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Lampiran 1 : Kuesioner Penelitian

JUDUL : PENGARUH PELAYANAN PEGAWAI TERHADAP KEPUASAN MASYARAKAT DI KELURAHAN BONAN DOLOK KECAMATAN PADANG BOLAK KABUPATEN PADANG LAWAS UTARA

Kepada Yth,
Bapak/Ibu
di
tempat

Dengan Hormat
Yang bertanda tangan di bawah ini:

Nama : AHMAD SYUKRI SIREGAR
NPM : 131801038

Saya adalah mahasiswa Program Pasca Sarjana Magister Administrasi Publik Universitas Medan Area.

Saya memohon kesediaan Bapak/Ibu untuk berpartisipasi mengisi kuesioner ini. Saya menyadari permohonon ini sedikit banyak akan mengganggu ketenangan/kegiatan Bapak/Ibu. Saya akan menjamin kerahasiaan dari semua jawaban/opini yang telah Bapak/Ibu berikan. Penelitian ini semata-mata hanya digunakan untuk kepentingan penyelesaian tesis saya, dan hanya ringkasan dari analisis yang akan dipublikasikan. Atas kesediaan dan partisipasi Bapak/Ibu untuk mengisi dan mengembalikan kuesioner ini saya mengucapkan terima kasih sebesar-besarnya.

Hormat Saya,

(Ahmad Syukri Siregar)

PETUNJUK PENGISIAN ANGKET:

1. Berikanlah jawaban singkat pada bagian pertanyaan identitas responden yang membutuhkan jawaban tertulis Bapak/Ibu
2. Berikanlah tanda checklist (√) pada kolom yang Bapak/Ibu anggap sesuai dengan jawaban pada Bapak/Ibu.

Identitas Responden

No. Responden :_____

Usia : _____Tahun

Jenis Kelamin : Laki-laki Perempuan

Masa Kerja : _____ Tahun

Tingkat Pendidikan : S2 S1 D3 SLTA SLTP SD

INSTRUMEN UNTUK MENGUKUR VARIABEL RELIABILITY (KEANDALAN) X_1

NO	PERNYATAAN	OPSI				
		SSS	SS	S	TS	STS
1	Keandalan suatu pelayanan diwujudkan dengan sikap segera dari petugas pelayanan					
2	Sikap segera yang baik adalah sikap untuk mendahulukan kepentingan masyarakat					
3	Segera adalah terbentuknya kehendak masyarakat secara seketika					
4	Keandalan dalam suatu pelayanan diwujudkan dengan akuratnya pelayanan					
5	Akurat pelayanan adalah kesesuaian permintaan dengan perwujudannya					
6	Akurat pelayanan merupakan faktor penting dalam suatu pelayanan					
7	Pelayanan yang terbaik adalah memuaskan masyarakat					
8	Kepuasan masyarakat disesuaikan dengan tingkat kebutuhan masyarakat					
9	Kepuasan masyarakat adalah merupakan tujuan utama pelayanan					
10	Adanya kesesuaian kebutuhan masyarakat mencerminkan pelayanan yang baik					
11.	Sesuai adalah wujud kepentingan antara biaya dengan pelayanan yang diterima					
12.	Sesuai juga diwujudkan antara perwujudan kehendak masyarakat dengan kehendak pelayanan					

INSTRUMEN UNTUK MENGUKUR VARIABEL RELIABILITY (DAYA TANGGAP) X_2

NO	PERNYATAAN	OPSI				
		SSS	SS	S	TS	STS
1	Daya tanggap pelayanan diwujudkan dengan pelayanan yang tepat waktu					
2	Pelayanan yang tepat waktu dimaksudkan untuk menghindari hal-hal yang merugikan masyarakat					
3	Tepat waktu dimaksudkan sebagai wujud pelayanan yang baik					
4	Dibutuhkan pelayanan yang cepat dalam hubungannya dengan pelayanan masyarakat					
5	Daya anggap sangat dibutuhkan dalam pelayanan yang diberikan					
6	Cepat adalah indikasi yang terbaik dalam wujud pelayanan yang diberikan					
7	Pelayanan yang baik diwujudkan dengan kesigapan petugas dalam melayani					
8	Kesigapan petugas menghindari hal-hal yang dapat merusakan kepercayaan masyarakat					
9	Sigap adalah merupakan wujud kepedulian					
10	Pelayanan yang baik adalah terfokusnya petugas dalam bidang pelayanan					
11.	Fokusnya petugas akan meningkatkan kepercayaan masyarakat					
12.	Fokus adalah merupakan replek daya tanggap instansi atas keluhan masyarakat					

INSTRUMEN UNTUK MENGUKUR VARIABEL RELIABILITY (JAMINAN) X_3

NO	PERNYATAAN	OPSI				
		SSS	SS	S	TS	STS
1	Pelayanan yang baik adalah pelayanan yang dipercaya masyarakat					
2	Percaya diartikan masyarakat meletakkan kepentingan pelayanan kepada secara penuh kepada pegawai kelurahan					
3	Percaya diwujudkan dengan kunjungan berulang					
4	Berkeyakinan adalah merupakan jaminan dari sebuah pelayanan					
5	Berkeyakinan merupakan hal yang utama dalam pelaksanaan pelayanan masyarakat					
6	Yakin merupakan dasar bagi keinginan mendapatkan pelayanan					
7	Jaminan diwujudkan dengan kualitas yang bermutu dari pelayanan					
8	Bermutu adalah berkualitas					
9	Bermutu berarti dipercaya					
10	Jaminan pelayanan masyarakat diwujudkan dengan jaminan yang baik atas pelayanan tersebut					
11.	Terjamin adalah terkopernya kepentingan pelanggan					
12.	Terjamin artinya pelanggan percaya atas pelayanan instansi tersebut					

INSTRUMEN UNTUK MENGUKUR VARIABEL RELIABILITY (EMPATI) X_4

NO	PERNYATAAN	OPSI				
		SSS	SS	S	TS	STS
1	Pelayanan yang baik dan berempati adalah pelayanan memperdulikan pihak yang dilayani					
2	Peduli juga disikapkan dengan respon atas keluhan masyarakat					
3	Peduli adalah wujud sikap yang baik dalam suatu pelayanan masyarakat					
4	Pelayanan masyarakat yang baik diwujudkan dengan perhatian yang baik dari petugasnya					
5	Perhatian adalah sikap dari petugas atas keluhan masyarakat					
6	Perhatian juga merupakan suatu dimensi kepedulian atas keluhan masyarakat					
7	Pelayanan yang baik adalah fokusnya petugas pelayanan terhadap keluhan masyarakat					
8	Fokus berarti mengetengahkan tingkat kemampuan secara baik					
9	Fokus adalah terkonsentrasi					
10	Adanya keyakinan bahwa Kantor Kelurahan adalah merupakan pelayanan yang baik					
11.	Keyakinan dalam pelayanan Kantor Kelurahan amat penting dalam meningkatkan persepsi masyarakat					
12.	Berkeyakinan adalah berkemampuan					

INSTRUMEN UNTUK MENGUKUR VARIABEL RELIABILITY (BUKTI LANGSUNG) X_5

NO	PERNYATAAN	OPSI				
		SSS	SS	S	TS	STS
1	Pelayanan yang baik dibuktikan dengan penampilan dari petugas pelayanan yang baik pula					
2	Penampilan amat penting dalam mengupdate kepentingan masyarakat					
3	Penampilan adalah wujud keberadaan Kantor Kelurahan dalam pelayanan masyarakat					
4	Pelayanan masyarakat yang baik diwujudkan dengan perlengkapan yang baik pula					
5	Perlengkapan yang baik adalah perlengkapan yang sesuai dengan bentuk pelayanan					
6	Pelayanan yang baik disertai pula dengan perlengkapan yang bermanfaat					
7	Keberadaan pegawai amat penting dalam pelayanan masyarakat					
8	Pegawai yang tersedia harus sesuai dengan jenis pelayanan yang diberikan					
9	Adanya sumber daya manusia yang baik akan memberikan tingkat pelayanan yang baik					
10	Pelayanan yang baik membutuhkan sarana yang lengkap					
11.	Bukti langsung diwujudkan dengan komunikasi yang baik					
12.	Komunikasi yang terjadi pada dasarnya berkisar tentang kepentingan masyarakat					

INSTRUMEN UNTUK MENGUKUR VARIABEL RELIABILITY (KEPUASAN MASYARAKAT) Y

NO	PERNYATAAN	OPSI				
		SSS	SS	S	TS	STS
1	Kepuasan masyarakat diperoleh karena adanya kesesuaian pelayanan dengan kehendak masyarakat					
2	Kesesuaian tersebut memberikan kepuasan kepada masyarakat					
3	Kesesuaian tersebut merupakan tujuan pelayanan yang diharapkan masyarakat					
4	Kepuasan masyarakat diwujudkan dengan penanggapan keluhan masyarakat secara baik					
5	Kepuasan masyarakat juga disesuaikan dengan tingkat kebutuhan masyarakat					
6	Keluhan masyarakat adalah hal utama dalam menciptakan Kepuasan masyarakat					
7	Kepuasan masyarakat diwujudkan dengan mutu pelayanan yang baik					
8	Mutu adalah kualitas yang ingin dicapai oleh pelanggan					
9	Mutu mencerminkan identitas dari aspek hasil					
10	Kepuasan masyarakat diwujudkan dengan adanya kunjungan ulang					
11.	Kunjungan ulang adalah merupakan wujud kepercayaan pelanggan					
12.	Kunjungan ulang menandakan Kepuasan masyarakat					

Lampiran 2 : Data Mentah Variabel X_1

Rep.	Butir Pertanyaan											
	1	2	3	4	5	6	7	8	9	10	11	12
1	5	5	5	5	5	5	5	5	5	5	5	5
2	5	3	5	3	5	5	5	3	5	3	5	3
3	5	5	5	5	5	5	4	5	5	5	5	5
4	5	5	3	5	4	5	5	3	5	5	3	5
5	5	5	5	5	5	5	4	5	5	5	5	5
6	4	4	4	4	4	4	4	4	4	4	4	4
7	5	5	5	5	5	5	5	5	5	5	5	5
8	4	5	5	5	4	5	4	4	4	5	5	5
9	5	5	5	5	5	5	5	5	5	5	5	5
10	4	4	4	4	4	4	4	4	4	4	4	4
11	3	3	3	3	3	3	3	3	3	3	3	3
12	5	4	5	5	4	5	5	4	5	4	5	5
13	5	5	5	5	5	5	4	5	5	5	5	5
14	4	4	4	4	4	4	4	4	4	4	4	4
15	5	5	5	5	5	5	5	5	5	5	5	5
16	2	2	2	2	2	2	2	2	2	2	2	2
17	3	3	3	3	3	3	3	3	3	3	3	3
18	4	4	4	4	4	4	4	4	4	4	4	4
19	5	5	5	5	5	5	5	5	5	5	5	5
20	2	2	2	2	2	2	2	2	2	2	2	2
21	5	5	5	5	5	5	5	5	5	5	5	5
22	4	4	4	4	4	4	4	4	4	4	4	4
23	5	5	5	4	5	5	5	5	5	5	5	4
24	5	5	5	5	5	5	5	5	5	5	5	5
25	4	5	3	5	4	5	4	5	4	5	3	5
26	4	4	4	4	4	4	4	4	4	4	4	4
27	5	5	5	5	5	5	5	5	5	5	5	5
28	5	5	5	4	5	5	5	5	5	5	5	4
29	4	4	4	4	4	4	4	4	4	4	4	4
30	5	5	5	5	5	5	3	4	5	5	5	5
31	2	2	2	2	2	2	2	2	2	2	2	2
32	4	4	4	4	4	4	4	4	4	4	4	4
33	5	5	5	5	5	5	5	3	5	5	5	5
34	3	3	3	3	3	3	3	3	3	3	3	3
35	4	4	4	4	4	4	4	4	4	4	4	4
36	5	5	5	5	5	5	5	5	5	5	5	5

Lampiran 3 : Data Mentah Variabel X_2

Resp.	Butir Pertanyaan											
	1	2	3	4	5	6	7	8	9	10	11	12
1	5	4	5	5	5	4	4	5	5	4	5	5
2	5	4	4	5	5	4	4	5	5	4	4	5
3	4	5	4	4	4	5	5	4	4	5	4	4
4	5	4	5	5	5	4	4	5	5	4	5	5
5	2	3	2	2	2	3	3	2	2	3	2	2
6	5	4	5	5	5	4	4	5	5	4	5	5
7	4	5	4	4	4	5	5	4	4	5	4	4
8	5	4	3	5	5	4	4	3	5	4	3	5
9	2	3	2	2	2	3	3	2	2	3	2	2
10	5	4	5	5	5	4	4	5	5	4	5	5
11	5	5	4	5	5	5	5	5	5	5	4	5
12	4	4	4	4	4	4	4	4	4	4	4	4
13	5	4	5	5	5	4	4	5	5	4	5	5
14	2	4	2	2	2	4	4	2	2	4	2	2
15	5	5	5	5	5	5	5	5	5	5	5	5
16	5	4	4	5	5	4	4	5	5	4	4	5
17	2	3	2	2	2	3	3	2	2	3	2	2
18	5	4	5	5	5	4	4	5	5	4	5	5
19	4	4	4	4	4	4	4	4	4	4	4	4
20	5	5	5	5	5	5	5	5	5	5	5	5
21	5	4	5	5	5	4	4	5	5	4	5	5
22	3	4	3	3	3	4	4	3	3	4	3	3
23	5	4	5	5	5	3	4	5	5	4	5	5
24	5	4	5	5	5	4	4	5	5	4	5	5
25	4	5	4	4	4	5	5	4	4	5	4	4
26	5	4	3	5	5	4	4	3	5	4	3	5
27	5	3	5	5	5	3	4	5	5	3	5	5
28	2	4	2	2	2	4	4	2	2	4	2	2
29	5	4	5	5	5	4	4	5	5	4	5	5
30	4	4	4	4	4	4	4	4	4	4	4	4
31	5	5	5	5	5	5	5	5	5	5	5	5
32	5	4	5	5	5	4	4	5	5	4	5	5
33	3	4	3	3	3	3	4	3	3	4	3	3
34	5	4	5	5	5	4	4	5	5	4	5	5
35	5	3	5	5	5	3	3	5	5	3	5	5
36	5	4	5	5	5	4	4	5	5	4	5	5

Lampiran 4 : Data Mentah Variabel X_3

Resp.	Butir Pertanyaan											
	1	2	3	4	5	6	7	8	9	10	11	12
1	5	5	5	5	5	5	5	5	5	5	5	5
2	5	4	5	5	5	4	4	5	5	4	5	5
3	3	4	3	3	3	4	4	3	3	4	3	3
4	5	4	5	5	5	3	4	5	5	4	5	5
5	5	4	5	5	5	4	4	5	5	4	5	5
6	4	5	4	4	4	5	5	4	4	5	4	4
7	5	4	3	5	5	4	4	3	5	4	3	5
8	5	3	5	5	5	3	4	5	5	3	5	5
9	2	4	2	2	2	4	4	2	2	4	2	2
10	5	4	5	5	5	4	4	5	5	4	5	5
11	4	4	4	4	4	4	4	4	4	4	4	4
12	5	5	5	5	5	5	5	5	5	5	5	5
13	5	4	5	5	5	4	4	5	5	4	5	5
14	3	4	3	3	3	3	4	3	3	4	3	3
15	5	4	5	5	5	4	4	5	5	4	5	5
16	5	3	5	5	5	3	3	5	5	3	5	5
17	5	4	5	5	5	4	4	5	5	4	5	5
18	5	5	5	5	5	5	5	5	5	5	5	5
19	5	4	5	5	5	4	4	5	5	4	5	5
20	4	4	4	5	4	4	4	4	4	4	4	5
21	5	4	5	5	5	4	4	5	5	4	5	5
22	5	5	5	5	5	5	5	5	5	5	5	5
23	5	3	5	3	5	5	5	3	5	3	5	3
24	5	5	5	5	5	5	4	5	5	5	5	5
25	5	5	3	5	4	5	5	3	5	5	3	5
26	5	5	5	5	5	5	4	5	5	5	5	5
27	4	4	4	4	4	4	4	4	4	4	4	4
28	5	5	5	5	5	5	5	5	5	5	5	5
29	4	5	5	5	4	5	4	4	4	5	5	5
30	5	5	5	5	5	5	5	5	5	5	5	5
31	4	4	4	4	4	4	4	4	4	4	4	4
32	3	3	3	3	3	3	3	3	3	3	3	3
33	5	4	5	5	4	5	5	4	5	4	5	5
34	5	5	5	5	5	5	4	5	5	5	5	5
35	4	4	4	4	4	4	4	4	4	4	4	4
36	5	5	5	5	5	5	5	5	5	5	5	5

Lampiran 5 : Data Mentah Variabel X_4

Rep.	Butir Pertanyaan											
	1	2	3	4	5	6	7	8	9	10	11	12
1	5	5	5	4	5	5	5	5	5	5	5	4
2	4	4	5	3	5	4	4	5	4	4	5	3
3	3	4	4	4	4	3	4	4	3	4	4	4
4	5	4	5	5	5	5	5	5	5	4	5	5
5	2	2	2	2	2	2	2	2	2	2	2	2
6	5	5	5	5	5	5	5	5	5	5	5	5
7	4	4	4	4	4	4	4	4	4	4	4	4
8	4	3	5	3	5	4	3	5	4	3	5	3
9	2	2	2	2	2	2	2	2	2	2	2	2
10	5	5	4	5	5	5	5	5	5	5	4	5
11	5	4	5	4	5	5	4	5	5	4	5	4
12	4	4	3	4	4	4	4	4	4	4	3	4
13	5	5	5	5	5	5	5	5	5	5	5	5
14	2	2	2	2	2	2	2	2	2	2	2	2
15	5	4	5	4	5	5	5	5	5	4	5	4
16	5	4	3	4	5	5	4	5	5	4	3	4
17	2	2	2	2	2	2	2	2	2	2	2	2
18	4	5	5	5	5	4	5	5	4	5	5	5
19	4	4	4	4	4	4	4	4	4	4	4	4
20	5	5	5	5	5	5	5	5	5	5	5	5
21	5	4	4	4	5	4	5	5	5	4	4	4
22	3	3	3	3	3	3	3	3	3	3	3	3
23	5	5	5	5	5	5	5	5	5	5	5	5
24	5	5	5	5	5	5	5	5	5	5	5	5
25	4	4	3	4	4	4	4	4	4	4	3	4
26	4	3	5	3	5	4	3	5	4	3	5	3
27	5	5	5	5	5	5	5	5	5	5	5	5
28	2	2	2	2	2	2	2	2	2	2	2	2
29	5	5	5	5	5	5	5	5	5	5	5	5
30	4	4	4	4	4	4	4	4	4	4	4	4
31	5	5	5	5	5	5	5	5	5	5	5	5
32	5	5	5	4	5	4	5	5	5	5	5	4
33	3	3	3	3	3	3	3	3	3	3	3	3
34	5	5	5	5	5	5	5	5	5	5	5	5
35	5	5	5	5	5	5	5	5	5	5	5	5
36	5	5	5	5	5	5	5	5	5	5	5	5

Lampiran 6 : Data Mentah Variabel X_5

Rep.	Butir Pertanyaan											
	1	2	3	4	5	6	7	8	9	10	11	12
1	5	5	5	5	5	5	5	5	5	5	5	5
2	5	5	5	5	5	5	5	5	5	5	5	5
3	5	4	5	4	4	5	4	5	5	4	5	4
4	5	5	5	5	5	5	5	5	5	5	5	5
5	3	4	5	5	5	4	4	4	4	5	4	4
6	4	4	5	5	4	4	4	4	4	4	4	4
7	3	4	5	4	5	4	5	4	4	4	4	4
8	4	3	4	4	4	4	4	5	4	5	5	4
9	3	3	3	4	3	4	3	4	3	4	5	4
10	5	5	5	4	5	5	5	5	5	5	5	4
11	4	4	5	3	5	4	4	5	4	4	5	3
12	3	4	4	4	4	3	4	4	3	4	4	4
13	5	4	5	5	5	5	5	5	5	4	5	5
14	2	2	2	2	2	2	2	2	2	2	2	2
15	5	5	5	5	5	5	5	5	5	5	5	5
16	4	4	4	4	4	4	4	4	4	4	4	4
17	4	3	5	3	5	4	3	5	4	3	5	3
18	2	2	2	2	2	2	2	2	2	2	2	2
19	5	5	4	5	5	5	5	5	5	5	4	5
20	5	4	5	4	5	5	4	5	5	4	5	4
21	4	4	3	4	4	4	4	4	4	4	3	4
22	5	5	5	5	5	5	5	5	5	5	5	5
23	2	2	2	2	2	2	2	2	2	2	2	2
24	5	4	5	4	5	5	5	5	5	4	5	4
25	5	4	3	4	5	5	4	5	5	4	3	4
26	2	2	2	2	2	2	2	2	2	2	2	2
27	4	5	5	5	5	4	5	5	4	5	5	5
28	4	4	4	4	4	4	4	4	4	4	4	4
29	5	5	5	5	5	5	5	5	5	5	5	5
30	5	4	4	4	5	4	5	5	5	4	4	4
31	3	3	3	3	3	3	3	3	3	3	3	3
32	5	5	5	5	5	5	5	5	5	5	5	5
33	5	5	5	5	5	5	5	5	5	5	5	5
34	4	4	3	4	4	4	4	4	4	4	3	4
35	4	3	5	3	5	4	3	5	4	3	5	3
36	5	5	5	5	5	5	5	5	5	5	5	5

Lampiran 7 : Data Mentah Variabel Y

Resp.	Butir Pertanyaan											
	1	2	3	4	5	6	7	8	9	10	11	12
1	5	5	5	5	5	5	5	5	5	5	5	5
2	5	5	5	5	5	5	5	5	5	5	5	5
3	5	4	5	4	4	5	4	5	5	4	5	4
4	5	5	5	5	5	5	5	5	5	5	5	5
5	5	4	5	5	5	4	4	5	5	4	5	5
6	5	4	4	5	5	4	4	5	5	4	4	5
7	4	5	4	4	4	5	5	4	4	5	4	4
8	5	4	5	5	5	4	4	5	5	4	5	5
9	2	3	2	2	2	3	3	2	2	3	2	2
10	5	4	5	5	5	4	4	5	5	4	5	5
11	4	5	4	4	4	5	5	4	4	5	4	4
12	5	4	3	5	5	4	4	3	5	4	3	5
13	2	3	2	2	2	3	3	2	2	3	2	2
14	5	4	5	5	5	4	4	5	5	4	5	5
15	5	5	4	5	5	5	5	5	5	5	4	5
16	4	4	4	4	4	4	4	4	4	4	4	4
17	5	4	5	5	5	4	4	5	5	4	5	5
18	2	4	2	2	2	4	4	2	2	4	2	2
19	5	5	5	5	5	5	5	5	5	5	5	5
20	5	4	4	5	5	4	4	5	5	4	4	5
21	2	3	2	2	2	3	3	2	2	3	2	2
22	5	4	5	5	5	4	4	5	5	4	5	5
23	4	4	4	4	4	4	4	4	4	4	4	4
24	5	5	5	5	5	5	5	5	5	5	5	5
25	5	4	5	5	5	4	4	5	5	4	5	5
26	3	4	3	3	3	4	4	3	3	4	3	3
27	5	4	5	5	5	3	4	5	5	4	5	5
28	5	4	5	5	5	4	4	5	5	4	5	5
29	4	5	4	4	4	5	5	4	4	5	4	4
30	5	4	3	5	5	4	4	3	5	4	3	5
31	5	3	5	5	5	3	4	5	5	3	5	5
32	2	4	2	2	2	4	4	2	2	4	2	2
33	5	4	5	5	5	4	4	5	5	4	5	5
34	4	4	4	4	4	4	4	4	4	4	4	4
35	5	5	5	5	5	5	5	5	5	5	5	5
36	5	4	5	5	5	4	4	5	5	4	5	5

Lampiran 8 : Tabulasi Jawaban Responden

Resp.	Keandalan	Daya tanggap	Jaminan	Empati	Bukti langsung	Kepuasan masyarakat
1	60	56	60	58	60	60
2	50	54	56	50	60	60
3	59	52	40	45	54	54
4	53	56	55	58	60	60
5	59	28	56	24	51	56
6	48	56	52	60	50	54
7	60	52	50	48	50	52
8	55	50	53	47	50	56
9	60	28	32	24	43	28
10	48	56	56	58	58	56
11	36	58	48	55	50	52
12	56	48	60	46	45	50
13	59	56	56	60	58	28
14	48	32	39	24	24	56
15	60	60	56	56	60	58
16	24	54	52	51	48	48
17	36	28	56	24	47	56
18	48	56	60	57	24	32
19	60	48	56	48	58	60
20	24	60	50	60	55	54
21	60	56	56	53	46	28
22	48	40	60	36	60	56
23	58	55	50	60	24	48
24	60	56	59	60	56	60
25	52	52	53	46	51	56
26	48	50	59	47	24	40
27	60	53	48	60	57	55
28	58	32	60	24	48	56
29	48	56	55	60	60	52
30	57	48	60	48	53	50
31	24	60	48	60	36	53
32	48	56	36	57	60	32
33	58	39	56	36	60	56
34	36	56	59	60	46	48
35	48	52	48	60	47	60
36	60	56	60	60	60	56

Lampiran 9 :Uji Validitas Dan Reabilitas Variabel X_1

Reliability

Warnings

The covariance matrix is calculated and used in the analysis.
The determinant of the covariance matrix is zero or approximately zero. Statistics based on its inverse matrix cannot be computed and they are displayed as system missing values.

Case Processing Summary

		N	%
Cases	Valid	36	100.0
	Excluded[a]	0	.0
	Total	36	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
.988	.988	12

Item Statistics

	Mean	Std. Deviation	N
V2	4.28	.944	36
V3	4.25	.967	36
V4	4.22	.989	36
V5	4.22	.959	36
V6	4.22	.929	36
V7	4.33	.956	36
V8	4.14	.931	36
V9	4.08	.967	36
V10	4.28	.944	36
V11	4.25	.967	36
V12	4.22	.989	36
V13	4.22	.959	36

Inter-Item Correlation Matrix

	V2	V3	V4	V5	V6	V7	V8	V9	V10	V11	V12	V13
V2	1.000	.891	.911	.876	.969	.970	.898	.787	1.000	.891	.911	.876
V3	.891	1.000	.806	.954	.890	.927	.786	.863	.891	1.000	.806	.954
V4	.911	.806	1.000	.790	.940	.886	.804	.787	.911	.806	1.000	.790
V5	.876	.954	.790	1.000	.840	.914	.764	.811	.876	.954	.790	1.000
V6	.969	.890	.940	.840	1.000	.943	.855	.837	.969	.890	.940	.840
V7	.970	.927	.886	.914	.943	1.000	.878	.803	.970	.927	.886	.914
V8	.898	.786	.804	.764	.855	.878	1.000	.717	.898	.786	.804	.764
V9	.787	.863	.787	.811	.837	.803	.717	1.000	.787	.863	.787	.811
V10	1.000	.891	.911	.876	.969	.970	.898	.787	1.000	.891	.911	.876
V11	.891	1.000	.806	.954	.890	.927	.786	.863	.891	1.000	.806	.954
V12	.911	.806	1.000	.790	.940	.886	.804	.787	.911	.806	1.000	.790
V13	.876	.954	.790	1.000	.840	.914	.764	.811	.876	.954	.790	1.000

The covariance matrix is calculated and used in the analysis.

Inter-Item Covariance Matrix

	V2	V3	V4	V5	V6	V7	V8	V9	V10	V11	V12	V13
V2	.892	.814	.851	.794	.851	.876	.789	.719	.892	.814	.851	.794
V3	.814	.936	.771	.886	.800	.857	.707	.807	.814	.936	.771	.886
V4	.851	.771	.978	.749	.863	.838	.740	.752	.851	.771	.978	.749
V5	.794	.886	.749	.921	.749	.838	.683	.752	.794	.886	.749	.921
V6	.851	.800	.863	.749	.863	.838	.740	.752	.851	.800	.863	.749
V7	.876	.857	.838	.838	.838	.914	.781	.743	.876	.857	.838	.838
V8	.789	.707	.740	.683	.740	.781	.866	.645	.789	.707	.740	.683
V9	.719	.807	.752	.752	.752	.743	.645	.936	.719	.807	.752	.752
V10	.892	.814	.851	.794	.851	.876	.789	.719	.892	.814	.851	.794
V11	.814	.936	.771	.886	.800	.857	.707	.807	.814	.936	.771	.886
V12	.851	.771	.978	.749	.863	.838	.740	.752	.851	.771	.978	.749
V13	.794	.886	.749	.921	.749	.838	.683	.752	.794	.886	.749	.921

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
V2	46.44	97.911	.968	.	.986
V3	46.47	97.856	.946	.	.987
V4	46.50	98.086	.910	.	.987
V5	46.50	98.371	.925	.	.987
V6	46.50	98.314	.961	.	.986
V7	46.39	97.616	.972	.	.986
V8	46.58	100.021	.860	.	.988
V9	46.64	99.552	.850	.	.988
V10	46.44	97.911	.968	.	.986
V11	46.47	97.856	.946	.	.987
V12	46.50	98.086	.910	.	.987
V13	46.50	98.371	.925	.	.987

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
50.72	116.892	10.812	12

Lampiran 10 :Uji Validitas Dan Reabilitas Variabel X_2

Reliability

Warnings

The covariance matrix is calculated and used in the analysis.

The determinant of the covariance matrix is zero or approximately zero. Statistics based on its inverse matrix cannot be computed and they are displayed as system missing values.

Case Processing Summary

		N	%
Cases	Valid	36	100.0
	Excluded[a]	0	.0
	Total	36	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
.961	.957	12

Item Statistics

	Mean	Std. Deviation	N
V2	4.31	1.091	36
V3	4.06	.583	36
V4	4.11	1.090	36
V5	4.31	1.091	36
V6	4.31	1.091	36
V7	4.00	.632	36
V8	4.08	.554	36
V9	4.19	1.117	36
V10	4.31	1.091	36
V11	4.06	.583	36
V12	4.11	1.090	36
V13	4.31	1.091	36

Inter-Item Correlation Matrix

	V2	V3	V4	V5	V6	V7	V8	V9	V10	V11	V12	V13
V2	1.000	.332	.884	1.000	1.000	.331	.382	.912	1.000	.332	.884	1.000
V3	.332	1.000	.305	.332	.332	.930	.958	.334	.332	1.000	.305	.332
V4	.884	.305	1.000	.884	.884	.290	.363	.968	.884	.305	1.000	.884
V5	1.000	.332	.884	1.000	1.000	.331	.382	.912	1.000	.332	.884	1.000
V6	1.000	.332	.884	1.000	1.000	.331	.382	.912	1.000	.332	.884	1.000
V7	.331	.930	.290	.331	.331	1.000	.897	.324	.331	.930	.290	.331
V8	.382	.958	.363	.382	.382	.897	1.000	.389	.382	.958	.363	.382
V9	.912	.334	.968	.912	.912	.324	.389	1.000	.912	.334	.968	.912
V10	1.000	.332	.884	1.000	1.000	.331	.382	.912	1.000	.332	.884	1.000
V11	.332	1.000	.305	.332	.332	.930	.958	.334	.332	1.000	.305	.332
V12	.884	.305	1.000	.884	.884	.290	.363	.968	.884	.305	1.000	.884
V13	1.000	.332	.884	1.000	1.000	.331	.382	.912	1.000	.332	.884	1.000

The covariance matrix is calculated and used in the analysis.

Inter-Item Covariance Matrix

	V2	V3	V4	V5	V6	V7	V8	V9	V10	V11	V12	V13
V2	1.190	.211	1.051	1.190	1.190	.229	.231	1.110	1.190	.211	1.051	1.190
V3	.211	.340	.194	.211	.211	.343	.310	.217	.211	.340	.194	.211
V4	1.051	.194	1.187	1.051	1.051	.200	.219	1.178	1.051	.194	1.187	1.051
V5	1.190	.211	1.051	1.190	1.190	.229	.231	1.110	1.190	.211	1.051	1.190
V6	1.190	.211	1.051	1.190	1.190	.229	.231	1.110	1.190	.211	1.051	1.190
V7	.229	.343	.200	.229	.229	.400	.314	.229	.229	.343	.200	.229
V8	.231	.310	.219	.231	.231	.314	.307	.240	.231	.310	.219	.231
V9	1.110	.217	1.178	1.110	1.110	.229	.240	1.247	1.110	.217	1.178	1.110
V10	1.190	.211	1.051	1.190	1.190	.229	.231	1.110	1.190	.211	1.051	1.190
V11	.211	.340	.194	.211	.211	.343	.310	.217	.211	.340	.194	.211
V12	1.051	.194	1.187	1.051	1.051	.200	.219	1.178	1.051	.194	1.187	1.051
V13	1.190	.211	1.051	1.190	1.190	.229	.231	1.110	1.190	.211	1.051	1.190

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
V2	45.83	72.829	.951	.	.952
V3	46.08	86.079	.491	.	.964
V4	46.03	73.685	.901	.	.954
V5	45.83	72.829	.951	.	.952
V6	45.83	72.829	.951	.	.952
V7	46.14	85.780	.473	.	.965
V8	46.06	85.883	.539	.	.964
V9	45.94	72.854	.924	.	.953
V10	45.83	72.829	.951	.	.952
V11	46.08	86.079	.491	.	.964
V12	46.03	73.685	.901	.	.954
V13	45.83	72.829	.951	.	.952

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
50.14	91.723	9.577	12

Lampiran 11:Uji Validitas Dan Reabilitas Variabel X_3

Reliability

Warnings

The covariance matrix is calculated and used in the analysis.

The determinant of the covariance matrix is zero or approximately zero. Statistics based on its inverse matrix cannot be computed and they are displayed as system missing values.

Case Processing Summary

		N	%
Cases	Valid	36	100.0
	Excluded[a]	0	.0
	Total	36	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
.941	.937	12

Item Statistics

	Mean	Std. Deviation	N
V2	4.56	.773	36
V3	4.25	.649	36
V4	4.47	.845	36
V5	4.56	.809	36
V6	4.50	.775	36
V7	4.28	.701	36
V8	4.25	.554	36
V9	4.36	.867	36
V10	4.56	.773	36
V11	4.25	.649	36
V12	4.47	.845	36
V13	4.56	.809	36

Inter-Item Correlation Matrix

	V2	V3	V4	V5	V6	V7	V8	V9	V10	V11	V12	V13
V2	1.000	.228	.812	.864	.955	.340	.334	.758	1.000	.228	.812	.864
V3	.228	1.000	.195	.381	.199	.784	.615	.292	.228	1.000	.195	.381
V4	.812	.195	1.000	.734	.852	.303	.229	.892	.812	.195	1.000	.734
V5	.864	.381	.734	1.000	.821	.274	.191	.806	.864	.381	.734	1.000
V6	.955	.199	.852	.821	1.000	.263	.233	.830	.955	.199	.852	.821
V7	.340	.784	.303	.274	.263	1.000	.772	.159	.340	.784	.303	.274
V8	.334	.615	.229	.191	.233	.772	1.000	.104	.334	.615	.229	.191
V9	.758	.292	.892	.806	.830	.159	.104	1.000	.758	.292	.892	.806
V10	1.000	.228	.812	.864	.955	.340	.334	.758	1.000	.228	.812	.864
V11	.228	1.000	.195	.381	.199	.784	.615	.292	.228	1.000	.195	.381
V12	.812	.195	1.000	.734	.852	.303	.229	.892	.812	.195	1.000	.734
V13	.864	.381	.734	1.000	.821	.274	.191	.806	.864	.381	.734	1.000

The covariance matrix is calculated and used in the analysis.

Inter-Item Covariance Matrix

	V2	V3	V4	V5	V6	V7	V8	V9	V10	V11	V12	V13
V2	.597	.114	.530	.540	.571	.184	.143	.508	.597	.114	.530	.540
V3	.114	.421	.107	.200	.100	.357	.221	.164	.114	.421	.107	.200
V4	.530	.107	.713	.502	.557	.179	.107	.653	.530	.107	.713	.502
V5	.540	.200	.502	.654	.514	.156	.086	.565	.540	.200	.502	.654
V6	.571	.100	.557	.514	.600	.143	.100	.557	.571	.100	.557	.514
V7	.184	.357	.179	.156	.143	.492	.300	.097	.184	.357	.179	.156
V8	.143	.221	.107	.086	.100	.300	.307	.050	.143	.221	.107	.086
V9	.508	.164	.653	.565	.557	.097	.050	.752	.508	.164	.653	.565
V10	.597	.114	.530	.540	.571	.184	.143	.508	.597	.114	.530	.540
V11	.114	.421	.107	.200	.100	.357	.221	.164	.114	.421	.107	.200
V12	.530	.107	.713	.502	.557	.179	.107	.653	.530	.107	.713	.502
V13	.540	.200	.502	.654	.514	.156	.086	.565	.540	.200	.502	.654

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
V2	48.50	41.057	.883	.	.931
V3	48.81	45.761	.480	.	.944
V4	48.58	40.707	.833	.	.932
V5	48.50	40.829	.863	.	.931
V6	48.56	41.225	.862	.	.931
V7	48.78	45.321	.485	.	.944
V8	48.81	46.961	.412	.	.945
V9	48.69	40.675	.811	.	.933
V10	48.50	41.057	.883	.	.931
V11	48.81	45.761	.480	.	.944
V12	48.58	40.707	.833	.	.932
V13	48.50	40.829	.863	.	.931

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
53.06	50.397	7.099	12

Lampiran 12 :Uji Validitas Dan Reabilitas Variabel X_4

Reliability

Warnings

The covariance matrix is calculated and used in the analysis.

The determinant of the covariance matrix is zero or approximately zero. Statistics based on its inverse matrix cannot be computed and they are displayed as system missing values.

Case Processing Summary

		N	%
Cases	Valid	36	100.0
	Excluded[a]	0	.0
	Total	36	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
.990	.990	12

Item Statistics

	Mean	Std. Deviation	N
V2	4.17	1.082	36
V3	4.03	1.055	36
V4	4.14	1.125	36
V5	3.97	1.055	36
V6	4.31	1.091	36
V7	4.11	1.063	36
V8	4.11	1.090	36
V9	4.31	1.091	36
V10	4.17	1.082	36
V11	4.03	1.055	36
V12	4.14	1.125	36
V13	3.97	1.055	36

Inter-Item Correlation Matrix

	V2	V3	V4	V5	V6	V7	V8	V9	V10	V11	V12	V13
V2	1.000	.896	.849	.880	.948	.977	.929	.948	1.000	.896	.849	.880
V3	.896	1.000	.815	.950	.861	.889	.966	.861	.896	1.000	.815	.950
V4	.849	.815	1.000	.773	.919	.847	.826	.919	.849	.815	1.000	.773
V5	.880	.950	.773	1.000	.827	.894	.947	.827	.880	.950	.773	1.000
V6	.948	.861	.919	.827	1.000	.931	.884	1.000	.948	.861	.919	.827
V7	.977	.889	.847	.894	.931	1.000	.902	.931	.977	.889	.847	.894
V8	.929	.966	.826	.947	.884	.902	1.000	.884	.929	.966	.826	.947
V9	.948	.861	.919	.827	1.000	.931	.884	1.000	.948	.861	.919	.827
V10	1.000	.896	.849	.880	.948	.977	.929	.948	1.000	.896	.849	.880
V11	.896	1.000	.815	.950	.861	.889	.966	.861	.896	1.000	.815	.950
V12	.849	.815	1.000	.773	.919	.847	.826	.919	.849	.815	1.000	.773
V13	.880	.950	.773	1.000	.827	.894	.947	.827	.880	.950	.773	1.000

The covariance matrix is calculated and used in the analysis.

Inter-Item Covariance Matrix

	V2	V3	V4	V5	V6	V7	V8	V9	V10	V11	V12	V13
V2	1.171	1.024	1.033	1.005	1.119	1.124	1.095	1.119	1.171	1.024	1.033	1.005
V3	1.024	1.113	.967	1.058	.991	.997	1.111	.991	1.024	1.113	.967	1.058
V4	1.033	.967	1.266	.918	1.128	1.013	1.013	1.128	1.033	.967	1.266	.918
V5	1.005	1.058	.918	1.113	.952	1.003	1.089	.952	1.005	1.058	.918	1.113
V6	1.119	.991	1.128	.952	1.190	1.079	1.051	1.190	1.119	.991	1.128	.952
V7	1.124	.997	1.013	1.003	1.079	1.130	1.044	1.079	1.124	.997	1.013	1.003
V8	1.095	1.111	1.013	1.089	1.051	1.044	1.187	1.051	1.095	1.111	1.013	1.089
V9	1.119	.991	1.128	.952	1.190	1.079	1.051	1.190	1.119	.991	1.128	.952
V10	1.171	1.024	1.033	1.005	1.119	1.124	1.095	1.119	1.171	1.024	1.033	1.005
V11	1.024	1.113	.967	1.058	.991	.997	1.111	.991	1.024	1.113	.967	1.058
V12	1.033	.967	1.266	.918	1.128	1.013	1.013	1.128	1.033	.967	1.266	.918
V13	1.005	1.058	.918	1.113	.952	1.003	1.089	.952	1.005	1.058	.918	1.113

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
V2	45.28	127.006	.964	.	.989
V3	45.42	127.964	.947	.	.989
V4	45.31	127.647	.896	.	.990
V5	45.47	128.428	.926	.	.989
V6	45.14	127.094	.951	.	.989
V7	45.33	127.600	.956	.	.989
V8	45.33	126.971	.958	.	.989
V9	45.14	127.094	.951	.	.989
V10	45.28	127.006	.964	.	.989
V11	45.42	127.964	.947	.	.989
V12	45.31	127.647	.896	.	.990
V13	45.47	128.428	.926	.	.989

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
49.44	151.683	12.316	12

Lampiran 13 :Uji Validitas Dan Reabilitas Variabel X_5

Reliability

Warnings

The covariance matrix is calculated and used in the analysis. The determinant of the covariance matrix is zero or approximately zero. Statistics based on its inverse matrix cannot be computed and they are displayed as system missing values.

Case Processing Summary

		N	%
Cases	Valid	36	100.0
	Excluded[a]	0	.0
	Total	36	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
.983	.983	12

Item Statistics

	Mean	Std. Deviation	N
V2	4.11	1.036	36
V3	3.97	.971	36
V4	4.22	1.072	36
V5	4.06	.984	36
V6	4.33	1.014	36
V7	4.17	.971	36
V8	4.11	1.008	36
V9	4.36	.990	36
V10	4.17	1.000	36
V11	4.08	.967	36
V12	4.22	1.045	36
V13	4.00	.956	36

Inter-Item Correlation Matrix

	V2	V3	V4	V5	V6	V7	V8	V9	V10	V11	V12	V13
V2	1.000	.827	.723	.751	.834	.947	.836	.907	.975	.760	.742	.808
V3	.827	1.000	.748	.899	.822	.854	.938	.784	.859	.915	.682	.924
V4	.723	.748	1.000	.719	.876	.787	.770	.838	.791	.726	.898	.697
V5	.751	.899	.719	1.000	.754	.827	.887	.741	.803	.926	.682	.972
V6	.834	.822	.876	.754	1.000	.870	.857	.930	.901	.786	.791	.766
V7	.947	.854	.787	.827	.870	1.000	.856	.916	.971	.837	.807	.862
V8	.836	.938	.770	.887	.857	.856	1.000	.818	.888	.899	.708	.919
V9	.907	.784	.838	.741	.930	.916	.818	1.000	.919	.803	.887	.785
V10	.975	.859	.791	.803	.901	.971	.888	.919	1.000	.812	.756	.837
V11	.760	.915	.726	.926	.786	.837	.899	.803	.812	1.000	.744	.927
V12	.742	.682	.898	.682	.791	.807	.708	.887	.756	.744	1.000	.715
V13	.808	.924	.697	.972	.766	.862	.919	.785	.837	.927	.715	1.000

The covariance matrix is calculated and used in the analysis.

Inter-Item Covariance Matrix

	V2	V3	V4	V5	V6	V7	V8	V9	V10	V11	V12	V13
V2	1.073	.832	.803	.765	.876	.952	.873	.930	1.010	.762	.803	.800
V3	.832	.942	.778	.859	.810	.805	.917	.753	.833	.860	.692	.857
V4	.803	.778	1.149	.759	.952	.819	.832	.889	.848	.752	1.006	.714
V5	.765	.859	.759	.968	.752	.790	.879	.722	.790	.881	.702	.914
V6	.876	.810	.952	.752	1.029	.857	.876	.933	.914	.771	.838	.743
V7	.952	.805	.819	.790	.857	.943	.838	.881	.943	.786	.819	.800
V8	.873	.917	.832	.879	.876	.838	1.016	.816	.895	.876	.746	.886
V9	.930	.753	.889	.722	.933	.881	.816	.980	.910	.769	.917	.743
V10	1.010	.833	.848	.790	.914	.943	.895	.910	1.000	.786	.790	.800
V11	.762	.860	.752	.881	.771	.786	.876	.769	.786	.936	.752	.857
V12	.803	.692	1.006	.702	.838	.819	.746	.917	.790	.752	1.092	.714
V13	.800	.857	.714	.914	.743	.800	.886	.743	.800	.857	.714	.914

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
V2	45.69	101.818	.900	.	.981
V3	45.83	102.771	.914	.	.981
V4	45.58	102.250	.844	.	.983
V5	45.75	103.107	.882	.	.982
V6	45.47	102.028	.910	.	.981
V7	45.64	102.180	.947	.	.981
V8	45.69	101.818	.928	.	.981
V9	45.44	102.197	.926	.	.981
V10	45.64	101.666	.944	.	.981
V11	45.72	103.063	.901	.	.981
V12	45.58	103.050	.828	.	.983
V13	45.81	103.133	.909	.	.981

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
49.81	121.704	11.032	12

Lampiran 14 :Uji Validitas Dan Reabilitas Variabel Y

Reliability

Warnings

The covariance matrix is calculated and used in the analysis. The determinant of the covariance matrix is zero or approximately zero. Statistics based on its inverse matrix cannot be computed and they are displayed as system missing values.

Case Processing Summary

		N	%
Cases	Valid	36	100.0
	Excluded[a]	0	.0
	Total	36	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
.966	.965	12

Item Statistics

	Mean	Std. Deviation	N
V2	4.36	1.073	36
V3	4.17	.609	36
V4	4.17	1.082	36
V5	4.33	1.069	36
V6	4.33	1.069	36
V7	4.17	.655	36
V8	4.19	.577	36
V9	4.25	1.105	36
V10	4.36	1.073	36
V11	4.17	.609	36
V12	4.17	1.082	36
V13	4.33	1.069	36

Inter-Item Correlation Matrix

	V2	V3	V4	V5	V6	V7	V8	V9	V10	V11	V12	V13
V2	1.000	.430	.881	.988	.988	.400	.484	.909	1.000	.430	.881	.988
V3	.430	1.000	.433	.439	.439	.931	.962	.445	.430	1.000	.433	.439
V4	.881	.433	1.000	.864	.864	.403	.496	.967	.881	.433	1.000	.864
V5	.988	.439	.864	1.000	1.000	.367	.494	.895	.988	.439	.864	1.000
V6	.988	.439	.864	1.000	1.000	.367	.494	.895	.988	.439	.864	1.000
V7	.400	.931	.403	.367	.367	1.000	.896	.415	.400	.931	.403	.367
V8	.484	.962	.496	.494	.494	.896	1.000	.504	.484	.962	.496	.494
V9	.909	.445	.967	.895	.895	.415	.504	1.000	.909	.445	.967	.895
V10	1.000	.430	.881	.988	.988	.400	.484	.909	1.000	.430	.881	.988
V11	.430	1.000	.433	.439	.439	.931	.962	.445	.430	1.000	.433	.439
V12	.881	.433	1.000	.864	.864	.403	.496	.967	.881	.433	1.000	.864
V13	.988	.439	.864	1.000	1.000	.367	.494	.895	.988	.439	.864	1.000

The covariance matrix is calculated and used in the analysis.

Inter-Item Covariance Matrix

	V2	V3	V4	V5	V6	V7	V8	V9	V10	V11	V12	V13
V2	1.152	.281	1.024	1.133	1.133	.281	.299	1.079	1.152	.281	1.024	1.133
V3	.281	.371	.286	.286	.286	.371	.338	.300	.281	.371	.286	.286
V4	1.024	.286	1.171	1.000	1.000	.286	.310	1.157	1.024	.286	1.171	1.000
V5	1.133	.286	1.000	1.143	1.143	.257	.305	1.057	1.133	.286	1.000	1.143
V6	1.133	.286	1.000	1.143	1.143	.257	.305	1.057	1.133	.286	1.000	1.143
V7	.281	.371	.286	.257	.257	.429	.338	.300	.281	.371	.286	.257
V8	.299	.338	.310	.305	.305	.338	.333	.321	.299	.338	.310	.305
V9	1.079	.300	1.157	1.057	1.057	.300	.321	1.221	1.079	.300	1.157	1.057
V10	1.152	.281	1.024	1.133	1.133	.281	.299	1.079	1.152	.281	1.024	1.133
V11	.281	.371	.286	.286	.286	.371	.338	.300	.281	.371	.286	.286
V12	1.024	.286	1.171	1.000	1.000	.286	.310	1.157	1.024	.286	1.171	1.000
V13	1.133	.286	1.000	1.143	1.143	.257	.305	1.057	1.133	.286	1.000	1.143

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
V2	46.64	75.323	.947	.	.959
V3	46.83	87.000	.593	.	.968
V4	46.83	75.857	.906	.	.960
V5	46.67	75.486	.941	.	.959
V6	46.67	75.486	.941	.	.959
V7	46.83	87.114	.538	.	.969
V8	46.81	86.847	.645	.	.967
V9	46.75	75.164	.925	.	.960
V10	46.64	75.323	.947	.	.959
V11	46.83	87.000	.593	.	.968
V12	46.83	75.857	.906	.	.960
V13	46.67	75.486	.941	.	.959

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
51.00	94.114	9.701	12

Lampiran 15 : Regresi

Regression

Variables Entered/Removed[b]

Model	Variables Entered	Variables Removed	Method
1	Bukti langsung, Jaminan, Daya tanggap, Keandalan, Empati[a]	.	Enter

a. All requested variables entered.

b. Dependent Variable: Kepuasan masyarakat

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.443[a]	.216	.062	9.396

a. Predictors: (Constant), Bukti langsung, Jaminan, Daya tanggap, Keandalan, Empati

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	645.202	5	129.040	3.461	.007[a]
	Residual	2648.798	30	88.293		
	Total	3294.000	35			

a. Predictors: (Constant), Bukti langsung, Jaminan, Daya tanggap, Keandalan, Empati

b. Dependent Variable: Kepuasan masyarakat

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	32.039	17.646		2.816	.049		
	Keandalan	.241	.156	.317	2.103	.044	.882	1.134
	Daya tanggap	.278	.584	.267	2.054	.045	.081	2.415
	Jaminan	.329	.230	.240	2.048	.048	.945	1.058
	Empati	.268	.452	.286	2.050	.047	.081	2.271
	Bukti langsung	.320	.152	.364	2.108	.044	.897	1.115

a. Dependent Variable: Kepuasan masyarakat

Correlations

Correlations

		Keandalan	Daya tanggap	Jaminan	Empati	Bukti langsung
Keandalan	Pearson Correlation	1	.192	.108	.148	.209
	Sig. (2-tailed)	.	.262	.530	.388	.222
	N	36	36	36	36	36
Daya tanggap	Pearson Correlation	.192	1	.140	.957**	.175
	Sig. (2-tailed)	.262	.	.416	.000	.308
	N	36	36	36	36	36
Jaminan	Pearson Correlation	.108	.140	1	.159	.162
	Sig. (2-tailed)	.530	.416	.	.356	.345
	N	36	36	36	36	36
Empati	Pearson Correlation	.148	.957**	.159	1	.185
	Sig. (2-tailed)	.388	.000	.356	.	.281
	N	36	36	36	36	36
Bukti langsung	Pearson Correlation	.209	.175	.162	.185	1
	Sig. (2-tailed)	.222	.308	.345	.281	.
	N	36	36	36	36	36

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