

Lampiran 1

KUESIONER PENELITIAN

PENGARUH *PERCEIVED USEFULNESS*, *PERCEIVED EASE OF USE* DAN KUALITAS PELAYANAN TERHADAP KEPUASAN KONSUMEN GOJEK (Studi Kasus Di Wilayah Pejagalan, Jakarta Utara)

Kepada Yth,

Saudara/I Responden

Di – Tempat

Dengan hormat,

Saya yang bertanda tangan di bawah ini:

Nama : FIRMANSYAH SEPTYADI

NIM : 2013-11-250

Adalah mahasiswa S-1 Jurusan Manajemen Universitas Esa Unggul Jakarta Barat.

Dengan ini saya memohon kepada Saudara/I untuk dapat berpartisipasi dalam mengisi kuesioner penelitian ini. Saya menyadari permohonan ini sedikit banyaknya akan mengganggu aktivitas atau ketenangan Saudara/I. Penelitian ini digunakan hanya untuk kepentingan penyelesaian skripsi saya.

Atas kesediaan Saudara/I dalam mengisi kuesioner ini saya ucapkan terima kasih.

Hormat saya,

FIRMANSYAH SEPTYADI

PETUNJUK PENGISIAN

1. Jawablah setiap pernyataan sesuai dengan pendapat Anda.
2. Pilihlah jawaban dengan memberi tanda silang (X) pada salah satu jawaban yang paling sesuai menurut Anda.

A. Data responden:

Nomor responden : ____ (diisi oleh peneliti)

Silahkan beri tanda (X) pada jawaban yang paling tepat dan sesuai.

1. Jenis Kelamin :
 - a. Pria
 - b. Wanita
2. Usia :
 - a. 17 - 24 tahun
 - b. 25 - 34 tahun
 - c. 35 - 44 tahun
 - d. 45 - 54 tahun
 - e. > 54 tahun
3. Pendidikan Terakhir :
 - a. SMA
 - b. D3
 - c. Perguruan Tinggi (S1)
 - d. Pasca Sarjana (S2)
4. Pekerjaan :
 - a. Pelajar / Mahasiswa
 - b. Karyawan / Pegawai
 - c. Pekerja Lepas
 - d. Wiraswasta
 - e. Ibu Rumah Tangga
 - f. Tidak Bekerja
5. Jenis *Operating System* yang digunakan :
 - a. Android
 - b. iOS

B. Pernyataan

Berilah tanda check list (√) pada jawaban yang sesuai dengan pendapat anda.

Keterangan :

STS = Sangat Tidak Setuju = 1 Point

TS = Tidak Setuju = 2 Point

S = Setuju = 3 Point

SS = Sangat Setuju = 4 Point

| No | Pernyataan | Kategori | | | |
|----|--|----------|----|---|----|
| | | STS | TS | S | SS |
| 1 | Aplikasi gojek mampu meningkatkan kinerja | | | | |
| 2 | Dengan menggunakan aplikasi ojek <i>online</i> Gojek menjadikan aktifitas yang dilakukan menjadi lebih mudah. | | | | |
| 3 | Menggunakan aplikasi ojek <i>online</i> Gojek membuat aktifitas lebih cepat terselesaikan. | | | | |
| 4 | Aplikasi ojek <i>online</i> Gojek membuat lebih produktif dalam menggunakan aplikasi tersebut untuk bertransportasi. | | | | |
| 5 | Mengirim paket menjadi lebih cepat dengan menggunakan aplikasi ojek <i>online</i> Gojek. | | | | |
| 6 | Aplikasi ojek <i>online</i> Gojek fleksibel karena dapat dilakukan kapan saja. | | | | |
| 7 | Aplikasi ojek <i>online</i> Gojek bermanfaat. | | | | |
| 8 | Dengan menggunakan aplikasi ojek <i>online</i> Gojek membuat waktu menjadi lebih efisien dalam beraktifitas | | | | |
| 9 | Aplikasi ojek <i>online</i> Gojek mudah dimengerti. | | | | |
| 10 | Tidak dibutuhkan banyak usaha dalam menggunakan aplikasi ojek <i>online</i> gojek | | | | |
| 11 | Aplikasi ojek <i>online</i> gojek mudah digunakan. | | | | |
| 12 | Aplikasi Gojek tidak sering terjadi <i>error</i> . | | | | |
| 13 | Saya langsung dapat menggunakan aplikasi ojek <i>online</i> gojek dengan baik saat pertama kali | | | | |

| No | Pernyataan | Kategori | | | |
|----|---|----------|----|---|----|
| | | STS | TS | S | SS |
| | memesan ojek lewat aplikasi tersebut. | | | | |
| 14 | Tidak membutuhkan banyak usaha untuk dapat memesan ojek dengan menggunakan aplikasi ojek <i>online</i> Gojek. | | | | |
| 15 | Mudah jika memesan ojek menggunakan aplikasi ojek <i>online</i> Gojek | | | | |
| 16 | Menggunakan aplikasi ojek <i>online</i> Gojek membuat aktifitas menjadi lebih mudah sesuai dengan keinginan untuk memesan jenis pelayanan dari Gojek. | | | | |
| 17 | Dengan memesan jasa gojek segala aktifitas menjadi lebih mudah. | | | | |
| 18 | Bertransportasi dengan menggunakan gojek cepat sampai di lokasi tujuan yang diinginkan. | | | | |
| 19 | Penjemputan dari <i>driver</i> gojek cepat | | | | |
| 20 | <i>Driver</i> Gojek sangat cepat merespon permintaan pelayanan pelanggan | | | | |
| 21 | Pembayaran melalui Gopay sangat aman | | | | |
| 22 | <i>Driver</i> Gojek selalu berkelakuan baik dan bersikap sopan terhadap <i>customer</i> | | | | |
| 23 | <i>Driver</i> Gojek selalu menawarkan masker sebelum memulai perjalanan. | | | | |
| 24 | <i>Driver</i> Gojek selalu menawarkan jas hujan ketika cuaca sedang hujan | | | | |
| 25 | <i>Driver</i> Gojek selalu menggunakan GPS <i>smarthphone</i> jika tidak tahu rute perjalanan yang ditempuh. | | | | |
| 26 | <i>Driver</i> Gojek berpenampilan rapi berbeda dengan <i>driver</i> ojek lainnya | | | | |
| 27 | Saya merasa puas dengan pelayaan Gojek | | | | |
| 28 | Saya merasa puas dengan segala bentuk pelayanan tambahan berupa masker yang diberikan oleh <i>driver</i> gojek. | | | | |
| 29 | Saya merasa puas sehingga berminat menggunakan jasa aplikasi ojek <i>online</i> gojek kembali demi menunjang aktifitas sehari-hari. | | | | |
| 30 | Saya merasa puas sehingga berminat menggunakan jasa ojek <i>online</i> gojek kembali karena mendapatkan <i>showercap</i> . | | | | |
| 31 | Saya merasa puas dengan pelayanan yang | | | | |

| No | Pernyataan | Kategori | | | |
|----|--|----------|----|---|----|
| | | STS | TS | S | SS |
| | diberikan oleh driver gojek sehingga akan merekomendasikan jasa ojek <i>online</i> Gojek kepada teman. | | | | |
| 32 | Saya merasa puas dengan kemudahan memesan ojek online lewat aplikasi gojek sehingga merekomendasikan jasa tersebut kepada teman. | | | | |

Lampiran 2

Data Tabulasi Karakteristik 30 Responden

| Keterangan | | Jumlah Responden | Total |
|-------------------------|-----------------------|-------------------------|--------------|
| Jenis Kelamin | Laki – Laki | 13 | 30 |
| | Perempuan | 17 | |
| Usia | 17 – 24 Tahun | 14 | 30 |
| | 25 – 34 Tahun | 7 | |
| | 35 – 44 Tahun | 5 | |
| | 45 – 54 Tahun | 3 | |
| | > 54 Tahun | 1 | |
| Pendidikan Terakhir | SMA | 22 | 30 |
| | D3 | 2 | |
| | Perguruan Tinggi (S1) | 5 | |
| | Pasca Sarjana (S2) | 1 | |
| Pekerjaan | Pelajar / Mahasiswa | 16 | 30 |
| | Karyawan / Pegawai | 8 | |
| | Pekerja Lepas | 2 | |
| | Wiraswasta | 1 | |
| | Ibu Rumah Tangga | 1 | |
| | Tidak Bekerja | 2 | |
| <i>Operating System</i> | Android | 22 | 30 |
| | iOS | 8 | |

Lampiran 3

Data Tabulasi Karakteristik 160 Responden

| Keterangan | | Jumlah Responden | Total |
|---------------------|-----------------------|------------------|-------|
| Jenis Kelamin | Laki – Laki | 118 | 160 |
| | Perempuan | 42 | |
| Usia | 17 – 24 Tahun | 94 | 160 |
| | 25 – 34 Tahun | 40 | |
| | 35 – 44 Tahun | 12 | |
| | 45 – 54 Tahun | 9 | |
| | > 54 Tahun | 5 | |
| Pendidikan Terakhir | SMA | 78 | 160 |
| | D3 | 27 | |
| | Perguruan Tinggi (S1) | 51 | |
| | Pasca Sarjana (S2) | 4 | |
| Pekerjaan | Pelajar / Mahasiswa | 75 | 160 |
| | Karyawan / Pegawai | 58 | |
| | Pekerja Lepas | 14 | |
| | Wiraswasta | 6 | |
| | Ibu Rumah Tangga | 3 | |
| | Tidak Bekerja | 4 | |
| Operating System | Android | 112 | 160 |
| | iOS | 58 | |

Lampiran 4

Tabulasi Data *Pre-Test* 30 Responden

| No Responden | Perceived Usefulness (X1) | | | | | Perceived Ease Of Use (X2) | | | | | | | | Kualitas Pelayanan (X3) | | | | | | | | | | Kepuasan Konsumen (Y) | | | | | | Score_Total | | | | |
|--------------|---------------------------|---|---|---|---|----------------------------|---|---|---|----|----|----|----|-------------------------|----|----|----|----|----|----|----|----|----|-----------------------|----|----|----|----|----|-------------|----|-----|-----|-----|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | | 30 | 31 | 32 | |
| 1 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 100 | |
| 2 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 109 | |
| 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 122 | |
| 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 107 | | |
| 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 120 | |
| 6 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 122 | |
| 7 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 111 | |
| 8 | 3 | 3 | 3 | 3 | 2 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 2 | 97 | |
| 9 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 120 | |
| 10 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 118 | |
| 11 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 126 | |
| 12 | 4 | 4 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 2 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 109 | |
| 13 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 118 | |
| 14 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 109 | |
| 15 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 113 | |
| 16 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 114 | |
| 17 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 111 | |
| 18 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 105 | |
| 19 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 112 |
| 20 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 114 | |
| 21 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 110 | |
| 22 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 105 | |
| 23 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 114 | |
| 24 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 104 | |
| 25 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 120 | |
| 26 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 103 | |
| 27 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 94 | |
| 28 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 123 | |
| 29 | 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 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 96 | |
| 30 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 120 | |

Lampiran 5

Tabulasi Data 160 Responden

| No Responden | Perceived Usefulness (X1) | | | | | | | | Total | Perceived Ease Of Use (X2) | | | | | | | | Total | Kualitas Pelayanan (X3) | | | | | | | | | | Total | Kepuasan Konsumen (Y) | | | | | | Total |
|--------------|---------------------------|----|----|----|----|----|----|----|-------|----------------------------|-----|-----|-----|-----|-----|-----|-----|-------|-------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|-----------------------|-----|-----|-----|-----|-----|-------|
| | 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 | P26 | | P27 | P28 | P29 | P30 | P31 | P32 | |
| 1 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 29 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 28 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 32 | 3 | 3 | 3 | 3 | 4 | 3 | 19 |
| 2 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 28 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 27 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 32 | 4 | 4 | 4 | 3 | 4 | 4 | 23 |
| 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 27 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 30 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 39 | 4 | 3 | 4 | 4 | 3 | 4 | 22 | |
| 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 28 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 27 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 35 | 4 | 3 | 4 | 4 | 3 | 4 | 22 | |
| 5 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 26 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 28 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 39 | 3 | 4 | 3 | 3 | 4 | 3 | 20 | |
| 6 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 28 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 29 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 37 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | |
| 7 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 28 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 30 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 36 | 3 | 4 | 3 | 3 | 4 | 3 | 20 | |
| 8 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 29 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 4 | 23 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 28 | 4 | 4 | 4 | 4 | 3 | 4 | 23 | |
| 9 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 28 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 29 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 39 | 3 | 4 | 3 | 3 | 4 | 3 | 20 | |
| 10 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 28 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 30 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 | 4 | 3 | 3 | 3 | 4 | 3 | 20 | |
| 11 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 29 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 30 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | |
| 12 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 28 | 4 | 2 | 3 | 4 | 4 | 3 | 4 | 3 | 27 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 2 | 3 | 33 | 3 | 3 | 3 | 3 | 4 | 3 | 19 |
| 13 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 2 | 28 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 29 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 36 | 3 | 4 | 3 | 4 | 4 | 3 | 21 | |
| 14 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 29 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 28 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 35 | 3 | 4 | 3 | 3 | 4 | 4 | 21 | |
| 15 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 28 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 30 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 36 | 3 | 4 | 3 | 3 | 4 | 3 | 20 | |
| 16 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 28 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 29 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 35 | 4 | 3 | 4 | 4 | 3 | 4 | 22 | |
| 17 | 3 | 3 | 3 | 4 | 2 | 3 | 3 | 4 | 25 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 27 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 34 | 3 | 3 | 3 | 4 | 3 | 3 | 19 | |
| 18 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 26 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 27 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 33 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | |
| 19 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 30 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 28 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 37 | 4 | 3 | 4 | 4 | 3 | 4 | 22 | |
| 20 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 24 | 3 | 4 | 3 | 4 | 4 | 3 | 2 | 3 | 26 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 35 | 4 | 3 | 4 | 3 | 3 | 4 | 21 | |
| 21 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 29 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 29 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 38 | 3 | 3 | 3 | 3 | 3 | 4 | 19 | |
| 22 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 27 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 28 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 37 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | |
| 23 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 30 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 28 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 34 | 4 | 3 | 4 | 4 | 3 | 4 | 22 | |
| 24 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 28 | 4 | 4 | 3 | 3 | 4 | 3 | 2 | 4 | 27 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 32 | 3 | 4 | 3 | 3 | 4 | 3 | 20 | |
| 25 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 28 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 29 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 38 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | |
| 26 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 24 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 28 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 33 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | |
| 27 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 28 | 3 | 2 | 3 | 3 | 4 | 3 | 4 | 4 | 26 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 29 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | |
| 28 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 30 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 28 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 38 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | |
| 29 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 29 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 25 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 | 4 | 4 | 4 | 4 | 3 | 3 | 22 | |
| 30 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 32 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 29 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 39 | 4 | 4 | 4 | 3 | 4 | 4 | 23 | |
| 31 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 27 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 26 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 33 | 3 | 3 | 3 | 3 | 3 | 4 | 19 | |
| 32 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 30 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 28 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 33 | 4 | 4 | 3 | 4 | 3 | 3 | 21 | |

Tabulasi Data 160 Responden

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|----|---|---|---|---|---|---|---|----|----|---|---|---|---|---|---|---|---|---|----|----|----|---|---|---|---|----|----|----|
| 33 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 28 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 30 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 | 3 | 4 | 4 | 4 | 4 | 4 | 23 |
| 34 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 30 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 28 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 34 | 3 | 4 | 3 | 4 | 4 | 3 | 21 | |
| 35 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 28 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 29 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 | 4 | 3 | 4 | 3 | 3 | 4 | 21 | |
| 36 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 30 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 30 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 38 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | |
| 37 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 26 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 27 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 36 | 4 | 3 | 3 | 3 | 3 | 4 | 20 | |
| 38 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 28 | 4 | 3 | 2 | 4 | 3 | 4 | 3 | 3 | 26 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 4 | 28 | 3 | 3 | 3 | 3 | 4 | 2 | 18 | |
| 39 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 26 | 4 | 4 | 4 | 3 | 4 | 2 | 2 | 3 | 26 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 | 4 | 3 | 4 | 3 | 3 | 4 | 21 | |
| 40 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 28 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 29 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 38 | 4 | 4 | 3 | 4 | 3 | 3 | 21 | |
| 41 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 31 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 30 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 4 | 4 | 3 | 4 | 4 | 4 | 23 | |
| 42 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 28 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 28 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 2 | 4 | 3 | 34 | 3 | 3 | 4 | 3 | 3 | 3 | 19 | |
| 43 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 29 | 3 | 4 | 4 | 4 | 3 | 2 | 4 | 4 | 28 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 35 | 4 | 3 | 4 | 3 | 4 | 4 | 22 | |
| 44 | 4 | 4 | 4 | 4 | 3 | 3 | 2 | 4 | 28 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 28 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 34 | 4 | 3 | 3 | 4 | 3 | 3 | 20 | |
| 45 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 26 | 3 | 4 | 4 | 3 | 3 | 4 | 2 | 3 | 26 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 37 | 4 | 3 | 3 | 3 | 3 | 4 | 20 | |
| 46 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 28 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 28 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 35 | 3 | 4 | 4 | 4 | 4 | 4 | 23 | |
| 47 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 31 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 27 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 34 | 3 | 3 | 4 | 3 | 4 | 4 | 21 | |
| 48 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 26 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 25 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 32 | 3 | 3 | 4 | 3 | 3 | 3 | 19 | |
| 49 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 29 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 26 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 35 | 3 | 4 | 3 | 4 | 4 | 3 | 21 | |
| 50 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 28 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 26 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 36 | 3 | 4 | 4 | 4 | 3 | 3 | 21 | |
| 51 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 27 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 27 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 36 | 3 | 3 | 3 | 4 | 3 | 3 | 19 | |
| 52 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 29 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 27 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 36 | 3 | 3 | 3 | 3 | 3 | 4 | 19 | |
| 53 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 24 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 28 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 34 | 3 | 4 | 4 | 4 | 4 | 3 | 22 | |
| 54 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 29 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 27 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 32 | 4 | 3 | 3 | 3 | 3 | 3 | 19 | |
| 55 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 26 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 28 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 36 | 4 | 4 | 4 | 4 | 4 | 3 | 23 | |
| 56 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 25 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 25 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 32 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | | |
| 57 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 29 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 25 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 29 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | |
| 58 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 31 | 4 | 4 | 3 | 4 | 4 | 2 | 3 | 3 | 27 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 37 | 4 | 4 | 4 | 4 | 4 | 3 | 23 | |
| 59 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 27 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 24 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | |
| 60 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 27 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 3 | 28 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 39 | 4 | 4 | 3 | 4 | 3 | 4 | 22 | |
| 61 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 25 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 28 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 38 | 4 | 4 | 3 | 4 | 3 | 3 | 21 | |
| 62 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 30 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 29 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 4 | 4 | 3 | 4 | 4 | 4 | 23 | |
| 63 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 30 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 28 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 2 | 4 | 3 | 34 | 3 | 3 | 4 | 3 | 3 | 3 | 19 | |
| 64 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 30 | 3 | 4 | 4 | 4 | 3 | 2 | 3 | 3 | 26 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 35 | 4 | 3 | 4 | 3 | 4 | 4 | 22 | |

Tabulasi Data 160 Responden

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|----|---|---|---|---|---|---|---|----|----|---|---|---|---|---|---|---|---|---|----|----|---|---|---|---|---|----|----|
| 65 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 28 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 26 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 34 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| 66 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 28 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 30 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 37 | 4 | 3 | 3 | 3 | 3 | 4 | 20 |
| 67 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 28 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 29 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 35 | 3 | 4 | 4 | 4 | 4 | 4 | 23 |
| 68 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 29 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 28 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 34 | 3 | 3 | 4 | 3 | 4 | 4 | 21 |
| 69 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 30 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 27 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 32 | 4 | 4 | 4 | 3 | 3 | 3 | 21 |
| 70 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 28 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 29 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 35 | 3 | 4 | 3 | 4 | 4 | 3 | 21 |
| 71 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 28 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 26 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 36 | 3 | 4 | 4 | 4 | 3 | 3 | 21 |
| 72 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 25 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 27 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 36 | 3 | 3 | 3 | 4 | 3 | 3 | 19 |
| 73 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 29 | 3 | 3 | 3 | 3 | 2 | 3 | 4 | 4 | 25 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 36 | 3 | 3 | 3 | 3 | 3 | 4 | 19 |
| 74 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 31 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 28 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 34 | 3 | 4 | 4 | 4 | 4 | 3 | 22 |
| 75 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 28 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 25 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 32 | 4 | 3 | 3 | 3 | 3 | 3 | 19 |
| 76 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 27 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 28 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 36 | 4 | 4 | 4 | 4 | 4 | 3 | 23 |
| 77 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 29 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 24 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 32 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| 78 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 28 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 24 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 29 | 4 | 4 | 4 | 4 | 3 | 3 | 22 |
| 79 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 27 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 31 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 37 | 4 | 4 | 4 | 4 | 4 | 3 | 23 |
| 80 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 28 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 25 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| 81 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 28 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 31 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 39 | 4 | 4 | 3 | 4 | 3 | 4 | 22 |
| 82 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 29 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 27 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 32 | 3 | 3 | 3 | 3 | 4 | 3 | 19 |
| 83 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 29 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 26 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 32 | 4 | 4 | 4 | 3 | 4 | 4 | 23 |
| 84 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 28 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 29 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 39 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| 85 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 30 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 29 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 35 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| 86 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 28 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 28 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 39 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| 87 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 27 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 29 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 37 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 88 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 30 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 29 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 36 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| 89 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 28 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 23 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 28 | 3 | 3 | 3 | 4 | 3 | 3 | 19 | |
| 90 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 29 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 29 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 39 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| 91 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 28 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 30 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 | 4 | 4 | 4 | 3 | 4 | 4 | 23 |
| 92 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 30 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 31 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 93 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 29 | 4 | 2 | 4 | 4 | 3 | 3 | 4 | 3 | 27 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 2 | 3 | 33 | 4 | 4 | 3 | 3 | 4 | 3 | 21 |
| 94 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 28 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 29 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 36 | 3 | 4 | 3 | 4 | 4 | 3 | 21 |
| 95 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 29 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 29 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 35 | 3 | 4 | 3 | 3 | 4 | 4 | 21 |
| 96 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 29 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 29 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 36 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |

Tabulasi Data 160 Responden

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----|---|---|---|---|---|---|---|---|----|---|---|---|---|---|---|---|---|----|----|---|---|---|---|---|---|---|---|----|----|----|---|---|---|---|----|----|----|
| 97 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 28 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 30 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 35 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| 98 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 29 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 28 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 34 | 3 | 3 | 3 | 4 | 3 | 3 | 19 | |
| 99 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 26 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 27 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 33 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | | |
| 100 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 28 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 29 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 37 | 4 | 3 | 4 | 4 | 3 | 4 | 22 | |
| 101 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 27 | 3 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 29 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 35 | 4 | 3 | 4 | 3 | 3 | 4 | 21 | |
| 102 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 28 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 30 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 38 | 3 | 3 | 3 | 3 | 3 | 4 | 19 | |
| 103 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 28 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 27 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 37 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | |
| 104 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 29 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 29 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 34 | 4 | 3 | 4 | 4 | 3 | 4 | 22 | |
| 105 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 30 | 4 | 4 | 3 | 3 | 4 | 2 | 3 | 3 | 26 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 32 | 3 | 4 | 3 | 3 | 4 | 3 | 20 | |
| 106 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 32 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 30 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 38 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | |
| 107 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 26 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 27 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 33 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | | |
| 108 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 27 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 23 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 29 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | |
| 109 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 28 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 30 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 38 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | |
| 110 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 29 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 25 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | |
| 111 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 28 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 29 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 39 | 4 | 4 | 4 | 3 | 4 | 4 | 23 | |
| 112 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 27 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 27 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 33 | 3 | 3 | 3 | 3 | 3 | 4 | 19 | |
| 113 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 28 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 26 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 33 | 4 | 4 | 3 | 4 | 3 | 3 | 21 | |
| 114 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 28 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 28 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 39 | 3 | 4 | 4 | 4 | 4 | 4 | 23 | |
| 115 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 28 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 28 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 34 | 3 | 4 | 3 | 4 | 4 | 3 | 21 | |
| 116 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 27 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 26 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 | 4 | 3 | 4 | 3 | 3 | 4 | 21 | |
| 117 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 28 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 29 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 38 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | |
| 118 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 28 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 27 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 36 | 4 | 3 | 3 | 3 | 3 | 4 | 20 | |
| 119 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 27 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 29 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 4 | 28 | 4 | 4 | 3 | 3 | 4 | 2 | 20 | |
| 120 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 28 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 29 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 | 4 | 3 | 4 | 3 | 3 | 4 | 21 | |
| 121 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 28 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 30 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 39 | 3 | 4 | 3 | 3 | 4 | 3 | 20 | |
| 122 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 27 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 29 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 | 4 | 4 | 4 | 3 | 4 | 4 | 23 | |
| 123 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 27 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 31 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 4 | 4 | 4 | 4 | 4 | 3 | 23 | |
| 124 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 27 | 4 | 2 | 4 | 4 | 3 | 4 | 3 | 3 | 27 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 2 | 3 | 33 | 3 | 3 | 3 | 3 | 4 | 4 | 20 | |
| 125 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 26 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 30 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 36 | 3 | 4 | 3 | 4 | 4 | 3 | 21 | |
| 126 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 28 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 29 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 35 | 3 | 4 | 3 | 3 | 4 | 3 | 20 | |
| 127 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 27 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 30 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 36 | 3 | 4 | 3 | 3 | 4 | 4 | 21 | |
| 128 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 29 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 28 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 35 | 4 | 3 | 4 | 4 | 3 | 3 | 21 | |

Tabulasi Data 160 Responden

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----|---|---|---|---|---|---|---|---|----|---|---|---|---|---|---|---|---|----|---|---|---|---|---|---|---|---|---|---|----|----|---|---|---|---|---|----|----|
| 129 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 2 | 26 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 29 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 34 | 3 | 3 | 3 | 4 | 3 | 4 | 20 |
| 130 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 28 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 28 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 33 | 3 | 3 | 3 | 3 | 3 | 4 | 19 | |
| 131 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 28 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 28 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 37 | 4 | 3 | 4 | 4 | 3 | 3 | 21 | |
| 132 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 27 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 30 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 35 | 4 | 3 | 4 | 3 | 3 | 3 | 20 | |
| 133 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 28 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 28 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 38 | 3 | 3 | 3 | 3 | 3 | 4 | 19 | |
| 134 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 27 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 27 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 37 | 3 | 4 | 3 | 3 | 3 | 4 | 20 | |
| 135 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 27 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 29 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 34 | 4 | 3 | 4 | 4 | 3 | 4 | 22 | |
| 136 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 28 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 27 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 32 | 3 | 3 | 3 | 3 | 4 | 3 | 19 | |
| 137 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 28 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 30 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 32 | 4 | 4 | 4 | 3 | 4 | 4 | 23 | |
| 138 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 27 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 29 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 39 | 4 | 3 | 4 | 4 | 3 | 4 | 22 | |
| 139 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 29 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 26 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 35 | 4 | 3 | 4 | 4 | 3 | 4 | 22 | |
| 140 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 27 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 31 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 39 | 3 | 4 | 3 | 3 | 4 | 3 | 20 | |
| 141 | 4 | 4 | 2 | 2 | 4 | 4 | 2 | 4 | 26 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 31 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 37 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | |
| 142 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 30 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 27 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 36 | 3 | 4 | 3 | 3 | 4 | 3 | 20 | |
| 143 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 29 | 2 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 26 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 28 | 3 | 3 | 3 | 4 | 3 | 3 | 19 | |
| 144 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 28 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 31 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 39 | 3 | 4 | 3 | 3 | 4 | 3 | 20 | |
| 145 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 29 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 31 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 | 4 | 4 | 4 | 3 | 4 | 4 | 23 | |
| 146 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 28 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 32 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | |
| 147 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 28 | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 25 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 2 | 3 | 33 | 3 | 3 | 3 | 3 | 4 | 3 | 19 | |
| 148 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 28 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 27 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 36 | 3 | 4 | 3 | 4 | 4 | 3 | 21 | |
| 149 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 24 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 28 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 35 | 3 | 4 | 3 | 3 | 4 | 4 | 21 | |
| 150 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 25 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 27 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 36 | 3 | 4 | 3 | 3 | 4 | 3 | 20 | |
| 151 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 30 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 25 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 35 | 4 | 3 | 4 | 4 | 3 | 4 | 22 | |
| 152 | 4 | 4 | 4 | 4 | 3 | 2 | 3 | 4 | 28 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 24 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 34 | 3 | 3 | 3 | 4 | 3 | 3 | 19 | |
| 153 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 29 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 24 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 33 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | |
| 154 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 26 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 26 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 37 | 4 | 3 | 4 | 4 | 3 | 4 | 22 | |
| 155 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 28 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 29 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 35 | 4 | 3 | 4 | 3 | 3 | 4 | 21 | |
| 156 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 27 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 30 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 38 | 3 | 3 | 3 | 3 | 3 | 4 | 19 | |
| 157 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 28 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 25 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 37 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | |
| 158 | 4 | 3 | 4 | 4 | 3 | 4 | 2 | 4 | 28 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 28 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 34 | 4 | 3 | 4 | 4 | 3 | 4 | 22 | |
| 159 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 29 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 28 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 32 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| 160 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 24 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 28 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 38 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |

Lampiran 7**Hasil Uji Reliabilitas 30 Responden****Reliability Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .910 | 32 |

Lampiran 8

Hasil Uji Asumsi Klasik

1. Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

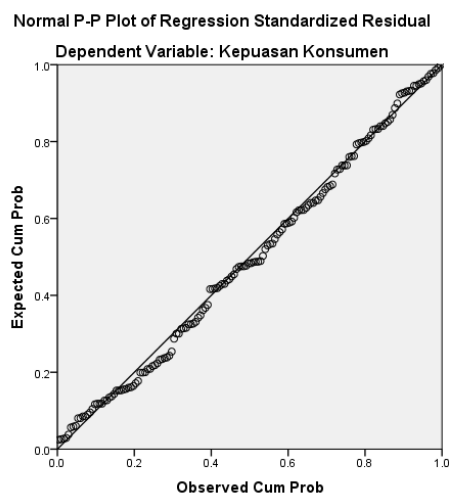
| | | Unstandardized Residual |
|----------------------------------|----------------|----------------------------|
| N | | 160 |
| Normal Parameters ^{a,b} | Mean | .0000000 |
| | Std. Deviation | 1.47988199 |
| Most Extreme Differences | Absolute | .053 |
| | Positive | .053 |
| | Negative | -.037 |
| Test Statistic | | .053 |
| Asymp. Sig. (2-tailed) | | .200 ^{c,d} |

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.



2. Uji Multikolinieritas

| Model | Tolerance | VIF |
|-----------------------------|------------------|------------|
| <i>Perceived Usefulness</i> | ,996 | 1,004 |
| Perceived Ease Of Use | ,570 | 1,754 |
| Kualitas Pelayanan | ,571 | 1,752 |

3. Uji Auto Korelasi

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate | Durbin-Watson |
|-------|-------------------|----------|-------------------|----------------------------|---------------|
| 1 | ,553 ^a | ,306 | ,293 | 1494 | 2,448 |

Lampiran 9

Hasil Uji Regresi Linier Berganda, Uji t Dan Uji F

Descriptive Statistics

| | Mean | Std. Deviation | N |
|-----------------------|-------|----------------|-----|
| Kepuasan Konsumen | 20.82 | 1.776 | 160 |
| Perceived Usefulness | 27.98 | 1.509 | 160 |
| Perceived Ease Of Use | 27.81 | 1.857 | 160 |
| Kualitas Pelayanan | 35.29 | 2.985 | 160 |

Correlations

| | | Kepuasan Konsumen | Perceived Usefulness | Perceived Ease Of Use | Kualitas Pelayanan |
|---------------------|-----------------------|-------------------|----------------------|-----------------------|--------------------|
| Pearson Correlation | Kepuasan Konsumen | 1.000 | .195 | .476 | .470 |
| | Perceived Usefulness | .195 | 1.000 | .036 | -.012 |
| | Perceived Ease Of Use | .476 | .036 | 1.000 | .654 |
| | Kualitas Pelayanan | .470 | -.012 | .654 | 1.000 |
| Sig. (1-tailed) | Kepuasan Konsumen | . | .007 | .000 | .000 |
| | Perceived Usefulness | .007 | . | .323 | .438 |
| | Perceived Ease Of Use | .000 | .323 | . | .000 |
| | Kualitas Pelayanan | .000 | .438 | .000 | . |
| N | Kepuasan Konsumen | 160 | 160 | 160 | 160 |
| | Perceived Usefulness | 160 | 160 | 160 | 160 |
| | Perceived Ease Of Use | 160 | 160 | 160 | 160 |
| | Kualitas Pelayanan | 160 | 160 | 160 | 160 |

Variables Entered/Removed^a

| Model | Variables Entered | Variables Removed | Method |
|-------|--|-------------------|--------|
| 1 | Kualitas Pelayanan, Perceived Usefulness, Perceived Ease Of Use ^b | . | Enter |

a. Dependent Variable: Kepuasan Konsumen

b. All requested variables entered.

Model Summary^b

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate | Durbin-Watson |
|-------|-------------------|----------|-------------------|----------------------------|---------------|
| 1 | .553 ^a | .306 | .293 | 1.494 | 2.448 |

a. Predictors: (Constant), Kualitas Pelayanan, Perceived Usefulness, Perceived Ease Of Use

b. Dependent Variable: Kepuasan Konsumen

ANOVA^a

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|-----|-------------|--------|-------------------|
| 1 | Regression | 153.526 | 3 | 51.175 | 22.926 | .000 ^b |
| | Residual | 348.218 | 156 | 2.232 | | |
| | Total | 501.744 | 159 | | | |

a. Dependent Variable: Kepuasan Konsumen

b. Predictors: (Constant), Kualitas Pelayanan, Perceived Usefulness, Perceived Ease Of Use

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
|-------|-----------------------|-----------------------------|------------|---------------------------|-------|------|-------------------------|-------|
| | | B | Std. Error | Beta | | | Tolerance | VIF |
| 1 | (Constant) | 1.084 | 2.809 | | .386 | .700 | | |
| | Perceived Usefulness | .222 | .079 | .189 | 2.826 | .005 | .996 | 1.004 |
| | Perceived Ease Of Use | .267 | .085 | .279 | 3.163 | .002 | .570 | 1.754 |
| | Kualitas Pelayanan | .172 | .053 | .290 | 3.280 | .001 | .571 | 1.752 |

a. Dependent Variable: Kepuasan Konsumen

Collinearity Diagnostics^a

| Model | Dimension | Eigenvalue | Condition Index | Variance Proportions | | | |
|-------|-----------|------------|-----------------|----------------------|----------------------|-----------------------|--------------------|
| | | | | (Constant) | Perceived Usefulness | Perceived Ease Of Use | Kualitas Pelayanan |
| 1 | 1 | 3.991 | 1.000 | .00 | .00 | .00 | .00 |
| | 2 | .006 | 26.054 | .03 | .19 | .04 | .29 |
| | 3 | .002 | 46.421 | .01 | .12 | .80 | .71 |
| | 4 | .001 | 58.227 | .96 | .69 | .17 | .00 |

a. Dependent Variable: Kepuasan Konsumen

Residuals Statistics^a

| | Minimum | Maximum | Mean | Std. Deviation | N |
|-----------------------------------|---------|---------|-------|----------------|-----|
| Predicted Value | 18.23 | 22.93 | 20.82 | .983 | 160 |
| Std. Predicted Value | -2.632 | 2.152 | .000 | 1.000 | 160 |
| Standard Error of Predicted Value | .121 | .480 | .227 | .065 | 160 |
| Adjusted Predicted Value | 18.23 | 22.89 | 20.81 | .985 | 160 |
| Residual | -2.947 | 4.496 | .000 | 1.480 | 160 |
| Std. Residual | -1.973 | 3.009 | .000 | .991 | 160 |
| Stud. Residual | -1.984 | 3.100 | .001 | 1.004 | 160 |
| Deleted Residual | -2.982 | 4.772 | .004 | 1.520 | 160 |
| Stud. Deleted Residual | -2.003 | 3.190 | .002 | 1.010 | 160 |
| Mahal. Distance | .056 | 15.431 | 2.981 | 2.402 | 160 |
| Cook's Distance | .000 | .148 | .007 | .015 | 160 |
| Centered Leverage Value | .000 | .097 | .019 | .015 | 160 |

a. Dependent Variable: Kepuasan Konsumen

Lampiran 11**Tabel Nilai r *Product Moment***

| df = (N-2) | Tingkat signifikansi untuk uji satu arah | | | | |
|------------|--|--------|--------|--------|--------|
| | 0.05 | 0.025 | 0.01 | 0.005 | 0.0005 |
| | Tingkat signifikansi untuk uji dua arah | | | | |
| | 0.1 | 0.05 | 0.02 | 0.01 | 0.001 |
| 1 | 0.9877 | 0.9969 | 0.9995 | 0.9999 | 1.0000 |
| 2 | 0.9000 | 0.9500 | 0.9800 | 0.9900 | 0.9990 |
| 3 | 0.8054 | 0.8783 | 0.9343 | 0.9587 | 0.9911 |
| 4 | 0.7293 | 0.8114 | 0.8822 | 0.9172 | 0.9741 |
| 5 | 0.6694 | 0.7545 | 0.8329 | 0.8745 | 0.9509 |
| 6 | 0.6215 | 0.7067 | 0.7887 | 0.8343 | 0.9249 |
| 7 | 0.5822 | 0.6664 | 0.7498 | 0.7977 | 0.8983 |
| 8 | 0.5494 | 0.6319 | 0.7155 | 0.7646 | 0.8721 |
| 9 | 0.5214 | 0.6021 | 0.6851 | 0.7348 | 0.8470 |
| 10 | 0.4973 | 0.5760 | 0.6581 | 0.7079 | 0.8233 |
| 11 | 0.4762 | 0.5529 | 0.6339 | 0.6835 | 0.8010 |
| 12 | 0.4575 | 0.5324 | 0.6120 | 0.6614 | 0.7800 |
| 13 | 0.4409 | 0.5140 | 0.5923 | 0.6411 | 0.7604 |
| 14 | 0.4259 | 0.4973 | 0.5742 | 0.6226 | 0.7419 |
| 15 | 0.4124 | 0.4821 | 0.5577 | 0.6055 | 0.7247 |
| 16 | 0.4000 | 0.4683 | 0.5425 | 0.5897 | 0.7084 |
| 17 | 0.3887 | 0.4555 | 0.5285 | 0.5751 | 0.6932 |
| 18 | 0.3783 | 0.4438 | 0.5155 | 0.5614 | 0.6788 |
| 19 | 0.3687 | 0.4329 | 0.5034 | 0.5487 | 0.6652 |
| 20 | 0.3598 | 0.4227 | 0.4921 | 0.5368 | 0.6524 |
| 21 | 0.3515 | 0.4132 | 0.4815 | 0.5256 | 0.6402 |
| 22 | 0.3438 | 0.4044 | 0.4716 | 0.5151 | 0.6287 |

| | | | | | |
|------------|--|--------|--------|--------|--------|
| 23 | 0.3365 | 0.3961 | 0.4622 | 0.5052 | 0.6178 |
| 24 | 0.3297 | 0.3882 | 0.4534 | 0.4958 | 0.6074 |
| 25 | 0.3233 | 0.3809 | 0.4451 | 0.4869 | 0.5974 |
| 26 | 0.3172 | 0.3739 | 0.4372 | 0.4785 | 0.5880 |
| df = (N-2) | Tingkat signifikansi untuk uji satu arah | | | | |
| | 0.05 | 0.025 | 0.01 | 0.005 | 0.0005 |
| | Tingkat signifikansi untuk uji dua arah | | | | |
| | 0.1 | 0.05 | 0.02 | 0.01 | 0.001 |
| 27 | 0.3115 | 0.3673 | 0.4297 | 0.4705 | 0.5790 |
| 28 | 0.3061 | 0.3610 | 0.4226 | 0.4629 | 0.5703 |
| 29 | 0.3009 | 0.3550 | 0.4158 | 0.4556 | 0.5620 |
| 30 | 0.2960 | 0.3494 | 0.4093 | 0.4487 | 0.5541 |
| 31 | 0.2913 | 0.3440 | 0.4032 | 0.4421 | 0.5465 |
| 32 | 0.2869 | 0.3388 | 0.3972 | 0.4357 | 0.5392 |
| 33 | 0.2826 | 0.3338 | 0.3916 | 0.4296 | 0.5322 |
| 34 | 0.2785 | 0.3291 | 0.3862 | 0.4238 | 0.5254 |
| 35 | 0.2746 | 0.3246 | 0.3810 | 0.4182 | 0.5189 |
| 36 | 0.2709 | 0.3202 | 0.3760 | 0.4128 | 0.5126 |
| 37 | 0.2673 | 0.3160 | 0.3712 | 0.4076 | 0.5066 |
| 38 | 0.2638 | 0.3120 | 0.3665 | 0.4026 | 0.5007 |
| 39 | 0.2605 | 0.3081 | 0.3621 | 0.3978 | 0.4950 |
| 40 | 0.2573 | 0.3044 | 0.3578 | 0.3932 | 0.4896 |
| 41 | 0.2542 | 0.3008 | 0.3536 | 0.3887 | 0.4843 |
| 42 | 0.2512 | 0.2973 | 0.3496 | 0.3843 | 0.4791 |
| 43 | 0.2483 | 0.2940 | 0.3457 | 0.3801 | 0.4742 |
| 44 | 0.2455 | 0.2907 | 0.3420 | 0.3761 | 0.4694 |
| 45 | 0.2429 | 0.2876 | 0.3384 | 0.3721 | 0.4647 |
| 46 | 0.2403 | 0.2845 | 0.3348 | 0.3683 | 0.4601 |
| 47 | 0.2377 | 0.2816 | 0.3314 | 0.3646 | 0.4557 |

| | | | | | |
|----|--------|--------|--------|--------|--------|
| 48 | 0.2353 | 0.2787 | 0.3281 | 0.3610 | 0.4514 |
| 49 | 0.2329 | 0.2759 | 0.3249 | 0.3575 | 0.4473 |
| 50 | 0.2306 | 0.2732 | 0.3218 | 0.3542 | 0.4432 |