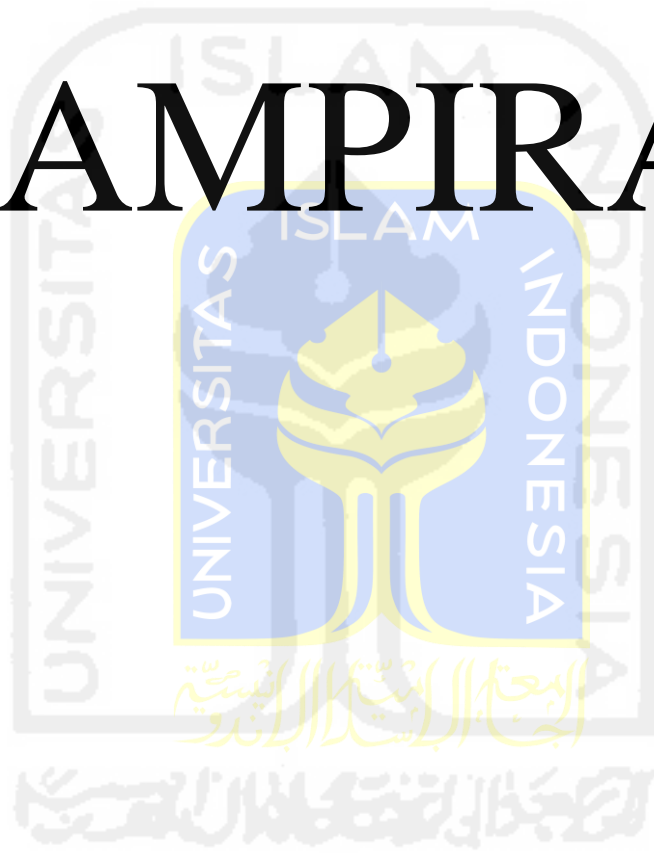


LAMPIRAN



**Lampiran 1 :
Kuesioner**

KUESIONER PENELITIAN

Kepada:

Yth: Bapak/Ibu/Saudara/i

Di Tempat

Dengan hormat,

Saya yang bertanda tangan dibawah ini adalah mahasiswa Universitas Islam Indonesia

Nama : Alsendy Tutuko Wicaksono

NIM : 12311421

Fakultas : Ekonomi

Jurusan : Manajemen

Dalam rangka mencari data guna menyusun skripsi dengan judul **Analisis Kinerja Kualitas Pelayanan dan Kepuasan Pelanggan Merapi Online Group (Studi Kasus di Luxury Internet Cafe Jl. Kaliurang KM 4,5)**, maka saya memohon bantuan serta kesediaannya Saudara/i untuk mengisi angket ini.

Tidak terdapat maksud apa-apa dibalik pengisian angket ini, kecuali untuk keperluan ilmiah yaitu untuk menyusun skripsi dan tidak disajikan ke pihak luar, serta kerahasiaan dalam mengisi angket ini terjamin sepenuhnya. Oleh karena itu, jawaban yang Bapak/Ibu/Saudara/i berikan dengan jujur dan terbuka sangat membantu kami.

Atas partisipasi dan kesediaan Bapak/Ibu/Saudara/i dalam mengisi angket tersebut saya mengucapkan banyak terima kasih.

Peneliti

(Alsendy Tutuko Wicaksono)

Daftar Pertanyaan

Karakteristik Responden

Mohon diisi semua pertanyaan dibawah ini dengan memberi tanda (X) pada jawaban yang paling sesuai.

1. Nama : (Boleh tidak diisi)
2. Jenis Kelamin : Pria Wanita
3. Umur : tahun
4. Pendidikan :

Petunjuk Pengisian Kuesioner

1. Pilihlah jawaban pertanyaan dibawah ini sesuai dengan kenyataan dan harapan yang Anda rasakan.
2. Saudara/i dapat memberikan tanda silang (X) pada salah satu jawaban pada kolom yang disediakan.

Kenyataan yang dirasakan STS : Sangat Tidak Setuju TS : Tidak Setuju N : Netral S : Setuju SS : Sangat Setuju	Harapan (Keinginan) SR : Sangat Rendah R : Rendah N : Netral T : Tinggi ST : Sangat Tinggi
--	---

Bukti Fisik

No	Variabel	Kenyataan Yang Dirasakan					Harapan (Keinginan)				
		STS	TS	N	S	SS	SR	R	N	T	ST
1	Penataan ruang warnet bersih dan rapi										
2	Warnet memiliki ruangan internet ber-AC										
3	Warnet memiliki tempat parkir yang luas										
4	Warnet memiliki penerangan yang memadai										

Kehandalan

No	Variabel	Kenyataan Yang Dirasakan					Harapan (Keinginan)				
		STS	TS	N	S	SS	SR	R	N	T	ST
1	Warnet memiliki akses browsing yang cepat										
2	Ketika berinternet komputer tidak pernah eror										
3	Tidak pernah ada masalah ketika berinternet di warnet										
4	Ketersediaan layanan seperti printing, scanning, headset, dll										

Daya Tanggap

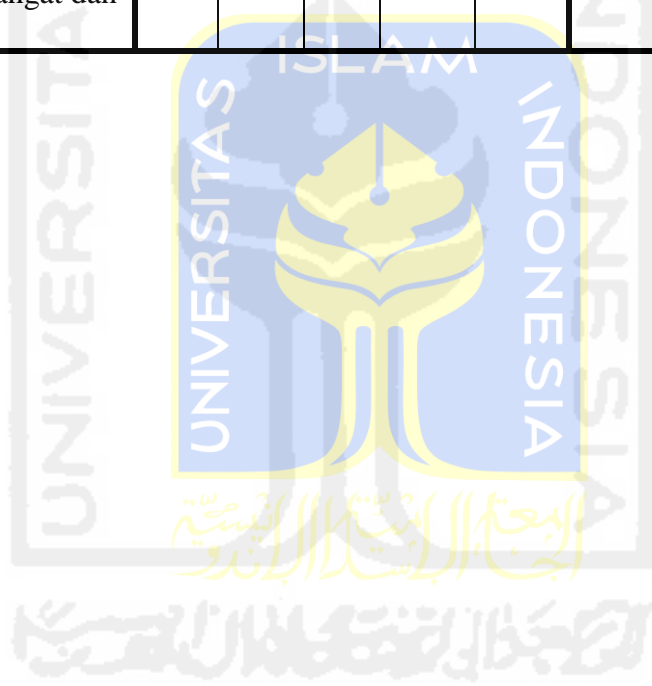
No	Variabel	Kenyataan Yang Dirasakan					Harapan (Keinginan)				
		STS	TS	N	S	SS	SR	R	N	T	ST
1	Karyawan menyambut dan menyapa konsumen dengan ramah										
2	Kecepatan karyawan dalam mengatasi masalah konsumen										
3	Segera merespon bila ada konsumen yang mengeluh dan kesulitan										
4	Kesiapan dan kecepatan karyawan dalam melayani konsumen										

Jaminan

No	Variabel	Kenyataan Yang Dirasakan					Harapan (Keinginan)				
		STS	TS	N	S	SS	SR	R	N	T	ST
1	Karyawan mengerti internet										
2	Keamanan parkir warnet terjamin										
3	Konsumen percaya permasalahan-nya akan diselesaikan oleh karyawan										
4	Kemudahan konsumen menghubungi karyawan										

Empati

No	Variabel	Kenyataan Yang Dirasakan					Harapan (Keinginan)				
		STS	TS	N	S	SS	SR	R	N	T	ST
1	Karyawan melayani dengan senyum										
2	Karyawan selalu menunjukkan sikap bersemangat dalam bekerja										
3	Karyawan mengucapkan terima kasih kepada konsumen setelah menggunakan jasa internet										
4	Pelayanan karyawan hangat dan tidak terburu-buru										



**Lampiran 2 :
Deskripsi Data Responden**

Statistics

		Jenis_ Kelamin	Umur
N	Valid	100	100
	Missing	0	0

Jenis_Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-laki	52	52,0	52,0	52,0
	Perempuan	48	48,0	48,0	100,0
Total		100	100,0	100,0	

Umur

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	< 21 tahun	20	20,0	20,0	20,0
	21 - 25 tahun	65	65,0	65,0	85,0
	26 - 30 tahun	8	8,0	8,0	93,0
	31 - 35 tahun	3	3,0	3,0	96,0
	> 35 tahun	4	4,0	4,0	100,0
Total		100	100,0	100,0	



 اَبِي جَدَارٍ تَقْتَضِيهِ الْعَرَبِيَّةُ
 اَبِي جَدَارٍ تَقْتَضِيهِ الْعَرَبِيَّةُ

**Lampiran 3 :
Tabulasi Jawaban Responden (Kenyataan)**

Tabulasi Jawaban Bukti Fisik

X 1.1	X 1.2	X 1.3	X 1.4	Total	Rata2
4	4	4	4	16	4
4	5	5	4	18	4,5
3	5	4	5	17	4,25
5	5	5	5	20	5
5	5	4	4	18	4,5
4	4	4	4	16	4
5	5	2	4	16	4
5	5	5	4	19	4,75
5	5	4	4	18	4,5
5	4	4	4	17	4,25
4	4	4	4	16	4
5	5	4	4	18	4,5
5	5	5	5	20	5
4	5	3	3	15	3,75
5	5	5	5	20	5
5	5	4	4	18	4,5
5	5	5	5	20	5
5	5	4	3	17	4,25
4	4	4	4	16	4
4	4	4	3	15	3,75
5	5	5	2	17	4,25
5	5	4	4	18	4,5
5	5	3	4	17	4,25
4	4	2	2	12	3
4	5	3	4	16	4
5	5	5	5	20	5
5	5	5	4	19	4,75
4	5	3	4	16	4
4	4	3	4	15	3,75
4	5	3	3	15	3,75
5	5	5	4	19	4,75
5	5	4	3	17	4,25
5	5	5	4	19	4,75
4	5	3	3	15	3,75
4	5	3	3	15	3,75
5	5	5	5	20	5

5	5	5	5	20	5
4	4	4	3	15	3,75
5	5	5	4	19	4,75
4	5	2	3	14	3,5
5	5	1	2	13	3,25
4	4	4	4	16	4
4	5	3	3	15	3,75
5	5	5	5	20	5
1	5	4	5	15	3,75
5	5	4	5	19	4,75
4	5	3	4	16	4
4	4	3	3	14	3,5
4	5	4	4	17	4,25
1	4	3	2	10	2,5
3	5	5	4	17	4,25
4	4	3	3	14	3,5
5	5	3	5	18	4,5
5	5	3	4	17	4,25
5	5	4	4	18	4,5
5	5	3	4	17	4,25
5	5	5	5	20	5
4	5	2	3	14	3,5
5	5	4	4	18	4,5
5	5	2	4	16	4
5	5	4	5	19	4,75
4	4	4	3	15	3,75
4	4	4	4	16	4
5	5	3	3	16	4
2	4	4	4	14	3,5
4	5	3	4	16	4
5	5	2	5	17	4,25
5	5	4	5	19	4,75
5	5	4	4	18	4,5
5	5	2	3	15	3,75
5	5	4	5	19	4,75
4	4	2	2	12	3
5	5	4	4	18	4,5
5	5	4	3	17	4,25
4	5	3	4	16	4
4	4	3	4	15	3,75

4	4	2	5	15	3,75
4	5	5	2	16	4
5	5	5	5	20	5
4	5	4	4	17	4,25
4	4	2	3	13	3,25
4	4	4	4	16	4
5	5	3	4	17	4,25
5	5	5	5	20	5
5	5	3	3	16	4
5	5	2	2	14	3,5
5	5	5	5	20	5
5	5	4	5	19	4,75
4	4	4	4	16	4
5	5	5	5	20	5
5	5	4	4	18	4,5
5	5	4	4	18	4,5
4	4	4	4	16	4
4	5	2	3	14	3,5
5	5	2	4	16	4
5	5	3	4	17	4,25
4	5	2	3	14	3,5
4	5	5	4	18	4,5
5	5	4	4	18	4,5
5	5	5	4	19	4,75
446	477	370	388	1681	420,25
4,46	4,77	3,7	3,88	16,81	4,2025

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Tabulasi Jawaban Kehandalan

X 2.1	X 2.2	X 2.3	X 2.4	Total	Rata2
4	3	2	4	13	3,25
4	4	4	4	16	4
5	5	5	4	19	4,75
5	5	5	5	20	5
5	2	3	5	15	3,75
4	4	4	4	16	4
5	4	5	5	19	4,75
5	2	4	5	16	4
4	5	4	4	17	4,25
4	4	4	4	16	4
4	4	4	4	16	4
4	4	4	4	16	4
5	5	5	5	20	5
5	4	4	5	18	4,5
4	4	4	4	16	4
4	3	5	4	16	4
5	4	5	4	18	4,5
4	4	4	4	16	4
5	5	4	4	18	4,5
3	2	2	3	10	2,5
4	4	4	5	17	4,25
5	5	3	4	17	4,25
4	3	3	4	14	3,5
4	3	3	4	14	3,5
4	2	2	3	11	2,75
5	1	2	5	13	3,25
4	3	5	2	14	3,5
3	3	3	5	14	3,5
4	4	3	4	15	3,75
4	2	3	4	13	3,25
3	5	5	3	16	4
4	3	4	5	16	4
5	4	4	4	17	4,25
4	5	5	3	17	4,25
4	5	5	3	17	4,25
5	5	4	3	17	4,25
5	5	5	5	20	5
4	4	3	4	15	3,75

5	4	5	3	17	4,25
4	3	3	4	14	3,5
4	3	3	4	14	3,5
2	4	4	4	14	3,5
4	4	4	5	17	4,25
2	2	3	3	10	2,5
4	4	4	4	16	4
4	3	3	4	14	3,5
4	1	2	3	10	2,5
3	3	3	3	12	3
4	4	4	4	16	4
4	5	3	4	16	4
5	5	5	4	19	4,75
5	3	3	3	14	3,5
4	4	5	5	18	4,5
4	3	3	4	14	3,5
4	4	4	5	17	4,25
5	5	5	4	19	4,75
4	4	4	5	17	4,25
5	4	4	4	17	4,25
2	2	4	4	12	3
5	5	4	4	18	4,5
5	5	5	4	19	4,75
4	3	3	2	12	3
3	3	4	4	14	3,5
3	5	4	5	17	4,25
4	4	2	4	14	3,5
3	3	2	3	11	2,75
5	4	2	2	13	3,25
5	4	5	4	18	4,5
3	4	4	4	15	3,75
4	4	3	4	15	3,75
5	5	5	5	20	5
2	3	3	3	11	2,75
3	5	5	5	18	4,5
5	3	3	5	16	4
4	4	4	4	16	4
3	3	3	4	13	3,25
4	4	3	4	15	3,75
2	2	2	3	9	2,25

5	2	4	5	16	4
4	3	2	3	12	3
4	3	2	4	13	3,25
4	4	4	4	16	4
5	3	3	4	15	3,75
5	5	5	5	20	5
4	4	3	3	14	3,5
5	4	2	5	16	4
5	5	5	4	19	4,75
4	3	2	4	13	3,25
4	4	4	4	16	4
5	4	3	5	17	4,25
4	3	3	4	14	3,5
4	3	3	4	14	3,5
5	5	5	4	19	4,75
3	3	4	4	14	3,5
4	4	3	3	14	3,5
5	2	2	3	12	3
4	4	4	5	17	4,25
4	4	3	5	16	4
4	4	4	5	17	4,25
4	4	3	4	15	3,75
412	370	364	402	1548	387
4,12	3,7	3,64	4,02	15,48	3,87



Tabulasi Jawaban Daya Tahan

X 3.1	X 3.2	X 3.3	X 3.4	Total	Rata2
4	4	4	4	16	4
4	4	4	4	16	4
3	3	4	3	13	3,25
4	4	4	4	16	4
5	5	5	5	20	5
5	5	5	5	20	5
4	3	4	4	15	3,75
4	4	4	4	16	4
3	3	4	4	14	3,5
4	3	4	4	15	3,75
4	3	4	4	15	3,75
4	4	4	4	16	4
5	5	5	5	20	5
4	4	4	4	16	4
4	4	4	4	16	4
4	4	3	4	15	3,75
5	5	5	5	20	5
4	4	4	4	16	4
4	3	3	3	13	3,25
5	5	5	5	20	5
5	5	5	5	20	5
5	5	5	5	20	5
5	5	5	5	20	5
4	4	4	4	16	4
3	3	2	2	10	2,5
5	5	5	5	20	5
5	4	4	4	17	4,25
3	4	4	3	14	3,5
4	3	4	3	14	3,5
4	4	4	3	15	3,75
4	3	4	4	15	3,75
5	4	4	4	17	4,25
4	4	4	4	16	4
5	4	5	5	19	4,75
5	4	5	5	19	4,75
5	5	5	5	20	5
5	5	5	5	20	5
4	4	4	4	16	4

4	4	4	4	16	4
4	3	3	3	13	3,25
5	5	5	5	20	5
4	4	4	4	16	4
4	4	4	4	16	4
4	3	4	4	15	3,75
4	4	4	4	16	4
4	4	4	4	16	4
5	3	4	4	16	4
4	4	3	3	14	3,5
4	4	4	4	16	4
3	4	3	5	15	3,75
5	4	5	4	18	4,5
3	3	4	4	14	3,5
4	5	4	5	18	4,5
4	5	5	5	19	4,75
5	4	5	4	18	4,5
4	4	4	4	16	4
5	4	4	5	18	4,5
4	3	3	3	13	3,25
5	5	5	4	19	4,75
4	3	3	3	13	3,25
5	5	5	5	20	5
3	3	3	3	12	3
4	3	3	4	14	3,5
5	5	5	5	20	5
4	2	4	4	14	3,5
3	3	3	3	12	3
3	3	3	3	12	3
5	5	5	5	20	5
4	4	4	4	16	4
4	3	3	3	13	3,25
5	5	5	5	20	5
3	2	2	3	10	2,5
5	5	5	5	20	5
5	5	5	5	20	5
4	4	4	4	16	4
3	3	3	3	12	3
4	3	2	2	11	2,75
3	2	2	2	9	2,25

5	5	5	5	20	5
4	3	3	3	13	3,25
4	3	4	4	15	3,75
4	4	4	4	16	4
4	4	4	4	16	4
5	5	4	5	19	4,75
4	4	4	3	15	3,75
5	5	5	5	20	5
5	5	5	5	20	5
4	4	4	4	16	4
4	4	4	4	16	4
4	4	5	4	17	4,25
4	4	4	4	16	4
4	4	4	4	16	4
4	4	4	4	16	4
4	3	3	4	14	3,5
4	4	4	4	16	4
4	3	3	3	13	3,25
4	3	3	4	14	3,5
4	4	4	4	16	4
5	5	5	5	20	5
4	4	3	3	14	3,5
420	393	403	404	1620	405
4,2	3,93	4,03	4,04	16,2	4,05



Tabulasi Jawaban Jaminan

X 4.1	X 4.2	X 4.3	X 4.4	Total	Rata2
2	4	3	4	13	3,25
3	4	4	4	15	3,75
5	5	4	3	17	4,25
3	3	3	4	13	3,25
5	5	4	5	19	4,75
5	4	4	4	17	4,25
3	4	4	5	16	4
4	5	4	4	17	4,25
4	4	4	5	17	4,25
4	3	3	3	13	3,25
4	4	4	4	16	4
5	5	4	4	18	4,5
5	5	5	5	20	5
4	4	4	4	16	4
4	4	4	4	16	4
4	5	4	2	15	3,75
4	4	5	5	18	4,5
4	5	4	5	18	4,5
3	3	3	3	12	3
3	4	4	4	15	3,75
4	3	4	4	15	3,75
5	5	5	5	20	5
5	4	4	4	17	4,25
4	3	4	4	15	3,75
4	4	3	3	14	3,5
3	3	4	5	15	3,75
4	4	4	4	16	4
3	4	4	5	16	4
3	3	4	4	14	3,5
4	4	4	3	15	3,75
4	4	4	4	16	4
4	3	3	4	14	3,5
4	5	3	4	16	4
4	5	4	4	17	4,25
4	5	4	4	17	4,25
5	5	5	5	20	5
4	5	4	5	18	4,5
4	4	4	4	16	4

3	4	5	5	17	4,25
3	3	3	4	13	3,25
4	3	4	4	15	3,75
4	4	4	4	16	4
4	4	4	4	16	4
4	4	4	2	14	3,5
4	4	4	4	16	4
4	4	3	4	15	3,75
4	5	3	4	16	4
3	4	3	4	14	3,5
4	4	3	4	15	3,75
3	5	4	3	15	3,75
5	5	5	5	20	5
3	3	3	4	13	3,25
5	5	3	4	17	4,25
4	4	5	5	18	4,5
4	4	4	4	16	4
3	4	4	4	15	3,75
4	4	4	5	17	4,25
5	3	4	4	16	4
4	4	4	4	16	4
4	3	4	3	14	3,5
4	4	5	5	18	4,5
3	4	3	4	14	3,5
4	3	3	4	14	3,5
3	4	3	3	13	3,25
4	2	4	2	12	3
3	3	3	3	12	3
3	3	3	3	12	3
4	5	5	3	17	4,25
3	4	4	3	14	3,5
3	4	3	3	13	3,25
5	5	5	5	20	5
4	4	3	2	13	3,25
5	5	5	5	20	5
4	4	4	4	16	4
3	3	4	4	14	3,5
2	3	4	4	13	3,25
4	4	4	3	15	3,75
3	4	2	2	11	2,75

5	3	5	5	18	4,5
3	3	3	4	13	3,25
3	4	3	3	13	3,25
4	4	4	4	16	4
4	2	3	4	13	3,25
5	5	5	5	20	5
3	3	3	2	11	2,75
5	2	5	5	17	4,25
4	4	5	5	18	4,5
3	4	3	4	14	3,5
4	4	4	4	16	4
3	4	5	3	15	3,75
4	3	3	2	12	3
4	4	3	2	13	3,25
4	5	4	4	17	4,25
3	3	4	3	13	3,25
4	4	4	4	16	4
5	5	4	5	19	4,75
3	3	3	3	12	3
4	3	4	3	14	3,5
4	3	5	5	17	4,25
4	3	3	4	14	3,5
384	390	385	389	1548	387
3,84	3,9	3,85	3,89	15,48	3,87



Tabulasi Jawaban Empati

X 5.1	X 5.2	X 5.3	X 5.4	Total	Rata2
4	3	4	4	15	3,75
4	4	4	3	15	3,75
5	4	4	4	17	4,25
4	4	4	4	16	4
5	4	5	5	19	4,75
5	5	4	4	18	4,5
4	4	3	4	15	3,75
4	5	5	5	19	4,75
4	4	5	4	17	4,25
4	4	4	4	16	4
4	4	4	4	16	4
5	5	5	5	20	5
5	5	5	5	20	5
4	4	5	4	17	4,25
4	4	4	4	16	4
3	4	4	3	14	3,5
5	5	5	5	20	5
4	4	4	5	17	4,25
4	4	4	4	16	4
4	4	4	4	16	4
4	4	4	4	16	4
5	5	5	5	20	5
5	5	5	5	20	5
4	4	4	4	16	4
4	3	3	3	13	3,25
5	5	5	5	20	5
4	4	5	5	18	4,5
3	4	3	4	14	3,5
3	3	4	3	13	3,25
4	4	5	3	16	4
4	4	5	4	17	4,25
4	3	5	4	16	4
4	4	5	4	17	4,25
5	4	3	5	17	4,25
5	5	4	5	19	4,75
5	5	5	5	20	5
5	5	5	5	20	5
4	4	4	4	16	4

4	4	5	4	17	4,25
4	4	4	4	16	4
5	5	5	5	20	5
4	4	4	4	16	4
4	4	5	4	17	4,25
4	4	4	4	16	4
4	4	4	4	16	4
4	4	4	3	15	3,75
4	5	5	5	19	4,75
4	3	4	4	15	3,75
3	4	4	4	15	3,75
5	4	4	5	18	4,5
5	5	5	5	20	5
4	5	5	5	19	4,75
5	3	5	5	18	4,5
4	4	4	4	16	4
4	4	5	4	17	4,25
3	4	5	2	14	3,5
5	4	5	4	18	4,5
4	4	5	4	17	4,25
2	3	4	4	13	3,25
4	4	4	3	15	3,75
5	5	5	5	20	5
4	4	4	4	16	4
3	3	4	4	14	3,5
4	4	5	5	18	4,5
4	4	4	4	16	4
4	3	4	3	14	3,5
4	4	4	4	16	4
5	5	5	5	20	5
4	2	3	2	11	2,75
4	4	4	4	16	4
5	5	5	5	20	5
2	3	4	4	13	3,25
5	5	5	5	20	5
5	5	5	5	20	5
4	3	4	4	15	3,75
4	3	3	3	13	3,25
3	3	4	3	13	3,25
3	3	3	2	11	2,75

5	5	5	5	20	5
4	2	4	4	14	3,5
4	4	4	4	16	4
4	4	4	4	16	4
4	4	4	4	16	4
5	5	5	4	19	4,75
4	4	4	4	16	4
5	5	5	5	20	5
4	5	4	4	17	4,25
4	3	5	4	16	4
4	4	4	4	16	4
5	3	5	4	17	4,25
4	4	4	4	16	4
4	5	5	4	18	4,5
4	4	4	4	16	4
4	4	5	4	17	4,25
4	3	4	4	15	3,75
5	4	5	5	19	4,75
4	4	3	4	15	3,75
3	4	3	3	13	3,25
5	4	5	5	19	4,75
5	3	3	4	15	3,75
417	403	433	413	1666	416,5
4,17	4,03	4,33	4,13	16,66	4,165



**Lampiran 4 :
Tabulasi Jawaban Responden (Harapan)**

Tabulasi Jawaban Bukti Fisik

Y 1.1	Y 1.2	Y 1.3	Y 1.4	Total	Rata2
3	3	3	3	12	3
4	5	5	5	19	4,75
4	5	3	4	16	4
4	5	5	5	19	4,75
5	5	4	4	18	4,5
4	4	3	3	14	3,5
4	4	2	3	13	3,25
3	3	3	5	14	3,5
5	5	4	4	18	4,5
4	4	4	4	16	4
4	4	3	4	15	3,75
4	4	3	4	15	3,75
5	5	5	5	20	5
4	4	3	4	15	3,75
3	3	3	3	12	3
4	5	5	5	19	4,75
5	5	5	5	20	5
4	3	5	3	15	3,75
5	5	5	5	20	5
4	4	4	4	16	4
4	4	5	4	17	4,25
5	5	4	4	18	4,5
5	5	5	5	20	5
5	4	4	4	17	4,25
4	5	4	4	17	4,25
5	5	5	5	20	5
5	5	5	4	19	4,75
5	4	4	4	17	4,25
5	5	5	5	20	5
4	5	5	4	18	4,5
4	4	4	4	16	4
4	4	4	5	17	4,25
4	5	3	4	16	4
4	4	3	3	14	3,5
4	4	3	3	14	3,5
5	5	5	5	20	5

5	5	5	5	20	5
5	4	3	3	15	3,75
4	5	4	4	17	4,25
4	3	5	3	15	3,75
3	3	5	4	15	3,75
4	4	4	4	16	4
4	4	5	4	17	4,25
5	5	5	5	20	5
4	4	4	4	16	4
4	4	5	4	17	4,25
5	4	4	3	16	4
4	5	5	3	17	4,25
4	4	4	4	16	4
3	4	4	4	15	3,75
5	5	5	5	20	5
5	5	5	3	18	4,5
5	5	5	5	20	5
5	5	5	5	20	5
4	5	4	4	17	4,25
3	4	4	3	14	3,5
5	5	5	5	20	5
4	5	4	4	17	4,25
4	4	5	5	18	4,5
4	4	4	3	15	3,75
4	5	4	5	18	4,5
3	3	3	3	12	3
4	4	3	4	15	3,75
5	5	5	4	19	4,75
5	5	5	5	20	5
3	3	3	3	12	3
5	5	2	5	17	4,25
5	5	5	5	20	5
5	5	5	5	20	5
5	4	4	3	16	4
5	5	4	5	19	4,75
4	4	4	4	16	4
5	5	4	5	19	4,75
5	5	5	5	20	5
4	4	4	4	16	4
5	5	5	5	20	5

4	4	4	2	14	3,5
3	4	3	5	15	3,75
5	5	5	5	20	5
4	4	4	4	16	4
4	4	4	3	15	3,75
5	5	5	5	20	5
4	4	5	4	17	4,25
5	5	5	5	20	5
5	5	5	4	19	4,75
4	4	5	5	18	4,5
4	5	4	3	16	4
5	5	4	3	17	4,25
4	4	4	4	16	4
5	5	5	5	20	5
3	4	4	4	15	3,75
3	3	4	4	14	3,5
4	4	4	4	16	4
3	3	5	3	14	3,5
5	5	4	3	17	4,25
3	3	4	3	13	3,25
4	5	4	3	16	4
4	5	5	5	19	4,75
4	5	5	5	19	4,75
5	5	5	3	18	4,5
427	440	424	409	1700	425
4,27	4,4	4,24	4,09	17	4,25

Tabulasi Jawaban Kehandalan

Y 2.1	Y 2.2	Y 2.3	Y 2.4	Total	Rata2
3	3	3	3	12	3
3	3	3	3	12	3
5	5	5	4	19	4,75
4	4	4	4	16	4
5	4	3	5	17	4,25
4	4	3	4	15	3,75
5	5	4	4	18	4,5
5	5	5	5	20	5
4	5	4	4	17	4,25
4	4	4	4	16	4
3	4	4	3	14	3,5
5	5	4	4	18	4,5
5	5	5	5	20	5
4	4	5	5	18	4,5
3	3	3	3	12	3
5	5	5	4	19	4,75
5	4	5	4	18	4,5
4	5	3	4	16	4
5	5	5	5	20	5
4	5	5	4	18	4,5
4	4	5	5	18	4,5
4	4	4	4	16	4
4	4	4	4	16	4
4	4	4	5	17	4,25
4	4	4	4	16	4
5	5	5	5	20	5
5	5	5	5	20	5
4	4	5	4	17	4,25
4	3	5	4	16	4
4	4	5	4	17	4,25
4	4	4	4	16	4
5	3	4	5	17	4,25
5	5	4	3	17	4,25
4	4	4	3	15	3,75
4	4	4	3	15	3,75
5	5	5	4	19	4,75
5	5	5	5	20	5
4	4	4	4	16	4

5	4	5	3	17	4,25
5	5	5	3	18	4,5
4	4	4	4	16	4
5	4	4	4	17	4,25
5	5	5	5	20	5
5	5	5	3	18	4,5
4	4	4	4	16	4
4	5	4	5	18	4,5
5	5	4	3	17	4,25
5	5	5	3	18	4,5
5	5	5	5	20	5
4	2	3	2	11	2,75
5	5	5	5	20	5
5	5	5	4	19	4,75
5	5	5	5	20	5
5	5	5	5	20	5
4	4	4	4	16	4
5	4	4	3	16	4
5	5	5	5	20	5
5	5	4	5	19	4,75
5	5	4	4	18	4,5
5	5	5	4	19	4,75
5	5	5	5	20	5
3	3	3	3	12	3
5	5	5	4	19	4,75
5	5	5	5	20	5
5	5	5	5	20	5
4	3	3	3	13	3,25
3	3	3	3	12	3
5	5	5	4	19	4,75
5	5	5	5	20	5
5	5	5	5	20	5
4	3	3	3	13	3,25
5	5	5	5	20	5
5	5	5	5	20	5
4	4	4	4	16	4
5	5	5	5	20	5
5	4	4	4	17	4,25
3	4	4	3	14	3,5

5	5	5	5	20	5
4	4	4	4	16	4
3	3	4	3	13	3,25
5	5	5	5	20	5
4	3	4	4	15	3,75
5	5	5	5	20	5
5	5	5	5	20	5
5	4	5	5	19	4,75
4	5	5	5	19	4,75
5	5	5	4	19	4,75
4	4	4	4	16	4
5	5	5	5	20	5
5	5	5	5	20	5
5	5	5	5	20	5
5	5	5	4	19	4,75
5	5	4	4	18	4,5
5	5	4	4	18	4,5
5	5	5	4	19	4,75
5	5	4	5	19	4,75
5	5	5	5	20	5
5	5	4	5	19	4,75
4	4	4	4	16	4
452	444	441	419	1756	439
4,52	4,44	4,41	4,19	17,56	4,39



Tabulasi Jawaban Daya Tanggap

Y 3.1	Y 3.2	Y 3.3	Y 3.4	Total	Rata2
4	4	4	4	16	4
3	3	3	3	12	3
4	4	4	4	16	4
4	4	4	4	16	4
5	5	5	5	20	5
4	4	3	4	15	3,75
4	3	4	4	15	3,75
5	5	5	5	20	5
4	4	4	5	17	4,25
4	4	4	3	15	3,75
4	3	3	4	14	3,5
4	4	5	5	18	4,5
5	5	5	5	20	5
4	4	4	4	16	4
3	3	3	3	12	3
5	4	4	4	17	4,25
5	5	5	5	20	5
3	4	3	3	13	3,25
4	4	4	4	16	4
5	5	5	5	20	5
5	5	5	5	20	5
5	5	5	5	20	5
5	5	5	5	20	5
4	4	4	4	16	4
4	4	5	4	17	4,25
5	5	5	5	20	5
5	5	5	5	20	5
5	5	5	5	20	5
3	4	4	5	16	4
4	4	4	4	16	4
4	4	4	4	16	4
5	4	4	4	17	4,25
4	3	4	4	15	3,75
5	4	4	4	17	4,25
5	4	4	4	17	4,25
5	5	5	5	20	5
5	5	5	5	20	5
4	4	4	4	16	4

4	4	4	4	16	4
4	4	4	4	16	4
4	4	4	4	16	4
4	4	4	4	16	4
4	4	4	4	16	4
5	5	4	3	17	4,25
4	4	4	4	16	4
4	4	4	4	16	4
4	3	5	5	17	4,25
3	3	3	3	12	3
5	5	5	5	20	5
4	5	2	3	14	3,5
5	5	5	4	19	4,75
4	4	4	4	16	4
4	4	4	4	16	4
5	5	5	5	20	5
4	5	4	4	17	4,25
4	4	3	3	14	3,5
5	5	5	5	20	5
4	4	5	4	17	4,25
4	4	4	5	17	4,25
4	3	4	4	15	3,75
5	5	5	5	20	5
3	3	3	3	12	3
4	5	5	5	19	4,75
5	5	5	5	20	5
5	5	5	5	20	5
4	5	5	5	19	4,75
3	3	3	3	12	3
5	5	5	5	20	5
5	5	5	5	20	5
5	5	5	5	20	5
3	4	4	3	14	3,5
5	5	5	5	20	5
5	5	5	5	20	5
4	4	4	4	16	4
5	5	5	5	20	5
4	3	3	3	13	3,25
4	2	2	2	10	2,5

5	5	5	5	20	5
4	4	4	4	16	4
3	3	3	3	12	3
5	5	5	5	20	5
4	3	4	3	14	3,5
5	5	5	5	20	5
4	4	4	5	17	4,25
5	5	5	5	20	5
4	5	5	5	19	4,75
4	4	4	4	16	4
4	4	4	4	16	4
5	5	5	5	20	5
5	5	5	5	20	5
5	5	5	5	20	5
4	4	4	4	16	4
3	4	3	4	14	3,5
5	5	5	5	20	5
4	4	5	5	18	4,5
4	4	3	4	15	3,75
5	5	5	5	20	5
5	5	5	5	20	5
4	4	4	4	16	4
432	428	428	430	1718	429,5
4,32	4,28	4,28	4,3	17,18	4,295



Tabulasi Jawaban Jaminan

Y 4.1	Y 4.2	Y 4.3	Y 4.4	Total	Rata2
4	5	3	4	16	4
3	3	3	3	12	3
5	5	5	4	19	4,75
4	4	4	4	16	4
5	5	4	5	19	4,75
4	4	3	3	14	3,5
3	3	4	5	15	3,75
5	5	5	4	19	4,75
5	5	5	5	20	5
4	3	3	3	13	3,25
3	3	4	4	14	3,5
5	4	4	4	17	4,25
5	5	5	5	20	5
4	5	4	4	17	4,25
4	4	4	4	16	4
5	5	5	4	19	4,75
5	5	5	5	20	5
3	4	3	4	14	3,5
5	5	5	5	20	5
4	4	4	4	16	4
4	5	5	4	18	4,5
5	5	5	5	20	5
4	4	5	4	17	4,25
5	5	4	4	18	4,5
4	4	4	4	16	4
5	5	5	5	20	5
4	4	4	4	16	4
4	5	5	4	18	4,5
3	5	4	3	15	3,75
4	4	4	4	16	4
4	4	4	4	16	4
4	3	3	4	14	3,5
3	4	3	4	14	3,5
4	5	4	4	17	4,25
4	5	4	4	17	4,25
5	5	5	5	20	5
5	5	5	5	20	5
4	4	4	4	16	4

4	4	5	5	18	4,5
5	5	5	5	20	5
4	4	4	4	16	4
4	5	4	4	17	4,25
4	4	4	4	16	4
4	5	5	4	18	4,5
4	4	4	4	16	4
4	4	5	5	18	4,5
5	5	5	4	19	4,75
3	5	3	4	15	3,75
5	5	4	5	19	4,75
3	2	3	4	12	3
5	5	5	5	20	5
4	5	4	5	18	4,5
5	5	4	4	18	4,5
5	5	5	5	20	5
4	4	4	4	16	4
3	4	4	4	15	3,75
5	5	5	5	20	5
4	5	4	4	17	4,25
4	4	4	4	16	4
5	4	5	3	17	4,25
5	5	5	5	20	5
3	3	3	3	12	3
4	5	5	5	19	4,75
5	5	5	5	20	5
5	5	5	5	20	5
5	5	5	5	20	5
3	3	3	3	12	3
5	5	5	5	20	5
5	5	5	5	20	5
5	5	5	5	20	5
5	5	5	5	20	5
4	4	3	4	15	3,75
5	5	5	5	20	5
5	5	5	5	20	5
4	4	4	4	16	4
5	5	5	5	20	5
4	4	4	3	15	3,75
2	3	2	3	10	2,5

5	5	5	5	20	5
4	4	4	4	16	4
3	3	3	3	12	3
5	5	5	5	20	5
4	5	4	4	17	4,25
5	5	5	5	20	5
5	5	5	5	20	5
5	5	5	5	20	5
4	5	4	4	17	4,25
3	5	3	4	15	3,75
4	4	4	4	16	4
5	5	5	5	20	5
5	5	5	3	18	4,5
5	5	5	5	20	5
4	4	4	4	16	4
4	5	4	3	16	4
5	5	5	5	20	5
5	5	4	5	19	4,75
3	4	4	3	14	3,5
4	5	4	5	18	4,5
5	5	5	5	20	5
5	5	4	5	19	4,75
429	450	429	429	1737	434,25
4,29	4,5	4,29	4,29	17,37	4,3425



Tabulasi Jawaban Empati

Y 5.1	Y 5.2	Y 5.3	Y 5.4	Total	Rata2
4	3	4	3	14	3,5
4	4	4	3	15	3,75
4	4	4	4	16	4
4	4	4	4	16	4
5	4	5	5	19	4,75
4	3	4	3	14	3,5
4	5	5	5	19	4,75
5	5	5	5	20	5
5	5	5	5	20	5
4	3	4	3	14	3,5
4	4	4	4	16	4
4	4	4	4	16	4
5	5	5	5	20	5
4	4	5	4	17	4,25
4	4	5	4	17	4,25
4	5	5	5	19	4,75
5	5	5	5	20	5
4	3	4	3	14	3,5
5	5	5	5	20	5
4	4	5	4	17	4,25
4	5	5	5	19	4,75
5	5	5	5	20	5
4	5	4	4	17	4,25
4	4	4	4	16	4
4	4	4	4	16	4
5	5	5	5	20	5
4	5	5	5	19	4,75
4	4	3	4	15	3,75
3	2	2	2	9	2,25
4	5	5	5	19	4,75
4	4	4	4	16	4
4	3	5	4	16	4
4	3	4	4	15	3,75
4	5	4	4	17	4,25
4	4	5	4	17	4,25
5	5	5	5	20	5
5	5	5	5	20	5
4	4	4	4	16	4

4	4	5	4	17	4,25
5	5	5	5	20	5
4	4	4	4	16	4
4	4	4	4	16	4
4	4	4	4	16	4
4	4	4	4	16	4
4	4	4	4	16	4
5	5	4	4	18	4,5
3	3	5	5	16	4
3	3	4	4	14	3,5
4	4	4	4	16	4
5	4	5	4	18	4,5
5	5	5	5	20	5
5	5	5	5	20	5
5	5	5	5	20	5
5	5	5	5	20	5
5	5	5	5	20	5
4	4	4	4	16	4
4	3	5	4	16	4
5	5	5	5	20	5
4	5	4	4	17	4,25
5	5	5	5	20	5
4	3	3	3	13	3,25
5	5	5	5	20	5
3	3	3	3	12	3
4	4	4	4	16	4
5	5	5	5	20	5
5	5	5	5	20	5
4	3	4	3	14	3,5
3	3	3	3	12	3
5	5	5	5	20	5
5	5	5	5	20	5
5	5	5	5	20	5
5	5	5	5	20	5
4	3	4	4	15	3,75
5	5	5	5	20	5
5	5	5	5	20	5
4	4	4	4	16	4
5	5	5	5	20	5
4	4	4	4	16	4
3	4	3	4	14	3,5

5	5	5	5	20	5
4	4	4	4	16	4
3	3	3	3	12	3
5	5	5	5	20	5
3	3	4	3	13	3,25
5	5	5	5	20	5
4	5	5	5	19	4,75
5	5	5	5	20	5
4	5	5	5	19	4,75
4	4	5	4	17	4,25
4	4	4	4	16	4
5	5	5	5	20	5
4	5	5	5	19	4,75
5	5	5	5	20	5
4	4	4	4	16	4
4	4	5	4	17	4,25
4	4	4	4	16	4
4	4	4	4	16	4
4	4	4	4	16	4
5	5	4	5	19	4,75
5	5	5	5	20	5
5	4	4	5	18	4,5
430	428	445	432	1735	433,75
4,3	4,28	4,45	4,32	17,35	4,3375



**Lampiran 5 :
Uji Validitas (Kenyataan)**

Correlations

		X1.1	X1.2	X1.3	X1.4	Total_X1
X1.1	Pearson Correlation	1	,452**	,164	,241*	,627**
	Sig. (2-tailed)		,000	,102	,016	,000
	N	100	100	100	100	100
X1.2	Pearson Correlation	,452**	1	,143	,233*	,524**
	Sig. (2-tailed)	,000		,156	,020	,000
	N	100	100	100	100	100
X1.3	Pearson Correlation	,164	,143	1	,486**	,761**
	Sig. (2-tailed)	,102	,156		,000	,000
	N	100	100	100	100	100
X1.4	Pearson Correlation	,241*	,233*	,486**	1	,764**
	Sig. (2-tailed)	,016	,020	,000		,000
	N	100	100	100	100	100
Total_X1	Pearson Correlation	,627**	,524**	,761**	,764**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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

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

Correlations

		X2.1	X2.2	X2.3	X2.4	Total_X2
X2.1	Pearson Correlation	1	,303**	,238*	,249*	,610**
	Sig. (2-tailed)		,002	,017	,012	,000
	N	100	100	100	100	100
X2.2	Pearson Correlation	,303**	1	,627**	,185	,799**
	Sig. (2-tailed)	,002		,000	,066	,000
	N	100	100	100	100	100
X2.3	Pearson Correlation	,238*	,627**	1	,270**	,802**
	Sig. (2-tailed)	,017	,000		,007	,000
	N	100	100	100	100	100
X2.4	Pearson Correlation	,249*	,185	,270**	1	,563**
	Sig. (2-tailed)	,012	,066	,007		,000
	N	100	100	100	100	100
Total_X2	Pearson Correlation	,610**	,799**	,802**	,563**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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

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

Correlations

		X3.1	X3.2	X3.3	X3.4	Total_X3
X3.1	Pearson Correlation	1	,717**	,746**	,719**	,864**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	100	100	100	100	100
X3.2	Pearson Correlation	,717**	1	,788**	,777**	,910**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	100	100	100	100	100
X3.3	Pearson Correlation	,746**	,788**	1	,829**	,931**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	100	100	100	100	100
X3.4	Pearson Correlation	,719**	,777**	,829**	1	,920**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	100	100	100	100	100
Total_X3	Pearson Correlation	,864**	,910**	,931**	,920**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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

Correlations

		X4.1	X4.2	X4.3	X4.4	Total_X4
X4.1	Pearson Correlation	1	,364**	,451**	,312**	,718**
	Sig. (2-tailed)		,000	,000	,002	,000
	N	100	100	100	100	100
X4.2	Pearson Correlation	,364**	1	,284**	,237*	,654**
	Sig. (2-tailed)	,000		,004	,018	,000
	N	100	100	100	100	100
X4.3	Pearson Correlation	,451**	,284**	1	,539**	,774**
	Sig. (2-tailed)	,000	,004		,000	,000
	N	100	100	100	100	100
X4.4	Pearson Correlation	,312**	,237*	,539**	1	,745**
	Sig. (2-tailed)	,002	,018	,000		,000
	N	100	100	100	100	100
Total_X4	Pearson Correlation	,718**	,654**	,774**	,745**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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

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

Correlations

		X5.1	X5.2	X5.3	X5.4	Total_X5
X5.1	Pearson Correlation	1	,517**	,427**	,626**	,794**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	100	100	100	100	100
X5.2	Pearson Correlation	,517**	1	,497**	,599**	,817**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	100	100	100	100	100
X5.3	Pearson Correlation	,427**	,497**	1	,532**	,753**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	100	100	100	100	100
X5.4	Pearson Correlation	,626**	,599**	,532**	1	,860**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	100	100	100	100	100
Total_X5	Pearson Correlation	,794**	,817**	,753**	,860**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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



**Lampiran 6 :
Uji Validitas (Harapan)**

Correlations

		Y1.1	Y1.2	Y1.3	Y1.4	Total_Y1
Y1.1	Pearson Correlation	1	,724**	,403**	,380**	,785**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	100	100	100	100	100
Y1.2	Pearson Correlation	,724**	1	,400**	,504**	,828**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	100	100	100	100	100
Y1.3	Pearson Correlation	,403**	,400**	1	,425**	,734**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	100	100	100	100	100
Y1.4	Pearson Correlation	,380**	,504**	,425**	1	,761**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	100	100	100	100	100
Total_Y1	Pearson Correlation	,785**	,828**	,734**	,761**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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

Correlations

		Y2.1	Y2.2	Y2.3	Y2.4	Total_Y2
Y2.1	Pearson Correlation	1	,735**	,636**	,530**	,849**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	100	100	100	100	100
Y2.2	Pearson Correlation	,735**	1	,668**	,566**	,880**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	100	100	100	100	100
Y2.3	Pearson Correlation	,636**	,668**	1	,558**	,844**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	100	100	100	100	100
Y2.4	Pearson Correlation	,530**	,566**	,558**	1	,801**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	100	100	100	100	100
Total_Y2	Pearson Correlation	,849**	,880**	,844**	,801**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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

Correlations

		Y3.1	Y3.2	Y3.3	Y3.4	Total_Y3
Y3.1	Pearson Correlation	1	,751**	,731**	,676**	,867**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	100	100	100	100	100
Y3.2	Pearson Correlation	,751**	1	,747**	,739**	,897**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	100	100	100	100	100
Y3.3	Pearson Correlation	,731**	,747**	1	,859**	,930**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	100	100	100	100	100
Y3.4	Pearson Correlation	,676**	,739**	,859**	1	,913**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	100	100	100	100	100
Total_Y3	Pearson Correlation	,867**	,897**	,930**	,913**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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

Correlations

		Y4.1	Y4.2	Y4.3	Y4.4	Total_Y4
Y4.1	Pearson Correlation	1	,686**	,780**	,646**	,905**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	100	100	100	100	100
Y4.2	Pearson Correlation	,686**	1	,648**	,555**	,835**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	100	100	100	100	100
Y4.3	Pearson Correlation	,780**	,648**	1	,646**	,894**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	100	100	100	100	100
Y4.4	Pearson Correlation	,646**	,555**	,646**	1	,819**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	100	100	100	100	100
Total_Y4	Pearson Correlation	,905**	,835**	,894**	,819**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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

Correlations

		Y5.1	Y5.2	Y5.3	Y5.4	Total_Y5
Y5.1	Pearson Correlation	1	,746**	,666**	,732**	,866**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	100	100	100	100	100
Y5.2	Pearson Correlation	,746**	1	,670**	,856**	,918**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	100	100	100	100	100
Y5.3	Pearson Correlation	,666**	,670**	1	,794**	,866**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	100	100	100	100	100
Y5.4	Pearson Correlation	,732**	,856**	,794**	1	,944**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	100	100	100	100	100
Total_Y5	Pearson Correlation	,866**	,918**	,866**	,944**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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



**Lampiran 7 :
Uji Reliabilitas (Kenyataan)**

Case Processing Summary

Item :		N	%
Cases	Valid	100	100,0
	Excluded ^a	0	,0
	Total	100	100,0

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

	Mean
X1.1	4,46
X1.2	4,77
X1.3	3,70
X1.4	3,88
Total_X1	16,81

Reliability Statistics

Cronbach's Alpha	N of Items
,763	5

Item Statistics

	Mean	Std. Deviation	N
X2.1	4,12	,795	100
X2.2	3,70	,990	100
X2.3	3,64	,980	100
X2.4	4,02	,752	100
Total_X2	15,48	2,484	100

Reliability Statistics

Cronbach's Alpha	N of Items
,779	5

Reliability Statistics

Cronbach's Alpha	N of Items
,842	5

Item Statistics

	Mean	Std. Deviation	N
X3.1	4,20	,636	100
X3.2	3,93	,807	100
X3.3	4,03	,797	100
X3.4	4,04	,777	100
Total_X3	16,20	2,741	100

Reliability Statistics

Cronbach's Alpha	N of Items
,787	5

Item Statistics

	Mean	Std. Deviation	N
X4.1	3,84	,721	100
X4.2	3,90	,785	100
X4.3	3,85	,702	100
X4.4	3,89	,863	100
Total_X4	15,48	2,218	100

Reliability Statistics

Cronbach's Alpha	N of Items
,817	5

Item Statistics

	Mean	Std. Deviation	N
X5.1	4,17	,667	100
X5.2	4,03	,717	100
X5.3	4,33	,652	100
X5.4	4,13	,720	100
Total_X5	16,66	2,226	100

**Lampiran 8 :
Uji Reliabilitas (Harapan)**

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded ^a	0	,0
	Total	100	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,806	5

Item Statistics

	Mean	Std. Deviation	N
Y1.1	4,27	,679	100
Y1.2	4,40	,682	100
Y1.3	4,24	,793	100
Y1.4	4,09	,805	100
Total_Y1	17,00	2,292	100

Reliability Statistics

Cronbach's Alpha	N of Items
,827	5

Item Statistics

	Mean	Std. Deviation	N
Y2.1	4,52	,643	100
Y2.2	4,44	,729	100
Y2.3	4,41	,683	100
Y2.4	4,19	,775	100
Total_Y2	17,56	2,384	100

Reliability Statistics

Cronbach's Alpha	N of Items
,841	5

Item Statistics

	Mean	Std. Deviation	N
Y3.1	4,32	,649	100
Y3.2	4,28	,726	100
Y3.3	4,28	,766	100
Y3.4	4,30	,745	100
Total_Y3	17,18	2,607	100

Reliability Statistics

Cronbach's Alpha	N of Items
,833	5

Item Statistics

	Mean	Std. Deviation	N
Y4.1	4,29	,743	100
Y4.2	4,50	,704	100
Y4.3	4,29	,743	100
Y4.4	4,29	,686	100
Total_Y4	17,37	2,485	100

Reliability Statistics

Cronbach's Alpha	N of Items
,841	5

Item Statistics

	Mean	Std. Deviation	N
Y5.1	4,30	,611	100
Y5.2	4,28	,766	100
Y5.3	4,45	,657	100
Y5.4	4,32	,709	100
Total_Y5	17,35	2,472	100