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## LAMPIRAN

### 1. Hasil Kuesioner

#### a. Kuesioner Harapan

Responden	Atribut														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	5	3	3	5	5	5	5	5	5	5	4	5	5	4	5
2	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
3	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
5	5	4	4	4	5	4	4	4	4	4	3	3	4	3	4
6	4	4	4	4	4	5	5	5	5	5	3	4	3	3	5
7	5	5	5	5	5	5	5	4	5	4	4	4	5	4	4
8	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
9	4	4	5	4	5	5	5	4	5	5	4	4	4	4	3
10	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
11	5	3	5	3	5	5	5	5	5	5	5	5	5	5	5
12	5	3	2	3	4	5	5	5	5	5	5	5	5	5	5
13	4	4	4	4	4	4	5	3	4	4	4	4	4	4	5
14	5	3	4	5	4	3	4	4	3	3	4	5	4	4	4
15	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
16	5	4	5	5	5	5	4	5	5	5	5	5	5	5	5
17	4	5	5	5	5	5	5	5	5	5	5	5	5	5	4
18	5	4	4	4	5	5	5	5	5	5	5	5	4	5	5
19	5	3	5	5	5	5	5	5	5	5	5	5	5	5	5
20	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
21	5	3	4	4	4	5	5	5	5	5	4	4	4	4	5
22	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
23	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
24	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
25	5	5	5	4	4	3	4	4	3	4	4	4	3	4	4
26	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
27	5	3	4	3	5	5	5	5	5	5	5	5	4	5	5
28	5	4	4	5	5	5	5	5	5	4	5	4	5	5	5
29	4	5	3	3	4	4	4	4	4	4	4	4	4	4	4
30	5	3	3	5	5	4	3	3	4	4	5	3	3	5	3
31	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
32	5	4	4	5	5	5	5	5	5	5	5	5	4	5	5
33	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4
34	4	4	4	3	5	5	4	5	5	4	4	4	4	4	3
35	4	3	2	4	5	5	5	5	5	4	5	5	5	5	5
36	5	3	4	5	5	5	5	4	5	5	4	4	4	4	5
37	5	4	3	3	3	3	3	3	3	3	3	3	4	3	4
38	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
39	5	4	4	4	3	4	4	3	4	3	3	3	3	3	4

40	3	1	3	2	5	4	4	4	4	3	4	3	2	4	4
41	5	4	4	4	5	5	5	5	5	4	5	4	4	5	5
42	5	4	5	4	5	5	4	4	5	5	4	5	5	4	5
43	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
44	4	4	4	5	5	5	5	5	5	5	5	5	5	5	5
45	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
46	5	4	4	5	5	5	5	5	5	5	5	5	4	5	5
47	5	4	4	5	5	5	5	5	5	5	5	5	5	5	5
48	4	5	3	5	5	5	5	5	5	5	5	5	5	5	4
49	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
50	4	3	4	4	5	5	5	5	5	5	5	5	4	5	4

b. Kuesioner Kinerja

Responden	Atribut															
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
1	5	3	3	5	5	4	5	5	5	5	5	5	5	5	5	
2	5	5	5	5	5	5	5	5	4	4	5	5	5	4	5	
3	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	
4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	
5	4	3	3	4	5	4	4	4	4	4	4	4	4	3	5	
6	4	4	4	4	5	5	5	5	5	5	5	3	4	3	3	5
7	4	4	5	5	5	5	5	4	5	4	5	4	4	4	5	4
8	5	5	5	5	5	5	5	5	5	5	5	5	5	1	5	5
9	4	4	4	5	5	4	5	4	4	5	5	4	5	4	4	4
10	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
11	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	5
12	5	3	3	4	5	5	5	5	5	5	5	4	4	5	4	5
13	4	4	5	4	3	5	4	5	4	5	4	4	4	4	4	4
14	4	4	4	4	4	5	4	4	4	3	5	3	5	4	4	3
15	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
16	5	4	4	5	5	5	5	5	5	5	5	5	5	5	5	5
17	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4
18	5	4	4	4	5	5	5	5	5	5	5	5	4	4	4	5
19	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
20	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
21	5	3	4	4	4	4	5	5	4	5	5	4	4	3	5	5
22	5	5	5	5	5	5	5	5	5	5	5	5	5	3	5	5
23	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
24	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
25	5	4	4	5	5	4	5	4	5	4	5	5	4	4	4	5
26	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	5
27	5	3	4	3	5	5	5	5	5	5	5	5	3	3	5	5
28	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	5
29	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
30	3	3	3	4	3	3	3	3	4	5	5	3	4	3	3	3

31	5	5	5	5	5	5	5	5	5	5	5	5	5	1	5
32	5	4	3	5	5	5	5	5	5	5	5	5	4	3	5
33	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
34	4	4	4	3	5	4	4	4	5	4	4	4	4	2	5
35	4	4	4	5	5	5	5	5	5	4	5	5	5	5	5
36	5	3	3	5	4	5	5	5	5	5	4	5	4	3	5
37	3	4	3	3	3	4	3	3	3	3	3	3	4	3	3
38	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
39	3	4	4	5	3	4	2	3	3	3	4	2	1	2	4
40	3	5	3	3	4	3	3	4	3	4	3	4	3	3	4
41	5	4	4	4	5	4	4	5	5	5	5	4	4	3	5
42	5	4	4	4	5	3	4	4	5	5	4	5	5	3	4
43	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
44	4	4	4	5	5	5	5	5	5	5	5	5	5	4	5
45	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
46	5	4	4	5	4	5	5	5	5	4	5	5	5	5	5
47	5	5	5	5	4	4	5	4	5	5	5	5	4	5	5
48	4	5	5	5	5	5	5	5	5	5	5	5	5	2	4
49	5	5	5	5	5		5	5	5	5	5	5	5	2	4
50	4	4	4	4	5	4	5	5	5	5	5	5	4	1	4

c. Kuesioner Fungsional

Responden	Atribut														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	1	1	1	1	3	1	3	4	1	3	1	2	1	1	3
2	5	5	4	5	3	5	3	4	1	3	5	2	5	5	3
3	1	1	1	1	3	1	1	4	1	3	1	1	1	1	3
4	1	2	1	1	3	1	1	4	1	3	1	1	1	1	1
5	3	2	3	2	1	2	2	2	1	2	3	2	1	3	2
6	1	1	1	3	1	1	1	1	1	1	2	2	1	2	1
7	4	4	4	5	4	4	4	5	5	4	5	5	5	5	5
8	5	5	5	5	3	5	5	4	5	3	5	5	5	1	5
9	2	3	2	2	1	2	2	1	1	2	2	2	1	3	2
10	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5
11	5	5	5	5	5	5	5	4	5	5	5	5	5	2	5
12	1	3	3	1	1	1	1	1	1	1	1	1	1	1	1
13	1	5	4	4	4	4	4	4	4	4	4	5	4	2	4
14	1	3	1	2	1	1	3	2	2	2	2	2	2	2	2
15	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
16	1	3	1	1	1	1	1	1	1	1	1	1	3	2	1
17	1	2	2	2	2	2	2	2	2	2	2	2	1	2	2
18	5	4	4	4	5	4	4	5	5	5	5	5	4	2	5
19	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
20	2	2	2	2	2	4	2	2	2	2	2	2	1	2	2
21	1	2	2	2	2	4	1	1	1	1	1	2	1	2	1

22	1	1	1	1	1	1	1	1	1	1	2	1	1	2	1
23	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
24	2	2	2	2	2	4	2	2	2	2	2	2	1	2	2
25	5	4	3	3	4	4	3	2	3	4	4	4	1	2	4
26	5	5	5	5	5	5	5	5	5	5	5	5	5	2	5
27	1	2	2	3	1	1	1	1	1	1	1	1	3	2	1
28	2	2	1	1	1	1	1	1	1	1	1	1	1	1	1
29	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
30	5	5	4	3	3	3	3	3	4	5	4	5	3	3	3
31	5	5	5	5	5	5	5	5	5	5	5	5	5	1	5
32	2	3	3	2	1	1	1	1	1	1	1	1	1	2	1
33	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5
34	1	4	4	3	1	2	2	2	2	2	2	2	3	5	1
35	1	4	4	3	1	2	3	5	3	3	4	3	3	2	4
36	1	3	4	4	5	5	5	4	5	5	4	4	5	2	5
37	1	3	3	3	3	4	3	3	3	3	3	3	3	2	3
38	1	1	1	1	1	1	1	4	1	1	1	1	1	1	1
39	1	3	2	2	1	1	1	2	1	3	3	2	3	1	2
40	1	3	4	3	3	4	3	3	4	3	4	4	4	2	4
41	2		3	4	2	2	2	1	1	1	2	2	2	2	2
42	1	2	1	2	2	3	2	1	1	1	2	2	1	2	2
43	5	5	5	5	5	5	1	1	1	1	1	1	1	1	1
44	2	3	1	1	1	4	1	1	1	1	1	1	1	2	1
45	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5
46	5	4	4	4	5	5	5	4	5	5	5	5	5	5	5
47	1	4	3	4	3	4	4	2	3	3	4	2	1	2	4
48	1	4	4	4	4	4	4	4	5	5	5	4	1	1	4
49	1	4	4	3	3	4	4	4	4	4	4	4	1	4	3
50	1	2	2	2	1	4	1	1	1	1	1	1	1	5	2

d. Kuesioner Dysfungsional

Responden	Atribut														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	1	1	1	1	3	1	3	4	5	2	1	2	1	1	3
2	5	5	5	5	3	5	3	4	5	2	5	2	5	5	3
3	1	1	1	1	3	1	1	4	5	2	1	1	1	1	3
4	1	1	1	1	3	1	1	4	5	2	1	1	1	1	1
5	5	4	3	3	5	3	3	5	5	5	5	5	2	1	5
6	5	5	5	5	5	5	5	5	5	5	5	5	2	3	5
7	5	5	5	5	4	4	5	4	5	5	4	5	4	5	5
8	5	5	5	5	3	5	5	4	5	2	5	5	5	1	5
9	2	2	2	2	1	2	2	2	2	2	2	2	2	2	2
10	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5
11	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5
12	4	3	3	5	5	5	5	5	5	5	5	5	5	5	5

13	2	5	4	4	4	3	4	4	4	4	4	4	1	5	3
14	2	3	2	3	1	4	2	2	1	2	2	1	1	5	2
15	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
16	2	5	5	5	5	5	5	5	5	5	5	5	5	5	5
17	2	2	2	2	2	2	2	2	2	2	2	2	2	5	2
18	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
19	3	3	3	2	3	3	3	3	3	3	1	3	3	3	3
20	2	2	2	2	2	4	2	2	2	2	2	2	2	5	2
21	4	4	4	4	5	4	5	5	4	5	5	4	2	5	5
22	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
23	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
24	2	2	2	2	2	4	2	2	2	2	2	2	2	5	2
25	3	4	5	4	5	4	5	4	5	4	3	3	2	5	5
26	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
27	5	4	4	3	5	5	5	5	5	5	5	5	4	5	5
28	3	2	2	2	2	3	2	1	2	2	2	2	2	2	2
29	5	5	4	5	5	5	5	5	5	5	5	5	5	4	5
30	5	5	5	4	4	5	5	4	4	4	4	4	5	5	5
31	5	5	5	5	5	5	5	5	5	5	5	5	5	1	5
32	5	2	3	2	5	5	5	5	5	5	5	5	4	4	5
33	3	3	4	3	2	3	5	4	5	5	5	5	4	4	5
34	2	4	4	4	5	3	5	5	5	5	5	5	4	4	5
35	2	4	5	4	4	5	5	5	5	5	5	5	4	5	5
36	2	3	3	4	5	5	5	4	5	5	3	4	4	5	5
37	2	3	3	3	3	4	3	3	3	3	3	3	3	5	3
38	2	1	1	1	1	1	1	4	1	1	1	1	1	1	1
39	2	4	4	5	4	3	4	3	4	5	4	3	5	3	4
40	2	3	2	3	2	4	2	3	2	3	2	3	2	5	2
41	4	3	4	3	5	5	5	5	5	5	5	4	2	5	5
42	3	4	5	5	5	5	5	5	5	5	4	5	5	5	4
43	3	3	3	3	3	3	2	2	4	2	3	2	4	3	3
44	5	4	4	5	5	5	5	5	5	5	5	5	5	5	5
45	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5
46	5	5	5	5	5	5	4	4	5	5	5	5	5	5	5
47	2	2	2	3	2	4	2	3	3	4	2	3	2	5	3
48	2	5	3	5	4	4	4	5	3	4	4	4	2	1	4
49	2	4	3	4	3	4	4	5	3	4	4	4	2	1	4
50	2	4	4	4	5	4	5	5	5	4	4	4	2	1	4

2. Uji Validitas (Software IBM SPSS Statistic Version 22)

a. Uji Validitas Kuesioner Harapan

Correlations					
	VAR00001	VAR00002	VAR00003	VAR00004	VAR00005

VAR00001	Pearson Correlation Sig. (2-tailed) N	1 50	.428** .002 50	.501** .000 50	.580** .000 50	.725** .000 50
VAR00002	Pearson Correlation Sig. (2-tailed) N	.428** .002 50	1 50	.636** .000 50	.594** .000 50	.842** .000 50
VAR00003	Pearson Correlation Sig. (2-tailed) N	.501** .000 50	.636** .000 50	1 50	.560** .000 50	.841** .000 50
VAR00004	Pearson Correlation Sig. (2-tailed) N	.580** .000 50	.594** .000 50	.560** .000 50	1 50	.839** .000 50
VAR00005	Pearson Correlation Sig. (2-tailed) N	.725** .000 50	.842** .000 50	.841** .000 50	.839** .000 50	1 50

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

#### Correlations

		VAR00001	VAR00002	VAR00003
VAR00001	Pearson Correlation Sig. (2-tailed) N	1 50	.794** .000 50	.944** .000 50
VAR00002	Pearson Correlation Sig. (2-tailed) N	.794** .000 50	1 50	.950** .000 50
VAR00003	Pearson Correlation Sig. (2-tailed) N	.944** .000 50	.950** .000 50	1 50

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

#### Correlations

		VAR00001	VAR00002	VAR00003	VAR00004
VAR00001	Pearson Correlation Sig. (2-tailed) N	1 50	.800** .000 50	.842** .000 50	.934** .000 50
VAR00002	Pearson Correlation Sig. (2-tailed) N	.800** .000 50	1 50	.829** .000 50	.937** .000 50
VAR00003	Pearson Correlation Sig. (2-tailed) N	.842** .000 50	.829** .000 50	1 50	.947** .000 50
VAR00004	Pearson Correlation Sig. (2-tailed) N	.934** .000 50	.937** .000 50	.947** .000 50	1 50

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

#### Correlations

		VAR00001	VAR00002	VAR00003	VAR00004
VAR00001	Pearson Correlation Sig. (2-tailed) N	1 50	.698** .000 50	.803** .000 50	.906** .000 50
VAR00002	Pearson Correlation Sig. (2-tailed) N	.698** .000 50	1 50	.801** .000 50	.906** .000 50
VAR00003	Pearson Correlation Sig. (2-tailed) N	.803** .000 50	.801** .000 50	1 50	.946** .000 50
VAR00004	Pearson Correlation Sig. (2-tailed) N	.906** .000 50	.906** .000 50	.946** .000 50	1 50



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

		Correlations			
		VAR00001	VAR00002	VAR00003	VAR00004
VAR00001	Pearson Correlation	1	.673**	.602**	.890**
	Sig. (2-tailed)		.000	.000	.000
	N	50	50	50	50
VAR00002	Pearson Correlation	.673**	1	.569**	.866**
	Sig. (2-tailed)	.000		.000	.000
	N	50	50	50	50
VAR00003	Pearson Correlation	.602**	.569**	1	.829**
	Sig. (2-tailed)	.000	.000		.000
	N	50	50	50	50
VAR00004	Pearson Correlation	.890**	.866**	.829**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	50	50	50	50

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

### b. Uji Validitas Kuesioner Kinerja

		Correlations				
		VAR00001	VAR00002	VAR00003	VAR00004	VAR00005
VAR00001	Pearson Correlation	1	.410**	.535**	.604**	.754**
	Sig. (2-tailed)		.003	.000	.000	.000
	N	50	50	50	50	50
VAR00002	Pearson Correlation	.410**	1	.837**	.580**	.852**
	Sig. (2-tailed)	.003		.000	.000	.000
	N	50	50	50	50	50
VAR00003	Pearson Correlation	.535**	.837**	1	.630**	.904**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	50	50	50	50	50
VAR00004	Pearson Correlation	.604**	.580**	.630**	1	.835**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	50	50	50	50	50
VAR00005	Pearson Correlation	.754**	.852**	.904**	.835**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	50	50	50	50	50

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

		Correlations		
		VAR00001	VAR00002	VAR00003
VAR00001	Pearson Correlation	1	.582**	.776**
	Sig. (2-tailed)		.000	.000
	N	50	49	50
VAR00002	Pearson Correlation	.582**	1	.886**
	Sig. (2-tailed)	.000		.000
	N	49	49	49
VAR00003	Pearson Correlation	.776**	.886**	1
	Sig. (2-tailed)	.000	.000	
	N	50	49	50

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

		Correlations			
		VAR00001	VAR00002	VAR00003	VAR00004
VAR00001	Pearson Correlation	1	.857**	.858**	.963**
	Sig. (2-tailed)		.000	.000	.000

	N	50	50	50	50
VAR00002	Pearson Correlation	.857**	1	.791**	.934**
	Sig. (2-tailed)	.000		.000	.000
	N	50	50	50	50
VAR00003	Pearson Correlation	.858**	.791**	1	.934**
	Sig. (2-tailed)	.000	.000		.000
	N	50	50	50	50
VAR00004	Pearson Correlation	.963**	.934**	.934**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	50	50	50	50

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

#### Correlations

		VAR00001	VAR00002	VAR00003	VAR00004
VAR00001	Pearson Correlation	1	.599**	.738**	.882**
	Sig. (2-tailed)		.000	.000	.000
	N	50	50	50	50
VAR00002	Pearson Correlation	.599**	1	.648**	.845**
	Sig. (2-tailed)	.000		.000	.000
	N	50	50	50	50
VAR00003	Pearson Correlation	.738**	.648**	1	.913**
	Sig. (2-tailed)	.000	.000		.000
	N	50	50	50	50
VAR00004	Pearson Correlation	.882**	.845**	.913**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	50	50	50	50

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

#### Correlations

		VAR00001	VAR00002	VAR00003	VAR00004
VAR00001	Pearson Correlation	1	.428**	.400**	.773**
	Sig. (2-tailed)		.002	.004	.000
	N	50	50	50	50
VAR00002	Pearson Correlation	.428**	1	.314*	.839**
	Sig. (2-tailed)	.002		.026	.000
	N	50	50	50	50
VAR00003	Pearson Correlation	.400**	.314*	1	.664**
	Sig. (2-tailed)	.004	.026		.000
	N	50	50	50	50
VAR00004	Pearson Correlation	.773**	.839**	.664**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	50	50	50	50

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

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

### c. Uji Validitas Kuesioner Fungsional

#### Correlations

		VAR00001	VAR00002	VAR00003	VAR00004	VAR00005
VAR00001	Pearson Correlation	1	.880**	.887**	.853**	.955**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	50	49	50	50	50
VAR00002	Pearson Correlation	.880**	1	.899**	.855**	.949**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	49	49	49	49	49
VAR00003	Pearson Correlation	.887**	.899**	1	.901**	.964**
	Sig. (2-tailed)	.000	.000		.000	.000

	N	50	49	50	50	50
VAR00004	Pearson Correlation	.853**	.855**	.901**	1	.935**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	50	49	50	50	50
VAR00005	Pearson Correlation	.955**	.949**	.964**	.935**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	50	49	50	50	50

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

**Correlations**

		VAR00001	VAR00002	VAR00003
VAR00001	Pearson Correlation	1	.933**	.984**
	Sig. (2-tailed)		.000	.000
	N	50	50	50
VAR00002	Pearson Correlation	.933**	1	.982**
	Sig. (2-tailed)	.000		.000
	N	50	50	50
VAR00003	Pearson Correlation	.984**	.982**	1
	Sig. (2-tailed)	.000	.000	
	N	50	50	50

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

**Correlations**

		VAR00001	VAR00002	VAR00003	VAR00004
VAR00001	Pearson Correlation	1	.954**	.964**	.984**
	Sig. (2-tailed)		.000	.000	.000
	N	50	50	50	50
VAR00002	Pearson Correlation	.954**	1	.974**	.988**
	Sig. (2-tailed)	.000		.000	.000
	N	50	50	50	50
VAR00003	Pearson Correlation	.964**	.974**	1	.992**
	Sig. (2-tailed)	.000	.000		.000
	N	50	50	50	50
VAR00004	Pearson Correlation	.984**	.988**	.992**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	50	50	50	50

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

**Correlations**

		VAR00001	VAR00002	VAR00003	VAR00004
VAR00001	Pearson Correlation	1	.965**	.962**	.989**
	Sig. (2-tailed)		.000	.000	.000
	N	50	50	50	50
VAR00002	Pearson Correlation	.965**	1	.957**	.987**
	Sig. (2-tailed)	.000		.000	.000
	N	50	50	50	50
VAR00003	Pearson Correlation	.962**	.957**	1	.986**
	Sig. (2-tailed)	.000	.000		.000
	N	50	50	50	50
VAR00004	Pearson Correlation	.989**	.987**	.986**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	50	50	50	50

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

**Correlations**

		VAR00001	VAR00002	VAR00003	VAR00004
VAR00001	Pearson Correlation	1	.615**	.922**	.947**
	Sig. (2-tailed)		.000	.000	.000
	N	50	50	50	50

VAR00002	Pearson Correlation Sig. (2-tailed) N	.615** .000 50	1 50	.577** .000 50	.806** .000 50
VAR00003	Pearson Correlation Sig. (2-tailed) N	.922** .000 50	.577** .000 50	1 50	.936** .000 50
VAR00004	Pearson Correlation Sig. (2-tailed) N	.947** .000 50	.806** .000 50	.936** .000 50	1 50

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

#### d. Uji Validitas Kuesioner Dysfungsional

##### Correlations

		VAR00001	VAR00002	VAR00003	VAR00004	VAR00005
VAR00001	Pearson Correlation Sig. (2-tailed) N	1 .000 50	.833** .000 50	.814** .000 50	.791** .000 50	.909** .000 50
VAR00002	Pearson Correlation Sig. (2-tailed) N	.833** .000 50	1 .000 50	.910** .000 50	.921** .000 50	.970** .000 50
VAR00003	Pearson Correlation Sig. (2-tailed) N	.814** .000 50	.910** .000 50	1 .000 50	.868** .000 50	.951** .000 50
VAR00004	Pearson Correlation Sig. (2-tailed) N	.791** .000 50	.921** .000 50	.868** .000 50	1 .000 50	.948** .000 50
VAR00005	Pearson Correlation Sig. (2-tailed) N	.909** .000 50	.970** .000 50	.951** .000 50	.948** .000 50	1 50

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

##### Correlations

		VAR00001	VAR00002	VAR00003
VAR00001	Pearson Correlation Sig. (2-tailed) N	1 .000 50	.840** .000 50	.964** .000 50
VAR00002	Pearson Correlation Sig. (2-tailed) N	.840** .000 50	1 .000 50	.954** .000 50
VAR00003	Pearson Correlation Sig. (2-tailed) N	.964** .000 50	.954** .000 50	1 50

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

##### Correlations

		VAR00001	VAR00002	VAR00003	VAR00004
VAR00001	Pearson Correlation Sig. (2-tailed) N	1 .000 50	.933** .000 50	.927** .000 50	.979** .000 50
VAR00002	Pearson Correlation Sig. (2-tailed) N	.933** .000 50	1 .000 50	.908** .000 50	.972** .000 50
VAR00003	Pearson Correlation Sig. (2-tailed) N	.927** .000 50	.908** .000 50	1 50	.970** .000 50
VAR00004	Pearson Correlation Sig. (2-tailed) N	.979** .000 50	.972** .000 50	.970** .000 50	1 50

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

**Correlations**

		VAR00001	VAR00002	VAR00003	VAR00004
VAR00001	Pearson Correlation	1	.921**	.955**	.979**
	Sig. (2-tailed)		.000	.000	.000
	N	50	50	50	50
VAR00002	Pearson Correlation	.921**	1	.932**	.972**
	Sig. (2-tailed)	.000		.000	.000
	N	50	50	50	50
VAR00003	Pearson Correlation	.955**	.932**	1	.983**
	Sig. (2-tailed)	.000	.000		.000
	N	50	50	50	50
VAR00004	Pearson Correlation	.979**	.972**	.983**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	50	50	50	50

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

**Correlations**

		VAR00001	VAR00002	VAR00003	VAR00004
VAR00001	Pearson Correlation	1	.628**	.881**	.924**
	Sig. (2-tailed)		.000	.000	.000
	N	50	50	50	50
VAR00002	Pearson Correlation	.628**	1	.657**	.847**
	Sig. (2-tailed)	.000		.000	.000
	N	50	50	50	50
VAR00003	Pearson Correlation	.881**	.657**	1	.937**
	Sig. (2-tailed)	.000	.000		.000
	N	50	50	50	50
VAR00004	Pearson Correlation	.924**	.847**	.937**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	50	50	50	50

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

### 3. Uji Reliabilitas (Software IBM SPSS Statistic Version 22)

#### a. Uji Reliabilitas Harapan

**Reliability Statistics**

Cronbach's Alpha	N of Items
.826	4

**Reliability Statistics**

Cronbach's Alpha	N of Items
.885	2

**Reliability Statistics**

Cronbach's Alpha	N of Items
.932	3

**Reliability Statistics**

Cronbach's Alpha	N of Items
.909	3

**Reliability Statistics**

Cronbach's Alpha	N of Items
.827	3

b. Uji Reliabilitas Kinerja

**Reliability Statistics**

Cronbach's Alpha	N of Items
.858	4

**Reliability Statistics**

Cronbach's Alpha	N of Items
.735	2

**Reliability Statistics**

Cronbach's Alpha	N of Items
.937	3

**Reliability Statistics**

Cronbach's Alpha	N of Items
.854	3

**Reliability Statistics**

Cronbach's Alpha	N of Items
.621	3

c. Uji Reliabilitas Fungsional

**Reliability Statistics**

Cronbach's Alpha	N of Items
.967	4

**Reliability Statistics**

Cronbach's Alpha	N of Items
.965	2

**Reliability Statistics**

Cronbach's Alpha	N of Items
.987	3

**Reliability Statistics**

Cronbach's Alpha	N of Items
.987	3

**Reliability Statistics**

Cronbach's Alpha	N of Items
.879	3

d. Uji Reliabilitas dysfungsional

**Reliability Statistics**

Cronbach's Alpha	N of Items
.960	4

**Reliability Statistics**

Cronbach's Alpha	N of Items
.909	2

**Reliability Statistics**

Cronbach's Alpha	N of Items
.973	3

**Reliability Statistics**

Cronbach's Alpha	N of Items
.977	3

**Reliability Statistics**

Cronbach's Alpha	N of Items
.886	3

#### 4. Berita Acara Bimbingan Tugas Akhir



UNIVERSITAS PGRI ADI BUANA SURABAYA  
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 Program Studi Teknik Industri  
 KAMPUS II: Jl. Dukuh Menanggal XII/4 ☒ (031) 8281181 Surabaya 60234

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#### DAFTAR BIMBINGAN TUGAS AKHIR

Nama : Bina Ikhwanasyah Wahid NIM : 173700013  
 Dosen Pembimbing : Drs. H. Djoko Adi Waluyo, ST., MM., DBA  
 Judul Tugas Akhir : Peningkatan Kualitas Pupuk Dolomit  
Dengan Peringkatan Metode SERVQUAL dan Fano di  
CV. Intan Permata Dunia



NO	TANGGAL	MATERI BIMBINGAN	PARAF DOSEN
1.		Questioner => Karo diperdalam	
2.		Penyejan dan Hasil data	
3.		Uji Validitas - Uji Reliabilitas	
4.		Analisa Data	
5.		Pembahasan - BAB 4	
6.		Kesimpulan - BAB 5	
7.		BAB 1 - 5	
8.		Abstrak	
Dinyatakan selesai tanggal : _____			

Catatan : Daftar Bimbingan ini dilampirkan dalam Tugas Akhir

Mengetahui,  
 Ketua Prodi Teknik Industri,

M. Mushron Ali M. ST. MT

Dosen Pembimbing,

Drs. H. Djoko Adi Waluyo, ST., MM., DBA

Mahasiswa,



## 5. Berita Acara Sidang Tugas Akhir (1)



UNIVERSITAS PGRI ADI BUANA SURABAYA  
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KAMPUS II, Jl. Dukuh Menanggal XII/4 ☎ (031) 8281181 Surabaya 60234

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### BERITA ACARA SIDANG TUGAS AKHIR (1)

Pada hari ini,

Tanggal : 29 Juni 2021 Jam : 08.00 – 13.00

Tempat : Zoom meeting

Telah dilaksanakan Sidang Tugas Akhir :

Nama Mahasiswa : Bina Ikhwansyah Wahid NIM : 173700013

Judul Proposal TA :

Peningkatan Kualitas Pupuk Dolomit Dengan Pendekatan Metode Servqual dan Kano di CV. Intan Permata Dunia

Saran perbaikan :

1. Jadwal Penelitian dihapus
2. Ukuran spasi pada table
3. Tentang Perusahaan
4. Hasil Kuesioner
5. Penjelasan Table
6. Pembahasan Analisa Hasil

Dosen Penguji I,

Titiek Koesdijati, Ir., MT

Surabaya, 26 Juli 2021  
Mahasiswa,

Bina Ikhwansyah Wahid

- Jangka waktu perbaikan Proposal TA 2 (dua) minggu setelah Sidang Tugas Akhir.
- Apabila melebihi batas waktu, maka nilai Tugas Akhir dibatalkan dan yang bersangkutan diwajibkan mengulang.

## 6. Berita Acara Sidang Tugas Akhir (2)



UNIVERSITAS PGRI ADI BUANA SURABAYA  
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KAMPUS II: Jl. Dukuh Menanggal XII/4 ☎ (031) 8281181 Surabaya 60234

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### BERITA ACARA SIDANG TUGAS AKHIR (2)

Pada hari ini,

Tanggal : 29 Juni 2021 Jam : 08.00 – 13.00

Tempat : Zoom meeting

Telah dilaksanakan Sidang Tugas Akhir :

Nama Mahasiswa : Bina Ikhwansyah Wahid NIM : 173700013

Judul Proposal TA :

Peningkatan Kualitas Pupuk Dolomit Dengan Pendekatan Metode Servqual dan Kano di CV. Intan Permata Dunia

Saran perbaikan :

1. Tata Tulis
2. Saran bab 5

Dosen Penguji II,

Andarmadi Jati Abdhi Wasesa, ST., M.MT

Surabaya, 26 Juli 2021  
Mahasiswa,

Bina Ikhwansyah Wahid

- Jangka waktu perbaikan Proposal TA 2 (dua) minggu setelah Sidang Tugas Akhir.
- Apabila melebihi batas waktu, maka nilai Tugas Akhir dibatalkan dan yang bersangkutan diwajibkan mengulang.

## 7. Persetujuan Revisi Tugas Akhir



UNIVERSITAS PGRI ADI BUANA SURABAYA  
FAKULTAS TEKNIK  
Program Studi Teknik Industri  
KAMPUS II: Jl. Dukuh Menanggal XII/4 ☎ (031) 8281181 Surabaya 60234

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### PERSETUJUAN REVISI TUGAS AKHIR

Nama Mahasiswa : Bina Ikhwansyah Wahid NIM : 173700013  
Sidang Tanggal : 29 Juni 2021  
Judul Tugas Akhir : Peningkatan Kualitas Pupuk Dolomit Dengan Pendekatan Metode Servqual dan Kano di CV. Intan Permata Dunia

NO	TANGGAL	MATERI REVISI	KETERANGAN	PARAF DOSEN
1	5-7-2021	Perbaikan Saran/ Konsultasi Revisi	Acc	
2	12-7-2021	Jadwal Penelitian/ukuran table	Acc	
3	14-7-2021	Tentang Perusahaan	Acc	
4	21-20-2021	Hasil kuesioner/Penjelasan table	Acc	
5	25-20-2021	Pembahasan Analisa Hasil	Acc	
6	26-20-2021	Pemberkasan Form Revisi	Acc	

Revisi disetujui Dosen Penguji tanggal : 26 Juli 2021

Catatan : Revisi Tugas Akhir ini dilampirkan dalam Tugas Akhir  
Surabaya, 26 Juli 2021

Dosen Penguji I,

Titiek Koesdjati, Ir., MT

Dosen Penguji II

Andarmadi Jati Abdhi Wasesa, ST., M.MT

1. Penyelesaian Revisi paling lambat 2 minggu dari pelaksanaan Sidang Tugas Akhir
2. Pengumpulan Tugas Akhir yang sudah dijilid paling lambat 2 minggu dari disetujuinya revisi.
3. Bila melampaui batas waktu, maka Sidang Tugas Akhir dinyatakan gugur dan harus mengulang
4. Tugas Akhir yang sudah dijilid softcover warna merah, 3 exemplar diserahkan ke bagian Administrasi Fakultas Teknik dan mendapat bukti penyerahan buku Tugas Akhir