

## LAMPIRAN

### Lampiran 1: Kuesioner

#6

**KUESIONER PENELITIAN**

*Analisis Faktor Kinerja Kontraktor Fiber Optik yang Berpengaruh pada Kepuasan Pemilik Proyek*

Bapak/Ibu responden yang saya hormati,

Nama saya Muhammad Auladayu Raihano mahasiswa SI Manajemen Logistik, Universitas Logistik & Bisnis Internasional (ULBI), Bandung. Dalam rangka penyelesaian tugas akhir, saya melakukan penelitian mengenai "Analisis Faktor-Faktor Kinerja Kontraktor yang Berpengaruh pada Kepuasan Pemilik Proyek". Saya sangat mengharapkan bantuan Bapak/Ibu selaku perwakilan pemilik proyek sebagai pengguna jasa konstruksi (konsumen) PT. Tapan Mas dalam proses pengumpulan data.

Tidak ada jawaban yang benar dan salah, maka dari itu saya mengharapkan Bapak/Ibu mengisi jawaban pernyataan sesuai dengan kondisi yang sesungguhnya. Atas kesediannya, saya ucapkan terima kasih.

**DATA RESPONDEN**

Nama Perusahaan : *PT Telkom Indonesia.*

Nama/Lokasi Proyek : *Perbaikan Kabel FO Undan.*

**DAFTAR KUESIONER :**

Mohon untuk memberikan tanda (v) pada setiap pertanyaan yang Bapak/Ibu pilih.

Keterangan:

1 : Sangat Tidak Baik  
2 : Tidak Baik  
3 : Netral  
4 : Baik  
5 : Sangat Baik

No.	Pernyataan	1	2	3	4	5
<b>I. Faktor Performance (Hasil Kerja)</b>						
1.	Kontraktor menggunakan cara proses kerja/metode pengerjaan yang tepat. (mis. metode penyambungan kabel).				✓	
2.	Instalasi fiber optik yang dikerjakan kontraktor memiliki kualitas sambungan yang baik.				✓	
<b>II. Faktor Conformance (Kesesuaian)</b>						
3.	Kontraktor melaksanakan pekerjaan instalasi sesuai dengan gambar rencana yang telah ditetapkan.				✓	
4.	Kontraktor menghasilkan pekerjaan instalasi yang sesuai dengan spesifikasi yang telah ditetapkan.				✓	

<b>III.</b>	<b>Faktor <i>Serviceability</i> (Kemampuan Pelayanan)</b>					
5.	Bila ditemukan adanya temuan saat dilakukan pengujian, kontraktor memperbaikinya dengan baik.				✓	
6.	Bila ditemukan adanya temuan setelah dilakukan pengujian, kontraktor memperbaikinya dengan cepat.				✓	
<b>IV.</b>	<b>Faktor <i>Aesthetics</i> (Estetika)</b>					
7.	Kerapihan hasil instalasi kabel udara atau kabel <i>duct</i> .				✓	
<b>V.</b>	<b>Faktor <i>Time</i> (Waktu)</b>					
8.	Penetapan rencana pekerjaan (penjadwalan) dengan durasi waktu yang baik oleh kontraktor.				✓	
9.	Kontraktor yang menyelesaikan pekerjaannya tepat waktu sesuai dengan rencana yang telah ditetapkan.				✓	
<b>VI.</b>	<b>Faktor <i>Responsiveness</i> (Daya Tanggap)</b>					
10.	Saat pemilik proyek menginginkan adanya perubahan saat pekerjaan, kontraktor menanggapi dengan baik.				✓	
11.	Saat terjadi masalah yang tak terduga selama proyek (mis. biaya tambahan, masalah mutu, konflik, dsb.) kontraktor dapat menanganinya dengan baik.				✓	
<b>VII.</b>	<b>Faktor <i>Reliability</i> (Keandalan)</b>					
12.	Kesiapan kontraktor setiap saat diperlukan di lapangan pada saat waktu proyek dilaksanakan.				✓	
13.	Setelah proyek selesai, semua pekerjaan selesai 100% sesuai SPK.					✓
14.	Kelengkapan catatan semua dokumen bukti pengerjaan ( <i>evidence</i> ).				✓	
<b>VIII.</b>	<b>Faktor <i>Communication</i> (Komunikasi)</b>					
15.	Saat pemilik proyek membutuhkan informasi terkait proyek yang sedang berlangsung, kontraktor memberikan informasi tersebut dengan baik.				✓	
16.	Pelaksanaan pelaporan pekerjaan (mis. laporan status, kemajuan, atau peramalan) dengan baik/rutin.				✓	
<b>IX.</b>	<b>Faktor <i>Tangibles</i> (Bukti Fisik)</b>					
17.	Kontraktor menjaga kebersihan/kerapihan lingkungan proyeknya selama masa konstruksi.				✓	
18.	Penggunaan peralatan dan perlengkapan proyek yang memadai (mutakhir).				✓	

<b>X.</b>	<b>Faktor Assurance (Jaminan)</b>					
19.	Semua karyawan yang dimiliki oleh kontraktor memiliki pengetahuan terkait dengan <i>fiber optik</i> .			✓		
20.	Semua pekerja di lapangan yang melakukan instalasi memiliki keterampilan dalam pekerjaannya.			✓		
21.	Kemampuan dan kejujuran kontraktor dalam melaksanakan proyek.			✓		
22.	Penggunaan sistem dan alat keselamatan kerja (K3) untuk melindungi pekerja dan masyarakat selama proyek, sehingga pemilik proyek merasa aman.			✓		
<b>XI.</b>	<b>Faktor Empathy (Empati)</b>					
23.	Sifat sabar yang dimiliki kontraktor saat menerima keluhan dari pemilik proyek.			✓		
24.	Kontraktor selalu mengindahkan petunjuk/teguran/perintah dari pemilik proyek.			✓		
	<b>Kepuasan Pemilik Proyek</b>					
25.	Apakah pemilik proyek telah merasa puas dengan instalasi <i>fiber optic</i> yang dihasilkan kontraktor?			✓		
26.	Apakah pemilik proyek telah merasa puas dengan pelayanan yang diberikan kontraktor?			✓		

## Lampiran 2: Rekap Hasil Jawaban Kuesioner Responden

Responden	Pertanyaan												
	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13
1	5	5	5	5	5	5	5	5	5	5	5	5	4
2	3	4	4	3	5	4	3	4	4	4	4	5	5
3	4	4	5	4	5	3	4	4	5	4	5	3	5
4	5	5	5	5	4	3	4	5	5	4	4	5	5
5	5	5	4	4	4	3	4	3	4	3	5	4	5
6	4	4	4	5	5	4	5	3	3	5	5	4	5
7	5	4	5	4	4	3	3	4	5	3	5	3	5
8	4	4	4	4	5	4	4	4	4	5	4	5	5
9	4	4	5	5	3	4	4	4	4	5	3	4	5
10	4	4	4	5	5	4	4	4	4	5	4	4	5
11	5	4	4	4	4	5	5	4	5	4	4	5	5
12	5	4	5	4	5	5	5	5	4	4	4	5	5
13	5	4	4	5	4	4	5	4	5	5	4	4	5
14	5	5	4	5	4	5	5	4	4	4	4	3	5
15	5	5	5	4	5	4	5	5	4	4	4	4	5
16	5	5	5	5	5	4	5	4	4	5	5	4	5
17	5	4	5	4	4	5	5	5	5	4	4	3	5
18	5	4	5	4	4	3	5	4	5	5	4	4	5
19	4	4	5	4	4	3	4	4	3	4	4	3	5
20	4	4	5	4	4	5	4	4	3	4	4	3	5
21	3	4	3	4	4	4	4	3	3	4	3	3	5
22	4	4	5	5	5	5	5	4	5	4	4	4	5
23	4	4	4	4	4	4	3	4	4	4	4	4	5
24	4	5	5	4	4	5	5	4	4	4	4	4	5
25	4	4	5	5	4	4	5	4	4	4	4	3	5
26	4	4	4	4	4	4	4	4	4	4	4	4	4
27	4	4	4	4	3	3	4	4	3	3	4	3	5
28	4	4	4	4	4	4	4	4	4	4	4	3	5
29	4	4	5	5	4	4	5	4	4	4	4	4	5
30	4	4	4	4	4	3	4	3	4	3	3	3	5
31	4	5	5	4	4	5	4	3	4	5	4	4	5
32	5	4	5	5	5	4	5	5	5	4	5	5	5
33	4	4	4	4	4	4	5	4	4	5	5	4	5
34	4	4	5	4	4	5	5	4	5	5	5	5	5
35	5	5	5	4	4	4	4	4	4	4	4	5	5
Rata-Rata	4,34	4,26	4,54	4,31	4,26	4,06	4,40	4,03	4,17	4,20	4,17	3,94	4,94

Responden	Pernyataan												
	Q14	Q15	Q16	Q17	Q18	Q19	Q20	Q21	Q22	Q23	Q24	Q25	Q26
1	5	5	5	5	5	5	5	5	5	5	5	5	5
2	4	5	4	3	4	3	3	4	3	4	4	5	4
3	4	4	5	5	4	4	4	5	3	4	4	5	5
4	5	4	3	5	4	4	4	5	3	4	4	5	4
5	5	5	5	5	5	3	5	3	5	4	4	5	5
6	5	4	4	5	4	4	4	5	4	4	4	5	4
7	5	3	4	4	4	3	4	3	4	4	3	4	4
8	4	4	5	5	4	4	5	4	4	4	4	5	4
9	4	5	3	5	5	4	4	4	4	4	4	4	4
10	4	4	3	4	4	5	4	4	3	4	4	4	5
11	4	5	5	4	4	4	4	4	3	5	4	5	5
12	4	5	4	4	5	4	5	4	4	4	5	4	4
13	4	4	4	5	4	4	4	4	4	5	5	5	4
14	4	5	5	5	5	4	4	4	3	5	4	5	5
15	5	4	5	4	4	4	5	4	4	4	5	5	4
16	4	5	5	4	4	4	4	5	5	4	5	5	5
17	4	5	5	4	4	4	5	5	3	4	4	4	4
18	4	4	5	4	4	4	4	3	4	4	4	5	5
19	4	4	4	5	5	4	4	4	3	5	5	4	4
20	4	4	3	4	4	4	4	4	3	4	4	5	4
21	3	3	3	4	4	3	4	4	4	3	3	5	4
22	5	4	4	4	4	4	4	5	4	5	4	5	4
23	4	4	4	4	4	4	4	3	4	4	3	4	5
24	4	4	4	4	5	5	5	5	5	5	4	5	5
25	4	4	4	4	4	4	4	4	3	5	5	5	4
26	4	4	4	4	4	3	3	3	3	3	3	4	4
27	4	3	3	4	4	4	5	4	3	3	3	4	4
28	4	4	4	4	4	4	4	4	3	3	3	5	4
29	4	4	4	4	4	4	3	4	3	3	4	4	4
30	4	3	4	4	4	3	3	3	3	3	3	5	4
31	5	4	4	5	5	4	5	4	4	4	4	5	4
32	5	4	5	5	5	4	5	5	4	4	4	5	5
33	5	5	5	5	5	4	4	4	5	4	4	5	5
34	4	5	5	4	5	4	4	5	5	4	4	5	5
35	4	4	5	5	5	5	5	4	5	4	4	5	5
Rata-Rata	4,26	4,20	4,23	4,37	4,34	3,94	4,20	4,11	3,77	4,06	4,00	4,71	4,38

### Lampiran 3: Output Uji Multikolinearitas

Coefficients <sup>a</sup>								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	5.319	2.029		2.622	.015		
	Performance	.198	.196	.230	1.010	.323	.466	2.144
	Conformance	-.264	.222	-.294	-1.190	.246	.396	2.526
	Serviceability	-.051	.167	-.067	-.308	.761	.506	1.975
	Aesthetics	.130	.254	.112	.512	.614	.507	1.973
	Time	-.062	.159	-.086	-.392	.698	.498	2.008
	Responsiveness	.189	.193	.227	.982	.336	.452	2.210
	Reliability	.028	.155	.037	.181	.858	.577	1.733
	Communication	.170	.177	.262	.960	.347	.325	3.075
	Tangibles	-.025	.188	-.029	-.131	.897	.492	2.035
	Assurance	.099	.102	.245	.973	.341	.382	2.615
	Empathy	.005	.144	.008	.036	.972	.494	2.024
a. Dependent Variable: Kepuasan Pemilik Proyek								

### Lampiran 4: Output Uji Reliabilitas

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Q1	105.89	59.222	.539	.885
Q2	105.97	61.146	.452	.887
Q3	105.69	60.222	.453	.887
Q4	105.91	61.492	.325	.889
Q5	105.97	60.852	.378	.888
Q6	106.17	59.734	.376	.889
Q7	105.83	58.264	.583	.883
Q8	106.20	60.459	.418	.888
Q9	106.06	59.644	.428	.887
Q10	106.03	59.793	.438	.887
Q11	106.06	59.761	.500	.886
Q12	106.29	58.092	.497	.886
Q13	105.29	64.916	-.131	.894
Q14	105.97	60.970	.412	.888
Q15	106.03	58.617	.564	.884
Q16	106.00	57.824	.550	.884
Q17	105.86	60.950	.378	.888
Q18	105.89	60.751	.465	.887
Q19	106.29	59.504	.563	.884
Q20	106.03	59.440	.475	.886
Q21	106.11	58.457	.538	.885
Q22	106.46	57.903	.510	.886
Q23	106.17	58.440	.576	.884
Q24	106.23	57.770	.645	.882
Q25	105.51	61.904	.327	.889
Q26	105.83	60.558	.474	.886

## Lampiran 5: Output Uji Validitas

		Correlations																										TOTAL			
		Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20	Q21	Q22	Q23	Q24	Q25	Q26				
Q1	Pearson Correlation	1	.439*	.398*	.303	.081	.022	.397*	.495*	.520*	-.031	.345*	.240	-.066	.385*	.283	.494*	.322	.195	.248	.440*	.046	.242	.336*	.388*	.447	.320	.590*			
	(2-tailed)		.008	.018	.077	.643	.902	.018	.002	.001	.858	.042	.165	.705	.022	.099	.003	.059	.262	.151	.008	.792	.162	.049	.021	.791	.061	.000			
	N		35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35			
	Pearson Correlation		.439*	1	.250	.147	.081	.136	.143	.087	.046	.021	.170	.218	-.137	.352*	.231	.267	.322	.401*	.309	.440*	.193	.435*	.258	.310	.372*	.320	.495*		
Q2	Pearson Correlation			.008	.147	.401	.643	.436	.414	.620	.794	.095	.329	.208	.433	.038	.182	.121	.059	.017	.071	.008	.266	.009	.135	.070	.028	.061	.002		
	(2-tailed)			.008	.147	.401	.643	.436	.414	.620	.794	.095	.329	.208	.433	.038	.182	.121	.059	.017	.071	.008	.266	.009	.135	.070	.028	.061	.002		
	N			35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35		
	Pearson Correlation			.398	.250	.104	1	.201	.274	.504*	.375*	.100	.313	.101	.313	.181	.101	.027	.271	.309	.265	.375*	.160	.321	.491*	.265	.042	.507*	.002		
Q3	Pearson Correlation				.018	.147	.247	.551	.428	.111	.002	.026	.569	.142	.412	.913	.058	.274	.273	.605	.116	.018	.123	.027	.060	.000	.709	.810	.002		
	(2-tailed)				.018	.147	.247	.551	.428	.111	.002	.026	.569	.142	.412	.913	.058	.274	.273	.605	.116	.018	.123	.027	.060	.000	.709	.810	.002		
	N				35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35		
	Pearson Correlation				.303	.147	.201	1	.116	.105	.478*	.165	.177	.334	.109	.046	-.088	.239	.070	-.115	.397*	.026	.374*	-.018	.389*	.037	.293	.346*	.017	.067	.384*
Q4	Pearson Correlation				.077	.401	.247	.507	.548	.004	.344	.309	.050	.533	.795	.617	.168	.689	.511	.018	.881	.027	.920	.021	.833	.088	.042	.921	.702	.023	
	(2-tailed)				.077	.401	.247	.507	.548	.004	.344	.309	.050	.533	.795	.617	.168	.689	.511	.018	.881	.027	.920	.021	.833	.088	.042	.921	.702	.023	
	N				35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	
	Pearson Correlation				.081	.081	.104	.116	1	.180	.193	.253	.194	.265	.412*	.378*	-.108	.279	.182	.355*	-.033	-.118	.147	.100	.386*	.140	.204	.409*	.294	.148	.437*
Q5	Pearson Correlation				.643	.643	.551	.507	.507	.301	.265	.142	.263	.123	.014	.025	.536	.105	.294	.037	.851	.499	.569	.027	.422	.240	.015	.086	.397	.000	
	(2-tailed)				.008	.008	.018	.077	.064	.021	.018	.018	.064	.021	.014	.014	.025	.105	.294	.037	.003	.003	.008	.009	.002	.001	.001	.000	.000	.000	
	N				35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	
	Pearson Correlation				.022	.136	.138	.105	.180	1	.449*	.210	.101	.359*	-.024	.271	-.153	-.041	.487*	.141	-.129	.279	.385*	.231	.406*	.182	.373*	.253	.139	.098	.452*
Q6	Pearson Correlation				.902	.436	.428	.548	.301	.007	.226	.563	.034	.889	.115	.382	.814	.003	.419	.459	.104	.023	.182	.015	.295	.027	.143	.426	.576	.000	
	(2-tailed)				.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	
	N				35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	
	Pearson Correlation				.397*	.143	.274	.478*	.193	.449*	1	.286	.245	.372*	.207	.165	-.038	.125	.372*	.420*	.149	.206	.402*	.229	.495*	.246	.368*	.563*	.296	.218	.635*
Q7	Pearson Correlation				.018	.144	.111	.004	.265	.007	.095	.156	.028	.233	.342	.827	.474	.028	.012	.394	.234	.017	.186	.003	.154	.030	.000	.004	.208	.000	
	(2-tailed)				.018	.144	.111	.004	.265	.007	.095	.156	.028	.233	.342	.827	.474	.028	.012	.394	.234	.017	.186	.003	.154	.030	.000	.004	.208	.000	
	N				35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	
	Pearson Correlation				.495*	.402	.504*	.165	.253	.210	.286	1	.455	.065	.215	.343	.207	.379	.186	-.035	.371*	.374*	.027	.218	.042	.000	.000	.000	.000	.000	.000
Q8	Pearson Correlation				.002	.620	.002	.344	.142	.226	.095	.006	.709	.339	.044	.232	.305	.069	.258	.841	.687	.021	.069	.027	.767	.168	.016	.265	.721	.004	
	(2-tailed)				.002	.620	.002	.344	.142	.226	.095	.006	.709	.339	.044	.232	.305	.069	.258	.841	.687	.021	.069	.027	.767	.168	.016	.265	.721	.004	
	N				35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	
	Pearson Correlation				.520*	.046	.375*	.177	.194	.101	.245	.455*	1	.126	.310	.368*	-.124	.303	.266	.463*	.063	-.005	.110	.056	.217	.136	.323	.138	.166	.321	.495*
Q9	Pearson Correlation				.001	.794	.026	.309	.263	.563	.156	.006	.470	.070	.030	.479	.077	.122	.005	.721	.976	.528	.749	.210	.434	.058	.429	.341	.060	.003	
	(2-tailed)				.001	.794	.026	.309	.263	.563	.156	.006	.470	.070	.030	.479	.077	.122	.005	.721	.976	.528	.749	.210	.434	.058	.429	.341	.060	.003	
	N				35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	
	Pearson Correlation				.031	.021	.100	.334	.265	.359	.372*	.065	.126	1	.147	.389*	-.118	.018	.412*	.153	.289	.155	.466*	.044	.358*	.338*	.262	.435*	.203	.206	.500*
Q10	Pearson Correlation				.858	.905	.569	.050	.123	.034	.028	.709	.407	.398	.021	.498	.916	.034	.031	.092	.376	.005	.801	.035	.007	.128	.009	.242	.236	.002	
	(2-tailed)				.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N				35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	
	Pearson Correlation				.345*	.170	.253	.109	.412*	-.004	.289	.233	.339	.070	.398	1	.226	-.144	.559*	.311	.540*	.262	.209	.129	.229	.330	.428*	.215	.242	.194	.479*
Q11	Pearson Correlation				.402	.329	.142	.533	.014	.889	.233	.339	.070	.398	.191	.408	.000	.069	.001	.128	.229	.460	.185	.053	.010	.214	.161	.265	.004	.001	
	(2-tailed)				.002	.002	.002	.002	.002	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N				35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
	Pearson Correlation				.240	.218	.143	.046	.378*	.271	.165	.342*	.368*	.389*	.226	1	-.182	.267	.450*	.287	.123	.294	.277	.207	.241	.427*	.187	.300	.204	.294	.567*
Q12	Pearson Correlation				.165	.208	.412	.795	.025	.115	.342	.044	.030	.021	.191	.351	.295	.120	.007	.095	.483	.086	.107	.233	.164	.011	.281	.080	.240	.086	.000
	(2-tailed)				.002	.002	.000	.000	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002	.002
	N				35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
	Pearson Correlation				-.006	.127	.019	.088	-.108	1	.107	.107	-.124	-.182	1	-.144	-.182	1	-.492	-.019	.488	-.078	.049	-.074	.020	-.074	.020	.117	.000	.117	.000
Q13	Pearson Correlation				.705	.433	.913	.617	.536	.382	.827	.232	.479	.498	.408	.295	1	.492	.498	.596	.738	.642	.880	.652	.810	.672	.899	1.000	.504	.774	.561
	(2-tailed)				.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N				35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
	Pearson Correlation				.385*	.352*	.323	.239	.279	-.004	.125	.179	.303	.018	.559*	.267	-.120	1	.110	.234	.389*	.231	.056	.294	.170	.307	.226	.181	.200	.047	.463*
Q14	Pearson Correlation				.022	.038	.058	.168	.105	.814	.474	.305	.077	.916	.000	.120	.492	.528	.176	.021	.181	.751	.086	.3							

## Lampiran 6: Output Uji MSA

### Pengujian Pertama

		Anti-Image Matrices																							
		Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q14	Q15	Q16	Q17	Q18	Q19	Q20	Q21	Q22	Q23	Q24	
Anti-image Covariance	Q1	.157	-.111	-.055	-.041	-.002	.007	-.062	-.081	-.068	.061	-.071	-.035	.058	-.046	.015	-.059	.072	.016	-.082	.113	.001	-.014	.011	
	Q2	-.111	.360	.071	-.028	.054	-.041	.110	.103	.054	.042	.136	.035	-.144	.019	-.078	.051	-.049	-.093	.052	-.121	-.078	.070	-.063	
	Q3	-.055	.071	.276	-.012	.112	-.050	.096	.007	-.073	-.005	.036	.087	-.132	.102	-.058	.085	-.101	-.086	.066	-.101	.005	.108	-.111	
	Q4	-.041	-.028	-.012	.263	-.078	-.001	-.085	-.003	-.034	.014	-.012	.055	.006	-.028	.118	-.096	.044	-.056	.107	.004	-.050	-.013	.017	
	Q5	-.002	.054	.112	-.078	.288	-.083	.104	.006	.011	-.017	-.015	-.071	-.104	.113	-.121	.076	-.009	-.007	.013	-.086	.035	.071	-.100	
	Q6	.007	-.041	-.050	-.001	-.083	.300	-.073	.002	.042	-.083	.049	-.016	.020	-.096	.028	.061	-.043	.027	-.084	-.007	.041	-.124	.090	
	Q7	-.062	.110	.096	-.085	.104	-.073	.154	.047	.015	-.019	.066	.035	-.092	.075	-.105	.079	-.059	-.033	.034	-.104	-.001	.077	-.078	
	Q8	-.081	.103	.007	-.003	.006	.002	.047	.310	-.055	.018	.043	-.035	-.051	-.013	-.009	.064	-.045	-.081	-.032	.074	.076	.075	-.046	
	Q9	-.068	.054	-.073	-.034	.011	.042	.015	-.055	.278	-.068	.049	-.092	-.025	.008	-.068	.031	.012	.071	.032	-.055	-.005	-.118	.069	
	Q10	.061	.042	-.005	.014	-.017	-.083	-.019	.018	-.068	.261	-.006	-.020	.021	-.075	.031	-.105	.102	-.122	.050	.046	-.116	.072	-.044	
	Q11	-.071	.136	.036	-.012	-.015	.049	.066	.043	.049	-.006	.281	.079	-.158	-.024	-.081	.047	-.032	-.048	.052	-.111	-.080	.019	-.009	
	Q12	-.035	.035	.087	.055	-.071	-.016	.035	-.035	-.092	-.020	.079	.407	-.083	-.041	.021	.006	-.047	-.079	.064	-.028	-.107	.076	-.031	
	Q14	.058	-.144	-.132	.006	-.104	.020	-.092	-.051	-.025	.021	-.158	-.083	.303	-.041	.093	-.093	.056	.100	-.071	.109	.010	-.082	.070	
	Q15	-.046	.019	.102	-.028	.113	-.096	.075	-.013	.008	-.075	-.024	-.041	-.041	.232	-.083	.071	-.103	.036	.058	-.070	.058	.035	-.071	
	Q16	.015	-.078	-.058	.118	-.121	.028	-.105	-.009	-.068	.031	.081	.021	.093	-.083	.167	-.084	.045	.003	-.006	.080	-.033	-.033	.044	
	Q17	-.059	.051	.085	-.096	.076	.061	.079	.064	.031	-.105	.047	.006	-.093	.071	-.084	.176	-.130	.011	-.038	-.090	.082	.007	-.027	
	Q18	.072	-.049	-.101	.044	-.009	-.043	-.059	-.045	.012	.102	-.032	-.047	.056	-.103	.045	-.130	.221	.014	-.017	.081	-.103	-.029	.027	
	Q19	.016	-.093	-.086	-.056	-.007	.027	-.033	-.081	.071	-.122	-.048	-.079	.100	.036	.003	.011	.014	.290	-.103	.007	.058	-.117	.059	
	Q20	-.082	.052	.066	.107	.013	-.084	.034	-.032	.032	.050	.052	.064	-.071	.058	-.006	-.038	-.017	-.103	.279	-.070	-.111	.046	-.038	
	Q21	.113	-.121	-.101	.004	-.086	-.007	-.104	-.074	-.055	.046	-.111	-.028	.109	-.070	.080	-.090	.081	.007	-.070	.196	.001	-.036	.043	
	Q22	.001	-.078	.005	-.050	.035	.041	-.001	.076	.005	-.116	-.080	-.107	.010	.058	-.033	.082	-.103	.058	-.111	.001	.292	-.015	.007	
	Q23	-.014	.070	.108	-.013	.071	-.124	.077	.075	-.118	.072	.019	.076	-.082	.035	-.033	.007	-.029	-.117	.046	-.036	-.015	.265	-.126	
	Q24	.011	-.063	-.111	.017	-.100	.090	-.078	-.046	.069	-.044	-.009	-.031	.070	-.071	.044	-.027	.027	.059	-.038	.043	.007	-.126	.116	
Anti-image Correlation	Q1	.561 <sup>a</sup>	-.466	-.263	-.200	-.010	.032	-.397	-.368	-.324	.300	-.340	-.137	.268	-.240	.091	-.353	.388	.075	-.392	.647	.004	-.070	.082	
	Q2	-.466	.476 <sup>a</sup>	.224	-.092	.168	-.125	.469	.309	.172	.138	.428	.092	-.437	.066	-.317	.204	-.173	-.288	.164	-.456	-.241	.227	-.307	
	Q3	-.263	.224	.444 <sup>a</sup>	-.044	.396	-.175	.465	.025	-.262	-.019	.131	.260	-.455	.403	-.270	.385	-.408	-.303	.239	-.432	.017	.398	-.620	
	Q4	-.200	-.092	-.044	.532 <sup>a</sup>	-.282	-.004	-.423	-.012	-.126	.055	-.044	.168	.021	-.115	.563	-.447	.181	-.202	.393	.020	-.179	-.050	.095	
	Q5	.010	.168	.396	-.282	.400 <sup>a</sup>	-.283	.493	.022	.041	-.064	-.053	-.208	-.351	.438	-.550	.336	-.037	-.024	.044	-.360	.119	.256	-.544	
	Q6	.032	-.125	-.175	-.004	-.283	.562 <sup>a</sup>	-.341	.006	.145	-.295	.169	-.046	.066	-.363	.124	.266	-.166	.090	-.290	.030	.139	-.438	.480	
	Q7	-.397	.469	.465	-.423	.493	-.341	.424 <sup>a</sup>	.216	.072	-.095	.316	.139	-.427	.396	-.658	.478	-.321	-.154	.162	-.599	-.005	.383	-.586	
	Q8	-.368	.309	.025	-.012	.022	.006	.216	.687 <sup>a</sup>	-.186	.063	.147	-.100	-.167	-.050	-.039	.273	-.170	-.271	-.109	-.300	.253	.261	-.241	
	Q9	-.324	.172	-.262	-.126	.041	.145	.072	-.186	.603 <sup>a</sup>	-.253	.174	-.272	-.086	.032	-.318	.139	.048	.251	.114	-.235	-.017	-.434	.384	
	Q10	.300	.138	-.019	.055	-.064	-.295	.095	.063	-.253	.543 <sup>a</sup>	-.024	-.062	.076	-.303	.149	-.488	.424	-.443	.185	.202	-.420	.274	-.251	
	Q11	-.340	.428	.131	-.044	-.053	.169	.316	.147	.174	-.024	.572 <sup>a</sup>	.232	-.542	-.092	-.376	.210	-.130	-.169	.185	-.475	-.280	.071	-.052	
	Q12	-.137	.092	.260	.168	-.208	-.046	.139	-.100	-.272	-.062	.232	.716 <sup>a</sup>	-.236	-.132	.080	.023	-.156	-.230	.191	-.099	-.309	.232	-.143	
	Q14	.268	-.437	-.455	.021	-.351	.066	-.427	-.167	-.086	.076	-.542	-.236	.425 <sup>a</sup>	-.155	.415	-.404	.217	.336	-.243	.448	.033	-.288	.373	
	Q15	-.240	.066	.043	-.115	.438	-.363	.396	-.050	.032	-.303	-.092	-.132	-.155	.561 <sup>a</sup>	-.420	.350	-.455	.140	.226	-.330	.224	.140	-.430	
	Q16	.091	-.317	-.270	.563	-.550	.124	-.658	-.039	-.318	.149	-.376	.080	.415	-.420	.466 <sup>a</sup>	-.493	.233	.015	-.026	.441	-.148	-.157	.315	
	Q17	-.353	.204	.385	-.447	.336	.266	.478	.273	.139	-.488	.210	.023	-.404	.350	-.493	.361 <sup>a</sup>	-.659	.047	-.173	-.486	.361	.033	-.191	
	Q18	.388	-.173	-.408	.181	-.037	-.166	-.321	-.170	.048	.424	-.130	-.156	.217	-.455	.233	-.659	.507 <sup>a</sup>	-.056	-.069	.391	-.407	-.119	.165	
	Q19	.075	-.288	-.303	-.202	-.024	.090	-.154	-.271	.251	-.443	-.169	-.230	.336	.140	.015	.047	-.056	.655 <sup>a</sup>	-.361	.030	.198	-.423	.323	
	Q20	-.392	.164	.239	.393	.044	-.290	.162	-.109	.114	.185	.185	.191	-.243	.226	-.026	-.173	-.069	.361	.614 <sup>a</sup>	-.301	-.390	.168	-.213	
	Q21	.647	-.456	-.432	.020	-.360	-.030	-.599	-.300	-.235	.202	-.475	-.099	.448	-.330	.441	-.486	.391	.030	-.301	.438 <sup>a</sup>	.005	-.157	.288	
	Q22	.004	-.241	.017	-.179	.119	.139	-.005	.253	-.017	-.420	-.280	-.309	.033	.224	-.148	.361	-.407	.198	-.390	.005	.643 <sup>a</sup>	-.054	.037	
	Q23	-.070	.227	.398	-.050	.256	-.438	.383	.261	-.434	.274	.071	.232	-.288	.140	-.157	.033	-.119	-.423	.168	-.157	-.054	.546 <sup>a</sup>	-.717	
	Q24	.082	-.307	-.620	.095	-.544	.480	-.586	-.241	.384	-.251	-.052	-.143	.372	-.430	.315	-.191	.165	.323	-.213	.288	.037	-.717	.518 <sup>a</sup>	
a. Measures of Sampling Adequacy(MSA)																									

### Pengujian Kedua

Anti-image Matrices																	
		Q1	Q4	Q6	Q8	Q9	Q10	Q11	Q12	Q15	Q18	Q19	Q20	Q22	Q23	Q24	
Anti-image Covariance	Q1	.368	-.169	.095	-.038	-.161	.124	-.003	.020	-.088	.038	-.003	-.148	-.041	.023	-.059	
	Q4	-.169	.602	-.056	.020	.005	-.115	-.040	.059	.113	-.047	-.110	.157	.029	-.008	-.059	
	Q6	.095	-.056	.537	-.050	.009	-.035	.145	-.003	-.191	.044	-.054	-.097	-.029	-.111	.093	
	Q8	-.038	.020	-.050	.400	-.158	.097	-.020	-.092	-.037	.021	-.133	-.067	.135	.125	-.128	
	Q9	-.161	.005	.009	-.158	.414	-.089	-.069	-.104	.010	.057	.076	.080	-.034	-.172	.153	
	Q10	.124	-.115	-.035	.097	-.089	.393	.023	-.063	-.102	.094	-.165	.026	-.093	.092	-.118	
	Q11	-.003	-.040	.145	-.020	-.069	.023	.656	.053	-.124	.063	-.011	-.034	-.171	-.017	.005	
	Q12	.020	.059	-.003	-.092	-.104	-.063	.053	.554	-.068	-.022	-.027	.024	-.138	.057	-.021	
	Q15	-.088	.113	-.191	-.037	.010	-.102	-.124	-.068	.351	-.172	.078	.104	.052	-.007	-.073	
	Q18	.038	-.047	.044	.021	.057	.094	.063	-.022	-.172	.488	-.057	-.095	-.159	-.054	.029	
	Q19	-.003	-.110	-.054	-.133	.076	-.165	-.011	-.027	.078	-.057	.401	-.115	.024	-.109	.048	
	Q20	-.148	.157	-.097	-.067	.080	.026	-.034	.024	.104	-.095	-.115	.400	-.111	-.001	-.022	
	Q22	-.041	.029	-.029	.135	-.034	-.093	-.171	-.138	.052	-.159	.024	-.111	.395	.028	-.018	
	Q23	.023	-.008	-.111	.125	-.172	.092	-.017	.057	-.007	-.054	-.109	-.001	.028	.377	-.207	
	Q24	-.059	-.059	.093	-.128	.153	-.118	.005	-.021	-.073	.029	.048	-.022	-.018	-.207	.311	
	Anti-image Correlation	Q1	.671 <sup>a</sup>	-.359	.213	-.099	-.412	.326	-.006	.045	-.245	.089	-.007	-.386	-.107	.062	-.174
Q4		-.359	.585 <sup>a</sup>	-.099	.040	.010	-.236	-.064	.103	.246	-.087	-.224	.320	.060	-.018	-.136	
Q6		.213	-.099	.667 <sup>a</sup>	-.107	.018	-.076	.244	-.006	-.441	.085	-.116	-.209	-.063	-.248	.229	
Q8		-.099	.040	-.107	.617 <sup>a</sup>	-.387	.245	-.038	-.195	-.100	.047	-.332	-.168	.339	.322	-.364	
Q9		-.412	.010	.018	-.387	.524 <sup>a</sup>	-.221	-.133	-.216	.025	.126	.187	.198	-.083	-.437	.427	
Q10		.326	-.236	-.076	.245	-.221	.598 <sup>a</sup>	.045	-.134	-.274	.214	-.416	.066	-.235	.238	-.336	
Q11		-.006	-.064	.244	-.038	-.133	.045	.740 <sup>a</sup>	.088	-.259	.111	-.021	-.065	-.336	-.033	.010	
Q12		.045	.103	-.006	-.195	-.216	-.134	.088	.834 <sup>a</sup>	-.154	-.043	-.058	.052	-.294	.124	-.051	
Q15		-.245	.246	-.441	-.100	.025	-.274	-.259	-.154	.668 <sup>a</sup>	-.415	.207	.278	.139	-.019	-.222	
Q18		.089	-.087	.085	.047	.126	.214	.111	-.043	-.415	.715 <sup>a</sup>	-.130	-.215	-.363	-.126	.074	
Q19		-.007	-.224	-.116	-.332	.187	-.416	-.021	-.058	.207	-.130	.719 <sup>a</sup>	-.287	.060	-.281	.136	
Q20		-.386	.320	-.209	-.168	.198	.066	-.065	.052	.278	-.215	-.287	.651 <sup>a</sup>	-.280	-.003	-.063	
Q22		-.107	.060	-.063	.339	-.083	-.235	-.336	-.294	.139	-.363	.060	-.280	.676 <sup>a</sup>	.072	-.051	
Q23		.062	-.018	-.248	.322	-.437	.238	-.033	.124	-.019	-.126	-.281	-.003	.072	.645 <sup>a</sup>	-.605	
Q24		-.174	-.136	.229	-.364	.427	-.336	.010	-.051	-.222	.074	.136	-.063	-.051	-.605	.664 <sup>a</sup>	
a. Measures of Sampling Adequacy(MSA)																	

## Lampiran 7: Output Uji Determinasi Variabel X Terhadap Y Secara Parsial

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.319 <sup>a</sup>	.102	.075	.729
a. Predictors: (Constant), Pemberian informasi yang dibutuhkan stakeholder				

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.148 <sup>a</sup>	.022	-.008	.761
a. Predictors: (Constant), Kecepatan Perbaikan				

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.316 <sup>a</sup>	.100	.073	.730
a. Predictors: (Constant), Kesiapan Kontraktor setiap diperlukan pada waktu kegiatan proyek dilaksanakan				

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.054 <sup>a</sup>	.003	-.027	.768
a. Predictors: (Constant), Kualitas hasil produk sesuai spesifikasi teknis yang telah ditetapkan				

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.258 <sup>a</sup>	.066	.038	.744
a. Predictors: (Constant), Kesiapan perusahaan dalam menanggapi permintaan pelanggan				

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.304 <sup>a</sup>	.093	.065	.733
a. Predictors: (Constant), Kompetensi karyawan dalam pengetahuan tertentu				

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.350 <sup>a</sup>	.123	.096	.721
a. Predictors: (Constant), Pemberi jasa yang selalu mengindahkan petunjuk/teguran/perintah dari pengguna jasa				

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.181 <sup>a</sup>	.033	.004	.757
a. Predictors: (Constant), Kesabaran pemberi jasa dalam menerima keluhan				

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.076 <sup>a</sup>	.006	-.024	.767
a. Predictors: (Constant), Perencanaan waktu pekerjaan yang baik				

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.238 <sup>a</sup>	.057	.028	.747
a. Predictors: (Constant), Ketepatan cara proses kerja berlangsung/metode pengerjaan yang digunakan				

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.311 <sup>a</sup>	.097	.069	.731
a. Predictors: (Constant), Ketepatan waktu penyelesaian proyek sesuai rencana				

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.292 <sup>a</sup>	.085	.058	.736
a. Predictors: (Constant), Peralatan dan perlengkapan yang mutakhir				

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.196 <sup>a</sup>	.039	.009	.755
a. Predictors: (Constant), Kompetensi karyawan dalam keterampilan fisik tertentu				

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.431 <sup>a</sup>	.186	.161	.694
a. Predictors: (Constant), Kemampuan menangani masalah yang tak terduga selama proyek				

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.499 <sup>a</sup>	.249	.227	.667
a. Predictors: (Constant), Rasa aman pengguna jasa				

## Lampiran 8: Dokumentasi



Pengisian Kuesioner



Pekerjaan Penarikan Kabel FO Proyek Unjani