



Lampiran. 1 Daftar Nama Responden Uji Validitas dan Reliabilitas

Uji validitas dan reliabilitas dilakukan pada masyarakat Kota Singaraja dengan jumlah responden sebanyak 30 orang. Adapun daftar nama-nama responden validitas dan reliabilitas sebagai berikut.

No	Nama	No	Nama
1	Putu Darmadi	16	Afdika Yoga
2	Luh Indrawati	17	Kadek Darmayasa
3	Made Manon	18	Christophorus Kevin Lokollo
4	Putu Kerti	19	Ayu Putu Sintya Dewi
5	Luh Sutarmi	20	Made Dwi Yulianti
6	Komang Meli Martini	21	Nengah Giri
7	Putu Nila Arta	22	Komang Triana Dewi
8	Komang Fera Tristiani	23	Komang Buda Arta
9	Kadek Suartini	24	Kadek Suryani
10	Putu Ayu Masari	25	Santi Indriyani
11	Kadek Kerta Negara	26	Kadek Sukarya
12	Raka Adnyana	27	Agus Santoso
13	Ketut Buda Yasa	28	Luh Canang
14	Luh Supadmiyoni	29	Komang Wardika
15	Kadek Sutari	30	Ida Bagus Ketut Sandhisutra

Lampiran. 2 Kuesioner Penelitian

Kuesioner Analisis Kualitas Pelayanan Transportasi Publik Angkutan Umum di Kota Singaraja.

Pada pernyataan dibawah ini, anda dimohon untuk mengisi pernyataan-pernyataan tersebut dengan keadaan/kondisi yang sebenarnya.

A. Identitas Responden

Nama :

Jenis Kelamin :

Pernah menggunakan jasa transportasi publik angkutan umum di Kota Singaraja

Ya

Tidak

Keterangan:

Apabila anda tidak pernah menggunakan jasa transportasi publik angkutan umum di Kota Singaraja, maka pengisian kuesioner ini tidak perlu dilanjutkan.

B. Petunjuk Pengisian Kuesioner

1) Pilih salah satu jawaban yang paling sesuai dengan tanggapan anda.

2) Berilah tanda (√) pada kolom yang tersedia sesuai pilihan anda.

3) Keterangan:

SS = Sangat Setuju

ST = Setuju

RR = Ragu-Ragu

TS = Tidak Setuju

STS = Sangat Tidak Setuju

Lampiran. 3 Data Ordinal Uji Validitas dan Reliabilitas

Data Ordinal Kuesioner Penelitian

1. Dimensi Bukti Fisik (*Tangible*)

a. Harapan

No.	P1	P2	P3	P4	P5	P6	Jumlah
1	4	3	4	2	3	2	18
2	5	5	5	5	5	5	30
3	4	4	5	5	4	4	26
4	5	5	5	5	5	5	30
5	5	5	5	5	5	4	29
6	4	4	4	4	4	4	24
7	4	4	4	4	4	4	24
8	5	4	4	4	4	4	25
9	5	5	5	5	5	5	30
10	4	5	5	5	5	5	29
11	5	5	5	5	5	5	30
12	4	1	5	4	4	5	23
13	5	5	5	5	5	5	30
14	5	5	5	5	5	5	30
15	4	5	5	5	5	5	29
16	4	4	4	4	4	4	24
17	5	4	5	4	4	5	27
18	5	5	5	5	5	5	30
19	5	4	1	4	5	4	23
20	4	4	4	4	4	3	23
21	1	1	1	1	1	1	6
22	5	5	5	5	5	5	30

23	4	4	4	4	4	4	24
24	4	5	5	5	5	5	29
25	4	4	4	4	4	4	24
26	4	5	5	4	5	5	28
27	3	3	4	3	3	4	20
28	2	2	2	2	2	2	12
29	5	5	5	5	4	5	29
30	5	5	5	5	4	5	29

b. Perasaan

No.	P1	P2	P3	P4	P5	P6	Jumlah
1	4	3	3	3	2	3	18
2	2	3	4	2	1	2	14
3	3	3	4	3	4	4	21
4	4	4	4	4	5	5	26
5	3	3	3	3	4	3	19
6	4	4	4	4	4	4	24
7	3	3	3	3	3	3	18
8	5	4	4	4	4	4	25
9	5	5	5	5	5	5	30
10	3	3	2	3	3	2	16
11	5	5	5	5	5	5	30
12	4	1	5	4	4	5	23
13	4	4	4	4	4	5	25
14	5	5	5	5	5	5	30
15	4	5	5	5	5	5	29
16	4	4	4	4	4	4	24
17	4	4	4	3	4	4	23
18	4	4	4	4	5	3	24

19	2	3	3	2	4	3	17
20	4	4	4	4	4	3	23
21	3	2	3	3	2	3	16
22	3	3	3	3	4	5	21
23	4	4	4	4	4	4	24
24	4	5	4	4	5	5	27
25	4	4	4	4	4	4	24
26	4	3	4	5	4	4	24
27	4	4	4	4	4	4	24
28	2	2	2	2	2	2	12
29	5	5	5	5	3	5	28
30	4	4	4	2	4	3	21

2. Dimensi Empati (*Empathy*)

a. Harapan

No	P7	P8	Jumlah
1	3	4	7
2	5	5	10
3	4	4	8
4	5	5	10
5	4	5	9
6	3	4	7
7	4	4	8
8	4	4	8
9	5	5	10
10	5	4	9
11	5	5	10
12	3	4	7
13	5	5	10

14	5	5	10
15	5	5	10
16	4	4	8
17	4	5	9
18	5	5	10
19	4	5	9
20	4	4	8
21	1	1	2
22	5	5	10
23	4	4	8
24	5	5	10
25	4	4	8
26	4	5	9
27	3	3	6
28	4	4	8
29	4	4	8
30	5	5	10

b. Perasaan

No	P7	P8	Jumlah
1	4	4	8
2	4	3	7
3	3	3	6
4	4	4	8
5	3	4	7
6	3	4	7
7	3	3	6
8	4	4	8
9	5	5	10
10	3	2	5

11	5	5	10
12	3	4	7
13	4	4	8
14	4	4	8
15	5	5	10
16	4	4	8
17	3	4	7
18	3	4	7
19	2	4	6
20	4	4	8
21	3	3	6
22	3	5	8
23	4	4	8
24	3	4	7
25	4	4	8
26	3	3	6
27	4	4	8
28	4	4	8
29	4	4	8
30	2	2	4

3. Dimensi Daya Tanggap (*Responsiviness*)

a. Harapan

No	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	Jumlah
1	3	3	3	3	3	3	4	3	1	2	2	3	33
2	5	5	5	5	5	5	5	5	5	5	5	5	60
3	4	4	4	4	4	4	4	4	4	4	4	4	48
4	5	5	5	5	5	5	5	4	5	5	5	5	59
5	5	5	5	5	5	4	5	5	5	5	4	5	58

6	3	3	3	2	2	3	3	3	4	4	3	3	36
7	4	4	4	4	4	4	4	4	4	4	4	4	48
8	4	5	4	4	4	4	5	5	4	4	4	4	51
9	5	5	5	5	5	5	5	5	5	5	5	5	60
10	4	5	5	5	5	5	4	5	5	3	5	5	56
11	5	5	5	4	5	5	5	5	5	5	5	4	58
12	5	5	5	1	4	5	4	4	5	4	4	4	50
13	5	5	5	5	5	5	5	5	5	5	5	5	60
14	5	5	5	5	5	4	4	4	4	4	4	4	53
15	5	5	5	5	5	5	4	5	5	2	5	3	54
16	4	4	4	4	4	4	4	4	4	4	4	4	48
17	4	5	4	4	4	4	4	5	5	5	4	4	52
18	5	5	5	5	5	5	5	5	5	5	5	5	60
19	5	5	5	4	5	5	5	5	5	4	5	5	58
20	4	4	4	1	4	2	4	3	3	4	4	4	41
21	1	1	1	1	1	1	1	1	1	1	1	1	12
22	5	5	5	5	5	5	5	5	5	5	5	5	60
23	4	4	4	2	4	4	4	4	4	4	4	4	46
24	5	5	5	4	4	5	4	5	4	4	4	5	54
25	4	4	4	4	4	4	4	4	4	4	4	4	48
26	4	5	4	3	3	5	4	5	4	3	5	4	49
27	3	3	3	3	3	3	3	3	3	3	3	3	36
28	4	4	4	2	2	3	3	3	3	4	4	4	40
29	4	5	5	4	4	5	5	5	5	4	3	5	54
30	5	5	5	4	5	5	4	4	4	4	4	4	53

23	4	4	4	4	4	4	4	4	4	36
24	4	4	4	4	5	4	4	4	5	38
25	4	4	4	4	4	4	4	4	4	36
26	4	5	4	4	5	4	3	4	5	38
27	3	3	3	3	3	3	3	3	3	27
28	4	4	4	4	4	4	4	4	4	36
29	4	4	4	4	4	4	4	4	4	36
30	5	5	4	4	4	4	4	4	4	38

b. Perasaan

No	P21	P22	P23	P24	P25	P26	P27	P28	P29	Jumlah
1	3	2	2	2	4	3	3	3	3	25
2	2	2	2	3	1	1	1	1	2	15
3	3	3	3	3	3	4	3	3	4	29
4	4	4	4	5	4	5	5	5	5	41
5	2	2	3	3	2	3	3	2	2	22
6	3	2	3	3	2	4	2	2	2	23
7	3	3	3	3	3	3	3	3	3	27
8	4	4	4	4	3	4	4	4	4	35
9	5	5	5	5	5	5	5	5	5	45
10	3	2	3	3	2	3	3	3	3	25
11	5	5	5	5	5	5	5	5	5	45
12	1	1	1	3	1	1	4	3	3	18
13	4	4	4	4	4	4	4	4	4	36
14	4	4	4	4	4	4	4	4	4	36
15	5	5	5	5	5	5	5	5	5	45
16	4	4	4	4	4	4	4	4	4	36
17	3	3	4	3	3	4	3	3	3	29

18	3	3	3	3	3	3	3	3	3	27
19	4	3	3	3	3	3	4	3	3	29
20	4	4	4	4	4	2	3	3	3	31
21	3	3	2	2	2	2	2	2	2	20
22	4	3	4	4	4	4	4	4	4	35
23	4	4	4	4	4	4	4	4	4	36
24	3	4	4	4	3	4	4	3	3	32
25	4	4	4	4	4	4	4	4	4	36
26	3	3	3	3	2	1	4	5	4	28
27	4	4	4	4	4	4	4	4	4	36
28	4	4	4	4	4	4	4	4	4	36
29	4	4	4	4	4	4	4	4	4	36
30	3	3	2	2	2	2	1	1	1	17

5. Dimensi Jaminan (*Assurance*)

a. Harapan

No	P30	P31	P32	P33	P34	P35	Jumlah
1	4	3	3	4	4	4	22
2	5	5	5	5	5	5	30
3	4	4	4	4	4	4	24
4	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
6	4	4	3	4	2	3	20
7	4	4	4	4	4	4	24
8	5	4	4	4	5	4	26
9	5	4	5	5	5	5	29
10	4	4	4	4	4	4	24
11	5	5	5	4	4	4	27
12	5	5	5	5	5	5	30

13	5	5	5	5	5	5	30
14	4	4	4	4	4	4	24
15	5	5	5	5	5	5	30
16	4	4	4	4	4	4	24
17	4	4	4	4	4	4	24
18	5	5	5	5	5	5	30
19	5	5	5	5	5	5	30
20	5	5	5	5	4	4	28
21	1	1	1	1	1	1	6
22	4	5	5	5	5	5	29
23	4	4	4	4	4	4	24
24	5	5	5	5	5	4	29
25	4	4	4	4	4	4	24
26	4	5	4	5	4	4	26
27	3	3	3	3	3	3	18
28	4	4	4	4	4	4	24
29	5	5	5	4	5	4	28
30	4	5	4	4	4	4	25

b. Perasaan

No	P30	P31	P32	P33	P34	P35	Jumlah
1	4	3	4	3	3	3	20
2	2	5	4	4	4	4	23
3	4	4	4	4	3	4	23
4	5	5	5	5	5	5	30
5	4	4	4	4	2	2	20
6	4	4	3	4	2	3	20
7	3	3	3	3	3	3	18
8	5	4	4	4	5	4	26
9	5	5	5	5	5	5	30

10	3	3	2	2	2	2	14
11	5	5	5	4	4	4	27
12	5	5	5	5	5	5	30
13	5	5	5	5	5	5	30
14	4	4	4	4	4	4	24
15	5	5	5	5	5	5	30
16	4	4	4	4	4	4	24
17	4	3	4	3	4	4	22
18	4	5	4	4	4	3	24
19	3	5	4	4	3	3	22
20	5	5	5	5	4	4	28
21	3	2	2	2	2	3	14
22	3	4	4	3	3	3	20
23	4	4	4	4	4	4	24
24	4	5	3	3	3	3	21
25	4	4	4	4	4	4	24
26	2	4	3	2	3	2	16
27	4	4	4	4	4	4	24
28	4	4	4	4	4	4	24
29	5	5	5	4	5	4	28
30	4	5	4	2	4	4	23

Lampiran. 4 Hasil Output Uji Validitas dan Uji Reliabilitas

1. Dimensi Bukti Fisik (*Tangible*)

a. Harapan

Reliability Statistics

Cronbach's Alpha	N of Items
.951	6



Correlations

	P1	P2	P3	P4	P5	P6	Jumlah
P1 Pearson Correlation	1	.753**	.628**	.812**	.832**	.762**	.880**
Sig. (2-tailed)		.000	.000	.000	.000	.000	.000

	N	30	30	30	30	30	30	30
P2	Pearson Correlation	.753**	1	.624**	.833**	.830**	.707**	.882**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30
P3	Pearson Correlation	.628**	.624**	1	.757**	.652**	.770**	.826**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000
	N	30	30	30	30	30	30	30
P4	Pearson Correlation	.812**	.833**	.757**	1	.900**	.890**	.961**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000
	N	30	30	30	30	30	30	30
P5	Pearson Correlation	.832**	.830**	.652**	.900**	1	.851**	.934**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000
	N	30	30	30	30	30	30	30
P6	Pearson Correlation	.762**	.707**	.770**	.890**	.851**	1	.921**

	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30
Total	Pearson Correlation	.880**	.882**	.826**	.961**	.934**	.921**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30

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

b. Perasaan

Reliability Statistics

Cronbach's Alpha	N of Items
.916	6



Correlations

		P1	P2	P3	P4	P5	P6	Jumlah
P1	Pearson Correlation	1	.673**	.739**	.824**	.584**	.680**	.882**
	Sig. (2-tailed)		.000	.000	.000	.001	.000	.000
	N	30	30	30	30	30	30	30
P2	Pearson Correlation	.673**	1	.579**	.603**	.589**	.505**	.784**
	Sig. (2-tailed)	.000		.001	.000	.001	.004	.000
	N	30	30	30	30	30	30	30
P3	Pearson Correlation	.739**	.579**	1	.732**	.550**	.729**	.845**
	Sig. (2-tailed)	.000	.001		.000	.002	.000	.000
	N	30	30	30	30	30	30	30
P4	Pearson Correlation	.824**	.603**	.732**	1	.611**	.737**	.888**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000

	N	30	30	30	30	30	30	30
P5	Pearson Correlation	.584**	.589**	.550**	.611**	1	.682**	.804**
	Sig. (2-tailed)	.001	.001	.002	.000		.000	.000
	N	30	30	30	30	30	30	30
P6	Pearson Correlation	.680**	.505**	.729**	.737**	.682**	1	.859**
	Sig. (2-tailed)	.000	.004	.000	.000	.000		.000
	N	30	30	30	30	30	30	30
Total	Pearson Correlation	.882**	.784**	.845**	.888**	.804**	.859**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30

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

2. Dimensi Empati (*Emphaty*)

a. Harapan

Reliability Statistics

Cronbach's Alpha	N of Items
.919	2

Correlations

	P7	P8	Jumlah
P7 Pearson Correlation	1	.851**	.965**
Sig. (2-tailed)		.000	.000
N	30	30	30



P8	Pearson Correlation	.851**	1	.959**
	Sig. (2-tailed)	.000		.000
	N	30	30	30
Total	Pearson Correlation	.965**	.959**	1
	Sig. (2-tailed)	.000	.000	
	N	30	30	30

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

b. Perasaan

Reliability Statistics

Cronbach's Alpha	N of Items
.739	2



Correlations

		P7	P8	Jumlah
P7	Pearson Correlation	1	.587**	.895**
	Sig. (2-tailed)		.001	.000
	N	30	30	30
P8	Pearson Correlation	.587**	1	.887**
	Sig. (2-tailed)	.001		.000
	N	30	30	30
Total	Pearson Correlation	.895**	.887**	1
	Sig. (2-tailed)	.000	.000	
	N	30	30	30

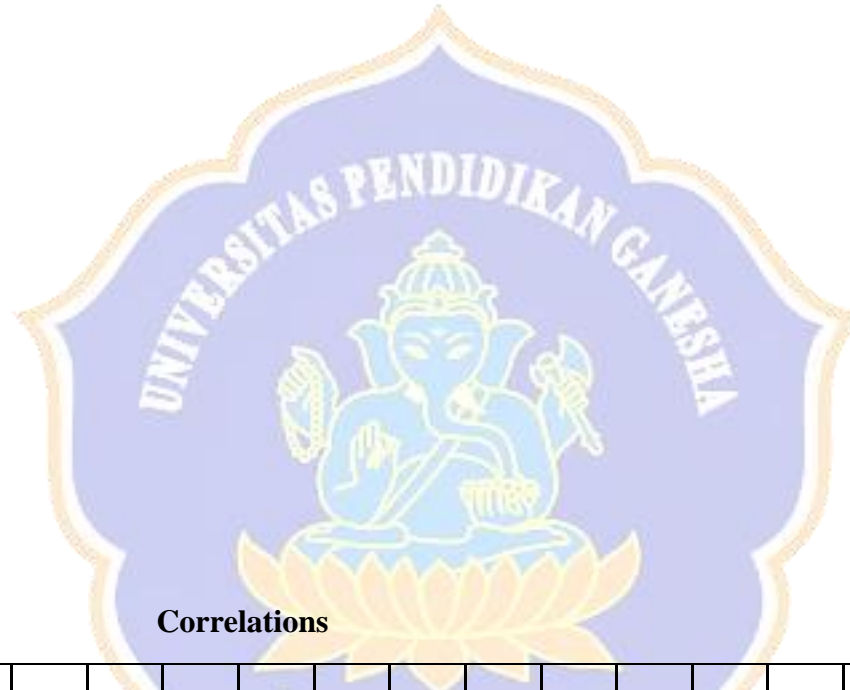
** . Correlation is significant at the 0.01 level (2-tailed).

3. Dimensi Daya Tanggap (*Responsiviness*)

a. Harapan

Reliability Statistics

Cronbach's Alpha	N of Items
.972	12



Correlations

	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	Jumlah
P9 Pearson Correlation	1	.916*	.962*	.613*	.866*	.826*	.812*	.788*	.794*	.695*	.840*	.800*	.929**

	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
P10	Pearson Correlation	.916*	1	.946*	.632*	.823*	.873*	.836*	.910*	.844*	.643*	.834*	.831*	.946**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
P11	Pearson Correlation	.962*	.946*	1	.646*	.880*	.871*	.827*	.834*	.838*	.648*	.818*	.859*	.950**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
P12	Pearson Correlation	.613*	.632*	.646*	1	.763*	.679*	.672*	.727*	.614*	.440*	.597*	.616*	.768**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.015	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30

P13	Pearson Correlation	.866*	.823*	.880*	.763*	1	.769*	.836*	.779*	.763*	.588*	.768*	.744*	.905**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.001	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
P14	Pearson Correlation	.826*	.873*	.871*	.679*	.769*	1	.765*	.882*	.832*	.509*	.781*	.751*	.899**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.004	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
P15	Pearson Correlation	.812*	.836*	.827*	.672*	.836*	.765*	1	.846*	.733*	.717*	.719*	.848*	.902**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
P16	Pearson Correlation	.788*	.910*	.834*	.727*	.779*	.882*	.846*	1	.845*	.577*	.788*	.792*	.920**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.001	.000	.000	.000

N		30	30	30	30	30	30	30	30	30	30	30	30	30
P17	Pearson Correlation	.794*	.844*	.838*	.614*	.763*	.832*	.733*	.845*	1	.705*	.811*	.753*	.898**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
P18	Pearson Correlation	.695*	.643*	.648*	.440*	.588*	.509*	.717*	.577*	.705*	1	.615*	.772*	.740**
	Sig. (2-tailed)	.000	.000	.000	.015	.001	.004	.000	.001	.000		.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
P19	Pearson Correlation	.840*	.834*	.818*	.597*	.768*	.781*	.719*	.788*	.811*	.615*	1	.743*	.875**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
P20	Pearson Correlation	.800*	.831*	.859*	.616*	.744*	.751*	.848*	.792*	.753*	.772*	.743*	1	.890**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30

	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
Total	Pearson Correlation	.929*	.946*	.950*	.768*	.905*	.899*	.902*	.920*	.898*	.740*	.875*	.890*	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30

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

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

b. Perasaan

Reliability Statistics

Cronbach's Alpha	N of Items
.928	12

Correlations

		P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	Jumlah
P9	Pearson Correlation	1	.546*	.827*	.298	.677*	.648*	.556*	.355	.572*	.440*	.668*	.573*	.776**
	Sig. (2-tailed)		.002	.000	.110	.000	.000	.001	.054	.001	.015	.000	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
P10	Pearson Correlation	.546*	1	.538*	.277	.515*	.495*	.679*	.750*	.814*	.445*	.570*	.733*	.810**
	Sig. (2-tailed)	.002		.002	.139	.004	.005	.000	.000	.000	.014	.001	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
P11	Pearson Correlation	.827*	.538*	1	.292	.679*	.829*	.574*	.284	.588*	.608*	.782*	.636*	.827**
	Sig. (2-tailed)	.000	.002		.117	.000	.000	.001	.128	.001	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30

P12	Pearson Correlation	.298	.277	.292	1	.368*	.387*	.270	.468*	.310	.136	.364*	.196	.499**
	Sig. (2-tailed)	.110	.139	.117		.045	.035	.149	.009	.095	.475	.048	.300	.005
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
P13	Pearson Correlation	.677*	.515*	.679*	.368*	1	.649*	.692*	.393*	.586*	.373*	.643*	.559*	.782**
	Sig. (2-tailed)	.000	.004	.000	.045		.000	.000	.032	.001	.042	.000	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
P14	Pearson Correlation	.648*	.495*	.829*	.387*	.649*	1	.576*	.261	.568*	.508*	.671*	.513*	.778**
	Sig. (2-tailed)	.000	.005	.000	.035	.000		.001	.163	.001	.004	.000	.004	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
P15	Pearson Correlation	.556*	.679*	.574*	.270	.692*	.576*	1	.614*	.791*	.560*	.536*	.612*	.831**
	Sig. (2-tailed)	.001	.000	.001	.149	.000	.001		.000	.000	.001	.002	.000	.000

N		30	30	30	30	30	30	30	30	30	30	30	30	30
P16	Pearson Correlation	.355	.750*	.284	.468*	.393*	.261	.614*	1	.790*	.229	.304	.447*	.669**
	Sig. (2-tailed)	.054	.000	.128	.009	.032	.163	.000	.000	.223	.103	.013	.000	.000
N		30	30	30	30	30	30	30	30	30	30	30	30	30
P17	Pearson Correlation	.572*	.814*	.588*	.310	.586*	.568*	.791*	.790*	1	.484*	.501*	.687*	.857**
	Sig. (2-tailed)	.001	.000	.001	.095	.001	.001	.000	.000	.007	.005	.000	.000	.000
N		30	30	30	30	30	30	30	30	30	30	30	30	30
P18	Pearson Correlation	.440*	.445*	.608*	.136	.373*	.508*	.560*	.229	.484*	1	.694*	.680*	.668**
	Sig. (2-tailed)	.015	.014	.000	.475	.042	.004	.001	.223	.007	.000	.000	.000	.000
N		30	30	30	30	30	30	30	30	30	30	30	30	30
P19	Pearson Correlation	.668*	.570*	.782*	.364*	.643*	.671*	.536*	.304	.501*	.694*	1	.613*	.793**

	Sig. (2-tailed)	.000	.001	.000	.048	.000	.000	.002	.103	.005	.000		.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
P20	Pearson Correlation	.573*	.733*	.636*	.196	.559*	.513*	.612*	.447*	.687*	.680*	.613*	1	.788**
	Sig. (2-tailed)	.001	.000	.000	.300	.001	.004	.000	.013	.000	.000	.000		.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
Total	Pearson Correlation	.776*	.810*	.827*	.499*	.782*	.778*	.831*	.669*	.857*	.668*	.793*	.788*	1
	Sig. (2-tailed)	.000	.000	.000	.005	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30

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

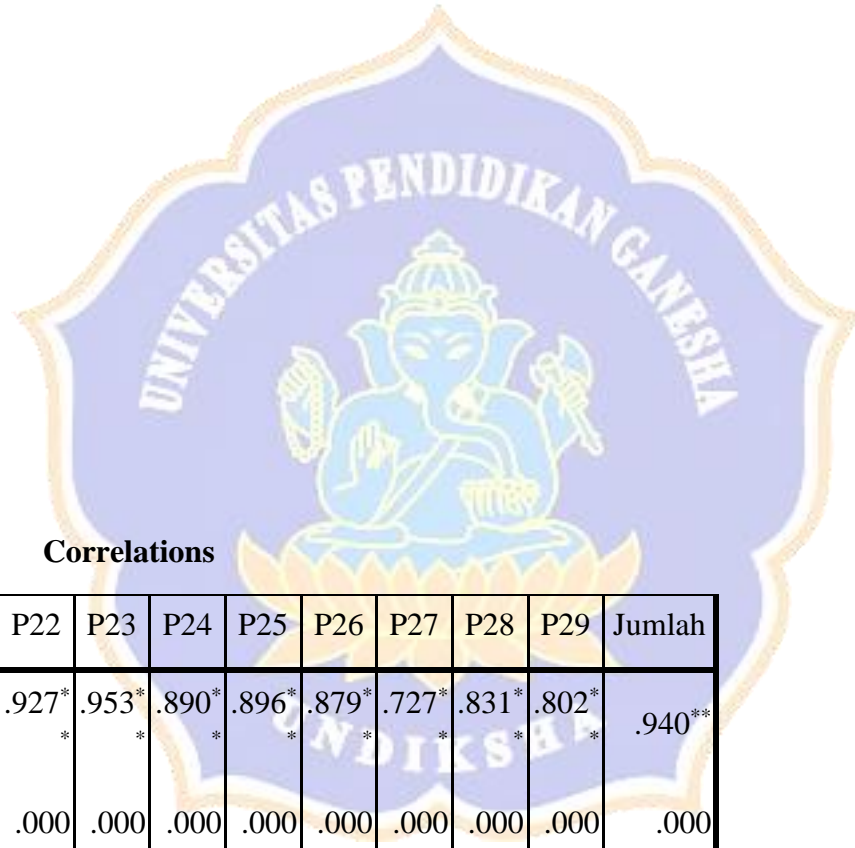
* . Correlation is significant at the 0.05 level (2-tailed).

4. Dimensi Keandalan (*Reliability*)

a. Harapan

Reliability Statistics

Cronbach's Alpha	N of Items
.982	9



Correlations

	P21	P22	P23	P24	P25	P26	P27	P28	P29	Jumlah
P21 Pearson Correlation	1	.927*	.953*	.890*	.896*	.879*	.727*	.831*	.802*	.940**
Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000
N	30	30	30	30	30	30	30	30	30	30

P22	Pearson Correlation	.927*	1	.941*	.856*	.945*	.812*	.696*	.862*	.867*	.940**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
P23	Pearson Correlation	.953*	.941*	1	.910*	.943*	.893*	.740*	.881*	.853*	.964**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
P24	Pearson Correlation	.890*	.856*	.910*	1	.883*	.864*	.905*	.947*	.905*	.964**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
P25	Pearson Correlation	.896*	.945*	.943*	.883*	1	.840*	.728*	.895*	.926*	.957**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000

N		30	30	30	30	30	30	30	30	30	30
P26	Pearson Correlation	.879*	.812*	.893*	.864*	.840*	1	.739*	.840*	.811*	.911**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
P27	Pearson Correlation	.727*	.696*	.740*	.905*	.728*	.739*	1	.923*	.853*	.859**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
P28	Pearson Correlation	.831*	.862*	.881*	.947*	.895*	.840*	.923*	1	.965*	.962**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000
	N	30	30	30	30	30	30	30	30	30	30
P29	Pearson Correlation	.802*	.867*	.853*	.905*	.926*	.811*	.853*	.965*	1	.944**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000
	N	30	30	30	30	30	30	30	30	30	30

	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
Total	Pearson Correlation	.940*	.940*	.964*	.964*	.957*	.911*	.859*	.962*	.944*	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30

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

b. Perasaan

Reliability Statistics

Cronbach's Alpha	N of Items
.947	9



Correlations

	P21	P22	P23	P24	P25	P26	P27	P28	P29	Jumlah
P21 Pearson Correlation	1	.901*	.866*	.736*	.896*	.740*	.625*	.711*	.722*	.894**
Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000
N	30	30	30	30	30	30	30	30	30	30
P22 Pearson Correlation	.901*	1	.882*	.795*	.840*	.688*	.634*	.695*	.714*	.886**
Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000
N	30	30	30	30	30	30	30	30	30	30
P23 Pearson Correlation	.866*	.882*	1	.870*	.837*	.819*	.698*	.736*	.755*	.927**
Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000
N	30	30	30	30	30	30	30	30	30	30

P24	Pearson Correlation	.736*	.795*	.870*	1	.739*	.711*	.807*	.787*	.840*	.903**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
P25	Pearson Correlation	.896*	.840*	.837*	.739*	1	.786*	.706*	.745*	.777*	.914**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
P26	Pearson Correlation	.740*	.688*	.819*	.711*	.786*	1	.627*	.599*	.673*	.832**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
P27	Pearson Correlation	.625*	.634*	.698*	.807*	.706*	.627*	1	.931*	.904*	.866**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000

N		30	30	30	30	30	30	30	30	30	30
P28	Pearson Correlation	.711*	.695*	.736*	.787*	.745*	.599*	.931*	1	.958*	.893**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
N		30	30	30	30	30	30	30	30	30	30
P29	Pearson Correlation	.722*	.714*	.755*	.840*	.777*	.673*	.904*	.958*	1	.916**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
N		30	30	30	30	30	30	30	30	30	30
Total	Pearson Correlation	.894*	.886*	.927*	.903*	.914*	.832*	.866*	.893*	.916*	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
N		30	30	30	30	30	30	30	30	30	30

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

5. Dimensi Jaminan (*Assurance*)

a. Harapan

Reliability Statistics

Cronbach's Alpha	N of Items
.976	6



Correlations

	P30	P31	P32	P33	P34	P35	Jumlah
P30 Pearson Correlation	1	.862**	.916**	.879**	.859**	.849**	.945**
Sig. (2-tailed)		.000	.000	.000	.000	.000	.000
N	30	30	30	30	30	30	30
P31 Pearson Correlation	.862**	1	.917**	.886**	.778**	.811**	.926**

	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30
P32	Pearson Correlation	.916**	.917**	1	.890**	.900**	.896**	.973**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000
	N	30	30	30	30	30	30	30
P33	Pearson Correlation	.879**	.886**	.890**	1	.833**	.914**	.950**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000
	N	30	30	30	30	30	30	30
P34	Pearson Correlation	.859**	.778**	.900**	.833**	1	.921**	.934**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000
	N	30	30	30	30	30	30	30
P35	Pearson Correlation	.849**	.811**	.896**	.914**	.921**	1	.949**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000
	N	30	30	30	30	30	30	30

Total Pearson Correlation	.945**	.926**	.973**	.950**	.934**	.949**	1
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
N	30	30	30	30	30	30	30

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

a. Perasaan

Reliability Statistics

Cronbach's Alpha	N of Items
.926	6



Correlations

		P30	P31	P32	P33	P34	P35	Jumlah
P30	Pearson Correlation	1	.436*	.715**	.677**	.646**	.677**	.810**
	Sig. (2-tailed)		.016	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30
P31	Pearson Correlation	.436*	1	.711**	.615**	.597**	.486**	.742**
	Sig. (2-tailed)	.016		.000	.000	.000	.006	.000
	N	30	30	30	30	30	30	30
P32	Pearson Correlation	.715**	.711**	1	.799**	.805**	.758**	.932**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000
	N	30	30	30	30	30	30	30
P33	Pearson Correlation	.677**	.615**	.799**	1	.644**	.711**	.868**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000

	N	30	30	30	30	30	30	30
P34	Pearson Correlation	.646**	.597**	.805**	.644**	1	.866**	.893**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000
	N	30	30	30	30	30	30	30
P35	Pearson Correlation	.677**	.486**	.758**	.711**	.866**	1	.881**
	Sig. (2-tailed)	.000	.006	.000	.000	.000		.000
	N	30	30	30	30	30	30	30
Total	Pearson Correlation	.810**	.742**	.932**	.868**	.893**	.881**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30
*. Correlation is significant at the 0.05 level (2-tailed).								
**. Correlation is significant at the 0.01 level (2-tailed).								

Lampiran. 5 Rekapitulasi Hasil Uji Validitas dan Uji Reliabilitas Instrumen

1. Hasil Uji Validitas Instrumen

a. Harapan

No. Pernyataan	Koefisien Korelasi (r hitung)	r tabel	Keterangan
1	0,880	0,361	VALID
2	0,882	0,361	VALID
3	0,826	0,361	VALID
4	0,961	0,361	VALID
5	0,934	0,361	VALID
6	0,921	0,361	VALID
7	0,965	0,361	VALID
8	0,959	0,361	VALID
9	0,929	0,361	VALID
10	0,946	0,361	VALID
11	0,950	0,361	VALID
12	0,768	0,361	VALID
13	0,905	0,361	VALID
14	0,899	0,361	VALID
15	0,902	0,361	VALID
16	0,920	0,361	VALID
17	0,898	0,361	VALID
18	0,740	0,361	VALID
19	0,875	0,361	VALID
20	0,890	0,361	VALID
21	0,940	0,361	VALID
22	0,940	0,361	VALID
23	0,964	0,361	VALID
24	0,964	0,361	VALID

25	0,957	0,361	VALID
25	0,911	0,361	VALID
27	0,859	0,361	VALID
28	0,962	0,361	VALID
29	0,944	0,361	VALID
30	0,945	0,361	VALID
31	0,926	0,361	VALID
32	0,973	0,361	VALID
33	0,950	0,361	VALID
34	0,934	0,361	VALID
35	0,949	0,361	VALID

b. Perasaan

No. Pernyataan	Koefisien Korelasi (r hitung)	r tabel	Keterangan
1	0,882	0,361	VALID
2	0,784	0,361	VALID
3	0,845	0,361	VALID
4	0,888	0,361	VALID
5	0,804	0,361	VALID
6	0,859	0,361	VALID
7	0,895	0,361	VALID
8	0,887	0,361	VALID
9	0,776	0,361	VALID
10	0,810	0,361	VALID
11	0,827	0,361	VALID
12	0,499	0,361	VALID
13	0,782	0,361	VALID
14	0,778	0,361	VALID
15	0,831	0,361	VALID

16	0,669	0,361	VALID
17	0,857	0,361	VALID
18	0,668	0,361	VALID
19	0,793	0,361	VALID
20	0,788	0,361	VALID
21	0,894	0,361	VALID
22	0,886	0,361	VALID
23	0,927	0,361	VALID
24	0,903	0,361	VALID
25	0,914	0,361	VALID
25	0,832	0,361	VALID
27	0,866	0,361	VALID
28	0,893	0,361	VALID
29	0,916	0,361	VALID
30	0,810	0,361	VALID
31	0,742	0,361	VALID
32	0,932	0,361	VALID
33	0,868	0,361	VALID
34	0,893	0,361	VALID
35	0,881	0,361	VALID

2. Hasil Uji Reliabilitas Instrumen

a. Harapan

No.	Dimensi	<i>Cronbach's Alpha</i>	<i>N of Term</i>
1.	Bukti Fisik (<i>Tangible</i>)	0,951	6
2.	Empati (<i>Emphaty</i>)	0,919	2
3.	Daya Tahan (<i>Responsiviness</i>)	0,972	12
4.	Kehandalan (<i>Reliability</i>)	0,982	9
5.	Jaminan (<i>Assurance</i>)	0,976	6

b. Perasaan

No.	Dimensi	<i>Cronbach's Alpha</i>	<i>N of Term</i>
1.	Bukti Fisik (<i>Tangible</i>)	0,916	6
2.	Empati (<i>Emphaty</i>)	0,739	2
3.	Daya Tahan (<i>Responsiviness</i>)	0,928	12
4.	Kehandalan (<i>Reliability</i>)	0,947	9
5.	Jaminan (<i>Assurance</i>)	0,926	6

Lampiran. 6 Interpretasi Hasil Uji Validitas dan Reliabilitas Instrumen

1. Validitas

Untuk mengetahui valid tidaknya butir pernyataan nomor 1 sampai 35, maka dapat dibandingkan dengan r hitung dan r tabel sebagai berikut.

- 1) Nilai r tabel pada α 0,05 dengan jumlah responden 30 orang adalah 0,361.
- 2) Nilai r hitung dapat dilihat pada kolom nilai koefisien korelasi.

Pengambilan keputusan.

- a. Jika r hitung positif dan r hitung $>$ r tabel, maka butir pernyataan tersebut dinyatakan valid.
- b. Jika r hitung negative dan r hitung $<$ r tabel, maka butir pernyataan tersebut dinyatakan tidak valid.

Berdasarkan nilai koefisien korelasi untuk butir soal nomor 1 sampai 35 tidak ada yang tidak valid karena nilai r hitung $>$ r tabel.

2. Reliabilitas

Pengambilan keputusan terkait dengan reliabilitas butir pernyataan 1 sampai 35 sebagai berikut.

- 1) Jika *Cronbach's Alpha* $>$ 0,60, maka butir pernyataan tersebut reliabel.
- 2) Jika *Cronbach's Alpha* $<$ 0,60, maka butir pernyataan tersebut tidak reliabel.

Nilai *Cronbach's Alpha* dapat dilihat pada tabel *reliability statistic*. Dapat dilihat pada kuesioner harapan untuk dimensi bukti fisik (*tangible*) bernilai 0,951, dimensi empati (*emphaty*) bernilai 0,919, dimensi daya tahan (*responsiviness*) bernilai 0,972, dimensi kehandalan (*reliability*) bernilai 0,982, dimensi jaminan (*assurance*) bernilai 0,976. Untuk kuesioner perasaan pada dimensi bukti fisik

(*tangible*) bernilai 0,916, dimensi empati (*emphaty*) bernilai 0,739, dimensi daya tahan (*responsiviness*) bernilai 0,928, dimensi kehandalan (*reliability*) bernilai 0,947, dimensi jaminan (*assurance*) bernilai 0,926. Berdasarkan nilai *Cronbach's Alpha* yang positif dan lebih besar dari 0,60, maka dapat disimpulkan bahwa semua pernyataan dalam kuesioner ini adalah reliabel.



Lampiran. 8 Daftar Nama Responden Penelitian

Responden Penelitian

No.	Nama	Jenis Kelamin
1	I Wayang Restu Adi Wiguna	Laki-Laki
2	Kadek Adi Surya Wiguna	Laki-Laki
3	Ni Made Nandini Prashanti	Perempuan
4	Yusril Kurniawan	Perempuan
5	Pandu Arryo Bimo	Laki-Laki
6	Komang Deri Permana	Laki-Laki
7	I Made Subawa Putra Loka	Laki-Laki
8	Gede Darma Gita Susila	Laki-Laki
9	I Made Allen Somanjaya Pradipta	Laki-Laki
10	Kadek Didik Putra Budiawan	Laki-Laki
11	I Made Sujana	Laki-Laki
12	Samuel Teopilus Alexander Tarigan	Laki-Laki
13	Kadek Dian Yuana Putri	Perempuan
14	I Kadek Dyas Saputra	Laki-Laki
15	I Kadek Bhaskara Utangka	Laki-Laki
16	Yudea Putera Kelasim Berut	Perempuan
17	Ekin Dio Gokyansen Tarigan	Laki-Laki
18	Zidan Regawan P	Laki-Laki
19	Komang Agus Ariyana	Laki-Laki
20	I Gede Ari Septena Putra	Laki-Laki
21	Putu Setiawan	Laki-Laki
22	Anatsa Barlenty	Perempuan
23	M. Asadillah	Perempuan
24	I Gede Panji Mautama	Laki-Laki
25	Komang Eka Triasa	Perempuan
26	Nasri Wantik	Perempuan
27	I Gusti Ngurah Bagus Rona Wisaka	Laki-Laki
28	I Made Yoga	Laki-Laki
29	I Made Oges Raditya	Laki-Laki
30	I Komang Agus Tri Sanjaya	Laki-Laki
31	I Kadek Bagus Widiantara Manuaba	Laki-Laki
32	I Nyoman Surya Aditya	Laki-Laki
33	Anak Agung Ngurah Rama Smara Kencana Raja	Laki-laki
34	I Made Bagus Putra Satya Bhayangkara Aryuda	Laki-Laki
35	I Gusti Made Feri Suwardika	Laki-Laki
36	Muhammad Dendi Kurniawan	Laki-Laki
37	Ida Bagus Gede Jaya Mahotama	Laki-Laki
38	I Made Agus Wahyu Swiartha Adi Saputra	Laki-Laki

39	Gusti Ngurah Ketut Wira Setiawan	Laki-Laki
40	I Nengah Dedy Setiawan	Laki-Laki
41	I Putu Pande Arta Wibawa	Laki-Laki
42	I Wayan Junarta	Laki-Laki
43	Aiter Asmira Wandik	Perempuan
44	I Kade Suka Wiadnyana	Laki-Laki
45	Kadek Jefry Dwi Sumarjono	Laki-Laki
46	Nengah Kadek Nirma Arya Febyanti	Laki-Laki
47	Ni Kadek Putri Sumartini	Perempuan
48	Ni Made Putri Darmayanti	Perempuan
49	Yulia Mara	Perempuan
50	I Gede Edi Adnyana	Laki-Laki
51	Ananda Martendra Putra	Laki-Laki
52	Ni Putu Julia Sri Dewinta	Perempuan
53	Miftahul Maghfiroh	Laki-Laki
54	Ni Nyoman Priti Saraswati	Perempuan
55	Kadek Yudi Artawan	Laki-Laki
56	Wahyu Hidayat	Laki-Laki
57	I Nyoman Tri Yudana	Laki-Laki
58	I Made Yoga	Laki-Laki
59	I Gusti Ngurah Panca	Laki-Laki
60	I Gusti Ngurah Bagus Rona Wisaka	Laki-Laki
61	Komang Sudiarta	Laki-Laki
62	Ni Nyoman Dewi Setiari	Perempuan
63	I Nyoman Giri Natha	Laki-Laki
64	Gede Sudi Adinata	Laki-Laki
65	Bati Armando Vegatus	Laki-Laki
66	I Putu Eka Resdita	Laki-Laki
67	Nyoman Sadhu Gunawan	Laki-Laki
68	Ketut Arcana	Laki-Laki
69	I Made Sumiarta	Laki-Laki
70	I Made Bagus Putra Satya	Laki-Laki
71	Ni Kadek Yessica Indriantari	Perempuan
72	I Nengah Dedy Setiawan	Laki-Laki
73	I Putu Wira Adi Kusuma	Laki-Laki
74	I Gede Ari Septena Putra	Laki-Laki
75	I Made Dwi Aksara	Laki-Laki
76	Komang Wahyu Arika Putera	Laki-Laki
77	Siti Khotijah Rahma	Perempuan
78	Komang Ranaya	Laki-Laki
79	Wayan Puspa	Laki-Laki
80	Putu Daning	Perempuan
81	Nengah Giri	Laki-Laki

82	Made Diksa	Laki-Laki
83	Luh Taman	Perempuan
84	Ni Nengah Wangi	Perempuan
85	Ketut Sukati	Perempuan
86	Ni Luh Suryani	Perempuan
87	Ni Nyoman Sugiani	Perempuan
88	Putu Sarjana	Laki-Laki
89	Nyoman Susena	Laki-Laki
90	Ketut Budi Artawan	Laki-Laki
91	Made Wahyuni	Perempuan
92	I Putu Mas Wijaya	Laki-Laki
93	Gede Ariawan	Laki-Laki
94	Putu Aryawan	Laki-Laki
95	I Komang Juniarta	Laki-Laki
96	Gusti Made Suadnyana	Laki-Laki
97	Putu Gede Madu Ratna	Perempuan
98	Gusti Putu Suantara	Laki-Laki
99	Putu Sudana	Laki-Laki
100	Gede Alit Gunawan	Laki-Laki
101	Putu Windi Widiasih	Perempuan
102	Putu Deva Adhinata	Laki-Laki
103	Putu Artono	Laki-Laki
104	Putu Widiarta	Laki-Laki
105	Putu Widiastawan	Laki-Laki
106	Ketut Sumayasa	Laki-Laki
107	Ketut Saraswatika	Perempuan
108	Made Putra Sedana	Laki-Laki
109	Nyoman Mudita	Laki-Laki
110	Luh Simpen	Perempuan

Lampiran. 9 Data Ordinal Kuesioner Penelitian

1. Dimensi Bukti Fisik (*Tangible*)

a. Harapan

No.	P1	P2	P3	P4	P5	P6	Jumlah
1	4	3	4	2	3	2	18
2	5	5	5	5	5	5	30
3	4	4	5	5	4	4	26
4	5	5	5	5	5	5	30
5	5	5	5	5	5	4	29
6	4	4	4	4	4	4	24
7	4	4	4	4	4	4	24
8	5	4	4	4	4	4	25
9	5	5	5	5	5	5	30
10	4	5	5	5	5	5	29
11	5	5	5	5	5	5	30
12	4	1	5	4	4	5	23
13	5	5	5	5	5	5	30
14	5	5	5	5	5	5	30
15	4	5	5	5	5	5	29
16	4	4	4	4	4	4	24
17	5	4	5	4	4	5	27
18	5	5	5	5	5	5	30
19	5	4	1	4	5	4	23
20	4	4	4	4	4	3	23
21	1	1	1	1	1	1	6
22	5	5	5	5	5	5	30
23	4	4	4	4	4	4	24
24	4	5	5	5	5	5	29
25	4	4	4	4	4	4	24
26	4	5	5	4	5	5	28
27	3	3	4	3	3	4	20
28	2	2	2	2	2	2	12
29	5	5	5	5	4	5	29
30	5	5	5	5	4	5	29
31	5	5	5	5	4	4	28
32	4	3	4	2	3	2	18
33	5	5	5	5	5	5	30
34	4	4	5	5	4	4	26
35	5	5	5	5	5	5	30
36	5	5	5	5	5	4	29

37	4	4	4	4	4	4	24
38	4	4	4	4	4	4	24
39	5	4	4	4	4	4	25
40	5	5	5	5	5	5	30
41	4	5	5	5	5	5	29
42	5	5	5	5	5	5	30
43	4	1	5	4	4	5	23
44	5	5	5	5	5	5	30
45	5	5	5	5	5	5	30
46	4	5	5	5	5	5	29
47	4	4	4	4	4	4	24
48	5	4	5	4	4	5	27
49	5	5	5	5	5	5	30
50	5	4	1	4	5	4	23
51	4	4	4	4	4	3	23
52	1	1	1	1	1	1	6
53	5	5	5	5	5	5	30
54	4	4	4	4	4	4	24
55	4	5	5	5	5	5	29
56	4	4	4	4	4	4	24
57	4	5	5	4	5	5	28
58	3	3	4	3	3	4	20
59	2	2	2	2	2	2	12
60	5	5	5	5	4	5	29
61	5	5	5	5	4	5	29
62	5	5	5	5	4	4	28
63	4	3	4	2	3	2	18
64	5	5	5	5	5	5	30
65	4	4	5	5	4	4	26
66	5	5	5	5	5	5	30
67	5	5	5	5	5	4	29
68	4	4	4	4	4	4	24
69	4	4	4	4	4	4	24
70	5	4	4	4	4	4	25
71	5	5	5	5	5	5	30
72	4	5	5	5	5	5	29
73	5	5	5	5	5	5	30
74	4	1	5	4	4	5	23
75	5	5	5	5	5	5	30
76	5	5	5	5	5	5	30
77	4	5	5	5	5	5	29
78	4	4	4	4	4	4	24
79	5	4	5	4	4	5	27

80	5	5	5	5	5	5	30
81	5	4	1	4	5	4	23
82	4	4	4	4	4	3	23
83	1	1	1	1	1	1	6
84	5	5	5	5	5	5	30
85	4	4	4	4	4	4	24
86	4	5	5	5	5	5	29
87	4	4	4	4	4	4	24
88	4	5	5	4	5	5	28
89	3	3	4	3	3	4	20
90	2	2	2	2	2	2	12
91	5	5	5	5	4	5	29
92	5	5	5	5	4	5	29
93	5	5	5	5	4	4	28
94	4	3	4	2	3	2	18
95	5	5	5	5	5	5	30
96	4	4	5	5	4	4	26
97	5	5	5	5	5	5	30
98	5	5	5	5	5	4	29
99	4	4	4	4	4	4	24
100	4	4	4	4	4	4	24
101	5	4	4	4	4	4	25
102	5	5	5	5	5	5	30
103	4	5	5	5	5	5	29
104	5	5	5	5	5	5	30
105	4	1	5	4	4	5	23
106	5	5	5	5	5	5	30
107	5	5	5	5	5	5	30
108	4	5	5	5	5	5	29
109	4	4	4	4	4	4	24
110	5	4	5	4	4	5	27
Jumlah							2.837

b. Perasaan

Nomor	P1	P2	P3	P4	P5	P6	Total
1	2	3	3	3	2	3	16
2	2	3	4	2	1	2	14
3	3	3	4	3	4	1	18
4	1	2	1	1	1	1	7
5	1	1	3	3	4	3	15
6	2	1	1	1	1	1	7
7	3	3	3	3	3	3	18

8	2	4	4	4	4	1	19
9	1	1	1	1	1	5	10
10	2	3	2	3	3	2	15
11	3	2	1	1	2	5	14
12	1	1	1	1	1	1	6
13	1	1	1	1	1	1	6
14	2	2	5	5	2	2	18
15	2	2	5	5	1	5	20
16	3	3	1	1	1	1	10
17	1	1	1	3	1	1	8
18	2	1	1	1	1	2	8
19	3	3	3	2	1	3	15
20	2	1	1	1	1	2	8
21	2	2	3	3	2	3	15
22	1	3	3	3	4	5	19
23	1	1	1	1	1	1	6
24	2	2	4	4	2	2	16
25	3	1	1	1	1	1	8
26	4	3	1	2	2	4	16
27	1	1	1	1	1	4	9
28	2	2	2	2	2	2	12
29	1	2	5	5	3	1	17
30	4	1	4	2	2	3	16
31	3	3	1	3	3	4	17
32	3	3	1	1	2	3	13
33	2	3	1	2	1	2	11
34	3	3	1	1	4	1	13
35	4	2	1	1	1	1	10
36	3	3	3	3	4	3	19
37	1	1	1	4	1	4	12
38	3	3	3	3	3	3	18
39	2	1	4	4	4	4	19
40	2	1	1	1	1	2	8
41	3	3	2	3	3	2	16
42	1	1	1	1	1	1	6
43	4	1	1	1	1	2	10
44	2	1	1	1	1	2	8
45	2	2	1	1	1	2	9
46	2	2	1	1	1	1	8
47	3	4	4	4	4	1	20
48	2	3	4	3	4	4	20
49	2	4	4	4	1	3	18
50	2	3	3	2	4	2	16
51	3	2	2	2	2	3	14

52	2	2	3	3	2	3	15
53	2	1	3	3	2	2	13
54	2	1	1	2	3	4	13
55	2	1	1	1	2	2	9
56	2	1	1	2	1	3	10
57	2	3	2	1	2	4	14
58	2	2	2	1	1	2	10
59	2	2	2	2	2	2	12
60	1	1	1	1	3	3	10
61	2	2	2	2	2	3	13
62	2	3	2	3	3	2	15
63	4	3	3	3	2	3	18
64	2	3	2	2	1	2	12
65	3	2	2	3	4	4	18
66	2	1	2	2	3	5	15
67	3	3	3	3	2	3	17
68	4	4	4	4	4	4	24
69	3	3	3	3	3	3	18
70	5	4	4	4	4	4	25
71	5	2	5	5	3	2	22
72	3	3	2	3	3	2	16
73	5	5	5	5	2	1	23
74	4	1	5	4	4	1	19
75	4	4	4	4	4	1	21
76	5	5	5	5	2	2	24
77	4	5	5	5	2	5	26
78	4	4	4	4	4	2	22
79	4	4	4	3	4	4	23
80	4	4	4	4	2	3	21
81	2	3	3	2	4	2	16
82	2	2	2	2	2	3	13
83	3	2	3	3	2	3	16
84	3	3	3	3	4	1	17
85	4	4	4	4	4	4	24
86	4	2	4	4	2	1	17
87	4	4	4	4	4	4	24
88	4	3	4	5	1	1	18
89	4	4	4	4	4	4	24
90	2	2	2	2	2	2	12
91	1	2	1	1	3	2	10
92	4	3	4	2	1	3	17
93	4	3	4	3	3	4	21
94	4	3	3	3	2	3	18
95	2	3	4	2	1	2	14

96	3	3	4	3	4	4	21
97	4	4	4	4	2	1	19
98	3	3	3	3	4	3	19
99	2	2	1	1	1	1	8
100	3	3	3	3	3	3	18
101	5	4	4	4	4	4	25
102	1	2	1	1	2	1	8
103	3	3	2	3	3	2	16
104	1	1	1	1	2	2	8
105	4	1	5	4	4	5	23
106	4	4	4	4	3	2	21
107	1	1	1	1	1	1	6
108	4	1	1	1	2	2	11
109	4	4	4	4	4	1	21
110	4	4	4	3	4	4	23
Jumlah							1.677

2. Dimensi Empati (*Emphaty*)

a. Harapan

Nomor	P7	P8	Total
1	3	4	7
2	5	5	10
3	4	4	8
4	5	5	10
5	4	5	9
6	3	4	7
7	4	4	8
8	4	4	8
9	5	5	10
10	5	4	9
11	5	5	10
12	3	4	7
13	5	5	10
14	5	5	10
15	5	5	10
16	4	4	8
17	4	5	9
18	5	5	10
19	4	5	9
20	4	4	8
21	1	1	2
22	5	5	10
23	4	4	8

24	5	5	10
25	4	4	8
26	4	5	9
27	3	3	6
28	4	4	8
29	4	4	8
30	5	5	10
31	5	5	10
32	3	4	7
33	5	5	10
34	4	4	8
35	5	5	10
36	4	5	9
37	3	4	7
38	4	4	8
39	4	4	8
40	5	5	10
41	5	4	9
42	5	5	10
43	3	4	7
44	5	5	10
45	5	5	10
46	5	5	10
47	4	4	8
48	4	5	9
49	5	5	10
50	4	5	9
51	4	4	8
52	1	1	2
53	5	5	10
54	4	4	8
55	5	5	10
56	4	4	8
57	4	5	9
58	3	3	6
59	4	4	8
60	4	4	8
61	5	5	10
62	5	5	10
63	3	4	7
64	5	5	10
65	4	4	8
66	5	5	10
67	4	5	9

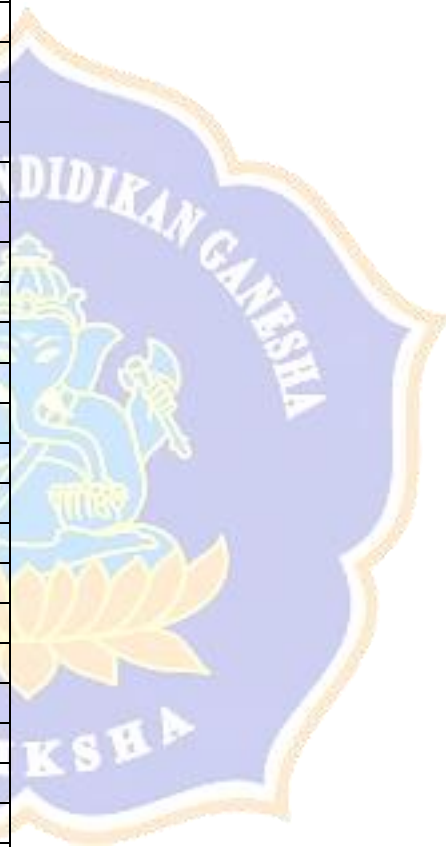


68	3	4	7
69	4	4	8
70	4	4	8
71	5	5	10
72	5	4	9
73	5	5	10
74	3	4	7
75	5	5	10
76	5	5	10
77	5	5	10
78	4	4	8
79	4	5	9
80	5	5	10
81	4	5	9
82	4	4	8
83	1	1	2
84	5	5	10
85	4	4	8
86	5	5	10
87	4	4	8
88	4	5	9
89	3	3	6
90	4	4	8
91	4	4	8
92	5	5	10
93	5	5	10
94	3	4	7
95	5	5	10
96	4	4	8
97	5	5	10
98	4	5	9
99	3	4	7
100	4	4	8
101	4	4	8
102	5	5	10
103	5	4	9
104	5	5	10
105	3	4	7
106	5	5	10
107	5	5	10
108	5	5	10
109	4	4	8
110	4	5	9
Jumlah			948

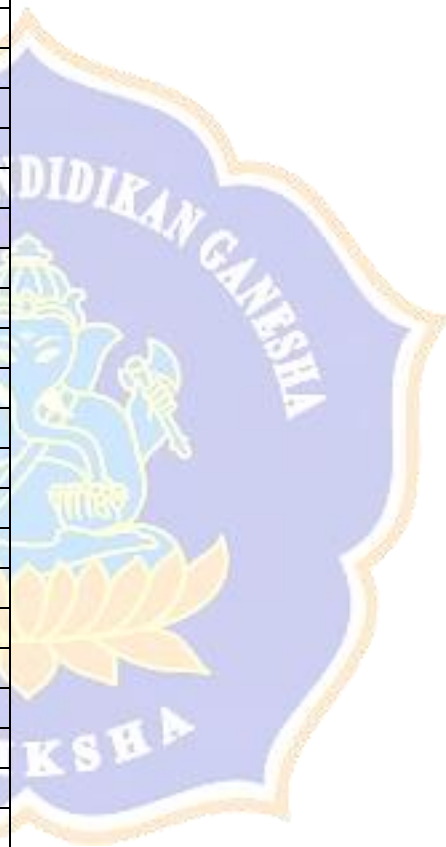


b. Perasaan

Nomor	P7	P8	Total
1	4	4	8
2	4	3	7
3	3	3	6
4	4	4	8
5	3	4	7
6	3	4	7
7	3	3	6
8	4	4	8
9	5	5	10
10	3	2	5
11	5	5	10
12	3	4	7
13	4	4	8
14	4	4	8
15	5	5	10
16	4	4	8
17	3	4	7
18	3	4	7
19	2	4	6
20	4	4	8
21	3	3	6
22	3	5	8
23	4	4	8
24	3	4	7
25	4	4	8
26	3	3	6
27	4	4	8
28	4	4	8
29	4	4	8
30	2	2	4
31	2	2	4
32	4	4	8
33	4	3	7
34	3	3	6
35	4	4	8
36	3	4	7
37	3	4	7
38	3	3	6
39	4	4	8
40	5	5	10
41	3	2	5



42	5	5	10
43	3	4	7
44	4	4	8
45	4	4	8
46	5	5	10
47	4	4	8
48	3	4	7
49	3	4	7
50	2	4	6
51	4	4	8
52	3	3	6
53	3	5	8
54	4	4	8
55	3	4	7
56	4	4	8
57	3	3	6
58	4	4	8
59	4	4	8
60	4	4	8
61	2	2	4
62	2	2	4
63	4	4	8
64	4	3	7
65	3	3	6
66	4	4	8
67	3	4	7
68	3	4	7
69	3	3	6
70	4	4	8
71	5	5	10
72	3	2	5
73	5	5	10
74	3	4	7
75	4	4	8
76	4	4	8
77	5	5	10
78	4	4	8
79	3	4	7
80	3	4	7
81	2	4	6
82	4	4	8
83	3	3	6
84	3	5	8
85	4	4	8



53	5	5	5	5	5	5	5	5	5	5	5	5	60
54	4	4	4	2	4	4	4	4	4	4	4	4	46
55	5	5	5	4	4	5	4	5	4	4	4	5	54
56	4	4	4	4	4	4	4	4	4	4	4	4	48
57	4	5	4	3	3	5	4	5	4	3	5	4	49
58	3	3	3	3	3	3	3	3	3	3	3	3	36
59	4	4	4	2	2	3	3	3	3	4	4	4	40
60	4	5	5	4	4	5	5	5	5	4	3	5	54
61	5	5	5	4	5	5	4	4	4	4	4	4	53
62	5	5	5	4	5	5	4	4	4	4	4	4	53
63	3	3	3	3	3	3	4	3	1	2	2	3	33
64	5	5	5	5	5	5	5	5	5	5	5	5	60
65	4	4	4	4	4	4	4	4	4	4	4	4	48
66	5	5	5	5	5	5	5	4	5	5	5	5	59
67	5	5	5	5	5	4	5	5	5	5	4	5	58
68	3	3	3	2	2	3	3	3	4	4	3	3	36
69	4	4	4	4	4	4	4	4	4	4	4	4	48
70	4	5	4	4	4	4	5	5	4	4	4	4	51
71	5	5	5	5	5	5	5	5	5	5	5	5	60
72	4	5	5	5	5	5	4	5	5	3	5	5	56
73	5	5	5	4	5	5	5	5	5	5	5	4	58
74	5	5	5	1	4	5	4	4	5	4	4	4	50
75	5	5	5	5	5	5	5	5	5	5	5	5	60
76	5	5	5	5	5	4	4	4	4	4	4	4	53
77	5	5	5	5	5	5	4	5	5	2	5	3	54
78	4	4	4	4	4	4	4	4	4	4	4	4	48
79	4	5	4	4	4	4	4	5	5	5	4	4	52
80	5	5	5	5	5	5	5	5	5	5	5	5	60
81	5	5	5	4	5	5	5	5	5	4	5	5	58
82	4	4	4	1	4	2	4	3	3	4	4	4	41
83	5	1	1	1	1	1	1	1	1	1	1	1	12
84	5	5	5	5	5	5	5	5	5	5	5	5	60
85	4	4	4	2	4	4	4	4	4	4	4	4	46
86	5	5	5	4	4	5	4	5	4	4	4	5	54
87	4	4	4	4	4	4	4	4	4	4	4	4	48
88	4	5	4	3	3	5	4	5	4	3	5	4	49
89	3	3	3	3	3	3	3	3	3	3	3	3	36
90	4	4	4	2	2	3	3	3	3	4	4	4	40
91	4	5	5	4	4	5	5	5	5	4	3	5	54
92	5	5	5	4	5	5	4	4	4	4	4	4	53
93	5	5	5	4	5	5	4	4	4	4	4	4	53

94	3	3	3	3	3	3	4	3	1	2	2	3	33
95	5	5	5	5	5	5	5	5	5	5	5	5	60
96	4	4	4	4	4	4	4	4	4	4	4	4	48
97	5	5	5	5	5	5	5	4	5	5	5	5	59
98	5	5	5	5	5	4	5	5	5	5	4	5	58
99	3	3	3	2	2	3	3	3	4	4	3	3	36
100	4	4	4	4	4	4	4	4	4	4	4	4	48
101	4	5	4	4	4	4	5	5	4	4	4	4	51
102	5	5	5	5	5	5	5	5	5	5	5	5	60
103	4	5	5	5	5	5	4	5	5	3	5	5	56
104	5	5	5	4	5	5	5	5	5	5	5	4	58
105	5	5	5	1	4	5	4	4	5	4	4	4	50
106	5	5	5	5	5	5	5	5	5	5	5	5	60
107	5	5	5	5	5	4	4	4	4	4	4	4	53
108	5	5	5	5	5	5	4	5	5	2	5	3	54
109	4	4	4	4	4	4	4	4	4	4	4	4	48
110	4	5	4	4	4	4	4	5	5	5	4	4	52
Jumlah													5.632

b. Perasaan

No	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	Total
1	4	2	4	4	4	4	3	2	2	3	3	2	37
2	3	3	2	2	2	2	1	3	1	1	2	2	24
3	4	4	4	3	4	4	4	4	4	4	4	4	47
4	4	5	5	3	5	4	5	4	5	5	5	5	56
5	4	4	3	3	3	2	4	4	3	3	3	3	39
6	1	3	3	2	2	3	3	3	4	4	3	3	36
7	3	3	3	3	3	3	3	3	3	3	3	3	36
8	4	4	4	4	4	4	5	5	4	3	4	3	48
9	4	5	5	5	5	5	5	5	5	5	5	5	60
10	2	3	3	3	3	2	1	3	2	2	3	3	30
11	1	5	5	5	4	5	5	5	5	5	5	4	58
12	4	5	5	1	4	5	4	4	5	4	4	4	50
13	4	4	4	4	3	4	4	3	3	3	4	4	44
14	2	5	4	4	4	4	4	4	4	4	4	4	49
15	2	5	5	5	5	5	4	5	5	2	5	3	54
16	2	4	4	4	4	4	4	4	4	4	4	4	48
17	3	4	4	3	3	4	4	4	4	4	4	4	45
18	4	3	4	4	4	3	4	4	3	4	4	3	44

19	2	4	4	2	4	4	5	4	4	3	3	3	44
20	4	4	4	1	4	2	4	3	3	4	4	4	41
21	1	3	2	3	2	2	2	2	2	2	2	2	26
22	4	3	5	3	3	5	2	1	1	5	5	3	40
23	4	4	4	2	4	4	4	4	4	4	4	4	46
24	3	3	4	2	2	3	3	3	3	3	3	2	34
25	2	4	4	4	4	4	4	4	4	4	4	4	48
26	2	4	3	2	4	4	5	3	3	4	4	3	41
27	4	4	4	4	4	4	4	4	4	4	4	4	48
28	4	4	4	2	2	3	3	3	3	4	4	4	40
29	4	5	5	4	4	5	5	5	5	4	3	5	54
30	5	3	5	2	5	5	4	1	3	3	4	4	44
31	2	3	5	2	5	5	4	1	3	3	4	4	44
32	4	2	4	4	4	4	3	2	2	3	3	2	37
33	3	3	2	2	2	2	1	3	1	1	2	2	24
34	4	4	4	3	4	4	4	4	4	4	4	4	47
35	2	5	5	3	5	4	5	4	5	5	5	5	56
36	4	4	3	3	3	2	4	4	3	3	3	3	39
37	3	3	3	2	2	3	3	3	4	4	3	3	36
38	3	3	3	3	3	3	3	3	3	3	3	3	36
39	4	4	4	4	4	4	5	5	4	3	4	3	48
40	5	5	5	5	5	5	5	5	5	5	5	5	60
41	2	3	3	3	3	2	1	3	2	2	3	3	30
42	5	5	5	5	4	5	5	5	5	5	5	4	58
43	5	5	5	1	4	5	4	4	5	4	4	4	50
44	4	4	4	4	3	4	4	3	3	3	4	4	44
45	4	5	4	4	4	4	4	4	4	4	4	4	49
46	1	5	5	5	5	5	4	5	5	2	5	3	54
47	2	4	4	4	4	4	4	4	4	4	4	4	48
48	3	4	4	3	3	4	4	4	4	4	4	4	45
49	4	3	4	4	4	3	4	4	3	4	4	3	44
50	4	4	4	2	4	4	5	4	4	3	3	3	44
51	4	4	4	1	4	2	4	3	3	4	4	4	41
52	2	3	2	3	2	2	2	2	2	2	2	2	26
53	4	3	5	3	3	5	2	1	1	5	5	3	40
54	4	4	4	2	4	4	4	4	4	4	4	4	46
55	3	3	4	2	2	3	3	3	3	3	3	2	34
56	4	4	4	4	4	4	4	4	4	4	4	4	48
57	2	4	3	2	4	4	5	3	3	4	4	3	41
58	4	4	4	4	4	4	4	4	4	4	4	4	48
59	4	4	4	2	2	3	3	3	3	4	4	4	40

108	5	5	5	5	5	5	5	5	5	45
109	4	4	4	4	4	4	4	4	4	36
110	4	4	4	4	4	4	4	4	4	36
Jumlah										4.176

b. Perasaan

Nomor	P21	P22	P23	P24	P25	P26	P27	P28	P29	Total
1	2	2	2	2	2	2	2	2	2	18
2	2	2	2	3	1	1	1	1	2	15
3	3	3	3	2	2	2	2	2	2	21
4	2	2	2	3	4	2	2	2	2	21
5	2	2	3	3	2	3	3	2	2	22
6	3	2	3	3	2	4	2	2	2	23
7	3	3	3	3	3	3	3	3	3	27
8	4	2	2	2	3	2	2	2	2	21
9	1	1	1	5	5	2	2	1	1	19
10	3	2	3	3	2	3	1	1	1	19
11	2	5	3	3	3	3	2	3	5	29
12	1	1	1	3	1	1	4	3	3	18
13	4	4	4	4	4	4	4	4	4	36
14	4	2	2	2	2	2	2	2	2	20
15	2	5	2	1	5	1	5	2	2	25
16	2	2	2	2	2	2	2	2	2	18
17	3	3	4	3	3	4	3	3	3	29
18	2	2	2	2	2	2	2	2	2	18
19	4	3	3	3	3	3	4	3	3	29
20	2	2	2	2	2	2	2	2	2	18
21	3	3	2	2	2	2	2	2	2	20
22	4	3	4	4	4	4	4	4	4	35
23	4	4	4	4	4	4	4	4	4	36
24	3	4	4	4	3	4	4	3	3	32
25	4	4	4	4	4	4	4	4	4	36
26	3	3	3	3	2	1	4	5	4	28
27	4	4	4	4	4	4	4	4	4	36
28	4	4	4	4	4	4	4	4	4	36
29	4	4	4	4	4	4	4	4	4	36
30	3	3	2	2	2	2	1	1	1	17
31	3	3	2	2	2	2	1	1	1	17
32	3	2	2	2	4	3	3	3	3	25
33	2	2	2	3	1	1	1	1	2	15

34	3	3	3	3	3	4	3	3	4	29
35	4	4	4	5	4	5	5	5	5	41
36	2	2	3	3	2	3	3	2	2	22
37	3	2	3	3	2	4	2	2	2	23
38	3	3	3	3	3	3	3	3	3	27
39	4	4	4	4	3	4	4	4	4	35
40	2	2	2	2	2	2	2	2	2	18
41	3	2	3	3	2	3	1	3	1	21
42	2	2	2	2	2	2	2	2	2	18
43	1	1	1	3	1	1	4	3	3	18
44	4	4	4	4	4	4	4	4	4	36
45	4	4	4	4	4	4	4	4	4	36
46	2	2	2	2	2	2	5	2	2	21
47	4	4	4	4	4	4	4	4	4	36
48	3	3	4	3	3	4	3	3	3	29
49	2	2	2	2	2	2	2	2	2	18
50	4	3	3	3	3	3	4	3	3	29
51	4	4	4	4	4	2	3	3	3	31
52	3	3	2	2	2	2	2	2	2	20
53	4	3	4	4	4	4	4	4	4	35
54	4	4	4	4	4	4	4	4	4	36
55	3	4	4	4	3	4	4	3	3	32
56	2	2	4	2	2	2	2	2	2	20
57	3	3	3	3	2	1	4	5	4	28
58	2	2	2	2	2	2	2	2	4	20
59	4	2	2	2	2	2	2	4	2	22
60	4	4	4	4	4	4	4	4	4	36
61	2	2	2	2	2	2	1	1	1	15
62	3	3	2	2	2	2	1	1	1	17
63	3	2	2	2	4	3	3	3	3	25
64	2	2	2	3	1	1	1	1	2	15
65	3	3	3	3	3	4	3	3	4	29
66	4	4	4	5	4	5	5	5	5	41
67	2	2	3	3	2	3	3	2	2	22
68	3	2	3	3	2	4	2	2	2	23
69	3	3	3	3	3	3	3	3	3	27
70	4	4	4	4	3	4	4	4	4	35
71	5	5	5	5	5	5	5	5	5	45
72	3	2	3	3	2	3	3	3	3	25
73	5	5	5	5	5	5	5	5	5	45
74	1	1	1	3	1	1	4	3	3	18

75	4	4	4	4	4	4	4	4	4	36
76	4	4	4	4	4	4	4	4	4	36
77	5	5	5	5	5	5	5	5	5	45
78	4	4	4	4	4	4	4	4	4	36
79	3	3	4	3	3	4	3	3	3	29
80	3	3	3	3	3	3	3	3	3	27
81	4	3	3	3	3	3	4	3	3	29
82	4	4	4	4	4	2	3	3	3	31
83	3	3	2	2	2	2	2	2	2	20
84	4	3	4	4	4	4	4	4	4	35
85	4	4	4	4	4	4	4	4	4	36
86	3	4	4	4	3	4	4	3	3	32
87	4	4	4	4	4	4	4	4	4	36
88	3	3	3	3	2	1	4	5	4	28
89	4	4	4	4	4	4	4	4	4	36
90	4	4	4	4	4	4	4	4	4	36
91	4	4	4	4	4	4	4	4	4	36
92	3	3	2	2	2	2	1	1	1	17
93	3	3	2	2	2	2	1	1	1	17
94	3	2	2	2	4	3	3	3	3	25
95	2	2	2	3	1	1	1	1	2	15
96	3	3	3	3	3	4	3	3	4	29
97	4	4	4	5	4	5	5	5	5	41
98	2	2	3	3	2	3	3	2	2	22
99	3	2	3	3	2	4	2	2	2	23
100	3	3	3	3	3	3	3	3	3	27
101	4	4	4	4	3	4	4	4	4	35
102	5	5	5	5	5	5	5	5	5	45
103	3	2	3	3	2	3	3	3	3	25
104	3	3	3	3	3	3	3	3	3	27
105	1	1	1	3	1	1	4	3	3	18
106	4	4	4	4	4	4	4	4	4	36
107	4	4	4	4	4	4	4	4	4	36
108	5	5	5	5	5	5	5	5	5	45
109	4	4	4	4	4	4	4	4	4	36
110	3	3	4	3	3	4	3	3	3	29
Jumlah										3.046

5. Dimensi Jaminan (*Assurance*)

a. Harapan

Nomor	P30	P31	P32	P33	P34	P35	Total
1	4	3	3	4	4	4	22
2	5	5	5	5	5	5	30
3	4	4	4	4	4	4	24
4	5	5	5	5	5	5	30
5	5	5	5	5	5	5	30
6	4	4	3	4	2	3	20
7	4	4	4	4	4	4	24
8	5	4	4	4	5	4	26
9	5	4	5	5	5	5	29
10	4	4	4	4	4	4	24
11	5	5	5	4	4	4	27
12	5	5	5	5	5	5	30
13	5	5	5	5	5	5	30
14	4	4	4	4	4	4	24
15	5	5	5	5	5	5	30
16	4	4	4	4	4	4	24
17	4	4	4	4	4	4	24
18	5	5	5	5	5	5	30
19	5	5	5	5	5	5	30
20	5	5	5	5	4	4	28
21	1	1	1	1	1	1	6
22	4	5	5	5	5	5	29
23	4	4	4	4	4	4	24
24	5	5	5	5	5	4	29
25	4	4	4	4	4	4	24
26	4	5	4	5	4	4	26
27	3	3	3	3	3	3	18
28	4	4	4	4	4	4	24
29	5	5	5	4	5	4	28
30	4	5	4	4	4	4	25
31	4	5	4	4	4	4	25
32	4	3	3	4	4	4	22
33	5	5	5	5	5	5	30
34	4	4	4	4	4	4	24
35	5	5	5	5	5	5	30
36	5	5	5	5	5	5	30
37	4	4	3	4	2	3	20

38	4	4	4	4	4	4	24
39	5	4	4	4	5	4	26
40	5	4	5	5	5	5	29
41	4	4	4	4	4	4	24
42	5	5	5	4	4	4	27
43	5	5	5	5	5	5	30
44	5	5	5	5	5	5	30
45	4	4	4	4	4	4	24
46	5	5	5	5	5	5	30
47	4	4	4	4	4	4	24
48	4	4	4	4	4	4	24
49	5	5	5	5	5	5	30
50	5	5	5	5	5	5	30
51	5	5	5	5	4	4	28
52	1	1	1	1	1	1	6
53	4	5	5	5	5	5	29
54	4	4	4	4	4	4	24
55	5	5	5	5	5	4	29
56	4	4	4	4	4	4	24
57	4	5	4	5	4	4	26
58	3	3	3	3	3	3	18
59	4	4	4	4	4	4	24
60	5	5	5	4	5	4	28
61	4	5	4	4	4	4	25
62	4	5	4	4	4	4	25
63	4	3	3	4	4	4	22
64	5	5	5	5	5	5	30
65	4	4	4	4	4	4	24
66	5	5	5	5	5	5	30
67	5	5	5	5	5	5	30
68	4	4	3	4	2	3	20
69	4	4	4	4	4	4	24
70	5	4	4	4	5	4	26
71	5	4	5	5	5	5	29
72	4	4	4	4	4	4	24
73	5	5	5	4	4	4	27
74	5	5	5	5	5	5	30
75	5	5	5	5	5	5	30
76	4	4	4	4	4	4	24
77	5	5	5	5	5	5	30
78	4	4	4	4	4	4	24

79	4	4	4	4	4	4	24
80	5	5	5	5	5	5	30
81	5	5	5	5	5	5	30
82	5	5	5	5	4	4	28
83	1	1	1	1	1	1	6
84	4	5	5	5	5	5	29
85	4	4	4	4	4	4	24
86	5	5	5	5	5	4	29
87	4	4	4	4	4	4	24
88	4	5	4	5	4	4	26
89	3	3	3	3	3	3	18
90	4	4	4	4	4	4	24
91	5	5	5	4	5	4	28
92	4	5	4	4	4	4	25
93	4	5	4	4	4	4	25
94	4	3	3	4	4	4	22
95	5	5	5	5	5	5	30
96	4	4	4	4	4	4	24
97	5	5	5	5	5	5	30
98	5	5	5	5	5	5	30
99	4	4	3	4	2	3	20
100	4	4	4	4	4	4	24
101	5	4	4	4	5	4	26
102	5	4	5	5	5	5	29
103	4	4	4	4	4	4	24
104	5	5	5	4	4	4	27
105	5	5	5	5	5	5	30
106	5	5	5	5	5	5	30
107	4	4	4	4	4	4	24
108	5	5	5	5	5	5	30
109	4	4	4	4	4	4	24
110	4	4	4	4	4	4	24
Jumlah							2.830

b. Perasaan

Nomor	P30	P31	P32	P33	P34	P35	Total
1	2	3	4	3	3	3	18
2	2	1	1	1	1	1	7
3	2	2	2	2	3	2	13
4	2	2	2	2	2	2	12
5	1	1	1	1	2	2	8
6	1	1	3	1	2	3	11

7	2	2	2	2	2	2	12
8	2	2	2	2	2	2	12
9	2	2	1	1	1	2	9
10	3	3	2	2	2	2	14
11	1	1	1	1	1	1	6
12	1	1	1	1	1	1	6
13	1	1	1	1	1	1	6
14	2	2	2	2	2	2	12
15	1	1	1	1	1	1	6
16	2	3	3	3	2	2	15
17	2	1	2	3	1	1	10
18	2	1	2	2	2	3	12
19	3	1	4	4	3	3	18
20	1	1	1	1	4	4	12
21	3	2	2	2	2	3	14
22	3	2	2	3	1	3	14
23	2	2	2	2	2	2	12
24	2	2	3	3	3	3	16
25	2	2	2	2	2	2	12
26	2	4	3	2	3	2	16
27	2	2	2	2	2	2	12
28	2	2	2	2	2	2	12
29	1	1	1	1	1	4	9
30	2	2	2	2	2	2	12
31	4	2	4	2	4	4	20
32	4	3	4	3	3	3	20
33	2	2	4	4	4	4	20
34	4	4	4	4	3	4	23
35	2	2	2	2	2	2	12
36	2	2	2	2	2	2	12
37	4	4	3	4	2	3	20
38	3	3	3	3	3	3	18
39	2	4	4	4	5	4	23
40	2	2	2	2	2	2	12
41	3	3	2	2	2	2	14
42	5	5	5	4	4	4	27
43	2	2	2	2	2	2	12
44	2	2	2	2	2	2	12
45	4	4	4	4	4	4	24
46	5	5	5	5	5	5	30
47	4	4	4	4	4	4	24

48	2	2	4	2	4	4	18
49	4	5	4	4	4	3	24
50	3	5	4	4	3	3	22
51	2	2	2	2	2	2	12
52	3	2	2	2	2	3	14
53	3	4	4	3	3	3	20
54	2	2	2	2	2	2	12
55	2	2	2	3	3	3	15
56	2	2	2	2	2	2	12
57	2	4	3	2	3	2	16
58	2	2	2	2	2	2	12
59	4	4	4	4	4	4	24
60	5	5	5	4	5	4	28
61	4	5	4	2	4	4	23
62	4	5	4	2	4	4	23
63	4	3	4	3	3	3	20
64	2	5	4	4	4	4	23
65	4	4	4	4	3	4	23
66	5	5	5	5	5	5	30
67	4	4	4	4	2	2	20
68	4	4	3	4	2	3	20
69	3	3	3	3	3	3	18
70	2	2	2	2	2	2	12
71	1	1	1	1	1	1	6
72	3	3	2	2	2	2	14
73	2	2	2	2	2	2	12
74	2	2	2	2	2	2	12
75	2	2	2	2	2	2	12
76	2	4	4	4	4	4	22
77	2	2	2	2	2	2	12
78	2	4	4	4	4	4	22
79	2	3	4	3	4	4	20
80	4	5	4	4	4	3	24
81	3	5	4	4	3	3	22
82	5	5	5	5	4	4	28
83	3	2	2	2	2	3	14
84	3	4	4	3	3	3	20
85	4	4	4	4	4	4	24
86	4	5	3	3	3	3	21
87	1	1	1	1	1	1	6
88	2	4	3	2	3	2	16

89	1	1	1	1	1	1	6
90	1	1	1	1	1	1	6
91	1	1	1	1	1	4	9
92	1	5	4	2	4	4	20
93	1	2	4	2	4	4	17
94	1	3	4	3	3	3	17
95	2	2	4	4	4	4	20
96	4	4	4	4	3	4	23
97	2	2	5	5	5	5	24
98	4	2	2	2	2	2	14
99	2	4	3	4	2	3	18
100	1	1	1	1	1	1	6
101	2	1	1	1	1	1	7
102	2	2	2	1	1	1	9
103	3	3	2	2	2	2	14
104	1	1	1	4	4	4	15
105	1	1	1	1	1	1	6
106	1	1	1	1	1	1	6
107	2	2	2	2	2	2	12
108	1	1	1	1	1	1	6
109	4	4	4	4	4	4	24
110	4	3	4	3	4	4	22
Jumlah							1.720



Dokumentasi







DAFTAR RIWAYAT HIDUP



Putu Yunda Ariesta Dewi lahir di Joanyar pada tanggal 16 April 2000. Penulis merupakan anak pertama dari pasangan suami istri Bapak Ketut Buda Yasa dan Ibu Luh Hety Swarniti. Penulis berkebangsaan Indonesia dan beragama Hindu. Alamat penulis di Banjar Dinas Kelodan Desa Joanyar, Kecamatan Seririt, Kabupaten Buleleng. Penulis menyelesaikan pendidikan taman kanak-kanak (TK) di taman kanak-kanak Kumara Widya dan lulus pada tahun 2006. Kemudian penulis melanjutkan pendidikan sekolah dasar di SD Negeri 2 Joanyar dan lulus pada tahun 2012. Selanjutnya penulis melanjutkan pendidikan di SMP Negeri 1 Banjar dan lulus pada tahun 2015. Pada tahun 2015 penulis melanjutkan pendidikan ke jenjang SMK di SMK Negeri 2 Seririt jurusan Akuntansi dan lulus pada tahun 2018. Setelah itu penulis melanjutkan pendidikan Strata 1 pada Program Studi Pendidikan Ekonomi, Jurusan Ekonomi dan Akuntansi, Fakultas Ekonomi, Universitas Pendidikan Ganesha. Pada tahun 2022 penulis dapat menyelesaikan Skripsi yang berjudul “Analisis Kualitas Pelayanan Transportasi Publik Angkutan Umum di Kota Singaraja”. Sehingga mampu memperoleh gelar Sarjana Pendidikan (S.Pd).