LAMPIRAN

Lampiran 1. Koesioner Penelitian

Berikut kuisioner 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 kuisioner.

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/TidakPuas (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.

A. HARAPAN	**Jawaban**				
Service Quality					
***Tangiable* (Bukti Fisik) X1**					
	5	**4**	**3**	**2**	**1**
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**
***Reliability* (Kehandalan) X2**					
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 menggunkanan 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 pelaksaan daring	**SP**	**P**	**KP**	**TP**	**STP**
6. Memiliki standart pelayanan bimbingan tesis	**SP**	**P**	**KP**	**TP**	**STP**
***Responsiveness* (Daya Tanggap) X3**					
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**
***Assurance* (Jaminan) X4**					
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**
***Empathy* (Perhatian) X5**					
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. REALITA	**Jawaban**				
Service Quality					
***Tangiable* (Bukti Fisik) X1**					
	5	**4**	**3**	**2**	**1**
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**
***Reliability* (Kehandalan) X2**					
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 menggunkanan 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 pelaksaan daring	**SP**	**P**	**KP**	**TP**	**STP**
6. Memiliki standart pelayanan bimbingan tesis	**SP**	**P**	**KP**	**TP**	**STP**
***Responsiveness* (Daya Tanggap) X3**					
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**
***Assurance* (Jaminan) X4**					
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**
***Empathy* (Perhatian) X5**					
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[a]	100.0	100.0	.494

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

Variables Entered/Removed[a,b,c,d]

Step	Entered	Min. D Squared					
				Exact F			
		Statistic	Between Groups	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.

a. Maximum number of steps is 10.

b. Maximum significance of F to enter is .05.

c. Minimum significance of F to remove is .10.

d. 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	.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	1.000	.000	2.087	N and S
	TOTAL_X2	1.000	1.000	.001	1.545	N and S
	TOTAL_X3	1.000	1.000	.001	1.472	N and S
	TOTAL_X4	1.000	1.000	.003	1.231	N and S
	TOTAL_X5	1.000	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[a]	.806
TOTAL_X3[a]	.772
TOTAL_X4[a]	.769
TOTAL_X2[a]	.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[a]	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

CLASIFICATION

Classification Processing Summary

Processed		55
Excluded	Missing or out-of-range group codes	0
	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[a]	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[b,c]

		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[a]	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