

## **BAB V**

### **KESIMPULAN DAN SARAN**

#### **5.1 Kesimpulan**

1. Responden memperoleh skor rata-rata 3,67 berdasarkan jawaban yang mereka berikan dalam menanggapi pertanyaan survei. Oleh karena itu berdasarkan (lima) dimensi pelayanan dapat dikatakan bahwa tingkat kepuasan penumpang atau pengguna jasa terhadap kualitas pelayanan KMP Mutiara Sentosa III rute Lombok-Banyuwangi dinilai sangat puas.
2. Berdasarkan hasil evaluasi pelayanan angkutan KMP Mutiara Sentosa III trayek Lombok-Banyuwangi terhadap standar pelayanan angkutan penumpang umum di Pelabuhan Penyeberangan, sesuai dengan Peraturan Menteri Perhubungan Nomor 39 Tahun 2015 ditetapkan bahwa pelayanan KMP Mutiara III sudah cukup memenuhi kriteria Peraturan Menteri Perhubungan Nomor 39 Tahun 2015. Fasilitas di KMP Mutiara Senosa III saat ini 85% sudah tersedia, dan 15% belum tersedia.

#### **5.2 Saran**

Dari kesimpulan diatas, maka terdapat beberapa saran guna memperbaiki hal tersebut yaitu sebagai berikut :

Sebaiknya dilakukan perbaikan dan jadikan prioritas utama atas Atribut-atribut yang dinilai belum memuaskan harapan/kepentingan penumpang pada tingkat kinerja atau kualitas pelayanannya dan perlu diadakan pemantauan terhadap perkembangan kualitas pelayanan KMP Mutiara Sentosa III penyebrangan jurusan Lembar-Banyuwangi untuk mengetahui Atribut-atribut yang belum memuaskan penumpang sehingga bisa dilakukan Perbaikan-perbaikan atas Atribut-atribut tersebut dengan pertimbangan 4 (empat) kuadrat yang terdapat pada diagram kartesius.

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| LAMPIRAN 1   |                    |    |    |           |    |    |           |    |    |         |     |     |           |     |     |     |       |
|--|--------------------|----|----|-----------|----|----|-----------|----|----|---------|-----|-----|-----------|-----|-----|-----|-------|
| TABEL DATA HASIL KUESIONER TINGKAT KEPENTINGAN PENUMPANG |                    |    |    |           |    |    |           |    |    |         |     |     |           |     |     |     |       |
| Responden  | Atribut/Pertanyaan |    |    |           |    |    |           |    |    |         |     |     |           |     |     |     | total |
|  | Relibilitas        |    |    | Responsiv |    |    | Assurance |    |    | Empathy |     |     | Tangibles |     |     |     |       |
|  | P1                 | P2 | P3 | P4        | P5 | P6 | P7        | P8 | P9 | P10     | P11 | P12 | P13       | P14 | P15 | P16 |       |
| 1  | 5                  | 4  | 4  | 4         | 3  | 4  | 4         | 4  | 4  | 3       | 3   | 3   | 5         | 4   | 3   | 4   | 61    |
| 2  | 4                  | 4  | 4  | 4         | 4  | 4  | 4         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 55    |
| 3  | 5                  | 5  | 5  | 5         | 5  | 5  | 5         | 4  | 4  | 4       | 4   | 4   | 4         | 4   | 4   | 4   | 71    |
| 4  | 4                  | 4  | 3  | 4         | 4  | 4  | 3         | 3  | 4  | 4       | 4   | 5   | 5         | 4   | 4   | 3   | 62    |
| 5  | 5                  | 5  | 5  | 5         | 5  | 5  | 5         | 5  | 5  | 5       | 5   | 5   | 5         | 5   | 5   | 5   | 80    |
| 6  | 5                  | 5  | 5  | 5         | 5  | 5  | 5         | 5  | 5  | 5       | 5   | 5   | 5         | 5   | 5   | 5   | 80    |
| 7  | 5                  | 5  | 5  | 5         | 5  | 5  | 5         | 4  | 5  | 5       | 5   | 5   | 5         | 5   | 5   | 5   | 79    |
| 8  | 4                  | 4  | 4  | 4         | 4  | 4  | 4         | 4  | 4  | 4       | 4   | 4   | 4         | 4   | 4   | 4   | 64    |
| 9  | 3                  | 3  | 3  | 3         | 3  | 3  | 3         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 48    |
| 10   | 4                  | 4  | 4  | 4         | 4  | 4  | 4         | 4  | 4  | 4       | 4   | 4   | 4         | 4   | 4   | 4   | 64    |
| 11   | 4                  | 4  | 4  | 4         | 4  | 4  | 4         | 4  | 4  | 4       | 4   | 4   | 4         | 4   | 4   | 4   | 64    |
| 12   | 4                  | 4  | 3  | 4         | 4  | 4  | 3         | 5  | 4  | 4       | 3   | 4   | 4         | 4   | 4   | 4   | 62    |
| 13   | 4                  | 4  | 4  | 4         | 4  | 4  | 4         | 4  | 4  | 4       | 4   | 4   | 4         | 4   | 4   | 4   | 64    |
| 14   | 4                  | 4  | 4  | 4         | 4  | 4  | 4         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 55    |
| 15   | 4                  | 4  | 4  | 4         | 4  | 4  | 4         | 4  | 4  | 4       | 4   | 4   | 4         | 4   | 4   | 4   | 64    |
| 16   | 4                  | 4  | 4  | 4         | 4  | 4  | 4         | 4  | 4  | 4       | 4   | 4   | 4         | 4   | 4   | 4   | 64    |
| 17   | 3                  | 3  | 3  | 3         | 3  | 3  | 3         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 48    |
| 18   | 4                  | 4  | 4  | 4         | 4  | 4  | 4         | 4  | 4  | 4       | 4   | 4   | 4         | 4   | 4   | 4   | 64    |
| 19   | 3                  | 3  | 3  | 4         | 4  | 4  | 4         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 52    |
| 20   | 3                  | 3  | 3  | 3         | 3  | 3  | 3         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 48    |
| 21   | 4                  | 4  | 4  | 4         | 4  | 4  | 4         | 4  | 4  | 4       | 4   | 4   | 4         | 4   | 4   | 4   | 64    |
| 22   | 4                  | 4  | 4  | 4         | 4  | 4  | 4         | 4  | 4  | 4       | 4   | 4   | 4         | 4   | 4   | 4   | 64    |
| 23   | 3                  | 3  | 3  | 3         | 3  | 3  | 3         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 48    |
| 24   | 4                  | 4  | 4  | 4         | 4  | 4  | 4         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 55    |
| 25   | 4                  | 4  | 4  | 4         | 4  | 4  | 4         | 4  | 4  | 4       | 4   | 4   | 4         | 4   | 4   | 4   | 64    |
| 26   | 5                  | 5  | 5  | 5         | 5  | 5  | 5         | 5  | 5  | 5       | 5   | 5   | 5         | 5   | 5   | 5   | 80    |
| 27   | 3                  | 3  | 3  | 3         | 3  | 3  | 3         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 48    |
| 28   | 4                  | 4  | 3  | 4         | 4  | 4  | 4         | 4  | 4  | 3       | 4   | 4   | 4         | 4   | 4   | 4   | 62    |
| 29   | 4                  | 4  | 4  | 4         | 4  | 4  | 4         | 4  | 4  | 4       | 4   | 4   | 4         | 4   | 4   | 4   | 64    |
| 30   | 4                  | 4  | 4  | 4         | 4  | 4  | 4         | 4  | 4  | 4       | 4   | 4   | 4         | 4   | 4   | 4   | 64    |
| 31   | 4                  | 4  | 4  | 4         | 4  | 4  | 4         | 4  | 4  | 4       | 4   | 4   | 3         | 3   | 3   | 3   | 60    |
| 32   | 3                  | 3  | 3  | 4         | 4  | 4  | 4         | 4  | 4  | 3       | 3   | 3   | 4         | 4   | 4   | 4   | 58    |
| 33   | 5                  | 5  | 4  | 4         | 3  | 3  | 4         | 4  | 4  | 3       | 4   | 4   | 5         | 5   | 4   | 4   | 65    |
| 34   | 4                  | 4  | 3  | 3         | 5  | 5  | 4         | 4  | 3  | 3       | 4   | 4   | 4         | 4   | 3   | 4   | 61    |

|   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|
| 5 | 5 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 63 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 80 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 80 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 64 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 64 |
| 5 | 5 | 5 | 4 | 3 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 70 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 64 |
| 5 | 5 | 5 | 5 | 5 | 4 | 5 | 2 | 5 | 4 | 4 | 2 | 5 | 5 | 4 | 3 | 68 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 64 |
| 3 | 3 | 2 | 4 | 5 | 3 | 2 | 4 | 3 | 4 | 5 | 4 | 4 | 3 | 3 | 4 | 56 |
| 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 65 |
| 5 | 5 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 5 | 3 | 4 | 3 | 59 |
| 3 | 3 | 2 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 4 | 3 | 4 | 3 | 63 |
| 2 | 2 | 3 | 3 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 66 |
| 5 | 5 | 4 | 5 | 5 | 5 | 4 | 3 | 4 | 4 | 5 | 3 | 4 | 3 | 3 | 4 | 66 |
| 4 | 4 | 3 | 3 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 3 | 4 | 5 | 5 | 5 | 69 |
| 5 | 5 | 4 | 4 | 3 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 70 |
| 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 3 | 3 | 4 | 3 | 5 | 69 |
| 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 57 |
| 3 | 3 | 5 | 4 | 5 | 5 | 2 | 5 | 4 | 5 | 4 | 4 | 3 | 4 | 5 | 3 | 64 |
| 5 | 3 | 3 | 5 | 5 | 4 | 3 | 5 | 3 | 4 | 3 | 5 | 3 | 5 | 5 | 5 | 66 |
| 4 | 4 | 3 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 65 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 48 |
| 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 77 |
| 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 73 |
| 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 3 | 5 | 5 | 75 |
| 5 | 5 | 4 | 5 | 5 | 5 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 72 |
| 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 76 |
| 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 74 |
| 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 75 |
| 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 75 |
| 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 76 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 78 |
| 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 77 |
| 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 74 |
| 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 74 |
| 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 74 |
| 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 76 |
| 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 76 |

|            |            |            |            |            |            |            |            |            |            |            |            |            |            |            |            |
|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| 5          | 5          | 4          | 5          | 4          | 5          | 5          | 5          | 5          | 4          | 4          | 5          | 5          | 4          | 5          | 5          |
| 4          | 4          | 4          | 5          | 5          | 5          | 4          | 4          | 4          | 4          | 5          | 5          | 4          | 4          | 5          | 5          |
| 5          | 5          | 4          | 5          | 5          | 5          | 4          | 4          | 4          | 4          | 4          | 5          | 5          | 5          | 5          | 5          |
| 3          | 4          | 4          | 3          | 3          | 3          | 3          | 4          | 4          | 4          | 3          | 3          | 3          | 3          | 4          | 4          |
| 3          | 3          | 3          | 3          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 3          | 4          | 4          | 3          | 4          |
| 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          |
| 3          | 4          | 3          | 3          | 4          | 4          | 4          | 3          | 3          | 3          | 3          | 4          | 4          | 4          | 4          | 4          |
| 3          | 4          | 3          | 4          | 3          | 4          | 4          | 4          | 3          | 3          | 3          | 3          | 3          | 4          | 4          | 4          |
| 3          | 4          | 3          | 4          | 4          | 4          | 3          | 3          | 4          | 4          | 4          | 3          | 4          | 3          | 3          | 4          |
| 3          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 3          | 3          | 3          | 3          | 4          | 4          | 3          | 4          |
| 4          | 4          | 3          | 4          | 4          | 4          | 4          | 3          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          |
| 3          | 4          | 4          | 4          | 3          | 3          | 3          | 3          | 3          | 3          | 4          | 4          | 4          | 3          | 3          | 4          |
| 4          | 4          | 3          | 4          | 4          | 4          | 4          | 3          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          |
| 4          | 4          | 4          | 4          | 4          | 3          | 4          | 4          | 4          | 3          | 4          | 4          | 4          | 3          | 4          | 4          |
| 4          | 4          | 2          | 3          | 2          | 4          | 4          | 4          | 4          | 4          | 4          | 2          | 5          | 5          | 5          | 5          |
| 2          | 3          | 3          | 3          | 3          | 3          | 4          | 3          | 4          | 3          | 4          | 3          | 3          | 3          | 5          | 5          |
| 3          | 3          | 3          | 4          | 3          | 3          | 3          | 3          | 4          | 4          | 3          | 4          | 4          | 4          | 4          | 4          |
| 3          | 4          | 3          | 3          | 4          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 4          | 3          |
| 3          | 4          | 3          | 3          | 4          | 4          | 4          | 4          | 3          | 3          | 4          | 4          | 3          | 4          | 2          | 3          |
| 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 4          | 3          | 4          | 4          | 4          | 4          | 4          | 3          |
| 3          | 4          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 4          | 4          | 4          | 4          | 3          |
| 3          | 4          | 3          | 4          | 3          | 4          | 3          | 3          | 3          | 4          | 3          | 4          | 4          | 3          | 4          | 4          |
| 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          |
| 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          |
| 5          | 5          | 5          | 5          | 5          | 5          | 5          | 5          | 5          | 5          | 5          | 5          | 5          | 5          | 5          | 5          |
| 2          | 2          | 2          | 2          | 2          | 2          | 2          | 2          | 2          | 2          | 2          | 2          | 2          | 2          | 2          | 2          |
| 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          |
| <b>402</b> | <b>411</b> | <b>374</b> | <b>407</b> | <b>411</b> | <b>414</b> | <b>401</b> | <b>394</b> | <b>398</b> | <b>391</b> | <b>391</b> | <b>396</b> | <b>402</b> | <b>395</b> | <b>401</b> | <b>397</b> |
| 4.02       | 4.11       | 3.74       | 4.07       | 4.11       | 4.14       | 4.01       | 3.94       | 3.98       | 3.91       | 3.91       | 3.96       | 4.02       | 3.95       | 4.01       | 3.97       |
| 0.81       | 0.76       | 0.68       | 0.81       | 0.74       | 0.81       | 0.76       | 0.78       | 0.84       | 0.81       | 0.78       | 0.74       | 0.75       | 0.77       | 0.78       | 0.76       |
| 0.195      | 0.195      | 0.195      | 0.195      | 0.195      | 0.195      | 0.195      | 0.195      | 0.195      | 0.195      | 0.195      | 0.195      | 0.195      | 0.195      | 0.195      | 0.195      |
| VALID      | VALID      | VALID      | VALID      | VALID      | VALID      | VALID      | VALID      | VALID      | VALID      | VALID      | VALID      | VALID      | VALID      | VALID      | VALID      |

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| Hasil olah data tingkat Kepentingan SP(x1), P(x4), N(x3),KP(x4), STP(x5) |                    |     |     |                  |     |     |                  |     |     |                |     |     |                  |     |     |     |
|--|--------------------|-----|-----|------------------|-----|-----|------------------|-----|-----|----------------|-----|-----|------------------|-----|-----|-----|
| TP = 1   | 0                  | 0   | 0   | 0                | 0   | 0   | 0                | 0   | 0   | 0              | 0   | 0   | 0                | 0   | 0   | 0   |
| KP = 2   | 3                  | 2   | 5   | 1                | 2   | 1   | 3                | 2   | 1   | 1              | 1   | 3   | 2                | 2   | 2   | 2   |
| CP = 3   | 26                 | 18  | 32  | 22               | 20  | 20  | 21               | 27  | 25  | 30             | 30  | 27  | 21               | 26  | 23  | 22  |
| P = 4  | 37                 | 47  | 47  | 46               | 43  | 43  | 48               | 46  | 49  | 46             | 46  | 41  | 50               | 47  | 47  | 53  |
| SP = 5   | 34                 | 33  | 16  | 31               | 35  | 36  | 28               | 25  | 25  | 23             | 23  | 29  | 27               | 25  | 28  | 23  |
|  | 100                | 100 | 100 | 100              | 100 | 100 | 100              | 100 | 100 | 100            | 100 | 100 | 100              | 100 | 100 | 100 |
|  | <i>Relibilitas</i> |     |     | <i>Responsiv</i> |     |     | <i>Assurance</i> |     |     | <i>Empathy</i> |     |     | <i>Tangibles</i> |     |     |     |



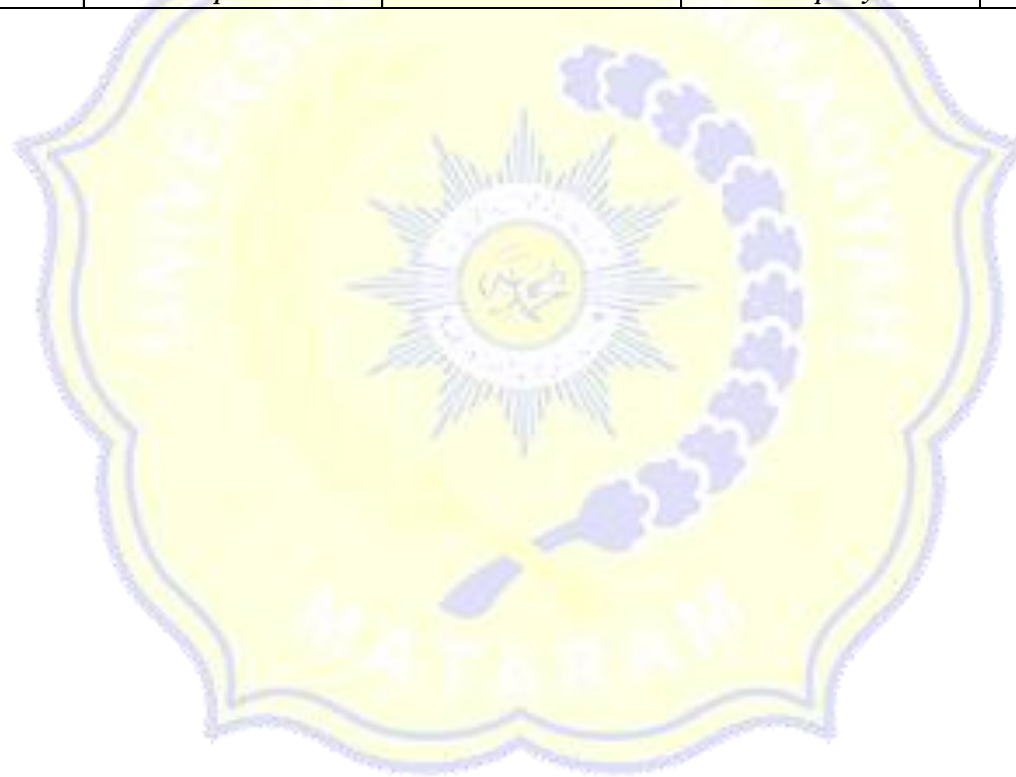


| Responden | TABEL DATA HASIL KUESIONER TINGKAT KEPUASAN PENUMPANG |    |    |           |    |    |           |    |    |         |     |     |           |     |     |     | Total |
|-----------|---|----|----|-----------|----|----|-----------|----|----|---------|-----|-----|-----------|-----|-----|-----|-------|
|           | Atribut/Pertanyaan                                    |    |    |           |    |    |           |    |    |         |     |     |           |     |     |     |       |
|           | Relibilitas   |    |    | Responsiv |    |    | Assurance |    |    | Empathy |     |     | Tangibles |     |     |     |       |
|           | P1  | P2 | P3 | P4        | P5 | P6 | P7        | P8 | P9 | P10     | P11 | P12 | P13       | P14 | P15 | P16 |       |
| 1         | 4   | 4  | 4  | 4         | 3  | 4  | 4         | 4  | 4  | 5       | 3   | 3   | 5         | 5   | 4   | 4   | 64    |
| 2         | 3   | 3  | 3  | 3         | 3  | 3  | 3         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 48    |
| 3         | 4   | 4  | 4  | 4         | 4  | 4  | 4         | 3  | 3  | 3       | 4   | 4   | 3         | 3   | 3   | 3   | 57    |
| 4         | 5   | 5  | 4  | 4         | 4  | 4  | 4         | 3  | 3  | 3       | 4   | 4   | 3         | 3   | 3   | 3   | 59    |
| 5         | 4   | 4  | 3  | 3         | 4  | 4  | 4         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 53    |
| 6         | 4   | 4  | 4  | 4         | 4  | 4  | 4         | 4  | 4  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 57    |
| 7         | 4   | 4  | 3  | 4         | 3  | 4  | 3         | 4  | 4  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 54    |
| 8         | 3   | 3  | 3  | 3         | 3  | 3  | 3         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 48    |
| 9         | 3   | 3  | 3  | 3         | 3  | 3  | 3         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 48    |
| 10        | 4   | 4  | 4  | 4         | 4  | 4  | 4         | 4  | 4  | 4       | 4   | 4   | 3         | 3   | 3   | 3   | 60    |
| 11        | 4   | 4  | 3  | 3         | 3  | 3  | 3         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 50    |
| 12        | 4   | 4  | 4  | 3         | 3  | 4  | 4         | 5  | 4  | 4       | 4   | 5   | 4         | 4   | 3   | 4   | 63    |
| 13        | 4   | 4  | 4  | 4         | 4  | 4  | 4         | 4  | 4  | 4       | 4   | 4   | 4         | 4   | 4   | 4   | 64    |
| 14        | 3   | 3  | 3  | 3         | 3  | 3  | 3         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 48    |
| 15        | 4   | 4  | 4  | 4         | 4  | 4  | 4         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 55    |
| 16        | 4   | 4  | 4  | 4         | 4  | 4  | 4         | 4  | 4  | 4       | 4   | 4   | 4         | 4   | 4   | 4   | 64    |
| 17        | 3   | 3  | 3  | 3         | 3  | 3  | 3         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 48    |
| 18        | 3   | 3  | 3  | 3         | 3  | 3  | 3         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 48    |
| 19        | 3   | 3  | 3  | 3         | 3  | 3  | 3         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 48    |
| 20        | 3   | 3  | 3  | 3         | 3  | 3  | 3         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 48    |
| 21        | 4   | 4  | 4  | 4         | 4  | 4  | 4         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 55    |
| 22        | 4   | 4  | 4  | 4         | 4  | 4  | 4         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 55    |
| 23        | 3   | 3  | 3  | 3         | 3  | 3  | 3         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 48    |
| 24        | 3   | 3  | 3  | 3         | 3  | 3  | 3         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 48    |
| 25        | 3   | 3  | 3  | 3         | 3  | 3  | 3         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 48    |
| 26        | 4   | 4  | 4  | 4         | 4  | 4  | 4         | 4  | 4  | 4       | 4   | 4   | 4         | 4   | 4   | 4   | 64    |
| 27        | 3   | 3  | 3  | 3         | 3  | 3  | 3         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 48    |
| 28        | 4   | 4  | 3  | 4         | 4  | 3  | 4         | 5  | 5  | 5       | 5   | 5   | 5         | 4   | 4   | 4   | 68    |
| 29        | 4   | 4  | 4  | 4         | 4  | 4  | 4         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 55    |
| 30        | 4   | 4  | 4  | 4         | 4  | 4  | 4         | 3  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 55    |
| 31        | 4   | 4  | 4  | 4         | 4  | 4  | 4         | 4  | 3  | 3       | 3   | 3   | 3         | 3   | 3   | 3   | 56    |
| 32        | 4   | 4  | 4  | 3         | 3  | 4  | 4         | 4  | 4  | 4       | 3   | 4   | 3         | 3   | 3   | 3   | 57    |
| 33        | 5   | 5  | 4  | 4         | 3  | 5  | 5         | 4  | 3  | 3       | 3   | 3   | 4         | 3   | 3   | 4   | 61    |
| 34        | 4   | 4  | 3  | 3         | 4  | 4  | 3         | 4  | 3  | 3       | 3   | 3   | 3         | 3   | 4   | 4   | 55    |

|    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |
|----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|
| 35 | 5 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 3 | 4 | 4 | 4 | 61 |
| 36 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 59 |
| 37 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 55 |
| 38 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 62 |
| 39 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 60 |
| 40 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 65 |
| 41 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 52 |
| 42 | 5 | 5 | 3 | 3 | 5 | 3 | 3 | 4 | 2 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 57 |
| 43 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 64 |
| 44 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 57 |
| 45 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 5 | 4 | 3 | 4 | 57 |
| 46 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 53 |
| 47 | 3 | 3 | 2 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 51 |
| 48 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 54 |
| 49 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 52 |
| 50 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 50 |
| 51 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 3 | 3 | 3 | 3 | 4 | 5 | 5 | 3 | 3 | 60 |
| 52 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 54 |
| 53 | 4 | 4 | 4 | 5 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 56 |
| 54 | 3 | 3 | 4 | 5 | 5 | 5 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 58 |
| 55 | 3 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 5 | 4 | 4 | 5 | 5 | 3 | 69 |
| 56 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 51 |
| 57 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 48 |
| 58 | 5 | 5 | 4 | 4 | 3 | 3 | 5 | 5 | 4 | 5 | 4 | 5 | 3 | 5 | 4 | 4 | 68 |
| 59 | 5 | 5 | 3 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 2 | 5 | 4 | 4 | 69 |
| 60 | 3 | 3 | 5 | 5 | 5 | 4 | 2 | 5 | 4 | 5 | 4 | 4 | 3 | 4 | 5 | 5 | 66 |
| 61 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 1 | 5 | 4 | 4 | 62 |
| 62 | 4 | 4 | 4 | 5 | 4 | 3 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 3 | 68 |
| 63 | 5 | 5 | 4 | 5 | 5 | 3 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 74 |
| 64 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 5 | 5 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 66 |
| 65 | 3 | 3 | 4 | 5 | 4 | 3 | 4 | 4 | 5 | 4 | 5 | 3 | 4 | 4 | 4 | 5 | 64 |
| 66 | 3 | 3 | 3 | 4 | 4 | 2 | 4 | 5 | 5 | 4 | 4 | 2 | 3 | 5 | 5 | 4 | 60 |
| 67 | 4 | 4 | 4 | 5 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 5 | 4 | 62 |
| 68 | 3 | 3 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 2 | 2 | 5 | 5 | 5 | 61 |
| 69 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 3 | 4 | 5 | 5 | 4 | 64 |
| 70 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 5 | 5 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 64 |
| 71 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 5 | 5 | 4 | 4 | 2 | 3 | 5 | 5 | 4 | 63 |
| 72 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 2 | 1 | 4 | 5 | 4 | 58 |

|                    |            |            |            |            |            |            |            |            |            |            |            |            |            |            |            |            |              |
|--------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| 73                 | 4          | 4          | 3          | 4          | 4          | 3          | 5          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 5          | 4          | 64           |
| 74                 | 3          | 3          | 3          | 4          | 3          | 2          | 4          | 4          | 4          | 4          | 4          | 2          | 3          | 4          | 5          | 5          | 57           |
| 75                 | 4          | 4          | 4          | 5          | 4          | 3          | 4          | 5          | 5          | 4          | 5          | 2          | 2          | 5          | 5          | 5          | 66           |
| 76                 | 3          | 3          | 4          | 5          | 4          | 2          | 4          | 4          | 4          | 4          | 5          | 2          | 3          | 5          | 4          | 5          | 61           |
| 77                 | 4          | 4          | 5          | 3          | 3          | 3          | 4          | 3          | 4          | 4          | 3          | 4          | 4          | 4          | 4          | 4          | 60           |
| 78                 | 4          | 3          | 4          | 3          | 4          | 4          | 5          | 4          | 4          | 4          | 3          | 3          | 4          | 4          | 4          | 4          | 61           |
| 79                 | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 64           |
| 80                 | 4          | 4          | 3          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 63           |
| 81                 | 3          | 4          | 5          | 3          | 4          | 4          | 4          | 4          | 5          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 64           |
| 82                 | 4          | 4          | 4          | 5          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 65           |
| 83                 | 4          | 3          | 4          | 5          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 64           |
| 84                 | 4          | 5          | 3          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 5          | 4          | 4          | 4          | 5          | 4          | 66           |
| 85                 | 4          | 4          | 3          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 3          | 4          | 4          | 4          | 4          | 4          | 62           |
| 86                 | 5          | 4          | 4          | 5          | 4          | 3          | 4          | 4          | 4          | 5          | 4          | 4          | 4          | 5          | 5          | 4          | 68           |
| 87                 | 4          | 3          | 4          | 4          | 3          | 5          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 5          | 64           |
| 88                 | 4          | 4          | 5          | 2          | 3          | 5          | 5          | 4          | 4          | 4          | 4          | 2          | 5          | 5          | 5          | 5          | 66           |
| 89                 | 3          | 4          | 4          | 4          | 4          | 4          | 5          | 4          | 4          | 4          | 4          | 4          | 3          | 3          | 5          | 5          | 64           |
| 90                 | 4          | 3          | 4          | 4          | 3          | 4          | 5          | 4          | 5          | 4          | 4          | 4          | 4          | 3          | 4          | 4          | 63           |
| 91                 | 3          | 4          | 4          | 3          | 4          | 4          | 3          | 4          | 4          | 4          | 3          | 3          | 4          | 4          | 4          | 4          | 59           |
| 92                 | 4          | 4          | 3          | 5          | 4          | 4          | 3          | 4          | 4          | 3          | 4          | 4          | 4          | 4          | 3          | 4          | 61           |
| 93                 | 5          | 4          | 4          | 5          | 4          | 4          | 3          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 5          | 4          | 66           |
| 94                 | 3          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 63           |
| 95                 | 4          | 4          | 5          | 4          | 4          | 4          | 5          | 4          | 5          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 67           |
| 96                 | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 64           |
| 97                 | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 48           |
| 98                 | 5          | 5          | 5          | 5          | 5          | 5          | 5          | 5          | 5          | 5          | 5          | 5          | 5          | 5          | 5          | 5          | 80           |
| 99                 | 2          | 2          | 2          | 2          | 2          | 2          | 2          | 2          | 2          | 2          | 2          | 2          | 2          | 2          | 2          | 2          | 32           |
| 100                | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 64           |
| <b>Total Nilai</b> | <b>374</b> | <b>374</b> | <b>368</b> | <b>383</b> | <b>365</b> | <b>360</b> | <b>379</b> | <b>375</b> | <b>369</b> | <b>366</b> | <b>361</b> | <b>344</b> | <b>343</b> | <b>373</b> | <b>372</b> | <b>371</b> | <b>53.31</b> |
| <b>Rata-Rata</b>   | 3.74       | 3.74       | 3.68       | 3.83       | 3.65       | 3.6        | 3.79       | 3.75       | 3.69       | 3.66       | 3.61       | 3.44       | 3.43       | 3.73       | 3.72       | 3.71       |              |
|                    | 0.61       | 0.64       | 0.60       | 0.68       | 0.61       | 0.40       | 0.69       | 0.78       | 0.76       | 0.79       | 0.73       | 0.54       | 0.48       | 0.75       | 0.71       | 0.68       |              |
|                    |            |            |            |            |            |            |            |            |            |            |            |            |            |            |            |            |              |
|                    |            |            |            |            |            |            |            |            |            |            |            |            |            |            |            |            |              |

| Hasil olah | Hasil Olah data tingkat Kepuasan PS(x1), P(x4), N(x3), KP(x4), STP(x5) |     |     |                  |     |     |                  |     |     |                |     |     |                  |     |     |     |   |
|------------|--|-----|-----|------------------|-----|-----|------------------|-----|-----|----------------|-----|-----|------------------|-----|-----|-----|---|
| TP = 1     | 0  | 0   | 0   | 0                | 0   | 0   | 0                | 0   | 0   | 0              | 0   | 0   | 0                | 2   | 0   | 0   | 0 |
| KP = 2     | 1  | 1   | 2   | 2                | 1   | 4   | 2                | 1   | 2   | 1              | 2   | 9   | 4                | 1   | 1   | 1   |   |
| CP = 3     | 35   | 35  | 35  | 32               | 39  | 39  | 30               | 36  | 41  | 42             | 45  | 45  | 50               | 43  | 43  | 38  |   |
| P = 4      | 53   | 53  | 56  | 47               | 54  | 50  | 55               | 50  | 43  | 47             | 43  | 39  | 37               | 38  | 39  | 50  |   |
| SP = 5     | 11   | 11  | 7   | 19               | 6   | 7   | 13               | 13  | 14  | 10             | 10  | 7   | 7                | 18  | 17  | 11  |   |
|            | 100  | 100 | 100 | 100              | 100 | 100 | 100              | 100 | 100 | 100            | 100 | 100 | 100              | 100 | 100 | 100 |   |
|            | <i>Relibilitas</i>   |     |     | <i>Responsiv</i> |     |     | <i>Assurance</i> |     |     | <i>Empathy</i> |     |     | <i>Tangibles</i> |     |     |     |   |



| JENIS KELAMIN | USIA       | PENDIDIKAN | PEKERJAAN     | PENGGUNA JASA |
|---------------|------------|------------|---------------|---------------|
| LAKI-LAKI     | 31-50 THN  | SMA        | KARYAWAN      | 7-9 KALI      |
| LAKI-LAKI     | 21-30 THN  | DIPLOMA    | KARYAWAN      | 1-3 KALI      |
| PEREMPUAN     | 21-30 THN  | SMA        | PELAJAR       | 1-3 KALI      |
| LAKI-LAKI     | 21-30 THN  | SMA        | PELAJAR       | 1-3 KALI      |
| LAKI-LAKI     | 31-50 T HN | DIPLOMA    | KARYAWAN      | 1-3 KALI      |
| LAKI-LAKI     | 31-50 T HN | STRATA 1   | PNS/TNI/POLRI | 4-6 KALI      |
| LAKI-LAKI     | 31-50 T HN | STRATA 2   | PNS/TNI/POLRI | 1-3 KALI      |
| LAKI-LAKI     | 21-30 THN  | STRATA 1   | KARYAWAN      | 1-3 KALI      |
| LAKI-LAKI     | 31-50 T HN | SMA        | KARYAWAN      | 1-3 KALI      |
| LAKI-LAKI     | ≤ 20 THN   | SMA        | PELAJAR       | 1-3 KALI      |
| LAKI-LAKI     | 31-50 T HN | STRATA 2   | PNS/TNI/POLRI | 1-3 KALI      |
| PEREMPUAN     | ≤ 20 THN   | SMA        | PELAJAR       | 4-6 KALI      |
| LAKI-LAKI     | 21-30 THN  | STRATA 1   | WIRASWATA     | 7-9 KALI      |
| LAKI-LAKI     | 21-30 THN  | SMA        | PELAJAR       | 1-3 KALI      |
| LAKI-LAKI     | 21-30 THN  | STRATA 1   | WIRASWATA     | 7-9 KALI      |
| LAKI-LAKI     | 21-30 THN  | STRATA 1   | PNS/TNI/POLRI | 4-6 KALI      |
| LAKI-LAKI     | 31-50 T HN | DIPLOMA    | WIRASWATA     | 4-6 KALI      |
| LAKI-LAKI     | 31-50 T HN | SMA        | KARYAWAN      | 1-3 KALI      |
| PEREMPUAN     | ≤ 20 THN   | SMA        | PELAJAR       | 1-3 KALI      |
| PEREMPUAN     | ≤ 20 THN   | SMA        | PELAJAR       | 1-3 KALI      |
| LAKI-LAKI     | 21-30 THN  | STRATA 1   | PNS/TNI/POLRI | 7-9 KALI      |
| LAKI-LAKI     | 21-30 THN  | STRATA 1   | WIRASWATA     | 4-6 KALI      |
| LAKI-LAKI     | 31-50 T HN | SMA        | KARYAWAN      | 1-3 KALI      |
| LAKI-LAKI     | 31-50 T HN | SMA        | KARYAWAN      | 1-3 KALI      |
| LAKI-LAKI     | 31-50 T HN | SMA        | WIRASWATA     | 1-3 KALI      |
| LAKI-LAKI     | 21-30 THN  | STRATA 1   | WIRASWATA     | > 9 KALI      |
| PEREMPUAN     | ≤ 20 THN   | SMA        | PELAJAR       | 1-3 KALI      |
| LAKI-LAKI     | 31-50 T HN | SMA        | KARYAWAN      | 4-6 KALI      |
| LAKI-LAKI     | 21-30 THN  | SMA        | PELAJAR       | 7-9 KALI      |
| PEREMPUAN     | ≤ 20 THN   | SMA        | PELAJAR       | 7-9 KALI      |
| PEREMPUAN     | 21-30 THN  | SMA        | PELAJAR       | 7-9 KALI      |
| PEREMPUAN     | ≤ 20 THN   | SMA        | PELAJAR       | 7-9 KALI      |
| PEREMPUAN     | 31-50 T HN | SMA        | KARYAWAN      | 1-3 KALI      |
| LAKI-LAKI     | 21-30 THN  | STRATA 1   | PNS/TNI/POLRI | 7-9 KALI      |
| LAKI-LAKI     | ≤ 20 THN   | SMA        | LAINNYA       | 1-3 KALI      |
| LAKI-LAKI     | 21-30 THN  | SMA        | KARYAWAN      | 4-6 KALI      |
| LAKI-LAKI     | 50 KE ATAS | SMA        | KARYAWAN      | 4-6 KALI      |
| PEREMPUAN     | 21-30 THN  | STRATA 1   | PNS/TNI/POLRI | 1-3 KALI      |
| LAKI-LAKI     | 31-50 T HN | SMA        | KARYAWAN      | 1-3 KALI      |
| LAKI-LAKI     | 21-30 THN  | SMA        | PELAJAR       | 4-6 KALI      |
| PEREMPUAN     | 21-30 THN  | SMA        | WIRASWATA     | 4-6 KALI      |
| LAKI-LAKI     | 31-50 T HN | SMA        | WIRASWATA     | 1-3 KALI      |
| LAKI-LAKI     | 21-30 THN  | STRATA 1   | WIRASWATA     | > 9 KALI      |

|           |            |          |               |          |
|-----------|------------|----------|---------------|----------|
| LAKI-LAKI | 21-30 THN  | STRATA 1 | WIRASWATA     | 1-3 KALI |
| LAKI-LAKI | 31-50 T HN | STRATA 1 | PNS/TNI/POLRI | 4-6 KALI |
| PEREMPUAN | 21-30 THN  | SMA      | PELAJAR       | 7-9 KALI |
| LAKI-LAKI | 31-50 T HN | SMA      | KARYAWAN      | 4-6 KALI |
| LAKI-LAKI | 31-50 T HN | STRATA 1 | PNS/TNI/POLRI | 1-3 KALI |
| LAKI-LAKI | 31-50 T HN | SMA      | KARYAWAN      | 4-6 KALI |
| PEREMPUAN | 31-50 T HN | STRATA 1 | PNS/TNI/POLRI | 1-3 KALI |
| PEREMPUAN | 21-30 THN  | SMA      | WIRASWATA     | 4-6 KALI |
| LAKI-LAKI | 21-30 THN  | SMA      | PELAJAR       | 7-9 KALI |
| PEREMPUAN | 21-30 THN  | SMA      | PELAJAR       | 4-6 KALI |
| PEREMPUAN | 50 KE ATAS | LAINNYA  | LAINNYA       | 1-3 KALI |
| PEREMPUAN | 21-30 THN  | SMA      | PELAJAR       | 4-6 KALI |
| LAKI-LAKI | 21-30 THN  | SMA      | PELAJAR       | 4-6 KALI |
| LAKI-LAKI | 21-30 THN  | SMA      | PELAJAR       | 1-3 KALI |
| PEREMPUAN | 21-30 THN  | STRATA 1 | WIRASWATA     | 4-6 KALI |
| LAKI-LAKI | 21-30 THN  | DIPLOMA  | WIRASWATA     | 4-6 KALI |
| PEREMPUAN | 21-30 THN  | STRATA 1 | LAINNYA       | 1-3 KALI |
| PEREMPUAN | 21-30 THN  | STRATA 1 | KARYAWAN      | 4-6 KALI |
| LAKI-LAKI | 31-50 T HN | STRATA 2 | PNS/TNI/POLRI | 1-3 KALI |
| LAKI-LAKI | ≤ 20 THN   | SMA      | PELAJAR       | 1-3 KALI |
| LAKI-LAKI | 31-50 T HN | STRATA 2 | LAINNYA       | 4-6 KALI |
| LAKI-LAKI | 31-50 T HN | DIPLOMA  | PNS/TNI/POLRI | 1-3 KALI |
| PEREMPUAN | 21-30 THN  | STRATA 1 | WIRASWATA     | 4-6 KALI |
| LAKI-LAKI | 21-30 THN  | STRATA 1 | WIRASWATA     | 1-3 KALI |
| LAKI-LAKI | 21-30 THN  | STRATA 1 | PNS/TNI/POLRI | 1-3 KALI |
| PEREMPUAN | 21-30 THN  | STRATA 1 | WIRASWATA     | 1-3 KALI |
| PEREMPUAN | 31-50 T HN | SMA      | KARYAWAN      | 1-3 KALI |
| PEREMPUAN | 21-30 THN  | DIPLOMA  | WIRASWATA     | 4-6 KALI |
| PEREMPUAN | 21-30 THN  | STRATA 1 | LAINNYA       | 1-3 KALI |
| LAKI-LAKI | 21-30 THN  | STRATA 1 | WIRASWATA     | 1-3 KALI |
| PEREMPUAN | 21-30 THN  | STRATA 1 | LAINNYA       | 1-3 KALI |
| LAKI-LAKI | 31-50 T HN | DIPLOMA  | WIRASWATA     | 1-3 KALI |
| LAKI-LAKI | 31-50 T HN | SMA      | PNS/TNI/POLRI | 1-3 KALI |
| LAKI-LAKI | 21-30 THN  | SMA      | PELAJAR       | 1-3 KALI |
| PEREMPUAN | ≤ 20 THN   | SMA      | PELAJAR       | 1-3 KALI |
| PEREMPUAN | ≤ 20 THN   | SMA      | PELAJAR       | 1-3 KALI |
| PEREMPUAN | 21-30 THN  | SMA      | PELAJAR       | 1-3 KALI |
| LAKI-LAKI | 31-50 T HN | SMA      | LAINNYA       | 1-3 KALI |
| LAKI-LAKI | 21-30 THN  | SMA      | LAINNYA       | 1-3 KALI |
| LAKI-LAKI | 21-30 THN  | STRATA 1 | KARYAWAN      | 1-3 KALI |
| PEREMPUAN | 21-30 THN  | STRATA 1 | PNS/TNI/POLRI | 4-6 KALI |
| PEREMPUAN | 21-30 THN  | STRATA 1 | KARYAWAN      | 4-6 KALI |
| LAKI-LAKI | 21-30 THN  | STRATA 1 | LAINNYA       | 4-6 KALI |
| PEREMPUAN | 21-30 THN  | SMA      | LAINNYA       | 1-3 KALI |
| LAKI-LAKI | 21-30 THN  | SMA      | PELAJAR       | 7-9 KALI |
| PEREMPUAN | 21-30 THN  | SMA      | PELAJAR       | 4-6 KALI |
| PEREMPUAN | 21-30 THN  | STRATA 1 | LAINNYA       | 1-3 KALI |
| LAKI-LAKI | ≤ 20 THN   | SMA      | PELAJAR       | 1-3 KALI |
| LAKI-LAKI | 31-50 T HN | SMA      | WIRASWATA     | 4-6 KALI |
| PEREMPUAN | 21-30 THN  | STRATA 1 | PNS/TNI/POLRI | 4-6 KALI |
| PEREMPUAN | 21-30 THN  | SMA      | PELAJAR       | 1-3 KALI |
| PEREMPUAN | 21-30 THN  | STRATA 1 | LAINNYA       | 4-6 KALI |
| LAKI-LAKI | 21-30 THN  | STRATA 1 | KARYAWAN      | 1-3 KALI |
| LAKI-LAKI | ≤ 20 THN   | SMA      | LAINNYA       | 1-3 KALI |
| LAKI-LAKI | 50 KE ATAS | SMA      | KARYAWAN      | 4-6 KALI |
| LAKI-LAKI | 21-30 THN  | STRATA 1 | WIRASWATA     | 7-9 KALI |
| LAKI-LAKI | 21-30 THN  | SMA      | PELAJAR       | 4-6 KALI |

LAMPIRAN 3

| KEPUASAN |          |          |          |          | KEPENTINGA |          |          |          |          |
|----------|----------|----------|----------|----------|------------|----------|----------|----------|----------|
| 1        | 2        | 3        | 4        | 5        | 1          | 2        | 3        | 4        | 5        |
| 0        | 1        | 35       | 53       | 11       | 0          | 3        | 26       | 37       | 24       |
| 0        | 1        | 35       | 53       | 11       | 0          | 2        | 18       | 47       | 33       |
| 0        | 2        | 35       | 56       | 7        | 0          | 5        | 32       | 47       | 16       |
| <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> | <b>1</b>   | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
| 0        | 2        | 32       | 47       | 19       | 0          | 1        | 22       | 46       | 31       |
| 0        | 1        | 39       | 54       | 6        | 0          | 2        | 20       | 43       | 35       |
| 0        | 4        | 39       | 50       | 7        | 0          | 1        | 20       | 43       | 36       |
| <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> | <b>1</b>   | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
| 0        | 2        | 30       | 55       | 13       | 0          | 3        | 21       | 48       | 28       |
| 0        | 1        | 36       | 50       | 13       | 0          | 2        | 27       | 46       | 25       |
| 0        | 2        | 41       | 43       | 14       | 0          | 1        | 25       | 49       | 25       |
| <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> | <b>1</b>   | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
| 0        | 1        | 42       | 47       | 10       | 0          | 1        | 30       | 46       | 23       |
| 0        | 2        | 45       | 43       | 10       | 0          | 1        | 30       | 46       | 23       |
| 0        | 9        | 45       | 39       | 7        | 0          | 3        | 27       | 41       | 29       |
| <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> | <b>1</b>   | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
| 2        | 4        | 50       | 37       | 7        | 0          | 2        | 21       | 50       | 27       |
| 0        | 1        | 43       | 38       | 18       | 0          | 2        | 26       | 47       | 25       |
| 0        | 1        | 43       | 39       | 17       | 0          | 2        | 23       | 47       | 28       |
| 0        | 1        | 38       | 50       | 11       | 0          | 2        | 22       | 53       | 23       |

| NO                                     | PERTANYAAN/ATRIBUT- ATRIBUT   | KEPUASAN |    |      |      |     | KEPENTINGAN |    |     |      |     |
|--|---|----------|----|------|------|-----|-------------|----|-----|------|-----|
|  |   | 1        | 2  | 3    | 4    | 5   | 1           | 2  | 3   | 4    | 5   |
| <b>I. Reliability (Kehandalan)</b>     |   |          |    |      |      |     |             |    |     |      |     |
| 1                                      | Apakah kapal KMP Mutiara Sentosa III jurusan lembar Banyuwangi telah memenuhi janji yang diberikan sesuai dengan jenis layanannya | 0        | 2  | 105  | 212  | 55  | 0           | 6  | 78  | 148  | 120 |
| 2                                      | Perhatian yang diberikan petugas pelabuhan lembar(perhatian dalam menyelesaikan masalah)  | 0        | 2  | 105  | 212  | 55  | 0           | 4  | 54  | 188  | 165 |
| 3                                      | Apakah pelayanan kapal KMP Mutiara Sentosa III jurusan lembar Banyuwangi sesuai dengan apa yang diharapkan                        | 0        | 4  | 105  | 224  | 35  | 0           | 10 | 96  | 188  | 80  |
| <b>II Responsivenees (Ketanggapan)</b> |   |          |    |      |      |     |             |    |     |      |     |
| 4                                      | Pelayanan petugas pelabuhan dan petugas kapal laut yang cepat dan tepat   | 0        | 4  | 96   | 188  | 95  | 0           | 2  | 66  | 184  | 155 |
| 5                                      | Kesediaan petugas pelabuhan dan petugas kapal laut dalam membantu pelanggan   | 0        | 2  | 117  | 216  | 30  | 0           | 4  | 60  | 172  | 175 |
| 6                                      | Kesungguhan petugas pelabuhan dan petugas kapal laut dalam mengatasi masalah pelanggan  | 0        | 8  | 117  | 200  | 35  | 0           | 2  | 60  | 172  | 180 |
| <b>III Assurance (Jaminan)</b>         |   |          |    |      |      |     |             |    |     |      |     |
| 7                                      | Keramahan dan kesopanan petugas pelabuhan dan kapal laut  | 0        | 4  | 90   | 220  | 65  | 0           | 6  | 63  | 192  | 140 |
| 8                                      | Keamanan penumpang dalam menggunakan jasa angkutan kapal laut lebih diutamakan  | 0        | 2  | 108  | 200  | 65  | 0           | 4  | 81  | 184  | 125 |
| 9                                      | Kepercayaan penumpang/masyarakat terhadap transportasi kapal laut   | 0        | 4  | 123  | 172  | 70  | 0           | 2  | 75  | 196  | 125 |
| <b>IV Empathy (empati)</b>             |   |          |    |      |      |     |             |    |     |      |     |
| 10                                     | Perhatian kantor Pelabuhan terhadap penumpang   | 0        | 2  | 126  | 188  | 50  | 0           | 2  | 90  | 184  | 115 |
| 11                                     | Pengertian petugas kapal laut terhadap kebutuhan yang penting bagi penumpangnya   | 0        | 4  | 135  | 172  | 50  | 0           | 2  | 90  | 184  | 115 |
| 12                                     | Apakah di dalam kapal laut bersih,nyaman,dan tenang   | 0        | 18 | 135  | 156  | 35  | 0           | 6  | 81  | 164  | 145 |
| <b>V Tangibles (Bukti fisik)</b>       |   |          |    |      |      |     |             |    |     |      |     |
| 13                                     | Apakah kapal laut tepat waktu dalam dalam jadwal pemberangkatan   | 2        | 8  | 150  | 148  | 35  | 0           | 4  | 63  | 200  | 135 |
| 14                                     | Petugas memberikan informasi pelayanan mulai dari informasi kedatangan / keberangkatan kapal tarif tiket                          | 0        | 2  | 129  | 152  | 90  | 0           | 4  | 78  | 188  | 125 |
| 15                                     | petugas memberikan informasi terhadap penumpang apabila terjadi gangguan perjalanan kapal   | 0        | 4  | 2150 | 1443 | 119 | 0           | 4  | 483 | 2350 | 756 |
| 16                                     | Apakah kehadiran kapal KMP Mutiara Sentosa III mempermudah pengguna jasa angkutan jurusan Lembar Banyuwangi                       | 0        | 2  | 114  | 200  | 55  | 0           | 4  | 66  | 212  | 115 |



| NO         | PERTANYAAN/ATRIBUT- ATRIBUT   | KEPUASAN |          |          |          |          | KEPENTINGAN |          |          |          |          |
|------------|---|----------|----------|----------|----------|----------|-------------|----------|----------|----------|----------|
|            |   | 1        | 2        | 3        | 4        | 5        | 1           | 2        | 3        | 4        | 5        |
| <b>I.</b>  | <b>Reliability ( Kehandalan)</b>  |          |          |          |          |          |             |          |          |          |          |
| 1          | Apakah kapal KMP Mutiara Sentosa III jurusan lembar Banyuwangi telah memenuhi janji yang diberikan sesuai dengan jenis layanannya | 0        | 1        | 35       | 53       | 11       | 0           | 3        | 26       | 37       | 34       |
| 2          | Perhatian yang diberikan petugas pelabuhan lembar(perhatian dalam menyelesaikan masalah)  | 0        | 1        | 35       | 53       | 11       | 0           | 2        | 18       | 47       | 33       |
| 3          | Apakah pelayanan kapal KMP Mutiara Sentosa III jurusan lembar Banyuwangi sesuai dengan apa yang diharapkan                        | 0        | 2        | 35       | 56       | 7        | 0           | 5        | 32       | 47       | 16       |
| <b>II</b>  | <b>Responsivenees (Ketanggapan)</b>   | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> | <b>1</b>    | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
| 4          | Pelayanan petugas pelabuhan dan petugas kapal laut yang cepat dan tepat   | 0        | 2        | 32       | 47       | 19       | 0           | 1        | 22       | 46       | 31       |
| 5          | Kesediaan petugas pelabuhan dan petugas kapal laut dalam membantu pelanggan   | 0        | 1        | 39       | 54       | 6        | 0           | 2        | 20       | 43       | 35       |
| 6          | Kesungguhan petugas pelabuhan dan petugas kapal laut dalam mengatasi masalah pelanggan  | 0        | 4        | 39       | 50       | 7        | 0           | 1        | 20       | 43       | 36       |
| <b>III</b> | <b>Assurance (Jaminan)</b>  | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> | <b>1</b>    | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
| 7          | Keramahan dan kesopanan petugas pelabuhan dan kapal laut  | 0        | 2        | 30       | 55       | 13       | 0           | 3        | 21       | 48       | 28       |
| 8          | Keamanan penumpang dalam menggunakan jasa angkutan kapal laut lebih diutamakan  | 0        | 1        | 36       | 50       | 13       | 0           | 2        | 27       | 46       | 25       |
| 9          | Kepercayaan penumpang/masyarakat terhadap transportasi kapal laut   | 0        | 2        | 41       | 43       | 14       | 0           | 1        | 25       | 49       | 25       |
| <b>IV</b>  | <b>Empathy (empati)</b>   | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> | <b>1</b>    | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
| 10         | Perhatian kantor Pelabuhan terhadap penumpang   | 0        | 1        | 42       | 47       | 10       | 0           | 1        | 30       | 46       | 23       |
| 11         | Pengertian petugas kapal laut terhadap kebutuhan yang penting bagi penumpangnya   | 0        | 2        | 45       | 43       | 10       | 0           | 1        | 30       | 46       | 23       |
| 12         | Apakah di dalam kapal laut bersih,nyaman,dan tenang   | 0        | 9        | 45       | 39       | 7        | 0           | 3        | 27       | 41       | 29       |
| <b>V</b>   | <b>Tangibles (Bukti fisik)</b>  | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> | <b>1</b>    | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |
| 13         | Apakah kapal laut tepat waktu dalam dalam jadwal pemberangkatan   | 0        | 4        | 50       | 37       | 7        | 0           | 2        | 21       | 50       | 27       |
| 14         | Petugas memberikan informasi pelayanan mulai dari informasi kedatangan / keberangkatan kapal tarif tiket                          | 0        | 1        | 43       | 38       | 18       | 0           | 2        | 26       | 47       | 25       |
| 15         | petugas memberikan informasi terhadap penumpang apabila terjadi gangguan perjalanan kapal   | 0        | 1        | 43       | 39       | 17       | 0           | 2        | 23       | 47       | 28       |
| 16         | Apakah kehadiran kapal KMP Mutiara Sentosa III mempermudah pengguna jasa angkutan jurusan Lembar Banyuwangi                       | 0        | 1        | 38       | 50       | 11       | 0           | 2        | 22       | 53       | 23       |

| No Atribut | Skor Kepuasan | Tingkat Kepuasan (Xi) | Skor Kepentingan | Tingkat Kepentingan (Yi) |
|------------|---------------|-----------------------|------------------|--------------------------|
| P1         | 374           | 3.74                  | 402              | 4.02                     |
| P2         | 374           | 3.74                  | 411              | 4.11                     |
| P3         | 368           | 3.68                  | 374              | 3.74                     |
| P4         | 383           | 3.83                  | 407              | 4.07                     |
| P5         | 365           | 3.65                  | 411              | 4.11                     |
| P6         | 360           | 3.6                   | 414              | 4.14                     |
| P7         | 379           | 3.79                  | 401              | 4.01                     |
| P8         | 375           | 3.75                  | 394              | 3.94                     |
| P9         | 369           | 3.69                  | 398              | 3.98                     |
| P10        | 366           | 3.66                  | 391              | 3.91                     |
| P11        | 361           | 3.61                  | 391              | 3.91                     |
| P12        | 344           | 3.44                  | 396              | 3.96                     |
| P13        | 343           | 3.43                  | 402              | 4.02                     |
| P14        | 373           | 3.73                  | 395              | 3.95                     |
| P15        | 372           | 3.72                  | 401              | 4.01                     |
| P16        | 371           | 3.71                  | 397              | 3.97                     |
| TOTAL      | 5877          | 58.77                 | 6385             | 63.85                    |

| No Atribut | Tingkat Kepuasan ( Xi ) | Tingkat Kepentingan ( Yi ) | GAP Xi-Yi | Tingkat Kesesuaian ( Tki ) % |
|------------|-------------------------|----------------------------|-----------|------------------------------|
| P1         | 3.74                    | 4.02                       | -0.28     | 93.035                       |
| P2         | 3.74                    | 4.11                       | -0.37     | 90.998                       |
| P3         | 3.68                    | 3.74                       | -0.06     | 98.396                       |
| P4         | 3.83                    | 4.07                       | -0.24     | 94.103                       |
| P5         | 3.65                    | 4.11                       | -0.46     | 88.808                       |
| P6         | 3.6                     | 4.14                       | -0.54     | 86.957                       |
| P7         | 3.79                    | 4.01                       | -0.22     | 94.514                       |
| P8         | 3.75                    | 3.94                       | -0.19     | 95.178                       |
| P9         | 3.69                    | 3.98                       | -0.29     | 92.714                       |
| P10        | 3.66                    | 3.91                       | -0.25     | 93.606                       |
| P11        | 3.61                    | 3.91                       | -0.3      | 92.327                       |
| P12        | 3.44                    | 3.96                       | -0.52     | 86.869                       |
| P13        | 3.43                    | 4.02                       | -0.59     | 85.323                       |
| P14        | 3.73                    | 3.95                       | -0.22     | 94.430                       |
| P15        | 3.72                    | 4.01                       | -0.29     | 92.768                       |
| P16        | 3.71                    | 3.97                       | -0.26     | 93.451                       |
| TOTAL      | 3.67                    | 3.99                       | -0.32     | 1473.48                      |

### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .909             | 16         |

### Item Statistics

|     | Mean | Std. Deviation | N   |
|-----|------|----------------|-----|
| P1  | 3.74 | .661           | 100 |
| P2  | 3.74 | .661           | 100 |
| P3  | 3.68 | .634           | 100 |
| P4  | 3.83 | .753           | 100 |
| P5  | 3.65 | .609           | 100 |
| P6  | 3.60 | .682           | 100 |
| P7  | 3.79 | .686           | 100 |
| P8  | 3.75 | .687           | 100 |
| P9  | 3.69 | .734           | 100 |
| P10 | 3.66 | .670           | 100 |
| P11 | 3.61 | .695           | 100 |
| P12 | 3.44 | .756           | 100 |
| P13 | 3.43 | .769           | 100 |
| P14 | 3.73 | .763           | 100 |
| P15 | 3.72 | .753           | 100 |
| P16 | 3.71 | .671           | 100 |

**Correlations**

|    |                     | P1     | P2     | P3     | P4     | P5     | P6     | P7     | P8     | P9     | P10    | P11    | P12    | P13    | P14    | P15    | P16    | Total  |
|----|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| P1 | Pearson Correlation | 1      | .815** | .330** | .418** | .349** | .327** | .435** | .434** | .290** | .414** | .261** | .433** | .183   | .320** | .218*  | .261** | .613** |
|    | Sig. (2-tailed)     |        | .000   | .001   | .000   | .000   | .001   | .000   | .000   | .003   | .000   | .009   | .000   | .069   | .001   | .030   | .009   | .000   |
|    | N                   | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    |
| P2 | Pearson Correlation | .815** | 1      | .330** | .377** | .449** | .395** | .458** | .434** | .269** | .369** | .327** | .453** | .183   | .360** | .278** | .238*  | .636** |
|    | Sig. (2-tailed)     | .000   |        | .001   | .000   | .000   | .000   | .000   | .000   | .007   | .000   | .001   | .000   | .069   | .000   | .005   | .017   | .000   |
|    | N                   | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    |
| P3 | Pearson Correlation | .330** | .330** | 1      | .393** | .361** | .426** | .518** | .302** | .414** | .360** | .287** | .276** | .327** | .342** | .339** | .326** | .600** |
|    | Sig. (2-tailed)     | .001   | .001   |        | .000   | .000   | .000   | .000   | .002   | .000   | .000   | .004   | .006   | .001   | .001   | .001   | .001   | .000   |
|    | N                   | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    |
| P4 | Pearson Correlation | .418** | .377** | .393** | 1      | .574** | .220*  | .380** | .483** | .507** | .465** | .548** | .328** | .075   | .464** | .450** | .381** | .676** |
|    | Sig. (2-tailed)     | .000   | .000   | .000   |        | .000   | .028   | .000   | .000   | .000   | .000   | .000   | .001   | .457   | .000   | .000   | .000   | .000   |
|    | N                   | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    |
| P5 | Pearson Correlation | .349** | .449** | .361** | .574** | 1      | .389** | .354** | .368** | .297** | .349** | .390** | .338** | .217*  | .359** | .335** | .293** | .606** |
|    | Sig. (2-tailed)     | .000   | .000   | .000   | .000   |        | .000   | .000   | .000   | .003   | .000   | .000   | .001   | .030   | .000   | .001   | .003   | .000   |
|    | N                   | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    |
| P6 | Pearson Correlation | .327** | .395** | .426** | .220*  | .389** | 1      | .380** | .043   | .012   | .097   | .051   | .364** | .370** | .023   | .035   | .075   | .395** |
|    | Sig. (2-tailed)     | .001   | .000   | .000   | .028   | .000   |        | .000   | .670   | .905   | .335   | .613   | .000   | .000   | .818   | .726   | .458   | .000   |

|    |                 |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
|----|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|    | N               | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    |
|    | Pearson         | .435** | .458** | .518** | .380** | .354** | .380** | 1      | .445** | .531** | .414** | .441** | .258** | .307** | .488** | .452** | .327** | .686** |
| P7 | Correlation     |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
|    | Sig. (2-tailed) | .000   | .000   | .000   | .000   | .000   | .000   | .000   | .000   | .000   | .000   | .000   | .010   | .002   | .000   | .000   | .001   | .000   |
|    | N               | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    |
|    | Pearson         | .434** | .434** | .302** | .483** | .368** | .043   | .445** | 1      | .806** | .713** | .640** | .350** | .206*  | .659** | .585** | .608** | .776** |
| P8 | Correlation     |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
|    | Sig. (2-tailed) | .000   | .000   | .002   | .000   | .000   | .670   | .000   | .000   | .000   | .000   | .000   | .000   | .040   | .000   | .000   | .000   | .000   |
|    | N               | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    |
|    | Pearson         | .290** | .269** | .414** | .507** | .297** | .012   | .531** | .806** | 1      | .687** | .691** | .266** | .292** | .624** | .627** | .554** | .759** |
| P9 | Correlation     |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
|    | Sig. (2-tailed) | .003   | .007   | .000   | .000   | .003   | .905   | .000   | .000   | .000   | .000   | .000   | .007   | .003   | .000   | .000   | .000   | .000   |
|    | N               | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    |
|    | Pearson         | .414** | .369** | .360** | .465** | .349** | .097   | .414** | .713** | .687** | 1      | .624** | .398** | .287** | .707** | .690** | .677** | .793** |
| P1 | Correlation     |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 0  | Sig. (2-tailed) | .000   | .000   | .000   | .000   | .000   | .335   | .000   | .000   | .000   | .000   | .000   | .000   | .004   | .000   | .000   | .000   | .000   |
|    | N               | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    |
|    | Pearson         | .261** | .327** | .287** | .548** | .390** | .051   | .441** | .640** | .691** | .624** | 1      | .349** | .204*  | .599** | .639** | .578** | .735** |
| P1 | Correlation     |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 1  | Sig. (2-tailed) | .009   | .001   | .004   | .000   | .000   | .613   | .000   | .000   | .000   | .000   | .000   | .000   | .042   | .000   | .000   | .000   | .000   |
|    | N               | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    |
|    | Pearson         | .433** | .453** | .276** | .328** | .338** | .364** | .258** | .350** | .266** | .398** | .349** | 1      | .453** | .173   | .077   | .115   | .542** |
| P1 | Correlation     |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 2  | Sig. (2-tailed) | .000   | .000   | .006   | .001   | .001   | .000   | .010   | .000   | .007   | .000   | .000   | .000   | .000   | .086   | .449   | .256   | .000   |
|    | N               | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    |

|     |                 |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
|-----|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|     | Pearson         | .183   | .183   | .327** | .075   | .217*  | .370** | .307** | .206*  | .292** | .287** | .204*  | .453** | 1      | .337** | .193   | .303** | .480** |
| P1  | Correlation     |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 3   | Sig. (2-tailed) | .069   | .069   | .001   | .457   | .030   | .000   | .002   | .040   | .003   | .004   | .042   | .000   |        | .001   | .055   | .002   | .000   |
|     | N               | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    |
|     | Pearson         | .320** | .360** | .342** | .464** | .359** | .023   | .488** | .659** | .624** | .707** | .599** | .173   | .337** | 1      | .710** | .634** | .753** |
| P1  | Correlation     |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 4   | Sig. (2-tailed) | .001   | .000   | .001   | .000   | .000   | .818   | .000   | .000   | .000   | .000   | .000   | .086   | .001   |        | .000   | .000   | .000   |
|     | N               | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    |
|     | Pearson         | .218*  | .278** | .339** | .450** | .335** | .035   | .452** | .585** | .627** | .690** | .639** | .077   | .193   | .710** | 1      | .717** | .708** |
| P1  | Correlation     |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5   | Sig. (2-tailed) | .030   | .005   | .001   | .000   | .001   | .726   | .000   | .000   | .000   | .000   | .000   | .449   | .055   | .000   |        | .000   | .000   |
|     | N               | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    |
|     | Pearson         | .261** | .238*  | .326** | .381** | .293** | .075   | .327** | .608** | .554** | .677** | .578** | .115   | .303** | .634** | .717** | 1      | .681** |
| P1  | Correlation     |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6   | Sig. (2-tailed) | .009   | .017   | .001   | .000   | .003   | .458   | .001   | .000   | .000   | .000   | .000   | .256   | .002   | .000   | .000   |        | .000   |
|     | N               | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    |
|     | Pearson         | .613** | .636** | .600** | .676** | .606** | .395** | .686** | .776** | .759** | .793** | .735** | .542** | .480** | .753** | .708** | .681** | 1      |
| Tot | Correlation     |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| al  | Sig. (2-tailed) | .000   | .000   | .000   | .000   | .000   | .000   | .000   | .000   | .000   | .000   | .000   | .000   | .000   | .000   | .000   | .000   | .000   |
|     | N               | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    | 100    |

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

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

### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .955             | 16         |

### Item Statistics

|     | Mean | Std. Deviation | N   |
|-----|------|----------------|-----|
| P1  | 4.02 | .853           | 100 |
| P2  | 4.11 | .764           | 100 |
| P3  | 3.74 | .787           | 100 |
| P4  | 4.07 | .756           | 100 |
| P5  | 4.11 | .790           | 100 |
| P6  | 4.14 | .766           | 100 |
| P7  | 4.01 | .785           | 100 |
| P8  | 3.94 | .776           | 100 |
| P9  | 3.98 | .738           | 100 |
| P10 | 3.91 | .753           | 100 |
| P11 | 3.91 | .753           | 100 |
| P12 | 3.96 | .828           | 100 |
| P13 | 4.02 | .752           | 100 |
| P14 | 3.95 | .770           | 100 |
| P15 | 4.01 | .772           | 100 |
| P16 | 3.97 | .731           | 100 |

**Correlations**

|    | P1                  | P2   | P3   | P4   | P5   | P6   | P7   | P8   | P9   | P10  | P11  | P12  | P13  | P14  | P15  | P16  | Total |      |
|----|---------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|-------|------|
| P1 | Pearson Correlation | 1    | .880 | .625 | .766 | .552 | .599 | .588 | .597 | .594 | .506 | .506 | .516 | .614 | .555 | .552 | .503  | .808 |
|    | Sig. (2-tailed)     |      | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **    | **   |
|    | N                   | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100   | 100  |
| P2 | Pearson Correlation | .880 | 1    | .636 | .721 | .499 | .578 | .588 | .522 | .541 | .439 | .491 | .454 | .576 | .456 | .512 | .458  | .759 |
|    | Sig. (2-tailed)     | **   |      | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **    | **   |
|    | N                   | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100   | 100  |
| P3 | Pearson Correlation | .625 | .636 | 1    | .660 | .485 | .464 | .495 | .454 | .513 | .506 | .557 | .434 | .368 | .412 | .404 | .338  | .677 |
|    | Sig. (2-tailed)     | **   | **   |      | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **    | **   |
|    | N                   | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100   | 100  |
| P4 | Pearson Correlation | .766 | .721 | .660 | 1    | .698 | .699 | .578 | .610 | .582 | .544 | .544 | .505 | .495 | .492 | .553 | .589  | .812 |
|    | Sig. (2-tailed)     | **   | **   | **   |      | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **    | **   |
|    | N                   | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100   | 100  |
| P5 | Pearson Correlation | .552 | .499 | .485 | .698 | 1    | .776 | .552 | .554 | .506 | .594 | .560 | .547 | .421 | .457 | .462 | .426  | .736 |
|    | Sig. (2-tailed)     | **   | **   | **   | **   |      | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **    | **   |
|    | N                   | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100   | 100  |
| P6 | Pearson Correlation | .599 | .578 | .464 | .699 | .776 | 1    | .720 | .626 | .648 | .670 | .565 | .519 | .469 | .543 | .579 | .549  | .809 |
|    | Sig. (2-tailed)     | **   | **   | **   | **   | **   |      | **   | **   | **   | **   | **   | **   | **   | **   | **   | **    | **   |
|    | N                   | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100   | 100  |



|     |                 |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|-----|-----------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| P7  | Pearson         | .588 | .588 | .495 | .578 | .552 | .720 | 1    | .548 | .663 | .548 | .531 | .405 | .582 | .535 | .467 | .581 | .758 |
|     | Correlation     | **   | **   | **   | **   | **   | **   |      | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   |
|     | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 |      | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
|     | N               | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  |
| P8  | Pearson         | .597 | .522 | .454 | .610 | .554 | .626 | .548 | 1    | .615 | .647 | .526 | .641 | .487 | .552 | .625 | .638 | .780 |
|     | Correlation     | **   | **   | **   | **   | **   | **   | **   |      | **   | **   | **   | **   | **   | **   | **   | **   | **   |
|     | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 |      | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
|     | N               | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  |
| P9  | Pearson         | .594 | .541 | .513 | .582 | .506 | .648 | .663 | .615 | 1    | .778 | .723 | .594 | .674 | .673 | .727 | .635 | .844 |
|     | Correlation     | **   | **   | **   | **   | **   | **   | **   | **   |      | **   | **   | **   | **   | **   | **   | **   | **   |
|     | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |      | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
|     | N               | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  |
| P10 | Pearson         | .506 | .439 | .506 | .544 | .594 | .670 | .548 | .647 | .778 | 1    | .715 | .626 | .574 | .636 | .644 | .582 | .807 |
|     | Correlation     | **   | **   | **   | **   | **   | **   | **   | **   | **   |      | **   | **   | **   | **   | **   | **   | **   |
|     | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |      | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
|     | N               | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  |
| P11 | Pearson         | .506 | .491 | .557 | .544 | .560 | .565 | .531 | .526 | .723 | .715 | 1    | .593 | .574 | .601 | .540 | .619 | .778 |
|     | Correlation     | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   |      | **   | **   | **   | **   | **   | **   |
|     | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |      | .000 | .000 | .000 | .000 | .000 | .000 |
|     | N               | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  |
| P12 | Pearson         | .516 | .454 | .434 | .505 | .547 | .519 | .405 | .641 | .594 | .626 | .593 | 1    | .586 | .551 | .633 | .499 | .738 |
|     | Correlation     | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   |      | **   | **   | **   | **   | **   |
|     | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |      | .000 | .000 | .000 | .000 | .000 |
|     | N               | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  |
| P13 | Pearson         | .614 | .576 | .368 | .495 | .421 | .469 | .582 | .487 | .674 | .574 | .574 | .586 | 1    | .682 | .609 | .626 | .754 |
|     | Correlation     | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   |      | **   | **   | **   | **   |
|     | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |      | .000 | .000 | .000 | .000 |
|     | N               | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  |

|       |                     |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|-------|---------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
|       | Sig. (2-tailed)     | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
|       | N                   | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  |
|       | Pearson Correlation | .555 | .456 | .412 | .492 | .457 | .543 | .535 | .552 | .673 | .636 | .601 | .551 | .682 | .1   | .697 | .661 | .767 |
| P1 n  |                     | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   |      | **   | **   | **   |
| 4     | Sig. (2-tailed)     | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
|       | N                   | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  |
|       | Pearson Correlation | .552 | .512 | .404 | .553 | .462 | .579 | .467 | .625 | .727 | .644 | .540 | .633 | .609 | .697 | .1   | .717 | .784 |
| P1 n  |                     | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   |      | **   | **   |
| 5     | Sig. (2-tailed)     | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
|       | N                   | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  |
|       | Pearson Correlation | .503 | .458 | .338 | .589 | .426 | .549 | .581 | .638 | .635 | .582 | .619 | .499 | .626 | .661 | .717 | .1   | .758 |
| P1 n  |                     | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   |
| 6     | Sig. (2-tailed)     | .000 | .000 | .001 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
|       | N                   | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  |
|       | Pearson Correlation | .808 | .759 | .677 | .812 | .736 | .809 | .758 | .780 | .844 | .807 | .778 | .738 | .754 | .767 | .784 | .758 | .1   |
| P1 n  |                     | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   | **   |
| Total | Sig. (2-tailed)     | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
|       | N                   | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  | 100  |

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



