LAMPIRAN-LAMPIRAN

LAMPIRAN 1

Fakultas Ekonomi dan Bisnis
Universitas Muhammadiyah Yogyakarta
Jl. Lingkar Selatan, Kasihan, Bantul, Daerah Istimewa Yogyakarta 55138, Indonesia

KUISIONER

ANALISIS KUALITAS PELAYANAN DENGAN METODE QFD (*QUALITY FUNCTION DEPLOYMENT*)
(Studi Pada Rumah Sakit PKU Gamping Muhammadiyah)

Identitas Responden

Nama : (Boleh tidak diisi)

Usia :

Kelas (kamar) :

Petunjuk Pengisian

Berilah tanda (√) pada kolom jawaban (☐) yang tersedia pada tingkat kenyataan dan tingkat kepentingan sesuai dengan pendapat anda dengan ketentuan :

Tingkat Kenyataan
STS : Sangat Tidak Setuju
TS : Tidak Setuju
S : Setuju
SS : Sangat Setuju

Tingkat Kepentingan
STP : Sangat Tidak Penting
TP : Tidak Penting
P : Penting
SP : Sangat Penting

PENTING!!! Mohon dibaca sebelum mengisi kuesioner dibawah.

Terdapat lima elemen dimensi utama kualitas jasa menurut Parasuraman et, al. (dalam Munjiati, 2015), yaitu :

- **Reliabilitas (*reliability*),** yaitu kemampuan perusahaan untuk memberikan layanan dengan segera dan memuaskan.
- **Daya Tanggapan (*responsiveness*),** yaitu kemampuan perusahaan untuk memberikan layanan dengan tanggap.
- **Jaminan (*assurance*),** yaitu kemampuan perusahaan untuk memberikan jaminan kepada konsumen mencakup kemampuan, kesopanan, dan sifat dapat dipercaya

yang dimiliki para staf dan karyawan, bebas dari bahaya, resiko atau keraguraguan.

- **Empati (*empathy*),** yaitu kemampuan perusahaan untuk dapat memberikan kemudahan dalam melakukan hubungan komunikasi yang baik dan memahami kebutuhan pelanggan.
- **Bukti Fisik (*tangibles*),** yaitu dimensi yang berhubungan dengan fasilitas fisik, perlengkapan, karyawan dan sarana komunikasi.

***SIlahkan menambahkan pelayanan yang anda inginkan apabila belum tersedia pada kolom "Pernyataan"!**

Dimensi	Pernyataan	Tingkat Kenyataan				Tingkat Kepentingan			
		STS	TS	S	SS	STP	TP	P	SP
Reliabilitas (reliability)	Rumah Sakit (RS) memberikan kemudahan administrasi masuk								
	RS memberikan kemudahan administrasi keluar								
	RS memiliki staf dokter yang ahli dan profesional								
	Perawat mampu memberikan tindakan perawatan secara cepat dan tepat								
	Waktu pelayanan pasien yang sesuai dengan jadwal yang diberikan								
	pemberian obat oleh perawat yang tepat waktu								
	makanan yang diberikan RS sesuai dengan kondisi pasien								
Daya Tanggapan (responsiveness)	Prosedur administrasi RS yang cepat								
	Dokter yang selalu siap bila diperlukan								
	Perawat yang selalu siap bila diperlukan								
	Jumlah perawat yang jaga (pagi, sore, malam) cukup untuk melayani pasien								

Dimensi	Pernyataan	Tingkat Kenyataan				Tingkat Kepentingan			
		STS	TS	S	SS	STP	TP	P	SP
	yang ada								
	RS memberikan pelayanan ASKES dengan cepat								
Empati (empathy)	Komunikasi yang baik dilakukan oleh dokter dengan pasien								
	Komunikasi yang baik dilakukan oleh perawat dengan pasien								
	Kerjasama yang baik dilakukan oleh dokter dan perawat								
	Perawat bersikap ramah dan sopan terhadap pasien								
	Pengaturan jam kunjung pasien yang diberlakukan oleh RS tepat waktu								
Jaminan (Assurance)	Staf medis mampu menanamkan kepercayaan kepada pasien dan keluarga								
	Kamar (ruang) perawatan yang tenang dan nyaman bagi pasien								
	Tempat istirahat untuk penunggu yang aman dan nyaman								
	Keamanan lingkungan RS yang terjamin								
	RS memiliki reputasi yang baik								
Bukti fisik (tangibles)	RS memiliki peralatan dan perlengkapan medis yang lengkap dan modern								
	Peralatan dan perlengkapan medis RS dalam keadaan baik								
	Kamar (ruangan) pasien yang bersih								
	Buku bacaan (koran,								

Dimensi	Pernyataan	Tingkat Kenyataan				Tingkat Kepentingan			
		STS	TS	S	SS	STP	TP	P	SP
	majalah, dll) yang tersedia untuk pasien dan penunggu								
	Kamar mandi dan toilet yang memadai dan dalam keadaan bersih								
	Memiliki ambulans yang memadai dan selalu siap untuk digunakan								
	Tersedia alat bantu pasien (pispot, kursi roda, dll).								
	Makanan yang diberikan RS kepada pasien dalam keadaan bersih								
	Peralatan makan dan minum pasien dalam keadaan bersih								
	Obat-obatan disediakan oleh RS tanpa harus beli diluar								

Kritik dan saran kepada RS PKU Muhammadiyah Gamping :

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_____

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LAMPIRAN 2

DATA KARAKTERISTIK RESPPONDEN

No. Responden	Usia	Kelas
1	33	1
2	20	Vip
3	27	2
4	26	2
5	21	2
6	22	2
7	21	Vip
8	28	1
9	22	Vip
10	18	3
11	20	1
12	31	3
13	21	Vip
14	21	2
15	20	1
16	20	1
17	22	Vip
18	21	Vip
19	23	Vvip
20	24	Vvip
21	22	Vip
22	21	Vvip
23	22	Vvip
24	21	2
25	24	Vip
26	21	Vip
27	21	Vip
28	22	Vip
29	21	Vip
30	21	Vvip
31	22	Vip
32	22	Vip
33	22	Vvip

34	21	Vvip
35	22	Vip
36	21	Vip
37	22	Vip
38	22	Vip
39	23	3
40	24	3

LAMPIRAN 3

HASIL PENGUMPULAN DATA KUESIONER

TINGKAT KENYATAAN

No. Resp	Reliability							Jumlah
	P1	P2	P3	P4	P5	P6	P7	
1	2	3	3	3	2	3	3	19
2	3	3	3	3	3	3	2	20
3	3	4	4	4	3	3	3	24
4	4	4	3	3	2	3	2	21
5	2	3	3	4	4	3	3	22
6	2	2	2	2	3	3	2	16
7	2	3	4	3	3	2	3	20
8	2	3	3	3	2	3	3	19
9	2	3	3	2	4	4	3	21
10	3	4	4	3	2	3	3	22
11	3	3	2	2	3	3	3	19
12	2	3	4	3	2	2	3	19
13	2	2	4	3	3	3	3	20
14	2	2	2	3	3	3	3	18
15	3	3	3	4	3	4	4	24
16	3	3	4	3	3	3	3	22
17	3	3	4	3	3	3	3	22
18	2	2	3	3	3	3	3	19
19	2	3	4	3	4	4	3	23
20	2	2	3	3	3	3	3	19
21	3	3	4	3	2	3	4	22
22	3	3	4	3	3	3	3	22
23	3	3	4	3	3	4	4	24
24	3	3	4	4	4	4	3	25
25	3	3	4	4	4	4	4	26
26	3	3	3	3	3	3	3	21
27	4	4	3	3	3	4	4	25
28	4	4	3	3	3	4	4	25
29	3	3	3	3	3	3	3	21
30	3	2	3	3	2	3	3	19
31	3	3	3	3	3	3	3	21

32	3	3	3	2	3	3	4	21
33	3	3	2	3	3	3	3	20
34	2	3	3	1	3	3	3	18
35	3	3	3	3	2	3	3	20
36	3	2	3	2	3	3	3	19
37	2	3	1	1	1	3	2	13
38	2	2	4	3	2	4	4	21
39	3	2	3	3	2	2	3	18
40	3	3	3	3	3	3	3	21

No. Resp	Responsiveness					Jumlah
	P8	P9	P10	P11	P12	
1	2	3	3	3	2	13
2	3	3	3	3	2	14
3	4	4	3	3	3	17
4	2	2	3	3	2	12
5	4	3	3	3	2	15
6	3	2	2	2	2	11
7	3	3	3	3	2	14
8	2	3	3	3	2	13
9	2	2	3	3	2	12
10	2	3	3	3	2	13
11	2	2	2	3	3	12
12	3	3	3	3	2	14
13	2	3	3	3	2	13
14	3	2	3	3	3	14
15	4	3	4	3	3	17
16	4	3	4	3	3	17
17	3	3	3	3	3	15
18	3	3	4	3	3	16
19	3	4	4	3	3	17
20	4	4	2	3	3	16
21	3	4	3	4	3	17
22	3	3	3	4	3	16
23	3	3	4	4	2	16
24	3	4	4	3	3	17
25	4	4	4	4	4	20

26	3	3	3	3	3	15
27	3	3	4	4	3	17
28	4	4	4	4	4	20
29	2	2	2	3	2	11
30	2	3	4	4	3	16
31	3	3	3	3	3	15
32	2	3	3	4	2	14
33	3	2	3	3	3	14
34	2	1	3	3	3	12
35	2	2	3	3	3	13
36	3	2	3	3	3	14
37	1	3	2	3	1	10
38	3	3	3	4	3	16
39	2	2	2	2	2	10
40	3	3	2	3	3	14

No. Resp	Empathy					Jumlah
	P13	P14	P15	P16	P17	
1	3	3	3	3	2	14
2	2	2	3	3	4	14
3	4	3	4	3	3	17
4	3	3	3	3	2	14
5	3	3	3	3	3	15
6	3	3	2	2	3	13
7	3	3	3	4	2	15
8	3	3	3	3	2	14
9	3	3	4	3	2	15
10	3	3	2	2	4	14
11	3	2	3	3	3	14
12	3	3	3	4	2	15
13	3	3	3	3	3	15
14	3	3	3	3	3	15
15	3	3	4	4	4	18
16	3	4	4	4	4	19
17	4	4	4	4	3	19
18	4	3	3	3	3	16
19	4	4	4	3	4	19

20	3	3	2	2	3	13
21	4	3	3	3	3	16
22	3	3	3	4	2	15
23	4	3	4	4	4	19
24	4	4	4	4	3	19
25	4	4	4	4	4	20
26	3	3	3	3	3	15
27	3	3	4	4	3	17
28	4	4	4	4	4	20
29	3	3	3	3	2	14
30	3	4	3	3	1	14
31	3	3	3	3	3	15
32	3	3	3	2	2	13
33	3	3	3	4	3	16
34	2	2	3	3	4	14
35	3	3	3	2	2	13
36	3	3	3	3	3	15
37	4	3	4	3	3	17
38	3	4	4	4	3	18
39	3	3	3	3	3	15
40	3	2	3	2	3	13

No. Resp	Assurance					Jumlah
	P18	P19	P20	P21	P22	
1	3	4	3	3	3	16
2	3	3	3	3	3	15
3	4	3	3	3	3	16
4	3	2	2	2	3	12
5	4	2	2	3	3	14
6	2	2	2	2	3	11
7	3	4	4	3	3	17
8	3	4	3	3	3	16
9	3	4	3	4	3	17
10	1	3	3	3	2	12
11	2	3	2	3	2	12
12	3	4	4	3	3	17
13	3	3	2	3	3	14

14	3	3	3	3	3	15
15	3	4	4	4	3	18
16	4	2	3	3	3	15
17	3	2	2	4	3	14
18	3	2	2	3	3	13
19	3	3	3	4	4	17
20	3	4	3	4	3	17
21	3	4	3	3	3	16
22	3	4	4	3	3	17
23	3	4	4	4	3	18
24	3	4	4	3	3	17
25	3	4	3	4	4	18
26	3	3	3	3	3	15
27	3	4	3	4	4	18
28	4	4	4	4	4	20
29	2	3	2	3	3	13
30	3	3	2	3	2	13
31	3	3	3	3	3	15
32	3	3	4	3	3	16
33	3	4	3	3	3	16
34	1	1	2	3	3	10
35	2	4	4	4	3	17
36	3	3	2	3	3	14
37	2	4	4	4	3	17
38	4	3	3	4	4	18
39	3	3	3	3	3	15
40	2	2	2	2	2	10

No. Resp	Tangibels										Jumlah
	P23	P24	P25	P26	P27	P28	P29	P30	P31	P32	
1	3	3	4	3	3	3	4	3	3	3	32
2	3	3	3	2	3	3	3	3	3	3	29
3	4	4	4	3	4	4	4	4	3	3	37
4	2	2	2	3	2	2	3	3	4	3	26
5	2	3	4	3	2	2	3	3	3	3	28
6	2	3	2	2	2	3	4	3	3	3	27
7	3	3	4	3	4	3	4	3	3	3	33

8	3	3	4	3	3	3	4	3	3	3	32
9	4	3	3	3	4	4	3	3	4	3	34
10	3	3	3	3	3	2	3	3	3	3	29
11	2	3	3	2	3	3	3	3	3	3	28
12	3	3	4	3	4	3	4	3	3	3	33
13	3	3	3	2	3	3	4	3	3	3	30
14	3	3	3	3	3	3	3	3	3	3	30
15	3	3	3	2	3	3	3	4	3	3	30
16	3	3	3	2	3	3	3	3	3	4	30
17	4	4	3	3	2	4	4	4	4	3	35
18	3	3	3	3	4	3	3	3	4	3	32
19	3	4	4	3	3	4	4	4	3	4	36
20	3	3	4	3	3	4	3	3	4	3	33
21	3	3	4	3	3	3	3	3	3	3	31
22	3	3	4	2	4	3	4	3	3	3	32
23	4	3	4	3	3	4	4	4	4	3	36
24	3	3	3	3	3	4	4	4	4	3	34
25	4	4	3	3	3	3	3	3	3	4	33
26	3	3	3	3	3	3	3	3	3	3	30
27	3	3	3	3	3	3	3	4	3	4	32
28	4	4	4	4	4	4	4	4	4	4	40
29	3	3	3	2	2	3	3	3	3	3	28
30	3	3	3	3	3	3	3	3	3	4	31
31	3	3	3	3	3	3	3	3	3	3	30
32	3	3	3	2	4	3	3	4	3	2	30
33	3	3	3	4	3	4	3	3	3	4	33
34	3	3	3	3	3	4	4	4	4	3	34
35	3	3	4	3	4	3	3	4	4	3	34
36	3	3	3	2	3	3	3	3	3	3	29
37	3	4	3	4	3	2	4	3	4	3	33
38	4	4	4	2	4	4	4	4	4	4	38
39	2	2	2	2	2	3	3	3	3	3	25
40	2	2	2	2	2	2	2	2	2	2	20

LAMPIRAN 3

HASIL PENGUMPULAN DATA KUESIONER

TINGKAT KEPENTINGAN

No. Resp	Reliability							Jumlah
	P1	P2	P3	P4	P5	P6	P7	
1	3	3	4	4	3	3	3	23
2	3	3	3	3	3	3	4	22
3	3	4	4	3	4	3	4	25
4	4	3	4	4	3	4	4	26
5	3	3	4	4	4	3	3	24
6	3	3	4	4	3	4	4	25
7	3	3	4	4	3	3	3	23
8	4	3	4	4	3	3	4	25
9	3	3	4	4	3	4	3	24
10	4	4	4	3	3	3	3	24
11	3	3	3	4	3	3	3	22
12	4	3	4	4	3	3	4	25
13	4	4	4	4	3	4	3	26
14	4	3	4	4	3	4	4	26
15	4	3	4	4	2	4	4	25
16	4	4	4	4	4	4	3	27
17	3	3	4	3	3	3	3	22
18	4	4	4	4	4	4	4	28
19	4	3	3	4	2	3	4	23
20	4	3	4	3	2	3	4	23
21	4	3	4	4	3	3	4	25
22	3	3	4	4	4	4	3	25
23	4	4	4	4	4	4	4	28
24	4	4	4	4	4	4	3	27
25	3	4	4	4	4	4	4	27
26	3	3	3	3	3	3	3	21
27	4	4	4	4	3	3	4	26
28	4	4	4	4	4	4	4	28
29	3	3	3	3	3	3	3	21
30	3	2	3	3	2	3	3	19
31	3	3	3	3	3	3	3	21

32	3	3	3	2	3	3	3	20
33	2	2	2	2	3	3	3	17
34	3	3	4	4	3	4	4	25
35	3	3	3	3	2	3	3	20
36	3	3	4	4	4	4	3	25
37	4	4	4	4	4	3	4	27
38	4	4	4	3	2	4	4	25
39	3	2	3	3	2	2	3	18
40	3	3	3	3	3	3	2	20

No. Resp	Responsiveness					Jumlah
	P8	P9	P10	P11	P12	
1	3	3	3	3	4	16
2	3	3	3	3	4	16
3	4	4	4	3	3	18
4	4	3	4	4	3	18
5	4	4	4	4	4	20
6	4	4	3	4	3	18
7	3	4	4	3	3	17
8	3	3	3	3	4	16
9	3	4	3	3	3	16
10	3	3	3	3	3	15
11	3	3	3	3	3	15
12	3	3	3	3	4	16
13	4	4	4	4	4	20
14	4	3	4	3	3	17
15	3	4	4	4	4	19
16	3	4	4	4	4	19
17	3	3	3	3	3	15
18	4	4	4	3	4	19
19	4	4	4	3	3	18
20	3	3	3	3	4	16
21	3	4	4	4	4	19
22	4	4	4	4	4	20
23	4	4	4	4	4	20
24	4	4	4	4	4	20
25	4	4	4	4	4	20

26	3	3	3	3	3	15
27	3	3	4	4	4	18
28	4	4	4	4	4	20
29	3	4	4	3	4	18
30	2	3	4	4	3	16
31	3	3	3	3	3	15
32	3	3	3	4	3	16
33	3	2	3	4	3	15
34	3	4	4	3	3	17
35	2	2	3	3	3	13
36	3	4	4	4	4	19
37	4	4	4	4	3	19
38	4	4	4	4	4	20
39	2	2	2	2	2	10
40	2	3	3	2	3	13

No. Resp	Empathy					Jumlah
	P13	P14	P15	P16	P17	
1	4	3	3	3	3	16
2	3	4	3	3	3	16
3	4	3	4	4	2	17
4	4	4	4	3	2	17
5	4	4	3	4	4	19
6	4	3	3	3	2	15
7	4	4	3	3	3	17
8	4	3	3	3	3	16
9	3	4	4	3	2	16
10	4	4	3	3	2	16
11	3	3	3	3	2	14
12	3	4	4	3	2	16
13	4	4	3	3	3	17
14	4	3	4	4	2	17
15	4	3	3	4	4	18
16	4	4	3	4	4	19
17	4	4	4	4	3	19
18	3	4	4	4	3	18
19	3	4	3	4	3	17

20	4	4	3	3	2	16
21	4	4	3	4	2	17
22	4	4	4	4	4	20
23	4	3	4	4	3	18
24	4	4	4	4	3	19
25	4	4	4	4	4	20
26	3	3	3	3	3	15
27	3	3	4	4	4	18
28	4	4	4	4	4	20
29	3	3	3	3	3	15
30	3	4	3	3	2	15
31	3	3	3	3	3	15
32	3	3	3	3	3	15
33	4	4	4	4	3	19
34	4	4	4	3	3	18
35	3	3	3	2	2	13
36	4	4	4	3	3	18
37	4	4	4	4	4	20
38	4	4	4	4	4	20
39	3	3	3	3	3	15
40	3	2	3	2	3	13

No. Resp	Assurance					Jumlah
	P18	P19	P20	P21	P22	
1	3	4	4	3	3	17
2	3	4	3	4	3	17
3	4	3	3	4	4	18
4	4	4	3	3	4	18
5	3	4	4	4	3	18
6	3	3	4	3	2	15
7	3	4	4	3	2	16
8	3	4	4	3	3	17
9	4	3	3	4	4	18
10	4	4	2	3	2	15
11	2	3	3	3	3	14
12	4	3	3	4	4	18
13	4	4	4	4	3	19

14	4	3	3	3	3	16
15	3	4	4	4	4	19
16	4	4	4	4	4	20
17	3	3	3	4	4	17
18	3	4	4	4	4	19
19	3	4	3	4	3	17
20	2	3	3	3	4	15
21	4	4	4	3	2	17
22	4	4	4	4	4	20
23	4	4	4	4	4	20
24	4	4	4	4	4	20
25	3	3	3	4	4	17
26	3	3	3	3	3	15
27	3	4	3	4	4	18
28	4	4	4	4	4	20
29	3	3	3	4	3	16
30	3	3	2	3	2	13
31	3	3	3	3	3	15
32	3	4	4	3	3	17
33	3	4	4	3	3	17
34	4	4	3	4	4	19
35	2	4	4	4	3	17
36	4	4	3	4	3	18
37	3	4	4	4	3	18
38	4	4	4	4	4	20
39	3	3	3	3	3	15
40	2	2	2	2	2	10

No. Resp	Tangibles										Jumlah
	P23	P24	P25	P26	P27	P28	P29	P30	P31	P32	
1	3	4	3	2	3	3	3	3	3	3	30
2	2	3	4	2	4	3	3	3	3	3	30
3	4	4	4	3	4	4	4	3	4	2	36
4	3	4	4	2	3	4	3	4	4	3	34
5	3	3	3	4	3	3	4	3	4	4	34
6	4	3	4	3	4	3	4	4	3	2	34
7	3	3	3	2	3	3	4	4	3	3	31

8	3	4	3	2	3	3	3	3	3	2	29
9	4	3	3	3	4	4	4	3	4	3	35
10	3	3	3	2	3	3	4	4	3	2	30
11	2	4	3	2	3	3	3	3	3	3	29
12	4	3	3	3	4	4	4	3	4	3	35
13	4	4	4	3	4	4	4	4	4	4	39
14	2	4	3	2	3	3	3	3	3	3	29
15	4	3	4	3	4	4	3	3	4	3	35
16	4	4	3	4	4	4	4	4	4	4	39
17	4	4	4	3	4	4	4	4	4	4	39
18	4	4	4	3	4	4	4	4	4	4	39
19	4	4	3	3	4	4	4	4	3	4	37
20	4	4	4	3	4	4	4	3	4	3	37
21	3	3	3	2	3	3	4	3	3	3	30
22	4	4	4	3	4	4	4	4	4	4	39
23	4	4	4	3	4	4	4	4	4	3	38
24	4	4	4	4	4	4	4	4	4	4	40
25	4	3	4	3	3	3	3	3	3	4	33
26	3	3	3	3	3	3	3	3	3	3	30
27	3	3	3	4	4	3	3	4	3	4	34
28	4	4	4	4	4	4	4	4	4	4	40
29	3	3	4	3	3	4	3	3	3	3	32
30	3	3	3	3	3	3	3	3	3	4	31
31	3	3	3	3	3	3	3	3	3	3	30
32	4	4	4	3	4	4	3	4	3	3	36
33	3	4	4	4	3	4	3	3	4	4	36
34	4	4	4	3	4	4	4	4	4	4	39
35	3	3	4	3	4	3	3	4	4	3	34
36	4	4	4	2	4	4	4	4	4	4	38
37	4	4	4	4	4	4	4	4	4	4	40
38	4	4	4	4	4	4	4	4	4	4	40
39	2	2	2	2	2	3	3	3	3	3	25
40	2	2	2	2	2	2	2	2	2	2	20

LAMPIRAN 4

HASIL UJI VALIDITAS DAN RELIABILITAS

TINGKAT KENYATAAN

Correlations

		P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	P21	P22	P23	P24	P25	P26	P27	P28	P29	P30	P31	P32	JUMLAH
P1	Pearson Correlation	1	.557**	.082	.239	-.006	.221	.248	.145	.088	.251	.346*	.370*	.114	.093	.215	.194	.116	.092	.072	.079	-.022	.026	.022	-.153	-.268	0.000	-.135	-.081	-.352*	.192	-.058	.157	.225
	Sig. (2-tailed)		.000	.616	.138	.969	.170	.123	.373	.591	.118	.029	.019	.482	.569	.182	.231	.476	.571	.660	.629	.893	.872	.893	.346	.095	1.000	.406	.618	.026	.236	.720	.333	.163
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P2	Pearson Correlation	.557**	1	.168	.168	.019	.212	.111	.069	.210	.218	.234	.035	.151	-.048	.295	.174	.153	-.032	.148	.278	.068	.100	.158	.123	.138	.369*	.086	-.098	.040	.266	.009	.054	.316*
	Sig. (2-tailed)	.000		.300	.300	.906	.190	.494	.673	.193	.176	.146	.832	.351	.770	.064	.284	.345	.846	.363	.082	.678	.541	.330	.451	.397	.019	.597	.549	.805	.097	.958	.741	.047
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P3	Pearson Correlation	.082	.168	1	.517**	.231	.120	.403**	.356*	.490**	.454**	.326*	.226	.233	.403**	.241	.347*	.121	.310	.060	.161	.135	.207	.418**	.157	.394*	-.181	.238	.273	.263	.266	-.014	.132	.511**
	Sig. (2-tailed)	.616	.300		.001	.151	.462	.010	.024	.001	.003	.040	.161	.147	.010	.134	.028	.458	.052	.712	.321	.405	.200	.007	.333	.012	.264	.139	.088	.102	.097	.932	.416	.001
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P4	Pearson Correlation	.239	.168	.517**	1	.300	.186	.308	.614**	.554**	.425**	.130	.334*	.281	.378*	.195	.322*	.085	.528**	.223	.143	.060	.167	.139	.031	.242	.000	-.041	.037	-.106	.083	-.219	.205	.467**
	Sig. (2-	.13	.30	.00		.06	.25	.05	.00	.00	.00	.42	.03	.07	.01	.22	.04	.60	.00	.16	.38	.71	.30	.39	.85	.13	1.0	.80	.82	.51	.61	.17	.20	.002

	tailed)	8	0	1		0	0	3	0	0	6	5	5	9	6	9	3	2	0	7	0	5	3	2	0	2	00	3	2	5	1	5	3	
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P5	Pearson Correlation	-.006	.019	.231	.300	1	.431**	.188	.531**	.164	.320*	.017	.386*	.103	.118	.242	.181	.322*	.228	-.120	-.119	.104	.251	.143	.130	-.015	-.113	-.028	.369*	-.097	.145	-.081	.083	.327*
	Sig. (2-tailed)	.969	.906	.151	.060		.006	.245	.000	.311	.044	.917	.014	.527	.467	.132	.263	.043	.157	.461	.464	.524	.118	.378	.423	.927	.488	.866	.019	.553	.373	.620	.613	.039
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P6	Pearson Correlation	.221	.212	.120	.186	.431**	1	.476**	.266	.316*	.553**	.475**	.402*	.354*	.388*	.613**	.281	.406**	.193	.222	.148	.554**	.486**	.487**	.426**	.114	.123	.114	.394*	.067	.508**	.318*	.408**	.634**
	Sig. (2-tailed)	.170	.190	.462	.250	.006		.002	.097	.047	.000	.002	.010	.025	.013	.000	.079	.009	.234	.169	.364	.000	.001	.001	.006	.482	.451	.485	.012	.682	.001	.045	.009	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P7	Pearson Correlation	.248	.111	.403**	.308	.188	.476**	1	.360*	.358*	.480**	.686**	.487**	.291	.310	.400*	.369*	.203	.308	.354*	.326*	.497**	.382*	.481**	.246	.373*	.000	.337*	.332*	-.044	.456**	-.009	.234	.635**
	Sig. (2-tailed)	.123	.494	.010	.053	.245	.002		.023	.023	.002	.000	.001	.068	.051	.011	.019	.209	.053	.025	.040	.001	.015	.002	.125	.018	1.000	.034	.036	.790	.003	.955	.147	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P8	Pearson Correlation	.145	.069	.356*	.614**	.531**	.266	.360*	1	.515**	.392*	.162	.593**	.236	.298	.230	.371*	.460**	.591**	.025	.117	.164	.367*	.246	.259	.268	.000	.083	.283	-.063	.147	-.120	.294	.564**
	Sig. (2-tailed)	.373	.673	.024	.000	.000	.097	.023		.001	.012	.317	.000	.143	.062	.153	.018	.003	.000	.880	.471	.311	.020	.125	.106	.094	1.000	.613	.077	.701	.365	.459	.065	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40

P9	Pearson Correlation	.088	.210	.490**	.554**	.164	.316*	.358*	.515**	1	.399*	.416**	.290	.618**	.488**	.317*	.204	.215	.485**	.388*	.367*	.315*	.305	.377*	.465**	.464**	.226	.237	.157	.189	.167	-.044	.202	.652**
	Sig. (2-tailed)	.591	.193	.001	.000	.311	.047	.023	.001		.011	.008	.070	.000	.001	.047	.208	.183	.002	.013	.020	.048	.056	.017	.003	.003	.161	.142	.334	.243	.304	.788	.211	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P10	Pearson Correlation	.251	.218	.454**	.425**	.320*	.553**	.480**	.392*	.399*	1	.506**	.444**	.333*	.552**	.548**	.549**	.267	.420**	.162	.269	.361*	.401*	.469**	.292	.264	.249	.344*	.286	.136	.477**	.168	.530**	.724**
	Sig. (2-tailed)	.118	.176	.003	.006	.044	.000	.002	.012	.011		.001	.004	.036	.000	.000	.000	.095	.007	.319	.094	.022	.010	.002	.068	.100	.121	.030	.074	.404	.002	.300	.000	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P11	Pearson Correlation	.346*	.234	.326*	.130	.017	.475**	.686**	.162	.416**	.506**	1	.377*	.258	.310	.370*	.362*	-.032	.289	.349*	.297	.393*	.302	.517**	.341*	.427**	.152	.428**	.161	.036	.311	.109	.313*	.590**
	Sig. (2-tailed)	.029	.146	.040	.425	.917	.002	.000	.317	.008	.001		.016	.108	.052	.019	.022	.845	.070	.027	.062	.012	.059	.001	.031	.006	.348	.006	.322	.828	.050	.504	.049	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P12	Pearson Correlation	.370*	.035	.226	.334*	.386*	.402*	.487**	.593**	.290	.444**	.377*	1	.237	.337*	.260	.280	.314*	.245	.000	-.041	.239	.287	.310	.288	.113	.087	.195	.410**	-.180	.252	.010	.444**	.524**
	Sig. (2-tailed)	.019	.832	.161	.035	.014	.010	.001	.000	.070	.004	.016		.140	.033	.105	.080	.049	.127	1.000	.802	.138	.072	.052	.071	.486	.594	.229	.009	.267	.116	.951	.004	.001
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P13	Pearson Correlation	.114	.151	.233	.281	.103	.354*	.291	.236	.618**	.333*	.258	.237	1	.564**	.506**	.265	.169	.289	.266	.225	.362*	.290	.413**	.520**	.236	.422**	.106	.223	.276	.275	.275	.185	.574**
	Sig. (2-tailed)	.48	.35	.14	.07	.52	.02	.06	.14	.00	.03	.10	.14		.00	.00	.09	.29	.07	.09	.16	.02	.07	.00	.00	.14	.00	.51	.16	.08	.08	.08	.25	.000

	tailed)	2	1	7	9	7	5	8	3	0	6	8	0		0	1	9	7	0	8	2	2	0	8	1	2	7	5	6	5	6	6	3	
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P14	Pearson Correlation	.093	-.048	.403*	.378*	.118	.388*	.310	.298	.488*	.552*	.310	.337*	.564*	1	.479*	.439*	.018	.514*	.183	.201	.416*	.480*	.481*	.531*	.224	.240	.122	.332*	.305	.363*	.270	.623*	.644**
	Sig. (2-tailed)	.569	.770	.010	.016	.467	.013	.051	.062	.001	.000	.052	.033	.000		.002	.005	.910	.001	.259	.214	.008	.002	.002	.000	.165	.136	.454	.036	.056	.021	.093	.000	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P15	Pearson Correlation	.215	.295	.241	.195	.242	.613*	.400*	.230	.317*	.548*	.370*	.260	.506*	.479*	1	.662*	.271	.460*	.212	.320*	.586*	.522*	.586*	.527*	.173	.185	.216	.385*	.262	.539*	.280	.406*	.709**
	Sig. (2-tailed)	.182	.064	.134	.229	.132	.000	.011	.153	.047	.000	.019	.105	.001	.002		.000	.091	.003	.189	.044	.000	.001	.000	.000	.286	.253	.181	.014	.102	.000	.080	.009	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P16	Pearson Correlation	.194	.174	.347*	.322*	.181	.281	.369*	.371*	.204	.549*	.362*	.280	.265	.439*	.662*	1	.175	.491*	.305	.322*	.357*	.461*	.449*	.329*	.256	.178	.201	.363*	.378*	.306	.156	.546*	.654**
	Sig. (2-tailed)	.231	.284	.028	.043	.263	.079	.019	.018	.208	.000	.022	.080	.099	.005	.000		.280	.001	.056	.043	.024	.003	.004	.038	.111	.273	.213	.021	.016	.055	.337	.000	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P17	Pearson Correlation	.116	.153	.121	.085	.322*	.406*	.203	.460*	.215	.267	-.032	.314*	.169	.018	.271	.175	1	-.018	-.179	.038	.272	.285	.179	.291	-.067	.014	-.142	.186	.008	.254	.055	.240	.335*
	Sig. (2-tailed)	.476	.345	.458	.602	.043	.009	.209	.003	.183	.095	.845	.049	.297	.910	.091	.280		.911	.268	.816	.090	.075	.269	.069	.683	.930	.382	.250	.962	.114	.737	.136	.035
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40

P18	Pearson Correlation	.092	-.032	.310	.528**	.228	.193	.308	.591**	.485**	.420*	.289	.245	.289	.514**	.460*	.491**	-.018	1	.182	.187	.202	.477**	.332*	.264	.370*	.048	.249	.285	.130	.175	.028	.367*	.573**
	Sig. (2-tailed)	.571	.846	.052	.000	.157	.234	.053	.000	.002	.007	.070	.127	.070	.001	.003	.001	.911		.262	.248	.210	.002	.036	.100	.019	.770	.121	.074	.425	.279	.865	.020	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P19	Pearson Correlation	.072	.148	.060	.223	-.120	.222	.354*	.025	.388*	.162	.349*	.000	.266	.183	.212	.305	-.179	.182	1	.724**	.497**	.247	.367*	.201	.494**	.318*	.447**	.190	.173	.111	.049	.181	.469**
	Sig. (2-tailed)	.660	.363	.712	.167	.461	.169	.025	.880	.013	.319	.027	1.000	.098	.259	.189	.056	.268	.262		.000	.001	.125	.020	.214	.001	.046	.004	.239	.285	.496	.763	.265	.002
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P20	Pearson Correlation	.079	.278	.161	.143	-.119	.148	.326*	.117	.367*	.269	.297	-.041	.225	.201	.320*	.322*	.038	.187	.724**	.442**	.289	.359*	.221	.461**	.262	.582**	.181	.301	.376*	.173	.021	.521**
	Sig. (2-tailed)	.629	.082	.321	.380	.464	.364	.040	.471	.020	.094	.062	.802	.162	.214	.044	.043	.816	.248	.000	.004	.071	.023	.171	.003	.103	.000	.262	.059	.017	.287	.896	.001
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P21	Pearson Correlation	-.022	.068	.135	.060	.104	.554**	.497**	.164	.315*	.361*	.393*	.239	.362*	.416**	.586**	.357*	.272	.202	.497**	.442**	1	.535**	.676**	.636**	.476**	.321*	.361*	.475**	.216	.574**	.486**	.428**	.688**
	Sig. (2-tailed)	.893	.678	.405	.715	.524	.000	.001	.311	.048	.022	.012	.138	.022	.008	.000	.024	.090	.210	.001	.004		.000	.000	.000	.002	.043	.022	.002	.181	.000	.001	.006	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P22	Pearson Correlation	.026	.100	.207	.167	.251	.486**	.382*	.367*	.305	.401*	.302	.287	.290	.480**	.522**	.461**	.285	.477**	.247	.289	.535**	1	.461**	.528**	.318*	.204	.238	.417**	.359*	.499**	.288	.537**	.662**
	Sig. (2-tailed)	.87	.54	.20	.30	.11	.000	.01	.02	.05	.01	.05	.07	.07	.000	.000	.000	.07	.00	.12	.07	.000		.000	.000	.04	.20	.13	.000	.02	.000	.07	.000	.000

	tailed)	2	1	0	3	8	1	5	0	6	0	9	2	0	2	1	3	5	2	5	1	0		3	0	6	6	9	7	3	1	2	0	
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P23	Pearson Correlation	.022	.158	.418**	.139	.143	.487**	.481**	.246	.377*	.469**	.517**	.310	.413**	.481**	.586**	.449**	.179	.332*	.367*	.359*	.676**	.461**	1	.708**	.476**	.321*	.537**	.632**	.381*	.501**	.415**	.354*	.761**
	Sig. (2-tailed)	.893	.330	.007	.392	.378	.001	.002	.125	.017	.002	.001	.052	.008	.002	.000	.004	.269	.036	.020	.023	.000	.003		.000	.002	.043	.000	.000	.015	.001	.008	.025	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P24	Pearson Correlation	-.153	.123	.157	.031	.130	.426**	.246	.259	.465**	.292	.341*	.288	.520**	.531**	.527**	.329*	.291	.264	.201	.221	.636**	.528**	.708**	1	.492**	.351*	.370*	.449**	.526**	.501**	.296	.471**	.659**
	Sig. (2-tailed)	.346	.451	.333	.850	.423	.006	.125	.106	.003	.068	.031	.071	.001	.000	.000	.038	.069	.100	.214	.171	.000	.000	.000		.001	.026	.019	.004	.000	.001	.063	.002	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P25	Pearson Correlation	-.268	.138	.394*	.242	-.015	.114	.373*	.268	.464**	.264	.427**	.113	.236	.224	.173	.256	-.067	.370*	.494**	.461**	.476**	.318*	.476**	.492**	1	.311	.574**	.360*	.471**	.342*	.181	.211	.577**
	Sig. (2-tailed)	.095	.397	.012	.132	.927	.482	.018	.094	.003	.100	.006	.486	.142	.165	.286	.111	.683	.019	.001	.003	.002	.046	.002	.001		.051	.000	.023	.002	.031	.264	.192	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P26	Pearson Correlation	0.000	.369*	-.181	.000	-.113	.123	.000	.000	.226	.249	.152	.087	.422**	.240	.185	.178	.014	.048	.318*	.262	.321*	.204	.321*	.351*	.311	1	.183	.175	.222	.151	.409**	.316*	.363*
	Sig. (2-tailed)	1.000	.019	.264	1.000	.488	.451	1.000	1.000	.161	.121	.348	.594	.007	.136	.253	.273	.930	.770	.046	.103	.043	.206	.043	.026	.051		.259	.280	.169	.353	.009	.047	.021
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40

P27	Pearson Correlation	-.135	.086	.238	-.041	-.028	.114	.337*	.083	.237	.344*	.428**	.195	.106	.122	.216	.201	-.142	.249	.447**	.582**	.361*	.238	.537**	.370*	.574**	.183	1	.349*	.281	.323*	.245	.125	.479**
	Sig. (2-tailed)	.406	.597	.139	.803	.866	.485	.034	.613	.142	.030	.006	.229	.515	.454	.181	.213	.382	.121	.004	.000	.022	.139	.000	.019	.000	.259		.027	.080	.042	.127	.441	.002
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P28	Pearson Correlation	-.081	-.098	.273	.037	.369*	.394*	.332*	.283	.157	.286	.161	.410**	.223	.332*	.385*	.363*	.186	.285	.190	.181	.475**	.417**	.632**	.449**	.360*	.175	.349*	1	.439**	.599**	.436**	.350*	.587**
	Sig. (2-tailed)	.618	.549	.088	.822	.019	.012	.036	.077	.334	.074	.322	.009	.166	.036	.014	.021	.250	.074	.239	.262	.002	.007	.000	.004	.023	.280	.027		.005	.000	.005	.027	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P29	Pearson Correlation	-.352*	.040	.263	-.106	-.097	.067	-.044	-.063	.189	.136	.036	-.180	.276	.305	.262	.378*	.008	.130	.173	.301	.216	.359*	.381*	.526**	.471**	.222	.281	.439**	1	.458**	.364*	.172	.365*
	Sig. (2-tailed)	.026	.805	.102	.515	.553	.682	.790	.701	.243	.404	.828	.267	.085	.056	.102	.016	.962	.425	.285	.059	.181	.023	.015	.000	.002	.169	.080	.005		.003	.021	.289	.021
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P30	Pearson Correlation	.192	.266	.266	.083	.145	.508**	.456**	.147	.167	.477**	.311	.252	.275	.363*	.539**	.306	.254	.175	.111	.376*	.574**	.499**	.503**	.501**	.342*	.151	.323*	.599**	.458**	1	.499**	.247	.634**
	Sig. (2-tailed)	.236	.097	.097	.611	.373	.001	.003	.365	.304	.002	.050	.116	.086	.021	.000	.055	.114	.279	.496	.017	.000	.001	.003	.001	.031	.353	.042	.000	.003		.001	.125	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P31	Pearson Correlation	-.058	.009	-.014	-.219	-.081	.318*	-.009	-.120	-.044	.168	.109	.010	.275	.270	.280	.156	.055	.028	.049	.173	.486**	.288	.415**	.296	.181	.409**	.245	.436**	.364*	.499**	1	.142	.321*
	Sig. (2-tailed)	.722	.955	.933	.177	.622	.045	.955	.458	.785	.300	.500	.950	.088	.093	.080	.333	.736	.862	.763	.285	.002	.073	.008	.064	.266	.009	.126	.005	.021	.001		.382	.044

	tailed)	0	8	2	5	0	5	5	9	8	0	4	1	6	3	0	7	7	5	3	7	1	2	8	3	4	9	7	5	1	1		3	
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P32	Pearson Correlation	.157	.054	.132	.205	.083	.408**	.234	.294	.202	.530**	.313*	.444**	.185	.623**	.406**	.546**	.240	.367*	.181	.021	.428**	.537**	.354*	.471**	.211	.316*	.125	.350*	.172	.247	.142	1	.559**
	Sig. (2-tailed)	.333	.741	.416	.203	.613	.009	.147	.065	.211	.000	.049	.004	.253	.000	.009	.000	.136	.020	.265	.896	.006	.000	.025	.002	.192	.047	.441	.027	.289	.125	.383		.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
JUMLAH	Pearson Correlation	.225	.316*	.511**	.467**	.327*	.634**	.635**	.564**	.652**	.724**	.590**	.524**	.574**	.644**	.709**	.654**	.335*	.573**	.469**	.521**	.688**	.662**	.761**	.659**	.577**	.363*	.479**	.587**	.365*	.634**	.321*	.559**	1
	Sig. (2-tailed)	.163	.047	.001	.002	.039	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.035	.000	.002	.001	.000	.000	.000	.000	.000	.021	.002	.000	.021	.000	.044	.000	
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40

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

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

Uji Reliabilitas Dimensi Reliability

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.671	.674	6

Uji Reliabilitas Dimensi Responsiveness

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.773	.776	5

Uji Reliabilitas Dimensi Empathy

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.707	.733	5

Uji Reliabilitas Dimensi Assurance

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.742	.753	5

Uji Reliabilitas Dimensi Tangibels

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.853	.855	10

LAMPIRAN 5

HASIL UJI VALIDITAS DAN UJI RELIABILITAS

TINGKAT KEPENTINGAN

Correlations

		P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	P21	P22	P23	P24	P25	P26	P27	P28	P29	P30	P31	P32	JUMLAH
P1	Pearson Correlation	1	.580**	.579**	.489**	.021	.313*	.536**	.388*	.318*	.393*	.218	.415**	.226	.189	.125	.332*	.082	.353*	.325*	.162	.224	.282	.276	.273	.039	.112	.318*	.259	.343*	.331*	.210	.061	.473**
	Sig. (2-tailed)		.000	.000	.001	.898	.049	.000	.013	.046	.012	.177	.008	.161	.243	.442	.036	.617	.026	.041	.317	.165	.078	.084	.089	.811	.492	.046	.107	.030	.037	.193	.708	.002
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P2	Pearson Correlation	.580**	1	.586**	.361*	.536**	.463**	.318*	.592**	.553**	.487**	.312*	.459**	.306	.148	.349*	.407**	.346*	.363*	.293	.239	.487**	.405**	.464**	.334*	.334*	.370*	.466**	.263	.423**	.459**	.280	.149	.651**
	Sig. (2-tailed)	.000		.000	.022	.000	.003	.046	.000	.000	.001	.050	.003	.055	.363	.028	.009	.029	.021	.066	.138	.001	.009	.003	.035	.035	.019	.002	.101	.007	.003	.080	.359	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P3	Pearson Correlation	.579**	.586**	1	.696**	.385*	.531**	.428**	.501**	.600**	.455**	.289	.456**	.609**	.309	.373*	.347*	.135	.519**	.250	.247	.366*	.380*	.495**	.285	.204	.048	.393*	.249	.601**	.368*	.396*	.064	.639**
	Sig. (2-tailed)	.000	.000		.000	.014	.000	.006	.001	.000	.003	.070	.003	.000	.053	.018	.028	.405	.001	.119	.125	.020	.016	.001	.075	.208	.768	.012	.122	.000	.020	.011	.695	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P4	Pearson Correlation	.489**	.361*	.696**	1	.366*	.509**	.363*	.450**	.584**	.496**	.234	.395*	.319*	.218	.227	.278	.161	.339*	.253	.259	.340*	.222	.231	.180	-.036	-.043	.211	.072	.383*	.239	.194	.195	.497**
	Sig. (2-	.00	.02	.00		.02	.00	.02	.00	.00	.00	.14	.01	.04	.17	.15	.08	.32	.03	.11	.10	.03	.16	.15	.26	.82	.79	.19	.65	.01	.13	.22	.22	.001

	tailed)	1	2	0		0	1	1	4	0	1	6	2	5	7	9	3	1	2	5	6	2	9	1	6	5	4	2	9	5	7	9	9	
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P5	Pearson Correlation	.021	.536**	.385*	.366*	1	.389*	.014	.531**	.490**	.401*	.340*	.351*	.350*	.188	.470**	.414**	.329*	.400*	.182	.266	.332*	.261	.291	.319*	.255	.237	.185	.200	.338*	.214	.275	.211	.528**	
	Sig. (2-tailed)	.898	.000	.014	.020		.013	.933	.000	.001	.010	.032	.026	.027	.246	.002	.008	.038	.010	.261	.098	.037	.103	.069	.045	.113	.141	.253	.217	.033	.186	.086	.191	.000	
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P6	Pearson Correlation	.313*	.463**	.531**	.509**	.389*	1	.279	.584**	.613**	.580**	.529**	.418**	.448**	.292	.495**	.322*	.203	.549**	.261	.300	.408**	.456**	.536**	.436**	.515**	.234	.486**	.439**	.353*	.418**	.471**	.311	.697**	
	Sig. (2-tailed)	.049	.003	.000	.001	.013		.081	.000	.000	.000	.000	.007	.004	.068	.001	.043	.208	.000	.104	.060	.009	.003	.000	.005	.001	.145	.001	.005	.025	.007	.002	.051	.000	
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P7	Pearson Correlation	.536**	.318*	.428**	.363*	.014	.279	1	.511**	.284	.345*	.262	.289	.260	.224	.359*	.456**	.022	.258	.272	.206	.345*	.392*	.314*	.310	.387*	.118	.430**	.297	.297	.205	.251	.041	.489**	
	Sig. (2-tailed)	.000	.046	.006	.021	.933	.081		.001	.076	.029	.103	.070	.105	.165	.023	.003	.892	.108	.089	.203	.029	.012	.048	.052	.014	.469	.006	.062	.062	.204	.118	.804	.001	
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P8	Pearson Correlation	.388*	.592**	.501**	.450**	.531**	.584**	.511**	1	.631**	.577**	.494**	.345*	.500**	.341*	.481**	.651**	.265	.476**	.323*	.418**	.432**	.390*	.486**	.568**	.502**	.345*	.417**	.450**	.522**	.418**	.397*	.274	.755**	
	Sig. (2-tailed)	.013	.000	.001	.004	.000	.000	.001		.000	.000	.001	.029	.001	.031	.002	.000	.099	.002	.042	.007	.005	.013	.001	.000	.001	.029	.007	.004	.001	.007	.011	.087	.000	
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40

P9	Pearson Correlation	.318*	.553**	.600**	.584**	.490*	.613*	.284	.631*	1	.734**	.429*	.467*	.389*	.340*	.231	.462**	.349*	.471**	.236	.305	.516**	.227	.612*	.268	.335*	.272	.439*	.402*	.620**	.322*	.290	.269	.698**
	Sig. (2-tailed)	.046	.000	.000	.000	.001	.000	.076	.000		.000	.006	.002	.013	.032	.151	.003	.027	.002	.143	.056	.001	.158	.000	.094	.035	.090	.005	.010	.000	.042	.070	.093	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P10	Pearson Correlation	.393*	.487**	.455**	.496**	.401*	.580**	.345*	.577**	.734**	1	.598**	.465**	.402*	.367*	.378*	.566**	.359*	.458**	.409**	.235	.496**	.256	.406**	.387*	.387*	.340*	.345*	.373*	.373*	.381*	.335*	.500**	.706**
	Sig. (2-tailed)	.012	.001	.003	.001	.010	.000	.029	.000	.000		.000	.003	.010	.020	.016	.000	.023	.003	.009	.145	.001	.111	.009	.014	.014	.032	.029	.018	.018	.015	.035	.001	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P11	Pearson Correlation	.218	.312*	.289	.234	.340*	.529**	.262	.494**	.429**	.598**	1	.461*	.473**	.410*	.287	.526**	.371*	.393*	.538**	.491*	.363*	.200	.499**	.396*	.540**	.529**	.438**	.395*	.317*	.461**	.428**	.496**	.682**
	Sig. (2-tailed)	.177	.050	.070	.146	.032	.000	.103	.001	.006	.000		.003	.002	.009	.073	.000	.018	.012	.000	.001	.021	.215	.001	.011	.000	.000	.005	.012	.046	.003	.006	.001	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P12	Pearson Correlation	.415**	.459**	.456**	.395*	.351*	.418**	.289	.345*	.467**	.465**	.461*	1	.295	.259	.133	.345*	.407**	.235	.390*	.395*	.465**	.373*	.352*	.270	.348*	.255	.388*	.253	.253	.081	.292	.290	.576**
	Sig. (2-tailed)	.008	.003	.003	.012	.026	.007	.070	.029	.002	.003	.003		.065	.107	.413	.029	.009	.144	.013	.012	.003	.018	.026	.092	.028	.113	.013	.116	.116	.617	.068	.070	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P13	Pearson Correlation	.226	.306	.609**	.319*	.350*	.448**	.260	.500**	.389*	.402*	.473**	.295	1	.345*	.285	.443**	.206	.444**	.384*	.413**	.180	.155	.369*	.480**	.393*	.111	.164	.271	.460**	.295	.424**	.114	.557**
	Sig. (2-	.160	.055	.000	.044	.026	.004	.107	.001	.013	.010	.002	.065		.029	.076	.004	.203	.003	.015	.008	.268	.339	.020	.002	.012	.494	.314	.093	.003	.064	.007	.484	.000

	tailed)	1	5	0	5	7	4	5	1	3	0	2	5		9	4	4	2	4	5	8	7	9	9	2	2	7	2	0	3	5	6	3	
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P14	Pearson Correlation	.189	.148	.309	.218	.188	.292	.224	.341*	.340*	.367*	.410**	.259	.345*	1	.338*	.379*	.110	.439**	.445**	.133	.452*	.240	.448*	.350*	.350*	.283	.384*	.499**	.667**	.427**	.547**	.618**	.577**	
	Sig. (2-tailed)	.243	.363	.053	.177	.246	.068	.165	.031	.032	.020	.009	.107	.029		.033	.016	.498	.005	.004	.414	.003	.136	.004	.027	.027	.077	.014	.001	.000	.006	.000	.000	.000	
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P15	Pearson Correlation	.125	.349*	.373*	.227	.470**	.495**	.359*	.481**	.231	.378*	.287	.133	.285	.338*	1	.500**	.164	.518**	.112	.064	.470**	.644**	.416**	.425**	.425**	.345*	.387*	.510**	.326*	.317*	.550**	.415**	.600**	
	Sig. (2-tailed)	.442	.028	.018	.159	.002	.001	.023	.002	.151	.016	.073	.413	.074	.033		.001	.312	.001	.491	.693	.002	.000	.008	.006	.006	.029	.014	.001	.040	.046	.000	.008	.000	
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P16	Pearson Correlation	.332*	.407**	.347*	.278	.414**	.322*	.456**	.651**	.462**	.566**	.526**	.345*	.443**	.379*	.500**	1	.488**	.415**	.350*	.384*	.487**	.461**	.404**	.435**	.290	.527**	.334*	.439**	.439**	.266	.391*	.518**	.702**	
	Sig. (2-tailed)	.036	.009	.028	.083	.008	.043	.003	.000	.003	.000	.000	.029	.004	.016	.001		.001	.008	.027	.014	.001	.003	.010	.005	.070	.000	.035	.005	.005	.097	.013	.001	.000	
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P17	Pearson Correlation	.082	.346*	.135	.161	.329*	.203	.022	.265	.349*	.359*	.371*	.407**	.206	.110	.164	.488**	1	.049	.374*	.400*	.423**	.335*	.258	.088	.147	.530**	.151	.163	.036	.217	.158	.558**	.459**	
	Sig. (2-tailed)	.617	.029	.405	.321	.038	.208	.892	.099	.027	.023	.018	.009	.202	.498	.312	.001		.765	.018	.011	.007	.035	.108	.589	.367	.000	.352	.314	.823	.178	.329	.000	.003	
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40

P18	Pearson Correlation	.353*	.363*	.519**	.339*	.400*	.549**	.258	.476**	.471**	.458**	.393*	.235	.444**	.439**	.518**	.415**	.049	1	.348*	.138	.387*	.315*	.402*	.330*	.198	.123	.310	.478**	.549**	.378*	.428**	.196	.600**
	Sig. (2-tailed)	.026	.021	.001	.032	.010	.000	.108	.002	.002	.003	.012	.144	.004	.005	.001	.008	.765		.028	.397	.014	.048	.010	.038	.221	.451	.051	.002	.000	.016	.006	.226	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P19	Pearson Correlation	.325*	.293	.250	.253	.182	.261	.272	.323*	.236	.409**	.538**	.390*	.384*	.445**	.112	.350*	.374*	.348*	1	.624**	.409**	.158	.292	.471*	.392*	.225	.424*	.373*	.373*	.645**	.424**	.397*	.588**
	Sig. (2-tailed)	.041	.066	.119	.115	.261	.104	.089	.042	.143	.009	.000	.013	.015	.004	.491	.027	.018	.028		.000	.009	.331	.068	.002	.012	.162	.006	.018	.018	.000	.006	.011	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P20	Pearson Correlation	.162	.239	.247	.259	.266	.300	.206	.418**	.305	.235	.491**	.395*	.413**	.133	.064	.384*	.400*	.138	.624**	1	.308	.204	.377*	.406**	.406**	.377*	.379*	.337*	.337*	.395*	.439**	.248	.544**
	Sig. (2-tailed)	.317	.138	.125	.106	.098	.060	.203	.007	.056	.145	.001	.012	.008	.414	.693	.014	.011	.398	.000		.053	.207	.016	.009	.009	.016	.016	.034	.034	.012	.005	.123	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P21	Pearson Correlation	.224	.487**	.366*	.340*	.332*	.408**	.345*	.432**	.516**	.496**	.363*	.465**	.118	.452**	.470**	.487**	.423**	.387*	.409**	.308	1	.645**	.602**	.310	.542**	.537**	.733**	.624**	.540**	.465**	.669**	.568**	.752**
	Sig. (2-tailed)	.165	.001	.020	.032	.037	.009	.029	.005	.001	.001	.021	.003	.467	.003	.002	.001	.007	.014	.009	.053		.000	.000	.052	.000	.000	.000	.000	.000	.003	.000	.000	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P22	Pearson Correlation	.282	.405**	.380*	.222	.261	.456**	.392*	.390*	.227	.256	.200	.373*	.155	.240	.644**	.461**	.335*	.315*	.158	.204	.645**	1	.536**	.448**	.448**	.460**	.552**	.661**	.273	.244	.678**	.402*	.637**
	Sig. (2-	.07	.00	.01	.16	.10	.00	.01	.01	.15	.11	.21	.01	.33	.13	.00	.00	.03	.04	.33	.20	.00		.00	.00	.00	.00	.00	.00	.08	.12	.00	.01	.000

	tailed)	8	9	6	9	3	3	2	3	8	1	5	8	9	6	0	3	5	8	1	7	0		0	4	4	3	0	0	8	9	0	0	
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P23	Pearson Correlation	.276	.464**	.495**	.231	.291	.536**	.314*	.486**	.612**	.406**	.499**	.352*	.369*	.448**	.416**	.404**	.258	.402*	.292	.377*	.602**	.536**	1	.483**	.604**	.541**	.761**	.757**	.692**	.548**	.652**	.379*	.772**	
	Sig. (2-tailed)	.084	.003	.001	.151	.069	.000	.048	.001	.000	.009	.001	.026	.019	.004	.008	.010	.108	.010	.068	.016	.000	.000		.002	.000	.000	.000	.000	.000	.000	.000	.000	.016	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P24	Pearson Correlation	.273	.334*	.285	.180	.319*	.436**	.310	.568**	.268	.387*	.396*	.270	.480**	.350*	.425**	.435**	.088	.330*	.471**	.406**	.310	.448**	.483**	1	.571**	.241	.536**	.656**	.425**	.502**	.540**	.374*	.646**	
	Sig. (2-tailed)	.089	.035	.075	.266	.045	.005	.052	.000	.094	.014	.011	.092	.002	.027	.006	.005	.589	.038	.002	.009	.052	.004	.002		.000	.133	.000	.000	.006	.001	.000	.017	.000	
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P25	Pearson Correlation	.039	.334*	.204	-.036	.255	.515**	.387*	.502**	.335*	.387*	.540**	.348*	.393*	.350*	.425**	.290	.147	.198	.392*	.406**	.542**	.448**	.604**	.571**	1	.362*	.679**	.656**	.348*	.502**	.617**	.312	.646**	
	Sig. (2-tailed)	.811	.035	.208	.825	.113	.001	.014	.001	.035	.014	.000	.028	.012	.027	.006	.070	.367	.221	.012	.009	.000	.004	.000	.000		.022	.000	.000	.028	.001	.000	.050	.000	
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P26	Pearson Correlation	.112	.370*	.048	-.043	.237	.234	.118	.345*	.272	.340*	.529**	.255	.111	.283	.345*	.527**	.530**	.123	.225	.377*	.537**	.460**	.541**	.241	.362*	1	.489**	.463**	.333*	.320*	.522**	.590**	.573**	
	Sig. (2-tailed)	.492	.019	.768	.794	.141	.145	.469	.029	.090	.032	.000	.113	.497	.077	.029	.000	.000	.451	.162	.016	.000	.003	.000	.133	.022		.001	.003	.036	.044	.001	.000	.000	
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40

P27	Pearson Correlation	.318*	.466**	.393*	.211	.185	.486**	.430*	.417*	.439*	.345*	.438*	.388*	.164	.384*	.387*	.334*	.151	.310	.424**	.379*	.733**	.552*	.761**	.536*	.679*	.489*	1	.694**	.616*	.620**	.656**	.355*	.7311**
	Sig. (2-tailed)	.046	.002	.012	.192	.253	.001	.006	.007	.005	.029	.005	.013	.312	.014	.014	.035	.352	.051	.006	.016	.000	.000	.000	.000	.000	.001		.000	.000	.000	.000	.024	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P28	Pearson Correlation	.259	.263	.249	.072	.200	.439**	.297	.450**	.402*	.373*	.395*	.253	.271	.499**	.510**	.439*	.163	.478**	.373*	.337*	.624**	.661**	.757**	.656**	.656**	.463**	.694**	1	.582**	.503**	.792**	.451**	.7244**
	Sig. (2-tailed)	.107	.101	.122	.659	.217	.005	.062	.004	.010	.018	.012	.116	.090	.001	.001	.005	.314	.002	.018	.034	.000	.000	.000	.000	.000	.003	.000		.000	.001	.000	.003	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P29	Pearson Correlation	.343*	.423**	.6011**	.383*	.338*	.353*	.297	.522**	.620**	.373*	.317*	.253	.460**	.667**	.326*	.439*	.036	.549**	.373*	.337*	.540**	.273	.692**	.425*	.348*	.333*	.616**	.582**	1	.587**	.626**	.317*	.7055**
	Sig. (2-tailed)	.030	.007	.000	.015	.033	.025	.062	.001	.000	.018	.046	.116	.003	.000	.040	.005	.823	.000	.018	.034	.000	.088	.000	.006	.028	.036	.000	.000		.000	.000	.047	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P30	Pearson Correlation	.331*	.459**	.368*	.239	.214	.418**	.205	.418**	.322*	.381*	.461**	.081	.295	.427**	.317*	.266	.217	.378*	.645**	.395*	.465**	.244	.548**	.502**	.502**	.320*	.620**	.503**	.587**	1	.459**	.424**	.6411**
	Sig. (2-tailed)	.037	.003	.020	.137	.186	.007	.204	.007	.042	.015	.003	.617	.065	.006	.046	.097	.178	.016	.000	.012	.003	.129	.000	.001	.001	.044	.000	.001	.000		.003	.006	.000
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P31	Pearson Correlation	.210	.280	.396*	.194	.275	.471**	.251	.397*	.290	.335*	.428**	.292	.424**	.547**	.550**	.391*	.158	.428**	.424**	.439*	.669**	.678**	.652**	.540**	.617**	.522**	.656**	.792**	.626**	.459**	1	.471**	.7366**
	Sig. (2-	.19	.08	.01	.22	.08	.00	.11	.01	.07	.03	.00	.06	.00	.00	.00	.01	.32	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00		.00	.000

	tailed)	3	0	1	9	6	2	8	1	0	5	6	8	6	0	0	3	9	6	6	5	0	0	0	0	0	1	0	0	0	3		2	
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
P32	Pearson Correlation	.061	.149	.064	.195	.211	.311	.041	.274	.269	.500**	.496**	.290	.114	.618**	.415*	.518**	.558**	.196	.397*	.248	.568**	.402*	.379*	.374*	.312	.590**	.355*	.451**	.317*	.424**	.471**	1	.585**		
	Sig. (2-tailed)	.708	.359	.695	.229	.191	.051	.804	.087	.093	.001	.001	.070	.483	.000	.008	.001	.000	.226	.011	.123	.000	.010	.016	.017	.050	.000	.024	.003	.047	.006	.002		.000		
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
JUMLAH	Pearson Correlation	.473**	.651**	.639**	.497**	.528**	.697**	.489**	.755**	.698**	.706**	.682**	.576**	.557**	.577**	.600**	.702**	.459**	.600**	.588**	.544**	.752**	.637**	.772**	.646**	.646**	.573**	.731**	.724**	.705**	.641**	.736**	.585**	1		
	Sig. (2-tailed)	.002	.000	.000	.001	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.003	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000			
	N	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
**. Correlation is significant at the 0.01 level (2-tailed).																																				
*. Correlation is significant at the 0.05 level (2-tailed).																																				

Uji Reliabilitas Dimensi Reliability

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.827	.833	7

Uji Reliabilitas Dimensi Responsiveness

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.843	.844	5

Uji Reliabilitas Dimensi Empathy

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.694	.707	5

Uji Reliabilitas Dimensi Assurance

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.721	.732	5

Uji Reliabilitas Dimensi Tangibels

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.913	.917	10