

LAMPIRAN 4 HASIL UJI VALIDITAS VARIABEL KUALITAS PELAYANAN

Correlations														
		KP1	KP2	KP3	KP4	KP5	KP6	KP7	KP8	KP9	KP10	KP11	KP12	TOTAL
KP 1	Pearson Correlation	1	,441*	,512**	,388*	,068	,024	,255	,512**	,136	,202	,118	,015	,609**
	Sig. (2- tailed)		,015	,004	,034	,720	,901	,174	,004	,473	,284	,534	,935	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
KP 2	Pearson Correlation	,441*	1	,512**	,388*	,068	,202	,255	,709**	,277	,380*	,118	,015	,735**
	Sig. (2- tailed)	,015		,004	,034	,720	,284	,174	,000	,138	,038	,534	,935	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
KP 3	Pearson Correlation	,512**	,512**	1	,671**	,512**	,075	,118	,583**	,209	,264	-,042	,049	,737**
	Sig. (2- tailed)	,004	,004		,000	,004	,692	,534	,001	,268	,159	,827	,797	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
KP 4	Pearson Correlation	,388*	,388*	,671**	1	,388*	-,067	-,035	,447*	,133	,135	,000	,088	,570**
	Sig. (2- tailed)	,034	,034	,000		,034	,723	,853	,013	,482	,477	1,000	,645	,001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30

Correlations														
		KP1	KP2	KP3	KP4	KP5	KP6	KP7	KP8	KP9	KP10	KP11	KP12	TOTAL
KP 5	Pearson Correlation	,068	,068	,512**	,388*	1	-,154	,068	,118	-,146	-,154	-,079	,247	,295
	Sig. (2-tailed)	,720	,720	,004	,034		,415	,720	,534	,442	,415	,679	,188	,113
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
KP 6	Pearson Correlation	,024	,202	,075	-,067	-,154	1	,558**	,264	,342	,148	-,113	-,237	,379*
	Sig. (2-tailed)	,901	,284	,692	,723	,415		,001	,159	,065	,436	,552	,208	,039
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
KP 7	Pearson Correlation	,255	,255	,118	-,035	,068	,558**	1	,315	-,005	,024	-,079	,015	,421*
	Sig. (2-tailed)	,174	,174	,534	,853	,720	,001		,090	,980	,901	,679	,935	,021
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
KP 8	Pearson Correlation	,512**	,709**	,583**	,447*	,118	,264	,315	1	,507**	,452*	-,042	,294	,870**
	Sig. (2-tailed)	,004	,000	,001	,013	,534	,159	,090		,004	,012	,827	,115	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30

Correlations														
		KP1	KP2	KP3	KP4	KP5	KP6	KP7	KP8	KP9	KP10	KP11	KP12	TOTAL
KP 9	Pearson Correlation	,136	,277	,209	,133	-,146	,342	-,005	,507**	1	,342	-,239	,047	,490**
	Sig. (2-tailed)	,473	,138	,268	,482	,442	,065	,980	,004		,065	,204	,806	,006
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
KP 10	Pearson Correlation	,202	,380*	,264	,135	-,154	,148	,024	,452*	,342	1	-,113	-,015	,469**
	Sig. (2-tailed)	,284	,038	,159	,477	,415	,436	,901	,012	,065		,552	,938	,009
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
KP 11	Pearson Correlation	,118	,118	-,042	,000	-,079	-,113	-,079	-,042	-,239	-,113	1	,294	,106
	Sig. (2-tailed)	,534	,534	,827	1,000	,679	,552	,679	,827	,204	,552		,115	,576
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
KP 12	Pearson Correlation	,015	,015	,049	,088	,247	-,237	,015	,294	,047	-,015	,294	1	,266
	Sig. (2-tailed)	,935	,935	,797	,645	,188	,208	,935	,115	,806	,938	,115		,006
	N	30	30	30	30	30	30	30	30	30	30	30	30	30

Correlations														
		KP1	KP2	KP3	KP4	KP5	KP6	KP7	KP8	KP9	KP10	KP11	KP12	TOTAL
T	Pearson	,609**	,735**	,737**	,570**	,295	,379*	,421*	,870**	,490**	,469**	,106	,266	1
O	Correlation													
T	Sig. (2-	,000	,000	,000	,001	,113	,039	,021	,000	,006	,009	,576	,156	
A	tailed)													
L	N	30	30	30	30	30	30	30	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).														