



LAMPIRAN

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**Lampiran 1. Uji Reliabilitas Kualitas Pelayanan Administrasi Akademik
di Universitas IEU**

Reliability

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
T1	27.1985	31.9381	.5270	.8997
T2	27.3750	32.8563	.5515	.8968
PEL1	27.6029	31.1004	.6847	.8866
REL2	27.5809	31.0156	.6646	.8899
RES1	27.6103	30.8322	.7393	.8851
RES2	27.2794	31.7584	.6877	.8888
ASS1	27.4853	31.5109	.6438	.8912
ASS2	27.4191	31.6527	.6212	.8927
EMP1	27.6324	30.9009	.6700	.8895
EMP2	27.5809	30.7786	.7432	.8848

Reliability Coefficients

N of Cases = 136.0

N of Items = 10

Alpha = .9006