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UNIVERSITAS PGRI ADI BUANA SURABAYA
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Program Studi	Teknik industri
Pembimbing	Prihono, ST. MT.
Periode Bimbingan	Gasal/Genap*) Tahun 2021 / 20....
Judul Skripsi	Optimasi Layanan bengkel firza camfash noken mangunalean metode kano & QFD

KEGIATAN KONSULTASI / BIMBINGAN

No	Tanggal	Materi pembimbingan	Keterangan	Paraf
1	06 - 05 - 2021	Bab 4		
2	14 - 05 - 2021	bimbingan bab 4		
3	20 - 05 - 2021	bimbingan bab 4		
4	26 - 05 - 2021	bimbingan bab 4		
5	27 - 05 - 2021	bimbingan bab 4		
6	31 - 05 2021	bimbingan bab 4 - 5		
7	03 - 06 - 2021	Revisi bab 4		
8	06 - 06 - 2021	bimbingan bab 4 - 5		
9	10 - 06 - 2021	Revisi bab 4-5 - Lampiran		
10	14 - 06 - 2021	bimbingan bab 4-5 - lampiran	Acc.	

Dinyatakan selesai tanggal ......14 .... 06 - .... 2021.

Mengetahui
Ketua Program Studi,

M. Nushron Vali Mukhtar, ST. MT.

Pembimbing,

Prihono, ST. MT.

Surabaya, 14 - 06 - 2021
Mahasiswa,

M. abdi Setiansah

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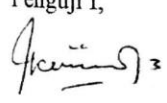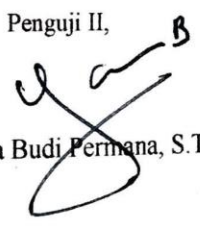
PERSETUJUAN REVISI TUGAS AKHIR

Nama Mahasiswa : M Abdi Setiansah

NIM : 173700082

Fakultas / Progdi : Teknik industri

Judul Skripsi : OPTIMASI LAYANAN BENGKEL FIRZA *CAMFASH NOKEN* MENGUNAKAN METODE KANO & QFD

Ujian Tanggal : 30 Juni 2021

No Bab.	Tanggal	Materi Konsultasi	Keterangan Catatan	Tanda Tangan Penguji
I		penjelasan tabel dan perolehan angka pd tabel tsb		t
II		bagaimana menggunakan Kano, caranya, hasilnya		t
III		analisa hasil harus bisa menunjukkan tujuan penelitian		t
IV		kesimpulan diperbaiki		t
V				

Disetujui Dosen Penguji
Pada Tanggal, 21 Juli 2021

Penguji I,

(Ir. Titik Koesdijati, M.T.)

Penguji II,

(Dr. Yanatra Budi Permana, S.T., M.T.)

1. a. Penyelesaian Revisi paling lambat 2 minggu dari pelaksanaan Ujian Skripsi.
   b. Pengetikan, penjilidan, penandatangani Skripsi dan mengumpulkan Skrispi paling lambat 2 minggu dari revisi.
2. Apabila sampai batas waktu tersebut (point 1,a dan b) mahasiswa belum menyelesaikan revisi dan tanda tangan, maka **Ujian dinyatakan Gugur**.
3. a. Foto copy Form Revisi diserahkan ke Program Studi.
   b. Skripsi yang sudah direvisi diserahkan ke Fakultas tiga eksemplar untuk dijilid.

LAMPIRAN – LAMPIRAN

Lampiran 1

Kuisioner Fungsional dan Disfungsional

Kepada Yth
Ibu/Saudari Pengguna Jasa
Bengkel Firza *Campfash Noken*
di Sidoarjo

Saya, M. Abdi Setiansah (NIM : 173700082) adalah mahasiswa Universitas PGRI Adi Buana Surabaya, Program Studi Teknik Industri, sedang membutuhkan data dari pengguna Jasa Bengkel Firza *Campfash Noken* di Sidoarjo untuk penelitian Tugas Akhir/Skripsi dengan judul "Optimasi Layanan Bengkel Firza *Campfash Noken* Menggunakan Metode Kano Dan QFD". Sehubungan dengan hal tersebut, saya mengharapkan kesediaan Bapak/ Saudari untuk mengisi kuisioner ini sesuai dengan pengalaman Bapak/ Saudari selama memakai jasa Bengkel Firza *Campfash Noken* . Data ini akan saya gunakan sesuai dengan kode etik penelitian dan kerahasiaan data terjamin.

1. Identitas Responden (lingkari yang sesuai)

Nama : ……………………………………….

Lama Berlangganan   :   ……………….

Pekerjaan :   a. Pelajar/Mahasiswa   d. Pegawai Swasta

b. Guru/Dosen   f. Lain-Lain

c. Pegawai Negeri

Intensitas umur pelanggan Jasa Bengkel Firza *Campfash Noken* di Sidoarjo :

a. < 18 Tahun   b. > 23 Tahun
b. 18 – 23 Tahun

*) lingkari salah satu pernyataan diatas

2. Jawaban yang tersedia :
   S   : Suka (saya suka hal seperti itu)
   H   : Harap (saya mengharapkan hal seperti itu)
   N   : Netral (saya netral)
   T   : Toleran (saya tida suka tetapi saya dapat mentoleransi / menerima hal seperti itu)
   TS   : Tidak suka (saya tidak suka dan tidak dapat menerima hal seperti itu)

Demikian, atas perhatian dan bantuan Ibu/Saudari saya mengucapkan terima kasih.

Sidoarjo, Mei 2021

M. Abdi Setiansah (NIM : 173700082)

No	PERTANYAAN	FUNGSIONAL (+)					No	PERTANYAAN	DISFUNGSIONAL (-)				
		S	H	N	T	TS			S	H	N	T	TS
A	Tangible / kenyataan fisik yang ada						A	Tangible / kenyataan fisik yang ada					
1	Mesin Cam Noken As terawat						1	Mesin Cam Noken As **tidak** terawat					
2	Fasilitas ruang tunggu bersih dan nyaman						2	Fasilitas ruang tunggu **kotor** dan **tidak** nyaman					
3	Hasil Noken As Rapi						3	Hasil Noken As **tidak** Rapi					
4	Terdapat garansi Noken As						4	**Tidak** Terdapat garansi Noken As					
B	Reliability / keandalan pelayanan						B	Reliability / keandalan pelayanan					
1	Ketepatan jam buka dan tutup						1	Jam buka dan tutup **tidak** tepat waktu					
2	Mempunyai buku tamu dan system antrian						2	**Tidak** mempunyai buku tamu dan system antrian					
3	Terdapat media konsultasi Cam Noken As *Racing*						3	**Tidak** terdapat media konsultasi Cam Noken As *Racing*					
4	Terdapat hiburan saat menunggu Cam Noken As						4	**Tidak** terdapat hiburan saat menunggu Cam Noken As					
C	Responsive / ketanggapan						C	Responsive / ketanggapan					

#							#						
1	Tanggap terhadap keluhan pelanggan						1	**Tidak** tanggap terhadap keluhan pelanggan					
2	Tindakan perawatan sesuai dengan prosedur						2	Tindakan perawatan **tidak** sesuai dengan prosedur					
3	Terdapat informasi yang jelas, akurat dan tanggap terhadap pelanggan						3	**Tidak ada** informasi yang jelas, akurat dan tanggap terhadap pelanggan					
4	Perawat selalu cekatan melayani pelanggan						4	Perawat **tidak** cekatan melayani pelanggan					
D	**Assurance / jaminan kepastian**						D	**Assurance / jaminan kepastian**					
1	Perawat memiliki ilmu pengetahuan dan pengalaman tentang jenis perawatan						1	Mekanik **tidak** memiliki ilmu pengetahuan dan pengalaman tentang jenis perawatan					
2	Terdapat media komunikasi konsultasi performa Noken As						2	**Tidak** terdapat media komunikasi konsultasi performa Noken As					
3	Jenis perawatan dan peralatan sesuai dengan standart						3	Jenis perawatan dan peralatan **tidak** sesuai dengan standart					
4	Terdapat diskon tertentu untuk pengambilan jumlah tertentu						4	**Tidak** terdapat diskon tertentu untuk pengambilan jumlah tertentu					
E	**Empathy / memahami kebutuhan**						E	**Empathy / memahami kebutuhan**					
1	Mekanik bersikap baik dan ramah						1	Mekanik **tidak** bersikap baik dan					

	terhadap pelanggan							ramah terhadap pelanggan					
2	Mekanik memberikan pelayanan yang sama bagi setiap pelanggan tanpa membeda-bedakan						2	Mekanik memberikan pelayanan dengan **membeda-bedakan** latar belakang					
3	Bengkel firza memberikan jangka waktu pengerjaan						3	**Tidak** Bengkel firza memberikan jangka waktu pengerjaan					
4	Bengkel Firza memberikan informasi kinerja Noken As *Racing* hasil produk							Bengkel Firza **tidak** memberikan informasi kinerja Noken As *Racing* hasil produk					

Berikan masukan / saran yang dapat digunakan untuk meningkatkan kesehatan, kelancaran, keamanan dan kenyamanan perawatan untuk kebaikan bersama

………………………………………………………………………………………………………

………………………………………………………………………………………

Lampiran 2

Data 35 Responden

No	Nama	Usia	Penggunaan Produk	Pekerjaan
1	Daffa Allabi	3	3	5
2	Mayo Setiawan	2	1	1
3	Ferdian Masehi	1	1	1
4	Verry alhasan	1	1	1
5	Doni Achmad	3	1	2
6	Mahresi	3	1	4
7	Huda Kurniawan	2	3	1
8	Bachtiar	2	3	5
9	Eko Wahyu	1	1	1
10	Darmawan setiawan	1	1	1
11	David	2	2	4
12	Suharto Merhasan	1	1	1
13	Purwanto	3	1	4
14	Abdi Wildan	2	2	2
15	Aldi Kurniansyah	3	2	4
16	Denny	2	1	4
17	Lakontompesi Muhamed	2	1	4
18	Derry	2	1	2
19	Jonni Ferdiawan	2	2	4
20	Arfan	2	2	4
21	Mahrus Tora	2	2	6
22	Hermanus	1	1	1
23	Teguh Paradita	3	3	3
24	Alex Achmad	2	2	2
25	Galih Mardianssyah	2	2	4
26	Ferry Fatlurohman	3	3	4
27	Kabit	2	2	4
28	Kojek	2	2	2
29	Abdi Galih	2	3	3
30	Tora Tito Arbidan	3	3	2
31	Abidin	2	1	4
32	Mahesa langit Inggil	3	3	4
33	rakarto Supratman	3	1	3
34	Agis Yulianto	3	1	2
35	Hendra	3	3	4

Lampiran 3

Hasil Jawaban Responden Pertanyaan Fungsional Kategori Tangible & Reability

Responden	Tangible					Reability				
	X1	X2	X3	X4	Total	X5	X6	X7	X8	Total
1	1	1	1	1	4	1	2	1	2	6
2	1	2	2	1	6	1	1	1	2	5
3	1	1	2	2	6	1	1	1	2	5
4	1	1	2	2	6	1	1	2	1	5
5	2	2	1	1	6	1	2	1	2	6
6	1	1	1	1	4	1	1	1	1	4
7	1	1	1	1	4	1	2	1	1	5
8	2	2	1	3	8	2	1	1	2	6
9	1	1	1	2	5	2	2	2	1	7
10	1	1	2	2	6	1	2	1	1	5
11	1	1	1	1	4	1	2	1	2	6
12	1	1	1	1	4	1	1	1	1	4
13	1	1	1	1	4	1	1	1	1	4
14	2	2	2	1	7	2	2	1	2	7
15	1	1	1	2	5	1	2	1	2	6
16	1	1	1	2	5	1	1	1	1	4
17	2	1	1	2	6	1	2	1	2	6
18	2	1	1	2	6	1	2	1	1	5
19	1	1	2	1	5	2	2	1	2	7
20	1	1	2	1	5	2	2	1	2	7
21	1	1	1	1	4	2	1	2	2	7
22	1	1	1	2	5	2	1	1	1	5

23	2	1	1	1	5	1	1	1	2	5
24	1	1	1	1	4	1	1	1	1	4
25	2	1	1	1	5	1	1	1	2	5
26	1	1	1	1	4	1	2	1	2	6
27	1	2	2	1	6	1	3	3	2	9
28	1	1	2	2	6	1	3	3	2	9
29	1	1	2	2	6	1	1	2	1	5
30	2	2	1	1	6	1	2	1	2	6
31	1	1	1	1	4	1	1	1	1	4
32	1	1	1	1	4	1	2	1	1	5
33	2	2	1	3	8	2	1	2	2	7
34	1	1	1	1	4	1	1	1	1	4
35	1	1	2	2	6	1	2	1	1	5

Lampiran 4

Hasil Jawaban Responden Pertanyaan Fungsional Kategori Responsive, Assurance & Empathy

Responden	Responsive (Ketanggapan)					Assurance (Jaminan)					Empathy (Memahami Kebutuhan)				
	X9	X10	X11	X12	Total	X13	X14	X15	X16	Total	X17	X18	X19	X20	Total
1	1	2	2	1	6	1	2	1	2	6	2	2	2	1	7
2	2	1	2	1	6	2	1	1	1	5	2	1	1	2	6
3	2	2	2	2	8	1	1	1	1	4	2	1	1	1	5
4	1	2	1	1	5	1	2	1	2	6	1	1	1	1	4
5	1	2	2	1	6	2	1	1	2	6	1	1	1	2	5
6	1	1	1	2	5	2	1	1	1	5	1	1	1	1	4
7	1	1	1	1	4	1	1	1	1	4	1	1	2	1	5
8	2	1	2	2	7	2	1	2	2	7	2	1	2	2	7
9	2	1	2	1	6	1	2	2	2	7	1	1	1	1	4
10	1	2	1	2	6	1	3	1	2	7	2	3	1	1	7
11	1	1	1	1	4	2	1	1	1	5	1	1	1	1	4
12	2	1	1	2	6	1	2	2	2	7	2	1	1	1	5
13	1	1	1	1	4	1	1	1	1	4	1	1	1	1	4
14	2	1	2	1	6	1	1	1	1	4	2	1	1	2	6
15	2	1	2	1	6	2	1	1	2	6	1	2	1	1	5
16	2	2	2	2	8	3	2	2	2	9	2	3	2	1	8
17	2	1	2	1	6	2	1	1	2	6	1	2	1	1	5
18	1	1	1	2	5	1	2	1	2	6	1	1	2	1	5
19	1	2	1	2	6	1	1	2	1	5	2	1	2	1	6
20	1	2	1	2	6	1	1	2	2	6	2	1	2	1	6
21	1	1	2	1	5	1	2	1	1	5	1	1	1	1	4

22	1	1	1	1	4	1	2	1	1	5	2	1	2	1	6
23	1	1	2	1	5	1	1	2	2	6	1	1	2	1	5
24	1	1	1	1	4	1	1	1	1	4	1	1	1	1	4
25	1	1	2	1	5	1	1	2	1	5	1	1	1	1	4
26	1	2	2	1	6	2	2	1	2	7	2	2	2	1	7
27	2	1	2	2	7	1	1	1	3	6	2	1	1	2	6
28	2	2	2	2	8	1	1	1	3	6	2	1	1	1	5
29	1	2	1	1	5	2	2	1	2	7	1	1	1	1	4
30	1	2	2	1	6	1	1	1	2	5	1	1	1	2	5
31	1	1	1	2	5	2	1	1	1	5	1	1	1	1	4
32	1	1	1	1	4	1	1	1	1	4	1	1	2	1	5
33	2	1	2	2	7	1	1	2	2	6	2	1	2	2	7
34	1	1	1	1	4	1	1	1	1	4	1	1	1	1	4
35	1	2	1	2	6	1	3	1	2	7	2	3	1	1	7

Lampiran 5
Hasil Jawaban Responden Pertanyaan Disfungsional Kategori Tangible & Reability

Responden	Tangible (Bentuk Fisik)					Relibility (Keandalan pelayanan)				
	X1	X2	X3	X4	Total	X5	X6	X7	X8	Total
1	5	5	5	4	19	5	5	5	5	20
2	5	4	5	5	19	4	4	4	4	16
3	5	5	5	4	19	5	4	5	4	18
4	4	3	4	4	15	4	5	4	5	18
5	4	5	4	5	18	4	5	4	4	17
6	5	4	5	5	19	5	3	4	5	17
7	4	4	4	5	17	4	5	5	4	18
8	4	5	5	4	18	4	5	4	4	17
9	4	4	4	5	17	4	4	4	4	16
10	5	5	4	4	18	5	4	5	4	18
11	5	4	5	5	19	4	4	4	4	16
12	4	5	5	4	18	4	5	4	4	17
13	5	5	4	5	19	5	5	5	5	20
14	4	5	5	4	18	4	4	4	4	16
15	5	3	4	5	16	4	5	4	5	18
16	4	5	4	4	17	5	4	5	4	18
17	5	5	4	5	19	4	4	5	4	17
18	5	5	5	4	19	5	5	5	4	19

19	3	5	5	4	17	5	5	4	5	19
20	5	4	5	5	18	5	5	4	5	19
21	4	5	4	5	17	5	5	4	4	18
22	5	5	5	4	19	4	5	5	5	19
23	4	5	4	4	18	4	4	5	4	17
24	5	4	5	4	18	4	5	4	5	18
25	4	5	4	5	18	5	5	5	4	19
26	5	4	5	4	18	5	3	5	5	18
27	5	5	5	5	19	5	5	4	4	18
28	4	5	4	5	17	5	4	5	5	19
29	5	4	5	4	19	5	5	4	5	19
30	4	5	5	5	19	4	5	5	5	19
31	5	4	5	4	18	5	4	5	5	19
32	5	5	5	5	20	5	5	5	4	19
33	4	5	5	5	19	5	5	5	4	19
34	5	4	4	4	17	4	4	5	5	18
35	4	4	5	5	18	5	5	5	4	19

Lampiran 6

Hasil Jawaban Responden Pertanyaan Disfungsional Kategori Responsive, Assurance & Empathy

Responden	Responsive (Ketanggapan)					Assurance (Jaminan)						Empathy (Memahami Kebutuhan)			
	X9	X10	X11	X12	skor	X13	X14	X15	X16	skor	X17	X18	X19	X20	skor
1	5	4	4	5	18	5	5	5	4	19	5	5	4	4	18
2	5	5	5	5	20	4	5	5	4	19	5	4	5	5	19
3	4	5	5	4	18	5	5	5	4	19	4	4	5	4	17
4	5	5	5	5	20	5	5	5	4	19	5	5	5	4	19
5	4	5	5	4	18	5	5	5	4	20	4	5	4	5	18
6	5	5	5	5	20	5	4	5	4	19	5	5	5	5	20
7	5	4	5	5	19	5	5	5	5	20	5	5	4	5	19
8	5	4	5	5	19	5	4	5	4	18	5	5	5	4	19
9	4	5	4	5	18	5	5	5	5	20	5	5	5	5	20
10	5	5	5	5	20	4	4	4	5	16	4	5	4	4	17
11	5	5	5	5	20	4	5	5	4	19	4	4	4	5	17
12	5	5	4	5	19	5	4	5	4	18	4	5	4	4	17
13	5	5	5	5	20	5	5	5	5	20	4	5	5	5	19

14	5	5	5	4	19	5	4	4	5	17	4	5	5	4	18
15	5	5	5	5	20	4	4	5	5	17	5	5	5	5	20
16	5	5	5	5	20	5	5	5	5	19	5	5	5	4	19
17	5	5	4	5	19	5	5	5	5	20	5	5	5	5	20
18	5	5	5	4	19	5	5	5	5	19	5	5	5	4	19
19	5	5	5	5	20	5	4	4	5	17	5	4	5	4	18
20	5	5	5	5	20	5	4	5	5	18	5	4	5	5	19
21	5	5	5	5	20	4	4	4	5	16	5	4	5	5	19
22	5	5	5	5	20	5	5	4	5	18	5	5	5	4	19
23	5	5	5	5	20	5	5	5	5	20	5	5	5	4	19
24	5	5	5	5	20	5	4	4	4	17	5	4	5	4	18
25	5	5	5	5	20	5	5	4	4	19	5	5	4	5	19
26	5	5	5	5	20	4	4	5	5	17	5	5	5	4	19
27	4	5	5	5	19	5	5	5	5	19	5	5	5	5	20
28	5	5	5	5	20	5	5	5	5	19	5	5	5	5	20
29	5	5	5	5	20	5	4	4	4	18	5	4	5	4	18
30	5	5	5	5	20	4	4	4	5	17	5	5	4	5	19

31	5	5	5	5	20	5	4	4	5	17	5	5	5	4	19
32	5	5	5	5	20	5	5	5	4	20	5	5	5	5	20
33	5	5	5	5	20	5	5	5	4	20	5	5	5	5	20
34	5	5	5	5	20	5	5	5	5	19	5	5	5	4	19
35	5	5	5	5	20	5	5	5	5	20	5	5	5	5	20

Lampiran 7

Hasil SPSS Validitas Fungsional

Correlations

		P1	P2	P3	P4	TOTAL
P1	Pearson Correlation	1	.523**	-.257	.205	.579**
	Sig. (2-tailed)		.001	.135	.238	.000
	N	35	35	35	35	35
P2	Pearson Correlation	.523**	1	.123	.095	.661**
	Sig. (2-tailed)	.001		.481	.588	.000
	N	35	35	35	35	35
P3	Pearson Correlation	-.257	.123	1	.099	.410*
	Sig. (2-tailed)	.135	.481		.570	.014
	N	35	35	35	35	35
P4	Pearson Correlation	.205	.095	.099	1	.690**
	Sig. (2-tailed)	.238	.588	.570		.000
	N	35	35	35	35	35
TOTAL	Pearson Correlation	.579**	.661**	.410*	.690**	1
	Sig. (2-tailed)	.000	.000	.014	.000	
	N	35	35	35	35	35

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

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

Correlations

		P5	P6	P7	P8	TOTAL
P5	Pearson Correlation	1	-.065	.116	.226	.432**
	Sig. (2-tailed)		.711	.507	.191	.010

Lampiran 7

Hasil SPSS Validitas Fungsional

Correlations

		P1	P2	P3	P4	TOTAL
P1	Pearson Correlation	1	.523**	-.257	.205	.579**
	Sig. (2-tailed)		.001	.135	.238	.000
	N	35	35	35	35	35
P2	Pearson Correlation	.523**	1	.123	.095	.661**
	Sig. (2-tailed)	.001		.481	.588	.000
	N	35	35	35	35	35
P3	Pearson Correlation	-.257	.123	1	.099	.410*
	Sig. (2-tailed)	.135	.481		.570	.014
	N	35	35	35	35	35
P4	Pearson Correlation	.205	.095	.099	1	.690**
	Sig. (2-tailed)	.238	.588	.570		.000
	N	35	35	35	35	35
TOTAL	Pearson Correlation	.579**	.661**	.410*	.690**	1
	Sig. (2-tailed)	.000	.000	.014	.000	
	N	35	35	35	35	35

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

		P1	P2	P3	P4	TOTAL
	N	35	35	35	35	35
P6	Pearson Correlation	-.065	1	.333	.301	.701**
	Sig. (2-tailed)	.711		.051	.079	.000
	N	35	35	35	35	35
P7	Pearson Correlation	.116	.333	1	.116	.665**

Lampiran 7

Hasil SPSS Validitas Fungsional

Correlations

		P1	P2	P3	P4	TOTAL
P1	Pearson Correlation	1	.523**	-.257	.205	.579**
	Sig. (2-tailed)		.001	.135	.238	.000
	N	35	35	35	35	35
P2	Pearson Correlation	.523**	1	.123	.095	.661**
	Sig. (2-tailed)	.001		.481	.588	.000
	N	35	35	35	35	35
P3	Pearson Correlation	-.257	.123	1	.099	.410*
	Sig. (2-tailed)	.135	.481		.570	.014
	N	35	35	35	35	35
P4	Pearson Correlation	.205	.095	.099	1	.690**
	Sig. (2-tailed)	.238	.588	.570		.000
	N	35	35	35	35	35
TOTAL	Pearson Correlation	.579**	.661**	.410*	.690**	1
	Sig. (2-tailed)	.000	.000	.014	.000	
	N	35	35	35	35	35

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

		P1	P2	P3	P4	TOTAL
	Sig. (2-tailed)	.507	.051		.508	.000
	N	35	35	35	35	35
P8	Pearson Correlation	.226	.301	.116	1	.648**
	Sig. (2-tailed)	.191	.079	.508		.000
	N	35	35	35	35	35

Lampiran 7

Hasil SPSS Validitas Fungsional

Correlations

		P1	P2	P3	P4	TOTAL
P1	Pearson Correlation	1	.523**	-.257	.205	.579**
	Sig. (2-tailed)		.001	.135	.238	.000
	N	35	35	35	35	35
P2	Pearson Correlation	.523**	1	.123	.095	.661**
	Sig. (2-tailed)	.001		.481	.588	.000
	N	35	35	35	35	35
P3	Pearson Correlation	-.257	.123	1	.099	.410*
	Sig. (2-tailed)	.135	.481		.570	.014
	N	35	35	35	35	35
P4	Pearson Correlation	.205	.095	.099	1	.690**
	Sig. (2-tailed)	.238	.588	.570		.000
	N	35	35	35	35	35
TOTAL	Pearson Correlation	.579**	.661**	.410*	.690**	1
	Sig. (2-tailed)	.000	.000	.014	.000	
	N	35	35	35	35	35

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

TOTAL	Pearson Correlation	.432**	.701**	.665**	.648**	1
	Sig. (2-tailed)	.010	.000	.000	.000	
	N	35	35	35	35	35

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

Correlations

Lampiran 7

Hasil SPSS Validitas Fungsional

Correlations

		P1	P2	P3	P4	TOTAL
P1	Pearson Correlation	1	.523**	-.257	.205	.579**
	Sig. (2-tailed)		.001	.135	.238	.000
	N	35	35	35	35	35
P2	Pearson Correlation	.523**	1	.123	.095	.661**
	Sig. (2-tailed)	.001		.481	.588	.000
	N	35	35	35	35	35
P3	Pearson Correlation	-.257	.123	1	.099	.410*
	Sig. (2-tailed)	.135	.481		.570	.014
	N	35	35	35	35	35
P4	Pearson Correlation	.205	.095	.099	1	.690**
	Sig. (2-tailed)	.238	.588	.570		.000
	N	35	35	35	35	35
TOTAL	Pearson Correlation	.579**	.661**	.410*	.690**	1
	Sig. (2-tailed)	.000	.000	.014	.000	
	N	35	35	35	35	35

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

		P9	P10	P11	P12	TOTAL
P9	Pearson Correlation	1	-.182	.582**	.270	.705**
	Sig. (2-tailed)		.297	.000	.116	.000
	N	35	35	35	35	35
P10	Pearson Correlation	-.182	1	.037	.217	.455**

Lampiran 7

Hasil SPSS Validitas Fungsional

Correlations

		P1	P2	P3	P4	TOTAL
P1	Pearson Correlation	1	$.523^{**}$	-.257	.205	$.579^{**}$
	Sig. (2-tailed)		.001	.135	.238	.000
	N	35	35	35	35	35
P2	Pearson Correlation	$.523^{**}$	1	.123	.095	$.661^{**}$
	Sig. (2-tailed)	.001		.481	.588	.000
	N	35	35	35	35	35
P3	Pearson Correlation	-.257	.123	1	.099	$.410^{*}$
	Sig. (2-tailed)	.135	.481		.570	.014
	N	35	35	35	35	35
P4	Pearson Correlation	.205	.095	.099	1	$.690^{**}$
	Sig. (2-tailed)	.238	.588	.570		.000
	N	35	35	35	35	35
TOTAL	Pearson Correlation	$.579^{**}$	$.661^{**}$	$.410^{*}$	$.690^{**}$	1
	Sig. (2-tailed)	.000	.000	.014	.000	
	N	35	35	35	35	35

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

		P1	P2	P3	P4	TOTAL
	Sig. (2-tailed)	.297		.832	.210	.006
	N	35	35	35	35	35
P11	Pearson Correlation	$.582^{**}$	.037	1	-.140	$.631^{**}$
	Sig. (2-tailed)	.000	.832		.422	.000
	N	35	35	35	35	35

Lampiran 7

Hasil SPSS Validitas Fungsional

Correlations

		P1	P2	P3	P4	TOTAL
P1	Pearson Correlation	1	.523**	-.257	.205	.579**
	Sig. (2-tailed)		.001	.135	.238	.000
	N	35	35	35	35	35
P2	Pearson Correlation	.523**	1	.123	.095	.661**
	Sig. (2-tailed)	.001		.481	.588	.000
	N	35	35	35	35	35
P3	Pearson Correlation	-.257	.123	1	.099	.410*
	Sig. (2-tailed)	.135	.481		.570	.014
	N	35	35	35	35	35
P4	Pearson Correlation	.205	.095	.099	1	.690**
	Sig. (2-tailed)	.238	.588	.570		.000
	N	35	35	35	35	35
TOTAL	Pearson Correlation	.579**	.661**	.410*	.690**	1
	Sig. (2-tailed)	.000	.000	.014	.000	
	N	35	35	35	35	35

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

		P1	P2	P3	P4	TOTAL
P12	Pearson Correlation	.270	.217	-.140	1	.569**
	Sig. (2-tailed)	.116	.210	.422		.000
	N	35	35	35	35	35
TOTAL	Pearson Correlation	.705**	.455**	.631**	.569**	1
	Sig. (2-tailed)	.000	.006	.000	.000	

Lampiran 7

Hasil SPSS Validitas Fungsional

Correlations

		P1	P2	P3	P4	TOTAL
P1	Pearson Correlation	1	.523**	-.257	.205	.579**
	Sig. (2-tailed)		.001	.135	.238	.000
	N	35	35	35	35	35
P2	Pearson Correlation	.523**	1	.123	.095	.661**
	Sig. (2-tailed)	.001		.481	.588	.000
	N	35	35	35	35	35
P3	Pearson Correlation	-.257	.123	1	.099	.410*
	Sig. (2-tailed)	.135	.481		.570	.014
	N	35	35	35	35	35
P4	Pearson Correlation	.205	.095	.099	1	.690**
	Sig. (2-tailed)	.238	.588	.570		.000
	N	35	35	35	35	35
TOTAL	Pearson Correlation	.579**	.661**	.410*	.690**	1
	Sig. (2-tailed)	.000	.000	.014	.000	
	N	35	35	35	35	35

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

	N	35	35	35	35	35

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

Correlations

		P13	P14	P15	P16	TOTAL
P13	Pearson Correlation	1	-.072	-.011	.042	.433**

Lampiran 7

Hasil SPSS Validitas Fungsional

Correlations

		P1	P2	P3	P4	TOTAL
P1	Pearson Correlation	1	.523**	-.257	.205	.579**
	Sig. (2-tailed)		.001	.135	.238	.000
	N	35	35	35	35	35
P2	Pearson Correlation	.523**	1	.123	.095	.661**
	Sig. (2-tailed)	.001		.481	.588	.000
	N	35	35	35	35	35
P3	Pearson Correlation	-.257	.123	1	.099	.410*
	Sig. (2-tailed)	.135	.481		.570	.014
	N	35	35	35	35	35
P4	Pearson Correlation	.205	.095	.099	1	.690**
	Sig. (2-tailed)	.238	.588	.570		.000
	N	35	35	35	35	35
TOTAL	Pearson Correlation	.579**	.661**	.410*	.690**	1
	Sig. (2-tailed)	.000	.000	.014	.000	
	N	35	35	35	35	35

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

		P1	P2	P3	P4	TOTAL
	Sig. (2-tailed)		.680	.952	.812	.009
	N	35	35	35	35	35
P14	Pearson Correlation	-.072	1	-.066	.260	.581**
	Sig. (2-tailed)	.680		.707	.131	.000
	N	35	35	35	35	35

Lampiran 7

Hasil SPSS Validitas Fungsional

Correlations

		P1	P2	P3	P4	TOTAL
P1	Pearson Correlation	1	.523**	-.257	.205	.579**
	Sig. (2-tailed)		.001	.135	.238	.000
	N	35	35	35	35	35
P2	Pearson Correlation	.523**	1	.123	.095	.661**
	Sig. (2-tailed)	.001		.481	.588	.000
	N	35	35	35	35	35
P3	Pearson Correlation	-.257	.123	1	.099	.410*
	Sig. (2-tailed)	.135	.481		.570	.014
	N	35	35	35	35	35
P4	Pearson Correlation	.205	.095	.099	1	.690**
	Sig. (2-tailed)	.238	.588	.570		.000
	N	35	35	35	35	35
TOTAL	Pearson Correlation	.579**	.661**	.410*	.690**	1
	Sig. (2-tailed)	.000	.000	.014	.000	
	N	35	35	35	35	35

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

		P1	P2	P3	P4	TOTAL
P15	Pearson Correlation	-.011	-.066	1	.149	.409*
	Sig. (2-tailed)	.952	.707		.393	.015
	N	35	35	35	35	35
P16	Pearson Correlation	.042	.260	.149	1	.709**
	Sig. (2-tailed)	.812	.131	.393		.000

Lampiran 7

Hasil SPSS Validitas Fungsional

Correlations

		P1	P2	P3	P4	TOTAL
P1	Pearson Correlation	1	.523**	-.257	.205	.579**
	Sig. (2-tailed)		.001	.135	.238	.000
	N	35	35	35	35	35
P2	Pearson Correlation	.523**	1	.123	.095	.661**
	Sig. (2-tailed)	.001		.481	.588	.000
	N	35	35	35	35	35
P3	Pearson Correlation	-.257	.123	1	.099	.410*
	Sig. (2-tailed)	.135	.481		.570	.014
	N	35	35	35	35	35
P4	Pearson Correlation	.205	.095	.099	1	.690**
	Sig. (2-tailed)	.238	.588	.570		.000
	N	35	35	35	35	35
TOTAL	Pearson Correlation	.579**	.661**	.410*	.690**	1
	Sig. (2-tailed)	.000	.000	.014	.000	
	N	35	35	35	35	35

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

		P1	P2	P3	P4	TOTAL
	N	35	35	35	35	35
TOTAL	Pearson Correlation	.433**	.581**	.409*	.709**	1
	Sig. (2-tailed)	.009	.000	.015	.000	
	N	35	35	35	35	35

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

Lampiran 7

Hasil SPSS Validitas Fungsional

Correlations

		P1	P2	P3	P4	TOTAL
P1	Pearson Correlation	1	.523**	-.257	.205	.579**
	Sig. (2-tailed)		.001	.135	.238	.000
	N	35	35	35	35	35
P2	Pearson Correlation	.523**	1	.123	.095	.661**
	Sig. (2-tailed)	.001		.481	.588	.000
	N	35	35	35	35	35
P3	Pearson Correlation	-.257	.123	1	.099	.410*
	Sig. (2-tailed)	.135	.481		.570	.014
	N	35	35	35	35	35
P4	Pearson Correlation	.205	.095	.099	1	.690**
	Sig. (2-tailed)	.238	.588	.570		.000
	N	35	35	35	35	35
TOTAL	Pearson Correlation	.579**	.661**	.410*	.690**	1
	Sig. (2-tailed)	.000	.000	.014	.000	
	N	35	35	35	35	35

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

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

Correlations

		P17	P18	P19	P20	TOTAL
P17	Pearson Correlation	1	.321	.304	.258	.812**
	Sig. (2-tailed)		.060	.076	.134	.000

Lampiran 7

Hasil SPSS Validitas Fungsional

Correlations

		P1	P2	P3	P4	TOTAL
P1	Pearson Correlation	1	.523**	-.257	.205	.579**
	Sig. (2-tailed)		.001	.135	.238	.000
	N	35	35	35	35	35
P2	Pearson Correlation	.523**	1	.123	.095	.661**
	Sig. (2-tailed)	.001		.481	.588	.000
	N	35	35	35	35	35
P3	Pearson Correlation	-.257	.123	1	.099	.410*
	Sig. (2-tailed)	.135	.481		.570	.014
	N	35	35	35	35	35
P4	Pearson Correlation	.205	.095	.099	1	.690**
	Sig. (2-tailed)	.238	.588	.570		.000
	N	35	35	35	35	35
TOTAL	Pearson Correlation	.579**	.661**	.410*	.690**	1
	Sig. (2-tailed)	.000	.000	.014	.000	
	N	35	35	35	35	35

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

		P1	P2	P3	P4	TOTAL
	N	35	35	35	35	35
P18	Pearson Correlation	.321	1	.056	-.233	.608**
	Sig. (2-tailed)	.060		.749	.178	.000
	N	35	35	35	35	35
P19	Pearson Correlation	.304	.056	1	-.060	.548**

Lampiran 7

Hasil SPSS Validitas Fungsional

Correlations

		P1	P2	P3	P4	TOTAL
P1	Pearson Correlation	1	.523**	-.257	.205	.579**
	Sig. (2-tailed)		.001	.135	.238	.000
	N	35	35	35	35	35
P2	Pearson Correlation	.523**	1	.123	.095	.661**
	Sig. (2-tailed)	.001		.481	.588	.000
	N	35	35	35	35	35
P3	Pearson Correlation	-.257	.123	1	.099	.410*
	Sig. (2-tailed)	.135	.481		.570	.014
	N	35	35	35	35	35
P4	Pearson Correlation	.205	.095	.099	1	.690**
	Sig. (2-tailed)	.238	.588	.570		.000
	N	35	35	35	35	35
TOTAL	Pearson Correlation	.579**	.661**	.410*	.690**	1
	Sig. (2-tailed)	.000	.000	.014	.000	
	N	35	35	35	35	35

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

	Sig. (2-tailed)	.076	.749		.731	.001
	N	35	35	35	35	35
P20	Pearson Correlation	.258	-.233	-.060	1	.308
	Sig. (2-tailed)	.134	.178	.731		.072
	N	35	35	35	35	35

Lampiran 7

Hasil SPSS Validitas Fungsional

Correlations

		P1	P2	P3	P4	TOTAL
P1	Pearson Correlation	1	.523**	-.257	.205	.579**
	Sig. (2-tailed)		.001	.135	.238	.000
	N	35	35	35	35	35
P2	Pearson Correlation	.523**	1	.123	.095	.661**
	Sig. (2-tailed)	.001		.481	.588	.000
	N	35	35	35	35	35
P3	Pearson Correlation	-.257	.123	1	.099	.410*
	Sig. (2-tailed)	.135	.481		.570	.014
	N	35	35	35	35	35
P4	Pearson Correlation	.205	.095	.099	1	.690**
	Sig. (2-tailed)	.238	.588	.570		.000
	N	35	35	35	35	35
TOTAL	Pearson Correlation	.579**	.661**	.410*	.690**	1
	Sig. (2-tailed)	.000	.000	.014	.000	
	N	35	35	35	35	35

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

		P1	P2	P3	P4	TOTAL
TOTAL	Pearson Correlation	.812**	.608**	.548**	.308	1
	Sig. (2-tailed)	.000	.000	.001	.072	
	N	35	35	35	35	35

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

Lampiran 7

Hasil SPSS Validitas Disungsional

	Correlations					
		P1	P2	P3	P4	TOTAL
P1	Pearson Correlation	1	-.237	.232	-.074	.476**
	Sig. (2-tailed)		.170	.181	.671	.004
	N	35	35	35	35	35
P2	Pearson Correlation	-.237	1	.058	-.014	.480**
	Sig. (2-tailed)	.170		.740	.938	.003
	N	35	35	35	35	35
P3	Pearson Correlation	.232	.058	1	-.118	.581**
	Sig. (2-tailed)	.181	.740		.500	.000
	N	35	35	35	35	35
P4	Pearson Correlation	-.074	-.014	-.118	1	.378*
	Sig. (2-tailed)	.671	.938	.500		.025
	N	35	35	35	35	35
TOTAL	Pearson Correlation	.476**	.480**	.581**	.378*	1
	Sig. (2-tailed)	.004	.003	.000	.025	
	N	35	35	35	35	35

	Correlations					
		P5	P6	P7	P8	TOTAL
P5	Pearson Correlation	1	-.030	.309	.099	.625**
	Sig. (2-tailed)		.864	.071	.570	.000
	N	35	35	35	35	35

P6	Pearson Correlation	-.030	1	-.125	-.014	.473**
	Sig. (2-tailed)	.864		.474	.938	.004
	N	35	35	35	35	35
P7	Pearson Correlation	.309	-.125	1	-.017	.520**
	Sig. (2-tailed)	.071	.474		.925	.001
	N	35	35	35	35	35
P8	Pearson Correlation	.099	-.014	-.017	1	.483**
	Sig. (2-tailed)	.570	.938	.925		.003
	N	35	35	35	35	35
TOTAL	Pearson Correlation	.625**	.473**	.520**	.483**	1
	Sig. (2-tailed)	.000	.004	.001	.003	
	N	35	35	35	35	35

Correlations

		P9	P10	P11	P12	TOTAL
P9	Pearson Correlation	1	-.110	.153	.435**	.690**
	Sig. (2-tailed)		.529	.380	.009	.000
	N	35	35	35	35	35
P10	Pearson Correlation	-.110	1	.211	-.110	.403*
	Sig. (2-tailed)	.529		.224	.529	.016
	N	35	35	35	35	35
P11	Pearson Correlation	.153	.211	1	-.129	.559**
	Sig. (2-tailed)	.380	.224		.460	.000
	N	35	35	35	35	35
P12	Pearson Correlation	.435**	-.110	-.129	1	.559**
	Sig. (2-tailed)	.009	.529	.460		.000

	N	35	35	35	35	35
TOTAL	Pearson Correlation	.690[**]	.403[*]	.559[**]	.559[**]	1
	Sig. (2-tailed)	.000	.016	.000	.000	
	N	35	35	35	35	35

Correlations

		P13	P14	P15	P16	TOTAL
P13	Pearson Correlation	1	.321	.158	.000	.512[**]
	Sig. (2-tailed)		.060	.364	1.000	.002
	N	35	35	35	35	35
P14	Pearson Correlation	.321	1	.516[**]	.354[*]	.837[**]
	Sig. (2-tailed)	.060		.001	.037	.000
	N	35	35	35	35	35
P15	Pearson Correlation	.158	.516[**]	1	.164	.692[**]
	Sig. (2-tailed)	.364	.001		.346	.000
	N	35	35	35	35	35
P16	Pearson Correlation	.000	.354[*]	.164	1	.605[**]
	Sig. (2-tailed)	1.000	.037	.346		.000
	N	35	35	35	35	35
TOTAL	Pearson Correlation	.512[**]	.837[**]	.692[**]	.605[**]	1
	Sig. (2-tailed)	.002	.000	.000	.000	
	N	35	35	35	35	35

Correlations

		P17	P18	P19	P20	TOTAL
P17	Pearson Correlation	1	.068	.408[*]	.086	.691[**]

	Sig. (2-tailed)		.698	.015	.624	.000
	N	35	35	35	35	35
P18	Pearson Correlation	.068	1	-.134	.016	.428*
	Sig. (2-tailed)	.698		.442	.929	.010
	N	35	35	35	35	35
P19	Pearson Correlation	.408*	-.134	1	-.121	.502**
	Sig. (2-tailed)	.015	.442		.490	.002
	N	35	35	35	35	35
P20	Pearson Correlation	.086	.016	-.121	1	.527**
	Sig. (2-tailed)	.624	.929	.490		.001
	N	35	35	35	35	35
TOTAL	Pearson Correlation	.691**	.428*	.502**	.527**	1
	Sig. (2-tailed)	.000	.010	.002	.001	
	N	35	35	35	35	35

Lampiran 8

Hasil SPSS Reliability Fungsional dan Disfungsional

Reliability Statistics Fungsinoal

Cronbach's Alpha	N of Items
.510	20

Reliability Statistics Disfungsional

Cronbach's Alpha	N of Items
.754	20