

Lampiran I

Bandar Lampung, Februari 2022

Hal : Permohonan Bantuan Pengisian Kuesioner

Kepada Yth :

Bapak/ Ibu

Di Tempat

Dengan ini saya :

Nama : Adinda Oktavia

NPM : 1812110189

Jurusan : S1 Manajemen

Dengan Hormat,

Bersama ini saya sampaikan bahwa saya bermaksud mengadakan penelitian pada pelanggan hotel Urban Style Kabupaten Pringsewu, Penelitian ini dilaksanakan dalam rangka penulisan skripsi sebagai salah satu syarat dalam penyelesaian studi pada program Sarjana IIB Darmajaya. Konsentrasi Manajemen Hospitality. **“PENGARUH KETERAMPILAN BERKOMUNIKASI *FRONT DESK* DAN KUALITAS PELAYANAN *ROOM ATTENDANT* TERHADAP KEPUASAN PELANGGAN HOTEL”** Sehubungan dengan maksud diatas, saya mengharapkan bantuan saudara untuk bersedia mengisi instrumen penelitian ini sesuai dengan pendapat dan pengalaman yang dimiliki. Instrumen ini dirancang sedemikian rupa sehingga tidak seorang pun dapat menelusuri sumber informasinya. Oleh karena itu saudara diharapkan dapat memberikan jawaban sesuai dengan keadaan sesungguhnya, dan saya menjamin kerahasiaan dari jawaban saudara. Bantuan dan partisipasi saudara merupakan sumbangan yang sangat berharga bagi terselenggaranya penelitian ilmiah ini. Untuk itu semuanya saya ucapkan terima kasih.

Hormat Saya,

Adinda Oktavia
NPM. 1812110189

PERNYATAAN KUESIONER

Pertanyaan di bawah ini dalam rangka penelitian skripsi dengan judul :
**PENGARUH KETERAMPILAN BERKOMUNIKASI *FRONT DESK* DAN
 KUALITAS PELAYANAN *ROOM ATTENDANT* TERHADAP KEPUASAN
 PELANGGAN HOTEL URBAN STYLE KABUPATEN PRINGSEWU**

Petunjuk pengisian :

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

SS = Sangat Setuju
Setuju

S = Setuju

CS = Cukup

TS = Tidak Setuju

STS = Sangat Tidak Setuju

No. Res :

IDENTITAS RESPONDEN

1. Nama Responden : (boleh tidak diisi)

2. Jenis Kelamin : Laki – Laki Perempuan

3. Usia : 17 – 22 tahun 29 – 34 tahun
 23 – 28 tahun > 35 tahun

DAFTAR PERNYATAAN

KETERAMPILAN BERKOMUNIKASI

No	Pernyataan	STS	TS	CS	S	SS
<i>Keterbukaan dalam berkomunikasi</i>						
1	Karyawan penerima tamu merespon pertanyaan secara jujur sesuai dengan keadaan yang sebenarnya.					
2	Karyawan penerima tamu menanyakan kepada pelanggan hotel apabila ada yang kurang jelas dalam penjelasan.					
<i>Empati</i>						

3	Karyawan penerima tamu menangani keluhan pelanggan hotel dengan tepat.					
4	Karyawan penerima tamu mendengarkan keluhan pelanggan hotel dengan baik serta memberikan solusi terbaik.					
<i>Dukungan</i>						
5	Karyawan penerima tamu bersikap baik kepada pelanggan hotel yang membutuhkan bantuan.					
6	Karyawan penerima tamu sering tersenyum atau mengangguk kepala tanda mendukung pendapat/keinginan pelanggan hotel.					
<i>Rasa positif</i>						
7	Karyawan penerima tamu selalu mengucapkan terimakasih kepada pelanggan hotel.					
8	Karyawan penerima tamu menghargai pelanggan hotel.					
<i>Kesetaraan</i>						
9	Karyawan penerima tamu memberi kesempatan untuk saling merespon saat berkomunikasi kepada pelanggan hotel.					
10	Karyawan penerima tamu menciptakan suasana hangat dengan pelanggan hotel.					

KUALITAS PELAYANAN						
No	Pernyataan	STS	TS	CS	S	SS
<i>Kebersihan</i>						
1	Kamar hotel di Urban Style bersih dan wangi.					
2	Petugas kamar hotel membersihkan kamar pelanggan hotel dengan baik.					
<i>Kenyamanan</i>						
3	Petugas kamar hotel bersikap ramah kepada pelanggan hotel.					
4	Terjaganya kebersihan kamar hotel Urban Style membuat pelanggan hotel merasa nyaman.					
<i>Kerapihan</i>						
5	Petugas kamar hotel merapihkan kamar pelanggan hotel dengan baik.					
6	Tata letak furniture kamar hotel Urban Style terbungkus dengan apik dan rapih.					
<i>Ketanggapan dalam melayani</i>						
7	Petugas kamar hotel dengan sigap membantu pelanggan hotel.					
8	Petugas kamar hotel Urban Style tanggap dalam menangani keluhan pelanggan hotel.					
<i>Kecepatan</i>						
9	Petugas kamar hotel langsung membantu pelanggan hotel saat meminta bantuan.					
10	Pelanggan hotel tidak menunggu lama saat meminta bantuan petugas kamar hotel Urban Style.					

KEPUASAN PELANGGAN						
No	Pernyataan	STS	TS	CS	S	SS
<i>Perasaan puas</i>						
1	Pelanggan hotel merasa puas bermalam di Hotel Urban Style.					
2	Pelanggan hotel merasa puas setelah merasakan layanan yang diberikan petugas kamar hotel.					
3	Pelanggan hotel merasa puas dengan keramahtamahan penerima tamu dalam berkomunikasi serta menanggapi keluhan.					
<i>Kembali membeli produk/jasa</i>						
4	Saya akan bermalam di hotel Urban Style, saat saya berkunjung ke pringsewu.					
5	Saya akan kembali bermalam di hotel Urban Style, karena kebersihan dan kerapihan kamar hotel.					
6	Saya akan kembali bermalam di hotel urban style karena pelayanan yang ramah dan sigap.					
<i>Merekomendasikan kepada orang lain</i>						
7	Merekomendasikan kepada teman atau kerabat untuk bermalam di hotel Urban Style.					
8	Merekomendasikan kepada teman atau kerabat karena kebersihan serta kenyamanan kamar hotel yang baik.					
9	Merekomendasikan kepada teman atau kerabat karena pelayanan yang diberikan hotel Urban Style yang baik.					
<i>Terpenuhinya harapan atau ekspektasi pelanggan</i>						
10	Pelayanan yang diberikan oleh petugas kamar hotel sesuai dengan harapan pelanggan hotel.					
11	Karyawan penerima tamu cekatan dalam menangani keluhan pelanggan sesuai dengan harapan pelanggan hotel.					
12	Kebersihan dan kenyamanan kamar hotel sesuai dengan ekspektasi pelanggan hotel.					

Lampiran II (Hasil Jawaban Responden)

Keterampilan Berkomunikasi *Front Desk*

No	KB1	KB2	KB3	KB4	KB5	KB6	KB7	KB8	KB9	KB10	KB
1	4	3	3	5	3	4	4	4	4	5	39
2	4	4	3	3	4	4	4	4	4	5	39
3	4	5	5	5	5	5	5	5	5	5	49
4	5	5	5	4	4	4	5	5	3	4	44
5	5	5	5	5	5	5	5	5	5	5	50
6	4	4	4	5	4	4	5	5	5	4	44
7	3	4	4	4	5	5	5	5	5	5	45
8	4	4	3	4	4	4	5	4	4	5	41
9	4	4	3	5	5	4	5	4	4	5	43
10	4	3	4	4	3	3	4	4	3	5	37
11	5	5	5	4	4	4	5	5	4	4	45
12	3	4	4	3	4	4	4	3	4	5	38
13	4	4	5	5	5	4	4	5	4	3	43
14	3	3	4	5	3	4	5	5	5	5	42
15	4	5	3	3	5	5	4	4	5	2	40
16	3	3	4	5	3	5	5	3	5	5	41
17	5	4	3	4	4	5	5	5	5	3	43
18	3	3	5	5	5	5	5	5	3	5	44
19	4	3	4	5	5	5	4	4	5	5	44
20	4	4	4	5	3	4	5	4	4	4	41
21	2	4	4	4	4	4	4	5	5	4	40
22	3	5	4	5	4	4	4	4	4	5	42
23	2	3	1	4	4	4	3	4	4	5	34
24	3	3	4	3	3	3	5	3	3	4	34
25	3	3	4	5	3	4	4	3	4	4	37
26	4	5	3	5	5	4	4	4	4	5	43
27	4	4	4	3	3	3	3	4	3	4	35
28	5	5	5	4	4	3	4	5	3	4	42
29	4	3	3	4	2	3	2	4	3	4	32
30	5	3	4	4	4	3	4	5	3	4	39
31	3	2	3	2	4	4	1	1	4	4	28
32	3	3	4	4	4	3	3	4	3	5	36
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34	2	3	3	3	4	4	3	4	4	4	34
35	3	4	4	3	3	3	2	3	3	3	31
36	4	4	5	4	4	4	4	4	4	4	41
37	3	3	3	2	3	3	3	3	3	5	31
38	3	2	3	3	3	2	3	3	2	5	29
39	2	2	3	3	2	3	2	2	3	3	25
40	3	3	4	4	3	3	3	4	3	5	35
41	3	4	4	3	2	2	3	3	2	4	30
42	4	3	3	3	3	3	3	3	3	5	33
43	4	4	4	4	4	3	4	4	3	3	37
44	3	4	3	4	3	2	4	4	2	5	34
45	3	3	4	3	3	4	4	4	4	2	34
46	4	4	4	3	3	4	3	4	4	5	38
47	3	3	4	4	4	4	3	4	4	3	36
48	4	3	4	4	4	4	3	2	4	5	37
49	4	3	4	3	3	1	3	1	1	5	28
50	3	3	3	3	3	2	3	1	2	4	27

51	3	4	4	3	3	3	4	2	3	4	33
52	5	3	5	3	3	3	4	2	3	5	36
53	3	5	5	3	4	4	3	4	4	5	40
54	3	3	3	4	4	3	4	3	3	4	34
55	3	4	4	3	3	3	3	3	3	4	33
56	4	4	5	3	3	4	3	3	4	5	38
57	3	2	3	4	4	3	4	3	3	4	33
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59	4	4	3	2	2	2	3	3	2	4	29
60	3	3	5	3	3	3	4	4	3	4	35
61	3	3	2	3	4	3	3	2	3	3	29
62	4	5	4	2	2	3	3	3	3	5	34
63	5	5	5	4	3	3	3	2	3	4	37
64	4	4	3	4	4	4	3	4	4	3	37
65	5	5	4	2	2	1	2	3	1	4	29
66	3	3	4	3	4	4	3	2	4	4	34
67	3	4	3	4	3	2	3	2	2	3	29
68	3	4	4	2	3	2	2	3	2	3	28
69	4	4	5	1	2	2	2	3	2	3	28
70	3	3	5	2	3	2	2	3	2	3	28

Kualitas Pelayanan *Room Attendant*

No	KP1	KP2	KP3	KP4	KP5	KP6	KP7	KP8	KP9	KP10	KP
1	5	4	4	4	3	5	5	5	5	5	45
2	3	5	5	5	5	5	3	3	5	5	44
3	5	5	5	5	5	5	5	5	5	5	50
4	4	5	5	4	5	5	4	4	5	5	46
5	5	5	5	5	5	5	5	5	4	5	49
6	5	5	5	5	5	5	5	5	4	5	49
7	5	3	5	5	5	4	5	5	5	5	47
8	4	3	4	5	4	4	4	4	4	4	40
9	5	5	5	5	5	5	3	5	4	3	45
10	4	5	5	5	5	5	4	4	5	4	46
11	4	5	4	4	4	5	4	4	4	4	42
12	3	5	5	5	5	5	4	3	5	3	43
13	3	4	5	5	5	5	2	2	5	5	41
14	2	4	4	5	4	5	5	5	5	5	44
15	5	4	2	5	5	5	3	3	2	4	38
16	3	4	3	5	3	4	3	3	5	3	36
17	4	3	3	3	3	5	4	4	4	4	37
18	5	5	5	5	5	5	4	5	5	5	49
19	4	4	4	5	4	4	4	4	4	4	41
20	5	4	4	4	4	5	4	4	4	4	42
21	4	4	3	4	3	5	4	4	4	4	39
22	4	4	4	5	4	4	4	4	4	4	41
23	5	4	4	5	4	4	5	5	4	5	45
24	4	3	3	4	3	5	4	4	4	4	38
25	3	5	3	4	3	4	3	3	4	3	35
26	4	4	4	4	4	5	4	4	4	4	41
27	3	4	3	4	3	4	3	3	4	5	36
28	3	3	3	3	3	4	3	3	4	5	34
29	3	4	5	4	5	4	3	3	4	5	40
30	4	4	3	4	3	4	4	4	4	3	37

31	3	4	4	4	3	4	3	3	4	3	35
32	3	5	5	5	5	5	3	3	5	5	44
33	4	2	4	4	4	4	4	4	4	4	38
34	4	5	3	4	3	3	4	4	3	5	38
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38	4	3	4	5	4	4	4	4	4	4	40
39	2	2	3	3	3	3	4	2	3	2	27
40	4	5	5	5	5	5	4	4	5	4	46
41	4	5	4	4	4	5	4	4	4	4	42
42	3	5	5	5	5	5	4	3	5	3	43
43	3	4	5	5	5	5	2	2	5	5	41
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66	4	5	5	4	4	4	4	4	5	4	43
67	3	4	4	5	5	3	5	5	4	5	43
68	5	5	4	4	4	5	3	3	4	3	40
69	2	4	4	5	5	2	3	3	5	4	37
70	5	5	5	4	4	5	3	3	4	3	41

Kepuasan Pelanggan

No	K1	K2	K3	K4	K5	K6	K7	K8	K9	K10	K11	K12	K
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4	5	5	4	5	5	4	5	5	4	5	5	4	56
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6	5	5	5	5	5	5	4	5	5	5	4	5	58
7	5	4	5	4	5	5	5	5	5	4	5	4	56
8	5	5	5	5	5	5	5	5	5	5	5	5	60
9	5	5	5	5	5	5	5	5	4	5	3	5	57
10	3	5	5	3	3	5	5	3	3	5	4	4	48
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16	4	4	4	4	5	4	5	4	5	5	4	4	52
17	2	5	5	5	3	5	5	4	5	5	3	5	52
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42	5	5	3	4	2	3	3	4	5	3	4	3	44
43	4	4	4	4	2	2	3	4	5	2	4	3	41
44	5	3	3	4	3	2	3	3	4	3	3	3	39
45	5	3	3	5	4	3	4	4	5	3	3	4	46
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51	5	5	5	5	5	5	4	3	3	4	3	2	49

52	5	4	3	3	4	4	4	4	4	3	3	3	44
53	5	5	5	5	5	5	4	4	4	2	4	4	52
54	4	4	4	4	3	4	3	4	3	3	3	3	42
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59	5	4	4	4	4	4	3	5	5	4	3	4	49
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61	3	2	4	5	4	4	1	4	3	3	3	4	40
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63	4	4	4	4	4	4	3	5	3	3	4	4	46
64	5	5	4	5	5	4	4	4	5	2	3	3	49
65	4	4	4	4	4	4	2	4	4	3	4	5	46
66	5	4	4	3	5	3	3	3	4	2	5	5	46
67	5	4	3	3	4	5	4	4	5	1	4	4	46
68	4	4	2	4	4	5	2	2	4	2	5	5	43
69	4	4	3	5	4	4	4	4	5	3	3	3	46
70	5	4	4	5	4	4	4	4	3	3	3	4	47

Lampiran III (Hasil Uji Deskriptif)

Jenis_Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-Laki	53	75.7	75.7	75.7
	Perempuan	17	24.3	24.3	100.0
	Total	70	100.0	100.0	

Usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	> 35 tahun	14	20.0	20.0	20.0
	17 – 22 tahun	15	21.4	21.4	41.4
	23 – 28 tahun	20	28.6	28.6	70.0
	29 – 34 tahun	21	30.0	30.0	100.0
	Total	70	100.0	100.0	

KB1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	4	5.7	5.7	5.7
	3	32	45.7	45.7	51.4
	4	25	35.7	35.7	87.1
	5	9	12.9	12.9	100.0
	Total	70	100.0	100.0	

KB2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	5	7.1	7.1	7.1
	3	28	40.0	40.0	47.1
	4	25	35.7	35.7	82.9
	5	12	17.1	17.1	100.0
	Total	70	100.0	100.0	

KB3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.4	1.4	1.4
	2	2	2.9	2.9	4.3
	3	22	31.4	31.4	35.7
	4	30	42.9	42.9	78.6
	5	15	21.4	21.4	100.0
	Total	70	100.0	100.0	

KB4

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.9	2.9	2.9
2	7	10.0	10.0	12.9
3	23	32.9	32.9	45.7
Valid 4	24	34.3	34.3	80.0
5	14	20.0	20.0	100.0
Total	70	100.0	100.0	

KB5

	Frequency	Percent	Valid Percent	Cumulative Percent
2	7	10.0	10.0	10.0
3	29	41.4	41.4	51.4
Valid 4	25	35.7	35.7	87.1
5	9	12.9	12.9	100.0
Total	70	100.0	100.0	

KB6

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.9	2.9	2.9
2	9	12.9	12.9	15.7
3	24	34.3	34.3	50.0
Valid 4	27	38.6	38.6	88.6
5	8	11.4	11.4	100.0
Total	70	100.0	100.0	

KB7

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.4	1.4	1.4
2	8	11.4	11.4	12.9
3	24	34.3	34.3	47.1
Valid 4	23	32.9	32.9	80.0
5	14	20.0	20.0	100.0
Total	70	100.0	100.0	

KB8

	Frequency	Percent	Valid Percent	Cumulative Percent
1	3	4.3	4.3	4.3
2	10	14.3	14.3	18.6
3	19	27.1	27.1	45.7
Valid 4	25	35.7	35.7	81.4
5	13	18.6	18.6	100.0
Total	70	100.0	100.0	

KB9

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.9	2.9	2.9
2	9	12.9	12.9	15.7
3	26	37.1	37.1	52.9
Valid 4	23	32.9	32.9	85.7
5	10	14.3	14.3	100.0
Total	70	100.0	100.0	

KB10

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2.9	2.9	2.9
3	12	17.1	17.1	20.0
Valid 4	27	38.6	38.6	58.6
5	29	41.4	41.4	100.0
Total	70	100.0	100.0	

KP1

	Frequency	Percent	Valid Percent	Cumulative Percent
2	4	5.7	5.7	5.7
3	21	30.0	30.0	35.7
Valid 4	26	37.1	37.1	72.9
5	19	27.1	27.1	100.0
Total	70	100.0	100.0	

KP2

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2.9	2.9	2.9
3	10	14.3	14.3	17.1
Valid 4	36	51.4	51.4	68.6
5	22	31.4	31.4	100.0
Total	70	100.0	100.0	

KP3

	Frequency	Percent	Valid Percent	Cumulative Percent
2	3	4.3	4.3	4.3
3	21	30.0	30.0	34.3
Valid 4	26	37.1	37.1	71.4
5	20	28.6	28.6	100.0
Total	70	100.0	100.0	

KP4

	Frequency	Percent	Valid Percent	Cumulative Percent
3	6	8.6	8.6	8.6
4	31	44.3	44.3	52.9
5	33	47.1	47.1	100.0
Total	70	100.0	100.0	

KP5

	Frequency	Percent	Valid Percent	Cumulative Percent
3	22	31.4	31.4	31.4
4	25	35.7	35.7	67.1
5	23	32.9	32.9	100.0
Total	70	100.0	100.0	

KP6

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.4	1.4	1.4
3	6	8.6	8.6	10.0
4	26	37.1	37.1	47.1
5	37	52.9	52.9	100.0
Total	70	100.0	100.0	

KP7

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2.9	2.9	2.9
3	23	32.9	32.9	35.7
4	33	47.1	47.1	82.9
5	12	17.1	17.1	100.0
Total	70	100.0	100.0	

KP8

	Frequency	Percent	Valid Percent	Cumulative Percent
2	3	4.3	4.3	4.3
3	23	32.9	32.9	37.1
4	30	42.9	42.9	80.0
5	14	20.0	20.0	100.0
Total	70	100.0	100.0	

KP9

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2.9	2.9	2.9
3	3	4.3	4.3	7.1
Valid 4	42	60.0	60.0	67.1
5	23	32.9	32.9	100.0
Total	70	100.0	100.0	

KP10

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2.9	2.9	2.9
3	16	22.9	22.9	25.7
Valid 4	28	40.0	40.0	65.7
5	24	34.3	34.3	100.0
Total	70	100.0	100.0	

K1

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.4	1.4	1.4
3	12	17.1	17.1	18.6
Valid 4	26	37.1	37.1	55.7
5	31	44.3	44.3	100.0
Total	70	100.0	100.0	

K2

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2.9	2.9	2.9
3	12	17.1	17.1	20.0
Valid 4	32	45.7	45.7	65.7
5	24	34.3	34.3	100.0
Total	70	100.0	100.0	

K3

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.4	1.4	1.4
3	22	31.4	31.4	32.9
Valid 4	29	41.4	41.4	74.3
5	18	25.7	25.7	100.0
Total	70	100.0	100.0	

K4

	Frequency	Percent	Valid Percent	Cumulative Percent
3	17	24.3	24.3	24.3
4	27	38.6	38.6	62.9
5	26	37.1	37.1	100.0
Total	70	100.0	100.0	

K5

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2.9	2.9	2.9
3	21	30.0	30.0	32.9
4	25	35.7	35.7	68.6
5	22	31.4	31.4	100.0
Total	70	100.0	100.0	

K6

	Frequency	Percent	Valid Percent	Cumulative Percent
2	4	5.7	5.7	5.7
3	15	21.4	21.4	27.1
4	28	40.0	40.0	67.1
5	23	32.9	32.9	100.0
Total	70	100.0	100.0	

K7

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.9	2.9	2.9
2	4	5.7	5.7	8.6
3	24	34.3	34.3	42.9
4	22	31.4	31.4	74.3
5	18	25.7	25.7	100.0
Total	70	100.0	100.0	

K8

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2.9	2.9	2.9
3	18	25.7	25.7	28.6
4	28	40.0	40.0	68.6
5	22	31.4	31.4	100.0
Total	70	100.0	100.0	

K9

	Frequency	Percent	Valid Percent	Cumulative Percent
3	21	30.0	30.0	30.0
4	21	30.0	30.0	60.0
Valid 5	28	40.0	40.0	100.0
Total	70	100.0	100.0	

K10

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.4	1.4	1.4
2	10	14.3	14.3	15.7
Valid 3	21	30.0	30.0	45.7
4	18	25.7	25.7	71.4
5	20	28.6	28.6	100.0
Total	70	100.0	100.0	

K11

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.4	1.4	1.4
3	23	32.9	32.9	34.3
Valid 4	32	45.7	45.7	80.0
5	14	20.0	20.0	100.0
Total	70	100.0	100.0	

K12

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.4	1.4	1.4
3	17	24.3	24.3	25.7
Valid 4	32	45.7	45.7	71.4
5	20	28.6	28.6	100.0
Total	70	100.0	100.0	

Lampiran IV (Hasil Uji Validitas)

Correlations

		KB1	KB2	KB3	KB4	KB5	KB6	KB7	KB8	KB9	KB10	KB	
KB1	Pearson Correlation	1	.597**	.353	.009	.290	.201	.340	.208	.043	.077	.505**	
	Sig. (2-tailed)		.000	.056	.963	.120	.288	.066	.271	.823	.688	.004	
	N	30	30	30	30	30	30	30	30	30	30	30	
KB2	Pearson Correlation	.597**	1	.315	.081	.500**	.199	.287	.405*	.247	.312	.630**	
	Sig. (2-tailed)	.000		.090	.670	.005	.292	.124	.027	.189	.094	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	
KB3	Pearson Correlation	.353	.315	1	.308	.174	.070	.444*	.419*	.000	-.017	.497**	
	Sig. (2-tailed)	.056	.090		.098	.357	.712	.014	.021	1.000	.931	.005	
	N	30	30	30	30	30	30	30	30	30	30	30	
KB4	Pearson Correlation	.009	.081	.308	1	.297	.330	.488**	.428*	.467**	.335	.595**	
	Sig. (2-tailed)	.963	.670	.098		.111	.075	.006	.018	.009	.070	.001	
	N	30	30	30	30	30	30	30	30	30	30	30	
KB5	Pearson Correlation	.290	.500**	.174	.297	1	.590**	.386*	.458*	.419*	.567**	.739**	
	Sig. (2-tailed)	.120	.005	.357	.111		.001	.035	.011	.021	.001	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	
KB6	Pearson Correlation	.201	.199	.070	.330	.590**	1	.429*	.155	.687**	.389*	.627**	
	Sig. (2-tailed)	.288	.292	.712	.075	.001		.018	.415	.000	.034	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	
KB7	Pearson Correlation	.340	.287	.444*	.488**	.386*	.429*	1	.444*	.502**	.465**	.766**	
	Sig. (2-tailed)	.066	.124	.014	.006	.035	.018		.014	.005	.010	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	
KB8	Pearson Correlation	.208	.405*	.419*	.428*	.458*	.155	.444*	1	.339	.398*	.679**	
	Sig. (2-tailed)	.271	.027	.021	.018	.011	.415	.014		.067	.029	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	
KB9	Pearson Correlation	.043	.247	.000	.467**	.419*	.687**	.502**	.339	1	.343	.632**	
	Sig. (2-tailed)	.823	.189	1.000	.009	.021	.000	.005	.067		.063	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	
KB10	Pearson Correlation	.077	.312	-.017	.335	.567**	.389*	.465**	.398*	.343	1	.618**	
	Sig. (2-tailed)	.688	.094	.931	.070	.001	.034	.010	.029	.063		.000	
	N	30	30	30	30	30	30	30	30	30	30	30	
KB	Pearson Correlation	.505**	.630**	.497**	.595**	.739**	.627**	.766**	.679**	.632**	.618**	1	
	Sig. (2-tailed)	.004	.000	.005	.001	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30

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

* . Correlation is significant at the 0.05 level (2-tailed).

Correlations

		KP1	KP2	KP3	KP4	KP5	KP6	KP7	KP8	KP9	KP10	KP
KP1	Pearson Correlation	1	.529**	.397	.537**	.441	.100	.180	.284	-.006	.258	.580**
	Sig. (2-tailed)		.003	.030	.002	.015	.598	.341	.129	.974	.168	.001
	N	30	30	30	30	30	30	30	30	30	30	30
KP2	Pearson Correlation	.529**	1	.499**	.812**	.313	.293	.356	.637**	.404*	.524**	.870**
	Sig. (2-tailed)	.003		.005	.000	.093	.116	.054	.000	.027	.003	.000
	N	30	30	30	30	30	30	30	30	30	30	30
KP3	Pearson Correlation	.397	.499**	1	.635**	.097	.246	.292	.269	.088	.470**	.636**
	Sig. (2-tailed)	.030	.005		.000	.610	.190	.117	.150	.645	.009	.000
	N	30	30	30	30	30	30	30	30	30	30	30
KP4	Pearson Correlation	.537**	.812**	.635**	1	.432*	.183	.249	.263	.391*	.190	.753**
	Sig. (2-tailed)	.002	.000	.000		.017	.334	.185	.161	.033	.314	.000
	N	30	30	30	30	30	30	30	30	30	30	30
KP5	Pearson Correlation	.441	.313	.097	.432*	1	.166	.218	.140	.122	-.146	.404*
	Sig. (2-tailed)	.015	.093	.610	.017		.379	.247	.459	.521	.441	.027
	N	30	30	30	30	30	30	30	30	30	30	30
KP6	Pearson Correlation	.100	.293	.246	.183	.166	1	.853**	.191	.281	.457*	.622**
	Sig. (2-tailed)	.598	.116	.190	.334	.379		.000	.311	.133	.011	.000
	N	30	30	30	30	30	30	30	30	30	30	30
KP7	Pearson Correlation	.180	.356	.292	.249	.218	.853**	1	.143	.233	.495**	.664**
	Sig. (2-tailed)	.341	.054	.117	.185	.247	.000		.450	.216	.005	.000
	N	30	30	30	30	30	30	30	30	30	30	30
KP8	Pearson Correlation	.284	.637**	.269	.263	.140	.191	.143	1	.233	.578**	.591**
	Sig. (2-tailed)	.129	.000	.150	.161	.459	.311	.450		.215	.001	.001
	N	30	30	30	30	30	30	30	30	30	30	30
KP9	Pearson Correlation	-.006	.404*	.088	.391*	.122	.281	.233	.233	1	.024	.455*
	Sig. (2-tailed)	.974	.027	.645	.033	.521	.133	.216	.215		.900	.011
	N	30	30	30	30	30	30	30	30	30	30	30
KP10	Pearson Correlation	.258	.524**	.470**	.190	-.146	.457*	.495**	.578**	.024	1	.635**
	Sig. (2-tailed)	.168	.003	.009	.314	.441	.011	.005	.001	.900		.000
	N	30	30	30	30	30	30	30	30	30	30	30
KP	Pearson Correlation	.580**	.870**	.636**	.753**	.404*	.622**	.664**	.591**	.455*	.635**	1
	Sig. (2-tailed)	.001	.000	.000	.000	.027	.000	.000	.001	.011	.000	
	N	30	30	30	30	30	30	30	30	30	30	30

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

* . Correlation is significant at the 0.05 level (2-tailed).

Correlations

	K1	K2	K3	K4	K5	K6	K7	K8	K9	K10	K11	K12	K
Pearson Correlation	1	.471	.406	.630**	.105	.406	.430	.557**	.427	.273	.354	.111	.662**
K1 Sig. (2-tailed)		.009	.026	.000	.580	.026	.018	.001	.019	.145	.055	.559	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30
Pearson Correlation	.471**	1	.429*	.336	.316	.698**	.366*	.209	.540**	.381*	.239	.236	.677**
K2 Sig. (2-tailed)	.009		.018	.069	.089	.000	.047	.268	.002	.038	.204	.209	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30
Pearson Correlation	.406*	.429*	1	.464**	.449*	.401*	.578**	.421*	.343	.392*	.439*	.314	.718**
K3 Sig. (2-tailed)	.026	.018		.010	.013	.028	.001	.020	.064	.032	.015	.091	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30
Pearson Correlation	.630**	.336	.464**	1	.277	.407*	.498**	.670**	.315	.320	.383*	.104	.678**
K4 Sig. (2-tailed)	.000	.069	.010		.139	.026	.005	.000	.090	.085	.037	.583	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30
Pearson Correlation	.105	.316	.449*	.277	1	.282	.380*	.361*	.614**	.231	.283	.347	.583**
K5 Sig. (2-tailed)	.580	.089	.013	.139		.132	.038	.050	.000	.219	.129	.060	.001
N	30	30	30	30	30	30	30	30	30	30	30	30	30
Pearson Correlation	.406*	.698**	.401*	.407*	.282	1	.337	.327	.563**	.496**	.436*	.195	.713**
K6 Sig. (2-tailed)	.026	.000	.028	.026	.132		.068	.078	.001	.005	.016	.301	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30
Pearson Correlation	.430*	.366*	.578**	.498**	.380*	.337	1	.456*	.480**	.520**	.512**	.249	.739**
K7 Sig. (2-tailed)	.018	.047	.001	.005	.038	.068		.011	.007	.003	.004	.185	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30
Pearson Correlation	.557**	.209	.421*	.670**	.361*	.327	.456*	1	.383*	.330	.508**	.259	.683**
K8 Sig. (2-tailed)	.001	.268	.020	.000	.050	.078	.011		.036	.075	.004	.168	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30
Pearson Correlation	.427*	.540**	.343	.315	.614**	.563**	.480**	.383*	1	.365*	.159	.417*	.711**
K9 Sig. (2-tailed)	.019	.002	.064	.090	.000	.001	.007	.036		.047	.401	.022	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30
Pearson Correlation	.273	.381*	.392*	.320	.231	.496**	.520**	.330	.365*	1	.522**	.244	.646**
K10 Sig. (2-tailed)	.145	.038	.032	.085	.219	.005	.003	.075	.047		.003	.193	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30
Pearson Correlation	.354	.239	.439*	.383*	.283	.436*	.512**	.508**	.159	.522**	1	.035	.621**
K11 Sig. (2-tailed)	.055	.204	.015	.037	.129	.016	.004	.004	.401	.003		.854	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30
Pearson Correlation	.111	.236	.314	.104	.347	.195	.249	.259	.417*	.244	.035	1	.437*
K12 Sig. (2-tailed)	.559	.209	.091	.583	.060	.301	.185	.168	.022	.193	.854		.016
N	30	30	30	30	30	30	30	30	30	30	30	30	30
Pearson Correlation	.662**	.677**	.718**	.678**	.583**	.713**	.739**	.683**	.711**	.646**	.621**	.437*	1
K Sig. (2-tailed)	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.016	
N	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).

Lampiran V (Hasil Uji Reliabilitas)

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	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
.827	10

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	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
.830	10

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	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
.879	12

Lampiran VI (Hasil Uji Normalitas)

One-Sample Kolmogorov-Smirnov Test

		KB	KP	K
N		70	70	70
Normal Parameters ^{a,b}	Mean	36.21	40.54	47.69
	Std. Deviation	5.826	4.442	6.004
	Absolute	.078	.088	.092
Most Extreme Differences	Positive	.078	.088	.073
	Negative	-.066	-.070	-.092
Kolmogorov-Smirnov Z		.652	.733	.773
Asymp. Sig. (2-tailed)		.789	.656	.589

a. Test distribution is Normal.

b. Calculated from data.

Lampiran VII (Hasil Uji Linearitas)

ANOVA Table

		Sum of Squares	df	Mean Square	F	Sig.
K * KB	(Combined)	1109.761	22	50.444	1.721	.059
	Between Groups	654.175	1	654.175	22.323	.000
	Deviation from Linearity	455.586	21	21.695	.740	.770
Within Groups		1377.325	47	29.305		
Total		2487.086	69			

ANOVA Table

		Sum of Squares	df	Mean Square	F	Sig.
K * KP	(Combined)	1134.654	17	66.744	2.566	.005
	Between Groups	711.153	1	711.153	27.343	.000
	Deviation from Linearity	423.501	16	26.469	1.018	.454
Within Groups		1352.432	52	26.008		
Total		2487.086	69			

Lampiran VIII (Hasil Uji Multikolinearitas)

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics		
	B	Std. Error	Beta			Tolerance	VIF	
1	(Constant)	13.635	5.483		2.487	.015		
	KB	.357	.110	.347	3.263	.002	.814	1.228
	KP	.521	.144	.385	3.624	.001	.814	1.228

a. Dependent Variable: K

Lampiran VIII (Hasil Uji Regresi Berganda)

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.620 ^a	.384	.365	4.783

a. Predictors: (Constant), KP, KB

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	13.635	5.483		2.487	.015
	KB	.357	.110	.347	3.263	.002
	KP	.521	.144	.385	3.624	.001

a. Dependent Variable: K

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	954.624	2	477.312	20.868	.000 ^b
	Residual	1532.461	67	22.873		
	Total	2487.086	69			

a. Dependent Variable: K

b. Predictors: (Constant), KP, KB