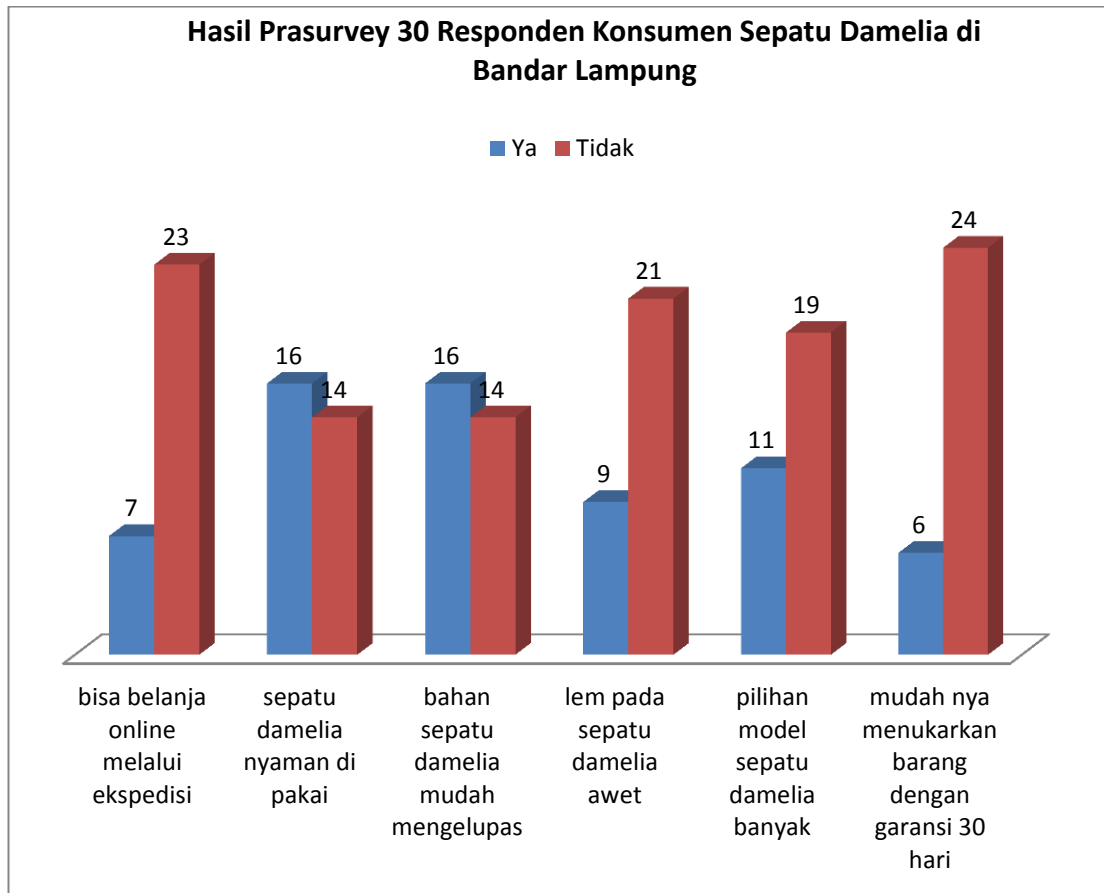


LAMPIRAN

Lampiran 1



Lampiran 2

KUESIONER PENELITIAN ANALISIS KEPUASAN KONSUMEN SEPATU DAMELIA DI BANDAR LAMPUNG

Kepada Yth,

Ibu/Sdri Konsumen Melstore cabang Lampung

di –

Bandar Lampung

Saya adalah mahasiswi jurusan Manajemen Fakultas Ekonomi dan Bisnis IIB Darmajaya yang pada saat ini sedang melakukan skripsi tentang “ANALISIS KEPUASAN KONSUMEN SEPATU DAMELIA DI BANDAR LAMPUNG”.

Guna penyelesaian penelitian ini, maka saya mohon kiranya Ibu/Sdr dapat mengisi kuisisioner berikut ini dengan memilih salah satu jawaban yang paling sesuai menurut pendapat Anda. Pengisian kuisisioner ini semata-mata untuk mencari data yang objektif tentang “ANALISIS KEPUASAN KONSUMEN SEPATU DAMELIA DI BANDAR LAMPUNG”, sehingga diharapkan bermanfaat bagi kita semua.

Atas kesediannya mengisi kuisisioner ini dan berpartisipasi dalam penelitian ini saya ucapkan terimakasih.

Hormat saya,

Tri Mardiana

A. IDENTITAS RESPONDEN

Isilah identitas diri saudara dengan keadaan yang sebenarnya :

1. No. Responden :

2. Umur : 1.17 s/d 20 tahun

2.21 s/d 30 tahun

3.31 s/d 35 tahun

4.36 s/d 50 tahun

3. Status : 1. Siswi/anak sekolah

2. Mahasiswi

3. PNS

4. Swasta

5. Lain-lain...

B. PETUNJUK PENGISIAN

1. Jawablah pertanyaan yang diajukan dibawah ini dengan benar dan jujur

2. Berilah tanda (√) pada salah satu jawaban yang paling sesuai dengan jawaban Ibu/Sdr.

Tingkat Kinerja

Sangat Puas (SP) = 5

Puas (P) = 4

Cukup Puas (CP) = 3

Kurang Puas (KP) = 2

Tidak Puas (TP) = 1

Tingkat Kepentingan

Sangat Penting (SP) = 5

Penting (P) = 4

Cukup Penting (CP) = 3

Kurang Penting (KP) = 2

Tidak Penting (TP) = 1

Lampiran 3

Karakteristik Responden

Statistics

		Usia	Status
N	Valid	100	100
	Missing	0	0

Usia

	Frequency	Percent	Valid Percent	Cumulative Percent
17 - 20 tahun	46	46.0	46.0	46.0
21 - 30 tahun	31	31.0	31.0	77.0
Valid 31 - 35 tahun	19	19.0	19.0	96.0
36 - 50 tahun	4	4.0	4.0	100.0
Total	100	100.0	100.0	

Status

	Frequency	Percent	Valid Percent	Cumulative Percent
Siswi/Anak Sekolah	13	13.0	13.0	13.0
Mahasiswa	40	40.0	40.0	53.0
Valid PNS	11	11.0	11.0	64.0
Swasta	21	21.0	21.0	85.0
DII	15	15.0	15.0	100.0
Total	100	100.0	100.0	

Lampiran 4

Hasil Jawaban 30 Responden Tingkat Kinerja

NO	P1	P2	D1	D2	CS1	CS2	F1	F2	R1	R2	R3	A1	A2	S1	S2	PQ1	PQ2	TOTAL
1	4	5	5	4	5	4	5	3	5	5	5	3	3	4	4	4	4	72
2	4	4	5	3	5	5	5	2	3	5	3	4	4	4	4	3	4	67
3	4	5	3	5	5	3	4	4	5	5	3	4	3	4	5	5	2	69
4	3	4	4	4	4	4	3	3	4	5	3	3	3	3	3	4	3	60
5	4	5	4	3	4	3	4	2	5	4	4	3	5	4	4	3	3	64
6	4	5	5	5	5	5	3	4	5	4	4	4	3	4	5	5	4	74
7	3	4	3	4	3	3	4	3	4	3	3	3	3	3	4	4	2	56
8	4	5	5	4	5	4	5	3	5	4	4	4	4	4	5	4	4	73
9	4	5	4	5	4	3	4	4	5	5	4	4	5	4	5	5	3	73
10	4	4	5	5	5	3	5	4	4	3	4	3	3	4	4	5	4	69
11	5	5	5	3	5	3	3	2	5	5	4	5	4	5	5	3	4	71
12	3	4	4	3	4	3	4	2	4	3	4	4	4	3	4	3	3	59
13	3	4	5	4	5	5	4	3	4	5	4	4	3	3	4	4	4	68
14	3	3	5	3	5	1	2	2	4	5	3	3	3	3	3	3	4	55
15	4	4	5	5	3	4	5	4	4	4	4	2	2	4	4	5	4	67
16	3	5	4	2	4	3	3	1	5	4	3	3	3	3	5	2	3	56
17	5	5	5	4	5	4	5	3	5	5	5	4	4	5	5	4	4	77
18	3	3	4	4	4	3	4	3	3	4	3	3	3	3	3	4	3	57
19	4	4	5	5	5	5	5	4	4	5	4	3	2	4	4	5	4	72
20	4	5	4	3	4	4	4	2	5	4	4	4	3	4	5	3	3	65
21	2	3	4	4	4	4	4	3	3	3	2	3	4	2	3	4	3	55
22	3	2	3	4	3	3	3	3	4	4	3	3	2	3	4	4	2	53
23	4	3	4	5	4	4	5	4	3	4	2	3	4	2	3	5	3	62

24	3	5	3	4	3	4	4	3	5	3	3	3	3	3	5	4	2	60
25	3	4	4	4	4	4	4	3	4	4	3	3	3	3	4	4	3	61
26	4	4	5	5	5	5	5	4	4	4	4	5	5	4	4	5	4	76
27	4	3	4	5	4	5	5	4	3	3	4	4	3	4	3	5	3	66
28	5	4	4	4	4	5	5	3	4	5	5	5	4	5	4	4	3	73
29	4	2	4	4	4	4	5	3	2	5	4	3	2	4	2	4	3	59
30	5	4	5	5	5	4	5	4	4	5	5	3	4	5	4	5	4	76

Hasil Jawaban Responden 30 Responden Tingkat Kepentingan

NO	P1	P2	D1	D2	CS1	CS2	F1	F2	R1	R2	R3	A1	A2	S1	S2	PQ1	PQ2	TOTAL
1	3	3	2	3	3	4	3	4	3	4	3	3	4	3	4	4	2	56
2	3	3	2	3	3	3	3	3	3	3	3	4	3	3	3	2	2	50
3	4	4	2	4	4	5	4	2	4	2	3	3	5	4	4	5	2	60
4	3	5	1	2	3	2	3	5	3	5	4	4	2	3	3	3	1	52
5	4	4	4	4	4	4	4	4	4	4	3	4	4	4	5	4	4	69
6	4	4	5	5	4	5	4	5	4	5	5	5	5	5	5	5	5	79
7	5	5	4	3	3	3	5	3	5	3	3	4	3	4	4	3	4	62
8	4	5	4	4	4	4	4	4	4	4	4	5	4	5	5	4	4	71
9	3	4	5	3	3	4	3	4	3	4	4	3	4	3	3	4	5	63
10	5	3	4	3	4	3	5	3	5	3	2	4	3	3	4	3	4	59
11	4	4	3	4	3	4	4	4	4	4	3	4	4	3	4	4	3	62
12	5	5	3	4	3	5	5	5	5	5	2	4	5	4	4	5	3	71
13	3	5	5	5	4	5	3	5	3	5	3	3	5	3	3	5	5	70
14	4	5	4	4	4	4	4	4	4	4	3	4	4	3	4	4	4	66
15	4	4	4	4	3	4	4	4	4	4	4	3	4	4	3	4	4	65
16	5	5	3	5	5	5	5	5	5	5	4	4	5	4	4	5	3	77
17	5	4	3	4	4	4	5	5	5	5	5	4	4	4	4	5	3	72
18	5	5	2	4	4	4	5	4	5	4	4	3	4	2	3	4	2	64
19	2	4	2	4	4	4	2	4	2	4	3	4	4	1	4	4	2	55
20	4	5	3	4	4	4	4	5	4	5	5	4	4	3	4	4	3	68
21	4	5	3	3	3	3	4	3	4	3	4	3	3	4	3	3	3	57
22	4	3	3	4	3	4	4	4	4	4	5	3	4	3	3	2	3	60
23	3	3	3	3	4	3	3	3	3	3	3	5	3	4	5	3	3	57
24	5	5	4	4	5	4	5	4	5	4	4	5	4	4	5	4	4	73

25	4	4	3	4	4	4	4	4	4	4	4	5	4	5	5	4	3	69
26	5	5	3	4	3	4	5	4	5	4	5	4	4	5	4	4	3	70
27	5	3	4	3	3	3	5	3	5	3	5	4	3	3	3	3	4	61
28	3	4	3	4	3	4	3	5	3	5	5	4	4	5	4	5	3	66
29	2	3	2	3	4	3	2	3	2	3	2	3	3	3	4	3	2	46
30	5	3	4	4	4	4	5	4	5	4	4	4	4	3	4	4	4	67

Hasil Jawaban 100 Responden Tingkat Kinerja

NO	P1	P2	D1	D2	CS1	CS2	F1	F2	R1	R2	R3	A1	A2	S1	S2	PQ1	PQ2	TOTAL
1	4	5	5	4	5	4	5	3	5	5	5	3	3	4	4	4	4	72
2	4	4	5	3	5	5	5	2	3	5	3	4	4	4	4	3	4	67
3	4	5	3	5	5	3	4	4	5	5	3	4	3	4	5	5	2	69
4	3	4	4	4	4	4	3	3	4	5	3	3	3	3	3	4	3	60
5	4	5	4	3	4	3	4	2	5	4	4	3	5	4	4	3	3	64
6	4	5	5	5	5	5	3	4	5	4	4	4	3	4	5	5	4	74
7	3	4	3	4	3	3	4	3	4	3	3	3	3	3	4	4	2	56
8	4	5	5	4	5	4	5	3	5	4	4	4	4	4	5	4	4	73
9	4	5	4	5	4	3	4	4	5	5	4	4	5	4	5	5	3	73
10	4	4	5	5	5	3	5	4	4	3	4	3	3	4	4	5	4	69
11	5	5	5	3	5	3	3	2	5	5	4	5	4	5	5	3	4	71
12	3	4	4	3	4	3	4	2	4	3	4	4	4	3	4	3	3	59
13	3	4	5	4	5	5	4	3	4	5	4	4	3	3	4	4	4	68
14	3	3	5	3	5	1	2	2	4	5	3	3	3	3	3	3	4	55
15	4	4	5	5	3	4	5	4	4	4	4	2	2	4	4	5	4	67
16	3	5	4	2	4	3	3	1	5	4	3	3	3	3	5	2	3	56
17	5	5	5	4	5	4	5	3	5	5	5	4	4	5	5	4	4	77
18	3	3	4	4	4	3	4	3	3	4	3	3	3	3	3	4	3	57
19	4	4	5	5	5	5	5	4	4	5	4	3	2	4	4	5	4	72
20	4	5	4	3	4	4	4	2	5	4	4	4	3	4	5	3	3	65
21	2	3	4	4	4	4	4	3	3	3	2	3	4	2	3	4	3	55
22	3	2	3	4	3	3	3	3	4	4	3	3	2	3	4	4	2	53
23	4	3	4	5	4	4	5	4	3	4	2	3	4	2	3	5	3	62
24	3	5	3	4	3	4	4	3	5	3	3	3	3	3	5	4	2	60

25	3	4	4	4	4	4	4	3	4	4	3	3	3	3	4	4	3	61
26	4	4	5	5	5	5	5	4	4	4	4	5	5	4	4	5	4	76
27	4	3	4	5	4	5	5	4	3	3	4	4	3	4	3	5	3	66
28	5	4	4	4	4	5	5	3	4	5	5	5	4	5	4	4	3	73
29	4	2	4	4	4	4	5	3	2	5	4	3	2	4	2	4	3	59
30	5	4	5	5	5	4	5	4	4	5	5	3	4	5	4	5	4	76
31	4	5	5	3	2	4	3	4	2	5	4	4	4	4	3	5	4	65
32	5	4	4	4	1	2	3	4	1	4	5	5	2	5	4	5	5	63
33	3	5	5	4	3	4	2	4	3	3	5	2	3	5	5	5	4	65
34	5	5	5	3	2	4	5	5	4	5	5	4	5	4	4	5	5	75
35	5	4	5	4	4	4	4	5	3	3	4	4	3	4	4	4	5	69
36	5	5	5	5	5	5	5	5	4	5	5	4	4	5	5	5	5	82
37	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
38	4	5	5	4	5	3	4	5	1	5	5	4	3	2	4	4	5	68
39	4	4	2	5	2	4	4	4	2	4	5	5	2	4	4	4	4	63
40	5	5	5	5	5	5	5	5	2	5	5	3	3	5	4	5	5	77
41	5	5	5	2	2	5	5	5	4	4	5	5	5	4	4	5	5	75
42	2	5	2	5	3	5	5	5	2	5	5	2	2	5	5	5	5	68
43	5	5	5	4	3	5	4	5	5	5	5	5	4	5	5	5	5	80
44	5	5	5	4	4	5	4	5	4	5	5	5	5	5	5	5	5	81
45	5	5	5	5	4	5	4	4	5	5	5	4	4	5	5	5	4	79
46	2	5	2	4	2	4	4	4	2	4	4	4	2	4	2	4	4	57
47	4	5	5	3	4	3	4	4	3	4	4	4	4	4	4	4	5	68
48	5	5	4	4	5	4	5	5	4	5	5	5	5	5	5	5	5	81
49	5	5	5	1	5	5	5	5	5	4	4	3	1	5	4	5	5	72
50	5	2	5	5	3	5	5	4	4	5	5	5	5	5	5	5	4	77
51	5	5	5	5	4	4	3	4	5	5	5	4	5	4	4	5	4	76

79	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
80	5	5	5	5	4	5	4	5	4	5	5	5	4	5	5	5	5	81
81	5	5	5	5	5	5	5	5	4	5	5	4	5	5	5	5	5	83
82	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
83	2	2	5	2	3	3	4	4	3	5	5	2	2	4	4	5	4	59
84	4	4	4	3	4	4	4	4	4	4	5	3	4	4	4	4	4	67
85	5	5	5	5	4	5	5	5	5	5	5	5	4	4	5	5	5	82
86	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	84
87	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
88	4	5	5	4	5	5	4	5	2	5	5	5	5	5	4	4	5	77
89	4	4	4	4	4	4	4	4	4	4	4	3	3	4	4	4	4	66
90	4	5	5	5	5	4	5	5	5	5	5	5	4	5	4	5	5	81
91	4	5	5	5	4	5	5	5	4	5	5	5	5	5	4	4	5	80
92	5	5	5	4	4	5	5	5	5	5	5	5	5	5	5	5	5	83
93	4	5	3	2	5	3	4	5	3	5	4	3	3	4	3	4	5	65
94	5	5	5	5	4	4	5	5	5	5	5	4	4	5	5	5	5	81
95	5	3	3	3	2	2	3	1	3	3	5	2	4	3	3	3	2	50
96	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	69
97	4	5	4	5	3	5	5	5	3	5	5	5	4	5	4	4	5	76
98	5	5	5	3	5	3	4	4	3	4	5	4	5	4	5	5	4	73
99	4	4	4	4	4	4	4	4	4	4	5	5	4	4	4	4	5	71
100	4	5	5	4	3	4	4	4	3	5	4	3	3	3	5	4	3	66

Hasil Jawaban 100 Responden Tingkat Kepentingan

NO	P1	P2	D1	D2	CS1	CS2	F1	F2	R1	R2	R3	A1	A2	S1	S2	PQ1	PQ2	TOTAL
1	3	3	2	3	3	4	3	4	4	4	3	3	4	3	4	4	2	56
2	3	3	2	3	3	3	3	3	4	3	3	4	3	3	3	2	2	50
3	4	4	2	4	4	5	4	2	3	2	3	3	5	4	4	5	2	60
4	3	5	1	2	3	2	3	5	3	5	4	4	2	3	3	3	1	52
5	4	4	4	4	4	4	4	4	5	4	3	4	4	4	5	4	4	69
6	4	4	5	5	4	5	4	5	3	5	5	5	5	5	5	5	5	79
7	5	5	4	3	3	3	5	3	3	3	3	4	3	4	4	3	4	62
8	4	5	4	4	4	4	4	4	3	4	4	5	4	5	5	4	4	71
9	3	4	5	3	3	4	3	4	4	4	4	3	4	3	3	4	5	63
10	5	3	4	3	4	3	5	3	3	3	2	4	3	3	4	3	4	59
11	4	4	3	4	3	4	4	4	3	4	3	4	4	3	4	4	3	62
12	5	5	3	4	3	5	5	5	4	5	2	4	5	4	4	5	3	71
13	3	5	5	5	4	5	3	5	3	5	3	3	5	3	3	5	5	70
14	4	5	4	4	4	4	4	4	3	4	3	4	4	3	4	4	4	66
15	4	4	4	4	3	4	4	4	4	4	4	3	4	4	3	4	4	65
16	5	5	3	5	5	5	5	5	5	5	4	4	5	4	4	5	3	77
17	5	4	3	4	4	4	5	5	4	5	5	4	4	4	4	5	3	72
18	5	5	2	4	4	4	5	4	5	4	4	3	4	2	3	4	2	64
19	2	4	2	4	4	4	2	4	3	4	3	4	4	1	4	4	2	55
20	4	5	3	4	4	4	4	5	3	5	5	4	4	3	4	4	3	68
21	4	5	3	3	3	3	4	3	3	3	4	3	3	4	3	3	3	57
22	4	3	3	4	3	4	4	4	4	4	5	3	4	3	3	2	3	60
23	3	3	3	3	4	3	3	3	3	3	3	5	3	4	5	3	3	57
24	5	5	4	4	5	4	5	4	3	4	4	5	4	4	5	4	4	73

25	4	4	3	4	4	4	4	4	4	4	4	5	4	5	5	4	3	69
26	5	5	3	4	3	4	5	4	4	4	5	4	4	5	4	4	3	70
27	5	3	4	3	3	3	5	3	4	3	5	4	3	3	3	3	4	61
28	3	4	3	4	3	4	3	5	2	5	5	4	4	5	4	5	3	66
29	2	3	2	3	4	3	2	3	1	3	2	3	3	3	4	3	2	46
30	5	3	4	4	4	4	5	4	3	4	4	4	4	3	4	4	4	67
31	4	4	4	5	5	5	4	4	5	4	5	4	3	2	4	5	2	69
32	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
33	5	3	4	5	5	5	3	5	5	5	5	3	5	2	3	5	2	70
34	5	5	5	5	5	5	5	5	5	5	5	5	2	2	5	5	5	79
35	5	3	5	4	5	5	4	5	5	4	4	3	5	4	5	5	3	74
36	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
37	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
38	5	5	3	4	4	4	2	3	3	3	4	5	3	5	4	4	1	62
39	5	2	5	5	5	5	5	5	5	5	5	2	2	2	5	5	2	70
40	5	2	5	5	5	5	5	5	5	5	5	3	5	5	5	4	3	77
41	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
42	5	3	5	5	5	2	5	5	5	5	5	3	5	4	3	5	2	72
43	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
44	5	4	4	5	5	5	4	4	5	4	5	5	4	4	5	5	3	76
45	4	4	4	5	5	4	4	4	4	5	4	4	5	4	5	4	4	73
46	5	3	5	5	5	2	5	4	5	5	5	4	4	5	3	5	2	72
47	2	2	2	2	1	1	2	2	2	2	2	2	2	2	2	1	2	31
48	3	4	5	4	5	5	4	4	5	4	5	3	4	4	4	5	4	72
49	3	3	3	5	5	4	5	5	4	3	5	4	5	3	3	3	4	67
50	5	3	3	2	3	3	3	3	2	3	3	4	3	3	3	3	4	53
51	5	3	4	5	5	5	4	5	4	5	4	5	5	3	5	4	5	76

52	4	3	4	5	4	5	4	4	4	5	5	5	3	5	5	5	3	73
53	2	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	19
54	5	5	5	4	4	4	4	5	5	4	4	4	5	4	5	4	4	75
55	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	51
56	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
57	5	3	3	2	3	3	3	3	2	3	3	4	3	3	3	3	4	53
58	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	51
59	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
60	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
61	5	3	5	4	5	5	3	5	4	5	5	3	1	5	5	5	4	72
62	5	3	4	5	5	5	5	5	5	5	5	3	4	3	4	5	4	75
63	5	4	5	5	5	5	5	5	5	4	5	3	5	4	5	5	4	79
64	5	5	5	5	5	4	4	5	4	5	4	5	5	5	4	5	5	80
65	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	69
66	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
67	5	4	4	3	4	3	3	4	4	3	4	3	4	4	5	5	3	65
68	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	51
69	4	3	4	5	5	3	3	3	3	5	5	2	3	5	4	4	3	64
70	4	3	5	4	5	4	4	4	3	4	5	3	5	3	2	4	3	65
71	4	4	5	4	4	5	4	5	5	5	5	3	4	3	5	5	4	74
72	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
73	5	3	3	5	5	5	5	5	5	5	5	4	4	3	5	5	3	75
74	3	3	3	4	5	4	5	3	5	4	3	3	4	4	4	3	4	64
75	3	3	3	4	5	4	5	3	5	4	3	3	4	4	4	3	4	64
76	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	17
77	5	3	4	4	5	5	5	4	5	3	4	4	5	4	3	5	4	72
78	4	4	4	4	4	4	5	4	4	5	4	4	4	4	5	4	4	71

Hasil Deskripsi Jawaban Responden Tingkat Kepentingan

P_1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	2.0	2.0	2.0
2	7	7.0	7.0	9.0
3	16	16.0	16.0	25.0
4	25	25.0	25.0	50.0
5	50	50.0	50.0	100.0
Total	100	100.0	100.0	

P_2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	2.0	2.0	2.0
2	7	7.0	7.0	9.0
3	32	32.0	32.0	41.0
4	30	30.0	30.0	71.0
5	29	29.0	29.0	100.0
Total	100	100.0	100.0	

D_1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	5	5.0	5.0	5.0
2	9	9.0	9.0	14.0
3	25	25.0	25.0	39.0
4	31	31.0	31.0	70.0
5	30	30.0	30.0	100.0
Total	100	100.0	100.0	

D_2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	2.0	2.0	2.0
2	8	8.0	8.0	10.0
3	18	18.0	18.0	28.0
4	39	39.0	39.0	67.0
5	33	33.0	33.0	100.0
Total	100	100.0	100.0	

CS_1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	4	4.0	4.0	4.0
2	4	4.0	4.0	8.0
3	21	21.0	21.0	29.0
4	32	32.0	32.0	61.0
5	39	39.0	39.0	100.0
Total	100	100.0	100.0	

CS_2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	4	4.0	4.0	4.0
2	5	5.0	5.0	9.0
3	20	20.0	20.0	29.0
4	38	38.0	38.0	67.0
5	33	33.0	33.0	100.0
Total	100	100.0	100.0	

F_1

	Frequency	Percent	Valid Percent	Cumulative Percent
1	3	3.0	3.0	3.0
2	7	7.0	7.0	10.0
3	21	21.0	21.0	31.0
4	33	33.0	33.0	64.0
5	36	36.0	36.0	100.0
Total	100	100.0	100.0	

F_2

	Frequency	Percent	Valid Percent	Cumulative Percent
1	3	3.0	3.0	3.0
2	5	5.0	5.0	8.0
3	21	21.0	21.0	29.0
4	34	34.0	34.0	63.0
5	37	37.0	37.0	100.0
Total	100	100.0	100.0	

R_1

	Frequency	Percent	Valid Percent	Cumulative Percent
1	4	4.0	4.0	4.0
2	7	7.0	7.0	11.0
3	26	26.0	26.0	37.0
4	28	28.0	28.0	65.0
5	35	35.0	35.0	100.0
Total	100	100.0	100.0	

R_2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	3.0	3.0	3.0
2	5	5.0	5.0	8.0
3	18	18.0	18.0	26.0
4	35	35.0	35.0	61.0
5	39	39.0	39.0	100.0
Total	100	100.0	100.0	

R_3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	3.0	3.0	3.0
2	7	7.0	7.0	10.0
3	22	22.0	22.0	32.0
4	29	29.0	29.0	61.0
5	39	39.0	39.0	100.0
Total	100	100.0	100.0	

A_1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	2.0	2.0	2.0
2	7	7.0	7.0	9.0
3	31	31.0	31.0	40.0
4	35	35.0	35.0	75.0
5	25	25.0	25.0	100.0
Total	100	100.0	100.0	

A_2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	4	4.0	4.0	4.0
2	9	9.0	9.0	13.0
3	20	20.0	20.0	33.0
4	36	36.0	36.0	69.0
5	31	31.0	31.0	100.0
Total	100	100.0	100.0	

S_1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	5	5.0	5.0	5.0
2	10	10.0	10.0	15.0
3	29	29.0	29.0	44.0
4	31	31.0	31.0	75.0
5	25	25.0	25.0	100.0
Total	100	100.0	100.0	

S_2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	4	4.0	4.0	4.0
2	4	4.0	4.0	8.0
3	23	23.0	23.0	31.0
4	34	34.0	34.0	65.0
5	35	35.0	35.0	100.0
Total	100	100.0	100.0	

PQ_1

	Frequency	Percent	Valid Percent	Cumulative Percent
1	4	4.0	4.0	4.0
2	5	5.0	5.0	9.0
3	18	18.0	18.0	27.0
4	33	33.0	33.0	60.0
5	40	40.0	40.0	100.0
Total	100	100.0	100.0	

PQ_2

	Frequency	Percent	Valid Percent	Cumulative Percent
1	5	5.0	5.0	5.0
2	14	14.0	14.0	19.0
3	30	30.0	30.0	49.0
4	32	32.0	32.0	81.0
5	19	19.0	19.0	100.0
Total	100	100.0	100.0	

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Hasil Deskripsi Jawaban Responden Tingkat Kinerja

P1

	Frequency	Percent	Valid Percent	Cumulative Percent
2	4	4.0	4.0	4.0
3	13	13.0	13.0	17.0
Valid 4	39	39.0	39.0	56.0
5	44	44.0	44.0	100.0
Total	100	100.0	100.0	

P2

	Frequency	Percent	Valid Percent	Cumulative Percent
2	5	5.0	5.0	5.0
3	8	8.0	8.0	13.0
Valid 4	24	24.0	24.0	37.0
5	63	63.0	63.0	100.0
Total	100	100.0	100.0	

D1

	Frequency	Percent	Valid Percent	Cumulative Percent
2	4	4.0	4.0	4.0
3	8	8.0	8.0	12.0
Valid 4	27	27.0	27.0	39.0
5	61	61.0	61.0	100.0
Total	100	100.0	100.0	

D2

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.0	1.0	1.0
2	5	5.0	5.0	6.0
3	14	14.0	14.0	20.0
Valid 4	39	39.0	39.0	59.0
5	41	41.0	41.0	100.0
Total	100	100.0	100.0	

CS1

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.0	1.0	1.0
2	7	7.0	7.0	8.0
3	18	18.0	18.0	26.0
Valid 4	41	41.0	41.0	67.0
5	33	33.0	33.0	100.0
Total	100	100.0	100.0	

CS2

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.0	1.0	1.0
2	2	2.0	2.0	3.0
3	20	20.0	20.0	23.0
Valid 4	40	40.0	40.0	63.0
5	37	37.0	37.0	100.0
Total	100	100.0	100.0	

F1

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2.0	2.0	2.0
3	12	12.0	12.0	14.0
Valid 4	38	38.0	38.0	52.0
5	48	48.0	48.0	100.0
Total	100	100.0	100.0	

F2

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.0	2.0	2.0
2	6	6.0	6.0	8.0
Valid 3	16	16.0	16.0	24.0
4	35	35.0	35.0	59.0
5	41	41.0	41.0	100.0
Total	100	100.0	100.0	

R1

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.0	2.0	2.0
2	7	7.0	7.0	9.0
Valid 3	21	21.0	21.0	30.0
4	40	40.0	40.0	70.0
5	30	30.0	30.0	100.0
Total	100	100.0	100.0	

R2

	Frequency	Percent	Valid Percent	Cumulative Percent
3	11	11.0	11.0	11.0
Valid 4	31	31.0	31.0	42.0
5	58	58.0	58.0	100.0
Total	100	100.0	100.0	

R3

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2.0	2.0	2.0
3	11	11.0	11.0	13.0
Valid 4	30	30.0	30.0	43.0
5	57	57.0	57.0	100.0
Total	100	100.0	100.0	

A1

	Frequency	Percent	Valid Percent	Cumulative Percent
2	6	6.0	6.0	6.0
3	30	30.0	30.0	36.0
Valid 4	31	31.0	31.0	67.0
5	33	33.0	33.0	100.0
Total	100	100.0	100.0	

A2

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.0	1.0	1.0
2	10	10.0	10.0	11.0
Valid 3	24	24.0	24.0	35.0
4	35	35.0	35.0	70.0
5	30	30.0	30.0	100.0
Total	100	100.0	100.0	

S1

	Frequency	Percent	Valid Percent	Cumulative Percent
2	3	3.0	3.0	3.0
3	16	16.0	16.0	19.0
Valid 4	39	39.0	39.0	58.0
5	42	42.0	42.0	100.0
Total	100	100.0	100.0	

S2

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2.0	2.0	2.0
3	11	11.0	11.0	13.0
Valid 4	40	40.0	40.0	53.0
5	47	47.0	47.0	100.0
Total	100	100.0	100.0	

PQ1

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.0	1.0	1.0
3	8	8.0	8.0	9.0
Valid 4	33	33.0	33.0	42.0
5	58	58.0	58.0	100.0
Total	100	100.0	100.0	

PQ2

	Frequency	Percent	Valid Percent	Cumulative Percent
2	5	5.0	5.0	5.0
3	17	17.0	17.0	22.0
Valid 4	30	30.0	30.0	52.0
5	48	48.0	48.0	100.0
Total	100	100.0	100.0	

	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	
PQ_2	Pearson Correlation	.304	.086	1.000**	.390*	.143	.325	.304	.137	.304	.137	.148	.198	.325	.294	.178	.236	1		.590**	
	Sig. (2-tailed)	.102	.650	.000	.033	.451	.079	.102	.470	.102	.470	.437	.295	.079	.114	.346	.209			.001	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	
Tot_Kepentingan	Pearson Correlation	.589**	.481**	.590**	.779**	.415*	.704**	.589**	.583**	.589**	.583**	.426	.411*	.704**	.531**	.419*	.700**	.590**			1
	Sig. (2-tailed)	.001	.007	.001	.000	.023	.000	.001	.001	.001	.001	.019	.024	.000	.003	.021	.000	.001			
	N	30	30	30	30	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).

Tot_Kinerja	Pearson Correlation	.803*	.540*	.600*	.455*	.627*	.494*	.512*	.455*	.385*	.417*	.734*	.525*	.374*	.781*	.463*	.455*	.600*	1
	Sig. (2-tailed)	.000	.002	.000	.011	.000	.006	.004	.011	.036	.022	.000	.003	.042	.000	.010	.011	.000	
	N	30	30	30	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 7

Hasil Reliabilitas Kinerja

Case Processing Summary

		N	%
	Valid	30	100.0
Cases	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
.845	17

Hasil Reliabilitas Kepentingan

Case Processing Summary

		N	%
	Valid	30	100.0
Cases	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
.869	17