

## **KUESIONER PENELITIAN**

Hal : Permohonan Pengisian Kuisisioner

Lampiran : Satu Berkas

Assalamua'laikum Wr.Wb

Dalam rangka pemenuhan penyusunan Skripsi di Fakultas Ekonomi dan Bisnis Program Studi Manajemen Universitas Muhammadiyah Yogyakarta, maka saya akan melakukan penelitian dengan judul “Pengaruh Kualitas Pelayanan Terhadap Kepuasan Peserta BPJS Kesehatan Dikantor Cabang Gedong Kuning Yogyakarta”.

Kuisisioner penelitian ini digunakan untuk mengetahui seberapa besar pengaruh kualitas pelayanan terhadap kepuasan peserta BPJS Kesehatan Kantor Cabang Gedong Kuning, Yogyakarta. Saya mengharapkan kesediaan saudara untuk mengisi kuisisioner penelitian dibawah ini dengan benar dan jujur. Data informasi yang terkumpul semata – mata hanya digunakan untuk keperluan skripsi, oleh karena itu kerahasiaan jawaban responden ditanggung oleh penulis.

Wassalamualaikum Wr.Wb

Hormat Saya,

Lilin Infiati

## 1. Petunjuk Pengisian Kuisisioner

Berilah tanda centang (√) pada salah satu pilihan jawaban yang tersedia. Hanya satu jawaban saja yang dimungkinkan untuk setiap pertanyaan. Pada masing-masing pertanyaan terdapat lima alternative jawaban yang mengacu pada teknik *Skala Likert*, yaitu:

Pernyataan	Skor
Sangat Setuju (SS)	5
Setuju (S)	4
Netral (N)	3
Tidak Setuju (TS)	2
Sangat Tidak Setuju (STS)	1

Data responden dan semua informasi yang diberikan akan dijamin kerahasiaannya, oleh sebab itu dimohon untuk mengisi kuisisioner dengan sebenarnya dan seobjektif mungkin.

## 2. Identitas Responden:

Nama : \_\_\_\_\_

Umur: \_\_\_\_\_

Jenis kelamin: 1). Laki-laki 2). Perempuan

Pekerjaan : a) Pelajar b) Mahasiswa/i c) Pegawai Negeri

d) Wiraswasta e) lainnya \_\_\_\_\_

a. Variabel Bukti Fisik (*Tangible*)

No	Pertanyaan	SS	S	N	TS	STS
1.	Peralatan yang ada di BPJS Kesehatan modern					
2.	Karyawan BPJS Kesehatan selalu berpenampilan bersih dan rapi					
3.	Fasilitas yang ada di BPJS Kesehatan bersih dan dalam keadaan baik (kursi, meja)					
4.	Lingkungan kantor BPJS Kesehatan memiliki tempat yang nyaman					

b. Variabel Keandalan (*Reliability*)

No	Pertanyaan	SS	S	N	TS	STS
1.	Karyawawan BPJS Kesehatan cepat dalam menangani peserta					
2.	BPJS Kesehatan memberikan perhatian penuh jika ada peserta yang mengalami keluhan					
3.	BPJS Kesehatan selalu memberikan pelayanannya tepat waktu					
4.	Karyawan bersikap simpatik dan sanggup menenangkan peserta ketika ada masalah					

c. Variabel Daya Tanggap (*Responsiveness*)

No	Pertanyaan	SS	S	N	TS	STS
1.	Karyawan bersedia membantu peserta ketika ada keluhan					
2.	Karyawan bersedia menyempatkan waktu untuk memamnggapi keluhan peserta					
3.	Karyawan BPJS sabar dalam menangani keluhan peserta					
4.	Apakah karyawan BPJS cepat dalam menyelesaikan masalah peserta					

d. Variabel Jaminan (*Assurance*)

No	Pertanyaan	SS	S	N	TS	STS
1.	Saya percaya kepada karyawan dalam menangani masalah dan keluhan peserta					
2.	Karyawan selalu bisa menjawab keluhan peserta dengan baik					
3.	Karyawan selalu bersikap sopan kepada peserta					
4.	Saya merasa aman dan nyaman saat berada di BPJS Kesehatan					

e. Variabel Empati (*Empathy*)

No	Pertanyaan	SS	S	N	TS	STS
1.	Karyawan BPJS Kesehatan memberikan perhatian individual kepada peserta					
2.	Karyawan BPJS Kesehatan memiliki kesungguhan dalam merespon keluhan/masalah peserta					
3.	BPJS Kesehatan memiliki jam buka tepat waktu					
4.	Karyawan BPJS Kesehatan memberikan pelayanan yang sama tanpa memandang status sosial					

f. Variabel Kepuasan Pelanggan

No	Pertanyaan	SS	S	N	TS	STS
1.	Saya puas dengan pelayanan yang diberikan pihak BPJS Kesehatan secara cepat dan tepat					
2.	Saya puas dengan keramahan yang dimiliki oleh karyawan BPJS Kesehatan					
3.	Saya merasa puas dengan fasilitas (meja, kursi) serta keamanan yang ada di BPJS Kesehatan					
4.	Saya merasa puas dengan sikap sopan santun yang dimiliki karyawan BPJS Kesehatan					
5.	Saya merasa karyawan melayani dengan sepenuh hati					
6.	Saya merasa puas dengan kemampuan karyawan BPJS Kesehatan dalam menangani keluhan peserta					
7.	Saya merasa karyawan menunjukkan perhatian dan kesungguhan yang cukup besar dalam menangani keluhan peserta					

**Komentar dan Saran:**

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\*\*\*\*\* TERIMAKASIH ATAS KERJASAMA SAUDARA \*\*\*\*\*

## LAMPIRAN UJI VALIDITAS PRETEST

### 1. Bukti Fisik

**Correlations**

		BuktiFisik1	BuktiFisik2	BuktiFisik3	BuktiFisik4	Total
BuktiFisik1	Pearson Correlation	1	,956**	-,044	-,044	,776**
	Sig. (2-tailed)		,000	,800	,800	,000
	N	36	36	36	36	36
BuktiFisik2	Pearson Correlation	,956**	1	,015	,015	,812**
	Sig. (2-tailed)	,000		,933	,933	,000
	N	36	36	36	36	36
BuktiFisik3	Pearson Correlation	-,044	,015	1	,846**	,560**
	Sig. (2-tailed)	,800	,933		,000	,000
	N	36	36	36	36	36
BuktiFisik4	Pearson Correlation	-,044	,015	,846**	1	,560**
	Sig. (2-tailed)	,800	,933	,000		,000
	N	36	36	36	36	36
Total	Pearson Correlation	,776**	,812**	,560**	,560**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	36	36	36	36	36

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

## 2. Keandalan

Correlations

		Keandalan1	Keandalan2	Keandalan3	Keandalan4	Total
Keandalan1	Pearson Correlation	1	,688**	,593**	,686**	,860**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	36	36	36	36	36
Keandalan2	Pearson Correlation	,688**	1	,673**	,637**	,880**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	36	36	36	36	36
Keandalan3	Pearson Correlation	,593**	,673**	1	,642**	,838**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	36	36	36	36	36
Keandalan4	Pearson Correlation	,686**	,637**	,642**	1	,862**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	36	36	36	36	36
Total	Pearson Correlation	,860**	,880**	,838**	,862**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	36	36	36	36	36

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



### 3. Daya Tanggap

Correlations

		DayaTanggap 1	DayaTanggap 2	DayaTanggap 3	DayaTanggap 4	Total
DayaTanggap1	Pearson Correlation	1	,258	,203	,387*	,612**
	Sig. (2-tailed)		,129	,235	,020	,000
	N	36	36	36	36	36
DayaTanggap2	Pearson Correlation	,258	1	,590**	,411*	,767**
	Sig. (2-tailed)	,129		,000	,013	,000
	N	36	36	36	36	36
DayaTanggap3	Pearson Correlation	,203	,590**	1	,497**	,791**
	Sig. (2-tailed)	,235	,000		,002	,000
	N	36	36	36	36	36
DayaTanggap4	Pearson Correlation	,387*	,411*	,497**	1	,777**
	Sig. (2-tailed)	,020	,013	,002		,000
	N	36	36	36	36	36
Total	Pearson Correlation	,612**	,767**	,791**	,777**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	36	36	36	36	36

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

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

#### 4. Jaminan

Correlations

		Jaminan1	Jaminan2	Jaminan3	Jaminan4	Total
Jaminan1	Pearson Correlation	1	,371*	,524**	,658**	,782**
	Sig. (2-tailed)		,026	,001	,000	,000
	N	36	36	36	36	36
Jaminan2	Pearson Correlation	,371*	1	,747**	,378*	,783**
	Sig. (2-tailed)	,026		,000	,023	,000
	N	36	36	36	36	36
Jaminan3	Pearson Correlation	,524**	,747**	1	,460**	,861**
	Sig. (2-tailed)	,001	,000		,005	,000
	N	36	36	36	36	36
Jaminan4	Pearson Correlation	,658**	,378*	,460**	1	,778**
	Sig. (2-tailed)	,000	,023	,005		,000
	N	36	36	36	36	36
Total	Pearson Correlation	,782**	,783**	,861**	,778**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	36	36	36	36	36

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

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

## 5. Empati

Correlations

		Empati1	Empati2	Empati3	Empati4	Total
Empati1	Pearson Correlation	1	,866**	,791**	,314	,916**
	Sig. (2-tailed)		,000	,000	,062	,000
	N	36	36	36	36	36
Empati2	Pearson Correlation	,866**	1	,719**	,251	,874**
	Sig. (2-tailed)	,000		,000	,139	,000
	N	36	36	36	36	36
Empati3	Pearson Correlation	,791**	,719**	1	,269	,851**
	Sig. (2-tailed)	,000	,000		,113	,000
	N	36	36	36	36	36
Empati4	Pearson Correlation	,314	,251	,269	1	,587**
	Sig. (2-tailed)	,062	,139	,113		,000
	N	36	36	36	36	36
Total	Pearson Correlation	,916**	,874**	,851**	,587**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	36	36	36	36	36

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

## 6. Kepuasan Peserta

		Correlations							Total
		Kepuasan Peserta1	Kepuasan Peserta2	Kepuasan Peserta3	Kepuasan Peserta4	Kepuasan Peserta5	Kepuasan Peserta6	Kepuasan Peserta7	
Kepuasan Peserta1	Pearson Correlation	1	,497**	,430**	,383	,221	,269	,030	,597**
	Sig. (2-tailed)		,002	,009	,021	,196	,113	,861	,000
	N	36	36	36	36	36	36	36	36
Kepuasan Peserta2	Pearson Correlation	,497**	1	,485**	,443**	,277	,344*	,316	,758**
	Sig. (2-tailed)	,002		,003	,007	,103	,040	,060	,000
	N	36	36	36	36	36	36	36	36
Kepuasan Peserta3	Pearson Correlation	,430**	,485**	1	,574**	,195	,288	,365*	,713**
	Sig. (2-tailed)	,009	,003		,000	,255	,089	,029	,000
	N	36	36	36	36	36	36	36	36
Kepuasan Peserta4	Pearson Correlation	,383	,443**	,574**	1	,260	,185	,210	,654**
	Sig. (2-tailed)	,021	,007	,000		,125	,279	,218	,000
	N	36	36	36	36	36	36	36	36
Kepuasan Peserta5	Pearson Correlation	,221	,277	,195	,260	1	,685**	,125	,595**
	Sig. (2-tailed)	,196	,103	,255	,125		,000	,468	,000
	N	36	36	36	36	36	36	36	36
Kepuasan Peserta6	Pearson Correlation	,269	,344*	,288	,185	,685**	1	,302	,690**
	Sig. (2-tailed)	,113	,040	,089	,279	,000		,073	,000
	N	36	36	36	36	36	36	36	36
Kepuasan Peserta7	Pearson Correlation	,030	,316	,365*	,210	,125	,302	1	,540**
	Sig. (2-tailed)	,861	,060	,029	,218	,468	,073		,001
	N	36	36	36	36	36	36	36	36
Total	Pearson Correlation	,597**	,758**	,713**	,654**	,595**	,690**	,540**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,001	
	N	36	36	36	36	36	36	36	36

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

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

## UJI RELIABILITAS PRETEST

### 1. Bukti Fisik

**Case Processing Summary**

		N	%
Cases	Valid	36	100,0
	Excluded <sup>a</sup>	0	,0
	Total	36	100,0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
,627	4

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Bukti Fisik1	12,69	2,047	,502	,480
Bukti Fisik2	12,69	1,933	,567	,420
Bukti Fisik3	11,97	2,885	,289	,631
Bukti Fisik4	11,97	2,885	,289	,631

## 2. Keandalan

**Case Processing Summary**

		N	%
Cases	Valid	36	59,0
	Excluded <sup>a</sup>	25	41,0
	Total	61	100,0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
,882	4

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Keandalan1	13,14	4,866	,751	,846
Keandalan2	12,78	4,406	,763	,842
Keandalan3	13,03	5,056	,722	,857
Keandalan4	12,89	4,730	,746	,847

### 3. Daya Tanggap

**Case Processing Summary**

		N	%
Cases	Valid	36	100,0
	Excluded <sup>a</sup>	0	,0
	Total	36	100,0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
,722	4

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Daya Tanggap1	11,81	4,104	,343	,750
Daya Tanggap2	11,94	3,483	,561	,630
Daya Tanggap3	12,17	3,229	,573	,620
Daya Tanggap4	12,33	3,429	,574	,622

#### 4. Jaminan

**Case Processing Summary**

		N	%
Cases	Valid	36	100,0
	Excluded <sup>a</sup>	0	,0
	Total	36	100,0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
,813	4

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Jaminan1	13,00	4,457	,629	,770
Jaminan2	13,06	4,283	,610	,776
Jaminan3	13,08	3,679	,716	,723
Jaminan4	13,11	4,159	,586	,788



## 5. Empati

**Case Processing Summary**

		N	%
Cases	Valid	36	100,0
	Excluded <sup>a</sup>	0	,0
	Total	36	100,0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
,814	4

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Empati1	13,44	2,311	,832	,668
Empati2	13,44	2,425	,756	,707
Empati3	13,39	2,587	,729	,725
Empati4	13,39	3,159	,300	,920

## 6. Kepuasan Peserta

**Case Processing Summary**

		N	%
Cases	Valid	36	100,0
	Excluded <sup>a</sup>	0	,0
	Total	36	100,0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
,768	7

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Kepuasan Peserta1	25,81	8,733	,456	,746
Kepuasan Peserta2	26,08	7,164	,601	,713
Kepuasan Peesrta3	25,89	8,273	,602	,720
Kepuasan Peserta4	26,06	8,225	,503	,736
Kepuasan Peserta5	26,11	8,787	,459	,746
Kepuasan Peserta6	26,22	7,606	,511	,735
Kepuasan Peserta7	25,83	8,600	,340	,771

## LAMPIRAN UJI VALIDITAS

### 1. Bukti Fisik

		Correlations				
		BuktiFisik1	BuktiFisik2	BuktiFisik3	BuktiFisik4	Total
BuktiFisik 1	Pearson	1	,488**	,374**	,351**	,722**
	Correlation					
	Sig. (2-tailed)		,000	,000	,000	,000
	N	100	100	100	100	100
BuktiFisik 2	Pearson	,488**	1	,558**	,376**	,799**
	Correlation					
	Sig. (2-tailed)	,000		,000	,000	,000
	N	100	100	100	100	100
BuktiFisik 3	Pearson	,374**	,558**	1	,493**	,800**
	Correlation					
	Sig. (2-tailed)	,000	,000		,000	,000
	N	100	100	100	100	100
BuktiFisik 4	Pearson	,351**	,376**	,493**	1	,725**
	Correlation					
	Sig. (2-tailed)	,000	,000	,000		,000
	N	100	100	100	100	100
Total	Pearson	,722**	,799**	,800**	,725**	1
	Correlation					
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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

## 2. Keandalan

### Correlations

		Keandalan1	Keandalan2	Keandalan3	Keandalan4	Total
Keandalan 1	Pearson Correlation	1	,414**	,420**	,324**	,802**
	Sig. (2-tailed)		,000	,000	,001	,000
	N	100	100	100	100	100
Keandalan 2	Pearson Correlation	,414**	1	,136	,572**	,689**
	Sig. (2-tailed)	,000		,178	,000	,000
	N	100	100	100	100	100
Keandalan 3	Pearson Correlation	,420**	,136	1	,074	,668**
	Sig. (2-tailed)	,000	,178		,464	,000
	N	100	100	100	100	100
Keandalan 4	Pearson Correlation	,324**	,572**	,074	1	,623**
	Sig. (2-tailed)	,001	,000	,464		,000
	N	100	100	100	100	100
Total	Pearson Correlation	,802**	,689**	,668**	,623**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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

### 3. Daya Tanggap

#### Correlations

		DayaTanggap 1	DayaTanggap 2	DayaTanggap 3	DayaTanggap 4	Total
DayaTanggap1	Pearson Correlation	1	,094	,044	,035	,515**
	Sig. (2-tailed)		,352	,665	,726	,000
	N	100	100	100	100	100
DayaTanggap2	Pearson Correlation	,094	1	,619**	,366**	,698**
	Sig. (2-tailed)	,352		,000	,000	,000
	N	100	100	100	100	100
DayaTanggap3	Pearson Correlation	,044	,619**	1	,553**	,776**
	Sig. (2-tailed)	,665	,000		,000	,000
	N	100	100	100	100	100
DayaTanggap4	Pearson Correlation	,035	,366**	,553**	1	,717**
	Sig. (2-tailed)	,726	,000	,000		,000
	N	100	100	100	100	100
Total	Pearson Correlation	,515**	,698**	,776**	,717**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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

#### 4. Jaminan

		Correlations				
		Jaminan1	Jaminan2	Jaminan3	Jaminan4	Total
Jaminan1	Pearson Correlation	1	,507**	,467**	,485**	,781**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	100	100	100	100	100
Jaminan2	Pearson Correlation	,507**	1	,573**	,587**	,830**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	100	100	100	100	100
Jaminan3	Pearson Correlation	,467**	,573**	1	,709**	,819**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	100	100	100	100	100
Jaminan4	Pearson Correlation	,485**	,587**	,709**	1	,829**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	100	100	100	100	100
Total	Pearson Correlation	,781**	,830**	,819**	,829**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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

## 5. Empati

**Correlations**

		Empati1	Empati2	Empati3	Empati4	Total
Empati1	Pearson Correlation	1	,533**	,624**	,379**	,814**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	100	100	100	100	100
Empati2	Pearson Correlation	,533**	1	,720**	,249*	,798**
	Sig. (2-tailed)	,000		,000	,013	,000
	N	100	100	100	100	100
Empati3	Pearson Correlation	,624**	,720**	1	,344**	,878**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	100	100	100	100	100
Empati4	Pearson Correlation	,379**	,249*	,344**	1	,623**
	Sig. (2-tailed)	,000	,013	,000		,000
	N	100	100	100	100	100
Total	Pearson Correlation	,814**	,798**	,878**	,623**	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).

## 6. Kepuasan peserta

		Correlations							Total
		Kepuasan Peserta1	Kepuasan Peserta2	Kepuasan Peserta3	Kepuasan Peserta4	Kepuasan Peserta5	Kepuasan Peserta6	Kepuasan Peserta7	
Kepuasan Peserta1	Pearson Correlation	1	,352**	,245*	,250*	,339**	,323**	,267**	,583**
	Sig. (2-tailed)		,000	,014	,012	,001	,001	,007	,000
	N	100	100	100	100	100	100	100	100
Kepuasan Peserta2	Pearson Correlation	,352**	1	,392**	,568**	,510**	,567**	,563**	,781**
	Sig. (2-tailed)	,000		,000	,000	,000	,000	,000	,000
	N	100	100	100	100	100	100	100	100
Kepuasan Peserta3	Pearson Correlation	,245*	,392**	1	,215*	,225*	,309**	,184*	,505**
	Sig. (2-tailed)	,014	,000		,032	,024	,002	,067	,000
	N	100	100	100	100	100	100	100	100
Kepuasan Peserta4	Pearson Correlation	,250*	,568**	,215*	1	,594**	,484**	,511**	,701**
	Sig. (2-tailed)	,012	,000	,032		,000	,000	,000	,000
	N	100	100	100	100	100	100	100	100
Kepuasan Peserta5	Pearson Correlation	,339**	,510**	,225*	,594**	1	,651**	,657**	,801**
	Sig. (2-tailed)	,001	,000	,024	,000		,000	,000	,000
	N	100	100	100	100	100	100	100	100
Kepuasan Peserta6	Pearson Correlation	,323**	,567**	,309**	,484**	,651**	1	,758**	,824**
	Sig. (2-tailed)	,001	,000	,002	,000	,000		,000	,000
	N	100	100	100	100	100	100	100	100
Kepuasan Peserta7	Pearson Correlation	,267**	,563**	,184*	,511**	,657**	,758**	1	,792**
	Sig. (2-tailed)	,007	,000	,067	,000	,000	,000		,000
	N	100	100	100	100	100	100	100	100
Total	Pearson Correlation	,583**	,781**	,505**	,701**	,801**	,824**	,792**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	
	N	100	100	100	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).



## HASIL UJI RELIABILITAS

### 1. Bukti Fisik

**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
,759	4

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
BuktiFisik1	11,15	2,533	,502	,732
BuktiFisik2	11,66	2,287	,611	,672
BuktiFisik3	11,63	2,276	,612	,672
BuktiFisik4	11,73	2,522	,506	,730

## 2. Keandalan

**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
,633	4

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Keandalan1	10,45	2,169	,558	,444
Keandalan2	10,11	2,846	,476	,535
Keandalan3	10,98	2,545	,296	,675
Keandalan4	10,16	3,025	,391	,585

### 3. Daya Tanggap

**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
,680	4

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
DayaTanggap1	11,15	3,462	,161	,821
DayaTanggap2	9,74	2,922	,646	,518
DayaTanggap3	9,77	2,623	,654	,487
DayaTanggap4	10,05	2,775	,513	,580

#### 4. Jaminan

**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
,821	4

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Jaminan1	11,59	2,507	,565	,821
Jaminan2	11,51	2,414	,660	,768
Jaminan3	11,37	2,761	,691	,760
Jaminan4	11,46	2,756	,709	,753

## 5. Empati

**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
,785	4

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Empati1	11,68	3,068	,652	,702
Empati2	11,51	3,242	,645	,710
Empati3	11,34	2,550	,728	,655
Empati4	11,76	3,720	,376	,831

## 6. Kepuasan peserta

**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
,835	7

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
KepuasanPeserta1	22,77	8,664	,394	,848
KepuasanPeserta2	22,50	8,212	,688	,797
KepuasanPeserta3	22,88	9,379	,345	,846
KepuasanPeserta4	22,44	8,895	,605	,812
KepuasanPeserta5	22,68	7,775	,698	,792
KepuasanPeserta6	22,61	7,776	,736	,786
KepuasanPeserta7	22,64	7,930	,692	,794