

Lampiran 9. Hasil Analisis Item Instrumen Kualitas Pelayanan

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 11	Column 12	Column 13	Column 14	Column 15	Column 16	
1	0.999534	1														
Column 2	0.999784	0.974409	1													
Column 3	0.999671	0.986664	0.999032	1												
Column 4	0.999005	0.979468	0.999546	0.976658	1											
Column 5	0.999457	0.999415	0.999782	0.999723	0.999582	1										
Column 6	0.999084	0.988806	0.989337	0.990376	0.990803	0.999149	1									
Column 7	0.999421	0.999316	0.999875	0.999536	0.999493	0.999486	0.999325	1								
Column 8	0.999421	0.999316	0.999502	0.999536	0.999996	0.999966	0.999157	0.999494	1							
Column 9	0.999208	0.999024	0.999375	0.99936	0.99938	0.99946	0.999091	0.999428	0.999778	1						
Column 10	0.999089	0.99904	0.999397	0.999343	0.999217	0.999427	0.999958	0.999296	0.999296	0.999455	1					
Column 11	0.999378	0.999235	0.999394	0.999485	0.999838	0.999654	0.999012	0.999162	0.999182	0.999236	0.999547	1				
Column 12	0.999010	0.999378	0.999371	0.999385	0.999017	0.99947	0.999728	0.999324	0.999065	0.999911	0.999465	0.999648	1			
Column 13	0.999111	0.998711	0.999411	0.999305	0.999067	0.999101	0.999356	0.999693	0.999034	0.999184	0.999261	0.999822	0.999828	1		
Column 14	0.999433	0.99937	0.999563	0.999454	0.999547	0.999998	0.999854	0.999685	0.999677	0.999647	0.99915	0.999314	0.999357	0.999608	1	
Column 15	0.999505	0.999266	0.976572	0.999421	0.999383	0.999854	0.999574	0.999232	0.999893	0.999172	0.999016	0.999496	0.99912	0.999638	0.999638	1
Column 16	0.999712	0.976645	0.999678	0.999655	0.998722	0.999932	0.999422	0.999803	0.999748	0.999907	0.999041	0.999585	0.999573	0.999625	0.999658	0.999658