**lampiran 1**

**KUESIONER**

1. **Identitas Peneliti**

Nama : Fahrul Rozi Pulungan

NPM : 163114356

Alamat : Jl. Medan BT. Kuis Dusun III

Program Studi : Manajemen

Fakultas : Ekonomi

Asal Perguruan Tinggi : Universitas Muslim Nusantara (UMN) Al Washliyah Medan

Judul Skripsi :“Pengaruh Kualitas Pelayanan Pengiriman Pos Express Terhadap Loyalitas Pelanggan Pada PT. Pos Indonesia (Persero) Medan”.

Saya adalah mahasiswa Universitas Muslim Nusantara Al Washliyah Fakultas Ekonomi Jurusan Manajemen yang sedang melakukan penelitian tentang “Pengaruh Kualitas Pelayanan Pengiriman Pos Express Terhadap Loyalitas Pelanggan Pada PT. Pos Indonesia (Persero) Medan”.

Data dan informasi yang Abang/Kakak/Adik berikan merupakan hal yang sangat berharga.Oleh karena itu, partisipasi dan kesediaan Abang/Kakak/Adik dalam menjawab kuesioner ini sangat saya hargai.

Akhir kata, saya ucapkan terima kasih kepada responden yang telah besedia meluangkan waktunya untuk mengisi kuesioner ini.

Medan, 2020 Peneliti,

Fahrul Rozi Pulungan

NPM : 163114356

1. **Identitas Responden**
2. Nama Responden :
3. Jenis Kelamin : Laki-laki Perempuan
4. Umur : Tahun
5. pendidikan : SMA Diploma/D3

Sarjana/S1 Pasca Sarjana/S2

1. **Petunjuk Pengisian Kuesioner**

Berikan tanda *checklist* (✓) pada salah satu jawaban yang paling sesuai dengan pendapat anda.

Sangat Tidak Setuju (STS)

Tidak Setuju (TS)

Kurang Setuju (KS)

Setuju (S)

Sangat Setuju (SS)

1. **Daftar pernyataan kuisioner**
   1. **Kualitas Pelayanan( X )**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **NO** | **Pernyataan** | **STS**  **1** | **TS**  **2** | **KS**  **3** | **S**  **4** | **SS**  **5** |
|  | Kenampakan fisik (tangible) |  |  |  |  |  |
| 1. | PT. Pos Indonesia (Persero) Medan memahami kebutuhan saya |  |  |  |  |  |
| 2. | PT. Pos Indonesia (Persero) Medan memberikan pelayanan secara maksimal kepada saya |  |  |  |  |  |
|  | Reabilitas *(reability)* |  |  |  |  |  |
| 3. | Penyampaian informasi dari PT. Pos Indonesia (Persero) Medan dapat saya mengerti |  |  |  |  |  |
| 4. | Karyawan dapat menciptakan komunikasi yang baik kepada pelanggan |  |  |  |  |  |
|  | Responsivitas (*responsiveness*) |  |  |  |  |  |
| 5. | Karyawan dapat merespon dengan baik apa yang menjadi keluhan pelanggan |  |  |  |  |  |
| 6. | Karyawan membantu menyelesaikan kesulitan yang saya hadapi |  |  |  |  |  |
|  | Kesopanan (*countesy*) |  |  |  |  |  |
| 7. | Karyawan bersikap ramah dan sopan pada saya |  |  |  |  |  |
| 8. | PT. Pos Indonesia (Persero) Medan mengutamakan kepentingan saya |  |  |  |  |  |
|  | Akses |  |  |  |  |  |
| 9. | Akses kendaraan menuju PT. Pos Indonesia (Persero) Medan sangat mudah didapatkan |  |  |  |  |  |
| 10. | Ketepatan waktu pelayanan sesuai dengan janji yang diberikan |  |  |  |  |  |

1. ***Loyalitas* Pelanggan ( Y )**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **NO** | **Pernyataan** | **STS**  **1** | **TS**  **2** | **KS**  **3** | **S**  **4** | **SS**  **5** |
|  | *Repeat Purchase* |  |  |  |  |  |
| 1. | Produk paket pos memenuhi kebutuhan pengiriman barang saya |  |  |  |  |  |
| 2. | Produk paket pos memiliki jangkauan yang luas |  |  |  |  |  |
|  | *Retention* |  |  |  |  |  |
| 3. | Saya akan memilih Kantor Pos Medan sebagai perioritas pertama layanan Pos saya. |  |  |  |  |  |
| 4. | Saya akan loyal menggunakan layanan Kantor Pos Medan. |  |  |  |  |  |
|  | *Referrals* |  |  |  |  |  |
| 5. | Saya sering merekomendasikan layanan Kantor Pos Medan kepada saudara atau teman saya untuk menggunakannya. |  |  |  |  |  |
| 6. | Saya sering menceritakan kemudahan dan keunggulan dari layanan Kantor pos Medan pada saudara atau teman |  |  |  |  |  |

# Lampiran 2

**DATA TABULASI HASIL KUESIONER PENELITIAN**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Responden** | **Variabel X (Kualitas Pelayanan)** | | | | | | | | | | |
| **P1** | **P2** | **P3** | **P4** | **P5** | **P6** | **P7** | **P8** | **P9** | **P10** | **Total** |
| 1 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 47 |
| 2 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 46 |
| 3 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 47 |
| 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 44 |
| 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 43 |
| 6 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 41 |
| 7 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 41 |
| 8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 41 |
| 9 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 41 |
| 10 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 41 |
| 11 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 12 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 13 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 14 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 48 |
| 15 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 48 |
| 16 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| 17 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 48 |
| 18 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 45 |
| 19 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 20 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 43 |
| 21 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 45 |
| 22 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 23 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 24 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| 25 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 45 |
| 26 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 44 |
| 27 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 48 |
| 28 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 48 |
| 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 30 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 49 |
| 31 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 45 |
| 32 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| 33 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 48 |
| 34 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 49 |
| 35 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 46 |
| 36 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 42 |
| 37 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 48 |
| 38 | 4 | 3 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 42 |
| 39 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 40 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 47 |
| 41 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 47 |
| 42 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 43 |
| 43 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 44 |
| 44 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 42 |
| 45 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 46 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 42 |
| 47 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 48 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 47 |
| 49 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 50 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 48 |
| 51 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 46 |
| 52 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 42 |
| 53 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 54 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 39 |
| 55 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 43 |
| 56 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 57 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 45 |
| 58 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 48 |
| 59 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 42 |
| 60 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 44 |
| 61 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 62 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 49 |
| 63 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 64 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 43 |
| 65 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 48 |
| 66 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 41 |
| 67 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 68 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 69 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 39 |
| 70 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 71 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 72 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 73 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 43 |
| 74 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 46 |
| 75 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 46 |
| 76 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 48 |
| 77 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 42 |
| 78 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 79 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 80 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 47 |
| 81 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 38 |
| 82 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 44 |
| 83 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 44 |
| 84 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 45 |
| 85 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 86 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 42 |
| 87 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 47 |
| 88 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 43 |
| 89 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 90 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 47 |
| 91 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 43 |
| 92 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 44 |
| 93 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 41 |
| 94 | 5 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 5 | 3 | 41 |
| TOTAL | 417 | 415 | 411 | 417 | 415 | 412 | 417 | 418 | 416 | 413 | 4151 |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Responden** | **Variabel Y (*Loyalitas* Pelanggan)** | | | | | | |
| **P1** | **P2** | **P3** | **P4** | **P5** | **P6** | **Total** |
| 1 | 5 | 4 | 5 | 5 | 5 | 4 | 28 |
| 2 | 4 | 5 | 4 | 4 | 4 | 4 | 25 |
| 3 | 5 | 4 | 5 | 5 | 5 | 4 | 28 |
| 4 | 5 | 4 | 5 | 5 | 5 | 4 | 28 |
| 5 | 4 | 4 | 4 | 4 | 4 | 5 | 25 |
| 6 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 7 | 4 | 4 | 3 | 4 | 5 | 4 | 24 |
| 8 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 9 | 4 | 4 | 3 | 4 | 4 | 4 | 23 |
| 10 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 11 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| 12 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 13 | 5 | 5 | 4 | 4 | 4 | 4 | 26 |
| 14 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 15 | 5 | 5 | 5 | 5 | 5 | 4 | 29 |
| 16 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 17 | 5 | 5 | 5 | 5 | 4 | 5 | 29 |
| 18 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| 19 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 20 | 5 | 5 | 4 | 4 | 4 | 5 | 27 |
| 21 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 22 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| 23 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 24 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| 25 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| 26 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| 27 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| 28 | 5 | 5 | 5 | 5 | 5 | 4 | 29 |
| 29 | 4 | 5 | 5 | 5 | 5 | 5 | 29 |
| 30 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| 31 | 5 | 5 | 5 | 5 | 4 | 4 | 28 |
| 32 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| 33 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 34 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| 35 | 4 | 5 | 5 | 5 | 5 | 5 | 29 |
| 36 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| 37 | 5 | 4 | 5 | 5 | 5 | 4 | 28 |
| 38 | 4 | 5 | 4 | 3 | 4 | 4 | 24 |
| 39 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 40 | 4 | 5 | 4 | 5 | 5 | 5 | 28 |
| 41 | 5 | 5 | 5 | 4 | 5 | 4 | 28 |
| 42 | 4 | 5 | 4 | 5 | 4 | 5 | 27 |
| 43 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| 44 | 4 | 5 | 4 | 4 | 4 | 4 | 25 |
| 45 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 46 | 4 | 4 | 3 | 4 | 4 | 4 | 23 |
| 47 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 48 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| 49 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 50 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| 51 | 5 | 5 | 4 | 4 | 5 | 4 | 27 |
| 52 | 4 | 4 | 4 | 5 | 4 | 4 | 25 |
| 53 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 54 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 55 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 56 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 57 | 5 | 5 | 4 | 4 | 5 | 4 | 27 |
| 58 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 59 | 5 | 4 | 4 | 4 | 5 | 4 | 26 |
| 60 | 4 | 5 | 5 | 5 | 5 | 5 | 29 |
| 61 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 62 | 5 | 4 | 5 | 5 | 5 | 5 | 29 |
| 63 | 4 | 5 | 4 | 5 | 5 | 4 | 27 |
| 64 | 5 | 5 | 5 | 5 | 4 | 5 | 29 |
| 65 | 5 | 5 | 5 | 5 | 5 | 4 | 29 |
| 66 | 4 | 4 | 4 | 4 | 4 | 5 | 25 |
| 67 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 68 | 3 | 4 | 4 | 4 | 4 | 4 | 23 |
| 69 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 70 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 71 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 72 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| 73 | 5 | 5 | 5 | 4 | 4 | 5 | 28 |
| 74 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 75 | 4 | 5 | 4 | 4 | 4 | 5 | 26 |
| 76 | 5 | 4 | 5 | 5 | 5 | 5 | 29 |
| 77 | 5 | 5 | 4 | 4 | 4 | 4 | 26 |
| 78 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 79 | 5 | 4 | 4 | 3 | 4 | 4 | 24 |
| 80 | 4 | 5 | 4 | 5 | 4 | 5 | 27 |
| 81 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 82 | 5 | 5 | 5 | 5 | 5 | 4 | 29 |
| 83 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 84 | 5 | 5 | 5 | 4 | 4 | 5 | 28 |
| 85 | 3 | 5 | 4 | 4 | 4 | 4 | 24 |
| 86 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 87 | 5 | 4 | 5 | 5 | 5 | 5 | 29 |
| 88 | 4 | 5 | 4 | 5 | 4 | 4 | 26 |
| 89 | 5 | 4 | 5 | 5 | 5 | 5 | 29 |
| 90 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| 91 | 4 | 5 | 4 | 5 | 4 | 4 | 26 |
| 92 | 5 | 4 | 5 | 4 | 5 | 5 | 28 |
| 93 | 4 | 5 | 4 | 5 | 4 | 4 | 26 |
| 94 | 5 | 4 | 4 | 4 | 3 | 4 | 24 |
| TOTAL | 420 | 420 | 411 | 414 | 412 | 411 | 2488 |

**Lampiran 3**

**Hasil Analisis Deskriptif Variabel X**

**Frequencies**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Statistics** | | | | | | | | | | | |
|  | | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 | P10 |
| N | Valid | 94 | 94 | 94 | 94 | 94 | 94 | 94 | 94 | 94 | 94 |
| Missing | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

**Frequency Table**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **P1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4 | 53 | 56.4 | 56.4 | 56.4 |
| 5 | 41 | 43.6 | 43.6 | 100.0 |
| Total | 94 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **P2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3 | 1 | 1.1 | 1.1 | 1.1 |
| 4 | 53 | 56.4 | 56.4 | 57.4 |
| 5 | 40 | 42.6 | 42.6 | 100.0 |
| Total | 94 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **P3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3 | 2 | 2.1 | 2.1 | 2.1 |
| 4 | 55 | 58.5 | 58.5 | 60.6 |
| 5 | 37 | 39.4 | 39.4 | 100.0 |
| Total | 94 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **P4** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3 | 1 | 1.1 | 1.1 | 1.1 |
| 4 | 51 | 54.3 | 54.3 | 55.3 |
| 5 | 42 | 44.7 | 44.7 | 100.0 |
| Total | 94 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **P5** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4 | 55 | 58.5 | 58.5 | 58.5 |
| 5 | 39 | 41.5 | 41.5 | 100.0 |
| Total | 94 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **P6** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4 | 58 | 61.7 | 61.7 | 61.7 |
| 5 | 36 | 38.3 | 38.3 | 100.0 |
| Total | 94 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **P7** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3 | 1 | 1.1 | 1.1 | 1.1 |
| 4 | 51 | 54.3 | 54.3 | 55.3 |
| 5 | 42 | 44.7 | 44.7 | 100.0 |
| Total | 94 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **P8** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3 | 1 | 1.1 | 1.1 | 1.1 |
| 4 | 50 | 53.2 | 53.2 | 54.3 |
| 5 | 43 | 45.7 | 45.7 | 100.0 |
| Total | 94 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **P9** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4 | 54 | 57.4 | 57.4 | 57.4 |
| 5 | 40 | 42.6 | 42.6 | 100.0 |
| Total | 94 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **P10** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3 | 2 | 2.1 | 2.1 | 2.1 |
| 4 | 53 | 56.4 | 56.4 | 58.5 |
| 5 | 39 | 41.5 | 41.5 | 100.0 |
| Total | 94 | 100.0 | 100.0 |  |

**Lampiran 4**

**Hasil Analisis Deskriptif Variabel Y**

**Frequencies**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Statistics** | | | | | | | |
|  | | P1 | P2 | P3 | P4 | P5 | P6 |
| N | Valid | 94 | 94 | 94 | 94 | 94 | 94 |
| Missing | 0 | 0 | 0 | 0 | 0 | 0 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **P1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3 | 2 | 2.1 | 2.1 | 2.1 |
| 4 | 46 | 48.9 | 48.9 | 51.1 |
| 5 | 46 | 48.9 | 48.9 | 100.0 |
| Total | 94 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **P2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4 | 50 | 53.2 | 53.2 | 53.2 |
| 5 | 44 | 46.8 | 46.8 | 100.0 |
| Total | 94 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **P3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3 | 3 | 3.2 | 3.2 | 3.2 |
| 4 | 53 | 56.4 | 56.4 | 59.6 |
| 5 | 38 | 40.4 | 40.4 | 100.0 |
| Total | 94 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **P4** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3 | 2 | 2.1 | 2.1 | 2.1 |
| 4 | 52 | 55.3 | 55.3 | 57.4 |
| 5 | 40 | 42.6 | 42.6 | 100.0 |
| Total | 94 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **P5** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3 | 1 | 1.1 | 1.1 | 1.1 |
| 4 | 56 | 59.6 | 59.6 | 60.6 |
| 5 | 37 | 39.4 | 39.4 | 100.0 |
| Total | 94 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **P6** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4 | 59 | 62.8 | 62.8 | 62.8 |
| 5 | 35 | 37.2 | 37.2 | 100.0 |
| Total | 94 | 100.0 | 100.0 |  |

**Lampiran 5**

**HASIL UJI FALIDITAS**

Hasil Uji Validitas Variabel X

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item-Total Statistics** | | | | |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| P1 | 39.72 | 9.600 | .705 | .847 |
| P2 | 39.74 | 10.063 | .518 | .862 |
| P3 | 39.79 | 10.040 | .510 | .863 |
| P4 | 39.72 | 9.794 | .604 | .855 |
| P5 | 39.74 | 9.676 | .684 | .849 |
| P6 | 39.78 | 9.960 | .593 | .856 |
| P7 | 39.72 | 9.837 | .589 | .856 |
| P8 | 39.71 | 9.648 | .652 | .851 |
| P9 | 39.73 | 9.789 | .641 | .852 |
| P10 | 39.77 | 10.439 | .379 | .873 |

Hasil Uji Validitas Variabel Y

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item-Total Statistics** | | | | |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| P1 | 22.00 | 3.462 | .436 | .768 |
| P2 | 22.00 | 3.677 | .369 | .781 |
| P3 | 22.10 | 2.905 | .767 | .678 |
| P4 | 22.06 | 3.351 | .511 | .749 |
| P5 | 22.09 | 3.326 | .565 | .735 |
| P6 | 22.10 | 3.464 | .519 | .747 |

**Lampiran 6**

**HASIL UJI RELIABILITAS**

Hasil Uji Reliabilitas Variabel X

|  |  |  |  |
| --- | --- | --- | --- |
| **Case Processing Summary** | | | |
|  | | N | % |
| Cases | Valid | 94 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 94 | 100.0 |
| a. Listwise deletion based on all variables in the procedure. | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .869 | 10 |

Hasil Uji Reliabilitas Variabel Y

|  |  |  |  |
| --- | --- | --- | --- |
| **Case Processing Summary** | | | |
|  | | N | % |
| Cases | Valid | 94 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 94 | 100.0 |
| a. Listwise deletion based on all variables in the procedure. | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .778 | 6 |

**Lampiran 7**

**HASIL UJI REGRESI SEDERHANA**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 4.085 | 1.657 |  | 2.465 | .016 |
| X | .507 | .037 | .816 | 13.549 | .000 |
| a. Dependent Variable: Y | | | | | | |

**Lampiran 8**

**HASIL UJI T**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 4.085 | 1.657 |  | 2.465 | .016 |
| X | .507 | .037 | .816 | 13.549 | .000 |
| a. Dependent Variable: Y | | | | | | |

**Lampiran 9**

**HASIL UJI KOEFISIEN DETERMINASI (R2)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Model Summary** | | | | |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .816a | .666 | .663 | 1.251 |
| a. Predictors: (Constant), X | | | | |