**LAMPIRAN**

**Kuesioner**

Responden yang terhormat.

Saya Mhd Ali Sakti P. Hasibuan mahasiswa Universitas Muslim Nusantara Al Washliyah Medan Jurusan Manajemen angkatan 2015, memohon kesediaan bapak/ibu/saudara untuk mengisi angket kuesioner yang nantinya berguna untuk membantu proses pengumpulan data pengolahan data skripsi saya. Angket kuesioner dibawah ini mengenai “***Pengaruh Penggunaan Teknologi Informasi Terhadap Kepuasan Pelanggan Pada PT. SAP (Satria Antaran Prima) Medan***”,angket kuesioner ini semata-mata hanya kuesioner untuk akademik, dimohon kejujurannya dan keterbukaan diri bapak/ibu/saudara. Atas waktu, kesediaan dan kerja samanya dalam mengisi angket kuesioner, saya ucapkan terima kasih.

**Identitas Responden :**

Nama :

Jenis Kelamin :

Pendidkan :

Umur :

Alamat :

Jabatan Kerja :

**Petunjuk Pengisian :**

1. Berikan tanda (✓) pada salah satu jawaban disamping pernyataan yang anda anggap paling tepat.
2. Setiap pernyataan hanya membutuhkan satu jawaban saja.
3. Pilih Jawaban :

SS : Sangat Setuju (5)

S : Setuju (4)

KS : Kurang Setuju (3)

TS : Tidak Setuju (2)

STS : Sangat Tidak Setuju (1)

1. **Teknologi Informasi (X)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Pernyataan** | **SS** | **S** | **KS** | **TS** | **STS** |
| **(5)** | **(4)** | **(3)** | **(2)** | **(1)** |
| **Kemanfaatan** | | | | | |
| 1. | PT. SAP (Satria Antaran Prima) perusahaan kurir tercepat dan terpercaya di Nusantara. |  |  |  |  |  |
| 2. | Teknologi informasi mempermudah sistem kerja pada PT. SAP (Satria Antaran Prima). |  |  |  |  |  |
| 3. | PT. SAP (Satria Antaran Prima) jasa kurir yang menggunakan android mempermudah memantau keberadaan kurir permenit-perdetik. |  |  |  |  |  |
| 4. | PT. SAP (Satria Antaran Prima) mempunyai aplikasi dengan menggunakan android yang terhubung langsung dengan kurir. |  |  |  |  |  |
| 5. | PT. SAP (Satria Antaran Prima) melakukan pengembangan jaringan mulai dari kantor cabang, agar semaksimal mungkin melayani pelanggan. |  |  |  |  |  |
|  | **Efektivitas** | | | | | |
| 6. | Dengan adanya teknologi semua pekerjaan pada PT. SAP (Satria Antaran Prima) berjalan dengan baik. |  |  |  |  |  |
| 7. | Teknologi informasi memberi kontribusi positif kepada pelanggan. |  |  |  |  |  |
| 8. | Dengan adanya teknologi informasi karyawan pada PT. SAP (Satria Antaran Prima) pelanggan lebih cepat dalam proses serah terima barang yang akan dikirim. |  |  |  |  |  |
| 9. | Karyawan PT. SAP (Satria Antaran Prima) menggunakan teknologi informasi untuk mengetahui keluhan dari pelanggan. |  |  |  |  |  |
| 10. | Dengan adanya teknologi informasi karyawan pada PT. SAP (Satria Antaran Prima) dapat mengembangkan ilmu dan pengetahuannya untuk kemajuan perusahaan. |  |  |  |  |  |

1. **Kepuasan Pelanggan (Y)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Pernyataan** | **SS** | **S** | **KS** | **TS** | **STS** |
| **(5)** | **(4)** | **(3)** | **(2)** | **(1)** |
| **Kualitas layanan** | | | | | |
| 1. | Pelanggan pada PT. SAP (Satria Antaran Prima) puas dengan pelayanan dikarenakan barang kiriman mereka sampai sesuai waktu yang telah dijanjikan. |  |  |  |  |  |
| 2. | Setiap pelanggan yang datang ingin mengirim barang selalu di sambut dengan ramah dan sopan santun. |  |  |  |  |  |
|  | **Kualitas Produk** | | | | | |
| 3. | Pelanggan pada PT. SAP (Satria Antaran Prima) merasa puas karena barang yang mereka titipkan tidak pernah cacat sampai tujuan. |  |  |  |  |  |
| 4. | PT. SAP (Satria Antaran Prima) sangat memperhatikan packingan barang yang dibawa agar pelanggan merasa puas. |  |  |  |  |  |
|  | **Emosional** | | | | | |
| 5. | Pelanggan pada PT. SAP (Satria Antaran Prima) merasa puas karena karyawan selalu menjaga sikap (*attitude*). |  |  |  |  |  |
| 6. | Karyawan pada PT. SAP (Satria Antaran Prima) menciptakan komunikasi yang baik kepada pelanggan. |  |  |  |  |  |
|  | **Harga** | | | | | |
| 7. | PT. SAP (Satria Antaran Prima) menetapkan harga yang relatif murah untuk pengiriman paket. |  |  |  |  |  |
| 8. | PT. SAP (Satria Antaran Prima) menawarkan harga sangat murah dibandingkan jasa logistik lainnya. |  |  |  |  |  |
|  | **Biaya dan kemudahan** | | | | | |
| 9. | Pelanggan PT. SAP (Satria Antaran Prima) tidak perlu mengeluarkan biaya yang cukup tinggi karena ongkos pengiriman sudah langsung sampai tempat. |  |  |  |  |  |
| 10. | PT. SAP (Satria Antaran Prima) sangat mudah mengantarkan kiriman karena kendaraan yg miliki cukup banyak. |  |  |  |  |  |

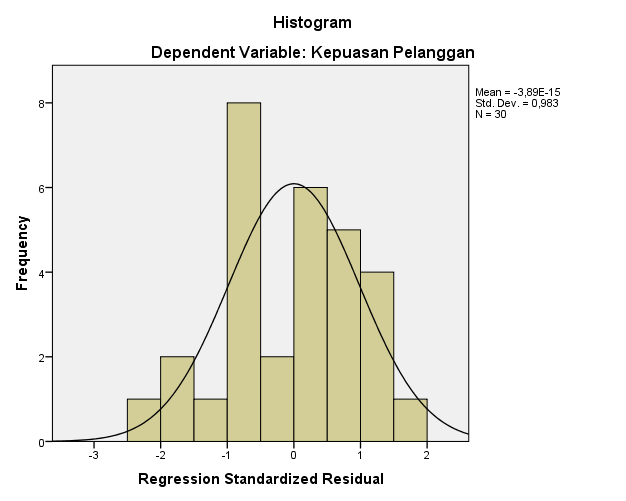
|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Tabulasi Data Variabel Teknologi Informasi (X)** | | | | | | | | | | | |
| **No Responden** | **No Item Pernyataan** | | | | | | | | | | **Jumlah** |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 1. | 3 | 4 | 5 | 4 | 4 | 3 | 5 | 3 | 4 | 5 | 40 |
| 2. | 4 | 5 | 5 | 5 | 3 | 4 | 4 | 4 | 5 | 4 | 43 |
| 3. | 1 | 4 | 4 | 4 | 5 | 5 | 4 | 3 | 5 | 4 | 39 |
| 4. | 4 | 3 | 4 | 4 | 5 | 4 | 2 | 4 | 4 | 5 | 39 |
| 5. | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 42 |
| 6. | 4 | 4 | 4 | 3 | 5 | 5 | 4 | 4 | 4 | 4 | 41 |
| 7. | 4 | 5 | 5 | 4 | 3 | 3 | 5 | 4 | 5 | 5 | 43 |
| 8. | 4 | 5 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 43 |
| 9. | 4 | 4 | 5 | 2 | 5 | 5 | 4 | 4 | 4 | 4 | 41 |
| 10. | 2 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 44 |
| 11. | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 49 |
| 12. | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 39 |
| 13. | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 45 |
| 14. | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 48 |
| 15. | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 16. | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 48 |
| 17. | 5 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 46 |
| 18. | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 38 |
| 19. | 5 | 4 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 47 |
| 20. | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 48 |
| 21. | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 22. | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 23. | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 48 |
| 24. | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 25. | 3 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 39 |
| 26. | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 47 |
| 27. | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 35 |
| 28. | 4 | 5 | 5 | 5 | 2 | 5 | 5 | 4 | 5 | 5 | 45 |
| 29. | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 47 |
| 30. | 4 | 2 | 2 | 4 | 3 | 4 | 5 | 4 | 3 | 4 | 35 |

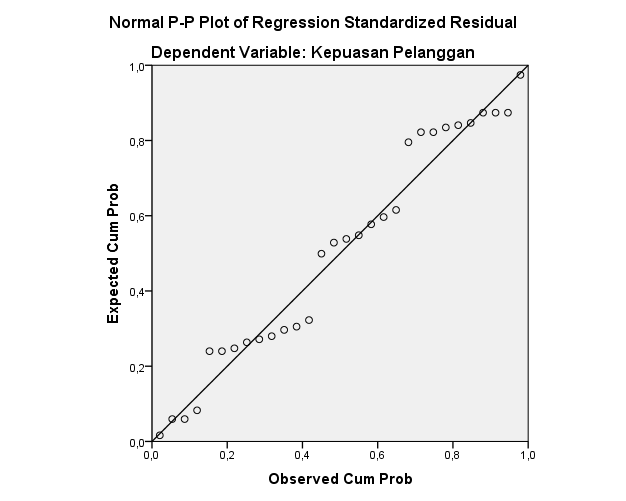
|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Tabulasi Data Variabel Kepuasan Pelanggan (Y)** | | | | | | | | | | | |
| **No Responden** | **No Item Pertanyaan** | | | | | | | | | | **Jumlah** |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 1. | 5 | 3 | 4 | 5 | 4 | 2 | 5 | 4 | 5 | 4 | 41 |
| 2. | 5 | 4 | 5 | 2 | 5 | 4 | 5 | 5 | 4 | 5 | 44 |
| 3. | 4 | 2 | 4 | 4 | 5 | 5 | 5 | 5 | 3 | 4 | 41 |
| 4. | 3 | 5 | 5 | 3 | 4 | 3 | 4 | 2 | 4 | 5 | 38 |
| 5. | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 44 |
| 6. | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 3 | 5 | 43 |
| 7. | 5 | 4 | 5 | 5 | 5 | 5 | 2 | 5 | 4 | 5 | 45 |
| 8. | 5 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 43 |
| 9. | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 41 |
| 10. | 5 | 3 | 5 | 3 | 4 | 5 | 4 | 5 | 5 | 5 | 44 |
| 11. | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 47 |
| 12. | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 13. | 5 | 5 | 5 | 5 | 3 | 5 | 3 | 5 | 5 | 5 | 46 |
| 14. | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 48 |
| 15. | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 41 |
| 16. | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 17. | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 45 |
| 18. | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 5 | 4 | 2 | 39 |
| 19. | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 48 |
| 20. | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 21. | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 40 |
| 22. | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 23. | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 24. | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 25. | 3 | 4 | 5 | 4 | 3 | 3 | 3 | 5 | 5 | 5 | 40 |
| 26. | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 47 |
| 27. | 3 | 3 | 5 | 3 | 4 | 3 | 4 | 3 | 3 | 5 | 36 |
| 28. | 5 | 5 | 4 | 5 | 2 | 5 | 5 | 5 | 4 | 5 | 45 |
| 29. | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 30. | 4 | 5 | 3 | 3 | 4 | 4 | 4 | 4 | 2 | 4 | 37 |

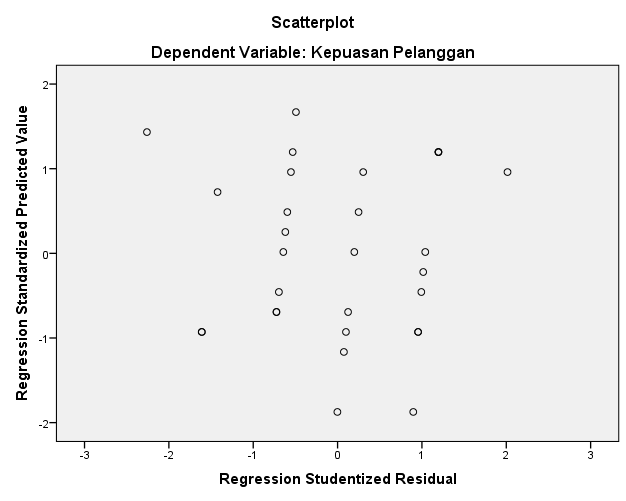
|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Tabulasi Variabel X dan Y** | | | | | |
| **No.** | **X** | **Y** | **X2** | **Y2** | **XY** |
| 1 | 40 | 41 | 1600 | 1681 | 1640 |
| 2 | 43 | 44 | 1849 | 1936 | 1892 |
| 3 | 39 | 41 | 1521 | 1681 | 1599 |
| 4 | 39 | 38 | 1521 | 1444 | 1482 |
| 5 | 42 | 44 | 1764 | 1936 | 1848 |
| 6 | 41 | 43 | 1681 | 1849 | 1763 |
| 7 | 43 | 45 | 1849 | 2025 | 1935 |
| 8 | 43 | 43 | 1849 | 1849 | 1849 |
| 9 | 41 | 41 | 1681 | 1681 | 1681 |
| 10 | 44 | 44 | 1936 | 1936 | 1936 |
| 11 | 49 | 47 | 2401 | 2209 | 2303 |
| 12 | 39 | 38 | 1521 | 1444 | 1482 |
| 13 | 45 | 46 | 2025 | 2116 | 2070 |
| 14 | 48 | 48 | 2304 | 2304 | 2304 |
| 15 | 39 | 41 | 1521 | 1681 | 1599 |
| 16 | 48 | 50 | 2304 | 2500 | 2400 |
| 17 | 46 | 45 | 2116 | 2025 | 2070 |
| 18 | 38 | 39 | 1444 | 1521 | 1482 |
| 19 | 47 | 48 | 2209 | 2304 | 2256 |
| 20 | 48 | 50 | 2304 | 2500 | 2400 |
| 21 | 40 | 40 | 1600 | 1600 | 1600 |
| 22 | 50 | 50 | 2500 | 2500 | 2500 |
| 23 | 48 | 50 | 2304 | 2500 | 2400 |
| 24 | 40 | 40 | 1600 | 1600 | 1600 |
| 25 | 39 | 40 | 1521 | 1600 | 1560 |
| 26 | 47 | 47 | 2209 | 2209 | 2209 |
| 27 | 35 | 36 | 1225 | 1296 | 1260 |
| 28 | 45 | 45 | 2025 | 2025 | 2025 |
| 29 | 47 | 50 | 2209 | 2500 | 2350 |
| 30 | 35 | 37 | 1225 | 1369 | 1295 |
| **TOTAL** | **∑ X 1288** | **∑ Y 1311** | **∑ X2 55818** | **∑ Y2 57821** | **∑ XY 56790** |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
| B | Std. Error | Beta | Tolerance | VIF |
| 1 | (Constant) | 2,044 | 2,287 |  | ,894 | ,379 |  |  |
| Teknologi Informasi | ,970 | ,053 | ,961 | 18,303 | ,000 | 1,000 | 1,000 |
| a. Dependent Variable: Kepuasan Pelanggan | | | | | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Model Summaryb** | | | | |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | ,961a | ,923 | ,920 | 1,20870 |
| a. Predictors: (Constant), Teknologi Informasi | | | | |
| b. Dependent Variable: Kepuasan Pelanggan | | | | |







|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | | | | | | | | | | | | |
|  | | Item\_1 | | Item\_2 | | Item\_3 | | Item\_4 | | Item\_5 | | Item\_6 | | Item\_7 | | Item\_8 | | Item\_9 | | Item\_10 | | Total | |
| Item\_1 | Pearson Correlation | 1 | | ,096 | | ,129 | | ,175 | | ,081 | | ,261 | | ,085 | | ,696\*\* | | ,167 | | ,415\* | | ,541\*\* | |
| Sig. (2-tailed) |  | | ,613 | | ,495 | | ,356 | | ,669 | | ,163 | | ,656 | | ,000 | | ,377 | | ,022 | | ,002 | |
| N | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | |
| Item\_2 | Pearson Correlation | ,096 | | 1 | | ,429\* | | ,241 | | -,037 | | ,140 | | ,293 | | ,041 | | ,572\*\* | | ,363\* | | ,544\*\* | |
| Sig. (2-tailed) | ,613 | |  | | ,018 | | ,200 | | ,845 | | ,461 | | ,116 | | ,829 | | ,001 | | ,049 | | ,002 | |
| N | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | |
| Item\_3 | Pearson Correlation | ,129 | | ,429\* | | 1 | | ,408\* | | ,243 | | ,345 | | ,198 | | ,241 | | ,486\*\* | | ,431\* | | ,664\*\* | |
| Sig. (2-tailed) | ,495 | | ,018 | |  | | ,025 | | ,195 | | ,062 | | ,294 | | ,199 | | ,006 | | ,017 | | ,000 | |
| N | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | |
| Item\_4 | Pearson Correlation | ,175 | | ,241 | | ,408\* | | 1 | | ,012 | | ,247 | | ,366\* | | ,345 | | ,478\*\* | | ,552\*\* | | ,622\*\* | |
| Sig. (2-tailed) | ,356 | | ,200 | | ,025 | |  | | ,952 | | ,187 | | ,047 | | ,062 | | ,007 | | ,002 | | ,000 | |
| N | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | |
| Item\_5 | Pearson Correlation | ,081 | | -,037 | | ,243 | | ,012 | | 1 | | ,519\*\* | | -,079 | | ,170 | | ,026 | | ,196 | | ,379\* | |
| Sig. (2-tailed) | ,669 | | ,845 | | ,195 | | ,952 | |  | | ,003 | | ,679 | | ,368 | | ,891 | | ,299 | | ,039 | |
| N | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | |
| Item\_6 | Pearson Correlation | ,261 | | ,140 | | ,345 | | ,247 | | ,519\*\* | | 1 | | ,155 | | ,352 | | ,310 | | ,185 | | ,601\*\* | |
| Sig. (2-tailed) | ,163 | | ,461 | | ,062 | | ,187 | | ,003 | |  | | ,412 | | ,057 | | ,095 | | ,329 | | ,000 | |
| N | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | |
| Item\_7 | Pearson Correlation | ,085 | | ,293 | | ,198 | | ,366\* | | -,079 | | ,155 | | 1 | | ,185 | | ,213 | | ,363\* | | ,459\* | |
| Sig. (2-tailed) | ,656 | | ,116 | | ,294 | | ,047 | | ,679 | | ,412 | |  | | ,327 | | ,258 | | ,048 | | ,011 | |
| N | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | |
| Item\_8 | Pearson Correlation | ,696\*\* | | ,041 | | ,241 | | ,345 | | ,170 | | ,352 | | ,185 | | 1 | | ,459\* | | ,559\*\* | | ,671\*\* | |
| Sig. (2-tailed) | ,000 | | ,829 | | ,199 | | ,062 | | ,368 | | ,057 | | ,327 | |  | | ,011 | | ,001 | | ,000 | |
| N | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | |
| Item\_9 | Pearson Correlation | ,167 | | ,572\*\* | | ,486\*\* | | ,478\*\* | | ,026 | | ,310 | | ,213 | | ,459\* | | 1 | | ,575\*\* | | ,701\*\* | |
| Sig. (2-tailed) | ,377 | | ,001 | | ,006 | | ,007 | | ,891 | | ,095 | | ,258 | | ,011 | |  | | ,001 | | ,000 | |
| N | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | |
| Item\_10 | Pearson Correlation | ,415\* | | ,363\* | | ,431\* | | ,552\*\* | | ,196 | | ,185 | | ,363\* | | ,559\*\* | | ,575\*\* | | 1 | | ,755\*\* | |
| Sig. (2-tailed) | ,022 | | ,049 | | ,017 | | ,002 | | ,299 | | ,329 | | ,048 | | ,001 | | ,001 | |  | | ,000 | |
| N | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | |
| Total | Pearson Correlation | ,541\*\* | | ,544\*\* | | ,664\*\* | | ,622\*\* | | ,379\* | | ,601\*\* | | ,459\* | | ,671\*\* | | ,701\*\* | | ,755\*\* | | 1 | |
| Sig. (2-tailed) | ,002 | | ,002 | | ,000 | | ,000 | | ,039 | | ,000 | | ,011 | | ,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). | | | | | | | | | | | | | | | | | | | | | | | |
| **Correlations** | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | Item\_1 | | Item\_2 | | Item\_3 | | Item\_4 | | Item\_5 | | Item\_6 | | Item\_7 | | Item\_8 | | Item\_9 | | Item\_10 | | Total | |
| Item\_1 | Pearson Correlation | | 1 | | ,279 | | ,273 | | ,515\*\* | | ,223 | | ,593\*\* | | ,256 | | ,584\*\* | | ,468\*\* | | ,291 | | ,795\*\* | |
| Sig. (2-tailed) | |  | | ,135 | | ,144 | | ,004 | | ,235 | | ,001 | | ,171 | | ,001 | | ,009 | | ,119 | | ,000 | |
| N | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | |
| Item\_2 | Pearson Correlation | | ,279 | | 1 | | ,214 | | ,438\* | | ,007 | | ,331 | | ,102 | | -,002 | | ,263 | | ,311 | | ,546\*\* | |
| Sig. (2-tailed) | | ,135 | |  | | ,255 | | ,015 | | ,970 | | ,074 | | ,592 | | ,993 | | ,161 | | ,094 | | ,002 | |
| N | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | |
| Item\_3 | Pearson Correlation | | ,273 | | ,214 | | 1 | | ,214 | | ,120 | | ,210 | | -,170 | | ,128 | | ,500\*\* | | ,442\* | | ,484\*\* | |
| Sig. (2-tailed) | | ,144 | | ,255 | |  | | ,255 | | ,527 | | ,265 | | ,369 | | ,500 | | ,005 | | ,014 | | ,007 | |
| N | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | |
| Item\_4 | Pearson Correlation | | ,515\*\* | | ,438\* | | ,214 | | 1 | | ,007 | | ,331 | | ,048 | | ,362\* | | ,467\*\* | | ,032 | | ,630\*\* | |
| Sig. (2-tailed) | | ,004 | | ,015 | | ,255 | |  | | ,970 | | ,074 | | ,800 | | ,050 | | ,009 | | ,868 | | ,000 | |
| N | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | |
| Item\_5 | Pearson Correlation | | ,223 | | ,007 | | ,120 | | ,007 | | 1 | | ,312 | | ,410\* | | ,032 | | ,051 | | ,125 | | ,397\* | |
| Sig. (2-tailed) | | ,235 | | ,970 | | ,527 | | ,970 | |  | | ,093 | | ,024 | | ,866 | | ,787 | | ,509 | | ,030 | |
| N | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | |
| Item\_6 | Pearson Correlation | | ,593\*\* | | ,331 | | ,210 | | ,331 | | ,312 | | 1 | | ,181 | | ,485\*\* | | ,189 | | ,419\* | | ,730\*\* | |
| Sig. (2-tailed) | | ,001 | | ,074 | | ,265 | | ,074 | | ,093 | |  | | ,337 | | ,007 | | ,317 | | ,021 | | ,000 | |
| N | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | |
| Item\_7 | Pearson Correlation | | ,256 | | ,102 | | -,170 | | ,048 | | ,410\* | | ,181 | | 1 | | ,006 | | ,094 | | ,083 | | ,362\* | |
| Sig. (2-tailed) | | ,171 | | ,592 | | ,369 | | ,800 | | ,024 | | ,337 | |  | | ,975 | | ,622 | | ,662 | | ,049 | |
| N | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | |
| Item\_8 | Pearson Correlation | | ,584\*\* | | -,002 | | ,128 | | ,362\* | | ,032 | | ,485\*\* | | ,006 | | 1 | | ,314 | | ,048 | | ,530\*\* | |
| Sig. (2-tailed) | | ,001 | | ,993 | | ,500 | | ,050 | | ,866 | | ,007 | | ,975 | |  | | ,091 | | ,803 | | ,003 | |
| N | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | |
| Item\_9 | Pearson Correlation | | ,468\*\* | | ,263 | | ,500\*\* | | ,467\*\* | | ,051 | | ,189 | | ,094 | | ,314 | | 1 | | ,241 | | ,631\*\* | |
| Sig. (2-tailed) | | ,009 | | ,161 | | ,005 | | ,009 | | ,787 | | ,317 | | ,622 | | ,091 | |  | | ,200 | | ,000 | |
| N | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | |
| Item\_10 | Pearson Correlation | | ,291 | | ,311 | | ,442\* | | ,032 | | ,125 | | ,419\* | | ,083 | | ,048 | | ,241 | | 1 | | ,513\*\* | |
| Sig. (2-tailed) | | ,119 | | ,094 | | ,014 | | ,868 | | ,509 | | ,021 | | ,662 | | ,803 | | ,200 | |  | | ,004 | |
| N | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | | 30 | |
| Total | Pearson Correlation | | ,795\*\* | | ,546\*\* | | ,484\*\* | | ,630\*\* | | ,397\* | | ,730\*\* | | ,362\* | | ,530\*\* | | ,631\*\* | | ,513\*\* | | 1 | |
| Sig. (2-tailed) | | ,000 | | ,002 | | ,007 | | ,000 | | ,030 | | ,000 | | ,049 | | ,003 | | ,000 | | ,004 | |  | |
| 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). | | | | | | | | | | | | | | | | | | | | | | | | |

**t tabel (N-2)**

|  |  |  |
| --- | --- | --- |
| **Df** | **Level Of Significance** | |
| **Two-Tails** | |
| **0,05** | **0,10** |
| **1** | 12,706 | 6,314 |
| **2** | 4,303 | 2,920 |
| **3** | 3,182 | 2,353 |
| **4** | 2,776 | 2,132 |
| **5** | 2,571 | 2,015 |
| **6** | 2,447 | 1,943 |
| **7** | 2,365 | 1,895 |
| **8** | 2,306 | 1,860 |
| **9** | 2,262 | 1,833 |
| **10** | 2,228 | 1,812 |
| **11** | 2,201 | 1,796 |
| **12** | 2,179 | 1,782 |
| **13** | 2,160 | 1,771 |
| **14** | 2,145 | 1,761 |
| **15** | 2,131 | 1,753 |
| **16** | 2,120 | 1,746 |
| **17** | 2,110 | 1,740 |
| **18** | 2,101 | 1,740 |
| **19** | 2,093 | 1,729 |
| **20** | 2,086 | 1,725 |
| **21** | 2,080 | 1,721 |
| **22** | 2,074 | 1,717 |
| **23** | 2,069 | 1,714 |
| **24** | 2,064 | 1,711 |
| **25** | 2,060 | 1,708 |
| **26** | 2,056 | 1,706 |
| **27** | 2,052 | 1,703 |
| **28** | 2,048 | 1,701 |
| **29** | 2,045 | 1,699 |
| **30** | 2,042 | 1,697 |
| **31** | 2,040 | 1,696 |
| **32** | 2,037 | 1,694 |
| **33** | 2,035 | 1,692 |
| **34** | 2,032 | 1,691 |
| **35** | 2,030 | 1,690 |
| **36** | 2,208 | 1,688 |
| **37** | 2 ,026 | 1,687 |
| **38** | 2,024 | 1,686 |
| **39** | 2,023 | 1,685 |
| **40** | 2,021 | 1,684 |
| **41** | 2,020 | 1,683 |
| **42** | 2,018 | 1,682 |
| **43** | 2,017 | 1,681 |
| **44** | 2,015 | 1,680 |
| **45** | 2,014 | 1,679 |
| **46** | 2,013 | 1,679 |
| **47** | 2,012 | 1,678 |
| **48** | 2,011 | 1,677 |
| **49** | 2,010 | 1,677 |
| **50** | 2,009 | 1,676 |
| **51** | 2,008 | 1,675 |
| **52** | 2,007 | 1,675 |
| **53** | 2,006 | 1,674 |
| **54** | 2,005 | 1,674 |
| **55** | 2,004 | 1,673 |
| **56** | 2,003 | 1,673 |
| **57** | 2,002 | 1,672 |
| **58** | 2,002 | 1,672 |
| **59** | 2,001 | 1,671 |
| **60** | 2,000 | 1,671 |
| **61** | 1,999 | 1,670 |
| **62** | 1,998 | 1,669 |
| **63** | 1,998 | 1,669 |
| **64** | 1,996 | 1,668 |
| **65** | 1,996 | 1,667 |
| **66** | 1,996 | 1,667 |
| **67** | 1,995 | 1,666 |
| **68** | 1,995 | 1,665 |
| **69** | 1,994 | 1,665 |
| **70** | 1,994 | 1,664 |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Tabel r Product Moment** | | | | | | | | | | | |
| **Pada Sig.0,05 (Two Tail)** | | | | | | | | | | | |
|  |  |  |  |  |  |  |  |  |  |  |  |
| N | r | N | r | N | R | N | r | N | r | N | R |
| 1 | 0.997 | 41 | 0.301 | 81 | 0.216 | 121 | 0.177 | 161 | 0.154 | 201 | 0.138 |
| 2 | 0.950 | 42 | 0.297 | 82 | 0.215 | 122 | 0.176 | 162 | 0.153 | 202 | 0.137 |
| 3 | 0.878 | 43 | 0.294 | 83 | 0.213 | 123 | 0.176 | 163 | 0.153 | 203 | 0.137 |
| 4 | 0.811 | 44 | 0.291 | 84 | 0.212 | 124 | 0.175 | 164 | 0.152 | 204 | 0.137 |
| 5 | 0.754 | 45 | 0.288 | 85 | 0.211 | 125 | 0.174 | 165 | 0.152 | 205 | 0.136 |
| 6 | 0.707 | 46 | 0.285 | 86 | 0.210 | 126 | 0.174 | 166 | 0.151 | 206 | 0.136 |
| 7 | 0.666 | 47 | 0.282 | 87 | 0.208 | 127 | 0.173 | 167 | 0.151 | 207 | 0.136 |
| 8 | 0.632 | 48 | 0.279 | 88 | 0.207 | 128 | 0.172 | 168 | 0.151 | 208 | 0.135 |
| 9 | 0.602 | 49 | 0.276 | 89 | 0.206 | 129 | 0.172 | 169 | 0.150 | 209 | 0.135 |
| 10 | 0.576 | 50 | 0.273 | 90 | 0.205 | 130 | 0.171 | 170 | 0.150 | 210 | 0.135 |
| 11 | 0.553 | 51 | 0.271 | 91 | 0.204 | 131 | 0.170 | 171 | 0.149 | 211 | 0.134 |
| 12 | 0.532 | 52 | 0.268 | 92 | 0.203 | 132 | 0.170 | 172 | 0.149 | 212 | 0.134 |
| 13 | 0.514 | 53 | 0.266 | 93 | 0.202 | 133 | 0.169 | 173 | 0.148 | 213 | 0.134 |
| 14 | 0.497 | 54 | 0.263 | 94 | 0.201 | 134 | 0.168 | 174 | 0.148 | 214 | 0.134 |
| 15 | 0.482 | 55 | 0.261 | 95 | 0.200 | 135 | 0.168 | 175 | 0.148 | 215 | 0.133 |
| 16 | 0.468 | 56 | 0.259 | 96 | 0.199 | 136 | 0.167 | 176 | 0.147 | 216 | 0.133 |
| 17 | 0.456 | 57 | 0.256 | 97 | 0.198 | 137 | 0.167 | 177 | 0.147 | 217 | 0.133 |
| 18 | 0.444 | 58 | 0.254 | 98 | 0.197 | 138 | 0.166 | 178 | 0.146 | 218 | 0.132 |
| 19 | 0.433 | 59 | 0.252 | 99 | 0.196 | 139 | 0.165 | 179 | 0.146 | 219 | 0.132 |
| 20 | 0.423 | 60 | 0.250 | 100 | 0.195 | 140 | 0.165 | 180 | 0.146 | 220 | 0.132 |
| 21 | 0.413 | 61 | 0.248 | 101 | 0.194 | 141 | 0.164 | 181 | 0.145 | 221 | 0.131 |
| 22 | 0.404 | 62 | 0.246 | 102 | 0.193 | 142 | 0.164 | 182 | 0.145 | 222 | 0.131 |
| 23 | 0.396 | 63 | 0.244 | 103 | 0.192 | 143 | 0.163 | 183 | 0.144 | 223 | 0.131 |
| 24 | 0.388 | 64 | 0.242 | 104 | 0.191 | 144 | 0.163 | 184 | 0.144 | 224 | 0.131 |
| 25 | 0.381 | 65 | 0.240 | 105 | 0.190 | 145 | 0.162 | 185 | 0.144 | 225 | 0.130 |
| 26 | 0.374 | 66 | 0.239 | 106 | 0.189 | 146 | 0.161 | 186 | 0.143 | 226 | 0.130 |
| 27 | 0.367 | 67 | 0.237 | 107 | 0.188 | 147 | 0.161 | 187 | 0.143 | 227 | 0.130 |
| 28 | 0.361 | 68 | 0.235 | 108 | 0.187 | 148 | 0.160 | 188 | 0.142 | 228 | 0.129 |
| 29 | 0.355 | 69 | 0.234 | 109 | 0.187 | 149 | 0.160 | 189 | 0.142 | 229 | 0.129 |
| 30 | 0.349 | 70 | 0.232 | 110 | 0.186 | 150 | 0.159 | 190 | 0.142 | 230 | 0.129 |
| 31 | 0.344 | 71 | 0.230 | 111 | 0.185 | 151 | 0.159 | 191 | 0.141 | 231 | 0.129 |
| 32 | 0.339 | 72 | 0.229 | 112 | 0.184 | 152 | 0.158 | 192 | 0.141 | 232 | 0.128 |
| 33 | 0.334 | 73 | 0.227 | 113 | 0.183 | 153 | 0.158 | 193 | 0.141 | 233 | 0.128 |
| 34 | 0.329 | 74 | 0.226 | 114 | 0.182 | 154 | 0.157 | 194 | 0.140 | 234 | 0.128 |
| 35 | 0.325 | 75 | 0.224 | 115 | 0.182 | 155 | 0.157 | 195 | 0.140 | 235 | 0.127 |
| 36 | 0.320 | 76 | 0.223 | 116 | 0.181 | 156 | 0.156 | 196 | 0.139 | 236 | 0.127 |
| 37 | 0.316 | 77 | 0.221 | 117 | 0.180 | 157 | 0.156 | 197 | 0.139 | 237 | 0.127 |
| 38 | 0.312 | 78 | 0.220 | 118 | 0.179 | 158 | 0.155 | 198 | 0.139 | 238 | 0.127 |
| 39 | 0.308 | 79 | 0.219 | 119 | 0.179 | 159 | 0.155 | 199 | 0.138 | 239 | 0.126 |
| 40 | 0.304 | 80 | 0.217 | 120 | 0.178 | 160 | 0.154 | 200 | 0.138 | 240 | 0.126 |