

LAMPIRAN 5 . TABEL UJI VALIDITAS VARIABEL KEPUASAN PASIEN

Correlations

		q1	q2	q3	q4	q5	tot
q1	Pearson Correlation	1	.411*	.520**	.554**	.458*	.754**
	Sig. (2-tailed)		.024	.003	.001	.011	.000
	N	30	30	30	30	30	30
q2	Pearson Correlation	.411*	1	.553**	.443*	.422*	.751**
	Sig. (2-tailed)	.024		.002	.014	.020	.000
	N	30	30	30	30	30	30
q3	Pearson Correlation	.520**	.553**	1	.560**	.411*	.778**
	Sig. (2-tailed)	.003	.002		.001	.024	.000
	N	30	30	30	30	30	30
q4	Pearson Correlation	.554**	.443*	.560**	1	.539**	.806**
	Sig. (2-tailed)	.001	.014	.001		.002	.000
	N	30	30	30	30	30	30
q5	Pearson Correlation	.458*	.422*	.411*	.539**	1	.748**
	Sig. (2-tailed)						
	N	30	30	30	30	30	30

	Sig. (2-tailed)	.011	.020	.024	.002		.000
	N	30	30	30	30	30	30
tot	Pearson Correlation	.754**	.751**	.778**	.806**	.748**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30

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

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

LAMPIRAN 6. TABEL UJI VALIDITAS VARIABEL KUALITAS PELAYANAN

Correlations

		Q6	Q7	Q8	Q9	Q10	TOT
Q6	Pearson Correlation	1	.441*	.537**	.376*	.279	.734**
	Sig. (2-tailed)		.015	.002	.040	.136	.000
	N	30	30	30	30	30	30
Q7	Pearson Correlation	.441*	1	.537**	.419*	.503**	.783**
	Sig. (2-tailed)	.015		.002	.021	.005	.000
	N	30	30	30	30	30	30
Q8	Pearson Correlation	.537**	.537**	1	.572**	.323	.789**
	Sig. (2-tailed)	.002	.002		.001	.082	.000
	N	30	30	30	30	30	30
Q9	Pearson Correlation	.376*	.419*	.572**	1	.430*	.728**
	Sig. (2-tailed)	.040	.021	.001		.018	.000
	N	30	30	30	30	30	30
Q10	Pearson Correlation	.279	.503**	.323	.430*	1	.681**
	Sig. (2-tailed)		.005	.082	.018		.000
	N	30	30	30	30	30	30

	Sig. (2-tailed)	.136	.005	.082	.018		.000
	N	30	30	30	30	30	30
TOT	Pearson Correlation	.734**	.783**	.789**	.728**	.681**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30

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

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

## LAMPIRAN 7. TABEL UJI VALIDITAS VARIABEL KOMPETENSI SDM

		Correlations																	TOT
		Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20	Q21	Q22	Q23	Q24	Q25	Q26	Q27	TOT
Q11	Pearson Correlation	1	.673**	.616**	.501**	.526**	.641**	.552**	.601**	.601**	.697**	.692**	.465**	.558**	.424*	.526**	.545**	.558**	.748**
	Sig. (2-tailed)		.000	.000	.005	.003	.000	.002	.000	.000	.000	.000	.010	.001	.019	.003	.002	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Q12	Pearson Correlation	.673**	1	.659**	.539**	.677**	.600**	.502**	.953**	.847**	.741**	.952**	.506**	.782**	.494**	.677**	.626**	.782**	.889**
	Sig. (2-tailed)	.000		.000	.002	.000	.000	.005	.000	.000	.000	.000	.004	.000	.006	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Q13	Pearson Correlation	.616**	.659**	1	.629**	.694**	.730**	.596**	.684**	.684**	.761**	.705**	.566**	.843**	.550**	.854**	.518**	.843**	.868**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.001	.000	.000	.000	.001	.000	.002	.000	.003	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Q14	Pearson Correlation	.501**	.539**	.629**	1	.537**	.415*	.442*	.576**	.576**	.572**	.561**	.667**	.689**	.616**	.662**	.561**	.554**	.739**
	Sig. (2-tailed)	.005	.002			.002	.023	.014	.001	.001	.001	.001	.000	.000	.000	.000	.001	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Q15	Pearson Correlation	.526**	.677**	.694**	.537**	1	.752**	.509**	.709**	.584**	.509**	.719**	.326	.719**	.754**	.864**	.551**	.719**	.819**
	Sig. (2-tailed)	.003	.000	.000	.002		.000	.004	.000	.001	.004	.000	.079	.000	.000	.000	.002	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Q16	Pearson Correlation	.641**	.600**	.730**	.415*	.752**	1	.671**	.634**	.515**	.671**	.631**	.349	.627**	.608**	.752**	.551**	.627**	.789**
	Sig. (2-tailed)	.000	.000	.000	.023	.000		.000	.000	.004	.000	.000	.059	.000	.000	.000	.002	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Q17	Pearson Correlation	.552**	.502**	.596**	.442*	.509**	.671**	1	.391*	.391*	.412*	.537**	.361	.489**	.356	.509**	.249	.489**	.614**
	Sig. (2-tailed)	.002	.005	.001	.014	.004	.000		.033	.033	.024	.002	.050	.006	.054	.004	.184	.006	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Q18	Pearson Correlation	.601**	.953**	.684**	.576**	.709**	.634**	.391*	1	.885**	.782**	.901**	.533**	.812**	.525**	.709**	.669**	.812**	.901**
	Sig. (2-tailed)	.000	.000	.000	.001	.000	.000	.033		.000	.000	.000	.002	.000	.003	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Q19	Pearson Correlation	.601**	.847**	.684**	.576**	.584**	.515**	.391*	.885**	1	.782**	.901**	.387**	.677**	.394*	.584**	.468**	.677**	.811**
	Sig. (2-tailed)	.000	.000	.000	.001	.001	.004	.033	.000		.000	.000	.034	.000	.031	.001	.009	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Q20	Pearson Correlation	.697**	.741**	.781**	.572**	.509**	.671**	.412*	.782**	.782**	1	.781**	.525**	.642**	.504**	.650**	.702**	.642**	.838**
	Sig. (2-tailed)	.000	.000	.000	.001	.004	.000	.024	.000	.000	.000		.000	.003	.000	.005	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Q21	Pearson Correlation	.692**	.952**	.705**	.561**	.719**	.631**	.537**	.901**	.901**	.781**	1	.399*	.710**	.517**	.719**	.558**	.710**	.888**
	Sig. (2-tailed)	.000	.000	.000	.001	.000	.000	.002	.000	.000	.000		.029	.000	.003	.000	.001	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Q22	Pearson Correlation	.465**	.506**	.566**	.667**	.326	.349	.361	.533**	.387**	.525**	.399*	1	.648**	.430*	.483**	.690**	.648**	.653**
	Sig. (2-tailed)	.010	.004	.001	.000	.079	.059	.050	.002	.034	.003	.029		.000	.018	.007	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Q23	Pearson Correlation	.558**	.782**	.843**	.689**	.719**	.627**	.489**	.812**	.677**	.642**	.710**	.648**	1	.631**	.866**	.565**	.841**	.884**
	Sig. (2-tailed)	.001	.000	.000	.000	.000	.000	.006	.000	.000	.000	.000	.000		.000	.000	.001	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Q24	Pearson Correlation	.424*	.494**	.550**	.616**	.754**	.608**	.356	.525**	.394*	.504**	.517**	.430*	.631**	1	.754**	.525**	.477**	.699**
	Sig. (2-tailed)	.019	.006	.002	.000	.000	.000	.054	.003	.031	.005	.003	.018	.000		.000	.003	.008	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Q25	Pearson Correlation	.526**	.677**	.854**	.662**	.864**	.752**	.509**	.709**	.584**	.650**	.719**	.483**	.866**	.754**	1	.551**	.719**	.868**
	Sig. (2-tailed)	.003	.000	.000	.000	.000	.000	.004	.000	.001	.000	.000	.007	.000	.000		.002	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Q26	Pearson Correlation	.545**	.626**	.518**	.561**	.551**	.551**	.249	.669**	.468**	.702**	.558**	.690**	.565**	.525**	.551**	1	.682**	.741**
	Sig. (2-tailed)	.002	.000	.003	.001	.002	.002	.184	.000	.009	.000	.001	.000	.001	.003	.002		.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Q27	Pearson Correlation	.558**	.782**	.843**	.554**	.719**	.627**	.489**	.812**	.677**	.642**	.710**	.648**	.841**	.477**	.719**	.682**	1	.862**
	Sig. (2-tailed)	.001	.000	.000	.001	.000	.000	.006	.000	.000	.000	.000	.000	.000	.008	.000	.000		.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TOT	Pearson Correlation	.748**	.889**	.868**	.739**	.819**	.789**	.614**	.901**	.811**	.838**	.888**	.653**	.884**	.699**	.868**	.741**	.862**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

\*\* . Correlation is significant at the 0.01 level (2-tailed).  
 \* . Correlation is significant at the 0.05 level (2-tailed).

## LAMPIRAN 8. UJI RELIABILITAS VARIABEL KEPUASAN PASIEN

### Reliability

[DataSet1] D:\DATAQI.sav

Scale: ALL VARIABLES

### Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

### Reliability Statistics

Universitas  
**Esa Unggul**

Cronbach's  
Alpha

N of Items

.822

5

Universitas  
**Esa Unggul**

Universitas  
**Esa Unggul**

Universitas  
**Esa Unggul**

Universitas  
**Esa Unggul**

Universitas  
**Esa Unggul**

## LAMPIRAN 9. UJI RELIABILITAS VARIABEL KUALITAS PELAYANAN

### Reliability

[DataSet2] D:\DATAQ6.sav

Scale: ALL VARIABLES

### Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.792	5



## LAMPIRAN 10. UJI RELIABILITAS VARIABEL KOMPETENSI SDM

### Reliability

[DataSet3] D:\DATAQ11.sav

Scale: ALL VARIABLES

#### Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

#### Reliability Statistics

Cronbach's Alpha	N of Items
.964	17

