

Dengan memperhatikan teori yang ada sebagai hasil penelitian terdahulu

seperti yang telah dilakukan dalam penelitian analisis kualitas pelayanan di UAE Islamic Bank yang dilakukan oleh Hussein A. Hassani serta didasari oleh pengamatan sementara, didalam penelitian ini dirumuskan hipotesis yang

menyatakan bahwa :

– H1:Ada pengaruh yang positif antara dimensi kualitas pelayanan terhadap keseluruhan kualitas pelayanan pada Bank Syari'ah Mandiri.

– H2:Ada perbedaan yang signifikan pada setiap dimensi kualitas pelayanan ketika responden dikelompokkan berdasarkan jenis kelamin.

– H3:Ada perbedaan yang signifikan pada setiap dimensi kualitas pelayanan ketika responden dikelompokkan berdasarkan kategori usia.

– H4: Ada perbedaan yang signifikan pada setiap dimensi kualitas pelayanan ketika responden dikelompokkan berdasarkan tingkat pendidikan.

– H5: Ada perbedaan yang signifikan pada setiap dimensi kualitas pelayanan ketika responden dikelompokkan berdasarkan pekerjaan.

– H6: Ada perbedaan yang signifikan pada setiap dimensi kualitas pelayanan ketika responden dikelompokkan berdasarkan pendapatan.

4. Jasa Investasi

Reksa Dana BSM Investa Berimbang

BSM Investa Berimbang adalah reksadana Campuran (Mix Fund / Balanced Fund) berbasis instrument pasar uang, pasar obligasi dan pasar saham dengan ketentuan investasi sesuai Syariah. BSM Investa Berimbang juga dikelola, diadministrasikan, disimpan dan didistribusikan (dijual) oleh sinergi 3 (tiga) kekuatan besar, yaitu: Mandiri Investasi (sebagai manajer investasi dengan dana kelolaan terbesar di Indonesia), Deutsche Bank (sebagai bank kustodi reksa dana terbesar di Indonesia yang sudah berperan aktif sebagai kustodi reksa dana konvensional maupun Syariah) dan Bank Syariah Mandiri (sebagai agen penjual yang merupakan bank Syariah terbesar di Indonesia).

3.2. Populasi dan Sampel

3.2.1. Populasi

Populasi merupakan jumlah keseluruhan yang mencakup semua anggota yang diteliti. Dalam penelitian ini adalah semua orang yang masih aktif menabung di Bank Syariah Mandiri Cabang Yogyakarta. Sedangkan sample didefinisikan sebagai suatu bagian yang ditarik dari populasi (Istianto, 2005).

3.2.2. Sampel

Sampel adalah sebagian dari populasi yang karakteristiknya hendak diselidiki, dianggap bisa mewakili keseluruhan populasi. Cara pengambilan sample yang digunakan dalam penelitian ini adalah metode *non probability*

2. Menentukan Hipotesis operasional

Ho = Tidak ada perbedaan yang signifikan diantara level dimensi kualitas pelayanan berdasarkan karakteristik konsumen

Ha = Ada Perbedaan yang signifikan diantara level dimensi kualitas pelayanan berdasarkan karakteristik konsumen

3. Menentukan nilai kritis

Pentuan nilai kritis digunakan tingkat signifikansi 5% yang untuk pengujian dan *degree of freedom* (d.f) yang besarnya adalah $(k - 1) (n - k)$.

3. Melakukan Perhitungan dengan bantuan program SPSS sehingga diperoleh nilai

hitung

4. Membuat keputusan pengujian hipotesis :

Dibuat dengan cara membandingkan hasil perhitungan pada langkah 3 dengan 2, dengan ketentuan

- Ho diterima jika Probabilitas $\geq \alpha$.
- Ho ditolak jika Probabilitas $< \alpha$.

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LAMPIRAN

Kepada YKH:

Bapak/ Ibu dan Saudara/Saudari Responden
Di Bank Syariah Mandiri Cabang Yogyakarta

Assalamu'alaikum Wr.Wb.

Segala Puji bagi Allah SWT yang telah memberikan kita nikmat iman dan sehat sehingga kita masih diberi kesempatan untuk bertemu. Sholawat dan salam kita sampaikan kepada junjungan kita Nabi besar Muhammad SAW yang telah menunjukkan kita dari jalan kegelapan menuju jalan yang terang benderang.

Sehubungan dengan diadakannya Penelitian untuk menyelesaikan skripsi S1 Fakultas Ekonomi Jurusan Manajemen tentang "*Analisis Kualitas Pelayanan Bank Syariah dengan Pendekatan Model CARTER : Studi Kasus pada Bank Syariah Mandiri*". Maka dengan ini saya mengharapkan bantuan kepada Bapak/Ibu dan Saudara/Saudari responden untuk mengisi kuesioner terlampir guna mendapatkan informasi data yang akurat dan relevan.

Demikian permohonan ini kami sampaikan, mohon maaf atas segala kesalahan, sebelum dan sesudahnya kami ucapkan terima kasih atas bantuan Bapak/Ibu dan Saudara/Saudari dalam mengisi kuesioner ini dengan sejujur-jujunya.

Wassalamu'alaikum Wr.Wb.

Penulis

Miswanto

LAMPIRAN 1

Lampiran 2 : Pengukuran Kualitas Pelayanan pada Bank Syariah

Bagian pertama : Silahkan indikasikan / tunjukkan seberapa banyak faktor-faktor dibawah ini atau kriteria dibawah ini begitu penting untuk anda mempengaruhi anda untuk membuka rekening atau melakukan transaksi perbankan dengan Bank Syariah Mandiri dengan melingkari nomor dari tiap pernyataan yang tersedia yang lebih mendekati evaluasi anda dari pertanyaan berikut dengan skala :

- 1 = Sangat tidak setuju
- 2 = Tidak setuju
- 3 = Agak tidak setuju
- 4 = Agak setuju
- 5 = Setuju
- 6 = Sangat setuju

ITEM		SKALA					
		Sangat tidak setuju	tidak setuju	Agak Tidak setuju	Agak setuju	setuju	Sangat setuju
1.	Bank syariah Mandiri menjalankan Prinsip dan Syariah Islam	1	2	3	4	5	6
2.	Bank syariah Mandiri mendapatkan bunga baik dalam pembayaran tabungan maupun dalam pinjaman	1	2	3	4	5	6
3.	Bank syariah Mandiri seharusnya menerapkan produk dan layanan yang sesuai syariah islam	1	2	3	4	5	6
4.	Bank syariah Mandiri menerapkan ketentuan bebas bunga dan pinjaman	1	2	3	4	5	6
5.	Bank syariah Mandiri menyediakan produk investasi bagi hasil	1	2	3	4	5	6
6.	Staff bank Syariah Mandiri memiliki sifat yang dapat dipercaya oleh konsumen	1	2	3	4	5	6

7. Bank Syariah Mandiri	1	2	3	4	5	6
8. Pelanggan merasa nyaman dalam bertansaksi	1	2	3	4	5	6
9. Tim manajemen Bank Syariah Mandiri memiliki pengetahuan dalam menjawab pertanyaan konsumen dan berpengalaman	1	2	3	4	5	6
10. Bank Syariah Mandiri seharusnya memberikan layanan yang menyenangkan (waktu layanan yang cepat)	1	2	3	4	5	6
11. Mengintegrasikan nilai pelayanan bagi nasabah	1	2	3	4	5	6
12. Menyediakan banyak variasi produk dan pelayanan yang luas	1	2	3	4	5	6
13. Bank Syariah Mandiri menjamin Keamanan dalam bertansaksi	1	2	3	4	5	6
14. Banyaknya cabang yang dibuka pada jam yang tepat dan optimal	1	2	3	4	5	6
15. Tampilan kantor dan fasilitas fisik bank syaria'ah seharusnya menarik	1	2	3	4	5	6
16. Memakai perlengkapan yang modern untuk kecepatan dan keefisienan	1	2	3	4	5	6
17. Penampilan Staff yang rapi	1	2	3	4	5	6
18. Pembagian dalam bank dan cabangnya juga ruang tunggu di dalamnya yang nyaman	1	2	3	4	5	6

19. Ada tempat parkir yang nyaman	1	2	3	4	5	6
20. Lokasi bank (mudah terjangkau)	1	2	3	4	5	6
21. Nama bank banyak diketahui / dikenal, familiar bank, memiliki reputasi dan image	1	2	3	4	5	6
22. Bank Syariah seharusnya menyediakan data ukuran bank (dalam asset dan modal)	1	2	3	4	5	6
23. Kepercayaan bank pada manajemen bank	1	2	3	4	5	6
24. Bank Syariah Mandiri membuka jam operasional yang menguntungkan	1	2	3	4	5	6
25. Memahami kebutuhan spesifik pelanggan	1	2	3	4	5	6
26. Karyawan Bank Syariah Mandiri Mengetahui tentang kondisi konsumen dan kecenderungan untuk membantu konsumen	1	2	3	4	5	6
27. Dapat memenuhi kebutuhan individual	1	2	3	4	5	6
28. Pelayanan staff yang cepat dan tanggap	1	2	3	4	5	6
29. Adanya kredit dan kemudahan istilah	1	2	3	4	5	6
30. Adanya banyak cabang	1	2	3	4	5	6
31. Pelayanan conter yang cepat dan efisien	1	2	3	4	5	6

LAMPIRAN 2

Mengetahui Keseluruhan Kualitas Pelayanan :

Silahkan Tunjukkan tingkat pelayanan dan kinerja Bank Syariah Mandiri dengan
melingkari 6 poin skala yang mencerminkan kepuasan anda sebagai berikut :

- 1 = Sangat tidak setuju
- 2 = Tidak setuju
- 3 = Agak tidak setuju
- 4 = Agak setuju
- 5 = Setuju
- 6 = Sangat setuju

ITEM	SKALA					
Sangat tidak setuju	Agak Tidak setuju	Agak setuju	setuju	Sangat setu		
Secara umum kepuasan anda dengan pelayanan Bank Syariah Mandiri?	1	2	3	4	5	6
Tingkat kepuasan individu ketika berhubungan dengan Staff Bank Syariah Mandiri?	1	2	3	4	5	6
Kualitas Pelayanan secara keseluruhan?	1	2	3	4	5	6

PROFIL PELANGGAN BANK SYARIAH

Informasi anda sangat penting untuk memudahkan kita dalam menginterpretasikan data yang telah diambil. Silahkan ingkari respon dari pertanyaan berikut :

1. Jenis Kelamin Anda :

a). Laki - laki b). Perempuan

2. Usia Anda saat ini adalah :

a). Kurang dari 20 tahun b). 20-29 tahun c). 30-39 tahun

d). 40-49 tahun e). 50 tahun atau lebih

3. Dari deskripsi berikut manakah yang menunjukkan kualifikasi pendidikan Anda :

a) Tidak ada Pendidikan formal

b) SD

c) SMP

d) SMA

e) D3

f) S1

g) Diatas S1 (Master atau PhD)

h) Spesifikasi lain _____

4. Kategorikan pendapatan bulanan anda :

a) Kurang dari Rp.200.000

b) Rp.200.000- Rp.399.000

c) Rp.400.000- Rp.699.000

d) Rp.700.000- Rp.999.000

e) Diatas Rp.1000.000

5. Status Pernikahan anda :

a) Menikah

b) Belum menikah

6. Deskripsikan asal daerah anda : _____

7. Yang mana dari deskripsi berikut menunjukkan pekerjaan anda sekarang :

a) Profesional (Dokter, Pengacara, Insinyur, Wartawan, dan lain-lain)

b) Manajer / Eksekutif

c) Polisi / Tentara

8. Dalam sektor apa anda bekerja ?

- d) Akademik / Pendidik
- e) Ibu rumah tangga
- f) Wiraswasta
- g) Pelajar
- h) Lain-lain, Spesifikasikan _____

a) Sektor Publik

b) Sektor swasta

c) Pemerintahan

d) Lain - lain, Spesifikasikan _____

JK	Usia	Pendidikan	Pendapatan n	Status	Pekerjaan	Compliance 1
1	2	1	6	1	2	5,00
2	2	2	6	1	7	5,00
3	2	2	6	1	7	5,00
4	2	1	6	1	7	5,00
5	1	1	6	3	2	5,00
6	2	2	4	4	2	6,00
7	1	2	6	1	7	5,00
8	1	2	6	1	7	5,00
9	1	2	6	5	2	6,00
10	1	2	6	2	4	6,00
11	1	2	6	4	2	6,00
12	1	2	7	3	2	5,00
13	1	2	6	5	6	5,00
14	1	2	6	3	7	6,00
15	2	2	5	3	6	5,00
16	2	2	6	3	7	4,00
17	1	2	6	4	7	6,00
18	2	1	4	4	7	5,00
19	1	1	4	3	7	6,00
20	2	2	6	1	7	4,00
21	2	2	6	2	7	4,00
22	2	1	6	1	7	4,00
23	2	1	4	1	7	5,00
24	1	2	6	3	7	5,00
25	1	1	6	3	7	5,00
26	2	1	4	3	6	2,00
27	1	2	6	4	7	5,00
28	1	2	6	4	7	5,00
29	1	2	6	4	7	5,00
30	2	1	6	3	6	5,00
31	2	2	6	2	2	5,00
32	1	2	6	5	2	5,00
33	1	2	6	1	7	4,00
34	2	2	6	3	7	4,00
35	2	2	6	3	7	4,00
36	1	2	6	2	7	5,00
37	2	2	5	2	7	5,00
38	1	2	6	2	1	4,00
39	1	2	6	4	7	4,00
40	1	2	6	5	1	4,00
41	2	2	6	3	7	5,00

	1	2	3	4	5	Assurance2	Assurance1
41	6,00	6,00	6,00	6,00	5,80	5,00	5,00
40	4,00	5,00	5,00	5,00	4,00	4,00	5,00
39	6,00	6,00	6,00	6,00	6,00	6,00	3,00
38	4,00	5,00	5,00	3,00	4,00	5,60	5,00
37	5,00	5,00	5,00	5,00	5,00	4,00	4,00
36	5,00	6,00	6,00	5,00	5,00	5,20	4,00
35	4,00	4,00	4,00	4,00	4,00	4,00	4,00
34	2,00	4,00	4,00	3,00	3,40	6,00	4,00
33	4,00	4,00	4,00	6,00	5,00	6,00	3,00
32	5,00	5,00	5,00	5,00	6,00	5,20	6,00
31	5,00	5,00	5,00	5,00	5,00	5,00	5,00
30	5,00	5,00	5,00	5,00	5,00	5,00	4,00
29	5,00	4,00	5,00	5,00	5,00	6,00	5,00
28	4,00	4,00	4,00	5,00	4,80	5,00	4,00
27	4,00	3,00	4,00	4,00	3,00	4,00	4,00
26	3,00	4,00	5,00	5,00	5,00	4,00	4,00
25	6,00	6,00	6,00	6,00	6,00	5,80	5,00
24	5,00	5,00	5,00	5,00	5,00	5,00	5,00
23	5,00	6,00	6,00	4,00	5,00	5,00	4,00
22	5,00	6,00	6,00	5,00	5,00	4,00	4,00
21	5,00	5,00	5,00	5,00	4,60	5,00	5,00
20	6,00	6,00	6,00	6,00	5,50	4,00	4,00
19	4,00	5,00	5,00	4,00	4,60	4,00	4,00
18	6,00	6,00	6,00	6,00	6,00	6,00	6,00
17	4,00	5,00	5,00	4,00	4,20	5,00	5,00
16	5,00	5,00	5,00	5,00	5,00	5,00	5,00
15	5,00	5,00	5,00	5,00	5,20	5,00	5,00
14	5,00	5,00	2,00	5,00	4,40	4,00	4,00
13	5,00	5,00	5,00	5,00	5,00	5,00	5,00
12	5,00	6,00	6,00	6,00	5,40	5,00	5,00
11	6,00	6,00	6,00	6,00	6,00	6,00	6,00
10	6,00	4,00	4,00	4,00	5,00	4,00	4,00
9	6,00	6,00	6,00	6,00	6,00	6,00	6,00
8	5,00	6,00	6,00	5,00	5,40	5,00	4,00
7	5,00	6,00	6,00	5,00	6,00	5,40	4,00
6	5,00	5,00	5,00	5,00	5,20	5,00	5,00
5	4,00	5,00	5,00	4,00	4,80	4,00	4,00
4	5,00	5,00	5,00	5,00	5,00	5,00	5,00
3	4,00	6,00	5,00	6,00	5,20	5,00	5,00
2	5,00	5,00	5,00	5,00	5,00	4,00	5,00
1	6,00	6,00	6,00	6,00	6,00	5,80	5,00

	Assurance3	Assurance4	Total	Reliability1	Reliability2	Reliability3	Reliability4
1	5.00	5.00	20.00	5.00	6.00	5.00	5.00
2	4.00	4.00	17.00	4.00	5.00	4.00	5.00
3	4.00	3.00	17.00	5.00	5.00	4.00	5.00
4	6.00	4.00	20.00	6.00	5.00	5.00	5.00
5	6.00	5.00	19.00	5.00	5.00	5.00	5.00
6	6.00	5.00	21.00	6.00	4.00	5.00	5.00
7	6.00	5.00	20.00	5.00	4.00	5.00	5.00
8	6.00	5.00	20.00	5.00	5.00	4.00	5.00
9	5.00	5.00	22.00	6.00	5.00	4.00	5.00
10	4.00	4.00	16.00	4.00	3.00	4.00	4.00
11	6.00	6.00	24.00	1.00	6.00	6.00	6.00
12	5.00	5.00	20.00	5.00	5.00	5.00	4.00
13	6.00	5.00	21.00	6.00	6.00	5.00	5.00
14	4.00	4.00	16.00	5.00	5.00	4.00	4.00
15	6.00	5.00	21.00	6.00	6.00	5.00	5.00
16	5.00	5.00	20.00	6.00	6.00	6.00	5.00
17	5.00	5.00	20.00	4.00	5.00	4.00	5.00
18	6.00	6.00	24.00	6.00	6.00	6.00	6.00
19	4.00	4.00	17.00	5.00	4.00	5.00	4.00
20	4.00	6.00	18.00	4.00	4.00	5.00	6.00
21	4.00	5.00	19.00	5.00	5.00	4.00	6.00
22	4.00	5.00	17.00	6.00	5.00	5.00	5.00
23	5.00	5.00	18.00	6.00	5.00	5.00	4.00
24	5.00	5.00	20.00	5.00	4.00	5.00	5.00
25	5.00	4.00	19.00	6.00	5.00	3.00	5.00
26	4.00	4.00	16.00	5.00	5.00	5.00	5.00
27	6.00	5.00	21.00	4.00	4.00	3.00	5.00
28	5.00	4.00	18.00	5.00	5.00	5.00	4.00
29	5.00	6.00	22.00	5.00	5.00	6.00	5.00
30	5.00	5.00	19.00	5.00	6.00	5.00	5.00
31	4.00	5.00	19.00	4.00	4.00	5.00	5.00
32	5.00	5.00	20.00	5.00	5.00	5.00	4.00
33	5.00	5.00	22.00	5.00	5.00	6.00	6.00
34	3.00	4.00	15.00	4.00	4.00	4.00	4.00
35	6.00	6.00	22.00	5.00	5.00	4.00	6.00
36	5.00	4.00	17.00	3.00	5.00	4.00	4.00
37	6.00	5.00	21.00	4.00	4.00	5.00	5.00
38	5.00	4.00	17.00	4.00	2.00	5.00	4.00
39	5.00	5.00	20.00	5.00	4.00	4.00	5.00
40	4.00	5.00	16.00	4.00	3.00	4.00	5.00
41	5.00	5.00	20.00	4.00	5.00	5.00	4.00
42	5.00	4.00	19.00	4.00	3.00	4.00	5.00

	Reliability5	TotalR	Tangible1	Tangible2	Tangible3	Tangible4	Total
1	5,00	26,00	5,00	5,00	5,00	5,00	20,00
2	4,00	21,00	4,00	5,00	4,00	4,00	17,00
3	4,00	23,00	5,00	5,00	5,00	5,00	20,00
4	5,00	26,00	6,00	6,00	5,00	5,00	23,00
5	4,00	24,00	4,00	6,00	6,00	4,00	20,00
6	5,00	25,00	6,00	5,00	4,00	6,00	21,00
7	4,00	23,00	5,00	4,00	5,00	6,00	20,00
8	5,00	24,00	4,00	5,00	5,00	6,00	20,00
9	3,00	23,00	4,00	5,00	5,00	5,00	19,00
10	5,00	20,00	4,00	5,00	5,00	5,00	19,00
11	6,00	25,00	6,00	6,00	6,00	6,00	24,00
12	4,00	23,00	5,00	5,00	4,00	5,00	19,00
13	4,00	24,00	5,00	5,00	5,00	5,00	20,00
14	4,00	22,00	6,00	5,00	5,00	5,00	21,00
15	3,00	23,00	5,00	5,00	5,00	5,00	20,00
16	6,00	29,00	6,00	6,00	5,00	5,00	22,00
17	5,00	23,00	5,00	5,00	4,00	5,00	19,00
18	6,00	30,00	6,00	6,00	6,00	6,00	24,00
19	5,00	23,00	4,00	4,00	5,00	4,00	17,00
20	6,00	25,00	4,00	3,00	4,00	3,00	14,00
21	5,00	25,00	5,00	4,00	5,00	4,00	18,00
22	5,00	26,00	5,00	5,00	5,00	5,00	20,00
23	4,00	24,00	5,00	4,00	4,00	4,00	17,00
24	5,00	24,00	5,00	5,00	5,00	5,00	20,00
25	5,00	24,00	6,00	6,00	6,00	6,00	24,00
26	6,00	26,00	5,00	4,00	5,00	5,00	19,00
27	6,00	22,00	5,00	5,00	5,00	3,00	18,00
28	5,00	24,00	5,00	5,00	5,00	4,00	19,00
29	4,00	25,00	5,00	6,00	6,00	5,00	22,00
30	5,00	26,00	5,00	4,00	4,00	5,00	18,00
31	5,00	23,00	5,00	4,00	5,00	4,00	18,00
32	5,00	24,00	4,00	5,00	5,00	5,00	19,00
33	6,00	28,00	5,00	5,00	4,00	5,00	19,00
34	5,00	21,00	5,00	5,00	5,00	5,00	20,00
35	4,00	24,00	5,00	5,00	5,00	5,00	20,00
36	4,00	20,00	4,00	5,00	5,00	4,00	18,00
37	5,00	23,00	5,00	5,00	5,00	5,00	20,00
38	5,00	20,00	2,00	5,00	5,00	5,00	17,00
39	4,00	22,00	4,00	4,00	4,00	4,00	16,00
40	4,00	20,00	4,00	4,00	4,00	5,00	17,00
41	5,00	23,00	5,00	5,00	5,00	5,00	20,00
42	5,00	21,00	5,00	5,00	4,00	4,00	18,00

	Empathy1	Empathy2	Empathy3	Empathy4	Empathy5	Empathy6	Empathy7
1	5.00	5.00	4.00	4.00	5.00	5.00	5.00
2	5.00	5.00	4.00	5.00	5.00	6.00	6.00
3	4.00	6.00	5.00	5.00	5.00	5.00	5.00
4	6.00	6.00	6.00	4.00	5.00	5.00	5.00
5	3.00	5.00	6.00	6.00	4.00	6.00	6.00
6	6.00	6.00	6.00	6.00	6.00	6.00	6.00
7	4.00	5.00	5.00	5.00	6.00	5.00	6.00
8	4.00	5.00	5.00	4.00	4.00	5.00	4.00
9	4.00	5.00	5.00	4.00	4.00	5.00	5.00
10	5.00	3.00	3.00	4.00	6.00	6.00	1.00
11	6.00	1.00	6.00	1.00	6.00	4.00	4.00
12	4.00	5.00	4.00	4.00	5.00	5.00	5.00
13	5.00	4.00	5.00	5.00	5.00	6.00	6.00
14	4.00	4.00	6.00	5.00	5.00	5.00	5.00
15	4.00	5.00	6.00	5.00	5.00	5.00	5.00
16	5.00	6.00	5.00	5.00	6.00	6.00	6.00
17	5.00	6.00	5.00	6.00	6.00	6.00	5.00
18	6.00	4.00	5.00	4.00	5.00	4.00	5.00
19	5.00	3.00	5.00	5.00	6.00	6.00	6.00
20	5.00	3.00	3.00	3.00	6.00	4.00	3.00
21	5.00	3.00	3.00	4.00	5.00	5.00	5.00
22	4.00	4.00	4.00	6.00	5.00	5.00	4.00
23	4.00	4.00	3.00	6.00	5.00	5.00	5.00
24	5.00	5.00	5.00	6.00	5.00	6.00	6.00
25	6.00	6.00	6.00	6.00	6.00	6.00	6.00
26	5.00	5.00	5.00	5.00	5.00	5.00	5.00
27	4.00	4.00	4.00	5.00	5.00	5.00	4.00
28	5.00	5.00	5.00	5.00	5.00	5.00	5.00
29	4.00	6.00	6.00	5.00	5.00	5.00	6.00
30	4.00	5.00	5.00	5.00	5.00	5.00	4.00
31	5.00	4.00	4.00	5.00	5.00	5.00	5.00
32	5.00	4.00	5.00	4.00	5.00	5.00	6.00
33	5.00	5.00	5.00	4.00	4.00	4.00	4.00
34	4.00	6.00	4.00	4.00	5.00	5.00	3.00
35	5.00	5.00	5.00	5.00	6.00	5.00	5.00
36	5.00	4.00	5.00	4.00	5.00	4.00	4.00
37	5.00	5.00	5.00	4.00	3.00	2.00	2.00
38	4.00	4.00	5.00	4.00	5.00	5.00	5.00
39	4.00	5.00	5.00	4.00	5.00	3.00	5.00
40	4.00	4.00	5.00	4.00	5.00	5.00	4.00
41	5.00	4.00	5.00	4.00	4.00	4.00	4.00
42	4.00	5.00	4.00	4.00	4.00	4.00	5.00

	Total	ness1	ness2	ness3	ness4	ness5	ness6
1	35,00	5,00	5,00	5,00	5,00	5,00	5,00
2	32,00	5,00	5,00	4,00	4,00	5,00	4,00
3	32,00	4,00	4,00	5,00	5,00	5,00	5,00
4	39,00	5,00	6,00	6,00	5,00	6,00	6,00
5	31,00	5,00	6,00	6,00	3,00	4,00	4,00
6	40,00	4,00	6,00	6,00	6,00	6,00	6,00
7	36,00	5,00	5,00	5,00	5,00	4,00	5,00
8	36,00	5,00	5,00	5,00	5,00	4,00	5,00
9	31,00	4,00	5,00	5,00	5,00	3,00	4,00
10	29,00	5,00	5,00	4,00	5,00	5,00	5,00
11	27,00	6,00	6,00	6,00	6,00	6,00	6,00
12	29,00	5,00	5,00	4,00	4,00	3,00	4,00
13	34,00	5,00	5,00	5,00	5,00	4,00	5,00
14	36,00	3,00	5,00	5,00	3,00	6,00	6,00
15	33,00	5,00	6,00	6,00	5,00	3,00	5,00
16	36,00	6,00	6,00	4,00	5,00	4,00	4,00
17	37,00	4,00	6,00	4,00	5,00	5,00	5,00
18	42,00	6,00	6,00	6,00	6,00	6,00	6,00
19	32,00	5,00	5,00	4,00	3,00	5,00	4,00
20	36,00	6,00	6,00	4,00	3,00	3,00	5,00
21	29,00	5,00	4,00	5,00	4,00	5,00	5,00
22	32,00	4,00	5,00	5,00	5,00	4,00	5,00
23	31,00	4,00	5,00	4,00	2,00	3,00	4,00
24	36,00	5,00	5,00	5,00	5,00	5,00	5,00
25	42,00	6,00	6,00	6,00	6,00	6,00	6,00
26	35,00	5,00	6,00	6,00	5,00	6,00	5,00
27	31,00	4,00	5,00	4,00	4,00	5,00	5,00
28	35,00	4,00	5,00	5,00	5,00	5,00	5,00
29	36,00	4,00	6,00	6,00	5,00	5,00	5,00
30	35,00	6,00	6,00	5,00	5,00	5,00	6,00
31	33,00	4,00	5,00	4,00	4,00	4,00	4,00
32	34,00	5,00	5,00	6,00	5,00	4,00	5,00
33	35,00	6,00	5,00	5,00	3,00	5,00	5,00
34	29,00	3,00	3,00	4,00	3,00	3,00	4,00
35	32,00	3,00	3,00	5,00	4,00	3,00	5,00
36	35,00	5,00	5,00	4,00	5,00	6,00	5,00
37	31,00	4,00	4,00	5,00	5,00	5,00	5,00
38	25,00	2,00	4,00	3,00	4,00	4,00	4,00
39	34,00	4,00	4,00	4,00	4,00	5,00	4,00
40	29,00	5,00	5,00	5,00	4,00	3,00	4,00
41	32,00	4,00	5,00	4,00	4,00	4,00	4,00
42	30,00	5,00	5,00	4,00	5,00	5,00	5,00

	TotalRspns	Kept1	Kept2	Kept3	TotalKept
1	30,00	5,00	5,00	5,00	15,00
2	27,00	5,00	4,00	4,00	13,00
3	27,00	4,00	5,00	5,00	13,00
4	34,00	5,00	5,00	5,00	15,00
5	28,00	4,00	4,00	5,00	13,00
6	34,00	5,00	6,00	5,00	16,00
7	29,00	5,00	5,00	5,00	15,00
8	29,00	4,00	4,00	5,00	13,00
9	26,00	4,00	5,00	5,00	14,00
10	29,00	5,00	5,00	5,00	15,00
11	36,00	6,00	6,00	6,00	18,00
12	25,00	5,00	5,00	5,00	15,00
13	29,00	5,00	5,00	5,00	15,00
14	28,00	4,00	4,00	5,00	13,00
15	29,00	5,00	5,00	5,00	15,00
16	29,00	5,00	5,00	5,00	15,00
17	29,00	5,00	5,00	5,00	15,00
18	36,00	6,00	6,00	6,00	18,00
19	26,00	5,00	4,00	5,00	14,00
20	27,00	4,00	5,00	5,00	14,00
21	28,00	4,00	5,00	5,00	14,00
22	28,00	4,00	4,00	4,00	12,00
23	22,00	5,00	5,00	5,00	15,00
24	30,00	5,00	5,00	4,00	14,00
25	36,00	1,00	4,00	4,00	9,00
26	33,00	4,00	5,00	5,00	14,00
27	27,00	5,00	5,00	4,00	14,00
28	29,00	5,00	5,00	4,00	14,00
29	31,00	5,00	5,00	5,00	15,00
30	33,00	5,00	5,00	5,00	15,00
31	25,00	4,00	4,00	4,00	12,00
32	30,00	5,00	5,00	5,00	15,00
33	31,00	5,00	5,00	4,00	13,00
34	20,00	4,00	5,00	5,00	15,00
35	23,00	5,00	5,00	5,00	16,00
36	30,00	5,00	6,00	5,00	16,00
37	28,00	5,00	4,00	5,00	14,00
38	22,00	4,00	4,00	3,00	11,00
39	25,00	4,00	5,00	5,00	14,00
40	26,00	4,00	5,00	4,00	13,00
41	25,00	5,00	5,00	5,00	15,00
42	29,00	4,00	3,00	4,00	11,00

	JK	Usia	Pendidikan	Pendapatan	Status	Pekerjaan	Compliance
43	2	1	7	2	1	5	5,00
44	1	2	6	2	2	6	5,00
45	1	2	6	2	2	7	5,00
46	1	2	6	3	2	7	5,00
47	1	2	6	2	2	7	4,00
48	1	2	6	2	2	7	6,00
49	1	1	6	1	2	6	6,00
50	1	2	5	4	2	1	6,00
51	1	1	4	1	2	1	5,00
52	1	2	4	1	1	1	5,00
53	1	2	6	5	1	1	5,00
54	1	1	4	3	2	7	5,00
55	2	3	6	5	1	1	5,00
56	1	3	6	3	2	6	6,00
57	1	2	6	3	2	7	6,00
58	1	2	4	2	2	4	5,00
59	1	2	6	1	2	4	3,00
60	1	2	6	1	2	4	5,00
61	1	2	6	2	2	7	5,00
62	2	2	5	5	2	1	6,00
63	1	1	6	4	2	7	5,00
64	1	1	6	1	2	7	5,00
65	1	2	6	1	2	7	5,00
66	1	2	6	1	2	7	5,00
67	1	2	6	4	2	6	4,00
68	1	2	6	5	2	6	4,00
69	1	2	6	1	2	7	5,00
70	1	2	6	1	2	7	5,00
71	1	2	6	3	2	7	6,00
72	1	2	6	1	2	7	5,00
73	2	2	6	1	2	7	5,00
74	1	2	6	3	2	7	5,00
75	2	2	6	2	2	7	5,00
76	2	2	7	2	1	2	5,00
77	2	1	6	1	2	7	5,00
78	1	2	6	1	2	7	5,00
79	1	2	6	3	2	7	5,00
80	2	2	6	3	2	7	5,00
81	1	1	4	5	2	7	5,00
82	1	2	6	2	2	7	5,00
83	2	2	7	2	2	7	5,00
84	1	2	6	3	2	6	2,00

	Compliance 2	Compliance 3	Compliance 4	Compliance 5	Total C	Assurance 1	Assurance 2
43	5.00	6.00	6.00	5.00	27.00	5.00	6.00
44	5.00	5.00	5.00	5.00	25.00	5.00	5.00
45	6.00	4.00	6.00	6.00	27.00	5.00	5.00
46	5.00	3.00	4.00	5.00	22.00	6.00	5.00
47	5.00	5.00	5.00	5.00	25.00	5.00	5.00
48	5.00	5.00	5.00	5.00	24.00	2.00	4.00
49	6.00	6.00	6.00	6.00	30.00	6.00	5.00
50	6.00	5.00	6.00	5.00	27.00	5.00	5.00
51	5.00	5.00	6.00	6.00	28.00	5.00	6.00
52	5.00	4.00	4.00	4.00	22.00	4.00	4.00
53	5.00	5.00	5.00	5.00	24.00	5.00	5.00
54	5.00	5.00	5.00	5.00	25.00	4.00	5.00
55	5.00	5.00	5.00	5.00	25.00	5.00	5.00
56	6.00	6.00	6.00	6.00	30.00	6.00	5.00
57	5.00	5.00	5.00	5.00	27.00	5.00	5.00
58	5.00	5.00	4.00	5.00	24.00	5.00	5.00
59	4.00	4.00	3.00	4.00	18.00	3.00	2.00
60	5.00	5.00	5.00	5.00	25.00	4.00	4.00
61	5.00	5.00	5.00	5.00	25.00	4.00	4.00
62	6.00	6.00	5.00	5.00	28.00	5.00	5.00
63	4.00	5.00	5.00	4.00	23.00	4.00	5.00
64	5.00	5.00	5.00	5.00	25.00	4.00	5.00
65	5.00	5.00	4.00	5.00	25.00	3.00	5.00
66	5.00	6.00	3.00	5.00	23.00	4.00	5.00
67	5.00	6.00	6.00	5.00	21.00	4.00	4.00
68	6.00	4.00	6.00	5.00	24.00	5.00	5.00
69	5.00	5.00	5.00	3.00	23.00	5.00	5.00
70	5.00	5.00	5.00	3.00	23.00	6.00	5.00
71	1.00	6.00	1.00	3.00	16.00	6.00	5.00
72	5.00	5.00	5.00	5.00	26.00	4.00	5.00
73	4.00	5.00	2.00	6.00	19.00	6.00	6.00
74	6.00	6.00	6.00	5.00	28.00	5.00	6.00
75	6.00	6.00	5.00	6.00	23.00	5.00	6.00
76	3.00	5.00	3.00	4.00	20.00	5.00	5.00
77	4.00	5.00	4.00	6.00	24.00	5.00	5.00
78	4.00	5.00	4.00	6.00	24.00	5.00	4.00
79	4.00	6.00	4.00	5.00	24.00	5.00	4.00
80	5.00	6.00	5.00	5.00	26.00	5.00	5.00
81	5.00	5.00	5.00	5.00	25.00	5.00	5.00
82	6.00	6.00	6.00	4.00	27.00	5.00	5.00
83	6.00	6.00	5.00	5.00	27.00	5.00	5.00
84	2.00	6.00	3.00	3.00	16.00	5.00	5.00

	Assurance3	Assurance4	Total	Reliability1	Reliability2	Reliability3	Reliability4
43	6,00	5,00	22,00	6,00	6,00	5,00	5,00
44	5,00	5,00	20,00	5,00	3,00	5,00	4,00
45	5,00	4,00	19,00	4,00	3,00	5,00	5,00
46	6,00	5,00	22,00	4,00	4,00	5,00	5,00
47	5,00	5,00	20,00	5,00	4,00	4,00	5,00
48	4,00	4,00	14,00	2,00	3,00	6,00	4,00
49	6,00	6,00	23,00	6,00	6,00	6,00	6,00
50	5,00	5,00	20,00	5,00	5,00	4,00	5,00
51	5,00	5,00	21,00	6,00	5,00	4,00	5,00
52	3,00	4,00	15,00	4,00	4,00	4,00	4,00
53	6,00	5,00	21,00	5,00	5,00	5,00	5,00
54	5,00	4,00	19,00	5,00	4,00	5,00	5,00
55	4,00	5,00	18,00	4,00	4,00	5,00	4,00
56	6,00	6,00	23,00	1,00	6,00	6,00	6,00
57	5,00	5,00	20,00	5,00	5,00	5,00	5,00
58	6,00	6,00	22,00	5,00	5,00	5,00	5,00
59	6,00	4,00	15,00	2,00	3,00	3,00	4,00
60	5,00	4,00	17,00	4,00	4,00	4,00	5,00
61	4,00	4,00	16,00	4,00	4,00	5,00	5,00
62	5,00	5,00	20,00	3,00	5,00	5,00	5,00
63	4,00	5,00	18,00	5,00	5,00	4,00	6,00
64	5,00	4,00	18,00	4,00	4,00	4,00	5,00
65	5,00	5,00	18,00	5,00	5,00	4,00	5,00
66	5,00	6,00	22,00	4,00	5,00	6,00	5,00
67	5,00	5,00	18,00	6,00	6,00	6,00	5,00
68	5,00	6,00	20,00	6,00	6,00	6,00	6,00
69	6,00	5,00	21,00	6,00	4,00	6,00	5,00
70	5,00	5,00	20,00	6,00	5,00	5,00	6,00
71	5,00	5,00	21,00	6,00	4,00	2,00	6,00
72	5,00	5,00	19,00	6,00	6,00	5,00	5,00
73	5,00	5,00	22,00	6,00	4,00	6,00	6,00
74	6,00	6,00	24,00	6,00	6,00	5,00	5,00
75	5,00	4,00	20,00	6,00	5,00	6,00	6,00
76	4,00	5,00	19,00	6,00	5,00	6,00	6,00
77	4,00	5,00	19,00	4,00	5,00	5,00	5,00
78	5,00	5,00	19,00	4,00	5,00	5,00	5,00
79	5,00	5,00	19,00	6,00	5,00	4,00	5,00
80	5,00	5,00	20,00	6,00	5,00	5,00	5,00
81	5,00	5,00	20,00	4,00	4,00	5,00	5,00
82	2,00	3,00	15,00	6,00	6,00	4,00	5,00
83	6,00	6,00	22,00	6,00	6,00	5,00	6,00
84	5,00	5,00	20,00	5,00	5,00	5,00	5,00

	Reliability5	TotalR	Tangible1	Tangible2	Tangible3	Tangible4	Total
43	5,00	27,00	6,00	6,00	6,00	5,00	23,00
44	3,00	20,00	5,00	5,00	4,00	5,00	19,00
45	4,00	21,00	5,00	5,00	4,00	4,00	18,00
46	3,00	21,00	4,00	5,00	6,00	5,00	20,00
47	3,00	21,00	5,00	5,00	5,00	5,00	20,00
48	4,00	17,00	4,00	4,00	5,00	4,00	17,00
49	6,00	30,00	6,00	6,00	6,00	6,00	24,00
50	5,00	24,00	5,00	5,00	5,00	5,00	20,00
51	3,00	23,00	6,00	6,00	5,00	5,00	22,00
52	5,00	21,00	4,00	3,00	4,00	4,00	15,00
53	6,00	26,00	6,00	5,00	6,00	5,00	22,00
54	4,00	23,00	6,00	5,00	5,00	6,00	22,00
55	3,00	20,00	3,00	4,00	5,00	4,00	16,00
56	1,00	20,00	6,00	6,00	6,00	6,00	24,00
57	5,00	25,00	5,00	5,00	5,00	5,00	20,00
58	5,00	25,00	5,00	5,00	5,00	5,00	20,00
59	1,00	13,00	4,00	2,00	1,00	1,00	8,00
60	5,00	22,00	5,00	4,00	4,00	5,00	18,00
61	4,00	22,00	5,00	6,00	5,00	6,00	22,00
62	3,00	21,00	3,00	4,00	6,00	5,00	18,00
63	6,00	26,00	6,00	5,00	4,00	3,00	18,00
64	3,00	20,00	6,00	5,00	4,00	5,00	20,00
65	4,00	23,00	5,00	5,00	5,00	5,00	20,00
66	4,00	22,00	6,00	6,00	6,00	6,00	24,00
67	6,00	29,00	5,00	6,00	6,00	5,00	22,00
68	5,00	29,00	6,00	4,00	6,00	6,00	22,00
69	6,00	27,00	5,00	6,00	4,00	5,00	20,00
70	6,00	28,00	5,00	6,00	5,00	5,00	21,00
71	5,00	23,00	6,00	4,00	6,00	5,00	21,00
72	5,00	27,00	4,00	5,00	5,00	5,00	19,00
73	6,00	28,00	5,00	6,00	6,00	5,00	21,00
74	6,00	28,00	6,00	6,00	5,00	6,00	23,00
75	4,00	27,00	6,00	6,00	6,00	6,00	24,00
76	4,00	27,00	5,00	5,00	5,00	6,00	21,00
77	4,00	23,00	6,00	6,00	6,00	5,00	23,00
78	4,00	23,00	6,00	6,00	6,00	5,00	23,00
79	5,00	25,00	6,00	5,00	4,00	3,00	18,00
80	5,00	26,00	5,00	5,00	5,00	4,00	19,00
81	4,00	22,00	3,00	4,00	4,00	4,00	15,00
82	3,00	24,00	6,00	3,00	4,00	4,00	17,00
83	5,00	28,00	6,00	6,00	5,00	6,00	23,00
84	5,00	25,00	5,00	5,00	5,00	5,00	20,00

	Empathy1	Empathy2	Empathy3	Empathy4	Empathy5	Empathy6	Empathy7
43	6.00	6.00	6.00	6.00	6.00	6.00	6.00
44	5.00	5.00	5.00	5.00	4.00	5.00	5.00
45	4.00	4.00	6.00	5.00	4.00	5.00	4.00
46	5.00	4.00	5.00	4.00	5.00	6.00	6.00
47	5.00	5.00	4.00	5.00	5.00	4.00	5.00
48	5.00	5.00	4.00	4.00	4.00	6.00	4.00
49	6.00	6.00	6.00	5.00	6.00	6.00	6.00
50	5.00	4.00	4.00	4.00	5.00	5.00	4.00
51	5.00	5.00	3.00	6.00	6.00	6.00	6.00
52	2.00	2.00	2.00	2.00	4.00	2.00	2.00
53	5.00	5.00	5.00	5.00	6.00	6.00	6.00
54	4.00	5.00	5.00	5.00	5.00	4.00	5.00
55	4.00	5.00	4.00	4.00	5.00	5.00	4.00
56	1.00	1.00	1.00	6.00	5.00	6.00	1.00
57	5.00	5.00	5.00	5.00	5.00	5.00	5.00
58	5.00	5.00	5.00	4.00	5.00	5.00	3.00
59	1.00	2.00	4.00	4.00	3.00	4.00	3.00
60	5.00	5.00	3.00	4.00	4.00	5.00	3.00
61	6.00	6.00	4.00	6.00	5.00	6.00	3.00
62	5.00	5.00	5.00	5.00	5.00	6.00	6.00
63	3.00	3.00	4.00	4.00	4.00	5.00	6.00
64	6.00	5.00	5.00	5.00	5.00	5.00	6.00
65	4.00	4.00	5.00	5.00	5.00	6.00	5.00
66	5.00	5.00	5.00	6.00	5.00	6.00	6.00
67	4.00	6.00	4.00	4.00	5.00	6.00	6.00
68	6.00	6.00	6.00	6.00	5.00	6.00	6.00
69	6.00	6.00	5.00	5.00	5.00	5.00	6.00
70	6.00	6.00	5.00	5.00	6.00	6.00	6.00
71	4.00	6.00	5.00	1.00	6.00	4.00	6.00
72	5.00	4.00	4.00	4.00	5.00	5.00	5.00
73	6.00	3.00	5.00	4.00	5.00	6.00	5.00
74	5.00	4.00	5.00	4.00	5.00	6.00	5.00
75	4.00	6.00	5.00	6.00	3.00	5.00	6.00
76	5.00	6.00	4.00	6.00	6.00	5.00	6.00
77	6.00	6.00	6.00	4.00	5.00	5.00	6.00
78	6.00	6.00	6.00	4.00	5.00	5.00	6.00
79	5.00	5.00	5.00	6.00	5.00	6.00	6.00
80	5.00	5.00	4.00	5.00	5.00	5.00	5.00
81	4.00	4.00	4.00	4.00	4.00	4.00	5.00
82	5.00	6.00	5.00	5.00	6.00	6.00	6.00
83	5.00	5.00	5.00	6.00	6.00	6.00	5.00
84	4.00	5.00	5.00	5.00	5.00	5.00	5.00

	Totale	ness1	ness2	ness3	ness4	ness5	ness6
43	42,00	5,00	5,00	6,00	5,00	5,00	5,00
44	34,00	5,00	5,00	5,00	4,00	5,00	5,00
45	32,00	2,00	3,00	4,00	5,00	5,00	5,00
46	35,00	3,00	4,00	3,00	4,00	4,00	5,00
47	33,00	5,00	4,00	5,00	5,00	4,00	5,00
48	30,00	4,00	4,00	4,00	1,00	2,00	4,00
49	41,00	6,00	6,00	6,00	6,00	6,00	6,00
50	31,00	4,00	5,00	5,00	4,00	5,00	5,00
51	37,00	5,00	5,00	5,00	5,00	2,00	5,00
52	17,00	2,00	2,00	3,00	4,00	2,00	2,00
53	39,00	5,00	5,00	6,00	5,00	5,00	5,00
54	33,00	4,00	5,00	6,00	4,00	4,00	5,00
55	31,00	4,00	4,00	4,00	4,00	3,00	4,00
56	22,00	1,00	1,00	6,00	6,00	1,00	1,00
57	35,00	5,00	3,00	2,00	54,00	5,00	5,00
58	32,00	3,00	3,00	5,00	3,00	5,00	5,00
59	21,00	2,00	3,00	4,00	3,00	1,00	4,00
60	29,00	4,00	4,00	4,00	3,00	5,00	4,00
61	36,00	6,00	6,00	5,00	6,00	6,00	6,00
62	37,00	6,00	5,00	5,00	4,00	5,00	5,00
63	29,00	5,00	5,00	6,00	6,00	6,00	5,00
64	37,00	5,00	5,00	6,00	5,00	5,00	5,00
65	33,00	5,00	5,00	5,00	5,00	5,00	5,00
66	37,00	5,00	5,00	6,00	6,00	6,00	6,00
67	35,00	4,00	6,00	5,00	4,00	6,00	5,00
68	41,00	6,00	4,00	6,00	6,00	6,00	6,00
69	37,00	5,00	5,00	6,00	5,00	6,00	5,00
70	39,00	6,00	5,00	6,00	5,00	6,00	6,00
71	32,00	4,00	6,00	5,00	4,00	5,00	5,00
72	32,00	6,00	5,00	5,00	6,00	4,00	5,00
73	34,00	6,00	6,00	6,00	5,00	6,00	5,00
74	34,00	6,00	6,00	6,00	5,00	5,00	5,00
75	35,00	6,00	6,00	5,00	6,00	5,00	5,00
76	38,00	6,00	6,00	5,00	5,00	5,00	5,00
77	38,00	6,00	5,00	5,00	6,00	5,00	6,00
78	38,00	6,00	5,00	5,00	6,00	5,00	6,00
79	38,00	4,00	6,00	5,00	4,00	5,00	5,00
80	34,00	5,00	6,00	6,00	5,00	5,00	5,00
81	29,00	5,00	5,00	5,00	4,00	3,00	4,00
82	39,00	5,00	6,00	4,00	4,00	3,00	2,00
83	38,00	5,00	5,00	6,00	6,00	5,00	5,00
84	34,00	4,00	5,00	5,00	5,00	5,00	5,00

	TotalRspns	Kepl	Kepl2	Kepl3	TotalKep
43	31,00	5,00	5,00	5,00	15,00
44	29,00	5,00	5,00	5,00	15,00
45	24,00	5,00	5,00	5,00	15,00
46	23,00	5,00	4,00	5,00	14,00
47	28,00	5,00	4,00	6,00	15,00
48	22,00	3,00	1,00	2,00	6,00
49	36,00	6,00	6,00	6,00	18,00
50	28,00	5,00	5,00	5,00	15,00
51	27,00	5,00	5,00	5,00	15,00
52	15,00	4,00	4,00	4,00	12,00
53	31,00	4,00	5,00	4,00	13,00
54	28,00	6,00	5,00	6,00	17,00
55	23,00	5,00	4,00	4,00	13,00
56	16,00	6,00	5,00	6,00	17,00
57	74,00	5,00	5,00	5,00	15,00
58	24,00	5,00	5,00	5,00	15,00
59	17,00	4,00	5,00	3,00	12,00
60	24,00	5,00	4,00	5,00	14,00
61	35,00	5,00	5,00	4,00	14,00
62	30,00	5,00	5,00	4,00	14,00
63	33,00	5,00	4,00	5,00	14,00
64	31,00	5,00	4,00	5,00	14,00
65	30,00	1,00	3,00	5,00	9,00
66	34,00	5,00	5,00	6,00	16,00
67	31,00	4,00	5,00	4,00	13,00
68	34,00	5,00	5,00	5,00	15,00
69	32,00	5,00	4,00	5,00	14,00
70	34,00	5,00	5,00	4,00	14,00
71	29,00	5,00	5,00	6,00	16,00
72	31,00	5,00	5,00	5,00	15,00
73	33,00	4,00	6,00	4,00	14,00
74	32,00	5,00	4,00	5,00	14,00
75	32,00	4,00	6,00	5,00	15,00
76	32,00	6,00	4,00	6,00	16,00
77	33,00	5,00	5,00	5,00	15,00
78	33,00	5,00	5,00	5,00	15,00
79	29,00	5,00	5,00	4,00	14,00
80	32,00	4,00	5,00	5,00	14,00
81	26,00	5,00	5,00	5,00	15,00
82	24,00	5,00	4,00	5,00	14,00
83	32,00	5,00	6,00	6,00	17,00
84	29,00	3,00	2,00	2,00	7,00

	JK	Usia	Pendidikan	Pendapatan ⁿ	Status	Pekerjaan	Compliance ¹
85	1	2	6	1	2	7	5,00
86	1	2	6	2	2	7	5,00
87	1	2	6	3	2	6	5,00
88	2	2	6	1	2	7	5,00
89	1	2	6	1	2	7	4,00
90	1	2	6	1	2	7	5,00
91	2	2	6	1	2	7	5,00
92	1	2	6	2	2	6	4,00
93	1	2	6	2	2	4	5,00
94	1	2	6	3	2	6	5,00
95	1	2	6	1	2	7	5,00
96	2	2	6	2	2	7	4,00

	Compliance2	Compliance3	Compliance4	Compliance5	TotalC	Assurance1	Assurance2
85	5.00	5.00	5.00	6.00	26.00	5.00	5.00
86	6.00	5.00	4.00	5.00	25.00	5.00	5.00
87	4.00	5.00	5.00	5.00	24.00	4.00	5.00
88	5.00	5.00	5.00	6.00	26.00	5.00	5.00
89	5.00	5.00	5.00	4.00	23.00	5.00	5.00
90	4.00	4.00	5.00	5.00	23.00	5.00	5.00
91	5.00	5.00	4.00	5.00	24.00	5.00	5.00
92	4.00	5.00	5.00	5.00	23.00	5.00	5.00
93	5.00	5.00	4.00	4.00	23.00	5.00	5.00
94	5.00	5.00	4.00	5.00	24.00	5.00	5.00
95	4.00	5.00	5.00	5.00	24.00	6.00	5.00
96	4.00	5.00	5.00	5.00	23.00	5.00	5.00

	Assurance3	Assurance4	Total	Reliability1	Reliability2	Reliability3	Reliability4
85	5,00	6,00	21,00	5,00	5,00	6,00	5,00
86	4,00	5,00	19,00	6,00	5,00	5,00	5,00
87	5,00	6,00	20,00	5,00	5,00	5,00	4,00
88	5,00	4,00	19,00	4,00	5,00	5,00	5,00
89	5,00	5,00	20,00	6,00	5,00	5,00	5,00
90	5,00	4,00	19,00	5,00	5,00	5,00	4,00
91	4,00	5,00	19,00	5,00	5,00	4,00	5,00
92	5,00	4,00	19,00	5,00	5,00	5,00	5,00
93	4,00	4,00	18,00	5,00	5,00	5,00	5,00
94	5,00	5,00	20,00	5,00	6,00	6,00	6,00
95	6,00	5,00	22,00	5,00	5,00	5,00	5,00
96	5,00	5,00	20,00	6,00	6,00	6,00	5,00

	Reliability5	TotalR	Tangible1	Tangible2	Tangible3	Tangible4	Total
85	5,00	26,00	5,00	5,00	5,00	5,00	20,00
86	5,00	26,00	5,00	6,00	6,00	5,00	22,00
87	5,00	24,00	6,00	5,00	5,00	5,00	21,00
88	5,00	24,00	5,00	4,00	5,00	5,00	19,00
89	5,00	26,00	5,00	6,00	6,00	5,00	22,00
90	5,00	24,00	5,00	5,00	5,00	5,00	20,00
91	5,00	24,00	5,00	4,00	5,00	5,00	19,00
92	6,00	26,00	5,00	5,00	5,00	5,00	20,00
93	5,00	25,00	4,00	5,00	5,00	5,00	19,00
94	5,00	28,00	5,00	5,00	6,00	5,00	21,00
95	5,00	25,00	5,00	6,00	6,00	5,00	22,00
96	5,00	28,00	5,00	5,00	5,00	5,00	20,00

	Empathy1	Empathy2	Empathy3	Empathy4	Empathy5	Empathy6	Empathy7
85	5,00	5,00	5,00	6,00	6,00	6,00	5,00
86	5,00	6,00	5,00	5,00	5,00	5,00	5,00
87	4,00	5,00	6,00	5,00	5,00	5,00	5,00
88	5,00	4,00	5,00	5,00	5,00	4,00	5,00
89	5,00	5,00	4,00	4,00	4,00	5,00	5,00
90	5,00	6,00	6,00	5,00	5,00	5,00	5,00
91	6,00	6,00	5,00	5,00	5,00	5,00	5,00
92	4,00	5,00	5,00	5,00	5,00	4,00	5,00
93	4,00	5,00	5,00	5,00	4,00	5,00	5,00
94	6,00	6,00	5,00	5,00	5,00	5,00	5,00
95	6,00	5,00	5,00	5,00	5,00	6,00	6,00
96	5,00	5,00	6,00	6,00	5,00	5,00	5,00

	Totale	ness1	ness2	ness3	ness4	ness5	ness6
85	38,00	5,00	5,00	5,00	5,00	5,00	6,00
86	36,00	5,00	5,00	5,00	5,00	5,00	4,00
87	35,00	4,00	5,00	5,00	5,00	5,00	5,00
88	33,00	6,00	5,00	5,00	5,00	5,00	6,00
89	32,00	5,00	5,00	5,00	6,00	6,00	5,00
90	37,00	5,00	5,00	5,00	4,00	4,00	5,00
91	37,00	6,00	5,00	5,00	5,00	5,00	5,00
92	33,00	5,00	5,00	6,00	5,00	5,00	5,00
93	33,00	5,00	5,00	5,00	5,00	5,00	5,00
94	37,00	4,00	5,00	5,00	5,00	5,00	5,00
95	38,00	6,00	5,00	4,00	5,00	5,00	5,00
96	37,00	5,00	5,00	5,00	5,00	5,00	5,00

	TotalRspns	Kept1	Kept2	Kept3	TotalKept
85	31,00	6,00	5,00	5,00	16,00
86	29,00	5,00	4,00	5,00	14,00
87	29,00	5,00	5,00	4,00	14,00
88	32,00	5,00	5,00	3,00	15,00
89	32,00	5,00	4,00	5,00	14,00
90	28,00	4,00	5,00	5,00	14,00
91	31,00	5,00	5,00	5,00	15,00
92	31,00	5,00	4,00	5,00	14,00
93	30,00	5,00	4,00	5,00	14,00
94	29,00	5,00	6,00	5,00	16,00
95	30,00	5,00	4,00	5,00	14,00
96	30,00	5,00	5,00	5,00	15,00

Frequencies

Statistics

N	Valid	Missing
96	96	0
Pekerjaan	JK	Usia
96	96	0
Pendapatan	Pendidikan	0
96	96	0
0	0	0

Frequency Table

JK

Valid	Laki-laki	Frequency	Percent	Valid Percent	Cumulative Percent
65	67,7	67,7	70,6	67,7	67,7
Total	Perempuan	31	32,3	32,3	100,0
96	100,0	96	100,0	100,0	100,0

Usia

Valid	Kurang dari 20 tahun	Frequency	Percent	Valid Percent	Cumulative Percent
17	17,7	17,7	18,3	17,7	17,7
77	80,2	80,2	83,7	80,2	97,9
Total	30 - 39 tahun	2	2,1	2,1	100,0
96	100,0	96	100,0	100,0	100,0

Pendidikan

Valid	SMA	Frequency	Percent	Valid Percent	Cumulative Percent
12	12,5	12,5	13,0	12,5	12,5
4	4,2	4,2	4,4	4,2	16,7
76	79,2	79,2	82,6	79,2	95,8
Total	Datas S1	4	4,2	4,2	100,0
96	100,0	96	100,0	100,0	100,0

Pendapatan

Valid	Kurang dari Rp.200.000	Frequency	Percent	Valid Percent	Cumulative Percent
30	31,3	31,3	32,6	31,3	31,3
23	24,0	24,0	25,0	24,0	55,2
25	26,0	26,0	27,1	26,0	81,3
8	8,3	8,3	8,6	8,3	89,6
10	10,4	10,4	10,8	10,4	100,0
Total	Datas Rp.1000.000	96	100,0	100,0	100,0

Pekerjaan

Valid	Frequency	Percent	Valid Percent	Cumulative Percent
Profesional	9	9,4	9,4	9,4
Manajer	3	3,1	3,1	12,5
Akademik/pendidik	5	5,2	5,2	17,7
Ibu Rumah Tangga	1	1,0	1,0	18,8
Wiraswasta	14	14,6	14,6	33,3
Mahasiswa/pelajar	64	66,7	66,7	100,0
Total	96	100,0	100,0	

Regression

Descriptive Statistics

	Mean	Std. Deviation	N
TotalKep	14,1979	1,88969	96
TotalC	24,5313	2,95208	96
TotalA	19,4479	2,11197	96
TotalR	24,0104	2,85987	96
TotalT	19,8229	2,50891	96
TotalE	33,9375	4,29642	96
TotalRspns	29,2813	6,21154	96

Correlations

	TotalKep	TotalC	TotalA	TotalR	TotalT	TotalE
TotalKep	1,000	,336	,513	,346	,273	,345
TotalC	,336	1,000	,357	,485	,563	,563
TotalA	,513	,357	1,000	,556	1,000	,556
TotalR	,346	,485	,556	1,000	,563	,563
TotalT	,273	,563	,563	,563	1,000	,563
TotalE	,345	,563	,563	,563	,563	1,000
TotalRspns	,219	,200	,270	,448	,404	,404
TotalKep	,000	,000	,000	,000	,000	,000
TotalC	,000	,000	,000	,000	,000	,000
TotalA	,000	,000	,000	,000	,000	,000
TotalR	,000	,069	,000	,000	,000	,000
TotalT	,000	,004	,000	,000	,000	,000
TotalE	,014	,021	,000	,000	,000	,000
TotalRspns	,016	,025	,004	,000	,000	,000
TotalKep						
TotalC						
TotalA						
TotalR						
TotalT						
TotalE						
TotalRspns						
TotalKep						
TotalC						
TotalA						
TotalR						
TotalT						
TotalE						
TotalRspns						
TotalKep						
TotalC						
TotalA						
TotalR						
TotalT						
TotalE						
TotalRspns						

Coefficients^a

Model	Unstandardized Coefficients		Std. Error	Beta	t	Sig.
	Standardized Coefficients					
1	(Constant)	2,739	2,007		1,365	
	TotalC	,113	,062	,177	1,838	,069
	TotalA	,341	,103	,381	3,311	,001
	TotalR	,087	,080	,132	1,087	,280
	TotalI	,011	,093	,015	,120	,905
	TotalE	-,017	,052	-,038	-,323	,748
	TotalRspns	,011	,032	,035	,328	,744

a. Dependent Variable: TotalKep

ANOVA^b

Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	6	17,220	6,496	,000 ^a
	Residual	89	2,651		
	Total	95			

a. Predictors: (Constant), TotalA, TotalE, TotalR, TotalI, TotalRspns, TotalC, TotalA, TotalE, TotalR, TotalI
 b. Dependent Variable: TotalKep

Casewise Diagnostics^a

Case Number	Std. Residual	TotalKep
25	-3,398	9,00
48	-3,456	6,00
84	-3,995	7,00

a. Dependent Variable: TotalKep

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	10,9373	16,8729	14,1979	1,04288	96
Residual	-6,50512	2,96352	,00000	1,57586	96
Std. Predicted Value	-3,127	2,565	,000	1,000	96
Std. Residual	-3,995	1,820	,000	,968	96

a. Dependent Variable: TotalKep

Reliability

Warnings

The covariance matrix is calculated and used in the analysis.

Case Processing Summary

Cases	Valid	Excluded ^a	Total
%	100.0	0	100.0
N	35	0	35

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

Reliability Statistics

Cronbach's Alpha Based on Standardized Items	Cronbach's Alpha
.882	.878
N of Items	5

Item Statistics

	Mean	Std. Deviation	N
C1	4.89	.796	35
C2	5.00	.840	35
C3	5.03	.618	35
C4	4.80	.933	35
C5	5.00	.642	35

Inter-Item Correlation Matrix

	C1	C2	C3	C4	C5
C1	1.000	.660	.545	.602	.518
C2	.660	1.000	.567	.418	.519
C3	.545	.567	1.000	.418	.786
C4	.602	.418	.418	1.000	.786
C5	.518	.519	.786	.786	1.000

The covariance matrix is calculated and used in the analysis.

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
C1	19.83	6.617	.694	.515	.856
C2	19.71	6.092	.794	.634	.831
C3	19.69	7.692	.589	.427	.879
C4	19.91	5.787	.765	.713	.842
C5	19.71	7.092	.757	.567	.846

Reliability

Mean	Variance	Std. Deviation	N of Items
24.71	10.092	3.177	5

Scale Statistics

Case Processing Summary

Cases	Valid		Excluded ^a		Total
	N	%	N	%	
	35	100.0	0	.0	35
					100.0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.633	.688	5

Item Statistics

	Mean	Std. Deviation	N
A1	4.77	.843	35
A2	4.63	.843	35
A3	4.97	.822	35
A4	4.26	1.172	35
A5	4.71	.750	35

Inter-Item Correlation Matrix

	A1	A2	A3	A4	A5
A1	1.000	.622	.500	-.058	.638
A2	.622	1.000	.239	.159	.478
A3	.500	.239	1.000	.069	.463
A4	-.058	.159	.069	1.000	-.048
A5	.638	.478	.463	-.048	1.000

The covariance matrix is calculated and used in the analysis.

The covariance matrix is calculated and used in the analysis.

Warnings

	Mean	Std. Deviation	N
R1	4.34	1.056	35
R2	4.31	.963	35
R3	4.37	.877	35
R4	4.89	.676	35
R5	4.23	1.308	35

Item Statistics

Cronbach's Alpha	.696
Cronbach's Alpha Based on Standardized Items	.722
N of Items	5

Reliability Statistics

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

Cases	Valid	35	100.0
	Excluded ^a	0	.0
	Total	35	100.0
	%	N	

Case Processing Summary

The covariance matrix is calculated and used in the analysis.

Warnings

Reliability

Mean	23.34
Variance	8.173
Std. Deviation	2.859
N of Items	5

Scale Statistics

Scale Mean if Item Deleted	18.57	18.71	18.37	19.09	18.63
Scale Variance if Item Deleted	5.193	5.328	5.770	6.551	5.711
Corrected Item-Total Correlation	.590	.548	.438	.041	.530
Squared Multiple Correlation	.602	.454	.317	.092	.454
Cronbach's Alpha if Item Deleted	.480	.502	.557	.792	.523
	A1	A2	A3	A4	A5

Item-Total Statistics

Inter-Item Correlation Matrix

R1	R2	R3	R4	R5
1.000	.238	.367	.592	.368
.238	1.000	.206	.283	.432
.367	.206	1.000	.520	.180
.592	.283	.520	1.000	.230
.368	.432	.180	.230	1.000

The covariance matrix is calculated and used in the analysis.

Item-Total Statistics

Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
17.80	7.106	.537	.411	.608
17.83	8.029	.419	.224	.660
17.77	8.417	.404	.279	.666
17.26	8.550	.566	.470	.628
17.91	6.610	.435	.264	.674

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
22.14	11.244	3.353	5

Reliability

Warnings

The covariance matrix is calculated and used in the analysis.

Case Processing Summary

Cases	Valid	Excluded ^a	Total
%	35	0	35
	100.0	.0	100.0

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

Reliability Statistics

Cronbach's Alpha	.711
Cronbach's Alpha Based on Standardized Items	.755
N of Items	5

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

Cases Valid	35	100.0
Excluded ^a	0	.0
Total	35	100.0

Case Processing Summary

The covariance matrix is calculated and used in the analysis.

Warnings

Reliability

Mean	22.63	Variance	10.887	Std. Deviation	3.300	N of Items	5
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Scale Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
T1	17.86	7.832	.571	.390	.635
T2	17.97	6.734	.609	.696	.601
T3	18.00	6.824	.613	.473	.601
T4	17.91	7.081	.712	.652	.577
T5	18.77	8.887	.072	.134	.851

Item-Total Statistics

The covariance matrix is calculated and used in the analysis.

	T1	T2	T3	T4	T5
T1	1.000	.545	.394	.588	.153
T2	.545	1.000	.652	.770	-.090
T3	.394	.652	1.000	.597	.128
T4	.588	.770	.597	1.000	.075
T5	.153	-.090	.128	.075	1.000

Inter-Item Correlation Matrix

	Mean	Std. Deviation	N
T1	4.77	.770	35
T2	4.66	.998	35
T3	4.63	.973	35
T4	4.71	.825	35
T5	3.86	1.216	35

Item Statistics

Cronbach's Alpha	.833
Cronbach's Alpha Based on Standardized Items	.829
N of Items	6

Reliability Statistics

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

Cases	Valid	35	100.0
	Excluded ^a	0	.0
	Total	35	100.0
		N	%

Case Processing Summary

The covariance matrix is calculated and used in the analysis.

Warnings

Reliability

Mean	35.63
Variance	27.911
Std. Deviation	5.283
N of Items	8

Scale Statistics

Item	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
E1	31.46	19.373	.680	.804	.737
E2	31.26	21.314	.555	.797	.761
E3	31.57	22.840	.459	.739	.776
E4	31.37	22.123	.572	.533	.760
E5	31.11	23.457	.535	.632	.770
E6	31.23	21.476	.484	.684	.773
E7	31.46	19.491	.630	.650	.747

Item-Total Statistics

Cronbach's Alpha	.793
Cronbach's Alpha Based on Standardized Items	.790
N of Items	8

Reliability Statistics

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

Cases Valid	35	100.0
Excluded ^a	0	.0
Total	35	100.0

Case Processing Summary

The covariance matrix is calculated and used in the analysis.

Warnings

Reliability

Mean	25.69
Variance	25.810
Std. Deviation	5.080
N of Items	6

Scale Statistics

Scale Mean if Item Deleted	Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Rspns1	21.49	15.904	.791	.763
Rspns2	21.40	17.600	.712	.784
Rspns3	21.17	21.499	.368	.847
Rspns4	21.37	21.123	.405	.841
Rspns5	21.71	16.681	.639	.802
Rspns6	21.29	18.328	.751	.781

Item-Total Statistics

The covariance matrix is calculated and used in the analysis.

Rspns1	Rspns2	Rspns3	Rspns4	Rspns5	Rspns6
.678	.660	.352	.685	.685	1.000
.592	.522	.271	.285	1.000	.685
.382	.279	.372	1.000	.285	.283
.286	.204	1.000	.372	.271	.352
.863	1.000	.204	.279	.522	.660
1.000	.863	.286	.382	.592	.678

Inter-Item Correlation Matrix

Mean	Std. Deviation	N
Rspns1	4.20	35
Rspns2	4.29	35
Rspns3	4.51	35
Rspns4	4.31	35
Rspns5	3.97	35
Rspns6	4.40	35

Item Statistics

Reliability Statistics

Cronbach's Alpha	.826
Cronbach's Alpha Based on Standardized Items	.847
N of Items	3

Item Statistics

	Mean	Std. Deviation	N
Kepl	4.74	.657	35
Kepl2	4.66	.906	35
Kepl3	4.57	.815	35

Inter-Item Correlation Matrix

	Kepl	Kepl2	Kepl3
Kepl	1.000	.589	.887
Kepl2	.589	1.000	.473
Kepl3	.887	.473	1.000

The covariance matrix is calculated and used in the analysis.

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Kepl	9.23	2.182	.850	.823	.639
Kepl2	9.31	2.045	.540	.358	.929
Kepl3	9.40	1.953	.723	.790	.718

Scale Statistics

Mean	13.97	Variance	4.264	Std. Deviation	2.065	N of Items	3
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Descriptives

		Mean	Std. Deviation	Std. Error
RataRataC	laki-laki	4,8831	,58191	,07218
	perempuan	4,9548	,61473	,11041
	Total	4,9063	,59042	,06026
RataRataA	laki-laki	4,8577	,55016	,06824
	perempuan	4,8710	,48679	,08743
	Total	4,8620	,52799	,05389
RataRataR	laki-laki	4,7169	,58832	,07297
	perempuan	4,9806	,49895	,08961
	Total	4,8021	,57197	,05838
RataRataT	laki-laki	4,9462	,65026	,08065
	perempuan	4,9758	,58579	,10521
	Total	4,9557	,62723	,06402
RataRataE	laki-laki	4,7912	,66012	,08188
	perempuan	4,9674	,49370	,08867
	Total	4,8481	,61432	,06270
RataRataRspns	laki-laki	4,8768	1,17833	,14615
	perempuan	4,8871	,65607	,11783
	Total	4,8801	1,03505	,10564

Oneway

	Sum of Squares	df	Mean Square	F	Sig.
RataRataC	Between Groups ,108	94	,108	,308	,580
	Within Groups 33,008	95	,351		
RataRataA	Between Groups ,004	94	,004	,013	,909
	Within Groups 26,480	95	,282		
RataRataR	Between Groups 1,460	94	1,460	4,633	,034
	Within Groups 29,620	95	,315		
RataRataT	Between Groups ,018	94	,018	,046	,830
	Within Groups 37,356	95	,397		
RataRataE	Between Groups ,652	94	,652	1,740	,190
	Within Groups 35,200	95	,374		
RataRataRspns	Between Groups ,002	94	,002	,002	,964
	Within Groups 101,774	95	1,083		
	Total 101,776				

ANOVA

	Levene Statistic	df1	df2	Sig.
RataRataC	,041	1	94	,840
RataRataA	,514	1	94	,475
RataRataR	,214	1	94	,645
RataRataT	,063	1	94	,802
RataRataE	1,140	1	94	,288
RataRataRspns	,177	1	94	,675

Test of Homogeneity of Variances

	95% Confidence Interval for Mean		Minimum	Maximum
	Lower Bound	Upper Bound		
RataRataC	4,7389	5,0273	3,20	6,00
	4,7294	5,1803	3,40	6,00
	4,7866	5,0259	3,20	6,00
RataRataA	4,7214	4,9940	3,50	6,00
	4,6924	5,0495	3,75	6,00
	4,7550	4,9690	3,50	6,00
RataRataR	4,5711	4,8627	2,60	6,00
	4,7976	5,1637	4,00	6,00
	4,6862	4,9180	2,60	6,00
RataRataT	4,7850	5,1073	2,00	6,00
	4,7609	5,1907	3,50	6,00
	4,8286	5,0828	2,00	6,00
RataRataE	4,6277	4,9548	2,43	6,00
	4,7863	5,1485	4,14	6,00
	4,7237	4,9726	2,43	6,00
RataRataRspns	4,5848	5,1687	2,50	12,33
	4,6464	5,1277	3,33	6,00
	4,6704	5,0898	2,50	12,33

Descriptives

Descriptives

	N	Mean	Std. Deviation	Std. Error
RataRataC	17	5,1529	,56360	,13669
kurang dari 20 tahun	77	4,8364	,57832	,06591
20-29 tahun	2	5,5000	,70711	,50000
30-39 tahun	96	4,9063	,59042	,06026
Total	17	4,8676	,53120	,12683
RataRataA	17	4,8676	,53120	,12683
kurang dari 20 tahun	77	4,8539	,52621	,05997
20-29 tahun	2	5,1250	,88388	,62500
30-39 tahun	96	4,8620	,52799	,05389
Total	17	4,9765	,52859	,12820
RataRataR	17	4,9765	,52859	,12820
kurang dari 20 tahun	77	4,7844	,57103	,06507
20-29 tahun	2	4,0000	,00000	,00000
30-39 tahun	96	4,8021	,57197	,05838
Total	17	5,1618	,69564	,16872
RataRataT	17	5,1618	,69564	,16872
kurang dari 20 tahun	77	4,9091	,59315	,06760
20-29 tahun	2	5,0000	1,41421	1,00000
30-39 tahun	96	4,5557	,62723	,06402
Total	17	5,1347	,60994	,14793
RataRataE	17	5,1347	,60994	,14793
kurang dari 20 tahun	77	4,8125	,57712	,06577
20-29 tahun	2	3,7850	,91217	,64500
30-39 tahun	96	4,8481	,61432	,06270
Total	17	5,0794	,67975	,16486
RataRataRspns	17	5,0794	,67975	,16486
kurang dari 20 tahun	77	4,8784	,107435	,12243
20-29 tahun	2	3,2500	,82024	,58000
30-39 tahun	96	4,8801	1,03505	,10564

Descriptives

	95% Confidence Interval for Mean		Minimum	Maximum
	Lower Bound	Upper Bound		
RataRataC	4,8632	5,4427	3,80	6,00
kurang dari 20 tahun	4,7051	4,9676	3,20	6,00
20-29 tahun	4,7866	5,0259	3,20	6,00
Total	4,8531	5,1408	4,00	6,00
RataRataA	4,5945	5,1408	4,00	6,00
kurang dari 20 tahun	4,7345	4,9733	3,50	6,00
20-29 tahun	4,5945	5,1408	4,00	6,00
Total	4,7550	5,2482	4,00	6,00
RataRataR	4,7047	5,2482	4,00	6,00
kurang dari 20 tahun	4,6548	4,9140	2,60	5,80
20-29 tahun	4,7047	5,2482	4,00	6,00
Total	4,6862	5,0000	4,00	6,00
RataRataT	4,8041	5,5194	3,75	6,00
kurang dari 20 tahun	4,7745	5,0437	2,00	6,00
20-29 tahun	4,8041	5,5194	3,75	6,00
Total	4,8286	5,0828	2,00	6,00
RataRataE	4,8211	5,4483	4,14	6,00
kurang dari 20 tahun	4,6815	4,9435	2,43	6,00
20-29 tahun	4,8211	5,4483	4,14	6,00
Total	4,7237	5,19805	3,14	6,00
RataRataRspns	4,7299	5,4289	3,67	6,00
kurang dari 20 tahun	4,6346	5,1223	2,50	6,00
20-29 tahun	4,7299	5,4289	3,67	6,00
Total	4,6704	5,0898	2,50	6,00
30-39 tahun	-4,1196	10,6196	2,67	12,33
Total	4,6704	5,0898	2,50	12,33

Test of Homogeneity of Variances

	Levene	Statistic	df1	df2	Sig.
RataRataC	,034	2	93		,966
RataRataA	,435	2	93		,649
RataRataR	1,448	2	93		,240
RataRataT	3,024	2	93		,053
RataRataE	,644	2	93		,527
RataRataRspns	,001	2	93		,999

Oneway

	Sum of Squares	df	Mean Square	F	Sig.
RataRataC	Between Groups 2,116 Within Groups 31,001 Total 33,116	2 93 95	1,058 ,333	3,174	,046
RataRataA	Between Groups ,144 Within Groups 26,340 Total 26,484	2 93 95	,072 ,283	,254	,776
RataRataR	Between Groups 1,828 Within Groups 29,252 Total 31,080	2 93 95	,914 ,315	2,905	,060
RataRataT	Between Groups ,893 Within Groups 36,481 Total 37,374	2 93 95	,447 ,392	1,138	,325
RataRataE	Between Groups 3,755 Within Groups 32,098 Total 35,852	2 93 95	1,877 ,345	5,439	,006
RataRataRspns	Between Groups 5,990 Within Groups 95,786 Total 101,776	2 93 95	2,995 1,030	2,908	,060

ANOVA

Descriptives		Mean	Sid. Deviation	Sid. Error
RataRataC	SMA D1-D3 S1 Dias S1 Total	4,9000 5,2500 4,8816 5,0500 4,9063	,30000 ,60326 ,70000 ,59042	,15000 ,06920 ,35000 ,06026
RataRataA	SMA D1-D3 S1 Dias S1 Total	4,7917 5,0625 4,8454 5,1875 4,8620	,64696 ,12500 ,52594 ,37500 ,52799	,18676 ,06250 ,06033 ,18750 ,05389
RataRataR	SMA D1-D3 S1 Dias S1 Total	4,8167 4,8500 4,7737 5,2500 4,8021	,50782 ,68069 ,58181 ,44347 ,57197	,14659 ,34034 ,06674 ,22174 ,05838
RataRataT	SMA D1-D3 S1 Dias S1 Total	4,7500 5,0000 4,9638 5,3750 4,9557	,71510 ,40825 ,62544 ,47871 ,62723	,20643 ,20412 ,07174 ,23936 ,06402
RataRataE	SMA D1-D3 S1 Dias S1 Total	4,6067 4,8225 4,8664 5,2500 4,8481	,90948 ,45734 ,55248 ,78727 ,61432	,26254 ,22867 ,06337 ,39364 ,06270
RataRataRspns	SMA D1-D3 S1 Dias S1 Total	4,6250 4,7925 4,9187 5,0000 4,8801	,98007 ,15756 ,1,09068 ,55845 ,1,03505	,28292 ,07878 ,12511 ,27923 ,10564

Descriptives

	95% Confidence Interval for Mean		Minimum	Maximum
	Lower Bound	Upper Bound		
RataRataC	SMA	4,5426	5,2574	3,80
	D1-D3	4,7226	5,7274	5,00
	S1	4,7437	5,0194	3,20
	Datas S1	3,9361	6,1639	4,00
	Total	4,7866	5,0259	3,20
RataRataA	SMA	4,3806	5,2027	3,75
	D1-D3	4,8636	5,2614	5,00
	S1	4,7252	4,9656	3,50
	Datas S1	4,5908	5,7842	4,75
	Total	4,7550	4,9690	3,50
RataRataR	SMA	4,4940	5,1393	4,20
	D1-D3	3,7669	5,9331	4,20
	S1	4,6407	4,9066	2,60
	Datas S1	4,5443	5,9557	4,60
	Total	4,6862	4,9180	2,60
RataRataT	SMA	4,2956	5,2044	3,75
	D1-D3	4,3504	5,6496	4,50
	S1	4,8209	5,1067	2,00
	Datas S1	4,6133	6,1367	4,75
	Total	4,8286	5,0828	2,00
RataRataE	SMA	4,0288	5,1845	2,43
	D1-D3	4,0948	5,5502	4,43
	S1	4,7402	4,9927	3,00
	Datas S1	3,9973	6,5027	4,14
	Total	4,7237	4,9726	2,43
RataRataRspns	SMA	4,0023	5,2477	2,50
	D1-D3	4,5418	5,0432	4,67
	S1	4,6695	5,1679	2,67
	Datas S1	4,1114	5,8886	4,17
	Total	4,6704	5,0898	2,50

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
RataRataC	,371	3	92	,774
RataRataA	1,712	3	92	,170
RataRataR	,210	3	92	,889
RataRataT	,740	3	92	,531
RataRataE	,964	3	92	,413
RataRataRspns	,566	3	92	,639

Oneway

	Sum of Squares	df	Mean Square	F	Sig.
RataRataC	Between Groups ,602	3	,201	,568	,638
	Within Groups 32,514	92	,353		
	Total 33,116	95			
RataRataA	Between Groups ,665	3	,222	,790	,503
	Within Groups 25,819	92	,281		
	Total 26,484	95			
RataRataR	Between Groups ,876	3	,292	,889	,450
	Within Groups 30,204	92	,328		
	Total 31,080	95			
RataRataT	Between Groups 1,224	3	,408	1,038	,380
	Within Groups 36,150	92	,393		
	Total 37,374	95			
RataRataE	Between Groups 1,374	3	,458	1,222	,306
	Within Groups 34,478	92	,375		
	Total 35,852	95			
RataRataRspns	Between Groups ,982	3	,327	,299	,826
	Within Groups 100,794	92	,1,096		
	Total 101,776	95			

ANOVA

Descriptives

	N	Mean	Std. Deviation	Std. Error
RataRataC	30	4,8667	,59268	,10821
	23	4,9043	,39483	,08233
	25	4,8480	,69589	,13918
	8	5,1500	,69898	,24713
	10	4,9800	,64944	,20537
	96	4,9062	,59042	,06026
RataRataA	30	4,8083	,51144	,09337
	23	4,7174	,55033	,11475
	25	4,9400	,48023	,09605
	8	5,2500	,58248	,20594
	10	4,8500	,51640	,16330
	96	4,8620	,52799	,05389
RataRataR	30	4,8267	,62969	,11496
	23	4,6957	,61753	,12876
	25	4,8720	,44302	,08860
	8	5,0500	,58310	,20616
	10	4,6000	,55777	,17638
	96	4,8021	,57197	,05838
RataRataT	30	4,9000	,80301	,14661
	23	4,9239	,50809	,10594
	25	5,0500	,43301	,08660
	8	5,1875	,71651	,25333
	10	4,7750	,65032	,20565
	96	4,9557	,62723	,06402
RataRataE	30	4,8620	,73246	,13373
	23	4,8070	,54621	,11389
	25	4,7940	,53567	,10713
	8	5,0000	,67271	,23784
	10	4,9150	,60815	,19231
	96	4,8481	,61432	,06270
RataRataRspns	30	4,9003	,79380	,14493
	23	4,7317	,56874	,11859
	25	4,9724	,1,69273	,33855
	8	5,1888	,67501	,23865
	10	4,6830	,53202	,16824
	96	4,8801	1,03505	,10564

Descriptives

	95% Confidence Interval for Mean		Lower Bound	Upper Bound	Minimum	Maximum
RataRataC	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataA	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataB	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataC	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataD	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataE	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataF	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataG	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataH	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataI	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataJ	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataK	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataL	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataM	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataN	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataO	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataP	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataQ	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataR	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataS	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataT	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataU	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataV	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataW	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataX	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataY	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total
RataRataZ	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	Rp.400.000-Rp.699.000	Rp.700.000-Rp.999.000	didas Rp.1000.000	Total

Test of Homogeneity of Variances

Levene	Statistic	df1	df2	Sig.
RataRataC	1,400	4	91	,240
RataRataA	,431	4	91	,786
RataRataB	,828	4	91	,511
RataRataT	1,311	4	91	,272
RataRataE	,554	4	91	,697
RataRataRspns	,807	4	91	,524

Oneway

	Sum of Squares	df	Mean Square	F	Sig.
RataRataC	Between Groups 32,455 Total 33,116	4 91 95	,165 ,357	,464	,762
RataRataA	Between Groups 1,925 Within Groups 24,558 Total 26,484	4 91 95	,481 ,270	1,783	,139
RataRataR	Between Groups 1,301 Within Groups 29,779 Total 31,080	4 91 95	,325 ,327	,994	,415
RataRataT	Between Groups 1,095 Within Groups 36,279 Total 37,374	4 91 95	,274 ,399	,687	,603
RataRataE	Between Groups ,347 Within Groups 35,505 Total 35,852	4 91 95	,087 ,390	,223	,925
RataRataRspns	Between Groups 1,882 Within Groups 99,894 Total 101,776	4 91 95	,471 ,1,098	,429	,788

ANOVA

Descriptives			N	Mean	Std. Deviation	Std. Error
RataRataC	Profesional	Manajer/Eksektif	9	5,0444	,79861	,26620
		Akademik/pendidik	3	5,0667	1,00664	,58119
		Ibu Rumah Tangga	5	4,7200	,68702	,30725
		Wiraswasta	14	4,6857	,67352	,18001
		Mahasiswa/pelajar	64	4,9344	,51647	,06456
		Total	96	4,9063	,59042	,06026
RataRataA	Profesional	Manajer/Eksektif	9	4,8056	,70465	,23488
		Akademik/pendidik	3	5,2500	,66144	,38188
		Ibu Rumah Tangga	1	5,5000	,48088	,21506
		Wiraswasta	14	4,8214	,44320	,11845
		Mahasiswa/pelajar	64	4,8945	,49762	,06220
		Total	96	4,8620	,52799	,05389
RataRataR	Profesional	Manajer/Eksektif	9	4,5333	,57823	,22608
		Akademik/pendidik	3	5,0667	,30551	,17638
		Ibu Rumah Tangga	1	5,4000	,92304	,41280
		Wiraswasta	14	4,9429	,65365	,17469
		Mahasiswa/pelajar	64	4,8406	,47700	,05963
		Total	93	4,8021	,57197	,05838
RataRataT	Profesional	Manajer/Eksektif	9	4,7222	,77504	,25835
		Akademik/pendidik	3	5,3333	,62915	,36324
		Ibu Rumah Tangga	1	5,7500	1,20675	,53968
		Wiraswasta	14	5,1250	,42460	,11348
		Mahasiswa/pelajar	64	4,9844	,53983	,06748
		Total	96	4,9557	,62723	,06402
RataRataE	Profesional	Manajer/Eksektif	9	4,5567	1,08990	,36330
		Akademik/pendidik	3	4,7167	,79475	,45885
		Ibu Rumah Tangga	1	6,0000	,62440	,27924
		Wiraswasta	14	4,8164	,61313	,15387
		Mahasiswa/pelajar	64	4,9484	,44469	,05559
		Total	96	4,8481	,61432	,06270
RataRataRspns	Profesional	Manajer/Eksektif	9	4,3700	,99952	,33317
		Akademik/pendidik	3	5,4433	,50954	,29418
		Ibu Rumah Tangga	1	5,1700	,85862	,38399
		Wiraswasta	14	4,7621	,70567	,18860
		Mahasiswa/pelajar	64	5,0025	1,10383	,13798
		Total	96	4,8801	1,03505	,10564

Descriptives

RataRataC	Profesional	Manajer/Eksektif	Akademik/pendidik	Ibu Rumah Tangga	Wiraswasta	Mahasiswa/pelajar	Total	95% Confidence Interval for Mean	
								Lower Bound	Upper Bound
6,00	4,00	7,5673	5,5731	3,60	5,40	3,20	6,00	Minimum	Maximum
6,00	4,306	2,5660	3,8669	4,2968	4,8054	4,7866	4,2639		
5,75	3,75	5,3472	4,8971	6,8931	4,2639	4,7866	4,2639		
6,00	3,75	6,8931	4,8971	3,75	4,00	3,50	4,75		
5,00	3,75	5,0773	5,0188	4,00	4,7702	4,5655	3,75		
5,50	5,50	5,0773	5,0188	4,00	4,7702	4,5655	5,50		
6,00	6,00	4,7502	4,9690	3,50	4,7502	4,5655	6,00		
6,00	4,00	5,0547	5,8256	4,80	4,0120	4,3078	4,00		
5,40	2,60	5,2661	4,9598	4,00	2,9739	4,7215	5,40		
5,80	3,40	5,3203	4,9180	4,00	4,6862	4,215	5,80		
6,00	2,60	4,9180	4,9180	2,60	4,5862	4,215	6,00		
6,00	3,75	5,3180	5,6484	4,75	4,1265	3,7704	6,00		
6,00	4,75	6,8962	5,6484	2,00	2,6516	3,7704	4,75		
5,75	4,50	5,3702	5,1192	4,50	4,8798	4,8495	5,75		
6,00	2,00	5,0828	5,0828	2,00	4,8286	4,8495	6,00		
6,00	2,43	5,3944	5,3944	2,43	3,7189	2,7424	6,00		
5,86	5,43	6,6909	4,8013	3,86	3,2507	2,7424	5,86		
6,00	4,71	6,6909	4,8013	3,00	3,2507	2,7424	6,00		
6,00	6,00	6,6909	4,8013	6,00	4,4624	4,8374	6,00		
6,00	4,14	5,0595	5,1704	3,14	4,8374	4,7237	6,00		
6,00	2,43	4,9726	4,9726	2,43	3,6017	4,1776	6,00		
6,00	2,50	5,1383	5,1383	2,50	3,0999	4,1776	6,00		
5,00	2,83	5,2321	5,2321	2,83	4,3547	4,7268	5,00		
5,17	5,17	5,1696	5,1696	5,17	4,3547	4,7268	5,17		
5,67	2,67	5,1696	5,2782	2,67	4,7268	4,7268	5,67		
12,33	3,33	5,0898	5,0898	2,50	4,6704	4,7268	12,33		

Test of Homogeneity of Variances

Levene Statistic	df1	df2	Sig.
1,863 ^a	4	90	,124
1,432 ^b	4	90	,230
1,917 ^c	4	90	,114
2,666 ^d	4	90	,037
3,907 ^e	4	90	,006
,232 ^f	4	90	,920

- a. Groups with only one case are ignored in computing the test of homogeneity of variance for RataRataC.
- b. Groups with only one case are ignored in computing the test of homogeneity of variance for RataRataA.
- c. Groups with only one case are ignored in computing the test of homogeneity of variance for RataRataR.
- d. Groups with only one case are ignored in computing the test of homogeneity of variance for RataRataT.
- e. Groups with only one case are ignored in computing the test of homogeneity of variance for RataRataE.
- f. Groups with only one case are ignored in computing the test of homogeneity of variance for RataRataRspns.

ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
RataRataC	1,398	5	,280	,793	,557
Between Groups	31,718	90	,352		
Within Groups	33,116	95			
Total					
RataRataA	2,557	5	,511	1,924	,098
Between Groups	23,926	90	,266		
Within Groups	26,484	95			
Total					
RataRataR	3,916	5	,783	2,595	,031
Between Groups	27,163	90	,302		
Within Groups	31,080	95			
Total					
RataRataT	5,249	5	1,050	2,941	,017
Between Groups	32,125	90	,357		
Within Groups	37,374	95			
Total					
RataRataE	6,181	5	1,236	3,750	,004
Between Groups	29,671	90	,330		
Within Groups	35,852	95			
Total					
RataRataRspns	7,081	5	1,416	1,346	,252
Between Groups	94,695	90	1,052		
Within Groups	101,776	95			
Total					

Descriptives

		Mean	Std. Deviation	Std. Error
Compliance1	laki-laki	4.8923	.70982	.08804
	perempuan	4.9032	.78972	.14184
	Total	4.8958	.73240	.07475
Compliance2	laki-laki	4.8615	.91646	.11367
	perempuan	4.8387	.96943	.17411
	Total	4.8542	.92883	.09480
Compliance3	laki-laki	5.1077	.66434	.08240
	perempuan	5.2581	.63075	.11329
	Total	5.1563	.65419	.06677
Compliance4	laki-laki	4.6769	1.00169	.12424
	perempuan	4.7742	.88354	.15869
	Total	4.7083	.96154	.09814
Compliance5	laki-laki	4.8769	.94386	.11707
	perempuan	5.0000	.68313	.12269
	Total	4.9167	.86653	.08844

Oneway

	Sum of Squares	df	Mean Square	F	Sig.
Compliance1	Between Groups 50.956 Total 50.958	94 95	.542	.003	.946
Compliance2	Between Groups 81.947 Total 81.958	94 95	.872	.011	.911
Compliance3	Between Groups 40.182 Total 40.656	94 95	.427	.475	.295
Compliance4	Between Groups 87.635 Total 87.833	94 95	.932	.199	.645
Compliance5	Between Groups 71.015 Total 71.333	94 95	.755	.318	.518

ANOVA

Levene	Statistic	df1	df2	Sig.
Compliance1	.056	1	94	.814
Compliance2	1.72	1	94	6.79
Compliance3	.405	1	94	5.26
Compliance4	1.258	1	94	2.58
Compliance5	3.407	1	94	0.68

Test of Homogeneity of Variances

	95% Confidence Interval for Mean		Minimum	Maximum
	Lower Bound	Upper Bound		
Compliance1	laki-laki 4.7164	laki-laki 5.0682	2.00	6.00
	perempuan 4.6136	perempuan 5.1929	2.00	6.00
Total	4.7474	5.0442	2.00	6.00
Compliance2	laki-laki 4.6345	laki-laki 5.0886	1.00	6.00
	perempuan 5.0267	perempuan 5.4894	4.00	6.00
Total	5.0237	5.2888	3.00	6.00
Compliance3	laki-laki 4.9431	laki-laki 5.2723	3.00	6.00
	perempuan 5.0267	perempuan 5.4894	4.00	6.00
Total	5.0237	5.2888	3.00	6.00
Compliance4	laki-laki 4.4287	laki-laki 4.9251	1.00	6.00
	perempuan 4.4501	perempuan 5.0983	2.00	6.00
Total	4.5135	4.9032	1.00	6.00
Compliance5	laki-laki 4.6430	laki-laki 5.1108	1.00	6.00
	perempuan 4.7494	perempuan 5.2506	3.00	6.00
Total	4.7411	5.0922	1.00	6.00

Descriptives

Descriptives

	N	Mean	Std. Deviation	Std. Error
Assurance1 laki-laki	65	4,8308	,82100	,10183
Assurance1 perempuan	31	4,9032	,53882	,09677
Total	96	4,8542	,73955	,07548
Assurance2 laki-laki	65	4,7385	,69094	,08570
Assurance2 perempuan	31	4,8710	,67042	,12041
Total	96	4,7813	,68369	,06978
Assurance3 laki-laki	65	5,0154	,76019	,09429
Assurance3 perempuan	31	4,8387	,66011	,15448
Total	96	4,9583	,79361	,08100
Assurance4 laki-laki	65	4,8462	,68990	,08557
Assurance4 perempuan	31	4,8710	,67042	,12041
Total	96	4,8542	,68023	,06943

Oneway

	Sum of Squares	df	Mean Square	F	Sig.
Assurance1	Between Groups 51,848 Within Groups 51,958 Total 103,806	94 94 188	,552	,200	,656
Assurance2	Between Groups ,369 Within Groups 44,038 Total 44,406	1 94 95	,369	,787	,377
Assurance3	Between Groups ,655 Within Groups 59,178 Total 60,833	1 94 95	,655	1,041	,310
Assurance4	Between Groups ,013 Within Groups 43,945 Total 43,958	1 94 95	,013	,028	,866

ANOVA

Levene	Statistic	df1	df2	Sig.
Assurance1	5,527	1	94	,021
Assurance2	,439	1	94	,509
Assurance3	4,432	1	94	,038
Assurance4	,462	1	94	,498

Test of Homogeneity of Variances

	95% Confidence Interval for		Mean	Minimum	Maximum
	Lower Bound	Upper Bound			
Assurance1 laki-laki	4,6273	5,0342	4,7056	2,00	6,00
Assurance1 perempuan	4,7043	5,0040	4,7056	4,00	6,00
Assurance2 laki-laki	4,5673	4,9097	4,7385	2,00	6,00
Assurance2 perempuan	4,6251	5,1169	4,8710	3,00	6,00
Assurance3 laki-laki	4,8270	5,2037	4,9154	2,00	6,00
Assurance3 perempuan	4,5232	5,1542	4,8387	3,00	6,00
Assurance4 laki-laki	4,6752	5,0171	4,8462	3,00	6,00
Assurance4 perempuan	4,6251	5,1169	4,8710	3,00	6,00
Total laki-laki	4,7163	4,9920	4,7163	3,00	6,00
Total perempuan	4,7975	5,1191	4,9583	2,00	6,00

Descriptives

Descriptives

	N	Mean	Std. Deviation	Std. Error
Reliability1 laki-laki	65	4,7692	1,12873	,14000
perempuan	31	5,0968	,94357	,16947
Total	96	4,8750	1,07850	,11007
Reliability2 laki-laki	65	4,6615	,90618	,11240
perempuan	31	4,9677	,70635	,12686
Total	96	4,7604	,85526	,08729
Reliability3 laki-laki	65	4,6615	,85288	,10579
perempuan	31	5,0000	,63246	,11359
Total	96	4,7708	,80104	,08176
Reliability4 laki-laki	65	4,9231	,59445	,07373
perempuan	31	5,0968	,65089	,11690
Total	96	4,9792	,61523	,06279
Reliability5 laki-laki	65	4,5692	1,08928	,13511
perempuan	31	4,7419	,85509	,15358
Total	96	4,6250	1,01825	,10393

Oneway

	Sum of Squares	df	Mean Square	F	Sig.
Reliability1	2,252	1	2,252	1,955	,165
Between Groups	108,248	94	1,152		
Total	110,500	95			
Reliability2	1,968	1	1,968	2,740	,101
Between Groups	67,522	94	1,968		
Total	69,490	95			
Reliability3	2,404	1	2,404	3,860	,052
Between Groups	58,554	94	2,404		
Total	60,958	95			
Reliability4	,633	1	,633	1,685	,197
Between Groups	35,325	94	,633		
Total	35,958	95			
Reliability5	,626	1	,626	1,601	,440
Between Groups	97,874	94	,626		
Total	98,500	95			

ANOVA

Levene	Statistic	df1	df2	Sig.
Reliability1	,001	1	94	,979
Reliability2	3,903	1	94	,051
Reliability3	9,079	1	94	,003
Reliability4	,506	1	94	,479
Reliability5	1,823	1	94	,180

Test of Homogeneity of Variances

	95% Confidence Interval for Mean		Minimum	Maximum
	Lower Bound	Upper Bound		
Reliability1 laki-laki	4,4895	5,0489	1,00	6,00
Reliability1 perempuan	4,7507	5,4429	3,00	6,00
Reliability2 laki-laki	4,4370	4,8861	2,00	6,00
Reliability2 perempuan	4,7087	5,2268	4,00	6,00
Reliability3 laki-laki	4,4502	4,8729	2,00	6,00
Reliability3 perempuan	4,7660	5,2320	4,00	6,00
Reliability4 laki-laki	4,7758	5,0704	4,00	6,00
Reliability4 perempuan	4,8580	5,3355	4,00	6,00
Reliability5 laki-laki	4,2993	4,8391	1,00	6,00
Reliability5 perempuan	4,4283	5,0556	3,00	6,00
Total	4,4187	4,8313	1,00	6,00

Descriptives

Descriptives

	N	Mean	Std. Deviation	Std. Error
Tangible1 laki-laki	65	4,9692	,84722	,10509
Tangible1 perempuan	31	5,0645	,77182	,13862
Total	96	5,0000	,82078	,09377
Tangible2 laki-laki	65	5,0154	,81953	,10165
Tangible2 perempuan	31	4,9032	,83086	,14923
Total	96	4,9792	,82052	,08374
Tangible3 laki-laki	65	4,9538	,87376	,10838
Tangible3 perempuan	31	5,0323	,60464	,10860
Total	96	4,9792	,79444	,08108
Tangible4 laki-laki	65	4,8462	,87018	,10793
Tangible4 perempuan	31	4,9032	,70023	,12577
Total	96	4,8646	,81589	,08327

Oneway

	Sum of Squares	df	Mean Square	F	Sig.
Tangible1	Between Groups 63,809	94	,679		,597
	Within Groups 64,000	95			
Tangible2	Between Groups ,264	94	,264	,390	,534
	Within Groups 63,694	94	,678		
Tangible3	Between Groups ,129	94	,129	,203	,654
	Within Groups 59,829	95	,636		
Tangible4	Between Groups ,068	94	,068	,102	,750
	Within Groups 63,171	94	,672		
Total	63,240	95			

ANOVA

	Levene Statistic	df1	df2	Sig.
Tangible1	,805	1	94	,372
Tangible2	1,031	1	94	,313
Tangible3	2,827	1	94	,096
Tangible4	,599	1	94	,441

Test of Homogeneity of Variances

	95% Confidence Interval for Mean		Minimum	Maximum
	Lower Bound	Upper Bound		
Tangible1 laki-laki	4,7593	5,1792	2,00	6,00
Tangible1 perempuan	4,7814	5,3476	3,00	6,00
Total	4,8337	5,1663	2,00	6,00
Tangible2 laki-laki	4,8123	5,2185	2,00	6,00
Tangible2 perempuan	4,5985	5,2080	3,00	6,00
Total	4,8129	5,1454	2,00	6,00
Tangible3 laki-laki	4,7373	5,1704	1,00	6,00
Tangible3 perempuan	4,8105	5,2540	4,00	6,00
Total	4,8182	5,1401	1,00	6,00
Tangible4 laki-laki	4,6305	5,0618	1,00	6,00
Tangible4 perempuan	4,6464	5,1601	3,00	6,00
Total	4,6993	5,0299	1,00	6,00

Descriptives

Descriptives

	N	Mean	Std. Deviation	Std. Error
Empathy1 laki-laki	65	4,6154	1,05612	,13100
Empathy1 perempuan	31	4,9677	,70635	,12686
Total	96	4,7292	,96768	,09876
Empathy2 laki-laki	65	4,7538	1,10441	,13698
Empathy2 perempuan	31	4,9355	,92864	,16679
Total	96	4,8125	1,04944	,10711
Empathy3 laki-laki	65	4,7538	,95248	,11814
Empathy3 perempuan	31	4,7419	,85509	,15358
Total	96	4,7500	,91766	,09366
Empathy4 laki-laki	65	4,6308	1,00886	,12513
Empathy4 perempuan	31	5,0000	,73030	,13117
Total	96	4,7500	,94032	,09597
Empathy5 laki-laki	65	4,8923	,70982	,08804
Empathy5 perempuan	31	5,0323	,65746	,11808
Total	96	4,9375	,69301	,07073
Empathy6 laki-laki	65	5,0154	,89254	,11071
Empathy6 perempuan	31	5,0968	,65089	,11690
Total	96	5,0417	,81971	,08366
Empathy7 laki-laki	65	4,8769	1,19252	,14791
Empathy7 perempuan	31	5,0000	,89443	,16064
Total	96	4,9167	1,10183	,11246

Descriptives

	95% Confidence Interval for		Minimum	Maximum	
	Lower Bound	Upper Bound			
Empathy1	laki-laki	4,3537	4,8771	1,00	6,00
	perempuan	4,7087	5,2268	4,00	6,00
	Total	4,5331	4,9252	1,00	6,00
Empathy2	laki-laki	4,4802	5,0275	1,00	6,00
	perempuan	4,5949	5,2761	3,00	6,00
	Total	4,5999	5,0251	1,00	6,00
Empathy3	laki-laki	4,5178	4,9899	1,00	6,00
	perempuan	4,4283	5,0556	3,00	6,00
	Total	4,5641	4,9359	1,00	6,00
Empathy4	laki-laki	4,3808	4,8808	1,00	6,00
	perempuan	4,7321	5,2679	4,00	6,00
	Total	4,5595	4,9405	1,00	6,00
Empathy5	laki-laki	4,7164	5,0682	3,00	6,00
	perempuan	4,7911	5,2734	3,00	6,00
	Total	4,7971	5,0779	3,00	6,00
Empathy6	laki-laki	4,7942	5,2365	2,00	6,00
	perempuan	4,8580	5,3355	4,00	6,00
	Total	4,8756	5,2078	2,00	6,00
Empathy7	laki-laki	4,5814	5,1724	1,00	6,00
	perempuan	4,6719	5,3281	3,00	6,00
	Total	4,6934	5,1399	1,00	6,00

Test of Homogeneity of Variances

	Levene	Statistic	df1	df2	Sig.
Empathy1		4,813	1	94	,031
Empathy2		,654	1	94	,900
Empathy3		,016	1	94	,907
Empathy4		2,997	1	94	,261
Empathy5		1,280	1	94	,416
Empathy6		,667	1	94	,350
Empathy7		,883	1	94	,350

	Mean	Std. Deviation	Std. Error
Responsiveness1 laki-laki	4,5846	1,11653	,13849
Responsiveness1 perempuan	4,9677	,94812	,17029
Total	4,7083	1,07524	,10974
Responsiveness2 laki-laki	4,8452	,95575	,11855
Responsiveness2 perempuan	5,0968	,87005	,15627
Total	4,9271	,93183	,09510
Responsiveness3 laki-laki	4,8923	,88606	,10990
Responsiveness3 perempuan	5,0000	,73030	,13117
Total	4,9271	,83659	,08538
Responsiveness4 laki-laki	5,4923	6,16979	,76527
Responsiveness4 perempuan	4,6452	,91464	,16427
Total	5,2188	5,10563	,52109
Responsiveness5 laki-laki	4,6154	1,20795	,14983
Responsiveness5 perempuan	4,6452	,98483	,17688
Total	4,6250	1,13555	,11590
Responsiveness6 laki-laki	4,8308	,92819	,11513
Responsiveness6 perempuan	4,9677	,65746	,11808
Total	4,8750	,84915	,08667

Descriptives

Oneway

Sum of Squares	df	Mean Square	F	Sig.
2,606	1	2,606	2,837	,095
86,352	94	,919		
88,958	95			
2,692	1	,692	,626	,431
103,933	94	1,106		
104,625	95			
,003	1	,003	,003	,953
79,997	94	,851		
80,000	95			
2,862	1	2,862	3,315	,072
81,138	94	,863		
84,000	95			
,411	1	,411	,855	,358
45,214	94	,481		
45,625	95			
,139	1	,139	,205	,652
63,694	94	,678		
63,833	95			
,318	1	,318	,260	,611
115,015	94	1,224		
115,333	95			

ANOVA

Descriptives

	95% Confidence Interval for Mean		Minimum	Maximum
	Lower Bound	Upper Bound		
Responsiveness1 laki-laki	4,3080	4,8613	1,00	6,00
Responsiveness1 perempuan	4,6200	5,3155	3,00	6,00
Responsiveness2 laki-laki	4,6093	5,0830	1,00	6,00
Responsiveness2 perempuan	4,776	5,4159	3,00	6,00
Responsiveness3 laki-laki	4,6728	5,1119	2,00	6,00
Responsiveness3 perempuan	4,7321	5,2679	4,00	6,00
Responsiveness4 laki-laki	3,9635	7,0211	3,00	54,00
Responsiveness4 perempuan	4,3097	4,9307	2,00	6,00
Responsiveness5 laki-laki	4,3161	4,9147	1,00	6,00
Responsiveness5 perempuan	4,2839	5,0064	3,00	6,00
Responsiveness6 laki-laki	4,6008	5,0608	1,00	6,00
Responsiveness6 perempuan	4,7266	5,2089	4,00	6,00
Total laki-laki	4,7029	5,0471	1,00	6,00
Total perempuan	4,7266	5,2089	4,00	6,00

Test of Homogeneity of Variances

	Levene	Statistic	df1	df2	Sig.
Responsiveness1	,576	1	94	,450	
Responsiveness2	,030	1	94	,864	
Responsiveness3	1,119	1	94	,293	
Responsiveness4	,783	1	94	,378	
Responsiveness5	,574	1	94	,451	
Responsiveness6	1,328	1	94	,252	

Oneway

Descriptives

	Mean	Std. Deviation	Std. Error	Lower Bound	Upper Bound
Kep1 laki-laki	65	4,6923	,90005	4,4693	4,9153
	31	4,7419	,57548	4,5308	4,9530
Total perempuan	96	4,7083	,80677	4,5449	4,8718
Kep2 laki-laki	65	4,5846	,84580	4,3750	4,7942
	31	4,9355	,62905	4,7047	5,1662
Total perempuan	96	4,6979	,79630	4,5366	4,8593
Kep3 laki-laki	65	4,7538	,81069	4,5530	4,9547
	31	4,8710	,56225	4,6647	5,0772
Total perempuan	96	4,7917	,73866	4,6420	4,9413

	Sum of Squares	df	Mean Square	F	Sig.
Responsiveness1	3,081	1	3,081	2,713	,103
Between Groups	106,752	94	1,136		
Total	109,833	95			
Responsiveness2	1,318	1	1,318	1,527	,220
Between Groups	81,171	94	,864		
Total	82,490	95			
Responsiveness3	,243	1	,243	,345	,558
Between Groups	66,246	94	,705		
Total	66,490	95			
Responsiveness4	15,063	1	15,063	,575	,450
Between Groups	2461,343	94	26,184		
Total	2476,406	95			
Responsiveness5	,019	1	,019	,014	,905
Between Groups	122,481	94	1,303		
Total	122,500	95			
Responsiveness6	,394	1	,394	,544	,463
Between Groups	68,106	94	,725		
Total	68,500	95			

ANOVA

Descriptives

	N	Mean	Std. Deviation	Std. Error
Compliance1	17	4,9412	,89935	,21812
20-29 tahun	77	4,8701	,69492	,07919
30-39 tahun	2	5,5000	,70711	,50000
Total	96	4,8958	,73240	,07475
Compliance2	17	4,9412	,82694	,20056
20-29 tahun	77	4,8182	,95597	,10894
30-39 tahun	2	5,5000	,70711	,50000
Total	96	4,8542	,92883	,09480
Compliance3	17	5,3529	,60634	,14706
20-29 tahun	77	5,1039	,66063	,07529
30-39 tahun	2	5,5000	,70711	,50000
Total	96	5,1563	,65419	,06677
Compliance4	17	5,1176	,78121	,18947
20-29 tahun	77	4,5974	,97683	,11132
30-39 tahun	2	5,5000	,70711	,50000
Total	96	4,7083	,96154	,09814
Compliance5	17	5,4118	,50730	,12304
20-29 tahun	77	4,7922	,69351	,10182
30-39 tahun	2	5,5000	,70711	,50000
Total	96	4,9167	,86653	,08844

Descriptives

	95% Confidence Interval for			Upper Bound	Lower Bound	Mean	Minimum	Maximum
	Mean	Lower Bound	Upper Bound					
Compliance1	Kurang dari 20 tahun	4,4788	4,7124	11,8531	5,4036	2,00	2,00	6,00
	20-29 tahun	4,7124	4,7124	11,8531	5,0279	2,00	2,00	6,00
	30-39 tahun	-,8531	4,7474	11,8531	5,0442	2,00	2,00	6,00
	Total	4,7474	4,7474	11,8531	5,0442	2,00	2,00	6,00
Compliance2	Kurang dari 20 tahun	4,5160	4,6012	11,8531	5,3663	3,00	3,00	6,00
	20-29 tahun	4,6012	4,6012	11,8531	5,0352	1,00	1,00	6,00
	30-39 tahun	-,8531	4,6660	11,8531	5,0424	1,00	1,00	6,00
	Total	4,6660	4,6660	11,8531	5,0424	1,00	1,00	6,00
Compliance3	Kurang dari 20 tahun	5,0412	4,9540	11,8531	5,6647	4,00	4,00	6,00
	20-29 tahun	4,9540	4,9540	11,8531	5,2538	3,00	3,00	6,00
	30-39 tahun	-,8531	5,0237	11,8531	5,2888	3,00	3,00	6,00
	Total	5,0237	5,0237	11,8531	5,2888	3,00	3,00	6,00
Compliance4	Kurang dari 20 tahun	4,7160	4,3757	11,8531	5,5193	4,00	4,00	6,00
	20-29 tahun	4,3757	4,3757	11,8531	4,8191	1,00	1,00	6,00
	30-39 tahun	-,8531	4,5135	11,8531	4,9032	1,00	1,00	6,00
	Total	4,5135	4,5135	11,8531	4,9032	1,00	1,00	6,00
Compliance5	Kurang dari 20 tahun	5,1509	4,5894	11,8531	5,6726	5,00	5,00	6,00
	20-29 tahun	4,5894	4,5894	11,8531	4,9950	1,00	1,00	6,00
	30-39 tahun	-,8531	4,7411	11,8531	5,0922	1,00	1,00	6,00
	Total	4,7411	4,7411	11,8531	5,0922	1,00	1,00	6,00

Test of Homogeneity of Variances

	Levene	Statistic	df1	df2	Sig.
Compliance1	,005	,268	2	93	,995
Compliance2	,268	,765	2	93	,684
Compliance3	,170	,844	2	93	,434
Compliance4	,481	,620	2	93	,534
Compliance5	,574	,565	2	93	,634

ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Compliance1	50,142	2	25,071	,408	,472
	50,958	93	,548	,757	,472
Compliance2	1,063	2	,531	,611	,545
	80,896	93	,870	,870	,545
Compliance3	1,105	2	,553	,553	,578
	39,551	93	,425	,425	,578
Compliance4	5,049	2	2,525	2,836	,064
	82,784	93	,890	,890	,064
Compliance5	6,040	2	3,020	4,302	,016
	65,293	93	,702	,702	,016
Total	71,333	95			

Descriptives

	Mean	Std. Deviation	Std. Error
Assurance1	4,7647	,66421	,16109
Kurang dari 20 tahun	77	,74957	,08542
20-29 tahun	77	,41421	,00000
30-39 tahun	2	,41421	,00000
Total	96	,73955	,07548
Assurance2	4,8235	,72761	,17647
Kurang dari 20 tahun	17	,22761	,07821
20-29 tahun	77	,68626	,00000
30-39 tahun	2	,00000	,00000
Total	96	,68369	,06978
Assurance3	5,0588	,74755	,18131
Kurang dari 20 tahun	17	,74755	,18131
20-29 tahun	77	,80029	,09120
30-39 tahun	2	,41421	,00000
Total	96	,79361	,08100
Assurance4	4,8235	,63593	,15424
Kurang dari 20 tahun	17	,63593	,15424
20-29 tahun	77	,68949	,07857
30-39 tahun	2	,70711	,50000
Total	96	,68023	,06943
	N		

Oneway

Sum of Squares	df	Mean Square	F	Sig.
Assurance1 Between Groups 51,760 Within Groups 51,958 Total 103,718	93 93 2	,557 ,099	,178	,837
Assurance2 Between Groups 44,263 Within Groups 44,406 Total 88,669	93 93 2	,476 ,072	,151	,860
Assurance3 Between Groups 59,617 Within Groups 59,833 Total 119,450	93 93 2	,108 ,641	,169	,845
Assurance4 Between Groups 43,100 Within Groups 43,958 Total 87,058	93 93 2	,429 ,463	,926	,400

ANOVA

Levene	Statistic	df1	df2	Sig.
Assurance1	,885	2	93	,416
Assurance2	1,483	2	93	,232
Assurance3	,639	2	93	,530
Assurance4	,028	2	93	,973

Test of Homogeneity of Variances

	95% Confidence Interval for Mean			Minimum	Maximum
	Lower Bound	Upper Bound	Mean		
Assurance1 Kurang dan 20 tahun 20-29 tahun 30-39 tahun Total	4,232 4,700 -7,7062 4,7043	5,1062 5,0403 17,7062 5,0040	5,1976 4,9220 4,6105 5,0000	4,00 2,00 2,00 5,00	6,00 6,00 6,00 6,00
Assurance2 Kurang dan 20 tahun 20-29 tahun 30-39 tahun Total	4,494 4,6105 4,6427 5,0000	5,1976 4,9220 4,9198 5,0000	5,1976 4,9220 4,9198 5,0000	4,00 2,00 2,00 5,00	6,00 6,00 6,00 6,00
Assurance3 Kurang dan 20 tahun 20-29 tahun 30-39 tahun Total	4,6745 4,7534 -7,7062 4,7975	5,4432 5,1167 17,7062 5,1191	5,4432 5,1167 17,7062 5,1191	4,00 2,00 4,00 2,00	6,00 6,00 6,00 6,00
Assurance4 Kurang dan 20 tahun 20-29 tahun 30-39 tahun Total	4,4966 4,6877 -8,531 4,7163	5,1505 5,0007 11,8531 4,9920	5,1505 5,0007 11,8531 4,9920	4,00 3,00 5,00 3,00	6,00 6,00 6,00 6,00

Descriptives

Descriptives

	N	Mean	Std. Deviation	Std. Error
Reliability1	17	5,2941	,77174	,18718
20-29 tahun	77	4,8442	1,03955	,11847
30-39 tahun	2	2,5000	2,12132	1,50000
Total	96	4,8750	1,07850	,11007
Reliability2	17	5,1176	,69663	,16896
Kurang dan 20 tahun	77	4,6753	,86514	,09859
20-29 tahun	77	5,0000	1,41421	1,00000
Total	96	4,7604	,85526	,08729
Reliability3	17	4,8235	,72761	,17647
Kurang dan 20 tahun	77	4,7403	,81761	,09318
20-29 tahun	77	5,5000	,70711	,50000
Total	96	4,7708	,80104	,08176
Reliability4	17	5,0000	,50000	,12127
Kurang dan 20 tahun	77	4,9740	,62774	,07154
20-29 tahun	77	5,0000	1,41421	1,00000
Total	96	4,9792	,61523	,06279
Reliability5	17	4,6471	,93148	,22592
Kurang dan 20 tahun	77	4,6883	,94951	,10821
20-29 tahun	77	2,0000	1,41421	1,00000
Total	96	4,6250	1,01825	,10393

	Sum of Squares	df	Mean Square	F	Sig.
Reliability1	14,341	2	7,170	6,935	,002
Between Groups	96,159	93	1,034		
Total	110,500	95			
Reliability2	2,842	2	1,421	1,983	,143
Between Groups	66,648	93	,717		
Total	69,490	95			
Reliability3	1,183	2	,591	,920	,402
Between Groups	59,776	93	,643		
Total	60,958	95			
Reliability4	,010	2	,005	,013	,987
Between Groups	35,948	93	,387		
Total	35,958	95			
Reliability5	14,098	2	7,049	7,767	,001
Between Groups	84,402	93			
Total	98,500	95			

ANOVA

Reliability1	Reliability2	Reliability3	Reliability4	Reliability5
1,584	1,259	,821	2,662	,209
2	2	2	2	2
93	93	93	93	93
2,21	,288	,443	,075	,812
Levene Statistic	df1	df2	Sig.	

Test of Homogeneity of Variances

	95% Confidence Interval for		Upper Bound	Lower Bound	Mean	Minimum	Maximum
	Mean	Standard Deviation					
Reliability1	kurang dari 20 tahun	4,8973	5,6909	4,082	5,0801	1,00	6,00
	20-29 tahun	-16,5593	21,5593	5,0935	1,00	1,00	4,00
	Total	4,6565	5,0935	4,758	4,00	4,00	6,00
Reliability2	kurang dari 20 tahun	4,7595	5,4758	4,4790	4,8717	2,00	6,00
	20-29 tahun	-7,7062	17,7062	4,9337	4,00	4,00	6,00
	Total	4,5871	4,9337	4,494	3,00	3,00	6,00
Reliability3	kurang dari 20 tahun	4,494	5,1976	4,5547	4,9258	2,00	6,00
	20-29 tahun	-8,531	11,8531	4,6085	4,9331	2,00	6,00
	Total	4,6085	4,9331	4,7429	4,00	4,00	6,00
Reliability4	kurang dari 20 tahun	4,7429	5,2571	4,8315	5,1165	4,00	6,00
	20-29 tahun	-7,7062	17,7062	4,8545	5,1038	4,00	6,00
	Total	4,8545	5,1038	4,1681	5,1260	3,00	6,00
Reliability5	kurang dari 20 tahun	4,1681	5,1260	4,4728	4,9038	1,00	6,00
	20-29 tahun	-10,7062	14,7062	4,4187	4,8313	1,00	6,00
	Total	4,4187	4,8313	4,7062	3,00	3,00	6,00

Descriptives

Descriptives

	N	Mean	Std. Deviation	Std. Error
Tangible1	17	5.2941	.91956	.22303
20-29 tahun	77	4.9481	.75909	.08651
30-39 tahun	2	4.5000	2.12132	1.50000
Total	96	5.0000	.82078	.08377
Tangible2	17	5.1765	.88284	.21412
kurang dan 20 tahun	17	5.1765	.80896	.19620
20-29 tahun	77	4.9221	.79084	.09012
30-39 tahun	2	5.5000	.70711	.50000
Total	96	4.9792	.79444	.08108
Tangible3	17	5.1765	.80896	.19620
kurang dan 20 tahun	17	5.1765	.80896	.19620
20-29 tahun	77	4.9221	.79084	.09012
30-39 tahun	2	5.5000	.70711	.50000
Total	96	4.9792	.79444	.08108
Tangible4	17	5.0000	.70711	.17150
kurang dan 20 tahun	17	5.0000	.70711	.17150
20-29 tahun	77	4.8312	.83355	.09499
30-39 tahun	2	5.0000	1.41421	1.00000
Total	96	4.8646	.81589	.08327

Oneway

	Sum of Squares	df	Mean Square	F	Sig.
Tangible1	2,178	2	1,089	1,638	,200
Between Groups	61,822	93	,665		
Within Groups	64,000	95			
Total	125,822	188			
Tangible2	,812	2	,406	,598	,552
Between Groups	63,146	93	,679		
Within Groups	63,958	95			
Total	127,104	188			
Tangible3	1,455	2	,728	1,157	,319
Between Groups	58,503	93	,629		
Within Groups	59,958	95			
Total	118,461	188			
Tangible4	,434	2	,217	,322	,726
Between Groups	62,805	93	,675		
Within Groups	63,240	95			
Total	126,045	188			

ANOVA

	Levene Statistic	df1	df2	Sig.
Tangible1	4,311	2	93	,016
Tangible2	1,981	2	93	,144
Tangible3	,618	2	93	,541
Tangible4	,700	2	93	,499

Test of Homogeneity of Variances

	95% Confidence Interval for Mean		Minimum	Maximum
	Lower Bound	Upper Bound		
Tangible1	4,8213	5,7669	3,00	6,00
Kurang dan 20 tahun	4,7758	5,1203	2,00	6,00
30-39 tahun	-14,5593	23,5593	3,00	6,00
Total	4,8337	5,1663	2,00	6,00
Tangible2	4,7226	5,6304	4,00	6,00
Kurang dan 20 tahun	4,7534	5,1167	2,00	6,00
30-39 tahun	-7,7062	17,7062	4,00	6,00
Total	4,8129	5,1454	2,00	6,00
Tangible3	4,7605	5,5924	4,00	6,00
Kurang dan 20 tahun	4,7426	5,1016	1,00	6,00
30-39 tahun	-,8531	11,8531	5,00	6,00
Total	4,8187	5,1401	1,00	6,00
Tangible4	4,6364	5,3636	4,00	6,00
Kurang dan 20 tahun	4,6420	5,0204	1,00	6,00
30-39 tahun	-7,7062	17,7062	4,00	6,00
Total	4,6993	5,0299	1,00	6,00

Descriptives

Descriptives

	N	Mean	Std. Deviation	Std. Error
Empathy1	17	5,0000	1,00000	,24254
kurang dari 20 tahun	77	4,7273	,86809	,09893
20-29 tahun	2	2,5000	2,12132	1,50000
30-39 tahun	96	4,7292	,96768	,09876
Total	17	5,1176	,78121	,18947
Empathy2	17	5,1176	,78121	,18947
kurang dari 20 tahun	77	4,7922	1,01745	,11595
20-29 tahun	2	3,0000	2,82843	2,00000
30-39 tahun	96	4,8125	1,04944	,10711
Total	17	4,8824	,99262	,24075
Empathy3	17	4,7792	,80497	,09174
kurang dari 20 tahun	77	4,7792	,80497	,09174
20-29 tahun	2	2,5000	2,12132	1,50000
30-39 tahun	96	4,7500	,91766	,09366
Total	17	5,0588	,74755	,18131
Empathy4	17	5,0588	,74755	,18131
kurang dari 20 tahun	77	4,6753	,96575	,11006
20-29 tahun	2	5,0000	1,41421	1,00000
30-39 tahun	96	4,7500	,94032	,09597
Total	17	5,2353	,56230	,13638
Empathy5	17	4,8571	,70177	,07997
kurang dari 20 tahun	77	4,8571	,70177	,07997
20-29 tahun	2	5,5000	,70711	,50000
30-39 tahun	96	4,9375	,69301	,07073
Total	17	5,1765	,72761	,17647
Empathy6	17	5,0000	,84293	,09606
kurang dari 20 tahun	77	5,0000	,84293	,09606
20-29 tahun	2	5,5000	,70711	,50000
30-39 tahun	96	5,0417	,81971	,08366
Total	17	5,4706	,62426	,15141
Empathy7	17	5,4706	,62426	,15141
kurang dari 20 tahun	77	4,8571	1,07256	,12223
20-29 tahun	2	2,5000	2,12132	1,50000
30-39 tahun	96	4,9167	1,10183	,11246
Total	17	5,4706	,62426	,15141

Descriptives

	95% Confidence Interval for		Upper Bound	Minimum	Maximum
	Mean	Lower Bound			
Empathy1	Kurang dari 20 tahun	4,4858	4,5302	5,5142	6,00
	20-29 tahun	4,5302	4,9243	4,9243	6,00
	30-39 tahun	-16,5593	21,5593	21,5593	4,00
	Total	4,5331	4,9252	4,9252	6,00
Empathy2	Kurang dari 20 tahun	4,7160	4,5613	5,5193	6,00
	20-29 tahun	4,5613	5,0231	5,0231	6,00
	30-39 tahun	-22,4124	28,4124	28,4124	5,00
	Total	4,5999	5,0251	5,0251	6,00
Empathy3	Kurang dari 20 tahun	4,3720	4,5965	5,3927	6,00
	20-29 tahun	4,5965	4,9619	4,9619	6,00
	30-39 tahun	-16,5593	21,5593	21,5593	4,00
	Total	4,5641	4,9359	4,9359	6,00
Empathy4	Kurang dari 20 tahun	4,6745	4,4561	5,4432	6,00
	20-29 tahun	4,4561	4,8945	4,8945	6,00
	30-39 tahun	-7,7062	17,7062	17,7062	6,00
	Total	4,5595	4,9405	4,9405	6,00
Empathy5	Kurang dari 20 tahun	4,9462	4,6979	5,5244	6,00
	20-29 tahun	4,6979	5,0164	5,0164	6,00
	30-39 tahun	-8,531	11,8531	11,8531	6,00
	Total	4,7971	5,0779	5,0779	6,00
Empathy6	Kurang dari 20 tahun	4,8024	4,8087	5,5506	6,00
	20-29 tahun	4,8087	5,1913	5,1913	6,00
	30-39 tahun	-8,531	11,8531	11,8531	6,00
	Total	4,8756	5,2078	5,2078	6,00
Empathy7	Kurang dari 20 tahun	5,1496	4,6137	5,7916	6,00
	20-29 tahun	4,6137	5,1006	5,1006	6,00
	30-39 tahun	-16,5593	21,5593	21,5593	4,00
	Total	4,6934	5,1399	5,1399	6,00

Test of Homogeneity of Variances

	Levene	Statistic	df1	df2	Sig.
Empathy1	2,764	2,764	2	93	,068
Empathy2	4,211	4,211	2	93	,018
Empathy3	3,047	3,047	2	93	,052
Empathy4	,744	,744	2	93	,478
Empathy5	,086	,086	2	93	,918
Empathy6	,071	,071	2	93	,931
Empathy7	1,844	1,844	2	93	,164

ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Empathy1	Between Groups 11,186	2	5,593	6,688	,002
	Within Groups 77,773	93	,836		
	Total 88,958	95			
Empathy2	Between Groups 8,185	2	4,092	3,947	,023
	Within Groups 96,440	93	1,037		
	Total 104,625	95			
Empathy3	Between Groups 10,489	2	5,244	7,016	,001
	Within Groups 69,511	93	,747		
	Total 80,000	95			
Empathy4	Between Groups 2,176	2	1,088	1,236	,295
	Within Groups 81,824	93	,880		
	Total 84,000	95			
Empathy5	Between Groups 2,638	2	1,319	2,853	,063
	Within Groups 42,987	93	,462		
	Total 45,625	95			
Empathy6	Between Groups ,863	2	,431	,637	,531
	Within Groups 62,971	93	,677		
	Total 63,833	95			
Empathy7	Between Groups 17,169	2	8,585	8,133	,001
	Within Groups 98,164	93	1,056		
	Total 115,333	95			

Oneway

Descriptives

	N	Mean	Std. Deviation	Std. Error
Responsiveness1	17	5,1176	,69663	,16896
kurang dari 20 tahun	17	5,1176	,69663	,12044
20-29 tahun	77	4,6753	1,05683	,15000
30-39 tahun	2	2,5000	2,12132	1,50000
Total	96	4,7083	1,07524	,10974
Responsiveness2	17	5,4118	,50730	,12304
kurang dari 20 tahun	17	5,4118	,50730	,09951
20-29 tahun	77	4,8831	,87320	1,50000
30-39 tahun	2	2,5000	2,12132	,93183
Total	96	4,9271	,93183	,09510
Responsiveness3	17	5,4118	,71229	,17276
kurang dari 20 tahun	17	5,4118	,71229	,09377
20-29 tahun	77	4,8182	,82282	1,00000
30-39 tahun	2	5,0000	1,41421	,83659
Total	96	4,9271	,83659	,08538
Responsiveness4	17	4,7059	1,15999	,28134
kurang dari 20 tahun	17	4,7059	1,15999	,28134
20-29 tahun	77	5,3377	5,67453	,64667
30-39 tahun	2	5,0000	1,41421	1,00000
Total	96	5,2188	5,10563	,52109
Responsiveness5	17	4,7059	1,21268	,29412
kurang dari 20 tahun	17	4,7059	1,21268	,29412
20-29 tahun	77	4,6753	1,04430	,11901
30-39 tahun	2	2,0000	1,41421	1,00000
Total	96	4,6250	1,13555	,11590
Responsiveness6	17	5,1176	,78121	,18947
kurang dari 20 tahun	17	5,1176	,78121	,18947
20-29 tahun	77	4,8831	,74293	,08466
30-39 tahun	2	2,5000	2,12132	1,50000
Total	96	4,8750	,84915	,08667

Descriptives

	95% Confidence Interval for Mean			Minimum	Maximum
	Lower Bound	Upper Bound	Mean		
Responsiveness1	4,7595	5,4758	4,9152	4,00	6,00
kurang dan 20 tahun			4,9152	2,00	6,00
20-29 tahun			4,4355	2,00	6,00
30-39 tahun			21,5593	1,00	4,00
Total			4,9262	1,00	6,00
Responsiveness2	5,1509	5,6726	5,0813	5,00	6,00
kurang dan 20 tahun			5,6726	5,00	6,00
20-29 tahun			4,6849	2,00	6,00
30-39 tahun			21,5593	1,00	4,00
Total			5,1159	1,00	6,00
Responsiveness3	5,0455	5,7780	5,0049	4,00	6,00
kurang dan 20 tahun			5,7780	4,00	6,00
20-29 tahun			4,6314	2,00	6,00
30-39 tahun			17,7062	4,00	6,00
Total			5,0966	2,00	6,00
Responsiveness4	4,1095	5,3023	4,0497	2,00	6,00
kurang dan 20 tahun			5,3023	2,00	6,00
20-29 tahun			4,0497	3,00	54,00
30-39 tahun			17,7062	4,00	6,00
Total			6,2532	2,00	54,00
Responsiveness5	4,0824	5,3294	4,9124	2,00	6,00
kurang dan 20 tahun			5,3294	2,00	6,00
20-29 tahun			4,4383	1,00	6,00
30-39 tahun			14,7062	1,00	3,00
Total			4,8551	1,00	6,00
Responsiveness6	4,7160	5,5193	4,7145	4,00	6,00
kurang dan 20 tahun			5,5193	4,00	6,00
20-29 tahun			4,7145	2,00	6,00
30-39 tahun			21,5593	1,00	4,00
Total			5,0471	1,00	6,00

Test of Homogeneity of Variances

	Levene	Statistic	df1	df2	Sig.
responsiveness1		3,514	2	93	,034
Responsiveness2		2,809	2	93	,065
Responsiveness3		,562	2	93	,572
Responsiveness4		,090	2	93	,914
Responsiveness5		,543	2	93	,583
Responsiveness6		3,791	2	93	,026

	Mean	Std. Deviation	Std. Error
Kep1	4,7647	1,14725	27825
kurang dan 20 tahun	4,6753	1,1528	08151
20-29 tahun	5,5000	1,70711	50000
30-39 tahun	4,7083	1,80677	08234
Total	4,7917	1,55572	13478
Kep2	4,8235	1,63593	15424
kurang dan 20 tahun	4,6753	1,83416	09506
20-29 tahun	4,5000	1,70711	50000
30-39 tahun	4,6979	1,79630	08127
Total	4,7917	1,55572	13478
Kep3	5,0588	1,55572	13478
kurang dan 20 tahun	4,7273	1,75457	08599
20-29 tahun	5,0000	1,41421	1,00000
30-39 tahun	4,7917	1,73866	07539
Total	5,0588	1,55572	13478
	N		
	17		
	77		
	2		
	96		

Descriptives

Oneway

Sum of Squares	df	Mean Square	F	Sig.
12,686	2	6,343	6,072	,003
Between Groups				
Within Groups	93	1,045		
Total	95			
15,924	2	7,962	11,124	,000
Between Groups				
Within Groups	93	,716		
Total	95			
4,917	2	2,459	3,714	,028
Between Groups				
Within Groups	93	,662		
Total	95			
5,656	2	2,828	,106	,899
Between Groups				
Within Groups	93	26,567		
Total	95			
14,087	2	7,044	6,042	,003
Between Groups				
Within Groups	93	1,166		
Total	95			
12,287	2	6,144	10,164	,000
Between Groups				
Within Groups	93	,604		
Total	95			
68,500	95			

ANOVA

Descriptives

	95% Confidence Interval for		Mean	Lower Bound	Upper Bound	Minimum	Maximum
	Mean	Standard Error					
Kep1	Kurang dari 20 tahun	4,1748	4,5130	4,5449	4,8718	1,00	6,00
	20-29 tahun	4,8377	11,8531	4,8718	4,8718	1,00	6,00
	30-39 tahun	-1,8531	4,5449	4,8718	4,8718	1,00	6,00
Kep2	Kurang dari 20 tahun	4,4966	5,1505	4,4966	5,1505	4,00	6,00
	20-29 tahun	4,8647	4,8647	4,8647	4,8647	1,00	6,00
	30-39 tahun	-1,8531	10,8531	4,8647	10,8531	4,00	6,00
Kep3	Kurang dari 20 tahun	4,7731	5,3445	4,7731	5,3445	4,00	6,00
	20-29 tahun	4,5560	4,8985	4,5560	4,8985	2,00	6,00
	30-39 tahun	-7,7062	17,7062	4,5560	17,7062	4,00	6,00
Total		4,6420	4,9413	4,6420	4,9413	2,00	6,00

Test of Homogeneity of Variances

Levene	Statistic	df1	df2	Sig.
Kep1	,723	2	93	,488
Kep2	,497	2	93	,610
Kep3	2,324	2	93	,103

ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Kep1	Between Groups	2	1,391	1,070	,347
	Within Groups	93	60,442		
Total		95	61,833		
Kep2	Between Groups	2	,386	,300	,742
	Within Groups	93	59,854		
Total		95	60,240		
Kep3	Between Groups	2	1,619	1,500	,229
	Within Groups	93	50,214		
Total		95	51,833		

Oneway

Descriptives

	N	Mean	Std. Deviation	Std. Error
Compliance1	12	4,9167	1,08362	,31282
SMA	12	4,9167	1,08362	,31282
D1-D3	4	5,5000	,57735	,28868
S1	76	4,8553	,68710	,07882
Datas S1	4	5,0000	,00000	,00000
Total	96	4,8958	,73240	,07475
Compliance2	12	4,7500	,75378	,21760
SMA	12	4,7500	,75378	,21760
D1-D3	4	5,5000	,57735	,28868
S1	76	4,8421	,95293	,10931
Datas S1	4	4,7500	1,25831	,62915
Total	96	4,8542	,92883	,09480
Compliance3	12	5,0000	,60302	,17408
SMA	12	5,0000	,60302	,17408
D1-D3	4	5,2500	,50000	,25000
S1	76	5,1447	,66741	,07656
Datas S1	4	5,7500	,50000	,25000
Total	96	5,1563	,65419	,06677
Compliance4	12	4,8333	,71774	,20719
SMA	12	4,8333	,71774	,20719
D1-D3	4	5,0000	,00000	,00000
S1	76	4,6579	1,00070	,11479
Datas S1	4	5,0000	1,41421	,70711
Total	96	4,7083	,96154	,09814
Compliance5	12	5,0000	,60302	,17408
SMA	12	5,0000	,60302	,17408
D1-D3	4	5,0000	,00000	,00000
S1	76	4,9079	,94060	,10789
Datas S1	4	4,7500	,50000	,25000
Total	96	4,9167	,86653	,08844

Descriptives

	95% Confidence Interval for		Upper Bound	Minimum	Maximum
	Lower Bound	Mean			
Compliance1	SMA 4,2282	D1-D3 4,5813	S1 4,6983	Datas S1 5,0000	Total 4,7474
Compliance2	SMA 4,2711	D1-D3 6,4187	S1 5,0599	Datas S1 6,7522	Total 5,0424
Compliance3	SMA 4,6169	D1-D3 6,0456	S1 5,2972	Datas S1 6,5456	Total 5,2888
Compliance4	SMA 4,3773	D1-D3 5,0000	S1 4,8866	Datas S1 7,2503	Total 4,9032
Compliance5	SMA 4,6169	D1-D3 5,0000	S1 4,6930	Datas S1 3,9544	Total 4,7411

Test of Homogeneity of Variances

	Levene	Statistic	df1	df2	Sig.
Compliance1	1,389	,373	3	92	,291
Compliance2	,589	,624	3	92	,773
Compliance3	2,432	,070	3	92	,117
Compliance4	2,016	,117	3	92	,291

	N	Mean	Std. Deviation	Std. Error
Assurance1 SMA	12	4,6667	,65134	,18803
D1-D3	4	5,0000	,00000	,00000
S1	76	4,8684	,78896	,09050
Diatas S1	4	5,0000	,00000	,00000
Total	96	4,8542	,73955	,07548
Assurance2 SMA	12	4,8333	,71774	,20719
D1-D3	4	5,0000	,00000	,00000
S1	76	4,7368	,69987	,08028
Diatas S1	4	5,2500	,50000	,25000
Total	96	4,7813	,68369	,05978
Assurance3 SMA	12	4,8333	,93744	,27061
D1-D3	4	5,2500	,50000	,25000
S1	76	4,9474	,78136	,08963
Diatas S1	4	5,2500	,95743	,47871
Total	96	4,9583	,79361	,08100
Assurance4 SMA	12	4,8333	,71774	,20719
D1-D3	4	5,0000	,00000	,00000
S1	76	4,8289	,70025	,08032
Diatas S1	4	5,2500	,50000	,25000
Total	96	4,8542	,68023	,06943

Descriptives

Oneway

	Sum of Squares	df	Mean Square	F	Sig.
Compliance1	1,634	3	,545	1,016	,389
Compliance2	1,853	3	,618	,709	,549
Compliance3	1,748	3	,583	1,378	,254
Compliance4	1,061	3	,354	,375	,771
Compliance5	,228	3	,076	,098	,961
Between Groups	87,833	92	,943		
Within Groups	86,772	92			
Total	71,105	95			
Between Groups	1,748	3	,583	1,378	,254
Within Groups	38,908	92	,423		
Total	40,656	95			
Between Groups	1,853	3	,618	,709	,549
Within Groups	80,105	92	,871		
Total	81,958	95			
Between Groups	1,061	3	,354	,375	,771
Within Groups	86,772	92	,943		
Total	87,833	95			
Between Groups	,228	3	,076	,098	,961
Within Groups	71,105	92	,773		
Total	71,333	95			

ANOVA

Oneway

	Sum of Squares	df	Mean Square	F	Sig.
Assurance1	Between Groups 51,351 Within Groups 51,958 Total 103,309	3 92 95	17,117 .558 .202	.363	.780
Assurance2	Between Groups 1,253 Within Groups 43,154 Total 44,406	3 92 95	.418 .469 .787	.890	.449
Assurance3	Between Groups .877 Within Groups 58,956 Total 59,833	3 92 95	.292 .641 .933	.456	.713
Assurance4	Between Groups .765 Within Groups 43,193 Total 43,958	3 92 95	.255 .469 .724	.543	.654

ANOVA

Levene	Statistic	df1	df2	Sig.
Assurance1	3,002	3	92	.035
Assurance2	2,069	3	92	.110
Assurance3	.720	3	92	.543
Assurance4	2,076	3	92	.109

Test of Homogeneity of Variances

	95% Confidence Interval for Mean				Minimum	Maximum
	Lower Bound	Upper Bound	Mean	Standard Deviation		
Assurance1	4,258	5,085	4,671	4,00	6,00	6,00
SMA	5,000	5,000	5,000	5,00	5,00	5,00
D1-D3	5,000	5,000	5,000	5,00	5,00	5,00
S1	4,881	5,048	4,964	2,00	6,00	6,00
Dias S1	5,000	5,000	5,000	5,00	5,00	5,00
Total	4,703	5,004	4,853	2,00	6,00	6,00
Assurance2	4,373	5,284	4,828	4,00	6,00	6,00
SMA	5,000	5,000	5,000	5,00	5,00	5,00
D1-D3	5,000	5,000	5,000	5,00	5,00	5,00
S1	4,579	4,896	4,737	2,00	6,00	6,00
Dias S1	4,454	6,045	5,249	5,00	6,00	6,00
Total	4,642	4,919	4,780	2,00	6,00	6,00
Assurance3	4,237	5,429	4,833	3,00	6,00	6,00
SMA	5,000	5,000	5,000	5,00	5,00	5,00
D1-D3	4,454	6,045	5,249	5,00	6,00	6,00
S1	4,768	5,125	4,946	2,00	6,00	6,00
Dias S1	3,725	6,773	5,249	4,00	6,00	6,00
Total	4,795	5,119	4,957	2,00	6,00	6,00
Assurance4	4,373	5,289	4,831	4,00	6,00	6,00
SMA	5,000	5,000	5,000	5,00	5,00	5,00
D1-D3	5,000	5,000	5,000	5,00	5,00	5,00
S1	4,689	4,989	4,839	3,00	6,00	6,00
Dias S1	4,454	6,045	5,249	5,00	6,00	6,00
Total	4,716	4,992	4,854	3,00	6,00	6,00

Descriptives

Descriptives

	N	Mean	Std. Deviation	Std. Error
Reliability1	12	5,0833	,79296	,22891
SMA	4	4,5000	1,29099	,64550
D1-D3	4	4,8150	1,11607	,12802
S1	76	4,7500	,50000	,25000
Datas S1	4	4,8750	1,07850	,11007
Reliability2	12	4,5833	,79296	,22891
SMA	4	5,0000	,81650	,40825
D1-D3	4	4,7368	,86977	,09977
S1	76	4,7368	,57735	,28868
Datas S1	4	4,7604	,85526	,08729
Reliability3	12	4,6667	,65134	,18803
SMA	4	5,0000	,81650	,40825
D1-D3	4	4,7500	,83467	,09574
S1	76	5,2500	,50000	,25000
Datas S1	4	4,7708	,80104	,08176
Reliability4	12	4,9167	,66856	,19300
SMA	4	5,0000	,61044	,09000
D1-D3	4	4,9737	,61044	,07002
S1	76	5,2500	,95743	,47871
Datas S1	4	4,9792	,61523	,06279
Reliability5	12	4,8333	,93744	,27061
SMA	4	4,7500	1,25831	,62915
D1-D3	4	4,5921	1,04789	,12020
S1	76	4,5000	,57735	,28868
Datas S1	4	4,6250	1,01825	,10393
Total	96			

95% Confidence Interval for	Mean		Minimum	Maximum
	Lower Bound	Upper Bound		
Reliability1	SMA	4,5795	5,5672	4,00
	D1-D3	2,4457	6,5543	3,00
	S1	4,5608	5,0708	1,00
	Dias S1	4,9544	6,5456	5,00
	Total	4,6565	5,0935	1,00
Reliability2	SMA	4,0795	5,0872	3,00
	D1-D3	3,7008	6,2992	4,00
	S1	4,5381	4,9356	2,00
	Dias S1	4,5813	6,4187	5,00
	Total	4,5871	4,9337	2,00
Reliability3	SMA	4,2528	5,0805	4,00
	D1-D3	3,7008	6,2992	4,00
	S1	4,5593	4,9407	2,00
	Dias S1	4,4544	6,0456	5,00
	Total	4,6085	4,9331	2,00
Reliability4	SMA	4,4919	5,3414	4,00
	D1-D3	5,0000	5,0000	5,00
	S1	4,8342	5,1132	4,00
	Dias S1	3,7265	6,7735	4,00
	Total	4,8545	5,1038	4,00
Reliability5	SMA	4,2377	5,4290	3,00
	D1-D3	2,7478	6,7522	3,00
	S1	4,3527	4,8316	1,00
	Dias S1	3,5813	5,4187	4,00
	Total	4,4187	4,8313	1,00

Test of Homogeneity of Variances

Levene	Statistic	df1	df2	Sig.
Reliability1	,915	3	92	,437
Reliability2	,277	3	92	,842
Reliability3	,712	3	92	,547
Reliability4	1,852	3	92	,143
Reliability5	,410	3	92	,746

Oneway

Descriptives

	N	Mean	Std. Deviation	Std. Error
Tangible1 SMA	12	5,0833	,99620	,23758
D1-D3	4	4,7500	1,25831	,62915
S1	76	4,9737	,73271	,08978
Datas S1	4	5,5000	,57735	,28868
Total	96	5,0000	,82078	,08377
Tangible2 SMA	12	4,6667	,88763	,25624
D1-D3	4	5,0000	,81650	,40825
S1	76	5,0000	,81650	,09366
Datas S1	4	5,5000	,57735	,28868
Total	96	4,9792	,82052	,08374
Tangible3 SMA	12	4,5833	,66856	,19300
D1-D3	4	5,2500	,50000	,25000
S1	76	5,0263	,81607	,09361
Datas S1	4	5,0000	,81650	,40825
Total	96	4,9792	,79444	,08108
Tangible4 SMA	12	4,6667	,98473	,28427
D1-D3	4	5,0000	,00000	,00000
S1	76	4,8553	,81165	,09310
Datas S1	4	5,5000	,57735	,28868
Total	96	4,8646	,81589	,08327

	Sum of Squares	df	Mean Square	F	Sig.
Reliability1 Between Groups	4,412	3	1,471	1,275	,287
Within Groups	106,088	92	1,153		
Total	110,500	95			
Reliability2 Between Groups	2,836	3	,945	1,305	,278
Within Groups	66,654	92	,724		
Total	69,490	95			
Reliability3 Between Groups	1,292	3	,431	,664	,576
Within Groups	59,667	92	,649		
Total	60,958	95			
Reliability4 Between Groups	,344	3	,115	,296	,828
Within Groups	35,614	92	,387		
Total	35,958	95			
Reliability5 Between Groups	,728	3	,243	,228	,876
Within Groups	97,772	92	1,063		
Total	98,500	95			

ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Tangible1	Between Groups 1,366	3	,462	,679	,567
	Within Groups 62,614	92	,681		
	Total 64,000	95			
Tangible2	Between Groups 2,292	3	,764	1,140	,337
	Within Groups 61,667	92	,670		
	Total 63,958	95			
Tangible3	Between Groups 2,344	3	,781	1,248	,297
	Within Groups 57,614	92	,626		
	Total 59,958	95			
Tangible4	Between Groups 2,165	3	,722	1,087	,359
	Within Groups 61,075	92	,664		
	Total 63,240	95			

ANOVA

	Levene Statistic	df1	df2	Sig.
Tangible1	1,041	3	92	,378
Tangible2	,397	3	92	,756
Tangible3	,130	3	92	,942
Tangible4	2,191	3	92	,094

Test of Homogeneity of Variances

	95% Confidence Interval for		Minimum	Maximum
	Lower Bound	Upper Bound		
Tangible1	SMA 4,4504	2,7478	6,7522	3,00
	D1-D3	5,1525	5,00	6,00
	S1	4,7948	2,00	6,00
	Datas S1	6,4187	5,00	6,00
	Total	5,1454	2,00	6,00
Tangible2	SMA 4,1027	3,7008	5,2306	3,00
	D1-D3	5,1866	4,00	6,00
	S1	6,2992	2,00	6,00
	Datas S1	6,4187	5,00	6,00
	Total	5,1454	2,00	6,00
Tangible3	SMA 4,1586	4,4544	5,0081	4,00
	D1-D3	6,0456	5,00	6,00
	S1	5,2128	1,00	6,00
	Datas S1	6,2992	4,00	6,00
	Total	5,1401	1,00	6,00
Tangible4	SMA 4,0410	5,0000	5,2923	3,00
	D1-D3	5,0000	5,00	6,00
	S1	5,0407	1,00	6,00
	Datas S1	6,4187	5,00	6,00
	Total	5,0299	1,00	6,00

Descriptives

Descriptives

		Mean	Std. Deviation	Std. Error
Empathy1	SMA	4.4167	1.16450	.33616
	D1-D3	5.0000	.00000	.00000
	S1	4.7500	.96782	.11102
	Datas S1	5.0000	.81650	.40825
	Total	4.7292	.96768	.09876
Empathy2	SMA	4.5833	.99620	.28758
	D1-D3	4.7500	.50000	.25000
	S1	4.8158	1.09192	.12525
	Datas S1	5.5000	.57735	.28868
	Total	4.8125	1.04944	.10711
Empathy3	SMA	4.3333	1.23091	.35533
	D1-D3	4.7500	.95743	.47871
	S1	4.8158	.85962	.09861
	Datas S1	4.7500	.95743	.47871
	Total	4.7500	.91766	.09366
Empathy4	SMA	4.6667	1.23091	.35533
	D1-D3	4.5000	.57735	.28868
	S1	4.7368	.89990	.10323
	Datas S1	5.5000	1.00000	.50000
	Total	4.7500	.94032	.09597
Empathy5	SMA	4.7500	.75378	.21760
	D1-D3	5.0000	.00000	.00000
	S1	4.9342	.67991	.07799
	Datas S1	5.5000	1.00000	.50000
	Total	4.9375	.69301	.07073
Empathy6	SMA	4.6667	1.15470	.33333
	D1-D3	5.0000	.81650	.40925
	S1	5.0921	.75149	.08620
	Datas S1	5.2500	.95743	.47871
	Total	5.0417	.81971	.08366
Empathy7	SMA	4.8333	1.26730	.36584
	D1-D3	4.7500	.95743	.47871
	S1	4.9211	1.10469	.12672
	Datas S1	5.2500	.95743	.47871
	Total	4.9167	1.10183	.11246

Descriptives

	95% Confidence Interval for			Minimum	Maximum
	Lower Bound	Mean	Upper Bound		
Empathy1 SMA	3,6768	5,1566	6,2000	2,00	6,00
D1-D3	5,0000	5,0000	5,0000	5,00	5,00
S1	4,5288	4,9712	6,2992	1,00	6,00
D1as S1	3,7008	6,2992	4,9252	4,00	6,00
Total	4,5331	4,9252	6,2000	1,00	6,00
Empathy2 SMA	3,9504	5,2163	6,3000	3,00	6,00
D1-D3	3,9544	5,5456	6,4000	4,00	5,00
S1	4,5663	5,0653	6,1000	1,00	6,00
D1as S1	4,5813	6,4187	5,0251	5,00	6,00
Total	4,5999	5,0251	6,3000	1,00	6,00
Empathy3 SMA	3,5512	5,1154	6,2000	2,00	6,00
D1-D3	3,2265	6,2735	6,4000	4,00	6,00
S1	4,6194	5,0122	6,1000	1,00	6,00
D1as S1	3,2265	6,2735	6,2735	4,00	6,00
Total	3,5512	5,1154	6,2000	2,00	6,00
Empathy4 SMA	3,8846	5,4488	6,2000	2,00	6,00
D1-D3	3,5813	5,4187	6,4000	4,00	5,00
S1	4,5312	4,9425	6,1000	1,00	6,00
D1as S1	3,9088	7,0912	4,9405	4,00	6,00
Total	4,5595	4,9405	6,3000	1,00	6,00
Empathy5 SMA	4,2711	5,2289	6,4000	4,00	6,00
D1-D3	5,0000	5,0000	5,0000	5,00	5,00
S1	4,7788	5,0896	6,3000	3,00	6,00
D1as S1	3,9088	7,0912	5,0779	4,00	6,00
Total	4,7971	5,0779	6,3000	3,00	6,00
Empathy6 SMA	3,9330	5,4003	6,2000	2,00	6,00
D1-D3	3,7008	6,2992	6,4000	4,00	6,00
S1	4,9204	5,2638	6,2000	2,00	6,00
D1as S1	3,7265	6,7735	5,2078	4,00	6,00
Total	4,8756	5,2078	6,3000	2,00	6,00
Empathy7 SMA	4,0281	5,6385	6,2000	2,00	6,00
D1-D3	3,2265	6,2735	6,4000	4,00	6,00
S1	4,6686	5,1735	6,1000	1,00	6,00
D1as S1	3,2265	6,7735	5,1399	4,00	6,00
Total	4,6934	5,1399	6,3000	1,00	6,00

Test of Homogeneity of Variances

Levene	df1	df2	Sig.
Empathy1	3	92	,563
Empathy2	3	92	,212
Empathy3	3	92	,277
Empathy4	3	92	,108
Empathy5	3	92	,161
Empathy6	3	92	,906
Empathy7	3	92	,186

	Sum of Squares	df	Mean Square	F	Sig.
Empathy1	Between Groups 1,792 Within Groups 87,167 Total 88,958	3 92 95	,597 ,947	,630	,597
Empathy2	Between Groups 2,537 Within Groups 102,088 Total 104,625	3 92 95	,846 1,110	,762	,513
Empathy3	Between Groups 2,412 Within Groups 77,588 Total 80,000	3 92 95	,804 ,843	,953	,418
Empathy4	Between Groups 2,596 Within Groups 81,404 Total 84,000	3 92 95	,865 ,885	,978	,407
Empathy5	Between Groups 1,704 Within Groups 43,921 Total 45,625	3 92 95	,568 ,477	1,190	,318
Empathy6	Between Groups 2,061 Within Groups 61,772 Total 63,833	3 92 95	,687 ,671	1,023	,386
Empathy7	Between Groups ,640 Within Groups 114,693 Total 115,333	3 92 95	,213 1,247	,171	,916

ANOVA

Descriptives

	N	Mean	Std. Deviation	Std. Error
Responsiveness1	12	4,4167	1,08362	,31282
D1-D3	4	5,0000	1,15470	,57735
S1	76	4,7105	1,09320	,12540
Datas S1	4	5,2500	,50000	,25000
Total	96	4,7083	1,07524	,10974
Responsiveness2	12	4,8333	1,19342	,34451
D1-D3	4	5,0000	,81650	,40825
S1	76	4,9211	,92034	,10557
Datas S1	4	5,2500	,50000	,25000
Total	96	4,9271	,93183	,09510
Responsiveness3	12	5,0000	1,04447	,30151
D1-D3	4	4,7500	,50000	,25000
S1	76	4,9079	,81939	,09399
Datas S1	4	5,2500	,95743	,47871
Total	96	4,9271	,83659	,08538
Responsiveness4	12	4,4167	1,31137	,37856
D1-D3	4	4,5000	,57735	,28868
S1	76	5,3947	5,70632	,65456
Datas S1	4	5,0000	,81650	,40825
Total	96	5,2188	5,10563	,52109
Responsiveness5	12	4,4167	1,56428	,45157
D1-D3	4	4,7500	,50000	,25000
S1	76	4,6579	1,10215	,12643
Datas S1	4	4,5000	1,00000	,50000
Total	96	4,6250	1,13555	,11590
Responsiveness6	12	4,6667	1,07309	,30977
D1-D3	4	4,7500	,50000	,25000
S1	76	4,9211	,84480	,09691
Datas S1	4	4,7500	,50000	,25000
Total	96	4,8750	,84915	,08667

Descriptives

	95% Confidence Interval for Mean			Minimum	Maximum
	Lower Bound	Upper Bound	Mean		
Responsiveness1	SMA 3,7282	D1-D3 3,1626	S1 4,607	Datas S1 4,4544	Total 4,4905
Responsiveness2	SMA 4,0751	D1-D3 3,7008	S1 4,7107	Datas S1 4,4544	Total 4,7383
Responsiveness3	SMA 4,3364	D1-D3 3,9544	S1 4,7207	Datas S1 5,0951	Total 6,7735
Responsiveness4	SMA 3,5835	D1-D3 3,5813	S1 4,0908	Datas S1 3,7008	Total 4,1843
Responsiveness5	SMA 3,4228	D1-D3 3,9544	S1 4,4060	Datas S1 2,9088	Total 4,3949
Responsiveness6	SMA 3,9849	D1-D3 3,9544	S1 4,7280	Datas S1 4,7280	Total 4,7029
				5,0471	5,0471

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Responsiveness1	,749	3	92	,525
Responsiveness2	,412	3	92	,745
Responsiveness3	1,011	3	92	,391
Responsiveness4	,099	3	92	,960
Responsiveness5	2,684	3	92	,051
Responsiveness6	,734	3	92	,534

Oneway

Descriptives

	Mean	Std. Deviation	Std. Error	Lower Bound	Upper Bound
Kept1 SMA	4,9167	,66856	,19300	4,4919	5,3414
D1-D3	5,0000	,00000	,00000	5,0000	5,0000
S1	4,6316	,84604	,09705	4,4382	4,8249
D1as S1	5,2500	,50000	,25000	4,4544	6,0456
Total	4,7083	,80677	,08234	4,5449	4,8718
Kept2 SMA	4,7500	,86603	,25000	4,1998	5,3002
D1-D3	4,7500	,50000	,25000	3,9544	5,5456
S1	4,6711	,80644	,09251	4,4868	4,8553
D1as S1	5,0000	,81650	,40825	3,7008	6,2992
Total	4,6979	,79630	,08127	4,5366	4,8593
Kept3 SMA	5,0000	,60302	,17408	4,6169	5,3831
D1-D3	4,7500	,50000	,25000	3,9544	5,5456
S1	4,7237	,75892	,08705	4,5503	4,8971
D1as S1	5,5000	,57735	,28868	4,5813	6,4187
Total	4,7917	,73866	,07539	4,6420	4,9413

Sum of Squares	df	Mean Square	F	Sig.
2,535	3	,845	,725	,540
107,298	92	1,166		
109,833	95			
,547	3	,182	,205	,893
81,943	92	,891		
82,490	95			
,634	3	,211	,295	,829
65,855	92	,716		
66,490	95			
12,332	3	4,111	,153	,927
2464,075	92	26,783		
2476,406	95			
,728	3	,243	,183	,907
121,772	92	1,324		
122,500	95			
,807	3	,269	,366	,778
67,693	92	,736		
68,500	95			

ANOVA

Descriptives

	Minimum	Maximum
Kept1		
SMA	4,00	6,00
D1-D3	5,00	5,00
S1	1,00	6,00
Datas S1	5,00	6,00
Total	1,00	6,00
Kept2		
SMA	3,00	6,00
D1-D3	4,00	5,00
S1	1,00	6,00
Datas S1	4,00	6,00
Total	1,00	6,00
Kept3		
SMA	4,00	6,00
D1-D3	4,00	5,00
S1	2,00	6,00
Datas S1	5,00	6,00
Total	2,00	6,00

Test of Homogeneity of Variances

	Levene	Statistic	df1	df2	Sig.
Kept1	1,858		3	92	,142
Kept2	,351		3	92	,789
Kept3	,839		3	92	,476

ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Kept1	2,482	3	,827	1,283	,285
Kept2	,463	3	,154	,238	,870
Kept3	2,886	3	,962	1,808	,151
Between Groups	59,351	92	,645		
Within Groups	61,833	95			
Total	111,184	187			

Oneway

Descriptives

	N	Mean	Std. Deviation	Std. Error
Compliance1	30	4,9000	,54772	,10000
kurang dari Rp.200.000	23	4,7826	,51843	,10810
Rp.200.000-Rp.399.000	25	4,8400	1,02794	,20559
Rp.400.000-Rp.699.000	8	5,1250	,83452	,29505
Rp.700.000-Rp.999.000	10	5,1000	,73786	,23335
Total diatas Rp.1000.000	96	4,8958	,73240	,07475
Compliance2	30	4,6667	,92227	,16838
kurang dari Rp.200.000	23	5,0435	,76742	,16002
Rp.200.000-Rp.399.000	25	4,6800	1,14455	,22891
Rp.400.000-Rp.699.000	8	5,1250	,83452	,29505
Rp.700.000-Rp.999.000	10	5,2000	,63246	,20000
Total diatas Rp.1000.000	96	4,8542	,92883	,09480
Compliance3	30	5,2000	,66436	,12130
kurang dari Rp.200.000	23	5,1304	,54808	,11428
Rp.200.000-Rp.399.000	25	5,0800	,75939	,15188
Rp.400.000-Rp.699.000	8	5,3750	,74402	,26305
Rp.700.000-Rp.999.000	10	5,1000	,56765	,17951
Total diatas Rp.1000.000	96	5,1563	,65419	,06677
Compliance4	30	4,6333	1,09807	,20048
kurang dari Rp.200.000	23	4,6957	,76484	,15948
Rp.200.000-Rp.399.000	25	4,6800	,80208	,16042
Rp.400.000-Rp.699.000	8	5,0000	1,06904	,37796
Rp.700.000-Rp.999.000	10	4,8000	1,31656	,41633
Total diatas Rp.1000.000	96	4,7083	,96154	,09814
Compliance5	30	4,9333	,94443	,17243
kurang dari Rp.200.000	23	4,8696	,54808	,11428
Rp.200.000-Rp.399.000	25	4,9600	,67577	,13515
Rp.400.000-Rp.699.000	8	5,1250	,99103	,35038
Rp.700.000-Rp.999.000	10	4,7000	1,49443	,47258
Total diatas Rp.1000.000	96	4,9167	,86653	,08844

Test of Homogeneity of Variances

Levene	Statistic	df1	df2	Sig.
Responsiveness1	1,406 ^a	4	90	,238
Responsiveness2	,468 ^b	4	90	,759
Responsiveness3	1,054 ^c	4	90	,384
Responsiveness4	,231 ^d	4	90	,920
Responsiveness5	2,037 ^e	4	90	,096
Responsiveness6	1,531 ^f	4	90	,200

- a. Groups with only one case are ignored in computing the test of homogeneity of variance for Responsiveness1.
- b. Groups with only one case are ignored in computing the test of homogeneity of variance for Responsiveness2.
- c. Groups with only one case are ignored in computing the test of homogeneity of variance for Responsiveness3.
- d. Groups with only one case are ignored in computing the test of homogeneity of variance for Responsiveness4.
- e. Groups with only one case are ignored in computing the test of homogeneity of variance for Responsiveness5.
- f. Groups with only one case are ignored in computing the test of homogeneity of variance for Responsiveness6.

ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Responsiveness1	9,072	5	1,814	1,621	,163
Between Groups	100,761	90	1,120		
Total	109,833	95			
Responsiveness2	4,686	5	,937	1,084	,375
Between Groups	77,803	90	,864		
Total	82,490	95			
Responsiveness3	6,344	5	1,269	1,899	,102
Between Groups	60,145	90	,668		
Total	66,490	95			
Responsiveness4	18,882	5	3,776	138	,983
Between Groups	2457,524	90	27,306		
Total	2476,406	95			
Responsiveness5	13,986	5	2,797	2,320	,050
Between Groups	108,514	90	1,206		
Total	122,500	95			
Responsiveness6	5,292	5	1,058	1,507	,196
Between Groups	63,208	90	,702		
Total	68,500	95			

95% Confidence Interval for Mean		Upper Bound	Lower Bound	Descriptives					
Maximum	Minimum			Compliance1	Compliance2	Compliance3	Compliance4	Compliance5	Total
6.00	3.00	5,1045	4,6955	kurang dan Rp.200.000	kurang dan Rp.200.000	kurang dan Rp.200.000	kurang dan Rp.200.000	kurang dan Rp.200.000	kurang dan Rp.200.000
6.00	4.00	5,0068	4,5584	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000
6.00	4.00	5,0068	4,5584	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000
6.00	2.00	5,2643	4,4157	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000
6.00	4.00	5,6278	4,5722	Total	Total	Total	Total	Total	Total
6.00	2.00	5,042	4,7474	kurang dan Rp.200.000	kurang dan Rp.200.000	kurang dan Rp.200.000	kurang dan Rp.200.000	kurang dan Rp.200.000	kurang dan Rp.200.000
6.00	1.00	5,0110	4,3223	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000
6.00	3.00	5,3753	4,7116	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000
6.00	2.00	5,1524	4,2076	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000
6.00	4.00	5,6524	4,7476	Total	Total	Total	Total	Total	Total
6.00	1.00	5,0424	4,6660	kurang dan Rp.200.000	kurang dan Rp.200.000	kurang dan Rp.200.000	kurang dan Rp.200.000	kurang dan Rp.200.000	kurang dan Rp.200.000
6.00	4.00	5,4481	4,9519	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000
6.00	4.00	5,3674	4,8934	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000
6.00	3.00	5,3935	4,7665	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000
6.00	4.00	5,5061	4,6939	Total	Total	Total	Total	Total	Total
6.00	3.00	5,2888	5,0237	kurang dan Rp.200.000	kurang dan Rp.200.000	kurang dan Rp.200.000	kurang dan Rp.200.000	kurang dan Rp.200.000	kurang dan Rp.200.000
6.00	1.00	5,0434	4,2233	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000
6.00	3.00	5,0264	4,3649	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000
6.00	3.00	5,0111	4,3489	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000
6.00	2.00	5,7418	3,8582	Total	Total	Total	Total	Total	Total
6.00	1.00	4,9032	4,5135	kurang dan Rp.200.000	kurang dan Rp.200.000	kurang dan Rp.200.000	kurang dan Rp.200.000	kurang dan Rp.200.000	kurang dan Rp.200.000
6.00	3.00	5,2860	4,5807	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000	Rp.200.000-Rp.399.000
6.00	4.00	5,1066	4,6326	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000	Rp.400.000-Rp.699.000
6.00	3.00	5,2389	4,6811	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000	Rp.700.000-Rp.999.000
6.00	3.00	5,9535	4,2965	Total	Total	Total	Total	Total	Total
6.00	1.00	5,7691	3,6309	kurang dan Rp.1000.000	kurang dan Rp.1000.000	kurang dan Rp.1000.000	kurang dan Rp.1000.000	kurang dan Rp.1000.000	kurang dan Rp.1000.000
6.00	1.00	5,0922	4,7411	didas Rp.1000.000	didas Rp.1000.000	didas Rp.1000.000	didas Rp.1000.000	didas Rp.1000.000	didas Rp.1000.000

Test of Homogeneity of Variances

Levene	Statistic	df1	df2	Sig.
Compliance1	1,819	4	91	,132
Compliance2	1,510	4	91	,206
Compliance3	,885	4	91	,476
Compliance4	,605	4	91	,660
Compliance5	2,773	4	91	,032

ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Compliance1	Between Groups 1,210	4	,303	,547	
	Within Groups 49,748	91			
	Total 50,958	95			
Compliance2	Between Groups 4,420	4	1,105	1,297	,277
	Within Groups 77,538	91			
	Total 81,958	95			
Compliance3	Between Groups ,633	4	,158	,360	,837
	Within Groups 40,024	91			
	Total 40,656	95			
Compliance4	Between Groups ,957	4	,239	,251	,909
	Within Groups 86,876	91			
	Total 87,833	95			
Compliance5	Between Groups ,923	4	,231	,298	,878
	Within Groups 70,410	91			
	Total 71,333	95			

Oneway

Descriptives

	N	Mean	Std. Deviation	Std. Error
Assurance1	kurang dari Rp.200.000 Rp.200.000-Rp.399.000 Rp.400.000-Rp.699.000 Rp.700.000-Rp.999.000 diatas Rp.1000.000	30 23 25 8 10 96	4.8000 4.6957 4.9600 5.3750 4.7000 4.8542	84690 70290 61101 74402 67495 73955
Assurance2	kurang dari Rp.200.000 Rp.200.000-Rp.399.000 Rp.400.000-Rp.699.000 Rp.700.000-Rp.999.000 diatas Rp.1000.000	30 23 25 6 10 96	4.7000 4.8696 4.7200 4.6750 4.9000 4.7813	74971 54808 61373 63452 67560 66369
Assurance3	kurang dari Rp.200.000 Rp.200.000-Rp.399.000 Rp.400.000-Rp.699.000 Rp.700.000-Rp.999.000 diatas Rp.1000.000	30 23 25 8 10 96	4.9333 4.7391 5.0800 5.5000 4.8000 4.9583	78492 96377 70238 53452 63246 79361
Assurance4	kurang dari Rp.200.000 Rp.200.000-Rp.399.000 Rp.400.000-Rp.699.000 Rp.700.000-Rp.999.000 diatas Rp.1000.000	30 23 25 8 10 96	4.8000 4.5652 5.0000 5.2500 5.0000 4.8542	71438 72777 57735 70711 47140 68023
Total				

	Sum of Squares	df	Mean Square	F	Sig.
Assurance1	3,354	4	,838	1,570	,189
Between Groups	48,605	91	,534		
Within Groups	51,958	95			
Total					
Assurance2	,683	4	,171	,355	,840
Between Groups	43,724	91	,480		
Within Groups	44,406	95			
Total					
Assurance3	4,092	4	1,023	1,670	,164
Between Groups	55,741	91	,613		
Within Groups	59,833	95			
Total					
Assurance4	4,006	4	1,002	2,281	,067
Between Groups	39,952	91	,439		
Within Groups	43,958	95			
Total					

ANOVA

Levene	Statistic	df1	df2	Sig.
Assurance1	1,403	4	91	,239
Assurance2	,803	4	91	,526
Assurance3	1,227	4	91	,305
Assurance4	2,916	4	91	,026

Test of Homogeneity of Variances

	95% Confidence Interval for Mean		Minimum	Maximum
	Lower Bound	Upper Bound		
Assurance1	4,4838	5,1162	3,00	6,00
kurang dari Rp.200.000	4,3917	4,9996	2,00	5,00
Rp.200.000-Rp.399.000	4,7078	5,2122	4,00	6,00
Rp.400.000-Rp.699.000	4,7530	5,9970	4,00	6,00
Rp.700.000-Rp.999.000	4,2172	5,1828	4,00	6,00
Total	4,7043	5,0040	2,00	6,00
Assurance2	4,4201	4,9799	2,00	6,00
kurang dari Rp.200.000	4,4201	4,9799	2,00	6,00
Rp.200.000-Rp.399.000	4,6326	5,1066	4,00	6,00
Rp.400.000-Rp.699.000	4,1773	5,5727	3,00	6,00
Rp.700.000-Rp.999.000	4,2736	5,5264	3,00	6,00
Total	4,6427	4,9198	2,00	6,00
Assurance3	4,6402	5,2264	3,00	6,00
kurang dari Rp.200.000	4,6402	5,2264	3,00	6,00
Rp.200.000-Rp.399.000	4,3224	5,1559	2,00	6,00
Rp.400.000-Rp.699.000	4,7901	5,3699	3,00	6,00
Rp.700.000-Rp.999.000	5,0531	5,9469	5,00	6,00
dias Rp.1000.000	4,3476	5,2524	4,00	6,00
Total	4,7975	5,1191	2,00	6,00
Assurance4	4,5332	5,0668	3,00	6,00
kurang dari Rp.200.000	4,5332	5,0668	3,00	6,00
Rp.200.000-Rp.399.000	4,2505	4,8799	3,00	6,00
Rp.400.000-Rp.699.000	4,7617	5,2383	4,00	6,00
Rp.700.000-Rp.999.000	4,6588	5,8412	4,00	6,00
dias Rp.1000.000	4,6628	5,3372	4,00	6,00
Total	4,7163	4,9920	3,00	6,00

Descriptives

Descriptives

	N	Mean	Std. Deviation	Std. Error
Reliability1	30	4,9000	,95953	,17518
	23	4,8261	1,11405	,23230
	25	4,9600	1,05987	,21197
	8	4,7500	1,66905	,59010
	10	4,8000	1,03280	,32660
	96	4,8750	1,07850	,11007
Reliability2	30	4,7000	,55126	,11890
	23	4,4348	1,16096	,24208
	25	5,0800	,64031	,12806
	8	5,0000	,92582	,32733
	10	4,7000	,82327	,26034
	96	4,7604	,85526	,08729
Reliability3	30	4,7000	,91539	,16713
	23	4,7826	,67126	,13997
	25	4,7600	,72342	,14468
	8	5,1250	1,12599	,39810
	10	4,7000	,67495	,21344
	96	4,7708	,80104	,08176
Reliability4	30	5,0667	,63968	,11679
	23	4,9565	,63806	,13304
	25	4,9200	,57155	,11431
	8	5,1250	,64087	,22658
	10	4,8000	,63246	,20000
	96	4,9792	,61523	,06279
Reliability5	30	4,7667	1,07265	,19584
	23	4,4783	,79026	,16473
	25	4,6400	1,07548	,21510
	8	5,2500	,88641	,31339
	10	4,0000	1,05409	,33333
	96	4,6250	1,01825	,10393
	Total			
	kurang dari Rp.200,000			
	Rp.200,000-Rp.399,000			
	Rp.400,000-Rp.699,000			
	Rp.700,000-Rp.999,000			
	diatas Rp.1000,000			
	Total			

Descriptives

	95% Confidence Interval for		Mean	Lower Bound	Upper Bound	Minimum	Maximum
Reliability1	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	4,5417	4,3443	5,3078	2,00	6,00
		Rp.400.000-Rp.699.000	4,5225	4,2225	5,3975	1,00	6,00
		Rp.700.000-Rp.999.000	3,3546	3,3546	6,1454	1,00	6,00
		didas Rp.1000.000	4,0612	4,0612	5,5388	3,00	6,00
Reliability2	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	4,4568	3,9327	4,9368	3,00	6,00
		Rp.400.000-Rp.699.000	4,8157	4,8157	5,3443	4,00	6,00
		Rp.700.000-Rp.999.000	4,2260	4,2260	5,7740	4,00	6,00
		didas Rp.1000.000	4,5871	4,1111	5,2889	3,00	6,00
Reliability3	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	4,3582	4,4923	5,0729	2,00	6,00
		Rp.400.000-Rp.699.000	4,4614	4,4614	5,0586	3,00	6,00
		Rp.700.000-Rp.999.000	4,2172	4,1836	6,0664	3,00	6,00
		didas Rp.1000.000	4,6085	4,2172	5,1828	4,00	6,00
Reliability4	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	4,8278	4,6806	5,3055	4,00	6,00
		Rp.400.000-Rp.699.000	4,6841	4,6806	5,2324	4,00	6,00
		Rp.700.000-Rp.999.000	4,3476	4,5892	5,1059	4,00	6,00
		didas Rp.1000.000	4,8545	4,3476	5,2524	4,00	6,00
Reliability5	kurang dari Rp.200.000	Rp.200.000-Rp.399.000	4,3661	4,1365	5,1672	1,00	6,00
		Rp.400.000-Rp.699.000	4,1961	4,1365	5,0839	3,00	6,00
		Rp.700.000-Rp.999.000	3,2459	4,5089	5,9911	4,00	6,00
		didas Rp.1000.000	4,4187	3,2459	4,7541	3,00	6,00

Test of Homogeneity of Variances

	Levene	df1	df2	Sig.
Reliability1	,958	4	91	,434
Reliability2	4,827	4	91	,001
Reliability3	1,123	4	91	,350
Reliability4	,141	4	91	,965
Reliability5	,108	4	91	,979

	N	Mean	Std. Deviation	Std. Error
Tangible1	30	5,1000	66176	12082
kurang dari Rp.200.000	23	4,8696	,66887	18117
Rp.200.000-Rp.399.000	25	5,1200	,66583	13317
Rp.400.000-Rp.699.000	8	5,2500	,70711	25000
Rp.700.000-Rp.999.000	10	4,5000	1,35401	42817
Total	96	5,0000	,82078	08377
Tangible2	30	4,9000	1,06166	19387
kurang dari Rp.200.000	23	5,0000	,73855	15400
Rp.200.000-Rp.399.000	25	5,0800	,57155	11431
Rp.400.000-Rp.699.000	8	5,3750	,74402	26305
Rp.700.000-Rp.999.000	10	4,6000	,69921	22111
Total	96	4,9792	,82052	08374
Tangible3	30	4,8333	1,05318	19228
kurang dari Rp.200.000	23	4,9565	,56232	11725
Rp.200.000-Rp.399.000	25	5,0400	,61101	12220
Rp.400.000-Rp.699.000	8	5,2500	,88641	31339
Rp.700.000-Rp.999.000	10	5,1000	,73786	23333
Total	96	4,9792	,79444	08108
Tangible4	30	4,7667	1,00630	18372
kurang dari Rp.200.000	23	4,8696	,69442	14480
Rp.200.000-Rp.399.000	25	4,9600	,67577	13515
Rp.400.000-Rp.699.000	8	4,8750	1,12599	39810
Rp.700.000-Rp.999.000	10	4,9000	,56765	17951
Total	96	4,8646	,81589	08327

Descriptives

Oneway

Sum of Squares	df	Mean Square	F	Sig.
Between Groups	4	,109	,090	,985
Within Groups	91	1,209		
Total	95			
Between Groups	4	1,399	1,993	,102
Within Groups	91	,702		
Total	95			
Between Groups	4	,303	,461	,764
Within Groups	91	,657		
Total	95			
Between Groups	4	,205	,531	,713
Within Groups	91	,386		
Total	95			
Between Groups	4	8,134	2,034	,094
Within Groups	91	90,366	2,048	
Total	95	98,500		

ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Tangible1	4,051	4	1,013	1,537	,198
Between Groups	59,949	91	,659		
Total	64,000	95			
Tangible2	3,143	4	,786	1,176	,327
Between Groups	60,815	91	,668		
Total	63,958	95			
Tangible3	1,475	4	,369	,574	,682
Between Groups	58,483	91	,643		
Total	59,958	95			
Tangible4	,529	4	,132	,192	,942
Between Groups	62,710	91	,689		
Total	63,240	95			

ANOVA

	Levene Statistic	df1	df2	Sig.
Tangible1	4,302	4	91	,003
Tangible2	2,673	4	91	,037
Tangible3	2,743	4	91	,033
Tangible4	1,605	4	91	,180

Test of Homogeneity of Variances

	5% Confidence Interval for Mean		Minimum	Maximum
	Lower Bound	Upper Bound		
Tangible1	4,8529	5,3471	4,00	6,00
	4,4938	5,2453	2,00	6,00
	4,8452	5,3948	4,00	6,00
	4,6588	5,8412	4,00	6,00
	3,5314	5,4686	3,00	6,00
	4,8337	5,1663	2,00	6,00
Tangible2	4,5035	5,2965	2,00	6,00
	4,6806	5,3194	3,00	6,00
	4,8441	5,3159	4,00	6,00
	4,7530	5,9970	4,00	6,00
	4,0998	5,1002	4,00	6,00
	4,8129	5,1454	2,00	6,00
Tangible3	4,4401	5,2266	1,00	6,00
	4,7134	5,1997	4,00	6,00
	4,7878	5,2922	4,00	6,00
	4,5089	5,9911	4,00	6,00
	4,5722	5,6278	4,00	6,00
	4,8182	5,1401	1,00	6,00
Tangible4	4,3909	5,1424	1,00	6,00
	4,5693	5,1699	4,00	6,00
	4,6811	5,2383	3,00	6,00
	3,9336	5,8164	3,00	6,00
	4,4939	5,3061	4,00	6,00
	4,6993	5,0299	1,00	6,00

Descriptives

Descriptives		N	Mean	Std. Deviation	Std. Error
Empathy1	kurang dari Rp.200.000 Rp.200.000-Rp.399.000 Rp.400.000-Rp.699.000 Rp.700.000-Rp.999.000 diatas Rp.1000.000 Total	30 23 25 8 10 96	4,8000 4,8261 4,5600 4,8750 4,6000 4,7292	1,24291 ,57621 1,03333 ,99103 ,69921 ,96768	,22692 ,12015 ,20067 ,35038 ,22111 ,09876
Empathy2	kurang dari Rp.200.000 Rp.200.000-Rp.399.000 Rp.400.000-Rp.699.000 Rp.700.000-Rp.999.000 diatas Rp.1000.000 Total	30 23 25 8 10 96	4,8000 4,9565 4,7200 4,8750 4,7000 4,8125	1,12648 ,67792 1,02144 1,72689 ,67495 1,04944	,20567 ,18306 ,20429 ,61055 ,21344 ,10711
Empathy3	kurang dari Rp.200.000 Rp.200.000-Rp.399.000 Rp.400.000-Rp.699.000 Rp.700.000-Rp.999.000 diatas Rp.1000.000 Total	30 23 25 8 10 96	4,7000 4,6522 4,6800 5,2500 4,9000 4,7500	,91539 ,83168 ,98826 ,88641 ,99443 ,91766	,16713 ,17342 ,19765 ,31339 ,31447 ,09366
Empathy4	kurang dari Rp.200.000 Rp.200.000-Rp.399.000 Rp.400.000-Rp.699.000 Rp.700.000-Rp.999.000 diatas Rp.1000.000 Total	30 23 25 8 10 96	4,5667 5,0000 4,7600 4,6250 4,8000 4,7500	1,07265 ,73855 ,72342 1,59799 ,78881 ,94032	,19584 ,15400 ,14468 ,56497 ,24944 ,09597
Empathy5	kurang dari Rp.200.000 Rp.200.000-Rp.399.000 Rp.400.000-Rp.699.000 Rp.700.000-Rp.999.000 diatas Rp.1000.000 Total	30 23 25 8 10 96	4,9333 4,8261 5,0000 5,1250 4,9000 4,9375	,69149 ,93673 ,40825 ,64087 ,73786 ,69301	,12625 ,19532 ,08165 ,22658 ,23333 ,07073
Empathy6	kurang dari Rp.200.000 Rp.200.000-Rp.399.000 Rp.400.000-Rp.699.000 Rp.700.000-Rp.999.000 diatas Rp.1000.000 Total	30 23 25 8 10 96	5,0667 4,7826 5,0400 5,5000 5,2000 5,0417	,86834 ,90235 ,61101 ,53452 1,03280 ,81971	,15854 ,18815 ,12220 ,18898 ,32660 ,08366
Empathy7	kurang dari Rp.200.000 Rp.200.000-Rp.399.000 Rp.400.000-Rp.699.000 Rp.700.000-Rp.999.000 diatas Rp.1000.000 Total	30 23 25 8 10 96	5,1667 4,6087 4,8000 4,7500 5,3000 4,9167	1,01992 1,07615 1,08012 1,66905 ,82327 1,10183	,18621 ,22439 ,21602 ,59010 ,26034 ,11246

Descriptives

Descriptives

95% Confidence Interval for	Mean		Lower Bound	Upper Bound	Minimum	Maximum
	Minimum	Maximum				
Empathy1	kurang dari Rp.200,000	Rp.200,000-Rp.399,000	Rp.400,000-Rp.699,000	Rp.700,000-Rp.999,000	Total datas Rp.1000,000	Empathy1
	4,3359	4,5769	4,1458	4,0465	4,9742	5,0753
	5,2641	5,0753	4,9742	5,7035	5,1002	4,9252
Empathy2	kurang dari Rp.200,000	Rp.200,000-Rp.399,000	Rp.400,000-Rp.699,000	Rp.700,000-Rp.999,000	Total datas Rp.1000,000	Empathy2
	4,3794	4,5769	4,2984	4,3413	4,2172	4,5999
	5,2206	5,3362	5,1416	6,3187	5,1826	5,0251
	5,0418	5,0118	5,0879	5,6114	4,9359	5,2641
Empathy3	kurang dari Rp.200,000	Rp.200,000-Rp.399,000	Rp.400,000-Rp.699,000	Rp.700,000-Rp.999,000	Total datas Rp.1000,000	Empathy3
	4,3582	4,2925	4,2721	4,5089	4,1886	4,5641
	5,0418	5,0118	5,0879	5,9911	5,6114	4,9359
	5,0418	5,3194	5,0586	5,9610	5,3643	4,9405
	4,9672	4,6806	4,4614	3,2890	4,2357	4,5595
Empathy4	kurang dari Rp.200,000	Rp.200,000-Rp.399,000	Rp.400,000-Rp.699,000	Rp.700,000-Rp.999,000	Total datas Rp.1000,000	Empathy4
	4,1661	4,6806	4,4614	3,2890	4,2357	4,5595
	4,9672	5,3194	5,0586	5,9610	5,3643	4,9405
	4,9672	5,2312	5,1685	5,6608	5,4278	5,0779
	5,1915	4,4210	4,8315	4,5892	4,3722	4,7971
Empathy5	kurang dari Rp.200,000	Rp.200,000-Rp.399,000	Rp.400,000-Rp.699,000	Rp.700,000-Rp.999,000	Total datas Rp.1000,000	Empathy5
	4,6751	4,4210	4,8315	4,5892	4,3722	4,7971
	5,1915	5,2312	5,1685	5,6608	5,4278	5,0779
	5,1915	5,2312	5,1685	5,6608	5,4278	5,0779
	4,6751	4,4210	4,8315	4,5892	4,3722	4,7971
Empathy6	kurang dari Rp.200,000	Rp.200,000-Rp.399,000	Rp.400,000-Rp.699,000	Rp.700,000-Rp.999,000	Total datas Rp.1000,000	Empathy6
	4,7424	4,3924	4,7878	5,0531	4,4612	4,8756
	5,3909	5,1726	5,9469	5,9388	5,2078	5,2078
	5,3909	5,1726	5,9469	5,9388	5,2078	5,2078
	4,7424	4,3924	4,7878	5,0531	4,4612	4,8756
Empathy7	kurang dari Rp.200,000	Rp.200,000-Rp.399,000	Rp.400,000-Rp.699,000	Rp.700,000-Rp.999,000	Total datas Rp.1000,000	Empathy7
	4,7858	4,1433	4,3541	3,3546	4,7111	4,6934
	5,5475	5,0741	5,2459	6,1454	5,8889	5,1399
	5,5475	5,0741	5,2459	6,1454	5,8889	5,1399
	4,7858	4,1433	4,3541	3,3546	4,7111	4,6934

Oneway

	Sum of Squares	df	Mean Square	F	Sig.
Empathy1	1,419	4	,355	,369	,830
Empathy2	87,539	91	,962		
Empathy3	88,958	95			
Empathy4	103,772	91	1,140	,187	,945
Empathy5	2,643	4	,661	,777	,543
Empathy6	77,357	91	,850		
Empathy7	80,000	95			
Total	84,000	95			
Empathy5	2,598	4	,650	,726	,576
Empathy4	81,402	91	,895		
Empathy5	44,946	91	,494	,344	,848
Empathy6	45,625	95			
Empathy6	3,494	4	,873	1,317	,270
Empathy7	60,340	91	,663		
Empathy7	6,088	4	1,522	1,268	,288
Empathy7	109,245	91	1,200		
Total	115,333	95			

ANOVA

Levene	Statistic	df1	df2	Sig.
Empathy1	2,400	4	91	,056
Empathy2	1,512	4	91	,205
Empathy3	,043	4	91	,996
Empathy4	1,484	4	91	,214
Empathy5	4,556	4	91	,002
Empathy6	1,223	4	91	,307
Empathy7	,647	4	91	,630

Test of Homogeneity of Variances

Descriptives		Mean	Std. Deviation	Std. Error
Empathy1	kurang dari Rp.200.000 Rp.200.000-Rp.399.000 Rp.400.000-Rp.699.000 Rp.700.000-Rp.999.000 diatas Rp.1000.000 Total	4,8000 4,8261 4,5600 4,8750 4,6000 4,7292	1,24291 ,57621 1,00333 ,99103 ,69921 ,56768	,22692 ,12015 ,20067 ,35038 ,22111 ,09876
Empathy2	kurang dari Rp.200.000 Rp.200.000-Rp.399.000 Rp.400.000-Rp.699.000 Rp.700.000-Rp.999.000 diatas Rp.1000.000 Total	4,8000 4,9565 4,7200 4,8750 4,7000 4,7000	1,12648 ,67792 1,02144 1,72689 ,67495 1,04944	,20567 ,18306 ,20429 ,61055 ,21344 ,10711
Empathy3	kurang dari Rp.200.000 Rp.200.000-Rp.399.000 Rp.400.000-Rp.699.000 Rp.700.000-Rp.999.000 diatas Rp.1000.000 Total	4,7000 4,6522 4,6800 5,2500 4,9000 4,7500	,91539 ,83168 ,98826 ,88641 ,99443 ,91766	,16713 ,17342 ,19765 ,31339 ,31447 ,09366
Empathy4	kurang dari Rp.200.000 Rp.200.000-Rp.399.000 Rp.400.000-Rp.699.000 Rp.700.000-Rp.999.000 diatas Rp.1000.000 Total	4,5667 5,0000 4,7600 4,6250 4,8000 4,7500	1,07265 ,73855 ,72342 1,59799 ,78881 ,94032	,19584 ,15400 ,14468 ,56497 ,24944 ,09597
Empathy5	kurang dari Rp.200.000 Rp.200.000-Rp.399.000 Rp.400.000-Rp.699.000 Rp.700.000-Rp.999.000 diatas Rp.1000.000 Total	4,9333 4,8261 5,0000 5,1250 4,9000 4,9375	,69149 ,93673 ,40825 ,64087 ,73786 ,69301	,12625 ,19532 ,08165 ,22658 ,23333 ,07073
Empathy6	kurang dari Rp.200.000 Rp.200.000-Rp.399.000 Rp.400.000-Rp.699.000 Rp.700.000-Rp.999.000 diatas Rp.1000.000 Total	5,0667 4,7826 5,0400 5,5000 5,2000 5,0417	,86834 ,90235 ,61101 ,53452 1,03280 ,81971	,15854 ,18815 ,12220 ,18898 ,32660 ,08366
Empathy7	kurang dari Rp.200.000 Rp.200.000-Rp.399.000 Rp.400.000-Rp.699.000 Rp.700.000-Rp.999.000 diatas Rp.1000.000 Total	5,1667 4,6087 4,8000 4,7500 5,3000 4,9167	1,01992 1,07615 1,08012 1,66905 ,82327 1,10183	,18621 ,22439 ,21602 ,59010 ,26034 ,11246

Descriptives

Descriptives

	95% Confidence Interval for		Mean	Lower Bound	Upper Bound	Minimum	Maximum
Empathy1	kurang dari Rp.200.000	4,3359	4,5769	5,0753	5,2641	1,00	6,00
	Rp.200.000-Rp.399.000	4,5769	4,1458	4,9742	5,0753	4,00	6,00
	Rp.400.000-Rp.699.000	4,1458	4,0465	4,9742	5,0753	1,00	6,00
	Rp.700.000-Rp.999.000	4,0465	4,0998	5,1002	5,2641	4,00	6,00
	Total	4,5331	4,9252	5,1002	5,2641	1,00	6,00
Empathy2	kurang dari Rp.200.000	4,3794	4,5769	5,2206	5,2206	2,00	6,00
	Rp.200.000-Rp.399.000	4,5769	4,2984	5,1416	5,2206	1,00	6,00
	Rp.400.000-Rp.699.000	4,2984	3,4313	5,1416	5,2206	1,00	6,00
	Rp.700.000-Rp.999.000	3,4313	4,2172	6,3187	5,2206	1,00	6,00
	Total	4,2172	4,5999	6,3187	5,2206	1,00	6,00
Empathy3	kurang dari Rp.200.000	4,3582	4,5999	5,0418	5,0418	2,00	6,00
	Rp.200.000-Rp.399.000	4,5999	4,2925	5,0118	5,0418	3,00	6,00
	Rp.400.000-Rp.699.000	4,2925	4,2721	5,0118	5,0418	3,00	6,00
	Rp.700.000-Rp.999.000	4,2721	4,5089	5,0879	5,0418	1,00	6,00
	Total	4,5641	4,9359	5,0879	5,0418	1,00	6,00
Empathy4	kurang dari Rp.200.000	4,1661	4,6806	4,9672	4,9672	1,00	6,00
	Rp.200.000-Rp.399.000	4,6806	4,4614	5,3194	4,9672	4,00	6,00
	Rp.400.000-Rp.699.000	4,4614	3,2890	5,0586	4,9672	4,00	6,00
	Rp.700.000-Rp.999.000	3,2890	4,2357	5,9610	4,9672	1,00	6,00
	Total	4,5595	4,9405	5,9610	4,9672	1,00	6,00
Empathy5	kurang dari Rp.200.000	4,6751	4,4210	5,1915	5,1915	3,00	6,00
	Rp.200.000-Rp.399.000	4,4210	4,8315	5,2312	5,1915	3,00	6,00
	Rp.400.000-Rp.699.000	4,8315	4,5892	5,1685	5,1915	4,00	6,00
	Rp.700.000-Rp.999.000	4,5892	4,3722	5,4278	5,1915	4,00	6,00
	Total	4,7971	5,0779	5,4278	5,1915	3,00	6,00
Empathy6	kurang dari Rp.200.000	4,7424	4,3924	5,3909	5,3909	2,00	6,00
	Rp.200.000-Rp.399.000	4,3924	4,7878	5,1726	5,3909	2,00	6,00
	Rp.400.000-Rp.699.000	4,7878	5,2922	5,1726	5,3909	2,00	6,00
	Rp.700.000-Rp.999.000	5,2922	5,0531	5,9469	5,3909	4,00	6,00
	Total	4,8756	5,2078	5,9469	5,3909	2,00	6,00
Empathy7	kurang dari Rp.200.000	4,7858	4,1433	5,5475	5,5475	2,00	6,00
	Rp.200.000-Rp.399.000	4,1433	4,3541	5,0741	5,5475	2,00	6,00
	Rp.400.000-Rp.699.000	4,3541	3,3546	5,2459	5,5475	1,00	6,00
	Rp.700.000-Rp.999.000	3,3546	4,7111	6,1454	5,5475	1,00	6,00
	Total	4,6934	5,1399	6,1454	5,5475	1,00	6,00

Oneway

	Sum of Squares	df	Mean Square	F	Sig.
Empathy1	1,419	4	,355	,369	,830
Empathy2	853	4	,213	,187	,945
Empathy3	2,643	4	,661	,777	,543
Empathy4	2,598	4	,650	,726	,576
Empathy5	679	4	,170	,344	,848
Empathy6	3,494	4	,873	1,317	,270
Empathy7	6,088	4	1,522	1,268	,288
Total	115,333	95			
Within Groups	109,245	91			
Between Groups	6,088	4			
Total	63,833	95			
Within Groups	60,340	91			
Between Groups	3,494	4			
Total	45,625	95			
Within Groups	44,946	91			
Between Groups	679	4			
Total	84,000	95			
Within Groups	81,402	91			
Between Groups	2,598	4			
Total	80,000	95			
Within Groups	77,357	91			
Between Groups	2,643	4			
Total	104,625	95			
Within Groups	103,772	91			
Between Groups	853	4			
Total	88,958	95			
Within Groups	87,539	91			
Between Groups	1,419	4			

ANOVA

Levene	Statistic	df1	df2	Sig.
Empathy1	2,400	4	91	,056
Empathy2	1,512	4	91	,205
Empathy3	,043	4	91	,996
Empathy4	1,484	4	91	,214
Empathy5	4,556	4	91	,002
Empathy6	1,223	4	91	,307
Empathy7	,647	4	91	,630

Test of Homogeneity of Variances

Descriptives

	N	Mean	Std. Deviation	Std. Error
Responsiveness1	30	4,9667	1,06620	,19466
	23	4,6522	1,07063	,22324
	25	4,4800	1,19443	,23889
	8	4,5000	,92582	,32733
	10	4,8000	,91894	,29059
	96	4,7083	1,07524	,10974
Responsiveness2	30	4,9333	,82768	,15111
	23	4,7391	,81002	,16890
	25	4,9600	1,27410	,25482
	8	5,5000	,75593	,26726
	10	4,8000	,42164	,13333
	96	4,9271	,93183	,09510
Responsiveness3	30	4,9667	,76489	,13965
	23	4,7826	,79524	,16582
	25	4,8000	1,00000	,20000
	8	5,2500	,88641	,31339
	10	5,2000	,63246	,20000
	96	4,9271	,83659	,08538
Responsiveness4	30	4,7333	1,01483	,18528
	23	4,7826	,67126	,13997
	25	6,5600	9,92085	1,98417
	8	5,0000	,92582	,32733
	10	4,5000	,84984	,26874
	96	5,2188	5,10563	,52109
Responsiveness5	30	4,7667	1,22287	,22326
	23	4,6957	,87567	,18259
	25	4,3600	1,11355	,22271
	8	5,5000	,53452	,18898
	10	4,0000	1,41421	,44721
	96	4,6250	1,13555	,11590
Responsiveness6	30	5,0333	,85029	,15524
	23	4,7391	,75181	,15676
	25	4,6800	,94516	,18903
	8	5,3750	,74402	,26305
	10	4,8000	,78881	,24944
	96	4,8750	,84915	,08667

Descriptives

95% Confidence Interval for	Mean		Minimum	Maximum
	Lower Bound	Upper Bound		
Responsiveness1	4,5685	5,3648	2,00	6,00
	4,1892	5,1151	2,00	6,00
	3,9870	4,9730	1,00	6,00
	3,7260	5,2740	4,00	6,00
	4,1426	5,4574	3,00	6,00
	4,4905	4,9262	1,00	6,00
Total				
kurang dari Rp.200.000	4,6243	5,2424	2,00	6,00
Rp.200.000-Rp.399.000	4,3889	5,0894	3,00	6,00
Rp.400.000-Rp.699.000	4,4341	5,4859	1,00	6,00
Rp.700.000-Rp.999.000	4,4984	5,1016	4,00	6,00
didas Rp.1000.000	4,7383	5,1159	1,00	6,00
Total				
kurang dari Rp.200.000	4,6811	5,2523	3,00	6,00
Rp.200.000-Rp.399.000	4,4387	5,1265	3,00	6,00
Rp.400.000-Rp.699.000	4,3872	5,2128	2,00	6,00
Rp.700.000-Rp.999.000	4,5089	5,9911	4,00	6,00
didas Rp.1000.000	4,7476	5,6524	4,00	6,00
Total				
kurang dari Rp.200.000	4,3544	5,1123	2,00	6,00
Rp.200.000-Rp.399.000	4,4923	5,0729	3,00	6,00
Rp.400.000-Rp.699.000	2,4649	10,6551	3,00	54,00
Rp.700.000-Rp.999.000	4,2260	5,7740	4,00	6,00
didas Rp.1000.000	3,8921	5,1079	3,00	6,00
Total				
kurang dari Rp.200.000	4,3100	5,2233	1,00	6,00
Rp.200.000-Rp.399.000	4,3170	5,0743	2,00	6,00
Rp.400.000-Rp.699.000	3,9003	4,8197	1,00	6,00
Rp.700.000-Rp.999.000	2,9883	5,0117	2,00	6,00
didas Rp.1000.000	4,3949	4,8551	1,00	6,00
Total				
kurang dari Rp.200.000	4,7158	5,3508	2,00	6,00
Rp.200.000-Rp.399.000	4,4140	5,0642	2,00	6,00
Rp.400.000-Rp.699.000	4,2899	5,0701	1,00	6,00
Rp.700.000-Rp.999.000	4,7530	5,9970	4,00	6,00
didas Rp.1000.000	4,2357	5,3643	4,00	6,00
Total				
Responsiveness6	4,7029	5,0471	1,00	6,00

Test of Homogeneity of Variances

Levene	Statistic	df1	df2	Sig.
Responsiveness1	,432	4	91	,785
Responsiveness2	1,790	4	91	,138
Responsiveness3	,954	4	91	,437
Responsiveness4	2,044	4	91	,095
Responsiveness5	1,781	4	91	,139
Responsiveness6	,232	4	91	,919

	Mean	Std. Deviation	Std. Error
Kept1	4,6667	,88409	,16141
Kept1	4,7391	,61919	,12911
Kept1	4,6600	,96820	,19765
Kept1	5,0000	,75593	,26726
Kept1	4,6000	,51640	,16330
Kept1	4,7083	,80677	,06234
Kept2	4,6333	,66800	,12200
Kept2	4,4783	1,08165	,22534
Kept2	4,7200	,73711	,14742
Kept2	5,3750	,51755	,18298
Kept2	4,8000	,42164	,13333
Kept2	4,6979	,79630	,08127
Kept3	4,8667	,62661	,11480
Kept3	4,7826	,90235	,18815
Kept3	4,7600	,77889	,15578
Kept3	4,8750	,83452	,29505
Kept3	4,6000	,51640	,16330
Kept3	4,7917	,73866	,07539

Descriptives

One-way

Sum of Squares	df	F	Sig.
3,809	4	,052	,917
106,024	91	1,165	,366
109,833	95	,907	,566
3,626	4	,667	,947
78,661	91	,867	,566
62,490	95	,627	,472
2,510	4	,703	,892
63,980	91	,627	,472
66,490	95	,627	,472
0,1967	4	,15492	,984
2414,440	91	26,532	,675
2476,406	95	,26,532	,675
12,504	4	3,125	,042
109,996	91	1,209	,042
122,500	95	1,209	,042
4,184	4	1,046	,215
64,316	91	1,046	,215
68,500	95	1,046	,215

ANOVA

Descriptives

	N	Mean	Std. Deviation	Std. Error
Compliance1	96	5,2222	,83333	,2778
Professional	9	5,3333	,57735	,33333
Manajer/Ekseku	3	4,8000	1,09545	,48990
Akademik/pendidk	5	5,0000		
Ibu Rumah Tangga	1	5,0000		
Wiraswasta	14	4,4286	1,22250	,32673
Mahasiswa/pelajar	64	4,9375	,50000	,06250
Total	96	4,8958	,73240	,07475
Compliance2	96	5,1111	,78174	,26058
Professional	9	5,1111	,78174	,26058
Manajer/Ekseku	3	4,6667	1,52753	,88192
Akademik/pendidk	5	5,0000	,70711	,31623
Ibu Rumah Tangga	1	5,0000		
Wiraswasta	14	4,7143	1,13873	,30434
Mahasiswa/pelajar	64	4,8438	,91233	,11404
Total	96	4,8542	,92883	,09480
Compliance3	96	5,2222	,66667	,22222
Professional	9	5,2222	,66667	,22222
Manajer/Ekseku	3	5,3333	,57735	,33333
Akademik/pendidk	5	4,8000	,83666	,37417
Ibu Rumah Tangga	1	6,0000		
Wiraswasta	14	5,0714	,61573	,16456
Mahasiswa/pelajar	64	5,1719	,65598	,08200
Total	96	5,1563	,65419	,06677
Compliance4	96	4,7778	1,20185	,40062
Professional	9	4,7778	1,20185	,40062
Manajer/Ekseku	3	4,6667	1,52753	,88192
Akademik/pendidk	5	4,4000	1,14018	,50990
Ibu Rumah Tangga	1	6,0000		
Wiraswasta	14	4,5714	1,15787	,30945
Mahasiswa/pelajar	64	4,7344	,85898	,10737
Total	96	4,7083	,96154	,09614
Compliance5	96	4,8889	,92796	,30932
Professional	9	4,8889	,92796	,30932
Manajer/Ekseku	3	5,3333	1,15470	,66667
Akademik/pendidk	5	4,6000	,54772	,24495
Ibu Rumah Tangga	1	5,0000		
Wiraswasta	14	4,6429	1,21574	,32492
Mahasiswa/pelajar	64	4,9844	,78664	,09833
Total	96	4,9167	,86653	,08844

Descriptives

95% Confidence Interval for	Mean		Minimum	Maximum	
	Lower Bound	Upper Bound			
Compliance1	Professional	4,5817	5,8628	4,00	6,00
	Manajer/Eksekuatif	3,8991	6,7676	5,00	6,00
	Akademik/pendidik	3,4398	6,1602	5,00	6,00
	Ibu Rumah Tangga	3,7227	5,1344	2,00	6,00
	Wiraswasta	4,8126	5,0624	4,00	6,00
Total	4,7474	5,0442	2,00	6,00	
Compliance2	Professional	4,5102	5,7120	4,00	6,00
	Manajer/Eksekuatif	,8721	8,4612	3,00	6,00
	Akademik/pendidik	4,1220	5,8780	4,00	6,00
	Ibu Rumah Tangga	4,0568	5,3718	2,00	6,00
	Wiraswasta	4,6159	5,0716	1,00	6,00
Total	4,6660	5,0424	1,00	6,00	
Compliance3	Professional	4,7098	5,7347	4,00	6,00
	Manajer/Eksekuatif	3,8991	6,7676	5,00	6,00
	Akademik/pendidik	3,7611	5,8389	4,00	6,00
	Ibu Rumah Tangga	4,7159	5,4269	4,00	6,00
	Wiraswasta	5,0080	5,3357	3,00	6,00
Total	5,0237	5,2838	3,00	6,00	
Compliance4	Professional	3,8540	5,7016	3,00	6,00
	Manajer/Eksekuatif	,8721	8,4612	3,00	6,00
	Akademik/pendidik	2,9843	5,8157	3,00	6,00
	Ibu Rumah Tangga	3,9029	5,2400	2,00	6,00
	Wiraswasta	4,5198	4,9489	1,00	6,00
Total	4,5135	4,9032	1,00	6,00	
Compliance5	Professional	4,1756	5,6022	4,00	6,00
	Manajer/Eksekuatif	2,4649	8,2018	4,00	6,00
	Akademik/pendidik	3,9199	5,2801	4,00	6,00
	Ibu Rumah Tangga	3,9409	5,3448	1,00	6,00
	Wiraswasta	4,7879	5,1809	3,00	6,00
Total	4,7411	5,0922	1,00	6,00	

Test of Homogeneity of Variances

Levene	Statistic	df1	df2	Sig.
Compliance1	6,261 ^a	4	90	,000
Compliance2	,879 ^b	4	90	,480
Compliance3	,336 ^c	4	90	,853
Compliance4	1,582 ^d	4	90	,186
Compliance5	1,012 ^e	4	90	,405

- a. Groups with only one case are ignored in computing the test of homogeneity of variance for Compliance1.
- b. Groups with only one case are ignored in computing the test of homogeneity of variance for Compliance2.
- c. Groups with only one case are ignored in computing the test of homogeneity of variance for Compliance3.
- d. Groups with only one case are ignored in computing the test of homogeneity of variance for Compliance4.
- e. Groups with only one case are ignored in computing the test of homogeneity of variance for Compliance5.

	Mean	Std. Deviation	Std. Error
Assurance1	Professional Manajer/Eksekuatif Akademik/pendidik Ibu Rumah Tangga Wiraswasta Mahasiswa/pelajar Total	9 3 5 1 14 64 96	2,778 ,3333 ,37417 ,16336 ,09265 ,07548
Assurance2	Professional Manajer/Eksekuatif Akademik/pendidik Ibu Rumah Tangga Wiraswasta Mahasiswa/pelajar Total	9 3 5 1 14 64 96	,32394 ,33333 ,54772 ,11380 ,07447 ,06978
Assurance3	Professional Manajer/Eksekuatif Akademik/pendidik Ibu Rumah Tangga Wiraswasta Mahasiswa/pelajar Total	9 3 5 1 14 64 96	,32394 ,57735 ,37417 ,14286 ,10206 ,08100
Assurance4	Professional Manajer/Eksekuatif Akademik/pendidik Ibu Rumah Tangga Wiraswasta Mahasiswa/pelajar Total	9 3 5 1 14 64 96	,20031 ,33333 ,20000 ,19511 ,08588 ,06943

Descriptives

Oneway

Sum of Squares	df	Mean Square	F	Sig.
Between Groups 4,758	5	,952	1,854	,110
Within Groups 46,201	90	,513		
Total 50,958	95			
Between Groups 1,108	5	,222	,247	,940
Within Groups 80,850	90	,898		
Total 81,958	95			
Between Groups 1,596	5	,319	,736	,599
Within Groups 39,060	90	,434		
Total 40,656	95			
Between Groups 2,498	5	,500	,527	,755
Within Groups 85,335	90	,948		
Total 87,833	95			
Between Groups 2,379	5	,476	,621	,684
Within Groups 68,954	90	,766		
Total 71,333	95			

ANOVA

- a. Groups with only one case are ignored in computing the test of homogeneity of variance for Assurance1.
- b. Groups with only one case are ignored in computing the test of homogeneity of variance for Assurance2.
- c. Groups with only one case are ignored in computing the test of homogeneity of variance for Assurance3.
- d. Groups with only one case are ignored in computing the test of homogeneity of variance for Assurance4.

Assurance1	Assurance2	Assurance3	Assurance4
4,73a	2,128b	,666c	,285d
4	4	4	4
90	90	90	90
,756	,084	,617	,887
Levene	Statistic	df1	df2
			Sig

Test of Homogeneity of Variances

	95% Confidence Interval for		Upper Bound	Lower Bound	Mean	Minimum	Maximum
	Mean	Standard Deviation					
Assurance1	Professional	4,1372	5,4183	6,7676	5,2389	3,00	6,00
	Akademik/pendidik	3,1611	5,2389	6,7676	5,2389	3,00	6,00
	Ibu Rumah Tangga	4,3614	5,0672	6,7676	5,0672	4,00	6,00
	Wiraswasta	4,7367	5,1070	6,7676	5,1070	2,00	6,00
	Mahasiswa/pelajar	4,7043	5,0040	6,7676	5,0040	2,00	6,00
	Total	4,0308	5,5248	6,7676	5,5248	3,00	6,00
Assurance2	Professional	4,0308	5,5248	6,7676	5,5248	3,00	6,00
	Manager/Eksekuif	3,8991	6,7676	6,7676	6,7676	5,00	6,00
	Akademik/pendidik	2,4793	5,5207	6,7676	5,5207	2,00	6,00
	Ibu Rumah Tangga	4,5399	5,0316	6,7676	5,0316	4,00	6,00
	Mahasiswa/pelajar	4,6481	4,9457	6,7676	4,9457	3,00	6,00
	Total	4,6427	4,9198	6,7676	4,9198	2,00	6,00
Assurance3	Professional	4,0308	5,5248	6,7676	5,5248	3,00	6,00
	Manager/Eksekuif	2,5159	7,4841	6,7676	7,4841	4,00	6,00
	Akademik/pendidik	3,7611	5,8389	6,7676	5,8389	4,00	6,00
	Ibu Rumah Tangga	4,5485	5,1658	6,7676	5,1658	4,00	6,00
	Mahasiswa/pelajar	4,7960	5,2040	6,7676	5,2040	2,00	6,00
	Total	4,7975	5,1191	6,7676	5,1191	2,00	6,00
Assurance4	Professional	4,4270	5,3508	6,7676	5,3508	4,00	6,00
	Manager/Eksekuif	3,8991	6,7676	6,7676	6,7676	5,00	6,00
	Akademik/pendidik	3,6447	4,7553	6,7676	4,7553	4,00	6,00
	Ibu Rumah Tangga	4,5071	5,3501	6,7676	5,3501	4,00	6,00
	Wiraswasta	4,6878	5,0310	6,7676	5,0310	3,00	6,00
	Mahasiswa/pelajar	4,7163	4,9920	6,7676	4,9920	3,00	6,00
	Total	4,4270	5,3508	6,7676	5,3508	4,00	6,00

Oneway

	Sum of Squares	df	Mean Square	F	Sig.
Assurance1	Between Groups 3,470	5	,694	1,288	,276
	Within Groups 48,489	90	,539		
	Total 51,958	95			
Assurance2	Between Groups 5,468	5	1,094	2,527	,035
	Within Groups 38,939	90	,433		
	Total 44,406	95			
Assurance3	Between Groups 1,763	5	,353	,547	,740
	Within Groups 58,070	90	,645		
	Total 59,833	95			
Assurance4	Between Groups 2,940	5	,588	1,290	,275
	Within Groups 41,019	90	,456		
	Total 43,958	95			

ANOVA

Descriptives

	N	Mean	Std. Deviation	Std. Error
Reliability1	Professional 9 Manajer/Eksekuif 3 Akademik/pendidik 5 Ibu Rumah Tangga 1 Wiraswaste 14 Mahasiswa/pelajar 64 Total 96	4,6667 4,0000 4,0000 6,0000 4,7857 5,0156 4,8750	1,11803 2,64575 1,22474 1,25137 89960 1,07850	,37268 1,52753 ,54772 33444 11245 1,1007
Reliability2	Professional 9 Manajer/Eksekuif 3 Akademik/pendidik 5 Ibu Rumah Tangga 1 Wiraswaste 14 Mahasiswa/pelajar 64 Total 96	4,3333 5,3333 4,0000 6,0000 4,7813 4,7604	1,22474 5,7735 1,00000 1,03775 70076 85526	,40825 33333 44721 27735 08760 08729
Reliability3	Professional 9 Manajer/Eksekuif 3 Akademik/pendidik 5 Ibu Rumah Tangga 1 Wiraswaste 14 Mahasiswa/pelajar 64 Total 96	4,6667 5,6667 4,2000 5,0000 5,1429 4,7031 4,7708	,70711 5,7735 83666 77035 79041 80104	,23570 33333 37417 20588 09880 08176
Reliability4	Professional 9 Manajer/Eksekuif 3 Akademik/pendidik 5 Ibu Rumah Tangga 1 Wiraswaste 14 Mahasiswa/pelajar 64 Total 96	4,7778 5,3333 4,4000 5,0000 5,0000 5,0313 4,9792	,66667 1,15470 5,4772 67937 56256 61523	,22222 66667 24495 18157 07032 06279
Reliability5	Professional 9 Manajer/Eksekuif 3 Akademik/pendidik 5 Ibu Rumah Tangga 1 Wiraswaste 14 Mahasiswa/pelajar 64 Total 96	4,2222 5,0000 4,0000 5,0000 4,7857 4,6719 4,6250	1,30171 1,00000 1,73205 1,36880 81756 1,01825	,43390 57735 77460 36583 10219 10393

- a. Groups with only one case are ignored in computing the test of homogeneity of variance for Reliability1.
- b. Groups with only one case are ignored in computing the test of homogeneity of variance for Reliability2.
- c. Groups with only one case are ignored in computing the test of homogeneity of variance for Reliability3.
- d. Groups with only one case are ignored in computing the test of homogeneity of variance for Reliability4.
- e. Groups with only one case are ignored in computing the test of homogeneity of variance for Reliability5.

Reliability	Statistic	df1	df2	Sig.
Reliability1	3,034 ^a	4	90	,021
Reliability2	1,712 ^b	4	90	,154
Reliability3	,136 ^c	4	90	,969
Reliability4	1,476 ^d	4	90	,216
Reliability5	2,008 ^e	4	90	,100

Test of Homogeneity of Variances

Reliability	Professional	Manager/Eksektif	Akademik/pendidik	Ibu Rumah Tangga	Wiraswasta	Mahasiswa/pelajar	Total	95% Confidence Interval for		Minimum	Maximum
								Lower Bound	Upper Bound		
Reliability1	3,8073	-2,5724	2,4793	5,5207	5,5082	4,0632	4,6565	3,00	1,00	6,00	6,00
	3,919	3,8991	2,7583	5,2748	6,7676	4,4008	4,7909	2,00	1,00	6,00	6,00
	3,3919	3,8991	2,7583	5,2748	6,7676	4,4008	4,6062	3,00	1,00	6,00	6,00
	4,1231	4,2324	3,1611	5,2102	5,5876	4,4008	4,5871	3,00	2,00	6,00	6,00
	4,2653	4,2653	3,7199	5,2902	5,5876	4,4008	4,5871	3,00	2,00	6,00	6,00
	4,8545	4,8545	3,7199	5,1038	5,5876	4,4008	4,5871	3,00	2,00	6,00	6,00
Reliability2	3,8073	-2,5724	2,4793	5,5207	5,5082	4,0632	4,6565	3,00	1,00	6,00	6,00
	3,919	3,8991	2,7583	5,2748	6,7676	4,4008	4,7909	2,00	1,00	6,00	6,00
	3,3919	3,8991	2,7583	5,2748	6,7676	4,4008	4,6062	3,00	1,00	6,00	6,00
	4,1231	4,2324	3,1611	5,2102	5,5876	4,4008	4,5871	3,00	2,00	6,00	6,00
	4,2653	4,2653	3,7199	5,2902	5,5876	4,4008	4,5871	3,00	2,00	6,00	6,00
	4,8545	4,8545	3,7199	5,1038	5,5876	4,4008	4,5871	3,00	2,00	6,00	6,00
Reliability3	3,8073	-2,5724	2,4793	5,5207	5,5082	4,0632	4,6565	3,00	1,00	6,00	6,00
	3,919	3,8991	2,7583	5,2748	6,7676	4,4008	4,7909	2,00	1,00	6,00	6,00
	3,3919	3,8991	2,7583	5,2748	6,7676	4,4008	4,6062	3,00	1,00	6,00	6,00
	4,1231	4,2324	3,1611	5,2102	5,5876	4,4008	4,5871	3,00	2,00	6,00	6,00
	4,2653	4,2653	3,7199	5,2902	5,5876	4,4008	4,5871	3,00	2,00	6,00	6,00
	4,8545	4,8545	3,7199	5,1038	5,5876	4,4008	4,5871	3,00	2,00	6,00	6,00
Reliability4	3,8073	-2,5724	2,4793	5,5207	5,5082	4,0632	4,6565	3,00	1,00	6,00	6,00
	3,919	3,8991	2,7583	5,2748	6,7676	4,4008	4,7909	2,00	1,00	6,00	6,00
	3,3919	3,8991	2,7583	5,2748	6,7676	4,4008	4,6062	3,00	1,00	6,00	6,00
	4,1231	4,2324	3,1611	5,2102	5,5876	4,4008	4,5871	3,00	2,00	6,00	6,00
	4,2653	4,2653	3,7199	5,2902	5,5876	4,4008	4,5871	3,00	2,00	6,00	6,00
	4,8545	4,8545	3,7199	5,1038	5,5876	4,4008	4,5871	3,00	2,00	6,00	6,00
Reliability5	3,8073	-2,5724	2,4793	5,5207	5,5082	4,0632	4,6565	3,00	1,00	6,00	6,00
	3,919	3,8991	2,7583	5,2748	6,7676	4,4008	4,7909	2,00	1,00	6,00	6,00
	3,3919	3,8991	2,7583	5,2748	6,7676	4,4008	4,6062	3,00	1,00	6,00	6,00
	4,1231	4,2324	3,1611	5,2102	5,5876	4,4008	4,5871	3,00	2,00	6,00	6,00
	4,2653	4,2653	3,7199	5,2902	5,5876	4,4008	4,5871	3,00	2,00	6,00	6,00
	4,8545	4,8545	3,7199	5,1038	5,5876	4,4008	4,5871	3,00	2,00	6,00	6,00

Descriptives

	Professional	Manajer/Eksekuatif	Akademik/pendidik	Ibu Rumah Tangga	Wiraswasta	Mahasiswa/pelajar	Total
Tangible1	9	3	5	1	14	64	96
	4,222	5,000	4,400	6,000	5,357	5,062	5,000
	1,481	1,000	1,547	1,328	1,389	1,328	1,328
	937	735	249	890	859	890	890
	493	577	244	837	877	837	837
Tangible2	9	3	5	1	14	64	96
	4,667	5,333	4,200	6,000	5,000	5,046	5,000
	1,000	1,000	1,303	1,815	1,815	1,815	1,815
	333	333	333	333	333	333	333
	333	333	333	333	333	333	333
Tangible3	9	3	5	1	14	64	96
	5,111	5,333	3,800	6,000	5,142	4,984	4,979
	781	577	1,643	1,771	1,771	1,771	1,771
	265	333	734	858	847	847	847
	203	333	800	825	825	825	825
Tangible4	9	3	5	1	14	64	96
	4,888	5,667	4,200	5,000	5,000	4,843	4,846
	600	600	1,788	1,482	1,482	1,482	1,482
	200	333	800	825	825	825	825
	333	333	333	333	333	333	333
	333	333	333	333	333	333	333
Total	36	12	20	4	56	224	272
Mean	4,222	5,000	4,400	6,000	5,357	5,062	5,000
Std Deviation	1,481	1,000	1,547	1,328	1,389	1,328	1,328
Std Error	493	333	244	837	877	837	837

Descriptives

Oneway

Reliability1	Reliability2	Reliability3	Reliability4	Reliability5
Between Groups	7,885	6,418	2,599	4,478
Within Groups	61,604	54,540	33,360	35,958
Total	69,490	60,958	35,958	40,436
Between Groups	1,577	1,284	520	896
Within Groups	61,604	54,540	33,360	35,958
Total	63,181	55,824	33,880	36,854
Between Groups	1,126	1,284	520	896
Within Groups	101,342	98,500	94,022	98,500
Total	102,468	99,786	94,542	98,500
Sum of Squares	1,832	1,832	1,832	1,832
df	5	5	5	5
Mean Square	366,4	366,4	366,4	366,4
F	1,627	2,304	1,402	857
Sig.	,161	,051	,231	,513

ANOVA

- a. Groups with only one case are ignored in computing the test of homogeneity of variance for Tangible1.
- b. Groups with only one case are ignored in computing the test of homogeneity of variance for Tangible2.
- c. Groups with only one case are ignored in computing the test of homogeneity of variance for Tangible3.
- d. Groups with only one case are ignored in computing the test of homogeneity of variance for Tangible4.

Levene	Statistic	df1	df2	Sig.
Tangible1	4,409 ^a	4	90	,003
Tangible2	1,460 ^b	4	90	,221
Tangible3	1,957 ^c	4	90	,108
Tangible4	3,342 ^d	4	90	,013

Test of Homogeneity of Variances

Tangible1	Professional	Manajer/Eksekuif	Akademik/pendidik	Ibu Rumah Tangga	Wiraswasta	Mahasiswa/pelajar	Total	95% Confidence Interval for		Minimum	Maximum			
								Mean	Lower Bound					
Tangible1	3,0835	2,5159	3,7199	5,0700	4,8908	4,8337	5,3609	7,4841	5,0801	5,6442	5,2342	5,1663	2,00	6,00
	3,8980	3,8991	2,5811	4,6077	4,8558	4,8129	5,4353	6,7676	5,8189	5,3923	5,2379	5,1454	2,00	6,00
Tangible2	3,8991	3,8991	3,8991	4,6077	4,8558	4,8129	5,4353	6,7676	5,8189	5,3923	5,2379	5,1454	2,00	6,00
	3,8991	3,8991	3,8991	4,6077	4,8558	4,8129	5,4353	6,7676	5,8189	5,3923	5,2379	5,1454	2,00	6,00
Tangible3	4,5102	3,8991	1,7597	4,7601	4,8149	4,8182	5,7120	6,7676	5,8403	5,5257	5,1538	5,1401	1,00	6,00
	4,5102	3,8991	1,7597	4,7601	4,8149	4,8182	5,7120	6,7676	5,8403	5,5257	5,1538	5,1401	1,00	6,00
Tangible4	4,4270	4,2324	1,9788	4,6797	4,6486	4,6993	5,3508	7,1099	6,4212	5,3203	5,0389	5,0299	1,00	6,00
	4,4270	4,2324	1,9788	4,6797	4,6486	4,6993	5,3508	7,1099	6,4212	5,3203	5,0389	5,0299	1,00	6,00

Descriptives

ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Tangible1	Between Groups 10,280	5	2,056	3,445	,007
	Within Groups 53,720	90	,597		
	Total 64,000	95			
Tangible2	Between Groups 5,632	5	1,126	1,738	,134
	Within Groups 58,326	90	,648		
	Total 63,958	95			
Tangible3	Between Groups 8,904	5	1,781	3,139	,012
	Within Groups 51,054	90	,567		
	Total 59,958	95			
Tangible4	Between Groups 4,447	5	,889	1,361	,246
	Within Groups 58,793	90	,653		
	Total 63,240	95			

Oneway

Descriptives		Mean	Std. Deviation	Std. Error
Empathy1	Professional	4,3333	1,11803	,37268
	Manajer/Ekseku	5,3333	,57735	,33333
	Akademik/pendidik	3,8000	1,64317	,73485
	Ibu Rumah Tangga	6,0000	1,22250	,32673
	Wiraswasta	4,4286	,76636	,09579
	Mahasiswa/pelajar	4,7292	,96768	,09876
	Total	4,7778	,83333	,27778
Empathy2	Professional	4,7778	,83333	,27778
	Manajer/Ekseku	3,6667	2,51661	1,45297
	Akademik/pendidik	4,0000	1,41421	,63246
	Ibu Rumah Tangga	6,0000	1,25137	,33444
	Wiraswasta	4,7857	,87839	,10980
	Mahasiswa/pelajar	4,9219	1,04944	,10711
	Total	4,8125	1,33333	,44444
Empathy3	Professional	4,5556	1,33333	,44444
	Manajer/Ekseku	5,0000	1,00000	,57735
	Akademik/pendidik	3,8000	,83666	,37417
	Ibu Rumah Tangga	6,0000	1,32599	,35438
	Wiraswasta	4,7143	,70271	,08784
	Mahasiswa/pelajar	4,7500	,91766	,09366
	Total	4,3333	1,11803	,37268
Empathy4	Professional	4,3333	1,11803	,37268
	Manajer/Ekseku	4,0000	2,64575	1,52753
	Akademik/pendidik	4,2000	4,4721	2,00000
	Ibu Rumah Tangga	6,0000	6,1573	1,6456
	Wiraswasta	4,9286	8,6474	1,0809
	Mahasiswa/pelajar	4,7500	9,4032	0,9597
	Total	4,7778	1,09291	,36430
Empathy5	Professional	4,7778	1,09291	,36430
	Manajer/Ekseku	5,6667	5,7735	,33333
	Akademik/pendidik	3,8000	4,4721	2,00000
	Ibu Rumah Tangga	6,0000	4,7463	1,2685
	Wiraswasta	4,9286	5,9094	0,7387
	Mahasiswa/pelajar	4,9375	6,9301	0,7073
	Total	4,5556	1,74005	,58002
Empathy6	Professional	4,5556	1,74005	,58002
	Manajer/Ekseku	5,3333	,57735	,33333
	Akademik/pendidik	4,6000	,54772	,24495
	Ibu Rumah Tangga	6,0000	,66299	,17719
	Wiraswasta	5,1429	,65994	,08249
	Mahasiswa/pelajar	5,0417	,81971	,08366
	Total	4,5556	1,66667	,55556
Empathy7	Professional	4,5556	1,66667	,55556
	Manajer/Ekseku	4,0000	2,64575	1,52753
	Akademik/pendidik	4,0000	1,00000	,44721
	Ibu Rumah Tangga	6,0000	1,25137	,33444
	Wiraswasta	4,7857	,83035	,10379
	Mahasiswa/pelajar	4,9167	1,10183	,11246
	Total	4,5556	1,66667	,55556

Descriptives

95% Confidence Interval for	Mean		Lower Bound	Upper Bound	Minimum	Maximum
	Mean	Standard Deviation				
Empathy1	3,4739	5,1927	6,7676	5,8403	1,00	6,00
Professional	3,8991	6,7676	5,00	6,00	1,00	6,00
Akademik/pendidik	1,7597	5,8403	1,00	6,00	1,00	6,00
Ibu Rumah Tangga	3,7227	5,1344	1,00	6,00	1,00	6,00
Wiraswasta	4,6836	5,0664	3,00	6,00	1,00	6,00
Mahasiswa/pelajar	4,5331	4,9252	1,00	6,00	1,00	6,00
Total	4,1372	5,4183	3,00	6,00	1,00	6,00
Empathy2	4,1372	5,4183	3,00	6,00	1,00	6,00
Professional	4,1372	5,4183	3,00	6,00	1,00	6,00
Manager/Eksekuif	-2,5849	9,9183	1,00	6,00	1,00	6,00
Akademik/pendidik	2,2440	5,7560	2,00	6,00	1,00	6,00
Ibu Rumah Tangga	4,0632	5,5082	1,00	6,00	1,00	6,00
Wiraswasta	4,7025	5,1413	3,00	6,00	1,00	6,00
Mahasiswa/pelajar	4,5999	5,0251	1,00	6,00	1,00	6,00
Total	3,5307	5,5804	2,00	6,00	1,00	6,00
Empathy3	3,5307	5,5804	2,00	6,00	1,00	6,00
Professional	3,5307	5,5804	2,00	6,00	1,00	6,00
Manager/Eksekuif	2,5159	7,4841	4,00	6,00	1,00	6,00
Akademik/pendidik	2,7611	4,8389	3,00	6,00	1,00	6,00
Ibu Rumah Tangga	3,9487	5,4799	1,00	6,00	1,00	6,00
Wiraswasta	4,5731	5,2841	4,00	6,00	1,00	6,00
Mahasiswa/pelajar	4,6121	5,0441	1,00	6,00	1,00	6,00
Total	4,5595	4,9405	1,00	6,00	1,00	6,00
Empathy4	3,4739	5,1927	2,00	6,00	1,00	6,00
Professional	3,4739	5,1927	2,00	6,00	1,00	6,00
Manager/Eksekuif	-2,5724	10,5724	1,00	6,00	1,00	6,00
Akademik/pendidik	3,6447	4,7553	4,00	6,00	1,00	6,00
Ibu Rumah Tangga	4,5731	5,2841	4,00	6,00	1,00	6,00
Wiraswasta	4,6545	5,2026	4,00	6,00	1,00	6,00
Mahasiswa/pelajar	4,8524	5,1476	3,00	6,00	1,00	6,00
Total	4,7971	5,0779	3,00	6,00	1,00	6,00
Empathy5	3,9377	5,6179	3,00	6,00	1,00	6,00
Professional	3,9377	5,6179	3,00	6,00	1,00	6,00
Manager/Eksekuif	4,2324	7,1009	5,00	6,00	1,00	6,00
Akademik/pendidik	3,2447	4,3553	3,00	6,00	1,00	6,00
Ibu Rumah Tangga	4,6545	5,2026	4,00	6,00	1,00	6,00
Wiraswasta	4,8524	5,1476	3,00	6,00	1,00	6,00
Mahasiswa/pelajar	4,7971	5,0779	3,00	6,00	1,00	6,00
Total	3,2180	5,8931	2,00	6,00	1,00	6,00
Empathy6	3,2180	5,8931	2,00	6,00	1,00	6,00
Professional	3,2180	5,8931	2,00	6,00	1,00	6,00
Manager/Eksekuif	3,8991	6,7676	5,00	6,00	1,00	6,00
Akademik/pendidik	3,9199	5,2801	4,00	6,00	1,00	6,00
Ibu Rumah Tangga	4,7601	5,5257	4,00	6,00	1,00	6,00
Wiraswasta	4,9289	5,2586	4,00	6,00	1,00	6,00
Mahasiswa/pelajar	4,8756	5,2078	2,00	6,00	1,00	6,00
Total	3,2744	5,8367	2,00	6,00	1,00	6,00
Empathy7	3,2744	5,8367	2,00	6,00	1,00	6,00
Professional	3,2744	5,8367	2,00	6,00	1,00	6,00
Manager/Eksekuif	-2,5724	10,5724	1,00	6,00	1,00	6,00
Akademik/pendidik	2,7583	5,2417	3,00	6,00	1,00	6,00
Ibu Rumah Tangga	4,0632	5,5082	1,00	6,00	1,00	6,00
Wiraswasta	4,8863	5,3012	3,00	6,00	1,00	6,00
Mahasiswa/pelajar	4,6934	5,1399	1,00	6,00	1,00	6,00
Total						

Oneway

	Sum of Squares	df	Mean Square	F	Sig.
Empathy1	11,063	5	2,213	2,556	,033
Empathy2	9,436	5	1,887	1,784	,124
Empathy3	7,011	5	1,402	1,729	,136
Empathy4	7,162	5	1,432	1,678	,148
Empathy5	9,674	5	1,935	4,844	,001
Empathy6	4,593	5	,919	1,395	,234
Empathy7	11,316	5	2,263	1,958	,093
Total	115,333	95			
Within Groups	104,017	90			
Between Groups	11,316	5			
Total	63,833	95			
Within Groups	59,241	90			
Between Groups	4,593	5			
Total	45,625	95			
Within Groups	35,951	90			
Between Groups	9,674	5			
Total	84,000	95			
Within Groups	76,838	90			
Between Groups	7,162	5			
Total	80,000	95			
Within Groups	72,989	90			
Between Groups	7,011	5			
Total	104,625	95			
Within Groups	95,189	90			
Between Groups	9,436	5			
Total	88,958	95			
Within Groups	77,895	90			
Between Groups	11,063	5			

ANOVA

- a. Groups with only one case are ignored in computing the test of homogeneity of variance for Empathy1.
- b. Groups with only one case are ignored in computing the test of homogeneity of variance for Empathy2.
- c. Groups with only one case are ignored in computing the test of homogeneity of variance for Empathy3.
- d. Groups with only one case are ignored in computing the test of homogeneity of variance for Empathy4.
- e. Groups with only one case are ignored in computing the test of homogeneity of variance for Empathy5.
- f. Groups with only one case are ignored in computing the test of homogeneity of variance for Empathy6.
- g. Groups with only one case are ignored in computing the test of homogeneity of variance for Empathy7.

Levene Statistic	df1	df2	Sig.
1,591 ^a	4	90	,184
2,841 ^b	4	90	,029
2,622 ^c	4	90	,040
5,339 ^d	4	90	,001
3,417 ^e	4	90	,012
9,384 ^f	4	90	,000
5,435 ^g	4	90	,001

Test of Homogeneity of Variances

Descriptives

	N	Mean	Std. Deviation	Std. Error
Responsiveness1	96	4,3333	1,50000	,50000
Professional	9	5,6667	,57735	,33333
Akademik/pendidik	5	4,2000	1,30384	,52310
Ibu Rumah Tangga	1	5,0000		
Wiraswasta	14	4,2857	1,26665	,33853
Mahasiswa/pelajar	64	4,8438	,92956	,11620
Total	96	4,7083	1,07524	,10974
Responsiveness2	96	4,5556	1,13039	,37680
Professional	9	5,6667	,57735	,33333
Akademik/pendidik	5	4,4000	,89443	,40000
Ibu Rumah Tangga	1	5,0000		
Wiraswasta	14	4,8571	1,23146	,32912
Mahasiswa/pelajar	64	5,0000	,83571	,10446
Total	96	4,9271	,93183	,09510
Responsiveness3	96	4,6667	1,11803	,37268
Professional	9	5,6667	,57735	,33333
Akademik/pendidik	5	4,2000	,44721	,20000
Ibu Rumah Tangga	1	6,0000		
Wiraswasta	14	5,0714	,73005	,19511
Mahasiswa/pelajar	64	4,9375	,81406	,10176
Total	96	4,9271	,83559	,08538
Responsiveness4	96	4,6667	,70711	,23570
Professional	9	5,3333	,57735	,33333
Akademik/pendidik	5	4,0000	1,00000	,44721
Ibu Rumah Tangga	1	5,0000		
Wiraswasta	14	4,7143	,82542	,22060
Mahasiswa/pelajar	64	5,5000	6,22336	,77792
Total	96	5,2188	5,10563	,52109
Responsiveness5	96	3,6667	1,41421	,47140
Professional	9	5,0000	1,00000	,57735
Akademik/pendidik	5	3,8000	1,78885	,80000
Ibu Rumah Tangga	1	5,0000		
Wiraswasta	14	4,8571	1,29241	,34541
Mahasiswa/pelajar	64	4,7500	,94281	,11785
Total	96	4,6250	1,13555	,11590
Responsiveness6	96	4,3333	1,11803	,37268
Professional	9	5,3333	,57735	,33333
Akademik/pendidik	5	4,4000	,54772	,24495
Ibu Rumah Tangga	1	5,0000		
Wiraswasta	14	4,7857	1,25137	,33444
Mahasiswa/pelajar	64	4,9844	,70130	,08766
Total	96	4,8750	,84915	,08667

Descriptives

95% Confidence Interval for		Mean	Lower Bound	Upper Bound	Minimum	Maximum
Responsiveness1	Profesional	3,1803	4,2324	7,1009	5,0471	6,00
	Manajer/Eksekuatif	2,5811	4,2324	7,1009	5,0471	6,00
	Akademik/pendidik	3,5544	5,0171	5,0171	5,0471	6,00
	Ibu Rumah Tangga	4,6116	5,0759	5,0759	5,0471	6,00
	Mahasiswa/pelajar	4,4905	4,9262	4,9262	5,0471	6,00
	Total	3,6867	5,4244	5,4244	5,0471	6,00
Responsiveness2	Profesional	3,8073	4,2324	7,1009	5,0471	6,00
	Manajer/Eksekuatif	3,6447	4,2324	7,1009	5,0471	6,00
	Akademik/pendidik	4,7342	5,4929	5,4929	5,0471	6,00
	Ibu Rumah Tangga	4,7342	5,4929	5,4929	5,0471	6,00
	Mahasiswa/pelajar	4,7576	5,1408	5,1408	5,0471	6,00
	Total	4,231	5,2102	5,2102	4,00	6,00
Responsiveness3	Profesional	2,5796	3,8991	6,7676	2,00	6,00
	Manajer/Eksekuatif	2,7583	3,8991	6,7676	2,00	6,00
	Akademik/pendidik	4,2377	5,1909	5,1909	3,00	6,00
	Ibu Rumah Tangga	3,9455	7,0545	7,0545	3,00	6,00
	Mahasiswa/pelajar	4,1843	6,2532	6,2532	2,00	6,00
	Total	4,1231	6,2532	6,2532	2,00	6,00
Responsiveness4	Profesional	4,5145	4,5145	4,5145	2,00	6,00
	Manajer/Eksekuatif	4,1109	4,5145	4,5145	2,00	6,00
	Akademik/pendidik	4,5145	4,5145	4,5145	2,00	6,00
	Ibu Rumah Tangga	4,5145	4,5145	4,5145	2,00	6,00
	Mahasiswa/pelajar	4,5145	4,5145	4,5145	2,00	6,00
	Total	4,5145	4,5145	4,5145	2,00	6,00
Responsiveness5	Profesional	3,4739	3,8991	6,7676	2,00	6,00
	Manajer/Eksekuatif	3,7199	3,8991	6,7676	2,00	6,00
	Akademik/pendidik	4,0632	5,0801	5,0801	4,00	6,00
	Ibu Rumah Tangga	4,0632	5,0801	5,0801	4,00	6,00
	Mahasiswa/pelajar	4,8092	5,1596	5,1596	2,00	6,00
	Total	4,7029	5,0471	5,0471	1,00	6,00
Responsiveness6	Profesional	4,1109	4,1109	4,1109	2,00	6,00
	Manajer/Eksekuatif	2,5159	2,5159	2,5159	2,00	6,00
	Akademik/pendidik	4,1109	4,1109	4,1109	2,00	6,00
	Ibu Rumah Tangga	4,1109	4,1109	4,1109	2,00	6,00
	Mahasiswa/pelajar	4,1109	4,1109	4,1109	2,00	6,00
	Total	4,1109	4,1109	4,1109	2,00	6,00

Test of Homogeneity of Variances

Levene Statistic	df1	df2	Sig.
1,406 ^a	4	90	,238
,468 ^b	4	90	,759
1,054 ^c	4	90	,384
,231 ^d	4	90	,920
2,037 ^e	4	90	,096
1,531 ^f	4	90	,200

- a. Groups with only one case are ignored in computing the test of homogeneity of variance for Responsiveness1.
- b. Groups with only one case are ignored in computing the test of homogeneity of variance for Responsiveness2.
- c. Groups with only one case are ignored in computing the test of homogeneity of variance for Responsiveness3.
- d. Groups with only one case are ignored in computing the test of homogeneity of variance for Responsiveness4.
- e. Groups with only one case are ignored in computing the test of homogeneity of variance for Responsiveness5.
- f. Groups with only one case are ignored in computing the test of homogeneity of variance for Responsiveness6.

ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Responsiveness1	9,072	5	1,814	1,621	,163
Between Groups	100,761	90	1,120		
Total	109,833	95			
Responsiveness2	4,686	5	,937	1,084	,375
Between Groups	77,803	90	,864		
Total	82,490	95			
Responsiveness3	6,344	5	1,269	1,899	,102
Between Groups	60,145	90	,668		
Total	66,490	95			
Responsiveness4	18,882	5	3,776	1,138	,983
Between Groups	2457,524	90	27,306		
Total	2476,406	95			
Responsiveness5	13,986	5	2,797	2,320	,050
Between Groups	108,514	90	1,206		
Total	122,500	95			
Responsiveness6	5,292	5	1,058	1,507	,196
Between Groups	63,208	90	,702		
Total	68,500	95			