

## BAB V

### PENUTUP

#### 1.1 Kesimpulan

Berdasarkan penelitian yang telah dilakukan, ada dua kesimpulan yang dapat diambil dari hasil penelitian metode *service quality* dan *Importance-Performance Analysis* (IPA). Kesimpulan dari penelitian ini adalah sebagai berikut:

1. Dari hasil perhitungan *service quality* pada Program Studi Teknik Industri FTI ITN Malang didapat bahwa Secara keseluruhan dengan melihat hasil perhitungan *service quality* tiap dimensi pernyataan bernilai negatif. Hal tersebut menunjukkan bahwa pelayanan yang diberikan Program Studi Teknik Industri S1 FTI ITN Malang dikatakan kurang sesuai dengan harapan atau keinginan dari mahasiswa sebagai pengguna jasa. Kondisi ini diperlukan adanya prioritas perbaikan kualitas pelayanan pendidikan agar tepat sasaran atau sesuai keinginan dan harapan mahasiswa sebagai pengguna jasa.
2. Dari hasil perhitungan *service quality* pada Program Studi Teknik Industri FTI ITN Malang didapat bahwa:

Pada dimensi *tangibles* (Sarana Fisik) memiliki nilai GAP negatif sebesar -0,054, Pada dimensi *reliability* (Keandalan) memiliki nilai GAP negatif sebesar -0,043, Pada dimensi *responsiveness* (Ketanggapan) memiliki nilai GAP negatif sebesar -0,121, Pada dimensi *assurance* (Keyakinan/Jaminan) memiliki nilai GAP negatif sebesar -0,150, Pada dimensi *emphaty* (Kepedulian) memiliki nilai GAP negatif sebesar -0,051. Nilai GAP negatif menunjukkan bahwa kualitas pelayanan pendidikan yang diberikan kurang sesuai dengan harapan atau keinginan mahasiswa sebagai pengguna jasa.

3. Hasil *Importance-Performance Analysis* (IPA) berdasarkan diagram kartesius didapat hasil sebagai berikut:

Pada tahap *Importance-Performance Analysis* diperoleh hasil yakni dimensi yang harus diprioritaskan untuk perbaikan kualitas pelayanan ada dua yaitu (P1) Keadaan ruang perkuliahan memenuhi kebutuhan belajar mengajar dan (P8) Dosen TI-S1 FTI ITN Malang menyampaikan materi dengan jelas karena dua hal tersebut

dianggap penting oleh mahasiswa akan tetapi pelayanan yang diberikan kurang sesuai dengan keinginan mahasiswa.

## 1.2 Saran

Saran yang dapat diberikan dalam penelitian ini ada tiga yaitu:

- a. Berdasarkan kesimpulan
  1. Pada kuesioner disarankan menggunakan sistem tingkat pendapatan orangtua mahasiswa, karena tingkat pendapatan orangtua mahasiswa mempengaruhi harapan mahasiswa.
  2. Menggunakan sub dimensi lebih banyak agar penilaian lebih variatif.
  3. Menambahkan analisis SWOT untuk perbandingan dengan program studi lain.
- b. Berdasarkan pada keluhan dilatar belakang

Program Studi Teknik Industri S-1 FTI ITN Malang menyediakan kotak saran/keluhan agar lebih mengetahui keluhan mahasiswa dan segera melakukan perbaikan untuk meningkatkan kualitas pelayanan.
- c. Bagi Program Studi Teknik Industri S1 FTI ITN Malang secara umum
  1. Program Studi Teknik Industri S1 FTI ITN Malang memperbaiki kinerja atau kualitas pelayanan pendidikan dari semua dimensi pelayanan.
  2. Program Studi Teknik Industri S1 FTI ITN Malang memprioritaskan perbaikan kualitas pelayanan pada tiga elemen yaitu:
    - (P1) Keadaan ruang perkuliahan memenuhi kebutuhan belajar mengajar.
    - (P8) Dosen TI-S1 FTI ITN Malang menyampaikan materi dengan jelas.
- d. Penelitian ini masih perlu dikembangkan (sesuai proporsi) agar hasilnya lebih akurat.

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**LAMPIRAN**

## Lampiran 1. Penentuan Jumlah Sampel

**TABEL PENENTUAN JUMLAH SAMPEL ISAAC DAN  
MICHAEL DARI POPULASI TERTENTU DENGAN TARAF  
KESALAHAN 1%, 5%, DAN 10%**

N	s			N	s			N	s		
	1%	5%	10%		1%	5%	10%		1%	5%	10%
10	10	10	10	280	197	155	138	2800	537	310	247
15	15	14	14	290	202	158	140	3000	543	312	248
20	19	19	19	300	207	161	143	3500	558	317	251
25	24	23	23	320	216	167	147	4000	569	320	254
30	29	28	27	340	225	172	151	4500	578	323	255
35	33	32	31	360	234	177	155	5000	586	326	257
40	38	36	35	380	242	182	158	6000	598	329	259
45	42	40	39	400	250	186	162	7000	606	332	261
50	47	44	42	420	257	191	165	8000	613	334	263
55	51	48	46	440	265	195	168	9000	618	335	263
60	55	51	49	460	272	198	171	10000	622	336	263
65	59	55	53	480	279	202	173	15000	635	340	266
70	63	58	56	500	285	205	176	20000	642	342	267
75	67	62	59	550	301	213	182	30000	649	344	268
80	71	65	62	600	315	221	187	40000	653	345	269
85	75	68	65	650	329	227	191	50000	655	346	269
90	79	72	68	700	341	233	195	75000	658	346	270
95	83	75	71	750	352	238	199	100000	659	347	270
100	87	78	73	800	363	243	202	150000	661	347	270
110	94	84	78	850	373	247	205	200000	661	347	270
120	102	89	83	900	382	251	208	250000	662	348	270
130	109	95	88	950	391	255	211	300000	662	348	270
140	116	100	92	1000	399	258	213	350000	662	348	270
150	122	105	97	1100	414	265	217	400000	662	348	270
160	129	110	101	1200	427	270	221	450000	663	348	270
170	135	114	105	1300	440	275	224	500000	663	348	270
180	142	119	108	1400	450	279	227	550000	663	348	270
190	148	123	112	1500	460	283	229	600000	663	348	270
200	154	127	115	1600	469	286	232	650000	663	348	270
210	160	131	118	1700	477	289	234	700000	663	348	270
220	165	135	122	1800	485	292	235	750000	663	348	270
230	171	139	125	1900	492	294	237	800000	663	348	271
240	176	142	127	2000	498	297	238	850000	663	348	271
250	182	146	130	2200	510	301	241	900000	663	348	271
260	187	149	133	2400	520	304	243	950000	663	348	271
270	192	152	135	2600	529	307	245	1000000	663	348	271
								∞	664	349	272

Sumber:

Sugiyono, *Metodologi Penelitian Pendidikan (Pendidikan Kualitatif, Kuantitatif, dan R&D)*, (Bandung: Alfabeta, 2010), hlm. 128.

Lampiran 2. Kuesioner *Service Quality***ANALISIS KEPUASAN MAHASISWA TERHADAP  
KUALITAS PELAYANAN PENDIDIKAN**

(Studi Kasus Prodi Teknik Industri S-1 Institut Teknologi  
Nasional Malang)

Responden yang terhormat,

Kuisisioner ini merupakan salah satu cara pengumpulan data dalam rangka penyusunan skripsi berjudul : Analisis Kepuasan Mahasiswa Terhadap Kualitas Pelayanan Pendidik (Studi Kasus Prodi Teknik Industri S-1 Institut Teknologi Nasional Malang).

Oleh:

Nama : Nurul Hidayatullah

NIM : 1613013

Prodi / Fak. : Teknik Industri S-1 / Teknologi Industri

Penelitian ini salah satunya bertujuan untuk memberi masukan kepada Prodi Teknik Industri S-1 Institut Teknologi Nasional Malang tentang pelayanan pendidikan yang diberikan. Oleh karena itu, saya mengharapkan partisipasi dari mahasiswa/mahasiswi ITN Malang untuk mengisi kuisisioner ini secara benar dan obyektif. Atas Kesediannya saya mengucapkan terima kasih.

Tanggal Pengisian :

A. Identitas Responden

3. Jenis Kelamin :

4. Pekerjaan :

5. Usia :

## B. Harapan Pelayanan Menurut Responden

Pada Bagian ini, harap memberi tanda silang (X) atau tanda *checklist* (√) di kolom jawaban sesuai dengan harapan (tingkat kepentingan) kualitas pelayanan TI-S1 FTI ITN Malang menurut anda. Jawaban setiap pertanyaannya satu.

Keterangan jawaban :

4 : Sangat setuju

3 : Setuju

2 : Kurang setuju

1 : Tidak setuju

No.	Daftar Pertanyaan	4	3	2	1
<b>A.</b>	<b>SARANA FISIK (<i>Tangible</i>)</b>				
1	Keadaan ruang perkuliahan memenuhi kebutuhan belajar mengajar.				
2	Keadaan fasilitas pendukung belajar mengajar memadai.				
3	Fasilitas Laboratorium berfungsi dengan baik.				
4	Keadaan toilet bersih.				
<b>B.</b>	<b>KEANDALAN PELAYANAN (<i>Reliability</i>)</b>				
5	Pegawai TI-S1 FTI ITN Malang melayani anda tepat waktu sesuai yang dijanjikan.				
6	Dosen TI-S1 FTI ITN Malang masuk kelas tepat waktu.				
7	Pegawai TI-S1 FTI ITN Malang dapat diandalkan dalam menangani masalah administrasi.				
8	Dosen TI-S1 FTI ITN Malang menyampaikan materi dengan jelas.				
9	Pegawai TI-S1 FTI ITN Malang memberikan informasi yang jelas kepada anda.				
<b>C.</b>	<b>KETANGGAPAN PELAYANAN (<i>Responsiveness</i>)</b>				
10	Pegawai TI-S1 FTI ITN Malang melayani anda dengan cepat.				

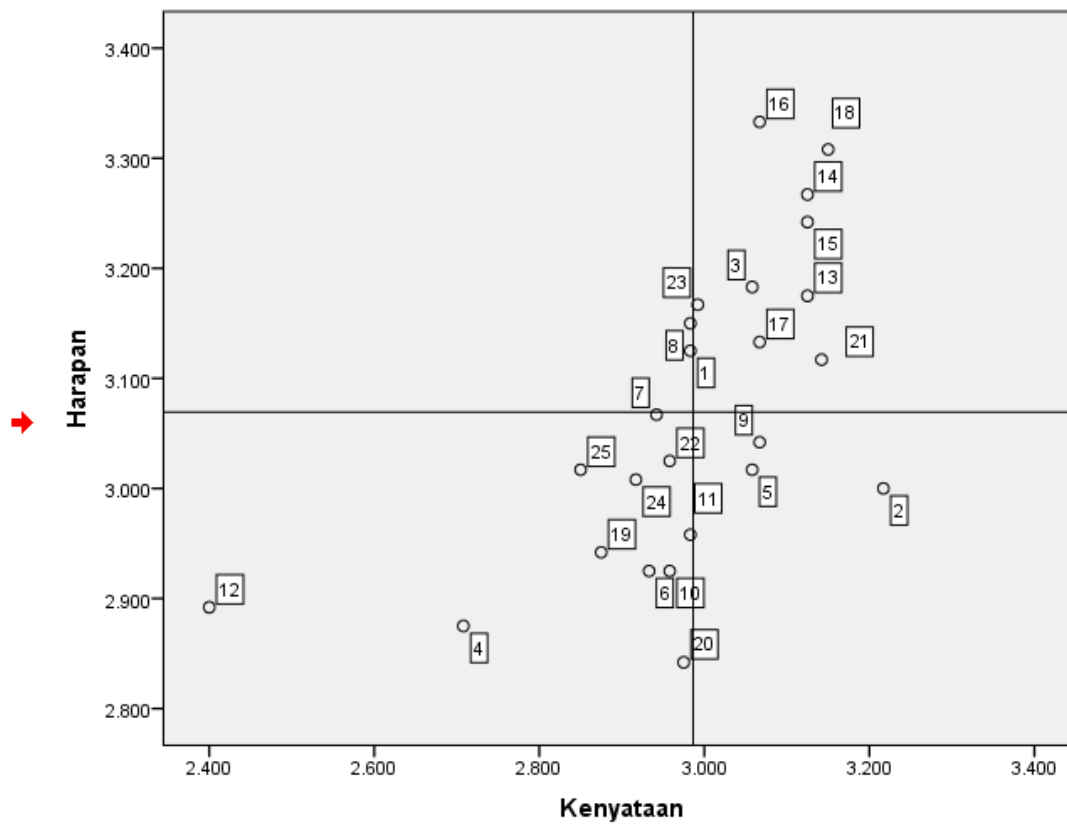
11	Pegawai TI-S1 FTI ITN Malang tanggap membantu anda.				
12	Dosen TI-S1 FTI ITN Malang mudah untuk dihubungi.				
13	Dosen TI-S1 FTI ITN Malang tanggap membantu anda memahami perkuliahan.				
<b>D.</b>	<b>KEYAKINAN / JAMINAN (<i>Assurance</i>)</b>				
14	Pengetahuan yang anda dapatkan di TI-S1 FTI ITN Malang membuat anda percaya diri menghadapi masa depan.				
15	Jaminan kerahasiaan informasi akademi di TI-S1 FTI ITN Malang.				
16	Kurikulum yang anda dapatkan di TI-S1 FTI ITN Malang sesuai dengan kebutuhan kerja.				
17	Pegawai TI-S1 FTI ITN Malang berkompentensi baik.				
18	Dosen TI-S1 FTI ITN Malang memiliki kompetensi di bidangnya.				
<b>E.</b>	<b>KEPEDULIAN (<i>Empathy</i>)</b>				
19	Pegawai TI-S1 FTI ITN Malang memberikan perhatian kepada anda.				
20	Pegawai TI-S1 FTI ITN Malang memahami keinginan dan kebutuhan anda.				
21	Dosen TI-S1 FTI ITN Malang memberi ruang untuk diskusi.				
22	Pegawai TI-S1 FTI ITN Malang memberikan pelayanan yang dijanjikan sesuai dengan harapan.				
23	Dosen bersedia membantu kesulitan atau permasalahan yang anda hadapi.				
24	Pegawai TI-S1 FTI ITN Malang bersedia membantu mengatasi kesulitan yang anda hadapi.				
25	Ada respon terhadap pengisian evaluasi dosen untuk mahasiswa (EDOM).				



## Lampiran 3. Diagram kartesius

**Graph**

[DataSet0]



Lampiran 4. Validitas Ekspektasi

Correlations

	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	P21	P22	P23	P24	P25	Total
P1	1	.727**	.594*	.723**	.669**	.639*	.554*	.673**	.683*	.507*	.554*	.524*	.509*	.764**	.603*	.533*	.700**	.527*	.709**	.593*	.642**	.699**	.637**	.64*	.472*	.81*
P2	.727**	1	.407*	.649**	.668**	.452*	.573**	.418*	.553*	.500*	.573**	.527*	.395*	.454*	.570**	.469*	.662**	.643**	.340*	.543*	.516*	.589**	.537**	.537**	.479*	.70*
P3	.594**	.407*	1	.621**	.548*	.407*	.396*	.392*	.445*	.548*	.495*	.418*	.219*	.459*	.281*	.229*	.457**	.277*	.583**	.402*	.327*	.440*	.492*	.219*	.492*	.57**
P4	.723**	.649**	.621**	1	.597**	.649**	.522*	.526*	.682**	.673**	.609**	.579**	.513*	.500*	.494*	.327*	.574**	.464*	.551**	.606**	.439*	.651**	.593**	.513*	.305*	.74*
P5	.669**	.668**	.548*	.597**	1	.668**	.615**	.568**	.844**	.691**	.703**	.770**	.507*	.514*	.524*	.304*	.724**	.703**	.776**	.863**	.627**	.897**	.817**	.74**	.78**	.88**
P6	.639**	.452*	.407*	.649**	.668**	1	.669**	.817**	.735**	.752**	.573**	.760**	.707**	.665**	.570**	.331*	.788**	.522**	.676**	.701**	.433*	.685**	.625**	.62**	.57**	.82**
P7	.554*	.573**	.396*	.522*	.615**	.669**	1	.730**	.573**	.615**	.600**	.568**	.573**	.663**	.341*	.433*	.659**	.508**	.527**	.580**	.435*	.606**	.644**	.552**	.389*	.73**
P8	.673**	.418*	.392*	.526*	.569**	.817**	.730**	1	.677**	.751**	.730**	.660**	.750**	.898**	.711**	.662**	.825**	.503**	.623**	.570**	.653**	.695**	.729**	.63**	.548*	.85**
P9	.683**	.553*	.445*	.682**	.844**	.735**	.573**	.677**	1	.760**	.765**	.791**	.700**	.602**	.624**	.359*	.725**	.692**	.752**	.725**	.732**	.859**	.783**	.78**	.544*	.89**
P10	.507*	.500*	.548*	.673**	.691**	.752**	.615**	.751**	.760**	1	.879**	.912**	.722**	.611**	.724**	.431*	.840**	.480**	.467**	.572**	.551**	.719**	.736**	.493*	.61**	.84**
P11	.554*	.573**	.495*	.609**	.703**	.573**	.600**	.730**	.765**	.879**	1	.811**	.654**	.663**	.795**	.577**	.791**	.508**	.527**	.497**	.783**	.808**	.829**	.552**	.58**	.86**
P12	.524*	.527*	.418*	.579**	.770**	.760**	.568**	.680**	.791**	.912**	.811**	1	.743**	.555**	.737**	.421*	.856**	.536**	.513**	.632**	.551**	.770**	.702**	.553**	.68**	.85**
P13	.509**	.395*	.219*	.513*	.507**	.707**	.573**	.750**	.700**	.722**	.654**	.743**	1	.605**	.720**	.425*	.728**	.696**	.356**	.485**	.626**	.570**	.595**	.520**	.386*	.75**
P14	.764**	.454*	.459*	.500*	.514*	.665**	.663**	.898**	.802**	.611**	.663**	.555**	.605**	1	.890**	.733**	.801**	.449**	.650**	.449**	.654**	.602**	.651**	.549**	.441**	.78**
P15	.603**	.570**	.281*	.494*	.524*	.570**	.341*	.711**	.624**	.724**	.795**	.737**	.720**	.690**	1	.656**	.861**	.505**	.374**	.447**	.791**	.631**	.680**	.58**	.58**	.78**
P16	.533**	.469**	.229*	.327*	.304*	.331*	.433*	.662**	.359*	.431*	.577**	.421*	.425*	.733**	.656**	1	.571**	.293**	.330**	.263**	.553**	.467**	.425**	.425**	.393**	.57**
P17	.700**	.662**	.457**	.574**	.724**	.788**	.659**	.825**	.725**	.840**	.791**	.856**	.728**	.801**	.861**	.571**	1	.586**	.550**	.629**	.689**	.733**	.789**	.67**	.67**	.90**
P18	.527**	.643**	.277**	.464**	.703**	.522**	.508**	.503**	.692**	.480**	.508**	.536**	.696**	.449**	.505**	.293**	.586**	1	.413**	.621**	.531**	.564**	.514**	.514**	.507**	.69**
P19	.709**	.340*	.583**	.551**	.776**	.676**	.527**	.623**	.752**	.467**	.527**	.513**	.356**	.650**	.374**	.330**	.550**	.413**	1	.739**	.597**	.790**	.720**	.72**	.59**	.76**
P20	.593**	.543**	.402**	.606**	.863**	.701**	.580**	.570**	.725**	.572**	.497**	.632**	.485**	.449**	.447**	.263**	.629**	.621**	.739**	1	.476**	.779**	.710**	.79**	.76**	.79**
P21	.642**	.516**	.327**	.439**	.627**	.433**	.435**	.653**	.732**	.551**	.783**	.551**	.626**	.654**	.791**	.553**	.689**	.531**	.597**	.476**	1	.756**	.849**	.77**	.458**	.78**
P22	.699**	.589**	.440**	.651**	.897**	.685**	.606**	.695**	.859**	.719**	.808**	.770**	.570**	.602**	.631**	.467**	.733**	.564**	.790**	.779**	.756**	1	.911**	.82**	.66**	.91**
P23	.637**	.537**	.492**	.593**	.817**	.625**	.644**	.729**	.783**	.736**	.829**	.702**	.595**	.651**	.680**	.425**	.789**	.514**	.720**	.710**	.849**	.911**	1	.83**	.60**	.89**
P24	.637**	.537**	.219**	.513**	.736**	.625**	.552**	.633**	.783**	.493**	.552**	.553**	.520**	.549**	.575**	.425**	.668**	.514**	.720**	.786**	.769**	.818**	.831**	1	.511**	.79**
P25	.472**	.479**	.492**	.305**	.783**	.572**	.389**	.548**	.544**	.612**	.584**	.679**	.386**	.441**	.581**	.393**	.674**	.507**	.586**	.763**	.458**	.659**	.600**	.511**	1	.71**
Total	.805**	.697**	.571**	.737**	.879**	.819**	.728**	.845**	.892**	.844**	.856**	.847**	.747**	.783**	.779**	.572**	.905**	.688**	.764**	.795**	.783**	.906**	.889**	.79**	.71**	1

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

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

## Lampiran 5. Uji Reliabilitas Ekspektasi

**Case Processing Summary**

		N	%
Cases	Valid	20	100.0
	Excluded <sup>a</sup>	0	.0
	Total	20	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.973	25

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
P1	74.05	199.524	.785	.972
P2	74.35	202.555	.669	.973
P3	74.00	205.789	.536	.974
P4	74.50	200.158	.710	.973
P5	74.35	196.871	.865	.972
P6	74.35	199.818	.801	.972
P7	74.30	202.537	.703	.973
P8	74.10	200.726	.831	.972
P9	74.25	198.197	.880	.972
P10	74.35	197.713	.827	.972
P11	74.30	199.800	.842	.972
P12	74.50	196.053	.828	.972
P13	74.25	198.829	.718	.973
P14	74.00	202.842	.765	.972
P15	74.05	203.313	.761	.972
P16	73.90	209.358	.549	.974
P17	74.05	203.208	.898	.972
P18	74.00	206.316	.667	.973
P19	74.25	199.671	.739	.973
P20	74.45	197.839	.771	.972
P21	74.10	199.042	.759	.972
P22	74.20	198.905	.897	.971
P23	74.20	197.537	.877	.972
P24	74.20	199.747	.773	.972
P25	74.15	202.450	.688	.973

Lampiran 6. Uji Validitas Persepsi

Correlations

	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	P21	P22	P23	P24	P25	Total
P1	1	.625**	.598**	.673**	.659**	.601**	.498**	.568**	.516**	.667**	.622**	.748**	.540**	.391**	.385**	.332**	.561**	.426**	.450**	.396**	.429**	.586**	.540**	.536**	.675**	.733**
P2	.625**	1	.822**	.554**	.443**	.663**	.498**	.541**	.502**	.636**	.543**	.727**	.486**	.302**	.415**	.019**	.720**	.233**	.402**	.356**	.132**	.518**	.250**	.426**	.373**	.642**
P3	.598**	.822**	1	.694**	.582**	.747**	.531**	.592**	.507**	.740**	.540**	.740**	.473**	.554**	.580**	.185**	.760**	.266**	.536**	.389**	.316**	.652**	.385**	.420**	.630**	.744**
P4	.673**	.554**	.694**	1	.670**	.703**	.604**	.593**	.616**	.541**	.522**	.791**	.678**	.486**	.512**	.409**	.569**	.299**	.517**	.419**	.524**	.529**	.755**	.617**	.798**	.795**
P5	.659**	.443**	.582**	.670**	1	.852**	.752**	.662**	.777**	.770**	.855**	.792**	.647**	.662**	.694**	.557**	.659**	.522**	.730**	.717**	.732**	.620**	.735**	.733**	.771**	.905**
P6	.601**	.663**	.747**	.703**	.852**	1	.721**	.658**	.728**	.816**	.850**	.920**	.662**	.507**	.715**	.268**	.733**	.434**	.623**	.623**	.607**	.570**	.619**	.592**	.675**	.876**
P7	.498**	.498**	.531**	.604**	.752**	.721**	1	.651**	.772**	.574**	.775**	.702**	.660**	.264**	.571**	.330**	.472**	.292**	.354**	.428**	.670**	.331**	.574**	.411**	.430**	.718**
P8	.568**	.541**	.592**	.693**	.662**	.658**	.651**	1	.685**	.809**	.515**	.648**	.602**	.328**	.379**	.434**	.515**	.479**	.476**	.583**	.552**	.754**	.594**	.512**	.556**	.757**
P9	.516**	.502**	.507**	.616**	.777**	.728**	.772**	.685**	1	.731**	.848**	.794**	.877**	.425**	.583**	.548**	.515**	.419**	.566**	.691**	.628**	.539**	.698**	.669**	.525**	.826**
P10	.667**	.636**	.740**	.541**	.770**	.816**	.574**	.809**	.731**	1	.758**	.819**	.642**	.547**	.633**	.390**	.758**	.511**	.711**	.701**	.514**	.725**	.575**	.546**	.653**	.861**
P11	.622**	.543**	.540**	.522**	.855**	.850**	.775**	.515**	.848**	.758**	1	.868**	.743**	.494**	.726**	.391**	.648**	.510**	.617**	.666**	.682**	.457**	.650**	.627**	.567**	.844**
P12	.748**	.727**	.740**	.791**	.792**	.920**	.702**	.648**	.794**	.819**	.868**	1	.766**	.479**	.696**	.312**	.738**	.440**	.630**	.634**	.565**	.546**	.710**	.659**	.706**	.906**
P13	.540**	.486**	.473**	.678**	.647**	.662**	.660**	.602**	.877**	.642**	.743**	.766**	1	.441**	.600**	.612**	.580**	.565**	.517**	.619**	.656**	.591**	.784**	.572**	.541**	.810**
P14	.391**	.302**	.554**	.486**	.662**	.507**	.264**	.328**	.425**	.547**	.494**	.479**	.441**	1	.644**	.566**	.628**	.527**	.779**	.616**	.476**	.601**	.649**	.708**	.757**	.709**
P15	.385**	.415**	.580**	.512**	.694**	.715**	.571**	.379**	.583**	.633**	.726**	.696**	.600**	.644**	1	.574**	.726**	.525**	.676**	.537**	.551**	.343**	.623**	.491**	.675**	.761**
P16	.332**	.019**	.185**	.409**	.557**	.268**	.330**	.434**	.548**	.390**	.391**	.312**	.612**	.566**	.574**	1	.391**	.639**	.538**	.542**	.561**	.550**	.683**	.516**	.603**	.599**
P17	.561**	.720**	.760**	.569**	.659**	.733**	.472**	.515**	.515**	.758**	.648**	.738**	.580**	.628**	.726**	.391**	1	.510**	.822**	.666**	.382**	.618**	.533**	.508**	.628**	.806**
P18	.426**	.233**	.266**	.299**	.522**	.434**	.292**	.479**	.419**	.511**	.510**	.440**	.565**	.527**	.525**	.639**	.510**	1	.526**	.607**	.764**	.625**	.661**	.491**	.528**	.641**
P19	.450**	.402**	.536**	.517**	.730**	.623**	.354**	.476**	.566**	.711**	.617**	.630**	.517**	.779**	.676**	.538**	.822**	.526**	1	.819**	.474**	.585**	.655**	.726**	.741**	.791**
P20	.396**	.356**	.389**	.419**	.717**	.623**	.428**	.583**	.691**	.701**	.666**	.634**	.619**	.616**	.537**	.542**	.666**	.607**	.819**	1	.567**	.553**	.643**	.663**	.552**	.758**
P21	.429**	.132**	.316**	.524**	.732**	.607**	.670**	.552**	.628**	.514**	.682**	.565**	.656**	.476**	.551**	.561**	.382**	.764**	.474**	.567**	1	.456**	.781**	.524**	.626**	.721**
P22	.586**	.518**	.552**	.529**	.620**	.570**	.331**	.754**	.539**	.725**	.457**	.546**	.591**	.601**	.343**	.550**	.618**	.625**	.585**	.553**	.456**	1	.623**	.629**	.628**	.744**
P23	.540**	.250**	.385**	.755**	.735**	.619**	.574**	.594**	.698**	.575**	.650**	.710**	.784**	.649**	.623**	.683**	.533**	.661**	.656**	.643**	.781**	.623**	1	.757**	.793**	.835**
P24	.536**	.426**	.420**	.617**	.733**	.592**	.411**	.512**	.669**	.546**	.627**	.659**	.572**	.708**	.491**	.516**	.508**	.491**	.726**	.663**	.524**	.629**	.757**	1	.762**	.778**
P25	.675**	.373**	.630**	.798**	.771**	.675**	.430**	.556**	.525**	.653**	.567**	.706**	.541**	.757**	.675**	.603**	.628**	.528**	.741**	.552**	.626**	.628**	.793**	.762**	1	.842**
Total	.733**	.642**	.744**	.795**	.905**	.876**	.718**	.757**	.826**	.861**	.844**	.906**	.810**	.709**	.761**	.599**	.806**	.641**	.791**	.758**	.721**	.744**	.835**	.778**	.842**	

\*\* Correlation is significant at the 0.01 level (2-tailed).  
 \* Correlation is significant at the 0.05 level (2-tailed).

## Lampiran 7. Uji Reliabilitas Persepsi

**Case Processing Summary**

		N	%
Cases	Valid	20	100.0
	Excluded <sup>a</sup>	0	.0
	Total	20	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.905	25

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
P1	79.95	70.155	.388	.904
P2	79.95	71.524	.226	.907
P3	79.90	67.779	.569	.901
P4	80.05	68.892	.446	.903
P5	79.90	66.305	.726	.897
P6	80.05	65.313	.640	.899
P7	80.05	68.787	.554	.901
P8	80.20	67.958	.579	.900
P9	80.05	68.155	.631	.900
P10	80.00	67.789	.558	.901
P11	79.95	69.524	.464	.903
P12	81.60	64.674	.459	.906
P13	80.00	66.316	.713	.898
P14	80.05	70.471	.351	.905
P15	80.00	65.368	.815	.895
P16	79.85	72.661	.100	.908
P17	80.15	67.082	.656	.899
P18	80.20	66.589	.732	.897
P19	80.15	70.976	.306	.905
P20	80.00	66.421	.702	.898
P21	80.20	70.168	.425	.903
P22	80.10	66.832	.669	.899
P23	80.35	68.134	.664	.899
P24	80.40	70.042	.306	.906
P25	80.90	67.674	.289	.912

## Lampiran 8. Uji normalitas

## One-Sample Kolmogorov-Smirnov Test

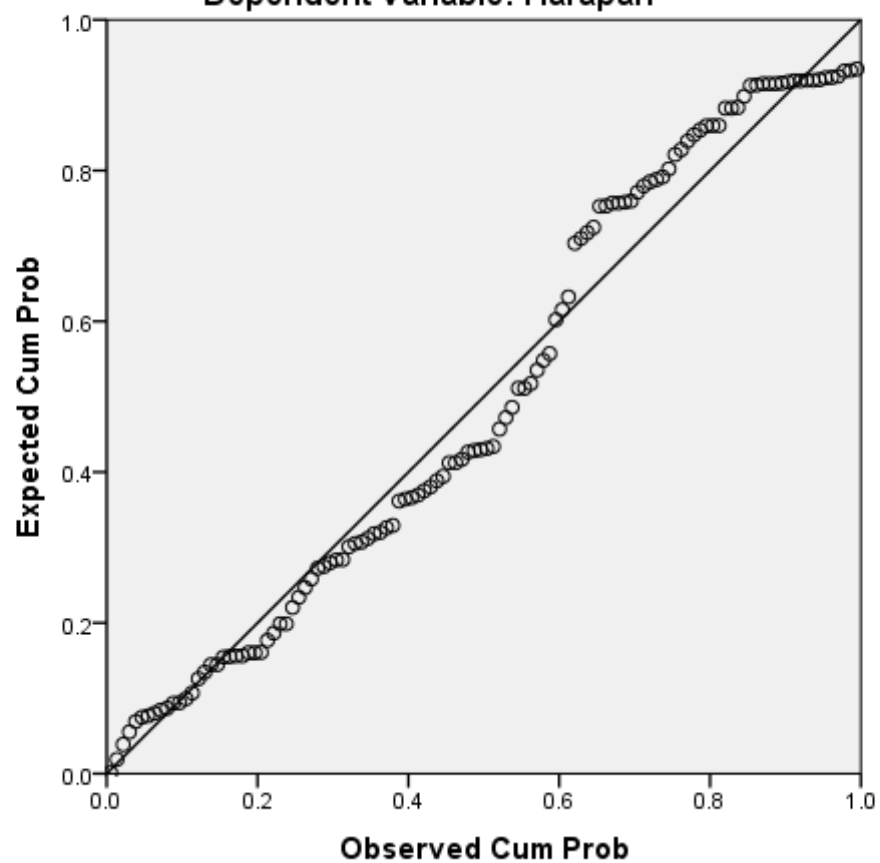
		Unstandardized Residual
N		120
Normal Parameters <sup>a,b</sup>	Mean	,0000000
	Std. Deviation	16,52229824
Most Extreme Differences	Absolute	,103
	Positive	,083
	Negative	-,103
Kolmogorov-Smirnov Z		1,133
Asymp. Sig. (2-tailed)		,153

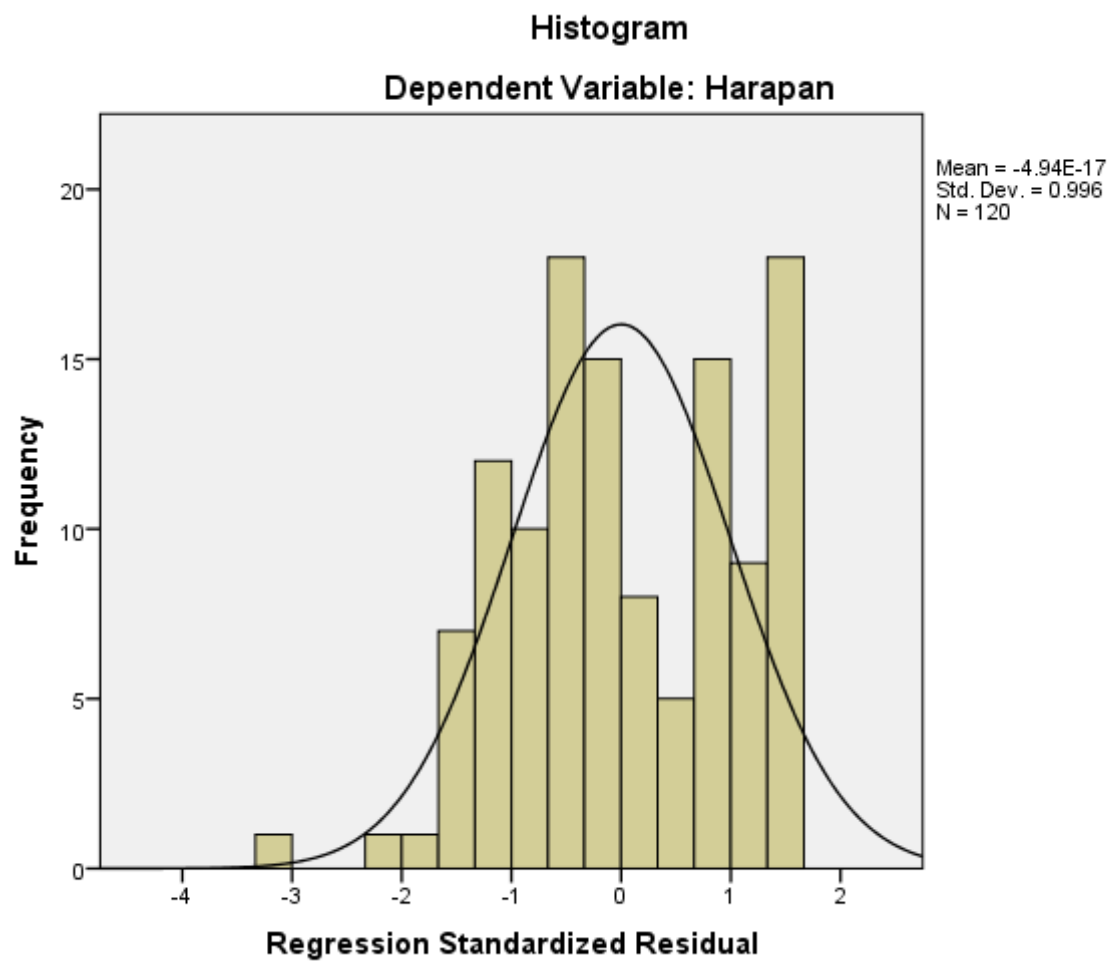
a. Test distribution is Normal.

b. Calculated from data.

## Normal P-P Plot of Regression Standardized Residual

Dependent Variable: Harapan





Lampiran 9. Deskriptif *Frequence***P1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	2,5	2,5	2,5
	2	26	21,7	21,7	24,2
	3	44	36,7	36,7	60,8
	4	47	39,2	39,2	100,0
	Total	120	100,0	100,0	

**P2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	7	5,8	5,8	5,8
	2	23	19,2	19,2	25,0
	3	53	44,2	44,2	69,2
	4	37	30,8	30,8	100,0
	Total	120	100,0	100,0	

**P3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	2,5	2,5	2,5
	2	23	19,2	19,2	21,7
	3	43	35,8	35,8	57,5
	4	51	42,5	42,5	100,0
	Total	120	100,0	100,0	

**P4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	14	11,7	11,7	11,7
	2	31	25,8	25,8	37,5
	3	31	25,8	25,8	63,3
	4	44	36,7	36,7	100,0
	Total	120	100,0	100,0	



**P5**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	5	4,2	4,2	4,2
	2	29	24,2	24,2	28,3
	3	45	37,5	37,5	65,8
	4	41	34,2	34,2	100,0
	Total	120	100,0	100,0	

**P6**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	10	8,3	8,3	8,3
	2	27	22,5	22,5	30,8
	3	45	37,5	37,5	68,3
	4	38	31,7	31,7	100,0
	Total	120	100,0	100,0	

**P7**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	5	4,2	4,2	4,2
	2	22	18,3	18,3	22,5
	3	53	44,2	44,2	66,7
	4	40	33,3	33,3	100,0
	Total	120	100,0	100,0	

**P8**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	3,3	3,3	3,3
	2	21	17,5	17,5	20,8
	3	48	40,0	40,0	60,8
	4	47	39,2	39,2	100,0
	Total	120	100,0	100,0	

**P9**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	1,7	1,7	1,7
	2	30	25,0	25,0	26,7
	3	49	40,8	40,8	67,5
	4	39	32,5	32,5	100,0
	Total	120	100,0	100,0	

**P10**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	3,3	3,3	3,3
	2	36	30,0	30,0	33,3
	3	45	37,5	37,5	70,8
	4	35	29,2	29,2	100,0
	Total	120	100,0	100,0	

**P11**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	3,3	3,3	3,3
	2	31	25,8	25,8	29,2
	3	51	42,5	42,5	71,7
	4	34	28,3	28,3	100,0
	Total	120	100,0	100,0	

**P12**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	6	5,0	5,0	5,0
	2	39	32,5	32,5	37,5
	3	37	30,8	30,8	68,3
	4	38	31,7	31,7	100,0
	Total	120	100,0	100,0	

**P13**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	,8	,8	,8
	2	23	19,2	19,2	20,0
	3	50	41,7	41,7	61,7
	4	46	38,3	38,3	100,0
	Total	120	100,0	100,0	

**P14**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	2,5	2,5	2,5
	2	13	10,8	10,8	13,3
	3	53	44,2	44,2	57,5
	4	51	42,5	42,5	100,0
	Total	120	100,0	100,0	

**P15**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	,8	,8	,8
	2	17	14,2	14,2	15,0
	3	54	45,0	45,0	60,0
	4	48	40,0	40,0	100,0
	Total	120	100,0	100,0	

**P16**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	1,7	1,7	1,7
	2	9	7,5	7,5	9,2
	3	56	46,7	46,7	55,8
	4	53	44,2	44,2	100,0
	Total	120	100,0	100,0	

**P17**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	2,5	2,5	2,5
	2	15	12,5	12,5	15,0
	3	65	54,2	54,2	69,2
	4	37	30,8	30,8	100,0
	Total	120	100,0	100,0	

**P18**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	,8	,8	,8
	2	11	9,2	9,2	10,0
	3	58	48,3	48,3	58,3
	4	50	41,7	41,7	100,0
	Total	120	100,0	100,0	

**P19**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	6	5,0	5,0	5,0
	2	28	23,3	23,3	28,3
	3	53	44,2	44,2	72,5
	4	33	27,5	27,5	100,0
	Total	120	100,0	100,0	

**P20**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	9	7,5	7,5	7,5
	2	35	29,2	29,2	36,7
	3	42	35,0	35,0	71,7
	4	34	28,3	28,3	100,0
	Total	120	100,0	100,0	

**P21**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	5	4,2	4,2	4,2
	2	20	16,7	16,7	20,8
	3	51	42,5	42,5	63,3
	4	44	36,7	36,7	100,0
	Total	120	100,0	100,0	

**P22**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	1,7	1,7	1,7
	2	28	23,3	23,3	25,0
	3	55	45,8	45,8	70,8
	4	35	29,2	29,2	100,0
	Total	120	100,0	100,0	

**P23**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	6	5,0	5,0	5,0
	2	18	15,0	15,0	20,0
	3	46	38,3	38,3	58,3
	4	50	41,7	41,7	100,0
	Total	120	100,0	100,0	

**P24**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	6	5,0	5,0	5,0
	2	29	24,2	24,2	29,2
	3	43	35,8	35,8	65,0
	4	42	35,0	35,0	100,0
	Total	120	100,0	100,0	

**P25**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	5	4,2	4,2	4,2
2	27	22,5	22,5	26,7
3	49	40,8	40,8	67,5
4	39	32,5	32,5	100,0
Total	120	100,0	100,0	

**JenisKelamin**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Laki-laki	81	67,5	67,5	67,5
Perempuan	39	32,5	32,5	100,0
Total	120	100,0	100,0	

**Angkatan**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 15	7	5,8	5,8	5,8
16	31	25,8	25,8	31,7
17	16	13,3	13,3	45,0
18	24	20,0	20,0	65,0
19	42	35,0	35,0	100,0
Total	120	100,0	100,0	



Responden 17	4	3	4	3	3	4	3	4	3	4	3	4	4	4	4	4	4	3	3	3	3	3	3	3	4	L	19	
Responden 18	4	3	4	2	3	2	3	3	3	2	3	2	2	4	3	4	3	3	4	2	4	3	3	3	3	3	L	19
Responden 19	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	L	19
Responden 20	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	P	19
Responden 21	2	3	3	3	3	3	3	3	2	2	2	3	3	3	3	3	3	3	3	3	2	3	3	2	3	L	19	
Responden 22	4	4	3	3	3	2	3	3	3	3	3	3	3	2	3	3	3	3	2	2	3	2	3	2	3	P	17	
Responden 23	2	3	3	3	3	3	3	3	2	2	2	2	3	3	3	3	3	3	3	3	2	3	3	2	3	L	17	
Responden 24	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	P	17
Responden 25	2	3	2	3	4	4	3	3	3	3	3	4	3	4	4	4	3	3	2	3	3	3	4	2	4	L	19	
Responden 26	3	3	3	3	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	P	16
Responden 27	4	4	4	4	3	4	4	4	4	4	3	3	4	4	4	4	3	3	4	3	4	3	4	4	3	P	16	
Responden 28	3	3	3	2	4	3	3	3	3	3	3	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	L	16
Responden 29	3	2	3	2	2	2	2	3	3	2	2	3	3	3	3	2	3	2	2	3	2	3	3	2	3	L	18	
Responden 30	3	3	3	2	1	1	2	3	3	2	3	2	3	2	3	3	3	3	3	2	3	2	2	2	3	L	18	
Responden 31	1	2	2	1	3	3	3	3	3	3	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	2	P	18
Responden 32	1	3	3	1	1	1	1	2	2	2	1	1	2	3	2	2	2	2	2	2	1	2	1	2	1	L	18	
Responden 33	2	1	1	1	2	1	3	3	3	2	2	1	3	1	2	4	1	3	1	2	3	2	2	1	1	L	18	
Responden 34	3	3	4	4	4	4	4	4	3	3	3	3	3	4	4	4	3	4	3	3	4	3	4	4	4	L	18	
Responden 35	2	1	2	3	2	2	2	2	2	2	2	2	3	3	3	3	2	4	2	2	4	2	4	2	3	P	16	



Responden 36	3	3	2	1	3	3	3	2	3	3	4	3	3	3	4	3	3	4	3	3	3	2	3	3	2	P	16	
Responden 37	3	1	1	1	3	1	1	2	2	2	2	1	2	4	2	4	2	4	3	3	3	3	3	3	4	3	L	16
Responden 38	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	L	18
Responden 39	2	2	2	3	3	2	4	1	3	1	3	2	3	3	3	3	2	2	2	2	3	1	3	3	2	L	18	
Responden 40	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	4	4	4	4	4	3	4	4	3	L	18	
Responden 41	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	2	3	3	3	P	18	
Responden 42	4	4	4	4	3	3	3	3	3	3	3	3	4	4	3	4	4	4	3	3	3	4	4	3	3	L	18	
Responden 43	4	3	4	4	4	3	4	4	3	4	3	3	3	4	4	4	4	3	4	3	3	3	4	3	4	L	16	
Responden 44	3	3	2	2	2	2	2	2	2	2	2	2	3	2	3	3	3	3	2	2	2	2	2	2	2	L	16	
Responden 45	3	3	3	4	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	L	16	
Responden 46	4	4	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2	3	3	3	4	4	P	18	
Responden 47	2	3	3	2	2	2	2	2	2	2	2	2	2	2	3	3	3	3	2	2	2	2	2	2	2	P	18	
Responden 48	4	4	3	3	3	3	4	4	3	3	3	3	3	2	2	2	2	3	1	2	3	3	3	3	2	P	18	
Responden 49	4	3	4	4	4	4	3	3	4	4	4	4	4	4	4	4	3	3	3	3	3	3	4	4	4	P	17	
Responden 50	3	3	4	1	3	3	3	2	2	3	3	2	2	3	3	2	3	3	2	2	3	2	1	1	2	L	15	
Responden 51	2	3	2	2	2	1	3	2	2	3	2	2	2	2	2	3	3	3	3	1	2	3	2	2	2	L	19	
Responden 52	3	2	2	1	3	4	3	3	3	3	3	3	3	3	4	4	3	3	3	3	3	3	3	3	3	P	19	
Responden 53	3	3	3	3	4	3	4	4	4	3	3	4	4	4	3	3	4	4	3	3	4	3	4	3	3	L	16	
Responden 54	4	4	4	4	3	4	4	3	4	4	4	4	4	4	4	4	4	4	3	3	3	3	4	4	4	L	19	

Responden 55	4	4	4	4	4	3	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	L	16
Responden 56	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	L	19
Responden 57	2	3	3	3	2	2	4	4	2	2	2	3	3	3	3	4	3	4	3	2	3	2	3	2	2	L	17
Responden 58	2	2	3	1	2	2	2	3	2	2	2	3	3	3	2	2	2	2	2	3	3	2	3	2	2	L	17
Responden 59	4	4	4	4	3	4	4	3	3	3	3	4	4	4	4	4	4	4	3	4	4	4	4	4	4	P	17
Responden 60	4	3	4	3	3	3	3	4	4	3	3	3	4	4	4	4	3	4	3	3	4	3	4	3	3	L	18
Responden 61	4	3	4	2	3	2	3	3	3	2	3	2	3	4	4	3	3	3	3	3	4	3	4	3	3	P	18
Responden 62	4	4	4	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	3	3	3	4	4	4	3	L	18
Responden 63	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	L	18
Responden 64	3	3	4	4	3	3	3	4	3	3	3	3	3	4	4	4	4	4	3	3	3	3	3	3	3	L	18
Responden 65	4	4	4	4	3	4	4	4	3	3	4	4	4	4	4	4	3	3	3	3	3	3	4	4	3	L	19
Responden 66	1	3	3	1	3	4	3	4	3	4	3	3	3	3	3	4	4	3	2	3	2	4	4	2	3	P	19
Responden 67	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	L	19
Responden 68	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	P	19
Responden 69	4	3	3	3	4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	4	4	4	4	4	4	L	19
Responden 70	3	2	2	3	3	3	3	3	4	3	3	3	3	3	3	3	3	4	3	3	3	3	3	3	3	P	19
Responden 71	3	3	3	3	2	2	2	3	2	2	3	2	3	3	3	3	2	3	1	1	2	2	2	3	2	L	19
Responden 72	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	L	19
Responden 73	3	3	3	1	3	3	3	2	2	1	1	2	2	4	4	4	2	3	1	2	2	2	4	2	3	L	19

Responden 74	4	3	4	4	4	4	3	4	3	3	4	4	3	4	3	4	4	4	3	3	3	3	3	3	L	19	
Responden 75	3	2	2	2	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	L	19
Responden 76	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	L	19
Responden 77	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	P	19
Responden 78	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	P	19
Responden 79	3	4	3	2	3	3	3	3	2	3	2	3	3	3	3	3	3	3	2	2	3	2	3	3	3	P	19
Responden 80	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	L	19
Responden 81	4	4	4	4	3	4	3	4	3	4	3	4	4	3	4	4	3	4	3	4	4	4	4	4	4	L	19
Responden 82	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	P	19
Responden 83	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	P	19
Responden 84	3	4	4	4	3	4	3	4	3	3	3	3	4	4	4	4	4	3	4	4	4	3	4	4	3	P	19
Responden 85	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	L	19
Responden 86	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	L	19
Responden 87	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	L	19
Responden 88	2	3	2	1	3	2	2	3	2	2	2	2	2	3	3	3	3	3	3	1	2	3	2	2	2	P	19
Responden 89	3	2	2	2	2	2	2	2	3	2	2	2	2	2	2	2	2	2	2	1	2	3	2	2	2	P	19
Responden 90	2	3	2	2	2	1	3	2	2	3	2	2	2	2	2	2	2	2	3	1	2	3	2	2	2	P	19
Responden 91	2	1	3	3	3	1	1	1	1	3	2	2	2	2	2	3	3	3	3	1	2	3	2	2	2	P	19
Responden 92	2	1	3	2	2	3	2	2	2	2	2	2	3	3	3	3	1	3	3	3	1	2	3	2	2	P	19

Responden 93	3	3	3	3	1	2	3	2	2	2	2	2	2	2	2	3	3	3	3	1	2	3	2	2	2	P	19	
Responden 94	2	2	2	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	P	19
Responden 95	3	3	3	2	3	3	4	3	2	2	2	2	2	3	2	3	3	3	3	3	2	3	3	3	3	L	19	
Responden 96	3	3	2	2	2	3	3	3	3	2	2	2	4	3	3	3	3	4	2	2	3	2	2	3	2	L	16	
Responden 97	3	3	2	2	2	2	2	3	2	2	3	2	3	3	4	4	3	3	2	2	4	3	3	3	3	L	16	
Responden 98	3	2	3	3	2	3	3	4	3	3	3	2	3	4	3	4	3	3	3	2	3	3	3	3	2	L	16	
Responden 99	3	2	3	3	2	3	3	3	3	3	3	3	3	3	3	3	3	2	3	2	3	3	3	3	2	L	16	
Responden 100	2	2	3	2	2	2	2	2	2	2	2	2	2	2	2	3	2	3	2	2	1	2	1	1	3	L	16	
Responden 101	2	2	4	2	2	2	3	3	2	3	3	2	3	3	3	3	3	3	2	2	3	2	3	2	3	L	16	
Responden 102	4	3	4	4	4	3	3	3	4	3	3	3	4	3	3	3	3	4	4	4	4	4	4	4	4	3	P	17
Responden 103	4	4	3	3	4	3	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	L	16	
Responden 104	3	3	3	2	4	3	3	3	3	3	3	4	4	3	3	3	3	3	3	3	3	3	3	3	3	L	16	
Responden 105	3	2	3	2	2	2	2	3	3	2	2	3	3	3	3	2	3	2	2	3	2	3	3	2	3	L	17	
Responden 106	3	3	3	2	1	3	2	3	3	2	3	2	3	2	3	3	3	3	3	2	3	2	2	2	3	P	17	
Responden 107	3	2	2	4	3	3	3	3	3	3	3	2	3	3	3	3	3	3	3	3	3	3	3	3	2	L	16	
Responden 108	3	3	3	4	4	1	1	2	2	2	1	1	2	3	2	2	2	2	2	2	1	2	1	2	1	L	16	
Responden 109	2	4	4	1	2	1	3	3	3	2	2	1	3	1	2	4	1	3	1	2	3	2	2	1	1	L	16	
Responden 110	3	3	4	4	4	4	4	4	3	3	3	3	3	4	4	4	3	4	3	3	4	3	4	4	4	L	17	
Responden 111	2	1	2	3	2	2	2	2	2	2	2	2	2	3	3	3	3	2	4	2	2	4	2	4	2	L	16	

Responden 112	3	3	2	1	3	3	3	2	3	3	4	3	3	3	4	3	3	4	3	3	3	2	3	3	2	L	16
Responden 113	3	3	4	4	3	3	3	4	4	3	3	3	4	4	4	3	3	3	3	3	3	3	3	3	3	L	17
Responden 114	2	3	4	4	3	3	3	4	4	3	3	3	4	4	4	3	3	3	3	3	3	3	3	3	3	P	17
Responden 115	4	3	4	4	4	3	3	3	4	3	3	3	4	3	3	3	3	4	4	4	4	4	4	4	3	L	16
Responden 116	4	4	3	3	4	3	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	L	16
Responden 117	3	3	3	3	2	2	2	2	2	2	2	2	2	3	3	3	3	3	2	2	2	2	2	2	2	L	15
Responden 118	3	2	3	2	3	3	2	3	3	2	2	2	2	3	3	3	3	3	4	4	3	3	3	4	4	L	16
Responden 119	4	3	4	3	4	4	3	4	4	4	4	4	4	4	4	3	4	4	4	3	4	4	4	3	4	L	15
Responden 120	2	2	2	3	3	2	4	1	3	1	3	2	3	3	3	3	2	2	2	2	3	4	3	3	4	L	15
TOTAL	375	360	382	345	362	351	368	378	365	351	355	347	381	392	389	400	376	397	353	341	374	363	380	361	362		
RATA-RATA	3.125	3	3.1833	2.88	3.02	2.93	3.07	3.15	3.04	2.93	2.96	2.89	3.18	3.27	3.24	3.33	3.13	3.31	2.94	2.84	3.12	3.03	3.17	3.01	3.02		



Responden 17	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	4	3	4	3	4	3	L	19
Responden 18	3	3	2	2	2	1	3	2	3	2	3	1	2	3	2	4	2	2	3	2	3	2	2	3	2	L	19
Responden 19	3	3	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	L	19
Responden 20	3	3	2	2	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	3	3	3	3	3	3	P	19
Responden 21	3	3	2	3	3	3	2	3	3	3	3	2	3	3	4	3	3	3	3	2	3	3	2	3	2	L	19
Responden 22	3	3	2	3	3	3	2	3	3	3	3	2	3	3	3	3	4	3	3	3	4	3	3	3	2	P	17
Responden 23	2	3	2	3	2	3	3	3	3	2	3	3	2	3	2	3	3	3	2	3	2	3	3	3	2	L	17
Responden 24	2	3	2	3	2	3	3	3	3	2	3	3	2	3	2	3	3	3	2	3	2	3	3	3	2	P	17
Responden 25	4	3	2	2	2	3	3	2	3	3	3	2	3	4	4	4	3	4	4	4	3	3	3	2	3	L	19
Responden 26	3	3	2	3	2	2	2	3	3	2	3	3	2	3	2	3	3	3	3	3	3	2	2	3	3	P	16
Responden 27	3	3	2	2	3	2	3	2	2	2	3	2	3	3	2	2	3	3	2	2	3	2	2	2	3	P	16
Responden 28	4	3	2	2	2	3	3	3	3	3	3	2	3	3	4	4	3	4	3	3	4	3	3	4	3	L	16
Responden 29	3	3	3	2	4	3	3	2	3	3	3	3	3	2	3	2	3	2	3	3	3	3	3	2	4	L	18
Responden 30	3	3	4	4	4	4	3	3	4	2	2	3	3	2	3	2	2	3	2	2	4	2	3	3	4	L	18
Responden 31	3	3	4	3	2	2	2	3	4	3	3	2	2	3	3	3	3	3	2	2	4	4	4	2	2	P	18
Responden 32	3	3	4	2	3	2	3	2	3	2	3	2	3	3	2	3	2	3	2	2	3	2	3	3	3	L	18
Responden 33	3	3	4	3	3	3	3	2	4	4	4	3	2	3	2	2	2	2	2	2	2	2	3	2	3	L	18
Responden 34	3	3	4	3	2	3	3	2	4	2	3	2	2	3	3	2	2	3	2	3	2	3	3	3	3	L	18
Responden 35	4	3	2	3	4	2	2	3	3	2	2	1	2	3	2	2	3	3	2	2	4	2	4	3	3	P	16

Responden 36	3	3	2	3	4	3	2	3	3	3	3	4	4	2	4	3	4	4	4	3	2	3	4	3	2	P	16	
Responden 37	2	3	3	3	4	3	2	3	2	3	2	3	4	2	3	3	3	2	2	4	4	4	3	2	4	L	16	
Responden 38	3	3	4	3	3	4	4	4	2	3	2	3	4	4	4	2	2	2	3	4	4	2	3	3	4	L	18	
Responden 39	4	3	3	3	3	3	3	3	3	3	3	3	3	4	3	3	3	3	3	3	3	3	3	4	3	L	18	
Responden 40	2	3	3	2	2	2	2	3	3	2	2	2	2	4	3	2	2	2	3	2	3	3	2	2	2	L	18	
Responden 41	3	3	3	3	3	3	4	3	4	4	3	2	4	4	3	4	4	4	4	4	4	4	3	4	4	P	18	
Responden 42	3	3	3	2	3	2	2	3	3	3	3	3	3	4	3	3	3	3	3	2	2	2	3	3	3	L	18	
Responden 43	2	3	3	2	3	2	3	3	2	3	2	3	2	3	2	2	2	3	3	2	3	2	3	3	3	L	16	
Responden 44	2	3	2	2	1	2	2	3	3	2	2	2	2	2	2	3	3	3	2	2	2	3	2	2	2	L	16	
Responden 45	4	4	4	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	L	16	
Responden 46	2	3	3	2	2	2	2	3	2	2	2	2	3	3	3	2	3	2	2	2	2	3	2	3	3	P	18	
Responden 47	2	3	2	2	2	2	2	2	2	2	2	2	2	3	3	3	3	3	2	3	3	3	2	3	3	P	18	
Responden 48	2	3	2	2	2	3	2	3	2	2	2	2	2	1	1	1	2	3	1	1	1	1	1	1	1	P	18	
Responden 49	2	4	3	2	2	2	3	2	2	2	2	2	3	2	2	2	3	3	3	3	3	3	2	2	2	P	17	
Responden 50	2	3	4	1	2	2	2	2	2	3	2	2	2	3	3	3	3	3	2	2	3	3	2	2	4	L	15	
Responden 51	2	3	3	3	3	3	3	3	3	3	3	1	4	3	3	3	4	4	3	3	3	4	3	3	3	L	19	
Responden 52	2	3	3	1	3	3	3	3	3	3	3	3	3	3	3	4	3	3	3	3	3	3	3	3	3	P	19	
Responden 53	3	3	3	2	3	3	3	4	4	3	3	1	4	4	4	4	4	4	3	3	4	3	4	3	3	L	16	
Responden 54	2	3	3	1	3	2	3	3	3	3	2	2	2	3	4	3	3	3	3	2	2	2	2	3	3	3	L	19





Responden 74	2	3	2	2	3	3	3	3	2	3	2	3	3	3	2	2	2	2	3	2	3	3	2	2	2	L	19
Responden 75	3	3	2	2	3	3	2	3	2	2	2	2	3	3	2	2	2	3	2	2	4	2	3	3	3	L	19
Responden 76	3	3	4	2	3	3	3	3	3	3	3	3	3	4	4	4	4	4	4	4	3	3	3	3	3	L	19
Responden 77	3	3	3	2	3	3	3	3	3	2	2	3	3	3	3	3	3	4	2	2	3	2	3	3	3	P	19
Responden 78	3	3	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	4	2	2	3	2	3	3	3	P	19
Responden 79	2	3	2	2	2	3	2	3	2	2	3	3	3	3	3	3	3	3	2	3	3	2	3	3	3	P	19
Responden 80	3	3	3	2	3	1	2	2	2	2	2	2	3	3	3	3	3	3	3	3	4	4	3	2	3	L	19
Responden 81	2	3	2	2	3	3	2	3	3	2	2	3	3	3	3	2	3	3	2	2	3	3	2	2	2	L	19
Responden 82	3	3	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	P	19
Responden 83	2	3	1	2	3	2	3	3	4	4	3	4	2	2	3	2	3	3	3	3	3	2	3	3	3	P	19
Responden 84	3	3	2	2	3	2	3	3	3	3	3	2	4	4	3	4	3	3	2	2	3	1	3	3	2	P	19
Responden 85	3	3	2	2	3	2	3	3	3	3	3	2	3	3	3	3	3	4	3	3	4	3	4	4	3	L	19
Responden 86	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	L	19
Responden 87	4	4	4	3	4	4	3	4	4	4	4	1	4	3	4	4	4	4	3	4	4	4	3	4	4	L	19
Responden 88	4	4	4	3	3	4	3	4	4	3	3	1	4	3	4	3	4	4	3	4	4	4	3	4	4	P	19
Responden 89	2	4	3	3	3	4	3	3	4	3	4	4	4	3	4	3	4	4	3	4	3	4	4	3	4	P	19
Responden 90	4	4	4	3	3	3	3	4	4	4	4	4	4	3	4	3	4	4	3	3	3	4	3	3	3	P	19
Responden 91	4	4	4	3	3	3	3	3	3	3	3	4	4	3	3	3	4	4	3	3	3	4	3	4	4	P	19
Responden 92	4	4	3	4	4	4	4	3	4	3	4	4	4	4	4	4	4	4	3	3	3	4	3	3	3	P	19

Responden 93	4	3	3	3	4	3	3	4	3	3	4	4	4	3	3	4	4	4	3	4	3	4	4	3	4	P	19
Responden 94	4	4	4	4	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	P	19
Responden 95	4	4	4	4	4	3	4	3	4	4	4	4	3	4	4	3	3	3	4	4	3	4	3	3	4	L	19
Responden 96	4	3	4	4	4	4	3	3	3	4	4	4	4	4	4	3	3	4	3	3	3	3	3	3	3	L	16
Responden 97	3	4	3	3	4	4	4	4	3	3	3	4	3	4	3	4	3	3	3	4	3	3	3	3	4	L	16
Responden 98	4	4	3	4	4	2	3	3	4	4	3	4	3	3	4	4	3	3	4	4	4	3	3	3	3	L	16
Responden 99	3	3	4	3	4	3	3	3	3	4	3	3	4	4	4	4	3	4	4	4	3	4	4	4	2	L	16
Responden 100	4	4	4	4	4	4	3	4	4	4	4	4	4	3	4	4	4	4	3	4	4	4	4	3	4	L	16
Responden 101	3	3	4	4	4	4	4	4	3	3	4	3	4	3	3	4	3	3	4	3	3	3	4	3	3	L	16
Responden 102	3	4	4	3	4	4	4	3	4	4	4	3	3	4	3	3	3	3	4	3	4	3	3	4	3	P	17
Responden 103	3	3	3	3	3	4	4	3	3	4	4	3	3	3	3	3	3	3	3	3	3	3	4	3	3	L	16
Responden 104	4	3	2	2	2	3	3	3	3	3	3	2	3	3	4	4	3	4	3	3	4	3	3	4	3	L	16
Responden 105	3	3	3	2	4	3	3	2	3	3	3	3	3	2	3	2	3	2	3	3	3	3	3	2	4	L	17
Responden 106	3	3	4	4	4	4	3	3	4	2	2	3	3	2	3	2	2	3	2	2	4	2	3	3	4	P	17
Responden 107	3	3	4	3	2	2	2	3	4	3	3	2	2	3	3	3	3	3	2	2	4	4	4	2	2	L	16
Responden 108	3	3	4	2	3	2	3	2	3	2	3	2	3	3	2	3	2	3	2	2	3	2	3	3	3	L	16
Responden 109	3	3	4	3	3	3	3	2	4	4	4	3	2	3	2	2	2	2	2	2	2	2	2	3	2	L	16
Responden 110	3	3	4	3	2	3	3	2	4	2	3	1	2	3	3	2	2	3	2	3	2	3	3	3	3	L	17
Responden 111	4	3	2	3	4	2	2	3	3	2	2	1	2	3	2	2	3	3	2	2	4	2	4	3	3	L	16

Responden 112	3	3	2	3	4	3	2	3	3	3	3	1	4	2	4	3	4	4	4	3	2	3	4	3	2	L	16	
Responden 113	2	3	3	3	4	3	2	3	2	3	2	3	4	2	3	3	3	2	2	4	4	4	3	2	1	L	17	
Responden 114	3	3	4	3	3	4	4	4	2	3	2	1	4	4	4	2	2	2	3	4	4	2	3	3	2	P	17	
Responden 115	3	4	4	3	3	4	3	3	3	3	4	3	2	3	4	3	3	3	3	4	3	4	3	3	2	1	L	16
Responden 116	3	3	3	3	3	4	3	3	3	3	4	4	3	3	3	3	3	3	3	3	3	3	4	3	3	4	L	16
Responden 117	3	3	3	3	4	4	4	4	4	4	4	1	4	4	4	4	4	4	3	3	3	3	3	3	3	3	L	15
Responden 118	3	3	4	3	4	4	4	4	4	3	3	1	4	4	4	4	3	4	3	4	4	3	3	3	4	L	16	
Responden 119	3	4	3	4	3	3	4	3	3	4	4	1	4	3	3	4	3	3	3	4	3	3	3	4	3	L	15	
Responden 120	4	3	3	3	3	3	3	3	3	3	3	1	3	4	3	3	3	3	3	3	3	3	3	2	2	1	L	15
<b>Total</b>	358	386	367	325	367	352	353	358	368	355	358	288	375	375	375	368	368	378	345	357	377	355	359	350	342			
<b>Rata-rata</b>	2.98	3.22	3.06	2.71	3.05 8	2.93 3	2.94 2	2.98 3	3.06 7	2.95 8	2.98 3	2.4	3.12 5	3.12 5	3.12 5	3.06 7	3.06 7	3.15	2.87 5	2.97 5	3.14 2	2.95 8	2.99 2	2.91 7	2.85			