**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
,870	20

### Atribut Kepentingan (ei)

**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
,916	20

### Lampiran 9 Interpretasi Nilai r

Koefisien r	Kategori
0,8000–1,0000	Sangattinggi
0,6000–0,7999	Tinggi
0,4000–0,5999	Sedang
0,2000–0,3999	Rendah
0,0000–0,1999	SangatRendah

### Lampiran 10 Total Nilai Sikap AB

No	Pertanyaan	Keperentingan (ei)	Kepercayaan (bi)	Sikap Ao
1	Fasilitas yang ada di PT. Pos Indonesia lengkap	1,250	0,830	1,037
2	Sarana Parkir di PT. Pos Indonesia sangat luas dan	1,190	1,100	1,309
3	Peralatan penunjang ( Pena, Lem perekat, Meja tulis dll ) tersedia lengkap di PT. Pos Indonesia	1,440	1,180	1,699
4	Pegawai PT. Pos Indonesia mempunyai penampilan	1,140	1,100	1,254
5	Ruang tunggu layanan di PT. Pos Indonesia bersih	1,270	1,530	1,943
6	Fasilitas penunjang (toilet) bersih dan nyaman	1,360	1,080	1,468
7	Karyawan PT. Pos Indonesia memberikan	1,210	1,470	1,778
8	Website PT. Pos Indonesia mempermudah konsumen untuk mengakses informasi	1,580	1,190	1,880
9	Pengiriman paket yang dilakukan PT. Pos Indonesia	1,190	0,870	1,035
10	Pengiriman paket yang di lakukan PT. Pos Indonesia	1,070	1,290	1,380
11	Agan PT. Pos Indonesia cukup banyak tersebar di	1,360	1,100	1,496
12	Jangkauan pengiriman PT. Pos Indonesia Luas	1,520	1,260	1,915
13	Pelayanan jasa pengiriman barang yang diberikan	1,370	1,260	1,260
14	Karyawan PT.Pos Indonesia Ramah dan Sopan dalam	1,090	1,050	1,144
15	Karyawan PT. Pos Indonesia mampu	1,210	1,120	1,355
16	PT. Pos Indonesia memberikan jaminan atas	1,210	0,870	1,052

17	PT. Pos Indonesia memberikan jaminan atas	1,340	1,120	1,500
18	PT. Pos Indonesia memberikan jaminan atas	1,180	1,100	1,229
19	Biaya jasa pengiriman paket di PT. Pos Indonesia	1,270	1,120	1,422
20	Biaya yang ditetapkan PT. Pos sesuai dengan estimasi	1,250	1200	1,5
<b>Total</b>				<b>28,656</b>

### Lampiran 11 Skor Maksimal Sikap

NO.	Pernyataaan	Kepentingan (ei)	(bi)Max	AoMaks
1	Fasilitas yang ada di PT. Pos Indonesia lengkap	1,250	+2	2,5
2	Sarana Parkir di PT. Pos Indonesia sangat luas dan memadai	1,190	+2	2,38
3	Peralatan penunjang ( Pena, Lem perekat, Meja tulis dll ) tersedia lengkap di PT. Pos Indonesia	1,440	+2	2,88
4	Pegawai PT. Pos Indonesia mempunyai penampilan yang rapih dan bersih	1,140	+2	2,28
5	Ruang tunggu layanan di PT. Pos Indonesia bersih dan nyaman	1,270	+2	2,54
6	Fasilitas penunjang (toilet) bersih dan nyaman	1,360	+2	2,72
7	Karyawan PT. Pos Indonesia memberikan informasi secara jelas dan mudah dipahami	1,210	+2	2,42
8	Website PT. Pos Indonesia mempermudah konsumen untuk mengakses informasi tentang pengiriman	1,580	+2	3,16
9	Pengiriman paket yang dilakukan PT. Pos Indonesia cepat	1,190	+2	2,38
10	Pengiriman paket yang di lakukan PT. Pos Indonesia sesuai dengan waktu	1,070	+2	2,14
11	Agan PT. Pos Indonesia cukup banyak tersebar di banyak wilayah Bandar	1,360	+2	2,72
12	Jangkauan pengiriman PT. Pos Indonesia Luas	1,520	+2	3,04
13	Pelayanan jasa pengiriman barang yang diberikan PT.Pos Indonesia telah sesuai	1,370	+2	2,74
14	Karyawan PT.Pos Indonesia Ramah dan Sopan dalam melayani konsumen	1,090	+2	2,18
15	Karyawan PT. Pos Indonesia mampu menyelesaikan keluhan yang di alami	1,210	+2	2,42
16	PT. Pos Indonesia memberikan jaminan atas kehilangan paket yang dikirimkan	1,210	+2	2,42
17	PT. Pos Indonesia memberikan jaminan atas kerusakan paket yang dikirimkan	1,340	+2	2,68
18	PT. Pos Indonesia memberikan jaminan atas paket untuk sampai ke tujuan	1,180	+2	2,36
19	Biaya jasa pengiriman paket di PT. Pos Indonesia terjangkau	1,270	+2	2,54
20	Biaya yang ditetapkan PT. Pos sesuai dengan estimasi waktu pengiriman paket	1,250	+2	2,5
<b>Total</b>				51

### Lampiran 12 Skala Interval

<b>Rentang Skor</b>	<b>Kategori</b>
(-51) - (-25,5)	SangatTidakBaik
(-25,6) - (<0)	TidakBaik
0	Cukup
>0 - 25,5	Baik
25,6 – 51	SangatBaik