

LAMPIRAN 3

Uji validitas  
Kualitas pelayanan (X1)

		Correlations																		
		kp1	kp2	kp3	kp4	kp5	kp6	kp7	kp8	kp9	kp10	kp11	kp12	kp13	kp14	kp15	kp16	kp17	kp18	total
kp1	Pearson Correlation	1	.471*	.411*	.509*	.289	-.025	.247	.181	-.127	.237	.253	.009	-.020	.276	.474*	.443*	.411*	.571*	.583**
	Sig. (2-tailed)		.009	.024	.004	.121	.895	.189	.338	.505	.207	.178	.964	.918	.140	.008	.014	.024	.001	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
kp2	Pearson Correlation	.471**	1	.273	.232	.301	.176	.309	.222	.012	.203	.404*	-.017	.039	.432*	.473*	.284	.410*	.432*	.630**
	Sig. (2-tailed)	.009		.144	.218	.106	.353	.096	.239	.950	.283	.027	.928	.837	.017	.008	.129	.025	.017	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
kp3	Pearson Correlation	.411*	.273	1	.652*	.115	-.230	.419*	.427*	.110	.000	.092	.000	.180	.360	.289	.458*	.000	.000	.497**
	Sig. (2-tailed)	.024	.144		.000	.545	.222	.021	.019	.562	1.000	.628	1.000	.342	.051	.122	.011	1.000	1.000	.005
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
kp4	Pearson Correlation	.509**	.232	.652*	1	.090	-.210	.451*	.432*	.273	.242	.120	.021	.188	.188	.565*	.259	-.163	.188	.544**
	Sig. (2-tailed)	.004	.218	.000		.636	.266	.012	.017	.144	.197	.526	.914	.321	.321	.001	.167	.389	.321	.002
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
kp5	Pearson Correlation	.289	.301	.115	.090	1	.437*	-.090	.340	.324	.379*	.368*	.360	-.154	.176	.133	.383*	.230	.011	.567**
	Sig. (2-tailed)																			
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

	Sig. (2-tailed)	.121	.106	.545	.636		.016	.636	.066	.081	.039	.046	.051	.416	.351	.485	.036	.222	.954	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
kp6	Pearson Correlation	-.025	.176	-.230	-.210	.437*	1	-.219	.209	.425*	.303	.396*	.311	-.044	-.375*	.000	-.131	.000	-.044	.294
	Sig. (2-tailed)	.895	.353	.222	.266	.016		.246	.267	.019	.103	.030	.094	.817	.041	1.000	.490	1.000	.817	.114
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
kp7	Pearson Correlation	.247	.309	.419*	.451*	-.090	-.219	1	-.083	-.121	.103	-.457*	-.282	.131	.242	.132	-.210	.131	.248	
	Sig. (2-tailed)	.189	.096	.021	.012	.636	.246		.839	.662	.524	.587	.132	.491	.197	.486	.266	.491	.186	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
kp8	Pearson Correlation	.181	.222	.427*	.432*	.340	.209	-.039	1	.536*	.511*	.263	.537*	.164	.164	.247	.291	.107	.010	.661**
	Sig. (2-tailed)	.338	.239	.019	.017	.066	.267	.839		.002	.004	.161	.002	.387	.387	.189	.119	.574	.957	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
kp9	Pearson Correlation	-.127	.012	.110	.273	.324	.425*	-.083	.536**	1	.491*	.325	.517*	-.063	-.063	.254	.148	-.110	-.063	.503**
	Sig. (2-tailed)	.505	.950	.562	.144	.081	.019	.662	.002		.006	.079	.003	.739	.739	.175	.435	.562	.739	.005
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
kp10	Pearson Correlation	.237	.203	.000	.242	.379*	.303	-.121	.511**	.491*	1	.335	.445*	-.297	-.119	.143	.025	.000	.059	.479**
	Sig. (2-tailed)	.207	.283	1.000	.197	.039	.103	.524	.004	.006		.070	.014	.111	.532	.451	.895	1.000	.756	.007
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
kp11	Pearson Correlation	.253	.404*	.092	.120	.368*	.396*	.103	.263	.325	.335	1	.273	-.089	.044	.213	.188	.185	.177	.586**
	Sig. (2-tailed)	.178	.027	.628	.526	.046	.030	.587	.161	.079	.070		.144	.642	.816	.258	.320	.329	.349	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

kp1 2	Pearson Correlation	.009	-.017	.000	.021	.360	.311	-.457*	.537**	.517*	.445*	.273	1	.243	.243	.183	.239	.159	.243	.486**
	Sig. (2-tailed)	.964	.928	1.000	.914	.051	.094	.011	.002	.003	.014	.144		.195	.195	.333	.204	.402	.195	.006
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
kp1 3	Pearson Correlation	-.020	.039	.180	.188	-.154	-.044	.282	.164	-.063	-.297	-.089	.243	1	.224	.208	.117	-.180	.224	.176
	Sig. (2-tailed)	.918	.837	.342	.321	.416	.817	.132	.387	.739	.111	.642	.195		.234	.271	.538	.342	.234	.352
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
kp1 4	Pearson Correlation	.276	.432*	.360	.188	.176	-.375*	.131	.164	-.063	-.119	.044	.243	.224	1	.415*	.556*	.539*	.483*	.458*
	Sig. (2-tailed)	.140	.017	.051	.321	.351	.041	.491	.387	.739	.532	.816	.195	.234		.023	.001	.002	.007	.011
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
kp1 5	Pearson Correlation	.474**	.473*	.289	.565*	.133	.000	.242	.247	.254	.143	.213	.183	.208	.415*	1	.352	.433*	.623*	.661**
	Sig. (2-tailed)	.008	.008	.122	.001	.485	1.000	.197	.189	.175	.451	.258	.333	.271	.023		.056	.017	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
kp1 6	Pearson Correlation	.443*	.284	.458*	.259	.383*	-.131	.132	.291	.148	.025	.188	.239	.117	.556*	.352	1	.458*	.337	.588**
	Sig. (2-tailed)	.014	.129	.011	.167	.036	.490	.486	.119	.435	.895	.320	.204	.538	.001	.056		.011	.069	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
kp1 7	Pearson Correlation	.411*	.410*	.000	-.163	.230	.000	-.210	.107	-.110	.000	.185	.159	-.180	.539*	.433*	.458*	1	.539*	.391*
	Sig. (2-tailed)	.024	.025	1.000	.389	.222	1.000	.266	.574	.562	1.000	.329	.402	.342	.002	.017	.011		.002	.032
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
kp1 8	Pearson Correlation	.571**	.432*	.000	.188	.011	-.044	.131	.010	-.063	.059	.177	.243	.224	.483*	.623*	.337	.539*	1	.479**
	Sig. (2-tailed)	.001	.017	1.000	.321	.954	.817	.491	.957	.739	.756	.349	.195	.234	.007	.000	.069	.002		.007
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	
total	Pearson Correlation	.583**	.630*	.497*	.544*	.567*	.294	.248	.661**	.503*	.479*	.586*	.486*	.176	.458*	.661*	.588*	.391*	.479*	1
	Sig. (2-tailed)	.001	.000	.005	.002	.001	.114	.186	.000	.005	.007	.001	.006	.352	.011	.000	.001	.032	.007	
	N	30	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).

Lokasi (X2)

		Correlations									
		P19	P20	P21	P22	P23	P24	P25	P26	P27	total
P19	Pearson Correlation	1	.101	.629**	.359	.058	.081	.496**	.401	.293	.669**
	Sig. (2-tailed)		.594	.000	.051	.762	.669	.005	.028	.116	.000
	N	30	30	30	30	30	30	30	30	30	30
P20	Pearson Correlation	.101	1	.335	.220	.261	.387	.095	.137	.255	.476**
	Sig. (2-tailed)	.594		.070	.242	.163	.035	.618	.471	.174	.008
	N	30	30	30	30	30	30	30	30	30	30
P21	Pearson Correlation	.629**	.335	1	.619**	.179	.304	.323	.426	.276	.769**
	Sig. (2-tailed)	.000	.070		.000	.343	.103	.082	.019	.140	.000
	N	30	30	30	30	30	30	30	30	30	30
P22	Pearson Correlation	.359	.220	.619**	1	.071	.216	.233	.388	.317	.631**
	Sig. (2-tailed)	.051	.242	.000		.708	.251	.216	.034	.087	.000
	N	30	30	30	30	30	30	30	30	30	30
P23	Pearson Correlation	.058	.261	.179	.071	1	.330	.530**	.240	.314	.521**
	Sig. (2-tailed)	.762	.163	.343	.708		.075	.003	.201	.091	.003
	N	30	30	30	30	30	30	30	30	30	30
P24	Pearson Correlation	.081	.387	.304	.216	.330	1	.042	.080	.112	.420
	Sig. (2-tailed)	.669	.035	.103	.251	.075		.827	.673	.556	.021
	N	30	30	30	30	30	30	30	30	30	30
P25	Pearson Correlation	.496**	.095	.323	.233	.530**	.042	1	.533	.372	.669**
	Sig. (2-tailed)	.005	.618	.082	.216	.003	.827		.002	.043	.000
	N	30	30	30	30	30	30	30	30	30	30

P26	Pearson Correlation	.401*	.137	.426*	.388	.240	.080	.533**	1	.517**	.710**
	Sig. (2-tailed)	.028	.471	.019	.034	.201	.673	.002		.003	.000
	N	30	30	30	30	30	30	30	30	30	30
P27	Pearson Correlation	.293	.255	.276	.317	.314	.112	.372*	.517**	1	.592**
	Sig. (2-tailed)	.116	.174	.140	.087	.091	.556	.043	.003		.001
	N	30	30	30	30	30	30	30	30	30	30
total	Pearson Correlation	.669**	.476**	.769**	.631**	.521**	.420*	.669**	.710**	.592**	1
	Sig. (2-tailed)	.000	.008	.000	.000	.003	.021	.000	.000	.001	
	N	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).

