

LAMPIRAN 3
Uji VALIDITAS KUALITAS PELAYANAN

Correlations

	KL01	KL02	KL03	KL04	KL05	KL06	KL07	KL08	KL09	KL10	KL11	KL12	KL13	KL14	KL15	KL16
KL01	1	.129	.675**	.234	.538**	.234	.680**	1.000**	.234	.042	.234	1.000**	.234	.356	.234	.634**
		.498	.000	.213	.002	.213	.000	.000	.213	.825	.213	.000	.213	.053	.213	.000
	21.467	1.600	13.333	5.600	5.400	5.600	5.867	21.467	5.600	.533	5.600	21.467	5.600	5.400	5.600	130.133
	.740	.055	.460	.193	.186	.193	.202	.740	.193	.018	.193	.740	.193	.186	.193	4.487
	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KL02	.129	1	-.262	-.563**	-.378*	.563**	-.320	.129	-.563**	-.491**	.563**	.129	.563**	-.365*	.563*	-.407*
	.498		.161	.001	.039	.001	.084	.498	.001	.006	.001	.498	.001	.048	.001	.026
	1.600	7.200	-3.000	-	-	7.800	1.600	1.600	7.800	3.600	7.800	1.600	7.800	3.200	7.800	48.400
	.055	.248	-.103	-.269	-.076	.269	.055	.055	-.269	-.124	.269	.055	.269	-.110	-.269	-1.669
	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KL03	.675*	-.262	1	.431*	.812**	.431*	.924**	.675**	.431*	.315	.431*	.675**	.431*	.538**	.431*	.732**
	.000	.161		.017	.000	.017	.000	.000	.017	.090	.017	.000	.017	.002	.017	.000

KL 04	Sum of Squares and Cross-products	13.333	-	18.167	9.500	7.500	9.500	7.333	13.333	9.500	3.667	9.500	13.333	9.500	7.500	9.500	138.167
	Covariance	.460	-.103	.626	.328	.259	.328	.253	.460	.328	.126	.328	.460	.328	.259	.328	4.764
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.234	-.563**	.431*	1	.473**	1.000	.457*	.234	1.000**	.453*	1.000	.234	1.000	.432*	1.000	.883**
	Sig. (2-tailed)	.213	.001	.017		.008	.000	.011	.213	.000	.012	.000	.213	.000	.017	.000	.000
KL 05	Sum of Squares and Cross-products	5.600	-	9.500	26.700	5.300	26.700	4.400	5.600	26.700	6.400	26.700	5.600	26.700	7.300	26.700	202.100
	Covariance	.193	-.269	.328	.921	.183	.921	.152	.193	.921	.221	.921	.193	.921	.252	.921	6.969
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.538*	-.378*	.812**	.473**	1	.473**	.892**	.538**	.473**	.439*	.473**	.538**	.473**	.663**	.473*	.717**
	Sig. (2-tailed)	.002	.039	.000	.008		.008	.000	.002	.008	.015	.008	.002	.008	.000	.008	.000
KL 06	Sum of Squares and Cross-products	5.400	-	7.500	5.300	4.700	5.300	3.600	5.400	5.300	2.600	5.300	5.400	5.300	4.700	5.300	68.900
	Covariance	.186	-.076	.259	.183	.162	.183	.124	.186	.183	.090	.183	.186	.183	.162	.183	2.376
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.234	-.563**	.431*	1.000	.473**	1	.457*	.234	1.000**	.453*	1.000	.234	1.000	.432*	1.000	.883**
	Sig. (2-tailed)	.213	.001	.017	.000	.008		.011	.213	.000	.012	.000	.213	.000	.017	.000	.000

	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.680*	-.320	.924**	.457*	.892**	.457*	1	.680**	.457*	.419*	.457*	.680**	.457*	.591**	.457*	.758**	
	Sig. (2-tailed)	.000	.084	.000	.011	.000	.011	.000	.011	.021	.011	.000	.011	.001	.011	.000		
KL 07	Sum of Squares and Cross-products	5.867	-1.600	7.333	4.400	3.600	4.400	3.467	5.867	4.400	2.133	4.400	5.867	4.400	3.600	4.400	62.533	
	Covariance	.202	-.055	.253	.152	.124	.152	.120	.202	.152	.074	.152	.202	.152	.124	.152	2.156	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	1.000**	.129	.675**	.234	.538**	.234	.680**	1	.234	.042	.234	1.000**	.234	.356	.234	.634**	
	Sig. (2-tailed)	.000	.498	.000	.213	.002	.213	.000	.213	.825	.213	.000	.213	.053	.213	.000		
KL 08	Sum of Squares and Cross-products	21.467	1.600	13.333	5.600	5.400	5.600	5.867	21.467	5.600	.533	5.600	21.467	5.600	5.400	5.600	130.133	
	Covariance	.740	.055	.460	.193	.186	.193	.202	.740	.193	.018	.193	.740	.193	.186	.193	4.487	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.234	-.563**	.431*	1.000**	.473**	1.000**	.457*	.234	1	.453*	1.000**	.234	1.000**	.432*	1.000**	.883**	
	Sig. (2-tailed)	.213	.001	.017	.000	.008	.000	.011	.213	.012	.000	.213	.000	.017	.000	.000		
KL 09	Sum of Squares and Cross-products	5.600	-7.800	9.500	26.700	5.300	26.700	4.400	5.600	26.700	6.400	26.700	5.600	26.700	7.300	26.700	202.100	
	Covariance	.193	-.269	.328	.921	.183	.921	.152	.193	.921	.221	.921	.193	.921	.252	.921	6.969	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KL 10	Pearson Correlation	.042	-.491**	.315	.453*	.439*	.453*	.419*	.042	.453*	1	.453*	.042	.453*	.179	.453*	.445*	
	Sig. (2-tailed)	.825	.006	.090	.012	.015	.012	.021	.825	.012	.012	.825	.012	.344	.012	.014		

KL 11	Sum of Squares and Cross-products	.533	-	3.667	6.400	2.600	6.400	2.133	.533	6.400	7.467	6.400	.533	6.400	1.600	6.400	53.867
	Covariance	.018	-.124	.126	.221	.090	.221	.074	.018	.221	.257	.221	.018	.221	.055	.221	1.857
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.234	-.563**	.431*	1.000**	.473**	1.000**	.457*	.234	1.000**	.453*	1	.234	1.000**	.432*	1.000**	.883**
	Sig. (2-tailed)	.213	.001	.017	.000	.008	.000	.011	.213	.000	.012		.213	.000	.017	.000	.000
KL12	Sum of Squares and Cross-products	5.600	-	9.500	26.700	5.300	26.700	4.400	5.600	26.700	6.400	26.700	5.600	26.700	7.300	26.700	202.100
	Covariance	.193	-.269	.328	.921	.183	.921	.152	.193	.921	.221	.921	.193	.921	.252	.921	6.969
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	1.000**	.129	.675**	.234	.538**	.234	.680**	1.000**	.234	.042	.234	1	.234	.356	.234	.634**
	Sig. (2-tailed)	.000	.498	.000	.213	.002	.213	.000	.000	.213	.825	.213		.213	.053	.213	.000
KL 13	Sum of Squares and Cross-products	21.467	1.600	13.333	5.600	5.400	5.600	5.867	21.467	5.600	.533	5.600	21.467	5.600	5.400	5.600	130.133
	Covariance	.740	.055	.460	.193	.186	.193	.202	.740	.193	.018	.193	.740	.193	.186	.193	4.487
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.234	-.563**	.431*	1.000**	.473**	1.000**	.457*	.234	1.000**	.453*	1.000**	.234	1.000**	.432*	1.000**	.883**
	Sig. (2-tailed)	.213	.001	.017	.000	.008	.000	.011	.213	.000	.012	.000	.213	.000	.017	.000	.000
KL 13	Sum of Squares and Cross-products	5.600	-	9.500	26.700	5.300	26.700	4.400	5.600	26.700	6.400	26.700	5.600	26.700	7.300	26.700	202.100
	Covariance	.193	-.269	.328	.921	.183	.921	.152	.193	.921	.221	.921	.193	.921	.252	.921	6.969

	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.356	-.365*	.538**	.432*	.663**	.432*	.591**	.356	.432*	.179	.432*	.356	.432*	1	.432*	.586**
	Sig. (2-tailed)	.053	.048	.002	.017	.000	.017	.001	.053	.017	.344	.017	.053	.017		.017	.001
KL 14	Sum of Squares and Cross-products	5.400	-3.200	7.500	7.300	4.700	7.300	3.600	5.400	7.300	1.600	7.300	5.400	7.300	10.700	7.300	84.900
	Covariance	.186	-.110	.259	.252	.162	.252	.124	.186	.252	.055	.252	.186	.252	.369	.252	2.928
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.234	-.563**	.431*	1.000**	.473**	1.000**	.457*	.234	1.000**	.453*	1.000**	.234	1.000**	.432*	1	.883**
	Sig. (2-tailed)	.213	.001	.017	.000	.008	.000	.011	.213	.000	.012	.000	.213	.000	.017		.000
KL 15	Sum of Squares and Cross-products	5.600	-7.800	9.500	26.700	5.300	26.700	4.400	5.600	26.700	6.400	26.700	5.600	26.700	7.300	26.700	202.100
	Covariance	.193	-.269	.328	.921	.183	.921	.152	.193	.921	.221	.921	.193	.921	.252	.921	6.969
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.634*	-.407*	.732**	.883**	.717**	.883**	.758**	.634*	.883**	.445*	.883**	.634**	.883**	.586**	.883*	1
	Sig. (2-tailed)	.000	.026	.000	.000	.000	.000	.000	.000	.000	.014	.000	.000	.000	.001	.000	
KL 16	Sum of Squares and Cross-products	130.133	-48.400	138.167	202.100	68.900	202.100	62.533	130.133	202.100	53.867	202.100	130.133	202.100	84.900	202.100	1962.967
	Covariance	4.487	-1.669	4.764	6.969	2.376	6.969	2.159	4.487	6.969	1.857	6.969	4.487	6.969	2.928	6.969	67.689
	N	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).

