

LAMPIRAN 1

KUISIONER ANALISIS KEPUASAN PENGGUNA JASA
PERPUSTAKAAN FAKULTAS EKONOMI
UNIVERSITAS ISLAM INDONESIA YOGYAKARTA



Jogjakarta, April 2006

Hal : Pengisian Kuisisioner

Kepada Yth.

Bapak/ Ibu/ Saudara

Di

Tempat

Dengan hormat

Sehubungan dengan adanya penelitian saya mengenai **“ANALISIS KEPUASAN PENGGUNA JASA PERPUSTAKAAN FAKULTAS EKONOMI UNIVERSITAS ISLAM INDONESIA YOGYAKARTA”**

Maka saya mohon kesediaan Bapak/ Ibu/ Saudara untuk membantu dengan memberikan tanggapan serta jawaban pada kuisisioner ini. Adapun tujuan dari penelitian ini adalah untuk tujuan ilmiah dimana kuisisioner ini digunakan sebagai data untuk menyusun skripsi.

Demikian pemberitahuan dari saya, atas segala bantuan, kerjasama serta kesediaanya saya ucapka terimakasih.

Hormat saya,

Fiqrada Ela Rumanti.

I. Identitas Respondent

Berilah jawaban yang paling sesuai menurut anda.

Usia :tahun
Jenis kelamin : L / P (coret yang tidak perlu)
Jabatan : Mahasiswa S1/ Magister Management
Fakultas / Jurusan : /
Asal Perguruan Tinggi :

II. Pertanyaan Tentang Harapan/ Keinginan Pengguna Jasa

Berilah tanda silang (X) pada kolom yang tersedia tentang apa yang anda harapkan atau keinginan anda sebelum menggunakan jasa perpustakaan FE UI

A. Bukti Fisik (Tangible)

No	Atribut-atribut yang dipertimbangkan	HARAPAN/KEINGINAN ANDA SEBELUM MENGGUNAKAN JASA PERPUSTAKAAN				
		Sangat Setuju (5)	Setuju (4)	Netral (3)	Tidak Setuju (2)	Sangat Tidak Setuju (1)
1	Menurut saya, pihak perpustakaan harus menjaga kebersihan, kerapian dan kenyamanan ruang perpustakaan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
2	Menurut saya, pihak perpustakaan harus menjaga fasilitas yang ada (AC, computer, dan penerangan, tempat sampah) dalam ruang perpustakaan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
3	Menurut saya, pihak perpustakaan harus selalu memperhatikan kondisi fisik buku koleksi perpustakaan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
4	Menurut saya, pihak perpustakaan harus memperhatikan dan selalu menambah kelengkapan koleksi buku dalam perpustakaan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1

5	Menurut saya pihak perpustakaan harus memperhatikan penataan interior (dalam ruangan) dan eksterior (luar ruangan).					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
6	Menurut saya, pihak perpustakaan harus memperhatikan fasilitas untuk membaca (buku, meja-kursi baca) dengan baik					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
7	Menurut saya, pihak perpustakaan harus memperhatikan kebersihan dan kerapian para petugas perpustakaan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1

B. Keandalan (*Reliability*)

No	Atribut-atribut yang dipertimbangkan	HARAPAN/KEINGINAN ANDA SEBELUM MENGGUNAKAN JASA PERPUSTAKAAN				
		Sangat Setuju (5)	Setuju (4)	Netral (3)	Tidak Setuju (2)	Sangat Tidak Setuju (1)
1	Menurut saya, pihak perpustakaan harus mengatur ketepatan waktu buka dan waktu tutup pelayanan perpustakaan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
2	Menurut saya, pihak perpustakaan harus memberikan pelayanan yang cepat setiap saat kepada para pengguna jasa perpustakaan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
3	Menurut saya pihak perpustakaan harus menyediakan fasilitas lain (mini kantin, internet on-line) setiap saat.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
4	Menurut saya pihak perpustakaan harus secara konsisten memberikan prosedur pelayanan yang tidak berbelit-belit bagi para pengguna jasa pelayanan perpustakaan					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1

C. Daya Tanggap (Responsiveness)

No	Atribut-atribut yang dipertimbangkan	HARAPAN/KEINGINAN ANDA SEBELUM MENGUNAKAN JASA PERPUSTAKAAN				
		Sangat Setuju (5)	Setuju (4)	Netral (3)	Tidak Setuju (2)	Sangat Tidak Setuju (1)
1	Menurut saya, kemampuan para petugas perpustakaan untuk cepat tanggap dalam menyelesaikan keluhan pengguna jasa sangat penting.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
2	Menurut saya, para petugas harus memberikan informasi secara jelas dan mudah dimengerti oleh para pengguna jasa perpustakaan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
3	Menurut saya, para petugas harus memberikan tindakan cepat pada saat pengunjung membutuhkan bantuan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
4	Menurut saya, para petugas harus memberikan pelayanan secara baik (professional) setiap kali dibutuhkan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1

D. Jaminan (Assurance)

No	Atribut-atribut yang dipertimbangkan	HARAPAN/KEINGINAN ANDA SEBELUM MENGUNAKAN JASA PERPUSTAKAAN				
		Sangat Setuju (5)	Setuju (4)	Netral (3)	Tidak Setuju (2)	Sangat Tidak Setuju (1)
1	Menurut saya, para petugas harus mempunyai kemampuan dan pengetahuan dalam menjalankan tugasnya.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
2	Menurut saya, pihak perpustakaan harus memiliki peralatan yang mendukung (sistem komputerisasi) untuk memberikan hasil kerja yang optimal.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1

3	Menurut saya para petugas harus memiliki sifat jujur dan dapat dipercaya					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
4	Menurut saya, para petugas harus terampil dalam memberikan pelayanan kepada para pengguna jasa perpustakaan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1

E. Empati (*Emphaty*)

No	Atribut-atribut yang dipertimbangkan	HARAPAN/KEINGINAN ANDA SEBELUM MENGGUNAKAN JASA PERPUSTAKAAN				
		Sangat Setuju (5)	Setuju (4)	Netral (3)	Tidak Setuju (2)	Sangat Tidak Setuju (1)
1	Menurut saya, para petugas harus bisa bersikap ramah kepada para pengguna jasa perpustakaan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
2	Menurut saya, para petugas harus menghargai keberadaan para pengguna jasa perpustakaan dan tidak arogan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
3	Menurut saya, para petugas harus memberikan perhatian yang adil kepada para pengguna jasa perpustakaan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1

III Pertanyaan Tentang Kinerja Perpustakaan

Berilah tanda silang (X) pada kolom yang tersedia tentang apa pendapat anda setelah menggunakan dan merasakan jasa pelayanan yang telah diberikan oleh perpustakaan FE UII.

A. Bukti Fisik (*Tangible*)

No	Atribut-atribut yang dipertimbangkan	KINERJA/ KENYATAAN YANG SEBENARNYA				
		Sangat Baik (5)	Baik (4)	Cukup Baik (3)	Kurang Baik (2)	Tidak Baik (1)
1	Menurut saya, pihak perpustakaan sudah menjaga kebersihan, kerapian dan kenyamanan ruang perpustakaan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
	Menurut saya, pihak perpustakaan sudah menjaga menjaga fasilitas yang ada (AC,					

2	computer,dan penerangan, tempat sampah) dalam ruang perpustakaan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
3	Menurut saya, pihak perpustakaan sudah memperhatikan kondisi fisik buku koleksi perpustakaan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
4	Menurut saya, pihak perpustakaan sudah memperhatikan dan selalu menambah kelengkapan koleksi buku dalam perpustakaan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
5	Menurut saya pihak perpustakaan sudah memperhatikan penataan interior (dalam ruangan) dan eksterior (luar ruangan).					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
6	Menurut saya, pihak perpustakaan sudah memperhatikan fasilitas untuk membaca (buku, meja-kursi baca) dengan baik					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
7	Menurut saya, pihak perpustakaan sudah memperhatikan kebersihan dan kerapian para petugas.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1

B. Keandalan (*Reliability*)

No	Atribut-atribut yang dipertimbangkan	KINERJA/KENYATAAN YANG SEBENARNYA				
		Sangat Baik (5)	Baik (4)	Cukup Baik (3)	Kurang Baik (2)	Tidak Baik (1)
1	Menurut saya, pihak perpustakaan sudah mengatur ketepatan waktu buka dan waktu tutup pelayanan perpustakaan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
2	Menurut saya, pihak perpustakaan sudah memberikan pelayanan yang cepat setiap saat kepada para pengguna jasa perpustakaan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
	Menurut saya pihak perpustakaan sudah menyediakan fasilitas lain (mini kantin, internet					

3	on-line) setiap saat.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
4	Menurut saya pihak perpustakaan sudah memberikan prosedur pelayanan yang tidak berbelit-belit bagi para pengguna jasa pelayanan perpustakaan					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1

C. Daya Tanggap (*Responsiveness*)

No	Atribut-atribut yang dipertimbangkan	KINERJA/ KENYATAAN YANG SEBENARNYA				
		Sangat Baik (5)	Baik (4)	Cukup Baik (3)	Kurang Baik (2)	Tidak Baik (1)
1	Menurut saya, kemampuan para petugas perpustakaan sudah cepat dan tanggap dalam menyelesaikan keluhan pengguna jasa perpustakaan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
2	Menurut saya, para petugas sudah memberikan informasi secara jelas dan mudah dimengerti oleh para pengguna jasa perpustakaan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
3	Menurut saya, para petugas sudah memberikan tindakan cepat pada saat pengunjung membutuhkan bantuan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
4	Menurut saya, para petugas sudah memberikan pelayanan secara baik (professional).					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1

D. Jaminan (*Assurance*)

No	Atribut-atribut yang dipertimbangkan	KINERJA/ KENYATAAN YANG SEBENARNYA				
		Sangat Baik (5)	Baik (4)	Cukup Baik (3)	Kurang Baik (2)	Tidak Baik (1)
1	Menurut saya, para petugas sudah mempunyai kemampuan dan pengetahuan dalam menjalankan tugasnya.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
	Menurut saya, pihak perpustakaan sudah memiliki peralatan yang mendukung (sistem					

2	komputerisasi) untuk memberikan hasil kerja yang optimal.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
3	Menurut saya para petugas sudah memiliki sifat jujur dan dapat dipercaya					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
4	Menurut saya, para petugas sudah terampil dalam memberikan pelayanan kepada para pengguna jasa perpustakaan					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1

E. Empati (*Emphaty*)

No	Atribut-atribut yang dipertimbangkan	KINERJA/KENYATAAN YANG SEBENARNYA				
		Sangat Baik (5)	Baik (4)	Cukup Baik (3)	Kurang Baik (2)	Tidak Baik (1)
1	Menurut saya, para petugas sudah bersikap ramah kepada para pengguna jasa perpustakaan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
2	Menurut saya, para petugas sudah menghargai keberadaan para pengguna jasa perpustakaan dan tidak arogan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1
3	Menurut saya, para petugas sudah memberikan perhatian yang adil kepada para pengguna jasa perpustakaan.					
	a. Perpustakaan lantai II	5	4	3	2	1
	b. Perpustakaan lantai III (referensi)	5	4	3	2	1

---- Terimakasih Atas Kerjasamanya----





2	1	2	1	1	1	1	1	1	3	52	2	3	1	2	1	77	2	1	1	2
3	1	2	1	1	1	3	1	1	3	53	1	2	1	1	1	78	1	3	2	1
4	1	2	1	1	1	3	1	1	3	54	2	3	1	1	1	79	2	3	1	2
5	2	3	1	1	1	3	1	1	1	55	1	2	1	1	3	80	1	2	1	3
6	2	3	1	1	1	3	1	1	1	56	1	4	1	2	1	81	1	2	1	1
7	2	2	1	1	1	2	1	1	2	57	2	2	1	2	1	82	1	3	1	1
8	1	2	1	1	1	3	1	1	3	58	1	4	1	2	1	83	1	3	1	1
9	1	2	1	1	1	2	1	1	2	59	1	3	1	1	1	84	1	3	1	1
10	2	1	1	1	1	2	1	1	2	60	1	3	1	2	1	85	2	2	1	2
11	1	1	1	1	1	3	1	1	2	61	2	2	1	1	1	86	1	3	1	1
12	2	3	1	1	2	2	1	1	3	62	1	3	1	1	1	87	1	4	1	3
13	2	2	1	1	2	3	1	1	1	63	2	3	1	1	2	88	2	3	1	1
14	2	2	1	1	2	2	1	1	1	64	1	2	1	1	2	89	1	2	1	1
15	1	3	1	1	2	3	1	1	1	65	1	2	1	1	3	90	1	3	1	3
16	2	2	1	1	2	3	1	1	1	66	1	2	1	1	1	91	2	3	1	2
17	1	2	1	1	3	2	1	1	1	67	1	3	1	1	2	92	2	3	1	2
18	1	3	1	1	3	2	1	1	3	68	1	4	1	1	1	93	2	2	1	3
19	1	3	1	1	3	1	1	1	1	69	1	2	1	1	1	94	2	2	1	3
20	1	1	1	1	3	1	1	1	1	70	1	2	1	1	1	95	2	2	1	3
21	2	3	1	1	1	2	1	1	2	71	1	3	1	1	1	96	1	3	1	2
22	2	3	1	1	3	2	1	1	1	72	2	1	1	1	2	97	1	2	1	2
23	2	1	1	1	2	2	1	1	2	73	2	2	1	1	2	98	1	2	1	1
24	2	1	1	1	2	1	1	1	2	74	1	2	1	1	2	99	1	1	1	1
25	2	1	1	1	2	1	1	1	2	75	2	2	1	1	3	100	1	3	1	3

Keterangan :

A. Gndr (Gender)

: 1 = Pria

: 2 = Wanita

: 1 = ≤ 19 tahun

: 2 = 20-21 tahun

: 3 = 22-23 tahun

: 4 = 24-25 tahun

C. Asal Fakultas

: 1 = Fakultas Ekonomi

: 2 = Non-Fakultas Ekonomi

D. Jenjang Pendidikan : 1 = Strata 1 (S1)

2 = Magister Manajemen (MM)

E. Jurusan : 1 = Ekonomi Manajemen

2 = Ekonomi Akuntansi

3 = Ekonomi Pembangunan

4 = Lain-lain

Hasil Estimasi Frekwensi

Statistics

	Jenis Kelamin	Usia	Asal Fakultas	Jenjang Pendidikan	Jurusan Pendidikan
N Valid	100	100	100	100	100
Missing	0	0	0	0	0

Frequency Table

Jenis Kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Pria	53	53,0	53,0	53,0
Wanita	47	47,0	47,0	100,0
Total	100	100,0	100,0	

Usia

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid < 19 tahun	12	12,0	12,0	12,0
20-21 tahun	43	43,0	43,0	55,0
22-23 tahun	41	41,0	41,0	96,0
24-25 tahun	4	4,0	4,0	100,0
Total	100	100,0	100,0	

Asal Fakultas

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Fakultas Ekonomi	99	99,0	99,0	99,0
Non-Fakultas Ekonomi	1	1,0	1,0	100,0
Total	100	100,0	100,0	

Jenjang Pendidikan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strata 1	94	94,0	94,0	94,0
Magister Management	6	6,0	6,0	100,0
Total	100	100,0	100,0	

Jurusan Pendidikan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Ekonomi Manajemen	46	46,0	46,0	46,0
	Ekonomi Akuntansi	32	32,0	32,0	78,0
	Ekonomi Pembangunan	21	21,0	21,0	99,0
	Non-Ekonomi	1	1,0	1,0	100,0
	Total	100	100,0	100,0	



LAMPIRAN 3
PENILAIAN TINGKAT HARAPAN DAN KINERJA
PERPUSTAKAAN LANTAI 2



TINGKAI HAKAPAN

Rsp	Bukti Fisik (B)							Rsp	Kehandalan (K)				Rsp	Daya Tanggap (D)				Rsp	Jaminan (J)				Rsp	Empati (E)		
	1	2	3	4	5	6	7		1	2	3	4		1	2	3	4		1	2	3	4		1	2	3
1	5	5	5	5	5	5	5	1	5	4	5	5	1	5	5	5	5	1	5	5	5	1	5	5	5	
2	5	5	4	4	3	4	5	2	4	3	2	3	2	4	5	4	3	2	4	5	4	3	2	5	4	3
3	4	4	4	4	2	3	3	3	3	4	3	2	3	4	4	3	3	3	4	4	5	3	3	4	4	3
4	5	5	5	5	5	5	5	4	5	5	5	5	4	5	5	4	4	4	4	4	4	5	4	5	4	4
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TINGKAT KINERJA PERPUSTAKAAN LANTAI 2

Rsp	Bukti Fisik (B)							Kehandalan (K)				Daya Tanggap (D)				Jaminan (J)				Empati (E)											
	1		2		3		4		Rsp		1		2		3		4		Rsp		1		2		3						
	1	2	3	4	5	6	7	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	
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Rata	3,85	3,82	2,97	3,11	3,15	3,40	3,63	Rata	3,44	3,60	2,69	3,49	Rata	3,49	3,44	3,37	3,48	Rata	3,39	3,73	3,70	3,64	Rata	3,39	3,51	3,48

INDONESIA



LAMPIRAN 4

PENILAIAN TINGKAT HARAPAN DAN KINERJA
PERPUSTAKAAN LANTAI 3

Tingkat Harapan Lanrai 3

Rsp	Bukti Fisik (B)							Kehandalan (K)				Daya Tanggap (D)				Jaminan (J)				Empati (E)								
	1	2	3	4	5	6	7	Rsp	1	2	3	4	1	2	3	4	Rsp	1	2	3	4	1	2	3				
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Rata	3,94	3,89	3,20	3,25	3,33	3,49	3,68	3,43	3,64	2,85	3,50	3,49	3,48	3,39	3,48	3,61	3,75	3,73	3,65	Rata	3,36	3,53	3,52	3,53	3,52	3,52



LAMPIRAN 5

HASIL PENGUJIAN VALIDITAS HARAPAN DAN KINERJA
PERPUSTAKAAN LANTAI 2



Hasil Pengujian Validitas Harapan Bukti Fisik (B) Perpustakaan Lantai 2 (Dua)
Fakultas Ekonomi Universitas Islam Indonesia.

Correlations

Correlations

		B 1.1	B 2.2	B 3.3	B 4.4	B 5.5	B 6.6	B 7.7	TOTAL B
B_1.1	Pearson Correlation	1	,599**	,388*	,055	,200	,505**	,460*	,607**
	Sig. (2-tailed)	.	,000	,034	,771	,289	,004	,011	,000
	N	30	30	30	30	30	30	30	30
B_2.2	Pearson Correlation	,599**	1	,441*	,098	,016	,283	,132	,443*
	Sig. (2-tailed)	,000	.	,015	,607	,933	,130	,486	,014
	N	30	30	30	30	30	30	30	30
B_3.3	Pearson Correlation	,388*	,441*	1	,244	,401*	,283	,388*	,623**
	Sig. (2-tailed)	,034	,015	.	,193	,028	,130	,034	,000
	N	30	30	30	30	30	30	30	30
B_4.4	Pearson Correlation	,055	,098	,244	1	,504**	,509**	,235	,606**
	Sig. (2-tailed)	,771	,607	,193	.	,004	,004	,211	,000
	N	30	30	30	30	30	30	30	30
B_5.5	Pearson Correlation	,200	,016	,401*	,504**	1	,584**	,583**	,792**
	Sig. (2-tailed)	,289	,933	,028	,004	.	,001	,001	,000
	N	30	30	30	30	30	30	30	30
B_6.6	Pearson Correlation	,505**	,283	,283	,509**	,584**	1	,472**	,807**
	Sig. (2-tailed)	,004	,130	,130	,004	,001	.	,008	,000
	N	30	30	30	30	30	30	30	30
B_7.7	Pearson Correlation	,460*	,132	,388*	,235	,583**	,472**	1	,731**
	Sig. (2-tailed)	,011	,486	,034	,211	,001	,008	.	,000
	N	30	30	30	30	30	30	30	30
TOTAL_B	Pearson Correlation	,607**	,443*	,623**	,606**	,792**	,807**	,731**	1
	Sig. (2-tailed)	,000	,014	,000	,000	,000	,000	,000	.
	N	30	30	30	30	30	30	30	30

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

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

Hasil Pengujian Validitas Harapan Kehandalan (K) Perpustakaan Lantai 2 (Dua)
Fakultas Ekonomi Universitas Islam Indonesia.

Correlations

Correlations

		K 1.8	K 2.9	K 3.10	K 4.11	TOTAL K
K_1.8	Pearson Correlation	1	,057	,277	,262	,607**
	Sig. (2-tailed)		,766	,138	,161	,000
	N	30	30	30	30	30
K_2.9	Pearson Correlation	,057	1	,397*	,252	,570**
	Sig. (2-tailed)	,766		,030	,179	,001
	N	30	30	30	30	30
K_3.10	Pearson Correlation	,277	,397*	1	,475**	,833**
	Sig. (2-tailed)	,138	,030		,008	,000
	N	30	30	30	30	30
K_4.11	Pearson Correlation	,262	,252	,475**	1	,703**
	Sig. (2-tailed)	,161	,179	,008		,000
	N	30	30	30	30	30
TOTAL_K	Pearson Correlation	,607**	,570**	,833**	,703**	1
	Sig. (2-tailed)	,000	,001	,000	,000	
	N	30	30	30	30	30

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

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

Hasil Pengujian Validitas Harapan Daya Tanggap (D) Perpustakaan Lantai 2 (Dua)
Fakultas Ekonomi Universitas Islam Indonesia.

Correlations

Correlations

		D_1.12	D_2.13	D_3.14	D_4.15	TOTAL D
D_1.12	Pearson Correlation	1	,130	,295	,400*	,652**
	Sig. (2-tailed)	.	,494	,113	,028	,000
	N	30	30	30	30	30
D_2.13	Pearson Correlation	,130	1	,445*	,183	,580**
	Sig. (2-tailed)	,494	.	,014	,333	,001
	N	30	30	30	30	30
D_3.14	Pearson Correlation	,295	,445*	1	,749**	,856**
	Sig. (2-tailed)	,113	,014	.	,000	,000
	N	30	30	30	30	30
D_4.15	Pearson Correlation	,400*	,183	,749**	1	,809**
	Sig. (2-tailed)	,028	,333	,000	.	,000
	N	30	30	30	30	30
TOTAL_D	Pearson Correlation	,652**	,580**	,856**	,809**	1
	Sig. (2-tailed)	,000	,001	,000	,000	.
	N	30	30	30	30	30

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

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

Hasil Pengujian Validitas Harapan Jaminan (J) Perpustakaan Lantai 2 (Dua) Fakultas
Ekonomi Universitas Islam Indonesia.

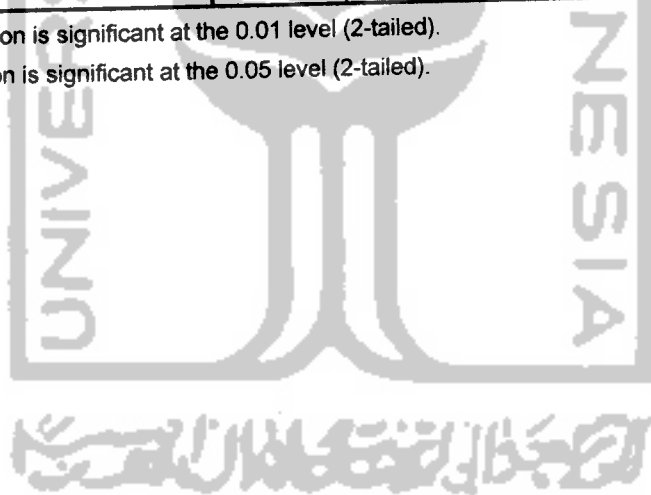
Correlations

Correlations

		J_1.16	J_2.17	J_3.18	J_4.19	TOTAL_J
J_1.16	Pearson Correlation	1	,307	,476**	,832**	,865**
	Sig. (2-tailed)		,099	,008	,000	,000
	N	30	30	30	30	30
J_2.17	Pearson Correlation	,307	1	,211	,231	,581**
	Sig. (2-tailed)	,099		,263	,219	,001
	N	30	30	30	30	30
J_3.18	Pearson Correlation	,476**	,211	1	,445*	,710**
	Sig. (2-tailed)	,008	,263		,014	,000
	N	30	30	30	30	30
J_4.19	Pearson Correlation	,832**	,231	,445*	1	,844**
	Sig. (2-tailed)	,000	,219	,014		,000
	N	30	30	30	30	30
TOTAL_J	Pearson Correlation	,865**	,581**	,710**	,844**	1
	Sig. (2-tailed)	,000	,001	,000	,000	
	N	30	30	30	30	30

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

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



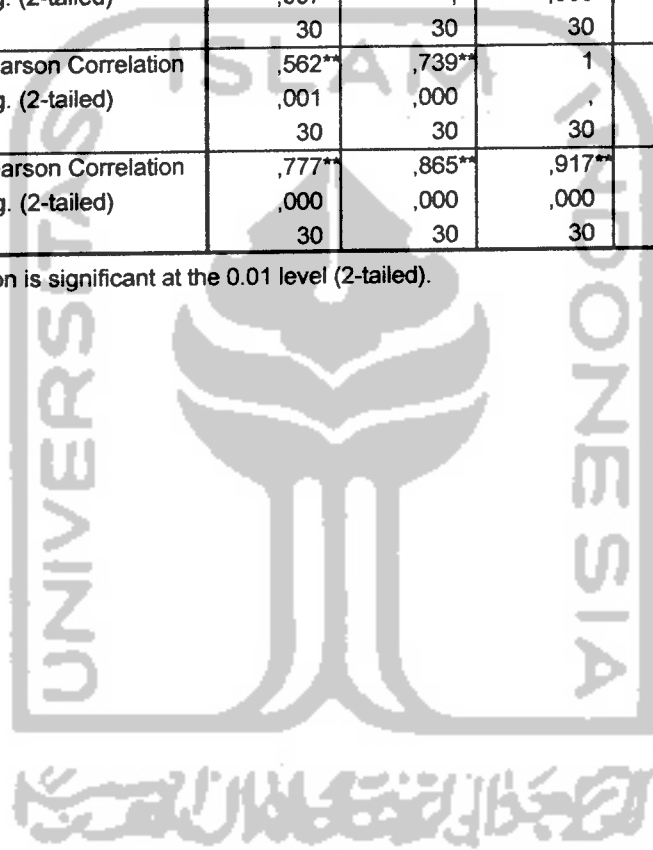
Hasil Pengujian Validitas Harapan Empati (E) Perpustakaan Lantai 2 (Dua) Fakultas
Ekonomi Universitas Islam Indonesia.

Correlations

Correlations

		E_1.20	E_2.21	E_3.22	TOTAL_E
E_1.20	Pearson Correlation	1	,481**	,562**	,777**
	Sig. (2-tailed)	.	,007	,001	,000
	N	30	30	30	30
E_2.21	Pearson Correlation	,481**	1	,739**	,865**
	Sig. (2-tailed)	,007	.	,000	,000
	N	30	30	30	30
E_3.22	Pearson Correlation	,562**	,739**	1	,917**
	Sig. (2-tailed)	,001	,000	.	,000
	N	30	30	30	30
TOTAL_E	Pearson Correlation	,777**	,865**	,917**	1
	Sig. (2-tailed)	,000	,000	,000	.
	N	30	30	30	30

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



Hasil Pengujian Validitas Kinerja Bukti Fisik (B) Perpustakaan Lantai 2 (Dua) Fakultas

Ekonomi Universitas Islam Indonesia

Correlations

Correlations

		B_1.1	B_2.2	B_3.3	B_4.4	B_5.5	B_6.6	B_7.7	TOTAL_B
B_1.1	Pearson Correlation	1	,613**	,537**	,386*	,503**	,498**	,512**	,723**
	Sig. (2-tailed)	.	,000	,002	,035	,005	,005	,004	,000
	N	30	30	30	30	30	30	30	30
B_2.2	Pearson Correlation	,613**	1	,611**	,610**	,681**	,756**	,309	,832**
	Sig. (2-tailed)	,000	.	,000	,000	,000	,000	,097	,000
	N	30	30	30	30	30	30	30	30
B_3.3	Pearson Correlation	,537**	,611**	1	,688**	,742**	,516**	,429*	,821**
	Sig. (2-tailed)	,002	,000	.	,000	,000	,004	,018	,000
	N	30	30	30	30	30	30	30	30
B_4.4	Pearson Correlation	,386*	,610**	,688**	1	,789**	,472**	,606**	,828**
	Sig. (2-tailed)	,035	,000	,000	.	,000	,009	,000	,000
	N	30	30	30	30	30	30	30	30
B_5.5	Pearson Correlation	,503**	,681**	,742**	,789**	1	,544**	,404*	,850**
	Sig. (2-tailed)	,005	,000	,000	,000	.	,002	,027	,000
	N	30	30	30	30	30	30	30	30
B_6.6	Pearson Correlation	,498**	,756**	,516**	,472**	,544**	1	,421*	,779**
	Sig. (2-tailed)	,005	,000	,004	,009	,002	.	,021	,000
	N	30	30	30	30	30	30	30	30
B_7.7	Pearson Correlation	,512**	,309	,429*	,606**	,404*	,421*	1	,665**
	Sig. (2-tailed)	,004	,097	,018	,000	,027	,021	.	,000
	N	30	30	30	30	30	30	30	30
TOTAL_B	Pearson Correlation	,723**	,832**	,821**	,828**	,850**	,779**	,665**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	.
	N	30	30	30	30	30	30	30	30

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

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

Hasil Pengujian Validitas Kinerja Kehandalan (K) Perpustakaan Lantai 2 (Dua)

Fakultas Ekonomi Universitas Islam Indonesia

Correlations

Correlations

		K 1.8	K 2.9	K 3.10	K 4.11	TOTAL K
K_1.8	Pearson Correlation	1	,458*	,102	,528**	,727**
	Sig. (2-tailed)	.	,011	,591	,003	,000
	N	30	30	30	30	30
K_2.9	Pearson Correlation	,458*	1	,393*	,544**	,789**
	Sig. (2-tailed)	,011	.	,032	,002	,000
	N	30	30	30	30	30
K_3.10	Pearson Correlation	,102	,393*	1	,297	,624**
	Sig. (2-tailed)	,591	,032	.	,111	,000
	N	30	30	30	30	30
K_4.11	Pearson Correlation	,528**	,544**	,297	1	,796**
	Sig. (2-tailed)	,003	,002	,111	.	,000
	N	30	30	30	30	30
TOTAL_K	Pearson Correlation	,727**	,789**	,624**	,796**	1
	Sig. (2-tailed)	,000	,000	,000	,000	.
	N	30	30	30	30	30

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

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

Hasil Pengujian Validitas Kinerja Daya Tanggap (D) Perpustakaan Lantai 2 (Dua)

Fakultas Ekonomi Universitas Islam Indonesia

Correlations

Correlations

		D_1.12	D_2.13	D_3.14	D_4.15	TOTAL D
D_1.12	Pearson Correlation	1	,520**	,738**	,768**	,879**
	Sig. (2-tailed)	.	,003	,000	,000	,000
	N	30	30	30	30	30
D_2.13	Pearson Correlation	,520**	1	,644**	,584**	,809**
	Sig. (2-tailed)	,003	.	,000	,001	,000
	N	30	30	30	30	30
D_3.14	Pearson Correlation	,738**	,644**	1	,637**	,883**
	Sig. (2-tailed)	,000	,000	.	,000	,000
	N	30	30	30	30	30
D_4.15	Pearson Correlation	,768**	,584**	,637**	1	,860**
	Sig. (2-tailed)	,000	,001	,000	.	,000
	N	30	30	30	30	30
TOTAL_D	Pearson Correlation	,879**	,809**	,883**	,860**	1
	Sig. (2-tailed)	,000	,000	,000	,000	.
	N	30	30	30	30	30

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

Hasil Pengujian Validitas Kinerja Jaminan (J) Perpustakaan Lantai 2 (Dua) Fakultas

Ekonomi Universitas Islam Indonesia

Correlations

Correlations

		J 1.16	J 2.17	J 3.18	J 4.19	TOTAL_J
J_1.16	Pearson Correlation	1	,617**	,600**	,600**	,852**
	Sig. (2-tailed)	.	,000	,000	,000	,000
	N	30	30	30	30	30
J_2.17	Pearson Correlation	,617**	1	,411*	,529**	,794**
	Sig. (2-tailed)	,000	.	,024	,003	,000
	N	30	30	30	30	30
J_3.18	Pearson Correlation	,600**	,411*	1	,629**	,783**
	Sig. (2-tailed)	,000	,024	.	,000	,000
	N	30	30	30	30	30
J_4.19	Pearson Correlation	,600**	,529**	,629**	1	,850**
	Sig. (2-tailed)	,000	,003	,000	.	,000
	N	30	30	30	30	30
TOTAL_J	Pearson Correlation	,852**	,794**	,783**	,850**	1
	Sig. (2-tailed)	,000	,000	,000	,000	.
	N	30	30	30	30	30

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

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

Hasil Pengujian Validitas Kinerja Empati (E) Perpustakaan Lantai 2 (Dua) Fakultas
Ekonomi Universitas Islam Indonesia.

Correlations

Correlations

		E_1.20	E_2.21	E_3.22	TOTAL E
E_1.20	Pearson Correlation	1	,801**	,625**	,894**
	Sig. (2-tailed)	.	,000	,000	,000
	N	30	30	30	30
E_2.21	Pearson Correlation	,801**	1	,695**	,927**
	Sig. (2-tailed)	,000	.	,000	,000
	N	30	30	30	30
E_3.22	Pearson Correlation	,625**	,695**	1	,870**
	Sig. (2-tailed)	,000	,000	.	,000
	N	30	30	30	30
TOTAL_E	Pearson Correlation	,894**	,927**	,870**	1
	Sig. (2-tailed)	,000	,000	,000	.
	N	30	30	30	30

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



LAMPIRAN 6

HASIL PENGUJIAN VALIDITAS HARAPAN DAN KINERJA
PERPUSTAKAAN LANTAI 3



Hasil Pengujian Validitas Harapan Bukti Fisik (B) Perpustakaan Lantai 3 (Tiga)

Fakultas Ekonomi Universitas Islam Indonesia

Correlations

Correlations

		B_1.1	B_2.2	B_3.3	B_4.4	B_5.5	B_6.6	B_7.7	TOTAL_B
B_1.1	Pearson Correlation	1	,558**	,279	,244	,270	,448*	,441*	,625**
	Sig. (2-tailed)	.	,001	,136	,193	,150	,013	,015	,000
	N	30	30	30	30	30	30	30	30
B_2.2	Pearson Correlation	,558**	1	,373*	,047	,172	,347	,211	,502**
	Sig. (2-tailed)	,001	.	,042	,806	,364	,060	,264	,005
	N	30	30	30	30	30	30	30	30
B_3.3	Pearson Correlation	,279	,373*	1	,219	,358	,173	,395*	,550**
	Sig. (2-tailed)	,136	,042	.	,244	,052	,360	,031	,002
	N	30	30	30	30	30	30	30	30
B_4.4	Pearson Correlation	,244	,047	,219	1	,550**	,426*	,451*	,641**
	Sig. (2-tailed)	,193	,806	,244	.	,002	,019	,012	,000
	N	30	30	30	30	30	30	30	30
B_5.5	Pearson Correlation	,270	,172	,358	,550**	1	,571**	,637**	,807**
	Sig. (2-tailed)	,150	,364	,052	,002	.	,001	,000	,000
	N	30	30	30	30	30	30	30	30
B_6.6	Pearson Correlation	,448*	,347	,173	,426*	,571**	1	,603**	,782**
	Sig. (2-tailed)	,013	,060	,360	,019	,001	.	,000	,000
	N	30	30	30	30	30	30	30	30
B_7.7	Pearson Correlation	,441*	,211	,395*	,451*	,637**	,603**	1	,809**
	Sig. (2-tailed)	,015	,264	,031	,012	,000	,000	.	,000
	N	30	30	30	30	30	30	30	30
TOTAL_B	Pearson Correlation	,625**	,502**	,550**	,641**	,807**	,782**	,809**	1
	Sig. (2-tailed)	,000	,005	,002	,000	,000	,000	,000	.
	N	30	30	30	30	30	30	30	30

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

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

Hasil Pengujian Validitas Harapan Kehandalan (K) Perpustakaan Lantai 3 (Tiga)

Fakultas Ekonomi Universitas Islam Indonesia

Correlations

Correlations

		K_1.8	K_2.9	K_3.10	K_4.11	TOTAL_K
K_1.8	Pearson Correlation	1	,055	,558**	,430*	,709**
	Sig. (2-tailed)	.	,772	,001	,018	,000
	N	30	30	30	30	30
K_2.9	Pearson Correlation	,055	1	,335	,300	,544**
	Sig. (2-tailed)	,772	.	,071	,107	,002
	N	30	30	30	30	30
K_3.10	Pearson Correlation	,558**	,335	1	,491**	,859**
	Sig. (2-tailed)	,001	,071	.	,006	,000
	N	30	30	30	30	30
K_4.11	Pearson Correlation	,430*	,300	,491**	1	,768**
	Sig. (2-tailed)	,018	,107	,006	.	,000
	N	30	30	30	30	30
TOTAL_K	Pearson Correlation	,709**	,544**	,859**	,768**	1
	Sig. (2-tailed)	,000	,002	,000	,000	.
	N	30	30	30	30	30

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

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

Hasil Pengujian Validitas Harapan Daya Tanggap (D) Perpustakaan Lantai 3 (Tiga)

Fakultas Ekonomi Universitas Islam Indonesia

Correlations

Correlations

		D_1.12	D_2.13	D_3.14	D_4.15	TOTAL_D
D_1.12	Pearson Correlation	1	,083	,205	,311	,616**
	Sig. (2-tailed)	,	,663	,277	,095	,000
	N	30	30	30	30	30
D_2.13	Pearson Correlation	,083	1	,304	,136	,534**
	Sig. (2-tailed)	,663	,	,102	,474	,002
	N	30	30	30	30	30
D_3.14	Pearson Correlation	,205	,304	1	,588**	,782**
	Sig. (2-tailed)	,277	,102	,	,001	,000
	N	30	30	30	30	30
D_4.15	Pearson Correlation	,311	,136	,588**	1	,759**
	Sig. (2-tailed)	,095	,474	,001	,	,000
	N	30	30	30	30	30
TOTAL_D	Pearson Correlation	,616**	,534**	,782**	,759**	1
	Sig. (2-tailed)	,000	,002	,000	,000	,
	N	30	30	30	30	30

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

Hasil Pengujian Validitas Harapan Jaminan (J) Perpustakaan Lantai 3 (Tiga) Fakultas
Ekonomi Universitas Islam Indonesia

Correlations

Correlations

		J 1.16	J 2.17	J 3.18	J 4.19	TOTAL J
J_1.16	Pearson Correlation	1	,377*	,503**	,725**	,846**
	Sig. (2-tailed)		,040	,005	,000	,000
	N	30	30	30	30	30
J_2.17	Pearson Correlation	,377*	1	,263	,273	,627**
	Sig. (2-tailed)	,040		,160	,144	,000
	N	30	30	30	30	30
J_3.18	Pearson Correlation	,503**	,263	1	,456*	,732**
	Sig. (2-tailed)	,005	,160		,011	,000
	N	30	30	30	30	30
J_4.19	Pearson Correlation	,725**	,273	,456*	1	,825**
	Sig. (2-tailed)	,000	,144	,011		,000
	N	30	30	30	30	30
TOTAL_J	Pearson Correlation	,846**	,627**	,732**	,825**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	30	30	30	30	30

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

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

Hasil Pengujian Validitas Harapan Empati (E) Perpustakaan Lantai 3 (Tiga) Fakultas

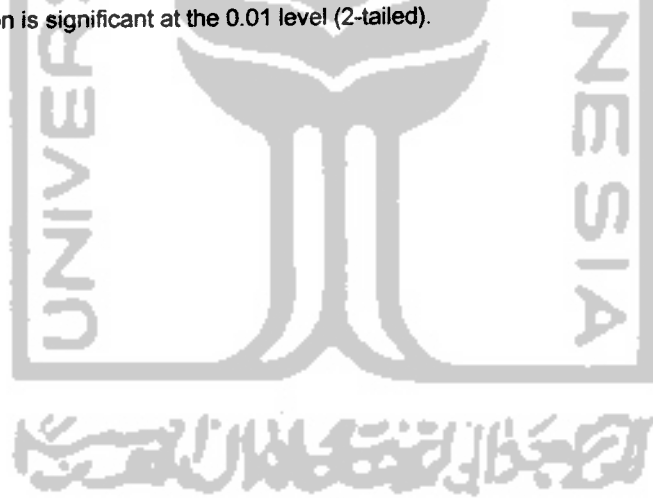
Ekonomi Universitas Islam Indonesia

Correlations

Correlations

		E 1.20	E 2.21	E 3.22	TOTAL E
E_1.20	Pearson Correlation	1	,515**	,562**	,779**
	Sig. (2-tailed)		,004	,001	,000
	N	30	30	30	30
E_2.21	Pearson Correlation	,515**	1	,792**	,890**
	Sig. (2-tailed)	,004		,000	,000
	N	30	30	30	30
E_3.22	Pearson Correlation	,562**	,792**	1	,924**
	Sig. (2-tailed)	,001	,000		,000
	N	30	30	30	30
TOTAL_E	Pearson Correlation	,779**	,890**	,924**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	30	30	30	30

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



Hasil Pengujian Validitas Kinerja Bukti Fisik (B) Perpustakaan Lantai 3 (Tiga) Fakultas

Ekonomi Universitas Islam Indonesia

Correlations

Correlations

		B 1.1	B 2.2	B 3.3	B 4.4	B 5.5	B 6.6	B 7.7	TOTAL B
B_1.1	Pearson Correlation	1	,522**	,627**	,350	,496**	,463**	,557**	,720**
	Sig. (2-tailed)		,003	,000	,058	,005	,010	,001	,000
	N	30	30	30	30	30	30	30	30
B_2.2	Pearson Correlation	,522**	1	,650**	,432*	,282	,670**	,480**	,720**
	Sig. (2-tailed)	,003		,000	,017	,131	,000	,007	,000
	N	30	30	30	30	30	30	30	30
B_3.3	Pearson Correlation	,627**	,650**	1	,582**	,582**	,682**	,634**	,866**
	Sig. (2-tailed)	,000	,000		,001	,001	,000	,000	,000
	N	30	30	30	30	30	30	30	30
B_4.4	Pearson Correlation	,350	,432*	,582**	1	,769**	,565**	,744**	,808**
	Sig. (2-tailed)	,058	,017	,001		,000	,001	,000	,000
	N	30	30	30	30	30	30	30	30
B_5.5	Pearson Correlation	,496**	,282	,582**	,769**	1	,454*	,610**	,764**
	Sig. (2-tailed)	,005	,131	,001	,000		,012	,000	,000
	N	30	30	30	30	30	30	30	30
B_6.6	Pearson Correlation	,463**	,670**	,682**	,565**	,454*	1	,570**	,805**
	Sig. (2-tailed)	,010	,000	,000	,001	,012		,001	,000
	N	30	30	30	30	30	30	30	30
B_7.7	Pearson Correlation	,557**	,480**	,634**	,744**	,610**	,570**	1	,833**
	Sig. (2-tailed)	,001	,007	,000	,000	,000	,001		,000
	N	30	30	30	30	30	30	30	30
TOTAL_B	Pearson Correlation	,720**	,720**	,866**	,808**	,764**	,805**	,833**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	
	N	30	30	30	30	30	30	30	30

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

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

Hasil Pengujian Validitas Kinerja Kehandalan (K) Perpustakaan Lantai 3 (Tiga)

Fakultas Ekonomi Universitas Islam Indonesia

Correlations

Correlations

		K_1.8	K_2.9	K_3.10	K_4.11	TOTAL K
K_1.8	Pearson Correlation	1	,473**	,415*	,556**	,774**
	Sig. (2-tailed)	.	,008	,022	,001	,000
	N	30	30	30	30	30
K_2.9	Pearson Correlation	,473**	1	,664**	,461*	,789**
	Sig. (2-tailed)	,008	.	,000	,010	,000
	N	30	30	30	30	30
K_3.10	Pearson Correlation	,415*	,664**	1	,592**	,841**
	Sig. (2-tailed)	,022	,000	.	,001	,000
	N	30	30	30	30	30
K_4.11	Pearson Correlation	,556**	,461*	,592**	1	,806**
	Sig. (2-tailed)	,001	,010	,001	.	,000
	N	30	30	30	30	30
TOTAL_K	Pearson Correlation	,774**	,789**	,841**	,806**	1
	Sig. (2-tailed)	,000	,000	,000	,000	.
	N	30	30	30	30	30

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

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

Hasil Pengujian Validitas Kinerja Daya Tanggap (D) Perpustakaan Lantai 3 (Tiga)

Fakultas Ekonomi Universitas Islam Indonesia

Correlations

Correlations

		D 1.12	D 2.13	D 3.14	D 4.15	TOTAL D
D_1.12	Pearson Correlation	1	,572**	,691**	,817**	,861**
	Sig. (2-tailed)	,	,001	,000	,000	,000
	N	30	30	30	30	30
D_2.13	Pearson Correlation	,572**	1	,788**	,719**	,880**
	Sig. (2-tailed)	,001	,	,000	,000	,000
	N	30	30	30	30	30
D_3.14	Pearson Correlation	,691**	,788**	1	,679**	,896**
	Sig. (2-tailed)	,000	,000	,	,000	,000
	N	30	30	30	30	30
D_4.15	Pearson Correlation	,817**	,719**	,679**	1	,902**
	Sig. (2-tailed)	,000	,000	,000	,	,000
	N	30	30	30	30	30
TOTAL_D	Pearson Correlation	,861**	,880**	,896**	,902**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,
	N	30	30	30	30	30

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

Hasil Pengujian Validitas Kinerja Jaminan (J) Perpustakaan Lantai 3 (Tiga) Fakultas

Ekonomi Universitas Islam Indonesia

Correlations

Correlations

		J_1.16	J_2.17	J_3.18	J_4.19	TOTAL_J
J_1.16	Pearson Correlation	1	,687**	,739**	,560**	,883**
	Sig. (2-tailed)	.	,000	,000	,001	,000
	N	30	30	30	30	30
J_2.17	Pearson Correlation	,687**	1	,517**	,507**	,812**
	Sig. (2-tailed)	,000	.	,003	,004	,000
	N	30	30	30	30	30
J_3.18	Pearson Correlation	,739**	,517**	1	,589**	,832**
	Sig. (2-tailed)	,000	,003	.	,001	,000
	N	30	30	30	30	30
J_4.19	Pearson Correlation	,560**	,507**	,589**	1	,816**
	Sig. (2-tailed)	,001	,004	,001	.	,000
	N	30	30	30	30	30
TOTAL_J	Pearson Correlation	,883**	,812**	,832**	,816**	1
	Sig. (2-tailed)	,000	,000	,000	,000	.
	N	30	30	30	30	30

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

Hasil Pengujian Validitas Kinerja empati (E) Perpustakaan Lantai 3 (Tiga) Fakultas

Ekonomi Universitas Islam Indonesia

Correlations

Correlations

		E 1.20	E 2.21	E 3.22	TOTAL E
E_1.20	Pearson Correlation	1	,707**	,466**	,831**
	Sig. (2-tailed)	,	,000	,009	,000
	N	30	30	30	30
E_2.21	Pearson Correlation	,707**	1	,675**	,919**
	Sig. (2-tailed)	,000	,	,000	,000
	N	30	30	30	30
E_3.22	Pearson Correlation	,466**	,675**	1	,838**
	Sig. (2-tailed)	,009	,000	,	,000
	N	30	30	30	30
TOTAL_E	Pearson Correlation	,831**	,919**	,838**	1
	Sig. (2-tailed)	,000	,000	,000	,
	N	30	30	30	30

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



LAMPIRAN 7

HASIL PENGUJIAN RELIABILITAS HARAPAN DAN KINERJA
PERPUSTAKAAN LANTAI 2



Reliabilitas Harapan Dimensi Bukti Fisik (B) Perpustakaan Lantai 2

Universitas Islam Indonesia

Reliability

***** Method 1 (space saver) will be used for this analysis *****

-

RELIABILITY ANALYSIS - SCALE (ALPHA)
A)

		Mean	Std Dev	Cases
1.	B_1.1	4,8333	,3790	30,0
2.	B_2.2	4,7667	,4302	30,0
3.	B_3.3	4,7667	,4302	30,0
4.	B_4.4	4,6667	,5467	30,0
5.	B_5.5	4,1667	,8339	30,0
6.	B_6.6	4,3333	,6609	30,0
7.	B_7.7	4,4333	,6261	30,0

Statistics for	Mean	Variance	Std Dev	N of
SCALE	31,9667	7,1368	2,6715	Variables 7

Reliability Coefficients

N of Cases = 30,0

N of Items = 7

Alpha = ,7847



Reliabilitas Harapan Dimensi Kehandalan (K) Perpustakaan Lantai 2

Universitas Islam Indonesia.

Reliability

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	K_1.8	4,5000	,9002	30,0
2.	K_2.9	4,4000	,6747	30,0
3.	K_3.10	3,8667	1,1059	30,0
4.	K_4.11	4,5333	,7303	30,0

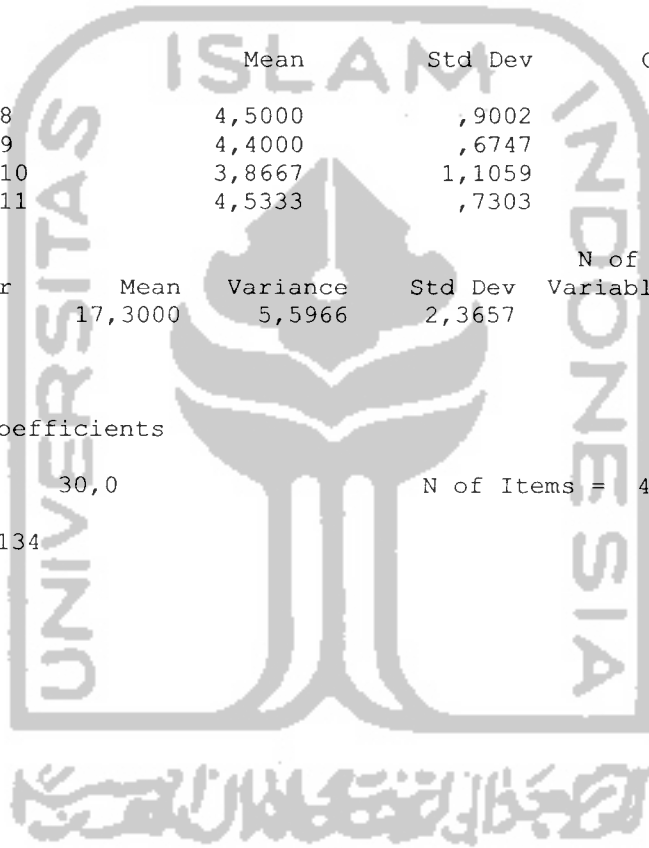
Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	17,3000	5,5966	2,3657	4

Reliability Coefficients

N of Cases = 30,0

N of Items = 4

Alpha = ,6134





Reliabilitas Harapan Dimensi Daya Tanggap (D) Perpustakaan Lantai 2

Universitas Islam Indonesia.

Reliability

***** Method 1 (space saver) will be used for this analysis *****

-

RELIABILITY ANALYSIS - SCALE (ALPHA)
A)

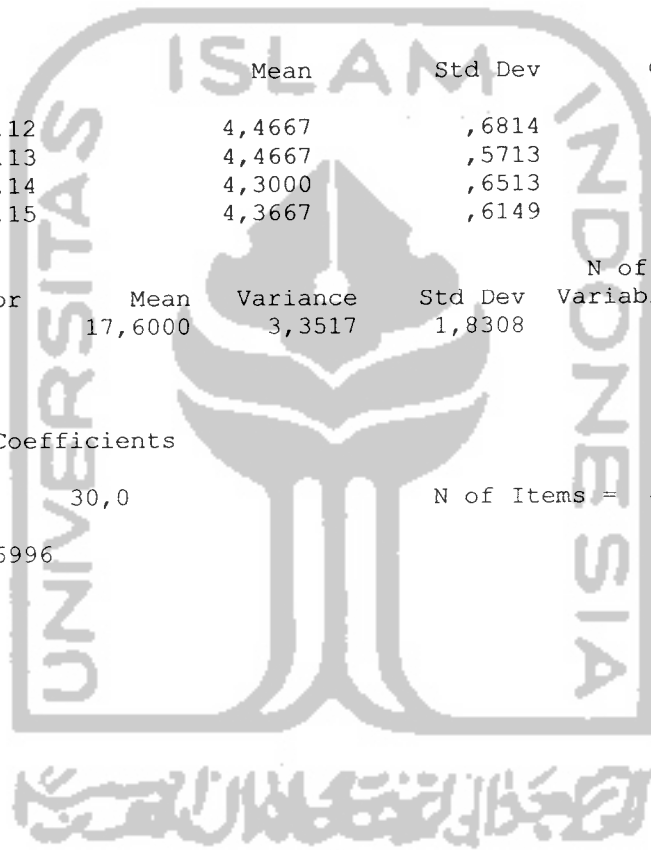
		Mean	Std Dev	Cases
1.	D_1.12	4,4667	,6814	30,0
2.	D_2.13	4,4667	,5713	30,0
3.	D_3.14	4,3000	,6513	30,0
4.	D_4.15	4,3667	,6149	30,0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	17,6000	3,3517	1,8308	4

Reliability Coefficients

N of Cases = 30,0 N of Items = 4

Alpha = ,6996



Reliabilitas Harapan Dimensi Jaminan (J) Perpustakaan Lantai 2

Universitas Islam Indonesia.

Reliability

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	J_1.16	4,3667	,4901	30,0
2.	J_2.17	4,5000	,5724	30,0
3.	J_3.18	4,4667	,5713	30,0
4.	J_4.19	4,3000	,6513	30,0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	17,6333	2,9299	1,7117	4

Reliability Coefficients

N of Cases = 30,0

N of Items = 4

Alpha = ,7334



Reliabilitas Harapan Dimensi Empati (E) Perpustakaan Lantai 2

Universitas Islam Indonesia.

Reliability

***** Method 1 (space saver) will be used for this analysis *****

-

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	E_1.20	4,6667	,5467	30,0
2.	E_2.21	4,4333	,5683	30,0
3.	E_3.22	4,3333	,7112	30,0

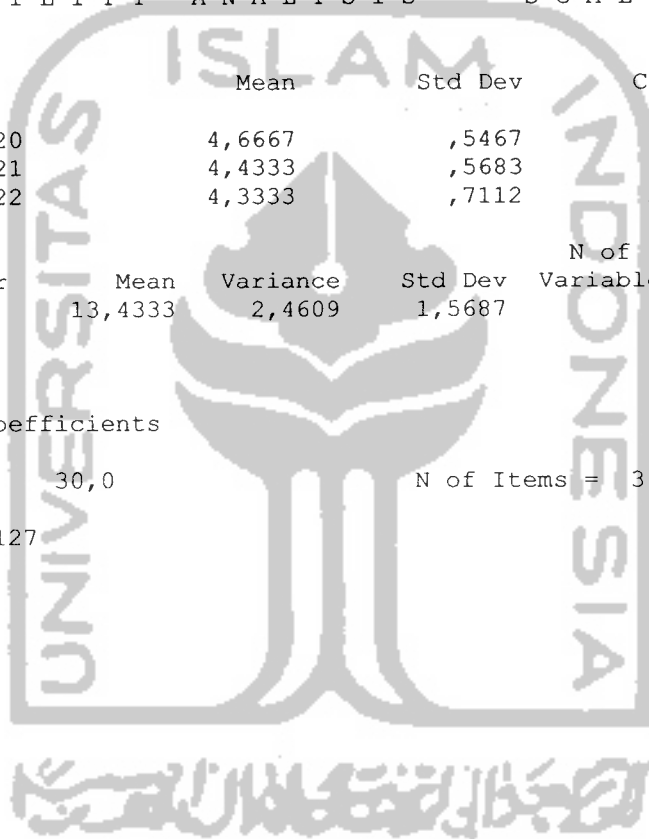
Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	13,4333	2,4609	1,5687	3

Reliability Coefficients

N of Cases = 30,0

N of Items = 3

Alpha = ,8127



Reliabilitas Kinerja Dimensi Bukti Fisik (B) Perpustakaan Lantai 2

Universitas Islam Indonesia.

Reliability

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

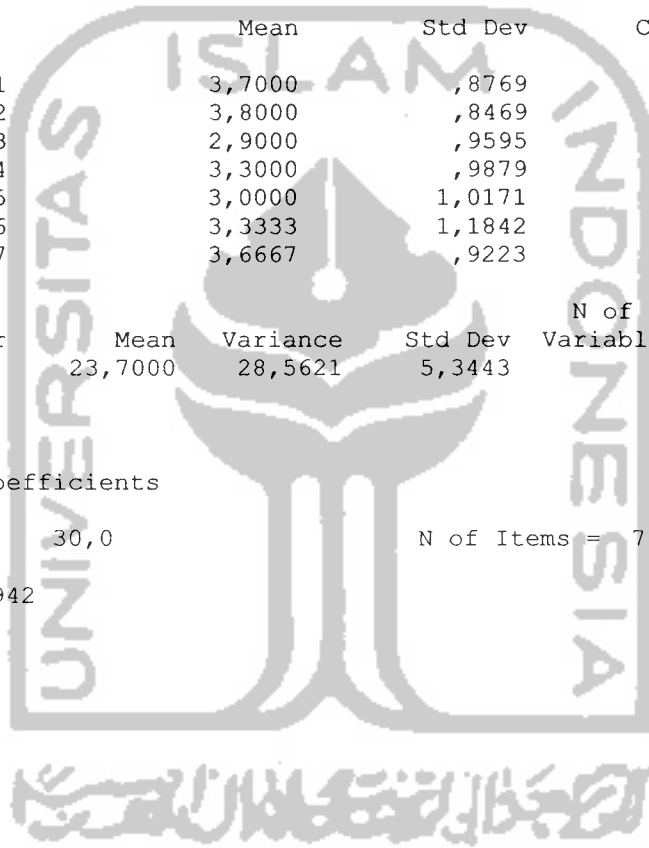
		Mean	Std Dev	Cases
1.	B_1.1	3,7000	,8769	30,0
2.	B_2.2	3,8000	,8469	30,0
3.	B_3.3	2,9000	,9595	30,0
4.	B_4.4	3,3000	,9879	30,0
5.	B_5.5	3,0000	1,0171	30,0
6.	B_6.6	3,3333	1,1842	30,0
7.	B_7.7	3,6667	,9223	30,0

Statistics for	Mean	Variance	Std Dev	N of
SCALE	23,7000	28,5621	5,3443	Variables 7

Reliability Coefficients

N of Cases = 30,0 N of Items = 7

Alpha = ,8942



Reliabilitas Kinerja Kehandalan (K) Perpustakaan Lantai 2

Universitas Islam Indonesia.

Reliability

***** Method 1 (space saver) will be used for this analysis *****

-

RELIABILITY ANALYSIS - SCALE (ALPHA)

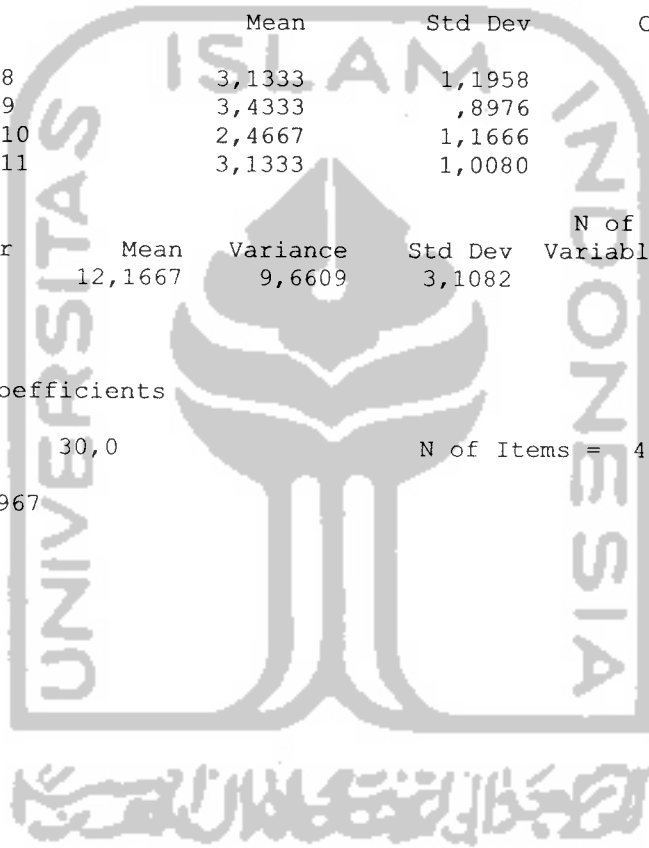
		Mean	Std Dev	Cases
1.	K_1.8	3,1333	1,1958	30,0
2.	K_2.9	3,4333	,8976	30,0
3.	K_3.10	2,4667	1,1666	30,0
4.	K_4.11	3,1333	1,0080	30,0

Statistics for	Mean	Variance	Std Dev	N of
SCALE	12,1667	9,6609	3,1082	Variables 4

Reliability Coefficients

N of Cases = 30,0 N of Items = 4

Alpha = ,6967



Reliabilitas Kinerja Daya Tanggap (D) Perpustakaan Lantai 2

Universitas Islam Indonesia.

Reliability

***** Method 1 (space saver) will be used for this analysis *****

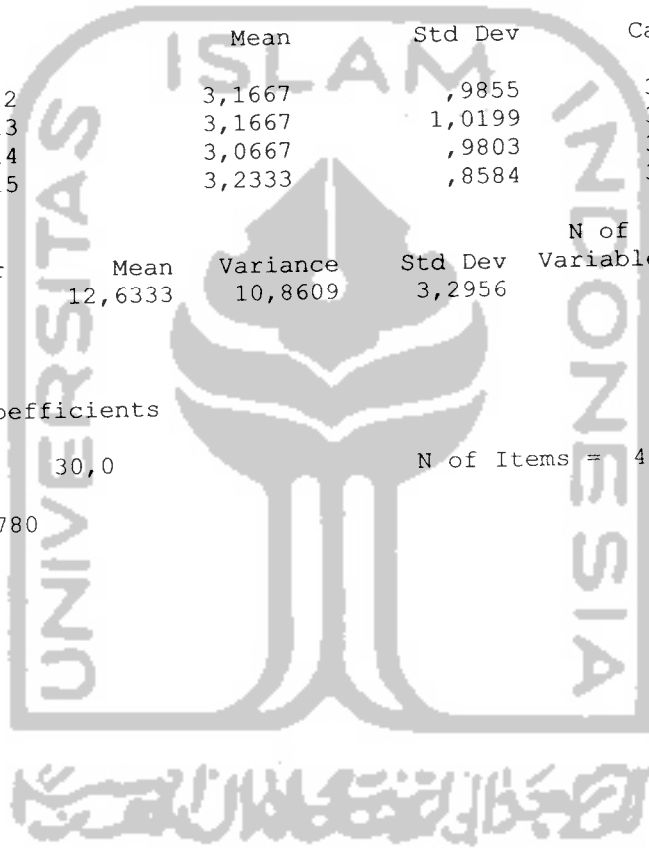
RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	D_1.12	3,1667	,9855	30,0
2.	D_2.13	3,1667	1,0199	30,0
3.	D_3.14	3,0667	,9803	30,0
4.	D_4.15	3,2333	,8584	30,0

Statistics for	Mean	Variance	Std Dev	N of
SCALE	12,6333	10,8609	3,2956	Variables 4

Reliability Coefficients

N of Cases = 30,0 N of Items = 4
Alpha = ,8780



Reliabilitas Kinerja Jaminan (J) Perpustakaan Lantai 2

Universitas Islam Indonesia.

Reliability

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	J_1.16	3,3333	,7581	30,0
2.	J_2.17	3,5333	,8604	30,0
3.	J_3.18	3,5000	,6823	30,0
4.	J_4.19	3,3333	,8841	30,0

	Mean	Variance	Std Dev	N of Variables
Statistics for SCALE	13,7000	6,8379	2,6149	4

Reliability Coefficients

N of Cases = 30,0 N of Items = 4

Alpha = ,8338



Reliabilitas Kinerja Empati (E) Perpustakaan Lantai 2

Universitas Islam Indonesia.

Reliability

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	E_1.20	3,1000	,8030	30,0
2.	E_2.21	3,2667	,8683	30,0
3.	E_3.22	3,2667	,9072	30,0

		Mean	Variance	Std Dev	N of Variables
Statistics for	SCALE	9,6333	5,3437	2,3116	3

Reliability Coefficients

N of Cases = 30,0

N of Items = 3

Alpha = ,8763





LAMPIRAN 8

HASIL PENGUJIAN RELIABILITAS HARAPAN DAN KINERJA
PERPUSTAKAAN LANTAI 3

Reliabilitas Harapan Dimensi Bukti Fisik (B) Perpustakaan Lantai 3

Universitas Islam Indonesia.

Reliability

***** Method 1 (space saver) will be used for this analysis *****

-

RELIABILITY ANALYSIS - SCALE (ALPHA)
A)

		Mean	Std Dev	Cases
1.	B_1.1	4,7667	,4302	30,0
2.	B_2.2	4,7333	,4498	30,0
3.	B_3.3	4,6667	,4795	30,0
4.	B_4.4	4,6667	,5467	30,0
5.	B_5.5	4,1000	,8030	30,0
6.	B_6.6	4,2667	,6915	30,0
7.	B_7.7	4,3333	,6065	30,0

	Mean	Variance	Std Dev	N of Variables
Statistics for SCALE	31,5333	7,7747	2,7883	7

Reliability Coefficients

N of Cases = 30,0 N of Items = 7

Alpha = ,8055



Reliabilitas Harapan Dimensi Kehandalan (K) Perpustakaan Lantai 3

Universitas Islam Indonesia.

Reliability

***** Method 1 (space saver) will be used for this analysis *****

-

RELIABILITY ANALYSIS - SCALE (ALPHA)

A)

		Mean	Std Dev	Cases
1.	K_1.8	4,2667	,7397	30,0
2.	K_2.9	4,4000	,6747	30,0
3.	K_3.10	3,8667	1,0080	30,0
4.	K_4.11	4,4333	,8172	30,0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	16,9667	5,6885	2,3851	4

Reliability Coefficients

N of Cases = 30,0 N of Items = 4

Alpha = ,7037



Reliabilitas Harapan Dimensi Daya Tanggap (D) Perpustakaan Lantai 3

Universitas Islam Indonesia.

Reliability

***** Method 1 (space saver) will be used for this analysis *****

-

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	D_1.12	4,4333	,6789	30,0
2.	D_2.13	4,4667	,5713	30,0
3.	D_3.14	4,3333	,6609	30,0
4.	D_4.15	4,4000	,6215	30,0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	17,6333	2,9299	1,7117	4

Reliability Coefficients

N of Cases = 30,0

N of Items = 4

Alpha = ,6005



Reliabilitas Harapan Dimensi Jaminan (J) Perpustakaan Lantai 3

Universitas Islam Indonesia.

Reliability

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	J_1.16	4,3333	,4795	30,0
2.	J_2.17	4,5000	,5724	30,0
3.	J_3.18	4,5000	,5724	30,0
4.	J_4.19	4,3333	,6609	30,0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	17,6667	2,9885	1,7287	4

Reliability Coefficients

N of Cases = 30,0

N of Items = 4

Alpha = ,7436



Reliabilitas Harapan Dimensi Empati (E) Perpustakaan Lantai 3

Universitas Islam Indonesia.

Reliability

***** Method 1 (space saver) will be used for this analysis *****

-

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	E_1.20	4,6667	,5467	30,0
2.	E_2.21	4,4667	,5713	30,0
3.	E_3.22	4,3333	,7112	30,0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	13,4667	2,5333	1,5916	3

Reliability Coefficients

N of Cases = 30,0

N of Items = 3

Alpha = ,8303



Reliabilitas Kinerja Dimensi Bukti Fisik (B) Perpustakaan Lantai 3

Universitas Islam Indonesia

Reliability

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	B_1.1	3,8000	,8867	30,0
2.	B_2.2	3,8000	,8052	30,0
3.	B_3.3	3,1333	1,0417	30,0
4.	B_4.4	3,4000	,9322	30,0
5.	B_5.5	3,2333	,9714	30,0
6.	B_6.6	3,4667	1,0743	30,0
7.	B_7.7	3,6333	,9643	30,0

Statistics for	Mean	Variance	Std Dev	N of
SCALE	24,4667	27,9126	5,2832	Variables 7

Reliability Coefficients

N of Cases = 30,0

N of Items = 7

Alpha = ,8985



Reliabilitas Kinerja Dimensi Keandalan (K) Perpustakaan Lantai 3

Universitas Islam Indonesia.

Reliability

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	K_1.8	3,1667	1,2058	30,0
2.	K_2.9	3,4333	,8976	30,0
3.	K_3.10	2,5667	1,2507	30,0
4.	K_4.11	3,1667	,9855	30,0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	12,3333	12,1609	3,4873	4

Reliability Coefficients

N of Cases = 30,0

N of Items = 4

Alpha = ,8076



Reliabilitas Kinerja Dimensi Daya Tanggap (D) Perpustakaan Lantai 3

Universitas Islam Indonesia.

Reliability

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	D_1.12	3,2000	,8867	30,0
2.	D_2.13	3,1667	1,0199	30,0
3.	D_3.14	3,1000	,9229	30,0
4.	D_4.15	3,2000	,8469	30,0

Statistics for	Mean	Variance	Std Dev	N of
SCALE	12,6667	10,5747	3,2519	Variables 4

Reliability Coefficients

N of Cases = 30,0 N of Items = 4

Alpha = ,9052



Reliabilitas Kinerja Dimensi Jaminan (J) Perpustakaan Lantai 3

Universitas Islam Indonesia.

Reliability

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

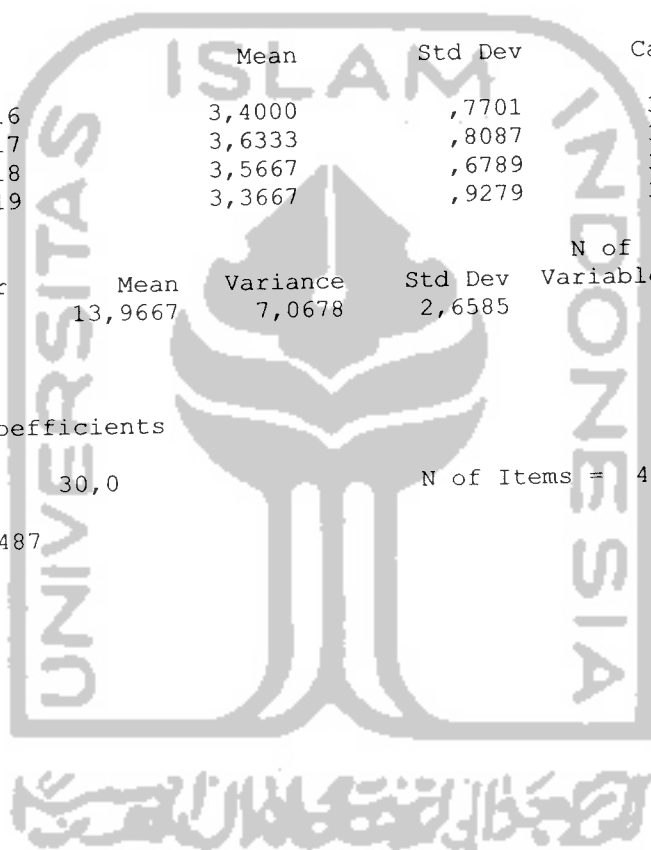
		Mean	Std Dev	Cases
1.	J_1.16	3,4000	,7701	30,0
2.	J_2.17	3,6333	,8087	30,0
3.	J_3.18	3,5667	,6789	30,0
4.	J_4.19	3,3667	,9279	30,0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	13,9667	7,0678	2,6585	4

Reliability Coefficients

N of Cases = 30,0 N of Items = 4

Alpha = ,8487



Reliabilitas Kinerja Dimensi Empati (E) Perpustakaan Lantai 3

Universitas Islam Indonesia.

Reliability

***** Method 1 (space saver) will be used for this analysis *****

-

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	E_1.20	3,0333	,8087	30,0
2.	E_2.21	3,2667	,8277	30,0
3.	E_3.22	3,3333	,8841	30,0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	9,6333	4,7230	2,1732	3

Reliability Coefficients

N of Cases = 30,0

N of Items = 3

Alpha = ,8265





Dimensi Bukti Fisik (*Tangible*) Perpustakaan Lantai 2

Paired Samples Statistics

Pair	Mean	N	Std. Deviation	Std. Error Mean
1	4,72	100	,514	,051
2	3,85	100	,730	,073
3	4,73	100	,468	,047
4	3,82	100	,783	,078
5	4,81	100	,394	,039
6	2,97	100	,969	,097
7	4,82	100	,411	,041
8	3,11	100	1,014	,101
9	4,30	100	,718	,072
10	3,15	100	,925	,093
11	4,47	100	,611	,061
12	3,40	100	1,025	,102
13	4,38	100	,678	,068
14	3,63	100	,895	,090

Paired Samples Correlations

Pair	N	Correlation	Sig.
1	100	,048	,632
2	100	,334	,001
3	100	-,147	,144
4	100	-,049	,629
5	100	,084	,408
6	100	,068	,503
7	100	,151	,134

Paired Samples Test

	Paired Differences							df	Sig. (2-tailed)
	Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference		t	Sig. (2-tailed)		
				Lower	Upper				
Pair 1 H.B_1.2 - K.B_1.2	,87	,872	,087	,70	1,04	9,975	99	,000	
Pair 2 H.B_2.2 - K.B_2.2	,91	,767	,077	,76	1,06	11,870	99	,000	
Pair 3 H.B_3.2 - K.B_3.2	1,84	1,098	,110	1,62	2,06	16,752	99	,000	
Pair 4 H.B_4.2 - K.B_4.2	1,71	1,113	,111	1,49	1,93	15,367	99	,000	
Pair 5 H.B_5.2 - K.B_5.2	1,15	1,123	,112	,93	1,37	10,245	99	,000	
Pair 6 H.B_6.2 - K.B_6.2	1,07	1,157	,116	,84	1,30	9,249	99	,000	
Pair 7 H.B_7.2 - K.B_7.2	,75	1,038	,104	,54	,96	7,223	99	,000	

Dimensi Kehandalan (Reliability)

Paired Samples Statistics

	Mean	N	Std. Deviation	Std. Error Mean
Pair 1	H.K_1.2	100	,731	,073
	K.K_1.2	100	1,008	,101
Pair 2	H.K_2.2	100	,689	,069
	K.K_2.2	100	,865	,086
Pair 3	H.K_3.2	100	,942	,094
	K.K_3.2	100	1,178	,118
Pair 4	H.K_4.2	100	,607	,061
	K.K_4.2	100	,882	,088

Paired Samples Correlations

	N	Correlation	Sig.
Pair 1	H.K_1.2 & K.K_1.2	-,053	,599
Pair 2	H.K_2.2 & K.K_2.2	,200	,046
Pair 3	H.K_3.2 & K.K_3.2	,039	,703
Pair 4	H.K_4.2 & K.K_4.2	,107	,290

Paired Samples Test

	Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference		t	df	Sig. (2-tailed)
				Lower	Upper			
Pair 1	H.K_1.2 - K.K_1.2	1,277	,128	,83	1,33	8,459	99	,000
Pair 2	H.K_2.2 - K.K_2.2	,992	,099	,72	1,12	9,277	99	,000
Pair 3	H.K_3.2 - K.K_3.2	1,480	,148	1,06	1,64	9,124	99	,000
Pair 4	H.K_4.2 - K.K_4.2	1,016	,102	,97	1,37	11,520	99	,000

Dimensi Daya Tanggap (Responsiveness)

Paired Samples Statistics

	Mean	N	Std. Deviation	Std. Error Mean
Pair 1	4,47	100	,643	,064
Pair 2	3,49	100	,882	,088
Pair 3	4,54	100	,593	,059
Pair 4	3,44	100	,845	,084
Pair 1	4,50	100	,577	,058
Pair 2	3,37	100	,960	,096
Pair 3	4,54	100	,576	,058
Pair 4	3,48	100	,822	,082

Paired Samples Correlations

	N	Correlation	Sig.
Pair 1	100	,106	,292
Pair 2	100	,186	,064
Pair 3	100	,173	,085
Pair 4	100	,130	,199

Paired Samples Test

	Paired Differences							
	Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference		t		
				Lower	Upper			
Pair 1	H.D_1.2 - K.D_1.2	1,035	,103	,77	1,19	9,473	99	,000
Pair 2	H.D_2.2 - K.D_2.2	,937	,094	,91	1,29	11,734	99	,000
Pair 3	H.D_3.2 - K.D_3.2	1,031	,103	,93	1,33	10,956	99	,000
Pair 4	H.D_4.2 - K.D_4.2	,941	,094	,87	1,25	11,266	99	,000

Dimensi Jaminan (Assurance)

Paired Samples Statistics

	Mean	N	Std. Deviation	Std. Error Mean
Pair 1	H.J_1.2	100	,614	,061
	K.J_1.2	100	,717	,072
Pair 2	H.J_2.2	100	,627	,063
	K.J_2.2	100	,790	,079
Pair 3	H.J_3.2	100	,592	,059
	K.J_3.2	100	,732	,073
Pair 4	H.J_4.2	100	,636	,064
	K.J_4.2	100	,772	,077

Paired Samples Correlations

	N	Correlation	Sig.
Pair 1	H.J_1.2 & K.J_1.2	,092	,361
Pair 2	H.J_2.2 & K.J_2.2	,144	,154
Pair 3	H.J_3.2 & K.J_3.2	,268	,007
Pair 4	H.J_4.2 & K.J_4.2	,152	,130

Paired Samples Test

		Paired Differences				t	df	Sig. (2-tailed)
	Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference				
				Lower	Upper			
Pair 1	H.J_1.2 - K.J_1.2	,900	,090	,65	1,01	9,227	99	,000
Pair 2	H.J_2.2 - K.J_2.2	,935	,094	,60	,98	8,447	99	,000
Pair 3	H.J_3.2 - K.J_3.2	,809	,081	,69	1,01	10,510	99	,000
Pair 4	H.J_4.2 - K.J_4.2	,922	,092	,58	,94	8,239	99	,000

Dimensi Empati (Empathy)

Paired Samples Statistics

	Mean	N	Std. Deviation	Std. Error Mean
Pair 1 H.E_1.2 K.E_1.2	4,68 3,39	100 100	,490 ,875	,049 ,087
Pair 2 H.E_2.2 K.E_2.2	4,54 3,51	100 100	,558 ,870	,056 ,087
Pair 3 H.E_3.2 K.E_3.2	4,47 3,48	100 100	,627 ,893	,063 ,089

Paired Samples Correlations

	N	Correlation	Sig.
Pair 1 H.E_1.2 & K.E_1.2	100	,153	,129
Pair 2 H.E_2.2 & K.E_2.2	100	,051	,613
Pair 3 H.E_3.2 & K.E_3.2	100	,008	,938

Paired Samples Test

	Paired Differences						
	Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference		Sig. (2-tailed)	
				Lower	Upper		
Pair 1 H.E_1.2 - K.E_1.2	1,29	,935	,094	1,10	1,48	13,793	,99
Pair 2 H.E_2.2 - K.E_2.2	1,03	1,010	,101	,83	1,23	10,202	,99
Pair 3 H.E_3.2 - K.E_3.2	,99	1,087	,109	,77	1,21	9,107	,99

Uji Semua Dimensi

Paired Samples Statistics

Pair	Mean	N	Std. Deviation	Std. Error Mean
1 H_TOT.2	99,55	100	7,503	,750
1 K_TOT.2	75,92	100	12,904	1,290

Paired Samples Correlations

Pair 1	N	Correlation	Sig.
1 H_TOT.2 & K_TOT.2	100	,267	,007

Paired Samples Test

Pair 1	Paired Differences						t	df	Sig. (2-tailed)
	Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference		t			
				Lower	Upper				
1 H_TOT.2 - K_TOT.2	23,63	13,080	1,308	21,03	26,23	18,066	99	,000	

Dimensi Bukti Fisik (*Tangible*) Lantai 3

Paired Samples Statistics

	Mean	N	Std. Deviation	Std. Error Mean
Pair 1	H.B_1.3	100	,595	,059
	K.B_1.3	100	,763	,076
Pair 2	H.B_2.3	100	,498	,050
	K.B_2.3	100	,803	,080
Pair 3	H.B_3.3	100	,423	,042
	K.B_3.3	100	1,044	,104
Pair 4	H.B_4.3	100	,419	,042
	K.B_4.3	100	,999	,100
Pair 5	H.B_5.3	100	,682	,068
	K.B_5.3	100	,985	,099
Pair 6	H.B_6.3	100	,659	,066
	K.B_6.3	100	,959	,096
Pair 7	H.B_7.3	100	,677	,068
	K.B_7.3	100	,886	,089

Paired Samples Correlations

	N	Correlation	Sig.
Pair 1	H.B_1.3 & K.B_1.3	,071	,481
Pair 2	H.B_2.3 & K.B_2.3	,374	,000
Pair 3	H.B_3.3 & K.B_3.3	-,055	,588
Pair 4	H.B_4.3 & K.B_4.3	,018	,858
Pair 5	H.B_5.3 & K.B_5.3	,077	,448
Pair 6	H.B_6.3 & K.B_6.3	,136	,178
Pair 7	H.B_7.3 & K.B_7.3	,166	,099

Paired Samples Test

	Paired Differences							df	Sig. (2-tailed)
	Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference		t	Sig. (2-tailed)		
				Lower	Upper				
Pair 1 H.B_1.3 - K.B_1.3	,76	,933	,093	,57	,95	8,143	,000	,000	
Pair 2 H.B_2.3 - K.B_2.3	,82	,770	,077	,67	,97	10,644	,000	,000	
Pair 3 H.B_3.3 - K.B_3.3	1,57	1,148	,115	1,34	1,80	13,674	,000	,000	
Pair 4 H.B_4.3 - K.B_4.3	1,56	1,076	,108	1,35	1,77	14,497	,000	,000	
Pair 5 H.B_5.3 - K.B_5.3	1,00	1,155	,115	,77	1,23	8,660	,000	,000	
Pair 6 H.B_6.3 - K.B_6.3	,99	1,087	,109	,77	1,21	9,107	,000	,000	
Pair 7 H.B_7.3 - K.B_7.3	,69	1,022	,102	,49	,89	6,752	,000	,000	

Dimensi Keandalan (Reliability)

Paired Samples Statistics

	Mean	N	Std. Deviation	Std. Error Mean
Pair 1 H.K_1.3	4,49	100	,689	,069
K.K_1.3	3,43	100	1,008	,101
Pair 2 H.K_2.3	4,51	100	,689	,069
K.K_2.3	3,64	100	,847	,085
Pair 3 H.K_3.3	4,04	100	,942	,094
K.K_3.3	2,85	100	1,158	,116
Pair 4 H.K_4.3	4,62	100	,632	,063
K.K_4.3	3,50	100	,835	,083

Paired Samples Correlations

	N	Correlation	Sig.
Pair 1 H.K_1.3 & K.K_1.3	100	-,030	,766
Pair 2 H.K_2.3 & K.K_2.3	100	,145	,151
Pair 3 H.K_3.3 & K.K_3.3	100	,006	,956
Pair 4 H.K_4.3 & K.K_4.3	100	,019	,850

Paired Samples Test

	Paired Differences				t	df	Sig. (2-tailed)
	Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference			
				Lower	Upper		
Pair 1 H.K_1.3 - K.K_1.3	1,06	1,238	,124	,81	1,31	8,565	,000
Pair 2 H.K_2.3 - K.K_2.3	,87	1,012	,101	,67	1,07	8,600	,000
Pair 3 H.K_3.3 - K.K_3.3	1,19	1,489	,149	,89	1,49	7,994	,000
Pair 4 H.K_4.3 - K.K_4.3	1,12	1,037	,104	,91	1,33	10,795	,000

Dimensi Daya Tanggap (*Responsiveness*)

Paired Samples Statistics

	Mean	N	Std. Deviation	Std. Error Mean
Pair 1 H.D_1.3	4,45	100	,642	,064
Pair 1 K.D_1.3	3,49	100	,810	,081
Pair 2 H.D_2.3	4,58	100	,554	,055
Pair 2 K.D_2.3	3,48	100	,870	,087
Pair 3 H.D_3.3	4,52	100	,577	,058
Pair 3 K.D_3.3	3,39	100	,909	,091
Pair 4 H.D_4.3	4,55	100	,575	,058
Pair 4 K.D_4.3	3,48	100	,810	,081

Paired Samples Correlations

	N	Correlation	Sig.
Pair 1 H.D_1.3 & K.D_1.3	100	,116	,252
Pair 2 H.D_2.3 & K.D_2.3	100	,150	,136
Pair 3 H.D_3.3 & K.D_3.3	100	,149	,140
Pair 4 H.D_4.3 & K.D_4.3	100	,121	,229

Paired Samples Test

	Paired Differences					Sig. (2-tailed)	
	Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference			df
				Lower	Upper	t	
Pair 1 H.D_1.3 - K.D_1.3	,96	,974	,097	,77	1,15	9,860	,000
Pair 2 H.D_2.3 - K.D_2.3	1,10	,959	,096	,91	1,29	11,473	,000
Pair 3 H.D_3.3 - K.D_3.3	1,13	1,002	,100	,93	1,33	11,282	,000
Pair 4 H.D_4.3 - K.D_4.3	1,07	,935	,093	,88	1,26	11,446	,000