

# LAMPIRAN



**INSTITUT INFORMATIKA & BISNIS DARMAJAYA  
FAKULTAS EKONOMI DAN BISNIS**

Jalan Zainal Abidin Pagar Alam No. 93 A, Bandar Lampung  
35142

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Bandar Lampung, 24 Agustus 2020

Perihal : Permohonan Bantuan Pengisian Kuesioner  
Kepada Yth :  
Karyawan/Karyawati PT Tamaris Hidro (PLTMH)  
Di – tempat

Dengan hormat,  
Sehubungan untuk memenuhi kelengkapan penyusunan skripsi, saya bermaksud melakukan penelitian pada perusahaan ini sebagai salah satu syarat dalam penyelesaian studi pada program Sarjana IIB Darmajaya dengan judul: “Analisis Kepuasan Kerja Karyawan PT. Tamaris Hidro Lampung Barat”

Guna penyelesaian penelitian ini, saya mengharapkan bantuan Bapak/Ibu/Saudara/i untuk bersedia menjawab semua pertanyaan yang ada secara jujur dan terbuka. Penelitian ini semata-mata bersifat ilmiah, dan hanya dipergunakan untuk keperluan penyusunan skripsi. Disamping itu juga, diharapkan hasil dari penelitian ini dapat memberikan manfaat bagi kita semua.

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

Hormat Saya,

Aca Sugandi  
1612110060

**KUESIONER**

**IDENTITAS RESPONDEN**

Berilah tanda silang (X) pada kolom yang telah disediakan sesuai dengan keadaan diri Anda.

NO : .....

1. Nama Responden : .....

2. Jenis Kelamin :  Pria  Wanita

3. Usia :  20 – 30 tahun  41 – 50 tahun  
 31 – 40 tahun

4. Masa Kerja :  0 – 2 tahun  2 – 4 tahun  
 4 - 6 tahun  6 – 8 tahun  
 8 – 10 tahun

Petunjuk pengisian :

1. Jawablah pernyataan yang diajukan dibawah ini dengan benar dan jujur.
2. Berilah tanda (√) pada salah satu jawaban yang paling benar.
3. Pertanyaan / pernyataan harus dijawab semua

Tingkat Kepuasan Karyawan
Sangat Tidak Penting (STP) (1)
Tidak Penting (TP) (2)
Cukup Penting (N) (3)
Penting (P) (4)
Sangat Penting (SP) (5)

Tingkat Harapan Karyawan
Sangat Tidak Penting (STP) (1)
Tidak Penting (TP) (2)
Cukup Penting (N) (3)
Penting (P) (4)
Sangat Penting (SP) (5)

No	Pernyataan	Tingkat Kepuasan Karyawan				
		STP	TP	N	P	SP

		1	2	3	4	5
<b>A. Pernyataan Itu Sendiri</b>						
1	Pekerjaan yang diberikan memberikan peluang untuk maju.					
2	Pekerjaan yang dilakukan tidak membosankan.					
3	Target pekerjaan tercapai dan tepat waktu.					
4	Pekerjaan menarik dan menantang.					
5	Jabatan sesuai kemampuan dan pendidikan.					
<b>B. Upah dan Gaji</b>						
1	Gaji yang diberikan sesuai dengan standar yang berlaku					
2	Pemberian upah dan gaji tepat waktu					
3	Gaji sesuai dengan pekerjaan yang dilakukan					
4	Sistem penggajian yang adil					
5	Upah dan gaji sesuai dengan keahlian atau keterampilan					
<b>C. Promosi</b>						
1	Promosi berdasarkan prestasi, hasil kerja dan kemampuan karyawan					
2	Promosi dilakukan secara obyektif					
3	Keadilan dalam kebijakan promosi karyawan					
4	Promosi karyawan dilakukan secara berkala dan terstruktur.					
5	Kesempatan yang sama untuk promosi					
<b>D. Pengawasan (Supervision)</b>						
1	Atasan memberikan apresiasi untuk karyawan yang berprestasi					
2	Atasan melibatkan karyawan dalam					

	pengambilan keputusan					
3	Atasan bersikap tegas dalam menegakkan disiplin kerja					
4	Komunikasi antara atasan dan bawahan terjalin dengan baik					
5	Atasan memberikan instruksi kerja yang jelas					
E. Rekan Kerja						
1	Dukungan dari rekan kerja dalam pelaksanaan pekerjaan					
2	Suasana kerja yang harmonis antar sesama rekan kerja					
3	Rekan kerja dapat memberikan solusi					
4	Hubungan dengan rekan kerja terjalin dengan baik					
5	Rekan kerja bertanggung jawab terhadap hasil pekerjaannya					

NO	Pernyataan	Tingkat Harapan Karyawan				
		STP	TP	N	P	SP
		1	2	3	4	5
<b>A. Pernyataan Itu Sendiri</b>						
1	Pekerjaan yang diberikan memberikan peluang untuk maju.					
2	Pekerjaan yang dilakukan tidak membosankan.					
3	Target pekerjaan tercapai dan tepat waktu.					
4	Pekerjaan menarik dan menantang.					
5	Jabatan sesuai kemampuan dan pendidikan.					
<b>B. Upah dan Gaji</b>						
1	Gaji yang diberikan sesuai dengan standar yang berlaku					
2	Pemberian upah dan gaji tepat waktu					
3	Gaji sesuai dengan pekerjaan yang dilakukan					
4	Sistem penggajian yang adil					
5	Upah dan gaji sesuai dengan keahlian atau keterampilan					
<b>C. Promosi</b>						
1	Promosi berdasarkan prestasi, hasil kerja dan kemampuan karyawan					
2	Promosi dilakukan secara obyektif					
3	Keadilan dalam kebijakan promosi karyawan					
4	Promosi karyawan dilakukan secara berkala dan terstruktur.					
5	Kesempatan yang sama untuk promosi					
<b>D. Pengawasan (Supervision)</b>						

1	Atasan memberikan apresiasi untuk karyawan yang berprestasi					
2	Atasan melibatkan karyawan dalam pengambilan keputusan					
3	Atasan bersikap tegas dalam menegakkan disiplin kerja					
4	Komunikasi antara atasan dan bawahan terjalin dengan baik					
5	Atasan memberikan instruksi kerja yang jelas					
<b>E. Rekan Kerja</b>						
1	Dukungan dari rekan kerja dalam pelaksanaan pekerjaan					
2	Suasana kerja yang harmonis antar sesama rekan kerja					
3	Rekan kerja dapat memberikan solusi					
4	Hubungan dengan rekan kerja terjalin dengan baik					
5	Rekan kerja bertanggung jawab terhadap hasil pekerjaannya					

Terimakasih atas bantuan Bapak/Ibu telah bersedia mengisi instrument penelitian ini sesuai dengan pendapat dan keadaan sesungguhnya, peneliti menjamin kerahasiaan jawaban Bapak/Ibu. Bantuan dan partisipasi Bapak/Ibu merupakan sumbangan yang sangat berharga bagi penelitian ini.

## Lampiran 2

### Hasil Jawaban Responden

### Hasil Output Jawaban Responden Variabel Pekerjaan Itu Sendiri (Harapan)

No Responden	Butir Pernyataan					
	p1	p2	p3	p4	p5	Total
1	5	5	4	4	5	23
2	4	5	4	4	4	21
3	5	5	3	3	2	18
4	5	4	4	5	5	23
5	3	5	5	5	4	22
6	5	4	4	4	5	22
7	3	5	4	4	4	20
8	4	5	4	3	3	19
9	5	5	4	4	5	23
10	4	5	4	4	4	21
11	5	5	5	5	5	25
12	4	4	4	5	5	22
13	3	5	5	5	4	22
14	5	4	4	4	5	22
15	4	2	4	2	3	15
16	4	4	4	4	4	20
17	5	5	5	5	5	25
18	3	5	5	5	4	22
19	3	5	4	4	5	21
20	5	5	4	4	4	22
21	4	4	3	3	2	16
22	5	5	4	5	5	24
23	4	4	4	4	4	20
24	4	5	4	4	4	21
25	5	5	4	5	5	24
26	4	5	3	4	4	20
27	3	4	4	4	5	20
28	3	5	5	4	4	21
29	3	5	4	5	3	20
30	3	4	5	4	4	20
31	3	2	4	4	5	18
32	5	4	5	3	4	21
33	5	5	5	5	5	25
34	4	5	5	5	4	23
35	5	5	4	5	5	24
36	4	3	4	4	4	19
37	3	5	5	4	4	21
38	5	5	4	4	5	23
39	4	3	5	4	2	18
40	4	5	5	4	5	23
41	5	4	4	5	4	22

### Hasil Output Jawaban Responden Variabel Pekerjaan Itu Sendiri (Kinerja)

No Responden	Butir Pernyataan					
	p1	p2	p3	p4	p5	Total
1	3	4	4	2	3	16
2	4	4	4	4	4	20
3	5	5	5	5	5	25



4	4	4	5	5	4	22
5	5	5	4	4	5	23
6	4	4	4	4	4	20
7	4	2	3	3	2	14
8	5	4	4	5	5	23
9	3	5	5	5	4	22
10	4	3	4	4	3	18
11	3	4	5	3	4	19
12	5	5	4	4	5	23
13	4	4	4	4	4	20
14	4	2	3	3	2	14
15	5	4	4	5	5	23
16	3	5	5	5	4	22
17	3	5	5	5	4	22
18	5	5	4	4	5	23
19	5	5	5	5	5	25
20	4	4	5	5	4	22
21	5	5	4	4	5	23
22	3	5	4	4	4	20
23	5	3	4	4	3	19
24	4	5	4	4	4	21
25	4	5	5	5	5	24
26	3	3	4	5	4	19
27	4	4	4	4	2	18
28	5	5	5	5	5	25
29	4	5	4	5	4	22
30	4	4	4	4	5	21
31	5	3	4	4	3	19
32	3	4	5	3	4	19
33	3	5	5	5	5	23
34	5	4	3	5	4	21
35	5	2	4	5	5	21
36	5	4	5	5	4	23
37	4	5	3	4	4	20
38	5	3	4	5	4	21
39	4	4	5	4	4	21
40	5	4	4	4	5	22
41	5	5	5	4	4	23

**Hasil Output Jawaban Responden Variabel Upah dan Gaji (Harapan)**

No Responden	Butir Pernyataan					Total
	p1	p2	p3	p4	p5	
1	5	5	5	4	5	24
2	5	4	5	5	4	23
3	4	3	3	5	4	19
4	5	4	4	4	4	21
5	3	3	5	3	5	19
6	5	5	4	4	5	23

7	5	4	5	5	4	23
8	4	3	3	5	4	19
9	5	5	4	3	3	20
10	5	4	5	5	4	23
11	4	3	3	5	4	19
12	5	5	5	5	5	25
13	3	3	5	3	5	19
14	5	5	4	4	5	23
15	5	4	5	5	4	23
16	5	5	2	3	3	18
17	4	3	3	5	4	19
18	5	5	5	5	5	25
19	5	5	5	4	5	24
20	5	4	5	5	4	23
21	4	3	3	5	4	19
22	5	4	4	4	4	21
23	4	3	5	5	4	21
24	5	4	4	5	4	22
25	5	3	4	4	3	19
26	5	5	3	5	4	22
27	5	4	5	5	4	23
28	5	5	4	4	5	23
29	5	5	5	5	5	25
30	4	5	5	5	4	23
31	5	4	5	4	4	22
32	3	3	5	3	4	18
33	5	4	3	4	4	20
34	5	3	5	5	4	22
35	4	5	4	5	5	23
36	3	4	3	4	5	19
37	5	3	5	5	4	22
38	5	5	3	4	5	22
39	5	4	4	5	5	23
40	5	5	5	5	4	24
41	5	5	3	4	3	20

**Hasil Output Jawaban Responden Variabel Upah dan Gaji (Kinerja)**

No Responden	Butir Pernyataan					Total
	p1	p2	p3	p4	p5	
1	3	3	5	3	5	19
2	5	5	5	5	5	25
3	5	5	5	4	5	24
4	5	4	5	5	4	23
5	4	3	3	5	4	19
6	4	4	2	3	4	17
7	5	4	5	5	4	23
8	5	5	2	3	3	18
9	4	3	3	5	4	19

10	5	5	5	5	5	25
11	5	5	5	4	5	24
12	5	4	5	5	4	23
13	4	3	3	5	4	19
14	5	4	4	4	4	21
15	3	3	5	3	5	19
16	5	5	4	4	5	23
17	5	5	3	4	5	22
18	5	4	4	4	4	21
19	5	4	5	5	4	23
20	4	3	3	5	4	19
21	5	4	4	4	4	21
22	3	3	5	3	5	19
23	5	5	3	5	4	22
24	5	5	5	5	4	24
25	5	4	2	5	3	19
26	5	5	3	3	4	20
27	4	5	5	5	5	24
28	5	4	5	4	5	23
29	5	3	5	4	4	21
30	5	5	3	5	4	22
31	4	3	4	5	4	20
32	5	4	5	4	5	23
33	5	4	4	5	5	23
34	4	4	3	5	5	21
35	3	3	4	4	4	18
36	5	5	5	4	4	23
37	5	4	3	5	4	21
38	5	3	4	4	4	20
39	5	5	5	5	5	25
40	5	4	4	5	4	22
41	4	4	2	4	5	19

### Hasil Output Jawaban Responden Variabel Promosi (Harapan)

No Responden	Butir Pernyataan					Total
	p1	p2	p3	p4	p5	
1	5	3	4	4	5	21
2	4	3	3	3	3	16
3	4	4	5	5	4	22
4	5	4	5	5	5	24
5	3	5	4	4	5	21
6	5	4	5	4	4	22
7	4	4	5	3	5	21
8	2	4	4	4	4	18
9	5	4	5	4	4	22
10	4	3	2	5	4	18
11	5	4	4	5	4	22
12	5	5	4	5	5	24

13	3	4	5	4	4	20
14	5	3	4	2	3	17
15	3	3	3	4	3	16
16	4	4	5	5	4	22
17	5	4	5	5	5	24
18	4	4	4	4	4	20
19	5	5	4	4	5	23
20	4	4	5	3	4	20
21	4	4	5	5	5	23
22	5	4	4	4	4	21
23	5	3	4	5	5	22
24	3	3	3	4	3	16
25	3	4	5	4	4	20
26	5	4	5	4	5	23
27	5	4	4	4	4	21
28	4	2	3	4	2	15
29	5	4	5	4	5	23
30	4	4	4	5	4	21
31	3	4	5	5	4	21
32	5	4	5	4	5	23
33	4	4	4	5	4	21
34	4	3	4	5	5	21
35	5	3	3	4	3	18
36	4	4	5	4	4	21
37	4	4	5	4	4	21
38	5	4	5	4	5	23
39	3	4	4	4	4	19
40	5	4	5	4	5	23
41	5	5	5	4	5	24

**Hasil Output Jawaban Responden Variabel Promosi (Kinerja)**

No Responden	Butir Pernyataan					Total
	p1	p2	p3	p4	p5	
1	5	4	5	3	4	21
2	5	4	5	4	5	23
3	4	4	4	4	4	20
4	2	3	4	4	5	18
5	5	4	5	4	5	23
6	4	3	2	3	4	16
7	4	4	4	4	4	20
8	5	5	4	5	5	24
9	5	4	5	3	4	21
10	5	4	5	4	5	23
11	4	4	4	4	4	20
12	2	3	4	4	5	18
13	5	3	3	5	3	19
14	5	4	5	5	4	23
15	4	3	3	3	3	16

16	3	4	5	4	5	21
17	5	4	5	4	5	23
18	4	4	4	4	4	20
19	2	3	4	4	5	18
20	4	4	4	4	4	20
21	5	5	4	5	5	24
22	5	3	3	5	3	19
23	5	4	5	4	5	23
24	5	4	5	5	4	23
25	5	4	5	4	5	23
26	5	5	4	5	5	24
27	5	4	5	3	4	21
28	4	5	5	4	5	23
29	3	4	4	3	4	18
30	4	3	4	2	3	16
31	5	3	3	5	3	19
32	5	4	5	5	4	23
33	5	4	5	4	5	23
34	4	4	4	4	4	20
35	4	3	3	3	3	16
36	3	4	5	4	5	21
37	5	4	5	4	5	23
38	4	4	4	4	4	20
39	2	3	4	4	5	18
40	5	5	4	5	5	24
41	5	4	5	3	4	21

**Hasil Output Jawaban Responden Variabel Pengawasan (Harapan)**

No Responden	Butir Pernyataan					Total
	p1	p2	p3	p4	p5	
1	5	5	4	5	5	24
2	3	3	3	3	3	15
3	5	4	4	4	4	21
4	5	4	5	4	5	23
5	5	5	4	5	5	24
6	3	3	3	3	3	15
7	2	4	3	4	3	16
8	3	5	5	3	3	19
9	5	5	4	5	5	24
10	3	3	3	3	3	15
11	5	4	5	4	5	23
12	5	5	4	5	5	24
13	5	4	4	4	4	21
14	5	4	4	4	4	21
15	5	4	5	4	5	23
16	5	5	4	5	5	24
17	3	3	3	3	3	15
18	2	4	3	4	3	16

19	3	5	5	3	3	19
20	5	4	5	4	5	23
21	5	4	5	4	5	23
22	5	5	4	5	5	24
23	5	4	4	4	4	21
24	5	4	5	4	5	23
25	5	5	4	5	5	24
26	5	5	4	5	5	24
27	5	4	4	5	5	23
28	4	3	3	4	4	18
29	5	5	4	5	5	24
30	3	3	3	3	3	15
31	5	4	5	4	5	23
32	5	4	5	4	5	23
33	5	4	5	4	5	23
34	5	5	4	5	5	24
35	5	4	4	4	4	21
36	4	3	3	4	4	18
37	5	5	4	5	5	24
38	3	3	3	3	3	15
39	5	4	5	4	5	23
40	5	5	4	5	5	24
41	2	4	3	4	3	16

**Hasil Output Jawaban Responden Variabel Pengawasan (Kinerja)**

No Responden	Butir Pernyataan					Total
	p1	p2	p3	p4	p5	
1	5	5	4	5	5	24
2	3	3	3	3	3	15
3	2	4	3	2	3	14
4	3	5	5	3	3	19
5	5	4	5	4	5	23
6	5	4	4	3	4	20
7	5	5	4	5	5	24
8	5	5	4	5	5	24
9	3	3	3	3	3	15
10	2	4	3	4	3	16
11	3	5	5	3	3	19
12	5	4	5	4	5	23
13	2	4	3	4	3	16
14	5	5	4	5	5	24
15	4	3	4	3	3	17
16	3	3	3	3	3	15
17	5	4	4	4	4	21
18	5	5	4	5	5	24
19	3	3	3	3	3	15
20	5	4	5	4	5	23
21	5	5	4	5	5	24

22	5	4	4	3	4	20
23	5	5	4	5	5	24
24	5	4	5	4	5	23
25	5	5	4	5	5	24
26	3	3	3	3	3	15
27	2	4	3	4	3	16
28	3	5	5	3	3	19
29	5	4	5	4	5	23
30	5	4	5	4	5	23
31	5	5	4	5	5	24
32	5	5	4	5	5	24
33	3	3	3	3	3	15
34	5	5	4	5	5	24
35	3	3	3	3	3	15
36	5	4	5	4	5	23
37	5	4	5	4	5	23
38	5	4	5	4	5	23
39	5	5	4	5	5	24
40	5	4	4	4	4	21
41	4	3	3	4	4	18

### Hasil Output Jawaban Responden Variabel Rekan Kerja (Harapan)

No Responden	Butir Pernyataan					Total
	p1	p2	p3	p4	p5	
1	5	5	4	5	5	24
2	3	5	5	5	4	22
3	5	4	4	4	4	21
4	4	5	4	5	5	23
5	3	5	5	5	4	22
6	5	5	5	5	5	25
7	5	5	4	5	5	24
8	3	5	5	5	4	22
9	5	4	4	4	4	21
10	5	4	4	4	4	21
11	4	5	4	5	5	23
12	3	5	5	5	4	22
13	5	5	5	5	5	25
14	2	4	3	3	3	15
15	4	5	4	5	5	23
16	3	5	5	5	4	22
17	5	5	5	5	5	25
18	5	5	4	5	5	24
19	3	5	5	5	4	22
20	5	5	5	5	5	25
21	4	4	4	4	4	20
22	3	5	5	5	4	22
23	5	5	5	5	5	25
24	4	4	4	4	4	20

25	3	3	3	3	3	15
26	5	5	4	5	5	24
27	3	5	5	5	4	22
28	5	4	4	4	4	21
29	4	5	4	5	5	23
30	3	5	5	5	4	22
31	5	4	4	4	4	21
32	4	4	4	4	4	20
33	3	5	5	5	4	22
34	5	5	5	5	5	25
35	4	5	4	5	5	23
36	3	5	5	5	4	22
37	5	5	5	5	5	25
38	3	5	5	5	4	22
39	5	5	5	5	5	25
40	5	5	4	5	5	24
41	5	5	4	5	5	24

**Hasil Output Jawaban Responden Variabel Rekan Kerja (Kinerja)**

No Responden	Butir Pernyataan					Total
	p1	p2	p3	p4	p5	
1	4	5	4	5	5	23
2	3	5	5	5	4	22
3	5	5	5	5	5	25
4	5	4	4	4	4	21
5	3	3	3	3	3	15
6	3	5	5	5	4	22
7	5	5	5	5	5	25
8	5	4	4	4	4	21
9	3	3	3	3	3	15
10	5	4	4	4	4	21
11	4	5	4	5	5	23
12	3	5	5	5	4	22
13	5	5	5	5	5	25
14	2	4	3	3	3	15
15	3	5	5	5	4	22
16	4	3	3	2	4	16
17	4	5	4	5	5	23
18	3	5	5	5	4	22
19	5	5	5	5	5	25
20	4	4	4	4	4	20
21	3	5	5	5	4	22
22	5	5	5	5	5	25
23	4	4	4	4	4	20
24	3	5	5	5	4	22
25	5	4	4	4	4	21
26	4	4	4	4	4	20
27	3	5	5	5	4	22



28	5	5	5	5	5	25
29	4	5	4	5	5	23
30	3	5	5	5	4	22
31	5	5	5	5	5	25
32	3	3	3	3	3	15
33	5	5	4	5	5	24
34	3	5	5	5	4	22
35	5	5	5	5	5	25
36	4	5	4	5	5	23
37	3	5	5	5	4	22
38	3	5	5	5	4	22
39	5	5	5	5	5	25
40	2	4	3	3	3	15
41	3	3	3	3	3	15

### Lampiran 3

#### Deskripsi karakteristik responden:

##### a. Berdasarkan Jenis Kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
PRIA	38	92,7	92,7	92,7
Valid WANITA	3	7,3	7,3	100,0
Total	41	100,0	100,0	

##### b. Berdasarkan Usia

	Frequency	Percent	Valid Percent	Cumulative Percent
20-30 tahun	4	9,8	9,8	9,8
Valid 31-40 tahun	25	61,0	61,0	70,7
41-50 tahun	12	29,3	29,3	100,0
Total	41	100,0	100,0	

##### c. Berdasarkan Masa Kerja

Masa Kerja

	Frequency	Percent	Valid Percent	Cumulative Percent
0 - 2 tahun	9	22,0	22,0	22,0
2 - 4 tahun	17	41,5	41,5	63,4
Valid 4 - 6 tahun	14	34,1	34,1	97,6
8 - 10 tahun	1	2,4	2,4	100,0
Total	41	100,0	100,0	

## Lampiran 4

### Deskripsi Hasil Output Jawaban Responden

#### A. Harapan

##### PIS1

	Frequency	Percent	Valid Percent	Cumulative Percent
N	11	26.8	26.8	26.8
Valid P	14	34.1	34.1	61.0
SP	16	39.0	39.0	100.0
Total	41	100.0	100.0	

##### PIS2

	Frequency	Percent	Valid Percent	Cumulative Percent
TP	2	4.9	4.9	4.9
N	2	4.9	4.9	9.8
Valid P	11	26.8	26.8	36.6
SP	26	63.4	63.4	100.0
Total	41	100.0	100.0	

##### PIS3

	Frequency	Percent	Valid Percent	Cumulative Percent
N	3	7.3	7.3	7.3
Valid P	25	61.0	61.0	68.3
SP	13	31.7	31.7	100.0

Total	41	100.0	100.0
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**PIS4**

	Frequency	Percent	Valid Percent	Cumulative Percent
TP	1	2.4	2.4	2.4
N	4	9.8	9.8	12.2
Valid P	22	53.7	53.7	65.9
SP	14	34.1	34.1	100.0
Total	41	100.0	100.0	

**PIS5**

	Frequency	Percent	Valid Percent	Cumulative Percent
TP	3	7.3	7.3	7.3
N	3	7.3	7.3	14.6
Valid P	18	43.9	43.9	58.5
SP	17	41.5	41.5	100.0
Total	41	100.0	100.0	

**UG1**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	4	9.8	9.8	9.8
Valid P	8	19.5	19.5	29.3
SP	29	70.7	70.7	100.0
Total	41	100.0	100.0	

**UG2**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	12	29.3	29.3	29.3
Valid P	13	31.7	31.7	61.0
SP	16	39.0	39.0	100.0
Total	41	100.0	100.0	

**UG3**

	Frequency	Percent	Valid Percent	Cumulative Percent
TP	1	2.4	2.4	2.4
N	10	24.4	24.4	26.8
Valid P	10	24.4	24.4	51.2
SP	20	48.8	48.8	100.0
Total	41	100.0	100.0	

**UG4**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	5	12.2	12.2	12.2
Valid P	13	31.7	31.7	43.9
SP	23	56.1	56.1	100.0
Total	41	100.0	100.0	

**UG5**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	4	9.8	9.8	9.8
Valid P	23	56.1	56.1	65.9
SP	14	34.1	34.1	100.0
Total	41	100.0	100.0	

**PROMOSI1**

	Frequency	Percent	Valid Percent	Cumulative Percent
TP	1	2.4	2.4	2.4
N	7	17.1	17.1	19.5
Valid P	14	34.1	34.1	53.7
SP	19	46.3	46.3	100.0
Total	41	100.0	100.0	

**PROMOSI2**

	Frequency	Percent	Valid Percent	Cumulative Percent

	TP	1	2.4	2.4	2.4
	N	9	22.0	22.0	24.4
Valid	P	27	65.9	65.9	90.2
	SP	4	9.8	9.8	100.0
	Total	41	100.0	100.0	

**PROMOSI3**

		Frequency	Percent	Valid Percent	Cumulative Percent
	TP	1	2.4	2.4	2.4
	N	5	12.2	12.2	14.6
Valid	P	15	36.6	36.6	51.2
	SP	20	48.8	48.8	100.0
	Total	41	100.0	100.0	

**PROMOSI4**

		Frequency	Percent	Valid Percent	Cumulative Percent
	TP	1	2.4	2.4	2.4
	N	3	7.3	7.3	9.8
Valid	P	24	58.5	58.5	68.3
	SP	13	31.7	31.7	100.0
	Total	41	100.0	100.0	

**PROMOSI5**

		Frequency	Percent	Valid Percent	Cumulative Percent
	TP	1	2.4	2.4	2.4
	N	5	12.2	12.2	14.6
Valid	P	19	46.3	46.3	61.0
	SP	16	39.0	39.0	100.0
	Total	41	100.0	100.0	

**PENGAWASAN1**

		Frequency	Percent	Valid Percent	Cumulative Percent
	TP	3	7.3	7.3	7.3
Valid	N	8	19.5	19.5	26.8
	P	2	4.9	4.9	31.7

SP	28	68.3	68.3	100.0
Total	41	100.0	100.0	

**PENGAWASAN2**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	8	19.5	19.5	19.5
P	19	46.3	46.3	65.9
SP	14	34.1	34.1	100.0
Total	41	100.0	100.0	

**PENGAWASAN3**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	11	26.8	26.8	26.8
P	18	43.9	43.9	70.7
SP	12	29.3	29.3	100.0
Total	41	100.0	100.0	

**PENGAWASAN4**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	8	19.5	19.5	19.5
P	20	48.8	48.8	68.3
SP	13	31.7	31.7	100.0
Total	41	100.0	100.0	

**PENGAWASAN5**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	11	26.8	26.8	26.8
P	7	17.1	17.1	43.9
SP	23	56.1	56.1	100.0
Total	41	100.0	100.0	

**RK1**

	Frequency	Percent	Valid Percent	Cumulative Percent
TP	1	2.4	2.4	2.4
N	13	31.7	31.7	34.1
Valid P	8	19.5	19.5	53.7
SP	19	46.3	46.3	100.0
Total	41	100.0	100.0	

**RK2**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	1	2.4	2.4	2.4
Valid P	9	22.0	22.0	24.4
SP	31	75.6	75.6	100.0
Total	41	100.0	100.0	

**RK3**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	2	4.9	4.9	4.9
Valid P	19	46.3	46.3	51.2
SP	20	48.8	48.8	100.0
Total	41	100.0	100.0	

**RK4**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	2	4.9	4.9	4.9
Valid P	8	19.5	19.5	24.4
SP	31	75.6	75.6	100.0
Total	41	100.0	100.0	

**RK5**

	Frequency	Percent	Valid Percent	Cumulative Percent

	N	2	4.9	4.9	4.9
Valid	P	20	48.8	48.8	53.7
	SP	19	46.3	46.3	100.0
	Total	41	100.0	100.0	

## B. Kepuasan

### PIS1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	9	22.0	22.0	22.0
	P	15	36.6	36.6	58.5
	SP	17	41.5	41.5	100.0
	Total	41	100.0	100.0	

### PIS2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TP	3	7.3	7.3	7.3
	N	5	12.2	12.2	19.5
	P	16	39.0	39.0	58.5
	SP	17	41.5	41.5	100.0
	Total	41	100.0	100.0	

### PIS3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	4	9.8	9.8	9.8
	P	22	53.7	53.7	63.4
	SP	15	36.6	36.6	100.0
	Total	41	100.0	100.0	



**PIS4**

	Frequency	Percent	Valid Percent	Cumulative Percent
TP	1	2.4	2.4	2.4
N	4	9.8	9.8	12.2
Valid P	18	43.9	43.9	56.1
SP	18	43.9	43.9	100.0
Total	41	100.0	100.0	

**PIS5**

	Frequency	Percent	Valid Percent	Cumulative Percent
TP	3	7.3	7.3	7.3
N	4	9.8	9.8	17.1
Valid P	20	48.8	48.8	65.9
SP	14	34.1	34.1	100.0
Total	41	100.0	100.0	

**UG1**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	4	9.8	9.8	9.8
Valid P	9	22.0	22.0	31.7
SP	28	68.3	68.3	100.0
Total	41	100.0	100.0	

**UG2**

	Frequency	Percent	Valid Percent	Cumulative Percent

	N	11	26.8	26.8	26.8
Valid	P	16	39.0	39.0	65.9
	SP	14	34.1	34.1	100.0
	Total	41	100.0	100.0	

**UG3**

		Frequency	Percent	Valid Percent	Cumulative Percent
	TP	4	9.8	9.8	9.8
Valid	N	10	24.4	24.4	34.1
	P	9	22.0	22.0	56.1
	SP	18	43.9	43.9	100.0
	Total	41	100.0	100.0	

**UG4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	6	14.6	14.6	14.6
	P	14	34.1	34.1	48.8
	SP	21	51.2	51.2	100.0
	Total	41	100.0	100.0	

**UG5**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	2	4.9	4.9	4.9
	P	23	56.1	56.1	61.0
	SP	16	39.0	39.0	100.0
	Total	41	100.0	100.0	

	Frequency	Percent	Valid Percent	Cumulative Percent
TP	4	9.8	9.8	9.8
N	3	7.3	7.3	17.1
Valid P	12	29.3	29.3	46.3
SP	22	53.7	53.7	100.0
Total	41	100.0	100.0	

**PROM2**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	11	26.8	26.8	26.8
Valid P	25	61.0	61.0	87.8
SP	5	12.2	12.2	100.0
Total	41	100.0	100.0	

**PROM3**

	Frequency	Percent	Valid Percent	Cumulative Percent
TP	1	2.4	2.4	2.4
N	5	12.2	12.2	14.6
Valid P	17	41.5	41.5	56.1
SP	18	43.9	43.9	100.0
Total	41	100.0	100.0	

**PROM4**

	Frequency	Percent	Valid Percent	Cumulative Percent
TS	1	2.4	2.4	2.4
N	8	19.5	19.5	22.0
Valid P	22	53.7	53.7	75.6
SP	10	24.4	24.4	100.0
Total	41	100.0	100.0	

**PROM5**

	Frequency	Percent	Valid Percent	Cumulative Percent

	N	6	14.6	14.6	14.6
Valid	P	16	39.0	39.0	53.7
	SP	19	46.3	46.3	100.0
	Total	41	100.0	100.0	

**PENG1**

		Frequency	Percent	Valid Percent	Cumulative Percent
	TP	4	9.8	9.8	9.8
Valid	N	10	24.4	24.4	34.1
	P	2	4.9	4.9	39.0
	SP	25	61.0	61.0	100.0
	Total	41	100.0	100.0	

**PENG2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	9	22.0	22.0	22.0
	P	17	41.5	41.5	63.4
	SP	15	36.6	36.6	100.0
	Total	41	100.0	100.0	

**PENG3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	12	29.3	29.3	29.3
	P	17	41.5	41.5	70.7
	SP	12	29.3	29.3	100.0
	Total	41	100.0	100.0	

**PENG4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TP	1	2.4	2.4	2.4
	N	13	31.7	31.7	34.1
	P	15	36.6	36.6	70.7
	SP	12	29.3	29.3	100.0
	Total	41	100.0	100.0	

**PENG5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	15	36.6	36.6	36.6
P	5	12.2	12.2	48.8
SP	21	51.2	51.2	100.0
Total	41	100.0	100.0	

**RK1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TP	1	2.4	2.4	2.4
N	13	31.7	31.7	34.1
P	8	19.5	19.5	53.7
SP	19	46.3	46.3	100.0
Total	41	100.0	100.0	

**RK2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	1	2.4	2.4	2.4
P	9	22.0	22.0	24.4
SP	31	75.6	75.6	100.0
Total	41	100.0	100.0	

**RK3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	2	4.9	4.9	4.9
P	19	46.3	46.3	51.2
SP	20	48.8	48.8	100.0
Total	41	100.0	100.0	

**RK4**

	Frequency	Percent	Valid Percent	Cumulative Percent

	N	2	4.9	4.9	4.9
Valid	P	8	19.5	19.5	24.4
	SP	31	75.6	75.6	100.0
	Total	41	100.0	100.0	

**RK5**

		Frequency	Percent	Valid Percent	Cumulative Percent
	N	2	4.9	4.9	4.9
Valid	P	20	48.8	48.8	53.7
	SP	19	46.3	46.3	100.0
	Total	41	100.0	100.0	

## Lampiran 5

### Hasil Output Uji Validitas

#### A. Harapan

**Correlations (Pekerjaan Itu Sendiri)**

		item1	item2	item3	item4	item5	total
item1	Pearson Correlation	1	.097	-.223	.044	.248	.443**
	Sig. (1-tailed)		.272	.080	.392	.059	.002
	N	41	41	41	41	41	41
item2	Pearson Correlation	.097	1	.112	.393**	.180	.611**
	Sig. (1-tailed)	.272		.242	.006	.130	.000
	N	41	41	41	41	41	41
item3	Pearson Correlation	-.223	.112	1	.363**	.199	.406**
	Sig. (1-tailed)	.080	.242		.010	.106	.004
	N	41	41	41	41	41	41
item4	Pearson Correlation	.044	.393**	.363**	1	.499**	.753**
	Sig. (1-tailed)	.392	.006	.010		.000	.000
	N	41	41	41	41	41	41
item5	Pearson Correlation	.248	.180	.199	.499**	1	.743**
	Sig. (1-tailed)	.059	.130	.106	.000		.000
	N	41	41	41	41	41	41
total	Pearson Correlation	.443**	.611**	.406**	.753**	.743**	1
	Sig. (1-tailed)	.002	.000	.004	.000	.000	
	N	41	41	41	41	41	41

**Correlations (Upah&Gaji)**

		item1	item2	item3	item4	item5	total
item1	Pearson Correlation	1	.522**	.088	.266*	-.186	.604**
	Sig. (1-tailed)		.000	.291	.046	.122	.000
	N	41	41	41	41	41	41
item2	Pearson Correlation	.522**	1	.007	-.075	.242	.619**
	Sig. (1-tailed)	.000		.482	.322	.063	.000
	N	41	41	41	41	41	41
item3	Pearson Correlation	.088	.007	1	.137	.269*	.593**
	Sig. (1-tailed)	.291	.482		.197	.044	.000
	N	41	41	41	41	41	41

item4	Pearson Correlation	.266 <sup>*</sup>	-.075	.137	1	.034	.467 <sup>**</sup>
	Sig. (1-tailed)	.046	.322	.197		.415	.001
	N	41	41	41	41	41	41
item5	Pearson Correlation	-.186	.242	.269 <sup>*</sup>	.034	1	.467 <sup>**</sup>
	Sig. (1-tailed)	.122	.063	.044	.415		.001
	N	41	41	41	41	41	41
total	Pearson Correlation	.604 <sup>**</sup>	.619 <sup>**</sup>	.593 <sup>**</sup>	.467 <sup>**</sup>	.467 <sup>**</sup>	1
	Sig. (1-tailed)	.000	.000	.000	.001	.001	
	N	41	41	41	41	41	41

#### Correlations (Promosi)

		item1	item2	item3	item4	item5	total
item1	Pearson Correlation	1	.085	.215	.099	.347 <sup>*</sup>	.557 <sup>**</sup>
	Sig. (1-tailed)		.328	.127	.302	.030	.001
	N	30	30	30	30	30	30
item2	Pearson Correlation	.085	1	.534 <sup>**</sup>	.209	.656 <sup>**</sup>	.716 <sup>**</sup>
	Sig. (1-tailed)	.328		.001	.134	.000	.000
	N	30	30	30	30	30	30
item3	Pearson Correlation	.215	.534 <sup>**</sup>	1	.047	.524 <sup>**</sup>	.700 <sup>**</sup>
	Sig. (1-tailed)	.127	.001		.402	.001	.000
	N	30	30	30	30	30	30
item4	Pearson Correlation	.099	.209	.047	1	.360 <sup>*</sup>	.501 <sup>**</sup>
	Sig. (1-tailed)	.302	.134	.402		.025	.002
	N	30	30	30	30	30	30
item5	Pearson Correlation	.347 <sup>*</sup>	.656 <sup>**</sup>	.524 <sup>**</sup>	.360 <sup>*</sup>	1	.861 <sup>**</sup>
	Sig. (1-tailed)	.030	.000	.001	.025		.000
	N	30	30	30	30	30	30
total	Pearson Correlation	.557 <sup>**</sup>	.716 <sup>**</sup>	.700 <sup>**</sup>	.501 <sup>**</sup>	.861 <sup>**</sup>	1
	Sig. (1-tailed)	.001	.000	.000	.002	.000	
	N	30	30	30	30	30	30

#### Correlations (Pengawasan)

		item1	item2	item3	item4	item5	total
item1	Pearson Correlation	1	.462 <sup>**</sup>	.624 <sup>**</sup>	.650 <sup>**</sup>	.906 <sup>**</sup>	.906 <sup>**</sup>
	Sig. (1-tailed)		.001	.000	.000	.000	.000
	N	41	41	41	41	41	41
item2	Pearson Correlation	.462 <sup>**</sup>	1	.447 <sup>**</sup>	.736 <sup>**</sup>	.561 <sup>**</sup>	.748 <sup>**</sup>
	Sig. (1-tailed)	.001		.002	.000	.000	.000



	N	41	41	41	41	41	41
item3	Pearson Correlation	.624**	.447**	1	.179	.631**	.704**
	Sig. (1-tailed)	.000	.002		.131	.000	.000
	N	41	41	41	41	41	41
item4	Pearson Correlation	.650**	.736**	.179	1	.784**	.802**
	Sig. (1-tailed)	.000	.000	.131		.000	.000
	N	41	41	41	41	41	41
item5	Pearson Correlation	.906**	.561**	.631**	.784**	1	.953**
	Sig. (1-tailed)	.000	.000	.000	.000		.000
	N	41	41	41	41	41	41
total	Pearson Correlation	.906**	.748**	.704**	.802**	.953**	1
	Sig. (1-tailed)	.000	.000	.000	.000	.000	
	N	41	41	41	41	41	41

#### Correlations (Rekan Kerja)

	item1	item2	item3	item4	item5	total	
item1	Pearson Correlation	1	.004	-.123	.103	.688**	.584**
	Sig. (1-tailed)		.490	.222	.261	.000	.000
	N	41	41	41	41	41	41
item2	Pearson Correlation	.004	1	.658**	.962**	.639**	.791**
	Sig. (1-tailed)	.490		.000	.000	.000	.000
	N	41	41	41	41	41	41
item3	Pearson Correlation	-.123	.658**	1	.699**	.181	.570**
	Sig. (1-tailed)	.222	.000		.000	.129	.000
	N	41	41	41	41	41	41
item4	Pearson Correlation	.103	.962**	.699**	1	.680**	.854**
	Sig. (1-tailed)	.261	.000	.000		.000	.000
	N	41	41	41	41	41	41
item5	Pearson Correlation	.688**	.639**	.181	.680**	1	.894**
	Sig. (1-tailed)	.000	.000	.129	.000		.000
	N	41	41	41	41	41	41
total	Pearson Correlation	.584**	.791**	.570**	.854**	.894**	1
	Sig. (1-tailed)	.000	.000	.000	.000	.000	
	N	41	41	41	41	41	41

**b. Kepuasan**

**Correlations (Pekerjaan Itu Sendiri)**

		item1	item2	item3	item4	item5	total
item1	Pearson Correlation	1	-.076	-.209	.241	.306 <sup>*</sup>	.397 <sup>**</sup>
	Sig. (1-tailed)		.318	.094	.064	.026	.005
	N	41	41	41	41	41	41
item2	Pearson Correlation	-.076	1	.451 <sup>**</sup>	.265 <sup>*</sup>	.556 <sup>**</sup>	.703 <sup>**</sup>
	Sig. (1-tailed)	.318		.002	.047	.000	.000
	N	41	41	41	41	41	41
item3	Pearson Correlation	-.209	.451 <sup>**</sup>	1	.357 <sup>*</sup>	.364 <sup>**</sup>	.566 <sup>**</sup>
	Sig. (1-tailed)	.094	.002		.011	.010	.000
	N	41	41	41	41	41	41
item4	Pearson Correlation	.241	.265 <sup>*</sup>	.357 <sup>*</sup>	1	.497 <sup>**</sup>	.711 <sup>**</sup>
	Sig. (1-tailed)	.064	.047	.011		.000	.000
	N	41	41	41	41	41	41
item5	Pearson Correlation	.306 <sup>*</sup>	.556 <sup>**</sup>	.364 <sup>**</sup>	.497 <sup>**</sup>	1	.856 <sup>**</sup>
	Sig. (1-tailed)	.026	.000	.010	.000		.000
	N	41	41	41	41	41	41
total	Pearson Correlation	.397 <sup>**</sup>	.703 <sup>**</sup>	.566 <sup>**</sup>	.711 <sup>**</sup>	.856 <sup>**</sup>	1
	Sig. (1-tailed)	.005	.000	.000	.000	.000	
	N	41	41	41	41	41	41

**Correlations (Upah dan Gaji)**

		item1	item2	item3	item4	item5	total
item1	Pearson Correlation	1	.628 <sup>**</sup>	.071	.316 <sup>*</sup>	-.207	.618 <sup>**</sup>
	Sig. (1-tailed)		.000	.329	.022	.097	.000
	N	41	41	41	41	41	41
item2	Pearson Correlation	.628 <sup>**</sup>	1	.061	.082	.164	.652 <sup>**</sup>
	Sig. (1-tailed)	.000		.353	.304	.152	.000
	N	41	41	41	41	41	41
item3	Pearson Correlation	.071	.061	1	.033	.456 <sup>**</sup>	.654 <sup>**</sup>
	Sig. (1-tailed)	.329	.353		.420	.001	.000
	N	41	41	41	41	41	41
item4	Pearson Correlation	.316 <sup>*</sup>	.082	.033	1	-.126	.444 <sup>**</sup>
	Sig. (1-tailed)	.022	.304	.420		.217	.002
	N	41	41	41	41	41	41
item5	Pearson Correlation	-.207	.164	.456 <sup>**</sup>	-.126	1	.435 <sup>**</sup>
	Sig. (1-tailed)	.097	.152	.001	.217		.002
	N	41	41	41	41	41	41

	N	41	41	41	41	41	41
	Pearson Correlation	.618**	.652**	.654**	.444**	.435**	1
total	Sig. (1-tailed)	.000	.000	.000	.002	.002	
	N	41	41	41	41	41	41

#### Correlations (Promosi)

		item1	item2	item3	item4	item5	total
	Pearson Correlation	1	.442**	.233	.242	-.159	.604**
item1	Sig. (1-tailed)		.002	.071	.064	.160	.000
	N	41	41	41	41	41	41
	Pearson Correlation	.442**	1	.504**	.329*	.501**	.826**
item2	Sig. (1-tailed)	.002		.000	.018	.000	.000
	N	41	41	41	41	41	41
	Pearson Correlation	.233	.504**	1	.000	.558**	.694**
item3	Sig. (1-tailed)	.071	.000		.500	.000	.000
	N	41	41	41	41	41	41
	Pearson Correlation	.242	.329*	.000	1	.233	.545**
item4	Sig. (1-tailed)	.064	.018	.500		.071	.000
	N	41	41	41	41	41	41
	Pearson Correlation	-.159	.501**	.558**	.233	1	.599**
item5	Sig. (1-tailed)	.160	.000	.000	.071		.000
	N	41	41	41	41	41	41
	Pearson Correlation	.604**	.826**	.694**	.545**	.599**	1
total	Sig. (1-tailed)	.000	.000	.000	.000	.000	
	N	41	41	41	41	41	41

#### Correlations (Pengawasan)

		item1	item2	item3	item4	item5	total
	Pearson Correlation	1	.441**	.607**	.647**	.908**	.901**
item1	Sig. (1-tailed)		.002	.000	.000	.000	.000
	N	41	41	41	41	41	41
	Pearson Correlation	.441**	1	.467**	.676**	.566**	.737**
item2	Sig. (1-tailed)	.002		.001	.000	.000	.000
	N	41	41	41	41	41	41
	Pearson Correlation	.607**	.467**	1	.228	.586**	.692**
item3	Sig. (1-tailed)	.000	.001		.076	.000	.000
	N	41	41	41	41	41	41
item4	Pearson Correlation	.647**	.676**	.228	1	.800**	.817**

	Sig. (1-tailed)	.000	.000	.076		.000	.000
	N	41	41	41	41	41	41
item5	Pearson Correlation	.908**	.566**	.586**	.800**	1	.953**
	Sig. (1-tailed)	.000	.000	.000	.000		.000
	N	41	41	41	41	41	41
total	Pearson Correlation	.901**	.737**	.692**	.817**	.953**	1
	Sig. (1-tailed)	.000	.000	.000	.000	.000	
	N	41	41	41	41	41	41

### Correlations (Rekan Kerja)

		item1	item2	item3	item4	item5	total
item1	Pearson Correlation	1	.191	.240	.271 <sup>+</sup>	.727**	.619**
	Sig. (1-tailed)		.116	.065	.043	.000	.000
	N	41	41	41	41	41	41
item2	Pearson Correlation	.191	1	.854**	.956**	.723**	.876**
	Sig. (1-tailed)	.116		.000	.000	.000	.000
	N	41	41	41	41	41	41
item3	Pearson Correlation	.240	.854**	1	.880**	.567**	.841**
	Sig. (1-tailed)	.065	.000		.000	.000	.000
	N	41	41	41	41	41	41
item4	Pearson Correlation	.271 <sup>+</sup>	.956**	.880**	1	.727**	.909**
	Sig. (1-tailed)	.043	.000	.000		.000	.000
	N	41	41	41	41	41	41
item5	Pearson Correlation	.727**	.723**	.567**	.727**	1	.907**
	Sig. (1-tailed)	.000	.000	.000	.000		.000
	N	41	41	41	41	41	41
total	Pearson Correlation	.619**	.876**	.841**	.909**	.907**	1
	Sig. (1-tailed)	.000	.000	.000	.000	.000	
	N	41	41	41	41	41	41

## Lampiran 6

### Hasil Uji Reabilitas

#### a. Harapan

##### Reliability Statistics(PIS)

Cronbach's Alpha	N of Items
.545	5

##### Reliability Statistics(UG)

Cronbach's Alpha	N of Items
.425	5

##### Reliability Statistics(Prom)

Cronbach's Alpha	N of Items
.682	5

##### Reliability Statistics(peng)

Cronbach's Alpha	N of Items
.882	5

##### Reliability Statistics(RK)

Cronbach's Alpha	N of Items
.736	5

## **b. Kepuasan**

### **Reliability Statistics(PIS)**

Cronbach's Alpha	N of Items
.659	5

### **Reliability Statistics(UG)**

Cronbach's Alpha	N of Items
.457	5

### **Reliability Statistics(Prom)**

Cronbach's Alpha	N of Items
.636	5

### **Reliability Statistics(Peng)**

Cronbach's Alpha	N of Items
.880	5

### **Reliability Statistics (RK)**

Cronbach's Alpha	N of Items
.872	5

## Lampiran 7

### Hasil Uji IPA

