

Hasil Uji Reliabilitas Kualitas Pelayanan (Kenyataan)

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
.907	20

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
soal_1	72.87	45.016	.607	.901
soal_2	72.37	46.033	.556	.902
soal_3	72.47	46.533	.448	.905
soal_4	72.83	46.695	.403	.906
soal_5	72.47	47.568	.362	.906
soal_6	72.83	45.799	.427	.906
soal_7	72.53	47.430	.457	.904
soal_8	72.93	43.444	.674	.899
soal_9	72.70	43.941	.674	.899
soal_10	72.57	42.323	.639	.901
soal_11	72.50	47.638	.382	.906
soal_12	72.43	48.185	.490	.905
soal_13	72.67	45.678	.602	.901
soal_14	72.57	46.116	.631	.901
soal_15	72.83	44.420	.691	.898
soal_16	72.70	44.631	.650	.899
soal_17	72.60	45.352	.710	.899
soal_18	72.67	48.092	.318	.907
soal_19	72.63	45.413	.589	.901
soal_20	72.70	45.045	.668	.899

Hasil Uji Reliabilitas Kualitas Pelayanan (Harapan)

Case Processing Summary

		N	%
Cases	Valid	26	86.7
	Excluded ^a	4	13.3
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.980	20

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
soal_1	80.00	97.760	.735	.980
soal_2	79.65	98.875	.855	.979
soal_3	79.65	98.315	.798	.979
soal_4	79.77	96.665	.767	.980
soal_5	79.65	100.795	.668	.980
soal_6	79.81	97.122	.831	.979
soal_7	79.62	99.686	.752	.979
soal_8	79.85	95.735	.893	.978
soal_9	79.81	95.682	.950	.978
soal_10	79.69	96.702	.867	.978
soal_11	79.65	98.475	.895	.978
soal_12	79.62	98.486	.867	.978
soal_13	79.73	97.645	.916	.978
soal_14	79.73	97.085	.861	.978
soal_15	79.85	96.135	.861	.978
soal_16	79.69	97.742	.874	.978
soal_17	79.73	98.845	.804	.979
soal_18	79.73	98.045	.780	.979
soal_19	79.65	98.555	.887	.978
soal_20	79.65	97.355	.882	.978