

LAMPIRAN 3 UJI KUALITAS DATA

Tabel Uji Validitas dan Reliabilitas Kuesioner Kepuasan Pelanggan

Uji Validitas

	No.1	No.2	No.3	No.4	No.5	No.6	No.7
Pearson Correlation	.808**	.387	.769**	.634*	.546	.760**	.602*
Sig. (2-tailed)	.001	.214	.003	.027	.066	.004	.038
N	12	12	12	12	12	12	12
	No.8	No.9	No.10	No.11	No.12	No.13	No.14
Pearson Correlation	.065	.763**	.542	.234	.581*	.657*	.571
Sig. (2-tailed)	.841	.004	.069	.464	.048	.020	.053
N	12	12	12	12	12	12	12

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

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

Uji Reliability

Case Processing Summary

	N	%
Cases Valid	12	100.0
Excluded ^a	0	.0
Total	12	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.858	11

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	41.67	17.333	.748	.840
VAR00003	40.75	17.114	.692	.840
VAR00004	41.42	16.447	.556	.845
VAR00005	40.92	17.538	.488	.850
VAR00006	41.50	14.091	.686	.838
VAR00007	41.00	17.455	.500	.850
VAR00009	41.92	15.720	.706	.833
VAR00010	41.50	16.455	.486	.852
VAR00012	40.83	17.788	.452	.853
VAR00013	41.92	17.174	.579	.845
VAR00014	41.58	16.447	.441	.858

Tabel Uji Validitas dan Reliabilitas Kuesioner mengenai Proses Bisnis Internal

Uji Validitas

	No.1	No.2	No.3	No.4	No.5	No.6	No.7
Pearson Correlation	.669**	.719**	.636**	.627**	.718**	.705**	.699**
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000
N	81	81	81	81	81	81	81
	No.8	No.9	No.10	No.11	No.12	No.13	
Pearson Correlation	.700**	.677**	.571**	.590**	.691**	.814**	
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
N	81	81	81	81	81	81	

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

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

Case Processing Summary

		N	%
Cases	Valid	81	100.0
	Excluded ^a	0	.0
	Total	81	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
.900	.902	13

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	43.33	43.650	.605	.893
VAR00002	43.21	43.018	.662	.891
VAR00003	43.30	43.661	.562	.895
VAR00004	43.20	42.935	.540	.896
VAR00005	43.06	42.009	.649	.891
VAR00006	43.37	42.836	.642	.891
VAR00007	43.41	42.769	.633	.892
VAR00008	43.40	42.892	.635	.892
VAR00009	43.35	43.554	.614	.893
VAR00010	43.26	44.219	.486	.898
VAR00011	43.41	43.344	.496	.899
VAR00012	43.26	42.969	.625	.892
VAR00013	43.27	41.875	.772	.886

Tabel Uji Validitas dan Reliability pada Kusiner mengenai Pembelajaran dan Pertumbuhan

Uji Validitas

	No.1	No.2	No.3	No.4	No.5	No.6	No.7	No.8	No.9	No.10	No.11	No.12
Pearson Correlation	.577**	.551**	.584**	.582**	.535**	.592**	.529**	.570**	.558**	.372**	.578**	.645**
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.000
N	81	81	81	81	81	81	81	81	81	81	81	81
	No.13	No.14	No.15	No.16	No.17	No.18	No.19	No.20	No.21	No.22	No.23	
Pearson Correlation	.629**	.674**	.636**	.689**	.609**	.625**	.666**	.606**	.597**	.626**	.625**	
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
N	81	81	81	81	81	81	81	81	81	81	81	

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

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

Uji Reliability

Case Processing Summary

		N	%
Cases	Valid	81	100.0
	Excluded ^a	0	.0
	Total	81	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
.916	.918	22

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	72.15	119.078	.506	.914
VAR00002	72.20	120.935	.511	.914
VAR00003	71.86	120.644	.531	.913
VAR00004	72.10	122.415	.519	.913
VAR00005	72.22	123.675	.482	.914
VAR00006	72.15	121.728	.538	.913
VAR00007	72.12	123.160	.474	.914
VAR00008	72.31	125.216	.520	.914
VAR00009	71.81	123.003	.489	.914
VAR00011	71.86	121.994	.524	.913
VAR00012	71.77	120.557	.614	.911
VAR00013	71.85	120.203	.589	.912
VAR00014	71.72	120.256	.635	.911
VAR00015	71.86	121.994	.605	.912
VAR00016	71.51	119.128	.671	.910
VAR00017	71.40	122.042	.550	.913
VAR00018	71.26	121.619	.580	.912
VAR00019	71.98	121.374	.626	.911
VAR00020	71.96	121.311	.538	.913
VAR00021	72.25	121.663	.551	.913
VAR00022	71.79	122.143	.571	.912
VAR00023	71.88	122.035	.590	.912