

LAMPIRAN



## LAMPIRAN A

### HASIL UJI STATISTIK SPSS

Berikut ini adalah hasil output dari Software SPSS yang digunakan di dalam penelitian



A-1 Hasil Uji Normalitas

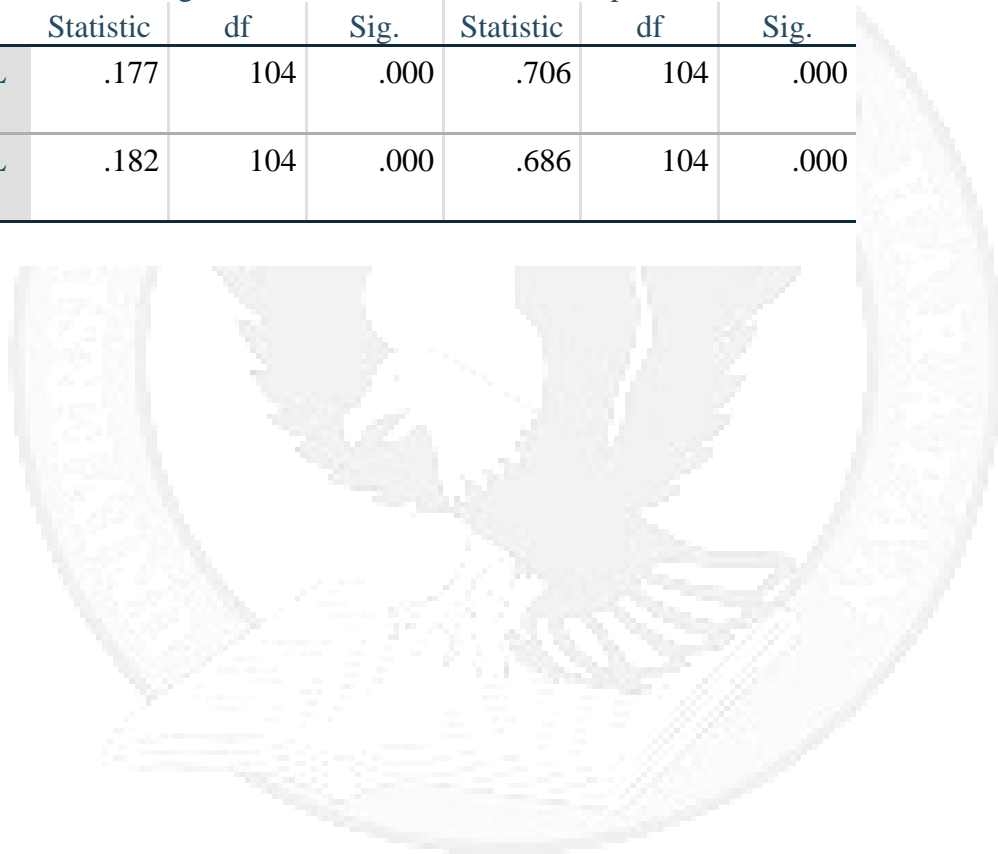
	Tests of Normality					
	Kolmogorov-Smirnov <sup>a</sup>			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
K1	.310	113	.000	.759	113	.000
K2	.362	113	.000	.695	113	.000
K3	.236	113	.000	.811	113	.000
K4	.324	113	.000	.745	113	.000
K5	.252	113	.000	.817	113	.000
K6	.466	113	.000	.549	113	.000
K7	.453	113	.000	.578	113	.000
K8	.253	113	.000	.809	113	.000
K9	.231	113	.000	.822	113	.000
K10	.378	113	.000	.675	113	.000
K11	.248	113	.000	.812	113	.000
K12	.411	113	.000	.647	113	.000
K13	.371	113	.000	.700	113	.000
K14	.313	113	.000	.756	113	.000
K15	.209	113	.000	.880	113	.000
K16	.412	113	.000	.647	113	.000
K17	.387	113	.000	.650	113	.000
K18	.404	113	.000	.645	113	.000
K19	.357	113	.000	.719	113	.000
K20	.321	113	.000	.719	113	.000
K21	.336	113	.000	.706	113	.000
K22	.252	113	.000	.820	113	.000
K23	.361	113	.000	.669	113	.000
K24	.360	113	.000	.683	113	.000
K25	.353	113	.000	.719	113	.000
K26	.246	113	.000	.824	113	.000
K27	.373	113	.000	.698	113	.000
K28	.301	113	.000	.767	113	.000
K29	.394	113	.000	.672	113	.000
K30	.372	113	.000	.701	113	.000
K31	.300	113	.000	.759	113	.000
K32	.423	113	.000	.630	113	.000
K33	.436	113	.000	.598	113	.000
K34	.383	113	.000	.691	113	.000
K35	.393	113	.000	.673	113	.000
K36	.397	113	.000	.668	113	.000

K37	.394	113	.000	.672	113	.000
K38	.440	113	.000	.603	113	.000
K39	.384	113	.000	.685	113	.000
K40	.403	113	.000	.660	113	.000
K41	.335	113	.000	.727	113	.000
K42	.436	113	.000	.606	113	.000
K43	.431	113	.000	.609	113	.000
P1	.299	113	.000	.763	113	.000
P2	.289	113	.000	.757	113	.000
P3	.293	113	.000	.776	113	.000
P4	.289	113	.000	.748	113	.000
P5	.277	113	.000	.779	113	.000
P6	.409	113	.000	.639	113	.000
P7	.410	113	.000	.646	113	.000
P8	.307	113	.000	.760	113	.000
P9	.261	113	.000	.789	113	.000
P10	.417	113	.000	.633	113	.000
P11	.337	113	.000	.742	113	.000
P12	.407	113	.000	.654	113	.000
P13	.346	113	.000	.728	113	.000
P14	.328	113	.000	.744	113	.000
P15	.209	113	.000	.854	113	.000
P16	.339	113	.000	.731	113	.000
P17	.420	113	.000	.635	113	.000
P18	.448	113	.000	.588	113	.000
P19	.391	113	.000	.675	113	.000
P20	.318	113	.000	.755	113	.000
P21	.310	113	.000	.724	113	.000
P22	.265	113	.000	.808	113	.000
P23	.329	113	.000	.737	113	.000
P24	.314	113	.000	.771	113	.000
P25	.382	113	.000	.687	113	.000
P26	.322	113	.000	.757	113	.000
P27	.358	113	.000	.723	113	.000
P28	.259	113	.000	.811	113	.000
P29	.390	113	.000	.672	113	.000
P30	.413	113	.000	.639	113	.000
P31	.372	113	.000	.695	113	.000
P32	.419	113	.000	.634	113	.000
P33	.426	113	.000	.622	113	.000

P34	.408	113	.000	.651	113	.000
P35	.395	113	.000	.669	113	.000
P36	.394	113	.000	.662	113	.000
P37	.397	113	.000	.666	113	.000
P38	.444	113	.000	.596	113	.000
P39	.403	113	.000	.657	113	.000
P40	.455	113	.000	.569	113	.000
P41	.448	113	.000	.588	113	.000
P42	.448	113	.000	.586	113	.000

Tests of Normality

	Kolmogorov-Smirnov <sup>a</sup>			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
TOTAL K	.177	104	.000	.706	104	.000
TOTAL P	.182	104	.000	.686	104	.000



## A-2 Hasil Uji Validitas

		Correlations																
		K1	K2	K3	K4	K5	K6	K7	K8	K9	K10	K11	K12	K13	K14	K15	K16	
K1	Pearson Correlation	1	.599**	.404**	.468**	.362**	.412**	.456**	.394**	.390**	.317**	.440**	.317**	.319**	.352**	.377**	.398**	
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.001	.001	.000	.000	.000	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	
K2	Pearson Correlation	.599**	1	.470**	.521**	.347**	.519**	.529**	.362**	.272**	.502**	.348**	.499**	.487**	.320**	.209**	.381**	
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.005	.000	.000	.000	.000	.001	.035	.000	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	
K3	Pearson Correlation	.404**	.470**	1	.283**	.555**	.207**	.215*	.194*	.222*	.189	.192	.208*	.326**	.133	.134	.230*	
	Sig. (2-tailed)	.000	.000		.004	.000	.036	.029	.050	.025	.056	.052	.0	Double-click to activate	.181	.176	.019	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	
K4	Pearson Correlation	.468**	.521**	.283**	1	.515**	.480**	.586**	.254**	.183	.403**	.377**	.403**	.427**	.331**	.285**	.449**	
	Sig. (2-tailed)	.000	.000	.004		.000	.000	.000	.010	.064	.000	.000	.000	.000	.001	.003	.000	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	
K5	Pearson Correlation	.362**	.347**	.555**	.515**	1	.308**	.266**	.384**	.444**	.248*	.439**	.216*	.352**	.237*	.303**	.295**	
	Sig. (2-tailed)	.000	.000	.000	.000		.002	.007	.000	.000	.012	.000	.028	.000	.016	.002	.002	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	
K6	Pearson Correlation	.412**	.519**	.207**	.480**	.308**	1	.912**	.274**	.273**	.506**	.230*	.382**	.359**	.531**	.226*	.657**	
	Sig. (2-tailed)	.000	.000	.036	.000	.002		.000	.005	.005	.000	.020	.000	.000	.000	.022	.000	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	
K7	Pearson Correlation	.456**	.529**	.215*	.586**	.266**	.912**	1	.231*	.168	.485**	.208*	.420**	.334**	.471**	.225*	.692**	
	Sig. (2-tailed)	.000	.000	.029	.000	.007	.000		.019	.089	.000	.035	.000	.001	.000	.023	.000	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	
K8	Pearson Correlation	.394**	.362**	.194*	.254**	.384**	.274**	.231*	1	.870**	.348**	.549**	.299**	.418**	.231*	.402**	.289**	
	Sig. (2-tailed)	.000	.000	.050	.010	.000	.005	.019		.000	.000	.000	.002	.000	.019	.000	.003	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	
K9	Pearson Correlation	.390**	.272**	.222*	.183	.444**	.273**	.168	.870**	1	.331**	.535**	.210*	.362**	.229*	.412**	.286**	
	Sig. (2-tailed)	.000	.005	.025	.064	.000	.005	.089	.000		.001	.000	.033	.000	.020	.000	.003	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	
K10	Pearson Correlation	.317**	.502**	.189	.403**	.248*	.506**	.485**	.348**	.331**	1	.265**	.514**	.456**	.473**	.374**	.538**	
	Sig. (2-tailed)																	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	
K17	K18	K19	K20	K21	K22	K23	K24	K25	K26	K27	K28	K29	K30	K31	K32	K33	K34	K35
.357**	.392**	.201*	.122	.192	.418**	.255**	.332**	.407**	.304**	.464**	.373**	.469**	.513**	.333**	.511**	.359**	.291**	.389**
.000	.000	.041	.219	.052	.000	.009	.001	.000	.002	.000	.000	.000	.000	.001	.000	.000	.003	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.307**	.332**	.245*	.211*	.313**	.235*	.192	.439**	.366**	.223*	.419**	.446**	.476**	.461**	.248*	.563**	.492**	.390**	.445**
.002	.001	.013	.033	.001	.017	.052	.000	.000	.024	.000	.000	.000	.000	.011	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.107	.152	.342**	.318**	.218*	.302**	.330**	.275**	.328**	.353**	.332**	.393**	.445**	.354**	.403**	.348**	.304**	.391**	.359**
.283	.126	.000	.001	.027	.002	.001	.005	.001	.000	.001	.000	.000	.000	.000	.000	.002	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.208*	.465**	.296**	.185	.320**	.303**	.293**	.535**	.465**	.231*	.359**	.313**	.363**	.383**	.218*	.377**	.284**	.296**	.439**
.035	.000	.002	.062	.001	.002	.003	.000	.000	.019	.000	.001	.000	.000	.027	.000	.004	.002	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.211*	.280**	.386**	.335**	.306**	.366**	.452**	.482**	.394**	.325**	.394**	.394**	.371**	.408**	.413**	.400**	.300**	.464**	.386**
.032	.004	.000	.001	.002	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.002	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.579**	.630**	.459**	.251*	.335**	.322**	.402**	.550**	.460**	.214*	.570**	.386**	.619**	.564**	.435**	Double-click to activate	.423**	.606**	
.000	.000	.000	.011	.001	.000	.000	.000	.000	.030	.000	.000	.000	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.506**	.670**	.407**	.249*	.311**	.304**	.356**	.557**	.433**	.215*	.576**	.379**	.595**	.538**	.379**	.595**	.656**	.323**	.584**
.000	.000	.000	.011	.001	.002	.000	.000	.000	.029	.000	.000	.000	.000	.000	.000	.001	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.320**	.312**	.250*	.015	.050	.147	.133	.294**	.266**	.265**	.231*	.073	.206*	.278**	.244*	.274**	.254**	.239*	.181
.001	.001	.011	.881	.616	.139	.179	.003	.007	.007	.019	.463	.037	.005	.013	.005	.009	.015	.067
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.378**	.328**	.218*	-.051	.024	.139	.133	.220*	.263**	.256**	.267**	.106	.160	.265**	.244*	.212*	.218*	.266**	.142
.000	.001	.027	.609	.811	.163	.180	.026	.007	.009	.006	.289	.106	.007	.013	.032	.027	.007	.154
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.485**	.528**	.441**	.206*	.255**	.238*	.290**	.493**	.405**	.314**	.484**	.282**	.387**	.463**	.440**	.507**	.540**	.239*	.386**

K26	K27	K28	K29	K30	K31	K32	K33	K34	K35	K36	K37	K38	K39	K40	K41	K42	K43	TOTAL K
.304**	.464**	.373**	.469**	.513**	.333**	.511**	.359**	.291**	.389**	.507**	.461**	.512**	.561**	.548**	1.000**	.461**	.526**	.655**
.002	.000	.000	.000	.000	.001	.000	.000	.003	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.223**	.419**	.446**	.476**	.461**	.248**	.563**	.492**	.390**	.445**	.452**	.490**	.544**	.521**	.450**	.599**	.536**	.507**	.639**
.024	.000	.000	.000	.000	.011	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.353**	.332**	.393**	.445**	.354**	.403**	.348**	.304**	.391**	.359**	.328**	.282**	.228**	.356**	.146	.404**	.421**	.245*	.492**
.000	.001	.000	.000	.000	.000	.000	.002	.000	.000	.001	.004	.021	.000	.141	.000	.000	.013	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.231*	.359**	.313**	.363**	.383**	.218*	.377**	.284**	.296**	.439**	.526**	.544**	.456**	.376**	.270**	.468**	.414**	.566**	.597**
.019	.000	.001	.000	.000	.027	.000	.004	.002	.000	.000	.000	.000	.000	.006	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.325**	.394**	.394**	.371**	.408**	.413**	.400**	.300**	.464**	.386**	.444**	.369**	.323**	.305**	.307**	.362**	.356**	.314**	.594**
.001	.000	.000	.000	.000	.000	.000	.002	.000	.000	.000	.000	.001	.002	.002	.000	.000	.001	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.214*	.570**	.386**	.619**	.564**	.435**	.613**	.735**	.423**	.606**	.558**	.533**	.654**	.511**	.656**	.412**	.558**	.607**	.722**
.030	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.215*	.576**	.379**	.595**	.538**	.379**	.595**	.656**	.323**	.584**	.624**	.574**	.605**	.520**	.571**	.456**	.577**	.648**	.701**
.029	.000	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.265**	.231*	.073	.206*	.278**	.244*	.274**	.254**	.239*	.181	.215*	.224*	.266**	.318**	.438**	.394**	.184	.309**	.479**
.007	.019	.463	.037	.005	.013	.005	.009	.015	.067	.029	.023	.007	.001	.000	.000	.063	.002	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.256**	.267**	.106	.160	.265**	.244*	.212*	.218*	.266**	.142	.169	.195*	.236*	.294**	.448**	.390**	.066	.229*	.452**
.009	.006	.289	.106	.007	.013	.032	.027	.007	.154	.088	.048	.017	.003	.000	.000	.508	.020	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.314**	.484**	.282**	.387**	.463**	.440**	.507**	.540**	.239*	.386**	.436**	.446**	.498**	.307**	.389**	.317**	.386**	.367**	.618**

	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K11	Pearson Correlation	.440**	.348**	.192	.377**	.439**	.230*	.208*	.549**	.535**	.265**	1	.361**	.553**	.356**	.455**	.183	
	Sig. (2-tailed)	.000	.000	.052	.000	.000	.020	.035	.000	.000	.007		.000	.000	.000	.000	.064	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K12	Pearson Correlation	.317**	.499**	.208*	.403**	.216*	.382**	.420**	.299**	.210*	.514**	.361**	1	.599**	.576**	.416**	.350**	
	Sig. (2-tailed)	.001	.000	.035	.000	.028	.000	.000	.002	.033	.000	.000		.000	.000	.000	.000	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K13	Pearson Correlation	.319**	.487**	.326**	.427**	.352**	.359**	.334**	.418**	.362**	.456**	.553**	.599**	1	.443**	.234*	.333**	
	Sig. (2-tailed)	.001	.000	.001	.000	.000	.000	.001	.000	.000	.000	.000	.000		.000	.017	.001	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K14	Pearson Correlation	.352**	.320**	.133	.331**	.237*	.531**	.471**	.231*	.229*	.473**	.356**	.576**	.443**	1	.508**	.506**	
	Sig. (2-tailed)	.000	.001	.181	.001	.016	.000	.000	.019	.020	.000	.000	.000	.000		.000	.000	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K15	Pearson Correlation	.377**	.209*	.134	.285**	.303**	.226*	.225*	.402**	.412**	.374**	.455**	.416**	.234*	.508**	1	.273**	
	Sig. (2-tailed)	.000	.035	.176	.003	.002	.022	.023	.000	.000	.000	.000	.000	.017	.000		.005	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K16	Pearson Correlation	.398**	.381**	.230*	.449**	.295**	.657**	.692**	.289**	.286**	.538**	.183	.350**	.333**	.506**	.273**	1	
	Sig. (2-tailed)	.000	.000	.019	.000	.002	.000	.000	.003	.003	.000	.064	.000	.001	.000	.005		
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K17	Pearson Correlation	.357**	.307**	.107	.208*	.211*	.579**	.506**	.320**	.378**	.485**	.211*	.364**	.285**	.539**	.336**	.654**	
	Sig. (2-tailed)	.000	.002	.283	.035	.032	.000	.000	.001	.000	.000	.033	.000	.004	.000	.001	.000	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K18	Pearson Correlation	.392**	.332**	.152	.465**	.280**	.630**	.670**	.312**	.328**	.528**	.264**	.406**	.344**	.505**	.306**	.698**	
	Sig. (2-tailed)	.000	.001	.126	.000	.004	.000	.000	.001	.001	.000	.007	.000	.000	.000	.002	.000	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K19	Pearson Correlation	.201*	.245**	.342**	.296**	.386**	.459**	.407**	.250*	.218*	.441**	.166	.318**	.374**	.492**	.078	.574**	
	Sig. (2-tailed)	.041	.013	.000	.002	.000	.000	.000	.011	.027	.000	.095	.001	.000	.000	.431	.000	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K20	Pearson Correlation	.122	.211*	.318**	.185	.335**	.251*	.249*	.015	-.051	.206*	.024	.239*	.209*	.318**	-.032	.311**	
	Sig. (2-tailed)	.219	.033	.001	.062	.001	.011	.011	.881	.609	.037	.812	.015	.034	.001	.751	.001	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103

.000		.001	.000	.033	.000	.020	.000	.003	.000	.001	.027	.609	.811	.163	.180	.026	.007	.009
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.348	.331	1	.265	.514	.456	.473	.374	.538	.485	.528	.441	.206	.255	.236	.290	.493	.405	.314
.000	.001		.007	.000	.000	.000	.000	.000	.000	.000	.000	.037	.009	.016	.003	.000	.000	.001
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.549	.535	.265	1	.361	.553	.356	.455	.183	.211	.264	.166	.024	.191	.290	.054	.244	.395	.323
.000	.000	.007		.000	.000	.000	.000	.064	.033	.007	.095	.812	.053	.003	.587	.013	.000	.001
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.299	.210	.514	.361	1	.599	.576	.416	.350	.364	.406	.318	.239	.291	.304	.208	.329	.426	.305
.002	.033	.000	.000		.000	.000	.000	.000	.000	.000	.001	.015	.003	.002	.035	.001	.000	.002
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.418	.362	.456	.553	.599	1	.443	.234	.333	.285	.344	.374	.209	.303	.294	.185	.309	.418	.353
.000	.000	.000	.000	.000		.000	.017	.001	.004	.000	.000	.034	.002	.003	.061	.002	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.231	.229	.473	.356	.576	.443	1	.508	.506	.539	.505	.492	.318	.410	.450	.393	.499	.562	.465
.019	.020	.000	.000	.000	.000		.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.402	.412	.374	.455	.416	.234	.508	1	.273	.336	.306	.078	-.032	.063	.223	.111	.264	.291	.204
.000	.000	.000	.000	.000	.017	.000		.005	.001	.002	.431	.751	.526	.024	.266	.007	.003	.038
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.289	.286	.538	.183	.350	.333	.506	.273	1	.654	.698	.574	.311	.267	.280	.507			.348
.003	.003	.000	.064	.000	.001	.000	.005		.000	.000	.000	.001	.006	.004	.000			.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.320	.378	.485	.211	.364	.285	.539	.336	.654	1	.714	.606	.280	.263	.261	.490	.487	.545	.385
.001	.000	.000	.033	.000	.004	.000	.001	.000		.000	.000	.004	.007	.008	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.312	.328	.528	.264	.406	.344	.505	.306	.698	.714	1	.503	.248	.298	.282	.458	.500	.558	.372
.001	.001	.000	.007	.000	.000	.000	.002	.000	.000	.000	.000	.012	.002	.004	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.250	.218	.441	.166	.318	.374	.492	.078	.574	.606	.503	1	.564	.454	.339	.719	.614	.508	.469
.011	.027	.000	.095	.001	.000	.000	.431	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000

Double-click to activate

.006	.289	.106	.007	.013	.032	.027	.007	.154	.088	.048	.017	.003	.000	.000	.508	.020	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.484	.282	.387	.463	.440	.507	.540	.239	.386	.436	.446	.498	.307	.389	.317	.386	.367	.618
.000	.004	.000	.000	.000	.000	.000	.015	.000	.000	.000	.000	.002	.000	.001	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.278	.270	.316	.320	.236	.226	.210	.273	.191	.338	.355	.335	.347	.427	.440	.284	.265	.510
.004	.006	.001	.001	.016	.022	.033	.005	.053	.000	.000	.001	.000	.000	.000	.004	.007	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.433	.281	.284	.349	.340	.378	.322	.275	.282	.340	.344	.376	.324	.266	.317	.302	.430	.559
.000	.004	.004	.000	.000	.000	.001	.005	.004	.000	.000	.000	.001	.007	.001	.002	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.245	.318	.225	.214	.275	.257	.304	.333	.183	.257	.350	.313	.372	.185	.319	.288	.292	.539
.013	.001	.022	.030	.005	.009	.002	.001	.065	.009	.000	.001	.000	.061	.001	.003	.003	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.598	.310	.518	.537	.480	.476	.475	.342	.438	.513	.511	.552	.377	.491	.352	.381	.537	.688
.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.355	.220	.250	.287	.195	.246	.188	.079	.259	.300	.320	.258	.275	.383	.377	.131	.232	.447
.000	.026	.011	.003	.048	.012	.090	.428	.008	.002	.001	.009	.005	.000	.000	.187	.018	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.605	.366	.552	.507	.456	.521	.581	.352	.550	.573	.486	.532	.437	.526	.398	.494	.591	.699
.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.568	.385	.434	.519	.466	.387	.572	.447	.322	.349	.356	.546	.401	.520	.357	.319	.389	.648
.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.001	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.594	.449	.511	.473	.457	.422	.564	.449	.588	.536	.443	.505	.472	.487	.392	.390	.602	.699
.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.565	.328	.477	.596	.611	.488	.569	.545	.342	.366	.261	.494	.353	.385	.201	.451	.399	.661
.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.008	.000	.000	.000	.041	.000	.000	.000



K20	Pearson Correlation	.122	.211*	.318**	.185	.335**	.251*	.249*	.015	-.051	.206*	.024	.239*	.209*	.318**	-.032	.311**
	Sig. (2-tailed)	.219	.033	.001	.062	.001	.011	.011	.881	.609	.037	.812	.015	.034	.001	.751	.001
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K21	Pearson Correlation	.192	.313**	.218*	.320**	.306**	.335**	.311**	.050	.024	.255**	.191	.291**	.303**	.410**	.063	.267**
	Sig. (2-tailed)	.052	.001	.027	.001	.002	.001	.001	.616	.811	.009	.053	.003	.002	.000	.526	.006
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K22	Pearson Correlation	.418**	.235*	.302**	.303**	.366**	.322**	.304**	.147	.139	.238*	.290**	.304**	.294**	.450**	.223*	.280**
	Sig. (2-tailed)	.000	.017	.002	.002	.000	.001	.002	.139	.163	.016	.003	.002	.003	.000	.024	.004
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K23	Pearson Correlation	.255**	.192	.330**	.293**	.452**	.402**	.356**	.133	.133	.290**	.054	.208*	.185	.393**	.111	.507**
	Sig. (2-tailed)	.009	.052	.001	.003	.000	.000	.000	.179	.180	.003	.587	.035	.061	.000	.266	.000
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K24	Pearson Correlation	.332**	.439**	.275**	.535**	.482**	.550**	.557**	.294**	.220*	.493**	.244*	.329**	.309**	.499**	.264**	.513**
	Sig. (2-tailed)	.001	.000	.005	.000	.000	.000	.000	.003	.026	.000	.013	.001	.002	.000	.007	.000
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K25	Pearson Correlation	.407**	.366**	.328**	.465**	.394**	.460**	.433**	.266**	.263**	.405**	.395**	.426**	.418**	.562**	.291**	.425**
	Sig. (2-tailed)	.000	.000	.001	.000	.000	.000	.000	.007	.007	.000	.000	.000	.000	.000	.003	.000
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K26	Pearson Correlation	.304**	.223*	.353**	.231*	.325**	.214*	.215*	.265**	.256**	.314**	.323**	.305**	.353**	.465**	.204*	.348**
	Sig. (2-tailed)	.002	.024	.000	.019	.001	.030	.029	.007	.009	.001	.001	.002	.000	.000	.038	.000
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K27	Pearson Correlation	.464**	.419**	.332**	.359**	.394**	.570**	.576**	.231*	.267**	.484**	.278**	.433**	.245*	.598**	.355**	.605**
	Sig. (2-tailed)	.000	.000	.001	.000	.000	.000	.000	.019	.006	.000	.004	.000	.013	.000	.000	.000
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K28	Pearson Correlation	.373**	.446**	.393**	.313**	.394**	.386**	.379**	.073	.106	.282**	.270**	.281**	.318**	.310**	.220*	.366**
	Sig. (2-tailed)	.000	.000	.000	.001	.000	.000	.000	.463	.289	.004	.006	.004	.001	.001	.026	.000
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K29	Pearson Correlation	.469**	.476**	.445**	.363**	.371**	.619**	.595**	.206*	.160	.387**	.316**	.284**	.225*	.518**	.250*	.552**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.037	.106	.000	.001	.004	.022	.000	.011	.000
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103

.280**	.248*	.564**	1	.852**	.540**	.625**	.528**	.354**	.329**	.427**	.271**	.315**	.398**	.411**	.333**	.316**	.393**	.281**	
.004	.012	.000		.000	.000	.000	.000	.000	.001	.000	.006	.001	.000	.000	.001	.001	.000	.004	
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.263**	.298**	.454**	.852**	1	.531**	.423**	.547**	.368**	.310**	.435**	.398**	.354**	.390**	.281**	.344**	.302**	.308**	.315**	
.007	.002	.000	.000		.000	.000	.000	.000	.001	.000	.000	.000	.000	.004	.000	.002	.002	.001	
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.261**	.282**	.339**	.540**	.531**	1	.467**	.418**	.518**	.531**	.478**	.308**	.368**	.386**	.510**	.355**	.211*	.281**	.345**	
.008	.004	.000	.000	.000		.000	.000	.000	.000	.000	.002	.000	.000	.000	.000	.033	.004	.000	
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.490**	.458**	.719**	.625**	.423**	.467**	1	.690**	.550**	.480**	.563**	.308**	.435**	.472**	.656**	.419**	.475**	.630**	.458**	
.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.002	.000	.000	.000	.000	.000	.000	.000	
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.487**	.500**	.614**	.528**	.547**	.418**	.690**	1	.492**	.414**	.581**	.381**	.477**	.531**	.521**	.553**	.562**	.538**	.501**	
.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.545**	.558**	.508**	.354**	.368**	.518**	.550**	.492**	1	.529**	.722**	.431**	.629**	.611**	.650**	.494**	.511**	.639**	.510**	
.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.385**	.372**	.469**	.329**	.310**	.531**	.480**	.414**	.529**	1	.454**	.471**	.334**	.456**	.561**	.227*	.228*	.410**	.231*	
.000	.000	.000	.001	.001	.000	.000	.000	.000		.000	.000	.001	.000	.000	.021	.020	.000	.019	
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.568**	.594**	.565**	.427**	.435**	.478**	.563**	.581**	.722**	.454**	1	.522**	.705**	.694**	.669**	.708**	.661**	.488**	.624**	
.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.385**	.449**	.328**	.271**	.398**	.308**	.308**	.381**	.431**	.471**	.522**	1	.507**	.423**	.408**	.440**	.442**	.346**	.469**	
.000	.000	.001	.006	.000	.002	.002	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.434**	.511**	.477**	.315**	.354**	.368**	.435**	.477**	.629**	.334**	.705**	.507**	1	.770**	.639**	.703**	.707**	.513**	.729**	
.000	.000	.000	.001	.000	.000	.000	.000	.000	.001	.000	.000		.000	.000	.000	.000	.000	.000	
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103

.001	.000	.006	.001	.000	.000	.001	.001	.000	.004	.000	.000	.001	.011	.026	.219	.001	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.310**	.435**	.398**	.354**	.390**	.281**	.344**	.302**	.308**	.315**	.377**	.494**	.414**	.345**	.271**	.192	.355**	.411**	.534**
.001	.000	.000	.000	.000	.004	.000	.002	.002	.001	.000	.000	.000	.000	.006	.052	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.531**	.478**	.308**	.368**	.386**	.510**	.355**	.211**	.281**	.345**	.483**	.629**	.441**	.290**	.258**	.418**	.293**	.376**	.586**
.000	.000	.002	.000	.000	.000	.000	.033	.004	.000	.000	.000	.000	.003	.008	.000	.003	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.480**	.563**	.308**	.435**	.472**	.656**	.419**	.475**	.630**	.458**	.557**	.403**	.515**	.382**	.371**	.255**	.403**	.522**	.648**
.000	.000	.002	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.009	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.414**	.581**	.381**	.477**	.531**	.521**	.553**	.562**	.538**	.501**	.672**	.592**	.602**	.415**	.503**	.332**	.528**	.620**	.742**
.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.529**	.722**	.431**	.629**	.611**	.650**	.494**	.511**	.639**	.510**	.505**	.545**	.611**	.541**	.434**	.407**	.555**	.516**	.753**
.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
1	.454**	.471**	.334**	.456**	.561**	.227**	.228**	.410**	.231**	.365**	.384**	.399**	.326**	.246**	.304**	.223**	.398**	.578**
.000	.000	.000	.001	.000	.000	.021	.020	.000	.019	.000	.000	.000	.001	.012	.002	.024	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.454**	1	.522**	.705**	.694**	.669**	.708**	.661**	.488**	.624**	.670**	.583**	.655**	.582**	.621**	.464**	.630**	.541**	.807**
.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.471**	.522**	1	.507**	.423**	.408**	.440**	.442**	.346**	.469**	.460**	.408**	.487**	.538**	.390**	.373**	.436**	.379**	.592**
.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.334**	.705**	.507**	1	.770**	.639**	.703**	.707**	.513**	.729**	.668**	.554**	.613**	.659**	.594**	.469**	.790**	.586**	.760**
.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103

K31	Pearson Correlation	.333**	.248*	.403**	.218*	.413**	.435**	.379**	.244*	.244*	.440**	.236*	.340**	.275**	.480**	.195*	.456**
	Sig. (2-tailed)	.001	.011	.000	.027	.000	.000	.000	.013	.013	.000	.016	.000	.005	.000	.048	.000
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K32	Pearson Correlation	.511**	.563**	.348**	.377**	.400**	.613**	.595**	.274**	.212*	.507**	.226*	.378**	.257**	.476**	.246*	.521**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.005	.032	.000	.022	.000	.009	.000	.012	.000
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K33	Pearson Correlation	.359**	.492**	.304**	.284**	.300**	.735**	.656**	.254**	.218*	.540**	.210*	.322**	.304**	.475**	.168	.581**
	Sig. (2-tailed)	.000	.000	.002	.004	.002	.000	.000	.009	.027	.000	.033	.001	.002	.000	.090	.000
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K34	Pearson Correlation	.291**	.390**	.391**	.296**	.464**	.423**	.323**	.239*	.266**	.239*	.273**	.275**	.333**	.342**	.079	.352**
	Sig. (2-tailed)	.003	.000	.000	.002	.000	.000	.001	.015	.007	.015	.005	.005	.001	.000	.428	.000
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K35	Pearson Correlation	.389**	.445**	.359**	.439**	.386**	.606**	.584**	.181	.142	.386**	.191	.282**	.183	.438**	.259**	.550**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.067	.154	.000	.053	.004	.065	.000	.008	.000
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K36	Pearson Correlation	.507**	.452**	.328**	.526**	.444**	.558**	.624**	.215*	.169	.436**	.338**	.340**	.257**	.513**	.300**	.573**
	Sig. (2-tailed)	.000	.000	.001	.000	.000	.000	.000	.029	.088	.000	.000	.000	.009	.000	.002	.000
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K37	Pearson Correlation	.461**	.490**	.282**	.544**	.369**	.533**	.574**	.224*	.195*	.446**	.355**	.344**	.350**	.511**	.320**	.486**
	Sig. (2-tailed)	.000	.000	.004	.000	.000	.000	.000	.023	.048	.000	.000	.000	.000	.000	.001	.000
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K38	Pearson Correlation	.512**	.544**	.228*	.456**	.323**	.654**	.605**	.266**	.236*	.498**	.335**	.376**	.313**	.552**	.258**	.532**
	Sig. (2-tailed)	.000	.000	.021	.000	.001	.000	.000	.007	.017	.000	.001	.000	.001	.000	.009	.000
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K39	Pearson Correlation	.561**	.521**	.356**	.376**	.305**	.511**	.520**	.318**	.294**	.307**	.347**	.324**	.372**	.377**	.275**	.437**
	Sig. (2-tailed)	.000	.000	.000	.000	.002	.000	.000	.001	.003	.002	.000	.001	.000	.000	.005	.000
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K40	Pearson Correlation	.548**	.450**	.146	.270**	.307**	.656**	.571**	.438**	.448**	.389**	.427**	.266**	.185	.491**	.383**	.526**
	Sig. (2-tailed)	.000	.000	.141	.006	.002	.000	.000	.000	.000	.000	.000	.007	.061	.000	.000	.000
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103

.440**	.236*	.340**	.275**	.480**	.195*	.456**	.466**	.457**	.611**	.411**	.281**	.510**	.656**	.521**	.650**	.561**	.669**	.408**
.000	.016	.000	.005	.000	.048	.000	.000	.000	.000	.000	.004	.000	.000	.000	.000	.000	.000	.000
.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103
.507**	.226*	.378**	.257**	.476**	.246*	.521**	.387**	.422**	.488**	.333**	.344**	.355**	.419**	.553**	.494**	.227*	.708**	.440**
.000	.022	.000	.009	.000	.012	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.021	.000	.000
.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103
.540**	.210*	.322**	.304**	.475**	.168	.581**	.572**	.564**	.569**	.316**	.302**	.211*	.475**	.562**	.511**	.228*	.661**	.442**
.000	.033	.001	.002	.000	.090	.000	.000	.000	.000	.001	.002	.033	.000	.000	.000	.020	.000	.000
.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103
.239*	.273**	.275**	.333**	.342**	.079	.352**	.447**	.449**	.545**	.393**	.308**	.281**	.630**	.538**	.639**	.410**	.488**	.346**
.015	.005	.005	.001	.000	.428	.000	.000	.000	.000	.000	.002	.004	.000	.000	.000	.000	.000	.000
.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103
.386**	.191	.282**	.183	.438**	.259**	.550**	.322**	.588**	.342**	.281**	.315**	.345**	.458**	.501**	.510**	.231*	.624**	.469**
.000	.053	.004	.065	.000	.008	.000	.001	.000	.000	.004	.001	.000	.000	.000	.000	.019	.000	.000
.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103
.436**	.338**	.340**	.257**	.513**	.300**	.573**	.349**	.536**	.366**	.355**	.377**	.483**	.557**	.672**	.505**	.365**	.670**	.460**
.000	.000	.000	.009	.000	.002	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103
.446**	.355**	.344**	.350**	.511**	.320**	.486**	.356**	.443**	.261**	.386**	.494**	.629**	.403**	.592**	.545**	.384**	.583**	.408**
.000	.000	.000	.000	.000	.001	.000	.000	.000	.008	.000	.000	.000	.000	.000	.000	.000	.000	.000
.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103
.498**	.335**	.376**	.313**	.552**	.258**	.532**	.546**	.505**	.494**	.318**	.414**	.441**	.515**	.602**	.611**	.399**	.655**	.467**
.000	.001	.000	.001	.000	.009	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000
.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103
.307**	.347**	.324**	.372**	.377**	.275**	.437**	.401**	.472**	.353**	.250*	.345**	.290**	.382**	.415**	.541**	.326**	.582**	.538**
.002	.000	.001	.000	.000	.005	.000	.000	.000	.000	.011	.000	.003	.000	.000	.000	.001	.000	.000
.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103
.389**	.427**	.266**	.185	.491**	.383**	.526**	.520**	.487**	.385**	.219*	.271**	.258**	.371**	.503**	.434**	.246*	.621**	.390**
.000	.000	.007	.061	.000	.000	.000	.000	.000	.000	.026	.006	.008	.000	.000	.000	.012	.000	.000
.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103	.103

N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K35	Pearson Correlation	.389**	.445**	.359**	.439**	.386**	.606**	.584**	.181	.142	.386**	.191	.282**	.183	.438**	.259**	.550**	
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.067	.154	.000	.053	.004	.065	.000	.008	.000	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K36	Pearson Correlation	.507**	.452**	.328**	.526**	.444**	.558**	.624**	.215*	.169	.436**	.338**	.340**	.257**	.513**	.300**	.573**	
	Sig. (2-tailed)	.000	.000	.001	.000	.000	.000	.000	.029	.088	.000	.000	.000	.009	.000	.002	.000	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K37	Pearson Correlation	.461**	.490**	.282**	.544**	.369**	.533**	.574**	.224*	.195*	.446**	.355**	.344**	.350**	.511**	.320**	.486**	
	Sig. (2-tailed)	.000	.000	.004	.000	.000	.000	.000	.023	.048	.000	.000	.000	.000	.001	.000	.000	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K38	Pearson Correlation	.512**	.544**	.228*	.456**	.323**	.654**	.605**	.266**	.236*	.498**	.335**	.376**	.313**	.552**	.258**	.532**	
	Sig. (2-tailed)	.000	.000	.021	.000	.001	.000	.000	.007	.017	.000	.001	.000	.001	.000	.009	.000	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K39	Pearson Correlation	.561**	.521**	.356**	.376**	.305**	.511**	.520**	.318**	.294**	.307**	.347**	.324**	.372**	.377**	.275**	.437**	
	Sig. (2-tailed)	.000	.000	.000	.000	.002	.000	.000	.001	.003	.002	.000	.001	.000	.000	.005	.000	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K40	Pearson Correlation	.548**	.450**	.146	.270**	.307**	.656**	.571**	.438**	.448**	.389**	.427**	.266**	.185	.491**	.383**	.526**	
	Sig. (2-tailed)	.000	.000	.141	.006	.002	.000	.000	.000	.000	.000	.000	.007	.061	.000	.000	.000	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K41	Pearson Correlation	1.000**	.599**	.404**	.468**	.362**	.412**	.456**	.394**	.390**	.317**	.440**	.317**	.319**	.352**	.377**	.398**	
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.001	.001	.000	.000	.000	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K42	Pearson Correlation	.461**	.535**	.421**	.414**	.356**	.558**	.577**	.184	.066	.386**	.284**	.302**	.288**	.381**	.131	.494**	
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.063	.508	.000	.004	.002	.003	.000	.187	.000	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
K43	Pearson Correlation	.526**	.507**	.245*	.566**	.314**	.607**	.648**	.309**	.229*	.367**	.265**	.430**	.292**	.537**	.232*	.591**	
	Sig. (2-tailed)	.000	.000	.013	.000	.001	.000	.000	.002	.020	.000	.007	.000	.003	.000	.018	.000	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
TOTAL K	Pearson Correlation	.655**	.639**	.492**	.597**	.594**	.722**	.701**	.479**	.452**	.618**	.510**	.559**	.539**	.688**	.447**	.699**	
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103

103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.183	.438**	.259**	.550**	.322**	.588**	.342**	.281**	.315**	.345**	.458**	.501**	.510**	.231**	.624**	.469**	.729**	.597**	.591**	
.065	.000	.008	.000	.001	.000	.000	.004	.001	.000	.000	.000	.000	.019	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.257**	.513**	.300**	.573**	.349**	.536**	.366**	.355**	.377**	.483**	.557**	.672**	.505**	.365**	.670**	.460**	.668**	.613**	.589**	
.009	.000	.002	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.350**	.511**	.320**	.486**	.356**	.443**	.261**	.386**	.494**	.629**	.403**	.592**	.545**	.384**	.583**	.408**	.554**	.534**	.422**	
.000	.000	.001	.000	.000	.000	.008	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.313**	.552**	.258**	.532**	.546**	.505**	.494**	.318**	.414**	.441**	.515**	.602**	.611**	.399**	.655**	.487**	.613**	.725**	.469**	
.001	.000	.009	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.372**	.377**	.275**	.437**	.401**	.472**	.353**	.250**	.345**	.290**	.382**	.415**	.541**	.326**	.582**	.538**	.659**	.605**	.435**	
.000	.000	.005	.000	.000	.000	.000	.011	.000	.003	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.185	.491**	.383**	.526**	.520**	.487**	.385**	.219**	.271**	.258**	.371**	.503**	.434**	.246**	.621**	.390**	.594**	.665**	.440**	
.061	.000	.000	.000	.000	.000	.000	.026	.006	.008	.000	.000	.000	.012	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.319**	.352**	.377**	.398**	.357**	.392**	.201**	.122	.192	.418**	.255**	.332**	.407**	.304**	.464**	.373**	.469**	.513**	.333**	
.001	.000	.000	.000	.000	.000	.041	.219	.052	.000	.009	.001	.000	.002	.000	.000	.000	.000	.000	.001
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.288**	.381**	.131	.494**	.319**	.390**	.451**	.327**	.355**	.293**	.403**	.528**	.555**	.223**	.630**	.436**	.790**	.635**	.517**	
.003	.000	.187	.000	.001	.000	.000	.001	.000	.003	.000	.000	.000	.024	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.292**	.537**	.232**	.591**	.389**	.602**	.399**	.357**	.411**	.376**	.522**	.620**	.516**	.398**	.541**	.379**	.586**	.593**	.453**	
.003	.000	.018	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.539**	.688**	.447**	.699**	.648**	.699**	.661**	.497**	.534**	.586**	.648**	.742**	.753**	.578**	.807**	.592**	.760**	.787**	.716**	
.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000

103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.231*	.624**	.469**	.729**	.597**	.591**	.671**	.702**	.493**	1	.719**	.579**	.539**	.446**	.487**	.389**	.643**	.633**	.696**	
.019	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.365**	.670**	.460**	.668**	.613**	.589**	.667**	.597**	.445**	.719**	1	.783**	.672**	.501**	.589**	.507**	.698**	.727**	.773**	
.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.384**	.583**	.408**	.554**	.534**	.422**	.549**	.506**	.326**	.579**	.783**	1	.623**	.460**	.475**	.461**	.520**	.622**	.720**	
.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.399**	.655**	.487**	.613**	.725**	.469**	.712**	.649**	.509**	.539**	.672**	.623**	1	.628**	.740**	.512**	.666**	.700**	.783**	
.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.326**	.582**	.538**	.659**	.605**	.435**	.577**	.535**	.499**	.446**	.501**	.460**	.628**	1	.553**	.561**	.579**	.546**	.692**	
.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.246**	.621**	.390**	.594**	.665**	.440**	.673**	.679**	.445**	.487**	.589**	.475**	.740**	.553**	1	.548**	.623**	.661**	.714**	
.012	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.304**	.464**	.373**	.469**	.513**	.333**	.511**	.359**	.291**	.389**	.507**	.461**	.512**	.561**	.548**	1	.461**	.526**	.655**	
.002	.000	.000	.000	.000	.001	.000	.000	.003	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.223*	.630**	.436**	.790**	.635**	.517**	.831**	.715**	.533**	.643**	.698**	.520**	.666**	.579**	.623**	.461**	1	.621**	.711**	
.024	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.398**	.541**	.379**	.586**	.593**	.453**	.600**	.577**	.558**	.633**	.727**	.622**	.700**	.546**	.661**	.526**	.621**	1	.755**	
.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
.578**	.807**	.592**	.760**	.787**	.716**	.755**	.734**	.653**	.696**	.773**	.720**	.783**	.692**	.714**	.655**	.711**	.755**	1	
.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000

### A-3 Hasil Uji Reliabilitas Tingkat Kinerja

#### Case Processing Summary

		N	%
Cases	Valid	103	99.0
	Excluded <sup>a</sup>	1	1.0
	Total	104	100.0

#### Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.964	.968	43

### A-4 Hasil Uji Reliabilitas Tingkat Persepsi

#### Case Processing Summary

		N	%
Cases	Valid	103	99.0
	Excluded <sup>a</sup>	1	1.0
	Total	104	100.0

#### Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.966	.970	42

## A-5 Pertanyaan Kuesioner

Nama/Inisial \*

Your answer \_\_\_\_\_

Apakah Anda pernah berkunjung ke Awal Mula Coffee? \*

- Ya  
 Tidak

Jenis Kelamin \*

- Pria  
 Wanita

Umur (contoh: 22) \*

Your answer \_\_\_\_\_

Tempat Tinggal

- Jakarta  
 Bogor  
 Depok  
 Tangerang  
 Bekasi  
 Other: \_\_\_\_\_

Seberapa sering Anda berkunjung ke Awal Mula Coffee? \*

- 4 - 7 kali dalam seminggu
- 1 - 3 kali dalam seminggu
- 1 - 3 Kali dalam sebulan
- Other: \_\_\_\_\_

Darimana Anda Mengetahui Tentang Awal Mula Coffee? \*

- Teman
- Keluarga
- Media Sosial
- Iklan
- Other: \_\_\_\_\_

#### Kuesioner Kepuasan Pelanggan di Awal Mula Coffee

Dalam setiap pernyataan akan terdapat lima alternatif pilihan jawaban, dengan makna sebagai berikut:

- 1 = Sangat tidak penting
- 2 = Tidak penting
- 3 = Netral
- 4 = Penting
- 5 = Sangat Penting

Menu Minuman di Awal Mula Coffee Bervariasi. \*

- |                      |                       |                       |                       |                       |                       |                |
|----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------|
|                      | 1                     | 2                     | 3                     | 4                     | 5                     |                |
| Sangat tidak penting | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Sangat penting |

Menu Minuman di Awal Mula Coffee Memiliki Porsi Yang Sesuai. \*

- |                      |                       |                       |                       |                       |                       |                |
|----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------|
|                      | 1                     | 2                     | 3                     | 4                     | 5                     |                |
| Sangat tidak penting | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Sangat penting |

Menu Makanan di Awal Mula Coffee Memiliki Porsi Yang Sesuai. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Menu Minuman di Awal Mula Coffee memiliki rasa yang sesuai dengan selera anda. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Menu Makanan di Awal Mula Coffee memiliki rasa yang sesuai dengan selera Anda. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Menu Minuman di Awal Mula Coffee Memiliki Higienitas Yang Baik. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Menu Makanan di Awal Mula Coffee Memiliki Higienitas Yang Baik. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting



Harga Minuman di Awal Mula Coffee Terjangkau \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Harga Makanan di Awal Mula Coffee Terjangkau \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Kesesuaian Harga Yang Dibayar Dengan Buku Menu \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Awal Mula Coffee memiliki lokasi yang strategis. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Awal Mula Coffee Mudah Ditemukan di Aplikasi Peta Online (contoh: waze/google maps) \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Lokasi Awal Mula Coffee Mudah Dijangkau. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Informasi tentang Awal Mula Coffee mudah ditemukan Melalui Media Sosial. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Iklan Awal Mula Coffee sering ditemukan di media sosial \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Awal Mula Coffee memiliki kebersihan toilet yang baik. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Awal Mula Coffee memiliki desain exterior yang menarik. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Awal Mula Coffee Memiliki Desain Interior Ruangan Yang Menarik. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Penempatan furniture di Awal Mula Coffee Teratur. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Jumlah Meja di Awal Mula Coffee memadai. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Jumlah kursi di Awal Mula Coffee Memadai \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Koneksi Wifi di Awal Mula Coffee. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Meja di Awal Mula Coffee Secara keseluruhan Nyaman untuk Digunakan. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Kursi di Awal Mula Coffee Secara Keseluruhan Nyaman untuk Digunakan. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Awal Mula Coffee Memiliki Penerangan yang Baik. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Awal Mula Coffee Menyediakan Banyak Stop Kontak. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Awal Mula Coffee Memiliki Kebersihan Outdoor yang Baik. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Awal Mula Coffee Memiliki Lahan Parkir yang Luas. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Karyawan di Awal Mula Coffee Tanggap Dalam Melayani Kebutuhan Pelanggan. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Karyawan di Awal Mula Coffee Menguasai Produk yang Terdapat Pada Menu. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Karyawan di Awal Mula Coffee Dapat Menjelaskan Promosi. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Karyawan di Awal Mula Coffee Ramah dalam Melayani Pelanggan. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Karyawan di Awal Mula Coffee Sopan dalam Melayani Pelanggan. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Karyawan di Awal Mula Coffee Berpenampilan Rapi. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Karyawan di Awal Mula Coffee Mendengarkan Keluhan dari Pelanggan. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Karyawan di Awal mula Coffee Cepat Merespon Saat ada Keluhan \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Karyawan di Awal Mula Coffee Memiliki Kemampuan Sesuai Dalam Bidanganya. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Kemudahan Memesan di Awal Mula Coffee \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Kecepatan Pemesanan di Awal Mula Coffee \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Metode Pembayaran di Awal Mula Coffee Bervariasi (Tunai, Debit, OVO , Gopay, dll) \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Menu Minuman di Awal Mula Coffee Bervariasi. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Ketepatan Pesanan yang datang di Awal Mula Coffee \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

Ketepatan Dalam Memberikan Kembalian di Awal Mula Coffee. \*

	1	2	3	4	5	
Sangat tidak penting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Sangat penting

## Kuesioner Kepuasan Pelanggan di Coffee Shop

Selamat pagi/siang/sore/malam,  
Saya, Genesius Kusuma (00000020243), saat ini sedang menjalani studi Sarjana (S1) pada bidang Teknik Industri di Universitas Pelita Harapan dan sedang mengerjakan tugas akhir. Saya meminta kesediaan Anda untuk mengisi kuesioner ini. Terima kasih sebelumnya atas waktunya.

Saya bersedia untuk mengisi kuesioner ini. \*

- Ya
- Tidak


## Kuesioner Kepuasan Pelanggan di Coffee Shop

Description (optional)


Apakah Anda sering mengunjungi Coffee Shop? \*

- Tidak Sering
- Sering

Kuesioner Kepuasan Pelanggan di Coffee Shop \*

	(1) Sangat Tida...	(2) Tidak Penti...	(3) Netral	(4) Penting	(5) Sangat Pent...
Menu minuman...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Menu makanan...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Minuman memi...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Makanan memi...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rasa makanan ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rasa minuman ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Makanan memi...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Minuman memi...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Harga makanan...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Harga minuma...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Kesesuaian har...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Memiliki lokasi ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mudah ditemuk...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kemudahan dal...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Iklan sering dite...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Besaran diskon ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kemudahan unt...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kebersihan mu...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kebersihan toil...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kapasitas meet...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desain logo yan...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desain exterior ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Desain interior r...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Penempatan fu...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jumlah meja m...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jumlah kursi m...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Koneksi wifi ya...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meja secara ke...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kursi secara ke...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Memiliki penera...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tersedia banya...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Memiliki kebers...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Memiliki lahan ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Karyawan tang...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					
Karyawan men...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Karyawan dapa...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keramahan kar...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kesopanan kary...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kerapihan pena...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Karyawan men...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Karyawan cepa...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Karyawan mem...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kemudahan dal...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kecepatan dala...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Metode pemba...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ketepatan pesa...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

