

CORRELATIONS

/VARIABLES=A1 A2 A3 A4 A5 A6 A7 A8 A9 A10 A11 A12 A13 A14 A15 A16 TOTAL

/PRINT=TWOTAIL NOSIG

/MISSING=PAIRWISE.

Correlations

Notes		
Output Created		29-Agustus-2015 13:19:16
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Input	Active Dataset	DataSet0
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Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.
Syntax		CORRELATIONS /VARIABLES=A1 A2 A3 A4 A5 A6 A7 A8 A9 A10 A11 A12 A13 A14 A15 A16 TOTAL /PRINT=TWOTAIL NOSIG /MISSING=PAIRWISE.
Resources	Processor Time	00:00:00.16
	Elapsed Time	00:00:00.28

A1	Pearson	.08	.15	.25	.48	.33	.41	.29	.29	.44	.38	.33	1	.19	.38	-	.93	.65
	Correlation	2	7	9	5**	7	6*	0	6	2*	3*	7		3	3*	.25	6**	0**
																5		
2	Sig. (2-tailed)	.66	.40	.16	.00	.06	.02	.12	.11	.01	.03	.06		.30	.03	.17	.00	.00
		5	8	8	7	8	2	1	3	4	7	8		8	7	3	0	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A13	Pearson	-	.28	.12	-	.19	-	-	.01	-	.26	.19	.19	1	.26	-	.24	.23
	Correlation	.16	1	2	.06	9	.12	.05	9	.12	2	9	3		2	.23	4	1
		4			1		9	3		8						6		
	Sig. (2-tailed)	.38	.13	.52	.74	.29	.49	.77	.92	.49	.16	.29	.30		.16	.21	.19	.21
		5	3	1	7	2	6	9	1	9	2	2	8		2	0	3	9
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A14	Pearson	.19	.13	.48	.29	.49	.23	.42	.44	.24	1.0	.49	.38	.26	1	-	.26	.65
	Correlation	7	6	0**	6	0**	1	5*	4*	2	00**	0**	3*	2		.10	1	9**
																7		
	Sig. (2-tailed)	.29	.47	.00	.11	.00	.22	.01	.01	.19	.00	.00	.03	.16		.57	.16	.00
		7	3	7	2	6	0	9	4	7	0	6	7	2		3	4	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A1	Pearson	.16	-	.00	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	Correlation	1	.05	0	.04	.18	.16	.12	.12	.04	.10	.18	.25	.23	.10		.17	.08
			6		5	9	3	6	2	7	7	9	5	6	7		4	8
5	Sig. (2-tailed)	.39	.77	1.0	.81	.31	.38	.50	.52	.80	.57	.31	.17	.21	.57		.35	.64
		4	0	00	3	8	9	7	1	6	3	8	3	0	3		6	5
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A16	Pearson	.03	.18	.25	.52	.31	.35	.29	.30	.48	.26	.31	.93	.24	.26	-	1	.63
	Correlation	4	4	8	5**	9	9	7	6	5**	1	9	6**	4	1	.174		8**
	Sig. (2-tailed)	.85	.33	.16	.00	.08	.05	.11	.10	.00	.16	.08	.00	.19	.16	.35		.00
TO		9	1	8	3	6	2	1	0	7	4	6	0	3	4	6		0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson	.41	.31	.69	.76	.77	.63	.73	.75	.70	.65	.77	.65	.23	.65	-	.63	1
TA	Correlation	1*	0	5**	4**	5**	7**	3**	3**	5**	9**	5**	0**	1	9**	.088	8**	
	Sig. (2-tailed)	.024	.095	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.219	.000	.645	.000	
	N	30	30	30	30	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).

RELIABILITY

```

/VARIABLES=A1 A2 A3 A4 A5 A6 A7 A8 A9 A10 A11 A12 A13 A14 A15 A16
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.

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Reliability

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Missing Value Handling		Statistics are based on all cases with valid data for all variables in the procedure.
	Cases Used	
Syntax		RELIABILITY /VARIABLES=A1 A2 A3 A4 A5 A6 A7 A8 A9 A10 A11 A12 A13 A14 A15 A16 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Resources	Processor Time	00:00:00.02
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[DataSet0]

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.869	16

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
A1	38.3000	59.183	.322	.869
A2	38.4333	60.599	.217	.873
A3	37.7667	56.668	.646	.857
A4	38.3000	52.976	.706	.851
A5	38.0667	53.237	.722	.851
A6	38.5000	56.328	.571	.859
A7	37.7000	56.217	.688	.855
A8	37.6667	55.747	.709	.854
A9	38.2667	54.202	.639	.855
A10	38.2667	55.926	.595	.858
A11	38.0667	53.237	.722	.851
A12	38.0333	54.240	.566	.859
A13	38.0667	61.306	.117	.880
A14	38.2667	55.926	.595	.858
A15	38.7000	65.597	-.184	.889
A16	38.1000	54.645	.554	.859

CORRELATIONS
 /VARIABLES=B1 B2 B3 B4 B5 TOTAL
 /PRINT=TWOTAIL NOSIG
 /MISSING=PAIRWISE.

Correlations

Notes		
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Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.
Syntax		CORRELATIONS /VARIABLES=B1 B2 B3 B4 B5 TOTAL /PRINT=TWOTAIL NOSIG /MISSING=PAIRWISE.
Resources	Processor Time	00:00:00.02
	Elapsed Time	00:00:00.08

Correlations

		B1	B2	B3	B4	B5	TOTAL
B1	Pearson Correlation	1	.827**	.247	-.190	.901**	.807**
	Sig. (2-tailed)		.000	.189	.315	.000	.000
	N	30	30	30	30	30	30
B2	Pearson Correlation	.827**	1	.204	.000	.918**	.868**

	Sig. (2-tailed)	.000		.279	1.000	.000	.000
	N	30	30	30	30	30	30
	Pearson	.247	.204	1	-.015	.222	.517**
	Correlation						
B3	Sig. (2-tailed)	.189	.279		.936	.237	.003
	N	30	30	30	30	30	30
	Pearson	-.190	.000	-.015	1	.000	.264
	Correlation						
B4	Sig. (2-tailed)	.315	1.000	.936		1.000	.158
	N	30	30	30	30	30	30
	Pearson	.901**	.918**	.222	.000	1	.892**
	Correlation						
B5	Sig. (2-tailed)	.000	.000	.237	1.000		.000
	N	30	30	30	30	30	30
	Pearson	.807**	.868**	.517**	.264	.892**	1
	Correlation						
TOTAL	Sig. (2-tailed)	.000	.000	.003	.158	.000	
	N	30	30	30	30	30	30

** . Correlation is significant at the 0.01 level (2-tailed).

RELIABILITY

```

/VARIABLES=B1 B2 B3 B4 B5
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.

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Reliability

Notes

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Weight	<none>
Split File	<none>
N of Rows in Working	30
Data File	

Missing Value Handling	Matrix Input	User-defined missing values are treated as missing. Statistics are based on all cases with valid data for all variables in the procedure. RELIABILITY /VARIABLES=B1 B2 B3 B4 B5 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
	Definition of Missing	
	Cases Used	
Syntax		
Resources	Processor Time	00:00:00.03
	Elapsed Time	00:00:00.05

[DataSet0]

Scale: ALL VARIABLES**Case Processing Summary**

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.671	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
B1	7.4000	2.800	.679	.619
B2	7.4000	2.386	.743	.655
B3	7.2000	3.338	.216	.716
B4	6.8667	4.051	-.057	.817

B5	7.4000	2.455	.798	.642
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CORRELATIONS
 /VARIABLES=B6 B7 B8 B9 TOTAL
 /PRINT=TWOTAIL NOSIG
 /MISSING=PAIRWISE.

Correlations

Notes		
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Comments		
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	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	30
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.
		CORRELATIONS /VARIABLES=B6 B7 B8 B9 TOTAL /PRINT=TWOTAIL NOSIG /MISSING=PAIRWISE.
Syntax		
Resources	Processor Time	00:00:00.03
	Elapsed Time	00:00:00.05

[DataSet0]

Correlations						
		B6	B7	B8	B9	TOTAL
B6	Pearson Correlation	1	.417*	.222	.743**	.810**
	Sig. (2-tailed)		.022	.239	.000	.000
	N	30	30	30	30	30
B7	Pearson Correlation	.417*	1	.712**	.015	.794**

	Sig. (2-tailed)	.022		.000	.937	.000
	N	30	30	30	30	30
	Pearson Correlation	.222	.712**	1	-.019	.693**
B8	Sig. (2-tailed)	.239	.000		.920	.000
	N	30	30	30	30	30
	Pearson Correlation	.743**	.015	-.019	1	.557**
B9	Sig. (2-tailed)	.000	.937	.920		.001
	N	30	30	30	30	30
	Pearson Correlation	.810**	.794**	.693**	.557**	1
TOTAL	Sig. (2-tailed)	.000	.000	.000	.001	
	N	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).

RELIABILITY

```

/VARIABLES=B6 B7 B8 B9
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.

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Reliability

Notes

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	Split File	<none>
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	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.

Syntax	RELIABILITY /VARIABLES=B6 B7 B8 B9 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.		
Resources	Processor Time		00:00:00.03
	Elapsed Time		00:00:00.05

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

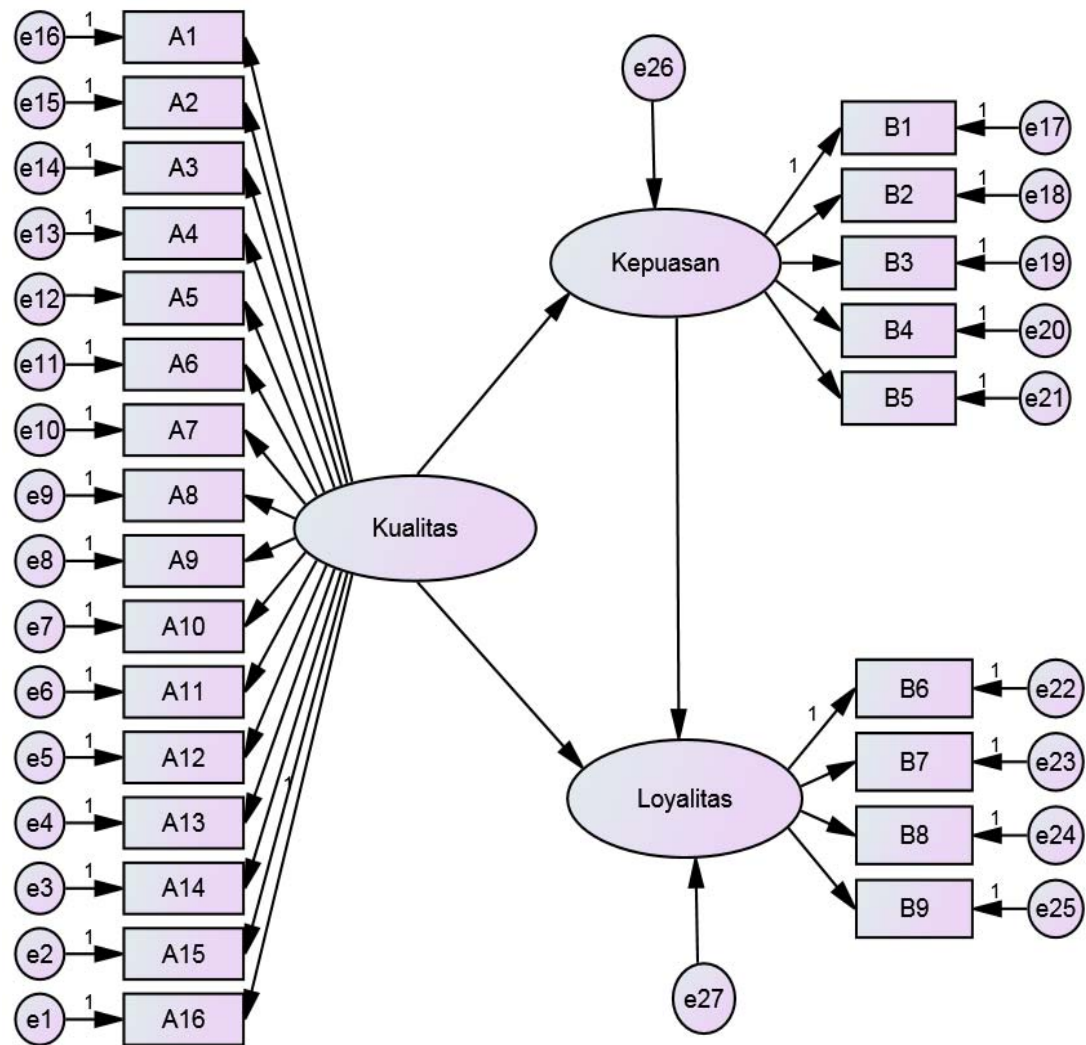
a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.684	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
B6	6.7667	1.702	.628	.612
B7	6.6667	1.540	.529	.680
B8	6.8000	1.959	.451	.629
B9	6.8667	2.257	.288	.716



CORRELATIONS

/VARIABLES=A3 A4 A5 A6 A7 A8 A9 A10 A11 A12 A14 A16 TOTAL

/PRINT=TWOTAIL NOSIG

/MISSING=PAIRWISE.

Correlations**Notes**

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Input	Split File	<none>
	N of Rows in Working Data File	100
	Definition of Missing	User-defined missing values are treated as missing.
Missing Value Handling	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.
Syntax		CORRELATIONS /VARIABLES=A3 A4 A5 A6 A7 A8 A9 A10 A11 A12 A14 A16 TOTAL /PRINT=TWOTAIL NOSIG /MISSING=PAIRWISE.
Resources	Processor Time	00:00:00.09
	Elapsed Time	00:00:00.45

	Sig. (2-tailed)	.00	.00	.00	.00	.00		.00	.00	.00	.00	.00	.00	.000
		0	0	0	0	0		0	0	0	0	0	0	
	N	10	10	10	10	10	10	10	10	10	10	10	10	100
		0	0	0	0	0	0	0	0	0	0	0	0	
	Pearson Correlation	.75	.62	.64	.70	.68	.56	1	.68	.56	.68	.69	.73	.803**
		5**	6**	3**	9**	3**	5**		9**	3**	8**	0**	1**	
A9	Sig. (2-tailed)	.00	.00	.00	.00	.00	.00		.00	.00	.00	.00	.00	.000
		0	0	0	0	0	0		0	0	0	0	0	
	N	10	10	10	10	10	10	10	10	10	10	10	10	100
		0	0	0	0	0	0	0	0	0	0	0	0	
	Pearson Correlation	.78	.79	.73	.76	.80	.79	.68	1	.63	.82	.75	.82	.908**
		3**	9**	5**	8**	5**	2**	9**		0**	0**	4**	1**	
A10	Sig. (2-tailed)	.00	.00	.00	.00	.00	.00	.00		.00	.00	.00	.00	.000
		0	0	0	0	0	0	0		0	0	0	0	
	N	10	10	10	10	10	10	10	10	10	10	10	10	100
		0	0	0	0	0	0	0	0	0	0	0	0	
	Pearson Correlation	.62	.67	.70	.72	.67	.61	.56	.63	1	.54	.67	.66	.776**
		8**	4**	3**	2**	0**	0**	3**	0**		3**	8**	1**	
A11	Sig. (2-tailed)	.00	.00	.00	.00	.00	.00	.00	.00		.00	.00	.00	.000
		0	0	0	0	0	0	0	0		0	0	0	
	N	10	10	10	10	10	10	10	10	10	10	10	10	100
		0	0	0	0	0	0	0	0	0	0	0	0	
	Pearson Correlation	.76	.75	.76	.75	.75	.73	.68	.82	.54	1	.75	.79	.882**
		7**	8**	1**	9**	0**	0**	8**	0**	3**		8**	3**	
A12	Sig. (2-tailed)	.00	.00	.00	.00	.00	.00	.00	.00	.00		.00	.00	.000
		0	0	0	0	0	0	0	0	0		0	0	
	N	10	10	10	10	10	10	10	10	10	10	10	10	100
		0	0	0	0	0	0	0	0	0	0	0	0	
	Pearson Correlation	.75	.78	.78	.75	.79	.75	.69	.75	.67	.75	1	.78	.897**
		4**	1**	3**	9**	1**	2**	0**	4**	8**	8**		9**	
A14	Sig. (2-tailed)	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00		.00	.000
		0	0	0	0	0	0	0	0	0	0		0	
	N	10	10	10	10	10	10	10	10	10	10	10	10	100
		0	0	0	0	0	0	0	0	0	0	0	0	
A16	Pearson Correlation	.80	.74	.74	.78	.85	.79	.73	.82	.66	.79	.78	1	.921**
		7**	8**	0**	4**	7**	5**	1**	1**	1**	3**	9**		

Sig. (2-tailed)	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.000
	0	0	0	0	0	0	0	0	0	0	0	0	
N	10	10	10	10	10	10	10	10	10	10	10	10	100
	0	0	0	0	0	0	0	0	0	0	0	0	
Pearson Correlation	.86	.86	.85	.86	.88	.84	.80	.90	.77	.88	.89	.92	1
	0**	4**	4**	6**	8**	5**	3**	8**	6**	2**	7**	1**	
TOTAL Sig. (2-tailed)	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	
	0	0	0	0	0	0	0	0	0	0	0	0	
N	10	10	10	10	10	10	10	10	10	10	10	10	100
	0	0	0	0	0	0	0	0	0	0	0	0	

** . Correlation is significant at the 0.01 level (2-tailed).

RELIABILITY

```

/VARIABLES=A3 A4 A5 A6 A7 A8 A9 A10 A11 A12 A14 A16
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.

```

Reliability

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Output Created		29-Agustus-2015 17:52:33	
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	Data File		
	Matrix Input		
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.	
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.	

Syntax		RELIABILITY /VARIABLES=A3 A4 A5 A6 A7 A8 A9 A10 A11 A12 A14 A16 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.	
Resources	Processor Time		00:00:00.02
	Elapsed Time		00:00:00.02

[DataSet0]

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.969	12

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
A3	27.1900	81.024	.833	.967
A4	27.2300	80.644	.836	.967
A5	27.2300	80.664	.824	.967
A6	27.2400	80.952	.839	.966
A7	27.1900	79.549	.863	.966
A8	27.2300	80.684	.813	.967
A9	27.2500	82.391	.767	.968
A10	27.1800	79.159	.888	.965

A11	27.2400	83.154	.737	.969
A12	27.2600	80.013	.857	.966
A14	27.2200	79.709	.874	.966
A16	27.1300	78.619	.902	.965

CORRELATIONS

/VARIABLES=B1 B2 B3 B5 TOTAL

/PRINT=TWOTAIL NOSIG

/MISSING=PAIRWISE.

Correlations**Notes**

Output Created	29-Augustus-2015 18:14:18				
Comments					
Input	Active Dataset	DataSet1			
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	Weight	<none>			
	Split File	<none>			
	N of Rows in Working Data File	100			
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.			
	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.			
		CORRELATIONS			
Syntax		/VARIABLES=B1 B2 B3 B5 TOTAL			
		/PRINT=TWOTAIL NOSIG			
		/MISSING=PAIRWISE.			
Resources	Processor Time	00:00:00.06			
	Elapsed Time	00:00:00.11			

[DataSet1]

Correlations

		B1	B2	B3	B5	TOTAL
B1	Pearson Correlation	1	.482**	.932**	.575**	.899**
	Sig. (2-tailed)		.000	.000	.000	.000

	N	100	100	100	100	100
	Pearson Correlation	.482**	1	.465**	.493**	.735**
B2	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
	Pearson Correlation	.932**	.465**	1	.552**	.886**
B3	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
	Pearson Correlation	.575**	.493**	.552**	1	.796**
B5	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
	Pearson Correlation	.899**	.735**	.886**	.796**	1
TOTAL	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

** . Correlation is significant at the 0.01 level (2-tailed).

RELIABILITY

```

/VARIABLES=B1 B2 B3 B5
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.

```

Reliability

Notes

Output Created	29-Agustus-2015 18:14:35
Comments	
Active Dataset	DataSet1
Filter	<none>
Weight	<none>
Input	<none>
Split File	
N of Rows in Working Data	100
File	
Matrix Input	
Definition of Missing	User-defined missing values are treated as missing.
Missing Value Handling	Statistics are based on all cases with valid data for all variables in the procedure.
Cases Used	

Syntax		RELIABILITY /VARIABLES=B1 B2 B3 B5 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Resources	Processor Time	00:00:00.02
	Elapsed Time	00:00:00.03

Scale: ALL VARIABLES

Case Processing Summary

	N	%
Valid	100	100.0
Cases Excluded ^a	0	.0
Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.847	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
B1	7.4000	4.990	.806	.752
B2	7.5200	5.929	.541	.865
B3	7.4300	5.177	.789	.762
B5	7.5000	5.465	.623	.834

CORRELATIONS
 /VARIABLES=B6 B7 B8 B9 TOTAL
 /PRINT=TWOTAIL NOSIG
 /MISSING=PAIRWISE.

Correlations

Notes		
Output Created		09-SEP-2015 18:24:58
Comments		
Input	Active Dataset	DataSet2
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data	100
Missing Value Handling	File	
	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.
Syntax		CORRELATIONS
		/VARIABLES=B6 B7 B8 B9
		TOTAL
		/PRINT=TWOTAIL NOSIG
Resources	Processor Time	00:00:00.05
	Elapsed Time	00:00:00.11

[DataSet2]

		Correlations				
		B6	B7	B8	B9	TOTAL
B6	Pearson Correlation	1	.629**	.239*	.681**	.813**
	Sig. (2-tailed)		.000	.017	.000	.000
	N	100	100	100	100	100
B7	Pearson Correlation	.629**	1	.221*	.751**	.834**
	Sig. (2-tailed)	.000		.027	.000	.000
	N	100	100	100	100	100

B8	Pearson Correlation	.239*	.221*	1	.304**	.579**
	Sig. (2-tailed)	.017	.027		.002	.000
	N	100	100	100	100	100
B9	Pearson Correlation	.681**	.751**	.304**	1	.881**
	Sig. (2-tailed)	.000	.000	.002		.000
	N	100	100	100	100	100
TOTAL	Pearson Correlation	.813**	.834**	.579**	.881**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

RELIABILITY

```

/VARIABLES=B6 B7 B8 B9
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.

```

Reliability

Notes

Output Created		09-SEP-2015 18:25:16
Comments		
Input	Active Dataset	DataSet2
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data	100
	File	
Missing Value Handling	Matrix Input	
	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.

Syntax	RELIABILITY /VARIABLES=B6 B7 B8 B9 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.		
Resources	Processor Time		00:00:00.02
	Elapsed Time		00:00:00.02

[DataSet2]

Scale: ALL VARIABLES

Case Processing Summary

	N	%
Valid	100	100.0
Cases Excluded ^a	0	.0
Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.777	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
B6	7.0300	4.797	.655	.687
B7	6.9400	4.602	.683	.670
B8	6.9900	5.848	.287	.868
B9	6.9400	4.259	.758	.624

KUESIONER PENELITIAN

PENGARUH KUALITAS PELAYANAN TERHADAP KEPUASAN PELANGGAN DALAM MEMBANGUN LOYALITAS PELANGGAN PADA KLINIK WIJAYA PLATINUM SKIN CARE KOTA CILEGON

1. Identitas Responden

Nama : _____

Jenis Kelamin : (1) Laki-laki (2) Perempuan

Umur : _____ Tahun

Pekerjaan : (1) Pelajar (2) Mahasiswa/i
(3) Pegawai Negeri (4) Wiraswasta
(5) Ibu rumah tangga (6) dan lain-lain

Frekuensi berkunjung : (1) Pertama kali (2) Lebih dari dua kali

2. Petunjuk:

Kami menginginkan pendapat anda tentang kualitas pelayanan yang diberikan Klinik Wijaya Platinum *Skin Care* kepada pelanggan yang akan datang.

3. Cara pengisian:

Berilah tanda Checklist (√) pada jawaban yang Saudara pilih.

Kriteria Penilaian :

No	Pernyataan	Skor
1	Sangat Setuju	4
2	Setuju	3
3	Tidak Setuju	2
4	Sangat Tidak Setuju	1

Indikator setiap variabel:

No	Pertanyaan	SS	S	TS	STS
1	Apakah fasilitas yang di berikan meliputi Lobby dan Toilet sudah memadai dan bersih?				
2	Apakah fasilitas yang di berikan meliputi lahan parkir sudah memadai?				
3	Apakah alat-alat kecantikan yang di gunakan sudah terbilang kemuktakhiran dan kecanggihannya (kemodern)?				
4	Karyawan klinik berpenampilan professional?				
5	Apakah pelayanan yang di berikan telah sesuai dengan yang di janjikan?				
6	Apakah kesungguhan dalam melayani kebutuhan pelanggan sudah di terapkan oleh klinik?				
7	Klinik dapat diandalkan dalam pengadministrasian?				
8	Kesediaan karyawan dalam memberikan layanan yang cepat?				
9	Kesediaan karyawan dalam membantu kesulitan pelanggan dengan cepat?				
10	Kesediaan karyawan dalam membantu mendengarkan dan mengatasi keluhan pelanggan?				
11	Klinik memiliki reputasi perusahaan yang baik?				
12	Petugas medis terampil dan memiliki pengetahuan yang luas?				
13	Apakah karyawan dan tenaga medis sudah bersikap sopan kepada pelanggan?				
14	Apakah klinik sudah memperhatikan kebutuhan pelanggan dengan sungguh-sungguh?				
15	Klinik memberikan perhatian secara individual kepada pelanggan?				

No	Pertanyaan	SS	S	TS	STS
16	Apakah lokasi klinik mudah di akses?				
17	Apakah pelanggan merasa senang melakukan perawatan kecantikan di Wijaya Platinum Skin Care?				
18	Pelanggan percaya bahwa melakukan perawatan di klinik ini, merupakan pengalaman yang memuaskan?				
19	Apakah pelanggan percaya, klinik Wijaya Platinum Skin care menyenangkan hati pelanggan ketika melakukan perawatan kecantikan?				
20	Apakah klinik telah memenuhi harapan pelanggan?				
21	Pelanggan percaya klinik kecantikan ini adalah yang terbaik?				
22	Membicarakan hal-hal positif kualitas jasa klinik Wijaya Platinum Skin care kepada orang lain?				
23	Pelanggan akan datang kembali untuk melakukan perawatan kecantikan?				
24	Pelanggan akan merekomendasikan klinik ke orang lain?				
25	Pelanggan akan mempertimbangkan klink sebagai pilihan pertama dalam menggunakan jasa klinik kecantikan Wijaya Platinum Skin Care?				

Kritik dan Saran :

***** TERIMAKASIH ATAS KERJASAMA SAUDARA *****

Universitas Esa Unggul

NO. RESPOND EN	TABULASI PRETEST 30 RESPONDEN																								
	A 1	A 2	A 3	A 4	A 5	A 6	A 7	A 8	A 9	A 10	A 11	A 12	A 13	A 14	A 15	A 16	B 1	B 2	B 3	B 4	B 5	B 6	B 7	B 8	B 9
1	2	3	3	2	2	2	3	3	2	2	2	2	2	2	1	2	2	2	1	2	2	3	3	3	2
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NO. RESPONDEN	TABULASI KUESIONER 100 RESPONDEN																			
	A3	A4	A5	A6	A7	A8	A9	A10	A11	A12	A14	A16	B1	B2	B3	B5	B6	B7	B8	B9
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No. RESPONDEN	A3	A4	A5	A6	A7	A8	A9	A10	A11	A12	A14	A16	B1	B2	B3	B5	B6	B7	B8	B9
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No. RESPONDEN	A3	A4	A5	A6	A7	A8	A9	A10	A11	A12	A14	A16	B1	B2	B3	B5	B6	B7	B8	B9
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78	2	3	2	4	4	2	2	4	3	2	3	2	1	2	2	3	2	2	3	2

No. RESPONDEN	A3	A4	A5	A6	A7	A8	A9	A10	A11	A12	A14	A16	B1	B2	B3	B5	B6	B7	B8	B9
79	3	3	4	3	4	3	3	3	3	4	4	3	3	3	4	4	3	4	1	4
80	3	2	3	2	4	2	3	4	1	1	3	2	4	4	3	2	4	2	3	2
81	2	1	2	3	2	4	2	3	4	4	1	2	3	2	2	4	2	4	2	1
82	3	2	3	2	3	1	3	4	1	1	2	3	4	1	3	2	3	2	3	3
83	2	3	2	3	2	4	2	3	2	4	2	2	3	3	2	3	2	3	2	3
84	2	2	3	2	4	2	3	4	4	3	3	1	2	2	3	2	3	2	4	2
85	3	1	4	3	2	4	2	1	2	1	2	3	4	2	2	4	2	4	2	2
86	3	2	4	3	3	3	3	4	3	4	2	3	2	3	4	3	4	3	4	3
87	2	1	2	2	1	1	2	2	1	2	2	1	4	1	1	3	1	3	1	3
88	2	3	2	3	2	1	3	3	2	3	2	3	2	2	4	2	4	2	4	2
89	3	2	3	2	3	2	3	2	3	2	3	2	3	2	2	3	2	3	2	1
90	2	1	2	4	2	3	2	4	2	4	2	4	2	4	2	1	4	2	1	2
91	2	2	4	2	4	2	3	2	3	2	3	2	3	2	3	2	3	4	4	3
92	3	3	3	4	2	4	2	1	2	3	1	3	2	1	3	2	4	2	1	2
93	2	2	2	2	4	2	4	2	4	2	2	4	2	4	2	1	2	3	2	4
94	3	1	4	3	4	3	1	3	1	4	3	1	3	3	4	2	3	4	1	3
95	3	2	3	2	2	2	3	2	3	2	1	2	4	2	3	2	1	2	4	2
96	2	3	4	1	2	3	2	2	4	2	4	2	3	2	4	2	4	2	2	1
97	3	2	3	2	3	4	1	4	2	4	3	1	4	1	3	3	3	3	3	3
98	2	1	2	3	2	3	2	3	1	2	3	2	3	2	4	2	4	2	4	2
99	3	2	4	2	3	4	1	2	4	4	2	3	2	3	1	2	1	3	1	3
100	2	3	3	4	1	4	2	2	1	2	4	2	3	1	2	3	2	3	2	4