

## LAMPIRAN

### Lampiran 1. Koesioner Penelitian

Berikut kuisisioner yang saya ajukan, mohon kepada Bapak/Ibu/Saudara/i untuk memberikan jawaban yang sejujur-jujurnya dan sesuai dengan keadaan yang sebenarnya. Adapun jawaban yang Bapak/Ibu/Saudara/i berikan tidak akan berpengaruh pada diri Bapak/Ibu/Saudara/i karena penelitian ini dilakukan semata-mata untuk pengembangan ilmu pengetahuan.

#### A. Identitas Responden

1. Jenis kelamin
  - a. Pria
  - b. Wanita
2. Usia bapak/ibu pada saat ini ..... tahun
  - a. 24-28
  - b. 29-34
  - c. 35-38
  - d. 39-44
  - e. 45-54
3. Status perkawinan bapak/ibu
  - a. Belum menikah
  - b. Menikah
4. Pendidikan Terakhir
  - a. Manajemen    b. Non Manajemen

5. Pekerjaan bapak/ibu saat ini...

- a. Mahasiswa
- b. Karyawan
- c. Wiraswasta

#### **B. Identitas Peneliti**

Nama : DEVIANA

Nim : 18.100.100.7

Program study : Magister Manajemen

Perguruan Tinggi : Universitas Muhammadiyah Gresik

Sedang mengadakan penelitian tentang "**Analisis Mutu Pelayanan Pendidikan Dengan Model *Service Quality* (Studi Kasus di Program Studi Magister Manajemen Universitas Muhammadiyah Gresik Jawa Timur)**".

Kali ini, saya selaku peneliti meminta kesediaan Bapak/Ibu/Saudara/i untuk membantu penelitian ini dengan mengisi kuisisioner.

#### **C. Petunjuk Pengisian Koesioner**

Responden dapat memberikan jawaban dengan memberikan tanda silang (X) pada salah satu pilihan jawaban yang tersedia. Hanya satu jawaban saja yang dimungkinkan untuk setiap pertanyaan.

Pada masing-masing pertanyaan terdapat lima *alternative* jawaban yang mengacu pada teknik skala Likert, yaitu:

Sangat Penting/ Sangat Puas (SP) = 5

Penting/Puas (P) = 4

Kurang Penting/Kurang Puas (KP) = 3

Tidak Penting/Tidak Puas (TP) = 2

Sangat Tidak Penting/Sangat Tidak Puas (STP) = 1

Data responden dan semua informasi yang diberikan akan dijamin kerahasiaannya, oleh sebab itu dimohon untuk mengisi kuesioner dengan sebenarnya dan seobjektif mungkin.

<b>A. HARAPAN</b>	<b>Jawaban</b>				
<i>Service Quality</i>					
<i>Tangible (Bukti Fisik) X1</i>					
	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
1. Penampilan Petugas/aparatur dalam melayani pelanggan	<b>SP</b>	<b>P</b>	<b>KP</b>	<b>TP</b>	<b>STP</b>
2. Kenyamanan tempat melakukan pelayanan	<b>SP</b>	<b>P</b>	<b>KP</b>	<b>TP</b>	<b>STP</b>
3. Kemudahan dalam proses pelayanan,	<b>SP</b>	<b>P</b>	<b>KP</b>	<b>TP</b>	<b>STP</b>
4. Kedisiplinan petugas/aparatur dalam melakukan pelayanan	<b>SP</b>	<b>P</b>	<b>KP</b>	<b>TP</b>	<b>STP</b>
5. Kemudahan akses pelanggan dalam permohonan pelayanan	<b>SP</b>	<b>P</b>	<b>KP</b>	<b>TP</b>	<b>STP</b>
6. Penggunaan alat bantu dalam pelayanan	<b>SP</b>	<b>P</b>	<b>KP</b>	<b>TP</b>	<b>STP</b>
<i>Reliability (Kehandalan) X2</i>					
1. Kecermatan petugas dalam melayani pelanggan	<b>SP</b>	<b>P</b>	<b>KP</b>	<b>TP</b>	<b>STP</b>
2. Memiliki standar pelayanan yang jelas	<b>SP</b>	<b>P</b>	<b>KP</b>	<b>TP</b>	<b>STP</b>
3. Kemampuan petugas/aparatur dalam menggunakan alat bantu dalam proses pelayanan	<b>SP</b>	<b>P</b>	<b>KP</b>	<b>TP</b>	<b>STP</b>
4. Keahlian petugas dalam menggunakan alat bantu dalam proses pelayanan	<b>SP</b>	<b>P</b>	<b>KP</b>	<b>TP</b>	<b>STP</b>
5. Keahlian dalam pelaksanaan daring	<b>SP</b>	<b>P</b>	<b>KP</b>	<b>TP</b>	<b>STP</b>
6. Memiliki standart pelayanan bimbingan tesis	<b>SP</b>	<b>P</b>	<b>KP</b>	<b>TP</b>	<b>STP</b>
<i>Responsiveness (Daya Tanggap) X3</i>					
1. Merespon setiap pelanggan/pemohon yang ingin mendapatkan pelayanan,	<b>SP</b>	<b>P</b>	<b>KP</b>	<b>TP</b>	<b>STP</b>
2. Petugas/aparatur melakukan pelayanan dengan cepat,	<b>SP</b>	<b>P</b>	<b>KP</b>	<b>TP</b>	<b>STP</b>

3. Petugas/aparatur melakukan pelayanan dengan tepat,	SP	P	KP	TP	STP
4. Petugas/aparatur melakukan pelayanan dengan cermat	SP	P	KP	TP	STP
5. Petugas/aparatur melakukan pelayanan dengan waktu yang tepat,	SP	P	KP	TP	STP
6. Semua keluhan pelanggan direspon oleh petugas	SP	P	KP	TP	STP
<b>Assurance (Jaminan) X4</b>					
1. Petugas memberikan jaminan tepat waktu dalam pelayanan	SP	P	KP	TS	STS
2. Petugas memberikan jaminan biaya dalam pelayanan	SP	P	KP	TP	STP
3. Petugas memberikan jaminan legalitas dalam pelayanan	SP	P	KP	TP	STP
4. Petugas memberikan jaminan tidak biaya lain dalam pelayanan	SP	P	KP	TP	STP
<b>Empathy (Perhatian) X5</b>					
1. Mendahulukan kepentingan pemohon/pelanggan,	SP	P	KP	TP	STP
2. Petugas melayani dengan sikap ramah	SP	P	KP	TP	STP
3. Kemampuan karyawan memperlakukan mahasiswa dengan penuh perhatian	SP	P	KP	TP	STP
4. Petugas melayani dengan tidak diskriminatif (membeda-bedakan)	SP	P	KP	TP	STP
5. Petugas melayani dan menghargai setiap pelanggan	SP	P	KP	TP	STP

<b>B. REALITA</b>	<b>Jawaban</b>				
<b>Service Quality</b>					
<b>Tangible (Bukti Fisik) X1</b>					
	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
1. Penampilan Petugas/aparatur dalam melayani pelanggan	SP	P	KP	TP	STP
2. Kenyamanan tempat melakukan pelayanan	SP	P	KP	TP	STP
3. Kemudahan dalam proses pelayanan,	SP	P	KP	TP	STP
4. Kedisiplinan petugas/aparatur dalam melakukan pelayanan	SP	P	KP	TP	STP
5. Kemudahan akses pelanggan dalam permohonan pelayanan	SP	P	KP	TP	STP
6. Penggunaan alat bantu dalam pelayanan	SP	P	KP	TP	STP
<b>Reliability (Kehandalan) X2</b>					
1. Kecermatan petugas dalam melayani pelanggan	SP	P	KP	TP	STP

2. Memiliki standar pelayanan yang jelas	SP	P	KP	TP	STP
3. Kemampuan petugas/aparatur dalam menggunakan alat bantu dalam proses pelayanan	SP	P	KP	TP	STP
4. Keahlian petugas dalam menggunakan alat bantu dalam proses pelayanan	SP	P	KP	TP	STP
5. Keahlian dalam pelaksanaan daring	SP	P	KP	TP	STP
6. Memiliki standart pelayanan bimbingan tesis	SP	P	KP	TP	STP
<b>Responsiveness (Daya Tanggap) X3</b>					
1. Merespon setiap pelanggan/pemohon yang ingin mendapatkan pelayanan,	SP	P	KP	TP	STP
2. Petugas/aparatur melakukan pelayanan dengan cepat,	SP	P	KP	TP	STP
3. Petugas/aparatur melakukan pelayanan dengan tepat,	SP	P	KP	TP	STP
4. Petugas/aparatur melakukan pelayanan dengan cermat	SP	P	KP	TP	STP
5. Petugas/aparatur melakukan pelayanan dengan waktu yang tepat,	SP	P	KP	TP	STP
6. Semua keluhan pelanggan direspon oleh petugas	SP	P	KP	TP	STP
<b>Assurance (Jaminan) X4</b>					
1. Petugas memberikan jaminan tepat waktu dalam pelayanan	SP	P	KP	TS	STS
2. Petugas memberikan jaminan biaya dalam pelayanan	SP	P	KP	TP	STP
3. Petugas memberikan jaminan legalitas dalam pelayanan	SP	P	KP	TP	STP
4. Petugas memberikan jaminan tidak biaya lain dalam pelayanan	SP	P	KP	TP	STP
<b>Empathy (Perhatian) X5</b>					
1. Mendahulukan kepentingan pemohon/pelanggan	SP	P	KP	TP	STP
2. Petugas melayani dengan sikap ramah	SP	P	KP	TP	STP
3. Kemampuan karyawan memperlakukan mahasiswa dengan penuhperhatian	SP	P	KP	TP	STP
4. Petugas melayani dengan tidak diskriminatif (membeda-bedakan)	SP	P	KP	TP	STP
5. Petugas melayani dan menghargai setiap pelanggan	SP	P	KP	TP	STP

## Lampiran 2. Frekuensi Harapan X1 (*Tangible*)

### X1.1

	Observed N	Expected N	Residual
N	8	18,3	-10,3
S	20	18,3	1,7
SS	27	18,3	8,7
Total	55		

### X1.2

	Observed N	Expected N	Residual
N	2	18,3	-16,3
S	30	18,3	11,7
SS	23	18,3	4,7
Total	55		

### X1.3

	Observed N	Expected N	Residual
N	7	18,3	-11,3
S	15	18,3	-3,3
SS	33	18,3	14,7
Total	55		

### X1.4

	Observed N	Expected N	Residual
N	8	18,3	-10,3
S	20	18,3	1,7
SS	27	18,3	8,7
Total	55		

### X1.5

	Observed N	Expected N	Residual
N	2	18,3	-16,3
S	29	18,3	10,7
SS	24	18,3	5,7
Total	55		

### X1.6

	Observed N	Expected N	Residual
N	4	18,3	-14,3
S	13	18,3	-5,3
SS	38	18,3	19,7
Total	55		

### Descriptive Statistics

	N	Mean	Std. Deviation	Minimum	Maximum
X1.1	55	4,35	,726	3	5
X1.2	55	4,38	,561	3	5
X1.3	55	4,47	,716	3	5
X1.4	55	4,35	,726	3	5
X1.5	55	4,40	,564	3	5
X1.6	55	4,62	,623	3	5

### Lampiran 3. Frekuensi Harapan X2 (*Reliability*)

**X2.1**

	Observed N	Expected N	Residual
N	8	18,3	-10,3
S	22	18,3	3,7
SS	25	18,3	6,7
Total	55		

**X2.2**

	Observed N	Expected N	Residual
N	2	18,3	-16,3
S	30	18,3	11,7
SS	23	18,3	4,7
Total	55		

**X2.3**

	Observed N	Expected N	Residual
N	8	18,3	-10,3
S	14	18,3	-4,3
SS	33	18,3	14,7
Total	55		

**X2.4**

	Observed N	Expected N	Residual
N	8	18,3	-10,3
S	22	18,3	3,7
SS	25	18,3	6,7
Total	55		

**X2.5**

	Observed N	Expected N	Residual
N	2	18,3	-16,3
S	26	18,3	7,7
SS	27	18,3	8,7
Total	55		

**X2.6**

	Observed N	Expected N	Residual
N	10	18,3	-8,3
S	21	18,3	2,7
SS	24	18,3	5,7
Total	55		

**Descriptive Statistics**

	N	Mean	Std. Deviation	Minimum	Maximum
X2.1	55	4,31	,717	3	5
X2.2	55	4,38	,561	3	5
X2.3	55	4,45	,741	3	5
X2.4	55	4,31	,717	3	5
X2.5	55	4,45	,571	3	5
X2.6	55	4,25	,751	3	5

### Lampiran 4. Frekuensi Harapan X3 (*Responsiveness*)

#### X3.1

	Observed N	Expected N	Residual
N	10	18,3	-8,3
S	21	18,3	2,7
SS	24	18,3	5,7
Total	55		

#### X3.2

	Observed N	Expected N	Residual
N	2	18,3	-16,3
S	31	18,3	12,7
SS	22	18,3	3,7
Total	55		

#### X3.3

	Observed N	Expected N	Residual
N	8	18,3	-10,3
S	15	18,3	-3,3
SS	32	18,3	13,7
Total	55		

#### X3.4

	Observed N	Expected N	Residual
N	3	18,3	-15,3
S	30	18,3	11,7
SS	22	18,3	3,7
Total	55		

#### X3.5

	Observed N	Expected N	Residual
N	7	18,3	-11,3
S	15	18,3	-3,3
SS	33	18,3	14,7
Total	55		

#### X3.6

	Observed N	Expected N	Residual
N	2	18,3	-16,3
S	29	18,3	10,7
SS	24	18,3	5,7
Total	55		

#### Descriptive Statistics

	N	Mean	Std. Deviation	Minimum	Maximum
X3.1	55	4,25	,751	3	5
X3.2	55	4,36	,557	3	5
X3.3	55	4,44	,739	3	5
X3.4	55	4,35	,584	3	5
X3.5	55	4,47	,716	3	5
X3.6	55	4,40	,564	3	5



### Lampiran 5. Frekuensi Harapan X4 (*Assurance*)

**X4.1**

	Observed N	Expected N	Residual
N	8	18,3	-10,3
S	22	18,3	3,7
SS	25	18,3	6,7
Total	55		

**X4.2**

	Observed N	Expected N	Residual
N	2	18,3	-16,3
S	31	18,3	12,7
SS	22	18,3	3,7
Total	55		

**X4.3**

	Observed N	Expected N	Residual
N	5	18,3	-13,3
S	28	18,3	9,7
SS	22	18,3	3,7
Total	55		

**X4.4**

	Observed N	Expected N	Residual
N	7	18,3	-11,3
S	16	18,3	-2,3
SS	32	18,3	13,7
Total	55		

**Descriptive Statistics**

	N	Mean	Std. Deviation	Minimum	Maximum
X4.1	55	4,31	,717	3	5
X4.2	55	4,36	,557	3	5
X4.3	55	4,31	,635	3	5
X4.4	55	4,45	,715	3	5

### Lampiran 6. Frekuensi Harapan X5 (*Empathy*)

#### X5.1

	Observed N	Expected N	Residual
N	8	18,3	-10,3
S	20	18,3	1,7
SS	27	18,3	8,7
Total	55		

#### X5.2

	Observed N	Expected N	Residual
N	4	18,3	-14,3
S	28	18,3	9,7
SS	23	18,3	4,7
Total	55		

#### X5.3

	Observed N	Expected N	Residual
N	8	18,3	-10,3
S	14	18,3	-4,3
SS	33	18,3	14,7
Total	55		

#### X5.4

	Observed N	Expected N	Residual
N	9	18,3	-9,3
S	20	18,3	1,7
SS	26	18,3	7,7
Total	55		

#### X5.5

	Observed N	Expected N	Residual
N	2	18,3	-16,3
S	28	18,3	9,7
SS	25	18,3	6,7
Total	55		

#### Descriptive Statistics

	N	Mean	Std. Deviation	Minimum	Maximum
X5.1	55	4,35	,726	3	5
X5.2	55	4,35	,615	3	5
X5.3	55	4,45	,741	3	5
X5.4	55	4,31	,742	3	5
X5.5	55	4,42	,567	3	5

### Lampiran 7. Frekuensi Realita X1 (*Tangible*)

X1.1

	Observed N	Expected N	Residual
TP	12	11.0	1.0
KP	22	11.0	11.0
CP	17	11.0	6.0
P	2	11.0	-9.0
SP	2	11.0	-9.0
Total	55		

X1.2

	Observed N	Expected N	Residual
TP	12	11.0	1.0
KP	21	11.0	10.0
CP	17	11.0	6.0
P	2	11.0	-9.0
SP	3	11.0	-8.0
Total	55		

X1.3

	Observed N	Expected N	Residual
TP	8	18.3	-10.3
KP	23	18.3	4.7
CP	24	18.3	5.7
Total	55		

X1.4

	Observed N	Expected N	Residual
TP	13	11.0	2.0
KP	16	11.0	5.0
CP	19	11.0	8.0
P	3	11.0	-8.0
SP	4	11.0	-7.0
Total	55		

X1.5

	Observed N	Expected N	Residual
TP	9	11.0	-2.0
KP	21	11.0	10.0
CP	16	11.0	5.0
P	6	11.0	-5.0
SP	3	11.0	-8.0
Total	55		

X1.6

	Observed N	Expected N	Residual
TP	10	11.0	-1.0
KP	21	11.0	10.0
CP	17	11.0	6.0
P	4	11.0	-7.0
SP	3	11.0	-8.0
Total	55		

Descriptive Statistics

	N	Mean	Std. Deviation	Minimum	Maximum
X1.1	55	2.27	.971	1	5
X1.2	55	2.33	1.037	1	5
X1.3	55	2.29	.712	1	3
X1.4	55	2.44	1.135	1	5
X1.5	55	2.51	1.069	1	5
X1.6	55	2.44	1.050	1	5

### Lampiran 8. Frekuensi Realita X2 (*Reliability*)

X2.1

	Observed N	Expected N	Residual
TP	13	11.0	2.0
KP	21	11.0	10.0
CP	17	11.0	6.0
P	2	11.0	-9.0
SP	2	11.0	-9.0
Total	55		

X2.2

	Observed N	Expected N	Residual
TP	11	11.0	.0
KP	20	11.0	9.0
CP	17	11.0	6.0
P	3	11.0	-8.0
SP	4	11.0	-7.0
Total	55		

X2.3

	Observed N	Expected N	Residual
TP	8	11.0	-3.0
KP	25	11.0	14.0
CP	20	11.0	9.0
P	1	11.0	-10.0
SP	1	11.0	-10.0
Total	55		

X2.4

	Observed N	Expected N	Residual
TP	9	11.0	-2.0
KP	19	11.0	8.0
CP	22	11.0	11.0
P	3	11.0	-8.0
SP	2	11.0	-9.0
Total	55		

X2.5

	Observed N	Expected N	Residual
TP	11	11.0	.0
KP	23	11.0	12.0
CP	15	11.0	4.0
P	4	11.0	-7.0
SP	2	11.0	-9.0
Total	55		

X2.6

	Observed N	Expected N	Residual
TP	9	11.0	-2.0
KP	20	11.0	9.0
CP	20	11.0	9.0
P	2	11.0	-9.0
SP	4	11.0	-7.0
Total	55		

**Descriptive Statistics**

	N	Mean	Std. Deviation	Minimum	Maximum
X2.1	55	2.25	.985	1	5
X2.2	55	2.44	1.102	1	5
X2.3	55	2.31	.814	1	5
X2.4	55	2.45	.959	1	5
X2.5	55	2.33	1.001	1	5
X2.6	55	2.49	1.052	1	5

### Lampiran 9. Frekuensi Realita X3 (*Responsiveness*)

X3.1

	Observed N	Expected N	Residual
TP	12	11.0	1.0
KP	25	11.0	14.0
CP	16	11.0	5.0
P	1	11.0	-10.0
SP	1	11.0	-10.0
Total	55		

X3.2

	Observed N	Expected N	Residual
TP	13	11.0	2.0
KP	20	11.0	9.0
CP	18	11.0	7.0
P	1	11.0	-10.0
SP	3	11.0	-8.0
Total	55		

X3.3

	Observed N	Expected N	Residual
TP	6	18.3	-12.3
KP	25	18.3	6.7
CP	24	18.3	5.7
Total	55		

X3.4

	Observed N	Expected N	Residual
TP	13	11.0	2.0
KP	13	11.0	2.0
CP	21	11.0	10.0
P	2	11.0	-9.0
SP	6	11.0	-5.0
Total	55		

X3.5

	Observed N	Expected N	Residual
TP	9	11.0	-2.0
KP	22	11.0	11.0
CP	17	11.0	6.0
P	5	11.0	-6.0
SP	2	11.0	-9.0
Total	55		

X3.6

	Observed N	Expected N	Residual
TP	15	11.0	4.0
KP	21	11.0	10.0
CP	14	11.0	3.0
P	3	11.0	-8.0
SP	2	11.0	-9.0
Total	55		

**Descriptive Statistics**

	N	Mean	Std. Deviation	Minimum	Maximum
X3.1	55	2.16	.856	1	5
X3.2	55	2.29	1.031	1	5
X3.3	55	2.33	.668	1	3
X3.4	55	2.55	1.214	1	5
X3.5	55	2.44	.996	1	5
X3.6	55	2.20	1.026	1	5



### Lampiran 10. Frekuensi Realita X4 (Assurance)

X4.1

	Observed N	Expected N	Residual
TP	8	13.8	-5.8
KP	26	13.8	12.2
CP	20	13.8	6.2
SP	1	13.8	-12.8
Total	55		

X4.2

	Observed N	Expected N	Residual
TP	11	11.0	.0
KP	16	11.0	5.0
CP	20	11.0	9.0
P	3	11.0	-8.0
SP	5	11.0	-6.0
Total	55		

X4.3

	Observed N	Expected N	Residual
TP	10	11.0	-1.0
KP	25	11.0	14.0
CP	17	11.0	6.0
P	2	11.0	-9.0
SP	1	11.0	-10.0
Total	55		

X4.4

	Observed N	Expected N	Residual
STS	15	11.0	4.0
TS	14	11.0	3.0
N	18	11.0	7.0
S	3	11.0	-8.0
SS	5	11.0	-6.0
Total	55		

#### Descriptive Statistics

	N	Mean	Std. Deviation	Minimum	Maximum
X4.1	55	2.27	.781	1	5
X4.2	55	2.55	1.152	1	5
X4.3	55	2.25	.865	1	5
X4.4	55	2.44	1.214	1	5

### Lampiran 11. Frekuensi Realita X5 (*Empathy*)

X5.1

	Observed N	Expected N	Residual
TP	12	11.0	1.0
KP	23	11.0	12.0
CP	16	11.0	5.0
P	2	11.0	-9.0
SP	2	11.0	-9.0
Total	55		

X5.2

	Observed N	Expected N	Residual
TP	9	13.8	-4.8
KP	23	13.8	9.2
CP	22	13.8	8.2
P	1	13.8	-12.8
Total	55		

X5.3

	Observed N	Expected N	Residual
TP	13	11.0	2.0
KP	19	11.0	8.0
CP	16	11.0	5.0
P	4	11.0	-7.0
SP	3	11.0	-8.0
Total	55		

X5.4

	Observed N	Expected N	Residual
TP	10	11.0	-1.0
KP	21	11.0	10.0
CP	17	11.0	6.0
P	5	11.0	-6.0
SP	2	11.0	-9.0
Total	55		

X5.5

	Observed N	Expected N	Residual
TP	9	11.0	-2.0
KP	21	11.0	10.0
CP	17	11.0	6.0
P	5	11.0	-6.0
SP	3	11.0	-8.0
Total	55		

#### Descriptive Statistics

	N	Mean	Std. Deviation	Minimum	Maximum
X5.1	55	2.25	.966	1	5
X5.2	55	2.27	.757	1	4
X5.3	55	2.36	1.095	1	5
X5.4	55	2.42	1.013	1	5
X5.5	55	2.49	1.052	1	5

## Lampiran 12. Uji Validitas dan Reliabilitas

### 1. Uji Validitas X1

		Correlations						
		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	TOTAL_X1
X1.1	Pearson Correlation	1	,307*	,143	1,000**	,289*	,256	,671**
	Sig. (2-tailed)		,023	,297	,000	,032	,059	,000
	N	55	55	55	55	55	55	55
X1.2	Pearson Correlation	,307*	1	,142	,307*	,971**	,213	,647**
	Sig. (2-tailed)	,023		,302	,023	,000	,119	,000
	N	55	55	55	55	55	55	55
X1.3	Pearson Correlation	,143	,142	1	,143	,073	,785**	,464**
	Sig. (2-tailed)	,297	,302		,297	,595	,000	,000
	N	55	55	55	55	55	55	55
X1.4	Pearson Correlation	1,000**	,307*	,143	1	,289*	,256	,671**
	Sig. (2-tailed)	,000	,023	,297		,032	,059	,000
	N	55	55	55	55	55	55	55
X1.5	Pearson Correlation	,289*	,971**	,073	,289*	1	,179	,620**
	Sig. (2-tailed)	,032	,000	,595	,032		,191	,000
	N	55	55	55	55	55	55	55
X1.6	Pearson Correlation	,256	,213	,785**	,256	,179	1	,531**
	Sig. (2-tailed)	,059	,119	,000	,059	,191		,000
	N	55	55	55	55	55	55	55
TOTAL_X1	Pearson Correlation	,671**	,647**	,464**	,671**	,620**	,531**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	
	N	55	55	55	55	55	55	55

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

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

## 2. Uji Validitas X2

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	TOTAL_X2
X2.1	Pearson Correlation	1	,162	,079	1,000**	,781**	,780**	,891**
	Sig. (2-tailed)		,238	,565	,000	,000	,000	,000
	N	55	55	55	55	55	55	55
X2.2	Pearson Correlation	,162	1	,065	,162	,431**	,117	,524
	Sig. (2-tailed)	,238		,638	,238	,001	,396	,000
	N	55	55	55	55	55	55	55
X2.3	Pearson Correlation	,079	,065	1	,079	,334*	,088	,420
	Sig. (2-tailed)	,565	,638		,565	,013	,524	,000
	N	55	55	55	55	55	55	55
X2.4	Pearson Correlation	1,000**	,162	,079	1	,781**	,780**	,891**
	Sig. (2-tailed)	,000	,238	,565		,000	,000	,000
	N	55	55	55	55	55	55	55
X2.5	Pearson Correlation	,781**	,431**	,334*	,781**	1	,589**	,712**
	Sig. (2-tailed)	,000	,001	,013	,000		,000	,000
	N	55	55	55	55	55	55	55
X2.6	Pearson Correlation	,780**	,117	,088	,780**	,589**	1	,746**
	Sig. (2-tailed)	,000	,396	,524	,000	,000		,000
	N	55	55	55	55	55	55	55
TOTAL_X2	Pearson Correlation	,891**	,224	,120	,891**	,712**	,746**	1
	Sig. (2-tailed)	,000	,100	,382	,000	,000	,000	
	N	55	55	55	55	55	55	55

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

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

## 3. Uji Validitas X3

Correlations

		X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	TOTAL_X3
X3.1	Pearson Correlation	1	,173	,030	,260	,082	,192	,375**
	Sig. (2-tailed)		,206	,829	,055	,552	,160	,005
	N	55	55	55	55	55	55	55
X3.2	Pearson Correlation	,173	1	,147	,859**	,118	,943**	,722**
	Sig. (2-tailed)	,206		,283	,000	,390	,000	,000
	N	55	55	55	55	55	55	55
X3.3	Pearson Correlation	,030	,147	1	-,055	,932**	,018	,403**
	Sig. (2-tailed)	,829	,283		,688	,000	,898	,002
	N	55	55	55	55	55	55	55
X3.4	Pearson Correlation	,260	,859**	-,055	1	,001	,921**	,654**
	Sig. (2-tailed)	,055	,000	,688		,995	,000	,000
	N	55	55	55	55	55	55	55
X3.5	Pearson Correlation	,082	,118	,932**	,001	1	,073	,472**
	Sig. (2-tailed)	,552	,390	,000	,995		,595	,000
	N	55	55	55	55	55	55	55
X3.6	Pearson Correlation	,192	,943**	,018	,921**	,073	1	,718**
	Sig. (2-tailed)	,160	,000	,898	,000	,595		,000
	N	55	55	55	55	55	55	55
TOTAL_X3	Pearson Correlation	,375**	,722**	,403**	,654**	,472**	,718**	1
	Sig. (2-tailed)	,005	,000	,002	,000	,000	,000	
	N	55	55	55	55	55	55	55

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

## 4. Uji Validitas X4

Correlations

		X4.1	X4.2	X4.3	X4.4	TOTAL_X4
X4.1	Pearson Correlation	1	,270*	,152	,154	,410**
	Sig. (2-tailed)		,046	,266	,261	,002
	N	55	55	55	55	55
X4.2	Pearson Correlation	,270*	1	,725**	,089	,711**
	Sig. (2-tailed)	,046		,000	,519	,000
	N	55	55	55	55	55
X4.3	Pearson Correlation	,152	,725**	1	-,030	,638**
	Sig. (2-tailed)	,266	,000		,830	,000
	N	55	55	55	55	55
X4.4	Pearson Correlation	,154	,089	-,030	1	,392**
	Sig. (2-tailed)	,261	,519	,830		,003
	N	55	55	55	55	55
TOTAL_X4	Pearson Correlation	,410**	,711**	,638**	,392**	1
	Sig. (2-tailed)	,002	,000	,000	,003	
	N	55	55	55	55	55

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

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

## 5. Uji Validitas X5

## Correlations

		X5.1	X5.2	X5.3	X5.4	X5.5	TOTAL_X5
X5.1	Pearson Correlation	1	,226	,047	,864**	,182	,600**
	Sig. (2-tailed)		,098	,733	,000	,183	,000
	N	55	55	55	55	55	55
X5.2	Pearson Correlation	,226	1	-,026	,167	,799**	,546**
	Sig. (2-tailed)	,098		,851	,222	,000	,000
	N	55	55	55	55	55	55
X5.3	Pearson Correlation	,047	-,026	1	,110	,068	,490**
	Sig. (2-tailed)	,733	,851		,423	,621	,000
	N	55	55	55	55	55	55
X5.4	Pearson Correlation	,864**	,167	,110	1	,259	,619**
	Sig. (2-tailed)	,000	,222	,423		,056	,000
	N	55	55	55	55	55	55
X5.5	Pearson Correlation	,182	,799**	,068	,259	1	,565**
	Sig. (2-tailed)	,183	,000	,621	,056		,000
	N	55	55	55	55	55	55
TOTAL_X5	Pearson Correlation	,600**	,546**	,490**	,619**	,565**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	
	N	55	55	55	55	55	55

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

## Uji Reliabilitas X1

## Reliability Statistics

Cronbach's Alpha	N of Items
,765	6

## Uji Reliabilitas X2

## Reliability Statistics

Cronbach's Alpha	N of Items
,808	6

## Uji Reliabilitas X3

## Reliability Statistics

Cronbach's Alpha	N of Items
,701	6

## Uji Reliabilitas X4

**Reliability Statistics**

Cronbach's Alpha	N of Items
,707	4

## Uji Reliabilitas X5

**Reliability Statistics**

Cronbach's Alpha	N of Items
,737	5

## STEPWES

**Eigenvalues**

Function	Eigenvalue	% of Variance	Cumulative %	Canonical Correlation
1	.322 <sup>a</sup>	100.0	100.0	.494

a. First 1 canonical discriminant functions were used in the analysis.

**Variables Entered/Removed<sup>a,b,c,d</sup>**

Step	Entered	Min. D Squared					
		Statistic	Between Groups	Exact F			
				Statistic	df1	df2	Sig.
1	TOTAL_X1	2.087	N and S	17.072	1	53.000	.000

At each step, the variable that maximizes the Mahalanobis distance between the two closest groups is entered.

- Maximum number of steps is 10.
- Maximum significance of F to enter is .05.
- Minimum significance of F to remove is .10.
- F level, tolerance, or VIN insufficient for further computation.

**Variables in the Analysis**

Step	Tolerance	Sig. of F to Remove
1	TOTAL_X1	1.000

**Variables Not in the Analysis**

Step	Tolerance	Min. Tolerance	Sig. of F to Enter	Min. D Squared	Between Groups
0	TOTAL_X1	1.000	.000	2.087	N and S
	TOTAL_X2	1.000	.001	1.545	N and S
	TOTAL_X3	1.000	.001	1.472	N and S
	TOTAL_X4	1.000	.003	1.231	N and S
	TOTAL_X5	1.000	.000	1.958	N and S

1	TOTAL_X2	.694	.694	.195	2.371	N and S
	TOTAL_X3	.404	.404	.705	2.110	N and S
	TOTAL_X4	.408	.408	.995	2.087	N and S
	TOTAL_X5	.350	.350	.333	2.244	N and S

#### Wilks' Lambda

Step	Number of Variables	Lambda	df1	df2	df3	Exact F			
						Statistic	df1	df2	Sig.
1	1	.756	1	1	53	17.072	1	53.000	.000

### Summary of Canonical Discriminant Functions

#### Standardized Canonical Discriminant Function Coefficients

	Function
	1
TOTAL_X1	1.000

#### Structure Matrix

	Function
	1
TOTAL_X1	1.000
TOTAL_X5 <sup>a</sup>	.806
TOTAL_X3 <sup>a</sup>	.772
TOTAL_X4 <sup>a</sup>	.769
TOTAL_X2 <sup>a</sup>	.553

Pooled within-groups correlations between discriminating variables and standardized canonical discriminant functions  
Variables ordered by absolute size of correlation within function.

a. This variable not used in the analysis.

#### Eigenvalues

Function	Eigenvalue	% of Variance	Cumulative %	Canonical Correlation
1	.322 <sup>a</sup>	100.0	100.0	.494

a. First 1 canonical discriminant functions were used in the analysis.

#### Wilks' Lambda



Test of Function(s)	Wilks' Lambda	Chi-square	df	Sig.
1	.756	14.660	1	.000

#### Canonical Discriminant Function Coefficients

	Function
	1
TOTAL_X1	2.031
(Constant)	-8.901

Unstandardized coefficients

#### Functions at Group Centroids

TOTAL_Y	Function
	1
N	-1.182
S	.263

Unstandardized canonical discriminant functions evaluated at group means

### CLASIFIKATION

#### Classification Processing Summary

Processed	55
Excluded	0
Missing or out-of-range group codes	
At least one missing discriminating variable	0
Used in Output	55

#### Prior Probabilities for Groups

TOTAL_Y	Prior	Cases Used in Analysis	
		Unweighted	Weighted
N	.500	10	10.000
S	.500	45	45.000
Total	1.000	55	55.000

## Casewise Statistics

Case Number	Actual Group	Highest Group						Second Highest Group			Discriminant Scores
		Predicted Group	P(D>d   G=g)		P(G=g   D=d)	Squared Mahalanobis Distance to Centroid	Group	P(G=g   D=d)	Squared Mahalanobis Distance to Centroid	Function 1	
			p	df							
Original 1	4	4	.321	1	.923	.986	3	.077	5.942	1.256	
2	4	3**	.685	1	.612	.165	4	.388	1.078	-.776	
3	4	3**	.685	1	.612	.165	4	.388	1.078	-.776	
4	4	4	.321	1	.923	.986	3	.077	5.942	1.256	
5	3	3	.685	1	.612	.165	4	.388	1.078	-.776	
6	4	3**	.685	1	.612	.165	4	.388	1.078	-.776	
7	4	4	.321	1	.923	.986	3	.077	5.942	1.256	
8	3	3	.685	1	.612	.165	4	.388	1.078	-.776	
9	4	4	.321	1	.923	.986	3	.077	5.942	1.256	
10	4	3**	.685	1	.612	.165	4	.388	1.078	-.776	
11	4	3**	.685	1	.612	.165	4	.388	1.078	-.776	
12	3	3	.685	1	.612	.165	4	.388	1.078	-.776	
13	4	4	.321	1	.923	.986	3	.077	5.942	1.256	
14	3	3	.104	1	.967	2.641	4	.033	9.422	-2.807	
15	4	4	.321	1	.923	.986	3	.077	5.942	1.256	
16	3	3	.685	1	.612	.165	4	.388	1.078	-.776	
17	4	4	.321	1	.923	.986	3	.077	5.942	1.256	
18	4	4	.321	1	.923	.986	3	.077	5.942	1.256	
19	4	4	.321	1	.923	.986	3	.077	5.942	1.256	
20	4	3**	.685	1	.612	.165	4	.388	1.078	-.776	
21	4	3**	.685	1	.612	.165	4	.388	1.078	-.776	
22	4	4	.321	1	.923	.986	3	.077	5.942	1.256	
23	4	4	.321	1	.923	.986	3	.077	5.942	1.256	
24	4	3**	.685	1	.612	.165	4	.388	1.078	-.776	
25	4	3**	.685	1	.612	.165	4	.388	1.078	-.776	
26	4	4	.321	1	.923	.986	3	.077	5.942	1.256	
27	3	3	.685	1	.612	.165	4	.388	1.078	-.776	
28	4	3**	.685	1	.612	.165	4	.388	1.078	-.776	
29	4	4	.321	1	.923	.986	3	.077	5.942	1.256	
30	4	3**	.685	1	.612	.165	4	.388	1.078	-.776	
31	4	3**	.685	1	.612	.165	4	.388	1.078	-.776	
32	4	3**	.685	1	.612	.165	4	.388	1.078	-.776	
33	3	3	.685	1	.612	.165	4	.388	1.078	-.776	
34	4	4	.321	1	.923	.986	3	.077	5.942	1.256	

35	3	3	.104	1	.967	2.641	4	.033	9.422	-2.807
36	4	4	.321	1	.923	.986	3	.077	5.942	1.256
37	3	3	.685	1	.612	.165	4	.388	1.078	-.776
38	4	4	.321	1	.923	.986	3	.077	5.942	1.256
39	4	4	.321	1	.923	.986	3	.077	5.942	1.256
40	4	3**	.685	1	.612	.165	4	.388	1.078	-.776
41	4	3**	.685	1	.612	.165	4	.388	1.078	-.776
42	4	3**	.685	1	.612	.165	4	.388	1.078	-.776
43	4	4	.321	1	.923	.986	3	.077	5.942	1.256
44	4	4	.321	1	.923	.986	3	.077	5.942	1.256
45	4	3**	.685	1	.612	.165	4	.388	1.078	-.776
46	4	3**	.685	1	.612	.165	4	.388	1.078	-.776
47	4	4	.321	1	.923	.986	3	.077	5.942	1.256
48	3	3	.685	1	.612	.165	4	.388	1.078	-.776
49	4	3**	.685	1	.612	.165	4	.388	1.078	-.776
50	4	4	.321	1	.923	.986	3	.077	5.942	1.256
51	4	3**	.685	1	.612	.165	4	.388	1.078	-.776
52	4	4	.321	1	.923	.986	3	.077	5.942	1.256
53	4	3**	.685	1	.612	.165	4	.388	1.078	-.776
54	4	3**	.685	1	.612	.165	4	.388	1.078	-.776
55	4	4	.321	1	.923	.986	3	.077	5.942	1.256
Cross-validated <sup>a</sup>	1	4	4	.324	1	.910	.972	3	.090	5.600
	2	4	3**	.693	1	.612	.156	4	.388	1.065
	3	4	3**	.693	1	.612	.156	4	.388	1.065
	4	4	4	.324	1	.910	.972	3	.090	5.600
	5	3	3	.664	1	.600	.189	4	.400	1.000
	6	4	3**	.693	1	.612	.156	4	.388	1.065
	7	4	4	.324	1	.910	.972	3	.090	5.600
	8	3	3	.664	1	.600	.189	4	.400	1.000
	9	4	4	.324	1	.910	.972	3	.090	5.600
	10	4	3**	.693	1	.612	.156	4	.388	1.065
	11	4	3**	.693	1	.612	.156	4	.388	1.065
	12	3	3	.664	1	.600	.189	4	.400	1.000
	13	4	4	.324	1	.910	.972	3	.090	5.600
	14	3	3	.074	1	.953	3.191	4	.047	9.222
	15	4	4	.324	1	.910	.972	3	.090	5.600
	16	3	3	.664	1	.600	.189	4	.400	1.000
	17	4	4	.324	1	.910	.972	3	.090	5.600

18	4	4	.324	1	.910	.972	3	.090	5.600
19	4	4	.324	1	.910	.972	3	.090	5.600
20	4	3**	.693	1	.612	.156	4	.388	1.065
21	4	3**	.693	1	.612	.156	4	.388	1.065
22	4	4	.324	1	.910	.972	3	.090	5.600
23	4	4	.324	1	.910	.972	3	.090	5.600
24	4	3**	.693	1	.612	.156	4	.388	1.065
25	4	3**	.693	1	.612	.156	4	.388	1.065
26	4	4	.324	1	.910	.972	3	.090	5.600
27	3	3	.664	1	.600	.189	4	.400	1.000
28	4	3**	.693	1	.612	.156	4	.388	1.065
29	4	4	.324	1	.910	.972	3	.090	5.600
30	4	3**	.693	1	.612	.156	4	.388	1.065
31	4	3**	.693	1	.612	.156	4	.388	1.065
32	4	3**	.693	1	.612	.156	4	.388	1.065
33	3	3	.664	1	.600	.189	4	.400	1.000
34	4	4	.324	1	.910	.972	3	.090	5.600
35	3	3	.074	1	.953	3.191	4	.047	9.222
36	4	4	.324	1	.910	.972	3	.090	5.600
37	3	3	.664	1	.600	.189	4	.400	1.000
38	4	4	.324	1	.910	.972	3	.090	5.600
39	4	4	.324	1	.910	.972	3	.090	5.600
40	4	3**	.693	1	.612	.156	4	.388	1.065
41	4	3**	.693	1	.612	.156	4	.388	1.065
42	4	3**	.693	1	.612	.156	4	.388	1.065
43	4	4	.324	1	.910	.972	3	.090	5.600
44	4	4	.324	1	.910	.972	3	.090	5.600
45	4	3**	.693	1	.612	.156	4	.388	1.065
46	4	3**	.693	1	.612	.156	4	.388	1.065
47	4	4	.324	1	.910	.972	3	.090	5.600
48	3	3	.664	1	.600	.189	4	.400	1.000
49	4	3**	.693	1	.612	.156	4	.388	1.065
50	4	4	.324	1	.910	.972	3	.090	5.600
51	4	3**	.693	1	.612	.156	4	.388	1.065
52	4	4	.324	1	.910	.972	3	.090	5.600
53	4	3**	.693	1	.612	.156	4	.388	1.065

54	4	3**	.693	1	.612	.156	4	.388	1.065
55	4	4	.324	1	.910	.972	3	.090	5.600

For the original data, squared Mahalanobis distance is based on canonical functions.

For the cross-validated data, squared Mahalanobis distance is based on observations.

\*\* Misclassified case

a. Cross validation is done only for those cases in the analysis. In cross validation, each case is classified by the functions derived from all cases other than that case.

#### Classification Results<sup>b,c</sup>

		TOTAL _Y	Predicted Group Membership		Total
			N	S	
Original	Count	N	10	0	10
		S	22	23	45
	%	N	100.0	.0	100.0
		S	48.9	51.1	100.0
Cross-validated <sup>a</sup>	Count	N	10	0	10
		S	22	23	45
	%	N	100.0	.0	100.0
		S	48.9	51.1	100.0

a. Cross validation is done only for those cases in the analysis. In cross validation, each case is classified by the functions derived from all cases other than that case.

b. 60.0% of original grouped cases correctly classified.

c. 60.0% of cross-validated grouped cases correctly classified.

## DIAGRAM KARTESIUS

## DIAGRAM KARESIUS

