

Kuesioner kepuasan pelanggan/Mahasiswa

1. Uji Reliabilitas Variabel Fasilitas penunjang akademik

Reliability

Case Processing Summary

		N	%
Cases	Valid	15	100.0
	Excluded ^a	0	.0
	Total	15	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.953	3

Item Statistics

	Mean	Std. Deviation	N
nomor 1	3.5333	1.55226	15
nomor 2	3.5333	1.35576	15
nomor 3	3.7333	1.22280	15

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
nomor 1	7.2667	6.352	.892	.951
nomor 2	7.2667	7.067	.949	.895
nomor 3	7.0667	8.067	.890	.947

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
10.8000	15.743	3.96773	3

1. Uji Realibilitas Variabel Realisasi Pelayanan yang diberikan

Pengujian Reliabilitas tahap ke- 1

Reliability

Case Processing Summary

		N	%
Cases	Valid	15	93.8
	Excluded ^a	1	6.2
	Total	16	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.723	4

Item Statistics

	Mean	Std. Deviation	N
nomor 4	3.40	1.242	15
nomor 5	3.53	1.302	15
nomor 6	3.20	1.373	15
nomor 7	3.20	.862	15

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
nomor 4	9.93	6.781	.693	.544
nomor 5	9.80	6.743	.646	.572
nomor 6	10.13	6.410	.649	.568
nomor 7	10.13	11.552	.088	.835

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
13.33	12.810	3.579	4

2. Uji Realibilitas Variabel Realisasi Pelayanan yang diberikan

Pengujian Reliabilitas tahap ke- 2

Reliability

Case Processing Summary

		N	%
Cases	Valid	15	100.0
	Excluded ^a	0	0
	Total	16	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.835	3

Item Statistics

	Mean	Std. Deviation	N
nomor 4	3.40	1.242	15
nomor 5	3.53	1.302	15
nomor 6	3.20	1.373	15

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted

nomor 4	6.73	5.924	.676	.791
nomor 5	6.60	5.400	.737	.730
nomor 6	6.93	5.352	.679	.790

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
10.13	11.552	3.399	3

3. Uji Realibilitas Variabel Respon Kepada Kebutuhan Pelanggan

Reliability

Case Processing Summary

		N	%
Cases	Valid	15	93.8
	Excluded ^a	1	6.2
	Total	16	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.924	3

Item Statistics

	Mean	Std. Deviation	N
nomor 8	3.73	1.534	15
nomor 9	3.27	1.280	15
nomor 10	3.47	1.125	15

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
nomor 8	6.73	5.210	.876	.885
nomor 9	7.20	6.600	.830	.903
nomor 10	7.00	7.143	.879	.883

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
10.47	13.695	3.701	3

2. Uji Realibilitas Variabel Kemampuan karyawan/Dosen

Pengujian Reliabilitas ke - 1

Reliability

Case Processing Summary

		N	%
Cases	Valid	15	93.8
	Excluded ^a	1	6.2
	Total	16	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.793	4

Item Statistics

	Mean	Std. Deviation	N
nomor 11	3.67	1.447	15
nomor 12	3.20	.862	15

nomor 13	3.47	1.552	15
Nomor 14	3.13	1.407	15

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
nomor 11	9.80	9.171	.750	.660
nomor 12	10.27	16.495	.086	.910
nomor 13	10.00	8.571	.754	.657
Nomor 14	10.33	8.667	.868	.592

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
13.47	17.838	4.224	4

2. Uji Realibilitas Variabel Kemampuan karyawan/Dosen

Pengujian Reliabilitas ke - 2

Reliability

Case Processing Summary

		N	%
Cases	Valid	15	93.8
	Excluded ^a	1	6.2
	Total	16	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
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.910	3
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Item Statistics

	Mean	Std. Deviation	N
nomor 11	3.67	1.447	15
nomor 13	3.47	1.552	15
nomor 14	3.13	1.407	15

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
nomor 11	6.60	7.686	.837	.857
nomor 13	6.80	7.457	.782	.907
nomor 14	7.13	7.838	.847	.851

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
10.27	16.495	4.061	3

2. Uji Realibilitas Variabel Empati Institusi

Reliability

Case Processing Summary

		N	%
Cases	Valid	15	93.8
	Excluded ^a	1	6.2
	Total	16	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.924	3

Item Statistics

	Mean	Std. Deviation	N
nomor 15	4.00	1.134	15
nomor 16	3.20	1.082	15
nomor 17	3.27	1.100	15

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
nomor 15	6.47	4.410	.810	.920
nomor 16	7.27	4.495	.847	.890
nomor 17	7.20	4.314	.882	.861

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
10.47	9.552	3.091	3

Kuesioner karyawan/Dosen

1. Uji reliabilitas variabel kepuasan karyawan/dosen

Pengujian realinbilitas tahap ke – 1

Reliability

Case Processing Summary

		N	%
Cases	Valid	10	100.0
	Excluded ^a	0	.0
	Total	10	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.967	17

Item Statistics

	Mean	Std. Deviation	N
nomor 1	3.30	1.252	10
nomor 2	3.70	1.160	10
nomor 3	3.50	1.269	10
nomor 4	2.80	1.229	10
nomor 5	3.50	1.581	10
nomor 6	3.70	1.059	10
nomor 7	3.40	1.647	10
nomor 8	2.60	.843	10
nomor 9	3.20	1.229	10
nomor 10	2.90	1.197	10
nomor 11	3.20	1.398	10
nomor 12	2.70	.823	10
nomor 13	3.70	1.567	10
nomor 14	3.10	1.287	10
nomor 15	3.40	1.075	10
nomor 16	3.20	1.135	10
nomor 17	3.40	1.350	10

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
nomor 1	52.00	263.778	.875	.964
nomor 2	51.60	267.600	.842	.964
nomor 3	51.80	263.289	.874	.964
nomor 4	52.50	262.722	.920	.963
nomor 5	51.80	257.289	.810	.965
nomor 6	51.60	270.489	.841	.964
nomor 7	51.90	252.544	.872	.964
nomor 8	52.70	298.900	.044	.973
nomor 9	52.10	262.989	.913	.963
nomor 10	52.40	265.378	.874	.964
nomor 11	52.10	260.544	.851	.964
nomor 12	52.60	292.711	.267	.971
nomor 13	51.60	254.933	.870	.964
nomor 14	52.20	262.400	.884	.964
nomor 15	51.90	270.989	.812	.965
nomor 16	52.10	269.878	.797	.965
nomor 17	51.90	264.100	.797	.965

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
55.30	300.900	17.346	17

1. Uji reliabilitas variabel kepuasan karyawan/dosen
 Pengujian realinbilitas tahap ke – 2
 Reliability

Case Processing Summary

		N	%
Cases	Valid	10	100.0
	Excluded ^a	0	.0
	Total	10	100.0

Listwise deletion based on all variables
 in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.977	15

Item Statistics

	Mean	Std. Deviation	N
nomor 1	3.30	1.252	10
nomor 2	3.70	1.160	10
nomor 3	3.50	1.269	10
nomor 4	2.80	1.229	10
nomor 5	3.50	1.581	10
nomor 6	3.70	1.059	10
nomor 7	3.40	1.647	10
nomor 9	3.20	1.229	10
nomor 10	2.90	1.197	10
nomor 11	3.20	1.398	10
nomor 13	3.70	1.567	10
nomor 14	3.10	1.287	10
nomor 15	3.40	1.075	10
nomor 16	3.20	1.135	10
nomor 17	3.40	1.350	10

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
nomor 1	46.70	254.233	.879	.975
nomor 2	46.30	257.789	.853	.975
nomor 3	46.50	253.611	.882	.975
nomor 4	47.20	252.844	.935	.974
nomor 5	46.50	246.944	.834	.976
nomor 6	46.30	260.900	.844	.976
nomor 7	46.60	243.600	.867	.976
nomor 9	46.80	254.400	.892	.975
nomor 10	47.10	256.100	.870	.975
nomor 11	46.80	251.956	.833	.976
nomor 13	46.30	246.011	.863	.975
nomor 14	46.90	253.433	.874	.975
nomor 15	46.60	261.156	.823	.976
nomor 16	46.80	260.622	.791	.976
nomor 17	46.60	253.600	.825	.976

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
50.00	290.889	17.055	15

1. Uji reliabilitas variabel Visi Misi Institusi
Reliability

Reliability Statistics

Cronbach's Alpha	N of Items
.924	6

Item Statistics

	Mean	Std. Deviation	N
nomor 18	1.90	.316	10
nomor 19	1.80	.422	10
nomor 20	1.90	.316	10
nomor 21	1.70	.483	10
nomor 22	1.70	.483	10
nomor 23	1.90	.316	10

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
nomor 18	9.00	3.111	.797	.911
nomor 19	9.10	2.767	.824	.904
nomor 20	9.00	3.111	.797	.911
nomor 21	9.20	2.622	.795	.911
nomor 22	9.20	2.622	.795	.911
nomor 23	9.00	3.111	.797	.911

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
10.90	4.100	2.025	6

1. Uji Realibilitas Variabel SIM

Case Processing Summary

		N	%
Cases	Valid	10	100.0
	Excluded ^a	0	.0
	Total	10	100.0

Reliability Statistics

Cronbach's Alpha	N of Items
.957	3

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

Item Statistics

	Mean	Std. Deviation	N
nomor 24	3.50	1.080	10
nomor 25	3.40	1.506	10
nomor 26	3.50	1.434	10

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
nomor 24	6.90	8.100	.958	.933
nomor 25	7.00	6.000	.934	.926
nomor 26	6.90	6.544	.894	.951

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
10.40	15.156	3.893	3