

BAB VI

PENUTUP

6.1 Kesimpulan

Berdasarkan hasil pengolahan dan analisis data dapat disimpulkan sebagai berikut :

1. Teridentifikasi 7 atribut yaitu:
 - a. Adannya pemberian ganti rugi apabila ada kesalahan dalam layanan pemasangan yang mengakibatkan kerugian pelanggan
 - b. Memberikan pertukaran produk apabila produk cacat dengan catatan apabila membeli second atau bekas
 - c. Memiliki peralatan yang modern
 - d. Petunjuk pemasangan lokasi AC baru yang jelas
 - e. Saluran komunikasi penyedia jasa yang mudah dihubungi
 - f. Kerapian penampilan petugas
 - g. Profesional dalam memberikan pelayanan
2. Hasil perhitungan SERVQUAL Gap antara lain
 - A. Adannya pemberian ganti rugi apabila ada kesalahan dalam layanan pemasangan yang mengakibatkan kerugian pelanggan -0,542
 - B. Memberikan pertukaran produk apabila produk cacat dengan catatan apabila membeli second atau bekas -0,491
 - C. Memiliki peralatan yang modern -0,390
 - D. Petunjuk pemasangan lokasi AC baru yang jelas -0,322
 - E. Saluran komunikasi penyedia jasa yang mudah dihubungi -0,288
 - F. Kerapian penampilan petugas -0,238

G. Profesional dalam memberikan pelayanan -0,119

3. Hasil analisis Service Quality ke dalam Quality function Deployment maka diketahui beberapa atribut yang mengalami nilai negative dan nilai kecil. Dengan diketahuinya atribut atribut tersebut maka perbaikan yang perlu adanya perbaikan adalah Adannya pemberian ganti rugi apabila ada kesalahan dalam layanan pemasangan yang mengakibatkan kerugian pelanggan, memberikan pertukaran produk apabila produk cacat dengan catatan apabila membeli second atau bekas, memiliki peralatan yang modern, petunjuk pemasangan lokasi AC baru yang jelas, saluran komunikasi penyedia jasa yang mudah dihubungi, kerapian penampilan petugas, profesional dalam memberikan pelayanan.
4. Rekomendasi perbaikan layanan agar mencapai suatu kepuasan pelanggan yaitu, Pemberian ganti rugi diberikan pada waktu itu juga dengan cash, pengembalian pasti terhadap barang yang tidak sesuai atau cacat dengan catatan apabila membeli AC second atau bekas, penggunaan alat modern menunjang keberhasilan pekerjaan, memberikan informasi tata letak AC seindah atau sebagus mungkin, pusat pelayanan pengaduan bersifat *stand by*, penggunaan seragam yang bersifat lebih meyakinkan para pelanggan, karyawan yang sudah terlatih dan mempunyai sertifikat tentang *air conditioner*.

6.2. Saran

Saran yang dapat peneliti berikan pada penelitian ini adalah :

1. Perusahaan melakukan perbaikan pelayanan berdasarkan kebutuhan pelanggan dan kebutuhan teknis yang didapatkan pada penelitian ini.
2. Perbaikan kinerja pelayanan harus dilakukan secara berkala agar kepuasan pelanggan terhadap pelayanan yang diberikan dapat secara optimal

6.2.1. Saran Untuk Perusahaan

1. Peneliti menyarankan agar memperbaiki kualitas pelayanan terhadap pelanggan agar harapan para pelanggan tercapai secara maksimal dengan memperbaiki atribut-atribut yang terkandung di atribut Service Quality seperti atribut pada penggunaan Alat yang

modern dan terancang pada zaman era sekarang, agar pengerjaan pada jasa berlangsung secara cepat dan optimal. Serta penggunaan seragam merupakan faktor terpenting sebagai symbol atau identitas perusahaan secara formal.

2. Selain itu penelitian ini mencari faktor lainnya yang signifikan dalam menunjang kepuasan pelanggan terhadap pelayanan. Kepuasan pelanggan dapat meningkatkan baik pendapatan perusahaan maupun loyalitas pelanggan agar konsisten dan berupaya untuk selalu meningkatkan kualitas pelayanan.

6.2.2. Saran Untuk Penelitian Selanjutnya

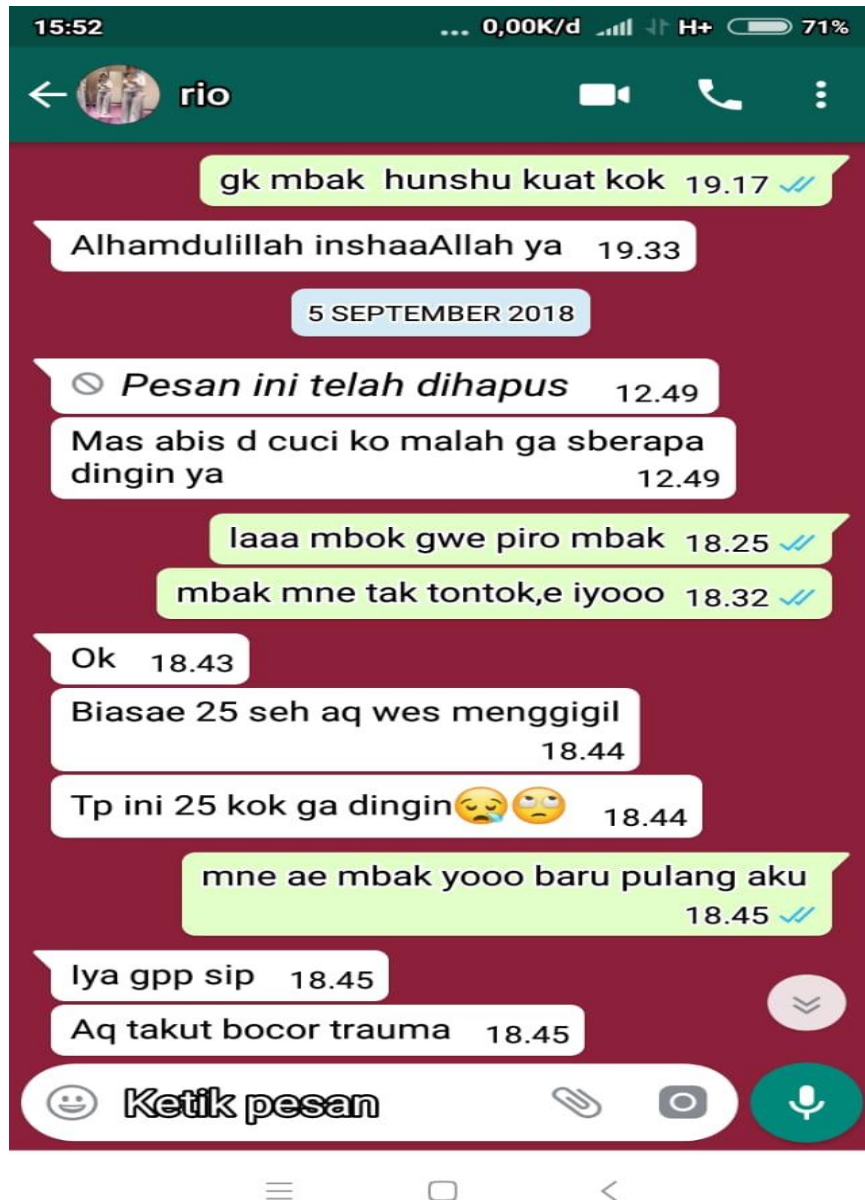
- Saran selanjutnya sebaiknya peneliti selanjutnya mencari faktor yang berpengaruh lebih besar terhadap kualitas layanan jasa AC Jendral Electric maupun pada perusahaan lainnya. Saran ini diharapkan dapat bermanfaat bagi pembaca dan untuk melengkapi hasil penelitian yang dilakukan selanjutnya.
- Voice Of Customer yang tidak dapat dipenuhi bisa diteliti
- Tidak ada perhitungan waktu kerja, hanya membagikan kusioner Servqual

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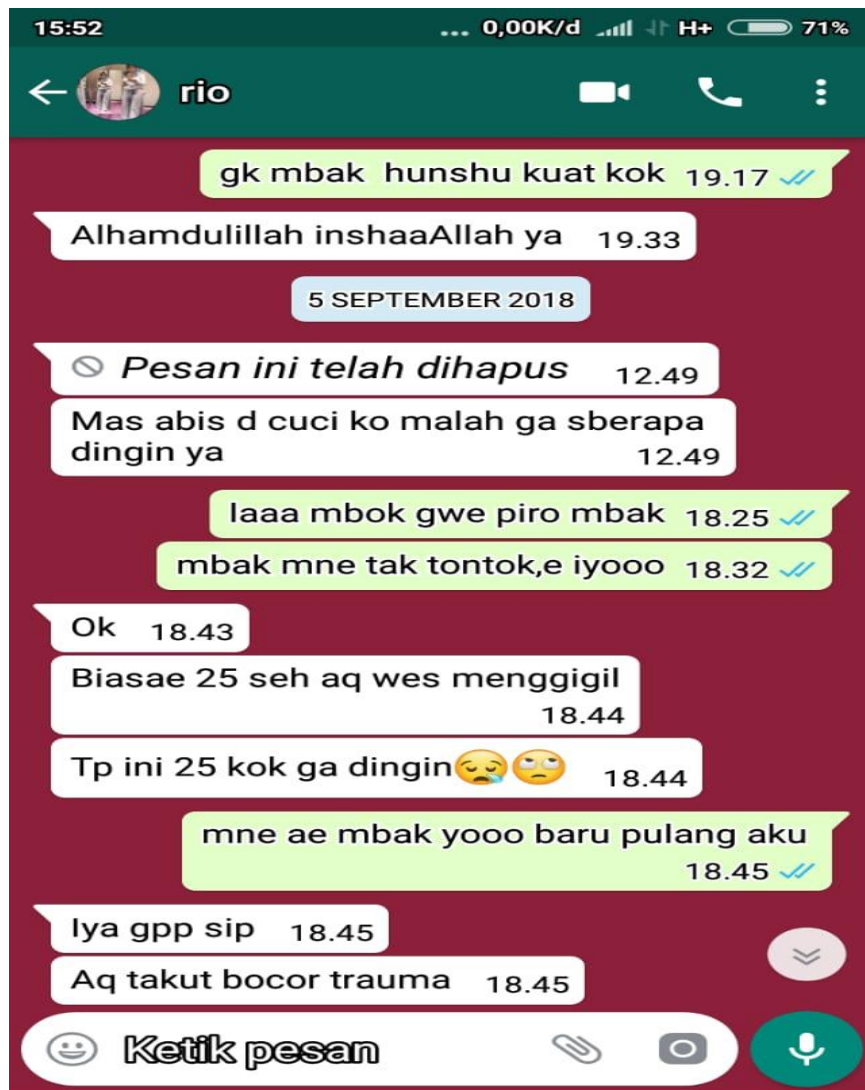
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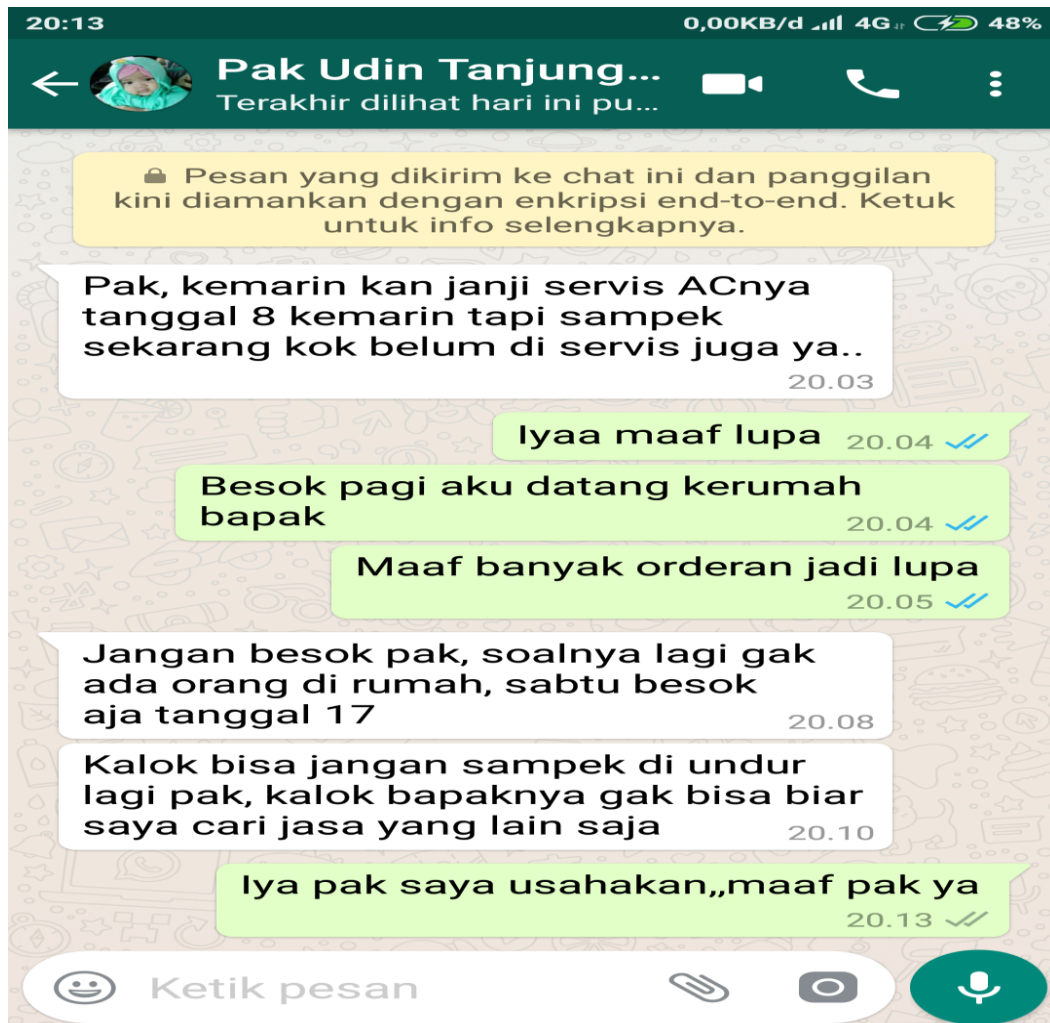
LAMPIRAN 1 BUKTI KOMPLAIN



LAMPIRAN 2 BUKTI KOMPLAIN



LAMPIRAN 3 BUKTI KOMPLAIN



LAMPIRAN 4

HASIL VALIDITAS REABILITAS HARAPAN SOFTWARE SPSS 16

		Correlations																							
		VAR00001	VAR00002	VAR00003	VAR00004	VAR00005	VAR00006	VAR00007	VAR00008	VAR00009	VAR00010	VAR00011	VAR00012	VAR00013	VAR00014	VAR00015	VAR00016	VAR00017	VAR00018	VAR00019	VAR00020	VAR00021	VAR00022	VAR00023	VAR00024
VAR00001	Pearson Correlation	1	.741 ^{**}	.517 ^{**}	.637 ^{**}	.523 ^{**}	.678 ^{**}	.832 ^{**}	.673 ^{**}	.598 ^{**}	.808 ^{**}	.516 ^{**}	.548 ^{**}	.406 ^{**}	.856 ^{**}	.622 ^{**}	.530 ^{**}	.594 ^{**}	.559 ^{**}	.642 ^{**}	.664 ^{**}	.538 ^{**}	.680 ^{**}	.576 ^{**}	.811 ^{**}
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59
VAR00002	Pearson Correlation	.741 ^{**}	1	.564 ^{**}	.546 ^{**}	.652 ^{**}	.588 ^{**}	.571 ^{**}	.594 ^{**}	.592 ^{**}	.567 ^{**}	.507 ^{**}	.555 ^{**}	.486 ^{**}	.583 ^{**}	.500 ^{**}	.507 ^{**}	.448 ^{**}	.484 ^{**}	.598 ^{**}	.647 ^{**}	.484 ^{**}	.445 ^{**}	.513 ^{**}	.754 ^{**}
	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
	N	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59
VAR00003	Pearson Correlation	.517 ^{**}	.564 ^{**}	1	.485 ^{**}	.562 ^{**}	.495 ^{**}	.853 ^{**}	.457 ^{**}	.483 ^{**}	.594 ^{**}	.611 ^{**}	.543 ^{**}	.533 ^{**}	.516 ^{**}	.483 ^{**}	.611 ^{**}	.417 ^{**}	.647 ^{**}	.478 ^{**}	.586 ^{**}	.504 ^{**}	.468 ^{**}	.613 ^{**}	.732 ^{**}
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000
	N	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59
VAR00004	Pearson Correlation	.637 ^{**}	.546 ^{**}	.485 ^{**}	1	.491 ^{**}	.656 ^{**}	.804 ^{**}	.546 ^{**}	.555 ^{**}	.492 ^{**}	.470 ^{**}	.499 ^{**}	.517 ^{**}	.530 ^{**}	.496 ^{**}	.517 ^{**}	.469 ^{**}	.578 ^{**}	.558 ^{**}	.652 ^{**}	.576 ^{**}	.551 ^{**}	.438 ^{**}	.736 ^{**}
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.000
	N	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59
VAR00005	Pearson Correlation	.523 ^{**}	.652 ^{**}	.562 ^{**}	.491 ^{**}	1	.593 ^{**}	.580 ^{**}	.575 ^{**}	.656 ^{**}	.652 ^{**}	.479 ^{**}	.626 ^{**}	.546 ^{**}	.546 ^{**}	.471 ^{**}	.467 ^{**}	.392 ^{**}	.543 ^{**}	.564 ^{**}	.618 ^{**}	.512 ^{**}	.468 ^{**}	.473 ^{**}	.746 ^{**}
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.002	.000	.000	.000	.000	.000	.000	.000
	N	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59
VAR00006	Pearson Correlation	.678 ^{**}	.598 ^{**}	.495 ^{**}	.656 ^{**}	.593 ^{**}	1	.803 ^{**}	.544 ^{**}	.607 ^{**}	.626 ^{**}	.535 ^{**}	.628 ^{**}	.352 ^{**}	.530 ^{**}	.511 ^{**}	.484 ^{**}	.506 ^{**}	.461 ^{**}	.701 ^{**}	.648 ^{**}	.537 ^{**}	.641 ^{**}	.602 ^{**}	.779 ^{**}
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.006	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59
VAR00007	Pearson Correlation	.632 ^{**}	.571 ^{**}	.653 ^{**}	.604 ^{**}	.580 ^{**}	.603 ^{**}	1	.645 ^{**}	.743 ^{**}	.673 ^{**}	.542 ^{**}	.545 ^{**}	.581 ^{**}	.677 ^{**}	.521 ^{**}	.587 ^{**}	.482 ^{**}	.689 ^{**}	.658 ^{**}	.756 ^{**}	.482 ^{**}	.588 ^{**}	.694 ^{**}	.833 ^{**}
	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
	N	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59
VAR00008	Pearson Correlation	.673 ^{**}	.594 ^{**}	.457 ^{**}	.546 ^{**}	.575 ^{**}	.544 ^{**}	.845 ^{**}	1	.590 ^{**}	.620 ^{**}	.481 ^{**}	.587 ^{**}	.521 ^{**}	.536 ^{**}	.605 ^{**}	.575 ^{**}	.574 ^{**}	.496 ^{**}	.603 ^{**}	.638 ^{**}	.473 ^{**}	.658 ^{**}	.567 ^{**}	.780 ^{**}
	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
	N	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59
VAR00009	Pearson Correlation	.598 ^{**}	.592 ^{**}	.483 ^{**}	.555 ^{**}	.658 ^{**}	.607 ^{**}	.743 ^{**}	.590 ^{**}	1	.590 ^{**}	.471 ^{**}	.604 ^{**}	.420 ^{**}	.593 ^{**}	.484 ^{**}	.522 ^{**}	.519 ^{**}	.596 ^{**}	.660 ^{**}	.760 ^{**}	.445 ^{**}	.563 ^{**}	.608 ^{**}	.765 ^{**}
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59
VAR00010	Pearson Correlation	.608 ^{**}	.587 ^{**}	.594 ^{**}	.492 ^{**}	.652 ^{**}	.626 ^{**}	.673 ^{**}	.620 ^{**}	.590 ^{**}	1	.675 ^{**}	.692 ^{**}	.574 ^{**}	.604 ^{**}	.513 ^{**}	.501 ^{**}	.436 ^{**}	.680 ^{**}	.654 ^{**}	.606 ^{**}	.426 ^{**}	.662 ^{**}	.629 ^{**}	.812 ^{**}
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000
	N	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59
VAR00011	Pearson Correlation	.516 ^{**}	.507 ^{**}	.611 ^{**}	.470 ^{**}	.479 ^{**}	.535 ^{**}	.542 ^{**}	.481 ^{**}	.471 ^{**}	.675 ^{**}	1	.584 ^{**}	.475 ^{**}	.388 ^{**}	.541 ^{**}	.517 ^{**}	.534 ^{**}	.624 ^{**}	.526 ^{**}	.593 ^{**}	.554 ^{**}	.599 ^{**}	.580 ^{**}	.737 ^{**}
	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
	N	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59
VAR00012	Pearson Correlation	.548 ^{**}	.555 ^{**}	.543 ^{**}	.499 ^{**}	.626 ^{**}	.628 ^{**}	.545 ^{**}	.587 ^{**}	.804 ^{**}	.692 ^{**}	.584 ^{**}	1	.493 ^{**}	.551 ^{**}	.561 ^{**}	.578 ^{**}	.468 ^{**}	.542 ^{**}	.573 ^{**}	.670 ^{**}	.548 ^{**}	.637 ^{**}	.516 ^{**}	.781 ^{**}
	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
	N	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59
VAR00013	Pearson Correlation	.406 ^{**}	.466 ^{**}	.533 ^{**}	.517 ^{**}	.546 ^{**}	.352 ^{**}	.591 ^{**}	.521 ^{**}	.420 ^{**}	.574 ^{**}	.475 ^{**}	.493 ^{**}	1	.475 ^{**}	.392 ^{**}	.552 ^{**}	.406 ^{**}	.606 ^{**}	.424 ^{**}	.598 ^{**}	.389 ^{**}	.466 ^{**}	.534 ^{**}	.666 ^{**}
	Sig. (2-tailed)		.001	.000	.000	.000	.006	.000	.000	.001	.000	.000	.000	.000	.000	.002	.000	.001	.000	.001	.000	.002	.000	.000	.000
	N	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59
VAR00014	Pearson Correlation	.656 ^{**}	.593 ^{**}	.516 ^{**}	.530 ^{**}	.546 ^{**}	.530 ^{**}	.677 ^{**}	.536 ^{**}	.593 ^{**}	.804 ^{**}	.388 ^{**}	.551 ^{**}	.475 ^{**}	1	.469 ^{**}	.456 ^{**}	.417 ^{**}	.531 ^{**}	.538 ^{**}	.622 ^{**}	.437 ^{**}	.652 ^{**}	.531 ^{**}	.733 ^{**}
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.002	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.001	.000	.000
	N	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59	59
VAR00015	Pearson Correlation	.622 ^{**}	.590 ^{**}	.483 ^{**}	.496 ^{**}	.471 ^{**}	.511 ^{**}	.521 ^{**}	.695 ^{**}	.484 ^{**}	.513 ^{**}	.541 ^{**}	.561 ^{**}	.392 ^{**}	.469 ^{**}	1	.469 ^{**}	.571 ^{**}	.531 ^{**}	.551 ^{**}	.618 ^{**}	.514 ^{**}	.477 ^{**}	.527 ^{**}	.716 ^{**}
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.0				

LAMPIRAN 5

HASIL VALIDITAS REABILITAS KEPENTINGAN SOFTWARE SPSS 16

		Correlations																								
		VAR00001	VAR00002	VAR00003	VAR00004	VAR00005	VAR00006	VAR00007	VAR00008	VAR00009	VAR00010	VAR00011	VAR00012	VAR00013	VAR00014	VAR00015	VAR00016	VAR00017	VAR00018	VAR00019	VAR00020	VAR00021	VAR00022	VAR00023	TOTAL	
VAR00001	Pearson Correlation Sig (2-tailed) N	1 59	.680 59	.409 59	.556 59	.426 59	.884 59	.509 59	.586 59	.482 59	.500 59	.412 59	.461 59	.337 59	.573 59	.525 59	.423 59	.510 59	.406 59	.571 59	.513 59	.516 59	.594 59	.518 59	.758 59	
VAR00002	Pearson Correlation Sig (2-tailed) N	.680 59	1 59	.512 59	.498 59	.584 59	.546 59	.467 59	.506 59	.506 59	.460 59	.457 59	.448 59	.487 59	.567 59	.366 59	.436 59	.391 59	.377 59	.523 59	.458 59	.438 59	.391 59	.482 59	.715 59	
VAR00003	Pearson Correlation Sig (2-tailed) N	.409 59	.512 59	1 59	.452 59	.558 59	.437 59	.586 59	.363 59	.457 59	.564 59	.508 59	.435 59	.426 59	.468 59	.414 59	.479 59	.362 59	.589 59	.430 59	.378 59	.386 59	.370 59	.463 59	.671 59	
VAR00004	Pearson Correlation Sig (2-tailed) N	.556 59	.498 59	.452 59	1 59	.424 59	.656 59	.688 59	.518 59	.533 59	.559 59	.461 59	.434 59	.414 59	.453 59	.457 59	.451 59	.450 59	.555 59	.626 59	.488 59	.513 59	.593 59	.356 59	.751 59	
VAR00005	Pearson Correlation Sig (2-tailed) N	.426 59	.584 59	.558 59	.424 59	1 59	.598 59	.553 59	.464 59	.576 59	.606 59	.488 59	.470 59	.444 59	.538 59	.491 59	.400 59	.235 59	.446 59	.490 59	.457 59	.401 59	.315 59	.430 59	.702 59	
VAR00006	Pearson Correlation Sig (2-tailed) N	.684 59	.546 59	.437 59	.656 59	.598 59	1 59	.619 59	.527 59	.644 59	.564 59	.412 59	.596 59	.325 59	.468 59	.503 59	.383 59	.530 59	.412 59	.629 59	.611 59	.525 59	.562 59	.526 59	.794 59	
VAR00007	Pearson Correlation Sig (2-tailed) N	.509 59	.467 59	.586 59	.686 59	.553 59	.619 59	1 59	.574 59	.670 59	.612 59	.480 59	.407 59	.480 59	.539 59	.448 59	.489 59	.452 59	.567 59	.637 59	.626 59	.472 59	.489 59	.555 59	.795 59	
VAR00008	Pearson Correlation Sig (2-tailed) N	.568 59	.506 59	.363 59	.516 59	.464 59	.527 59	.574 59	1 59	.440 59	.541 59	.337 59	.402 59	.381 59	.474 59	.527 59	.476 59	.440 59	.312 59	.471 59	.500 59	.348 59	.598 59	.485 59	.696 59	
VAR00009	Pearson Correlation Sig (2-tailed) N	.482 59	.506 59	.457 59	.533 59	.576 59	.644 59	.670 59	.440 59	1 59	.427 59	.431 59	.457 59	.361 59	.552 59	.443 59	.406 59	.497 59	.475 59	.577 59	.621 59	.453 59	.415 59	.572 59	.741 59	
VAR00010	Pearson Correlation Sig (2-tailed) N	.500 59	.460 59	.584 59	.559 59	.696 59	.594 59	.612 59	.541 59	.427 59	1 59	.636 59	.502 59	.414 59	.493 59	.429 59	.337 59	.345 59	.594 59	.651 59	.422 59	.436 59	.562 59	.503 59	.753 59	
VAR00011	Pearson Correlation Sig (2-tailed) N	.412 59	.457 59	.599 59	.461 59	.499 59	.412 59	.480 59	.337 59	.431 59	.636 59	1 59	.477 59	.387 59	.373 59	.361 59	.286 59	.498 59	.561 59	.516 59	.354 59	.495 59	.412 59	.425 59	.660 59	
VAR00012	Pearson Correlation Sig (2-tailed) N	.461 59	.448 59	.436 59	.434 59	.470 59	.596 59	.407 59	.402 59	.457 59	.502 59	.477 59	1 59	.441 59	.443 59	.487 59	.513 59	.361 59	.483 59	.397 59	.536 59	.528 59	.509 59	.578 59	.701 59	
VAR00013	Pearson Correlation Sig (2-tailed) N	.337 59	.487 59	.426 59	.414 59	.444 59	.325 59	.480 59	.381 59	.361 59	.414 59	.387 59	.441 59	1 59	.366 59	.369 59	.396 59	.340 59	.480 59	.345 59	.423 59	.363 59	.376 59	.492 59	.596 59	
VAR00014	Pearson Correlation Sig (2-tailed) N	.573 59	.567 59	.469 59	.453 59	.538 59	.488 59	.539 59	.474 59	.552 59	.493 59	.273 59	.443 59	.386 59	1 59	.419 59	.376 59	.346 59	.441 59	.419 59	.497 59	.299 59	.563 59	.458 59	.677 59	
VAR00015	Pearson Correlation Sig (2-tailed) N	.525 59	.366 59	.414 59	.457 59	.491 59	.503 59	.446 59	.527 59	.443 59	.429 59	.391 59	.487 59	.369 59	.418 59	1 59	.384 59	.439 59	.437 59	.484 59	.533 59	.448 59	.373 59	.450 59	.669 59	
VAR00016	Pearson Correlation Sig (2-tailed) N	.423 59	.436 59	.479 59	.451 59	.400 59	.383 59	.469 59	.476 59	.406 59	.337 59	.296 59	.513 59	.386 59	.376 59	.384 59	1 59	.500 59	.336 59	.366 59	.567 59	.357 59	.418 59	.463 59	.621 59	
VAR00017	Pearson Correlation Sig (2-tailed) N	.510 59	.391 59	.362 59	.450 59	.235 59	.530 59	.452 59	.440 59	.497 59	.345 59	.488 59	.361 59	.340 59	.348 59	.439 59	.500 59	1 59	.490 59	.491 59	.510 59	.449 59	.539 59	.512 59	.658 59	
VAR00018	Pearson Correlation Sig (2-tailed) N	.406 59	.377 59	.569 59	.555 59	.446 59	.412 59	.567 59	.312 59	.475 59	.594 59	.581 59	.483 59	.480 59	.441 59	.437 59	.336 59	.490 59	1 59	.438 59	.408 59	.476 59	.424 59	.506 59	.690 59	
VAR00019	Pearson Correlation Sig (2-tailed) N	.571 59	.523 59	.430 59	.626 59	.490 59	.629 59	.637 59	.471 59	.577 59	.651 59	.516 59	.397 59	.345 59	.419 59	.484 59	.366 59	.491 59	.438 59	1 59	.557 59	.365 59	.525 59	.516 59	.747 59	
VAR00020	Pearson Correlation Sig (2-tailed) N	.513 59	.458 59	.378 59	.488 59	.457 59	.611 59	.629 59	.500 59	.621 59	.422 59	.354 59	.538 59	.423 59	.497 59	.533 59	.587 59	.510 59	.408 59	.557 59	1 59	.493 59	.404 59	.575 59	.737 59	
VAR00021	Pearson Correlation Sig (2-tailed) N	.516 59	.439 59	.386 59	.513 59	.401 59	.525 59	.472 59	.348 59	.453 59	.438 59	.485 59	.526 59	.363 59	.298 59	.449 59	.257 59	.449 59	.476 59	.365 59	.493 59	1 59	.474 59	.363 59	.657 59	
VAR00022	Pearson Correlation Sig (2-tailed) N	.594 59	.391 59	.370 59	.593 59	.315 59	.562 59	.489 59	.598 59	.415 59	.562 59	.412 59	.599 59	.276 59	.563 59	.373 59	.418 59	.539 59	.424 59	.525 59	.404 59	.474 59	1 59	.448 59	.694 59	
VAR00023	Pearson Correlation Sig (2-tailed) N	.518 59	.482 59	.463 59	.356 59	.430 59	.526 59	.555 59	.485 59	.572 59	.503 59	.425 59	.570 59	.492 59	.458 59	.450 59	.463 59	.512 59	.506 59	.516 59	.575 59	.363 59	.449 59	1 59	.720 59	
TOTAL	Pearson Correlation Sig (2-tailed) N	.756 59	.715 59	.671 59	.751 59	.702 59	.794 59	.795 59	.696 59	.741 59	.753 59	.660 59	.701 59	.596 59	.677 59	.669 59	.621 59	.656 59	.690 59	.747 59	.737 59	.657 59	.694 59	.720 59	1 59	

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

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

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HASIL VALIDITAS REABILITAS PERSEPSI SOFTWARE SPSS 16

		Correlations																							
		VAR00001	VAR00002	VAR00003	VAR00004	VAR00005	VAR00006	VAR00007	VAR00008	VAR00009	VAR00010	VAR00011	VAR00012	VAR00013	VAR00014	VAR00015	VAR00016	VAR00017	VAR00018	VAR00019	VAR00020	VAR00021	VAR00022	VAR00023	TOTAL
VAR00001	Pearson Correlation Sig (2-tailed) N	1 59	.553 300 59	.057 688 59	.364 005 59	.280 031 59	.527 000 59	.331 011 59	.438 001 59	.314 016 59	.332 010 59	.151 253 59	.164 215 59	.303 020 59	.384 003 59	.407 001 59	.266 042 59	.360 005 59	.155 241 59	.417 029 59	.295 035 59	.275 025 59	.428 001 59	.371 004 59	.634 000 59
VAR00002	Pearson Correlation Sig (2-tailed) N	.553 000 59	1 59	.317 015 59	.305 019 59	.439 001 59	.396 003 59	.256 050 59	.347 007 59	.312 016 59	.295 023 59	.334 010 59	.259 048 59	.271 038 59	.399 002 59	.291 025 59	.197 025 59	.268 028 59	.229 040 59	.347 008 59	.255 051 59	.234 074 59	.128 332 59	.220 094 59	.589 000 59
VAR00003	Pearson Correlation Sig (2-tailed) N	.057 668 59	.317 015 59	1 59	.115 386 59	.397 002 59	.217 009 59	.267 041 59	.147 266 59	.118 373 59	.319 014 59	.331 010 59	.101 445 59	.164 214 59	.204 121 59	.078 556 59	.148 284 59	.123 355 59	.353 006 59	.213 106 59	.042 753 59	.117 378 59	.096 470 59	.168 203 59	.373 004 59
VAR00004	Pearson Correlation Sig (2-tailed) N	.364 005 59	.305 019 59	.115 386 59	1 59	.257 050 59	.482 000 59	.485 000 59	.317 014 59	.319 002 59	.391 023 59	.120 080 59	.101 445 59	.311 016 59	.235 066 59	.241 042 59	.272 037 59	.324 012 59	.522 000 59	.186 158 59	.330 011 59	.425 001 59	.061 001 59	.577 644 59	
VAR00005	Pearson Correlation Sig (2-tailed) N	.280 031 59	.439 001 59	.387 002 59	.257 050 59	1 59	.453 000 59	.388 004 59	.350 007 59	.505 000 59	.456 048 59	.259 006 59	.353 008 59	.299 021 59	.407 001 59	.416 001 59	.282 030 59	.093 482 59	.317 014 59	.422 001 59	.234 074 59	.164 063 59	.245 215 59	.633 062 59	
VAR00006	Pearson Correlation Sig (2-tailed) N	.527 000 59	.396 003 59	.217 099 59	.482 000 59	.453 000 59	1 59	.486 000 59	.411 001 59	.583 000 59	.485 027 59	.247 059 59	.386 003 59	.110 408 59	.315 015 59	.350 007 59	.323 013 59	.331 010 59	.206 117 59	.571 000 59	.455 000 59	.394 002 59	.400 002 59	.731 009 59	
VAR00007	Pearson Correlation Sig (2-tailed) N	.331 011 59	.256 050 59	.267 041 59	.465 004 59	.368 000 59	.486 000 59	1 59	.525 000 59	.496 000 59	.581 000 59	.322 013 59	.134 313 59	.295 023 59	.356 006 59	.228 083 59	.355 008 59	.330 011 59	.428 001 59	.451 000 59	.426 001 59	.150 258 59	.476 040 59	.685 008 59	
VAR00008	Pearson Correlation Sig (2-tailed) N	.438 001 59	.347 007 59	.147 317 59	.350 017 59	.411 007 59	.525 001 59	1 59	.326 002 59	.407 001 59	.195 140 59	.245 061 59	.196 041 59	.195 138 59	.302 020 59	.441 000 59	.328 044 59	.344 011 59	.188 008 59	.358 154 59	.381 005 59	.153 248 59	.524 008 59	.347 008 59	
VAR00009	Pearson Correlation Sig (2-tailed) N	.314 016 59	.312 016 59	.118 373 59	.519 014 59	.505 000 59	.583 000 59	.496 000 59	.326 012 59	1 59	.450 000 59	.281 031 59	.272 037 59	.254 053 59	.420 001 59	.337 009 59	.337 009 59	.361 005 59	.317 014 59	.450 001 59	.429 001 59	.233 078 59	.261 046 59	.666 012 59	
VAR00010	Pearson Correlation Sig (2-tailed) N	.332 010 59	.395 010 59	.319 014 59	.391 002 59	.456 000 59	.485 000 59	.581 000 59	.407 001 59	.450 000 59	1 59	.459 000 59	.228 083 59	.263 044 59	.333 020 59	.320 094 59	.346 011 59	.159 008 59	.435 001 59	.654 000 59	.187 158 59	.190 486 59	.231 008 59	.687 078 59	
VAR00011	Pearson Correlation Sig (2-tailed) N	.151 253 59	.334 010 59	.331 010 59	.220 093 59	.259 048 59	.247 058 59	.322 013 59	.195 281 59	.281 031 59	.459 000 59	1 59	.220 094 59	.181 171 59	.015 910 59	.095 473 59	.095 508 59	.088 008 59	.340 004 59	.370 009 59	.422 001 59	.138 221 59	.240 067 59	.494 119 59	
VAR00012	Pearson Correlation Sig (2-tailed) N	.164 215 59	.259 048 59	.101 345 59	.101 445 59	.353 006 59	.386 003 59	.134 083 59	.245 061 59	.272 083 59	.228 024 59	.220 094 59	1 59	.221 083 59	.158 232 59	.266 041 59	.266 011 59	.209 112 59	.266 051 59	.209 107 59	.255 212 59	.315 391 59	.332 010 59	.488 002 59	
VAR00013	Pearson Correlation Sig (2-tailed) N	.303 020 59	.271 038 59	.164 016 59	.311 018 59	.299 021 59	.110 408 59	.295 023 59	.195 138 59	.254 053 59	.263 044 59	.381 171 59	.221 083 59	1 59	.219 085 59	.166 208 59	.345 307 59	.259 056 59	.365 005 59	.133 316 59	.123 290 59	.259 258 59	.258 047 59	.468 000 59	
VAR00014	Pearson Correlation Sig (2-tailed) N	.384 003 59	.399 002 59	.204 121 59	.235 073 59	.407 001 59	.316 015 59	.356 006 59	.302 020 59	.420 010 59	.333 010 59	.015 910 59	.168 232 59	.219 095 59	1 59	.208 114 59	.238 069 59	.124 351 59	.202 125 59	.290 026 59	.260 047 59	.010 940 59	.402 002 59	.504 116 59	
VAR00015	Pearson Correlation Sig (2-tailed) N	.407 001 59	.391 025 59	.078 056 59	.241 066 59	.416 001 59	.350 007 59	.228 007 59	.441 000 59	.337 009 59	.337 009 59	.220 094 59	.095 266 59	.266 108 59	1 59	.167 233 59	.233 057 59	.153 247 59	.287 027 59	.290 028 59	.365 043 59	.249 059 59	.211 109 59	.511 000 59	
VAR00016	Pearson Correlation Sig (2-tailed) N	.266 042 59	.197 134 59	.148 264 59	.242 065 59	.282 030 59	.323 013 59	.355 006 59	.328 011 59	.337 008 59	.346 007 59	.088 509 59	.209 112 59	.345 007 59	.238 068 59	.167 207 59	1 59	.265 029 59	.081 539 59	.241 086 59	.254 053 59	.258 047 59	.264 043 59	.485 000 59	
VAR00017	Pearson Correlation Sig (2-tailed) N	.360 005 59	.386 028 59	.123 355 59	.272 037 59	.093 482 59	.331 001 59	.330 011 59	.344 006 59	.361 005 59	.159 029 59	.340 025 59	.132 008 59	.250 056 59	.124 075 59	.233 075 59	.265 029 59	1 59	.336 009 59	.314 015 59	.383 003 59	.233 078 59	.415 001 59	.542 001 59	
VAR00018	Pearson Correlation Sig (2-tailed) N	.155 241 59	.229 080 59	.353 006 59	.324 012 59	.317 014 59	.208 117 59	.428 011 59	.188 154 59	.317 014 59	.435 001 59	.370 004 59	.255 051 59	.365 005 59	202 125 59	.153 247 59	.081 539 59	.336 009 59	1 59	.293 024 59	.196 136 59	.183 165 59	.256 051 59	.368 004 59	
VAR00019	Pearson Correlation Sig (2-tailed) N	.417 001 59	.340 008 59	.213 106 59	.522 000 59	.422 001 59	.571 000 59	.451 000 59	.358 005 59	.450 000 59	.654 000 59	.422 001 59	.212 107 59	.133 316 59	.290 026 59	.287 027 59	.241 061 59	.314 015 59	.293 024 59	1 59	.310 017 59	.239 068 59	.425 001 59	.685 008 59	
VAR00020	Pearson Correlation Sig (2-tailed) N	.285 029 59	.255 051 59	.042 753 59	.186 158 59	.234 074 59	.455 000 59	.426 001 59	.361 005 59	.428 000 59	.187 015 59	.138 296 59	.315 015 59	.123 355 59	.260 047 59	.290 053 59	.254 063 59	.383 003 59	.196 136 59	.310 017 59	1 59	.331 011 59	.205 120 59	.337 009 59	
VAR00021	Pearson Correlation Sig (2-tailed) N	.275 035 59	.234 074 59	.117 378 59	.330 011 59	.244 083 59	.394 002 59	.150 256 59	.153 246 59	.233 076 59	.221 149 59	.391 002 59	.190 093 59	.230 080 59	.010 940 59	.265 043 59	.259 027 59	.293 036 59	.183 076 59	.239 165 59	.331 008 59	1 59	.212 071 59	.462 000 59	
VAR00022	Pearson Correlation Sig (2-tailed) N	.428 001 59	.128 332 59	.086 470 59	.425 001 59	.184 021 59	.400 002 59	.476 000 59	.524 000 59	.281 046 59	.466 000 59	.240 067 59	.332 010 59	.259 047 59	.402 002 59	.248 057 59	.264 043 59	.415 001 59	.256 051 59	.425 001 59	.205 120 59	.212 017 59	1 59	.344 008 59	
VAR00023	Pearson Correlation Sig (2-tailed) N	.371 004 59	.220 094 59	.168 203 59	.061 244 59	.245 082 59	.305 062 59	.268 040 59	.342 008 59	.327 012 59	.231 078 59	.205 119 59	.387 002 59	.258 049 59	.267 116 59	.211 109 59	.206 117 59	.416 000 59	.368 008 59	.248 058 59	.337 071 59	.071 344 59	1 59	.519 000 59	
TOTAL	Pearson Correlation Sig (2-tailed) N	.634 000 59	.599 000 59	.373 004 59	.577 000 59	.633 000 59	.731 000 59	.885 000 59	.636 000 59	.686 000 59	.687 000 59	.484 000 59	.488 000 59	.466 000 59	.504 000 59	.511 000 59	.485 000 59	.542 000 59	.535 000 59	.685 000 59	.538 000 59	.462 000 59	.608 000 59	.519 000 59	1 59

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

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