

Kuesioner

Analisis Tingkat Kepentingan dan Kinerja

(Studi Kasus Pada KBIH Al-Barokah)

**(Jl. Gotong Royong, Blunyahrejo TR II/ 1107 Karangwaru, Tegalrejo,
Yogyakarta)**

Saya mahasiswa pada Universitas Islam Indonesia (UII) Yogyakarta, dengan identitas:

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NIM : 10311425

Fakultas : Ekonomi

Jurusan : Manajemen

Bertujuan untuk melakukan penelitian mengenai *Analisis Kualitas Pelayanan Terhadap Tingkat Harapan dan Kenyataan* yang diberikan pada KBIH Al- Barokah, Jl. Gotong Royong, Blunyahrejo TR II/ 1107 Karangwaru, Tegalrejo, Yogyakarta. Kemudian hasil dari jawaban yang saudara berikan akan dianalisis dan disimpulkan.

Saya meminta waktu saudara/saudari untuk bersedia mengisi kuesioner ini sesuai dengan kenyataan yang anda rasakan. Demi memberikan kemudahan dalam karya penelitian ini.

Akhir kata saya mengucapkan terima kasih kepada saudara/saudari yang telah mengisi kuesioner dalam karya penelitian ilmiah ini.

Yogyakarta, 6 Juli 2014

Peneliti

Identitas Responden

1. Nama :

2. Jenis Kelamin :

Pria

Wanita

3. Umur : (Tahun)

4. Pendidikan Terakhir :

SD

SMP

SMA

D3

Sarjana

5. Pekerjaan :

PNS

Wiraswasta

Mahasiswa/Mahasiswi

Lain-lain

Petunjuk Pengisian Daftar Pertanyaan

1. Pilihlah jawaban pertanyaan dibawah ini sesuai dengan kenyataan dan harapan yang anda rasakan.
2. Saudara/saudari dapat memberikan tanda silang (X) pada salah satu jawaban STS, TS, N, S,SS dan SR, R, N, T,ST pada kolom yang disediakan.

Keterangan:

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	Tersedia tempat parkir yang memadai										
2	Karyawan berpakaian rapi										
3	Ruangan tunggu bersih										
4	Penataan desain fasilitas teratur										

Kehandalan											
No	Variabel	Kenyataan yang Dirasakan					Harapan (Keinginan)				
		STS	TS	N	S	SS	SR	R	N	T	ST
1	Karyawan menyampaikan jasa secara benar										
2	Pelayanan yang diberikan sesuai dengan yang dijanjikan										
3	Karyawan dapat diandalkan menangani masalah jama'ah										
4	Karyawan menghitung transaksi dengan tepat										

Daya Tanggap											
No	Variabel	Kenyataan yang Dirasakan					Harapan (Keinginan)				
		STS	TS	N	S	SS	SR	R	N	T	ST
1	Karyawan memberikan pelayanan dengan cepat										
2	Karyawan siap membantu jama'ah										
3	Karyawan merespon permintaan jama'ah										
4	Karyawan sungguh-sungguh membantu jama'ah										
Jaminan											

No	Variabel	Kenyataan yang Dirasakan					Harapan (Keinginan)				
		STS	TS	N	S	SS	SR	R	N	T	ST
1	Karyawan bersikap sopan										
2	Karyawan mampu menjawab pertanyaan jama'ah										
3	Karyawan menumbuhkan rasa percaya pada jama'ah										
4	Karyawan bersikap ramah										

Empati											
No	Variabel	Kenyataan yang Dirasakan					Harapan (Keinginan)				
		STS	TS	N	S	SS	SR	R	N	T	ST
1	Karyawan peduli terhadap jama'ah										
2	Karyawan memberikan perhatian dengan tulus pada jama'ah										
3	Karyawan memahami kebutuhan jama'ah										
4	Karyawan berkomunikasi baik terhadap jama'ah										

LAMPIRAN 2

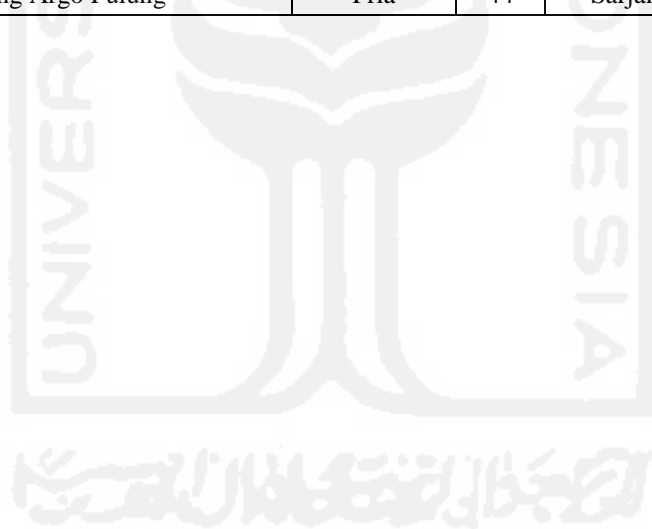
Identitas Responden



NAMA	Jenis Kelamin	Umur	Pendidikan	Pekerjaan
Ismiyatun	Wanita	56	Sma	Lain - Lain
Anwar Subur	Pria	32	Sma	Wiraswasta
Syaroni Ahmad	Pria	60	Smp	Wiraswasta
Sukirah Kromo	Pria	58	Sd	Wiraswasta
Wasiyah Martodikromo	Wanita	59	Sd	Wiraswasta
Srimartuti	Wanita	48	Sarjana	Pns
Djoni Aritun	Pria	52	Sarjana	Pns
Budi Handoyo Rustamajid	Wanita	54	Sarjana	Pns
Suwarni	Wanita	62	Sd	Wiraswasta
Arifin	Pria	54	Sarjana	Wiraswasta
Aidin Rahman	Pria	40	Sarjana	Pns
Fahmi Basya	Pria	38	Sarjana	Wiraswasta
Eko Apriandi	Pria	29	Sarjana	Lain - Lain
Slamet Fieden	Pria	37	Sma	Lain - Lain
Miskiyah	Wanita	68	Sd	Wiraswasta
Sulastri	Wanita	49	Smp	Wiraswasta
Umroh Zamirudin Abu	Wanita	43	Sma	Lain - Lain
Nuryana Masrurroh	Wanita	47	Smp	Lain - Lain
Maghfiruh Zamrudin	Wanita	45	Sma	Lain - Lain
Sony	Pria	47	Sarjana	Wiraswasta
Maratus Sholihah	Wanita	20	Sma	Mahasiswa
Kuswandani	Wanita	51	Sma	Pns
Nuraini Dewi	Wanita	30	Sarjana	Pns
Reza Fitri Kamalia	Wanita	16	Smp	Lain - Lain
Rosa Maria	Wanita	20	Sma	Mahasiswa
Rosita Amalina	Wanita	24	Sarjana	Lain - Lain
Anita Durotul Yatimah	Wanita	49	Sarjana	Wiraswasta
Rubaiah	Wanita	73	Sd	Lain - Lain
Rossana Arina Dalika	Wanita	19	Sma	Lain - Lain
Marsudah	Wanita	73	Sd	Lain - Lain
Vina Nur Aisyah	Wanita	22	Sma	Mahasiswa
Surahmi	Wanita	48	Smp	Lain - Lain
Suwarno	Pria	54	Smp	Wiraswasta
Poniman	Pria	62	Smp	Wiraswasta
Marzuai	Pria	73	Smp	Lain - Lain
Siti Aminah	Wanita	40	Sma	Wiraswasta
Siukirman	Pria	55	Sma	Pns
Anis Badriyah	Wanita	55	Sma	Pns
Wulan Nur Anisah	Wanita	22	Sarjana	Lain - Lain
Siti Roihani	Wanita	31	Sma	Wiraswasta

Rosidin	Pria	31	Sma	Lain - Lain
Sudi Raharja	Pria	43	Sma	Wiraswasta
Waliyah	Wanita	45	Smp	Wiraswasta
Solikhah	Wanita	47	Sd	Lain - Lain
Juairiyah	Wanita	47	Sma	Wiraswasta
Qodariyah	Wanita	46	Smp	Lain - Lain
Waloya	Pria	60	D3	Pns
Hendro	Pria	50	Sma	Wiraswasta
Zulifah	Wanita	56	Sd	Lain - Lain
Dahlia	Wanita	30	Sarjana	Lain - Lain
Rumiaturun	Wanita	49	Sd	Wiraswasta
Cicuk Kusmianto	Pria	58	Sarjana	Pns
Rumaya Ahodia	Wanita	22	Sma	Mahasiswi
Misbah	Pria	34	Sd	Wiraswasta
Asnawi	Pria	68	Smp	Wiraswasta
Mrfuah	Wanita	59	Sd	Wiraswasta
Ahmad Mustaqin	Pria	34	Sarjana	Wiraswasta
Devy Novindari	Wanita	21	Sma	Mahasiswi
Muhammad Habib Alfanzi	Pria	23	Sma	Mahasiswa
Sri Asih	Wanita	65	D3	Pns
Suherman	Pria	57	Sd	Lain - Lain
Samsinah	Wanita	54	Smp	Lain - Lain
Sriyati	Wanita	49	Sma	Lain - Lain
Kelik Setiawan	Pria	45	Sarjana	Wiraswasta
Masyur	Pria	60	Smp	Wiraswasta
Misman Waluyo	Pria	49	Smp	Wiraswasta
Sunron Afifi	Pria	41	Sma	Wiraswasta
Hikmawati	Wanita	42	Sd	Lain - Lain
Citra Kurnia Sari	Wanita	25	Sarjana	Mahasiswi
Tony	Pria	44	Sma	Wiraswasta
Khudaibiyah	Wanita	43	Sma	Pns
Atiek Harwati	Wanita	60	Sarjana	Lain - Lain
Ashadi	Pria	44	Sarjana	Wiraswasta
Rifky Aziz	Pria	40	Sma	Lain - Lain
Endah	Wanita	50	Sarjana	Pns
Kunarianto	Pria	52	Sarjana	Pns
Sutiyani	Wanita	47	Sma	Wiraswasta
Nurhadi	Pria	45	Sma	Wiraswasta
Wasit	Pria	50	Sma	Wiraswasta
Wilan	Wanita	50	Sarjana	Pns
Trisna Ningsih Kanto	Wanita	49	Sarjana	Pns
Abhi Ramaditya Ilham	Pria	23	Sma	Mahasiswa

Haidar Ramadhan Ilham	Pria	18	Smp	Lain - Lain
Nungki Sekarwardani	Wanita	48	Sma	Lain - Lain
Ilham Poernomo	Pria	54	Sarjana	Pns
Endang Legawati Soeroso	Wanita	48	Sarjana	Lain - Lain
Romadhon Dharsono	Pria	41	Smp	Wiraswasta
Sukirno	Pria	52	Sma	Wiraswasta
Wildan	Pria	60	Sma	Wiraswasta
Suhartono	Pria	58	Sma	Wiraswasta
Miftahul Huda	Pria	49	Sma	Wiraswasta
Wafidhin	Pria	43	Sd	Wiraswasta
Warmanti Mildaryani	Wanita	49	Sarjana	Pns
Muhtarom	Pria	58	Sd	Lain - Lain
Mujiyem	Wanita	50	Sd	Wiraswasta
Mundotir Juremi	Pria	55	Sd	Lain - Lain
Khotidjah Busrowi	Wanita	48	Sd	Lain - Lain
Saonah	Wanita	47	Sd	Lain - Lain
Kholifah Salimi	Wanita	58	Sma	Lain - Lain
Lambang Argo Pulung	Pria	44	Sarjana	Pns





LAMPIRAN 3
Diskripsi Data Responden

Statistics

		JenisKelamin	Umur	Pendidikan	pekerjaan
N	Valid	100	100	100	100
	Missing	0	0	0	0

JenisKelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-laki	46	46.0	46.0	46.0
	perempuan	54	54.0	54.0	100.0
	Total	100	100.0	100.0	

Umur

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<20	5	5.0	5.0	5.0
	21-30	11	11.0	11.0	16.0
	31-40	10	10.0	10.0	26.0
	41-50	39	39.0	39.0	65.0
	>50	35	35.0	35.0	100.0
	Total	100	100.0	100.0	

Pendidikan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sd	19	19.0	19.0	19.0
	smp	16	16.0	16.0	35.0
	sma	36	36.0	36.0	71.0
	d3	2	2.0	2.0	73.0
	sarjana	27	27.0	27.0	100.0
	Total	100	100.0	100.0	

pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	pns	19	19.0	19.0	19.0
	wiraswasta	40	40.0	40.0	59.0
	mahasiswa/mahasiswi	8	8.0	8.0	67.0
	lain -lain	33	33.0	33.0	100.0
	Total	100	100.0	100.0	



LAMPIRAN 4
Tabulasi Jawaban Responden
(Kenyataan)

Tabulasi Jawaban Responden Bukti Fisik

X1.1	X1.2	X1.3	X1.4	Jumlah	Rata Rata
3	4	4	4	15	3,75
4	4	4	4	16	4
3	3	2	2	10	2,5
2	3	3	2	10	2,5
3	3	2	2	10	2,5
3	3	3	2	11	2,75
2	3	3	4	12	3
2	3	3	3	11	2,75
4	4	3	2	13	3,25
2	4	4	2	12	3
3	3	4	3	13	3,25
2	4	2	2	10	2,5
3	3	3	3	12	3
3	4	4	3	14	3,5
3	4	4	3	14	3,5
2	3	2	3	10	2,5
2	4	5	3	14	3,5
2	4	4	4	14	3,5
2	3	2	4	11	2,75
3	4	3	4	14	3,5
3	4	3	4	14	3,5
4	4	4	4	14	3,5
2	2	4	4	12	3
5	4	4	5	18	4,5
5	4	3	5	17	4,25
4	3	3	3	13	3,25
2	4	3	3	12	3
4	4	4	4	16	4
2	4	4	3	13	3,25
3	4	4	3	14	3,5
4	4	5	5	18	4,5
4	4	4	3	15	3,75
4	4	4	4	16	4
4	4	3	2	13	3,25
3	4	4	4	15	3,75
3	4	3	4	14	3,5
3	3	5	4	15	3,75

2	4	4	4	14	3,5
3	4	4	4	15	3,75
1	4	3	2	10	2,5
2	4	3	3	12	3
4	4	4	4	16	4
4	5	4	4	17	4,25
4	3	5	3	15	3,75
4	5	4	5	18	4,5
3	3	3	4	13	3,25
3	4	3	5	15	3,75
3	4	5	5	17	4,25
4	5	4	5	18	4,5
2	3	3	2	10	2,5
2	3	3	3	11	2,75
2	3	3	3	11	2,75
3	3	4	4	14	3,5
2	3	5	4	14	3,5
2	4	2	2	10	2,5
1	4	1	1	7	1,75
1	2	2	1	6	1,5
1	4	4	4	13	3,25
2	4	5	5	16	4
5	4	4	4	17	4,25
4	3	5	3	15	3,75
4	4	5	3	16	4
4	4	5	3	16	4
4	5	3	4	16	4
4	4	3	4	15	3,75
3	4	4	4	15	3,75
2	3	3	3	11	2,75
2	3	4	3	12	3
3	4	3	4	14	3,5
3	4	3	4	14	3,5
2	3	4	3	12	3
2	2	2	3	9	2,25
2	2	3	3	10	2,5
2	2	3	3	10	2,5
4	4	5	4	17	4,25
2	3	2	3	10	2,5
3	2	4	3	12	3
3	4	2	3	12	3
2	3	4	5	14	3,5

4	4	3	4	15	3,75
2	4	3	4	13	3,25
4	3	4	3	14	3,5
3	3	4	3	13	3,25
3	2	3	4	12	3
2	3	3	4	12	3
2	3	2	3	10	2,5
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2	3	3	3	11	2,75
2	3	3	2	10	2,5
3	3	2	2	10	2,5
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2	3	3	3	11	2,75
3	3	4	3	13	3,25
3	4	3	2	12	3
3	3	2	2	10	2,5
2	3	3	4	12	3
3	3	4	2	12	3
2	3	3	3	11	2,75
3	4	4	4	15	3,75
282	349	343	331	1303	325,75
2.82	3.49	3.43	3.31	13,03	3,2575

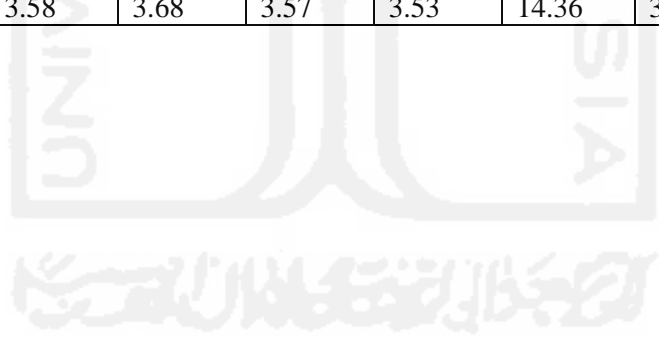


Tabulasi Jawaban Responden Kehandalan

X2.1	X2.2	X2.3	X2.4	Jumlah	Rata Rata
4	3	3	4	14	3,5
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4	4	3	3	14	3,5
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4	4	4	4	16	4
4	4	2	4	14	3,5
4	4	4	3	15	3,75
4	4	3	4	15	3,75
3	4	4	5	16	4
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3	3	2	3	11	2,75
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3	4	2	3	12	3
4	5	4	4	17	4,25
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4	5	5	4	18	4,5
3	4	4	3	14	3,5
4	4	4	4	16	4
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4	4	4	4	16	4
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4	3	4	3	14	3,5
4	4	4	4	16	4

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4	5	4	5	18	4,5
4	3	4	4	15	3,75
4	4	3	4	15	3,75
4	4	4	4	16	4
4	4	4	4	16	4
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3	2	3	1	9	2,25

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3	4	4	5	16	4
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4	3	3	4	14	3,5
3	3	4	4	14	3,5
4	4	4	3	15	3,75
4	4	4	3	15	3,75
4	4	3	4	15	3,75
358	368	357	353	1436	359
3.58	3.68	3.57	3.53	14.36	3.59

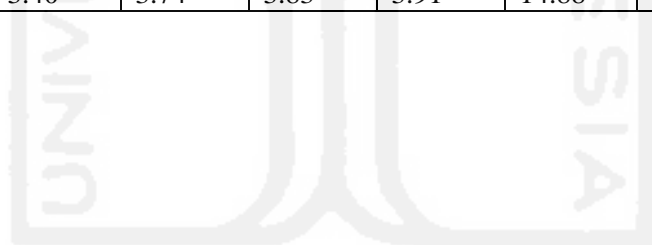


Tabulasi Jawaban Responden Daya Tanggap

X3.1	X3.2	X3.3	X3.4	Jumlah	Rata Rata
4	4	4	4	16	4
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3	3	4	4	14	3,5
2	3	4	4	13	3,25
3	3	3	3	12	3
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3	2	3	4	12	3
4	4	3	5	16	4
4	4	5	4	17	4,25
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4	4	4	3	15	3,75
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3	3	3	3	12	3
4	4	4	4	16	4
4	2	3	4	13	3,25
4	4	4	4	16	4
4	5	5	4	18	4,5

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

3	4	4	3	14	3,5
4	5	5	5	19	4,75
4	3	4	4	15	3,75
3	3	4	3	13	3,25
3	3	4	2	12	3
2	3	3	3	11	2,75
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3	3	4	4	14	3,5
3	4	3	4	14	3,5
2	3	3	2	10	2,5
3	4	4	4	15	3,75
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340	374	383	391	1488	372
3.40	3.74	3.83	3.91	14.88	3.72



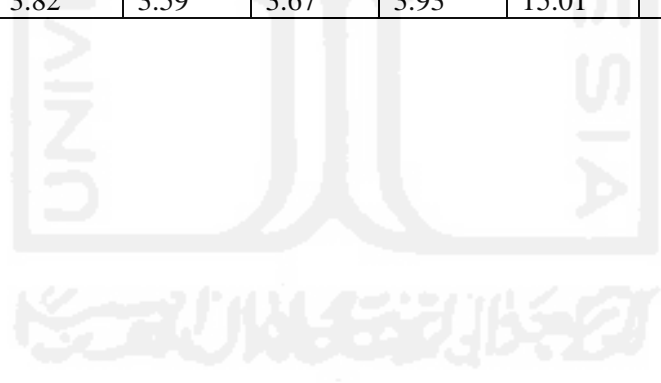
الجمهورية الفلسطينية
وزارة التعليم والتعليم العالي

Tabulasi Jawaban Responden Jaminan

X4.1	X4.2	X4.3	X4.4	Jumlah	Rata Rata
4	3	4	4	15	3,75
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4	3	3	4	14	3,5
3	4	4	4	15	3,75
4	4	3	3	14	3,5
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5	4	4	5	18	4,5
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3	4	4	3	14	3,5
4	3	3	4	14	3,5
3	4	3	3	13	3,25
2	3	4	2	11	2,75
5	4	3	4	16	4
4	3	4	3	14	3,5
4	5	4	4	17	4,25
5	5	5	5	20	5
5	4	4	5	18	4,5
5	4	5	5	19	4,75
4	3	4	4	15	3,75
5	4	4	5	18	4,5
4	4	4	4	16	4
5	4	4	4	17	4,25
4	4	4	4	16	4
5	5	5	5	20	5
4	4	4	4	16	4
4	4	4	4	16	4
5	4	3	5	17	4,25
4	3	4	4	15	3,75
3	4	3	4	14	3,5
4	4	5	5	18	4,5
5	4	4	4	17	4,25

5	5	5	5	20	5
4	3	3	4	14	3,5
5	4	3	4	16	4
5	5	5	5	20	5
4	5	5	5	19	4,75
4	4	3	5	16	4
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4	4	4	4	16	4
4	3	3	4	14	3,5
5	4	5	5	19	4,75
5	5	5	5	20	5
4	4	3	5	16	4
5	5	5	5	20	5
5	3	3	4	15	3,75
5	4	4	5	18	4,5
1	1	2	3	7	1,75
1	1	2	3	7	1,75
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3	4	3	3	13	3,25
3	4	3	3	13	3,25
4	4	4	3	15	3,75
3	3	2	4	12	3
3	3	4	4	14	3,5
3	4	4	3	14	3,5
3	3	4	3	13	3,25
4	5	4	3	16	4
4	5	4	4	17	4,25
3	4	3	4	14	3,5
3	4	2	1	10	2,5
1	1	1	2	5	1,25
4	5	4	5	18	4,5
2	2	3	3	10	2,5
1	1	2	3	7	1,75

4	3	4	4	15	3,75
5	3	4	5	17	4,25
4	4	3	4	15	3,75
3	3	3	3	12	3
4	2	3	3	12	3
3	2	3	3	11	2,75
3	4	4	3	14	3,5
4	3	3	4	14	3,5
3	3	3	2	11	2,75
5	4	4	5	18	4,5
4	3	3	4	14	3,5
4	3	3	2	12	3
4	3	3	4	14	3,5
3	4	4	4	15	3,75
4	3	4	4	15	3,75
4	4	4	3	15	3,75
4	3	4	3	14	3,5
4	3	4	4	15	3,75
4	3	4	5	16	4
4	3	4	4	15	3,75
382	359	367	393	1501	375,25
3.82	3.59	3.67	3.93	15.01	37.525



Tabulasi Jawaban Responden Empati

X5.1	X5.2	X5.3	X5.4	Jumlah	Rata Rata
4	3	4	4	15	3,75
5	5	5	5	20	5
4	4	4	4	16	4
4	4	4	3	15	3,75
3	4	4	4	15	3,75
2	2	3	2	9	2,25
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5	4	4	4	17	4,25
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4	3	3	4	14	3,5
4	4	3	2	13	3,25
2	3	4	5	14	3,5
4	4	3	4	15	3,75
4	3	2	1	10	2,5
4	4	4	4	16	4
4	4	2	4	14	3,5
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5	5	4	4	18	4,5
4	3	4	4	15	3,75
5	5	5	4	19	4,75
4	4	4	3	15	3,75
4	5	3	4	16	4
4	4	4	4	16	4
5	4	4	5	18	4,5
4	4	4	4	16	4
4	4	4	4	16	4
4	4	2	3	13	3,25
4	3	4	4	15	3,75
2	3	2	3	10	2,5
5	4	4	4	17	4,25
4	5	5	5	19	4,75

5	5	4	4	18	4,5
4	3	3	3	13	3,25
4	3	2	2	11	2,75
4	4	4	4	16	4
5	5	5	5	20	5
4	4	5	4	17	4,25
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4	5	5	5	19	4,75
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3	4	3	5	15	3,75
4	3	4	4	15	3,75
3	2	3	3	11	2,75
4	3	4	3	14	3,5
4	3	3	3	13	3,25
4	3	3	4	14	3,5
3	2	3	3	11	2,75
3	3	4	2	12	3
4	3	4	4	15	3,75
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2	2	3	3	10	2,5
2	1	1	2	6	1,5
3	3	1	2	9	2,25
3	3	4	4	14	3,5
1	2	1	3	7	1,75
3	3	2	3	11	2,75

3	3	4	4	14	3,5
5	4	3	4	16	4
4	4	5	5	18	4,5
3	3	3	2	11	2,75
4	3	3	4	14	3,5
3	2	3	2	10	2,5
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3	2	3	3	11	2,75
4	4	4	3	15	3,75
3	2	3	3	11	2,75
3	3	3	3	12	3
3	4	3	4	14	3,5
3	3	3	4	13	3,25
3	4	4	4	15	3,75
3	4	3	4	14	3,5
3	3	4	4	14	3,5
4	4	4	4	16	4
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369	361	344	366	1440	360
3.69	3.61	3.44	3.66	14.40	3.60





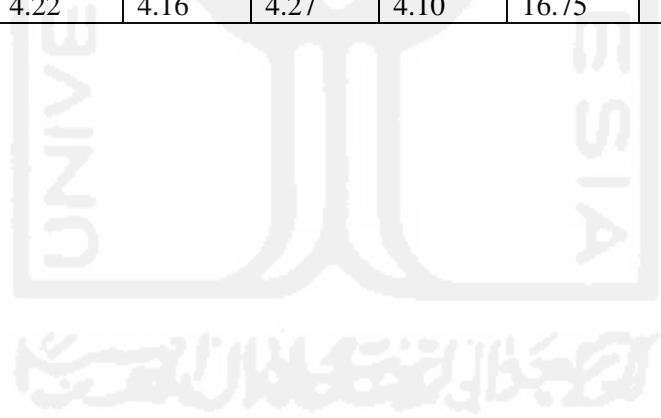
LAMPIRAN 5
Tabulasi Jawaban Responden
(Harapan)

Tabulasi Jawaban Responden Bukti Fisik

X1.1	X1.2	X1.3	X1.4	Jumlah	Rata Rata
4	4	4	4	16	4,00
4	4	4	4	16	4,00
5	5	4	4	18	4,50
5	5	4	4	18	4,50
5	5	5	5	20	5,00
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5	5	5	5	20	5,00
2	4	4	2	12	3,00
4	4	4	4	16	4,00
2	4	2	2	10	2,50
5	4	5	5	19	4,75
4	3	5	3	15	3,75
4	3	4	3	14	3,50
5	4	4	4	17	4,25
4	3	4	3	14	3,50
5	4	5	3	17	4,25
2	3	3	4	12	3,00
3	1	4	4	12	3,00
3	4	3	4	14	3,50
4	4	5	4	17	4,25
4	4	4	4	16	4,00
3	5	5	5	18	4,50
4	5	5	5	19	4,75
3	4	4	4	15	3,75
5	5	5	5	20	5,00
5	5	5	5	20	5,00
3	3	4	3	13	3,25
4	5	4	3	16	4,00
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3	3	3	3	12	3,00
5	5	5	5	20	5,00
4	4	4	4	16	4,00
3	4	3	4	14	3,50
5	4	5	4	18	4,50
5	4	4	5	18	4,50
4	5	4	4	17	4,25

4	4	5	5	18	4,50
4	4	4	4	16	4,00
4	4	4	4	16	4,00
4	5	4	4	17	4,25
4	5	4	5	18	4,50
4	3	4	5	16	4,00
3	4	5	4	16	4,00
3	4	3	5	15	3,75
4	5	4	5	18	4,50
4	4	5	4	17	4,25
5	5	5	4	19	4,75
5	5	5	5	20	5,00
5	4	4	4	17	4,25
4	4	3	3	14	3,50
4	3	4	3	14	3,50
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4	5	5	5	19	4,75
5	3	4	3	15	3,75
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4	3	4	3	14	3,50
5	4	5	4	18	4,50
5	3	3	3	14	3,50
5	5	5	4	19	4,75
4	4	4	3	15	3,75
4	4	4	3	15	3,75
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4	5	3	5	17	4,25
3	4	5	4	16	4,00
4	3	4	5	16	4,00
4	5	5	5	19	4,75
5	4	5	5	19	4,75

3	4	5	3	15	3,75
3	3	4	3	13	3,25
4	5	5	5	19	4,75
5	5	5	5	20	5,00
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4	4	5	5	18	4,50
5	4	4	4	17	4,25
5	4	5	4	18	4,50
4	4	4	4	16	4,00
5	5	4	4	18	4,50
422	416	427	410	1675	418,75
4.22	4.16	4.27	4.10	16.75	4,2



Tabulasi Jawaban Responden Kehandalan

X2.1	X2.2	X2.3	X2.4	Jumlah	Rata Rata
4	4	4	4	16	4
5	4	5	5	19	4,75
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5	5	5	5	20	5
5	5	5	5	20	5
5	5	4	4	18	4,5
4	5	5	5	19	4,75
5	5	5	5	20	5
5	5	5	5	20	5
4	5	4	4	17	4,25
5	5	5	5	20	5
4	4	2	4	14	3,5
4	5	4	4	17	4,25
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4	4	5	4	17	4,25
5	4	5	4	18	4,5
4	5	5	5	19	4,75
5	4	4	4	17	4,25
3	2	4	3	12	3
4	4	3	4	15	3,75
2	4	4	3	13	3,25
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	5	4	4	17	4,25
5	5	5	5	20	5
4	5	5	3	17	4,25
4	4	4	4	16	4
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4	4	4	4	16	4
4	3	3	3	13	3,25
3	3	3	3	12	3
5	5	5	5	20	5
4	4	4	4	16	4
3	4	3	3	13	3,25
4	4	4	4	16	4
5	5	4	5	19	4,75
4	5	4	5	18	4,5

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

4	5	4	5	18	4,5
4	5	4	4	17	4,25
3	4	4	3	14	3,5
4	4	5	4	17	4,25
4	5	5	4	18	4,5
5	5	4	5	19	4,75
5	5	5	4	19	4,75
3	3	4	5	15	3,75
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	4	4	5	18	4,5
5	5	4	4	18	4,5
4	5	4	5	18	4,5
5	5	5	4	19	4,75
4	4	4	4	16	4
5	5	5	4	19	4,75
4	4	4	4	16	4
426	451	441	439	1757	439,25
4.26	4.51	4.41	4.39	17.57	43.925

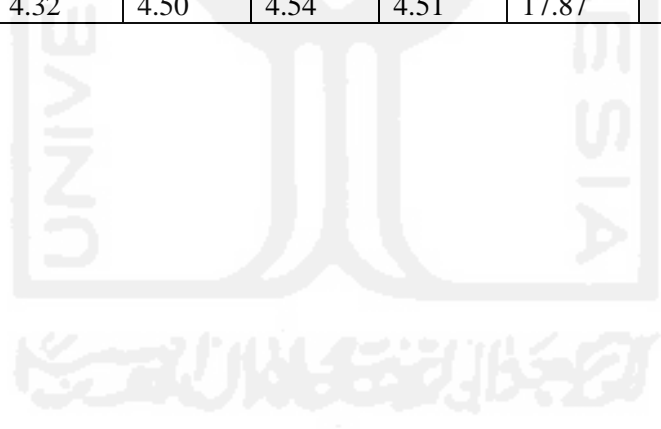


Tabulasi Jawaban Responden Daya Tanggap

X3.1	X3.2	X3.3	X3.4	Jumlah	Rata Rata
4	4	4	4	16	4
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4	5	5	5	19	4,75
5	5	5	5	20	5
5	5	5	5	20	5
5	5	4	4	18	4,5
4	4	5	5	18	4,5
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	5	18	4,5
3	5	5	5	18	4,5
4	5	4	5	18	4,5
5	5	5	5	20	5
5	5	5	5	20	5
5	5	5	5	20	5
4	4	5	3	16	4
3	4	2	3	12	3
3	4	3	4	14	3,5
3	4	2	2	11	2,75
4	4	5	4	17	4,25
4	4	4	4	16	4
5	5	5	5	20	5
5	5	5	5	20	5
4	5	5	5	19	4,75
5	5	5	5	20	5
5	5	5	5	20	5
4	4	4	4	16	4
5	5	5	5	20	5
3	4	4	3	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
3	4	4	5	16	4
5	4	4	4	17	4,25
4	5	5	4	18	4,5
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
5	5	4	5	19	4,75
4	4	5	4	17	4,25
4	4	5	4	17	4,25
5	4	5	4	18	4,5
4	5	5	5	19	4,75
5	5	5	5	20	5
4	5	4	5	18	4,5
4	5	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
5	5	5	5	20	5
5	5	5	5	20	5
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3	4	4	4	15	3,75
4	3	4	5	16	4
4	3	4	5	16	4
4	3	4	5	16	4
5	5	4	5	19	4,75
4	4	5	5	18	4,5
4	4	5	5	18	4,5
5	5	5	5	20	5
4	4	5	4	17	4,25
4	5	5	4	18	4,5
4	5	5	4	18	4,5
5	5	4	5	19	4,75
5	5	4	5	19	4,75
4	4	4	5	17	4,25
4	4	4	4	16	4
5	5	5	4	19	4,75
4	5	5	4	18	4,5
4	5	5	4	18	4,5
3	2	4	5	14	3,5
4	4	4	4	16	4
4	5	5	5	19	4,75
5	5	4	4	18	4,5

3	4	5	4	16	4
3	5	5	5	18	4,5
4	4	4	4	16	4
4	4	3	4	15	3,75
4	3	3	3	13	3,25
5	5	5	5	20	5
5	5	5	5	20	5
4	5	5	5	19	4,75
5	4	5	5	19	4,75
5	5	5	5	20	5
5	5	5	4	19	4,75
4	5	5	5	19	4,75
5	5	5	5	20	5
5	5	5	5	20	5
5	5	5	4	19	4,75
5	5	5	5	20	5
5	5	5	4	19	4,75
4	4	4	5	17	4,25
5	5	5	5	20	5
432	450	454	451	1787	446,75
4.32	4.50	4.54	4.51	17.87	44.675

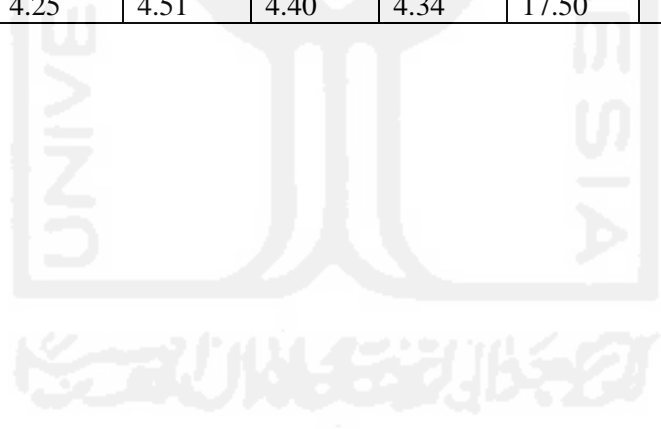


Tabulasi Jawaban Responden Jaminan

X4.1	X4.2	X4.3	X4.4	Jumlah	Rata Rata
4	4	4	4	16	4
4	5	5	5	19	4,75
5	5	5	5	20	5
5	5	5	4	19	4,75
5	5	5	5	20	5
4	5	5	5	19	4,75
4	5	5	4	18	4,5
4	5	5	4	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	5	19	4,75
4	4	5	5	18	4,5
4	5	4	3	16	4
4	5	5	4	18	4,5
4	5	4	4	17	4,25
4	5	4	5	18	4,5
2	3	2	2	9	2,25
4	3	3	4	14	3,5
3	4	2	3	12	3
4	4	5	4	17	4,25
4	4	4	4	16	4
5	4	5	5	19	4,75
5	4	5	5	19	4,75
4	4	4	4	16	4
5	5	5	5	20	5
5	5	5	5	20	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
3	3	3	3	12	3
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
5	5	4	4	18	4,5
5	5	5	5	20	5

4	5	5	4	18	4,5
4	5	4	5	18	4,5
5	5	5	5	20	5
4	5	5	5	19	4,75
5	5	5	5	20	5
4	4	5	5	18	4,5
4	5	4	5	18	4,5
4	4	4	5	17	4,25
5	4	5	5	19	4,75
4	5	4	5	18	4,5
5	5	5	5	20	5
5	5	4	5	19	4,75
5	5	5	5	20	5
4	4	4	4	16	4
4	4	3	3	14	3,5
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	3	3	4	15	3,75
3	4	3	5	15	3,75
3	4	5	5	17	4,25
3	4	5	5	17	4,25
3	4	5	5	17	4,25
4	5	5	5	19	4,75
5	5	5	5	20	5
4	4	5	5	18	4,5
5	5	4	4	18	4,5
5	4	3	5	17	4,25
3	4	4	3	14	3,5
3	4	4	3	14	3,5
5	4	4	4	17	4,25
4	5	5	5	19	4,75
4	5	5	4	18	4,5
4	5	5	4	18	4,5
2	3	2	2	9	2,25
2	3	1	2	8	2
3	4	5	4	16	4
5	4	5	4	18	4,5
4	4	4	3	15	3,75
3	4	5	5	17	4,25
5	5	4	4	18	4,5

4	4	3	5	16	4
5	5	4	4	18	4,5
4	4	3	4	15	3,75
5	5	4	3	17	4,25
4	5	5	4	18	4,5
4	5	5	4	18	4,5
4	5	5	4	18	4,5
5	5	5	5	20	5
4	5	5	4	18	4,5
5	5	5	4	19	4,75
5	5	5	4	19	4,75
5	5	5	4	19	4,75
5	5	5	5	20	5
5	5	5	4	19	4,75
5	5	5	5	20	5
5	5	5	4	19	4,75
5	5	5	5	20	5
5	4	4	4	17	4,25
5	5	5	5	20	5
425	451	440	434	1750	437,5
4.25	4.51	4.40	4.34	17.50	4.375

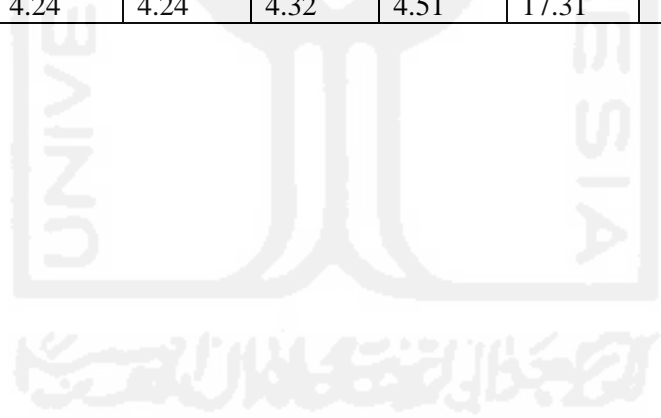


Tabulasi Jawaban Responden Empati

X5.1	X5.2	X5.3	X5.4	Jumlah	Rata Rata
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
2	3	4	4	13	3,25
5	5	5	4	19	4,75
5	4	5	5	19	4,75
5	5	5	5	20	5
4	4	4	4	16	4
4	4	4	4	16	4
4	5	4	4	17	4,25
5	5	5	5	20	5
5	5	4	4	18	4,5
4	4	4	4	16	4
4	4	5	4	17	4,25
4	3	4	4	15	3,75
4	4	4	5	17	4,25
2	3	4	5	14	3,5
3	2	2	4	11	2,75
4	3	2	1	10	2,5
4	5	4	5	18	4,5
4	4	4	4	16	4
5	5	4	4	18	4,5
5	5	4	4	18	4,5
4	3	3	4	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	3	4	4	15	3,75
3	4	3	3	13	3,25
4	3	3	3	13	3,25
5	5	5	5	20	5
4	4	4	4	16	4
3	4	5	4	16	4
5	4	4	4	17	4,25
4	5	5	5	19	4,75
5	5	4	5	19	4,75

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

4	4	4	5	17	4,25
3	4	5	5	17	4,25
4	3	3	4	14	3,5
5	5	4	3	17	4,25
4	5	5	3	17	4,25
5	5	5	5	20	5
5	5	4	5	19	4,75
3	4	5	5	17	4,25
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
5	5	5	5	20	5
5	5	5	5	20	5
4	5	5	5	19	4,75
4	4	4	5	17	4,25
4	5	5	5	19	4,75
4	4	4	4	16	4
4	4	4	4	16	4
424	424	432	451	1731	432,75
4.24	4.24	4.32	4.51	17.31	43.275





LAMPIRAN 6
Uji Validitas (Kenyataan)

Correlations

		X1.1	X1.2	X1.3	X1.4	SkorTotal
X1.1	Pearson Correlation	1	.409**	.377**	.367**	.746**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
X1.2	Pearson Correlation	.409**	1	.246*	.356**	.643**
	Sig. (2-tailed)	.000		.014	.000	.000
	N	100	100	100	100	100
X1.3	Pearson Correlation	.377**	.246*	1	.455**	.730**
	Sig. (2-tailed)	.000	.014		.000	.000
	N	100	100	100	100	100
X1.4	Pearson Correlation	.367**	.356**	.455**	1	.767**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
SkorTotal	Pearson Correlation	.746**	.643**	.730**	.767**	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	SkorTotal
X2.1	Pearson Correlation	1	.433**	.487**	.208*	.650**
	Sig. (2-tailed)		.000	.000	.038	.000
	N	100	100	100	100	100
X2.2	Pearson Correlation	.433**	1	.606**	.558**	.851**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
X2.3	Pearson Correlation	.487**	.606**	1	.423**	.800**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
X2.4	Pearson Correlation	.208*	.558**	.423**	1	.762**
	Sig. (2-tailed)	.038	.000	.000		.000
	N	100	100	100	100	100
SkorTotal	Pearson Correlation	.650**	.851**	.800**	.762**	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	SkorTotal
X3.1	Pearson Correlation	1	.451**	.532**	.396**	.781**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
X3.2	Pearson Correlation	.451**	1	.578**	.352**	.770**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
X3.3	Pearson Correlation	.532**	.578**	1	.387**	.808**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
X3.4	Pearson Correlation	.396**	.352**	.387**	1	.705**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
SkorTotal	Pearson Correlation	.781**	.770**	.808**	.705**	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	SkorTotal
X4.1	Pearson Correlation	1	.628**	.542**	.618**	.855**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
X4.2	Pearson Correlation	.628**	1	.655**	.476**	.839**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
X4.3	Pearson Correlation	.542**	.655**	1	.542**	.817**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
X4.4	Pearson Correlation	.618**	.476**	.542**	1	.793**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
SkorTotal	Pearson Correlation	.855**	.839**	.817**	.793**	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

		X5.1	X5.2	X5.3	X5.4	SkorTotal
X5.1	Pearson Correlation	1	.644**	.475**	.356**	.759**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
X5.2	Pearson Correlation	.644**	1	.512**	.579**	.854**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
X5.3	Pearson Correlation	.475**	.512**	1	.566**	.807**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
X5.4	Pearson Correlation	.356**	.579**	.566**	1	.783**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
SkorTotal	Pearson Correlation	.759**	.854**	.807**	.783**	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

		X1.1	X1.2	X1.3	X1.4	SkorTotal
X1.1	Pearson Correlation	1	.393**	.473**	.340**	.739**
	Sig. (2-tailed)		.000	.000	.001	.000
	N	100	100	100	100	100
X1.2	Pearson Correlation	.393**	1	.349**	.529**	.763**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
X1.3	Pearson Correlation	.473**	.349**	1	.402**	.728**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
X1.4	Pearson Correlation	.340**	.529**	.402**	1	.765**
	Sig. (2-tailed)	.001	.000	.000		.000
	N	100	100	100	100	100
SkorTotal	Pearson Correlation	.739**	.763**	.728**	.765**	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

		X2.1	X2.2	X2.3	X2.4	SkorTotal
X2.1	Pearson Correlation	1	.458**	.466**	.377**	.784**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
X2.2	Pearson Correlation	.458**	1	.416**	.421**	.764**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
X2.3	Pearson Correlation	.466**	.416**	1	.382**	.740**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
X2.4	Pearson Correlation	.377**	.421**	.382**	1	.717**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
SkorTotal	Pearson Correlation	.784**	.764**	.740**	.717**	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

		X3.1	X3.2	X3.3	X3.4	SkorTotal
X3.1	Pearson Correlation	1	.586**	.512**	.478**	.799**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
X3.2	Pearson Correlation	.586**	1	.579**	.443**	.806**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
X3.3	Pearson Correlation	.512**	.579**	1	.598**	.836**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
X3.4	Pearson Correlation	.478**	.443**	.598**	1	.782**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
SkorTotal	Pearson Correlation	.799**	.806**	.836**	.782**	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	SkorTotal
X4.1	Pearson Correlation	1	.601**	.537**	.512**	.803**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
X4.2	Pearson Correlation	.601**	1	.663**	.475**	.810**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
X4.3	Pearson Correlation	.537**	.663**	1	.645**	.874**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
X4.4	Pearson Correlation	.512**	.475**	.645**	1	.806**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
SkorTotal	Pearson Correlation	.803**	.810**	.874**	.806**	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

		X5.1	X5.2	X5.3	X5.4	SkorTotal
X5.1	Pearson Correlation	1	.722**	.453**	.253*	.784**
	Sig. (2-tailed)		.000	.000	.011	.000
	N	100	100	100	100	100
X5.2	Pearson Correlation	.722**	1	.666**	.358**	.879**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
X5.3	Pearson Correlation	.453**	.666**	1	.552**	.834**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
X5.4	Pearson Correlation	.253*	.358**	.552**	1	.666**
	Sig. (2-tailed)	.011	.000	.000		.000
	N	100	100	100	100	100
SkorTotal	Pearson Correlation	.784**	.879**	.834**	.666**	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).



LAMPIRAN 8
Uji Reliabilitas (Kenyataan)

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
.789	5

Item Statistics

	Mean	Std. Deviation	N
X1.1	2.8200	.92529	100
X1.2	3.4900	.68895	100
X1.3	3.4300	.89052	100
X1.4	3.3100	.93954	100
SkorTotal	13.0300	2.49628	100

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
.803	5

Item Statistics

	Mean	Std. Deviation	N
X2.1	3.5800	.72725	100
X2.2	3.6800	.85138	100
X2.3	3.5700	.76877	100
X2.4	3.5300	1.01956	100
SkorTotal	14.3600	2.58793	100

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
.804	5

Item Statistics

	Mean	Std. Deviation	N
X3.1	3.4000	.79137	100
X3.2	3.7400	.74698	100
X3.3	3.8300	.73930	100
X3.4	3.9100	.79258	100
SkorTotal	14.8800	2.34964	100

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
.823	5

Item Statistics

	Mean	Std. Deviation	N
X4.1	3.8200	.99879	100
X4.2	3.5900	.94383	100
X4.3	3.6700	.84154	100
X4.4	3.9300	.87911	100
SkorTotal	15.0100	3.03013	100

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
.816	5

Item Statistics

	Mean	Std. Deviation	N
X5.1	3.6900	.80019	100
X5.2	3.6100	.91998	100
X5.3	3.4400	.94623	100
X5.4	3.6600	.86713	100
SkorTotal	14.4000	2.83556	100



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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
.798	5

Item Statistics

	Mean	Std. Deviation	N
X1.1	4.2200	.79874	100
X1.2	4.1600	.78779	100
X1.3	4.2700	.72272	100
X1.4	4.1000	.81029	100
SkorTotal	16.7500	2.33712	100

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
.799	5

Item Statistics

	Mean	Std. Deviation	N
X2.1	4.2600	.76038	100
X2.2	4.5100	.68895	100
X2.3	4.4100	.63715	100
X2.4	4.3900	.66507	100
SkorTotal	17.5700	2.07074	100

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
.817	5

Item Statistics

	Mean	Std. Deviation	N
X3.1	4.3200	.67987	100
X3.2	4.5000	.65905	100
X3.3	4.5400	.68785	100
X3.4	4.5100	.67412	100
SkorTotal	17.8700	2.17727	100

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
.821	5

Item Statistics

	Mean	Std. Deviation	N
X4.1	4.2500	.78335	100
X4.2	4.5100	.62757	100
X4.3	4.4000	.86457	100
X4.4	4.3400	.76831	100
TotalSkor	17.5000	2.51259	100

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
.813	5

Item Statistics

	Mean	Std. Deviation	N
X5.1	4.2400	.78005	100
X5.2	4.2400	.79290	100
X5.3	4.3200	.69457	100
X5.4	4.5100	.70345	100
SkorTotal	17.3100	2.35572	100