

Lampiran 1. Kuisioner Penelitian



PROGRAM STUDI MANAJEMEN

Fakultas Ekonomi

UNIVERSITAS MUHAMMADIYAH PONOROGO

Jl. Budi Utomo No 10, Ronowijayan, Siman, Ponorogo 63471 (0352) 481124

Responden yang Terhormat,

Saya Muhammad Ismail Sunni, mahasiswa Program Studi Manajemen Konsentrasi Manajemen Operasional Fakultas Ekonomi Universitas Muhammadiyah Ponorogo, mengharapkan kesediaan Saudara/i untuk mengisi kuisioner ini demi terselesaikannya penyusunan skripsi saya yang berjudul **“Integrasi Metode *SERVQUAL* dan *Six Sigma* sebagai Upaya Peningkatan Kualitas Pelayanan Pendidikan di Program Studi Manajemen Universitas Muhammadiyah Ponorogo”**.

Untuk kenyamanan Saudara/i sebagai responden, saya berjanji tidak akan menyalahgunakan data Saudara/i yang terinput dan menjaga sepenuhnya kerahasiaan identitas Saudara/i. Besar harapan saya untuk dapat menerima kembali kuisioner penelitian ini yang telah Saudara/i isi. Atas bantuan dan partisipasinya, saya ucapkan *Jazakumullah Ahsanal Jazaa*.

Hormat saya,

Muhammad Ismail Sunni

MOHON DIISI DENGAN BENAR DAN LENGKAP *Coret yang tidak perlu

A. IDENTITAS RESPONDEN

- 1) Nama Lengkap : _____
- 2) Jenis Kelamin : (Laki-laki/Perempuan)
- 3) NIM : _____
- 4) Konsentrasi : (Pemasaran/ Operasional/ SDM/ Keuangan)

B. PENDAPAT RESPONDEN TERHADAP PELAYANAN PERKULIAHAN DI PRODI MANAJEMEN FAKULTAS EKONOMI UMPO

Petunjuk pengisian dalam tabel kuisioner ini adalah sebagai berikut:

Berilah tanda silang (X) atau lingkari (O) pada setiap pilihan nilai tingkat kepuasan/ persepsi dan nilai tingkat harapan/ ekspektasi dengan nilai antara 1 sampai 5 yang telah disediakan, dengan penilaian anda sendiri, dengan keterangan sebagai berikut:

Persepsi:

- | | | |
|-----|-----------------------|----------|
| STS | = Sangat Tidak Setuju | (Skor 1) |
| TS | = Tidak Setuju | (Skor 2) |
| CS | = Cukup Setuju | (Skor 3) |
| S | = Setuju | (Skor 4) |
| SS | = Sangat Setuju | (Skor 5) |

Harapan:

- | | | |
|-----|------------------------|----------|
| STP | = Sangat Tidak Penting | (Skor 1) |
| TP | = Tidak Penting | (Skor 2) |
| CP | = Cukup Penting | (Skor 3) |
| P | = Penting | (Skor 4) |
| SP | = Sangat Penting | (Skor 5) |

PERNYATAAN	JAWABAN									
	Persepsi					Harapan				
<i>Tangibles</i> (Bukti Fisik)										
AC berfungsi dengan baik	SS	S	CS	TS	STS	SP	P	CP	TP	STP
LCD berfungsi dengan baik	SS	S	CS	TS	STS	SP	P	CP	TP	STP
Adanya spidol di setiap ruangan	SS	S	CS	TS	STS	SP	P	CP	TP	STP
Dosen berpenampilan rapi, bersih, sopan dan menarik	SS	S	CS	TS	STS	SP	P	CP	TP	STP
Akses WiFi berfungsi dengan baik	SS	S	CS	TS	STS	SP	P	CP	TP	STP
Ruang kelas dalam keadaan bersih setiap kegiatan perkuliahan	SS	S	CS	TS	STS	SP	P	CP	TP	STP
Kursi dapat menampung seluruh mahasiswa	SS	S	CS	TS	STS	SP	P	CP	TP	STP
<i>Responsiveness</i> (Daya Tanggap Pelayanan)										
Dosen memberikan modul perkuliahan	SS	S	CS	TS	STS	SP	P	CP	TP	STP
Dosen memberikan contoh terapan yang relevan	SS	S	CS	TS	STS	SP	P	CP	TP	STP
Dosen memberitahu mahasiswa tentang keterlambatannya	SS	S	CS	TS	STS	SP	P	CP	TP	STP
Dosen mampu menjawab pertanyaan saat proses pembelajaran maupun bimbingan dengan baik	SS	S	CS	TS	STS	SP	P	CP	TP	STP
Dosen menanggapi keluhan mahasiswa dengan sabar	SS	S	CS	TS	STS	SP	P	CP	TP	STP
<i>Empathy</i> (Sikap Empati)										
Dosen mudah dihubungi oleh mahasiswa	SS	S	CS	TS	STS	SP	P	CP	TP	STP
Dosen dapat memotivasi mahasiswa	SS	S	CS	TS	STS	SP	P	CP	TP	STP
Dosen menggunakan intonasi dan emosi yang baik dalam berkomunikasi	SS	S	CS	TS	STS	SP	P	CP	TP	STP
<i>Assurances</i> (Jaminan Pelayanan)										
Materi perkuliahan sesuai dengan SAP	SS	S	CS	TS	STS	SP	P	CP	TP	STP
Kegiatan perkuliahan sesuai dengan jadwal yang telah ditetapkan	SS	S	CS	TS	STS	SP	P	CP	TP	STP
Dosen memberikan nilai sesuai dengan kemampuan mahasiswa (objektif)	SS	S	CS	TS	STS	SP	P	CP	TP	STP

Dosen menyampaikan dan mempergunakan materi perkuliahan sesuai dengan waktu yang direncanakan	SS	S	CS	TS	STS		SP	P	CP	TP	STP
Dosen mempunyai referensi yang <i>up-to-date</i>	SS	S	CS	TS	STS		SP	P	CP	TP	STP
<i>Reliability</i> (Keandalan)	Persepsi						Harapan				
Absensi diberikan secara teliti & teratur setiap kegiatan perkuliahan	SS	S	CS	TS	STS		SP	P	CP	TP	STP
Pengembangan kurikulum yang sesuai dengan perkembangan ilmu Manajemen	SS	S	CS	TS	STS		SP	P	CP	TP	STP
Dosen mampu mengajar dan menguasai kelas	SS	S	CS	TS	STS		SP	P	CP	TP	STP
Dosen memberikan materi perkuliahan dengan jelas	SS	S	CS	TS	STS		SP	P	CP	TP	STP

Saran apa yang dapat anda berikan untuk meningkatkan dan memperbaiki **kualitas layanan perkuliahan** PRODI Manajemen FE UMPO?



Terima kasih atas waktu dan kerjasamanya dalam pengisian kuisisioner ini.

Lampiran 2. Rekap Hasil Kuisisioner Tingkat Persepsi

RES	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20	Q21	Q22	Q23	Q24
1	4	3	2	5	2	3	4	3	3	1	3	3	3	3	4	4	3	2	3	4	5	4	4	3
2	4	4	1	4	4	4	4	4	4	4	3	4	3	4	4	4	3	4	3	3	4	3	4	3
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5	2	3	3	5	1	4	5	3	3	4	4	1	2	4	2	3	1	2	1	3	4	4	4	4
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7	5	5	1	5	2	4	5	3	4	4	4	4	3	3	4	4	3	4	4	4	5	4	4	4
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Lampiran 3. Rekap Hasil Kuisiener Tingkat Harapan

RES	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20	Q21	Q22	Q23	Q24
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Q = Pertanyaan (Jumlah 24)

RES = Responden (Jumlah 71)

Lampiran 4. Hasil SPSS 23.0 Validitas Persepsi

		Correlations																								
		X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X18	X19	X20	X21	X22	X23	X24	PERSEPSI
X1	Pearson Correlation	1	.370**	-.010	.118	.258*	.276*	.054	.217	.393**	-.268*	.201	.400**	.371**	-.280*	.213	.390**	.384**	.268*	.163	.255*	.058	.118	.218	.330**	.483**
	Sig. (2-tailed)		.001	.933	.326	.030	.020	.652	.069	.001	.024	.092	.001	.001	.018	.075	.001	.001	.024	.174	.032	.633	.326	.067	.005	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
X2	Pearson Correlation	.370**	1	-.177	.209	.003	.407**	.111	.234*	-.046	.376**	.293*	.284*	.234*	-.138	.270*	.236*	.162	.154	.224	.063	.142	.114	.213	.241*	.385**
	Sig. (2-tailed)	.001		.139	.080	.981	.000	.356	.049	.703	.001	.013	.016	.049	.250	.023	.047	.178	.198	.060	.604	.237	.343	.074	.043	.001
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
X3	Pearson Correlation	-.010	-.177	1	-.016	.178	-.129	-.194	.006	.035	.057	-.233	-.095	.094	.044	.048	-.073	.115	-.138	-.132	.088	-.237*	.169	-.018	-.059	.029
	Sig. (2-tailed)	.933	.139		.895	.138	.284	.106	.957	.771	.636	.051	.432	.435	.714	.690	.548	.338	.251	.273	.464	.046	.159	.881	.627	.812
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
X4	Pearson Correlation	.118	.209	-.016	1	.054	.267*	.309**	-.049	.132	.156	.208	.129	.288*	.067	.138	.258*	.343**	.324**	.368**	.242*	.549**	.445**	.433**	.335**	.458**
	Sig. (2-tailed)	.326	.080	.895		.653	.024	.009	.685	.271	.194	.082	.284	.015	.576	.250	.030	.003	.006	.002	.042	.000	.000	.000	.004	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
X5	Pearson Correlation	.258*	.003	.178	.054	1	-.091	-.142	.029	.154	.113	-.034	.168	.256*	.152	.041	.090	.133	.296*	.191	.141	.044	.086	.098	.034	.256*
	Sig. (2-tailed)	.030	.981	.138	.653		.451	.238	.813	.199	.347	.779	.161	.031	.207	.735	.455	.270	.012	.110	.240	.718	.478	.414	.776	.031
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
X6	Pearson Correlation	.276*	.407**	-.129	.267*	-.091	1	.420**	.288*	.348**	.322**	.268*	.233	.086	.426**	.299*	.374**	.107	.227	.321**	.263*	.317**	.370**	.307**	.489**	.514**
	Sig. (2-tailed)	.020	.000	.284	.024	.451		.000	.015	.003	.006	.024	.051	.477	.000	.011	.001	.375	.056	.006	.027	.007	.001	.009	.000	.000

	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	
X7	Pearson Correlation	.054	.111	-.194	.309**	-.142	.420**	1	.322**	.409**	.297*	.430**	.197	.110	.306**	.307**	.518**	.283*	.293*	.383**	.396**	.471**	.552**	.543**	.446**	.547**
	Sig. (2-tailed)	.652	.356	.106	.009	.238	.000		.006	.000	.012	.000	.100	.362	.010	.009	.000	.017	.013	.001	.001	.000	.000	.000	.000	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
X8	Pearson Correlation	.217	.234*	.006	-.049	.029	.288*	.322**	1	.496**	.399**	.369**	.226	.175	.459**	.432**	.393**	.271*	.176	.316**	.320**	.165	.195	.324**	.388**	.506**
	Sig. (2-tailed)	.069	.049	.957	.685	.813	.015	.006		.000	.001	.002	.058	.144	.000	.000	.001	.022	.141	.007	.007	.169	.103	.006	.001	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
X9	Pearson Correlation	.393**	.046	.035	.132	.154	.348**	.409**	.496**	1	.497**	.449**	.427**	.375**	.525**	.420**	.490**	.554**	.505**	.418**	.537**	.320**	.390**	.438**	.567**	.705**
	Sig. (2-tailed)	.001	.703	.771	.271	.199	.003	.000	.000		.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.006	.001	.000	.000	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
X10	Pearson Correlation	.268*	.376**	.057	.156	.113	.322**	.297*	.399**	.497**	1	.346**	.212	.254*	.274*	.347**	.283*	.376**	.269*	.376**	.290*	.177	.196	.289*	.355**	.541**
	Sig. (2-tailed)	.024	.001	.636	.194	.347	.006	.012	.001	.000		.003	.076	.032	.021	.003	.017	.001	.023	.001	.014	.139	.101	.014	.002	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
X11	Pearson Correlation	.201	.293*	-.233	.208	-.034	.268*	.430**	.369**	.449**	.346**	1	.436**	.322**	.635**	.436**	.585**	.334**	.513**	.399**	.433**	.479**	.407**	.566**	.635**	.664**
	Sig. (2-tailed)	.092	.013	.051	.082	.779	.024	.000	.002	.000	.003		.000	.006	.000	.000	.000	.004	.000	.001	.000	.000	.000	.000	.000	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
X12	Pearson Correlation	.400**	.284*	-.095	.129	.168	.233	.197	.226	.427**	.212	.436**	1	.517**	.472**	.431**	.467**	.409**	.542**	.400**	.504**	.273*	.309**	.448**	.386**	.627**
	Sig. (2-tailed)	.001	.016	.432	.284	.161	.051	.100	.058	.000	.076	.000		.000	.000	.000	.000	.000	.000	.001	.000	.021	.009	.000	.001	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
X13	Pearson Correlation	.371**	.234*	.094	.288*	.256*	.086	.110	.175	.375**	.254*	.322**	.517**	1	.511**	.446**	.471**	.641**	.478**	.457**	.502**	.294*	.409**	.465**	.545**	.660**

X20	Pearson Correlation	.255*	.063	-.088	.242*	.141	.263*	.396**	.320**	.537**	-.290*	.433**	.504**	.502**	.500**	.523**	.489**	.547**	.444**	.465**	1	.329**	.562**	.512**	.420**	.696**
	Sig. (2-tailed)	.032	.604	.464	.042	.240	.027	.001	.007	.000	.014	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.005	.000	.000	.000	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
X21	Pearson Correlation	.058	.142	-.237*	.549**	.044	.317**	.471**	.165	.320**	.177	.479**	.273*	.294*	.271*	.211	.491**	.316**	.411**	.413**	.329**	1	.399**	.516**	.462**	.563**
	Sig. (2-tailed)	.633	.237	.046	.000	.718	.007	.000	.169	.006	.139	.000	.021	.013	.022	.078	.000	.007	.000	.000	.005	.001	.000	.000	.000	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
X22	Pearson Correlation	.118	.114	.169	.445**	.086	.370**	.552**	.195	.390**	.196	.407**	.309**	.409**	.465**	.347**	.537**	.428**	.378**	.481**	.562**	.399**	1	.636**	.426**	.664**
	Sig. (2-tailed)	.326	.343	.159	.000	.478	.001	.000	.103	.001	.101	.000	.009	.000	.000	.003	.000	.000	.001	.000	.000	.001	.000	.000	.000	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
X23	Pearson Correlation	.218	.213	-.018	.433**	.098	.307**	.543**	.324**	.438**	.289*	.566**	.448**	.465**	.546**	.454**	.563**	.465**	.553**	.488**	.512**	.516**	.636**	1	.572**	.751**
	Sig. (2-tailed)	.067	.074	.881	.000	.414	.009	.000	.006	.000	.014	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
X24	Pearson Correlation	.330**	.241*	-.059	.335**	.034	.489**	.446**	.388**	.567**	.355**	.635**	.386**	.545**	.693**	.487**	.646**	.426**	.520**	.503**	.420**	.462**	.426**	.572**	1	.763**
	Sig. (2-tailed)	.005	.043	.627	.004	.776	.000	.000	.001	.000	.002	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
PERSEPSI	Pearson Correlation	.483**	.385**	.029	.458**	.256*	.514**	.547**	.506**	.705**	.541**	.664**	.627**	.660**	.723**	.645**	.757**	.700**	.694**	.703**	.696**	.563**	.664**	.751**	.763**	1
	Sig. (2-tailed)	.000	.001	.812	.000	.031	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71

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

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

Lampiran 5. Hasil SPSS 23.0 Validitas Harapan

		Correlations																								
		Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Y9	Y10	Y11	Y12	Y13	Y14	Y15	Y16	Y17	Y18	Y19	Y20	Y21	Y22	Y23	Y24	HARAPAN
Y1	Pearson Correlation	1	.781**	.627**	.420**	.631**	.677**	.390**	.520**	.495**	.588**	.554**	.633**	.666**	.702**	.604**	.625**	.522**	.591**	.538**	.564**	.313**	.640**	.526**	.649**	.780**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.008	.000	.000	.000	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
Y2	Pearson Correlation	.781**	1	.585**	.419**	.552**	.676**	.508**	.521**	.581**	.573**	.613**	.627**	.646**	.742**	.715**	.660**	.663**	.629**	.634**	.699**	.387**	.669**	.599**	.656**	.818**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
Y3	Pearson Correlation	.627**	.585**	1	.395**	.680**	.561**	.300*	.363**	.451**	.549**	.438**	.550**	.632**	.611**	.602**	.473**	.509**	.578**	.503**	.507**	.278*	.503**	.397**	.596**	.708**
	Sig. (2-tailed)	.000	.000		.001	.000	.000	.011	.002	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.019	.000	.001	.000	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
Y4	Pearson Correlation	.420**	.419**	.395**	1	.340**	.605**	.491**	.216	.393**	.303*	.411**	.372**	.428**	.460**	.439**	.412**	.376**	.544**	.328**	.444**	.360**	.538**	.628**	.553**	.590**

Y10	Pearson Correlation	.588**	.573**	.549**	.303*	.577**	.603**	.547**	.661**	.618**	1	.661**	.683**	.676**	.617**	.639**	.640**	.588**	.691**	.630**	.547**	.469**	.565**	.493**	.637**	.781**
	Sig. (2-tailed)	.000	.000	.000	.010	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
Y11	Pearson Correlation	.554**	.613**	.438**	.411**	.555**	.634**	.658**	.637**	.756**	.661**	1	.649**	.671**	.596**	.693**	.642**	.603**	.638**	.596**	.576**	.434**	.615**	.508**	.750**	.793**
	Sig. (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
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
Y12	Pearson Correlation	.633**	.627**	.550**	.372**	.629**	.643**	.594**	.668**	.648**	.683**	.649**	1	.712**	.700**	.665**	.725**	.631**	.583**	.619**	.658**	.461**	.646**	.554**	.747**	.827**
	Sig. (2-tailed)	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
Y13	Pearson Correlation	.666**	.646**	.632**	.428**	.783**	.701**	.465**	.631**	.663**	.676**	.671**	.712**	1	.600**	.695**	.630**	.763**	.750**	.584**	.664**	.514**	.636**	.508**	.762**	.856**
	Sig. (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
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
Y14	Pearson Correlation	.702**	.742**	.611**	.460**	.506**	.569**	.495**	.517**	.539**	.617**	.596**	.700**	.600**	1	.708**	.643**	.514**	.680**	.572**	.663**	.359**	.655**	.641**	.630**	.793**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.002	.000	.000	.000	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
Y15	Pearson Correlation	.604**	.715**	.602**	.439**	.616**	.678**	.531**	.537**	.749**	.639**	.693**	.665**	.695**	.708**	1	.750**	.722**	.659**	.721**	.725**	.471**	.686**	.662**	.750**	.859**

Y21	Pearson Correlation	.313**	.387**	.278*	.360**	.289*	.456**	.416**	.359**	.431**	.469**	.434**	.461**	.514**	.359**	.471**	.518**	.507**	.496**	.458**	.396**	1	.471**	.403**	.466**	.570**
	Sig. (2-tailed)	.008	.001	.019	.002	.015	.000	.000	.002	.000	.000	.000	.000	.000	.002	.000	.000	.000	.000	.000	.001		.000	.000	.000	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
Y22	Pearson Correlation	.640**	.669**	.503**	.538**	.535**	.604**	.537**	.504**	.610**	.565**	.615**	.646**	.636**	.655**	.686**	.643**	.538**	.683**	.595**	.715**	.471**	1	.822**	.611**	.806**
	Sig. (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
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
Y23	Pearson Correlation	.526**	.599**	.397**	.628**	.418**	.611**	.527**	.414**	.595**	.493**	.508**	.554**	.508**	.641**	.662**	.695**	.514**	.695**	.650**	.759**	.403**	.822**	1	.487**	.751**
	Sig. (2-tailed)	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
Y24	Pearson Correlation	.649**	.656**	.596**	.553**	.660**	.776**	.638**	.545**	.708**	.637**	.750**	.747**	.762**	.630**	.750**	.651**	.608**	.660**	.644**	.614**	.466**	.611**	.487**	1	.852**
	Sig. (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
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
HARAPAN	Pearson Correlation	.780**	.818**	.708**	.590**	.749**	.843**	.674**	.685**	.794**	.781**	.793**	.827**	.856**	.793**	.859**	.821**	.775**	.829**	.787**	.815**	.570**	.806**	.751**	.852**	1
	Sig. (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	
	N	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
** . Correlation is significant at the 0.01 level (2-tailed).																										
* . Correlation is significant at the 0.05 level (2-tailed).																										

Lampiran 6. Hasil SPSS 23.0 Validitas Persepsi dan Harapan (Perbandingan r_{hitung} dan r_{tabel})

No.	Atribut	Pearson Correlation atau r_{hitung}		r_{tabel}	Ket
		Tingkat Persepsi	Tingkat Harapan		
1.	AC berfungsi dengan baik	0.483**	0.780**	0.1968	Valid
2.	LCD berfungsi dengan baik	0.385**	0.818**	0.1968	Valid
3.	Adanya spidol di setiap ruangan	0.029**	0.708**	0.1968	Invalid
4.	Kursi dapat menampung seluruh mahasiswa	0.458**	0.590**	0.1968	Valid
5.	Akses WiFi berfungsi dengan baik	0.256**	0.749**	0.1968	Valid
6.	Ruang kelas dalam keadaan bersih setiap kegiatan perkuliahan	0.514**	0.843**	0.1968	Valid
7.	Dosen berpenampilan rapi, bersih, sopan dan menarik	0.547**	0.674**	0.1968	Valid
8.	Dosen memberikan modul perkuliahan	0.506**	0.685**	0.1968	Valid
9.	Dosen memberikan contoh terapan yang relevan	0.705**	0.794**	0.1968	Valid
10.	Dosen memberitahu mahasiswa tentang keterlambatannya	0.541**	0.781**	0.1968	Valid
11.	Dosen mampu menjawab pertanyaan saat proses pembelajaran maupun bimbingan dengan baik	0.664**	0.793**	0.1968	Valid
12.	Dosen menanggapi keluhan mahasiswa dengan ramah dan sabar	0.627**	0.827**	0.1968	Valid
13.	Dosen mudah dihubungi oleh mahasiswa	0.660**	0.856**	0.1968	Valid
14.	Dosen dapat memotivasi mahasiswa	0.723**	0.793**	0.1968	Valid
15.	Dosen menggunakan intonasi dan emosi yang baik dalam berkomunikasi	0.645**	0.859**	0.1968	Valid
16.	Materi perkuliahan sesuai dengan SAP	0.757**	0.821**	0.1968	Valid
17.	Kegiatan perkuliahan sesuai dengan jadwal yang telah ditetapkan	0.700**	0.775**	0.1968	Valid
18.	Dosen memberikan nilai sesuai dengan kemampuan mahasiswa (objektif)	0.694**	0.829**	0.1968	Valid
19.	Dosen menyampaikan dan mempergunakan materi perkuliahan sesuai dengan waktu yang direncanakan	0.703**	0.787**	0.1968	Valid
20.	Dosen mempunyai referensi yang <i>up-to-date</i>	0.696**	0.815**	0.1968	Valid
21.	Absensi diberikan secara terkendali dan teratur setiap kegiatan perkuliahan	0.563**	0.570**	0.1968	Valid
22.	Pengembangan kurikulum yang sesuai dengan perkembangan ilmu Manajemen	0.664**	0.806**	0.1968	Valid

23.	Dosen mampu mengajar dan menguasai kelas	0.751**	0.751**	0.1968	Valid
24.	Dosen mampu memberikan materi perkuliahan dengan jelas	0.763**	0.852**	0.1968	Valid

Lampiran 7. Data Hasil Uji Reliabilitas SPSS 23.0 Persepsi 71 Sampel Responden

Case Processing Summary

		N	%
Cases	Valid	71	100.0
	Excluded ^a	0	.0
	Total	71	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.751	24

Lampiran 8. Data Hasil Uji Reliabilitas SPSS 23.0 Harapan 71 Sampel Responden

Case Processing Summary

		N	%
Cases	Valid	71	100.0
	Excluded ^a	0	.0
	Total	71	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.763	24