

| Responden | Indikator Variabel |            |            |            |               |               |               |               |               |                  |                  |                  |                  |             |             |             |             |           |           |           | Total | Kuadrat Total |           |
|-----------|--------------------|------------|------------|------------|---------------|---------------|---------------|---------------|---------------|------------------|------------------|------------------|------------------|-------------|-------------|-------------|-------------|-----------|-----------|-----------|-------|---------------|-----------|
|           | Tangible 1         | Tangible 2 | Tangible 3 | Tangible 4 | Reliability 1 | Reliability 2 | Reliability 3 | Reliability 4 | Reliability 5 | Responsiveness 1 | Responsiveness 2 | Responsiveness 3 | Responsiveness 4 | Assurance 1 | Assurance 2 | Assurance 3 | Assurance 4 | Emphaty 1 | Emphaty 2 | Emphaty 3 |       |               | Emphaty 4 |
| 1         | 3                  | 4          | 4          | 3          | 4             | 4             | 5             | 5             | 3             | 5                | 3                | 3                | 4                | 4           | 3           | 4           | 5           | 4         | 5         | 5         | 5     | 85            | 7225      |
| 2         | 3                  | 4          | 4          | 4          | 4             | 4             | 4             | 4             | 4             | 4                | 5                | 5                | 5                | 3           | 5           | 5           | 5           | 3         | 3         | 5         | 5     | 89            | 7921      |
| 3         | 4                  | 3          | 5          | 4          | 4             | 5             | 5             | 4             | 3             | 5                | 4                | 3                | 4                | 4           | 3           | 4           | 5           | 5         | 5         | 5         | 4     | 88            | 7744      |
| 4         | 4                  | 3          | 5          | 5          | 5             | 5             | 4             | 4             | 3             | 4                | 4                | 5                | 5                | 3           | 5           | 3           | 5           | 4         | 4         | 5         | 5     | 90            | 8100      |
| 5         | 5                  | 4          | 5          | 5          | 5             | 5             | 5             | 4             | 4             | 5                | 3                | 4                | 4                | 5           | 5           | 3           | 3           | 3         | 5         | 4         | 5     | 92            | 8464      |
| 6         | 4                  | 5          | 5          | 3          | 4             | 4             | 3             | 4             | 4             | 4                | 5                | 5                | 5                | 5           | 3           | 4           | 5           | 5         | 5         | 5         | 5     | 92            | 8464      |
| 7         | 4                  | 3          | 4          | 4          | 5             | 5             | 5             | 5             | 3             | 4                | 4                | 3                | 5                | 5           | 5           | 5           | 5           | 5         | 5         | 5         | 5     | 94            | 8836      |
| 8         | 3                  | 4          | 4          | 4          | 4             | 5             | 5             | 5             | 5             | 5                | 5                | 5                | 5                | 5           | 3           | 4           | 5           | 4         | 5         | 5         | 5     | 95            | 9025      |
| 9         | 4                  | 4          | 3          | 4          | 4             | 4             | 5             | 5             | 5             | 5                | 4                | 4                | 4                | 5           | 5           | 4           | 5           | 5         | 4         | 4         | 4     | 91            | 8281      |
| 10        | 4                  | 4          | 4          | 4          | 4             | 4             | 5             | 5             | 5             | 3                | 3                | 3                | 5                | 4           | 4           | 5           | 5           | 5         | 4         | 3         | 5     | 88            | 7744      |
| 11        | 3                  | 4          | 4          | 4          | 4             | 4             | 5             | 5             | 5             | 5                | 5                | 5                | 5                | 4           | 4           | 4           | 5           | 5         | 4         | 4         | 4     | 92            | 8464      |
| 12        | 4                  | 3          | 3          | 4          | 4             | 4             | 4             | 4             | 5             | 4                | 4                | 4                | 5                | 4           | 3           | 5           | 5           | 4         | 4         | 5         | 5     | 87            | 7569      |
| 13        | 4                  | 4          | 4          | 4          | 3             | 5             | 5             | 3             | 5             | 3                | 5                | 5                | 3                | 5           | 4           | 4           | 5           | 3         | 5         | 5         | 5     | 89            | 7921      |
| 14        | 3                  | 4          | 4          | 4          | 4             | 4             | 4             | 3             | 5             | 5                | 4                | 4                | 5                | 4           | 5           | 5           | 5           | 5         | 5         | 4         | 5     | 91            | 8281      |
| 15        | 4                  | 4          | 4          | 4          | 4             | 3             | 4             | 4             | 5             | 3                | 5                | 5                | 5                | 5           | 4           | 5           | 5           | 5         | 4         | 4         | 4     | 90            | 8100      |
| 16        | 4                  | 4          | 4          | 4          | 3             | 3             | 3             | 5             | 5             | 5                | 3                | 5                | 5                | 5           | 5           | 5           | 5           | 5         | 5         | 4         | 4     | 91            | 8281      |
| 17        | 4                  | 5          | 5          | 5          | 5             | 5             | 3             | 3             | 5             | 5                | 4                | 5                | 5                | 3           | 5           | 3           | 3           | 4         | 4         | 4         | 4     | 89            | 7921      |
| 18        | 4                  | 4          | 4          | 4          | 3             | 5             | 5             | 5             | 5             | 5                | 4                | 3                | 4                | 3           | 5           | 5           | 5           | 5         | 4         | 3         | 5     | 90            | 8100      |
| 19        | 3                  | 4          | 4          | 4          | 4             | 4             | 4             | 3             | 5             | 5                | 5                | 5                | 5                | 4           | 4           | 4           | 5           | 5         | 4         | 4         | 5     | 90            | 8100      |
| 20        | 4                  | 4          | 5          | 4          | 4             | 4             | 4             | 4             | 3             | 3                | 5                | 4                | 3                | 5           | 5           | 5           | 5           | 4         | 4         | 4         | 5     | 88            | 7744      |
| 21        | 4                  | 4          | 4          | 4          | 4             | 4             | 3             | 3             | 3             | 5                | 5                | 5                | 5                | 5           | 4           | 5           | 5           | 5         | 5         | 5         | 5     | 92            | 8464      |
| 22        | 4                  | 4          | 3          | 4          | 4             | 4             | 3             | 5             | 5             | 3                | 5                | 4                | 5                | 3           | 5           | 4           | 5           | 5         | 4         | 5         | 5     | 89            | 7921      |
| 23        | 4                  | 4          | 4          | 4          | 4             | 3             | 3             | 3             | 3             | 3                | 4                | 5                | 5                | 5           | 5           | 5           | 5           | 5         | 4         | 5         | 5     | 88            | 7744      |
| 24        | 3                  | 4          | 4          | 4          | 4             | 4             | 4             | 5             | 5             | 5                | 4                | 3                | 5                | 4           | 4           | 4           | 5           | 5         | 5         | 5         | 3     | 89            | 7921      |
| 25        | 2                  | 4          | 4          | 4          | 3             | 3             | 5             | 5             | 5             | 5                | 3                | 4                | 5                | 3           | 5           | 5           | 5           | 5         | 4         | 4         | 5     | 88            | 7744      |
| 26        | 4                  | 4          | 4          | 4          | 4             | 4             | 3             | 4             | 4             | 5                | 5                | 5                | 5                | 3           | 5           | 5           | 5           | 4         | 5         | 3         | 90    | 8100          |           |
| 27        | 4                  | 3          | 4          | 4          | 4             | 4             | 4             | 4             | 5             | 4                | 5                | 5                | 3                | 5           | 4           | 4           | 5           | 4         | 3         | 5         | 5     | 88            | 7744      |
| 28        | 3                  | 5          | 5          | 3          | 4             | 5             | 4             | 3             | 3             | 5                | 4                | 3                | 4                | 4           | 5           | 5           | 5           | 5         | 3         | 5         | 5     | 88            | 7744      |
| 29        | 3                  | 3          | 4          | 3          | 4             | 5             | 3             | 5             | 5             | 4                | 4                | 5                | 4                | 5           | 4           | 5           | 5           | 4         | 5         | 4         | 4     | 88            | 7744      |
| 30        | 4                  | 4          | 3          | 4          | 4             | 4             | 4             | 5             | 5             | 5                | 5                | 4                | 4                | 4           | 5           | 5           | 5           | 5         | 4         | 5         | 4     | 91            | 8281      |
| 31        | 4                  | 3          | 4          | 4          | 4             | 4             | 4             | 4             | 3             | 5                | 5                | 5                | 5                | 4           | 4           | 4           | 5           | 5         | 3         | 5         | 5     | 89            | 7921      |
| 32        | 4                  | 4          | 4          | 4          | 4             | 5             | 3             | 5             | 5             | 5                | 3                | 4                | 5                | 4           | 4           | 4           | 5           | 4         | 3         | 4         | 4     | 88            | 7744      |
| 33        | 4                  | 3          | 5          | 5          | 5             | 4             | 4             | 5             | 4             | 5                | 5                | 4                | 4                | 4           | 5           | 3           | 3           | 3         | 4         | 3         | 4     | 85            | 7225      |
| 34        | 3                  | 5          | 3          | 3          | 3             | 5             | 5             | 5             | 5             | 4                | 5                | 4                | 5                | 5           | 5           | 4           | 5           | 4         | 3         | 4         | 3     | 88            | 7744      |
| 35        | 4                  | 3          | 4          | 3          | 5             | 4             | 4             | 3             | 5             | 5                | 4                | 5                | 5                | 5           | 5           | 4           | 5           | 4         | 2         | 5         | 5     | 89            | 7921      |
| 36        | 3                  | 5          | 4          | 4          | 4             | 4             | 3             | 4             | 3             | 5                | 5                | 3                | 3                | 2           | 5           | 5           | 3           | 5         | 3         | 3         | 3     | 79            | 6241      |
| 37        | 4                  | 5          | 3          | 4          | 5             | 3             | 4             | 5             | 4             | 5                | 5                | 4                | 4                | 4           | 5           | 3           | 5           | 5         | 3         | 4         | 3     | 87            | 7569      |
| 38        | 4                  | 4          | 4          | 5          | 5             | 5             | 3             | 3             | 3             | 5                | 5                | 5                | 5                | 4           | 3           | 3           | 3           | 3         | 3         | 4         | 4     | 83            | 6889      |
| 39        | 4                  | 3          | 4          | 4          | 4             | 5             | 5             | 5             | 5             | 5                | 5                | 4                | 3                | 3           | 3           | 3           | 3           | 5         | 5         | 3         | 3     | 88            | 7744      |
| 40        | 4                  | 3          | 3          | 3          | 3             | 4             | 4             | 4             | 3             | 5                | 3                | 3                | 4                | 3           | 3           | 5           | 2           | 2         | 3         | 4         | 3     | 71            | 5041      |
| 41        | 4                  | 4          | 4          | 3          | 3             | 3             | 3             | 3             | 5             | 5                | 5                | 5                | 5                | 5           | 5           | 5           | 5           | 4         | 4         | 4         | 2     | 86            | 7396      |
| 42        | 2                  | 3          | 4          | 3          | 3             | 3             | 4             | 4             | 5             | 5                | 5                | 5                | 5                | 5           | 4           | 4           | 4           | 4         | 2         | 2         | 3     | 79            | 6241      |
| 43        | 2                  | 4          | 3          | 3          | 3             | 4             | 4             | 5             | 3             | 3                | 2                | 5                | 3                | 5           | 4           | 4           | 4           | 5         | 5         | 5         | 3     | 80            | 6400      |
| 44        | 5                  | 2          | 3          | 4          | 4             | 3             | 3             | 3             | 4             | 5                | 5                | 3                | 3                | 4           | 4           | 4           | 4           | 4         | 5         | 5         | 3     | 82            | 6724      |
| 45        | 4                  | 2          | 2          | 2          | 3             | 5             | 3             | 5             | 5             | 3                | 3                | 5                | 5                | 3           | 4           | 4           | 4           | 5         | 4         | 4         | 4     | 80            | 6400      |
| 46        | 4                  | 3          | 3          | 5          | 5             | 5             | 3             | 4             | 4             | 4                | 3                | 3                | 5                | 5           | 5           | 3           | 3           | 5         | 3         | 4         | 3     | 82            | 6724      |
| 47        | 3                  | 2          | 4          | 4          | 2             | 5             | 2             | 5             | 5             | 3                | 3                | 3                | 5                | 4           | 3           | 4           | 5           | 5         | 5         | 5         | 3     | 80            | 6400      |

|    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |      |      |
|----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|------|------|
| 48 | 4 | 5 | 5 | 4 | 3 | 3 | 3 | 3 | 3 | 5 | 4 | 5 | 3 | 5 | 3 | 5 | 3 | 3 | 4 | 3 | 4  | 80   | 6400 |
| 49 | 3 | 3 | 4 | 3 | 5 | 3 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 2 | 5 | 5 | 5 | 3 | 3  | 75   | 5625 |
| 50 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 5 | 70 | 4900 |      |
| 51 | 3 | 3 | 3 | 4 | 2 | 5 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 5 | 3 | 2 | 3 | 3 | 3  | 68   | 4624 |
| 52 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4  | 79   | 6241 |
| 53 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 5 | 4 | 3 | 5 | 3 | 3 | 4 | 81 | 6561 |      |
| 54 | 2 | 3 | 4 | 4 | 3 | 3 | 5 | 3 | 3 | 3 | 4 | 4 | 3 | 5 | 4 | 2 | 4 | 5 | 3 | 3 | 3  | 71   | 5041 |
| 55 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4  | 70   | 4900 |
| 56 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 5 | 4 | 4 | 5 | 5 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4  | 77   | 5929 |
| 57 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3  | 72   | 5184 |
| 58 | 3 | 4 | 5 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 3  | 78   | 6084 |
| 59 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4  | 75   | 5625 |
| 60 | 3 | 3 | 3 | 4 | 4 | 3 | 2 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3  | 71   | 5041 |
| 61 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4  | 76   | 5776 |
| 62 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4  | 74   | 5476 |
| 63 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4  | 75   | 5625 |
| 64 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 5 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4  | 77   | 5929 |
| 65 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 3 | 4 | 4  | 73   | 5329 |
| 66 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 4  | 77   | 5929 |
| 67 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3  | 76   | 5776 |
| 68 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 2 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4  | 73   | 5329 |
| 69 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4  | 78   | 6084 |
| 70 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4  | 75   | 5625 |
| 71 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4  | 79   | 6241 |
| 72 | 2 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4  | 85   | 7225 |
| 73 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4  | 75   | 5625 |
| 74 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4  | 76   | 5776 |
| 75 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4  | 77   | 5929 |
| 76 | 2 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4  | 73   | 5329 |
| 77 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4  | 75   | 5625 |
| 78 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4  | 76   | 5776 |
| 79 | 2 | 3 | 3 | 4 | 4 | 4 | 3 | 5 | 5 | 3 | 4 | 3 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4  | 77   | 5929 |
| 80 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 2 | 3 | 3 | 4 | 4  | 72   | 5184 |
| 81 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4  | 73   | 5329 |
| 82 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 5 | 4 | 4 | 4  | 79   | 6241 |
| 83 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4  | 78   | 6084 |
| 84 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4  | 74   | 5476 |
| 85 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 3 | 3 | 3 | 3 | 3  | 76   | 5776 |
| 86 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3  | 74   | 5476 |
| 87 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4  | 78   | 6084 |
| 88 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3  | 75   | 5625 |
| 89 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3  | 74   | 5476 |
| 90 | 2 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3  | 70   | 4900 |
| 91 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3  | 73   | 5329 |
| 92 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4  | 75   | 5625 |
| 93 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4  | 79   | 6241 |
| 94 | 4 | 3 | 4 | 5 | 5 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 5 | 4  | 81   | 6561 |
| 95 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 4  | 81   | 6561 |
| 96 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 5 | 4 | 4 | 4  | 78   | 6084 |
| 97 | 3 | 4 | 5 | 4 | 5 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 5 | 3 | 4 | 5 | 4 | 5  | 82   | 6724 |
| 98 | 2 | 3 | 3 | 3 | 3 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4  | 77   | 5929 |

|              |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |        |      |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|--------|------|
| 99           | 4    | 4    | 4    | 4    | 3    | 4    | 3    | 4    | 4    | 4    | 3    | 3    | 3    | 3    | 3    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 77     | 5929 |
| 100          | 4    | 3    | 4    | 4    | 3    | 4    | 3    | 3    | 4    | 3    | 4    | 3    | 4    | 3    | 4    | 4    | 4    | 4    | 4    | 3    | 3    | 4    | 75     | 5625 |
| $\Sigma x$   | 343  | 359  | 374  | 374  | 371  | 388  | 374  | 395  | 396  | 395  | 397  | 391  | 399  | 391  | 396  | 390  | 413  | 398  | 386  | 396  | 397  | 8123 | 664763 |      |
| $\Sigma x^2$ | 1225 | 1335 | 1442 | 1434 | 1425 | 1554 | 1454 | 1615 | 1634 | 1631 | 1637 | 1593 | 1655 | 1587 | 1624 | 1582 | 1777 | 1644 | 1552 | 1620 | 1631 |      |        |      |

|                     |          |         |        |        |        |        |        |        |        |        |        |        |        |        |        |      |        |        |        |        |        |  |  |
|---------------------|----------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------|--------|--------|--------|--------|--------|--|--|
|                     | 48.51    | 46.19   | 43.24  | 35.24  | 48.59  | 48.56  | 55.24  | 54.75  | 65.84  | 70.75  | 60.91  | 64.19  | 62.99  | 58.19  | 55.84  | 61   | 71.31  | 59.96  | 62.04  | 51.84  | 54.91  |  |  |
| $\alpha^2$          | 0.4851   | 0.4619  | 0.4324 | 0.3524 | 0.4859 | 0.4856 | 0.5524 | 0.5475 | 0.6584 | 0.7075 | 0.6091 | 0.6419 | 0.6299 | 0.5819 | 0.5584 | 0.61 | 0.7131 | 0.5996 | 0.6204 | 0.5184 | 0.5491 |  |  |
| $\Sigma \alpha^2 b$ | 11.8009  |         |        |        |        |        |        |        |        |        |        |        |        |        |        |      |        |        |        |        |        |  |  |
| $\Sigma \alpha^2 t$ | 4931.71  | 49.3171 |        |        |        |        |        |        |        |        |        |        |        |        |        |      |        |        |        |        |        |  |  |
| r11                 | 0.760714 |         |        |        |        |        |        |        |        |        |        |        |        |        |        |      |        |        |        |        |        |  |  |

Nilai korelasi hitung (r hitung) 0.368234 0.352896 0.430891 0.302193 0.43444421 0.38163286 0.27202046 0.37748308 0.42630418 0.563998 0.493889 0.38225 0.526107 0.46120825 0.4781496 0.39071356 0.5969549 0.558048 0.46321 0.589208 0.464445

umus varian Rumus Alpha  
 $= \frac{\Sigma x^2 - (\Sigma x)^2 / N}{N}$   $r_{11} = (k/k-1)(1 - \Sigma \alpha^2 b / \alpha^2 t)$

| Tangible |      |      |      | Reliability |      |      |      | Responsiveness |      |      |      | Assurance |      |      |     | Emphaty |      |      |      |      |
|----------|------|------|------|-------------|------|------|------|----------------|------|------|------|-----------|------|------|-----|---------|------|------|------|------|
| 3.43     | 3.59 | 3.74 | 3.74 | 3.71        | 3.88 | 3.74 | 3.95 | 3.96           | 3.95 | 3.97 | 3.91 | 3.99      | 3.91 | 3.96 | 3.9 | 4.13    | 3.98 | 3.86 | 3.96 | 3.97 |

Cronbachs Alpha

|                               | Tangible |         |      |      | Reliable   |           |      |      | Responsiveness |      |          |          |      |      |      |      |
|-------------------------------|----------|---------|------|------|------------|-----------|------|------|----------------|------|----------|----------|------|------|------|------|
| $\Sigma x$ (jumlah)           | 343      | 359     | 374  | 374  | 1450       | 371       | 388  | 374  | 395            | 396  | 1924     | 395      | 397  | 391  | 399  | 1582 |
| $\Sigma x^2$ (jumlah kuadrat) | 1225     | 1335    | 1442 | 1434 | 5436       | 1425      | 1554 | 1454 | 1615           | 1634 | 7682     | 1631     | 1637 | 1593 | 1655 | 6516 |
| $\alpha^2$                    | -15589   | -155.89 |      |      | -29335.76  | -293.3576 |      |      |                |      | -18511.2 | -185.112 |      |      |      |      |
| $\Sigma \alpha^2 b$           | 1.7318   |         |      |      | 2.7298     |           |      |      |                |      | 2.5884   |          |      |      |      |      |
| r11                           | 1.000111 |         |      |      | 1.00930537 |           |      |      |                |      | 1.013983 |          |      |      |      |      |

|                               | Tangible |         |      |      | Reliable   |           |      |      | Responsiveness |      |  |  |
|-------------------------------|----------|---------|------|------|------------|-----------|------|------|----------------|------|--|--|
| $\Sigma x$ (jumlah)           | 391      | 396     | 390  | 413  | 1590       | 398       | 386  | 396  | 397            | 1577 |  |  |
| $\Sigma x^2$ (jumlah kuadrat) | 1587     | 1624    | 1582 | 1777 | 6570       | 1644      | 1552 | 1620 | 1631           | 6447 |  |  |
| $\alpha^2$                    | -18711   | -187.11 |      |      | -18422.29  | -184.2229 |      |      |                |      |  |  |
| $\Sigma \alpha^2 b$           | 2.4634   |         |      |      | 2.2875     |           |      |      |                |      |  |  |
| r11                           | 1.013166 |         |      |      | 1.01241702 |           |      |      |                |      |  |  |