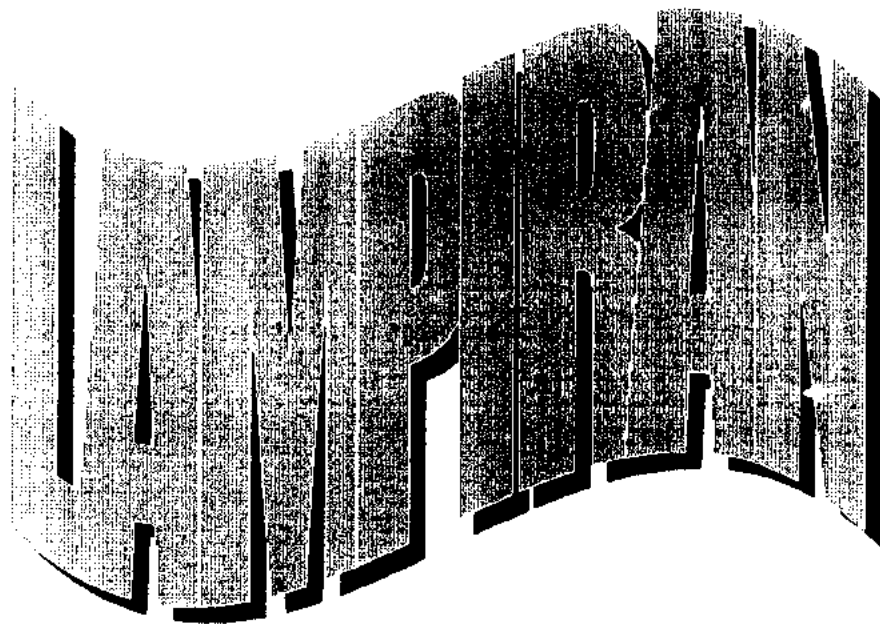


DAFTAR PUSTAKA

- Iswardono, Drs, 1989, "*Uang dan Bank*", BPFE, Yogyakarta.
- Kotler, P, 1997, "*Manajemen Pemasaran : Analisis Perencanaan, Implementasi dan Kontrol*", Jilid I. Edisi Bahasa Indonesia, Prenhallindo, Jakarta.
- Rangkuti, Freddy, 1997, "*Riset Pemasaran*", Gramedia Pustaka Utama, Jakarta.
- Singarimbun, Masri dan Sofian, 1995, "*Metode Penelitian Survei*", LP3ES, Jakarta.
- Steers, Richard M. and J. Stewart Black, 1993, "*Organizational Behavior*", Fifth Edition, Harper Collins College Publishers.
- Supranto, J, 1997, "*Pengukuran Tingkat Kepuasan Pelanggan untuk Meningkatkan Pangsa Pasar*", Rineka Cipta, Jakarta.
- Suroso, Agus, dkk, 2000, "*Analisis Kepuasan Pelanggan Jasa Listrik di Kotatiff Purwokerto*", Jurnal Ekonomi, Bisnis dan Akuntansi (JEBA), Vol 2, No. 2, September, p.45-60.
- Thoha, Miftah, 1998, "*Perilaku Organisasi*", Raja Grafindo Persada, Jakarta.
- Tjiptono, F, 1999, "*Strategi Pemasaran*", Andi Offset, Yogyakarta.
- Umar, Husein, 1999, "*Metodologi Penelitian Aplikasi dalam Pemasaran*", PT. Gramedia Pustaka Utama, Jakarta.
- Umar, Husein, 2002, "*Riset Pemasaran dan Perilaku Konsumen*", PT. Gramedia Pustaka Utama, Jakarta.
- Wiratno, DH, 1998, "*Pengukuran Tingkat Kepuasan Konsumen Dengan Servqual Instrument*", Wahan, Volume 1 No 1, Agustus, Jakarta.



**PERUSAHAAN DAERAH BANK PERKREDITAN RAKYAT
BADAN KREDIT KECAMATAN PEKUNCEN
(PD. BPR – BKK PEKUNCEN)
KABUPATEN BANYUMAS**

SURAT KETERANGAN

Nomor : 581.22/PD.BPR-BKK/PKC.II/2003.

Yang bertanda tangan di bawah ini :

Nama : PRISTIYONO SUGENG PAMUJI, SE.
Alamat : Kantor PD. BPR-BKK Pekuncen
Kabupaten Banyumas.
Jabatan : Direktur.

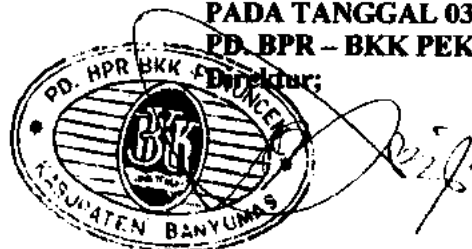
Dengan ini menerangkan bahwa :

Nama : FINOT WIDI S.
Alamat : Jl. Kalibener No.727 Purwokerto Timur.
Status : Mahasiswa Fakultas Ekonomi
Universitas Islam Indonesia Jogjakarta.
Nomor Mahasiswa : 99.311.088

Benar-benar telah mengadakan penelitian pada PD. BPR-BKK Pekuncen Kabupaten Banyumas, dari tanggal 03 Agustus 2003 sampai dengan 03 September 2003 dalam rangka pembuatan Skripsi dengan judul " ANALISIS KEPUASAN NASABAH DEBITUR PADA PD. BPR – BKK PEKUNCEN DI KABUPATEN BANYUMAS DITINJAU DARI SEGI PELAYANAN ".

Demikian Surat Keterangan ini dibuat dengan sebenar-benarnya, untuk dapat dipergunakan sebagaimana mestinya.

DIBUAT DI PEKUNCEN.
PADA TANGGAL 03 OKTOBER 2003.
PD. BPR – BKK PEKUNCEN.



PRISTIYONO SUGENG PAMUJI, SE.
NPP. 02 93 0120.



FAKULTAS EKONOMI
UNIVERSITAS ISLAM INDONESIA
JOGJAKARTA

Kepada Yth.
Bapak / Ibu Nasabah Debitur
PD. BPR – BKK PEKUNCEN
Di tempat

Saudara pengguna pelayanan jasa perbankan PD. BPR – BKK PEKUNCEN yang terhormat, memberikan pelayanan yang terbaik merupakan tujuan yang ingin dicapai pihak PD. BPR – BKK PEKUNCEN. Untuk mengukur sejauh mana tingkat pelayanan yang diberikan pihak Manajemen BPR kepada anda, maka kami mengadakan penelitian berjudul **“Analisis Kepuasan Nasabah Debitur Ditinjau dari Segi Pelayanan pada PD. BPR – BKK PEKUNCEN di Kabupaten Banyumas”**

Kami berharap kerjasama Anda untuk bersedia mengisi daftar pertanyaan yang telah kami sediakan. Adapun daftar pertanyaan ini semata-mata untuk kepentingan ilmiah dan bukan maksud lain. Jawaban yang telah Anda berikan merupakan data yang sangat diperlukan dalam penelitian kami.

Atas kesediaan dan kerjasamanya kami ucapkan terima kasih.

Hormat saya,

Finot Widi S
99.311.088



**FAKULTAS EKONOMI
UNIVERSITAS ISLAM INDONESIA
JOGJAKARTA**

QUESTIONNAIRE

“ Semua Jawaban Saudara akan sangat kami rahasiakan dan hanya rekapitulasi hasil akhir yang akan dipublikasikan, terima kasih atas waktu dan kerja sama Saudara”

Petunjuk Pengisian :

1. Pilihlah jawaban yang paling sesuai
2. Isilah titik-titik dengan jawaban yang singkat dan jelas.

Data Responden :

1. Nama lengkap :
2. Alamat/Domisili :
3. Usia :
4. Jenis Kelamin : a. Pria b. Wanita
5. Pekerjaan : a. Pegawai Negeri d. Wiraswasta
b. Karyawan Swasta e. Pedagang
c. Petani f. Lain-lain

6. Penghasilan : (Rata-rata per bulan)
- a. < Rp. 500.000,00
 - b. Rp. 500.000,00 – < Rp 1.000.000,00
 - c. Rp. 1.000.000,00 - < Rp. 3.000.000,00
 - d. Rp.3.000.000,00 - < Rp. 5.000.000,00
 - e. > Rp. 5.000.000,00
7. Pendidikan terakhir :
- | | | |
|---------|-------|-------|
| a. SD | d. D1 | g. S2 |
| b. SLTP | e. D3 | |
| c. SLTA | f. S1 | |
8. Berapa jumlah rata-rata Anda dalam mengambil kredit ?
- a. < Rp. 1.500.000,00
 - b. Rp. 1.500.000,00 - < Rp. 3.000.000,00
 - c. Rp. 3.000.000,00 - < Rp. 5.000.000,00
 - d. Rp. 5.000.000,00 - < Rp. 10.000.000,00
 - e. > Rp. 10.000.000,00

Kuesioner I

Jawablah pertanyaan di bawah ini yang menyangkut **Harapan anda** dalam memilih sebuah bank, dengan memberi tanda silang (X) di kolom yang sesuai pada :

SP = Sangat Penting (5)

KP = Kurang Penting (2)

P = Penting (4)

TP = Tidak Penting (1)

CP = Cukup Penting (3)

No	Daftar Pertanyaan	SP	P	CP	KP	TP
A	RELIABILITY (KEHANDALAN)					
1.	Perjanjian transaksi debitur dilaksanakan oleh petugas pada waktu yang diinginkan oleh debitur					
2.	Petugas menjadwalkan debitur pada waktu yang tepat					
3.	Petugas mengetahui bagaimana menyelesaikan transaksi					
4.	Petugas berusaha untuk menghindari kesalahan dalam melakukan transaksi.					
5.	Prosedur pelayanan mudah dan tidak berbelit-belit.					
6.	Prosedur penerimaan menjadi debitur dilakukan dengan cepat dan tepat					
B.	RESPONSIVENESS					
7.	Debitur menunggu dalam waktu yang relatif singkat sebelum dilayani					
8.	Pelayanan segera dimulai setelah debitur tiba/sampai di kantor BPR					
9.	Petugas dapat menyelesaikan transaksi dengan cepat dan tepat.					
10	Petugas menyelesaikan masalah dalam batas waktu yang ditentukan					
11	Petugas secepatnya membantu debitur ketika debitur mendapat kesulitan					
12	Petugas memberikan waktu untuk membantu ketika debitur meminta bantuan pelayanan.					

C.	ASSURANCE					
13	Petugas mempunyai pengetahuan yang cukup dalam hal pelayanan					
14	Petugas mampu memberikan informasi dengan jelas dan mudah dimengerti					
15	Petugas menjamin keamanan debitur sewaktu bertransaksi.					
16	Petugas selalu berusaha menanamkan kepercayaan debitur terhadap perusahaan					
17	Petugas memiliki senyum yang ramah					
18	Petugas berbicara dengan cara yang menyenangkan dan mudah dimengerti oleh debitur.					
D.	EMPHATY					
19	Petugas memberikan perhatian secara individu					
20	Petugas memberikan perhatian terhadap keluhan debitur					
21	Petugas berusaha memahami keinginan dan kebutuhan debitur					
22	Petugas memberikan perhatian yang sungguh-sungguh terhadap debitur ketika debitur meminta suatu transaksi.					
23	Petugas memberikan pelayanan yang sama tanpa memandang status sosial					
24	Petugas memberikan pelayanan secara menyeluruh dan tuntas.					
E.	TANGIBLES					
25	Ruangan kantor yang bersih dan rapi					
26	Debitur merasa aman dan nyaman menunggu di ruang tunggu					
27	Petugas berpenampilan bersih dan rapi					
28	Petugas mengenakan pakaian kerja sesuai dengan peraturan.					
29	Perlengkapan dan peralatan pelayanan yang baik dan memadai					
30	Debitur dapat memarkir kendaraan dengan leluasa dan terjamin keamanannya					

Kuesioner 2

Jawablah pertanyaan di bawah ini yang menyangkut **Pengalaman anda** setelah anda menerima atau mengalami pelayanan bank ini, dengan memberi tanda silang (X) di kolom yang sesuai pada :

SS = Sangat Setuju (5)

TS = Tidak Setuju (2)

S = Setuju (4)

STS = Sangat Tidak Setuju (1)

N = Netral (3)

No	Daftar Pertanyaan	SS	S	N	TS	STS
A	RELIABILITY (KEHANDALAN)					
1.	Perjanjian transaksi debitur dilaksanakan oleh petugas pada waktu yang diinginkan oleh debitur					
2.	Petugas menjadwalkan debitur pada waktu yang tepat					
3.	Petugas mengetahui bagaimana menyelesaikan transaksi					
4.	Petugas berusaha untuk menghindari kesalahan dalam melakukan transaksi.					
5.	Prosedur pelayanan mudah dan tidak berbelit-belit.					
6.	Prosedur penerimaan menjadi debitur dilakukan dengan cepat dan tepat					
B.	RESPONSIVENESS					
7.	Debitur menunggu dalam waktu yang relatif singkat sebelum dilayani					
8.	Pelayanan segera dimulai setelah debitur tiba/sampai di kantor BPR					
9.	Petugas dapat menyelesaikan transaksi dengan cepat dan tepat.					
10	Petugas menyelesaikan masalah dalam batas waktu yang ditentukan					
11	Petugas secepatnya membantu debitur ketika debitur mendapat kesulitan					
12	Petugas memberikan waktu untuk membantu ketika debitur meminta bantuan pelayanan.					

C.	ASSURANCE					
13	Petugas mempunyai pengetahuan yang cukup dalam hal pelayanan					
14	Petugas mampu memberikan informasi dengan jelas dan mudah dimengerti					
15	Petugas menjamin keamanan debitur sewaktu bertransaksi.					
16	Petugas selalu berusaha menanamkan kepercayaan debitur terhadap perusahaan					
17	Petugas memiliki senyum yang ramah					
18	Petugas berbicara dengan cara yang menyenangkan dan mudah dimengerti oleh debitur.					
D.	EMPHATY					
19	Petugas memberikan perhatian secara individu					
20	Petugas memberikan perhatian terhadap keluhan debitur					
21	Petugas berusaha memahami keinginan dan kebutuhan debitur					
22	Petugas memberikan perhatian yang sungguh-sungguh terhadap debitur ketika debitur meminta suatu transaksi.					
23	Petugas memberikan pelayanan yang sama tanpa memandang status sosial					
24	Petugas memberikan pelayanan secara menyeluruh dan tuntas.					
E.	TANGIBLES					
25	Ruangan kantor yang bersih dan rapi					
26	Debitur merasa aman dan nyaman menunggu di ruang tunggu					
27	Petugas berpenampilan bersih dan rapi					
28	Petugas mengenakan pakaian kerja sesuai dengan peraturan.					
29	Perlengkapan dan peralatan pelayanan yang baik dan memadai					
30	Debitur dapat memarkir kendaraan dengan leluasa dan terjamin keamanannya					

**DATA PENELITIAN (KINERJA)
ANALISIS KEPUASAN NASABAH DEBITUR
PADA PD. BPR BKK PAKUNCEN DI KABUPATEN BANYUMAS DITINJAU DARI SEGI PELAYANAN**

No Responden	Reliability							Responsiveness									
	1	2	3	4	5	6	Jml	1	2	3	4	5	6	Jml	1	2	3
1	4	4	4	4	4	5	25	4	4	4	4	4	3	23	4	4	4
2	4	5	4	5	4	5	27	5	4	5	5	5	5	29	4	5	5
3	3	4	4	4	4	4	23	4	3	4	4	4	4	23	4	4	3
4	4	4	4	4	4	4	24	4	3	3	4	4	4	22	4	4	3
5	4	5	5	5	4	4	27	4	4	4	4	4	4	24	4	4	4
6	3	4	3	3	3	3	19	3	4	4	4	3	3	21	3	3	3
7	4	4	4	4	4	4	24	4	4	4	5	4	4	25	4	4	3
8	4	4	3	4	3	4	22	4	4	4	4	4	4	24	3	4	3
9	5	4	4	4	4	4	25	4	4	4	5	4	4	25	4	5	4
10	3	3	3	3	3	3	18	3	3	2	3	3	3	17	3	3	3
11	4	4	4	4	4	4	24	4	3	4	4	4	4	23	4	4	4
12	4	4	4	4	4	4	24	4	3	4	4	3	3	21	3	3	3
13	4	5	5	5	5	5	29	5	4	5	4	4	4	26	4	4	5
14	4	4	4	4	4	4	24	5	5	4	4	4	5	27	4	3	4
15	3	3	3	3	3	4	19	2	3	3	3	3	3	17	3	3	2
16	3	4	3	4	3	4	21	4	4	4	4	4	4	24	3	3	4
17	4	3	3	4	3	4	21	4	4	3	3	4	3	21	3	3	3
18	4	4	4	4	4	4	24	4	4	4	4	4	4	24	3	3	3
19	4	4	4	5	4	4	25	4	5	4	5	4	4	26	4	3	3
20	4	4	4	3	4	4	23	5	5	5	5	5	4	29	5	4	4
21	5	5	4	5	5	5	29	5	5	4	5	5	5	29	4	5	5
22	5	5	4	5	5	4	28	5	4	5	4	5	5	28	5	4	4
23	4	3	3	4	3	4	21	3	3	4	3	4	3	20	3	3	3
24	4	5	4	4	4	4	25	4	4	4	5	4	4	25	4	4	4
25	4	4	4	4	4	4	24	4	4	4	4	3	4	23	4	4	5
26	5	4	4	4	5	5	27	5	4	5	5	5	4	28	5	5	5
27	4	4	4	4	4	4	24	4	5	5	4	4	5	27	5	5	4
28	4	5	4	4	4	5	26	4	3	4	4	4	4	23	5	4	4
29	4	4	4	4	4	4	24	5	4	4	5	4	4	28	4	4	4
30	5	4	4	5	4	5	27	5	4	5	4	5	4	27	5	5	4
31	4	3	4	5	4	5	25	4	3	4	4	5	3	23	4	3	4
32	5	4	5	4	4	5	27	5	4	5	5	5	5	29	4	5	5
33	5	4	4	4	4	4	25	4	3	4	4	4	5	24	3	3	5
34	5	4	5	4	4	4	26	5	4	5	5	5	5	29	4	5	5
35	2	4	4	4	4	3	21	5	4	4	3	4	2	22	4	4	3
36	4	4	4	3	3	4	22	4	4	4	3	4	3	22	4	4	3
37	3	4	4	3	3	5	22	4	4	3	3	4	2	20	3	4	3
38	5	5	5	5	5	5	30	5	5	5	5	5	5	30	4	5	4
39	5	5	4	5	4	4	27	5	5	5	5	5	5	30	4	5	5
40	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
41	4	4	3	4	3	4	22	5	4	4	5	4	4	26	4	4	3
42	3	3	4	4	3	3	20	4	4	4	5	3	3	23	3	4	3
43	4	5	4	5	4	5	27	5	5	5	5	5	5	30	5	5	4
44	4	4	4	4	4	4	24	5	5	5	5	5	5	30	5	5	5
45	5	5	5	5	4	5	29	4	5	5	5	4	5	28	5	4	5
46	4	4	4	4	4	4	24	4	5	5	5	5	5	29	4	4	4
47	4	4	4	5	4	5	26	3	5	4	3	4	3	22	3	4	4
48	4	3	4	5	4	4	24	4	4	4	4	3	3	22	4	4	3
49	4	4	4	4	3	4	23	5	4	4	4	4	3	24	4	5	4
50	5	4	5	4	4	5	27	5	5	5	4	5	4	28	4	4	4
51	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5

52	5	5	5	5	4	4	28	5	4	5	4	5	5	28	5	4	5
53	4	3	4	4	4	4	23	4	5	3	4	3	4	23	4	4	4
54	5	3	5	4	4	4	25	4	5	3	4	3	4	23	4	4	4
55	4	4	5	5	4	5	27	5	4	4	3	5	3	24	3	4	4
56	5	5	4	5	4	5	28	5	5	5	5	5	5	30	5	5	5
57	5	4	4	5	4	5	27	4	4	4	4	5	4	25	5	4	4
58	4	4	4	4	4	4	24	5	4	5	4	4	3	25	5	4	4
59	4	4	4	4	4	4	24	4	4	3	4	4	3	22	3	4	4
60	4	4	4	4	4	5	25	5	4	5	4	5	5	28	3	3	4
61	4	4	4	4	4	4	24	5	5	5	5	5	5	30	5	5	5
62	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
63	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
64	4	4	4	4	4	4	24	4	4	4	4	4	4	24	4	4	4
65	4	4	4	4	4	4	24	3	3	3	3	4	3	19	3	3	3
66	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
67	5	5	5	5	3	5	28	5	5	5	5	5	5	30	5	5	5
68	5	5	5	5	5	5	30	5	5	5	4	5	5	29	5	5	4
69	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
70	5	5	5	4	4	4	27	5	5	5	4	5	5	29	5	5	5
71	5	5	5	4	4	4	27	5	5	5	5	5	5	30	5	3	5
72	5	5	4	5	5	5	29	5	5	5	5	5	5	30	4	4	5
73	4	5	5	4	3	4	25	4	4	5	4	4	4	25	5	4	4
74	4	4	4	4	3	4	23	4	4	4	5	3	5	25	3	4	4
75	5	5	4	4	4	5	27	5	5	5	5	4	5	29	4	4	5
76	5	5	4	4	4	5	27	4	4	5	5	5	5	28	5	5	5
77	5	3	4	4	4	4	24	3	4	4	3	4	3	21	4	4	4
78	4	3	4	4	5	4	24	3	4	5	5	4	3	24	4	4	4
79	4	4	4	4	4	4	24	5	4	4	4	4	5	28	5	4	5
80	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
81	4	4	4	5	4	5	26	5	5	5	5	5	5	30	4	4	4
82	5	5	5	5	5	4	29	4	4	4	4	5	5	26	4	4	5
83	4	4	4	4	4	4	24	5	5	5	5	5	5	30	5	5	4
84	4	4	4	4	4	4	24	5	5	5	5	4	4	28	5	4	4
85	5	5	5	5	5	5	30	4	4	4	4	4	5	25	4	4	3
86	4	4	4	4	4	4	24	3	3	3	3	5	3	20	3	3	3
87	4	4	4	4	4	4	24	3	3	3	3	4	3	19	3	3	3
88	5	5	4	5	4	5	28	4	4	3	3	4	4	22	4	3	4
89	3	3	4	3	3	4	20	4	3	3	3	4	4	21	4	4	4
90	4	4	4	4	4	4	24	4	3	4	4	4	3	22	4	3	4
91	4	4	4	4	4	4	24	3	3	3	4	4	3	20	4	3	4
92	4	5	4	4	4	4	25	4	4	3	4	4	4	23	3	4	4
93	5	5	4	4	3	4	25	4	3	4	3	3	4	21	3	4	4
94	5	5	3	3	4	3	23	4	4	4	3	4	5	24	3	4	4
95	5	4	3	4	4	5	25	5	4	3	4	4	4	24	4	4	4
96	5	4	3	3	4	4	23	5	5	4	5	4	4	27	4	4	4
97	4	4	4	3	4	4	23	4	4	3	5	3	3	22	4	4	4
98	5	5	5	5	5	5	30	5	5	5	5	5	5	30	4	4	5
99	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
100	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
101	5	5	5	5	4	4	28	5	5	5	5	5	5	30	5	5	5
102	5	5	3	5	4	5	27	5	4	5	5	5	5	29	4	5	5
103	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
104	4	4	3	3	4	4	22	4	4	4	4	4	4	24	4	4	4
105	4	4	3	4	3	4	22	4	4	4	4	4	3	23	4	4	3
Jumlah	454	448	435	447	423	455	2662	458	442	448	449	452	436	2685	431	432	431
Rerata	4.32	4.27	4.14	4.26	4.03	4.33	25.35	4.36	4.21	4.27	4.26	4.30	4.15	25.57	4.10	4.11	4.10

Assurance				Empathy						Tangibles							
4	5	6	Jmi	1	2	3	4	5	6	Jmi	1	2	3	4	5	6	Jmi
4	3	3	22	4	5	4	5	4	4	26	3	4	3	3	3	4	20
5	5	5	29	5	4	5	4	5	4	27	4	5	4	4	4	4	25
4	3	4	22	4	4	4	4	4	4	24	3	3	3	4	3	3	19
4	4	4	23	4	3	3	3	4	4	21	5	5	4	4	5	5	28
4	4	4	24	4	5	4	4	4	4	25	3	4	4	4	3	4	22
3	3	3	18	4	3	4	4	3	3	21	3	3	3	3	3	3	18
3	4	4	22	4	4	4	4	4	4	24	4	4	3	4	4	4	23
4	4	4	22	4	4	4	4	4	4	24	4	3	3	3	4	4	21
4	5	5	27	4	4	4	4	4	4	24	3	3	3	3	4	4	20
2	3	3	17	3	2	2	3	3	2	15	3	2	2	2	2	2	13
4	4	4	24	4	4	3	4	4	4	23	3	3	4	4	3	3	20
3	4	4	20	4	4	4	5	4	4	25	4	4	3	3	4	4	22
4	5	4	26	4	3	4	3	4	4	22	4	3	4	4	3	4	22
4	4	4	23	4	4	4	4	4	4	24	4	4	3	3	4	4	22
3	3	3	17	3	3	3	4	3	4	20	4	4	4	3	4	3	22
4	4	4	22	4	4	3	4	4	4	23	4	4	4	4	4	4	24
3	4	3	19	4	4	5	4	5	4	26	4	4	4	4	3	3	22
3	4	4	20	4	4	4	4	4	3	23	4	4	3	3	3	3	20
4	4	4	22	4	3	3	4	4	4	22	4	3	4	4	4	4	23
4	4	4	25	4	4	4	4	4	4	24	4	4	4	4	4	4	24
4	4	5	27	5	4	5	5	5	5	29	5	5	4	4	4	5	27
5	4	5	27	5	4	5	5	4	5	28	5	4	5	5	4	5	28
3	3	3	18	3	3	3	4	4	4	21	3	4	3	3	4	3	20
5	4	5	26	3	4	4	4	5	3	23	4	4	4	4	4	4	24
4	4	4	25	4	5	4	4	5	3	25	4	3	4	3	4	4	22
4	4	5	28	4	4	4	5	5	5	27	4	4	4	4	4	4	24
4	4	5	27	4	5	4	5	5	4	27	5	5	5	5	5	5	30
4	4	4	25	5	4	4	4	4	4	25	4	4	4	4	4	3	23
4	3	4	23	4	5	4	4	4	4	25	4	4	3	3	4	4	22
4	4	5	27	4	4	4	4	4	4	24	4	4	3	4	4	4	23
3	5	4	23	4	4	3	4	3	4	22	3	4	4	5	5	3	24
4	5	5	28	5	4	5	4	4	4	28	5	4	4	4	5	4	26
5	5	5	26	5	4	5	5	4	5	28	5	4	5	5	5	4	28
4	5	5	28	5	4	4	4	4	4	25	5	5	5	5	5	4	29
2	3	2	18	3	3	3	3	2	4	18	2	4	3	3	4	4	20
4	3	4	22	3	3	3	3	3	4	19	3	2	3	4	2	4	18
4	4	3	21	3	3	4	4	2	2	18	2	4	4	4	4	3	21
4	4	5	26	5	5	5	5	5	5	30	5	5	5	5	5	5	30
4	4	5	27	5	5	5	5	5	5	30	5	5	5	5	5	5	30
5	5	5	30	5	5	5	5	5	5	30	5	5	4	4	5	5	28
4	3	3	21	3	4	4	3	3	4	21	4	3	3	3	4	4	21
3	4	3	20	3	4	3	3	3	4	20	4	2	3	3	4	3	19
4	5	5	28	5	5	5	5	5	4	28	4	4	5	4	5	5	27
5	5	5	30	5	5	5	5	5	5	30	5	5	5	5	5	5	30
5	4	5	28	5	4	4	5	4	4	28	5	5	4	4	4	4	26
4	5	5	26	4	4	4	4	4	4	24	4	4	3	3	3	4	21
3	4	3	21	4	3	4	5	5	4	25	5	4	3	4	3	4	23
3	4	5	23	4	4	3	4	4	3	22	2	4	4	4	5	4	23
4	4	4	25	3	4	4	4	4	4	23	3	4	4	4	4	3	22
4	4	5	25	4	4	4	4	4	4	24	4	5	3	5	3	3	23
5	4	4	28	5	5	5	5	5	5	30	5	5	4	4	5	5	26

5	5	5	29	5	5	5	5	5	5	30	5	5	4	4	5	5	28
4	4	4	24	3	4	3	3	4	3	20	3	4	4	3	3	2	19
4	4	3	23	4	4	3	4	4	2	21	3	3	4	3	2	3	18
4	5	5	25	3	3	4	4	5	5	24	3	4	4	5	5	4	25
3	4	5	27	5	5	5	5	5	5	30	5	5	5	5	5	5	30
4	3	5	25	4	5	4	3	5	3	24	5	5	3	3	4	4	24
4	3	3	23	3	2	3	4	4	5	21	4	4	4	3	4	4	23
3	3	4	21	3	4	3	4	4	3	21	4	4	4	3	2	3	20
4	4	5	23	5	5	5	3	5	4	27	4	4	4	4	4	3	23
5	4	5	29	5	5	5	5	5	4	29	5	5	4	4	5	5	28
5	4	5	29	5	5	5	5	5	4	29	5	5	4	4	5	5	28
5	5	5	30	5	5	5	5	5	5	30	5	5	5	5	5	5	30
4	4	4	24	4	4	4	4	4	4	24	4	4	4	4	4	4	24
3	3	4	19	4	4	4	4	4	4	24	4	4	4	4	4	4	24
5	5	5	30	5	5	5	5	5	5	30	5	5	5	5	5	5	30
5	5	5	30	5	5	5	5	5	5	30	5	5	4	5	5	5	29
5	4	5	28	5	5	5	4	5	5	29	5	5	5	4	5	5	29
4	5	5	29	5	5	5	5	5	5	30	5	5	4	4	5	5	28
5	5	5	30	5	5	5	5	5	5	30	4	4	4	5	5	4	26
5	5	5	28	5	5	5	5	5	5	30	5	5	5	5	5	5	30
4	5	5	27	5	5	5	5	5	4	29	5	5	4	5	5	4	28
5	4	4	26	2	3	4	2	4	2	17	4	2	3	3	3	3	18
4	5	4	24	3	3	3	4	5	3	21	2	3	4	3	4	4	20
4	4	4	25	4	4	4	4	4	4	24	5	5	5	3	4	4	26
4	4	4	27	5	5	5	4	5	5	29	5	5	5	4	3	4	26
4	4	3	23	3	4	3	4	4	3	21	3	4	4	3	3	4	21
4	3	3	22	4	4	3	4	4	4	23	4	4	3	3	3	4	21
5	5	5	29	4	5	5	5	5	4	28	5	5	5	5	3	3	26
5	5	5	30	5	5	5	5	5	5	30	5	5	5	5	5	5	30
4	5	5	26	5	5	5	4	5	5	29	5	5	5	4	5	5	29
5	5	5	28	5	5	5	4	5	5	29	4	4	4	4	4	4	24
5	4	5	28	5	5	5	4	5	5	29	5	5	5	3	5	5	28
4	4	4	25	5	4	5	5	5	4	28	4	4	4	4	4	4	24
5	5	5	26	5	5	5	4	5	5	29	4	4	4	4	4	4	24
3	3	4	19	4	4	4	4	4	4	24	4	4	4	4	4	4	24
3	3	4	19	4	4	4	4	5	4	25	4	4	4	4	4	4	24
3	4	4	22	4	3	4	3	4	3	21	4	4	4	3	4	3	22
4	3	4	23	4	4	4	4	5	4	25	4	4	4	4	3	4	23
4	4	4	23	4	4	4	4	4	4	24	4	4	5	5	4	5	27
3	4	3	21	4	3	4	3	4	3	21	4	4	3	4	4	4	23
4	4	4	23	4	3	4	3	4	3	21	4	4	3	4	4	3	22
3	3	3	20	3	4	3	3	4	3	20	2	2	4	4	4	4	20
4	3	4	22	4	4	3	3	4	2	20	4	2	3	4	4	4	21
3	4	4	23	4	3	4	4	4	4	23	3	4	3	4	3	3	20
4	4	4	24	4	3	3	3	4	4	21	2	4	4	4	4	3	21
4	3	3	22	3	4	3	3	4	4	21	4	4	4	3	4	4	23
4	5	5	27	5	5	5	5	5	5	30	5	5	5	5	5	5	30
5	5	5	30	5	5	5	4	5	5	29	5	5	5	5	5	5	30
5	5	5	30	5	5	5	5	4	4	28	4	5	3	4	4	4	24
5	5	5	30	4	4	5	5	5	4	27	5	5	4	5	4	5	28
5	5	5	29	5	4	4	4	5	4	26	4	5	4	4	4	5	26
5	5	5	30	5	5	5	5	5	5	30	5	5	5	5	5	5	30
4	4	4	24	4	4	3	4	4	3	22	4	3	4	4	3	3	21
3	3	4	21	4	4	3	4	4	3	22	3	4	3	3	4	4	21
423	430	448	2595	439	434	432	434	454	423	2616	427	432	413	413	424	422	2531
4.03	4.10	4.27	24.71	4.18	4.13	4.11	4.13	4.32	4.03	24.91	4.07	4.11	3.93	3.93	4.04	4.02	24.10

**DATA PENELITIAN (HARAPAN)
ANALISIS KEPUASAN NASABAH DEBITUR
PADA PD. BPR BKK PAKUNCEN DI KABUPATEN BANYUMAS DITINJAU DARI SEGI PELAYANAN**

No Responden	Reliability							Responsiveness									
	1	2	3	4	5	6	Jml	1	2	3	4	5	6	Jml	1	2	3
1	5	5	5	5	5	5	30	5	5	5	5	5	5	30	4	4	5
2	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
3	5	5	4	5	5	5	29	5	5	5	5	5	5	30	5	4	5
4	5	5	4	4	4	4	26	5	5	4	4	5	5	28	3	4	4
5	5	4	4	4	5	5	27	4	5	5	4	5	5	28	5	5	5
6	4	4	5	5	5	4	27	3	4	4	4	5	5	25	4	5	4
7	5	5	4	4	4	4	26	4	4	5	4	5	5	27	4	4	4
8	5	5	4	4	5	4	27	5	5	5	5	4	4	28	4	4	4
9	5	5	3	4	4	4	25	4	5	4	4	5	4	26	3	3	4
10	5	4	5	5	4	5	28	5	5	5	4	5	5	29	4	5	4
11	5	4	4	4	4	4	25	4	4	4	4	4	5	25	4	5	5
12	4	3	4	4	4	4	23	4	4	4	4	4	4	24	4	4	4
13	5	4	3	3	4	5	24	4	5	4	4	4	5	26	4	4	4
14	5	4	5	4	4	5	27	5	5	4	5	5	5	29	5	4	5
15	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
16	5	5	5	5	5	4	29	4	5	5	5	5	5	29	4	5	5
17	4	3	4	5	4	5	25	5	5	5	5	4	5	29	4	4	5
18	5	5	4	4	5	5	28	4	5	4	4	5	5	27	4	4	4
19	4	4	5	5	4	4	26	5	5	4	5	5	5	28	5	4	5
20	5	4	4	4	4	4	25	5	5	5	5	5	4	29	4	5	5
21	5	5	5	4	4	5	28	5	5	4	4	5	4	27	5	5	4
22	5	4	5	5	4	5	28	5	5	5	5	4	5	29	5	4	4
23	5	5	5	5	4	5	29	5	5	5	5	5	5	30	4	5	4
24	4	4	3	3	4	5	23	4	4	4	3	4	3	22	4	4	3
25	5	4	3	3	5	4	24	5	5	5	4	4	5	28	4	5	4
26	5	5	5	5	4	5	29	5	4	5	5	5	5	29	4	5	5
27	4	3	3	5	5	5	25	5	5	4	4	5	5	28	5	5	4
28	3	3	3	5	4	4	22	5	4	5	4	4	3	25	3	4	4
29	3	4	5	4	3	4	23	4	4	5	4	5	5	27	3	4	4
30	4	4	3	3	4	5	23	4	4	4	4	3	4	23	5	4	4
31	4	5	3	5	4	3	24	5	4	4	4	4	5	28	4	4	4
32	5	5	4	5	4	5	28	5	5	5	4	5	5	29	4	5	4
33	4	4	4	5	4	5	26	4	4	4	5	5	4	26	5	5	5
34	5	4	5	5	4	5	28	5	4	5	5	5	4	28	5	5	5
35	5	5	5	4	5	5	29	5	5	5	5	4	5	29	4	5	4
36	5	5	5	5	5	5	30	5	4	5	4	5	5	28	5	4	4
37	5	5	5	4	5	4	28	4	5	5	5	4	4	27	4	5	4
38	4	5	4	5	5	5	28	5	4	4	5	5	5	28	5	4	5
39	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
40	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
41	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
42	5	5	5	4	5	4	28	5	4	5	4	5	5	28	4	5	4
43	4	5	5	5	4	4	27	5	4	5	4	4	4	26	4	4	5
44	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
45	5	5	5	5	5	5	30	4	4	5	4	5	5	27	4	4	5
46	4	5	5	5	4	5	28	5	5	4	5	5	4	28	5	5	4
47	4	4	4	5	4	4	25	4	4	4	4	5	5	26	4	4	5
48	5	5	5	5	5	5	30	4	4	5	4	5	4	26	4	4	4
49	5	4	4	5	4	5	27	5	5	4	5	5	5	29	4	5	4
50	4	4	4	4	4	5	25	5	5	5	5	5	5	30	4	5	5
51	5	4	4	5	4	5	27	5	4	5	5	5	5	29	3	5	4

52	5	4	4	5	4	4	26	5	5	5	4	4	5	28	5	5	4
53	4	5	4	5	4	5	27	5	4	4	5	5	4	27	5	5	5
54	5	5	5	5	5	5	30	5	5	5	4	5	5	29	4	4	5
55	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
56	5	5	5	5	5	5	30	5	4	5	4	5	5	28	5	4	5
57	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
58	4	4	5	5	5	5	28	5	4	5	4	5	5	28	3	4	5
59	5	4	4	5	4	5	27	4	5	4	4	5	5	27	4	4	5
60	5	5	5	4	4	5	28	5	5	4	4	5	5	28	5	5	4
61	5	4	4	4	5	5	27	5	5	5	5	4	5	29	5	4	5
62	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
63	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
64	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
65	5	5	4	4	5	5	28	3	4	3	4	3	3	20	3	3	3
66	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
67	5	4	5	4	5	5	28	4	5	5	5	4	4	27	4	5	5
68	5	4	4	5	4	5	27	4	5	5	4	4	5	27	5	5	5
69	5	5	5	5	5	5	30	4	5	4	5	5	4	27	4	5	4
70	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
71	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
72	5	5	4	5	5	5	28	5	5	5	5	5	5	30	4	4	5
73	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
74	4	5	4	4	5	4	28	4	4	5	5	4	4	28	4	4	4
75	4	4	5	5	4	5	27	5	4	4	4	5	4	28	5	4	5
76	4	5	4	4	5	5	27	4	4	4	5	5	5	27	4	5	4
77	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
78	5	5	5	5	5	5	30	5	4	5	4	5	5	28	5	4	3
79	5	5	5	5	4	5	29	5	4	5	4	5	5	28	5	5	4
80	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
81	5	5	5	5	5	5	30	5	4	5	5	5	5	29	5	5	4
82	5	5	5	5	5	5	30	5	5	4	5	5	4	28	5	5	3
83	5	5	5	5	5	5	30	5	5	5	5	5	4	29	5	5	5
84	4	5	5	4	4	4	28	4	4	4	4	5	5	26	5	5	5
85	4	5	5	5	5	4	28	4	4	5	4	4	5	28	4	4	4
86	4	4	5	5	4	5	27	5	4	4	4	4	5	28	4	4	5
87	5	5	4	5	4	5	28	3	4	3	5	3	3	21	3	3	3
88	5	5	4	5	5	5	29	4	4	4	4	4	4	24	4	4	4
89	5	5	5	5	5	5	30	3	3	4	4	4	4	22	4	3	4
90	5	5	5	5	5	5	30	4	3	4	4	4	3	22	4	4	4
91	5	5	5	5	5	4	29	4	4	4	4	3	3	22	4	4	3
92	5	4	5	5	5	4	28	4	4	5	4	4	4	25	4	5	4
93	5	4	4	4	5	5	27	5	4	4	5	5	5	28	4	4	5
94	4	5	5	5	4	5	28	4	5	4	5	4	5	27	4	5	5
95	5	4	4	5	5	4	27	4	4	5	5	5	5	28	5	4	5
96	5	5	5	4	4	4	27	5	5	4	5	4	4	27	5	5	4
97	4	5	4	5	4	5	27	4	5	5	4	5	5	28	5	4	4
98	5	5	5	5	4	5	29	5	5	5	5	5	4	29	5	4	5
99	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
100	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	4	5
101	5	5	5	5	4	5	29	5	5	5	5	5	5	30	4	5	5
102	5	5	5	5	5	5	30	5	5	5	5	5	5	30	5	5	5
103	4	5	5	5	4	4	27	5	4	4	5	5	5	28	4	4	5
104	4	4	5	5	5	5	28	4	4	4	5	4	5	26	5	4	4
105	5	5	4	5	5	5	29	5	5	5	5	5	5	30	4	5	5
Jumlah	495	486	477	482	479	497	2926	485	480	484	479	490	489	2907	463	473	471
Rerata	4.71	4.63	4.54	4.69	4.56	4.73	27.87	4.62	4.57	4.61	4.56	4.67	4.86	27.89	4.41	4.50	4.49

Assurance				Empathy						Tangibles							
4	5	6	Jmi	1	2	3	4	5	6	Jmi	1	2	3	4	5	6	Jmi
4	4	5	26	5	5	4	5	5	4	26	5	5	4	5	4	5	28
5	5	5	30	5	5	5	5	5	5	30	5	5	5	5	5	5	30
4	4	5	27	5	4	5	4	4	4	26	5	5	4	4	4	5	27
5	4	5	25	5	4	5	4	5	4	27	5	5	4	4	5	5	28
4	5	5	29	3	5	4	4	5	5	28	4	4	4	4	4	4	24
4	5	5	27	2	3	3	3	5	4	20	4	3	4	4	4	4	23
4	4	5	25	5	5	5	3	4	4	26	5	5	4	4	3	3	24
4	4	4	24	4	4	4	3	5	5	25	5	5	4	4	4	5	27
3	4	4	21	5	4	3	3	3	3	21	5	4	3	3	3	4	22
5	5	5	28	5	5	5	5	5	5	30	5	5	5	5	4	5	29
4	5	4	27	4	5	4	4	4	4	25	4	4	4	4	4	5	25
4	4	5	25	2	3	4	3	4	4	20	4	4	4	5	4	3	24
5	4	5	26	4	4	4	4	5	4	25	5	4	5	5	5	5	29
5	4	5	28	5	4	5	5	5	4	28	5	5	5	5	4	5	29
5	5	5	30	5	5	5	5	5	4	29	5	5	4	5	5	5	29
5	4	5	28	5	5	5	5	5	5	30	5	5	5	5	5	5	30
5	5	5	28	5	5	5	4	4	3	28	5	5	3	4	3	3	23
5	4	4	25	4	5	5	5	5	5	29	5	5	4	4	4	4	26
4	4	4	26	4	5	5	5	4	4	27	4	4	4	4	4	4	24
4	4	4	26	4	5	4	4	4	4	25	4	4	4	4	5	4	25
4	5	5	28	5	5	5	5	4	5	29	5	5	4	4	4	5	27
5	4	5	27	5	5	4	5	4	5	28	5	4	4	5	4	5	27
4	4	5	26	4	5	5	4	5	3	26	5	5	4	4	4	4	26
4	4	4	23	3	3	4	4	4	3	21	4	4	4	4	4	4	24
5	4	4	26	4	5	4	4	5	4	26	5	4	5	4	4	4	26
5	4	5	26	5	5	5	4	5	5	29	5	5	5	4	5	5	29
4	5	5	28	5	3	3	3	5	4	23	6	4	4	5	5	5	29
4	5	4	24	5	3	4	5	3	4	24	4	5	3	3	4	4	23
4	4	4	23	4	3	5	2	3	4	21	5	5	5	4	4	4	27
4	4	4	25	5	4	3	4	4	3	23	3	3	4	5	5	5	25
4	4	5	25	5	4	5	4	5	4	27	4	4	5	5	5	5	28
5	5	4	27	4	4	5	4	5	5	27	5	5	4	4	4	3	25
5	4	3	27	5	5	4	4	5	5	28	5	4	5	4	5	3	26
4	5	4	26	5	5	5	5	5	5	30	5	4	5	4	5	4	27
5	4	5	27	5	5	4	5	5	5	29	5	5	5	5	5	5	30
5	4	5	27	5	4	5	4	4	4	28	5	5	5	5	5	5	30
5	4	5	27	5	4	5	5	4	5	28	5	4	5	5	4	4	27
5	5	5	29	5	4	4	4	5	5	27	5	4	5	5	4	5	28
5	5	5	30	5	5	5	5	5	5	30	5	5	5	5	5	5	30
5	5	5	30	5	5	5	5	5	5	30	5	5	4	4	5	5	28
5	5	5	30	5	5	5	5	5	5	30	5	5	5	5	5	5	30
5	5	5	28	4	4	4	5	4	4	25	5	4	4	5	5	5	28
5	4	5	27	4	5	5	4	5	5	28	5	4	5	4	4	4	26
5	5	5	30	5	5	5	5	5	5	30	5	5	3	3	5	5	26
5	5	5	28	4	5	5	5	5	5	29	4	4	4	4	4	4	24
4	4	4	26	5	5	5	4	4	5	28	5	5	4	5	5	5	28
4	4	5	26	4	5	5	4	4	5	27	5	5	3	4	4	4	25
4	4	5	25	5	5	5	4	4	3	26	5	5	3	4	3	4	24
4	5	5	27	5	5	5	5	5	3	28	5	5	3	5	4	4	26
3	5	5	27	5	5	5	5	5	4	29	5	5	3	5	3	4	25
4	5	5	26	5	5	5	5	5	4	29	5	5	3	4	3	3	23

5	4	5	28	4	4	4	4	4	4	24	4	5	5	5	4	4	27
4	4	5	28	5	4	5	4	5	5	28	5	4	5	3	5	5	27
3	4	5	25	5	5	5	5	5	4	29	5	5	5	5	5	5	30
3	3	5	28	5	5	5	5	5	5	30	5	5	3	3	5	5	26
3	3	5	25	5	4	5	5	5	4	28	5	5	3	3	5	5	26
4	4	4	27	5	5	4	5	5	5	29	4	4	4	4	4	5	25
3	4	4	23	4	4	4	4	4	4	24	4	4	4	4	4	4	24
4	3	5	25	5	5	5	5	5	3	28	5	5	5	5	5	3	28
4	4	5	27	5	5	4	5	5	5	29	4	5	4	4	4	4	25
4	4	4	26	4	4	4	5	4	4	25	5	5	5	4	4	5	28
5	5	5	30	5	5	4	4	4	4	26	4	4	4	4	4	5	25
5	5	5	30	5	5	5	5	5	5	30	5	5	5	5	5	5	30
5	5	5	30	5	5	5	5	5	5	30	5	5	5	5	5	5	30
2	2	3	16	4	4	4	4	4	4	24	4	4	4	2	4	4	22
5	5	5	30	5	5	5	5	5	5	30	5	5	5	5	5	5	30
4	5	4	27	4	4	5	5	5	5	28	4	4	4	5	4	4	25
4	4	4	27	5	5	4	4	4	5	27	4	4	4	5	4	4	25
4	4	4	25	5	5	5	4	5	4	28	4	4	4	5	5	4	28
5	5	5	30	5	5	5	5	5	5	30	5	5	5	5	5	5	30
5	5	5	30	5	5	5	5	5	5	30	5	5	5	5	5	5	30
4	5	5	27	5	5	5	5	5	5	30	5	5	4	5	5	5	29
5	5	5	30	5	5	5	5	5	5	30	5	5	5	5	5	5	30
5	4	5	28	5	5	5	4	4	4	27	4	4	5	4	5	4	28
4	5	4	27	5	4	4	5	5	4	27	5	4	4	4	4	5	26
5	4	5	27	5	5	5	4	5	4	28	5	5	4	5	3	4	26
5	5	5	30	5	4	5	4	5	5	28	5	4	5	4	4	5	27
3	4	5	24	5	4	4	4	5	5	27	5	5	5	4	4	4	27
4	4	5	27	5	5	4	5	5	4	26	4	4	4	5	5	5	27
5	5	5	30	5	5	5	5	5	5	30	5	5	5	5	5	5	30
4	4	4	26	5	5	4	4	5	4	27	4	4	4	5	5	5	27
4	5	4	26	5	5	5	5	5	5	30	4	4	4	4	4	4	24
4	5	4	28	5	5	4	4	5	4	27	5	5	3	3	5	5	26
4	4	5	28	5	5	4	5	5	5	29	4	5	5	4	5	4	27
5	5	5	27	5	4	4	4	5	5	27	4	5	5	5	5	4	28
4	4	5	26	5	5	4	5	5	4	28	5	5	4	4	4	5	27
4	4	3	20	4	4	4	4	4	4	24	4	4	4	2	4	4	22
3	4	4	23	3	4	3	4	3	4	21	4	4	4	4	4	4	24
4	4	4	23	4	3	4	3	4	3	21	4	4	3	4	3	4	22
4	4	3	23	3	3	4	4	4	4	22	4	3	4	4	3	4	22
3	3	3	20	3	4	3	4	3	4	21	4	3	4	4	3	4	22
4	4	4	25	4	3	4	3	4	3	21	4	4	4	4	4	4	24
4	5	5	27	5	4	5	5	4	5	28	5	4	4	4	5	4	26
4	5	4	27	4	5	5	4	4	5	27	5	5	5	4	4	4	27
4	5	4	27	5	5	5	5	5	4	29	4	5	4	4	5	4	26
4	5	4	27	4	5	5	4	5	5	28	4	5	5	4	5	4	27
4	5	5	27	4	5	5	4	5	4	27	5	4	5	4	5	4	27
3	4	5	26	5	5	5	5	5	5	30	5	5	4	4	4	4	26
5	5	5	30	5	5	5	5	5	5	30	5	5	5	5	5	5	30
5	5	5	29	5	5	5	5	5	5	30	5	5	5	5	5	5	30
5	5	5	29	5	5	5	5	5	5	30	5	5	4	4	5	5	28
5	5	5	30	5	5	5	4	5	3	27	5	5	3	3	4	5	25
4	5	4	26	5	5	5	4	5	4	28	4	5	5	4	4	4	26
5	4	4	26	5	5	5	5	4	5	29	5	5	4	4	4	4	26
5	4	5	28	5	5	4	4	4	5	27	5	5	5	5	5	4	29
452	461	483	2803	484	479	477	461	483	460	2844	490	478	448	451	458	464	2789
4.30	4.39	4.60	26.70	4.61	4.56	4.54	4.39	4.60	4.38	27.09	4.67	4.55	4.27	4.30	4.36	4.42	26.56

Uji Validitas dan Reliabilitas Pengalaman

Correlations

Correlations

		REL	REL1	REL2	REL3	REL4	REL5	REL6
REL	Pearson Correlation	1	.753*	.803*	.821*	.823*	.896*	.752*
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30
REL1	Pearson Correlation	.753*	1	.387*	.443*	.580*	.677*	.553*
	Sig. (2-tailed)	.000		.035	.014	.001	.000	.002
	N	30	30	30	30	30	30	30
REL2	Pearson Correlation	.803*	.387*	1	.695*	.826*	.682*	.481*
	Sig. (2-tailed)	.000	.035		.000	.000	.000	.007
	N	30	30	30	30	30	30	30
REL3	Pearson Correlation	.821*	.443*	.695*	1	.588*	.802*	.469*
	Sig. (2-tailed)	.000	.014	.000		.001	.000	.000
	N	30	30	30	30	30	30	30
REL4	Pearson Correlation	.823*	.580*	.826*	.588*	1	.589*	.588*
	Sig. (2-tailed)	.000	.001	.000	.001		.001	.001
	N	30	30	30	30	30	30	30
REL5	Pearson Correlation	.896*	.677*	.682*	.802*	.589*	1	.588*
	Sig. (2-tailed)	.000	.000	.000	.000	.001		.001
	N	30	30	30	30	30	30	30
REL6	Pearson Correlation	.752*	.553*	.481*	.469*	.588*	.588*	1
	Sig. (2-tailed)	.000	.002	.007	.009	.001	.001	
	N	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).

Reliability

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	REL1	4.0600	.5872	30.0
2.	REL2	4.1000	.6074	30.0
3.	REL3	3.6333	.5307	30.0
4.	REL4	4.1000	.6074	30.0
5.	REL5	3.9000	.6074	30.0
6.	REL6	4.1667	.5307	30.0

N of Cases = 30.0

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	4.0167	3.8333	4.1667	.3333	1.0970	.0168

Reliability Coefficients 6 items

Alpha = .8934 Standardized item alpha = .8936

Correlations

Correlations

		RES	RES1	RES2	RES3	RES4	RES5	RES6
RES	Pearson Correlation	1	.886*	.727*	.803*	.782*	.819*	.818*
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30
RES1	Pearson Correlation	.886*	1	.528*	.665*	.607*	.758*	.664*
	Sig. (2-tailed)	.000		.003	.000	.000	.000	.000
	N	30	30	30	30	30	30	30
RES2	Pearson Correlation	.727*	.528*	1	.467*	.523*	.432*	.554*
	Sig. (2-tailed)	.000	.003		.009	.003	.017	.001
	N	30	30	30	30	30	30	30
RES3	Pearson Correlation	.803*	.665*	.467*	1	.513*	.643*	.555*
	Sig. (2-tailed)	.000	.000	.000		.004	.000	.001
	N	30	30	30	30	30	30	30
RES4	Pearson Correlation	.782*	.607*	.523*	.513*	1	.505*	.527*
	Sig. (2-tailed)	.000	.000	.003	.004		.004	.003
	N	30	30	30	30	30	30	30
RES5	Pearson Correlation	.819*	.758*	.432*	.643*	.505*	1	.619*
	Sig. (2-tailed)	.000	.000	.017	.000	.004		.000
	N	30	30	30	30	30	30	30
RES6	Pearson Correlation	.818*	.664*	.554*	.556*	.527*	.619*	1
	Sig. (2-tailed)	.000	.000	.001	.001	.003	.000	
	N	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).

Reliability

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	RES1	4.1333	.7303	30.0
2.	RES2	3.9000	.6618	30.0
3.	RES3	4.0667	.6915	30.0
4.	RES4	4.1667	.6477	30.0
5.	RES5	4.0333	.6149	30.0
6.	RES6	3.9333	.6397	30.0

N of Cases = 30.0

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	4.0309	3.9000	4.1667	.2667	1.0684	.9113

Reliability Coefficients 6 items

Alpha = .3891 Standardized item alpha = .3892

Correlations

		ASS	ASS1	ASS2	ASS3	ASS4	ASS5	ASS6
ASS	Pearson Correlation	1	.796*	.863*	.828*	.817*	.675*	.890*
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30
ASS1	Pearson Correlation	.796*	1	.703*	.568*	.612*	.305	.644*
	Sig. (2-tailed)	.000		.000	.001	.000	.101	.000
	N	30	30	30	30	30	30	30
ASS2	Pearson Correlation	.863*	.703*	1	.658*	.583*	.452*	.769*
	Sig. (2-tailed)	.000	.000		.000	.001	.012	.000
	N	30	30	30	30	30	30	30
ASS3	Pearson Correlation	.828*	.568*	.658*	1	.622*	.533*	.606*
	Sig. (2-tailed)	.000	.001	.000		.000	.002	.000
	N	30	30	30	30	30	30	30
ASS4	Pearson Correlation	.817*	.612*	.583*	.622*	1	.472*	.706*
	Sig. (2-tailed)	.000	.000	.001	.000		.008	.000
	N	30	30	30	30	30	30	30
ASS5	Pearson Correlation	.675*	.305	.452*	.533*	.472*	1	.634*
	Sig. (2-tailed)	.000	.101	.012	.002	.008		.000
	N	30	30	30	30	30	30	30
ASS6	Pearson Correlation	.890*	.644*	.769*	.606*	.706*	.634*	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	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).

Reliability

RELIABILITY ANALYSIS: SCALE (ALPHA)

		Mean	Std. Dev.	Cases
1.	ASS1	3.8000	.7120	30.0
2.	ASS2	3.6667	.7303	30.0
3.	ASS3	3.7333	.7849	30.0
4.	ASS4	3.8000	.6644	30.0
5.	ASS5	3.6667	.5713	30.0
6.	ASS6	4.0667	.6915	30.0

N of Cases = 30.0

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	3.8000	3.7333	4.0667	.3333	1.0893	.6106

Reliability Coefficients: 6 items

Alpha: .8966 Standardized item alpha = .8966

Correlations

		Correlations						
		EMP	EMP1	EMP2	EMP3	EMP4	EMP5	EMP6
EMP	Pearson Correlation	1	.721**	.757**	.844**	.744**	.715**	.700**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30
EMP1	Pearson Correlation	.721**	1	.369*	.674**	.360	.345	.540**
	Sig. (2-tailed)	.000		.045	.000	.051	.082	.002
	N	30	30	30	30	30	30	30
EMP2	Pearson Correlation	.757**	.369*	1	.540**	.557**	.543**	.295
	Sig. (2-tailed)	.000	.045		.002	.001	.002	.113
	N	30	30	30	30	30	30	30
EMP3	Pearson Correlation	.844**	.674**	.540**	1	.499**	.579**	.457**
	Sig. (2-tailed)	.000	.000	.002		.005	.001	.009
	N	30	30	30	30	30	30	30
EMP4	Pearson Correlation	.744**	.360	.557**	.499**	1	.397**	.549**
	Sig. (2-tailed)	.000	.051	.001	.005		.030	.002
	N	30	30	30	30	30	30	30
EMP5	Pearson Correlation	.715**	.345	.543**	.579**	.397**	1	.338
	Sig. (2-tailed)	.000	.082	.002	.001	.030		.068
	N	30	30	30	30	30	30	30
EMP6	Pearson Correlation	.700**	.540**	.295	.467**	.549**	.338	1
	Sig. (2-tailed)	.000	.002	.113	.009	.002	.068	
	N	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).

Reliability

RELIABILITY ANALYSIS - SCALE (ALPHA)

	Mean	Std Dev	Cases			
1. EMP1	4.0000	.5252	30.0			
2. EMP2	4.0000	.7120	30.0			
3. EMP3	4.6667	.6814	30.0			
4. EMP4	4.1000	.5477	30.0			
5. EMP5	4.1333	.5713	30.0			
6. EMP6	3.9000	.6074	30.0			
N of Cases =		30.0				
Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	3.9000	3.8667	4.1333	.2667	1.0690	.0128
Reliability Coefficients		8 items				
Alpha =	.8399	Standardized item alpha =		.8418		

Correlations

Correlations

		TANG	TANG1	TANG2	TANG3	TANG4	TANG5	TANG6
TANG	Pearson Correlation	1	.849*	.790*	.799*	.783*	.797*	.849*
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30
TANG1	Pearson Correlation	.849*	1	.629*	.601*	.536*	.680*	.706*
	Sig. (2-tailed)	.000		.000	.000	.002	.000	.000
	N	30	30	30	30	30	30	30
TANG2	Pearson Correlation	.790*	.629*	1	.472*	.491*	.634*	.595*
	Sig. (2-tailed)	.000	.000		.008	.006	.000	.001
	N	30	30	30	30	30	30	30
TANG3	Pearson Correlation	.799*	.601*	.472*	1	.810*	.463*	.544*
	Sig. (2-tailed)	.000	.000	.008		.000	.010	.002
	N	30	30	30	30	30	30	30
TANG4	Pearson Correlation	.783*	.536*	.491*	.810*	1	.408*	.583*
	Sig. (2-tailed)	.000	.002	.006	.000		.025	.001
	N	30	30	30	30	30	30	30
TANG5	Pearson Correlation	.797*	.680*	.634*	.463*	.408*	1	.709*
	Sig. (2-tailed)	.000	.000	.000	.010	.025		.000
	N	30	30	30	30	30	30	30
TANG6	Pearson Correlation	.849*	.706*	.595*	.544*	.563*	.709*	1
	Sig. (2-tailed)	.000	.000	.001	.002	.001	.000	
	N	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).

Reliability

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std. Dev.	Cases
1.	TANG1	3.8667	.6388	30.0
2.	TANG2	3.8000	.7144	30.0
3.	TANG3	3.8000	.6747	30.0
4.	TANG4	3.6333	.6687	30.0
5.	TANG5	3.7333	.6397	30.0
6.	TANG6	3.8000	.7144	30.0

N of Cases = 30.0

Item	Mean	Minimum	Maximum	Range	Max/Min	Variance
1	3.7333	3.0000	3.8667	.2667	1.0741	.0109

Reliability Coefficients 6 items

Alpha = .9990 Standardized item alpha = .8960

Uji Validitas dan Reliabilitas Harapan

Correlations

Correlations

REL		REL	REL1	REL2	REL3	REL4	REL5	REL6
REL	Pearson Correlation	1	.659*	.694*	.715*	.596*	.511*	.424*
	Sig. (2-tailed)		.000	.000	.000	.001	.004	.020
	N	30	30	30	30	30	30	30
REL1	Pearson Correlation	.659*	1	.863*	.223	-.026	.376*	.248
	Sig. (2-tailed)	.000		.000	.237	.890	.041	.186
	N	30	30	30	30	30	30	30
REL2	Pearson Correlation	.694*	.863*	1	.378*	.069	.269	.088
	Sig. (2-tailed)	.000	.000		.039	.717	.150	.645
	N	30	30	30	30	30	30	30
REL3	Pearson Correlation	.715*	.223	.378*	1	.602*	.000	.136
	Sig. (2-tailed)	.000	.237	.039		.000	1.000	.474
	N	30	30	30	30	30	30	30
REL4	Pearson Correlation	.596*	-.026	.069	.802*	1	.237	.128
	Sig. (2-tailed)	.001	.890	.717	.000		.208	.499
	N	30	30	30	30	30	30	30
REL5	Pearson Correlation	.511*	.376*	.269	.000	.237	1	.167
	Sig. (2-tailed)	.004	.041	.150	1.000	.208		.378
	N	30	30	30	30	30	30	30
REL6	Pearson Correlation	.424*	.248	.088	.136	.128	.167	1
	Sig. (2-tailed)	.020	.186	.645	.474	.499	.378	
	N	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).

Reliability

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std. Dev.	Cases
1.	REL1	4.6333	.6149	30.0
2.	REL2	4.3000	.7022	30.0
3.	REL3	4.2000	.8052	30.0
4.	REL4	4.3333	.7112	30.0
5.	REL5	4.3333	.5467	30.0
6.	REL6	4.5667	.5040	30.0

N of Cases = 30.0

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	4.3944	4.0000	4.6333	.4333	1.1032	.0282

Reliability Coefficients 6 items

Alpha = .6511 Standardized item alpha = .6511

Correlations

Correlations

		RES	RES1	RES2	RES3	RES4	RES5	RES6
RES	Pearson Correlation	1	.667*	.707*	.595*	.804*	.594*	.635*
	Sig. (2-tailed)		.000	.000	.001	.000	.001	.000
	N	30	30	30	30	30	30	30
RES1	Pearson Correlation	.667*	1	.534*	.405*	.560*	.135	.067
	Sig. (2-tailed)	.000		.002	.026	.001	.478	.726
	N	30	30	30	30	30	30	30
RES2	Pearson Correlation	.707*	.534*	1	.161	.473*	.359	.366*
	Sig. (2-tailed)	.000	.002		.394	.008	.051	.047
	N	30	30	30	30	30	30	30
RES3	Pearson Correlation	.595*	.405*	.161	1	.510*	.152	.188
	Sig. (2-tailed)	.001	.026	.394		.004	.423	.320
	N	30	30	30	30	30	30	30
RES4	Pearson Correlation	.804*	.560*	.473*	.510*	1	.264	.404*
	Sig. (2-tailed)	.000	.001	.008	.004		.158	.027
	N	30	30	30	30	30	30	30
RES5	Pearson Correlation	.594*	.135	.359	.152	.264	1	.443*
	Sig. (2-tailed)	.001	.478	.051	.423	.158		.014
	N	30	30	30	30	30	30	30
RES6	Pearson Correlation	.635*	.067	.366*	.188	.404*	.443*	1
	Sig. (2-tailed)	.000	.726	.047	.320	.027	.014	
	N	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).

Reliability

RELIABILITY ANALYSIS - SCALE ALPHA

		Mean	Std Dev	Cases
1.	RES1	4.5667	.5683	30.0
2.	RES2	4.7000	.4661	30.0
3.	RES3	4.5667	.5049	30.0
4.	RES4	4.4000	.5632	30.0
5.	RES5	4.6333	.5561	30.0
6.	RES6	4.6667	.6065	30.0

N of Cases = 30.0

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	4.5389	4.4000	4.7000	.3000	1.0682	.0114

Reliability Coefficients 6 items

Alpha = .7472 Standardized item alpha = .7512

Correlations

		ASS	ASS1	ASS2	ASS3	ASS4	ASS5	ASS6
ASS	Pearson Correlation	1	.876*	.716*	.615*	.556*	.551*	.651*
	Sig. (2-tailed)		.000	.000	.000	.001	.002	.000
	N	30	30	30	30	30	30	30
ASS1	Pearson Correlation	.676*	1	.332	.355	.168	.217	.339
	Sig. (2-tailed)	.000		.073	.054	.375	.250	.067
	N	30	30	30	30	30	30	30
ASS2	Pearson Correlation	.716*	.332	1	.286	.286	.511*	.300
	Sig. (2-tailed)	.000	.073		.125	.125	.004	.108
	N	30	30	30	30	30	30	30
ASS3	Pearson Correlation	.615*	.355	.286	1	.219	.172	.257
	Sig. (2-tailed)	.000	.054	.125		.244	.362	.170
	N	30	30	30	30	30	30	30
ASS4	Pearson Correlation	.556*	.168	.286	.219	1	.043	.364*
	Sig. (2-tailed)	.001	.375	.125	.244		.821	.036
	N	30	30	30	30	30	30	30
ASS5	Pearson Correlation	.551*	.217	.511*	.172	.043	1	.245
	Sig. (2-tailed)	.002	.250	.004	.362	.821		.193
	N	30	30	30	30	30	30	30
ASS6	Pearson Correlation	.651*	.339	.300	.257	.364*	.245	1
	Sig. (2-tailed)	.000	.067	.108	.170	.036	.193	
	N	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).

Reliability

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std. Dev.	Cases
1.	ASS1	4.2000	.6644	30.0
2.	ASS2	4.4000	.5632	30.0
3.	ASS3	4.3667	.5561	30.0
4.	ASS4	4.3667	.5561	30.0
5.	ASS5	4.3333	.4795	30.0
6.	ASS6	4.6333	.4901	30.0

N of Cases = 30.0

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	4.3833	4.0000	4.6333	.4333	1.1032	.0199

Reliability Coefficients: 6 items

Alpha = .6911 Standardized item alpha = .6939

Correlations

Correlations

		EMP	EMP1	EMP2	EMP3	EMP4	EMP5	EMP6
EMP	Pearson Correlation	1	.592*	.791*	.670*	.773*	.501*	.597*
	Sig. (2-tailed)		.001	.000	.000	.000	.005	.001
	N	30	30	30	30	30	30	30
EMP1	Pearson Correlation	.592*	1	.382*	.322	.408*	-.044	.087
	Sig. (2-tailed)	.001		.037	.083	.025	.818	.647
	N	30	30	30	30	30	30	30
EMP2	Pearson Correlation	.791*	.382*	1	.473*	.550*	.329	.346
	Sig. (2-tailed)	.000	.037		.006	.002	.076	.081
	N	30	30	30	30	30	30	30
EMP3	Pearson Correlation	.670*	.322	.473*	1	.392*	.158	.319
	Sig. (2-tailed)	.000	.083	.006		.032	.405	.085
	N	30	30	30	30	30	30	30
EMP4	Pearson Correlation	.773*	.408*	.550*	.392*	1	.283	.335
	Sig. (2-tailed)	.000	.025	.002	.032		.130	.070
	N	30	30	30	30	30	30	30
EMP5	Pearson Correlation	.501*	-.044	.329	.158	.283	1	.393*
	Sig. (2-tailed)	.005	.818	.076	.405	.130		.032
	N	30	30	30	30	30	30	30
EMP6	Pearson Correlation	.597*	.087	.346	.319	.335	.393*	1
	Sig. (2-tailed)	.001	.647	.061	.085	.070	.032	
	N	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).

Reliability

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	EMP1	4.3667	.6899	30.0
2.	EMP2	4.3667	.8027	30.0
3.	EMP3	4.3667	.7184	30.0
4.	EMP4	4.1000	.8449	30.0
5.	EMP5	4.4333	.6789	30.0
6.	EMP6	4.1333	.6814	30.0

N of Cases = 30.0

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	4.2944	4.1000	4.4333	.3333	1.0313	.0197

Reliability Coefficients 6 items

Alpha = .7348 Standardized item alpha = .7344

Correlations

Correlations

		TANG	TANG1	TANG2	TANG3	TANG4	TANG5	TANG6
TANG	Pearson Correlation	1	.580**	.451*	.726**	.668**	.650**	.754**
	Sig. (2-tailed)		.001	.012	.000	.000	.000	.000
	N	30	30	30	30	30	30	30
TANG1	Pearson Correlation	.580**	1	.597*	.244	.165	-.019	.247
	Sig. (2-tailed)	.001		.000	.193	.383	.921	.188
	N	30	30	30	30	30	30	30
TANG2	Pearson Correlation	.451*	.597*	1	.139	-.046	-.090	.121
	Sig. (2-tailed)	.012	.000		.465	.810	.637	.524
	N	30	30	30	30	30	30	30
TANG3	Pearson Correlation	.726**	.244	.139	1	.537**	.477**	.415*
	Sig. (2-tailed)	.000	.193	.465		.002	.008	.023
	N	30	30	30	30	30	30	30
TANG4	Pearson Correlation	.668**	.165	-.046	.537**	1	.493**	.435*
	Sig. (2-tailed)	.000	.383	.810	.002		.008	.016
	N	30	30	30	30	30	30	30
TANG5	Pearson Correlation	.650**	-.019	-.090	.477**	.493**	1	.616*
	Sig. (2-tailed)	.000	.921	.637	.008	.006		.000
	N	30	30	30	30	30	30	30
TANG6	Pearson Correlation	.754**	.247	.121	.415*	.435*	.616*	1
	Sig. (2-tailed)	.000	.188	.524	.023	.016	.000	
	N	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).

Reliability

RELIABILITY ANALYSIS - SCALE (ADPH)

		Mean	Std. Dev.	Cases
1.	TANG1	4.7000	.5960	30.0
2.	TANG2	4.5000	.6097	30.0
3.	TANG3	4.1667	.5921	30.0
4.	TANG4	4.3000	.5960	30.0
5.	TANG5	4.2000	.6103	30.0
6.	TANG6	4.4333	.6759	30.0

N of Cases = 30.0

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	4.3833	4.1667	4.7000	.5333	1.1280	.0406

Reliability Coefficients - 6 Items

Alpha = .7000 Standardized Item Alpha = .7060