

## **UJI VALIDITAS DAN RELIABILITAS**

## Reliability dan Validity Variabel Kualitas Pelayanan

### Case Processing Summary

		N	%
Cases	Valid	50	100.0
	Excluded <sup>a</sup>	0	.0
	Total	50	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.786	6

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Pernyataan1	15.5200	2.704	.642	.726
Pernyataan2	15.5200	3.112	.569	.746
Pernyataan3	15.5400	3.151	.503	.762
Pernyataan4	15.7200	3.308	.560	.751
Pernyataan5	15.4800	2.989	.603	.737
Pernyataan6	15.5200	3.642	.353	.791

## Reliability dan Validity Variabel Emphaty

### Case Processing Summary

		N	%
Cases	Valid	50	100.0
	Excluded <sup>a</sup>	0	.0
	Total	50	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.758	3

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Pernyataan7	6.1600	.872	.547	.721
Pernyataan8	6.1800	.722	.625	.638
Pernyataan9	6.2200	.910	.607	.664

## Reliability dan Validity Variabel reliability

### Case Processing Summary

		N	%
Cases	Valid	50	100.0
	Excluded <sup>a</sup>	0	.0
	Total	50	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.754	3

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Pernyataan10	6.2000	.612	.635	.611
Pernyataan11	6.2200	.869	.361	.894
Pernyataan12	6.3000	.582	.803	.404

**HASIL UJI**  
**REGRESI LINEAR**

## UJI REGRESSION

### Variables Entered/Removed

Model	Variables Entered	Variables Removed	Method
1	variabel Reliability, Variabel Empathy <sup>a</sup>		Enter

a. All requested variables entered.

### Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.535 <sup>a</sup>	.286	.280	1.70772

a. Predictors: (Constant), variabel Reliability, Variabel Empathy

### ANOVA<sup>b</sup>

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	284.886	2	142.443	48.844	.000 <sup>a</sup>
	Residual	711.575	244	2.916		
	Total	996.462	246			

a. Predictors: (Constant), variabel Reliability, Variabel Empathy

b. Dependent Variable: Kualitas Pelayanan

### Coefficients<sup>a</sup>

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	11.032	.886		12.448	.000
	Variabel Empathy	.389	.094	.258	4.154	.000
	variabel Reliability	.521	.091	.358	5.753	.000

a. Dependent Variable: Kualitas Pelayanan