

KUESIONER PENELITIAN

Bersama ini saya sampaikan daftar pertanyaan dalam kuesioner yang berbentuk pernyataan berkenaan dengan penelitian saya yang berjudul "Pengaruh Kualitas Pelayanan Dan Harga Terhadap Loyalitas Pelanggan Melalui Kepuasan Pelanggan (Studi Kasus Pada Bengkel Astra Honda Authorized Servis Station Sarana Motor di Tangerang)". atas kesediaan anda memberikan jawaban, sebelum dan sesudahnya saya ucapkan terimakasih.

DATA RESPONDEN

Isilah data responden dibawah ini dengan tanda (X):

- | | | |
|---------------------|---------------------------|-------------------|
| Jenis kelamin | : a. Laki-laki | b. Perempuan |
| Usia | : a. 18 – 20 tahun | c. 31-40 tahun |
| | b. 21 – 30 tahun | d. > 40 tahun |
| Pendidikan terakhir | : a. SMP | c. S1 |
| | b. SMA | d. Lainnya |
| Pekerjaan | : a. Pertanyaan/Mahasiswa | c. Pegawai Swasta |
| | b. PNS | d. Lainnya |
| Pendapatan perbulan | : a. <2,7 juta | c. 3juta -5 juta |
| | b. 2,7 juta - 3 juta | d. > 5 juta |

Berapa kali anda servis di AHASS sarana motor dalam satu tahun :

- | | |
|---------------|-------------|
| a. < 3 kali | c. > 6 kali |
| b. 3 – 6 kali | |

Silahkan beri nilai pada pernyataan dibawah ini dengan tanda (X) :

STS	Sangat Tidak Setuju	1
TS	Tidak Setuju	2
S	Setuju	3
SS	Sangat Setuju	4

Kualitas Pelayanan

Pernyataan	STS	TS	S	SS
1. Pelayanan perbaikan sepeda motor selesai tepat waktu sesuai dengan yang dijanjikan				
2. Karyawan dan mekanik AHASS cepat dalam menyelesaikan pekerjaannya				
3. Bengkel AHASS sarana motor memiliki fasilitas dan peralatan yang lengkap dan modern				
4. Penampilan karyawan AHASS sarana motor dalam berkerja berpakaian rapih dan sopan				
5. Ketanggapan karyawan dalam memberikan informasi yang jelas kepada pelanggan				
6. Perusahaan tidak memberikan pelayanan sesuai denngan yang mereka janjikan dahulu atau dalam iklan mereka				
7. Anda merasa aman dalam melakukan transaksi dan pembayaran dengan karyawan AHASS sarana motor				
8. Karyawan AHASS sarana motor memiliki pengetahuan dan ketrampilan dibidangnya				
9. Karyawan bengkel AHASS sarana motor selalu memberikan perhatian secara penuh pada setiap pelanggan				
10. Keramahan karyawan AHASS sarana motor dalam memberikan pelayanan kepada pelanggan tanpa memandang status sosial				

Harga

11. Harga servis di bengkel AHASS sarana motor lebih rendah dari bengkel lain				
12. Harga suku cadang di benkel AHASS sarana motor lebih rendah dari bengkel lain				
13. Harga yang ditawarkan AHASS sarana motor sesuai dengan manfaat yang dirasakan konsumen				
14. Harga suku cadang AHASS sarana motor				

sesuai dengan kualitas yang di butuhkan pelanggan				
15. Harga servis di AHASS Sarana Motor terjangkau oleh daya beli pelanggan				
16. Harga suku cadang AHASS sarana motor terjangkau oleh daya beli pelanggan				

Kepuasan Pelanggan

17. Saya merasa senang ketika menggunakan jasa bengkel AHASS Sarana motor di tangerang				
18. Saya merasa bengkel AHASS sarana motor telah memenuhi harapan saya				
19. Setelah saya servis di bengkel AHASS sarana motor merupakan pengalaman yang memuaskan				
20. AHASS sarana motor menyenangkan hati pelanggan ketika menggunakan jasa bengkel tersebut				

Loyalitas Pelanggan

21 Saya akan membeli produk atau jasa di perusahaan yang sama				
22 Saya akan kembali lagi setiap bulannya ke bengkel AHASS sarana motor untuk servis berkala				
23 Saya akan membeli produk tambahan seperti suku cadang di AHASS sarana motor				
24 Saya tidak akan menggunakan jasa bengkel lain selain bengkel AHASS sarana motor				
25 Saya tidak tertarik dengan bengkel lain selain bengkel AHASS sarana motor				
26 Saya akan merekomendasikan bengkel AHASS sarana motor kepada orang lain				
27 Saya akan mengatakan hal positif tentang pelayanan yang di berikan bengkel AHASS sarana motor				

-Terima Kasih-

[illegible]

No	Kualitas Pelayanan										Harga						Kepuasan Pelanggan				Loyalitas Pelanggan						Skor Total	
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123	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	3	4	3	3	3	4	3	3	85
124	2	2	3	2	2	2	2	4	3	3	2	2	3	2	2	2	3	2	4	4	3	3	4	2	2	2	1	68
125	3	4	3	4	3	3	3	3	4	3	3	3	4	3	3	4	3	3	3	3	3	3	3	3	3	3	4	87
126	2	2	3	2	2	2	3	2	3	2	2	3	1	3	3	1	2	1	1	2	3	2	1	2	1	1	3	55
127	3	4	4	4	3	3	3	3	4	3	3	3	4	4	4	4	4	3	4	3	3	4	3	4	3	4	3	94
128	2	2	3	2	2	2	2	4	3	3	2	2	3	2	2	2	3	2	4	4	3	3	4	2	2	2	1	68
129	3	3	3	3	3	4	4	4	3	3	3	4	3	3	3	3	3	3	4	3	3	4	3	3	3	4	3	88
130	2	2	2	2	2	2	2	2	2	2	2	2	2	2	3	2	3	3	3	2	3	3	2	2	2	2	3	61
131	3	3	3	3	3	3	3	3	3	4	4	3	3	4	3	4	4	3	3	3	3	3	4	3	3	3	3	87
132	3	4	3	4	3	3	3	3	3	4	3	4	3	3	4	3	3	3	3	3	3	3	4	3	3	3	3	87
133	2	2	2	1	2	2	2	1	2	2	2	3	3	3	3	3	3	2	3	2	3	2	2	2	2	2	2	60
134	3	3	4	3	3	3	3	4	4	4	4	4	3	3	4	4	4	4	3	3	4	4	4	3	4	4	4	97
135	1	2	1	1	1	1	1	1	1	1	2	1	2	1	1	2	2	2	2	1	1	2	2	2	1	1	1	36

HASIL ANALISIS JALUR

1. Persamaan Substruktur 1

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.882 ^a	,778	,775	1,34650

a. Predictors: (Constant), Harga, Kualitas Pelayanan

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	838,424	2	419,212	231,218	.000 ^b
Residual	239,324	132	1,813		
Total	1077,748	134			

a. Dependent Variable: Kepuasan Pelanggan

b. Predictors: (Constant), Harga, Kualitas Pelayanan

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	2,591	,472		5,491	,000
Kualitas Pelayanan	,171	,039	,504	4,424	,000
Harga	,258	,075	,393	3,453	,001

a. Dependent Variable: Kepuasan Pelanggan

2. Persamaan Substruktur 2

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.954 ^a	.910	.907	1,55320

a. Predictors: (Constant), Kepuasan Pelanggan, Harga, Kualitas Pelayanan

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	3178,372	3	1059,457	439,167	.000 ^b
Residual	316,028	131	2,412		
Total	3494,400	134			

a. Dependent Variable: Loyalitas Pelanggan

b. Predictors: (Constant), Kepuasan Pelanggan, Harga, Kualitas Pelayanan

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	,012	,603		,021	,984
Kualitas Pelayanan	,071	,048	,117	1,494	,138
Harga	,649	,090	,549	7,206	,000
Kepuasan Pelanggan	,581	,100	,322	5,784	,000

a. Dependent Variable: Loyalitas Pelanggan

HASIL UJI RELIABILITAS 135 RESPONDEN

1. Kualitas Pelayanan

Reliability Statistics

Cronbach's Alpha	N of Items
,972	10

2. Harga

Reliability Statistics

Cronbach's Alpha	N of Items
,932	6

3. Kepuasan Pelanggan

Reliability Statistics

Cronbach's Alpha	N of Items
,840	4

4. Loyalitas Pelanggan

Reliability Statistics

Cronbach's Alpha	N of Items
,938	7

HASIL UJI RELIABILITAS 30 RESPONDEN

1. Kualitas Pelayanan

Reliability Statistics

Cronbach's Alpha	N of Items
,919	10

2. Harga

Reliability Statistics

Cronbach's Alpha	N of Items
,817	6

3. Kepuasan Pelanggan

Reliability Statistics

Cronbach's Alpha	N of Items
,625	4

4. Loyalitas Pelanggan

Reliability Statistics

Cronbach's Alpha	N of Items
,837	7

Correlations

		P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	P21	P22	P23	P24	P25	P26	P27	Skor Total
P1	Pearson Correlation	1	.824**	.773**	.815**	.996**	.815**	.784**	.758**	.744**	.740**	.891**	.722**	.744**	.795**	.685**	.750**	.701**	.622**	.674**	.793**	.706**	.693**	.765**	.810**	.771**	.760**	.679**	.920**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135
P2	Pearson Correlation	.824**	1	.769**	.868**	.819**	.772**	.746**	.717**	.755**	.728**	.847**	.682**	.791**	.755**	.714**	.773**	.657**	.589**	.577**	.591**	.690**	.631**	.719**	.685**	.743**	.656**	.671**	.873**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135
P3	Pearson Correlation	.773**	.769**	1	.798**	.767**	.711**	.673**	.777**	.885**	.814**	.790**	.697**	.672**	.702**	.708**	.690**	.679**	.614**	.650**	.677**	.709**	.643**	.709**	.715**	.676**	.659**	.608**	.863**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135
P4	Pearson Correlation	.815**	.868**	.798**	1	.809**	.762**	.731**	.740**	.794**	.786**	.839**	.627**	.823**	.775**	.699**	.729**	.689**	.613**	.585**	.558**	.677**	.644**	.758**	.707**	.775**	.727**	.726**	.887**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135
P5	Pearson Correlation	.996**	.819**	.767**	.809**	1	.818**	.779**	.754**	.738**	.743**	.894**	.716**	.738**	.791**	.677**	.753**	.705**	.617**	.670**	.787**	.700**	.687**	.768**	.803**	.766**	.755**	.673**	.916**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135
P6	Pearson Correlation	.815**	.772**	.711**	.762**	.818**	1	.930**	.754**	.760**	.703**	.798**	.672**	.667**	.711**	.711**	.687**	.677**	.590**	.811**	.558**	.687**	.700**	.681**	.718**	.762**	.747**	.712**	.882**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135
P7	Pearson Correlation	.784**	.746**	.673**	.731**	.779**	.930**	1	.715**	.737**	.632**	.759**	.642**	.593**	.717**	.705**	.607**	.585**	.547**	.742**	.518**	.672**	.629**	.625**	.677**	.740**	.691**	.694**	.836**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135
P8	Pearson Correlation	.758**	.717**	.777**	.740**	.754**	.754**	.715**	1	.796**	.771**	.757**	.824**	.610**	.580**	.669**	.648**	.584**	.573**	.718**	.669**	.703**	.720**	.760**	.603**	.649**	.786**	.560**	.851**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135
P9	Pearson Correlation	.744**	.755**	.885**	.794**	.738**	.760**	.737**	.796**	1	.796**	.761**	.720**	.645**	.715**	.864**	.640**	.662**	.628**	.692**	.634**	.723**	.668**	.670**	.668**	.689**	.682**	.731**	.873**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135
P10	Pearson Correlation	.740**	.728**	.814**	.786**	.743**	.703**	.632**	.771**	.796**	1	.795**	.713**	.633**	.651**	.661**	.681**	.801**	.546**	.600**	.586**	.649**	.622**	.721**	.626**	.651**	.637**	.567**	.834**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	

P21	Pearson Correlation	.706**	.690**	.709**	.677**	.700**	.687**	.672**	.703**	.723**	.649**	.684**	.630**	.657**	.680**	.757**	.601**	.603**	.754**	.606**	.598**	1	.566**	.679**	.595**	.814**	.663**	.696**	.812**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	
	N	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	
P22	Pearson Correlation	.693**	.631**	.643**	.644**	.687**	.700**	.629**	.720**	.668**	.622**	.693**	.783**	.637**	.637**	.604**	.674**	.814**	.517**	.675**	.541**	.566**	1	.689**	.587**	.645**	.837**	.634**	.802**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	
	N	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	
P23	Pearson Correlation	.765**	.719**	.709**	.758**	.768**	.681**	.625**	.760**	.670**	.721**	.864**	.605**	.794**	.661**	.577**	.841**	.729**	.630**	.660**	.694**	.679**	.689**	1	.666**	.728**	.752**	.569**	.854**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	
	N	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	
P24	Pearson Correlation	.810**	.685**	.715**	.707**	.803**	.718**	.677**	.603**	.668**	.626**	.716**	.545**	.666**	.690**	.572**	.656**	.620**	.598**	.620**	.768**	.595**	.587**	.666**	1	.700**	.676**	.578**	.804**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	
	N	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	
P25	Pearson Correlation	.771**	.743**	.676**	.775**	.766**	.762**	.740**	.649**	.689**	.651**	.753**	.625**	.827**	.816**	.699**	.716**	.678**	.796**	.653**	.584**	.814**	.645**	.728**	.700**	1	.814**	.795**	.874**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	
	N	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	
P26	Pearson Correlation	.760**	.656**	.659**	.727**	.755**	.747**	.691**	.786**	.682**	.637**	.760**	.796**	.747**	.690**	.638**	.739**	.682**	.635**	.681**	.610**	.663**	.837**	.752**	.676**	.814**	1	.753**	.864**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	
	N	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	
P27	Pearson Correlation	.679**	.671**	.608**	.726**	.673**	.712**	.694**	.560**	.731**	.567**	.697**	.635**	.666**	.723**	.761**	.659**	.626**	.598**	.510**	.434**	.696**	.634**	.569**	.578**	.795**	.753**	1	.789**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	
	N	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	
Skor Total	Pearson Correlation	.920**	.873**	.863**	.887**	.916**	.882**	.836**	.851**	.873**	.834**	.921**	.801**	.835**	.846**	.808**	.839**	.806**	.739**	.784**	.738**	.812**	.802**	.854**	.804**	.874**	.864**	.789**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		
	N	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	135	

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

Correlations																														
		P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	P21	P22	P23	P24	P25	P26	P27	Skor Total	
P1	Pearson Cor	1	.671**	.508**	.459**	.947**	.478**	.508**	.528**	.508**	.397**	.947**	.546**	.447**	.591**	.526**	.273**	.297**	.360**	.546**	.376**	.463**	.322**	.310**	.299**	.176**	.414**	.355**	.360**	.755**
	Sig. (2-tailed)		.000	.004	.011	.000	.008	.004	.003	.004	.030	.000	.002	.013	.001	.003	.144	.110	.051	.002	.041	.010	.096	.108	.351	.023	.054	.051	.000	
	N		30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P2	Pearson Cor	.671**	1	.416**	.344**	.622**	.507**	.489**	.453**	.416**	.387**	.622**	.483**	.197**	.360**	.409**	.260**	.179**	.237**	.483**	.206**	.248**	.179**	.000	.023**	.235**	.020**	.237**	.547**	
	Sig. (2-tailed)		.000	.022**	.063**	.000	.004	.006	.012	.022**	.035**	.000	.007	.296**	.050**	.025**	.166**	.343**	.207**	.007**	.274**	.187**	.344**	1.000	.906**	.212**	.917**	.207**	.002	
	N		30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P3	Pearson Cor	.508**	.416**	1	.578**	.549**	.486**	.400**	.679**	1.000**	.724**	.549**	.565**	.198**	.431**	.583**	.145**	.338**	.336**	.565**	.466**	.335**	.381**	.205**	.454**	.166**	.296**	.336**	.739**	
	Sig. (2-tailed)		.004	.022**	.001	.002**	.007**	.028**	.000	.000	.000	.002**	.001	.295**	.018**	.001	.443**	.067**	.069**	.001	.009**	.071**	.038**	.276**	.012**	.380**	.112**	.069**	.000	
	N		30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P4	Pearson Cor	.459**	.344**	.578**	1	.560**	.518**	.479**	.543**	.578**	.581**	.560**	.260**	.368**	.454**	.343**	.048**	.234**	.452**	.260**	.035**	.189**	.331**	.227**	.265**	.460**	.368**	.452**	.637**	
	Sig. (2-tailed)		.011**	.063**	.001**	.001**	.003**	.007**	.002**	.001**	.001**	.001**	.166**	.045**	.012**	.063**	.799**	.213**	.012**	.166**	.856**	.317**	.074**	.227**	.158**	.011**	.046**	.012**	.000	
	N		30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P5	Pearson Cor	.947**	.622**	.549**	.560**	1	.560**	.558**	.570**	.549**	.458**	1.000**	.567**	.493**	.617**	.550**	.367**	.351**	.464**	.567**	.404**	.484**	.438**	.378**	.374**	.555**	.428**	.464**	.848**	
	Sig. (2-tailed)		.000**	.000**	.002**	.001**	.001**	.001**	.002**	.011**	.000**	.001**	.006**	.000**	.002**	.046**	.058**	.010**	.001**	.027**	.007**	.015**	.039**	.042**	.001**	.018**	.010**	.000**	.000	
	N		30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P6	Pearson Cor	.478**	.507**	.486**	.518**	.560**	1	.766**	.499**	.486**	.372**	.560**	.297**	.312**	.262**	.442**	.270**	.283**	.473**	.297**	.033**	.280**	.362**	.172**	.353**	.424**	.296**	.473**	.647**	
	Sig. (2-tailed)		.008**	.004**	.007**	.003**	.001**	.000**	.005**	.007**	.043**	.001**	.111**	.094**	.162**	.015**	.149**	.130**	.008**	.111**	.861**	.134**	.050**	.364**	.056**	.020**	.112**	.008**	.000	
	N		30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P7	Pearson Cor	.508**	.489**	.400**	.479**	.558**	.766**	1	.345**	.400**	.179**	.558**	.188**	.111**	.404**	.385**	.017**	.012**	.366**	.188**	.031**	.239**	.094**	.072**	.306**	.356**	.077**	.366**	.509**	
	Sig. (2-tailed)		.004**	.006**	.028**	.007**	.001**	.000**	.062**	.028**	.343**	.001**	.321**	.558**	.027**	.036**	.928**	.950**	.047**	.321**	.872**	.204**	.623**	.705**	.100**	.053**	.685**	.047**	.004	
	N		30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P8	Pearson Cor	.528**	.453**	.679**	.543**	.570**	.499**	.345**	1	.679**	.708**	.570**	.493**	.307**	.192**	.415**	.198**	.137**	.178**	.493**	.539**	.526**	.202**	.539**	.259**	.311**	.288**	.178**	.682**	
	Sig. (2-tailed)		.003**	.012**	.000**	.002**	.001**	.005**	.062**	.000**	.000**	.001**	.006**	.099**	.308**	.023**	.293**	.470**	.346**	.006**	.002**	.003**	.285**	.002**	.167**	.094**	.123**	.346**	.000	
	N		30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P9	Pearson Cor	.508**	.416**	1.000**	.578**	.549**	.486**	.400**	.679**	1	.724**	.549**	.565**	.198**	.431**	.583**	.145**	.338**	.336**	.565**	.466**	.335**	.381**	.205**	.454**	.166**	.296**	.336**	.739**	
	Sig. (2-tailed)		.004**	.022**	.000**	.001**	.002**	.007**	.028**	.000**	.000**	.002**	.001**	.295**	.018**	.001**	.443**	.067**	.069**	.001**	.009**	.071**	.038**	.276**	.012**	.380**	.112**	.069**	.000	
	N		30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P10	Pearson Cor	.397**	.387**	.724**	.581**	.458**	.372**	.179**	.708**	.724**	1	.458**	.620**	.209**	.242**	.385**	.146**	.279**	.154**	.620**	.308**	.239**	.334**	.245**	.205**	.181**	.166**	.154**	.608**	
	Sig. (2-tailed)		.030**	.035**	.000**	.001**	.011**	.043**	.343**	.000**	.000**	.011**	.000**	.267**	.197**	.036**	.440**	.135**	.418**	.000**	.098**	.204**	.071**	.191**	.277**	.338**	.379**	.418**	.000	
	N		30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P11	Pearson Cor	.947**	.622**	.549**	.560**	1.000**	.560**	.558**	.570**	.549**	.458**	1	.567**	.493**	.617**	.550**	.367**	.351**	.464**	.567**	.404**	.484**	.438**	.378**	.374**	.555**	.428**	.464**	.848**	
	Sig. (2-tailed)		.000**	.000**	.002**	.001**	.000**	.001**	.001**	.002**	.011**	.001**	.006**	.000**	.002**	.046**	.058**	.010**	.001**	.027**	.007**	.015**	.039**	.042**	.001**	.018**	.010**	.000**	.000	
	N		30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P12	Pearson Cor	.546**	.483**	.565**	.260**	.567**	.297**	.188**	.493**	.565**	.620**	.567**	1	.217**	.460**	.561**	.409**	.367**	.415**	1.000**	.293**	.399**	.394**	.151**	.176**	.305**	.310**	.415**	.696**	
	Sig. (2-tailed)		.002**	.007**	.001**	.166**	.001**	.111**	.321**	.006**	.001**	.000**	.001**	.248**	.011**	.001**	.025**	.046**	.023**	.000**	.117**	.029**	.031**	.427**	.354**	.101**	.095**	.023**	.000	
	N		30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P13	Pearson Cor	.447**	.197**	.198**	.368**	.493**	.312**	.111**	.307**	.198**	.209**	.493**	.217**	1	.521**	.189**	.621**	.429**	.330**	.217**	.365**	.275**	.461**	.621**	.311**	.730**	.723**	.330**	.608**	
	Sig. (2-tailed)		.013**	.296**	.295**	.045**	.006**	.094**	.558**	.099**	.295**	.267**	.006**	.248**	.003**	.318**	.000**	.018**	.075**	.248**	.047**	.141**	.010**	.000**	.094**	.000**	.000**	.075**	.000	
	N		30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P14	Pearson Cor	.591**	.360**	.431**	.454**	.617**	.262**	.404**	.192**	.431**	.242**	.617**	.460**	.521**	1	.304**	.343**	.395**	.439**	.460**	.327**	.179**	.426**	.153**	.268**	.466**	.395**	.439**	.646**	
	Sig. (2-tailed)		.001**	.050**	.018**	.012**	.000**	.162**	.027**	.308**	.018**	.197**	.000**	.011**	.003**	.103**	.064**	.031**	.015**	.011**	.077**	.345**	.019**	.419**	.153**	.010**	.031**	.015**	.000	
	N		30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P15	Pearson Cor	.526**	.409**	.583**	.343**	.550**	.442**	.385**	.415**	.583**	.385**	.550**	.561**	.189**	.304**	1	.248**	.283**	.370**	.561**	.155**	.502**	.319**	.091**	.333**	.249**	.276**	.370**	.626**	
	Sig. (2-tailed)		.003**	.025**	.001**	.063**	.002**	.015**	.036**	.023**	.001**	.036**	.002**	.001**	.318**	.103**	.186**	.129**	.044**	.001**	.414**	.005**	.086**	.634**	.072**	.184**	.140**	.044**	.000	
	N		30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P16	Pearson Cor	.273**	.260**	.145**	.048**	.367**	.270**	.017**	.198**	.145**	.146**	.367**	.409**	.621**	.343**	.248**	1	.438**	.435**	.409**	.349**	.219**	.492**	.327**	.267**	.588**	.573**	.435**	.534**	
	Sig. (2-tailed)		.144**	.166**	.443**	.799**	.046**	.149**	.928**	.293**	.443**	.440**	.046**	.025**	.000**	.064**	.186**	.016**	.016**	.025**	.059**	.245**	.006**	.078**	.154**	.001**	.001**	.016**	.002	
	N		30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P17	Pearson Cor	.297**	.179**	.338**	.234**	.351**	.283**	.012**	.137**	.338**	.279**	.351**	.367**	.429**	.395**	.283**	.438**	1	.370**	.367**	.241**	.250**	.968**	.395**	.184**	.320**	.395**	.370**	.557**	
	Sig. (2-tailed)		.110**	.343**	.067**	.213**																								