

LAMPIRAN

Uji validitas dan reliabilitas

Correlations

		X1.1	X1.2	X1.3	X1.4	TANGIBLE (X1)
X1.1	Pearson Correlation	1	.679*	.225	.417	.675*
	Sig. (2-tailed)		.015	.481	.177	.016
	N	12	12	12	12	12
X1.2	Pearson Correlation	.679*	1	.409	.819**	.917**
	Sig. (2-tailed)	.015		.187	.001	.000
	N	12	12	12	12	12
X1.3	Pearson Correlation	.225	.409	1	.617*	.685*
	Sig. (2-tailed)	.481	.187		.033	.014
	N	12	12	12	12	12
X1.4	Pearson Correlation	.417	.819**	.617*	1	.923**
	Sig. (2-tailed)	.177	.001	.033		.000
	N	12	12	12	12	12
TANGIBLE (X1)	Pearson Correlation	.675*	.917**	.685*	.923**	1
	Sig. (2-tailed)	.016	.000	.014	.000	
	N	12	12	12	12	12

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
.819	4

Correlations

		X2.1	X2.2	X2.3	X2.4	EMPATI (X2)
X2.1	Pearson Correlation	1	.640*	.605*	.702*	.811**
	Sig. (2-tailed)		.025	.037	.011	.001
	N	12	12	12	12	12
X2.2	Pearson Correlation	.640*	1	.704*	.817**	.926**
	Sig. (2-tailed)	.025		.011	.001	.000
	N	12	12	12	12	12
X2.3	Pearson Correlation	.605*	.704*	1	.663*	.854**
	Sig. (2-tailed)	.037	.011		.019	.000
	N	12	12	12	12	12
X2.4	Pearson Correlation	.702*	.817**	.663*	1	.904**
	Sig. (2-tailed)	.011	.001	.019		.000
	N	12	12	12	12	12
EMPATI (X2)	Pearson Correlation	.811**	.926**	.854**	.904**	1
	Sig. (2-tailed)	.001	.000	.000	.000	
	N	12	12	12	12	12

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

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

Reliability Statistics

Cronbach's	
Alpha	N of Items
.885	4

Correlations

		X3.1	X3.2	X3.3	X3.4	REABILITY (X3)
X3.1	Pearson Correlation	1	.688*	.625*	.650*	.918**
	Sig. (2-tailed)		.013	.030	.022	.000
	N	12	12	12	12	12
X3.2	Pearson Correlation	.688*	1	.431	.501	.842**
	Sig. (2-tailed)	.013		.162	.097	.001
	N	12	12	12	12	12
X3.3	Pearson Correlation	.625*	.431	1	.237	.683*

	Sig. (2-tailed)	.030	.162		.459	.014
	N	12	12	12	12	12
X3.4	Pearson Correlation	.650*	.501	.237	1	.756**
	Sig. (2-tailed)	.022	.097	.459		.004
	N	12	12	12	12	12
REABILITY (X3)	Pearson Correlation	.918**	.842**	.683*	.756**	1
	Sig. (2-tailed)	.000	.001	.014	.004	
	N	12	12	12	12	12

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
.809	4

Correlations

		X4.1	X4.2	X4.3	X4.4	RESPONSIV E (X4)
X4.1	Pearson Correlation	1	.630*	.875**	.570	.861**
	Sig. (2-tailed)		.028	.000	.053	.000
	N	12	12	12	12	12
X4.2	Pearson Correlation	.630*	1	.609*	.839**	.916**
	Sig. (2-tailed)	.028		.035	.001	.000
	N	12	12	12	12	12
X4.3	Pearson Correlation	.875**	.609*	1	.467	.822**
	Sig. (2-tailed)	.000	.035		.126	.001
	N	12	12	12	12	12
X4.4	Pearson Correlation	.570	.839**	.467	1	.854**
	Sig. (2-tailed)	.053	.001	.126		.000
	N	12	12	12	12	12
RESPONSIVE (X4)	Pearson Correlation	.861**	.916**	.822**	.854**	1
	Sig. (2-tailed)	.000	.000	.001	.000	
	N	12	12	12	12	12

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
.879	4

Correlations

		X5.1	X5.2	X5.3	X5.4	ASURANCE (X5)
X5.1	Pearson Correlation	1	.685*	.391	.417	.770**
	Sig. (2-tailed)		.014	.208	.177	.003
	N	12	12	12	12	12
X5.2	Pearson Correlation	.685*	1	.385	.506	.820**
	Sig. (2-tailed)	.014		.217	.094	.001
	N	12	12	12	12	12
X5.3	Pearson Correlation	.391	.385	1	.573	.777**
	Sig. (2-tailed)	.208	.217		.052	.003
	N	12	12	12	12	12
X5.4	Pearson Correlation	.417	.506	.573	1	.774**
	Sig. (2-tailed)	.177	.094	.052		.003
	N	12	12	12	12	12
ASURANCE (X5)	Pearson Correlation	.770**	.820**	.777**	.774**	1
	Sig. (2-tailed)	.003	.001	.003	.003	
	N	12	12	12	12	12

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
.779	4

Correlations

		Y1	Y2	Y3	Y4	KEPUASAN (Y)
Y1	Pearson Correlation	1	.630*	.471	.804**	.843**
	Sig. (2-tailed)		.028	.122	.002	.001
	N	12	12	12	12	12
Y2	Pearson Correlation	.630*	1	.599*	.849**	.874**
	Sig. (2-tailed)	.028		.040	.000	.000
	N	12	12	12	12	12
Y3	Pearson Correlation	.471	.599*	1	.674*	.798**
	Sig. (2-tailed)	.122	.040		.016	.002
	N	12	12	12	12	12
Y4	Pearson Correlation	.804**	.849**	.674*	1	.955**
	Sig. (2-tailed)	.002	.000	.016		.000
	N	12	12	12	12	12
KEPUASAN (Y)	Pearson Correlation	.843**	.874**	.798**	.955**	1
	Sig. (2-tailed)	.001	.000	.002	.000	
	N	12	12	12	12	12

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
.884	4

N

KoefisienDeterminasi

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.985 ^a	.970	.945	.81610

- a. Predictors: (Constant), ASURANCE (X5), EMPATI (X2), TANGIBLE (X1), REABILITY (X3), RESPONSIVE (X4)
 b. Dependent Variable: KEPUASAN (Y)

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		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	1.247	1.985		.628	.553
	TANGIBLE (X1)	.532	.198	.410	2.685	.036
	EMPATI (X2)	.329	.127	.336	2.601	.041
	REABILITY (X3)	.256	.264	.229	.970	.370
	RESPONSIVE (X4)	.404	.364	.362	1.110	.309
	ASURANCE (X5)	.890	.469	.869	2.895	.007

a. Dependent Variable: KEPUASAN (Y)

Tabulasi data responden

NO RESP	TANGIBLE (X1)					REABILITY (X3)								
	X1.1	X1.2	X1.3	X1.4	jml	X2.2	X2.3	X2.4	jml	X3.1	X3.2	X3.3	X3.4	jml
1	4	4	5	4	17	5	4	5	14	5	5	4	5	19
2	4	5	4	4	17	5	4	5	14	5	4	5	5	19
3	4	4	4	4	16	4	4	4	12	4	5	4	4	17
4	4	5	4	5	18	4	4	4	12	5	4	5	4	18
5	3	4	5	5	17	2	2	4	8	5	5	5	3	18
6	4	4	4	4	16	4	5	4	13	4	5	4	3	16
7	5	5	5	5	20	5	5	5	15	5	5	5	4	19
8	5	5	4	4	18	3	3	4	10	4	4	3	3	14
9	4	4	3	4	15	5	4	5	14	5	4	3	5	17
10	4	5	4	4	17	5	4	5	14	4	5	4	5	18
11	3	2	3	1	9	1	2	2	5	2	1	3	2	8
12	4	5	4	5	18	3	5	5	13	5	4	5	4	18
Total :	48	52	49	49	198	46	46	52	188	53	51	50	47	201

Tabulasi data responden

RESPONSIVE (X4)					ASURANCE (X5)				JML
X4.1	X4.2	X4.3	X4.4	RESPONSIVE (X4)	X5.1	X5.2	X5.3	X5.4	jml
4	5	4	5	18	4	3	5	5	17
4	5	4	5	18	4	5	5	5	19
3	4	3	5	15	4	4	3	4	15
4	5	4	5	18	5	3	5	4	17
4	5	3	5	17	4	4	5	4	17
5	4	4	5	18	4	3	5	5	17
4	4	4	5	17	5	4	2	5	16
4	4	4	4	16	3	3	4	5	15
4	5	4	4	17	5	5	4	4	18
4	5	4	5	18	4	5	4	5	18
2	1	2	2	7	2	1	1	2	6
5	4	5	4	18	5	5	4	4	18
47	51	45	54	197	49	45	47	52	193

Tabulasi data responden

RESP	KEPUASAN (Y)				jml
	Y1	Y2	Y3	Y4	
1	5	4	3	4	16
2	5	4	5	4	18
3	4	5	4	4	17
4	4	4	5	4	17
5	5	4	3	3	15
6	4	5	4	4	17
7	5	5	5	5	20
8	4	5	3	4	16
9	4	4	3	4	15
10	4	5	5	4	18
11	1	2	2	1	6
12	4	5	5	4	18
Total :	0.84	0.87	0.8	0.96	193



Gambar 1 : lokasi kantor PT. Pelabuhan Wapnor Biak



Gambar 2 : penyebaran kuisioner



Gambar 4 : penyebaran kuisioner



Gambar 5: penyebaran kuisisioner



Gambar 6 : penyebaran kuisisioner