E. Hasil Uji Reliabilitas

E.1 Uji Reliabilitas Skala Persepsi

Hasil Uji reliabilitas Skala Persepsi Dimensi *Tangible*

Reliability Statistics

Cronbach's Alpha	N of Items
.716	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
atb.1	14.93	2.483	.451	.677
atb.2	14.93	2.423	.521	.658
atb.3	14.98	2.117	.621	.619
atb.4	15.23	2.298	.318	.739
atb.5	15.01	2.529	.555	.658
atb.6	14.75	2.576	.341	.708

Hasil Uji reliabilitas Skala Persepsi Dimensi *Reliability*

Reliability Statistics

Cronbach's Alpha	N of Items
.699	7

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
atb.7	19.23	2.882	.445	.656
atb.8	18.83	2.829	.349	.684
atb.9	19.18	2.801	.503	.641
atb.10	19.27	2.954	.455	.655
atb.11	19.09	2.639	.536	.628
atb.12	19.31	3.223	.172	.725
atb.13	19.20	2.884	.441	.657

Hasil Uji reliabilitas Skala Persepsi Dimensi *Responsivness*

Reliability Statistics

Cronbach's Alpha	N of Items
.607	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
atb.14	8.96	.780	.239	.679
atb.15	9.26	.765	.502	.455
atb.16	9.31	.736	.458	.480
atb.17	9.28	.873	.416	.528

Hasil Uji reliabilitas Skala Persepsi Dimensi *Assurance*

Reliability Statistics

Cronbach's Alpha	N of Items
.721	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
atb.18	16.29	2.040	.603	.631
atb.19	16.63	2.503	.399	.698
atb.20	16.75	2.643	.215	.752
atb.21	16.75	2.761	.346	.713
atb.22	16.14	2.022	.652	.615
atb.23	16.31	2.114	.544	.652

Hasil Uji reliabilitas Skala Persepsi Dimensi *Empaty*

Reliability Statistics

Cronbach's Alpha	N of Items
.774	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
atb.24	9.02	1.311	.417	.799
atb.25	9.22	1.348	.585	.728

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
atb.26	9.35	1.036	.626	.694
atb.27	9.29	.998	.728	.631

E.2 UJi reliabilitas Skala Harapan

Hasil Uji reliabilitas Skala Persepsi Dimensi *Tangible*

Reliability Statistics

Cronbach's Alpha	N of Items
.873	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
atb.1	16.46	5.158	.728	.844
atb.2	16.41	4.916	.767	.836
atb.3	16.32	4.790	.763	.835
atb.4	16.45	4.737	.668	.854
atb.5	16.36	5.139	.648	.855
atb.6	16.26	5.252	.514	.880

Hasil Uji reliabilitas Skala Persepsi Dimensi *Reliability*

Reliability Statistics

Cronbach's Alpha	N of Items
.892	7

tem-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
atb.7	20.12	7.415	.633	.882
atb.8	20.04	7.183	.708	.873
atb.9	20.08	7.405	.666	.878
atb.10	20.11	7.223	.723	.872
atb.11	20.01	7.101	.729	.871
atb.12	20.08	7.263	.669	.878

Reliability Statistics

Cronbach's Alpha	N of Items
.892	7

tem-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
atb.13	20.07	7.323	.689	.876

Hasil Uji reliabilitas Skala Persepsi Dimensi *Responsivness*

Reliability Statistics

Cronbach's Alpha	N of Items
.834	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
atb.14	9.86	2.408	.499	.855
atb.15	10.04	1.889	.744	.752
atb.16	10.01	1.857	.718	.765
atb.17	9.97	2.083	.708	.772

Hasil Uji reliabilitas Skala Persepsi Dimensi *Assurance*

Reliability Statistics

Cronbach's Alpha	N of Items
.858	6

tem-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
atb.18	17.08	4.305	.646	.834
atb.19	17.03	4.133	.727	.819
atb.20	17.18	4.521	.513	.858
atb.21	17.07	4.382	.603	.842
atb.22	16.96	4.107	.705	.823
atb.23	17.02	4.185	.696	.825

Hasil Uji reliabilitas Skala Persepsi Dimensi *Empaty*

Reliability Statistics

Cronbach's Alpha	N of Items
.860	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
atb.24	10.11	1.980	.641	.848
atb.25	10.27	1.848	.750	.804
atb.26	10.27	1.848	.717	.817
atb.27	10.14	1.820	.718	.817