

**E-Hasil PASW Statistics Kepuasan Pelanggan**

		P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15
P1	Pearson Correlation	1	.248	.112	.265	.178	.217	.207	.332	.244	.171	.348	.011	.347	.264	.185
	Sig. (2-tailed)		.013	.266	.008	.076	.030	.038	.001	.014	.089	.000	.917	.000	.008	.065
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P2	Pearson Correlation	.248	1	.214	.196	.171	.183	.416	.247	.218	.263	.414	.112	.266	.251	.136
	Sig. (2-tailed)	.013		.033	.051	.088	.068	.000	.013	.030	.008	.000	.265	.007	.012	.177
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P3	Pearson Correlation	.112	.214	1	.205	.229	.112	.146	.284	.254	.142	.161	.363	.246	.224	.081
	Sig. (2-tailed)	.266	.033		.040	.022	.269	.147	.004	.011	.160	.109	.000	.014	.025	.423
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P4	Pearson Correlation	.265	.196	.205	1	.106	.019	.066	.064	.142	.126	.106	.104	.198	.202	.239
	Sig. (2-tailed)	.008	.051	.040		.294	.849	.514	.528	.158	.213	.295	.304	.048	.044	.016
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P5	Pearson Correlation	.178	.171	.229	.106	1	.139	.278	.307	.246	.303	.221	.162	.238	.247	.194
	Sig. (2-tailed)	.076	.088	.022	.294		.169	.005	.002	.014	.002	.027	.108	.017	.013	.053
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P6	Pearson Correlation	.217	.183	.112	.019	.139	1	.308	.444	.327	.417	.399	.348	.426	.160	.243
	Sig. (2-tailed)	.030	.068	.269	.849	.169		.002	.000	.001	.000	.000	.000	.000	.112	.015
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P7	Pearson Correlation	.207	.416	.146	.066	.278	.308	1	.352	.390	.258	.441	.365	.388	.248	.278
	Sig. (2-tailed)	.038	.000	.147	.514	.005	.002		.000	.000	.010	.000	.000	.000	.013	.005
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P8	Pearson Correlation	.332	.247	.284	.064	.307	.444	.352	1	.518	.347	.406	.185	.428	.164	.298
	Sig. (2-tailed)	.001	.013	.004	.528	.002	.000	.000		.000	.000	.000	.065	.000	.103	.003
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P9	Pearson Correlation	.244	.218	.254	.142	.246	.327	.390	.518	1	.428	.399	.297	.471	.181	.136

		P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15
	Sig. (2-tailed)	.014	.030	.011	.158	.014	.001	.000	.000		.000	.000	.003	.000	.071	.177
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P10	Pearson Correlation	.171	.263	.142	.126	.303	.417	.258	.347	.428	1	.432	.216	.198	.117	.254
	Sig. (2-tailed)	.089	.008	.160	.213	.002	.000	.010	.000	.000		.000	.031	.048	.247	.011
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P11	Pearson Correlation	.348	.414	.161	.106	.221	.399	.441	.406	.399	.432	1	.295	.320	.272	.153
	Sig. (2-tailed)	.000	.000	.109	.295	.027	.000	.000	.000	.000	.000		.003	.001	.006	.128
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P12	Pearson Correlation	.011	.112	.363	.104	.162	.348	.365	.185	.297	.216	.295	1	.429	.318	.299
	Sig. (2-tailed)	.917	.265	.000	.304	.108	.000	.000	.065	.003	.031	.003		.000	.001	.002
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P13	Pearson Correlation	.347	.266	.246	.198	.238	.426	.388	.428	.471	.198	.320	.429	1	.389	.224
	Sig. (2-tailed)	.000	.007	.014	.048	.017	.000	.000	.000	.000	.048	.001	.000		.000	.025
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P14	Pearson Correlation	.264	.251	.224	.202	.247	.160	.248	.164	.181	.117	.272	.318	.389	1	.134
	Sig. (2-tailed)	.008	.012	.025	.044	.013	.112	.013	.103	.071	.247	.006	.001	.000		.184
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P15	Pearson Correlation	.185	.136	.081	.239	.194	.243	.278	.298	.136	.254	.153	.299	.224	.134	1
	Sig. (2-tailed)	.065	.177	.423	.016	.053	.015	.005	.003	.177	.011	.128	.002	.025	.184	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P16	Pearson Correlation	.125	-.090	.119	.073	.296	.139	.120	.261	.314	.146	.217	.144	.201	.160	.225
	Sig. (2-tailed)	.214	.373	.240	.470	.003	.168	.234	.009	.001	.148	.030	.152	.045	.112	.025
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P17	Pearson Correlation	.096	.084	.123	.131	.090	.112	.089	.221	.216	.151	.021	.272	.187	.168	.248
	Sig. (2-tailed)	.343	.408	.221	.193	.371	.266	.379	.027	.031	.135	.839	.006	.062	.094	.013
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P18	Pearson Correlation	.258	-.018	.111	.007	.107	.074	.067	-.036	.033	-.015	.134	.033	.012	.043	.100

		P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15
	Sig. (2-tailed)	.010	.861	.272	.946	.288	.462	.506	.725	.743	.884	.185	.747	.905	.669	.322
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P19	Pearson Correlation	.151	.247	.217	.128	.340	-.004	.139	.120	.244	.174	.270	.251	.184	.227	.088
	Sig. (2-tailed)	.133	.013	.030	.204	.001	.965	.169	.233	.014	.083	.007	.012	.067	.023	.385
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P20	Pearson Correlation	.071	-.023	.196	.091	.160	.013	.032	-.039	.051	-.032	.175	.071	-.057	.211	-.058
	Sig. (2-tailed)	.481	.817	.050	.370	.112	.898	.754	.701	.618	.753	.082	.480	.574	.035	.569
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P21	Pearson Correlation	.179	.072	.197	.026	.355	.292	.285	.252	.448	.224	.167	.310	.352	.220	.217
	Sig. (2-tailed)	.075	.474	.049	.800	.000	.003	.004	.011	.000	.025	.097	.002	.000	.028	.030
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P22	Pearson Correlation	.172	.081	.167	.043	.094	.280	.198	.315	.271	.268	.223	.340	.300	.052	.159
	Sig. (2-tailed)	.087	.424	.097	.674	.351	.005	.048	.001	.006	.007	.026	.001	.002	.610	.114
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P23	Pearson Correlation	.072	.284	.132	.098	.282	.181	.271	.308	.422	.313	.261	.147	.334	.243	.166
	Sig. (2-tailed)	.474	.004	.189	.333	.005	.071	.006	.002	.000	.002	.009	.145	.001	.015	.098
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P24	Pearson Correlation	.166	.227	.262	.009	.352	.109	.120	.236	.193	.259	.215	.295	.198	.304	.184
	Sig. (2-tailed)	.098	.023	.008	.931	.000	.280	.236	.018	.055	.009	.031	.003	.048	.002	.068
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P25	Pearson Correlation	.005	.350	.100	.106	.159	.231	.176	.112	.213	.303	.287	.257	.092	.277	.280
	Sig. (2-tailed)	.964	.000	.322	.294	.114	.021	.080	.266	.033	.002	.004	.010	.363	.005	.005
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P26	Pearson Correlation	.138	.128	.061	-.028	.291	.097	.134	.244	.245	.413	.292	.263	.116	.153	.232
	Sig. (2-tailed)	.171	.204	.548	.780	.003	.335	.183	.014	.014	.000	.003	.008	.252	.129	.020
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P27	Pearson Correlation	-.064	.157	.067	.086	.209	.242	.158	.143	.387	.238	.196	.220	.210	.190	.187









**Reliability Statistics**

Cronbach's Alpha	N of Items
.886	29

**Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0