

Lampiran 1

Kepada Yth,
Saudara/i Responden
Di Tempat

Assalamualaikum, Wr Wb

Dengan ini kami mohon kesediaan saudara meluangkan waktu sejenak untuk dapat menyampaikan kuesioner yang berisi pertanyaan yang sekiranya akan saudara jawab. Jawaban dari kuesioner ini menjadi data yang akan kami gunakan untuk keperluan menyusun skripsi yang berjudul “**Analisis Dimensi Kualitas Pelayanan dan Kepuasan Pelanggan Telkom Sleman**”

Untuk itu jawaban saudara yang sebenarnya akan sangat membantu kami dalam menyelesaikan skripsi ini. Akhirnya kami ucapkan terima kasih yang setulusnya atas kesediaan saudara meluangkan waktu untuk mengisi kuesioner ini.

Wassalamualaikum, Wr Wb.

Hormat Saya

Penulis

Angga Ramadhan

| | | | | | | |
|----------------|---|---|---|---|---|---|
| 3 | Karyawan bersikap sopan dalam memberi pelayanan | 5 | 4 | 3 | 2 | 1 |
| 4 | Jaminan kerahasiaan data | 5 | 4 | 3 | 2 | 1 |
| EMPATHY | | | | | | |
| 1 | Mengutamakan kepentingan pelanggan | 5 | 4 | 3 | 2 | 1 |
| 2 | Pelayanan secara adil | 5 | 4 | 3 | 2 | 1 |
| 3 | Memiliki jam operasi sesuai kebutuhan pelanggan | 5 | 4 | 3 | 2 | 1 |
| 4 | Memberikan kepastian dalam pelayanan | 5 | 4 | 3 | 2 | 1 |

III. Tingkat Persepsi Pelanggan Terhadap Kualitas Pelayanan Telkom Sleman

5 : Sangat Baik (SB) 3 : Ragu-Ragu (R) 1: Sangat Tidak Baik (STB)

4 : Baik (B) 2 : Tidak Baik (TB)

| No | Atribut | SB | B | R | TB | STB |
|----------------------|--|----|---|---|----|-----|
| TANGIBLES | | | | | | |
| 1 | Karyawan Telkom Sleman berpenampilan rapi | 5 | 4 | 3 | 2 | 1 |
| 2 | Ruang tunggu Telkom Sleman nyaman | 5 | 4 | 3 | 2 | 1 |
| 3 | Area parkir Telkom Sleman memadai | 5 | 4 | 3 | 2 | 1 |
| 4 | Fasilitas Telkom Sleman lengkap | 5 | 4 | 3 | 2 | 1 |
| RELIABILITY | | | | | | |
| 1 | Karyawan Telkom Sleman bersikap ramah | 5 | 4 | 3 | 2 | 1 |
| 2 | Karyawan Telkom Sleman menyediakan layanan sesuai yang dijanjikan | 5 | 4 | 3 | 2 | 1 |
| 3 | Professionalisme karyawan Telkom Sleman | 5 | 4 | 3 | 2 | 1 |
| 4 | Jasa pelayanan Telkom Sleman beragam | 5 | 4 | 3 | 2 | 1 |
| RESPONSIVENES | | | | | | |
| 1 | Karyawan Telkom Sleman memberikan pelayanan dengan cepat | 5 | 4 | 3 | 2 | 1 |
| 2 | Karyawan Telkom Sleman bersedia membantu pelanggan | 5 | 4 | 3 | 2 | 1 |
| 3 | Karyawan Telkom Sleman menyapa dan menyambut pelanggan dengan baik | 5 | 4 | 3 | 2 | 1 |
| 4 | Keluhan dari pelanggan Telkom Sleman ditanggapi dengan cepat | 5 | 4 | 3 | 2 | 1 |
| ASSURANCE | | | | | | |

| | | | | | | |
|----------------|--|---|---|---|---|---|
| 1 | Pelanggan Telkom Sleman merasa aman | 5 | 4 | 3 | 2 | 1 |
| 2 | Karyawan Telkom Sleman memiliki pengetahuan untuk menjawab dan menangani keluhan pelanggan | 5 | 4 | 3 | 2 | 1 |
| 3 | Karyawan Telkom Sleman bersikap sopan dalam memberi pelayanan | 5 | 4 | 3 | 2 | 1 |
| 4 | Jaminan kerahasiaan data | 5 | 4 | 3 | 2 | 1 |
| EMPATHY | | | | | | |
| 1 | Telkom Sleman mengutamakan kepentingan pelanggan | 5 | 4 | 3 | 2 | 1 |
| 2 | Telkom Sleman memberikan pelayanan secara adil | 5 | 4 | 3 | 2 | 1 |
| 3 | Telkom Sleman memiliki jam operasi sesuai kebutuhan pelanggan | 5 | 4 | 3 | 2 | 1 |
| 4 | Telkom Sleman memberikan kepastian dalam pelayanan | 5 | 4 | 3 | 2 | 1 |

IV. Tingkat Kepuasan Pelanggan Telkom Sleman

5 : Sangat Puas (SP)

3 : Ragu-Ragu (R)

1: Sangat Tidak Puas (STP)

4 : Puas (P)

2 : Tidak Puas (TP)

| No | Atribut | SP | P | R | TP | STP |
|----|--|----|---|---|----|-----|
| 1 | Penampilan fisik kantor menarik | 5 | 4 | 3 | 2 | 1 |
| 2 | Karyawan berpenampilan rapi | 5 | 4 | 3 | 2 | 1 |
| 3 | Karyawan memberikan pelayanan dengan tepat | 5 | 4 | 3 | 2 | 1 |
| 4 | Kemampuan karyawan yang selalu siap dalam memenuhi kebutuhan pelanggan | 5 | 4 | 3 | 2 | 1 |
| 5 | Memberikan Pelayanan yang adil tidak pilih-pilih | 5 | 4 | 3 | 2 | 1 |

V. Indeks Persepsi Korupsi

| No | Atribut | YA | TIDAK |
|----|---|----|-------|
| 1 | Apakah anda pernah memberikan tips pada petugas Telkom | 1 | 2 |
| 2 | Apakah petugas Telkom pernah meminta tips | 1 | 2 |
| 3 | Apakah ada pungli yang dilakukan oleh petugas Telkom | 1 | 2 |
| 4 | Memberikan pelayanan sesuai dengan aturan Telkom no tips no pungli | 1 | 2 |
| 5 | Bertanggung jawab jika adanya tips atau pungli yang dialami pelanggan | 1 | 2 |

| Data Tingkat Harapan atau Kepentingan Pelanggan | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|
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| Data Tingkat Persepsi Pelanggan Terhadap Kualitas Pelayanan | | | | | | | | | | | | | | | | | | | | |
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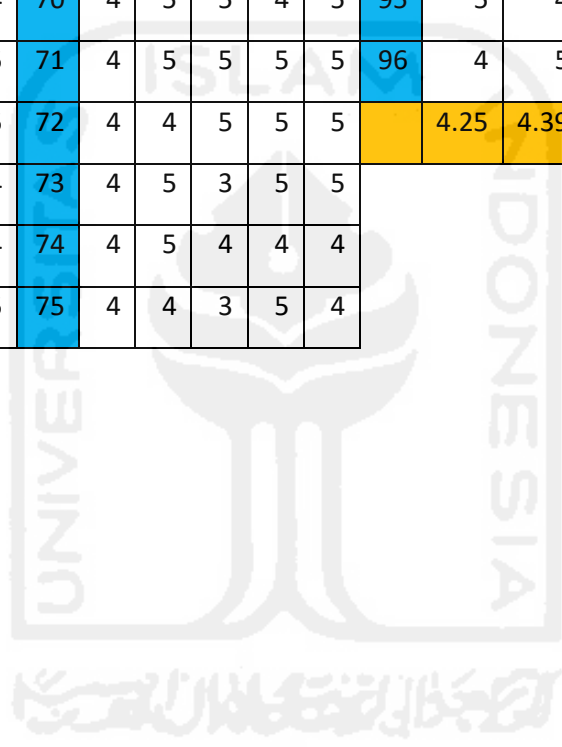
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| 33 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 |
| 34 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 |
| 35 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 36 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 37 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 38 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 39 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 |

| | | | | | | | | | | | | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 40 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 |
| 41 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 42 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 43 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 |
| 44 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 |
| 45 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 46 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 |
| 47 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 48 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 49 | 4 | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 4 |
| 50 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 51 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 |
| 52 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 |
| 53 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 54 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 |
| 55 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 |
| 56 | 4 | 3 | 2 | 2 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 |
| 57 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 5 |
| 58 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 |
| 59 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 |
| 60 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 61 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 |
| 62 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 |
| 63 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 |
| 64 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 |
| 65 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 |
| 66 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 67 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 68 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 |

| | | | | | | | | | | | | | | | | | | | | |
|----|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 69 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 |
| 70 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 |
| 71 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 72 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| 73 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 |
| 74 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 |
| 75 | 5 | 5 | 5 | 4 | 4 | 3 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 |
| 76 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 |
| 77 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 |
| 78 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 |
| 79 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 80 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 81 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 |
| 82 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 |
| 83 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 84 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 85 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 |
| 86 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 |
| 87 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 |
| 88 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 |
| 89 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 5 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 |
| 90 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 |
| 91 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 |
| 92 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 3 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 |
| 93 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 |
| 94 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 |
| 95 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 5 |
| 96 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 |
| | 4.50 | 4.47 | 4.10 | 4.33 | 4.49 | 4.41 | 4.48 | 4.25 | 4.26 | 4.31 | 4.15 | 4.22 | 4.40 | 4.36 | 4.41 | 4.52 | 4.53 | 4.40 | 4.50 | 4.50 |

| Data Tingkat Kepuasan | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------|---|---|---|---|---|----|---|---|---|---|---|----|---|---|---|---|---|----|---|---|---|---|---|--|
| | 1 | 2 | 3 | 4 | 5 | | 1 | 2 | 3 | 4 | 5 | | 1 | 2 | 3 | 4 | 5 | | 1 | 2 | 3 | 4 | 5 | |
| 1 | 4 | 4 | 3 | 4 | 4 | 26 | 5 | 4 | 4 | 4 | 4 | 51 | 4 | 4 | 4 | 4 | 5 | 76 | 4 | 4 | 4 | 5 | 5 | |
| 2 | 5 | 5 | 4 | 5 | 5 | 27 | 4 | 4 | 5 | 5 | 5 | 52 | 5 | 5 | 5 | 4 | 4 | 77 | 5 | 5 | 4 | 4 | 4 | |
| 3 | 4 | 4 | 4 | 4 | 4 | 28 | 5 | 5 | 5 | 5 | 5 | 53 | 5 | 5 | 5 | 5 | 5 | 78 | 4 | 5 | 5 | 5 | 5 | |
| 4 | 5 | 5 | 5 | 5 | 5 | 29 | 4 | 4 | 5 | 5 | 5 | 54 | 4 | 4 | 5 | 5 | 5 | 79 | 5 | 4 | 5 | 5 | 5 | |
| 5 | 5 | 5 | 4 | 4 | 5 | 30 | 5 | 4 | 5 | 5 | 5 | 55 | 4 | 4 | 4 | 4 | 5 | 80 | 5 | 5 | 5 | 5 | 5 | |
| 6 | 3 | 4 | 5 | 5 | 5 | 31 | 4 | 5 | 4 | 4 | 4 | 56 | 3 | 4 | 4 | 4 | 5 | 81 | 5 | 4 | 4 | 4 | 4 | |
| 7 | 5 | 4 | 4 | 4 | 5 | 32 | 4 | 4 | 5 | 5 | 5 | 57 | 2 | 4 | 4 | 3 | 4 | 82 | 4 | 4 | 3 | 4 | 5 | |
| 8 | 4 | 4 | 4 | 4 | 4 | 33 | 4 | 5 | 5 | 5 | 5 | 58 | 4 | 4 | 4 | 4 | 4 | 83 | 5 | 5 | 4 | 4 | 4 | |
| 9 | 4 | 5 | 5 | 4 | 4 | 34 | 4 | 4 | 5 | 5 | 5 | 59 | 4 | 4 | 4 | 4 | 4 | 84 | 5 | 5 | 5 | 5 | 4 | |
| 10 | 4 | 5 | 4 | 4 | 5 | 35 | 4 | 5 | 5 | 5 | 5 | 60 | 4 | 4 | 3 | 3 | 4 | 85 | 5 | 5 | 4 | 4 | 4 | |
| 11 | 4 | 4 | 4 | 4 | 4 | 36 | 4 | 4 | 4 | 4 | 4 | 61 | 4 | 4 | 4 | 4 | 5 | 86 | 4 | 4 | 5 | 4 | 4 | |
| 12 | 5 | 4 | 4 | 4 | 4 | 37 | 5 | 5 | 5 | 5 | 5 | 62 | 5 | 4 | 4 | 4 | 5 | 87 | 5 | 5 | 4 | 4 | 5 | |
| 13 | 3 | 3 | 3 | 3 | 3 | 38 | 4 | 5 | 5 | 5 | 5 | 63 | 4 | 4 | 5 | 5 | 5 | 88 | 4 | 5 | 5 | 5 | 5 | |
| 14 | 4 | 3 | 3 | 3 | 3 | 39 | 4 | 4 | 4 | 5 | 4 | 64 | 4 | 4 | 4 | 5 | 5 | 89 | 5 | 5 | 5 | 5 | 5 | |
| 15 | 4 | 4 | 4 | 4 | 4 | 40 | 4 | 5 | 5 | 5 | 5 | 65 | 4 | 4 | 5 | 3 | 4 | 90 | 4 | 4 | 5 | 4 | 5 | |
| 16 | 4 | 4 | 4 | 4 | 5 | 41 | 4 | 5 | 5 | 5 | 5 | 66 | 4 | 4 | 4 | 4 | 4 | 91 | 5 | 5 | 4 | 5 | 4 | |

| | | | | | | | | | | | | | | | | | | | | | | | |
|----|---|---|---|---|---|----|---|---|---|---|---|----|---|---|---|---|---|----|------|------|------|------|------|
| 17 | 4 | 3 | 3 | 3 | 5 | 42 | 4 | 4 | 5 | 5 | 5 | 67 | 4 | 5 | 5 | 5 | 5 | 92 | 4 | 5 | 3 | 4 | 4 |
| 18 | 5 | 4 | 5 | 5 | 5 | 43 | 4 | 4 | 4 | 4 | 4 | 68 | 4 | 4 | 4 | 5 | 5 | 93 | 4 | 4 | 5 | 5 | 5 |
| 19 | 5 | 5 | 5 | 5 | 5 | 44 | 4 | 4 | 4 | 4 | 4 | 69 | 3 | 5 | 4 | 5 | 5 | 94 | 5 | 5 | 4 | 4 | 4 |
| 20 | 4 | 4 | 5 | 4 | 4 | 45 | 4 | 4 | 4 | 4 | 4 | 70 | 4 | 5 | 5 | 4 | 5 | 95 | 5 | 4 | 4 | 4 | 4 |
| 21 | 5 | 5 | 5 | 5 | 5 | 46 | 4 | 4 | 4 | 4 | 5 | 71 | 4 | 5 | 5 | 5 | 5 | 96 | 4 | 5 | 4 | 4 | 5 |
| 22 | 5 | 4 | 5 | 5 | 5 | 47 | 5 | 5 | 5 | 5 | 5 | 72 | 4 | 4 | 5 | 5 | 5 | | 4.25 | 4.39 | 4.34 | 4.41 | 4.58 |
| 23 | 4 | 5 | 5 | 5 | 5 | 48 | 4 | 3 | 3 | 4 | 4 | 73 | 4 | 5 | 3 | 5 | 5 | | | | | | |
| 24 | 5 | 5 | 5 | 5 | 5 | 49 | 4 | 4 | 4 | 4 | 4 | 74 | 4 | 5 | 4 | 4 | 4 | | | | | | |
| 25 | 4 | 5 | 5 | 5 | 5 | 50 | 4 | 5 | 4 | 4 | 5 | 75 | 4 | 4 | 3 | 5 | 4 | | | | | | |



Lampiran 2

Uji Validitas Harapan

Reliability Statistics

| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
|------------------|--|------------|
| .826 | .829 | 20 |

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 96 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 96 | 100.0 |

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

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Squared Multiple Correlation | Cronbach's Alpha if Item Deleted |
|----------|----------------------------|--------------------------------|----------------------------------|------------------------------|----------------------------------|
| VAR00001 | 89.4375 | 19.617 | .265 | . | .826 |
| VAR00002 | 89.4271 | 19.637 | .292 | . | .824 |
| VAR00003 | 89.4479 | 19.303 | .365 | . | .820 |
| VAR00004 | 89.3958 | 19.357 | .345 | . | .821 |
| VAR00005 | 89.2812 | 19.636 | .368 | . | .820 |
| VAR00006 | 89.2708 | 19.252 | .451 | . | .816 |
| VAR00007 | 89.2708 | 19.736 | .323 | . | .822 |
| VAR00008 | 89.5000 | 18.821 | .429 | . | .817 |
| VAR00009 | 89.3125 | 19.143 | .426 | . | .817 |
| VAR00010 | 89.2396 | 19.237 | .519 | . | .814 |
| VAR00011 | 89.3333 | 18.456 | .584 | . | .809 |
| VAR00012 | 89.2083 | 19.177 | .534 | . | .813 |
| VAR00013 | 89.2500 | 19.600 | .373 | . | .820 |
| VAR00014 | 89.3750 | 18.784 | .510 | . | .813 |
| VAR00015 | 89.3750 | 18.742 | .549 | . | .811 |
| VAR00016 | 89.2708 | 19.589 | .339 | . | .821 |
| VAR00017 | 89.3125 | 20.154 | .216 | . | .827 |
| VAR00018 | 89.3125 | 19.607 | .357 | . | .820 |
| VAR00019 | 89.4167 | 18.961 | .452 | . | .816 |
| VAR00020 | 89.3542 | 19.705 | .314 | . | .823 |

Uji Validitas Persepsi/Kinerja

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 96 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 96 | 100.0 |

Reliability Statistics

| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
|------------------|--|------------|
| .926 | .926 | 20 |

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

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Squared Multiple Correlation | Cronbach's Alpha if Item Deleted |
|----------|----------------------------|--------------------------------|----------------------------------|------------------------------|----------------------------------|
| VAR00001 | 83.0833 | 49.930 | .488 | . | .924 |
| VAR00002 | 83.1146 | 48.524 | .592 | . | .922 |
| VAR00003 | 83.4792 | 49.473 | .501 | . | .924 |
| VAR00004 | 83.2500 | 46.758 | .713 | . | .919 |
| VAR00005 | 83.0938 | 48.760 | .649 | . | .921 |
| VAR00006 | 83.1771 | 49.074 | .616 | . | .922 |
| VAR00007 | 83.1042 | 49.484 | .549 | . | .923 |
| VAR00008 | 83.3333 | 49.025 | .530 | . | .924 |
| VAR00009 | 83.3229 | 50.326 | .384 | . | .927 |
| VAR00010 | 83.2708 | 50.452 | .473 | . | .924 |
| VAR00011 | 83.4375 | 49.807 | .486 | . | .924 |
| VAR00012 | 83.3646 | 49.497 | .543 | . | .923 |
| VAR00013 | 83.1875 | 49.186 | .629 | . | .922 |
| VAR00014 | 83.2188 | 48.888 | .628 | . | .922 |
| VAR00015 | 83.1771 | 48.442 | .705 | . | .920 |
| VAR00016 | 83.0625 | 48.312 | .685 | . | .920 |
| VAR00017 | 83.0521 | 47.839 | .750 | . | .919 |
| VAR00018 | 83.1875 | 48.028 | .686 | . | .920 |
| VAR00019 | 83.0833 | 47.782 | .662 | . | .921 |
| VAR00020 | 83.0833 | 48.414 | .670 | . | .921 |

Kepuasan

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 96 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 96 | 100.0 |

Reliability Statistics

| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
|------------------|--|------------|
| .754 | .753 | 5 |

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

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Squared Multiple Correlation | Cronbach's Alpha if Item Deleted |
|----------|----------------------------|--------------------------------|----------------------------------|------------------------------|----------------------------------|
| VAR00001 | 17.7188 | 3.467 | .290 | .139 | .787 |
| VAR00002 | 17.5833 | 3.088 | .510 | .269 | .714 |
| VAR00003 | 17.6250 | 2.679 | .606 | .422 | .677 |
| VAR00004 | 17.5625 | 2.691 | .686 | .538 | .646 |
| VAR00005 | 17.3854 | 3.124 | .538 | .414 | .706 |

Frequencies

Statistics

| | | Jenis_Kelamin | Umur | Pekerjaan |
|---|---------|---------------|------|-----------|
| N | Valid | 96 | 96 | 96 |
| | Missing | 0 | 0 | 0 |

Jenis_Kelamin

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Laki-laki | 67 | 69.8 | 69.8 | 69.8 |
| | Perempuan | 29 | 30.2 | 30.2 | 100.0 |
| Total | | 96 | 100.0 | 100.0 | |

Umur

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|---------|-----------|---------|---------------|--------------------|
| Valid | <30 | 38 | 39.6 | 39.6 | 39.6 |
| | 31 - 40 | 35 | 36.5 | 36.5 | 76.0 |
| | 41 - 50 | 19 | 19.8 | 19.8 | 95.8 |
| | >51 | 4 | 4.2 | 4.2 | 100.0 |
| | Total | 96 | 100.0 | 100.0 | |

Pekerjaan

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Pelajar/Mahasiswa | 29 | 30.2 | 30.2 | 30.2 |
| | PNS | 29 | 30.2 | 30.2 | 60.4 |
| | Wiraswasta | 12 | 12.5 | 12.5 | 72.9 |
| | Pegawai Swasta | 19 | 19.8 | 19.8 | 92.7 |
| | Pedagang | 3 | 3.1 | 3.1 | 95.8 |
| | Lainnya | 4 | 4.2 | 4.2 | 100.0 |
| | Total | 96 | 100.0 | 100.0 | |