

ANGKET KUALITAS

NO	PERNYATAAN	PENILAIAN					STATUS	
		SS	S	N	TS	STS	F	UF
1	dosen menguasai materi yang dibawakan kepada mahasiswa						*	
2	dosen memiliki wawasan yang luas dalam bidang psikologi						*	
3	dosen mampu mengondisikan ruang kelas menjadi kondusif selama kegiatan perkuliahan berlangsung						*	
4	dosen mampu memberikan teladan yang baik terhadap mahasiswa dalam kesehariannya di kampus						*	
5	dosen sangat peka terhadap kesulitan-kesulitan mahasiswa, tidak hanya dalam hal kuliah, namun juga problem psikologis mahasiswa						*	
6	dosen memberikan pandangan-pandangan dunia kerja kepada mahasiswa						*	
7	dosen akrab dengan mahasiswa tidak hanya di dalam kampus, namun juga di luar kampus						*	
8	dalam perkuliahan, penyampaian materi oleh dosen singkat, padat, dan jelas, serta mudah dipahami oleh mahasiswa						*	
9	dosen mampu memenuhi target materi yang telah disepakati di awal semester						*	
10	apabila tidak masuk, dosen selalu memberi pemberitahuan perihal sebab dan jam pengganti perkuliahan							*
11	pada saat sibuk, dosen tidak memberikan waktu konsultasi secara langsung, namun bersedia membuat perjanjian untuk waktu konsultasi							*
12	dosen memberikan literatur yang berkaitan dengan materi yang ditanyakan mahasiswa						*	
13	dosen memberikan pandangan terhadap suatu masalah dari banyak sudut pandang kepada mahasiswa						*	
14	dosen tidak pernah mempermalukan mahasiswanya apabila mahasiswa tersebut melakukan kesalahan							*
15	dosen bersedia menyediakan waktu konsultasi di luar perkuliahan						*	
16	dosen terbuka pada mahasiswa untuk mengkritiknya apabila ada hal yang tidak sesuai							*
17	dosen selalu terbuka kepada mahasiswa yang bermasalah							*
18	dosen sangat ketat dalam hal menegakkan nilai keislaman kepada mahasiswanya						*	
19	pendekatan dosen selayaknya orang yang sekapasitas kepada mahasiswa, pada saat penyampaian materi						*	
20	selalu ada solusi dalam setiap konsultasi						*	
21	dosen tidak pernah berbasa-basi mengenai mata kuliah yang disampaikan, selalu to the point							*
22	dosen tidak segan menyapa mahasiswa, baik di kampus, maupun di luar kampus						*	
23	selalu ada update informasi mengenai dunia psikolog setiap pertemuannya						*	
24	dosen peka terhadap kejenuhan mahasiswa di kelas						*	
25	dosen membiasakan komunikasi dua arah antar mahasiswa dengan dosen, atau mahasiswa dengan mahasiswa						*	
26	sopan santun sangat dihargai oleh dosen						*	
27	dosen peka terhadap mahasiswa bermasalah						*	
28	apabila ada keterlambatan, dosen selalu memberitahukan melalui ketua kelas atau kemahasiswaan							*
29	dosen sering menyelipkan humor di tiap perkuliahannya						*	
30	dosen sangat menghargai pandangan mahasiswa yang mengkritisi materinya							*
JUMLAH								

ANGKET KEPUASAN

NO	PERNYATAAN	PENILAIAN					STATUS	
		SS	S	N	TS	STS	F	UF
1	materi yang disampaikan dosen selalu sesuai dengan KAK/RPKPS yang sudah disampaikan di awal semester oleh dosen						*	
2	materi yang disampaikan dosen cenderung melebar ke topik lain							*
3	dosen selalu memberikan sudut pandang lain terhadap satu materi dan tetap fokus						*	
4	target materi per pertemuan yang tertulis dalam KAK/RPKPS, selalu terpenuhi oleh dosen						*	
5	penjelasan dosen terhadap salah satu materi yang ditargetkan, selalu panjang lebar, sistematis, mudah dimengerti						*	
6	waktu perkuliahan yang disediakan seringkali tidak mencukupi untuk dosen memenuhi target materi sesuai modul pembelajaran							*
7	dosen memberikan kesempatan bagi mahasiswa untuk menerangkan atau unjuk pendapat dalam kegiatan perkuliahan						*	
8	mahasiswa mampu menyampaikan materi secara sistematis, mudah dimengerti						*	
9	penyampaian materi secara dua arah, dosen mahasiswa, mahasiswa mahasiswa, memiliki peran besar dalam pemenuhan target materi						*	
10	dosen selalu meluangkan waktu konsultasi di luar perkuliahan untuk mahasiswanya						*	
11	dosen selalu tepat waktu, sekalipun waktu konsultasi di luar jam perkuliahan						*	
12	penyampaian materi oleh dosen singkat, jelas, padat						*	
13	pada saat perkuliahan berlangsung dosen secara aktif memberikan stimulan untuk mahasiswa merespon dan menciptakan komunikasi dua arah yang aktif						*	
14	interaksi dosen dengan mahasiswanya di luar perkuliahan tetap menjaga kesopanan dan wibawa dosen.						*	
15	mahasiswa selalu aktif merespon stimulan dalam hal materi perkuliahan dosen.						*	
16	pandangan mata mahasiswa fokus ke dosen pada saat perkuliahan berlangsung						*	
17	mahasiswa mampu menjawab ketika diadakan kuis lisan mendadak						*	
18	mahasiswa antusias dalam mengikuti perkuliahan						*	
19	mahasiswa mencari, atas inisiatif, sendiri literatur perkuliahan yang akan dilaksanakan						*	
20	mahasiswa sering berpartisipasi dalam ajang karya tulis ilmiah, mulai tingkat kampus hingga nasional, internasional						*	
21	mahasiswa sering mengkritisi materi perkuliahan dari dosen							*
22	dosen mengalokasikan waktu untuk praktek aplikasi teori para mahasiswa						*	
23	PKL / KKN membantu mahasiswa dalam penerapan teori psikologi di lapangan						*	
24	mahasiswa harus melaporkan hasil dari PKL/KKN untuk mengetahui sejauh mana tingkat pemahaman mahasiswa							*
25	banyak kesempatan yang diberikan dosen pada mahasiswa untuk berdiskusi						*	
26	setiap perkuliahan dosen selalu memberikan waktu tanya jawab						*	
27	hampir tidak ada waktu yang disediakan dosen untuk mahasiswa berkonsultasi di luar perkuliahan							*
28	dosen tidak mentolerir keterlambatan dalam pengumpulan tugas kecuali ada kesepakatan sebelumnya.						*	
29	dosen menanamkan nilai-nilai kejujuran dalam tiap kesempatan perkuliahan						*	
30	dosen menggunakan nilai-nilai keislaman dalam menjelaskan materi perkuliahan						*	
JUMLAH								

Nomor	KEPUASAN																											
	1	2	5	6	7	8	9	10	11	12	14	15	16	17	20	21	23	25	26									
1	3	3	2	4	4	2	4	4	3	1	2	2	3	2	2	2	4	3	4									54
2	2	3	3	2	3	3	3	3	2	3	3	2	2	2	2	3	3	1	3									48
3	2	2	3	3	2	2	3	5	3	2	2	1	2	1	1	2	1	2	2									41
4	2	2	3	1	2	1	2	1	1	1	3	4	1	1	3	3	1	2	3									37
5	4	3	3	3	2	3	4	4	1	2	3	4	2	1	1	3	2	4	3									52
6	3	3	1	2	3	2	3	3	2	1	2	3	2	2	2	2	2	2	3									43
7	2	2	3	2	2	3	2	4	2	2	4	2	2	2	2	2	2	4	2									48
8	2	2	4	2	2	1	1	2	2	2	1	1	2	3	1	1	2	3	2									38
9	2	2	2	4	1	2	3	1	1	1	1	1	1	5	1	1	1	1	1									34
10	4	2	2	4	5	4	5	4	2	4	2	4	4	1	5	2	2	2	2									61
11	2	2	2	2	2	2	3	3	3	3	3	1	1	2	4	2	1	2	2									40
12	1	1	4	4	3	3	3	2	2	3	3	5	2	4	2	2	3	3	2									52
13	2	2	2	3	2	2	2	2	3	3	3	2	2	3	2	2	2	4	4									48
14	4	4	3	3	3	2	2	3	3	4	2	2	2	2	2	2	2	4	2									51
15	4	2	3	1	3	2	5	2	2	3	2	2	2	2	2	2	3	3	3									49
16	2	2	2	2	2	2	2	2	1	1	2	2	2	2	2	1	4	4	4									41
17	2	3	3	2	4	2	2	5	4	4	2	2	2	4	2	2	5	1	5									56
18	3	3	2	2	2	3	4	2	2	1	2	2	1	3	1	3	3	2	3									44
19	3	1	3	2	4	3	4	4	3	3	5	3	2	3	1	2	3	3	2									54
20	4	3	2	4	5	4	5	4	2	4	2	4	5	2	2	4	2	5	2									68
21	3	2	3	3	2	3	4	3	2	2	3	3	2	2	3	3	3	3	4									53
22	3	3	2	3	3	1	2	2	2	2	1	1	4	2	2	2	3	3	4									45
23	4	3	3	2	4	4	4	2	4	3	4	2	2	4	4	4	4	5	4									66
24	4	2	3	2	2	2	4	4	3	2	2	2	2	4	4	4	2	2	2									52
25	2	3	2	2	2	3	3	4	4	4	2	2	3	4	3	4	2	2	2									52
26	2	3	3	3	3	2	2	3	2	3	2	2	2	3	2	2	4	2	2									47
27	4	4	3	3	2	5	4	3	1	2	2	3	2	3	2	2	3	1	2									51
28	2	2	2	2	2	2	2	2	2	2	2	2	2	4	2	2	4	2	2									42
29	3	2	2	2	3	2	3	2	3	2	3	3	3	2	2	4	1	2	2									47
30	4	4	5	4	5	3	4	5	1	5	4	5	5	4	4	4	5	2	5									78
31	4	2	2	4	1	2	2	3	2	4	2	2	2	1	2	3	2	2	3									45
32	3	3	3	4	1	2	3	3	4	3	3	3	2	2	3	1	2	3	2									50
33	2	2	2	2	2	2	2	2	3	4	2	2	2	2	2	2	4	2	4									45
34	2	2	2	2	2	2	3	2	2	2	2	2	2	2	2	1	2	3	4									42
35	4	2	2	2	2	2	2	2	4	2	2	2	3	2	1	2	1	2	2									42
36	2	2	1	2	2	2	5	2	2	2	1	1	2	4	1	1	1	1	1									35
37	1	2	5	3	3	3	5	2	3	3	2	4	2	4	1	1	4	4	3									55
38	4	4	2	5	2	4	4	4	3	4	3	2	5	5	2	5	4	4	4									68
39	2	2	2	2	3	3	3	2	3	3	3	3	3	5	3	3	4	1	3									53
40	4	4	2	3	2	4	4	4	3	2	2	2	3	4	3	4	4	3	2									59
41	3	3	3	2	3	1	3	2	2	2	2	1	2	2	1	1	3	1	1									38
42	4	4	3	2	4	2	4	2	2	4	2	4	4	2	3	3	3	3	2									56
43	4	3	2	3	3	1	4	4	2	2	1	1	3	3	3	3	3	1	4									50
44	4	2	2	3	3	2	2	3	3	4	3	2	4	3	3	3	4	3	3									56
45	2	2	2	2	3	2	3	2	3	2	3	1	2	3	1	2	2	2	4									41
46	4	2	3	2	1	1	4	1	2	2	1	1	4	2	2	1	1	2	1									37
47	2	4	1	3	4	2	4	2	2	2	3	2	1	4	3	3	2	2	3									49
48	3	3	3	2	3	2	3	2	2	2	2	2	2	2	2	2	3	2	1									44
49	4	2	2	3	3	2	2	2	3	3	3	2	2	3	4	4	3	5	4									57
50	5	1	2	2	2	2	4	5	2	2	2	2	1	2	1	4	2	1	4									43
51	3	5	2	3	3	2	3	5	4	3	2	1	2	3	2	3	4	3	3									56
52	1	1	1	5	5	1	5	5	3	3	1	1	3	5	1	2	5	5	3									56
53	4	2	4	3	2	4	4	2	2	5	2	1	1	1	4	5	5	3	3									57
54	1	2	4	3	1	1	3	4	3	3	2	2	3	3	2	3	2	3	2									46
55	4	2	1	2	3	2	2	2	1	1	1	1	2	3	2	2	2	3	2									38
56	2	2	3	2	4	3	4	3	3	3	2	2	2	2	4	3	3	3	2									52
57	2	2	2	2	2	2	2	2	2	1	2	2	1	3	2	2	3	2	2									38
58	4	2	2	2	2	2	3	2	2	2	2	2	2	2	2	2	2	2	2									41
59	2	2	3	2	2	2	2	2	2	2	2	2	3	2	2	2	2	3	2									41
60	4	5	4	4	4	4	4	4	4	4	3	4	5	4	4	4	4	4	4									77
61	2	2	2	2	3	3	3	3	4	2	3	2	3	3	4	4	3	2	3									53
62	2	3	3	1	2	3	3	4	3	4	3	2	2	2	2	2	3	2	2									48
63	3	3	2	3	2	3	4	4	4	4	4	4	2	1	2	2	4	2	4									57
64	3	2	4	3	2	2	4	2	2	2	2	3	3	2	2	4	3	4	3									53
65	4	4	3	2	4	5	4	1	3	4	2	4	2	1	1	4	5	5	2									60
66	2	2	3	3	3	2	2	3	2	2	2	2	4	3	2	2	3	2	2									46
67	2	3	3	2	2	2	2	2	2	2	2	3	2	2	2	2	1	3	5									44
68	2	3	2	2	3	2	2	5	2	2	2	2	3	2	3	1	2	2	4									47
69	3	3	4	4	4	4	5	3	3	4	3	3	2	2	2	2	4	3	3									61
70	2	3	3	3	4	2	3	4	4	4	3	2	4	2	2	2	2	4	4									58
71	2	3	3	2	2	1	2	3	3	3	2	1	3	3	1	1	3	3	3									44
72	2	2	1	1	2	2	2	2	3	2	1	2	2	1	2	2	2	2	2									35
73	4	4	4	2	4	4	4	4	4	4	4	2	4	4	4	4	4	4	4									70
74	4	2	2	2	2	4	4	4	4																			

KUALITAS																
2	3	4	5	6	7	8	9	10	11	12	14	20	21	26		
2	2	2	3	4	4	4	2	4	2	2	2	2	2	2	41	
3	2	2	2	2	3	1	3	5	1	1	2	4	3	4	37	
2	5	2	2	2	3	2	1	1	3	2	2	3	2	3	35	
2	1	1	3	3	3	3	1	1	2	4	2	2	3	2	33	
2	4	3	1	2	2	2	4	1	3	2	4	3	2	2	37	
3	2	2	1	2	3	2	4	3	3	4	2	3	2	3	39	
2	2	2	2	1	4	2	2	2	2	4	2	2	2	2	33	
2	4	5	1	2	2	1	1	3	3	1	2	1	2	2	32	
2	2	2	3	3	2	1	1	3	4	2	2	1	1	1	30	
4	4	2	2	2	4	5	5	5	4	4	1	3	4	4	53	
3	2	3	1	2	3	2	2	1	2	2	2	2	3	2	32	
2	3	3	3	4	4	2	2	1	5	5	4	3	2	2	45	
3	2	4	3	2	2	2	4	2	3	3	2	3	3	3	41	
2	2	4	2	4	2	2	2	4	2	3	2	2	2	2	37	
3	2	4	3	4	2	2	2	2	3	2	3	4	2	3	41	
1	2	2	1	2	2	1	1	1	3	2	1	1	2	2	24	
2	3	4	1	4	2	1	1	3	1	3	5	1	2	3	36	
3	3	3	2	4	4	4	3	2	3	4	3	5	4	2	49	
3	2	2	4	3	3	3	4	3	4	3	1	3	2	3	43	
4	4	4	4	4	4	4	5	5	5	4	4	1	3	3	57	
3	2	2	2	2	3	2	2	2	2	3	2	3	2	2	34	
2	3	4	2	3	3	2	2	2	5	2	1	2	4	3	40	
3	3	4	2	3	3	4	4	4	5	4	3	4	2	2	50	
3	3	4	2	3	3	4	4	4	5	4	3	4	2	5	53	
3	2	2	2	2	2	3	3	2	2	3	2	4	2	3	37	
3	2	2	4	3	1	3	1	4	3	3	1	4	5	1	40	
3	2	4	1	1	5	4	4	2	3	3	1	2	3	3	41	
4	2	2	2	2	2	2	4	2	4	2	2	2	4	4	40	
3	3	3	3	3	2	1	1	5	4	4	2	3	3	3	43	
2	3	4	5	5	2	4	5	5	1	5	2	5	4	4	56	
3	2	2	2	1	1	1	2	2	2	2	3	2	3	3	31	
2	2	3	3	3	3	2	3	2	2	3	2	3	2	4	39	
4	2	2	2	2	1	5	1	1	2	4	2	1	1	1	31	
3	2	2	3	3	3	2	2	2	2	2	4	2	2	2	36	
4	2	2	2	3	2	2	1	1	2	1	2	4	4	4	36	
1	1	5	1	2	4	1	1	2	2	4	4	1	1	1	31	
2	1	1	2	1	2	2	4	5	4	1	1	2	4	2	34	
3	4	2	2	4	3	4	2	2	2	3	3	3	4	2	43	
3	2	4	2	2	3	3	3	5	1	2	2	1	1	4	38	
3	4	4	4	3	2	2	4	4	4	4	4	4	4	4	54	
3	3	3	3	2	3	3	3	3	3	4	2	4	4	3	45	
2	2	3	2	2	4	2	3	4	3	3	2	2	3	2	39	
2	2	2	3	2	3	3	2	2	1	3	3	1	3	3	35	
3	2	3	2	3	2	2	2	3	3	3	3	2	2	4	39	
2	2	2	1	2	2	2	2	1	1	4	1	2	3	2	29	
3	1	4	2	3	2	2	4	3	3	5	1	2	1	1	37	
4	1	3	2	2	2	3	2	2	2	2	2	2	2	4	35	
4	5	5	4	3	3	3	3	2	2	3	3	2	4	3	49	
2	2	1	2	2	2	3	4	1	2	3	1	4	1	4	34	
1	4	2	1	1	2	1	2	1	1	1	1	2	4	2	26	
4	3	3	4	4	2	3	1	5	5	5	3	3	3	5	53	
1	1	5	5	5	1	1	1	5	5	5	4	2	2	3	46	
1	5	5	2	3	2	4	5	5	1	2	1	4	4	3	47	
2	2	4	1	2	2	1	1	1	2	2	2	4	4	2	32	
2	2	2	2	2	2	2	2	1	1	3	2	2	2	2	29	
2	4	2	2	4	3	2	2	4	3	2	4	4	4	3	45	
3	2	5	3	2	2	2	5	5	3	5	2	3	2	2	46	
2	2	2	2	2	2	2	2	2	2	2	2	2	5	2	33	
2	2	1	2	1	2	2	1	1	2	3	2	2	2	3	29	
5	4	3	4	4	4	4	2	5	4	2	4	2	4	2	3	55
2	2	3	4	4	4	3	2	3	5	4	3	2	3	4	48	
5	4	2	3	2	3	4	2	5	5	5	5	2	3	5	55	
4	3	4	2	2	4	4	4	1	4	2	4	5	4	2	49	
3	3	2	2	2	4	4	3	2	4	4	3	4	3	3	44	
4	4	4	4	4	3	5	5	5	4	3	5	3	4	4	61	
2	2	4	2	3	3	3	3	3	4	3	3	2	5	3	45	
2	2	2	1	2	2	2	2	1	1	2	2	2	2	3	28	
3	2	3	2	2	4	4	2	2	2	3	2	4	2	2	39	
2	1	2	2	2	3	2	3	3	2	2	2	3	3	4	36	
4	4	4	2	4	4	2	2	4	4	4	3	4	4	4	53	
3	1	3	3	3	2	3	2	3	2	3	1	2	3	1	35	
3	2	2	2	2	4	2	2	2	5	3	2	1	1	2	35	
4	4	4	2	4	2	2	2	4	5	5	4	4	4	4	54	
2	2	2	2	2	2	2	2	2	4	4	2	2	2	4	36	
2	1	3	3	2	2	2	2	2	2	2	2	2	1	2	30	
3	2	2	2	2	4	2	1	2	2	2	2	3	2	4	35	
2	4	2	2	4	2	2	2	5	4	2	4	4	2	4	45	
2	2	4	2	2	4	2	2	2	2	4	2	2	4	4	40	
4	4	1	1	1	3	2	5	5	5	2	2	1	4	3	43	
3	2	3	2	4	3	1	2	3	1	3	1	2	3	3	36	
4	2	2	2	2	2	2	4	2	4	2	2	2	2	2	36	
3	3	3	3	3	3	3	3	3	3	3	4	2	3	3	45	
2	1	2	1	1	1	1	1	1	2	1	1	1	2	2	20	
2	3	4	1	2	3	2	2	1	2	2	2	2	2	4	34	
2	2	2	1	2	2	2	2	2	1	1	4	1	2	5	31	
3	3	3	2	2	3	3	3	3	2	2	4	2	2	4	41	
2	1	2	1	1	4	1	1	1	2	2	2	1	1	2	24	
2	2	3	2	2	3	2	2	2	4	4	4	4	4	4	44	
2	2	1	1	1	2	2	2	1	5	2	1	2	2	2	28	
2	2	2	2	3	2	1	2	3	2	3	1	2	3	2	32	
2	2	3	2	3	1	2	2	1	2	2	1	2	1	2	29	
2	1	1	1	2	1	1	1	2	1	2	2	2	2	1	22	
3	4	3	3	4	3	4	5	1	1	2	4	3	4	4	48	
2	2	2	2	2	2	2	2	1	2	2	2	2	2	2	29	
4	4	4	4	4	4	5	5	3	5	4	2	3	3	4	56	
3	1	4	3	4	2	3	3	1	2	3	3	3	3	2	40	
4	4	4	4	2	2	2	2	4	5	5	4	2	2	3	47	
2	2	2	2	2	3	2	2	2	1	2	2	2	2	2	31	
2	2	2	1	2	1	1	2	1	3	2	2	1	2	2	26	
1	4	2	3	4	4	4	4	3	4	2	4	4	4	2	48	

Reliability
Scale: KEPUASAN

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded(a)	0	.0
	Total	100	100.0

Reliability Statistics

Cronbach's Alpha	N of Items
.806	30

a Listwise deletion based on all variables in the procedure.

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	74.8200	128.270	.369	.798
VAR00002	75.2000	130.222	.363	.799
VAR00003	75.2400	135.295	.096	.808
VAR00004	75.7700	140.846	-.164	.819
VAR00005	75.1300	127.629	.441	.796
VAR00006	75.1700	127.799	.501	.794
VAR00007	74.9500	124.533	.562	.791
VAR00008	75.2600	125.184	.547	.791
VAR00009	74.5700	129.379	.334	.800
VAR00010	74.8600	126.445	.434	.795
VAR00011	75.2100	128.087	.449	.796
VAR00012	75.1500	123.139	.609	.788
VAR00013	75.2600	133.487	.172	.806
VAR00014	75.4600	129.079	.444	.797
VAR00015	75.4400	126.552	.457	.795
VAR00016	75.2800	128.567	.367	.798
VAR00017	75.0800	127.994	.355	.799
VAR00018	75.0200	135.171	.067	.811
VAR00019	75.9300	134.510	.114	.808
VAR00020	75.4700	130.938	.324	.800
VAR00021	75.2500	124.452	.514	.792
VAR00022	74.6000	131.010	.194	.807
VAR00023	74.7700	123.270	.542	.790
VAR00024	74.7700	132.805	.154	.808
VAR00025	75.1500	128.432	.402	.797
VAR00026	74.8300	127.658	.399	.797
VAR00027	75.0700	130.773	.266	.803
VAR00028	74.7400	131.103	.213	.805
VAR00029	74.8800	134.086	.095	.811
VAR00030	74.6800	136.442	.009	.814

**Reliability
Scale: KEPUASAN**

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded(a)	0	.0
	Total	100	100.0

Reliability Statistics

Cronbach's Alpha	N of Items
.819	29

a Listwise deletion based on all variables in the procedure.

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	72.9000	130.556	.391	.811
VAR00002	73.2800	132.870	.372	.813
VAR00003	73.3200	137.856	.112	.821
VAR00005	73.2100	130.430	.440	.810
VAR00006	73.2500	130.715	.494	.809
VAR00007	73.0300	127.322	.561	.805
VAR00008	73.3400	127.883	.550	.806
VAR00009	72.6500	131.826	.350	.813
VAR00010	72.9400	129.208	.434	.810
VAR00011	73.2900	130.955	.445	.810
VAR00012	73.2300	126.138	.597	.803
VAR00013	73.3400	136.408	.169	.819
VAR00014	73.5400	131.786	.449	.810
VAR00015	73.5200	129.383	.455	.809
VAR00016	73.3600	131.485	.362	.813
VAR00017	73.1600	131.004	.346	.813
VAR00018	73.1000	138.232	.059	.825
VAR00019	74.0100	137.667	.101	.822
VAR00020	73.5500	133.462	.340	.814
VAR00021	73.3300	127.395	.506	.807
VAR00022	72.6800	133.432	.209	.820
VAR00023	72.8500	126.088	.539	.805
VAR00024	72.8500	135.179	.172	.820
VAR00025	73.2300	131.472	.390	.812
VAR00026	72.9100	130.244	.408	.811
VAR00027	73.1500	133.644	.264	.816
VAR00028	72.8200	133.967	.211	.819
VAR00029	72.9600	136.645	.107	.824
VAR00030	72.7600	139.033	.021	.827

Reliability
Scale: KEPUASAN
 Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded(a)	0	.0
	Total	100	100.0

Reliability Statistics

Cronbach's Alpha	N of Items
.833	27

a Listwise deletion based on all variables in the procedure.

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	67.2200	125.870	.415	.825
VAR00002	67.6000	128.283	.392	.826
VAR00003	67.6400	133.122	.135	.834
VAR00005	67.5300	126.373	.435	.825
VAR00006	67.5700	126.672	.488	.824
VAR00007	67.3500	123.422	.551	.820
VAR00008	67.6600	123.358	.570	.820
VAR00009	66.9700	127.080	.376	.827
VAR00010	67.2600	125.285	.424	.825
VAR00011	67.6100	126.745	.447	.824
VAR00012	67.5500	122.351	.583	.819
VAR00013	67.6600	131.924	.180	.833
VAR00014	67.8600	127.293	.466	.824
VAR00015	67.8400	125.065	.463	.823
VAR00016	67.6800	127.452	.355	.827
VAR00017	67.4800	127.262	.328	.829
VAR00019	68.3300	133.496	.096	.836
VAR00020	67.8700	129.508	.326	.828
VAR00021	67.6500	122.775	.528	.821
VAR00022	67.0000	128.566	.233	.833
VAR00023	67.1700	122.021	.538	.820
VAR00024	67.1700	131.941	.132	.836
VAR00025	67.5500	127.301	.390	.826
VAR00026	67.2300	126.300	.398	.826
VAR00027	67.4700	128.797	.292	.830
VAR00028	67.1400	129.394	.225	.833
VAR00029	67.2800	132.587	.098	.838

Reliability
Scale: KEPUASAN
 Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded(a)	0	.0
	Total	100	100.0

a Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.843	25

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	62.6500	120.048	.391	.837
VAR00002	63.0300	121.928	.391	.837
VAR00003	63.0700	126.349	.149	.845
VAR00005	62.9600	119.857	.444	.835
VAR00006	63.0000	120.101	.500	.834
VAR00007	62.7800	116.880	.564	.831
VAR00008	63.0900	117.396	.555	.831
VAR00009	62.4000	120.485	.387	.837
VAR00010	62.6900	118.357	.452	.835
VAR00011	63.0400	120.362	.449	.835
VAR00012	62.9800	115.858	.595	.829
VAR00013	63.0900	125.275	.188	.844
VAR00014	63.2900	120.814	.473	.835
VAR00015	63.2700	118.886	.457	.835
VAR00016	63.1100	121.028	.357	.838
VAR00017	62.9100	120.689	.337	.839
VAR00020	63.3000	123.768	.290	.840
VAR00021	63.0800	116.822	.515	.832
VAR00022	62.4300	121.520	.257	.843
VAR00023	62.6000	115.293	.559	.830
VAR00024	62.6000	124.949	.152	.846
VAR00025	62.9800	121.313	.371	.838
VAR00026	62.6600	119.742	.408	.836
VAR00027	62.9000	123.485	.242	.842
VAR00028	62.5700	122.450	.246	.843

Reliability**Scale: KEPUASAN****Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded(a)	0	.0
	Total	100	100.0

a Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.850	22

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	54.8500	107.664	.379	.846
VAR00002	55.2300	109.027	.401	.845
VAR00005	55.1600	107.287	.441	.843
VAR00006	55.2000	107.414	.504	.841
VAR00007	54.9800	104.363	.567	.838
VAR00008	55.2900	104.814	.560	.839
VAR00009	54.6000	107.556	.400	.845
VAR00010	54.8900	105.473	.468	.842
VAR00011	55.2400	107.598	.455	.843
VAR00012	55.1800	103.503	.593	.837
VAR00014	55.4900	108.273	.466	.843
VAR00015	55.4700	106.130	.466	.842
VAR00016	55.3100	107.852	.381	.845
VAR00017	55.1100	107.917	.341	.847
VAR00020	55.5000	110.980	.287	.848
VAR00021	55.2800	103.981	.533	.839
VAR00022	54.6300	109.629	.223	.853
VAR00023	54.8000	103.051	.553	.838
VAR00025	55.1800	108.775	.362	.846
VAR00026	54.8600	107.394	.395	.845
VAR00027	55.1000	110.515	.248	.850
VAR00028	54.7700	109.431	.256	.851

Reliability**Scale: KEPUASAN****Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded(a)	0	.0
	Total	100	100.0

a Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.858	19

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	46.1900	88.903	.370	.855
VAR00002	46.5700	89.985	.402	.853
VAR00005	46.5000	88.636	.429	.852
VAR00006	46.5400	88.554	.504	.849
VAR00007	46.3200	85.876	.561	.846
VAR00008	46.6300	85.791	.583	.846
VAR00009	45.9400	88.946	.384	.854
VAR00010	46.2300	86.664	.473	.850
VAR00011	46.5800	88.913	.443	.851
VAR00012	46.5200	84.252	.635	.843
VAR00014	46.8300	89.072	.483	.850
VAR00015	46.8100	87.105	.480	.850
VAR00016	46.6500	88.957	.379	.854
VAR00017	46.4500	88.573	.361	.855
VAR00020	46.8400	91.368	.314	.856
VAR00021	46.6200	85.369	.535	.847
VAR00023	46.1400	84.505	.556	.846
VAR00025	46.5200	90.434	.324	.856
VAR00026	46.2000	88.162	.413	.853

Reliability Scale: KUALITAS

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded(a)	0	.0
	Total	100	100.0

Reliability Statistics

Cronbach's Alpha	N of Items
.785	30

a Listwise deletion based on all variables in the procedure.

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	79.3100	142.479	.192	.784
VAR00002	79.1000	137.869	.451	.774
VAR00003	79.2600	136.437	.436	.773
VAR00004	78.9300	138.248	.348	.777
VAR00005	79.5100	135.444	.529	.770
VAR00006	79.1500	136.795	.449	.773
VAR00007	79.1200	140.470	.304	.779
VAR00008	79.2800	132.022	.597	.765
VAR00009	79.2200	134.961	.405	.774
VAR00010	79.1500	129.583	.527	.766
VAR00011	78.9500	134.472	.386	.774
VAR00012	78.8300	134.567	.505	.770
VAR00013	78.9400	144.562	.111	.787
VAR00014	79.2800	140.406	.250	.781
VAR00015	79.0900	140.406	.232	.782
VAR00016	78.7100	144.188	.092	.789
VAR00017	78.7000	141.283	.214	.783
VAR00018	78.8300	150.850	-.150	.798
VAR00019	79.1000	141.061	.239	.782
VAR00020	79.2200	136.093	.441	.773
VAR00021	79.0600	137.774	.383	.776
VAR00022	78.7300	140.704	.240	.782
VAR00023	78.7900	140.248	.264	.781
VAR00024	78.7600	145.336	.056	.790
VAR00025	79.1000	140.616	.260	.781
VAR00026	78.9600	138.443	.356	.777
VAR00027	79.0600	142.724	.166	.785
VAR00028	78.8700	140.013	.242	.782
VAR00029	79.0800	142.741	.169	.785
VAR00030	78.6600	141.924	.152	.787

Reliability
Scale: KUALITAS
 Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded(a)	0	.0
	Total	100	100.0

Reliability Statistics

Cronbach's Alpha	N of Items
.798	29

a Listwise deletion based on all variables in the procedure.

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	76.3900	145.392	.183	.797
VAR00002	76.1800	140.371	.458	.787
VAR00003	76.3400	139.055	.437	.787
VAR00004	76.0100	141.222	.335	.791
VAR00005	76.5900	138.285	.519	.784
VAR00006	76.2300	139.795	.433	.787
VAR00007	76.2000	142.869	.316	.792
VAR00008	76.3600	134.435	.605	.779
VAR00009	76.3000	137.081	.424	.787
VAR00010	76.2300	132.320	.521	.781
VAR00011	76.0300	137.080	.387	.788
VAR00012	75.9100	137.012	.512	.784
VAR00013	76.0200	147.070	.120	.800
VAR00014	76.3600	143.586	.231	.796
VAR00015	76.1700	142.809	.242	.795
VAR00016	75.7900	147.319	.077	.803
VAR00017	75.7800	143.668	.225	.796
VAR00019	76.1800	143.381	.254	.795
VAR00020	76.3000	138.838	.437	.787
VAR00021	76.1400	140.283	.389	.789
VAR00022	75.8100	143.287	.244	.795
VAR00023	75.8700	142.680	.274	.794
VAR00024	75.8400	147.651	.071	.803
VAR00025	76.1800	143.280	.261	.794
VAR00026	76.0400	141.130	.355	.790
VAR00027	76.1400	145.435	.165	.798
VAR00028	75.9500	142.311	.256	.795
VAR00029	76.1600	145.146	.181	.798
VAR00030	75.7400	144.760	.148	.801

**Reliability
Scale: KUALITAS**

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded(a)	0	.0
	Total	100	100.0

Reliability Statistics

Cronbach's Alpha	N of Items
.808	27

a Listwise deletion based on all variables in the procedure.

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	70.3600	138.899	.182	.808
VAR00002	70.1500	133.846	.465	.798
VAR00003	70.3100	132.822	.432	.798
VAR00004	69.9800	134.969	.328	.802
VAR00005	70.5600	131.602	.535	.794
VAR00006	70.2000	133.475	.431	.798
VAR00007	70.1700	136.547	.310	.803
VAR00008	70.3300	127.860	.619	.789
VAR00009	70.2700	130.563	.431	.797
VAR00010	70.2000	126.000	.525	.792
VAR00011	70.0000	131.313	.368	.800
VAR00012	69.8800	130.874	.505	.795
VAR00013	69.9900	140.576	.118	.810
VAR00014	70.3300	136.930	.238	.806
VAR00015	70.1400	135.213	.286	.804
VAR00017	69.7500	137.806	.201	.808
VAR00019	70.1500	136.351	.278	.804
VAR00020	70.2700	132.239	.447	.797
VAR00021	70.1100	133.533	.404	.799
VAR00022	69.7800	137.365	.222	.807
VAR00023	69.8400	136.378	.268	.805
VAR00025	70.1500	136.755	.264	.805
VAR00026	70.0100	134.454	.366	.801
VAR00027	70.1100	139.089	.159	.809
VAR00028	69.9200	135.711	.261	.805
VAR00029	70.1300	138.639	.181	.808
VAR00030	69.7100	138.248	.148	.811

Reliability
Scale: KUALITAS
 Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded(a)	0	.0
	Total	100	100.0

a Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.819	22

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00002	56.4500	111.058	.437	.810
VAR00003	56.6100	108.220	.498	.806
VAR00004	56.2800	111.476	.331	.814
VAR00005	56.8600	108.263	.548	.805
VAR00006	56.5000	109.545	.464	.808
VAR00007	56.4700	112.837	.318	.815
VAR00008	56.6300	105.609	.595	.801
VAR00009	56.5700	107.581	.428	.809
VAR00010	56.5000	102.455	.560	.801
VAR00011	56.3000	107.485	.394	.811
VAR00012	56.1800	107.927	.500	.806
VAR00014	56.6300	111.912	.300	.816
VAR00015	56.4400	113.037	.232	.819
VAR00017	56.0500	113.987	.206	.820
VAR00019	56.4500	112.937	.271	.817
VAR00020	56.5700	108.510	.473	.807
VAR00021	56.4100	110.143	.409	.811
VAR00022	56.0800	113.165	.246	.818
VAR00023	56.1400	113.314	.246	.818
VAR00025	56.4500	113.543	.246	.818
VAR00026	56.3100	110.782	.380	.812
VAR00028	56.2200	113.810	.195	.821

Reliability
Scale: KUALITAS
 Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded(a)	0	.0
	Total	100	100.0

a Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.821	21

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00002	53.5700	105.258	.424	.813
VAR00003	53.7300	102.118	.505	.808
VAR00004	53.4000	105.192	.342	.816
VAR00005	53.9800	102.424	.542	.807
VAR00006	53.6200	103.208	.481	.810
VAR00007	53.5900	106.749	.318	.817
VAR00008	53.7500	99.866	.588	.804
VAR00009	53.6900	101.570	.431	.811
VAR00010	53.6200	96.420	.569	.803
VAR00011	53.4200	101.236	.405	.813
VAR00012	53.3000	102.172	.490	.809
VAR00014	53.7500	106.088	.289	.818
VAR00015	53.5600	107.703	.199	.823
VAR00017	53.1700	107.819	.208	.822
VAR00019	53.5700	107.076	.260	.820
VAR00020	53.6900	102.216	.489	.809
VAR00021	53.5300	104.070	.412	.813
VAR00022	53.2000	107.071	.246	.821
VAR00023	53.2600	107.103	.250	.820
VAR00025	53.5700	107.217	.256	.820
VAR00026	53.4300	104.611	.387	.814

Reliability
Scale: KUALITAS
 Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded(a)	0	.0
	Total	100	100.0

a Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.823	20

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00002	50.9100	99.335	.426	.815
VAR00003	51.0700	96.470	.497	.811
VAR00004	50.7400	98.881	.362	.817
VAR00005	51.3200	96.927	.525	.810
VAR00006	50.9600	97.534	.473	.812
VAR00007	50.9300	100.793	.320	.819
VAR00008	51.0900	94.527	.568	.807
VAR00009	51.0300	95.646	.436	.813
VAR00010	50.9600	90.705	.571	.805
VAR00011	50.7600	94.709	.435	.814
VAR00012	50.6400	96.233	.497	.811
VAR00014	51.0900	100.487	.274	.822
VAR00017	50.5100	101.586	.220	.824
VAR00019	50.9100	101.477	.243	.823
VAR00020	51.0300	96.474	.486	.811
VAR00021	50.8700	98.680	.388	.816
VAR00022	50.5400	100.655	.267	.822
VAR00023	50.6000	101.152	.250	.823
VAR00025	50.9100	101.194	.260	.822
VAR00026	50.7700	98.664	.391	.816

Reliability
Scale: KUALITAS
 Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded(a)	0	.0
	Total	100	100.0

a Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.825	15

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00002	36.5800	69.438	.452	.814
VAR00003	36.7400	66.821	.532	.809
VAR00004	36.4100	69.113	.377	.818
VAR00005	36.9900	68.030	.508	.811
VAR00006	36.6300	67.811	.503	.811
VAR00007	36.6000	71.253	.304	.822
VAR00008	36.7600	65.841	.563	.806
VAR00009	36.7000	66.919	.421	.816
VAR00010	36.6300	62.801	.557	.806
VAR00011	36.4300	65.702	.441	.815
VAR00012	36.3100	67.873	.455	.813
VAR00014	36.7600	70.346	.294	.824
VAR00020	36.7000	67.141	.501	.811
VAR00021	36.5400	69.968	.343	.820
VAR00026	36.4400	68.976	.405	.817

Correlations

Correlations

		Kepuasan	Kualitas
Kepuasan	Pearson Correlation	1	.640(**)
	Sig. (2-tailed)		.000
	N	100	100
Kualitas	Pearson Correlation	.640(**)	1
	Sig. (2-tailed)	.000	
	N	100	100

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