

LAMPIRAN

1. Tabel Data Kuesioner

Berikut adalah hasil kuesioner 40 lansia Unit Pelaksana Teknik Daerah Panti Sosial Lanjut Usia Tresna Werdha Natar Lampung Selatan untuk mengetahui persepsi dan harapan responden (lansia) tentang tingkat kualitas pelayanan.

Tabel Data Persepsi Pelayanan Sosial

R	C1	C2	C3	C4	C5	Total
R1	3	3	3	2	3	14
R2	3	4	4	3	4	18
R3	3	3	3	3	3	15
R4	3	3	3	3	3	15
R5	3	3	3	3	3	15
R6	3	3	3	3	3	15
R7	3	3	3	3	3	15
R8	3	4	4	3	4	18
R9	4	3	4	3	3	17
R10	3	4	5	3	4	19
R11	3	3	3	3	3	15
R12	3	3	3	3	3	15
R13	3	4	3	4	4	18
R14	3	4	3	4	4	18
R15	3	3	3	3	3	15
R16	3	3	2	2	2	12
R17	3	4	3	3	5	18
R18	3	3	3	3	3	15
R19	4	4	3	5	4	20
R20	3	4	3	4	3	17
R21	3	5	5	4	3	20
R22	3	4	3	4	3	17
R23	5	4	4	4	4	21
R24	4	4	4	4	4	20
R25	3	2	2	2	2	11
R26	4	4	4	4	2	18
R27	3	3	3	3	3	15

Tabel Data Persepsi Pelayanan Sosial (Lanjutan)

R	C1	C2	C3	C4	C5	Total
R28	3	3	3	3	3	15
R29	3	3	3	3	3	15
R30	3	3	3	3	3	15
R31	3	3	3	3	3	15
R32	3	3	3	3	3	15
R33	3	2	2	2	2	11
R34	3	3	3	3	3	15
R35	3	5	4	3	5	20
R36	4	4	4	3	4	19
R37	4	4	3	5	4	20
R38	4	4	3	4	4	19
R39	3	3	3	3	3	15
R40	3	3	3	3	3	15

Tabel Data Harapan Pelayanan Sosial

R	C1	C2	C3	C4	C5	Total
R1	4	4	4	3	4	19
R2	4	5	5	4	5	23
R3	4	4	4	4	4	20
R4	4	4	4	4	4	20
R5	4	4	4	4	4	20
R6	4	4	4	4	4	20
R7	4	4	4	4	4	20
R8	4	5	5	4	5	23
R9	5	4	5	4	5	23
R10	4	5	5	4	5	23
R11	4	4	4	4	4	20
R12	4	4	4	4	4	20
R13	4	5	4	5	5	23
R14	4	5	4	5	5	23
R15	4	4	4	4	4	20
R16	4	4	3	3	3	17
R17	4	5	4	4	5	22
R18	4	4	4	4	4	20
R19	5	5	5	5	5	25
R20	4	5	4	5	4	22
R21	4	5	5	5	4	23

Tabel Data Harapan Pelayanan Sosial (Lanjutan)

R	C1	C2	C3	C4	C5	Total
R22	4	5	4	5	4	22
R23	5	5	5	5	5	25
R24	5	5	5	5	5	25
R25	4	3	3	3	3	16
R26	4	4	4	4	4	20
R27	4	4	4	4	4	20
R28	4	4	4	4	4	20
R29	4	4	4	4	4	20
R30	4	4	4	4	4	20
R31	4	4	4	4	4	20
R32	4	4	4	4	4	20
R33	4	3	3	3	3	16
R34	4	4	4	4	4	20
R35	4	5	5	4	5	23
R36	5	5	5	4	5	24
R37	5	5	4	5	5	24
R38	5	5	4	5	5	24
R39	4	4	4	4	4	20
R40	4	4	4	4	4	20

Tabel Data Persepsi Pelayanan Fisik

R	C1	C2	C3	C4	C5	Total
R1	3	4	3	3	3	16
R2	5	4	4	4	4	21
R3	3	3	3	3	3	15
R4	4	4	4	4	5	21
R5	3	3	3	3	3	15
R6	3	3	2	2	2	12
R7	3	3	3	3	3	15
R8	3	3	3	3	3	15
R9	3	5	4	4	4	20
R10	3	3	3	3	3	15
R11	3	3	3	3	3	15
R12	3	3	3	3	3	15
R13	5	4	4	4	4	21
R14	3	3	3	3	3	15
R15	4	4	4	4	4	20

Tabel Data Persepsi Pelayanan Fisik (Lanjutan)

R	C1	C2	C3	C4	C5	Total
R16	3	3	3	3	3	15
R17	3	3	3	3	3	15
R18	3	3	3	3	3	15
R19	4	4	3	3	3	17
R20	3	4	5	4	3	19
R21	3	3	3	4	4	17
R22	3	3	2	2	2	12
R23	3	3	3	3	3	15
R24	3	3	3	3	3	15
R25	3	3	2	3	3	14
R26	3	3	3	3	3	15
R27	4	4	4	5	4	21
R28	3	3	3	3	3	15
R29	3	3	3	3	3	15
R30	3	3	3	3	3	15
R31	3	3	3	3	3	15
R32	3	3	3	3	3	15
R33	3	3	3	4	3	16
R34	3	3	3	3	3	15
R35	3	3	3	2	3	14
R36	4	3	4	3	3	17
R37	4	3	3	3	3	16
R38	3	4	4	4	3	18
R39	4	3	3	3	3	16
R40	3	3	3	2	2	13

Tabel Data Harapan Pelayanan Fisik

R	C1	C2	C3	C4	C5	Total
R1	4	5	4	4	4	21
R2	5	5	5	5	5	25
R3	4	4	4	4	4	20
R4	5	5	5	5	5	25
R5	4	4	4	4	4	20
R6	3	4	3	3	3	16
R7	4	4	4	4	4	20
R8	4	4	4	4	4	20
R9	4	5	5	5	5	24

Tabel Data Harapan Pelayanan Fisik (Lanjutan)

R	C1	C2	C3	C4	C5	Total
R10	4	4	4	4	4	20
R11	4	4	4	4	4	20
R12	4	4	4	4	4	20
R13	5	5	5	5	5	25
R14	4	4	4	4	4	20
R15	5	5	5	5	5	25
R16	4	4	4	4	4	20
R17	4	4	4	4	4	20
R18	4	4	4	4	4	20
R19	5	5	4	4	4	22
R20	4	5	5	5	4	23
R21	4	4	4	5	5	22
R22	3	4	3	3	3	16
R23	4	4	4	4	4	20
R24	4	4	4	4	4	20
R25	4	4	3	4	3	18
R26	4	4	4	4	4	20
R27	5	5	5	5	5	25
R28	4	4	4	4	4	20
R29	4	4	4	4	4	20
R30	4	4	4	4	4	20
R31	4	4	4	4	4	20
R32	4	4	4	4	4	20
R33	4	4	4	5	4	21
R34	4	4	4	4	4	20
R35	4	4	4	3	4	19
R36	5	4	5	4	4	22
R37	5	4	4	4	4	21
R38	4	5	5	5	4	23
R39	5	4	4	4	4	21
R40	4	4	4	3	3	18

Tabel Data Persepsi Pelayanan Psikososial

R	C1	C2	C3	C4	C5	Total
R1	3	3	3	3	3	15
R2	2	2	2	2	2	10
R3	3	2	2	2	2	11

Tabel Data Persepsi Pelayanan Psikososial (Lanjutan)

R	C1	C2	C3	C4	C5	Total
R4	2	2	2	3	4	13
R5	3	3	3	3	3	15
R6	4	4	4	4	4	20
R7	4	5	4	4	4	21
R8	2	3	2	2	2	11
R9	3	3	3	3	3	15
R10	4	4	4	4	4	20
R11	3	3	3	3	3	15
R12	3	3	3	3	3	15
R13	4	4	4	4	4	20
R14	3	3	3	3	3	15
R15	5	4	4	4	4	21
R16	3	3	3	3	3	15
R17	3	3	3	3	3	15
R18	3	3	3	3	3	15
R19	3	3	3	3	3	15
R20	4	3	3	3	4	17
R21	4	3	3	3	3	16
R22	2	3	3	2	3	13
R23	3	3	3	3	3	15
R24	3	3	3	3	3	15
R25	3	3	3	3	3	15
R26	3	3	3	2	3	14
R27	3	4	5	3	4	19
R28	3	3	3	3	3	15
R29	3	3	3	3	3	15
R30	3	3	3	3	3	15
R31	3	3	3	3	3	15
R32	3	3	3	3	3	15
R33	3	4	4	3	4	18
R34	4	3	4	3	4	18
R35	3	4	4	3	5	19
R36	3	3	3	3	3	15
R37	3	3	3	3	3	15
R38	3	4	3	5	4	19
R39	3	4	3	4	4	18
R40	3	3	3	3	3	15

Tabel Data Harapan Pelayanan Psikososial

R	C1	C2	C3	C4	C5	Total
R1	4	4	4	4	4	20
R2	3	3	3	3	3	15
R3	4	3	3	3	3	16
R4	3	3	3	4	5	18
R5	4	4	4	4	4	20
R6	5	5	5	5	5	25
R7	5	5	5	5	5	25
R8	3	4	3	3	3	16
R9	4	4	4	4	4	20
R10	5	5	5	5	5	25
R11	4	4	4	4	4	20
R12	4	4	4	4	4	20
R13	5	5	5	5	5	25
R14	4	4	4	4	4	20
R15	5	5	5	5	5	25
R16	4	4	4	4	4	20
R17	4	4	4	4	4	20
R18	4	4	4	4	4	20
R19	4	4	4	5	5	22
R20	5	4	4	4	5	22
R21	5	4	4	4	4	21
R22	3	4	4	3	4	18
R23	4	4	4	4	4	20
R24	4	4	4	4	4	20
R25	4	4	4	4	4	20
R26	4	4	4	3	4	19
R27	4	5	5	4	5	23
R28	4	4	4	4	4	20
R29	4	4	4	4	4	20
R30	4	4	4	4	4	20
R31	4	4	4	4	4	20
R32	4	4	4	4	4	20
R33	4	5	5	4	5	23
R34	5	4	5	4	5	23
R35	4	5	5	4	5	23
R36	4	4	4	4	4	20
R37	4	4	4	4	4	20

Tabel Data Harapan Pelayanan Psikososial (Lanjutan)

R	C1	C2	C3	C4	C5	Total
R38	4	5	4	5	5	23
R39	4	5	4	5	5	23
R40	4	4	4	4	4	20

Tabel Data Persepsi Pelayanan Ketrampilan

R	C1	C2	C3	C4	C5	Total
R1	3	3	3	3	3	15
R2	5	4	4	4	4	21
R3	3	3	3	3	3	15
R4	4	4	4	4	4	20
R5	3	3	3	3	3	15
R6	3	2	2	2	3	12
R7	3	3	3	3	3	15
R8	3	3	3	3	3	15
R9	3	3	3	3	3	15
R10	4	3	3	4	4	18
R11	3	3	3	3	3	15
R12	3	3	3	3	3	15
R13	3	3	3	3	3	15
R14	3	3	3	3	3	15
R15	3	3	3	3	3	15
R16	3	3	4	3	3	16
R17	3	3	3	4	4	17
R18	3	3	3	3	3	15
R19	3	3	3	3	3	15
R20	3	3	2	3	4	15
R21	5	4	3	4	4	20
R22	4	3	3	3	4	17
R23	2	3	3	2	2	12
R24	2	2	2	2	2	10
R25	3	3	3	3	3	15
R26	3	3	3	3	3	15
R27	4	5	4	4	5	22
R28	3	3	3	3	3	15
R29	4	4	4	4	4	20
R30	3	3	3	3	3	15
R31	3	3	3	3	3	15

Tabel Data Persepsi Pelayanan Ketrampilan (Lanjutan)

R	C1	C2	C3	C4	C5	Total
R32	3	3	3	3	3	15
R33	3	3	3	3	4	16
R34	3	4	5	3	3	18
R35	3	3	3	3	5	17
R36	3	2	2	2	3	12
R37	3	3	3	3	3	15
R38	3	3	3	3	3	15
R39	3	3	3	3	3	15
R40	4	3	3	5	4	19

Tabel Data Harapan Pelayanan Ketrampilan

R	C1	C2	C3	C4	C5	Total
R1	4	4	4	4	4	20
R2	5	5	5	5	5	25
R3	4	4	4	4	4	20
R4	5	5	5	5	5	25
R5	4	4	4	4	4	20
R6	4	3	3	3	4	17
R7	4	4	4	4	4	20
R8	4	4	4	4	4	20
R9	4	4	4	4	4	20
R10	5	4	4	5	5	23
R11	4	4	4	4	4	20
R12	4	4	4	4	4	20
R13	4	4	4	4	4	20
R14	4	4	4	4	4	20
R15	4	4	4	4	4	20
R16	4	4	5	4	4	21
R17	4	4	4	5	5	22
R18	4	4	4	4	4	20
R19	4	4	4	4	4	20
R20	4	4	3	4	5	20
R21	5	5	4	5	5	24
R22	5	4	4	4	5	22
R23	3	4	4	3	3	17
R24	3	3	3	3	3	15
R25	4	4	4	4	4	20

Tabel Data Harapan Pelayanan Ketrampilan (Lanjutan)

R	C1	C2	C3	C4	C5	Total
R26	4	4	4	4	4	20
R27	5	5	5	5	5	25
R28	4	4	4	4	4	20
R29	5	5	5	5	5	25
R30	4	4	4	4	4	20
R31	4	4	4	4	4	20
R32	4	4	4	4	4	20
R33	4	4	4	4	5	21
R34	4	5	5	4	4	22
R35	4	4	4	4	5	21
R36	4	3	3	3	4	17
R37	4	4	4	4	4	20
R38	4	4	4	4	4	20
R39	4	4	4	4	4	20
R40	5	4	4	5	5	23

Tabel Data Persepsi Pelayanan Keagamaan

R	C1	C2	C3	C4	C5	Total
R1	5	4	3	3	4	19
R2	4	4	3	3	3	17
R3	3	3	3	2	3	14
R4	3	3	3	3	3	15
R5	3	3	3	3	3	15
R6	3	3	3	2	3	14
R7	4	3	3	3	3	16
R8	4	5	4	4	4	21
R9	3	3	3	3	3	15
R10	3	3	3	3	3	15
R11	3	3	3	3	3	15
R12	3	3	3	2	3	14
R13	3	3	3	3	3	15
R14	4	5	3	4	3	19
R15	4	4	5	4	3	20
R16	4	4	3	5	4	20
R17	3	3	3	3	3	15
R18	3	3	3	3	3	15
R19	3	3	3	3	3	15

Tabel Data Persepsi Pelayanan Keagamaan (Lanjutan)

R	C1	C2	C3	C4	C5	Total
R20	3	3	3	3	3	15
R21	3	3	3	3	3	15
R22	3	3	3	3	2	14
R23	3	3	3	3	3	15
R24	3	3	3	3	3	15
R25	2	3	2	3	2	12
R26	3	4	3	3	5	18
R27	4	4	3	3	3	17
R28	4	4	2	3	3	16
R29	3	3	3	3	3	15
R30	4	4	2	3	3	16
R31	3	3	3	3	3	15
R32	3	3	3	3	3	15
R33	4	4	5	4	4	21
R34	3	3	3	3	3	15
R35	4	4	5	4	4	21
R36	3	3	3	3	3	15
R37	3	4	3	3	3	16
R38	4	3	5	3	3	18
R39	3	3	3	3	3	15
R40	3	2	3	4	4	16

Tabel Data Harapan Pelayanan Keagamaan

R	C1	C2	C3	C4	C5	Total
R1	5	5	4	4	5	23
R2	5	5	4	4	4	22
R3	4	4	4	3	4	19
R4	4	4	4	4	4	20
R5	4	4	4	4	4	20
R6	4	4	4	3	4	19
R7	5	4	4	4	4	21
R8	5	5	5	5	5	25
R9	4	4	4	4	4	20
R10	4	4	4	4	4	20
R11	4	4	4	4	4	20
R12	4	4	4	3	4	19
R13	4	4	4	4	4	20

Tabel Data Harapan Pelayanan Keagamaan (Lanjutan)

R	C1	C2	C3	C4	C5	Total
R14	5	5	4	5	4	23
R15	5	5	5	5	4	24
R16	5	5	4	5	5	24
R17	4	4	4	4	4	20
R18	4	4	4	4	4	20
R19	4	4	4	4	4	20
R20	4	4	4	4	4	20
R21	4	4	4	4	4	20
R22	4	4	4	4	3	19
R23	4	4	4	4	4	20
R24	4	4	4	4	4	20
R25	3	4	3	4	3	17
R26	4	5	4	4	5	22
R27	5	5	4	4	4	22
R28	5	5	3	4	4	21
R29	5	4	4	4	4	21
R30	5	5	3	4	4	21
R31	4	4	4	4	4	20
R32	4	4	4	4	4	20
R33	5	5	5	5	5	25
R34	4	4	4	4	4	20
R35	5	5	5	5	5	25
R36	4	4	4	4	4	20
R37	4	4	4	4	4	20
R38	4	4	4	4	4	20
R39	4	4	4	4	4	20
R40	4	3	4	5	5	21

Tabel Data Persepsi Pelayanan Pendampingan

R	C1	C2	C3	C4	C5	Total
R1	3	3	3	4	3	16
R2	2	2	2	2	3	11
R3	3	3	3	3	3	15
R4	3	2	2	2	2	11
R5	3	3	3	3	3	15
R6	2	3	2	3	3	13
R7	3	3	1	3	3	13

Tabel Data Persepsi Pelayanan Pendampingan (Lanjutan)

R	C1	C2	C3	C4	C5	Total
R8	3	3	1	3	3	13
R9	3	3	3	3	3	15
R10	4	4	4	4	4	20
R11	3	4	4	3	3	17
R12	2	3	2	3	3	13
R13	3	3	1	3	3	13
R14	3	3	1	3	3	13
R15	2	3	1	4	1	11
R16	2	2	3	3	2	12
R17	4	5	2	4	3	18
R18	3	3	3	3	3	15
R19	3	3	2	3	3	14
R20	3	3	3	3	3	15
R21	3	3	3	3	3	15
R22	4	3	3	5	4	19
R23	4	3	4	4	5	20
R24	4	3	5	3	5	20
R25	4	3	4	4	5	20
R26	3	3	2	3	3	14
R27	3	3	2	3	3	14
R28	4	5	4	4	4	21
R29	3	4	3	3	1	14
R30	3	3	3	3	3	15
R31	4	4	4	4	4	20
R32	4	4	4	5	4	21
R33	3	4	3	3	3	16
R34	3	3	3	3	3	15
R35	3	4	3	1	3	14
R36	3	4	3	3	4	17
R37	3	4	2	3	2	14
R38	2	3	3	3	3	14
R39	3	4	3	3	2	15
R40	3	3	3	3	3	15

Tabel Data Harapan Pelayanan Pendampingan

R	C1	C2	C3	C4	C5	Total
R1	4	4	4	5	4	21

Tabel Data Harapan Pelayanan Pendampingan (Lanjutan)

R	C1	C2	C3	C4	C5	Total
R2	3	3	3	3	4	16
R3	4	4	4	4	4	20
R4	4	3	3	3	3	16
R5	4	4	4	4	4	20
R6	3	4	3	4	4	18
R7	4	4	2	4	4	18
R8	4	4	2	4	4	18
R9	4	4	4	4	4	20
R10	5	5	5	5	5	25
R11	4	5	5	4	4	22
R12	3	4	3	4	4	18
R13	4	4	2	4	4	18
R14	4	4	2	4	4	18
R15	3	4	2	5	2	16
R16	3	3	4	4	3	17
R17	5	5	3	5	4	22
R18	4	4	4	4	4	20
R19	4	4	3	4	4	19
R20	4	4	4	4	4	20
R21	4	4	4	4	4	20
R22	5	4	4	5	5	23
R23	5	4	5	5	5	24
R24	5	4	5	4	5	23
R25	5	4	5	5	5	24
R26	4	4	3	4	4	19
R27	4	4	3	4	4	19
R28	5	5	5	5	5	25
R29	4	5	4	4	2	19
R30	4	4	4	4	4	20
R31	5	5	5	5	5	25
R32	5	5	5	5	5	25
R33	4	5	4	4	4	21
R34	4	4	4	4	4	20
R35	4	5	4	2	4	19
R36	4	5	4	4	5	22
R37	4	5	3	4	3	19
R38	3	4	4	4	4	19

Tabel Data Harapan Pelayanan Pendampingan (Lanjutan)

R	C1	C2	C3	C4	C5	Total
R39	4	5	4	4	3	20
R40	4	4	4	4	4	20

Tabel Data Persepsi Pelayanan Bantuan Hukum

R	C1	C2	C3	C4	C5	Total
R1	4	3	3	2	3	15
R2	5	4	4	5	4	22
R3	2	2	2	2	2	10
R4	2	2	2	2	2	10
R5	3	3	3	3	3	15
R6	2	3	2	2	2	11
R7	2	2	2	2	2	10
R8	2	2	2	2	2	10
R9	4	5	4	4	4	21
R10	5	2	3	3	3	16
R11	3	3	3	3	3	15
R12	3	3	3	3	3	15
R13	4	5	4	4	4	21
R14	3	3	3	3	3	15
R15	4	4	5	4	4	21
R16	3	3	3	3	3	15
R17	3	3	3	3	3	15
R18	3	3	3	3	3	15
R19	3	3	3	3	3	15
R20	4	4	4	3	3	18
R21	4	5	3	3	3	18
R22	2	3	2	2	2	11
R23	3	3	3	3	3	15
R24	3	3	3	3	3	15
R25	3	3	3	3	3	15
R26	4	3	3	3	3	16
R27	4	3	3	3	3	16
R28	3	3	3	3	3	15
R29	3	3	3	3	3	15
R30	3	3	2	3	2	13
R31	3	3	3	5	3	17
R32	3	3	3	3	3	15

Tabel Data Persepsi Pelayanan Bantuan Hukum (Lanjutan)

R	C1	C2	C3	C4	C5	Total
R33	2	2	2	2	2	10
R34	4	4	4	4	3	19
R35	4	4	3	3	3	17
R36	2	2	2	3	2	11
R37	4	4	4	4	5	21
R38	4	4	3	3	3	17
R39	4	3	4	4	3	18
R40	3	4	4	4	3	18

Tabel Data Harapan Pelayanan Bantuan Hukum

R	C1	C2	C3	C4	C5	Total
R1	5	4	4	3	4	20
R2	5	5	5	5	5	25
R3	3	3	3	4	3	16
R4	3	3	3	3	3	15
R5	4	4	4	4	4	20
R6	3	4	3	3	3	16
R7	3	3	3	3	3	15
R8	3	3	3	3	3	15
R9	5	5	5	5	5	25
R10	5	3	4	4	4	20
R11	4	4	4	4	4	20
R12	4	4	4	4	4	20
R13	5	5	5	5	5	25
R14	4	4	4	4	4	20
R15	5	5	5	5	5	25
R16	4	4	4	4	4	20
R17	4	4	4	4	4	20
R18	4	4	4	4	4	20
R19	4	4	4	4	4	20
R20	5	5	5	4	4	23
R21	5	5	4	4	4	22
R22	3	4	3	3	3	16
R23	4	4	4	4	4	20
R24	4	4	4	4	4	20
R25	4	4	4	4	4	20
R26	5	4	4	4	4	21

Tabel Data Harapan Pelayanan Bantuan Hukum (Lanjutan)

R	C1	C2	C3	C4	C5	Total
R27	5	4	4	4	4	21
R28	4	4	4	4	4	20
R29	4	4	4	4	4	20
R30	4	4	3	4	3	18
R31	4	4	4	5	4	21
R32	4	4	4	4	4	20
R33	3	3	3	3	3	15
R34	5	5	5	5	4	24
R35	5	5	4	4	4	22
R36	3	3	3	4	3	16
R37	5	5	5	5	5	25
R38	5	5	4	4	3	21
R39	5	4	5	5	4	23
R40	4	5	5	5	4	23

2. Tabel Rekapitulasi Data Aktual

Berikut adalah tabel rekapitulasi data aktual persepsi dan harapan:

Tabel Data Aktual Persepsi

							Responden
A1	C1	0	0	32	7	1	40
	C2	0	2	21	15	2	40
	C3	0	3	27	8	2	40
	C4	0	4	25	9	2	40
	C5	0	4	23	11	2	40
A2	C1	0	0	31	7	2	40
	C2	0	0	30	9	1	40
	C3	0	3	28	8	1	40
	C4	0	4	26	9	1	40
	C5	0	3	30	6	1	40
A3	C1	0	4	28	7	7	46
	C2	0	3	27	9	1	40
	C3	0	4	27	8	1	40
	C4	0	5	28	6	1	40
	C5	0	3	24	12	1	40

Tabel Data Aktual Persepsi (Lanjutan)

							Responden
A4	C1	0	2	30	6	2	40
	C2	0	3	31	5	1	40
	C3	0	4	30	5	1	40
	C4	0	4	28	7	1	40
	C5	0	2	26	10	2	40
A5	C1	0	1	26	12	1	40
	C2	0	1	26	11	2	40
	C3	0	3	32	1	4	40
	C4	0	3	30	6	1	40
	C5	0	2	31	6	1	40
A6	C1	0	6	25	9	0	40
	C2	0	3	25	10	2	40
	C3	5	9	18	7	1	40
	C4	1	2	27	8	2	40
	C5	2	4	25	6	3	40
A7	C1	0	8	17	13	2	40
	C2	0	7	22	8	3	40
	C3	0	9	22	8	1	40
	C4	0	8	23	7	2	40
	C5	0	9	26	4	1	40

Tabel Data Aktual Harapan

							Responden
A1	C1	0	0	0	33	7	40
	C2	0	0	2	22	16	40
	C3	0	0	3	27	10	40
	C4	0	0	4	26	10	40
	C5	0	0	3	23	14	40
A2	C1	0	0	2	29	9	40
	C2	0	0	0	30	10	40
	C3	0	0	3	28	9	40
	C4	0	0	4	26	10	40
	C5	0	0	4	29	7	40
A3	C1	0	0	4	28	8	40
	C2	0	0	3	27	10	40
	C3	0	0	4	27	9	40
	C4	0	0	5	27	8	40

Tabel Data Aktual Harapan (Lanjutan)

							Responden
	C5	0	0	3	23	14	40
A4	C1	0	0	2	30	8	40
	C2	0	0	3	31	6	40
	C3	0	0	4	30	6	40
	C4	0	0	4	28	8	40
	C5	0	0	2	26	12	40
A5	C1	0	0	1	26	13	40
	C2	0	0	1	27	12	40
	C3	0	0	3	33	4	40
	C4	0	0	3	30	7	40
	C5	0	0	2	31	7	40
A6	C1	0	0	6	25	9	40
	C2	0	0	3	25	12	40
	C3	0	5	9	18	8	40
	C4	0	1	2	27	10	40
	C5	0	2	4	25	9	40
A7	C1	0	0	8	17	15	40
	C2	0	0	7	22	11	40
	C3	0	0	9	22	9	40
	C4	0	0	7	24	9	40
	C5	0	0	10	25	5	40

3. Tabel Perhitungan Skala Likert

Berikut adalah hasil perhitungan kuesioner persepsi dan harapan yang sudah dikonversi menggunakan skala likert :

Tabel Data Persepsi Skala Likert

								Likert
Pelayanan	Pertanyaan	STB	TB	CB	B	SB	Total	
		1	2	3	4	5		
A1	C1	0	0	96	28	5	129	64.5
	C2	0	4	63	60	10	137	68.5
	C3	0	6	81	32	10	129	64.5
	C4	0	8	75	36	10	129	64.5
	C5	0	8	69	44	10	131	65.5

Tabel Data Persepsi Skala Likert (Lanjutan)

Pelayanan	Pertanyaan	STB	TB	CB	B	SB	Total	Likert
		1	2	3	4	5		
A2	C1	0	0	93	28	10	131	65.5
	C2	0	0	90	36	5	131	65.5
	C3	0	6	84	32	5	127	63.5
	C4	0	8	78	36	5	127	63.5
	C5	0	6	90	24	5	125	62.5
A3	C1	0	8	84	28	35	155	77.5
	C2	0	6	81	36	5	128	64
	C3	0	8	81	32	5	126	63
	C4	0	10	84	24	5	123	61.5
	C5	0	6	72	48	5	131	65.5
A4	C1	0	4	90	24	10	128	64
	C2	0	6	93	20	5	124	62
	C3	0	8	90	20	5	123	61.5
	C4	0	8	84	28	5	125	62.5
	C5	0	4	78	40	10	132	66
A5	C1	0	2	78	48	5	133	66.5
	C2	0	2	78	44	10	134	67
	C3	0	6	96	4	20	126	63
	C4	0	6	90	24	5	125	62.5
	C5	0	4	93	24	5	126	63
A6	C1	0	12	75	36	0	123	61.5
	C2	0	6	75	40	10	131	65.5
	C3	5	18	54	28	5	110	55
	C4	1	4	81	32	10	128	64
	C5	2	8	75	24	15	124	62
A7	C1	0	16	51	52	10	129	64.5
	C2	0	14	66	32	15	127	63.5
	C3	0	18	66	32	5	121	60.5
	C4	0	16	69	28	10	123	61.5
	C5	0	18	78	16	5	117	58.5

Tabel Data Harapan Skala Likert

								Likert
Alternatif	Kriteria	STB	TB	CB	B	SB	Total	
	X	1	2	3	4	5		
A1	C1	0	0	0	132	35	167	83.5
	C2	0	0	6	88	80	174	87
	C3	0	0	9	108	50	167	83.5
	C4	0	0	12	104	50	166	83
	C5	0	0	9	92	70	171	85.5
A2	C1	0	0	6	116	45	167	83.5
	C2	0	0	0	120	50	170	85
	C3	0	0	9	112	45	166	83
	C4	0	0	12	104	50	166	83
	C5	0	0	12	116	35	163	81.5
A3	C1	0	0	12	112	40	164	82
	C2	0	0	9	108	50	167	83.5
	C3	0	0	12	108	45	165	82.5
	C4	0	0	15	108	40	163	81.5
	C5	0	0	9	92	70	171	85.5
A4	C1	0	0	6	120	40	166	83
	C2	0	0	9	124	30	163	81.5
	C3	0	0	12	120	30	162	81
	C4	0	0	12	112	40	164	82
	C5	0	0	6	104	60	170	85
A5	C1	0	0	3	104	65	172	86
	C2	0	0	3	108	60	171	85.5
	C3	0	0	9	132	20	161	80.5
	C4	0	0	9	120	35	164	82
	C5	0	0	6	124	35	165	82.5
A6	C1	0	0	18	100	45	163	81.5
	C2	0	0	9	100	60	169	84.5
	C3	0	10	27	72	40	149	74.5
	C4	0	2	6	108	50	166	83
	C5	0	4	12	100	45	161	80.5
A7	C1	0	0	24	68	75	167	83.5
	C2	0	0	21	88	55	164	82
	C3	0	0	27	88	45	160	80
	C4	0	0	21	96	45	162	81
	C5	0	0	30	100	25	155	77.5

4. Tabel Uji Validitas dan Reliabilitas

Uji validitas menggunakan taraf signifikan 5% dan N= 40 dengan rumus $df = n - 2$ maka $df = 40 - 2$ yaitu 38. Setelah melakukan perhitungan tersebut maka diperoleh r tabel sebesar 0, 0.3120. Untuk mengetahui kuesioner sudah valid atau tidak, maka dilakukan perbandingan antara r tabel dengan r hitung. Jika r hitung > r tabel maka kuesioner tersebut dikatakan valid, dan sebaliknya. Pada uji realibilitas, instrumen kuesioner dapat dikatakan reliabel bila memiliki koefisien alfa diatas 0,700. Berikut adalah uji validitas menggunakan software *SPSS*.

a. Pelayanan Sosial (A1)

Tabel Data Hasil Uji Validitas dan Reliabilitas Pelayanan (A1) Persepsi

		Correlations					
		C1	C2	C3	C4	C5	Skor
C1	Pearson Correlation	1	.331*	.322*	.534**	.263	.594**
	Sig. (2-tailed)		.037	.043	.000	.101	.000
	N	40	40	40	40	40	40
C2	Pearson Correlation	.331*	1	.701**	.663**	.707**	.910**
	Sig. (2-tailed)	.037		.000	.000	.000	.000
	N	40	40	40	40	40	40
C3	Pearson Correlation	.322*	.701**	1	.333*	.463**	.744**
	Sig. (2-tailed)	.043	.000		.036	.003	.000
	N	40	40	40	40	40	40
C4	Pearson Correlation	.534**	.663**	.333*	1	.438**	.778**
	Sig. (2-tailed)	.000	.000	.036		.005	.000
	N	40	40	40	40	40	40
C5	Pearson Correlation	.263	.707**	.463**	.438**	1	.776**
	Sig. (2-tailed)	.101	.000	.003	.005		.000
	N	40	40	40	40	40	40
Skor	Pearson Correlation	.594**	.910**	.744**	.778**	.776**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	40	40	40	40	40	40

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

Reliability Statistics

Cronbach's Alpha	N of Items
.822	5

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

Tabel Data Hasil Uji Validitas dan Reliabilitas Pelayanan (A1) Harapan

Correlations

		C1	C2	C3	C4	C5	Skor
C1	Pearson Correlation	1	.408**	.458**	.454**	.565**	.654**
	Sig. (2-tailed)		.009	.003	.003	.000	.000
	N	40	40	40	40	40	40
C2	Pearson Correlation	.408**	1	.688**	.756**	.824**	.907**
	Sig. (2-tailed)	.009		.000	.000	.000	.000
	N	40	40	40	40	40	40
C3	Pearson Correlation	.458**	.688**	1	.479**	.785**	.830**
	Sig. (2-tailed)	.003	.000		.002	.000	.000
	N	40	40	40	40	40	40
C4	Pearson Correlation	.454**	.756**	.479**	1	.617**	.809**
	Sig. (2-tailed)	.003	.000	.002		.000	.000
	N	40	40	40	40	40	40
C5	Pearson Correlation	.565**	.824**	.785**	.617**	1	.924**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	40	40	40	40	40	40
Skor	Pearson Correlation	.654**	.907**	.830**	.809**	.924**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	40	40	40	40	40	40

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

Reliability Statistics

Cronbach's Alpha	N of Items
.886	5

b. Pelayanan Fisik (A2)

Tabel Data Hasil Uji Validitas dan Reliabilitas Pelayanan (A2) Persepsi

		Correlations					
		C1	C2	C3	C4	C5	Skor
C1	Pearson Correlation	1	.455**	.473**	.442**	.544**	.701**
	Sig. (2-tailed)		.003	.002	.004	.000	.000
	N	40	40	40	40	40	40
C2	Pearson Correlation	.455**	1	.689**	.644**	.596**	.811**
	Sig. (2-tailed)	.003		.000	.000	.000	.000
	N	40	40	40	40	40	40
C3	Pearson Correlation	.473**	.689**	1	.731**	.622**	.856**
	Sig. (2-tailed)	.002	.000		.000	.000	.000
	N	40	40	40	40	40	40
C4	Pearson Correlation	.442**	.644**	.731**	1	.796**	.886**
	Sig. (2-tailed)	.004	.000	.000		.000	.000
	N	40	40	40	40	40	40
C5	Pearson Correlation	.544**	.596**	.622**	.796**	1	.866**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	40	40	40	40	40	40
Skor	Pearson Correlation	.701**	.811**	.856**	.886**	.866**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	40	40	40	40	40	40

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

Reliability Statistics

Cronbach's Alpha	N of Items
.882	5

Data Hasil Uji Validitas dan Reliabilitas Pelayanan (A2) Harapan

Correlations

		C1	C2	C3	C4	C5	Skor
C1	Pearson Correlation	1	.496**	.667**	.526**	.631**	.774**
	Sig. (2-tailed)		.001	.000	.000	.000	.000
	N	40	40	40	40	40	40
C2	Pearson Correlation	.496**	1	.712**	.656**	.584**	.794**
	Sig. (2-tailed)	.001		.000	.000	.000	.000
	N	40	40	40	40	40	40
C3	Pearson Correlation	.667**	.712**	1	.755**	.782**	.918**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	40	40	40	40	40	40
C4	Pearson Correlation	.526**	.656**	.755**	1	.804**	.885**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	40	40	40	40	40	40
C5	Pearson Correlation	.631**	.584**	.782**	.804**	1	.896**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	40	40	40	40	40	40
Skor	Pearson Correlation	.774**	.794**	.918**	.885**	.896**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	40	40	40	40	40	40

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

Reliability Statistics

Cronbach's Alpha	N of Items
.907	5

c. Pelayanan Psikososial (A3)

Data Hasil Uji Validitas dan Reliabilitas Pelayanan (A3) Persepsi

		Correlations					
		C1	C2	C3	C4	C5	Skor
C1	Pearson Correlation	1	.556**	.628**	.592**	.503**	.775**
	Sig. (2-tailed)		.000	.000	.000	.001	.000
	N	40	40	40	40	40	40
C2	Pearson Correlation	.556**	1	.800**	.713**	.712**	.896**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	40	40	40	40	40	40
C3	Pearson Correlation	.628**	.800**	1	.505**	.731**	.869**
	Sig. (2-tailed)	.000	.000		.001	.000	.000
	N	40	40	40	40	40	40
C4	Pearson Correlation	.592**	.713**	.505**	1	.662**	.822**
	Sig. (2-tailed)	.000	.000	.001		.000	.000
	N	40	40	40	40	40	40
C5	Pearson Correlation	.503**	.712**	.731**	.662**	1	.858**
	Sig. (2-tailed)	.001	.000	.000	.000		.000
	N	40	40	40	40	40	40
Skor	Pearson Correlation	.775**	.896**	.869**	.822**	.858**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	40	40	40	40	40	40

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

Reliability Statistics

Cronbach's Alpha	N of Items
.899	5

Data Hasil Uji Validitas dan Reliabilitas Pelayanan (A3) Harapan

Correlations

		C1	C2	C3	C4	C5	Skor
C1	Pearson Correlation	1	.539**	.709**	.633**	.542**	.791**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	40	40	40	40	40	40
C2	Pearson Correlation	.539**	1	.839**	.691**	.707**	.876**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	40	40	40	40	40	40
C3	Pearson Correlation	.709**	.839**	1	.606**	.732**	.901**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	40	40	40	40	40	40
C4	Pearson Correlation	.633**	.691**	.606**	1	.762**	.860**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	40	40	40	40	40	40
C5	Pearson Correlation	.542**	.707**	.732**	.762**	1	.875**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	40	40	40	40	40	40
Skor	Pearson Correlation	.791**	.876**	.901**	.860**	.875**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	40	40	40	40	40	40

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

Reliability Statistics

Cronbach's Alpha	N of Items
.913	5

d. Pelayanan Ketrampilan (A4)

Data Hasil Uji Validitas dan Reliabilitas Pelayanan (A4) Persepsi

		Correlations					
		C1	C2	C3	C4	C5	Skor
C1	Pearson Correlation	1	.634**	.398*	.765**	.690**	.854**
	Sig. (2-tailed)		.000	.011	.000	.000	.000
	N	40	40	40	40	40	40
C2	Pearson Correlation	.634**	1	.797**	.658**	.566**	.878**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	40	40	40	40	40	40
C3	Pearson Correlation	.398*	.797**	1	.489**	.283	.705**
	Sig. (2-tailed)	.011	.000		.001	.077	.000
	N	40	40	40	40	40	40
C4	Pearson Correlation	.765**	.658**	.489**	1	.684**	.879**
	Sig. (2-tailed)	.000	.000	.001		.000	.000
	N	40	40	40	40	40	40
C5	Pearson Correlation	.690**	.566**	.283	.684**	1	.797**
	Sig. (2-tailed)	.000	.000	.077	.000		.000
	N	40	40	40	40	40	40
Skor	Pearson Correlation	.854**	.878**	.705**	.879**	.797**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	40	40	40	40	40	40

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
.879	5

Data Hasil Uji Validitas dan Reliabilitas Pelayanan (A4) Harapan

Correlations

	C1	C2	C3	C4	C5	Skor
C1	Pearson Correlation	1	.621**	.495**	.818**	.883**
	Sig. (2-tailed)		.000	.001	.000	.000
	N	40	40	40	40	40
C2	Pearson Correlation	.621**	1	.842**	.763**	.871**
	Sig. (2-tailed)	.000		.000	.000	.001
	N	40	40	40	40	40
C3	Pearson Correlation	.495**	.842**	1	.635**	.328*
	Sig. (2-tailed)	.001	.000		.000	.039
	N	40	40	40	40	40
C4	Pearson Correlation	.818**	.763**	.635**	1	.779**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	40	40	40	40	40
C5	Pearson Correlation	.831**	.523**	.328*	.779**	1
	Sig. (2-tailed)	.000	.001	.039	.000	
	N	40	40	40	40	40
Skor	Pearson Correlation	.883**	.871**	.764**	.938**	.818**
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	40	40	40	40	40

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
.907	5

e. **Pelayanan Keagamaan (A5)**

Data Hasil Uji Validitas dan Reliabilitas Pelayanan (A5) Persepsi

		Correlations					
		C1	C2	C3	C4	C5	Skor
C1	Pearson Correlation	1	.680**	.387*	.427**	.424**	. ^c
	Sig. (2-tailed)		.000	.014	.006	.006	.
	N	40	40	40	40	40	0
C2	Pearson Correlation	.680**	1	.230	.457**	.378*	. ^c
	Sig. (2-tailed)	.000		.154	.003	.016	.
	N	40	40	40	40	40	0
C3	Pearson Correlation	.387*	.230	1	.407**	.350*	. ^c
	Sig. (2-tailed)	.014	.154		.009	.027	.
	N	40	40	40	40	40	0
C4	Pearson Correlation	.427**	.457**	.407**	1	.448**	. ^c
	Sig. (2-tailed)	.006	.003	.009		.004	.
	N	40	40	40	40	40	0
C5	Pearson Correlation	.424**	.378*	.350*	.448**	1	. ^c
	Sig. (2-tailed)	.006	.016	.027	.004		.
	N	40	40	40	40	40	0
Skor	Pearson Correlation	. ^c	. ^c	. ^c	. ^c	. ^c	. ^c
	Sig. (2-tailed)
	N	0	0	0	0	0	0

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

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

c. Cannot be computed because at least one of the variables is constant.

Reliability Statistics

Cronbach's Alpha	N of Items
.776	5

Data Hasil Uji Validitas dan Reliabilitas Pelayanan (A5) Harapan

Correlations

	C1	C2	C3	C4	C5	Skor	
C1	Pearson Correlation	1	.756**	.317*	.480**	.482**	.826**
	Sig. (2-tailed)		.000	.046	.002	.002	.000
	N	40	40	40	40	40	40
C2	Pearson Correlation	.756**	1	.207	.399*	.397*	.754**
	Sig. (2-tailed)	.000		.200	.011	.011	.000
	N	40	40	40	40	40	40
C3	Pearson Correlation	.317*	.207	1	.477**	.507**	.642**
	Sig. (2-tailed)	.046	.200		.002	.001	.000
	N	40	40	40	40	40	40
C4	Pearson Correlation	.480**	.399*	.477**	1	.502**	.762**
	Sig. (2-tailed)	.002	.011	.002		.001	.000
	N	40	40	40	40	40	40
C5	Pearson Correlation	.482**	.397*	.507**	.502**	1	.760**
	Sig. (2-tailed)	.002	.011	.001	.001		.000
	N	40	40	40	40	40	40
Skor	Pearson Correlation	.826**	.754**	.642**	.762**	.760**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	40	40	40	40	40	40

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
.807	5

f. Pelayanan Pendampingan (A6)

Data Hasil Uji Validitas dan Reliabilitas Pelayanan (A6) Persepsi

		Correlations					
		C1	C2	C3	C4	C5	Skor
C1	Pearson Correlation	1	.502**	.542**	.541**	.655**	.864**
	Sig. (2-tailed)		.001	.000	.000	.000	.000
	N	40	40	40	40	40	40
C2	Pearson Correlation	.502**	1	.299	.303	.126	.567**
	Sig. (2-tailed)	.001		.061	.057	.440	.000
	N	40	40	40	40	40	40
C3	Pearson Correlation	.542**	.299	1	.289	.570**	.784**
	Sig. (2-tailed)	.000	.061		.070	.000	.000
	N	40	40	40	40	40	40
C4	Pearson Correlation	.541**	.303	.289	1	.374*	.660**
	Sig. (2-tailed)	.000	.057	.070		.017	.000
	N	40	40	40	40	40	40
C5	Pearson Correlation	.655**	.126	.570**	.374*	1	.772**
	Sig. (2-tailed)	.000	.440	.000	.017		.000
	N	40	40	40	40	40	40
Skor	Pearson Correlation	.864**	.567**	.784**	.660**	.772**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	40	40	40	40	40	40

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
.771	5

Data Hasil Uji Validitas dan Reliabilitas Pelayanan (A6) Harapan

Correlations

	C1	C2	C3	C4	C5	Skor	
C1	Pearson Correlation	1	.457**	.528**	.505**	.621**	.845**
	Sig. (2-tailed)		.003	.000	.001	.000	.000
	N	40	40	40	40	40	40
C2	Pearson Correlation	.457**	1	.356*	.261	.168	.582**
	Sig. (2-tailed)	.003		.024	.104	.299	.000
	N	40	40	40	40	40	40
C3	Pearson Correlation	.528**	.356*	1	.294	.497**	.794**
	Sig. (2-tailed)	.000	.024		.066	.001	.000
	N	40	40	40	40	40	40
C4	Pearson Correlation	.505**	.261	.294	1	.329*	.631**
	Sig. (2-tailed)	.001	.104	.066		.038	.000
	N	40	40	40	40	40	40
C5	Pearson Correlation	.621**	.168	.497**	.329*	1	.742**
	Sig. (2-tailed)	.000	.299	.001	.038		.000
	N	40	40	40	40	40	40
Skor	Pearson Correlation	.845**	.582**	.794**	.631**	.742**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	40	40	40	40	40	40

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
.762	5

g. Pelayanan Bantuan Hukum (A7)

Data Hasil Uji Validitas dan Reliabilitas Pelayanan (A7) Persepsi

		Correlations					
		C1	C2	C3	C4	C5	Skor
C1	Pearson Correlation	1	.623**	.747**	.618**	.737**	.856**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	40	40	40	40	40	40
C2	Pearson Correlation	.623**	1	.724**	.597**	.699**	.836**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	40	40	40	40	40	40
C3	Pearson Correlation	.747**	.724**	1	.774**	.857**	.933**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	40	40	40	40	40	40
C4	Pearson Correlation	.618**	.597**	.774**	1	.728**	.846**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	40	40	40	40	40	40
C5	Pearson Correlation	.737**	.699**	.857**	.728**	1	.910**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	40	40	40	40	40	40
Skor	Pearson Correlation	.856**	.836**	.933**	.846**	.910**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	40	40	40	40	40	40

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

Reliability Statistics

Cronbach's Alpha	N of Items
.921	5

Data Hasil Uji Validitas dan Reliabilitas Pelayanan (A7) Harapan

Correlations

		C1	C2	C3	C4	C5	Skor
C1	Pearson Correlation	1	.730**	.808**	.626**	.728**	.882**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	40	40	40	40	40	40
C2	Pearson Correlation	.730**	1	.787**	.646**	.660**	.861**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	40	40	40	40	40	40
C3	Pearson Correlation	.808**	.787**	1	.828**	.870**	.962**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	40	40	40	40	40	40
C4	Pearson Correlation	.626**	.646**	.828**	1	.744**	.857**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	40	40	40	40	40	40
C5	Pearson Correlation	.728**	.660**	.870**	.744**	1	.893**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	40	40	40	40	40	40
Skor	Pearson Correlation	.882**	.861**	.962**	.857**	.893**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	40	40	40	40	40	40

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

Reliability Statistics

Cronbach's Alpha	N of Items
.934	5