

Lampiran 1
Kuesioner Penelitian

Bandar Lampung, Juli 2018

Hal : Mohon Bantuan Pengisian Kuesioner

Kepada Yth, pengunjung kolam renang D'Mermaid *Waterpark* Tirtayasa
Bandar Lampung.

Dengan ini saya

Nama : Aisyah Octaveriska

NPM : 1312110028

Jurusan : S1 Manajemen IBI Darmajaya

Dengan hormat,

Bersama surat ini saya bermaksud mengadakan penelitian pengunjung kolam renang D'Mermaid *Waterpark* Tirtayasa Bandar Lampung. Penelitian ini dilaksanakan dalam rangka penulisan skripsi sebagai salah satu syarat dalam penyelesaian studi pada program Sarjana IBI Darmajaya. Konsentrasi penelitian adalah Manajemen Pemasaran, tentang "Analisis Kepuasan Pelanggan Terhadap Kualitas Pelayanan Kolam Renang D'Mermaid *Waterpark* Tirtayasa".

Sehubungan dengan maksud diatas, saya sangat mengharapkan bantuan Bapak/ibu untuk bersedia mengisi instrumen penelitian ini sesuai dengan pendapat dan pengalaman yang dimiliki. Instrumen dirancang sedemikian rupa sehingga tidak seorangpun dapat menelusuri sumber informasinya. Oleh karena itu Bapak/Ibu diharapkan dapat memberikan jawaban sejujur-jujurnya sesuai dengan keadaan sesungguhnya, dan jawaban tersebut tidak berpengaruh terhadap kondisi Bapak/Ibu.

Bantuan dan partisipasi Bapak/Ibu merupakan sumbangan yang sangat berharga bagi terselenggaranya penelitian ilmiah ini. Dan untuk semua partisipasinya saya ucapkan terima kasih.

Hormat saya

Aisyah Octaveriska

1312110028

KUESIONER PENELITIAN

Pernyataan ini berguna dalam rangka penelitian Skripsi yang berjudul:

ANALISIS KEPUASAN PELANGGAN TERHADAP KUALITAS PELAYANAN KOLAM RENANG D'MERMAID WATERPARK TIRTAYASA

Petunjuk pegisian daftar pertanyaan:

1. Jawablah pertanyaan yang diajukan dibawah ini dengan benar dan jujur.
2. Pertanyaan/pernyataan harus dijawab semua jangan sampai ada yang terlewatkan, agar data dapat sepenuhnya diolah oleh peneliti.
3. Berilah tanda (√) pada jawaban yang telah disediakan oleh peneliti

I. Karakteristik Responden

Nama :

Usia :

Jenis kelamin : Laki-laki Perempuan

Pekerjaan : Karyawan Swasta Pelajar/Mahasiswa

: Pegawai Negeri Wirausaha

Lain-lain :

Pendidikan Terakhir :

II. Kuisisioner berdasarkan Analisis Kepuasan Pelanggan Terhadap Kualitas Pelayanan Kolam Renang D'mermaid *Waterpark* Tirtayasa

1. Lingkari nomor yang ada pada kolom harapan dipernyataan dibawah ini.
2. Kolom terkiri atau ditandai dengan angka "1" pada bagian kolom pernyataan menandakan tidak penting dan kolom terkanan atau ditandai dengan angka "7" menandakan sangat penting.

Keterangan :

Tidak Setuju _____ Sangat Setuju

1 2 3 4 5 6 7

No	Pernyataan	Harapan						
		1	2	3	4	5	6	7
1	Daya tanggap menghadapi masalah yang timbul	1	2	3	4	5	6	7
2	Respon pelayanan baik	1	2	3	4	5	6	7
3	Prosedur pelayanan mudah	1	2	3	4	5	6	7
4	Informasi terkini	1	2	3	4	5	6	7
5	Daya tanggap terhadap keluhan pengunjung	1	2	3	4	5	6	7
6	Kecermatan penjaga kolam saat dibutuhkan pengunjung	1	2	3	4	5	6	7
7	Pengetahuan yang dimiliki karyawan baik	1	2	3	4	5	6	7
8	Komunikasi karyawan dan pengunjung sudah efektif	1	2	3	4	5	6	7
9	Jaminan keamanan barang barang pengunjung	1	2	3	4	5	6	7
10	Jaminan kenyamanan pengunjung	1	2	3	4	5	6	7
11	Melayani tanpa memandang status sosial	1	2	3	4	5	6	7
12	Perhatian karyawan terhadap pengunjung secara personal	1	2	3	4	5	6	7
13	Kebersihan kolam renang	1	2	3	4	5	6	7
14	Penataan kolam renang	1	2	3	4	5	6	7
15	Kelengkapan fasilitas	1	2	3	4	5	6	7

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7	2	4	3	4	4	5	6	5	2	3	7	5	5	3	65
4	4	5	4	2	5	4	6	4	5	4	4	2	4	3	60
4	4	7	4	4	4	7	5	5	7	3	4	4	4	7	73
6	5	4	5	5	4	4	7	7	4	5	4	2	4	4	70
4	4	5	6	4	5	7	4	4	6	6	4	2	5	7	73
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7	6	6	4	3	6	7	3	3	4	4	7	4	4	3	71
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- **Kenyataan**

q1	q2	q3	q4	q5	q6	q7	q8	q9	q10	q11	q12	q13	q14	q15	TOTAL
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Lampiran 3

Output Frekuensi Karakteristik Responden

		Statistics		
		USIA	Jenis Kelamin	Pekerjaan
N	Valid	100	100	100
	Missing	0	0	0
Sum		264		

		USIA			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	20-30 Tahun	13	13,0	13,0	13,0
	31-40 Tahun	36	36,0	36,0	49,0

41-50 Tahun	25	25,0	25,0	74,0
50-55 Tahun	26	26,0	26,0	100,0
Total	100	100,0	100,0	

Jenis Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-Laki	69	69,0	69,0	69,0
	Perempuan	31	31,0	31,0	100,0
	Total	100	100,0	100,0	

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Karyawan Swasta	19	19,0	19,0	19,0
	Pegawai Negeri	37	37,0	37,0	56,0
	Pelajar/Mahasiswa	31	31,0	31,0	87,0
	Wirasaha	13	13,0	13,0	100,0
	Total	100	100,0	100,0	

Lampiran 4

Output Frekuensi Jawaban Responden

- **Harapan**

Q1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	3	3,0	3,0	3,0
	3	17	17,0	17,0	20,0
	4	43	43,0	43,0	63,0
	5	24	24,0	24,0	87,0
	6	3	3,0	3,0	90,0
	7	10	10,0	10,0	100,0
	Total	100	100,0	100,0	

Q2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	9	9,0	9,0	9,0
	3	28	28,0	28,0	37,0
	4	41	41,0	41,0	78,0
	5	10	10,0	10,0	88,0
	6	4	4,0	4,0	92,0
	7	8	8,0	8,0	100,0
	Total		100	100,0	100,0

Q3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	2,0	2,0	2,0
	3	25	25,0	25,0	27,0
	4	39	39,0	39,0	66,0
	5	16	16,0	16,0	82,0
	6	6	6,0	6,0	88,0
	7	12	12,0	12,0	100,0
	Total		100	100,0	100,0

Q4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	2,0	2,0	2,0
	3	8	8,0	8,0	10,0
	4	46	46,0	46,0	56,0
	5	17	17,0	17,0	73,0
	6	8	8,0	8,0	81,0
	7	19	19,0	19,0	100,0
	Total		100	100,0	100,0

Q5

		Frequency	Percent	Valid Percent	Cumulative Percent
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Q7

Valid	2	4	4,0	4,0	4,0
	3	19	19,0	19,0	23,0
	4	51	51,0	51,0	74,0
	5	6	6,0	6,0	80,0
	6	8	8,0	8,0	88,0
	7	12	12,0	12,0	100,0
	Total	100	100,0	100,0	

Q6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	2,0	2,0	2,0
	3	7	7,0	7,0	9,0
	4	55	55,0	55,0	64,0
	5	16	16,0	16,0	80,0
	6	5	5,0	5,0	85,0
	7	15	15,0	15,0	100,0
	Total	100	100,0	100,0	

Q8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,0	1,0	1,0
	3	9	9,0	9,0	10,0
	4	57	57,0	57,0	67,0
	5	9	9,0	9,0	76,0
	6	8	8,0	8,0	84,0
	7	16	16,0	16,0	100,0
	Total	100	100,0	100,0	

Q10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	11	11,0	11,0	11,0
	3	7	7,0	7,0	18,0
	4	48	48,0	48,0	66,0
	5	16	16,0	16,0	82,0
	6	10	10,0	10,0	92,0
	7	8	8,0	8,0	100,0
	Total	100	100,0	100,0	
	7	24	24,0	24,0	100,0
Total		100	100,0	100,0	

Q9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,0	1,0	1,0
	3	8	8,0	8,0	9,0
	4	60	60,0	60,0	69,0
	5	13	13,0	13,0	82,0
	6	6	6,0	6,0	88,0
	7	12	12,0	12,0	100,0
	Total	100	100,0	100,0	

Q11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1,0	1,0	1,0
	2	4	4,0	4,0	5,0
	3	16	16,0	16,0	21,0
	4	52	52,0	52,0	73,0
	5	10	10,0	10,0	83,0

	6	9	9,0	9,0	92,0
	7	8	8,0	8,0	100,0
	Total	100	100,0	100,0	

Q12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,0	1,0	1,0
	3	13	13,0	13,0	14,0
	4	57	57,0	57,0	71,0
	5	13	13,0	13,0	84,0
	6	5	5,0	5,0	89,0
	7	11	11,0	11,0	100,0
	Total	100	100,0	100,0	

Q13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	7	7,0	7,0	7,0
	3	4	4,0	4,0	11,0
	4	55	55,0	55,0	66,0
	5	23	23,0	23,0	89,0
	6	6	6,0	6,0	95,0
	7	5	5,0	5,0	100,0
	Total	100	100,0	100,0	

Q14

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	2	2	2,0	2,0	2,0
	3	10	10,0	10,0	12,0
	4	55	55,0	55,0	67,0
	5	20	20,0	20,0	87,0
	6	5	5,0	5,0	92,0
	7	8	8,0	8,0	100,0
	Total	100	100,0	100,0	

Q15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	11	11,0	11,0	11,0
	4	45	45,0	45,0	56,0
	5	18	18,0	18,0	74,0
	6	10	10,0	10,0	84,0
	7	16	16,0	16,0	100,0
	Total	100	100,0	100,0	

- **Kenyataan**

Q1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	2,0	2,0	2,0
	3	17	17,0	17,0	19,0
	4	48	48,0	48,0	67,0
	5	24	24,0	24,0	91,0
	6	1	1,0	1,0	92,0
	7	8	8,0	8,0	100,0
	Total	100	100,0	100,0	

Q2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,0	1,0	1,0
	3	21	21,0	21,0	22,0
	4	53	53,0	53,0	75,0
	5	9	9,0	9,0	84,0
	6	3	3,0	3,0	87,0
	7	13	13,0	13,0	100,0
	Total	100	100,0	100,0	

Q3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,0	1,0	1,0
	3	27	27,0	27,0	28,0
	4	45	45,0	45,0	73,0
	5	21	21,0	21,0	94,0
	7	6	6,0	6,0	100,0
	Total	100	100,0	100,0	

Q4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	4	4,0	4,0	4,0
	3	16	16,0	16,0	20,0
	4	44	44,0	44,0	64,0
	5	23	23,0	23,0	87,0
	6	3	3,0	3,0	90,0
	7	10	10,0	10,0	100,0
	Total	100	100,0	100,0	

Q5

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	2	3	3,0	3,0	3,0
	3	17	17,0	17,0	20,0
	4	43	43,0	43,0	63,0
	5	24	24,0	24,0	87,0
	6	3	3,0	3,0	90,0
	7	10	10,0	10,0	100,0
	Total	100	100,0	100,0	

Q6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,0	1,0	1,0
	3	8	8,0	8,0	9,0
	4	54	54,0	54,0	63,0
	5	21	21,0	21,0	84,0
	6	3	3,0	3,0	87,0
	7	13	13,0	13,0	100,0
	Total	100	100,0	100,0	

Q7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	4	4,0	4,0	4,0
	4	47	47,0	47,0	51,0
	5	25	25,0	25,0	76,0
	6	5	5,0	5,0	81,0
	7	19	19,0	19,0	100,0
	Total	100	100,0	100,0	

Q8

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	3	5	5,0	5,0	5,0
	4	54	54,0	54,0	59,0
	5	22	22,0	22,0	81,0
	6	6	6,0	6,0	87,0
	7	13	13,0	13,0	100,0
	Total	100	100,0	100,0	

Q9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	9	9,0	9,0	9,0
	4	57	57,0	57,0	66,0
	5	18	18,0	18,0	84,0
	6	4	4,0	4,0	88,0
	7	12	12,0	12,0	100,0
	Total	100	100,0	100,0	

Q10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	15	15,0	15,0	15,0
	4	47	47,0	47,0	62,0
	5	22	22,0	22,0	84,0
	6	9	9,0	9,0	93,0
	7	7	7,0	7,0	100,0
	Total	100	100,0	100,0	

Q11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	3	3,0	3,0	3,0

	3	18	18,0	18,0	21,0
	4	43	43,0	43,0	64,0
	5	19	19,0	19,0	83,0
	6	5	5,0	5,0	88,0
	7	12	12,0	12,0	100,0
	Total	100	100,0	100,0	

Q12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	10	10,0	10,0	10,0
	4	64	64,0	64,0	74,0
	5	12	12,0	12,0	86,0
	6	3	3,0	3,0	89,0
	7	11	11,0	11,0	100,0
	Total	100	100,0	100,0	

Q13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	3,0	3,0	3,0
	4	58	58,0	58,0	61,0
	5	24	24,0	24,0	85,0
	6	5	5,0	5,0	90,0
	7	10	10,0	10,0	100,0
	Total	100	100,0	100,0	

Q14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,0	1,0	1,0

	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q3	Pearson Correlation	,200*	,338**	1	,101	,093	,285**	,059	-	-,020	,195*	,099	,126	-,050	-,008	,041	,372**
	Sig. (1-tailed)	,023	,000		,158	,179	,002	,280	,002	,421	,026	,162	,106	,311	,468	,343	,000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q4	Pearson Correlation	-,017	,202*	,101	1	,965**	,090	-,013	,114	,108	,131	,884**	-,064	,130	,087	-,069	,676**
	Sig. (1-tailed)	,435	,022	,158		,000	,186	,451	,128	,142	,097	,000	,262	,098	,195	,248	,000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q5	Pearson Correlation	-,052	,167*	,093	,965**	1	,061	-,053	,106	,094	,125	,929**	-,072	,113	,079	-,118	,638**
	Sig. (1-tailed)	,302	,049	,179	,000		,273	,299	,148	,176	,107	,000	,240	,131	,218	,121	,000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q6	Pearson Correlation	,193*	,132	,285**	,090	,061	1	,049	-,056	,184*	,124	,035	,155	,086	-,033	,088	,420**
	Sig. (1-tailed)	,027	,096	,002	,186	,273		,313	,290	,033	,109	,365	,062	,197	,374	,192	,000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q7	Pearson Correlation	,004	,052	,059	-,013	-,053	,049	1	,138	,139	,301**	-,067	,116	-,098	-,046	,236**	,326**
	Sig. (1-tailed)	,485	,303	,280	,451	,299	,313		,086	,084	,001	,255	,125	,166	,326	,009	,000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q8	Pearson Correlation	-,023	,029	-	,114	,106	-,056	,138	1	,310**	,040	,065	,043	,059	,132	-,069	,281**
	Sig. (1-tailed)	,411	,388	,002	,128	,148	,290	,086		,001	,347	,259	,335	,279	,095	,248	,002
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q9	Pearson Correlation	-,087	-,091	-,020	,108	,094	,184*	,139	,310**	1	,030	,080	,287**	,024	,023	,053	,375**
	Sig. (1-tailed)	,196	,185	,421	,142	,176	,033	,084	,001		,382	,213	,002	,406	,412	,301	,000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q10	Pearson Correlation	-,150	-,032	,195*	,131	,125	,124	,301**	,040	,030	1	,075	,044	-,075	-,130	,108	,311**

	Sig. (1-tailed)	,068	,376	,026	,097	,107	,109	,001	,347	,382		,230	,330	,228	,099	,143	,001
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q11	Pearson Correlation	,045	,206*	,099	,884**	,929**	,035	-,067	,065	,080	,075	1	-,079	,095	,079	-,132	,617**
	Sig. (1-tailed)	,329	,020	,162	,000	,000	,365	,255	,259	,213	,230		,217	,174	,219	,095	,000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q12	Pearson Correlation	,018	-,028	,126	-,064	-,072	,155	,116	,043	,287**	,044	-,079	1	,093	-,019	-,110	,246**
	Sig. (1-tailed)	,429	,392	,106	,262	,240	,062	,125	,335	,002	,330	,217		,179	,427	,137	,007
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q13	Pearson Correlation	-,173*	,090	-,050	,130	,113	,086	-,098	,059	,024	-,075	,095	,093	1	,101	,021	,234**
	Sig. (1-tailed)	,042	,188	,311	,098	,131	,197	,166	,279	,406	,228	,174	,179		,158	,417	,009
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q14	Pearson Correlation	,016	,102	-,008	,087	,079	-,033	-,046	,132	,023	-,130	,079	-,019	,101	1	-,039	,234**
	Sig. (1-tailed)	,437	,157	,468	,195	,218	,374	,326	,095	,412	,099	,219	,427	,158		,351	,009
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q15	Pearson Correlation	,173*	-,143	,041	-,069	-,118	,088	,236**	-,069	,053	,108	-,132	-,110	,021	-,039	1	,191*
	Sig. (1-tailed)	,043	,078	,343	,248	,121	,192	,009	,248	,301	,143	,095	,137	,417	,351		,028
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
TOT AL	Pearson Correlation	,253**	,418**	,372**	,676**	,638**	,420**	,326**	,281**	,375**	,311**	,617**	,246**	,234**	,234**	,191*	1
	Sig. (1-tailed)	,005	,000	,000	,000	,000	,000	,000	,002	,000	,001	,000	,007	,009	,009	,028	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

** . Correlation is significant at the 0.01 level (1-tailed).

* . Correlation is significant at the 0.05 level (1-tailed).

Lampiran 6
Output Uji Realibilitas

- **Harapan**

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded ^a	0	,0
	Total	100	100,0

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

Reliability Statistics

Cronbach's	
Alpha	N of Items
,656	16

- **Kenyataan**

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded ^a	0	,0
	Total	100	100,0

Reliability Statistics

Cronbach's	
Alpha	N of Items
,675	16

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

Lampiran 7

Output Analisis IPA

- **TKI**

Kuesioner No	Kenyataan (Xi)	Harapan (Yi)	Tki (%)	Hasil
1	429	437	98,17	Sangat Baik
2	431	396	108,84	Sangat Baik
3	410	435	94,25	Sangat Baik
4	435	478	91,00	Sangat Baik
5	437	431	101,39	Sangat Baik
6	457	460	99,35	Sangat Baik
7	488	493	98,99	Sangat Baik
8	468	462	101,30	Sangat Baik

9	453	451	100,44	Sangat Baik
10	446	431	103,48	Sangat Baik
11	441	425	103,76	Sangat Baik
12	441	441	100,00	Sangat Baik
13	461	432	106,71	Sangat Baik
14	459	440	104,32	Sangat Baik
15	458	475	96,42	Sangat Baik
TOTAL	6714	6687	100,56	

• **Nilai Rata-Rata Harapan**

Pernyataan	7	6	5	4	3	2	1	TOTAL	RATA-RATA
Pernyataan 1	10	3	24	43	17	3	0	437	4,37
Pernyataan 2	8	4	10	41	28	9	0	396	3,96
Pernyataan 3	12	6	16	39	25	2	0	435	4,35
Pernyataan 4	19	8	17	46	8	2	0	478	4,78
Pernyataan 5	12	8	6	51	19	4	0	431	4,31
Pernyataan 6	15	5	16	55	7	2	0	460	4,60
Pernyataan 7	24	5	19	44	8	0	0	493	4,93
Pernyataan 8	19	8	9	57	9	1	0	462	4,62
Pernyataan 9	12	6	13	60	8	1	0	451	4,51
Pernyataan 10	8	10	16	48	7	11	0	431	4,31
Pernyataan 11	8	9	10	58	16	4	1	425	4,25

Pernyataan 12	11	5	13	57	13	1	0	441	4,41
Pernyataan 13	5	6	23	55	4	7	0	432	4,32
Pernyataan 14	8	5	20	55	10	2	0	440	4,40
Pernyataan 15	6	10	18	45	11	0	0	475	4,75
TOTAL								6687	4,46

• **Nilai Rata-Rata Kenyataan**

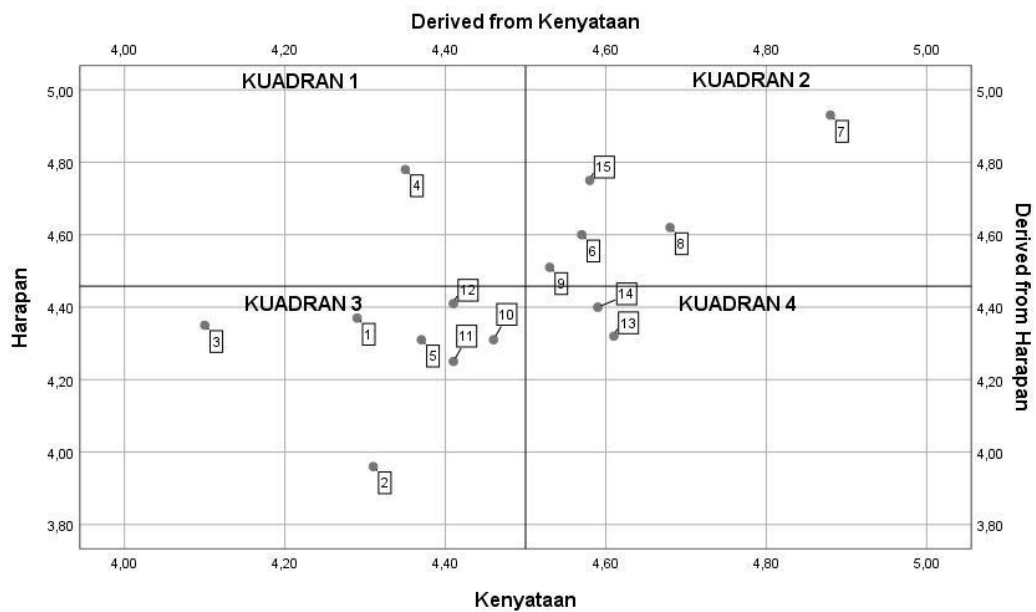
Pernyataan	7	6	5	4	3	2	1	TOTAL	RATA-RATA
Pernyataan 1	8	1	24	48	17	2	0	429	4,29
Pernyataan 2	13	3	9	53	21	1	0	431	4,31
Pernyataan 3	6	0	21	45	27	1	0	410	4,10
Pernyataan 4	10	3	24	44	16	4	0	435	4,35
Pernyataan 5	10	3	247	43	17	3	0	437	4,37
Pernyataan 6	13	3	21	54	8	1	0	457	4,57
Pernyataan 7	19	5	25	47	4	0	0	488	4,88
Pernyataan 8	13	6	22	54	5	0	0	468	4,68
Pernyataan 9	12	4	18	57	9	0	0	453	4,53
Pernyataan 10	7	9	22	47	15	0	0	446	4,46
Pernyataan 11	12	5	19	43	18	3	0	441	4,41
Pernyataan 12	11	3	12	64	10	0	0	441	4,41
Pernyataan 13	10	5	24	58	3	0	0	461	4,61
Pernyataan 14	10	7	24	51	7	1	0	459	4,59
Pernyataan 15	14	7	18	45	16	0	0	458	4,58
TOTAL								67,14	4,48

• **Nilai Rata-Rata Keseluruhan**

Pertanyaan	Rata-Rata	
	Harapan	Kenyataan
Ke-1	4,37	4,29
Ke-2	3,96	4,31
Ke-3	4,35	4,1
Ke-4	4,78	4,35
Ke-5	4,31	4,37
Ke-6	4,6	4,57
Ke-7	4,93	4,88
Ke-8	4,62	4,68
Ke-9	4,51	4,53

Ke-10	4,31	4,46
Ke-11	4,25	4,41
Ke-12	4,41	4,41
Ke-13	4,32	4,61
Ke-14	4,4	4,59
Ke-15	4,75	4,58
	4,46	4,48

- Kuadran**



Lampiran 8

Output Analisis CSI

- MIS – MSS –WF – WS**

Pertanyaan	Rata-Rata			
	Harapan (MIS)	Kenyataan (MSS)	WF	WS
Ke-1	4,37	4,29	6,54	0,280
Ke-2	3,96	4,31	5,92	0,255
Ke-3	4,35	4,1	6,51	0,267
Ke-4	4,78	4,35	7,15	0,311
Ke-5	4,31	4,37	6,45	0,282
Ke-6	4,6	4,57	6,88	0,314
Ke-7	4,93	4,88	7,37	0,360

Ke-8	4,62	4,68	6,91	0,323
Ke-9	4,51	4,53	6,74	0,306
Ke-10	4,31	4,46	6,45	0,287
Ke-11	4,25	4,41	6,36	0,280
Ke-12	4,41	4,41	6,59	0,291
Ke-13	4,32	4,61	6,46	0,298
Ke-14	4,4	4,59	6,58	0,302
Ke-15	4,75	4,58	7,10	0,325
	4,46	4,48	100,00	4,480

• CSI

CSI :	4,48 : 7 = 0,64
	0,64 x 100 = 64
Hasil	64%


No	Nilai (CSI) (%)	Keterangan (CSI)
1	81% – 100%	Sangat Puas
2	66% – 80.99%	Puas
3	51% – 65.99%	Cukup Puas
4	35% – 50.99%	Kurang Puas
5	0 – 34.99%	Tidak Puas

Lampiran 9

R-Tabel

df = (N-2)	Tingkat signifikansi untuk uji satu arah				
	0.05	0.025	0.01	0.005	0.0005
	Tingkat signifikansi untuk uji dua arah				
	0.1	0.05	0.02	0.01	0.001
51	0.2284	0.2706	0.3188	0.3509	0.4393
52	0.2262	0.2681	0.3158	0.3477	0.4354
53	0.2241	0.2656	0.3129	0.3445	0.4317

54	0.2221	0.2632	0.3102	0.3415	0.4280
55	0.2201	0.2609	0.3074	0.3385	0.4244
56	0.2181	0.2586	0.3048	0.3357	0.4210
57	0.2162	0.2564	0.3022	0.3328	0.4176
58	0.2144	0.2542	0.2997	0.3301	0.4143
59	0.2126	0.2521	0.2972	0.3274	0.4110
60	0.2108	0.2500	0.2948	0.3248	0.4079
61	0.2091	0.2480	0.2925	0.3223	0.4048
62	0.2075	0.2461	0.2902	0.3198	0.4018
63	0.2058	0.2441	0.2880	0.3173	0.3988
64	0.2042	0.2423	0.2858	0.3150	0.3959
65	0.2027	0.2404	0.2837	0.3126	0.3931
66	0.2012	0.2387	0.2816	0.3104	0.3903
67	0.1997	0.2369	0.2796	0.3081	0.3876
68	0.1982	0.2352	0.2776	0.3060	0.3850
69	0.1968	0.2335	0.2756	0.3038	0.3823
70	0.1954	0.2319	0.2737	0.3017	0.3798
71	0.1940	0.2303	0.2718	0.2997	0.3773
72	0.1927	0.2287	0.2700	0.2977	0.3748
73	0.1914	0.2272	0.2682	0.2957	0.3724
74	0.1901	0.2257	0.2664	0.2938	0.3701
75	0.1888	0.2242	0.2647	0.2919	0.3678
76	0.1876	0.2227	0.2630	0.2900	0.3655
77	0.1864	0.2213	0.2613	0.2882	0.3633
78	0.1852	0.2199	0.2597	0.2864	0.3611
79	0.1841	0.2185	0.2581	0.2847	0.3589
80	0.1829	0.2172	0.2565	0.2830	0.3568
81	0.1818	0.2159	0.2550	0.2813	0.3547

82	0.1807	0.2146	0.2535	0.2796	0.3527
83	0.1796	0.2133	0.2520	0.2780	0.3507
84	0.1786	0.2120	0.2505	0.2764	0.3487
85	0.1775	0.2108	0.2491	0.2748	0.3468
86	0.1765	0.2096	0.2477	0.2732	0.3449
87	0.1755	0.2084	0.2463	0.2717	0.3430
88	0.1745	0.2072	0.2449	0.2702	0.3412
89	0.1735	0.2061	0.2435	0.2687	0.3393
90	0.1726	0.2050	0.2422	0.2673	0.3375
91	0.1716	0.2039	0.2409	0.2659	0.3358
92	0.1707	0.2028	0.2396	0.2645	0.3341
93	0.1698	0.2017	0.2384	0.2631	0.3323
94	0.1689	0.2006	0.2371	0.2617	0.3307
95	0.1680	0.1996	0.2359	0.2604	0.3290
96	0.1671	0.1986	0.2347	0.2591	0.3274
97	0.1663	0.1975	0.2335	0.2578	0.3258
 98	0.1654	0.1966	0.2324	0.2565	0.3242
99	0.1646	0.1956	0.2312	0.2552	0.3226
100	0.1638	0.1946	0.2301	0.2540	0.3211