

**Lampiran: 1****Pengantar Kuesioner**

Kualitas Pelayanan Sebagai Strategi Menciptakan Kepuasan Pelanggan Pada CV. Karunia Jaya (A3 Fresh O2) Bondowoso Menggunakan Metode Servqual

Kepada Yth.

Sdr/i. Konsumen CV.KARUNIA JAYA

di tempat

Berkaitan dengan kegiatan penelitian yang saya lakukan dengan judul "Kualitas Pelayanan Sebagai Strategi Meningkatkan Kepuasan Pelanggan Pada CV.Karunia Jaya (A3 Fresh O2) Bondowoso Menggunakan Metode Servqual" sebagai salah satu syarat untuk memperoleh gelar Sarjana Ekonomi pada Universitas Muhammadiyah Jember, maka dengan ini saya mengharapakan bantuan saudara untuk untuk mengisi daftar Pernyataan yang saya sertakan di bawah ini.

Agar memperoleh masukan yang berarti, saya berharap kuesioner ini diisi dengan keadaan yang sebenarnya. Semua sumber dan data yang diperoleh dijamin kerahasiaannya.

Atas perhatian dan bantuannya saya mengucapkan banyak terima kasih.

**M.Deny Ikrom**

**NIM. 1510411069**

**b. Identitas responden**

D. Nama : .....

E. Jenis Kelamin : (Pria / Wanita)

F. Pendidikan Terakhir :  SD  SMP  SMA  DIII  SI

G. Palanggan produk : (Ya / Tidak)

H. Umur

15 – 25 tahun

25 – 35 tahun

35 – 45 tahun

45 tahun keatas

- Angka 1-2 = Tidak Puas
- Angka 3-4 = Kurang Puas
- Angka 5-6 = Cukup Puas
- Angka 7-8 = Puas
- Angka 9-10 = Sangat Puas

**Petunjuk** : Untuk pertanyaan-pertanyaan di bawah ini, Anda dimohon untuk memberikan jawaban terhadap semua pernyataan dalam kuesioner dengan memberikan penilaian tentang sejauhmana pernyataan ini sesuai dengan realita/keadaan sesungguhnya. Berikan nilai pada CV. A3 FRESH O2. Berikan angka dengan rentang nilai 0-10 dalam kotak yang tersedia serta berikan jawaban pada pertanyaan di baris di bawahnya. Nilai 0 – 10 bermakna bahwa semakin ke angka 10 adalah semakin setuju atau sesuai dengan keadaan yang sesungguhnya.

### 1. Tangible (Berwujud)

No	Pernyataan	Skor kinerja	Skor harapan
1	Penampilan kemasan produk	<input type="text"/>	<input type="text"/>
2	Kebersihan produk	<input type="text"/>	<input type="text"/>
3	Lingkungan tempat produksi yang bersih	<input type="text"/>	<input type="text"/>
4	Mesin pengelola air yang baik (standard)	<input type="text"/>	<input type="text"/>

### 2. Reliability (Keandalan)

No	Pernyataan	Skor kinerja	Skor harapan
1	Kualitas dari layanan yang tersedia	<input type="text"/>	<input type="text"/>
2	Lokasi perusahaan yang strategis	<input type="text"/>	<input type="text"/>
3	Karyawan yang selalu siap untuk melayani konsumen	<input type="text"/>	<input type="text"/>
4	Pelayanan yang ramah kepada konsumen	<input type="text"/>	<input type="text"/>

### 3. Responsiveness (Ketanggapan)

No	Pernyataan	Skor kinerja	skor harapan
1	Kemampuan staff perusahaan memberikan pelayanan kepada konsumen	<input type="text"/>	<input type="text"/>
2	Kemampuan staff untuk cepat tanggap dalam mengatasi masalah yang timbul	<input type="text"/>	<input type="text"/>
3	Komunikasi yang baik pada konsumen	<input type="text"/>	<input type="text"/>
4	Kecepatan pelayanan	<input type="text"/>	<input type="text"/>

### 4. Assurance (jaminan)

No	Pernyataan	Skor kinerja	skor harapan
1	Pengalaman staff dalam melayani pelanggan	<input type="text"/>	<input type="text"/>
2	Kesopanan staff atau petugas	<input type="text"/>	<input type="text"/>
3	Produk yang kurang baik dapat dikembalikan	<input type="text"/>	<input type="text"/>
4	Karyawan bersifat sabar, ramah dan sopan terhadap konsumen	<input type="text"/>	<input type="text"/>

**5. Empathy (empati)**

<b>No</b>	<b>Pernyataan</b>	<b>Skor kinerja</b>	<b>skor harapan</b>
1	Kemampuan perusahaan dalam memahami kebutuhan konsumen	<input type="text"/>	<input type="text"/>
2	Kemampuan perusahaan memahami konsumen	<input type="text"/>	<input type="text"/>
3	Kesungguhan dalam memperhatikan	<input type="text"/>	<input type="text"/>
4	Tanggung jawab kenyamanan dan keamanan	<input type="text"/>	<input type="text"/>

Lampiran:2  
Kuesioner kinerja

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## Kuesioner Ekspektasi (Harapan)

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52	5	5	5	5	5	5	6	6	6	6	6	6	6	5	5	5	6	6	6
53	7	7	7	7	7	7	6	6	6	6	6	6	6	6	6	6	8	8	8
54	6	6	6	6	6	7	7	7	7	7	7	6	6	6	6	6	6	6	7
55	8	8	8	8	8	8	8	9	9	9	9	9	9	9	8	8	8	8	8
56	7	7	7	7	7	7	8	8	8	8	8	8	8	8	8	6	6	6	6
57	9	9	9	9	9	9	9	9	8	8	8	8	8	8	7	7	7	7	7
58	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	8	8
59	8	8	8	8	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9
60	7	7	7	7	7	7	7	7	7	7	7	7	7	7	6	6	6	8	8
61	7	8	8	8	8	8	8	8	7	7	7	7	7	7	7	8	8	8	7
62	8	7	7	8	8	7	7	9	9	8	7	7	6	6	9	9	10	7	8
63	5	7	9	8	7	6	7	8	9	9	6	7	8	9	9	5	8	9	8
64	8	8	7	8	9	7	8	7	7	9	9	8	6	8	9	8	6	6	8
65	7	7	8	9	8	6	5	9	8	9	8	8	9	7	7	9	8	9	8
66	9	7	8	7	7	8	6	8	8	9	7	9	6	6	8	9	8	7	8
67	9	8	7	6	7	7	7	9	8	8	9	8	6	9	8	9	8	9	8
68	8	7	7	8	9	8	9	8	8	9	9	6	8	9	8	6	8	9	8
69	8	9	8	8	7	7	8	9	8	7	6	7	8	8	9	8	7	7	6
70	8	7	8	9	7	8	7	8	9	8	6	6	8	9	8	7	8	9	8
71	9	8	7	6	7	8	8	7	8	9	9	8	9	8	6	7	8	9	8
72	8	9	8	7	7	8	7	6	7	8	9	9	8	7	7	6	7	8	9
73	7	8	7	7	8	8	9	9	8	6	7	8	9	8	7	8	9	7	9



### Lampiran 3.

Frekuensi Jawaban pertanyaan Tingkat Kinerja

#### 1. Tangible

##### Statistics

		X1.1	X1.2	X1.3	X1.4
N	Valid	100	100	100	99
	Missing	0	0	0	1

##### X1.1

	Frequency	Percent	Valid Percent	Cumulative Percent
7	3	3,0	3,0	3,0
8	8	8,0	8,0	11,0
Valid 9	75	75,0	75,0	86,0
10	14	14,0	14,0	100,0
Total	100	100,0	100,0	

##### X1.2

	Frequency	Percent	Valid Percent	Cumulative Percent
5	2	2,0	2,0	2,0
6	12	12,0	12,0	14,0
7	22	22,0	22,0	36,0
Valid 8	43	43,0	43,0	79,0
9	20	20,0	20,0	99,0
10	1	1,0	1,0	100,0
Total	100	100,0	100,0	

##### X1.3

	Frequency	Percent	Valid Percent	Cumulative Percent
5	2	2,0	2,0	2,0
6	11	11,0	11,0	13,0
7	29	29,0	29,0	42,0
Valid 8	33	33,0	33,0	75,0
9	24	24,0	24,0	99,0
10	1	1,0	1,0	100,0
Total	100	100,0	100,0	

**X1.4**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	2	2,0	2,0	2,0
6	12	12,0	12,1	14,1
7	29	29,0	29,3	43,4
Valid 8	34	34,0	34,3	77,8
9	22	22,0	22,2	100,0
Total	99	99,0	100,0	
Missing System	1	1,0		
Total	100	100,0		

**2. Reliability****Statistics**

	X2.1	X2.2	X2.3	X2.4
N Valid	100	100	100	100
Missing	0	0	0	0

**X2.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	4	4,0	4,0	4,0
6	14	14,0	14,0	18,0
Valid 7	25	25,0	25,0	43,0
8	34	34,0	34,0	77,0
9	23	23,0	23,0	100,0
Total	100	100,0	100,0	

**X2.2**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	2	2,0	2,0	2,0
6	14	14,0	14,0	16,0
7	27	27,0	27,0	43,0
Valid 8	37	37,0	37,0	80,0
9	20	20,0	20,0	100,0
Total	100	100,0	100,0	

**X2.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	2	2,0	2,0	2,0
6	21	21,0	21,0	23,0
7	31	31,0	31,0	54,0
Valid 8	31	31,0	31,0	85,0
9	15	15,0	15,0	100,0
Total	100	100,0	100,0	

**X2.4**

	Frequency	Percent	Valid Percent	Cumulative Percent
6	20	20,0	20,0	20,0
7	33	33,0	33,0	53,0
Valid 8	30	30,0	30,0	83,0
9	17	17,0	17,0	100,0
Total	100	100,0	100,0	

### 3. Responsiveness

**Statistics**

		X3.1	X3.2	X3.3	X3.4
N	Valid	100	100	100	100
	Missing	0	0	0	0

**X3.1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5	1	1,0	1,0	1,0
	6	14	14,0	14,0	15,0
	7	34	34,0	34,0	49,0
	8	29	29,0	29,0	78,0
	9	22	22,0	22,0	100,0
	Total	100	100,0	100,0	

**X3.2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5	1	1,0	1,0	1,0
	6	18	18,0	18,0	19,0
	7	27	27,0	27,0	46,0
	8	27	27,0	27,0	73,0
	9	27	27,0	27,0	100,0
	Total	100	100,0	100,0	

**X3.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	2	2,0	2,0	2,0
6	19	19,0	19,0	21,0
7	25	25,0	25,0	46,0
8	30	30,0	30,0	76,0
9	24	24,0	24,0	100,0
Total	100	100,0	100,0	

**X3.4**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	4	4,0	4,0	4,0
6	17	17,0	17,0	21,0
7	36	36,0	36,0	57,0
8	23	23,0	23,0	80,0
9	20	20,0	20,0	100,0
Total	100	100,0	100,0	

#### 4. Assurance

**Statistics**

		X4.1	X4.2	X4.3	X4.4
N	Valid	100	100	100	100
	Missing	0	0	0	0

**X4.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	4	4,0	4,0	4,0
6	18	18,0	18,0	22,0
7	32	32,0	32,0	54,0
8	30	30,0	30,0	84,0
9	16	16,0	16,0	100,0
Total	100	100,0	100,0	



**X4.2**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	11	11,0	11,0	11,0
6	16	16,0	16,0	27,0
7	27	27,0	27,0	54,0
8	29	29,0	29,0	83,0
9	17	17,0	17,0	100,0
Total	100	100,0	100,0	

**X4.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	9	9,0	9,0	9,0
6	19	19,0	19,0	28,0
7	29	29,0	29,0	57,0
8	25	25,0	25,0	82,0
9	18	18,0	18,0	100,0
Total	100	100,0	100,0	

**X4.4**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	8	8,0	8,0	8,0
6	16	16,0	16,0	24,0
7	24	24,0	24,0	48,0
8	33	33,0	33,0	81,0
9	19	19,0	19,0	100,0
Total	100	100,0	100,0	

## 5. Emphaty

**Statistics**

		X5.1	X5.2	X5.3	X5.4
N	Valid	100	100	100	100
	Missing	0	0	0	0

**X5.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	6	6,0	6,0	6,0
6	12	12,0	12,0	18,0
7	21	21,0	21,0	39,0
Valid 8	38	38,0	38,0	77,0
9	23	23,0	23,0	100,0
Total	100	100,0	100,0	

**X5.2**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	3	3,0	3,0	3,0
6	6	6,0	6,0	9,0
Valid 7	32	32,0	32,0	41,0
8	38	38,0	38,0	79,0
9	21	21,0	21,0	100,0
Total	100	100,0	100,0	

**X5.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	2	2,0	2,0	2,0
6	7	7,0	7,0	9,0
7	25	25,0	25,0	34,0
Valid 8	37	37,0	37,0	71,0
9	28	28,0	28,0	99,0
10	1	1,0	1,0	100,0
Total	100	100,0	100,0	

**X5.4**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	3	3,0	3,0	3,0
6	8	8,0	8,0	11,0
7	30	30,0	30,0	41,0
Valid 8	32	32,0	32,0	73,0
9	26	26,0	26,0	99,0
10	1	1,0	1,0	100,0
Total	100	100,0	100,0	

## Frekuensi Jawaban Pertanyaan Tingkat Harapan

### 1. Tangible

#### Statistics

		X1.1	X1.2	X1.3	X1.4
N	Valid	100	100	100	100
	Missing	0	0	0	0

#### X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5	4	4,0	4,0	4,0
	6	7	7,0	7,0	11,0
	7	24	24,0	24,0	35,0
	8	42	42,0	42,0	77,0
	9	23	23,0	23,0	100,0
	Total	100	100,0	100,0	

#### X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5	3	3,0	3,0	3,0
	6	6	6,0	6,0	9,0
	7	20	20,0	20,0	29,0
	8	41	41,0	41,0	70,0
	9	30	30,0	30,0	100,0
	Total	100	100,0	100,0	

#### X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5	3	3,0	3,0	3,0
	6	6	6,0	6,0	9,0
	7	27	27,0	27,0	36,0
	8	41	41,0	41,0	77,0
	9	23	23,0	23,0	100,0
	Total	100	100,0	100,0	

Total	100	100,0	100,0
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**X1.4**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	3	3,0	3,0	3,0
6	7	7,0	7,0	10,0
7	29	29,0	29,0	39,0
Valid 8	41	41,0	41,0	80,0
9	20	20,0	20,0	100,0
Total	100	100,0	100,0	

**2. Reliability****Statistics**

		X2.1	X2.2	X2.3	X2.4
N	Valid	100	100	100	100
	Missing	0	0	0	0

**X2.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	3	3,0	3,0	3,0
6	10	10,0	10,0	13,0
7	41	41,0	41,0	54,0
Valid 8	29	29,0	29,0	83,0
9	15	15,0	15,0	98,0
10	2	2,0	2,0	100,0
Total	100	100,0	100,0	

**X2.2**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	2	2,0	2,0	2,0
6	12	12,0	12,0	14,0
7	37	37,0	37,0	51,0
Valid 8	39	39,0	39,0	90,0
9	10	10,0	10,0	100,0
Total	100	100,0	100,0	

**X2.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	3	3,0	3,0	3,0
6	15	15,0	15,0	18,0
7	28	28,0	28,0	46,0
Valid 8	33	33,0	33,0	79,0
9	19	19,0	19,0	98,0
10	2	2,0	2,0	100,0
Total	100	100,0	100,0	

**X2.4**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	1	1,0	1,0	1,0
6	16	16,0	16,0	17,0
7	26	26,0	26,0	43,0
Valid 8	33	33,0	33,0	76,0
9	24	24,0	24,0	100,0
Total	100	100,0	100,0	

### 3. Responsiveness

**Statistics**

		X3.1	X3.2	X3.3	X3.4
N	Valid	100	100	100	100
	Missing	0	0	0	0

**X3.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	1	1,0	1,0	1,0
6	14	14,0	14,0	15,0
7	28	28,0	28,0	43,0
8	34	34,0	34,0	77,0
9	23	23,0	23,0	100,0
Total	100	100,0	100,0	

**X3.2**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	1	1,0	1,0	1,0
6	9	9,0	9,0	10,0
7	26	26,0	26,0	36,0
8	43	43,0	43,0	79,0
9	21	21,0	21,0	100,0
Total	100	100,0	100,0	

**X3.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	1	1,0	1,0	1,0
6	15	15,0	15,0	16,0
7	23	23,0	23,0	39,0
Valid 8	39	39,0	39,0	78,0
9	21	21,0	21,0	99,0
10	1	1,0	1,0	100,0
Total	100	100,0	100,0	

**X3.4**

	Frequency	Percent	Valid Percent	Cumulative Percent
6	13	13,0	13,0	13,0
7	26	26,0	26,0	39,0
Valid 8	37	37,0	37,0	76,0
9	23	23,0	23,0	99,0
10	1	1,0	1,0	100,0
Total	100	100,0	100,0	

#### 4. Assurance

**Statistics**

		X4.1	X4.2	X4.3	X4.4
N	Valid	100	100	100	100
	Missing	0	0	0	0



**X4.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	2	2,0	2,0	2,0
6	16	16,0	16,0	18,0
7	28	28,0	28,0	46,0
Valid 8	35	35,0	35,0	81,0
9	18	18,0	18,0	99,0
10	1	1,0	1,0	100,0
Total	100	100,0	100,0	

**X4.2**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	5	5,0	5,0	5,0
6	17	17,0	17,0	22,0
7	26	26,0	26,0	48,0
Valid 8	31	31,0	31,0	79,0
9	21	21,0	21,0	100,0
Total	100	100,0	100,0	

**X4.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	4	4,0	4,0	4,0
6	16	16,0	16,0	20,0
7	19	19,0	19,0	39,0
Valid 8	40	40,0	40,0	79,0
9	21	21,0	21,0	100,0
Total	100	100,0	100,0	

**X4.4**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	6	6,0	6,0	6,0
6	12	12,0	12,0	18,0
7	27	27,0	27,0	45,0
Valid 8	33	33,0	33,0	78,0
9	22	22,0	22,0	100,0
Total	100	100,0	100,0	

## 5. Emphaty

**Statistics**

	X5.1	X5.2	X5.3	X5.4
Valid	100	100	100	100
N Missing	0	0	0	0

**X5.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
5	1	1,0	1,0	1,0
6	8	8,0	8,0	9,0
7	17	17,0	17,0	26,0
Valid 8	41	41,0	41,0	67,0
9	31	31,0	31,0	98,0
10	2	2,0	2,0	100,0
Total	100	100,0	100,0	

**X5.2**

	Frequency	Percent	Valid Percent	Cumulative Percent
6	4	4,0	4,0	4,0
7	20	20,0	20,0	24,0
8	40	40,0	40,0	64,0
Valid 9	35	35,0	35,0	99,0
10	1	1,0	1,0	100,0
Total	100	100,0	100,0	

**X5.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
6	3	3,0	3,0	3,0
7	22	22,0	22,0	25,0
Valid 8	47	47,0	47,0	72,0
9	28	28,0	28,0	100,0
Total	100	100,0	100,0	

**X5.4**

	Frequency	Percent	Valid Percent	Cumulative Percent
6	5	5,0	5,0	5,0
7	23	23,0	23,0	28,0
Valid 8	47	47,0	47,0	75,0
9	25	25,0	25,0	100,0
Total	100	100,0	100,0	

## Lampiran 4

## Uji Instrumen Validitas Kinerja

## Correlations

		X1.1	X1.2	X1.3	X1.4	JUMLAH
X1.1	Pearson Correlation	1	,769**	,494**	,332**	,794**
	Sig. (2-tailed)		,000	,000	,001	,000
	N	100	100	100	99	100
X1.2	Pearson Correlation	,769**	1	,647**	,396**	,853**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	100	100	100	99	100
X1.3	Pearson Correlation	,494**	,647**	1	,522**	,805**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	100	100	100	99	100
X1.4	Pearson Correlation	,332**	,396**	,522**	1	,693**
	Sig. (2-tailed)	,001	,000	,000		,00
	N	99	99	99	99	99
JUMLAH	Pearson Correlation	,794**	,853**	,805**	,693**	,724**
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	99	100

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

## Correlations

		X2.1	X2.2	X2.3	X2.4	JUMLAH
X2.1	Pearson Correlation	1	,645**	,298**	,196	,708**
	Sig. (2-tailed)		,000	,003	,051	,000
	N	100	100	100	100	100
X2.2	Pearson Correlation	,645**	1	,604**	,375**	,853**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	100	100	100	100	100
X2.3	Pearson Correlation	,298**	,604**	1	,644**	,818**
	Sig. (2-tailed)	,003	,000		,000	,000
	N	100	100	100	100	100
X2.4	Pearson Correlation	,196	,375**	,644**	1	,706**
	Sig. (2-tailed)	,051	,000	,000		,000
	N	100	100	100	100	100
JUMLAH	Pearson Correlation	,708**	,853**	,818**	,706**	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	JUMLAH
X3.1	Pearson Correlation	1	,679**	,336**	,164	,704**
	Sig. (2-tailed)		,000	,001	,102	,000
	N	100	100	100	100	100
X3.2	Pearson Correlation	,679**	1	,564**	,214*	,806**
	Sig. (2-tailed)	,000		,000	,033	,000
	N	100	100	100	100	100
X3.3	Pearson Correlation	,336**	,564**	1	,648**	,847**
	Sig. (2-tailed)	,001	,000		,000	,000
	N	100	100	100	100	100
X3.4	Pearson Correlation	,164	,214*	,648**	1	,677**
	Sig. (2-tailed)	,102	,033	,000		,000
	N	100	100	100	100	100
JUMLAH	Pearson Correlation	,704**	,806**	,847**	,677**	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

		X4.1	X4.2	X4.3	X4.4	JUMLAH
X4.1	Pearson Correlation	1	,220*	,188	,078	,537**
	Sig. (2-tailed)		,028	,061	,441	,000
	N	100	100	100	100	100
X4.2	Pearson Correlation	,220*	1	,323**	,316**	,720**
	Sig. (2-tailed)	,028		,001	,001	,000
	N	100	100	100	100	100
X4.3	Pearson Correlation	,188	,323**	1	,317**	,705**
	Sig. (2-tailed)	,061	,001		,001	,000
	N	100	100	100	100	100
X4.4	Pearson Correlation	,078	,316**	,317**	1	,660**
	Sig. (2-tailed)	,441	,001	,001		,000
	N	100	100	100	100	100
JUMLAH	Pearson Correlation	,537**	,720**	,705**	,660**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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

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

## Correlations

		X5.1	X5.2	X5.3	X5.4	JUMLAH
X5.1	Pearson Correlation	1	,545**	,411**	,400**	,750**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	100	100	100	100	100
X5.2	Pearson Correlation	,545**	1	,650**	,560**	,849**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	100	100	100	100	100
X5.3	Pearson Correlation	,411**	,650**	1	,593**	,818**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	100	100	100	100	100
X5.4	Pearson Correlation	,400**	,560**	,593**	1	,794**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	100	100	100	100	100
JUMLAH	Pearson Correlation	,750**	,849**	,818**	,794**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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

### Uji Instrumen Validitas Ekspektasi (Harapan)

		Correlations				
		X1.1	X1.2	X1.3	X1.4	Jumlah
X1.1	Pearson Correlation	1	-,118	-,213*	,000	,092
	Sig. (2-tailed)		,241	,033	1,000	,365
	N	100	100	100	99	100
X1.2	Pearson Correlation	-,118	1	,647**	,396**	,764**
	Sig. (2-tailed)	,241		,000	,000	,000
	N	100	100	100	99	100
X1.3	Pearson Correlation	-,213*	,647**	1	,522**	,795**
	Sig. (2-tailed)	,033	,000		,000	,000
	N	100	100	100	99	100
X1.4	Pearson Correlation	,000	,396**	,522**	1	,776**
	Sig. (2-tailed)	1,000	,000	,000		,000
	N	99	99	99	99	99
Jumlah	Pearson Correlation	,092	,764**	,795**	,776**	1
	Sig. (2-tailed)	,365	,000	,000	,000	
	N	100	100	100	99	100

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

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

		Correlations				
		X2.1	X2.2	X2.3	X2.4	JUMLAH
X2.1	Pearson Correlation	1	,619**	,384**	,347**	,763**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	100	100	100	100	100
X2.2	Pearson Correlation	,619**	1	,603**	,329**	,819**
	Sig. (2-tailed)	,000		,000	,001	,000
	N	100	100	100	100	100
X2.3	Pearson Correlation	,384**	,603**	1	,386**	,788**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	100	100	100	100	100
X2.4	Pearson Correlation	,347**	,329**	,386**	1	,684**
	Sig. (2-tailed)	,000	,001	,000		,000
	N	100	100	100	100	100
JUMLAH	Pearson Correlation	,763**	,819**	,788**	,684**	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	JUMLAH	
X3.1	Pearson Correlation	1	,530**	,278**	,043	,641**
	Sig. (2-tailed)		,000	,005	,673	,000
	N	100	100	100	100	100
X3.2	Pearson Correlation	,530**	1	,541**	,383**	,838**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	100	100	100	100	100
X3.3	Pearson Correlation	,278**	,541**	1	,423**	,780**
	Sig. (2-tailed)	,005	,000		,000	,000
	N	100	100	100	100	100
X3.4	Pearson Correlation	,043	,383**	,423**	1	,637**
	Sig. (2-tailed)	,673	,000	,000		,000
	N	100	100	100	100	100
JUMLAH	Pearson Correlation	,641**	,838**	,780**	,637**	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	JUMLAH	
X4.1	Pearson Correlation	1	,441**	,152	,095	,611**
	Sig. (2-tailed)		,000	,132	,346	,000
	N	100	100	100	100	100
X4.2	Pearson Correlation	,441**	1	,508**	,074	,752**
	Sig. (2-tailed)	,000		,000	,464	,000
	N	100	100	100	100	100
X4.3	Pearson Correlation	,152	,508**	1	,376**	,758**
	Sig. (2-tailed)	,132	,000		,000	,000
	N	100	100	100	100	100
X4.4	Pearson Correlation	,095	,074	,376**	1	,579**
	Sig. (2-tailed)	,346	,464	,000		,000
	N	100	100	100	100	100
JUMLAH	Pearson Correlation	,611**	,752**	,758**	,579**	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	JUMLAH
X5.1	Pearson Correlation	1	,414**	,284**	,073	,677**
	Sig. (2-tailed)		,000	,004	,469	,000
	N	100	100	100	100	100
X5.2	Pearson Correlation	,414**	1	,324**	,293**	,735**
	Sig. (2-tailed)	,000		,001	,003	,000
	N	100	100	100	100	100
X5.3	Pearson Correlation	,284**	,324**	1	,495**	,730**
	Sig. (2-tailed)	,004	,001		,000	,000
	N	100	100	100	100	100
X5.4	Pearson Correlation	,073	,293**	,495**	1	,640**
	Sig. (2-tailed)	,469	,003	,000		,000
	N	100	100	100	100	100
JUMLAH	Pearson Correlation	,677**	,735**	,730**	,640**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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

## Lampiran 5

### Uji Instrumen Reliabilitas Kinerja

#### RELIABILITY

VARIABLES=X1.1 X1.2 X1.3 X1.4 JUMLAH

/SCALE('ALL VARIABLES') ALL

/MODEL=ALPHA

#### Case Processing Summary

		N	%
Cases	Valid	99	99,0
	Excluded <sup>a</sup>	1	1,0
	Total	100	100,0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
,767	5

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	55,02	25,857	-,020	,831
X1.2	56,32	18,752	,708	,691
X1.3	56,33	18,204	,750	,676
X1.4	56,39	18,996	,674	,699
Jumlah	32,01	6,520	1,000	,604

**RELIABILITY**

/VARIABLES=X2.1 X2.2 X2.3 X2.4 JUMLAH

/SCALE('ALL VARIABLES') ALL

/MODEL=ALPHA

**Case Processing Summary**

		N	%
Cases	Valid	100	100,0
	Excluded <sup>a</sup>	0	,0
	Total	100	100,0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
,806	5

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	52,36	32,516	,604	,780
X2.2	52,35	31,199	,799	,749
X2.3	52,58	31,539	,753	,757
X2.4	52,50	33,343	,613	,785
JUMLAH	29,97	10,353	1,000	,771

/VARIABLES=X3.1 X3.2 X3.3 X3.4 JUMLAH  
 /SCALE('ALL VARIABLES') ALL  
 /MODEL=ALPHA  
 /SUMMARY=TOTAL.

#### Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded <sup>a</sup>	0	,0
	Total	100	100,0

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

#### Reliability Statistics

Cronbach's Alpha	N of Items
,802	5

#### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X3.1	52,65	35,058	,612	,780
X3.2	52,61	32,988	,734	,753
X3.3	52,67	32,264	,788	,741
X3.4	52,84	34,802	,569	,783
JUMLAH	30,11	10,867	1,000	,755

/VARIABLES=X4.1 X4.2 X4.3 X4.4 JUMLAH  
 /SCALE('ALL VARIABLES') ALL  
 /MODEL=ALPHA

**Case Processing Summary**

		N	%
Cases	Valid	100	100,0
	Excluded <sup>a</sup>	0	,0
	Total	100	100,0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
,757	5

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X4.1	51,12	32,753	,396	,758
X4.2	51,23	29,250	,601	,706
X4.3	51,24	29,598	,584	,711
X4.4	51,09	30,386	,529	,725
JUMLAH	29,24	9,699	1,000	,564

```

/VARIABLES=X5.1 X5.2 X5.3 X5.4 JUMLAH
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.

```

**Case Processing Summary**

		N	%
Cases	Valid	100	100,0
	Excluded <sup>a</sup>	0	,0
	Total	100	100,0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
,815	5

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X5.1	54,12	34,794	,659	,784
X5.2	54,04	34,867	,800	,771
X5.3	53,87	34,963	,757	,775
X5.4	53,99	34,818	,723	,777
JUMLAH	30,86	11,253	1,000	,811

#### 4.1.3.4 Uji Instrumen Reliabilitas Ekspektasi (Harapan)

/VARIABLES=X1.1 X1.2 X1.3 X1.4 JUMLAH

/SCALE('ALL VARIABLES') ALL

/MODEL=ALPHA

##### Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded <sup>a</sup>	0	,0
	Total	100	100,0

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

##### Reliability statistic

Cronbach's Alpha	N of Items
,827	5

##### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	54,37	35,044	,719	,796
X1.2	54,21	33,905	,845	,777
X1.3	54,35	34,149	,848	,779
X1.4	54,42	35,256	,744	,796
JUMLAH	31,05	11,199	1,000	,862

/VARIABLES=X2.1 X2.2 X2.3 X2.4 JUMLAH

/SCALE('ALL VARIABLES') ALL

/MODEL=ALPHA

**Case Processing Summary**

		N	%
Cases	Valid	100	100,0
	Excluded <sup>a</sup>	0	,0
	Total	100	100,0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
,802	5

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	52,73	30,199	,679	,764
X2.2	52,79	30,531	,762	,760
X2.3	52,66	29,237	,703	,754
X2.4	52,59	31,073	,577	,782
JUMLAH	30,11	9,735	1,000	,756

/VARIABLES=X3.1 X3.2 X3.3 X3.4 JUMLAH

/SCALE('ALL VARIABLES') ALL

/MODEL=ALPHA

**Case Processing Summary**

		N	%
Cases	Valid	100	100,0
	Excluded <sup>a</sup>	0	,0
	Total	100	100,0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
,788	5

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X3.1	53,92	26,539	,517	,772
X3.2	53,82	24,937	,779	,726
X3.3	53,89	24,806	,692	,734
X3.4	53,83	26,728	,516	,773
JUMLAH	30,78	8,254	1,000	,694

/VARIABLES=X4.1 X4.2 X4.3 X4.4 JUMLAH

/SCALE('ALL VARIABLES') ALL

/MODEL=ALPHA

**Case Processing Summary**

		N	%
Cases	Valid	100	100,0
	Excluded <sup>a</sup>	0	,0
	Total	100	100,0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
,766	5

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X4.1	52,68	29,674	,482	,752
X4.2	52,76	27,255	,648	,710
X4.3	52,64	27,425	,661	,709
X4.4	52,69	29,691	,431	,760
JUMLAH	30,11	9,089	1,000	,603

/VARIABLES=X5.1 X5.2 X5.3 X5.4 JUMLAH

/SCALE('ALL VARIABLES') ALL

/MODEL=ALPHA

**Case Processing Summary**

		N	%
Cases	Valid	100	100,0
	Excluded <sup>a</sup>	0	,0
	Total	100	100,0



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

**Reliability Statistics**

Cronbach's Alpha	N of Items
,774	5

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X5.1	56,01	17,788	,540	,743
X5.2	55,91	17,881	,634	,729
X5.3	56,00	18,323	,638	,735
X5.4	56,08	18,862	,521	,756
JUMLAH	32,00	5,818	1,000	,638