**Lampiran 1**

**LEMBARAN PERNYATAAN KUESIONER**

1. **IDENTITAS PEMBERI KUESIONER**

Nama : Mimi Paradila

NPM : 163114298

Fakultas / Jurusan : Ekonomi / Manajemen

Perguruan Tinggi : Universitas Muslim Nusantara Al-Washliyah Medan

Jurnal Penelitian : “Pengaruh Rendahnya Pelayanan dan Perilaku Driver Terhadap Keputusan Konsumen Menggunakan Armada Bus Chandra Medan”

Dengan ini saya mohon kesediaan saudara/i untuk mengisi daftar kuesioner. Informasi yang anda berikan hanya semata-mata untuk melengkapi data penelitian dalam rangka penyusunan skripsi. Untuk itu, isilah kuesioner ini dengan jawaban yang sebenar-benarnya. Atas kesediaan saudara/i, saya ucapkan terimakasih.

Medan, April 2020

Hormat Saya

**Mimi Paradila**

**NPM: 163114298**

1. **IDENTITAS RESPONDEN**

Nama :

Alamat :

Umur : tahun

Jenis Kelamin : Laki-laki / Perempuan

Pendidikan :

Pekerjaan :

1. **PETUNJUK PENGISIAN**

Anda dapat memberikan tanda ceklis ( √ ) pada alteratif pilihan jawaban dari pertayaan yang ada sesuai dengan persepsi Anda selama menggunakan Armada Bus Chandra Medan berdasarkan keterangan berikut:

|  |  |  |
| --- | --- | --- |
| No | Pernyataan | Skor |
| 1 | Sangat Setuju (SS) | 5 |
| 2 | Setuju (S) | 4 |
| 3 | Kurang Setuju (KS) | 3 |
| 4 | Tidak Setuju (TS) | 2 |
| 5 | Sangat Tidak Setuju(STS) | 1 |

1. **DAFTAR KUESIONER**

**1. Pelayanan**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **KS** | **TS** | **STS** |
|  | **Berwujud (Tangible)** |  |  |  |  |  |
| 1 | Kondisi fisik Armada Bus Chandra baik |  |  |  |  |  |
| 2 | Kondisi ruang tunggu armada bus chandra memadai |  |  |  |  |  |
|  | **Kehandalan (Reability)** |  |  |  |  |  |
| 3. | Keberangkatan dan kedatangan armada bus Chandra tepat waktu. |  |  |  |  |  |
| 4. | Profesionalitas dari para pegawai / karyawan Bus Chandra Lancar baik. |  |  |  |  |  |
|  | **Ketanggapan (*Responsiveness*)** |  |  |  |  |  |
| 5. | Fasilitas penunjang keselamatan berupa pemadam api di dalam armada bus Chandra Lancar sudah tersedia |  |  |  |  |  |
| 6. | Fasilitas penunjang kesehatan berupa alat P3K sudah tersedia di dalam armada bus Chandra Lancar |  |  |  |  |  |
|  | **Keyakinan (*Assurance*)** |  |  |  |  |  |
| 7. | Tata letak (layout) dan penataan ruang tunggu sudah baik. |  |  |  |  |  |
| 8. | Perusahaan memberi asuransi keselamatan pada pelanggan Bus Chandra. |  |  |  |  |  |
|  | **Kepedulian (*Emphathy)*** |  |  |  |  |  |
| 9. | Kenyamanan dan kebersihan di dalam armada bus Chandra Lancar terjaga. |  |  |  |  |  |
| 10. | Merapikan kursi kembali setelah penumpang turun |  |  |  |  |  |

**2. Indisipliner Perilaku Driver**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | | **KS** | **TS** | | **STS** |
|  | **Penurunan Jabatan** |  |  | |  |  | |  |
| 1. | Akibat ketidak disiplinan menyebabkan penurunan jabatan |  |  | |  |  | |  |
| 2. | Sikap yang ditunjukan driver kurang sopan sehingga konsumen memberikan keluhan yang dapat menurunkan jabatan driver |  |  | |  |  | |  |
|  | **Pemindahan Posisi** |  |  | |  |  | |  |
| 3. | Ketidak disiplinan membuat supir kekurangan job |  |  |  | |  |  | |
| 4. | Supir tidak menunjukkan sikap yang baik kepada konsumen |  |  | |  |  | |  |
| 5. | Dikarenakan sikap yang kurang baik, supir mendapatkan banyak keluhan |  |  | |  |  | |  |
|  | **Pemutusan Hubungan Kerja** |  |  |  | |  |  | |
| 6. | Penumpang sulit percaya kepada bus yang ugal-ugalan |  |  | |  |  | |  |
| 7. | Supir yang kurang disiplin kurang disukai oleh penumpang |  |  | |  |  | |  |
|  | **Pengaduan Kepada Pihak Berwajib** |  |  | |  |  | |  |
| 8. | Sering membuat lalu lintas tidak tertib |  |  | |  |  | |  |
| 9. | Penumpang mengadukan sikap supir yang kurang disiplin kepada pihak manajemen |  |  | |  |  | |  |
| 10. | Setelah melakukan pengaduan kepada, terdapat perbaikan dari pihak manajemen |  |  | |  |  | |  |

**3. Keputusan Konsumen**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **KS** | **TS** | **STS** |
|  | **Pembelian Produk** |  |  |  |  |  |
| 1. | Kualitas bus yang dinaikin penumpang memadai untuk gunakan |  |  |  |  |  |
| 2. | Kepercayaan konsumen buat menaiki bus candra |  |  |  |  |  |
|  | **Pembelian Merek** |  |  |  |  |  |
| 3. | Bus Chandra sudah terkenal untuk jurusan-jurusan yang sudah ditentukan |  |  |  |  |  |
| 4. | Bus chandra terkenal dengan busnya yang bersih |  |  |  |  |  |
|  | **Pemilihan Saluran Pembelian** |  |  |  |  |  |
| 5. | Pembelian tiket disesuaikan dengan jadwal keberangkatan |  |  |  |  |  |
| 6. | Konsumen bisa menelpon apabila memerlukan tiket |  |  |  |  |  |
|  | **Penentuan Waktu Pembelian** |  |  |  |  |  |
| 7. | Penumpang akan diberikan informasi apabila bus akan berangkat dalam kurun waktu 30 menit sebelum kebrangkatan |  |  |  |  |  |
| 8. | Waktu keberangkatan selalu tepat waktu |  |  |  |  |  |
|  | **Jumlah** |  |  |  |  |  |
| 9. | Jumlah tempat duduk yang disediakan sesuai dengan kebutuhan konsumen |  |  |  |  |  |
| 10. | Armada Bus Chandra selalu memperhatikan jumlah penumpang yang manaiki bus |  |  |  |  |  |

**Lampiran 2**

**Tabulasi Data X1**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Responden | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Total |
| 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 2 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 47 |
| 3 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 42 |
| 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 49 |
| 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 45 |
| 6 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 48 |
| 7 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| 8 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 46 |
| 9 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 47 |
| 10 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 46 |
| 11 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 12 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 43 |
| 13 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 44 |
| 14 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 15 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 41 |
| 16 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 41 |
| 17 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 48 |
| 18 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| 19 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 43 |
| 20 | 3 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 40 |
| 21 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 40 |
| 22 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 38 |
| 23 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 24 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 39 |
| 25 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 46 |
| 26 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 44 |
| 27 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 44 |
| 28 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 43 |
| 29 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 43 |
| 30 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 31 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 42 |
| 32 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 33 | 5 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 43 |
| 34 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 45 |
| 35 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 39 |
| 36 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 41 |
| 37 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 38 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 4 | 4 | 45 |
| 39 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| Total | 171 | 171 | 165 | 174 | 168 | 170 | 171 | 165 | 165 | 172 | 1692 |

**Tabulasi Data X2**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Responden | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Total |
| 1 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 48 |
| 2 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 49 |
| 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 42 |
| 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 44 |
| 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 43 |
| 6 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 45 |
| 7 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 8 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 48 |
| 9 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 46 |
| 10 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 47 |
| 11 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 44 |
| 12 | 3 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 44 |
| 13 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 43 |
| 14 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 40 |
| 15 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 44 |
| 16 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 46 |
| 17 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 42 |
| 18 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 46 |
| 19 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 20 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 44 |
| 21 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 42 |
| 22 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 23 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 42 |
| 24 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 42 |
| 25 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 26 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 47 |
| 27 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 44 |
| 28 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 29 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 30 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 3 | 41 |
| 31 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 43 |
| 32 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 5 | 40 |
| 33 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 45 |
| 34 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 47 |
| 35 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 38 |
| 36 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 39 |
| 37 | 5 | 3 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 41 |
| 38 | 4 | 3 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 42 |
| 39 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 4 | 4 | 45 |
| Total | 173 | 164 | 172 | 169 | 170 | 169 | 167 | 169 | 169 | 169 | 1691 |

**Tabulasi Data Y**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Responden | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Total |
| 1 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 43 |
| 2 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 6 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 42 |
| 7 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 44 |
| 8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 9 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 3 | 4 | 4 | 43 |
| 10 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 42 |
| 11 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 42 |
| 12 | 4 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 5 | 41 |
| 13 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 40 |
| 14 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 37 |
| 15 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 38 |
| 16 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 35 |
| 17 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 18 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 3 | 43 |
| 19 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 37 |
| 20 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 38 |
| 21 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 39 |
| 22 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 35 |
| 23 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 39 |
| 24 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 5 | 37 |
| 25 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 38 |
| 26 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 43 |
| 27 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 37 |
| 28 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 36 |
| 29 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 37 |
| 30 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 31 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 32 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 39 |
| 33 | 5 | 4 | 4 | 5 | 4 | 3 | 4 | 5 | 4 | 4 | 42 |
| 34 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 43 |
| 35 | 3 | 2 | 4 | 4 | 3 | 4 | 4 | 2 | 4 | 4 | 34 |
| 36 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 37 |
| 37 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 38 |
| 38 | 4 | 4 | 4 | 5 | 4 | 5 | 3 | 4 | 3 | 4 | 40 |
| 39 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 38 |
| Total | 157 | 151 | 155 | 157 | 151 | 153 | 155 | 150 | 153 | 154 | 1536 |

**Tabulasi Data X1, X2, Y**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Responden | X1 | X2 | Y | X1.Y | X2.Y | X1.X2 | X12 | X22 | Y2 |
| 1 | 50 | 48 | 43 | 2150 | 2064 | 2400 | 2500 | 2304 | 1849 |
| 2 | 47 | 49 | 41 | 1927 | 2009 | 2303 | 2209 | 2401 | 1681 |
| 3 | 42 | 42 | 40 | 1680 | 1680 | 1764 | 1764 | 1764 | 1600 |
| 4 | 49 | 44 | 40 | 1960 | 1760 | 2156 | 2401 | 1936 | 1600 |
| 5 | 45 | 43 | 40 | 1800 | 1720 | 1935 | 2025 | 1849 | 1600 |
| 6 | 48 | 45 | 42 | 2016 | 1890 | 2160 | 2304 | 2025 | 1764 |
| 7 | 49 | 50 | 44 | 2156 | 2200 | 2450 | 2401 | 2500 | 1936 |
| 8 | 46 | 48 | 40 | 1840 | 1920 | 2208 | 2116 | 2304 | 1600 |
| 9 | 47 | 46 | 43 | 2021 | 1978 | 2162 | 2209 | 2116 | 1849 |
| 10 | 46 | 47 | 42 | 1932 | 1974 | 2162 | 2116 | 2209 | 1764 |
| 11 | 40 | 44 | 42 | 1680 | 1848 | 1760 | 1600 | 1936 | 1764 |
| 12 | 43 | 44 | 41 | 1763 | 1804 | 1892 | 1849 | 1936 | 1681 |
| 13 | 44 | 43 | 40 | 1760 | 1720 | 1892 | 1936 | 1849 | 1600 |
| 14 | 40 | 40 | 37 | 1480 | 1480 | 1600 | 1600 | 1600 | 1369 |
| 15 | 41 | 44 | 38 | 1558 | 1672 | 1804 | 1681 | 1936 | 1444 |
| 16 | 41 | 46 | 35 | 1435 | 1610 | 1886 | 1681 | 2116 | 1225 |
| 17 | 48 | 42 | 40 | 1920 | 1680 | 2016 | 2304 | 1764 | 1600 |
| 18 | 49 | 46 | 43 | 2107 | 1978 | 2254 | 2401 | 2116 | 1849 |
| 19 | 43 | 40 | 37 | 1591 | 1480 | 1720 | 1849 | 1600 | 1369 |
| 20 | 40 | 44 | 38 | 1520 | 1672 | 1760 | 1600 | 1936 | 1444 |
| 21 | 40 | 42 | 39 | 1560 | 1638 | 1680 | 1600 | 1764 | 1521 |
| 22 | 38 | 40 | 35 | 1330 | 1400 | 1520 | 1444 | 1600 | 1225 |
| 23 | 41 | 42 | 39 | 1599 | 1638 | 1722 | 1681 | 1764 | 1521 |
| 24 | 39 | 42 | 37 | 1443 | 1554 | 1638 | 1521 | 1764 | 1369 |
| 25 | 46 | 40 | 38 | 1748 | 1520 | 1840 | 2116 | 1600 | 1444 |
| 26 | 44 | 47 | 43 | 1892 | 2021 | 2068 | 1936 | 2209 | 1849 |
| 27 | 44 | 44 | 37 | 1628 | 1628 | 1936 | 1936 | 1936 | 1369 |
| 28 | 43 | 38 | 36 | 1548 | 1368 | 1634 | 1849 | 1444 | 1296 |
| 29 | 43 | 40 | 37 | 1591 | 1480 | 1720 | 1849 | 1600 | 1369 |
| 30 | 41 | 41 | 38 | 1558 | 1558 | 1681 | 1681 | 1681 | 1444 |
| 31 | 42 | 43 | 40 | 1680 | 1720 | 1806 | 1764 | 1849 | 1600 |
| 32 | 40 | 40 | 39 | 1560 | 1560 | 1600 | 1600 | 1600 | 1521 |
| 33 | 43 | 45 | 42 | 1806 | 1890 | 1935 | 1849 | 2025 | 1764 |
| 34 | 45 | 47 | 43 | 1935 | 2021 | 2115 | 2025 | 2209 | 1849 |
| 35 | 39 | 38 | 34 | 1326 | 1292 | 1482 | 1521 | 1444 | 1156 |
| 36 | 41 | 39 | 37 | 1517 | 1443 | 1599 | 1681 | 1521 | 1369 |
| 37 | 40 | 41 | 38 | 1520 | 1558 | 1640 | 1600 | 1681 | 1444 |
| 38 | 45 | 42 | 40 | 1800 | 1680 | 1890 | 2025 | 1764 | 1600 |
| 39 | 40 | 45 | 38 | 1520 | 1710 | 1800 | 1600 | 2025 | 1444 |
| Total | 1692 | 1691 | 1536 | 66857 | 66818 | 73590 | 73824 | 73677 | 60742 |

**Lampiran 3**

**Uji Validitas Variabel X1**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | |
|  | | x1.1 | x1.2 | x1.3 | x1.4 | x1.5 | x1.6 | x1.7 | x1.8 | x1.9 | x1.10 | x1 |
| x1.1 | Pearson Correlation | 1 | .525\*\* | .636\*\* | .502\*\* | .420\* | .358 | .601\*\* | .488\*\* | .250 | .261 | .708\*\* |
| Sig. (2-tailed) |  | .003 | .000 | .005 | .021 | .052 | .000 | .006 | .182 | .164 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| x1.2 | Pearson Correlation | .525\*\* | 1 | .534\*\* | .387\* | .386\* | .272 | .505\*\* | .205 | .164 | .329 | .619\*\* |
| Sig. (2-tailed) | .003 |  | .002 | .035 | .035 | .145 | .004 | .277 | .387 | .076 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| x1.3 | Pearson Correlation | .636\*\* | .534\*\* | 1 | .592\*\* | .538\*\* | .435\* | .680\*\* | .372\* | .456\* | .380\* | .786\*\* |
| Sig. (2-tailed) | .000 | .002 |  | .001 | .002 | .016 | .000 | .043 | .011 | .038 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| x1.4 | Pearson Correlation | .502\*\* | .387\* | .592\*\* | 1 | .755\*\* | .764\*\* | .805\*\* | .588\*\* | .592\*\* | .445\* | .893\*\* |
| Sig. (2-tailed) | .005 | .035 | .001 |  | .000 | .000 | .000 | .001 | .001 | .014 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| x1.5 | Pearson Correlation | .420\* | .386\* | .538\*\* | .755\*\* | 1 | .665\*\* | .513\*\* | .386\* | .179 | .394\* | .744\*\* |
| Sig. (2-tailed) | .021 | .035 | .002 | .000 |  | .000 | .004 | .035 | .344 | .031 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| x1.6 | Pearson Correlation | .358 | .272 | .435\* | .764\*\* | .665\*\* | 1 | .547\*\* | .280 | .415\* | .149 | .693\*\* |
| Sig. (2-tailed) | .052 | .145 | .016 | .000 | .000 |  | .002 | .134 | .023 | .430 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| x1.7 | Pearson Correlation | .601\*\* | .505\*\* | .680\*\* | .805\*\* | .513\*\* | .547\*\* | 1 | .587\*\* | .714\*\* | .349 | .866\*\* |
| Sig. (2-tailed) | .000 | .004 | .000 | .000 | .004 | .002 |  | .001 | .000 | .059 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| x1.8 | Pearson Correlation | .488\*\* | .205 | .372\* | .588\*\* | .386\* | .280 | .587\*\* | 1 | .505\*\* | .598\*\* | .681\*\* |
| Sig. (2-tailed) | .006 | .277 | .043 | .001 | .035 | .134 | .001 |  | .004 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| x1.9 | Pearson Correlation | .250 | .164 | .456\* | .592\*\* | .179 | .415\* | .714\*\* | .505\*\* | 1 | .357 | .614\*\* |
| Sig. (2-tailed) | .182 | .387 | .011 | .001 | .344 | .023 | .000 | .004 |  | .053 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| x1.10 | Pearson Correlation | .261 | .329 | .380\* | .445\* | .394\* | .149 | .349 | .598\*\* | .357 | 1 | .582\*\* |
| Sig. (2-tailed) | .164 | .076 | .038 | .014 | .031 | .430 | .059 | .000 | .053 |  | .001 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| x1 | Pearson Correlation | .708\*\* | .619\*\* | .786\*\* | .893\*\* | .744\*\* | .693\*\* | .866\*\* | .681\*\* | .614\*\* | .582\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .001 |  |
| 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). | | | | | | | | | | | | |

**Uji Validitas Variabel X2**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | |
|  | | x2.1 | x2.2 | x2.3 | x2.4 | x2.5 | x2.6 | x2.7 | x2.8 | x2.9 | x2.10 | x2 |
| x2.1 | Pearson Correlation | 1 | .724\*\* | .540\*\* | .592\*\* | .595\*\* | .575\*\* | .428\* | .552\*\* | .616\*\* | .618\*\* | .836\*\* |
| Sig. (2-tailed) |  | .000 | .002 | .001 | .001 | .001 | .018 | .002 | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| x2.2 | Pearson Correlation | .724\*\* | 1 | .528\*\* | .730\*\* | .680\*\* | .577\*\* | .219 | .434\* | .591\*\* | .646\*\* | .828\*\* |
| Sig. (2-tailed) | .000 |  | .003 | .000 | .000 | .001 | .245 | .016 | .001 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| x2.3 | Pearson Correlation | .540\*\* | .528\*\* | 1 | .517\*\* | .294 | .534\*\* | .484\*\* | .586\*\* | .489\*\* | .641\*\* | .759\*\* |
| Sig. (2-tailed) | .002 | .003 |  | .003 | .115 | .002 | .007 | .001 | .006 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| x2.4 | Pearson Correlation | .592\*\* | .730\*\* | .517\*\* | 1 | .505\*\* | .321 | .257 | .370\* | .704\*\* | .664\*\* | .750\*\* |
| Sig. (2-tailed) | .001 | .000 | .003 |  | .004 | .084 | .170 | .044 | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| x2.5 | Pearson Correlation | .595\*\* | .680\*\* | .294 | .505\*\* | 1 | .680\*\* | .222 | .437\* | .637\*\* | .527\*\* | .749\*\* |
| Sig. (2-tailed) | .001 | .000 | .115 | .004 |  | .000 | .239 | .016 | .000 | .003 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| x2.6 | Pearson Correlation | .575\*\* | .577\*\* | .534\*\* | .321 | .680\*\* | 1 | .425\* | .650\*\* | .429\* | .315 | .747\*\* |
| Sig. (2-tailed) | .001 | .001 | .002 | .084 | .000 |  | .019 | .000 | .018 | .090 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| x2.7 | Pearson Correlation | .428\* | .219 | .484\*\* | .257 | .222 | .425\* | 1 | .590\*\* | .337 | .174 | .523\*\* |
| Sig. (2-tailed) | .018 | .245 | .007 | .170 | .239 | .019 |  | .001 | .069 | .358 | .003 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| x2.8 | Pearson Correlation | .552\*\* | .434\* | .586\*\* | .370\* | .437\* | .650\*\* | .590\*\* | 1 | .494\*\* | .497\*\* | .744\*\* |
| Sig. (2-tailed) | .002 | .016 | .001 | .044 | .016 | .000 | .001 |  | .005 | .005 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| x2.9 | Pearson Correlation | .616\*\* | .591\*\* | .489\*\* | .704\*\* | .637\*\* | .429\* | .337 | .494\*\* | 1 | .545\*\* | .768\*\* |
| Sig. (2-tailed) | .000 | .001 | .006 | .000 | .000 | .018 | .069 | .005 |  | .002 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| x2.10 | Pearson Correlation | .618\*\* | .646\*\* | .641\*\* | .664\*\* | .527\*\* | .315 | .174 | .497\*\* | .545\*\* | 1 | .766\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .003 | .090 | .358 | .005 | .002 |  | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| x2 | Pearson Correlation | .836\*\* | .828\*\* | .759\*\* | .750\*\* | .749\*\* | .747\*\* | .523\*\* | .744\*\* | .768\*\* | .766\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .003 | .000 | .000 | .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). | | | | | | | | | | | | |

**Uji Validitas Variabel Y**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | |
|  | | y1 | y2 | y3 | y4 | y5 | y6 | y7 | y8 | y9 | y10 | y |
| y1 | Pearson Correlation | 1 | .270 | .469\*\* | .548\*\* | .619\*\* | .451\* | .677\*\* | .901\*\* | .469\*\* | .543\*\* | .778\*\* |
| Sig. (2-tailed) |  | .149 | .009 | .002 | .000 | .012 | .000 | .000 | .009 | .002 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| y2 | Pearson Correlation | .270 | 1 | .691\*\* | .578\*\* | .474\*\* | .267 | .403\* | .270 | .691\*\* | .511\*\* | .658\*\* |
| Sig. (2-tailed) | .149 |  | .000 | .001 | .008 | .154 | .027 | .149 | .000 | .004 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| y3 | Pearson Correlation | .469\*\* | .691\*\* | 1 | .657\*\* | .521\*\* | .358 | .601\*\* | .406\* | 1.000\*\* | .659\*\* | .802\*\* |
| Sig. (2-tailed) | .009 | .000 |  | .000 | .003 | .052 | .000 | .026 | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| y4 | Pearson Correlation | .548\*\* | .578\*\* | .657\*\* | 1 | .496\*\* | .497\*\* | .835\*\* | .498\*\* | .657\*\* | .811\*\* | .838\*\* |
| Sig. (2-tailed) | .002 | .001 | .000 |  | .005 | .005 | .000 | .005 | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| y5 | Pearson Correlation | .619\*\* | .474\*\* | .521\*\* | .496\*\* | 1 | .536\*\* | .621\*\* | .534\*\* | .521\*\* | .660\*\* | .784\*\* |
| Sig. (2-tailed) | .000 | .008 | .003 | .005 |  | .002 | .000 | .002 | .003 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| y6 | Pearson Correlation | .451\* | .267 | .358 | .497\*\* | .536\*\* | 1 | .620\*\* | .517\*\* | .358 | .594\*\* | .658\*\* |
| Sig. (2-tailed) | .012 | .154 | .052 | .005 | .002 |  | .000 | .003 | .052 | .001 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| y7 | Pearson Correlation | .677\*\* | .403\* | .601\*\* | .835\*\* | .621\*\* | .620\*\* | 1 | .618\*\* | .601\*\* | .829\*\* | .870\*\* |
| Sig. (2-tailed) | .000 | .027 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| y8 | Pearson Correlation | .901\*\* | .270 | .406\* | .498\*\* | .534\*\* | .517\*\* | .618\*\* | 1 | .406\* | .485\*\* | .736\*\* |
| Sig. (2-tailed) | .000 | .149 | .026 | .005 | .002 | .003 | .000 |  | .026 | .007 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| y9 | Pearson Correlation | .469\*\* | .691\*\* | 1.000\*\* | .657\*\* | .521\*\* | .358 | .601\*\* | .406\* | 1 | .659\*\* | .802\*\* |
| Sig. (2-tailed) | .009 | .000 | .000 | .000 | .003 | .052 | .000 | .026 |  | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| y10 | Pearson Correlation | .543\*\* | .511\*\* | .659\*\* | .811\*\* | .660\*\* | .594\*\* | .829\*\* | .485\*\* | .659\*\* | 1 | .861\*\* |
| Sig. (2-tailed) | .002 | .004 | .000 | .000 | .000 | .001 | .000 | .007 | .000 |  | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y | Pearson Correlation | .778\*\* | .658\*\* | .802\*\* | .838\*\* | .784\*\* | .658\*\* | .870\*\* | .736\*\* | .802\*\* | .861\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .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). | | | | | | | | | | | | |

**Uji Reabilitas Variabel X1**

|  |  |  |  |
| --- | --- | --- | --- |
| **Case Processing Summary** | | | |
|  | | N | % |
| Cases | Valid | 30 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 30 | 100.0 |
| a. Listwise deletion based on all variables in the procedure. | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .893 | 10 |

**Uji Reabilitas Variabel X2**

|  |  |  |  |
| --- | --- | --- | --- |
| **Case Processing Summary** | | | |
|  | | N | % |
| Cases | Valid | 30 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 30 | 100.0 |
| a. Listwise deletion based on all variables in the procedure. | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .911 | 10 |

**Uji Reabilitas Variabel Y**

|  |  |  |  |
| --- | --- | --- | --- |
| **Case Processing Summary** | | | |
|  | | N | % |
| Cases | Valid | 30 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 30 | 100.0 |
| a. Listwise deletion based on all variables in the procedure. | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .925 | 10 |