

Lampiran 5.1 Kuesioner Penelitian Bagian V Tingkat Kepuasan PT CMI

Responden	Atribut Pertanyaan															
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
1	4	3	3	3	4	3	3	3	3	3	3	4	4	4	4	3
2	4	4	4	4	4	4	4	3	3	3	3	4	4	4	4	3
3	3	3	4	4	3	4	3	4	3	4	3	3	3	4	3	3
4	3	3	4	3	3	3	3	4	4	4	3	4	4	3	4	3
5	3	4	3	4	4	3	3	4	4	4	3	4	3	3	3	3
6	4	4	3	3	4	3	3	3	4	3	3	3	3	3	3	3
7	4	3	3	3	4	3	3	3	4	4	4	3	3	4	4	3
8	3	4	4	3	3	4	3	3	3	3	3	4	3	3	3	4
9	3	3	3	3	3	4	4	3	3	3	3	4	4	3	4	4
10	3	3	4	3	3	3	3	3	3	4	3	3	4	3	3	3
11	4	4	4	4	4	3	3	4	4	4	4	3	3	3	3	3
12	3	3	4	3	4	3	3	4	4	4	3	3	3	4	4	4
13	3	4	3	3	4	3	3	4	4	4	3	4	4	4	4	4
14	4	3	3	3	3	3	3	4	4	3	3	4	3	4	4	4
15	4	4	3	4	3	4	3	3	3	3	3	3	3	3	3	3
16	3	4	3	3	4	4	3	4	3	3	4	4	4	4	3	3
17	4	4	4	3	3	4	4	3	3	3	3	4	4	4	3	3
18	4	3	4	4	3	3	3	3	3	3	3	4	3	3	3	3
19	4	3	3	3	3	3	4	3	3	3	3	3	3	4	3	3
20	3	4	3	3	3	3	3	3	4	3	3	3	3	3	3	3
21	3	4	3	3	4	4	4	4	4	3	3	4	3	4	4	4
22	4	4	4	3	3	4	4	4	4	4	4	4	3	4	4	4
23	3	3	3	3	3	3	3	4	4	4	3	3	3	3	3	4
24	3	3	3	3	4	3	3	4	4	4	4	3	3	3	3	3
<b>Total</b>	<b>83</b>	<b>84</b>	<b>82</b>	<b>78</b>	<b>83</b>	<b>81</b>	<b>78</b>	<b>84</b>	<b>85</b>	<b>83</b>	<b>77</b>	<b>85</b>	<b>80</b>	<b>84</b>	<b>82</b>	<b>80</b>
<b>Bobot</b>	<b>3.46</b>	<b>3.50</b>	<b>3.42</b>	<b>3.25</b>	<b>3.46</b>	<b>3.38</b>	<b>3.25</b>	<b>3.50</b>	<b>3.54</b>	<b>3.458</b>	<b>3.208</b>	<b>3.542</b>	<b>3.33</b>	<b>3.50</b>	<b>3.42</b>	<b>3.333</b>

Lampiran 5.1 Kuesioner Penelitian Bagian V Tingkat Kepuasan PT API

Responden	Atribut Responden															
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
1	3	3	3	3	3	3	3	4	4	4	4	3	3	3	3	3
2	4	3	3	3	3	3	3	3	3	3	3	3	4	3	4	3
3	3	4	3	4	3	3	3	3	4	3	3	3	3	4	4	3
4	3	4	4	4	3	4	3	3	3	3	4	3	3	3	3	4
5	3	3	3	4	3	3	3	4	4	4	4	4	4	4	4	3
6	3	4	3	3	4	4	4	3	4	3	3	3	3	4	3	3
7	4	3	4	3	3	4	3	4	4	3	3	3	4	4	3	3
8	3	4	4	4	3	4	3	3	3	3	3	3	3	3	4	4
9	3	3	3	3	3	3	4	4	4	4	4	4	3	4	3	3
10	3	3	3	3	3	3	4	4	3	3	4	3	3	3	4	4
11	4	4	3	3	4	4	3	4	4	4	4	4	4	3	4	3
12	3	4	3	4	4	3	3	3	3	4	3	3	3	4	3	4
13	3	4	3	4	3	4	3	3	3	3	4	3	3	3	4	3
14	3	3	3	3	3	4	4	4	4	3	3	3	4	4	4	4
15	4	3	3	3	3	4	3	4	4	3	3	3	3	4	3	4
16	4	3	4	3	3	4	3	4	3	3	3	4	4	4	4	3
Total	53	55	52	54	51	57	52	57	57	53	55	52	54	57	57	54
Bobot	3,31	3,44	3,25	3,38	3,19	3,56	3,25	3,56	3,56	3,31	3,44	3,25	3,38	3,56	3,56	3,38

Lampiran 5.3 Kuesioner Penelitian Bagian IV Tingkat Kepuasan PT Dayacipta Kemasindo

Responden	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	Total	$\Sigma Y^2$
PT. STC	3	4	4	4	4	4	4	4	3	4	3	3	4	3	4	4	59	3481
PT. DPN	3	4	3	3	3	3	3	3	4	3	4	3	3	3	3	3	51	2601
PT. ASN	4	4	4	3	3	4	4	3	3	3	3	4	4	3	3	3	55	3025
PT. UTP	3	3	3	4	3	4	3	3	3	3	3	3	3	3	3	3	50	2500
PT. TFI	4	4	3	4	3	3	3	3	4	4	3	3	3	3	4	4	55	3025
PT. TMS	4	3	4	4	4	3	4	4	4	4	4	4	4	4	3	4	60	3600
PT. LSF	4	3	2	3	3	3	4	3	3	3	3	3	3	3	3	3	49	2401
PT. FMK	4	4	4	4	3	4	3	4	4	4	4	3	4	4	3	3	59	3481
PT. CSP	3	3	3	4	3	3	3	4	4	3	3	3	4	4	4	4	55	3025
PT. UNF	4	3	4	3	4	4	3	3	4	3	4	4	3	3	4	4	57	3249
PT. KBB	4	4	4	4	3	3	3	4	3	3	3	4	3	3	3	3	54	2916
PT. MBI	3	3	3	3	4	3	4	4	3	4	3	3	3	4	4	4	55	3025
PT. ISP	4	4	4	4	4	4	4	4	4	3	3	4	4	4	4	4	62	3844
PT. DSI	3	3	4	4	3	4	4	3	3	3	4	3	4	3	3	3	54	2916
PT. TTN	4	4	4	4	3	3	4	3	4	4	4	3	3	3	3	3	56	3136
PT. KPI	3	3	3	4	4	3	3	3	3	3	4	3	3	3	3	3	51	2601
PT. SMU	4	4	3	3	3	4	4	4	4	3	4	3	3	3	4	4	57	3249
PT. RNI	4	4	4	3	3	3	4	3	3	3	3	4	4	3	3	3	54	2916
PT. KMU	3	3	3	4	4	4	3	3	4	3	3	3	3	3	4	4	54	2916
PT. TRI	4	4	4	3	3	3	3	4	3	3	4	3	3	3	3	3	53	2809
PT. MYI	4	4	3	4	4	4	3	4	4	4	4	4	4	4	3	3	60	3600
PT. HABC	4	4	4	3	3	3	4	3	4	4	3	3	3	4	3	3	55	3025
PT. PRS	3	4	3	4	3	3	4	4	3	4	3	3	3	3	4	4	55	3025
PT. SRN	3	4	4	3	3	3	3	3	4	3	3	3	3	4	3	3	52	2704

Lampiran 5.3 Kuesioner Penelitian Bagian IV Tingkat Kepuasan PT Dayacipta Kemasindo (lanjutan)

PT. ASV	4	3	3	4	4	3	4	4	3	4	3	4	3	3	4	3	56	3136
PT. FFZ	4	3	3	4	3	4	4	3	3	4	4	3	3	3	4	4	56	3136
PT. KSP	3	3	4	3	4	3	3	3	3	3	3	3	3	4	4	4	53	2809
PT. SYM	3	4	3	4	3	3	3	4	4	3	4	3	4	4	4	4	57	3249
PT. ADC	3	4	4	4	4	4	4	4	4	4	3	3	3	3	3	3	57	3249
PT. FSK	3	3	3	3	3	4	4	3	4	3	3	4	4	3	3	3	53	2809
PT. TRB	4	4	4	4	4	4	4	4	3	4	4	3	3	3	3	4	59	3481
PT. TMP	4	4	4	3	3	4	3	3	4	4	4	3	3	4	4	4	58	3364
PT. KMS	3	3	4	3	4	3	3	4	4	3	3	3	3	3	3	3	52	2704
PT. KBF	3	4	3	3	3	4	4	4	3	4	3	4	4	3	3	3	55	3025
Pt. SMRU	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	63	3969
PT.BGS	4	3	4	3	4	4	4	4	4	3	4	4	4	3	3	3	58	3364
PT.PPM	4	4	4	4	3	3	4	3	3	3	3	3	3	3	3	3	53	2809
PT.PMK	3	3	3	3	4	4	3	4	3	3	3	3	3	3	3	3	51	2601
PT.GMK	4	4	4	4	3	3	4	4	4	3	4	3	3	3	3	3	56	3136
PT.FNP	4	4	4	4	3	4	4	4	3	3	3	4	3	3	4	4	58	3364
<b>Total</b>	<b>143</b>	<b>144</b>	<b>142</b>	<b>143</b>	<b>136</b>	<b>140</b>	<b>143</b>	<b>142</b>	<b>141</b>	<b>135</b>	<b>137</b>	<b>133</b>	<b>134</b>	<b>131</b>	<b>137</b>	<b>136</b>	<b>2217</b>	<b>123275</b>
$\sum X^2$	521	528	516	521	472	500	521	514	507	465	479	451	458	437	479	472	7841	
$\sum XY$	8437	8496	8378	8437	8024	8260	8437	8378	8319	7965	8083	7847	7906	7729	8083	8024		
$(\sum X)^2$	20449	20736	20164	20449	18496	19600	20449	20164	19881	18225	18769	17689	17956	17161	18769	18496		
Bobot	3.58	3.60	3.55	3.58	3.40	3.50	3.58	3.55	3.53	3.38	3.43	3.33	3.35	3.28	3.43	3.40		



Lampiran 5.4 Uji Validitas tingkat kepuasan (lanjutan)

<b>P9</b>	Pearson Correlation	.094	.143	.133	-.008	.061	.050	-.210	.045	1	.013	.311	.019	.173	.362*	.109	.061	.366*
	Sig. (2-tailed)	.565	.378	.413	.963	.707	.759	.193	.781		.937	.050	.909	.285	.022	.504	.707	.020
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
<b>P10</b>	Pearson Correlation	.144	.211	-.024	.248	.105	.052	.248	.182	.013	1	.065	-.096	-.027	.101	.170	.105	.387*
	Sig. (2-tailed)	.377	.192	.885	.123	.517	.752	.123	.262	.937		.689	.554	.868	.534	.295	.517	.014
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
<b>P11</b>	Pearson Correlation	.330*	.083	.153	.125	.021	.152	-.079	.066	.311	.065	1	-.057	.111	.037	-.023	.021	.365*
	Sig. (2-tailed)	.038	.612	.346	.441	.899	.350	.627	.685	.050	.689		.728	.494	.822	.888	.899	.020
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
<b>P12</b>	Pearson Correlation	.381*	.022	.181	-.051	.196	.267	.273	.198	.019	-.096	-.057	1	.498**	-.069	.051	-.131	.414**
	Sig. (2-tailed)	.015	.894	.264	.753	.225	.096	.089	.220	.909	.554	.728		.001	.673	.753	.421	.008
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
<b>P13</b>	Pearson Correlation	-.005	.064	.125	.101	.043	.314*	.207	.242	.173	-.027	.111	.498**	1	.252	.005	-.064	.466**
	Sig. (2-tailed)	.974	.694	.442	.536	.793	.048	.201	.132	.285	.868	.494	.001		.116	.974	.694	.002
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
<b>P14</b>	Pearson Correlation	-.037	.160	.098	-.037	.069	-.056	-.263	.107	.362*	.101	.037	-.069	.252	1	.263	.297	.343*
	Sig. (2-tailed)	.822	.324	.549	.822	.674	.731	.101	.511	.022	.534	.822	.673	.116		.101	.063	.030
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
<b>P15</b>	Pearson Correlation	.023	-.124	-.125	.228	.227	.051	.023	.168	.109	.170	-.023	.051	.005	.263	1	.846**	.445**
	Sig. (2-tailed)	.888	.446	.442	.158	.159	.757	.888	.301	.504	.295	.888	.753	.974	.101		.000	.004
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
<b>P16</b>	Pearson Correlation	-.021	.042	-.075	.186	.167	.204	-.021	.123	.061	.105	.021	-.131	-.064	.297	.846**	1	.424**
	Sig. (2-tailed)	.899	.799	.646	.251	.304	.206	.899	.449	.707	.517	.899	.421	.694	.063	.000		.006
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
<b>TOTAL</b>	Pearson Correlation	.453**	.369*	.416**	.388*	.327*	.420**	.324*	.504**	.366*	.387*	.365*	.414**	.466**	.343*	.445**	.424**	1
	Sig. (2-tailed)	.003	.019	.008	.013	.040	.007	.041	.001	.020	.014	.020	.008	.002	.030	.004	.006	

Lampiran 5.5 Uji Reliabilitas Tingkat Kepuasan

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.652	.652	16

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
P1	51.85	9.003	.315	.	.629
P2	51.82	9.276	.224	.	.642
P3	51.87	9.035	.259	.	.637
P4	51.85	9.208	.244	.	.639
P5	52.02	9.410	.179	.	.648
P6	51.92	9.097	.277	.	.635
P7	51.85	9.413	.174	.	.649
P8	51.87	8.830	.372	.	.621
P9	51.90	9.272	.218	.	.643
P10	52.05	9.228	.245	.	.639
P11	52.00	9.282	.219	.	.643
P12	52.10	9.169	.280	.	.634
P13	52.07	8.994	.335	.	.627
P14	52.15	9.413	.210	.	.643
P15	52.00	9.026	.307	.	.630
P16	52.02	9.102	.284	.	.634

