Lampiran 8

## Output Hasil Penelitian Validitas dan Reliabilitas Skala Pelayanan Prima

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|---|---|
| .935 | 20 |

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**Item-Total Statistics**

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---|---|---|---|---|
| y1 | 61.77 | 40.781 | .517 | .933 |
| y3 | 61.72 | 39.858 | .652 | .931 |
| y5 | 61.89 | 40.643 | .594 | .932 |
| y7 | 62.06 | 40.278 | .579 | .932 |
| y9 | 61.75 | 40.263 | .621 | .931 |
| y11 | 62.04 | 40.690 | .527 | .933 |
| y13 | 61.84 | 39.864 | .657 | .931 |
| y15 | 61.86 | 40.445 | .606 | .932 |
| y17 | 61.86 | 39.009 | .712 | .930 |
| y19 | 61.78 | 39.171 | .689 | .930 |
| y2 | 61.74 | 40.558 | .567 | .932 |
| y4 | 61.83 | 41.143 | .464 | .934 |
| y6 | 61.79 | 39.711 | .682 | .930 |
| y8 | 61.96 | 40.381 | .600 | .932 |
| y10 | 61.86 | 40.427 | .559 | .933 |
| y12 | 61.86 | 39.906 | .663 | .931 |
| y14 | 61.82 | 39.876 | .670 | .930 |
| y16 | 61.87 | 39.984 | .695 | .930 |
| y18 | 61.92 | 39.966 | .713 | .930 |
| y20 | 61.82 | 39.367 | .701 | .930 |