LAMPIRAN 2 Uji Validitas dan Reliabilitas
UJI VALIDITAS

Uji Validitas Kepuasaan Pelayanan

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
p1	20,5176	4,919	,642	,730
p2	20,8235	4,885	,547	,752
p3	20,5647	5,058	,606	,739
p4	20,6235	5,023	,548	,752
p5	20,8353	5,306	,439	,778
p6	20,8118	5,202	,458	,774

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
p7	17,2471	4,688	,611	,782
p8	17,0235	4,809	,588	,789
p9	17,0588	4,913	,557	,797
p10	17,0941	4,324	,669	,764
p11	17,0824	4,362	,628	,778

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
p12	12,5529	3,203	,702	,819
p13	12,3647	3,592	,673	,830
p14	12,3176	3,434	,691	,822
p15	12,3882	3,217	,743	,800

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
p16	20,8471	6,012	,668	,808
p17	21,0118	6,155	,638	,814
p18	20,8941	6,167	,641	,814
p19	20,8588	6,266	,565	,829
p20	20,8706	6,519	,601	,822
p21	20,9294	6,352	,625	,817

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
p22	12,4706	2,490	,628	,757
p23	12,4941	2,634	,642	,748
p24	12,5059	2,872	,543	,794
p25	12,5412	2,632	,685	,729

Uji Validitas Harapan Pelayanan

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
p1	23,1647	3,377	,627	,798
p2	23,0706	3,304	,702	,783
p3	23,0824	3,315	,690	,785
p4	23,0353	3,320	,665	,790
p5	23,0824	3,696	,418	,841
p6	23,0353	3,606	,526	,818

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
p7	18,1529	2,203	,628	,795
p8	18,2118	2,074	,593	,718
p9	18,2353	2,158	,508	,748
p10	18,2588	2,504	,617	,792
p11	18,2471	2,403	,492	,878

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
p12	13,7647	1,539	,587	,768
p13	13,8118	1,440	,614	,756
p14	13,7882	1,455	,661	,733
p15	13,9059	1,467	,609	,758

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
p16	23,3882	2,669	,510	,724
p17	23,3647	2,639	,504	,725
p18	23,3412	2,823	,426	,745
p19	23,4000	2,719	,468	,735
p20	23,3765	2,476	,665	,681
p21	23,3059	2,834	,444	,740

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
p22	13,7412	1,575	,566	,775
p23	13,7882	1,478	,698	,710
p24	13,7294	1,509	,684	,718
p25	13,7294	1,628	,520	,797

Uji Realibilitas

Kepuasan Pelayanan

TANGIBLE (BUKTI FISIK)

Reliability Statistics

Cronbach's Alpha	N of Items
,787	6

RELIABILITY (KEHANDALAN)

Reliability Statistics

Cronbach's Alpha	N of Items
,818	5

RESPONSIVENESS (DAYA TANGGAP)

Reliability Statistics

Cronbach's Alpha	N of Items
,857	4

ASSURANCE (JAMINAN)

Reliability Statistics

Cronbach's Alpha	N of Items
,843	6

EMPHATY (EMPATI)

Reliability Statistics

Cronbach's Alpha	N of Items
,807	4

Harapan Pelayanan

TANGIBLE (BUKTI FISIK)

Reliability Statistics

Cronbach's Alpha	N of Items
,831	6

RELIABILITY (KEHANDALAN)

Reliability Statistics

Cronbach's Alpha	N of Items
,789	5

RESPONSIVENESS (DAYA TANGGAP)

Reliability Statistics

Cronbach's Alpha	N of Items
,803	4

ASSURANCE (JAMINAN)

Reliability Statistics

Cronbach's Alpha	N of Items
,761	6

EMPHATY (EMPATI)

Reliability Statistics

Cronbach's Alpha	N of Items
,801	4