

LAMPIRAN 6
Uji Validitas dan Reabilitas Kualitas Pelayanan 155 Responden

		p1	p2	p3	p4	p5	p6	p7	p8	p9	p10	p11	p12	Total
p1	Pearson Correlation	1	,442**	,599**	,350**	,228**	,261**	,496**	,423**	,280**	,356**	,309**	,312**	,641**
	Sig. (2-tailed)		,000	,000	,000	,004	,001	,000	,000	,000	,000	,000	,000	,000
	N	155	155	155	155	155	155	155	155	155	155	155	155	155
p2	Pearson Correlation	,442*	1	,602**	,463**	,166*	,295**	,431**	,487**	,476**	,468**	,264**	,297**	,679**
	Sig. (2-tailed)	,000		,000	,000	,039	,000	,000	,000	,000	,000	,001	,000	,000
	N	155	155	155	155	155	155	155	155	155	155	155	155	155
p3	Pearson Correlation	,599*	,602**	1	,486**	,252**	,330**	,486**	,472**	,493**	,444**	,351**	,264**	,732**
	Sig. (2-tailed)	,000	,000		,000	,002	,000	,000	,000	,000	,000	,000	,001	,000
	N	155	155	155	155	155	155	155	155	155	155	155	155	155
p4	Pearson Correlation	,350*	,463**	,486**	1	,086	,366**	,308**	,384**	,504**	,340**	,367**	,305**	,626**

	Sig. (2-tailed)	,000	,000	,000	,288	,000	,000	,000	,000	,000	,000	,000	,000	
	N	155	155	155	155	155	155	155	155	155	155	155	155	
p5	Pearson Correlation	,228*	,166*	,252**	,086	1	,325*	,270*	,293*	,303*	,288*	,319*	,226**	,508**
	Sig. (2-tailed)	,004	,039	,002	,288		,000	,001	,000	,000	,000	,000	,005	,000
	N	155	155	155	155	155	155	155	155	155	155	155	155	155
p6	Pearson Correlation	,261*	,295**	,330**	,366*	,325*	1	,497*	,511*	,466*	,093	,235*	,424**	,616**
	Sig. (2-tailed)	,001	,000	,000	,000	,000		,000	,000	,000	,252	,003	,000	,000
	N	155	155	155	155	155	155	155	155	155	155	155	155	155
p7	Pearson Correlation	,496*	,431**	,486**	,308*	,270*	,497*	1	,670*	,449*	,284*	,337*	,346**	,703**
	Sig. (2-tailed)	,000	,000	,000	,000	,001	,000		,000	,000	,000	,000	,000	,000
	N	155	155	155	155	155	155	155	155	155	155	155	155	155
p8	Pearson Correlation	,423*	,487**	,472**	,384*	,293*	,511*	,670*	1	,637*	,403*	,377*	,474**	,780**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000
	N	155	155	155	155	155	155	155	155	155	155	155	155	155
p9	Pearson Correlation	,280*	,476**	,493**	,504*	,303*	,466*	,449*	,637*	1	,345*	,251*	,352**	,711**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000		,000	,002	,000	,000
	N	155	155	155	155	155	155	155	155	155	155	155	155	155

p10	Pearson Correlation	,356*	,468**	,444**	,340*	,288*	,093	,284*	,403*	,345*	1	,365*	,388**	,616**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,252	,000	,000	,000		,000	,000	,000
	N	155	155	155	155	155	155	155	155	155	155	155	155	155
p11	Pearson Correlation	,309*	,264**	,351**	,367*	,319*	,235*	,337*	,377*	,251*	,365*	1	,468**	,585**
	Sig. (2-tailed)	,000	,001	,000	,000	,000	,003	,000	,000	,002	,000		,000	,000
	N	155	155	155	155	155	155	155	155	155	155	155	155	155
p12	Pearson Correlation	,312*	,297**	,264**	,305*	,226*	,424*	,346*	,474*	,352*	,388*	,468*	1	,626**
	Sig. (2-tailed)	,000	,000	,001	,000	,005	,000	,000	,000	,000	,000	,000		,000
	N	155	155	155	155	155	155	155	155	155	155	155	155	155
Total	Pearson Correlation	,641*	,679**	,732**	,626*	,508*	,616*	,703*	,780*	,711*	,616*	,585*	,626**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	
	N	155	155	155	155	155	155	155	155	155	155	155	155	155

Reliability Statistics

Cronbach's Alpha	N of Items
,872	12