

LAMPIRAN 1

SURAT IJIN PENELITIAN

- 1a Surat Permohonan Observasi Penelitian
- 1b. Surat Ijin Observasi Penelitian



Lampiran 1a Surat Permohonan Observasi



**KEMENTERIAN PENDIDIKAN, KEBUDAYAAN,
RISET DAN TEKNOLOGI
UNIVERSITAS PENDIDIKAN GANESHA
PASCASARJANA**

Jalan Udayana No. 11 Singaraja-Bali 81116 Telepon : (0362) 22570, Fax. : (0362) 25735
<http://pasca.undiksha.ac.id> – email : tu@pasca.undiksha.ac.id ; pps.undiksha@yahoo.com

Nomor : 108/UN48.14/KM/DPS/2021

Lamp : -

Hal : Mohon Ijin Observasi

Kepada

Yth. :

di-

Tempat

Dengan hormat, dalam rangka penyusunan proposal tesis (tugas akhir) mahasiswa Pascasarjana Universitas Pendidikan Ganesha, kami mohon berkenan Bapak/Ibu untuk dapat menerima mahasiswa kami :

Nama : Kadek Enny Rusmala Dewi
NIM : 1729101075
Program Studi : S2 Ilmu Komputer
Judul Proposal : FAKTOR FAKTOR YANG MEMPENGARUHI KEPUASAN MAHASISWA DALAM SISTEM PERKULIAHAN PADA MASA COVID-19 DI ITB STIKOM BALI

Rekomendasi dan Izin melakukan Observasi ini sangat penting bagi mahasiswa kami untuk mendapatkan data/informasi yang dibutuhkan pada sekolah/instansi yang Bapak/Ibu pimpin.

Atas perhatian, berkenaan dan kerja sama yang baik kami ucapkan terima kasih.

Denpasar, 24 Mei 2021
Direktur

Prof. Dr. I Gusti Putu Suharta, M.Si.
NIP. 196212151988031002

Lampiran 1b Surat Ijin Observasi Penelitian

| | | |
|---|---|---|
|  | <p>INSTITUT TEKNOLOGI DAN BISNIS (ITB) STIKOM BALI</p> <p>Kampus Denpasar: Jl. Raya Puputan No. 86 Renon, Denpasar - Bali - Indonesia Ph.: +62(361) 244445 Fax.: +62(361) 264773</p> <p>Kampus Jimbaran: Jl. Raya Kampus Udayana, Kuta Selatan - Badung - Bali - Indonesia Ph.: +62(361) 8953534</p> <p>Kampus Abiansemal: Jl. Janger, Dauh Yeh Cani, Abiansemal - Badung - Bali - Indonesia Ph.: +62(361) 4790925 email : info@stikom-bali.ac.id website : www.stikom-bali.ac.id</p> |  |
| <p>No : 220/WRI/ITBSTIKOM/WDS/VII/21 Lamp. : - Hal : <u>Izin Observasi</u></p> | | |
| <p>Kepada Yth. Bapak Direktur Pascasarjana Universitas Pendidikan Ganesha Bapak Prof. Dr. I Gusti Putu Suharta, M.Si. Jln. Udayana No.11, Singajara-Bali</p> | | |
| <p>di Tempat</p> | | |
| <p>Dengan hormat,</p> | | |
| <p>Sesuai dengan surat yang kami terima dengan Nomor: 108/UN48.14/KM/DPS/2021 tentang Pemohonan Izin Observasi, maka melalui surat ini kami sampaikan bahwa kami memberikan izin kepada mahasiswa Bapak atas nama Kadek Enny Rusmala Dewi untuk melakukan observasi di ITB STIKOM Bali.</p> | | |
| <p>Demikian surat ini kami sampaikan. Atas perhatiannya kami ucapkan terima kasih.</p> | | |
| <p>Denpasar, 10 Juli 2021 ITB STIKOM Bali Wakil Rektor I</p>  <p>ITB Ida Bagus Suradarma, S.E., M.Si. NIK. 02.61.006</p> | | |
| <p><i>Always The First</i></p> | | |

LAMPIRAN 2
INSTRUMEN PENELITIAN



Lampiran 2 Instrumen Penelitian

INSTRUMEN PENELITIAN

Kuesioner ini dikembangkan berdasarkan teori *Service Quality* yang bertujuan untuk menganalisis faktor-faktor yang mempengaruhi kepuasan mahasiswa dalam sistem perkuliahan pada masa covid-19 di ITB STIKOM Bali. Kerahasiaan identitas saudara/i dalam memberikan penilaian dijamin tidak akan membawa konsekuensi yang merugikan. Atas kesediaannya, saya ucapkan terimakasih.

A. Identitas Responden

Nama : (bisa diisi jika berkenan)
 NIM :
 Jenis Kelamin : Laki-laki Perempuan
 Usia/umur :Tahun
 Program Studi :

B. Petunjuk Kuesioner

Berilah tanda silang (√) pada salah satu angka di kolom jawaban dengan memperhatikan nilai pilihan jawaban sebagai berikut:

a) Pernyataan Positif:

Skor 1: Sangat Tidak Setuju (STS)
 Skor 2: Tidak Setuju (TS)
 Skor 3: Kurang Setuju (KS)
 Skor 4: Setuju (S)
 Skor 5: Sangat Setuju (SS)

b) Pernyataan Negatif:

Skor 5: Sangat Tidak Setuju (STS)
 Skor 4: Tidak Setuju (TS)
 Skor 3: Kurang Setuju (KS)
 Skor 2: Setuju (S)
 Skor 1: Sangat Setuju (SS)

| No | Pernyataan | Harapan | | | | | Kenyataan | | | | |
|----------|---|---------|---|---|---|---|-----------|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| D | Aspek Empati (<i>empathy</i>) | | | | | | | | | | |
| 19 | Program studi berusaha memahami minat dan bakat mahasiswa dan berusaha untuk mengembangkannya | | | | | | | | | | |
| 20 | Program studi selalu memonitor terhadap kemajuan mahasiswa melalui dosen pembimbing akademik | | | | | | | | | | |
| 21 | Dosen memperlihatkan sikap menghargai pada saat mahasiswa menyampaikan pendapat di dalam kelas | | | | | | | | | | |
| 22 | Program studi mengkonsultasikan besaran biaya yang dikeluarkan mahasiswa dalam kegiatan praktikum | | | | | | | | | | |
| 23 | Alokasi waktu untuk pengajaran memadai. | | | | | | | | | | |
| 24 | Pelayanan akademik sesuai dengan waktu operasional | | | | | | | | | | |
| E | Aspek Tangible (Bukti Fisik) | | | | | | | | | | |
| 25 | Fasilitas pembelajaran utama (ruang kelas, ruang diskusi) tersedia dan berfungsi dengan baik. | | | | | | | | | | |
| 26 | Fasilitas penunjang (perpustakaan, ruang kegiatan mahasiswa, toilet, tempat ibadah) tersedia dan berfungsi dengan baik. | | | | | | | | | | |
| 27 | Tersedia fasilitas pendukung pembelajaran seperti e-learning | | | | | | | | | | |

| No | Pernyataan | Harapan | | | | | Kenyataan | | | | |
|----|---|---------|---|---|---|---|-----------|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 28 | Tersedia media dalam melakukan tatap daring (Zoom, Ms.teams) | | | | | | | | | | |
| 29 | Dosen memiliki penampilan yang baik dan sopan saat mengajar | | | | | | | | | | |
| 30 | Staf akademik memiliki penampilan yang baik dan sopan dalam melakukan pelayanan | | | | | | | | | | |

KEPUASAN MAHASISWA

| No | Pernyataan | Jawaban | | | | |
|----|---|---------|---|----|----|-----|
| | | STS | S | KS | TS | STS |
| 1 | Saya merasa puas karena staf memberikan metode pembelajaran yang sesuai dengan kebutuhan saya | | | | | |
| 2 | Saya puas terhadap pelayanan akademik dalam merespon permasalahan yang disampaikan | | | | | |
| 3 | Saya merasa puas terhadap fasilitas pembelajaran utama (ruang kelas, ruang diskusi) tersedia dan berfungsi dengan baik. | | | | | |
| 4 | Saya merasa puas terhadap fasilitas pendukung pembelajaran seperti e-learning | | | | | |
| 5 | Saya puas terhadap pembelajaran daring menggunakan media daring (Zoom, Ms.teams) selama pandemi Covid-19 | | | | | |
| 6 | Saya meneruskan informasi yang saya dapatkan terkait sistem perkuliahan pada teman-teman saya | | | | | |

| No | Pernyataan | Jawaban | | | | |
|----|--|---------|---|----|----|-----|
| | | STS | S | KS | TS | STS |
| 7 | Saya merekomendasikan kampus saya kepada calon mahasiswa di lingkungan saya. | | | | | |
| 8 | Layanan akademik yang selama ini saya terima sangat baik | | | | | |
| 9 | Layanan akademik menjadi pertimbangan utama saya dalam menempuh pendidikan | | | | | |
| 10 | Kompetensi dosen menjadi pertimbangan utama saya dalam menempuh pendidikan | | | | | |





LAMPIRAN 3

HASIL UJI VALIDITAS DAN RELIABILITAS INSTRUMEN PENELITIAN

- 3a. Validitas Butir dan Reliabilitas Instrumen Kehandalan (reliability)**
- 3b. Validitas Butir dan Reliabilitas Instrumen Jaminan (assurance)**
- 3c. Validitas Butir dan Reliabilitas Instrumen Daya tanggap (responsiveness)**
- 3d. Validitas Butir dan Reliabilitas Instrumen Empati (empathy)**
- 3e. Validitas Butir dan Reliabilitas Instrumen Bukti langsung (tangible)**
- 3f. Validitas Butir dan Reliabilitas Instrumen Kepuasan Mahasiswa**

Lampiran 3a Validitas Butir dan Reliabilitas Instrumen Kehandalan (*reliability*)**Data Persepsi Mahasiswa Terhadap Dimensi Kehandalan**

| No. Responden | No. Pernyataan Kuesioner | | | | | | |
|---------------|--------------------------|---|---|---|---|---|------|
| | 1 | 2 | 3 | 4 | 5 | 6 | (X1) |
| Responden 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 2 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 3 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 4 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 5 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 6 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 7 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 8 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 9 | 3 | 5 | 3 | 3 | 5 | 3 | 22 |
| Responden 10 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 11 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 12 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 13 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 14 | 3 | 4 | 5 | 3 | 4 | 5 | 24 |
| Responden 15 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 16 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 17 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 18 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 19 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 20 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 21 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 22 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 23 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 24 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 25 | 3 | 5 | 5 | 3 | 5 | 5 | 26 |
| Responden 26 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 27 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 28 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 29 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 30 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 31 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 32 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 33 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 34 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | |
|---------------|--------------------------|---|---|---|---|---|------|
| | 1 | 2 | 3 | 4 | 5 | 6 | (X1) |
| Responden 35 | 3 | 5 | 5 | 3 | 5 | 5 | 26 |
| Responden 36 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 37 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 38 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 39 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 40 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 41 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 42 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 43 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 44 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 45 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 46 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 47 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 48 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 49 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 50 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 51 | 5 | 3 | 3 | 5 | 3 | 3 | 22 |
| Responden 52 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 53 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 54 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 55 | 3 | 5 | 3 | 3 | 5 | 3 | 22 |
| Responden 56 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 57 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 58 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 59 | 5 | 3 | 5 | 5 | 3 | 5 | 26 |
| Responden 60 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 61 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 62 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 63 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 64 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 65 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 66 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 67 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 68 | 3 | 5 | 3 | 3 | 5 | 3 | 22 |
| Responden 69 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 70 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 71 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | |
|---------------|--------------------------|---|---|---|---|---|------|
| | 1 | 2 | 3 | 4 | 5 | 6 | (X1) |
| Responden 72 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 73 | 3 | 4 | 5 | 3 | 4 | 5 | 24 |
| Responden 74 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 75 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 76 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 77 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 78 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 79 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 80 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 81 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 82 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 83 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 84 | 3 | 5 | 5 | 3 | 5 | 5 | 26 |
| Responden 85 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 86 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 87 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 88 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 89 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 90 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 91 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 92 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 93 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 94 | 3 | 5 | 5 | 3 | 5 | 5 | 26 |
| Responden 95 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 96 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 97 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 98 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 99 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 100 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 101 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 102 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 103 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 104 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 105 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 106 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 107 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 108 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | |
|---------------|--------------------------|---|---|---|---|---|------|
| | 1 | 2 | 3 | 4 | 5 | 6 | (X1) |
| Responden 109 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 110 | 5 | 3 | 3 | 5 | 3 | 3 | 22 |
| Responden 111 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 112 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 113 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 114 | 3 | 5 | 3 | 3 | 5 | 3 | 22 |
| Responden 115 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 116 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 117 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 118 | 5 | 3 | 5 | 5 | 3 | 5 | 26 |
| Responden 119 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 120 | 5 | 3 | 5 | 5 | 3 | 5 | 26 |
| Responden 121 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 122 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 123 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 124 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 125 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 126 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 127 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 128 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 129 | 3 | 5 | 3 | 3 | 5 | 3 | 22 |
| Responden 130 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 131 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 132 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 133 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 134 | 3 | 4 | 5 | 3 | 4 | 5 | 24 |
| Responden 135 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 136 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 137 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 138 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 139 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 140 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 141 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 142 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 143 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 144 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 145 | 3 | 5 | 5 | 3 | 5 | 5 | 26 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | |
|---------------|--------------------------|---|---|---|---|---|------|
| | 1 | 2 | 3 | 4 | 5 | 6 | (X1) |
| Responden 146 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 147 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 148 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 149 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 150 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 151 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 152 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 153 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 154 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 155 | 3 | 5 | 5 | 3 | 5 | 5 | 26 |
| Responden 156 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 157 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 158 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 159 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 160 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 161 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 162 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 163 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 164 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 165 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 166 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 167 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 168 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 169 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 170 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 171 | 5 | 3 | 3 | 5 | 3 | 3 | 22 |
| Responden 172 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 173 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 174 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 175 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 176 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 177 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 178 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 179 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 180 | 5 | 3 | 3 | 5 | 3 | 3 | 22 |
| Responden 181 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 182 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | |
|---------------|--------------------------|-----|-----|-----|-----|-----|------|
| | 1 | 2 | 3 | 4 | 5 | 6 | (X1) |
| Responden 183 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 184 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 185 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 186 | 5 | 3 | 5 | 5 | 3 | 5 | 26 |
| Total | 732 | 757 | 749 | 732 | 757 | 749 | 4476 |

**Output Uji Validitas Item Pernyataan Kuesioner
Kehandalan (reliability) Menggunakan SPSS**

Correlations

| | | Item_1 | Item_2 | Item_3 | Item_4 | Item_5 | Item_6 | Total |
|--------|---------------------|---------|---------|---------|---------|---------|---------|--------|
| Item_1 | Pearson Correlation | 1 | .228** | .433** | 1.000** | .228** | .433** | .722** |
| | Sig. (2-tailed) | | 0,002 | 0,000 | 0,000 | 0,002 | 0,000 | 0,000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 |
| Item_2 | Pearson Correlation | .228** | 1 | .433** | .228** | 1.000** | .433** | .739** |
| | Sig. (2-tailed) | 0,002 | | 0,000 | 0,002 | 0,000 | 0,000 | 0,000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 |
| Item_3 | Pearson Correlation | .433** | .433** | 1 | .433** | .433** | 1.000** | .817** |
| | Sig. (2-tailed) | 0,000 | 0,000 | | 0,000 | 0,000 | 0,000 | 0,000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 |
| Item_4 | Pearson Correlation | 1.000** | .228** | .433** | 1 | .228** | .433** | .722** |
| | Sig. (2-tailed) | 0,000 | 0,002 | 0,000 | | 0,002 | 0,000 | 0,000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 |
| Item_5 | Pearson Correlation | .228** | 1.000** | .433** | .228** | 1 | .433** | .739** |
| | Sig. (2-tailed) | 0,002 | 0,000 | 0,000 | 0,002 | | 0,000 | 0,000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 |
| Item_6 | Pearson Correlation | .433** | .433** | 1.000** | .433** | .433** | 1 | .817** |
| | Sig. (2-tailed) | 0,000 | 0,000 | 0,000 | 0,000 | 0,000 | | 0,000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 |
| Total | Pearson Correlation | .722** | .739** | .817** | .722** | .739** | .817** | 1 |
| | Sig. (2-tailed) | 0,000 | 0,000 | 0,000 | 0,000 | 0,000 | 0,000 | |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 |

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

**Output Uji Reliabilitas Kuesioner
Kehandalan (reliability) Menggunakan SPSS**

Scale: ALL VARIABLES

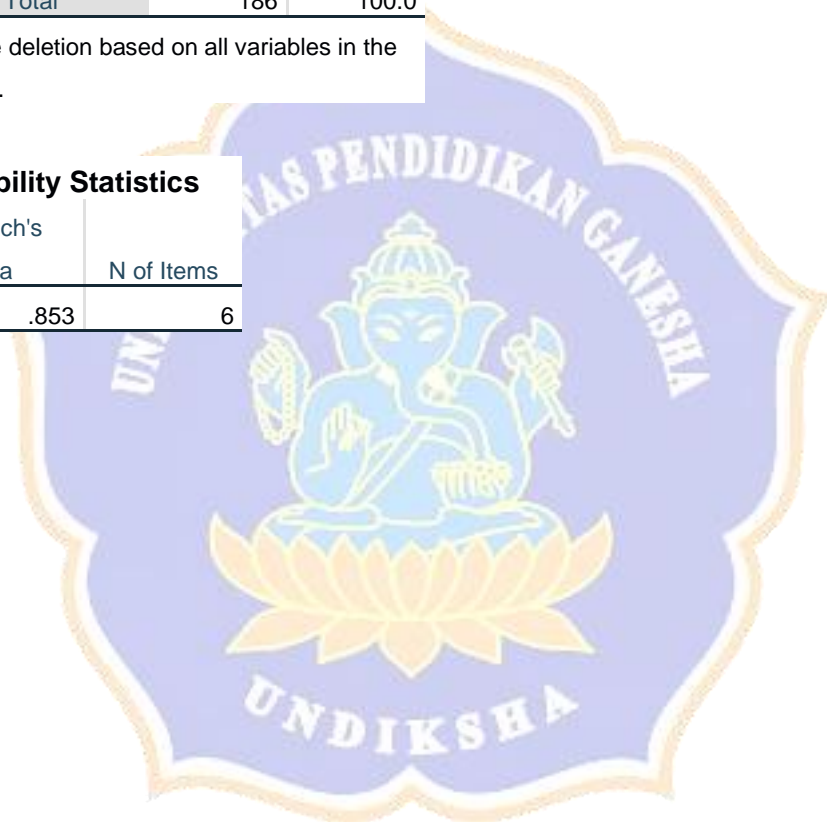
Case Processing Summary

| | | N | % |
|-------|-----------------------|-----|-------|
| Cases | Valid | 186 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 186 | 100.0 |

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

Reliability Statistics

| Cronbach's | |
|------------|------------|
| Alpha | N of Items |
| .853 | 6 |



Lampiran 3b Validitas Butir dan Reliabilitas Instrumen Jaminan (*Assurance*)**Data Persepsi Mahasiswa Terhadap Dimensi Jaminan (*Assurance*)**

| No. Responden | No. Pernyataan Kuesioner | | | | | | Total (X2) |
|---------------|--------------------------|---|---|---|---|---|---------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | |
| Responden 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 2 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 3 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 4 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 5 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 6 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 7 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 8 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 9 | 5 | 3 | 3 | 5 | 3 | 3 | 22 |
| Responden 10 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 11 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 12 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 13 | 4 | 5 | 3 | 4 | 5 | 3 | 24 |
| Responden 14 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 15 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 16 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 17 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 18 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 19 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 20 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 21 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 22 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 23 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 24 | 4 | 5 | 3 | 4 | 5 | 3 | 24 |
| Responden 25 | 3 | 5 | 5 | 3 | 5 | 5 | 26 |
| Responden 26 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 27 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 28 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 29 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 30 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 31 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 32 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 33 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 34 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | Total (X2) |
|---------------|--------------------------|---|---|---|---|---|---------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | |
| Responden 35 | 3 | 5 | 5 | 3 | 5 | 5 | 26 |
| Responden 36 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 37 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 38 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 39 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 40 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 41 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 42 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 43 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 44 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 45 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 46 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 47 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 48 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 49 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 50 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 51 | 3 | 3 | 5 | 3 | 3 | 5 | 22 |
| Responden 52 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 53 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 54 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 55 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 56 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 57 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 58 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 59 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 60 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 61 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 62 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 63 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 64 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 65 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 66 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 67 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 68 | 5 | 3 | 3 | 5 | 3 | 3 | 22 |
| Responden 69 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 70 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 71 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | Total (X2) |
|---------------|--------------------------|---|---|---|---|---|---------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | |
| Responden 72 | 4 | 5 | 3 | 4 | 5 | 3 | 24 |
| Responden 73 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 74 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 75 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 76 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 77 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 78 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 79 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 80 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 81 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 82 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 83 | 4 | 5 | 3 | 4 | 5 | 3 | 24 |
| Responden 84 | 3 | 5 | 5 | 3 | 5 | 5 | 26 |
| Responden 85 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 86 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 87 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 88 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 89 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 90 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 91 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 92 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 93 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 94 | 3 | 5 | 5 | 3 | 5 | 5 | 26 |
| Responden 95 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 96 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 97 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 98 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 99 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 100 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 101 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 102 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 103 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 104 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 105 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 106 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 107 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 108 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | Total (X2) |
|---------------|--------------------------|---|---|---|---|---|---------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | |
| Responden 109 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 110 | 3 | 3 | 5 | 3 | 3 | 5 | 22 |
| Responden 111 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 112 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 113 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 114 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 115 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 116 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 117 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 118 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 119 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 120 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 121 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 122 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 123 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 124 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 125 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 126 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 127 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 128 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 129 | 5 | 3 | 3 | 5 | 3 | 3 | 22 |
| Responden 130 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 131 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 132 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 133 | 4 | 5 | 3 | 4 | 5 | 3 | 24 |
| Responden 134 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 135 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 136 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 137 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 138 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 139 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 140 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 141 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 142 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 143 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 144 | 4 | 5 | 3 | 4 | 5 | 3 | 24 |
| Responden 145 | 3 | 5 | 5 | 3 | 5 | 5 | 26 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | Total (X2) |
|---------------|--------------------------|---|---|---|---|---|---------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | |
| Responden 146 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 147 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 148 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 149 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 150 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 151 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 152 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 153 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 154 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 155 | 3 | 5 | 5 | 3 | 5 | 5 | 26 |
| Responden 156 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 157 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 158 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 159 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 160 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 161 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 162 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 163 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 164 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 165 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 166 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 167 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 168 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 169 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 170 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 171 | 3 | 3 | 5 | 3 | 3 | 5 | 22 |
| Responden 172 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 173 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 174 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 175 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 176 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 177 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 178 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 179 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 180 | 3 | 3 | 5 | 3 | 3 | 5 | 22 |
| Responden 181 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 182 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | Total |
|---------------|--------------------------|-----|-----|-----|-----|-----|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | (X2) |
| Responden 183 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 184 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 185 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 186 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Total | 731 | 748 | 740 | 731 | 748 | 740 | 4438 |

**Output Uji Validitas Item Pernyataan Kuesioner
Jaminan (Assurance) Menggunakan SPSS**

Correlations

| | | Item_1 | Item_2 | Item_3 | Item_4 | Item_5 | Item_6 | Total |
|--------|---------------------|---------|---------|---------|---------|---------|---------|---------|
| Item_1 | Pearson Correlation | 1 | 1.000** | 1.000** | 1.000** | 1.000** | 1.000** | 1.000** |
| | Sig. (2-tailed) | | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 187 | 187 | 187 | 187 | 187 | 187 | 187 |
| Item_2 | Pearson Correlation | 1.000** | 1 | 1.000** | 1.000** | 1.000** | 1.000** | 1.000** |
| | Sig. (2-tailed) | .000 | | .000 | .000 | .000 | .000 | .000 |
| | N | 187 | 187 | 187 | 187 | 187 | 187 | 187 |
| Item_3 | Pearson Correlation | 1.000** | 1.000** | 1 | 1.000** | 1.000** | 1.000** | 1.000** |
| | Sig. (2-tailed) | .000 | .000 | | .000 | .000 | .000 | .000 |
| | N | 187 | 187 | 187 | 187 | 187 | 187 | 187 |
| Item_4 | Pearson Correlation | 1.000** | 1.000** | 1.000** | 1 | 1.000** | 1.000** | 1.000** |
| | Sig. (2-tailed) | .000 | .000 | .000 | | .000 | .000 | .000 |
| | N | 187 | 187 | 187 | 187 | 187 | 187 | 187 |
| Item_5 | Pearson Correlation | 1.000** | 1.000** | 1.000** | 1.000** | 1 | 1.000** | 1.000** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | | .000 | .000 |
| | N | 187 | 187 | 187 | 187 | 187 | 187 | 187 |
| Item_6 | Pearson Correlation | 1.000** | 1.000** | 1.000** | 1.000** | 1.000** | 1 | 1.000** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | | .000 |
| | N | 187 | 187 | 187 | 187 | 187 | 187 | 187 |
| Total | Pearson Correlation | 1.000** | 1.000** | 1.000** | 1.000** | 1.000** | 1.000** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | |
| | N | 187 | 187 | 187 | 187 | 187 | 187 | 187 |

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

**Output Uji Reliabilitas Kuesioner
Jaminan (Assurance) Menggunakan SPSS**

Scale: ALL VARIABLES

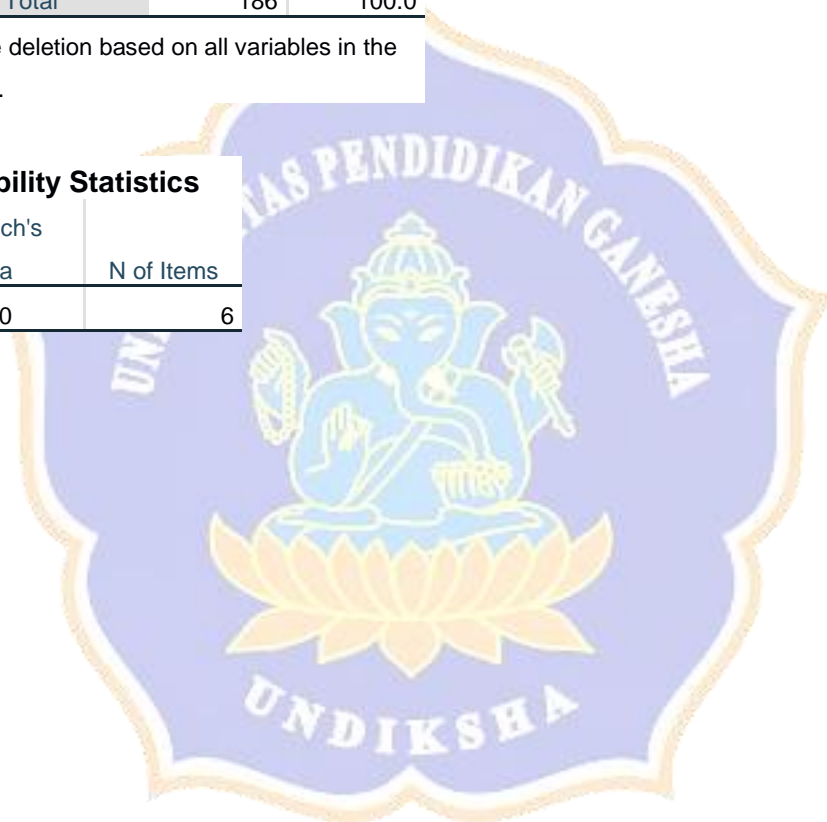
Case Processing Summary

| | | N | % |
|-------|-----------------------|-----|-------|
| Cases | Valid | 186 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 186 | 100.0 |

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

Reliability Statistics

| Cronbach's | |
|------------|------------|
| Alpha | N of Items |
| 1,000 | 6 |



Lampiran 3c Validitas Butir dan Reliabilitas Instrumen Daya Tanggap

Data Persepsi Mahasiswa Terhadap Dimensi Daya tanggap

| No. Responden | No. Pernyataan Kuesioner | | | | | | Total (X3) |
|---------------|--------------------------|---|---|---|---|---|---------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | |
| Responden 1 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 2 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 3 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 4 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 5 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 6 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 7 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 8 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 9 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 10 | 5 | 5 | 3 | 5 | 5 | 3 | 26 |
| Responden 11 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 12 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 13 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 14 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 15 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 16 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 17 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 18 | 5 | 5 | 3 | 5 | 5 | 3 | 26 |
| Responden 19 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 20 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 21 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 22 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 23 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 24 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 25 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 26 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 27 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 28 | 3 | 3 | 5 | 3 | 3 | 5 | 22 |
| Responden 29 | 4 | 3 | 2 | 4 | 3 | 2 | 18 |
| Responden 30 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 31 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 32 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 33 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 34 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | Total (X3) |
|---------------|--------------------------|---|---|---|---|---|---------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | |
| Responden 35 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 36 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 37 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 38 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 39 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 40 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 41 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 42 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 43 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 44 | 3 | 5 | 3 | 3 | 5 | 3 | 22 |
| Responden 45 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 46 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 47 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 48 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 49 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 50 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 51 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 52 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 53 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 54 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 55 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 56 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 57 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 58 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 59 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 60 | 3 | 5 | 3 | 3 | 5 | 3 | 22 |
| Responden 61 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 62 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 63 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 64 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 65 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 66 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 67 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 68 | 5 | 5 | 3 | 5 | 5 | 3 | 26 |
| Responden 69 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 70 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 71 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | Total (X3) |
|---------------|--------------------------|---|---|---|---|---|---------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | |
| Responden 72 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 73 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 74 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 75 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 76 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 77 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 78 | 3 | 3 | 5 | 3 | 3 | 5 | 22 |
| Responden 79 | 4 | 3 | 2 | 4 | 3 | 2 | 18 |
| Responden 80 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 81 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 82 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 83 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 84 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 85 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 86 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 87 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 88 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 89 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 90 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 91 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 92 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 93 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 94 | 3 | 5 | 3 | 3 | 5 | 3 | 22 |
| Responden 95 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 96 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 97 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 98 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 99 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 100 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 101 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 102 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 103 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 104 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 105 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 106 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 107 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 108 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | Total (X3) |
|---------------|--------------------------|---|---|---|---|---|---------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | |
| Responden 109 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 110 | 5 | 5 | 3 | 5 | 5 | 3 | 26 |
| Responden 111 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 112 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 113 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 114 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 115 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 116 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 117 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 118 | 5 | 5 | 3 | 5 | 5 | 3 | 26 |
| Responden 119 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 120 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 121 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 122 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 123 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 124 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 125 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 126 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 127 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 128 | 3 | 3 | 5 | 3 | 3 | 5 | 22 |
| Responden 129 | 4 | 3 | 2 | 4 | 3 | 2 | 18 |
| Responden 130 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 131 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 132 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 133 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 134 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 135 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 136 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 137 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 138 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 139 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 140 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 141 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 142 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 143 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 144 | 3 | 5 | 3 | 3 | 5 | 3 | 22 |
| Responden 145 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | Total (X3) |
|---------------|--------------------------|---|---|---|---|---|---------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | |
| Responden 146 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 147 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 148 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 149 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 150 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 151 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 152 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 153 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 154 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 155 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 156 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 157 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 158 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 159 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 160 | 3 | 5 | 3 | 3 | 5 | 3 | 22 |
| Responden 161 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 162 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 163 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 164 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 165 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 166 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 167 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 168 | 5 | 5 | 3 | 5 | 5 | 3 | 26 |
| Responden 169 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 170 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 171 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 172 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 173 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 174 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 175 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 176 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 177 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 178 | 3 | 3 | 5 | 3 | 3 | 5 | 22 |
| Responden 179 | 4 | 3 | 2 | 4 | 3 | 2 | 18 |
| Responden 180 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 181 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 182 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | Total |
|---------------|--------------------------|-----|-----|-----|-----|-----|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | (X3) |
| Responden 183 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 184 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 185 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 186 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Total | 757 | 748 | 747 | 757 | 748 | 747 | 4504 |

**Output Uji Validitas Item Pernyataan Kuesioner
Daya Tanggap Menggunakan SPSS**

Correlations

| | | Item_1 | Item_2 | Item_3 | Item_4 | Item_5 | Item_6 | Total |
|--------|---------------------|---------|---------|---------|---------|---------|---------|--------|
| Item_1 | Pearson Correlation | 1 | .393** | .444** | 1.000** | .393** | .444** | .810** |
| | Sig. (2-tailed) | | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 |
| Item_2 | Pearson Correlation | .393** | 1 | .285** | .393** | 1.000** | .285** | .715** |
| | Sig. (2-tailed) | .000 | | .000 | .000 | .000 | .000 | .000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 |
| Item_3 | Pearson Correlation | .444** | .285** | 1 | .444** | .285** | 1.000** | .765** |
| | Sig. (2-tailed) | .000 | .000 | | .000 | .000 | .000 | .000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 |
| Item_4 | Pearson Correlation | 1.000** | .393** | .444** | 1 | .393** | .444** | .810** |
| | Sig. (2-tailed) | .000 | .000 | .000 | | .000 | .000 | .000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 |
| Item_5 | Pearson Correlation | .393** | 1.000** | .285** | .393** | 1 | .285** | .715** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | | .000 | .000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 |
| Item_6 | Pearson Correlation | .444** | .285** | 1.000** | .444** | .285** | 1 | .765** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | | .000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 |
| Total | Pearson Correlation | .810** | .715** | .765** | .810** | .715** | .765** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 |

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

**Output Uji Reliabilitas Kuesioner
Daya Tanggap Menggunakan SPSS**

Scale: ALL VARIABLES

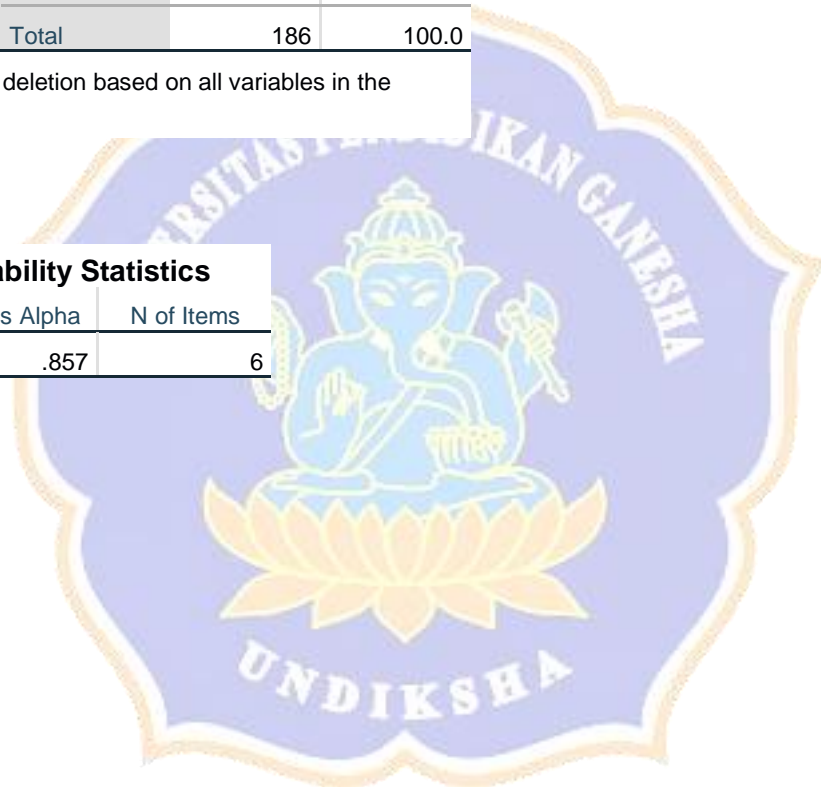
Case Processing Summary

| | | N | % |
|-------|-----------------------|-----|-------|
| Cases | Valid | 186 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 186 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .857 | 6 |



Lampiran 3d Validitas Butir dan Reliabilitas Instrumen Empati (*empathy*)**Data Persepsi Mahasiswa Terhadap Dimensi Empati (*empathy*)**

| No. Responden | No. Pernyataan Kuesioner | | | | | | Total (X4) |
|---------------|--------------------------|---|---|---|---|---|---------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | |
| Responden 1 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 2 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 3 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 4 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 5 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 6 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 7 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 8 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 9 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 10 | 3 | 5 | 3 | 3 | 5 | 3 | 22 |
| Responden 11 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 12 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 13 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 14 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 15 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 16 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 17 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 18 | 5 | 3 | 3 | 5 | 3 | 3 | 22 |
| Responden 19 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 20 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 21 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 22 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 23 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 24 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 25 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 26 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 27 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 28 | 3 | 5 | 5 | 3 | 5 | 5 | 26 |
| Responden 29 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 30 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 31 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 32 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 33 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 34 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | Total (X4) |
|---------------|--------------------------|---|---|---|---|---|---------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | |
| Responden 35 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 36 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 37 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 38 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 39 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 40 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 41 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 42 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 43 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 44 | 3 | 3 | 5 | 3 | 3 | 5 | 22 |
| Responden 45 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 46 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 47 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 48 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 49 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 50 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 51 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 52 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 53 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 54 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 55 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 56 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 57 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 58 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 59 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 60 | 3 | 5 | 3 | 3 | 5 | 3 | 22 |
| Responden 61 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 62 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 63 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 64 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 65 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 66 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 67 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 68 | 5 | 3 | 3 | 5 | 3 | 3 | 22 |
| Responden 69 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 70 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 71 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | Total (X4) |
|---------------|--------------------------|---|---|---|---|---|---------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | |
| Responden 72 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 73 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 74 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 75 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 76 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 77 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 78 | 3 | 5 | 5 | 3 | 5 | 5 | 26 |
| Responden 79 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 80 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 81 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 82 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 83 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 84 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 85 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 86 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 87 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 88 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 89 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 90 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 91 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 92 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 93 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 94 | 3 | 3 | 5 | 3 | 3 | 5 | 22 |
| Responden 95 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 96 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 97 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 98 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 99 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 100 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 101 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 102 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 103 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 104 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 105 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 106 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 107 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 108 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | Total (X4) |
|---------------|--------------------------|---|---|---|---|---|---------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | |
| Responden 109 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 110 | 3 | 5 | 3 | 3 | 5 | 3 | 22 |
| Responden 111 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 112 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 113 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 114 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 115 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 116 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 117 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 118 | 5 | 3 | 3 | 5 | 3 | 3 | 22 |
| Responden 119 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 120 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 121 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 122 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 123 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 124 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 125 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 126 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 127 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 128 | 3 | 5 | 5 | 3 | 5 | 5 | 26 |
| Responden 129 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 130 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 131 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 132 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 133 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 134 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 135 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 136 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 137 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 138 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 139 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 140 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 141 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 142 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 143 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 144 | 3 | 3 | 5 | 3 | 3 | 5 | 22 |
| Responden 145 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | Total (X4) |
|---------------|--------------------------|---|---|---|---|---|---------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | |
| Responden 146 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 147 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 148 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 149 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 150 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 151 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 152 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 153 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 154 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 155 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 156 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 157 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 158 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 159 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 160 | 3 | 5 | 3 | 3 | 5 | 3 | 22 |
| Responden 161 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 162 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 163 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 164 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 165 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 166 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 167 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 168 | 5 | 3 | 3 | 5 | 3 | 3 | 22 |
| Responden 169 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 170 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 171 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 172 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 173 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 174 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 175 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 176 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 177 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 178 | 3 | 5 | 5 | 3 | 5 | 5 | 26 |
| Responden 179 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Responden 180 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 181 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 182 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | Total |
|---------------|--------------------------|-----|-----|-----|-----|-----|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | (X4) |
| Responden 183 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 184 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 185 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 186 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| Total | 726 | 760 | 749 | 726 | 760 | 749 | 4470 |

**Output Uji Validitas Item Pernyataan Kuesioner
Empati (Empathy) Menggunakan SPSS**

Correlations

| | | Item_1 | Item_2 | Item_3 | Item_4 | Item_5 | Item_6 | Total |
|--------|---------------------|---------|---------|---------|---------|---------|---------|--------|
| Item_1 | Pearson Correlation | 1 | .421** | .246** | 1.000** | .421** | .246** | .734** |
| | Sig. (2-tailed) | | .000 | .001 | .000 | .000 | .001 | .000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 |
| Item_2 | Pearson Correlation | .421** | 1 | .492** | .421** | 1.000** | .492** | .830** |
| | Sig. (2-tailed) | .000 | | .000 | .000 | .000 | .000 | .000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 |
| Item_3 | Pearson Correlation | .246** | .492** | 1 | .246** | .492** | 1.000** | .743** |
| | Sig. (2-tailed) | .001 | .000 | | .001 | .000 | .000 | .000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 |
| Item_4 | Pearson Correlation | 1.000** | .421** | .246** | 1 | .421** | .246** | .734** |
| | Sig. (2-tailed) | .000 | .000 | .001 | | .000 | .001 | .000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 |
| Item_5 | Pearson Correlation | .421** | 1.000** | .492** | .421** | 1 | .492** | .830** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | | .000 | .000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 |
| Item_6 | Pearson Correlation | .246** | .492** | 1.000** | .246** | .492** | 1 | .743** |
| | Sig. (2-tailed) | .001 | .000 | .000 | .001 | .000 | | .000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 |
| Total | Pearson Correlation | .734** | .830** | .743** | .734** | .830** | .743** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 |

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

Output Uji Reliabilitas Kuesioner Empati (Empathy) Menggunakan SPSS

Reliability

Scale: ALL VARIABLES

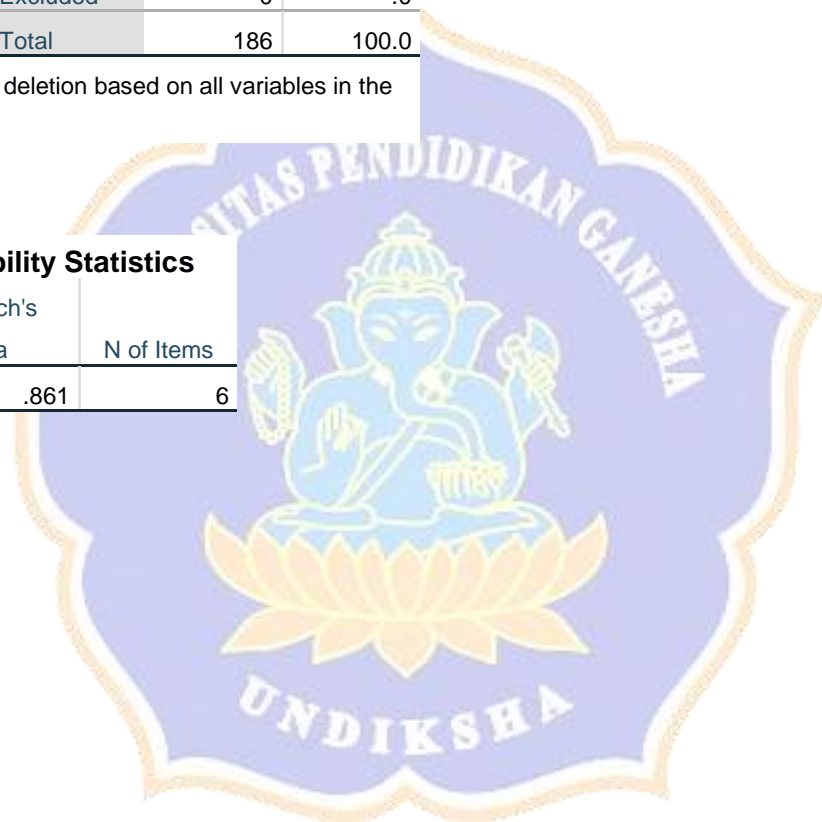
Case Processing Summary

| | | N | % |
|-------|-----------------------|-----|-------|
| Cases | Valid | 186 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 186 | 100.0 |

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

Reliability Statistics

| | |
|------------|------------|
| Cronbach's | |
| Alpha | N of Items |
| .861 | 6 |



Lampiran 3e Validitas Butir dan Reliabilitas Instrumen Bukti Langsung
(Tangible)

Data Persepsi Mahasiswa Terhadap Dimensi Bukti Langsung (Tangible)

| No. Responden | No. Pernyataan Kuesioner | | | | | | Total (X5) |
|---------------|--------------------------|---|---|---|---|---|---------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | |
| Responden 1 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 2 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 3 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 4 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 5 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 6 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 7 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 8 | 3 | 2 | 3 | 3 | 2 | 3 | 16 |
| Responden 9 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 10 | 3 | 3 | 5 | 3 | 3 | 5 | 22 |
| Responden 11 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 12 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 13 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 14 | 3 | 4 | 5 | 3 | 4 | 5 | 24 |
| Responden 15 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 16 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 17 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 18 | 5 | 3 | 5 | 5 | 3 | 5 | 26 |
| Responden 19 | 3 | 4 | 5 | 3 | 4 | 5 | 24 |
| Responden 20 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 21 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 22 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 23 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 24 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 25 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 26 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 27 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 28 | 3 | 5 | 3 | 3 | 5 | 3 | 22 |
| Responden 29 | 2 | 4 | 3 | 2 | 4 | 3 | 18 |
| Responden 30 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 31 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 32 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 33 | 3 | 4 | 5 | 3 | 4 | 5 | 24 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | Total (X5) |
|---------------|--------------------------|---|---|---|---|---|---------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | |
| Responden 34 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 35 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 36 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 37 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 38 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 39 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 40 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 41 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 42 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 43 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 44 | 3 | 5 | 5 | 3 | 5 | 5 | 26 |
| Responden 45 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 46 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 47 | 2 | 3 | 3 | 2 | 3 | 3 | 16 |
| Responden 48 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 49 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 50 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 51 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 52 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 53 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 54 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 55 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 56 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 57 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 58 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 59 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 60 | 3 | 3 | 5 | 3 | 3 | 5 | 22 |
| Responden 61 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 62 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 63 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 64 | 3 | 4 | 5 | 3 | 4 | 5 | 24 |
| Responden 65 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 66 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 67 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 68 | 5 | 3 | 5 | 5 | 3 | 5 | 26 |
| Responden 69 | 3 | 4 | 5 | 3 | 4 | 5 | 24 |
| Responden 70 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | Total (X5) |
|---------------|--------------------------|---|---|---|---|---|---------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | |
| Responden 71 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 72 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 73 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 74 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 75 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 76 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 77 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 78 | 3 | 5 | 3 | 3 | 5 | 3 | 22 |
| Responden 79 | 2 | 4 | 3 | 2 | 4 | 3 | 18 |
| Responden 80 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 81 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 82 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 83 | 3 | 4 | 5 | 3 | 4 | 5 | 24 |
| Responden 84 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 85 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 86 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 87 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 88 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 89 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 90 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 91 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 92 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 93 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 94 | 3 | 5 | 5 | 3 | 5 | 5 | 26 |
| Responden 95 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 96 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 97 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 98 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 99 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 100 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 101 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 102 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 103 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 104 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 105 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 106 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 107 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | Total (X5) |
|---------------|--------------------------|---|---|---|---|---|---------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | |
| Responden 108 | 3 | 2 | 3 | 3 | 2 | 3 | 16 |
| Responden 109 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 110 | 3 | 3 | 5 | 3 | 3 | 5 | 22 |
| Responden 111 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 112 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 113 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 114 | 3 | 4 | 5 | 3 | 4 | 5 | 24 |
| Responden 115 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 116 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 117 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 118 | 5 | 3 | 5 | 5 | 3 | 5 | 26 |
| Responden 119 | 3 | 4 | 5 | 3 | 4 | 5 | 24 |
| Responden 120 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 121 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 122 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 123 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 124 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 125 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 126 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 127 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 128 | 3 | 5 | 3 | 3 | 5 | 3 | 22 |
| Responden 129 | 2 | 4 | 3 | 2 | 4 | 3 | 18 |
| Responden 130 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 131 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 132 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 133 | 3 | 4 | 5 | 3 | 4 | 5 | 24 |
| Responden 134 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| Responden 135 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 136 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 137 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 138 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 139 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 140 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 141 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 142 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 143 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 144 | 3 | 5 | 5 | 3 | 5 | 5 | 26 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | Total (X5) |
|---------------|--------------------------|---|---|---|---|---|---------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | |
| Responden 145 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 146 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 147 | 2 | 3 | 3 | 2 | 3 | 3 | 16 |
| Responden 148 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 149 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 150 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| Responden 151 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| Responden 152 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 153 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 154 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 155 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 156 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 157 | 4 | 4 | 3 | 4 | 4 | 3 | 22 |
| Responden 158 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 159 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 160 | 3 | 3 | 5 | 3 | 3 | 5 | 22 |
| Responden 161 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 162 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 163 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 164 | 3 | 4 | 5 | 3 | 4 | 5 | 24 |
| Responden 165 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| Responden 166 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 167 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 168 | 5 | 3 | 5 | 5 | 3 | 5 | 26 |
| Responden 169 | 3 | 4 | 5 | 3 | 4 | 5 | 24 |
| Responden 170 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| Responden 171 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| Responden 172 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| Responden 173 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| Responden 174 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| Responden 175 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| Responden 176 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| Responden 177 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| Responden 178 | 3 | 5 | 3 | 3 | 5 | 3 | 22 |
| Responden 179 | 2 | 4 | 3 | 2 | 4 | 3 | 18 |
| Responden 180 | 3 | 4 | 3 | 3 | 4 | 3 | 20 |
| Responden 181 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |

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

**Output Uji Reliabilitas Kuesioner
Bukti langsung (Tangible) Menggunakan SPSS**

Scale: ALL VARIABLES

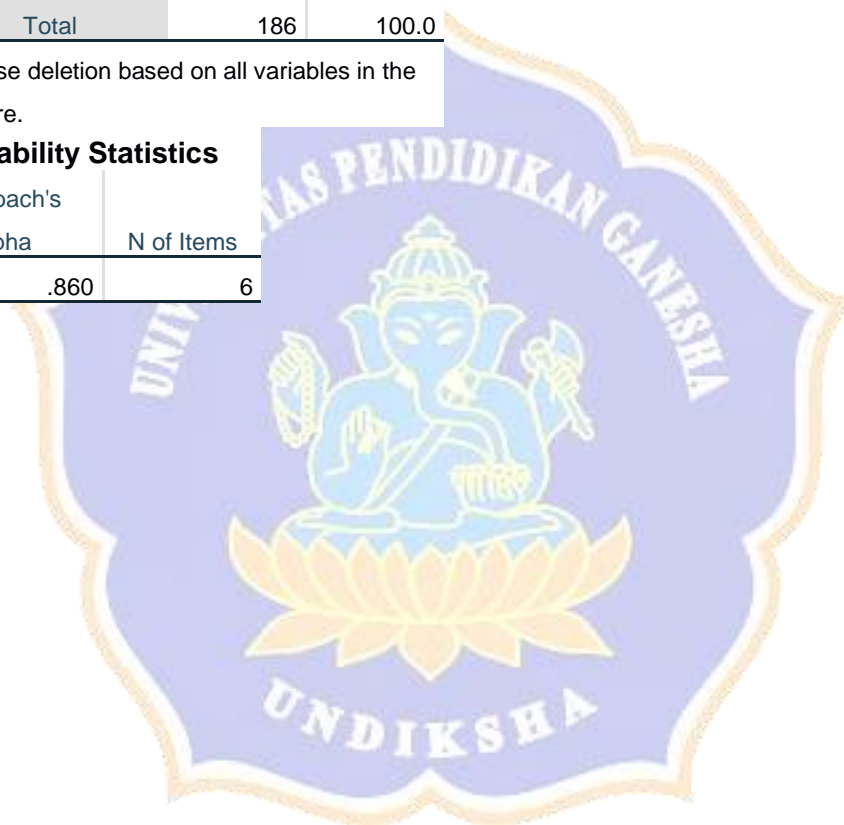
Case Processing Summary

| | | N | % |
|-------|-----------------------|-----|-------|
| Cases | Valid | 186 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 186 | 100.0 |

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

Reliability Statistics

| Cronbach's | |
|------------|------------|
| Alpha | N of Items |
| .860 | 6 |



Lampiran 3f Validitas Butir dan Reliabilitas Instrumen Kepuasan Mahasiswa (Y)

Data Persepsi Mahasiswa Terhadap Dimensi Kepuasan Mahasiswa (Y)

| No. Responden | No. Pernyataan Kuesioner | | | | | | | | | | Total Y |
|------------------|--------------------------|---|---|---|---|---|---|---|---|----|------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| Responden 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| Responden 2 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 47 |
| Responden 3 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 45 |
| Responden 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 36 |
| Responden 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 38 |
| Responden 6 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 32 |
| Responden 7 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 39 |
| Responden 8 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 5 | 37 |
| Responden 9 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 3 | 42 |
| Responden 10 | 3 | 5 | 5 | 3 | 3 | 5 | 5 | 3 | 3 | 4 | 39 |
| Responden 11 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 4 | 47 |
| Responden 12 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 48 |
| Responden 13 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 43 |
| Responden 14 | 3 | 3 | 5 | 3 | 3 | 3 | 5 | 3 | 5 | 4 | 37 |
| Responden 15 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 39 |
| Responden 16 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 5 | 33 |
| Responden 17 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 35 |
| Responden 18 | 3 | 5 | 5 | 3 | 3 | 5 | 5 | 3 | 3 | 4 | 39 |
| Responden 19 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 5 | 5 | 38 |
| Responden 20 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 40 |
| Responden 21 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 43 |
| Responden 22 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 44 |
| Responden 23 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 5 | 4 | 35 |
| Responden 24 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 5 | 37 |
| Responden 25 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 5 | 36 |
| Responden 26 | 5 | 5 | 5 | 2 | 5 | 5 | 5 | 2 | 3 | 3 | 40 |
| Responden 27 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 3 | 4 | 43 |
| Responden 28 | 3 | 5 | 5 | 3 | 3 | 5 | 5 | 3 | 4 | 3 | 39 |
| Responden 29 | 4 | 3 | 3 | 2 | 4 | 3 | 3 | 2 | 3 | 3 | 30 |
| Responden 30 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 38 |
| Responden 31 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 42 |
| Responden 32 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 46 |
| Responden 33 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 43 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | | | | | Total Y |
|------------------|--------------------------|---|---|---|---|---|---|---|---|----|------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| Responden 34 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 45 |
| Responden 35 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 3 | 5 | 44 |
| Responden 36 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 34 |
| Responden 37 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 35 |
| Responden 38 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 47 |
| Responden 39 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 3 | 46 |
| Responden 40 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 44 |
| Responden 41 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| Responden 42 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 44 |
| Responden 43 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 46 |
| Responden 44 | 3 | 5 | 3 | 5 | 3 | 5 | 3 | 5 | 4 | 5 | 41 |
| Responden 45 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 32 |
| Responden 46 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 38 |
| Responden 47 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 32 |
| Responden 48 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 36 |
| Responden 49 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 38 |
| Responden 50 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 45 |
| Responden 51 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 3 | 40 |
| Responden 52 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 47 |
| Responden 53 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 46 |
| Responden 54 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| Responden 55 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 40 |
| Responden 56 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 33 |
| Responden 57 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 37 |
| Responden 58 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 31 |
| Responden 59 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 3 | 42 |
| Responden 60 | 3 | 5 | 3 | 3 | 3 | 5 | 3 | 3 | 4 | 4 | 36 |
| Responden 61 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 45 |
| Responden 62 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 49 |
| Responden 63 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 3 | 40 |
| Responden 64 | 3 | 3 | 5 | 3 | 3 | 3 | 5 | 3 | 3 | 3 | 34 |
| Responden 65 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 36 |
| Responden 66 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 5 | 4 | 35 |
| Responden 67 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 5 | 37 |
| Responden 68 | 3 | 5 | 5 | 3 | 3 | 5 | 5 | 3 | 5 | 3 | 40 |
| Responden 69 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 35 |
| Responden 70 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 39 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | | | | | Total Y |
|------------------|--------------------------|---|---|---|---|---|---|---|---|----|------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| Responden 71 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 44 |
| Responden 72 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 45 |
| Responden 73 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 5 | 4 | 35 |
| Responden 74 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 5 | 4 | 37 |
| Responden 75 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 5 | 33 |
| Responden 76 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 3 | 43 |
| Responden 77 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 3 | 4 | 43 |
| Responden 78 | 3 | 5 | 5 | 3 | 3 | 5 | 5 | 3 | 5 | 5 | 42 |
| Responden 79 | 4 | 3 | 3 | 2 | 4 | 3 | 3 | 2 | 5 | 5 | 34 |
| Responden 80 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 39 |
| Responden 81 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| Responden 82 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 47 |
| Responden 83 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 43 |
| Responden 84 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 3 | 5 | 44 |
| Responden 85 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 3 | 3 | 42 |
| Responden 86 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 35 |
| Responden 87 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 35 |
| Responden 88 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 3 | 3 | 44 |
| Responden 89 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 48 |
| Responden 90 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 46 |
| Responden 91 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| Responden 92 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 45 |
| Responden 93 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 45 |
| Responden 94 | 3 | 5 | 3 | 5 | 3 | 5 | 3 | 5 | 3 | 5 | 40 |
| Responden 95 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| Responden 96 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 37 |
| Responden 97 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 33 |
| Responden 98 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 34 |
| Responden 99 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| Responden 100 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 48 |
| Responden 101 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| Responden 102 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 48 |
| Responden 103 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 45 |
| Responden 104 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 38 |
| Responden 105 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| Responden 106 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 32 |
| Responden 107 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 38 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | | | | | Total Y |
|------------------|--------------------------|---|---|---|---|---|---|---|---|----|------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| Responden 108 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 34 |
| Responden 109 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 43 |
| Responden 110 | 3 | 5 | 5 | 3 | 3 | 5 | 5 | 3 | 3 | 3 | 38 |
| Responden 111 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 49 |
| Responden 112 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| Responden 113 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 42 |
| Responden 114 | 3 | 3 | 5 | 3 | 3 | 3 | 5 | 3 | 5 | 3 | 36 |
| Responden 115 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 37 |
| Responden 116 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 31 |
| Responden 117 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 35 |
| Responden 118 | 3 | 5 | 5 | 3 | 3 | 5 | 5 | 3 | 5 | 3 | 40 |
| Responden 119 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 35 |
| Responden 120 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 3 | 38 |
| Responden 121 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 42 |
| Responden 122 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 45 |
| Responden 123 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 5 | 35 |
| Responden 124 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 34 |
| Responden 125 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 34 |
| Responden 126 | 5 | 5 | 5 | 2 | 5 | 5 | 5 | 2 | 3 | 3 | 40 |
| Responden 127 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 45 |
| Responden 128 | 3 | 5 | 5 | 3 | 3 | 5 | 5 | 3 | 4 | 5 | 41 |
| Responden 129 | 4 | 3 | 3 | 2 | 4 | 3 | 3 | 2 | 5 | 3 | 32 |
| Responden 130 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 37 |
| Responden 131 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 39 |
| Responden 132 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 46 |
| Responden 133 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 43 |
| Responden 134 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 45 |
| Responden 135 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 45 |
| Responden 136 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 5 | 37 |
| Responden 137 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 35 |
| Responden 138 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 4 | 47 |
| Responden 139 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| Responden 140 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 46 |
| Responden 141 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 41 |
| Responden 142 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 44 |
| Responden 143 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 45 |
| Responden 144 | 3 | 5 | 3 | 5 | 3 | 5 | 3 | 5 | 4 | 5 | 41 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | | | | | Total Y |
|------------------|--------------------------|---|---|---|---|---|---|---|---|----|------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| Responden 145 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 32 |
| Responden 146 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 36 |
| Responden 147 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 33 |
| Responden 148 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 35 |
| Responden 149 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 38 |
| Responden 150 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 44 |
| Responden 151 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 44 |
| Responden 152 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 46 |
| Responden 153 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 45 |
| Responden 154 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 41 |
| Responden 155 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 40 |
| Responden 156 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 32 |
| Responden 157 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 37 |
| Responden 158 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 31 |
| Responden 159 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 3 | 3 | 40 |
| Responden 160 | 3 | 5 | 3 | 3 | 3 | 5 | 3 | 3 | 4 | 4 | 36 |
| Responden 161 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 44 |
| Responden 162 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 48 |
| Responden 163 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 44 |
| Responden 164 | 3 | 3 | 5 | 3 | 3 | 3 | 5 | 3 | 4 | 5 | 37 |
| Responden 165 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 38 |
| Responden 166 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 34 |
| Responden 167 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 34 |
| Responden 168 | 3 | 5 | 5 | 3 | 3 | 5 | 5 | 3 | 4 | 4 | 40 |
| Responden 169 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 34 |
| Responden 170 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 41 |
| Responden 171 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 3 | 3 | 42 |
| Responden 172 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 45 |
| Responden 173 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 5 | 5 | 36 |
| Responden 174 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 36 |
| Responden 175 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 32 |
| Responden 176 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 3 | 3 | 42 |
| Responden 177 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 44 |
| Responden 178 | 3 | 5 | 5 | 3 | 3 | 5 | 5 | 3 | 3 | 3 | 38 |
| Responden 179 | 4 | 3 | 3 | 2 | 4 | 3 | 3 | 2 | 4 | 5 | 33 |
| Responden 180 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 36 |
| Responden 181 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 41 |

| No. Responden | No. Pernyataan Kuesioner | | | | | | | | | | Total Y |
|---------------|--------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|---------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| Responden 182 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 48 |
| Responden 183 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 41 |
| Responden 184 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 3 | 4 | 43 |
| Responden 185 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 3 | 43 |
| Responden 186 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 5 | 3 | 36 |
| Total | 734 | 763 | 747 | 725 | 734 | 763 | 747 | 725 | 731 | 739 | 7408 |



Correlations

| | | Item_1 | Item_2 | Item_3 | Item_4 | Item_5 | Item_6 | Item_7 | Item_8 | Item_9 | Item_10 | Total |
|---------|---------------------|--------|--------|--------|---------|--------|--------|--------|--------|--------|---------|--------|
| Item_8 | Pearson Correlation | .718** | .311** | .248** | 1.000** | .718** | .311** | .248** | 1 | .185* | .228** | .795** |
| | Sig. (2-tailed) | .000 | .000 | .001 | .000 | .000 | .000 | .001 | | .011 | .002 | .000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 | 186 | 186 | 186 | 186 |
| Item_9 | Pearson Correlation | .175* | .035 | .099 | .185* | .175* | .035 | .099 | .185* | 1 | .319** | .364** |
| | Sig. (2-tailed) | .017 | .639 | .180 | .011 | .017 | .639 | .180 | .011 | | .000 | .000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 | 186 | 186 | 186 | 186 |
| Item_10 | Pearson Correlation | .141 | .089 | .011 | .228** | .141 | .089 | .011 | .228** | .319** | 1 | .356** |
| | Sig. (2-tailed) | .054 | .227 | .887 | .002 | .054 | .227 | .887 | .002 | .000 | | .000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 | 186 | 186 | 186 | 186 |
| Total | Pearson Correlation | .771** | .637** | .640** | .795** | .771** | .637** | .640** | .795** | .364** | .356** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| | N | 186 | 186 | 186 | 186 | 186 | 186 | 186 | 186 | 186 | 186 | 186 |

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

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



**Output Uji Reliabilitas Kuesioner
Kepuasan Mahasiswa (Y) Menggunakan SPSS**

Reliability

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|-----|-------|
| Cases | Valid | 186 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 186 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .842 | 10 |



RANGKUMAN UJI VALIDITAS MENGGUNAKAN EXCEL

| Variabel dan Item Pernyataan | | Nilai | r-tabel | Keterangan |
|--|---------|----------|---------|------------|
| | | Korelasi | | |
| Kehandalan (<i>reliability</i>) X ₁ | Item 1 | 0,722 | 0,144 | Valid |
| | Item 2 | 0,739 | 0,144 | Valid |
| | Item 3 | 0,817 | 0,144 | Valid |
| | Item 4 | 0,722 | 0,144 | Valid |
| | Item 5 | 0,739 | 0,144 | Valid |
| | Item 6 | 0,817 | 0,144 | Valid |
| Jaminan (<i>assurance</i>) X ₂ | Item 1 | 0,681 | 0,144 | Valid |
| | Item 2 | 0,797 | 0,144 | Valid |
| | Item 3 | 0,822 | 0,144 | Valid |
| | Item 4 | 0,681 | 0,144 | Valid |
| | Item 5 | 0,797 | 0,144 | Valid |
| | Item 6 | 0,822 | 0,144 | Valid |
| Daya tanggap (<i>responsiveness</i>) X ₃ | Item 1 | 0,810 | 0,144 | Valid |
| | Item 2 | 0,715 | 0,144 | Valid |
| | Item 3 | 0,765 | 0,144 | Valid |
| | Item 4 | 0,810 | 0,144 | Valid |
| | Item 5 | 0,715 | 0,144 | Valid |
| | Item 6 | 0,765 | 0,144 | Valid |
| Empati (<i>empathy</i>) X ₄ | Item 1 | 0,734 | 0,144 | Valid |
| | Item 2 | 0,830 | 0,144 | Valid |
| | Item 3 | 0,743 | 0,144 | Valid |
| | Item 4 | 0,734 | 0,144 | Valid |
| | Item 5 | 0,830 | 0,144 | Valid |
| | Item 6 | 0,743 | 0,144 | Valid |
| Bukti fisik (<i>tangibles</i>) X ₅ | Item 1 | 0,803 | 0,144 | Valid |
| | Item 2 | 0,705 | 0,144 | Valid |
| | Item 3 | 0,791 | 0,144 | Valid |
| | Item 4 | 0,803 | 0,144 | Valid |
| | Item 5 | 0,705 | 0,144 | Valid |
| | Item 6 | 0,791 | 0,144 | Valid |
| Kepuasan Mahasiswa (Y) | Item 1 | 0,771 | 0,144 | Valid |
| | Item 2 | 0,637 | 0,144 | Valid |
| | Item 3 | 0,640 | 0,144 | Valid |
| | Item 4 | 0,795 | 0,144 | Valid |
| | Item 5 | 0,771 | 0,144 | Valid |
| | Item 6 | 0,637 | 0,144 | Valid |
| | Item 7 | 0,640 | 0,144 | Valid |
| | Item 8 | 0,795 | 0,144 | Valid |
| | Item 9 | 0,364 | 0,144 | Valid |
| | Item 10 | 0,356 | 0,144 | Valid |

RANGKUMAN UJI RELIABILITAS INSTRUMEN MENGGUNAKAN EXCEL

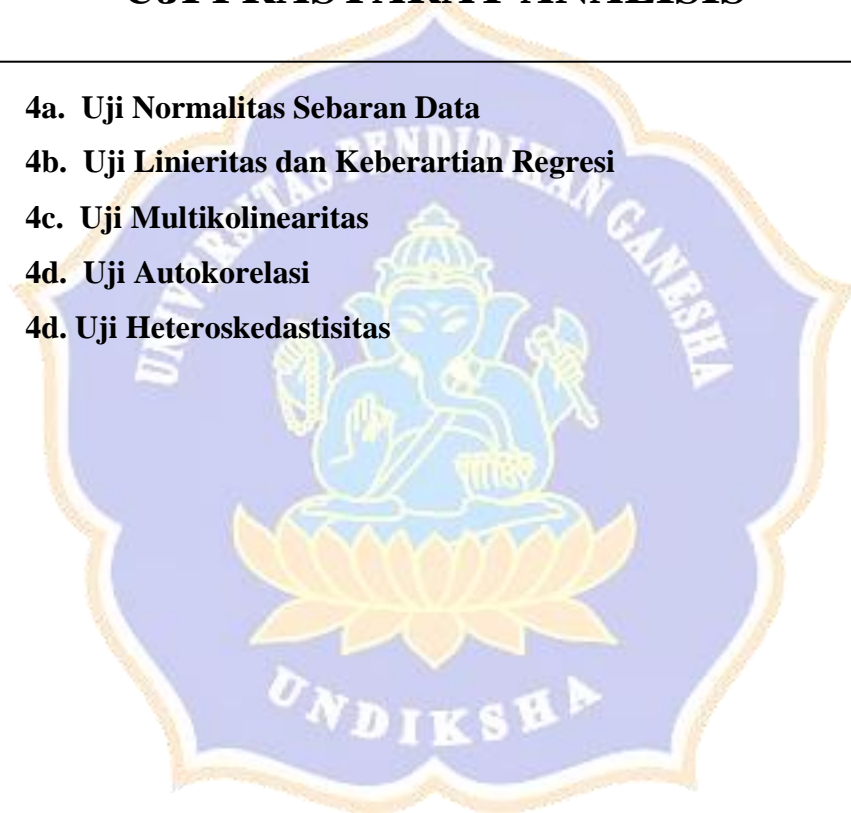
| No | Kuesioner | Jumlah Butir Valid | Koefisien Reliabilitas | Kriteria Reliabilitas |
|----|---|--------------------|------------------------|-----------------------|
| 1 | Kehandalan (<i>reliability</i>) X ₁ | 6 | 0,853 | Tinggi |
| 2 | Jaminan (<i>assurance</i>) X ₂ | 6 | 1,000 | Sangat Tinggi |
| 3 | Daya tanggap (<i>responsiveness</i>) X ₃ | 6 | 0,857 | Tinggi |
| 4 | Bukti fisik (<i>tangibles</i>) X ₅ | 6 | 0,861 | Tinggi |
| 5 | Empati (<i>Empathy</i>) X ₅ | 6 | 0,860 | Tinggi |
| 6 | Kepuasan Mahasiswa (Y) | 10 | 0,842 | Tinggi |



LAMPIRAN 4

UJI PRASYARAT ANALISIS

- 4a. Uji Normalitas Sebaran Data**
- 4b. Uji Linieritas dan Keberartian Regresi**
- 4c. Uji Multikolinearitas**
- 4d. Uji Autokorelasi**
- 4d. Uji Heteroskedastisitas**



Lampiran 4a Uji Normalitas Sebaran Data

Case Processing Summary

| | Valid | | Cases Missing | | Total | |
|--------------------|-------|---------|---------------|---------|-------|---------|
| | N | Percent | N | Percent | N | Percent |
| Kepuasan Mahasiswa | 186 | 100.0% | 0 | 0.0% | 186 | 100.0% |
| Reliability | 186 | 100.0% | 0 | 0.0% | 186 | 100.0% |
| Assurance | 186 | 100.0% | 0 | 0.0% | 186 | 100.0% |
| Responsiveness | 186 | 100.0% | 0 | 0.0% | 186 | 100.0% |
| Empathy | 186 | 100.0% | 0 | 0.0% | 186 | 100.0% |
| Tangible | 186 | 100.0% | 0 | 0.0% | 186 | 100.0% |

Tests of Normality

| | Kolmogorov-Smirnov ^a | | | Shapiro-Wilk | | |
|--------------------|---------------------------------|-----|------|--------------|-----|------|
| | Statistic | df | Sig. | Statistic | df | Sig. |
| Kepuasan Mahasiswa | .085 | 186 | .092 | .975 | 186 | .102 |
| Reliability | .167 | 186 | .070 | .934 | 186 | .090 |
| Assurance | .140 | 186 | .065 | .935 | 186 | .083 |
| Responsiveness | .184 | 186 | .089 | .923 | 186 | .179 |
| Empathy | .167 | 186 | .079 | .920 | 186 | .099 |
| Tangible | .152 | 186 | .078 | .950 | 186 | .122 |

a. Lilliefors Significance Correction

Nilai signifikansi lebih dari 0,05 maka data berdistribusi normal

Lampiran 4b Uji Linieritas dan Keberartian Regresi

1) X1 Terhadap Y

Case Processing Summary

| | Cases | | | | | |
|-------------------------------------|----------|---------|----------|---------|-------|---------|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| Kepuasan Mahasiswa * Reliability | 186 | 100.0% | 0 | 0.0% | 186 | 100.0% |

Report

| Kepuasan Mahasiswa | | | |
|--------------------|-------|-----|----------------|
| Reliability | Mean | N | Std. Deviation |
| 18 | 36.15 | 13 | 4.356 |
| 20 | 37.22 | 32 | 4.248 |
| 22 | 38.21 | 28 | 4.175 |
| 24 | 39.72 | 29 | 4.644 |
| 26 | 41.54 | 41 | 4.648 |
| 28 | 42.12 | 33 | 3.943 |
| 30 | 43.20 | 10 | 5.181 |
| Total | 39.83 | 186 | 4.843 |

ANOVA Table

| | | | Sum of Squares | df | Mean Square | F | Sig. |
|-------------------------------------|----------------|--------------------------|----------------|--------|-------------|--------|------|
| Kepuasan Mahasiswa * Reliability | Between Groups | (Combined) | 873.516 | 6 | 145.586 | 7.521 | .000 |
| | | Linearity | 858.011 | 1 | 858.011 | 44.325 | .000 |
| | | Deviation from Linearity | 15.505 | 5 | 3.101 | .160 | .977 |
| | Within Groups | 3464.979 | 179 | 19.357 | | | |
| Total | | | 4338.495 | 185 | | | |

Measures of Association

| | R | R Squared | Eta | Eta Squared |
|-------------------------------------|------|-----------|------|-------------|
| Kepuasan Mahasiswa * Reliability | .445 | .198 | .449 | .201 |

2) X2 Terhadap Y

Case Processing Summary

| | Cases | | | | | |
|--------------------------------|----------|---------|----------|---------|-------|---------|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| Kepuasan Mahasiswa * Assurance | 186 | 100.0% | 0 | 0.0% | 186 | 100.0% |

Report

| Kepuasan Mahasiswa Assurance | Mean | N | Std. Deviation |
|------------------------------|-------|-----|----------------|
| 18 | 36.65 | 20 | 3.829 |
| 20 | 37.19 | 16 | 4.370 |
| 22 | 37.95 | 44 | 4.297 |
| 24 | 41.19 | 32 | 4.446 |
| 26 | 40.66 | 32 | 4.830 |
| 28 | 42.60 | 35 | 3.950 |
| 30 | 42.86 | 7 | 6.203 |
| Total | 39.83 | 186 | 4.843 |

ANOVA Table

| | | | Sum of Squares | df | Mean Square | F | Sig. |
|--------------------------------|----------------|--------------------------|----------------|-----|-------------|--------|------|
| Kepuasan Mahasiswa * Assurance | Between Groups | (Combined) | 882.247 | 6 | 147.041 | 7.615 | .000 |
| | | Linearity | 788.866 | 1 | 788.866 | 40.856 | .000 |
| | | Deviation from Linearity | 93.381 | 5 | 18.676 | .967 | .439 |
| | Within Groups | | 3456.247 | 179 | 19.309 | | |
| Total | | | 4338.495 | 185 | | | |

Measures of Association

| | R | R Squared | Eta | Eta Squared |
|--------------------------------|------|-----------|------|-------------|
| Kepuasan Mahasiswa * Assurance | .426 | .182 | .451 | .203 |

3) X3 Terhadap Y

Case Processing Summary

| | Cases | | | | | |
|--|----------|---------|----------|---------|-------|---------|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| Kepuasan Mahasiswa * Responsiveness | 186 | 100.0% | 0 | 0.0% | 186 | 100.0% |

Report

Kepuasan Mahasiswa

| Responsiveness | Mean | N | Std. Deviation |
|----------------|-------|-----|----------------|
| 18 | 32.84 | 19 | 1.922 |
| 20 | 34.56 | 16 | 1.590 |
| 22 | 37.37 | 35 | 2.184 |
| 24 | 38.85 | 26 | 2.444 |
| 26 | 43.09 | 43 | 3.584 |
| 28 | 43.03 | 40 | 3.117 |
| 30 | 48.43 | 7 | 1.397 |
| Total | 39.83 | 186 | 4.843 |

ANOVA Table

| | | | Sum of Squares | df | Mean Square | F | Sig. |
|--|----------------|--------------------------|----------------|-----|-------------|---------|------|
| Kepuasan Mahasiswa * Responsiveness | Between Groups | (Combined) | 2992.158 | 6 | 498.693 | 66.303 | .000 |
| | | Linearity | 2831.369 | 1 | 2831.369 | 376.440 | .000 |
| | | Deviation from Linearity | 160.789 | 5 | 32.158 | 4.275 | .061 |
| | Within Groups | | 1346.337 | 179 | 7.521 | | |
| Total | | | 4338.495 | 185 | | | |

Measures of Association

| | R | R Squared | Eta | Eta Squared |
|--|------|-----------|------|-------------|
| Kepuasan Mahasiswa * Responsiveness | .808 | .653 | .830 | .690 |

4) X4 Terhadap Y

Case Processing Summary

| | Included | | Cases Excluded | | Total | |
|---------------------------------|----------|---------|----------------|---------|-------|---------|
| | N | Percent | N | Percent | N | Percent |
| Kepuasan Mahasiswa * Empathy | 186 | 100.0% | 0 | 0.0% | 186 | 100.0% |

Report

| Kepuasan Mahasiswa Empathy | Mean | N | Std. Deviation |
|-------------------------------|-------|-----|----------------|
| 18 | 32.18 | 11 | 1.471 |
| 20 | 34.68 | 31 | 2.212 |
| 22 | 36.95 | 40 | 2.012 |
| 24 | 40.21 | 24 | 2.621 |
| 26 | 42.76 | 29 | 2.198 |
| 28 | 44.48 | 44 | 2.096 |
| 30 | 48.43 | 7 | 1.397 |
| Total | 39.83 | 186 | 4.843 |

ANOVA Table

| | | | Sum of Squares | df | Mean Square | F | Sig. |
|---------------------------------|----------------|--------------------------|----------------|-------|-------------|---------|------|
| Kepuasan Mahasiswa * Empathy | Between Groups | (Combined) | 3518.224 | 6 | 586.371 | 127.958 | .000 |
| | | Linearity | 3491.328 | 1 | 3491.328 | 761.880 | .000 |
| | | Deviation from Linearity | 26.896 | 5 | 5.379 | 1.174 | .324 |
| | Within Groups | 820.271 | 179 | 4.583 | | | |
| Total | | | 4338.495 | 185 | | | |

Measures of Association

| | R | R Squared | Eta | Eta Squared |
|---------------------------------|------|-----------|------|-------------|
| Kepuasan Mahasiswa * Empathy | .897 | .805 | .901 | .811 |

5) X5 Terhadap Y

Case Processing Summary

| | Cases | | | | | |
|----------------------------------|----------|---------|----------|---------|-------|---------|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| Kepuasan Mahasiswa * Tangible | 186 | 100.0% | 0 | 0.0% | 186 | 100.0% |

Report

| Kepuasan Mahasiswa Tangible | Mean | N | Std. Deviation |
|--------------------------------|-------|-----|----------------|
| 16 | 34.00 | 4 | 2.160 |
| 18 | 32.18 | 17 | 1.380 |
| 20 | 35.70 | 23 | 1.690 |
| 22 | 37.10 | 29 | 2.193 |
| 24 | 39.00 | 34 | 2.462 |
| 26 | 44.17 | 41 | 2.489 |
| 28 | 43.44 | 27 | 2.259 |
| 30 | 47.09 | 11 | 2.166 |
| Total | 39.83 | 186 | 4.843 |

ANOVA Table

| | | Sum of Squares | df | Mean Square | F | Sig. |
|-------------------------------------|-----------------------------|-------------------|-----|----------------|---------|------|
| Kepuasan Mahasiswa * Tangible | Between Groups | 3469.084 | 7 | 495.583 | 101.464 | .000 |
| | (Combined Linearity | 3188.053 | 1 | 3188.053 | 652.711 | .000 |
| | Deviation from Linearity | 281.031 | 6 | 46.838 | 9.590 | .078 |
| | Within Groups | 869.410 | 178 | 4.884 | | |
| Total | | 4338.495 | 185 | | | |

Measures of Association

| | R | R Squared | Eta | Eta Squared |
|----------------------------------|------|-----------|------|-------------|
| Kepuasan Mahasiswa * Tangible | .857 | .735 | .894 | .800 |

Keterangan: semua variabel F deviasi dari linieritas signifikansinya $> 0,05$ dan F Linieritas signifikansinya $< 0,05$; artinya korelasi antara skor kehandalan (*reliability*), jaminan (*assurance*), daya tanggap (*responsiveness*), empati (*empathy*), bukti fisik (*tangibles*) dengan kepuasan mahasiswa mempunyai garis hubungan yang linier

Lampiran 4c Uji Multikolinearitas

Variables Entered/Removed^a

| Model | Variables Entered | Variables Removed | Method |
|-------|--|-------------------|--------|
| 1 | Tangible, Assurance, Empathy, Reliability, Responsiveness ^b | . | Enter |

a. Dependent Variable: Kepuasan Mahasiswa

b. All requested variables entered.

Model Summary^b

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .950 ^a | .903 | .900 | 1.530 |

a. Predictors: (Constant), Tangible, Assurance, Empathy, Reliability, Responsiveness

b. Dependent Variable: Kepuasan Mahasiswa

ANOVA^a

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|-----|-------------|---------|-------------------|
| 1 | Regression | 3916.894 | 5 | 783.379 | 334.459 | .000 ^b |
| | Residual | 421.601 | 180 | 2.342 | | |
| | Total | 4338.495 | 185 | | | |

a. Dependent Variable: Kepuasan Mahasiswa

b. Predictors: (Constant), Tangible, Assurance, Empathy, Reliability, Responsiveness

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
|-------|----------------|-----------------------------|------------|---------------------------|--------|------|-------------------------|-------|
| | | B | Std. Error | Beta | | | Tolerance | VIF |
| 1 | (Constant) | .950 | 1.084 | | .876 | .382 | | |
| | Reliability | .179 | .060 | .126 | 2.975 | .003 | .301 | 3.320 |
| | Assurance | .144 | .061 | .100 | 2.360 | .019 | .301 | 3.322 |
| | Responsiveness | .173 | .071 | .121 | 2.426 | .016 | .215 | 4.647 |
| | Empathy | .736 | .058 | .515 | 12.633 | .000 | .325 | 3.074 |
| | Tangible | .388 | .071 | .285 | 5.468 | .000 | .199 | 5.036 |

a. Dependent Variable: Kepuasan Mahasiswa

Keterangan :

nilai toleran > 0,1 dan nilai VIF (*Variance Inflation Factor*) < 10 maka semua variabel kehandalan (*reliability*), jaminan (*assurance*), daya tanggap (*responsiveness*), empati (*empathy*), bukti fisik (*tangibles*) memenuhi kriteria bebas dari Multikolinearitas

Uji Multikolinearitas dengan *Product Moment*

| | | Correlations | | | | | Kepuasan Mahasiswa |
|--------------------|---------------------|--------------|-----------|----------------|---------|----------|--------------------|
| | | Reliability | Assurance | Responsiveness | Empathy | Tangible | |
| Reliability | Pearson Correlation | 1 | .833** | .182* | .270** | .262** | .445** |
| | Sig. (2-tailed) | | .000 | .013 | .000 | .000 | .000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 |
| Assurance | Pearson Correlation | .833** | 1 | .148* | .268** | .230** | .426** |
| | Sig. (2-tailed) | .000 | | .043 | .000 | .002 | .000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 |
| Responsiveness | Pearson Correlation | .182* | .148* | 1 | .777** | .872** | .808** |
| | Sig. (2-tailed) | .013 | .043 | | .000 | .000 | .000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 |
| Empathy | Pearson Correlation | .270** | .268** | .777** | 1 | .797** | .897** |
| | Sig. (2-tailed) | .000 | .000 | .000 | | .000 | .000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 |
| Tangible | Pearson Correlation | .262** | .230** | .872** | .797** | 1 | .857** |
| | Sig. (2-tailed) | .000 | .002 | .000 | .000 | | .000 |
| | N | 186 | 186 | 186 | 186 | 186 | 186 |
| Kepuasan Mahasiswa | Pearson Correlation | .445** | .426** | .808** | .897** | .857** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | |
| | N | 186 | 186 | 186 | 186 | 186 | 186 |

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

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

Keterangan: nilai sig. > 0,05 masing-masing pasangan variabel maka semua variabel kehandalan (*reliability*), jaminan (*assurance*), daya tanggap (*responsiveness*), empati (*empathy*), bukti fisik (*tangibles*) memenuhi kriteria bebas dari Multikolinearitas

Lampiran 4d Uji Autokorelasi

Variables Entered/Removed^a

| Model | Variables Entered | Variables Removed | Method |
|-------|--|-------------------|--------|
| 1 | Tangible, Assurance, Empathy, Reliability, Responsiveness b | | Enter |

a. Dependent Variable: Kepuasan Mahasiswa

b. All requested variables entered.

Model Summary^b

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate | Durbin-Watson |
|-------|-------------------|----------|-------------------|----------------------------|---------------|
| 1 | .950 ^a | .903 | .900 | 1.530 | 2.112 |

a. Predictors: (Constant), Tangible, Assurance, Empathy, Reliability, Responsiveness

b. Dependent Variable: Kepuasan Mahasiswa

ANOVA^a

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|-----|-------------|---------|-------------------|
| 1 | Regression | 3916.894 | 5 | 783.379 | 334.459 | .000 ^b |
| | Residual | 421.601 | 180 | 2.342 | | |
| | Total | 4338.495 | 185 | | | |

a. Dependent Variable: Kepuasan Mahasiswa

b. Predictors: (Constant), Tangible, Assurance, Empathy, Reliability, Responsiveness

Kaetreangan: hasil analisis diperoleh nilai Dw dengan menggunakan derajat kepercayaan 5% jumlah sampel 186 dan jumlah variable bebas 5 dan satu variabel terikat Y, nilai d lebih besar dari (du) 1,681 dan lebih kecil dari (4-du) 2,319 maka dapat disimpulkan bahwa pada data penelitian tersebut tidak terjadi autokorelasi.

Lampiran 4e Uji Heteroskedastisitas menggunakan Uji Glejser

Variables Entered/Removed^a

| Model | Variables Entered | Variables Removed | Method |
|-------|--|-------------------|--------|
| 1 | Tangible, Assurance, Empathy, Reliability, Responsiveness ^b | . | Enter |

a. Dependent Variable: ABS_RES

b. All requested variables entered.

Model Summary^b

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .135 ^a | .018 | -.009 | .99831 |

a. Predictors: (Constant), Tangible, Assurance, Empathy, Reliability, Responsiveness

b. Dependent Variable: ABS_RES

ANOVA^a

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|-----|-------------|------|-------------------|
| 1 | Regression | 3.351 | 5 | .670 | .673 | .645 ^b |
| | Residual | 179.391 | 180 | .997 | | |
| | Total | 182.742 | 185 | | | |

a. Dependent Variable: ABS_RES

b. Predictors: (Constant), Tangible, Assurance, Empathy, Reliability, Responsiveness

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|----------------|-----------------------------|------------|---------------------------|--------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | .386 | .707 | | .546 | .586 |
| | Reliability | -.043 | .039 | -.149 | -1.104 | .271 |
| | Assurance | .046 | .040 | .156 | 1.156 | .249 |
| | Responsiveness | -.006 | .047 | -.020 | -.127 | .899 |
| | Empathy | .004 | .038 | .012 | .095 | .924 |
| | Tangible | .031 | .046 | .112 | .678 | .498 |

a. Dependent Variable: ABS_RES

Residuals Statistics^a

| | Minimum | Maximum | Mean | Std. Deviation | N |
|----------------------|----------|---------|--------|----------------|-----|
| Predicted Value | .7199 | 1.4489 | 1.1332 | .13459 | 186 |
| Residual | -1.33221 | 3.97269 | .00000 | .98472 | 186 |
| Std. Predicted Value | -3.071 | 2.345 | .000 | 1.000 | 186 |
| Std. Residual | -1.334 | 3.979 | .000 | .986 | 186 |

a. Dependent Variable: ABS_RES

Keterangan: Nilai sig > 0,05, maka dapat disimpulkan tidak terjadi gejala heteroskedastisitas dalam model regresi

LAMPIRAN 5

UJI HIPOTESIS PENELITIAN

5a Hipotesis Pertama

5b Hipotesis Kedua

5c Hipotesis Ketiga

5d Hipotesis Keempat

5e Hipotesis Kelima

5f Hipotesis Keenam

5g. Variabel Dominan



Lampiran 5a Uji Hipotesis Pertama

HASIL REGRESI SEDERHANA X₁Y**Regression****Variables Entered/Removed^a**

| Model | Variables Entered | Variables | | Method |
|-------|--------------------------|-----------|--|--------|
| | | Removed | | |
| 1 | Reliability ^b | | | Enter |

a. Dependent Variable: Kepuasan Mahasiswa

b. All requested variables entered.

Model Summary^b

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .445 ^a | .198 | .193 | 4.349 |

a. Predictors: (Constant), Reliability

b. Dependent Variable: Kepuasan Mahasiswa

ANOVA^a

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|-----|-------------|--------|-------------------|
| 1 | Regression | 858.011 | 1 | 858.011 | 45.360 | .000 ^b |
| | Residual | 3480.484 | 184 | 18.916 | | |
| | Total | 4338.495 | 185 | | | |

a. Dependent Variable: Kepuasan Mahasiswa

b. Predictors: (Constant), Reliability

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|-------------|-----------------------------|------------|---------------------------|--------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 24.602 | 2.283 | | 10.775 | .000 |
| | Reliability | .633 | .094 | .445 | 6.735 | .000 |

a. Dependent Variable: Kepuasan Mahasiswa

Keterangan:

Persamaan Garis: $24 + 24,602X_1$.

Lampiran 5b Uji Hipotesis Kedua

HASIL REGRESI SEDERHANA X₂Y**Variables Entered/Removed^a**

| Model | Variables Entered | Variables Removed | Method |
|-------|------------------------|-------------------|--------|
| 1 | Assurance ^b | . | Enter |

a. Dependent Variable: Kepuasan Mahasiswa

b. All requested variables entered.

Model Summary^b

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .426 ^a | .182 | .177 | 4.392 |

a. Predictors: (Constant), Assurance

b. Dependent Variable: Kepuasan Mahasiswa

ANOVA^a

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|-----|-------------|--------|-------------------|
| 1 | Regression | 788.866 | 1 | 788.866 | 40.892 | .000 ^b |
| | Residual | 3549.628 | 184 | 19.291 | | |
| | Total | 4338.495 | 185 | | | |

a. Dependent Variable: Kepuasan Mahasiswa

b. Predictors: (Constant), Assurance

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|------------|-----------------------------|------------|---------------------------|--------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 25.163 | 2.316 | | 10.866 | .000 |
| | Assurance | .615 | .096 | .426 | 6.395 | .000 |

a. Dependent Variable: Kepuasan Mahasiswa

Lampiran 5c Uji Hipotesis Ketiga

HASIL REGRESI SEDERHANA X₃Y**Regression****Model Summary^b**

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .808 ^a | .653 | .651 | 2.862 |

a. Predictors: (Constant), Responsiveness

b. Dependent Variable: Kepuasan Mahasiswa

Model Summary^b

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .808 ^a | .653 | .651 | 2.862 |

a. Predictors: (Constant), Responsiveness

b. Dependent Variable: Kepuasan Mahasiswa

ANOVA^a

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|-----|-------------|---------|-------------------|
| 1 | Regression | 2831.369 | 1 | 2831.369 | 345.673 | .000 ^b |
| | Residual | 1507.126 | 184 | 8.191 | | |
| | Total | 4338.495 | 185 | | | |

a. Dependent Variable: Kepuasan Mahasiswa

b. Predictors: (Constant), Responsiveness

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|----------------|-----------------------------|------------|---------------------------|--------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 11.945 | 1.514 | | 7.888 | .000 |
| | Responsiveness | 1.151 | .062 | .808 | 18.592 | .000 |

a. Dependent Variable: Kepuasan Mahasiswa

Lampiran 5d Uji Hipotesis Keempat

HASIL REGRESI SEDERHANA X₄Y**Regression****Variables Entered/Removed^a**

| Model | Variables Entered | Variables Removed | Method |
|-------|----------------------|-------------------|--------|
| 1 | Empathy ^b | . | Enter |

a. Dependent Variable: Kepuasan Mahasiswa

b. All requested variables entered.

Model Summary^b

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .897 ^a | .805 | .804 | 2.146 |

a. Predictors: (Constant), Empathy

b. Dependent Variable: Kepuasan Mahasiswa

ANOVA^a

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|-----|-------------|---------|-------------------|
| 1 | Regression | 3491.328 | 1 | 3491.328 | 758.297 | .000 ^b |
| | Residual | 847.167 | 184 | 4.604 | | |
| | Total | 4338.495 | 185 | | | |

a. Dependent Variable: Kepuasan Mahasiswa

b. Predictors: (Constant), Empathy

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|------------|-----------------------------|------------|---------------------------|--------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 9.015 | 1.130 | | 7.978 | .000 |
| | Empathy | 1.282 | .047 | .897 | 27.537 | .000 |

a. Dependent Variable: Kepuasan Mahasiswa

Lampiran 5e Uji Hipotesis Kelima

HASIL REGRESI SEDERHANA X₅Y**Regression****Variables Entered/Removed^a**

| Model | Variables Entered | Variables Removed | Method |
|-------|-----------------------|-------------------|--------|
| 1 | Tangible ^b | . | Enter |

a. Dependent Variable: Kepuasan Mahasiswa

b. All requested variables entered.

Model Summary^b

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .857 ^a | .735 | .733 | 2.500 |

a. Predictors: (Constant), Tangible

b. Dependent Variable: Kepuasan Mahasiswa

ANOVA^a

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|-----|-------------|---------|-------------------|
| 1 | Regression | 3188.053 | 1 | 3188.053 | 509.893 | .000 ^b |
| | Residual | 1150.441 | 184 | 6.252 | | |
| | Total | 4338.495 | 185 | | | |

a. Dependent Variable: Kepuasan Mahasiswa

b. Predictors: (Constant), Tangible

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|------------|-----------------------------|------------|---------------------------|--------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 11.989 | 1.246 | | 9.619 | .000 |
| | Tangible | 1.167 | .052 | .857 | 22.581 | .000 |

a. Dependent Variable: Kepuasan Mahasiswa

Lampiran 5f Uji Hipotesis Keenam

HASIL REGRESI BERGANDA (SIMULTAN)**Variables Entered/Removed^a**

| Model | Variables Entered | Variables Removed | Method |
|-------|--|-------------------|--------|
| 1 | Tangible, Assurance, Empathy, Reliability, Responsiveness ^b | | Enter |

a. Dependent Variable: Kepuasan Mahasiswa

b. All requested variables entered.

Model Summary^b

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .950 ^a | .903 | .900 | 1.530 |

a. Predictors: (Constant), Tangible, Assurance, Empathy, Reliability, Responsiveness

b. Dependent Variable: Kepuasan Mahasiswa

ANOVA^a

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|-----|-------------|---------|-------------------|
| 1 | Regression | 3916.894 | 5 | 783.379 | 334.459 | .000 ^b |
| | Residual | 421.601 | 180 | 2.342 | | |
| | Total | 4338.495 | 185 | | | |

a. Dependent Variable: Kepuasan Mahasiswa

b. Predictors: (Constant), Tangible, Assurance, Empathy, Reliability, Responsiveness

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|----------------|-----------------------------|------------|---------------------------|--------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | .950 | 1.084 | | .876 | .382 |
| | Reliability | .179 | .060 | .126 | 2.975 | .003 |
| | Assurance | .144 | .061 | .100 | 2.360 | .019 |
| | Responsiveness | .173 | .071 | .121 | 2.426 | .016 |
| | Empathy | .736 | .058 | .515 | 12.633 | .000 |
| | Tangible | .388 | .071 | .285 | 5.468 | .000 |

a. Dependent Variable: Kepuasan Mahasiswa

Lampiran 5g Sumbangan Efektif dan Sumbangan Relatif

**PERHITUNGAN SUMBANGAN RELATIF (SR) DAN
SUMBANGAN EFEKTIF (SE)**

Diketahui:

$$\sum X_1 = 4476$$

$$\sum X_2 = 4438$$

$$\sum X_3 = 4504$$

$$\sum X_4 = 4470$$

$$\sum X_5 = 4436$$

$$\sum Y = 7408$$

$$\sum X_1Y = 179626$$

$$\sum X_2Y = 178040$$

$$\sum X_3Y = 181844$$

$$\sum X_4Y = 180754$$

$$\sum X_5Y = 179408$$

Dengan demikian dapat dicari nilai nilai berikut:

$$\sum x_1y = \sum X_1Y - \frac{(\sum X_1)(Y)}{n} = 179626 - \frac{(4476)(7408)}{(168)} = 1356,06$$

$$\sum x_2y = \sum X_2Y - \frac{(\sum X_2)(Y)}{n} = 178040 - \frac{(4438)(7408)}{(168)} = 1283,53$$

$$\sum x_3y = \sum X_3Y - \frac{(\sum X_3)(Y)}{n} = 181844 - \frac{(4504)(7408)}{(168)} = 2458,88$$

$$\sum x_4y = \sum X_4Y - \frac{(\sum X_4)(Y)}{n} = 180754 - \frac{(4470)(7408)}{(168)} = 2723,03$$

$$\sum x_5y = \sum X_5Y - \frac{(\sum X_5)(Y)}{n} = 179408 - \frac{(4436)(7408)}{(168)} = 2731,18$$

Berdasarkan hasil perhitungan regresi berganda menggunakan SPSS diketahui nilai-nilai statistik sebagai berikut.

| Statistik | Nilai |
|-------------------|----------|
| JK _{reg} | 3916,894 |
| JK _{tot} | 4338,495 |
| b ₁ | 0,179 |
| b ₂ | 0,144 |
| b ₃ | 0,173 |
| b ₄ | 0,736 |
| b ₅ | 0,388 |

RANGKUMAN

| Hubungan Variabel | Persamaan Garis Regresi | Regresi (R) | Determinasi (R ²) | F | Sig-F Change |
|---------------------|--|-------------------|-------------------------------|---------|--------------|
| X1 dengan Y | $\hat{Y} = 24,602 + 0,633 X_1$ | 0,193 | 19,3% | 45,360 | 0,000 |
| X2 dengan Y | $\hat{Y} = 25,163 + 0,615 X_2$ | 0,177 | 17,7% | 40,892 | 0,000 |
| X3 dengan Y | $\hat{Y} = 11,945 + 1,151 X_3$ | 0,651 | 65,1% | 345,673 | 0,000 |
| X4 dengan Y | $\hat{Y} = 9,015 + 1,282 X_4$ | 0,804 | 80,4% | 758,297 | 0,000 |
| X5 dengan Y | $\hat{Y} = 52,895 + 0,440 X_5$ | 0,733 | 73,33% | 509,893 | 0,000 |
| X1, X2, X3 dengan Y | $\hat{Y} = 63,665 + 0,397 X_1 + 0,299 X_2 + 0,093 X_3$ | 0,900 | 90% | 334,459 | 0,000 |
| Keterangan | Signifikan dan linear | signifikan | | | |

Persamaan Garis Regresi : $Y = 63,665 + 0,397 X_1 + 0,299 X_2 + 0,093 X_3$

(1) Menghitung Persentase Sumbangan Relatif (SR)

$$b \sum x_1 y = (0,179)(1356,06) = 242,74$$

$$b \sum x_2 y = (0,144)(1283,53) = 184,83$$

$$b \sum x_3 y = (0,173)(2458,88) = 425,39$$

$$b \sum x_4 y = (0,736)(2723,03) = 2004,15$$

$$b \sum x_5 y = (0,388)(2731,18) = 1059,69$$

----- +

$$3916,801$$

$$\text{Prediktor } X_1 : \text{SR}\% = \frac{b_1 \sum x_1 y}{JK_{reg}} \times 100\% = \frac{242,74}{3916,894} \times 100\% = 6,197\%$$

$$\text{Prediktor } X_2 : \text{SR}\% = \frac{b_2 \sum x_2 y}{JK_{reg}} \times 100\% = \frac{184,83}{3916,894} \times 100\% = 4,719\%$$

$$\text{Prediktor } X_3 : \text{SR}\% = \frac{b_3 \sum x_3 y}{JK_{reg}} \times 100\% = \frac{425,39}{3916,894} \times 100\% = 10,860\%$$

$$\text{Prediktor } X_4 : \text{SR}\% = \frac{b_4 \sum x_4 y}{JK_{reg}} \times 100\% = \frac{2004,15}{3916,894} \times 100\% = 51,167\%$$

$$\text{Prediktor } X_5 : \text{SR}\% = \frac{b_5 \sum x_5 y}{JK_{reg}} \times 100\% = \frac{1059,69}{3916,894} \times 100\% = 27,055\%$$

----- +
Total = 99,998 % = 100%

| SE(%) | Hasil Perhitungan |
|--------------------|---|
| SE% X ₁ | $\frac{b_1 \sum X_1 Y}{JK(reg)} (\text{efektifitasnya}) = \frac{(0,179)(1356,06)}{3916,894} \times 90,3\% = 5,59\%$ |
| SE% X ₂ | $\frac{b_2 \sum X_2 Y}{JK(reg)} (\text{efektifitasnya}) = \frac{(0,144)(1356,06)}{3916,894} \times 90,3\% = 4,26\%$ |
| SE% X ₃ | $\frac{b_3 \sum X_3 Y}{JK(reg)} (\text{efektifitasnya}) = \frac{(0,173)(1356,06)}{3916,894} \times 90,3\% = 9,80\%$ |
| SE% X ₄ | $\frac{b_4 \sum X_4 Y}{JK(reg)} (\text{efektifitasnya}) = \frac{(0,736)(1356,06)}{3916,894} = 90,3\% = 46,19\%$ |
| SE% X ₅ | $\frac{b_5 \sum X_5 Y}{JK(reg)} (\text{efektifitasnya}) = \frac{(0,388)(1356,06)}{3916,894} = 90,3\% = 24,43\%$ |
| Total SE | 90,3% |