

Uji Validitas

Case Processing Summary

		N	%
Cases	Valid	95	100.0
	Excluded ^a	0	.0
	Total	95	100.0

Item Statistics

	Mean	Std. Deviation	N
Tahu1	3.73	.856	95
Tahu2	3.23	.962	95
Tahu3	3.19	.914	95
Tramp1	3.73	.856	95
Tramp2	3.09	.946	95
Tramp3	2.85	1.081	95
Bak1	3.05	1.215	95
Bak2	3.37	1.111	95
Mot1	2.82	1.263	95
Mot2	2.67	1.324	95
Mot3	2.93	1.298	95
Mor1	2.44	1.294	95
Mor2	3.17	1.173	95
Mor3	2.91	1.063	95
Reli1	1.94	1.009	95
Reli2	2.51	.944	95
Reli3	2.99	.869	95
Reli4	2.98	.714	95
Reli5	1.81	.992	95
Reli6	3.23	.881	95
Resp1	3.38	.774	95
Resp2	1.92	1.028	95
Resp3	2.12	.977	95
Resp4	2.18	.945	95
Resp5	2.81	.842	95
ass1	3.12	.823	95
Ass2	2.79	.898	95
Ass3	3.19	.914	95
Ass4	3.58	.807	95
Emp1	1.83	.941	95
Emp2	2.64	.988	95
Emp3	2.97	.844	95
Emp4	2.89	.856	95
Emp5	2.21	.811	95
Tang1	3.36	.862	95
Tang2	3.89	.805	95
Tang3	2.95	1.066	95
Tang4	3.25	.978	95
Tang5	2.81	.789	95
Tang6	3.47	.873	95

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
Tahu1	112.26	252.877	.455	.874
Tahu2	112.76	253.568	.375	.876
Tahu3	112.80	250.779	.496	.874
Tramp1	112.26	252.877	.455	.874
Tramp2	112.89	252.095	.433	.875
Tramp3	113.14	249.247	.456	.874
Bak1	112.94	251.826	.329	.877
Bak2	112.62	255.983	.247	.878
Mot1	113.17	254.142	.255	.879
Mot2	113.32	253.750	.248	.879
Mot3	113.06	252.953	.275	.878
Mor1	113.55	248.676	.383	.876
Mor2	112.82	251.808	.344	.876
Mor3	113.08	254.844	.295	.877
Reli1	114.05	248.412	.521	.873
Reli2	113.48	250.274	.496	.873
Reli3	113.00	254.745	.378	.876
Reli4	113.01	256.883	.375	.876
Reli5	114.18	246.957	.579	.872
Reli6	112.76	254.441	.383	.875
Resp1	112.61	255.028	.419	.875
Resp2	114.07	250.963	.429	.875
Resp3	113.87	250.729	.462	.874
Resp4	113.81	251.879	.441	.874
Resp5	113.18	254.595	.398	.875
ass1	112.87	256.388	.338	.876
Ass2	113.20	252.374	.449	.874
Ass3	112.80	250.779	.496	.874
Ass4	112.41	258.925	.247	.878
Emp1	114.16	253.730	.379	.876
Emp2	113.35	253.335	.371	.876
Emp3	113.02	257.510	.287	.877
Emp4	113.09	258.661	.239	.878
Emp5	113.78	256.685	.333	.876
Tang1	112.63	256.533	.316	.877
Tang2	112.09	258.214	.275	.877
Tang3	113.04	253.488	.335	.876
Tang4	112.74	257.664	.235	.878
Tang5	113.18	257.021	.330	.876
Tang6	112.52	254.125	.399	.875

Hasil Uji Reliabilitas

Pengetahuan

Reliability Statistics

Cronbach's Alpha	N of Items
.797	3

Keterampilan

Reliability Statistics

Cronbach's Alpha	N of Items
.789	3

Bakat

Reliability Statistics

Cronbach's Alpha	N of Items
.710	2

Motif Kerja

Reliability Statistics

Cronbach's Alpha	N of Items
.886	3

Moral

Reliability Statistics

Cronbach's Alpha	N of Items
.848	3

Keandalan (Reliability)

Reliability Statistics

Cronbach's Alpha	N of Items
.834	6

Daya Tanggap (Responsiveness)

Reliability Statistics

Cronbach's Alpha	N of Items
.853	5

Keyakinan (Assurance)

Reliability Statistics

Cronbach's Alpha	N of Items
.662	4

Empati (Emphaty)

Reliability Statistics

Cronbach's Alpha	N of Items
.847	5

Bukti Fisik (Tangibles)

Reliability Statistics

Cronbach's Alpha	N of Items
.768	6

Identitas Responden

gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	laki-laki	51	53.7	53.7	53.7
	perempuan	44	46.3	46.3	100.0
	Total	95	100.0	100.0	

usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17-27	77	81.1	81.1	81.1
	28-38	13	13.7	13.7	94.7
	39-49	5	5.3	5.3	100.0
	Total	95	100.0	100.0	

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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	KTP	62	65.3	65.3	65.3
	KK	21	22.1	22.1	87.4
	Akta Lahir	12	12.6	12.6	100.0
	Total	95	100.0	100.0	

Statistik Deskriptif

Pengetahuan

Statistics

		Tahu1	Tahu2	Tahu3
N	Valid	95	95	95
	Missing	0	0	0
Mean		3.73	3.23	3.19
Std. Error of Mean		.088	.099	.094
Median		4.00	3.00	3.00
Mode		4	3	3
Std. Deviation		.856	.962	.914
Variance		.733	.925	.836
Range		4	4	4
Minimum		1	1	1
Maximum		5	5	5

		Pengetahuan					
		Tahu 1		Tahu 2		Tahu 3	
		Frequency	Percent	Frequency	Percent	Frequency	Percent
Valid	1	2	2.1	2	2.1	4	4.2
	2	4	4.2	19	20.0	13	13.7
	3	27	28.4	39	41.1	46	48.4
	4	47	49.5	25	26.3	25	26.3
	5	15	15.8	10	10.5	7	7.4
Total		95	100.0	95	100.0	95	100.0

Keterampilan

Statistics

	Tramp1	Tramp2	Tramp3
N Valid	95	95	95
Missing	0	0	0
Mean	3.73	3.09	2.85
Std. Error of Mean	.088	.097	.111
Median	4.00	3.00	3.00
Mode	4	3	2
Std. Deviation	.856	.946	1.081
Variance	.733	.895	1.170
Range	4	4	4
Minimum	1	1	1
Maximum	5	5	5

		Keterampilan					
		Tramp 1		Tramp 2		Tramp 3	
		Frequency	Percent	Frequency	Percent	Frequency	Percent
Valid	1	2	2.1	5	5.3	5	5.3
	2	4	4.2	15	15.8	39	41.1
	3	27	28.4	51	51.6	25	26.3
	4	47	49.5	18	18.9	17	17.9
	5	15	15.8	8	8.4	9	9.5
Total		95	100.0	95	100.0	95	100.0

Bakat

Statistics

	Bak1	Bak2
N Valid	95	95
Missing	0	0
Mean	3.05	3.37
Std. Error of Mean	.125	.114
Median	3.00	3.00
Mode	3	3 ^a
Std. Deviation	1.215	1.111
Variance	1.476	1.235
Range	4	4
Minimum	1	1
Maximum	5	5

		Bakat			
		Bak1		Bak 2	
		Frequency	Percent	Frequency	Percent
Valid	1	12	12.6	8	8.4
	2	19	20.0	9	9.5
	3	28	29.5	32	33.7
	4	24	25.3	32	33.7
	5	12	12.6	14	14.7
Total		95	100.0	95	100.0

Motif Kerja

Statistics

		Mot1	Mot2	Mot3
N	Valid	95	95	95
	Missing	0	0	0
Mean		2.82	2.67	2.93
Std. Error of Mean		.130	.136	.133
Median		3.00	2.00	3.00
Mode		2	2	3
Std. Deviation		1.263	1.324	1.298
Variance		1.595	1.754	1.686
Range		4	4	4
Minimum		1	1	1
Maximum		5	5	5

		Motif Kerja					
		Mot 1		Mot 2		Mot 3	
		Frequency	Percent	Frequency	Percent	Frequency	Percent
Valid	1	15	15.8	20	21.1	16	16.8
	2	27	28.4	29	30.5	22	23.2
	3	26	27.4	22	23.2	23	24.2
	4	14	14.7	10	10.5	21	22.1
	5	13	13.7	14	14.7	13	13.7
Total		95	100.0	95	100.0	95	100.0

Moral

Statistics

		Mor1	Mor2	Mor3
N	Valid	95	95	95
	Missing	0	0	0
Mean		2.44	3.17	2.91
Std. Error of Mean		.133	.120	.109
Median		2.00	3.00	3.00
Mode		2	4	3
Std. Deviation		1.294	1.173	1.063
Variance		1.675	1.376	1.129
Range		4	4	4
Minimum		1	1	1
Maximum		5	5	5

		Moral					
		Mor 1		Mor 2		Mor 3	
		Frequency	Percent	Frequency	Percent	Frequency	Percent
Valid	1	25	26.3	11	11.6	11	11.6
	2	35	36.8	16	16.8	17	17.9
	3	13	13.7	23	24.2	47	47.4
	4	12	12.6	36	37.9	14	14.7
	5	10	10.5	9	9.5	8	8.4
Total		95	100.0	95	100.0	95	100.0

Keandalan (Reliability)

Statistics

		Reli1	Reli2	Reli3	Reli4	Reli5	Reli6
N	Valid	95	95	95	95	95	95
	Missing	0	0	0	0	0	0
Mean		1.94	2.51	2.99	2.98	1.81	3.23
Std. Error of Mean		.103	.097	.089	.073	.102	.090
Median		2.00	3.00	3.00	3.00	2.00	3.00
Mode		1	3	3	3	1	3
Std. Deviation		1.009	.944	.869	.714	.992	.881
Variance		1.017	.891	.755	.510	.985	.776
Range		4	4	4	4	4	4
Minimum		1	1	1	1	1	1
Maximum		5	5	5	5	5	5

		Keandalan (<i>Reliability</i>)											
		Reli 1		Reli 2		Reli 3		Reli 4		Reli 5		Reli 6	
		Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Valid	1	38	40.0	13	13.7	6	6.3	5	5.3	43	45.3	3	3.2
	2	36	37.9	34	35.8	14	14.7	7	7.4	38	40.0	15	15.8
	3	12	12.6	39	41.1	56	56.8	71	74.7	6	6.3	38	40.0
	4	7	7.4	5	5.3	17	17.9	9	9.5	5	5.3	35	36.8
	5	2	2.1	4	4.2	4	4.2	3	3.2	3	3.2	4	4.2
Total		95	100	95	100	95	100	95	100	95	100	95	100

Daya Tanggap (Responsiveness)

Statistics

	Resp1	Resp2	Resp3	Resp4	Resp5
N Valid	95	95	95	95	95
Missing	0	0	0	0	0
Mean	3.38	1.92	2.12	2.18	2.81
Std. Error of Mean	.079	.105	.100	.097	.086
Median	3.00	2.00	2.00	2.00	3.00
Mode	4	1	2	2	3
Std. Deviation	.774	1.028	.977	.945	.842
Variance	.600	1.057	.955	.893	.708
Range	4	4	4	4	4
Minimum	1	1	1	1	1
Maximum	5	5	5	5	5

		Daya Tanggap (<i>Responsiveness</i>)									
		Resp 1		Resp 2		Resp 3		Resp 4		Resp 5	
		Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Valid	1	2	2.1	41	43.2	27	28.4	22	23.2	6	6.3
	2	8	8.4	32	33.7	41	43.2	45	47.4	23	24.2
	3	40	42.1	13	13.7	18	18.9	19	20.0	52	54.7
	4	42	44.2	7	7.4	7	7.4	7	7.4	11	11.6
	5	3	3.2	2	2.1	2	2.1	2	2.1	3	3.2
Total		95	100	95	100	95	100	95	100	95	100

Keyakinan (Assurance)

Statistics

	ass1	Ass2	Ass3	Ass4
N Valid	95	95	95	95
Missing	0	0	0	0
Mean	3.12	2.79	3.19	3.58
Std. Error of Mean	.084	.092	.094	.083
Median	3.00	3.00	3.00	4.00
Mode	3	3	3	4
Std. Deviation	.823	.898	.914	.807
Variance	.678	.806	.836	.651
Range	4	4	4	4
Minimum	1	1	1	1
Maximum	5	5	5	5

		Keyakinan (<i>Assurance</i>)							
		Ass 1		Ass 2		Ass 3		Ass 4	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%
Valid	1	3	3.2	6	6.3	4	4.2	2	2.1
	2	13	13.7	28	29.5	13	13.7	4	4.2
	3	54	56.8	45	47.4	46	48.4	35	36.8
	4	20	21.1	12	12.6	25	26.3	45	47.4
	5	5	5.3	4	4.2	7	7.4	9	9.5
Total		95	100	95	100	95	100	95	100

Empati (Empathy)

Statistics

		Emp1	Emp2	Emp3	Emp4	Emp5
N	Valid	95	95	95	95	95
	Missing	0	0	0	0	0
Mean		1.83	2.64	2.97	2.89	2.21
Std. Error of Mean		.097	.101	.087	.088	.083
Median		2.00	3.00	3.00	3.00	2.00
Mode		1 ^a	3	3	3	2
Std. Deviation		.941	.988	.844	.856	.811
Variance		.886	.977	.712	.733	.657
Range		4	4	4	4	4
Minimum		1	1	1	1	1
Maximum		5	5	5	5	5

		Empati (<i>Emphaty</i>)									
		Emp 1		Emp 2		Emp 3		Emp 4		Emp 5	
		Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Valid	1	40	42.1	16	16.8	6	6.3	8	8.4	11	11.6
	2	40	42.1	19	20.0	15	15.8	14	14.7	62	65.3
	3	8	8.4	45	47.4	52	54.7	55	57.9	16	16.8
	4	5	5.3	13	13.7	20	21.1	16	16.8	3	3.2
	5	2	2.1	2	2.1	2	2.1	2	2.1	3	3.2
Total		95	100	95	100	95	100	95	100	95	100

Bukti Fisik (Tangibles)

Statistics

	Tang1	Tang2	Tang3	Tang4	Tang5	Tang6
N Valid	95	95	95	95	95	95
Missing	0	0	0	0	0	0
Mean	3.36	3.89	2.95	3.25	2.81	3.47
Std. Error of Mean	.088	.083	.109	.100	.081	.090
Median	3.00	4.00	3.00	3.00	3.00	4.00
Mode	4	4	3	3	3	4
Std. Deviation	.862	.805	1.066	.978	.789	.873
Variance	.743	.648	1.135	.957	.623	.763
Range	4	4	4	4	4	4
Minimum	1	1	1	1	1	1
Maximum	5	5	5	5	5	5

		Bukti Fisik (Tangibles)											
		Tang 1		Tang 2		Tang 3		Tang 4		Tang 5		Tang 6	
		Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Valid	1	3	3.2	3	3.2	10	10.5	6	6.3	3	3.2	4	4.2
	2	11	11.6	3	3.2	18	18.9	11	11.6	27	28.4	4	4.2
	3	34	35.8	9	9.5	42	44.2	38	40.0	54	56.8	38	40.0
	4	43	45.3	66	69.5	17	17.9	33	34.7	7	7.4	41	43.2
	5	4	4.2	14	14.7	8	8.4	7	7.4	4	4.2	8	8.4
Total		95	100	95	100	95	100	95	100	95	100	95	100

Descriptive Statistics

	Mean	Std. Deviation	N
Pelayanan	72.82	11.452	95
Kapasitas	43.18	8.398	95

Correlations

		Pelayanan	Kapasitas
Pearson Correlation	Pelayanan	1.000	.334
	Kapasitas	.334	1.000
Sig. (1-tailed)	Pelayanan	.	.000
	Kapasitas	.000	.
N	Pelayanan	95	95
	Kapasitas	95	95

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Kapasitas ^a		. Enter

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.334 ^a	.112	.102	10.852

a. Predictors: (Constant), Kapasitas

b. Dependent Variable: Pelayanan

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1376.584	1	1376.584	11.690	.001 ^a
	Residual	10951.374	93	117.757		
	Total	12327.958	94			

a. Predictors: (Constant), Kapasitas

b. Dependent Variable: Pelayanan

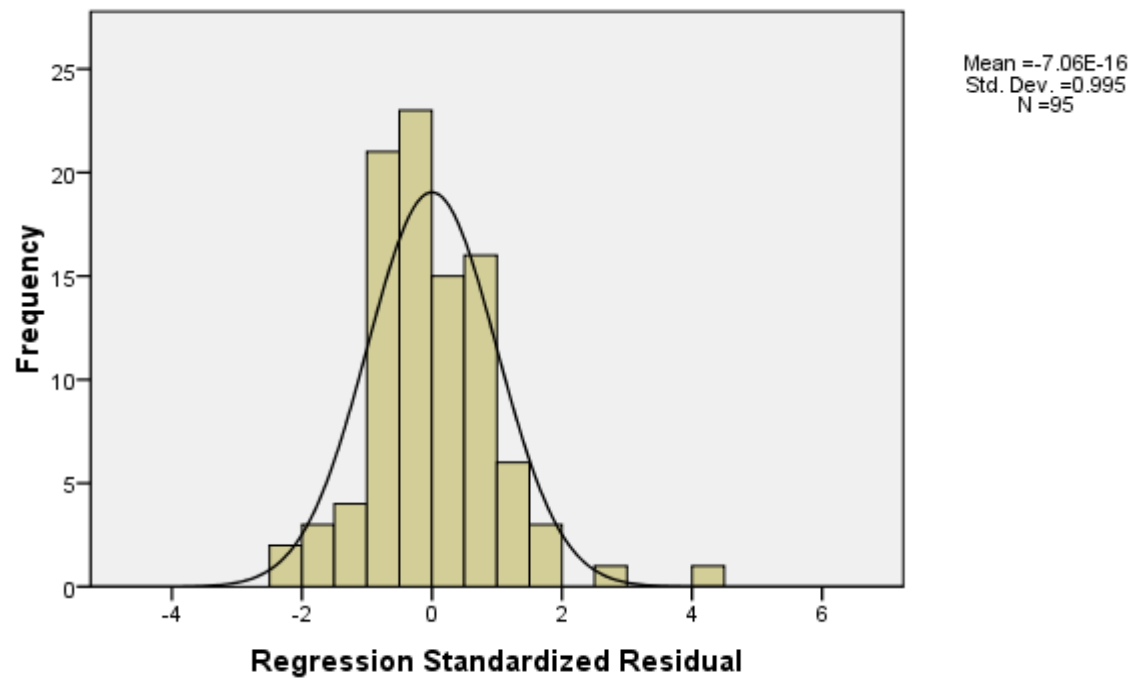
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	53.146	5.861		9.067	.000
	Kapasitas	.456	.133	.334	3.419	.001

a. Dependent Variable: Pelayanan

Histogram

Dependent Variable: Pelayanan



Normal P-P Plot of Regression Standardized Residual

