

## BAB 8

### KESIMPULAN DAN SARAN

#### 8.1. Kesimpulan

Berdasarkan hasil analisis data dan pembahasan di Toko Mebel Sembilan, kesimpulan yang dapat diambil adalah sebagai berikut:

- a. Terdapat peningkatan kualitas layanan setelah usulan perbaikan diimplementasikan di Toko Mebel Sembilan. Hal tersebut dibuktikan dengan gap pada atribut A7 yang awalnya -0.05 menjadi 0.17, gap pada atribut A8 yang awalnya -0.19 menjadi 0.08, gap pada atribut A9 yang awalnya -0.12 menjadi 0.25, dan gap pada atribut A10 yang awalnya -0.16 menjadi 0.08.
- b. Rancangan usulan perbaikan yang diberikan untuk meningkatkan kualitas layanan di Toko Mebel Sembilan yaitu pemberian label harga dan spesifikasi produk untuk menjawab keinginan dari *shopkeeper*, membuat dan menempelkan SOP *shopkeeper* untuk menjawab keinginan dari *shopkeeper*, formulir kritik dan saran secara digital untuk menjawab keinginan dari pelanggan dan pemilik toko, dan membuat jadwal perawatan mesin dan alat untuk menjawab keinginan dari operator produksi.
- c. Metode yang digunakan untuk penyelesaian masalah di Toko Mebel Sembilan dengan survei pelanggan menggunakan metode *Service Quality* dan *Importance Performance Quality*.
- d. Terdapat 4 atribut dimensi bukti fisik, 4 atribut dimensi kehandalan, 4 atribut dimensi daya tangkap, 4 atribut dimensi jaminan, dan 4 atribut dimensi empati yang disebar dengan menggunakan kuesioner.
- e. Atribut pelayanan yang dihasilkan untuk dilakukan perbaikan dengan metode *Service Quality* dan *Importance Performance Quality* adalah karyawan mempunyai ketelitian dalam melakukan service/pelayanan, karyawan bekerja dengan profesional, karyawan tanggap dalam menangani permasalahan atau keluhan pelanggan, dan karyawan memiliki inisiatif untuk memberikan solusi pada keluhan pelanggan.

#### 8.2. Saran

Saran untuk peneliti yang akan datang di Toko Mebel Sembilan yaitu perlu penelitian lebih lanjut di Toko Mebel Sembilan mengenai strategi pengembangan karyawan untuk pelayanan karyawan kepada pelanggan atau perbandingan

kualitas layanan antara Toko Mebel Sembilan dengan pesaing. Saran untuk pihak Toko Mebel Sembilan sebaiknya dapat melakukan penilaian kualitas layanan secara rutin dan melakukan evaluasi terhadap atribut-atribut layanan yang masih mendapatkan penilaian kurang baik dari pelanggan.



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## LAMPIRAN

### Lampiran 1: Uji Validitas Persepsi

**Correlations**

		A1	A2	A3	A4	A5	A6
A1	Pearson Correlation	1	.278	.278	.188	.050	.083
	Sig. (2-tailed)		.065	.065	.216	.743	.586
	N	45	45	45	45	45	45
A2	Pearson Correlation	.278	1	.523**	.069	-.090	.023
	Sig. (2-tailed)	.065		.000	.654	.558	.882
	N	45	45	45	45	45	45
A3	Pearson Correlation	.278	.523**	1	.210	.323*	.357*
	Sig. (2-tailed)	.065	.000		.167	.031	.016
	N	45	45	45	45	45	45
A4	Pearson Correlation	.188	.069	.210	1	.359*	.170
	Sig. (2-tailed)	.216	.654	.167		.015	.265
	N	45	45	45	45	45	45
A5	Pearson Correlation	.050	-.090	.323*	.359*	1	.411**
	Sig. (2-tailed)	.743	.558	.031	.015		.005
	N	45	45	45	45	45	45
A6	Pearson Correlation	.083	.023	.357*	.170	.411**	1
	Sig. (2-tailed)	.586	.882	.016	.265	.005	
	N	45	45	45	45	45	45
A7	Pearson Correlation	.118	.127	.404**	.244	.455**	.832**
	Sig. (2-tailed)	.441	.405	.006	.106	.002	.000
	N	45	45	45	45	45	45
A8	Pearson Correlation	.208	.319*	.417**	.121	.354*	.600**
	Sig. (2-tailed)	.170	.033	.004	.427	.017	.000
	N	45	45	45	45	45	45
A9	Pearson Correlation	.531**	.448**	.604**	.258	.108	.237
	Sig. (2-tailed)	.000	.002	.000	.087	.481	.117
	N	45	45	45	45	45	45



### Correlations

		A7	A8	A9	A10	A11	A12
A1	Pearson Correlation	.118	.208	.531**	.413**	.288	.015
	Sig. (2-tailed)	.441	.170	.000	.005	.055	.920
	N	45	45	45	45	45	45
A2	Pearson Correlation	.127	.319*	.448**	.353*	.144	-.164
	Sig. (2-tailed)	.405	.033	.002	.017	.345	.280
	N	45	45	45	45	45	45
A3	Pearson Correlation	.404**	.417**	.604**	.310*	.263	.186
	Sig. (2-tailed)	.006	.004	.000	.039	.081	.222
	N	45	45	45	45	45	45
A4	Pearson Correlation	.244	.121	.258	.364*	.398**	.132
	Sig. (2-tailed)	.106	.427	.087	.014	.007	.389
	N	45	45	45	45	45	45
A5	Pearson Correlation	.455**	.354*	.108	.306*	.340*	.313*
	Sig. (2-tailed)	.002	.017	.481	.041	.022	.037
	N	45	45	45	45	45	45
A6	Pearson Correlation	.832**	.600**	.237	.194	.242	.268
	Sig. (2-tailed)	.000	.000	.117	.201	.109	.075
	N	45	45	45	45	45	45
A7	Pearson Correlation	1	.780**	.231	.217	.111	.320*
	Sig. (2-tailed)		.000	.127	.151	.466	.032
	N	45	45	45	45	45	45
A8	Pearson Correlation	.780**	1	.204	.152	.074	.330*
	Sig. (2-tailed)	.000		.178	.319	.629	.027
	N	45	45	45	45	45	45
A9	Pearson Correlation	.231	.204	1	.531**	.503**	.091
	Sig. (2-tailed)	.127	.178		.000	.000	.552
	N	45	45	45	45	45	45



### Correlations

		A13	A14	A15	A16	A17	A18
A1	Pearson Correlation	.101	.283	.331*	.234	.206	.022
	Sig. (2-tailed)	.510	.060	.026	.122	.174	.886
	N	45	45	45	45	45	45
A2	Pearson Correlation	.083	.242	.130	.046	.124	.103
	Sig. (2-tailed)	.588	.109	.396	.765	.416	.501
	N	45	45	45	45	45	45
A3	Pearson Correlation	.388**	.212	.470**	.106	.326*	.553**
	Sig. (2-tailed)	.009	.162	.001	.488	.029	.000
	N	45	45	45	45	45	45
A4	Pearson Correlation	.101	.283	.468**	.234	.150	.187
	Sig. (2-tailed)	.510	.060	.001	.122	.325	.219
	N	45	45	45	45	45	45
A5	Pearson Correlation	.294	.298*	.383**	.290	.384**	.419**
	Sig. (2-tailed)	.050	.047	.009	.053	.009	.004
	N	45	45	45	45	45	45
A6	Pearson Correlation	.310*	.404**	.350*	.368*	.634**	.400**
	Sig. (2-tailed)	.038	.006	.018	.013	.000	.006
	N	45	45	45	45	45	45
A7	Pearson Correlation	.282	.509**	.428**	.459**	.640**	.454**
	Sig. (2-tailed)	.061	.000	.003	.002	.000	.002
	N	45	45	45	45	45	45
A8	Pearson Correlation	.183	.377*	.390**	.383**	.619**	.345*
	Sig. (2-tailed)	.229	.011	.008	.009	.000	.020
	N	45	45	45	45	45	45
A9	Pearson Correlation	.282	.156	.503**	.127	.190	.302*
	Sig. (2-tailed)	.060	.306	.000	.404	.211	.044
	N	45	45	45	45	45	45

## Correlations

		A19	A20	Total
A1	Pearson Correlation	.120	.139	.415**
	Sig. (2-tailed)	.432	.361	.005
	N	45	45	45
A2	Pearson Correlation	.130	.401**	.388**
	Sig. (2-tailed)	.396	.006	.008
	N	45	45	45
A3	Pearson Correlation	.386**	.585**	.678**
	Sig. (2-tailed)	.009	.000	.000
	N	45	45	45
A4	Pearson Correlation	.320*	.197	.457**
	Sig. (2-tailed)	.032	.194	.002
	N	45	45	45
A5	Pearson Correlation	.115	.340*	.547**
	Sig. (2-tailed)	.451	.022	.000
	N	45	45	45
A6	Pearson Correlation	.141	.250	.644**
	Sig. (2-tailed)	.355	.097	.000
	N	45	45	45
A7	Pearson Correlation	.413**	.438**	.747**
	Sig. (2-tailed)	.005	.003	.000
	N	45	45	45
A8	Pearson Correlation	.314*	.495**	.682**
	Sig. (2-tailed)	.036	.001	.000
	N	45	45	45
A9	Pearson Correlation	.314*	.319*	.600**
	Sig. (2-tailed)	.036	.033	.000
	N	45	45	45

### Correlations

		A1	A2	A3	A4	A5	A6
A10	Pearson Correlation	.413**	.353*	.310*	.364*	.306*	.194
	Sig. (2-tailed)	.005	.017	.039	.014	.041	.201
	N	45	45	45	45	45	45
A11	Pearson Correlation	.288	.144	.263	.398**	.340*	.242
	Sig. (2-tailed)	.055	.345	.081	.007	.022	.109
	N	45	45	45	45	45	45
A12	Pearson Correlation	.015	-.164	.186	.132	.313*	.268
	Sig. (2-tailed)	.920	.280	.222	.389	.037	.075
	N	45	45	45	45	45	45
A13	Pearson Correlation	.101	.083	.388**	.101	.294	.310*
	Sig. (2-tailed)	.510	.588	.009	.510	.050	.038
	N	45	45	45	45	45	45
A14	Pearson Correlation	.283	.242	.212	.283	.298*	.404**
	Sig. (2-tailed)	.060	.109	.162	.060	.047	.006
	N	45	45	45	45	45	45
A15	Pearson Correlation	.331*	.130	.470**	.468**	.383**	.350*
	Sig. (2-tailed)	.026	.396	.001	.001	.009	.018
	N	45	45	45	45	45	45
A16	Pearson Correlation	.234	.046	.106	.234	.290	.368*
	Sig. (2-tailed)	.122	.765	.488	.122	.053	.013
	N	45	45	45	45	45	45
A17	Pearson Correlation	.206	.124	.326*	.150	.384**	.634**
	Sig. (2-tailed)	.174	.416	.029	.325	.009	.000
	N	45	45	45	45	45	45
A18	Pearson Correlation	.022	.103	.553**	.187	.419**	.400**
	Sig. (2-tailed)	.886	.501	.000	.219	.004	.006
	N	45	45	45	45	45	45
A19	Pearson Correlation	.120	.130	.386**	.320*	.115	.141
	Sig. (2-tailed)	.432	.396	.009	.032	.451	.355
	N	45	45	45	45	45	45
A20	Pearson Correlation	.139	.401**	.585**	.197	.340*	.250
	Sig. (2-tailed)	.361	.006	.000	.194	.022	.097
	N	45	45	45	45	45	45

### Correlations

		A7	A8	A9	A10	A11	A12
A10	Pearson Correlation	.217	.152	.531**	1	.711**	.019
	Sig. (2-tailed)	.151	.319	.000		.000	.900
	N	45	45	45	45	45	45
A11	Pearson Correlation	.111	.074	.503**	.711**	1	.180
	Sig. (2-tailed)	.466	.629	.000	.000		.238
	N	45	45	45	45	45	45
A12	Pearson Correlation	.320*	.330*	.091	.019	.180	1
	Sig. (2-tailed)	.032	.027	.552	.900	.238	
	N	45	45	45	45	45	45
A13	Pearson Correlation	.282	.183	.282	.216	.300*	.706**
	Sig. (2-tailed)	.061	.229	.060	.154	.045	.000
	N	45	45	45	45	45	45
A14	Pearson Correlation	.509**	.377*	.156	.188	.079	.411**
	Sig. (2-tailed)	.000	.011	.306	.216	.604	.005
	N	45	45	45	45	45	45
A15	Pearson Correlation	.428**	.390**	.503**	.290	.248	.380**
	Sig. (2-tailed)	.003	.008	.000	.053	.100	.010
	N	45	45	45	45	45	45
A16	Pearson Correlation	.459**	.383**	.127	.301*	.106	.333*
	Sig. (2-tailed)	.002	.009	.404	.044	.487	.025
	N	45	45	45	45	45	45
A17	Pearson Correlation	.640**	.619**	.190	.320*	.301*	.332*
	Sig. (2-tailed)	.000	.000	.211	.032	.045	.026
	N	45	45	45	45	45	45
A18	Pearson Correlation	.454**	.345*	.302*	.211	.125	.319*
	Sig. (2-tailed)	.002	.020	.044	.165	.414	.033
	N	45	45	45	45	45	45
A19	Pearson Correlation	.413**	.314*	.314*	.233	.066	.491**
	Sig. (2-tailed)	.005	.036	.036	.123	.665	.001
	N	45	45	45	45	45	45
A20	Pearson Correlation	.438**	.495**	.319*	.174	.022	.221
	Sig. (2-tailed)	.003	.001	.033	.252	.886	.145
	N	45	45	45	45	45	45

### Correlations

		A13	A14	A15	A16	A17	A18
A10	Pearson Correlation	.216	.188	.290	.301*	.320*	.211
	Sig. (2-tailed)	.154	.216	.053	.044	.032	.165
	N	45	45	45	45	45	45
A11	Pearson Correlation	.300*	.079	.248	.106	.301*	.125
	Sig. (2-tailed)	.045	.604	.100	.487	.045	.414
	N	45	45	45	45	45	45
A12	Pearson Correlation	.706**	.411**	.380**	.333*	.332*	.319*
	Sig. (2-tailed)	.000	.005	.010	.025	.026	.033
	N	45	45	45	45	45	45
A13	Pearson Correlation	1	.395**	.324*	.317*	.305*	.286
	Sig. (2-tailed)		.007	.030	.034	.042	.056
	N	45	45	45	45	45	45
A14	Pearson Correlation	.395**	1	.356*	.728**	.507**	.364*
	Sig. (2-tailed)	.007		.017	.000	.000	.014
	N	45	45	45	45	45	45
A15	Pearson Correlation	.324*	.356*	1	.362*	.532**	.507**
	Sig. (2-tailed)	.030	.017		.015	.000	.000
	N	45	45	45	45	45	45
A16	Pearson Correlation	.317*	.728**	.362*	1	.486**	.300*
	Sig. (2-tailed)	.034	.000	.015		.001	.045
	N	45	45	45	45	45	45
A17	Pearson Correlation	.305*	.507**	.532**	.486**	1	.392**
	Sig. (2-tailed)	.042	.000	.000	.001		.008
	N	45	45	45	45	45	45
A18	Pearson Correlation	.286	.364*	.507**	.300*	.392**	1
	Sig. (2-tailed)	.056	.014	.000	.045	.008	
	N	45	45	45	45	45	45
A19	Pearson Correlation	.509**	.331*	.402**	.483**	.164	.483**
	Sig. (2-tailed)	.000	.026	.006	.001	.282	.001
	N	45	45	45	45	45	45
A20	Pearson Correlation	.303*	.319*	.467**	.317*	.526**	.561**
	Sig. (2-tailed)	.043	.033	.001	.034	.000	.000
	N	45	45	45	45	45	45

### Correlations

		A19	A20	Total
A10	Pearson Correlation	.233	.174	.565**
	Sig. (2-tailed)	.123	.252	.000
	N	45	45	45
A11	Pearson Correlation	.066	.022	.471**
	Sig. (2-tailed)	.665	.886	.001
	N	45	45	45
A12	Pearson Correlation	.491**	.221	.477**
	Sig. (2-tailed)	.001	.145	.001
	N	45	45	45
A13	Pearson Correlation	.509**	.303*	.546**
	Sig. (2-tailed)	.000	.043	.000
	N	45	45	45
A14	Pearson Correlation	.331*	.319*	.623**
	Sig. (2-tailed)	.026	.033	.000
	N	45	45	45
A15	Pearson Correlation	.402**	.467**	.696**
	Sig. (2-tailed)	.006	.001	.000
	N	45	45	45
A16	Pearson Correlation	.483**	.317*	.585**
	Sig. (2-tailed)	.001	.034	.000
	N	45	45	45
A17	Pearson Correlation	.164	.526**	.699**
	Sig. (2-tailed)	.282	.000	.000
	N	45	45	45
A18	Pearson Correlation	.483**	.561**	.621**
	Sig. (2-tailed)	.001	.000	.000
	N	45	45	45
A19	Pearson Correlation	1	.511**	.581**
	Sig. (2-tailed)		.000	.000
	N	45	45	45
A20	Pearson Correlation	.511**	1	.647**
	Sig. (2-tailed)	.000		.000
	N	45	45	45

### Correlations

		A1	A2	A3	A4	A5	A6
Total	Pearson Correlation	.415**	.388**	.678**	.457**	.547**	.644**
	Sig. (2-tailed)	.005	.008	.000	.002	.000	.000
	N	45	45	45	45	45	45

### Correlations

		A7	A8	A9	A10	A11	A12
Total	Pearson Correlation	.747**	.682**	.600**	.565**	.471**	.477**
	Sig. (2-tailed)	.000	.000	.000	.000	.001	.001
	N	45	45	45	45	45	45

### Correlations

		A13	A14	A15	A16	A17	A18
Total	Pearson Correlation	.546**	.623**	.696**	.585**	.699**	.621**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	45	45	45	45	45	45

### Correlations

		A19	A20	Total
Total	Pearson Correlation	.581**	.647**	1
	Sig. (2-tailed)	.000	.000	
	N	45	45	45



Lampiran 2: Uji Validitas Harapan

**Correlations**

		A1	A2	A3	A4	A5	A6
A1	Pearson Correlation	1	.734**	.611**	.505**	.612**	.531**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	45	45	45	45	45	45
A2	Pearson Correlation	.734**	1	.518**	.473**	.492**	.531**
	Sig. (2-tailed)	.000		.000	.001	.001	.000
	N	45	45	45	45	45	45
A3	Pearson Correlation	.611**	.518**	1	.548**	.305*	.460**
	Sig. (2-tailed)	.000	.000		.000	.042	.001
	N	45	45	45	45	45	45
A4	Pearson Correlation	.505**	.473**	.548**	1	.245	.536**
	Sig. (2-tailed)	.000	.001	.000		.105	.000
	N	45	45	45	45	45	45
A5	Pearson Correlation	.612**	.492**	.305*	.245	1	.609**
	Sig. (2-tailed)	.000	.001	.042	.105		.000
	N	45	45	45	45	45	45
A6	Pearson Correlation	.531**	.531**	.460**	.536**	.609**	1
	Sig. (2-tailed)	.000	.000	.001	.000	.000	
	N	45	45	45	45	45	45
A7	Pearson Correlation	.700**	.605**	.607**	.654**	.600**	.532**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	45	45	45	45	45	45
A8	Pearson Correlation	.615**	.453**	.459**	.444**	.663**	.616**
	Sig. (2-tailed)	.000	.002	.002	.002	.000	.000
	N	45	45	45	45	45	45
A9	Pearson Correlation	.641**	.585**	.608**	.329*	.722**	.430**
	Sig. (2-tailed)	.000	.000	.000	.027	.000	.003
	N	45	45	45	45	45	45

### Correlations

		A7	A8	A9	A10	A11	A12
A1	Pearson Correlation	.700**	.615**	.641**	.410**	.440**	.559**
	Sig. (2-tailed)	.000	.000	.000	.005	.003	.000
	N	45	45	45	45	45	45
A2	Pearson Correlation	.605**	.453**	.585**	.317*	.371*	.563**
	Sig. (2-tailed)	.000	.002	.000	.034	.012	.000
	N	45	45	45	45	45	45
A3	Pearson Correlation	.607**	.459**	.608**	.569**	.384**	.536**
	Sig. (2-tailed)	.000	.002	.000	.000	.009	.000
	N	45	45	45	45	45	45
A4	Pearson Correlation	.654**	.444**	.329*	.632**	.420**	.340*
	Sig. (2-tailed)	.000	.002	.027	.000	.004	.022
	N	45	45	45	45	45	45
A5	Pearson Correlation	.600**	.663**	.722**	.329*	.573**	.539**
	Sig. (2-tailed)	.000	.000	.000	.027	.000	.000
	N	45	45	45	45	45	45
A6	Pearson Correlation	.532**	.616**	.430**	.552**	.472**	.433**
	Sig. (2-tailed)	.000	.000	.003	.000	.001	.003
	N	45	45	45	45	45	45
A7	Pearson Correlation	1	.615**	.692**	.544**	.492**	.703**
	Sig. (2-tailed)		.000	.000	.000	.001	.000
	N	45	45	45	45	45	45
A8	Pearson Correlation	.615**	1	.576**	.533**	.674**	.637**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	45	45	45	45	45	45
A9	Pearson Correlation	.692**	.576**	1	.499**	.517**	.598**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	45	45	45	45	45	45

### Correlations

		A13	A14	A15	A16	A17	A18
A1	Pearson Correlation	.552**	.478**	.495**	.416**	.747**	.580**
	Sig. (2-tailed)	.000	.001	.001	.004	.000	.000
	N	45	45	45	45	45	45
A2	Pearson Correlation	.665**	.493**	.321*	.175	.493**	.420**
	Sig. (2-tailed)	.000	.001	.031	.250	.001	.004
	N	45	45	45	45	45	45
A3	Pearson Correlation	.414**	.356*	.506**	.438**	.655**	.571**
	Sig. (2-tailed)	.005	.016	.000	.003	.000	.000
	N	45	45	45	45	45	45
A4	Pearson Correlation	.260	.091	.182	.191	.337*	.142
	Sig. (2-tailed)	.085	.552	.231	.209	.023	.352
	N	45	45	45	45	45	45
A5	Pearson Correlation	.605**	.567**	.705**	.531**	.646**	.634**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	45	45	45	45	45	45
A6	Pearson Correlation	.460**	.461**	.347*	.432**	.492**	.455**
	Sig. (2-tailed)	.001	.001	.020	.003	.001	.002
	N	45	45	45	45	45	45
A7	Pearson Correlation	.506**	.343*	.497**	.232	.742**	.608**
	Sig. (2-tailed)	.000	.021	.001	.125	.000	.000
	N	45	45	45	45	45	45
A8	Pearson Correlation	.504**	.331*	.542**	.323*	.603**	.541**
	Sig. (2-tailed)	.000	.026	.000	.031	.000	.000
	N	45	45	45	45	45	45
A9	Pearson Correlation	.588**	.518**	.676**	.522**	.747**	.616**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	45	45	45	45	45	45

### Correlations

		A19	A20	Total
A1	Pearson Correlation	.643**	.647**	.815**
	Sig. (2-tailed)	.000	.000	.000
	N	45	45	45
A2	Pearson Correlation	.403**	.691**	.707**
	Sig. (2-tailed)	.006	.000	.000
	N	45	45	45
A3	Pearson Correlation	.515**	.726**	.735**
	Sig. (2-tailed)	.000	.000	.000
	N	45	45	45
A4	Pearson Correlation	.285	.608**	.564**
	Sig. (2-tailed)	.057	.000	.000
	N	45	45	45
A5	Pearson Correlation	.671**	.432**	.791**
	Sig. (2-tailed)	.000	.003	.000
	N	45	45	45
A6	Pearson Correlation	.513**	.517**	.718**
	Sig. (2-tailed)	.000	.000	.000
	N	45	45	45
A7	Pearson Correlation	.580**	.714**	.826**
	Sig. (2-tailed)	.000	.000	.000
	N	45	45	45
A8	Pearson Correlation	.652**	.564**	.786**
	Sig. (2-tailed)	.000	.000	.000
	N	45	45	45
A9	Pearson Correlation	.621**	.525**	.824**
	Sig. (2-tailed)	.000	.000	.000
	N	45	45	45

### Correlations

		A1	A2	A3	A4	A5	A6
A10	Pearson Correlation	.410**	.317*	.569**	.632**	.329*	.552**
	Sig. (2-tailed)	.005	.034	.000	.000	.027	.000
	N	45	45	45	45	45	45
A11	Pearson Correlation	.440**	.371*	.384**	.420**	.573**	.472**
	Sig. (2-tailed)	.003	.012	.009	.004	.000	.001
	N	45	45	45	45	45	45
A12	Pearson Correlation	.559**	.563**	.536**	.340*	.539**	.433**
	Sig. (2-tailed)	.000	.000	.000	.022	.000	.003
	N	45	45	45	45	45	45
A13	Pearson Correlation	.552**	.665**	.414**	.260	.605**	.460**
	Sig. (2-tailed)	.000	.000	.005	.085	.000	.001
	N	45	45	45	45	45	45
A14	Pearson Correlation	.478**	.493**	.356*	.091	.567**	.461**
	Sig. (2-tailed)	.001	.001	.016	.552	.000	.001
	N	45	45	45	45	45	45
A15	Pearson Correlation	.495**	.321*	.506**	.182	.705**	.347*
	Sig. (2-tailed)	.001	.031	.000	.231	.000	.020
	N	45	45	45	45	45	45
A16	Pearson Correlation	.416**	.175	.438**	.191	.531**	.432**
	Sig. (2-tailed)	.004	.250	.003	.209	.000	.003
	N	45	45	45	45	45	45
A17	Pearson Correlation	.747**	.493**	.655**	.337*	.646**	.492**
	Sig. (2-tailed)	.000	.001	.000	.023	.000	.001
	N	45	45	45	45	45	45
A18	Pearson Correlation	.580**	.420**	.571**	.142	.634**	.455**
	Sig. (2-tailed)	.000	.004	.000	.352	.000	.002
	N	45	45	45	45	45	45
A19	Pearson Correlation	.643**	.403**	.515**	.285	.671**	.513**
	Sig. (2-tailed)	.000	.006	.000	.057	.000	.000
	N	45	45	45	45	45	45
A20	Pearson Correlation	.647**	.691**	.726**	.608**	.432**	.517**
	Sig. (2-tailed)	.000	.000	.000	.000	.003	.000
	N	45	45	45	45	45	45

### Correlations

		A7	A8	A9	A10	A11	A12
A10	Pearson Correlation	.544**	.533**	.499**	1	.549**	.425**
	Sig. (2-tailed)	.000	.000	.000		.000	.004
	N	45	45	45	45	45	45
A11	Pearson Correlation	.492**	.674**	.517**	.549**	1	.679**
	Sig. (2-tailed)	.001	.000	.000	.000		.000
	N	45	45	45	45	45	45
A12	Pearson Correlation	.703**	.637**	.598**	.425**	.679**	1
	Sig. (2-tailed)	.000	.000	.000	.004	.000	
	N	45	45	45	45	45	45
A13	Pearson Correlation	.506**	.504**	.588**	.223	.550**	.755**
	Sig. (2-tailed)	.000	.000	.000	.142	.000	.000
	N	45	45	45	45	45	45
A14	Pearson Correlation	.343*	.331*	.518**	.327*	.275	.477**
	Sig. (2-tailed)	.021	.026	.000	.028	.068	.001
	N	45	45	45	45	45	45
A15	Pearson Correlation	.497**	.542**	.676**	.333*	.447**	.619**
	Sig. (2-tailed)	.001	.000	.000	.025	.002	.000
	N	45	45	45	45	45	45
A16	Pearson Correlation	.232	.323*	.522**	.393**	.425**	.387**
	Sig. (2-tailed)	.125	.031	.000	.008	.004	.009
	N	45	45	45	45	45	45
A17	Pearson Correlation	.742**	.603**	.747**	.423**	.441**	.580**
	Sig. (2-tailed)	.000	.000	.000	.004	.002	.000
	N	45	45	45	45	45	45
A18	Pearson Correlation	.608**	.541**	.616**	.196	.385**	.607**
	Sig. (2-tailed)	.000	.000	.000	.196	.009	.000
	N	45	45	45	45	45	45
A19	Pearson Correlation	.580**	.652**	.621**	.441**	.454**	.619**
	Sig. (2-tailed)	.000	.000	.000	.002	.002	.000
	N	45	45	45	45	45	45
A20	Pearson Correlation	.714**	.564**	.525**	.469**	.416**	.606**
	Sig. (2-tailed)	.000	.000	.000	.001	.004	.000
	N	45	45	45	45	45	45

### Correlations

		A13	A14	A15	A16	A17	A18
A10	Pearson Correlation	.223	.327 <sup>*</sup>	.333 <sup>*</sup>	.393 <sup>**</sup>	.423 <sup>**</sup>	.196
	Sig. (2-tailed)	.142	.028	.025	.008	.004	.196
	N	45	45	45	45	45	45
A11	Pearson Correlation	.550 <sup>**</sup>	.275	.447 <sup>**</sup>	.425 <sup>**</sup>	.441 <sup>**</sup>	.385 <sup>**</sup>
	Sig. (2-tailed)	.000	.068	.002	.004	.002	.009
	N	45	45	45	45	45	45
A12	Pearson Correlation	.755 <sup>**</sup>	.477 <sup>**</sup>	.619 <sup>**</sup>	.387 <sup>**</sup>	.580 <sup>**</sup>	.607 <sup>**</sup>
	Sig. (2-tailed)	.000	.001	.000	.009	.000	.000
	N	45	45	45	45	45	45
A13	Pearson Correlation	1	.549 <sup>**</sup>	.486 <sup>**</sup>	.424 <sup>**</sup>	.401 <sup>**</sup>	.469 <sup>**</sup>
	Sig. (2-tailed)		.000	.001	.004	.006	.001
	N	45	45	45	45	45	45
A14	Pearson Correlation	.549 <sup>**</sup>	1	.584 <sup>**</sup>	.658 <sup>**</sup>	.501 <sup>**</sup>	.327 <sup>*</sup>
	Sig. (2-tailed)	.000		.000	.000	.000	.028
	N	45	45	45	45	45	45
A15	Pearson Correlation	.486 <sup>**</sup>	.584 <sup>**</sup>	1	.534 <sup>**</sup>	.558 <sup>**</sup>	.562 <sup>**</sup>
	Sig. (2-tailed)	.001	.000		.000	.000	.000
	N	45	45	45	45	45	45
A16	Pearson Correlation	.424 <sup>**</sup>	.658 <sup>**</sup>	.534 <sup>**</sup>	1	.465 <sup>**</sup>	.284
	Sig. (2-tailed)	.004	.000	.000		.001	.059
	N	45	45	45	45	45	45
A17	Pearson Correlation	.401 <sup>**</sup>	.501 <sup>**</sup>	.558 <sup>**</sup>	.465 <sup>**</sup>	1	.785 <sup>**</sup>
	Sig. (2-tailed)	.006	.000	.000	.001		.000
	N	45	45	45	45	45	45
A18	Pearson Correlation	.469 <sup>**</sup>	.327 <sup>*</sup>	.562 <sup>**</sup>	.284	.785 <sup>**</sup>	1
	Sig. (2-tailed)	.001	.028	.000	.059	.000	
	N	45	45	45	45	45	45
A19	Pearson Correlation	.613 <sup>**</sup>	.398 <sup>**</sup>	.587 <sup>**</sup>	.472 <sup>**</sup>	.633 <sup>**</sup>	.586 <sup>**</sup>
	Sig. (2-tailed)	.000	.007	.000	.001	.000	.000
	N	45	45	45	45	45	45
A20	Pearson Correlation	.632 <sup>**</sup>	.368 <sup>*</sup>	.421 <sup>**</sup>	.198	.572 <sup>**</sup>	.534 <sup>**</sup>
	Sig. (2-tailed)	.000	.013	.004	.192	.000	.000
	N	45	45	45	45	45	45



### Correlations

		A19	A20	Total
A10	Pearson Correlation	.441**	.469**	.626**
	Sig. (2-tailed)	.002	.001	.000
	N	45	45	45
A11	Pearson Correlation	.454**	.416**	.682**
	Sig. (2-tailed)	.002	.004	.000
	N	45	45	45
A12	Pearson Correlation	.619**	.606**	.799**
	Sig. (2-tailed)	.000	.000	.000
	N	45	45	45
A13	Pearson Correlation	.613**	.632**	.729**
	Sig. (2-tailed)	.000	.000	.000
	N	45	45	45
A14	Pearson Correlation	.398**	.368*	.614**
	Sig. (2-tailed)	.007	.013	.000
	N	45	45	45
A15	Pearson Correlation	.587**	.421**	.708**
	Sig. (2-tailed)	.000	.004	.000
	N	45	45	45
A16	Pearson Correlation	.472**	.198	.570**
	Sig. (2-tailed)	.001	.192	.000
	N	45	45	45
A17	Pearson Correlation	.633**	.572**	.813**
	Sig. (2-tailed)	.000	.000	.000
	N	45	45	45
A18	Pearson Correlation	.586**	.534**	.714**
	Sig. (2-tailed)	.000	.000	.000
	N	45	45	45
A19	Pearson Correlation	1	.605**	.779**
	Sig. (2-tailed)		.000	.000
	N	45	45	45
A20	Pearson Correlation	.605**	1	.774**
	Sig. (2-tailed)	.000		.000
	N	45	45	45

### Correlations

		A1	A2	A3	A4	A5	A6
Total	Pearson Correlation	.815**	.707**	.735**	.564**	.791**	.718**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	45	45	45	45	45	45

### Correlations

		A7	A8	A9	A10	A11	A12
Total	Pearson Correlation	.826**	.786**	.824**	.626**	.682**	.799**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	45	45	45	45	45	45

### Correlations

		A13	A14	A15	A16	A17	A18
Total	Pearson Correlation	.729**	.614**	.708**	.570**	.813**	.714**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	45	45	45	45	45	45

### Correlations

		A19	A20	Total
Total	Pearson Correlation	.779**	.774**	1
	Sig. (2-tailed)	.000	.000	
	N	45	45	45

Lampiran 3: Uji Validitas Tingkat Kepentingan

**Correlations**

		A1	A2	A3	A4	A5	A6
A1	Pearson Correlation	1	.594**	.501**	.334*	.298*	.238
	Sig. (2-tailed)		.000	.000	.025	.047	.115
	N	45	45	45	45	45	45
A2	Pearson Correlation	.594**	1	.216	.473**	.508**	.359*
	Sig. (2-tailed)	.000		.154	.001	.000	.015
	N	45	45	45	45	45	45
A3	Pearson Correlation	.501**	.216	1	.204	.127	.213
	Sig. (2-tailed)	.000	.154		.180	.405	.160
	N	45	45	45	45	45	45
A4	Pearson Correlation	.334*	.473**	.204	1	.728**	.614**
	Sig. (2-tailed)	.025	.001	.180		.000	.000
	N	45	45	45	45	45	45
A5	Pearson Correlation	.298*	.508**	.127	.728**	1	.689**
	Sig. (2-tailed)	.047	.000	.405	.000		.000
	N	45	45	45	45	45	45
A6	Pearson Correlation	.238	.359*	.213	.614**	.689**	1
	Sig. (2-tailed)	.115	.015	.160	.000	.000	
	N	45	45	45	45	45	45
A7	Pearson Correlation	.253	.367*	.193	.615**	.618**	.806**
	Sig. (2-tailed)	.094	.013	.204	.000	.000	.000
	N	45	45	45	45	45	45
A8	Pearson Correlation	.360*	.502**	.201	.711**	.742**	.707**
	Sig. (2-tailed)	.015	.000	.185	.000	.000	.000
	N	45	45	45	45	45	45
A9	Pearson Correlation	.397**	.303*	.608**	.339*	.512**	.459**
	Sig. (2-tailed)	.007	.043	.000	.023	.000	.002
	N	45	45	45	45	45	45

### Correlations

		A7	A8	A9	A10	A11	A12
A1	Pearson Correlation	.253	.360*	.397**	.153	.051	.191
	Sig. (2-tailed)	.094	.015	.007	.317	.741	.209
	N	45	45	45	45	45	45
A2	Pearson Correlation	.367*	.502**	.303*	.182	.097	.228
	Sig. (2-tailed)	.013	.000	.043	.232	.524	.132
	N	45	45	45	45	45	45
A3	Pearson Correlation	.193	.201	.608**	.380*	.265	.129
	Sig. (2-tailed)	.204	.185	.000	.010	.078	.397
	N	45	45	45	45	45	45
A4	Pearson Correlation	.615**	.711**	.339*	.421**	.222	.349*
	Sig. (2-tailed)	.000	.000	.023	.004	.143	.019
	N	45	45	45	45	45	45
A5	Pearson Correlation	.618**	.742**	.512**	.602**	.409**	.390**
	Sig. (2-tailed)	.000	.000	.000	.000	.005	.008
	N	45	45	45	45	45	45
A6	Pearson Correlation	.806**	.707**	.459**	.348*	.497**	.343*
	Sig. (2-tailed)	.000	.000	.002	.019	.001	.021
	N	45	45	45	45	45	45
A7	Pearson Correlation	1	.787**	.402**	.343*	.555**	.553**
	Sig. (2-tailed)		.000	.006	.021	.000	.000
	N	45	45	45	45	45	45
A8	Pearson Correlation	.787**	1	.487**	.439**	.283	.462**
	Sig. (2-tailed)	.000		.001	.003	.060	.001
	N	45	45	45	45	45	45
A9	Pearson Correlation	.402**	.487**	1	.693**	.561**	.407**
	Sig. (2-tailed)	.006	.001		.000	.000	.006
	N	45	45	45	45	45	45

### Correlations

		A13	A14	A15	A16	A17	A18
A1	Pearson Correlation	.202	.343*	.355*	.283	.261	.211
	Sig. (2-tailed)	.184	.021	.017	.059	.083	.164
	N	45	45	45	45	45	45
A2	Pearson Correlation	.353*	.338*	.287	.358*	.386**	.328*
	Sig. (2-tailed)	.017	.023	.056	.016	.009	.028
	N	45	45	45	45	45	45
A3	Pearson Correlation	.268	.114	.263	.147	.053	.275
	Sig. (2-tailed)	.075	.457	.081	.335	.731	.067
	N	45	45	45	45	45	45
A4	Pearson Correlation	.166	.148	.435**	.477**	.124	.355*
	Sig. (2-tailed)	.275	.331	.003	.001	.419	.017
	N	45	45	45	45	45	45
A5	Pearson Correlation	.264	.403**	.530**	.564**	.386**	.422**
	Sig. (2-tailed)	.080	.006	.000	.000	.009	.004
	N	45	45	45	45	45	45
A6	Pearson Correlation	.186	.373*	.530**	.538**	.552**	.736**
	Sig. (2-tailed)	.220	.012	.000	.000	.000	.000
	N	45	45	45	45	45	45
A7	Pearson Correlation	.233	.274	.504**	.640**	.600**	.617**
	Sig. (2-tailed)	.123	.068	.000	.000	.000	.000
	N	45	45	45	45	45	45
A8	Pearson Correlation	.145	.368*	.533**	.682**	.465**	.477**
	Sig. (2-tailed)	.341	.013	.000	.000	.001	.001
	N	45	45	45	45	45	45
A9	Pearson Correlation	.343*	.398**	.408**	.386**	.360*	.486**
	Sig. (2-tailed)	.021	.007	.005	.009	.015	.001
	N	45	45	45	45	45	45

### Correlations

		A19	A20	Total
A1	Pearson Correlation	.159	.293	.480**
	Sig. (2-tailed)	.297	.051	.001
	N	45	45	45
A2	Pearson Correlation	.236	.287	.563**
	Sig. (2-tailed)	.119	.056	.000
	N	45	45	45
A3	Pearson Correlation	.003	.213	.404**
	Sig. (2-tailed)	.985	.161	.006
	N	45	45	45
A4	Pearson Correlation	.258	.270	.651**
	Sig. (2-tailed)	.087	.073	.000
	N	45	45	45
A5	Pearson Correlation	.445**	.405**	.784**
	Sig. (2-tailed)	.002	.006	.000
	N	45	45	45
A6	Pearson Correlation	.587**	.428**	.793**
	Sig. (2-tailed)	.000	.003	.000
	N	45	45	45
A7	Pearson Correlation	.436**	.278	.787**
	Sig. (2-tailed)	.003	.064	.000
	N	45	45	45
A8	Pearson Correlation	.353*	.413**	.791**
	Sig. (2-tailed)	.018	.005	.000
	N	45	45	45
A9	Pearson Correlation	.320*	.500**	.718**
	Sig. (2-tailed)	.032	.000	.000
	N	45	45	45

### Correlations

		A1	A2	A3	A4	A5	A6
A10	Pearson Correlation	.153	.182	.380*	.421**	.602**	.348*
	Sig. (2-tailed)	.317	.232	.010	.004	.000	.019
	N	45	45	45	45	45	45
A11	Pearson Correlation	.051	.097	.265	.222	.409**	.497**
	Sig. (2-tailed)	.741	.524	.078	.143	.005	.001
	N	45	45	45	45	45	45
A12	Pearson Correlation	.191	.228	.129	.349*	.390**	.343*
	Sig. (2-tailed)	.209	.132	.397	.019	.008	.021
	N	45	45	45	45	45	45
A13	Pearson Correlation	.202	.353*	.268	.166	.264	.186
	Sig. (2-tailed)	.184	.017	.075	.275	.080	.220
	N	45	45	45	45	45	45
A14	Pearson Correlation	.343*	.338*	.114	.148	.403**	.373*
	Sig. (2-tailed)	.021	.023	.457	.331	.006	.012
	N	45	45	45	45	45	45
A15	Pearson Correlation	.355*	.287	.263	.435**	.530**	.530**
	Sig. (2-tailed)	.017	.056	.081	.003	.000	.000
	N	45	45	45	45	45	45
A16	Pearson Correlation	.283	.358*	.147	.477**	.564**	.538**
	Sig. (2-tailed)	.059	.016	.335	.001	.000	.000
	N	45	45	45	45	45	45
A17	Pearson Correlation	.261	.386**	.053	.124	.386**	.552**
	Sig. (2-tailed)	.083	.009	.731	.419	.009	.000
	N	45	45	45	45	45	45
A18	Pearson Correlation	.211	.328*	.275	.355*	.422**	.736**
	Sig. (2-tailed)	.164	.028	.067	.017	.004	.000
	N	45	45	45	45	45	45
A19	Pearson Correlation	.159	.236	.003	.258	.445**	.587**
	Sig. (2-tailed)	.297	.119	.985	.087	.002	.000
	N	45	45	45	45	45	45
A20	Pearson Correlation	.293	.287	.213	.270	.405**	.428**
	Sig. (2-tailed)	.051	.056	.161	.073	.006	.003
	N	45	45	45	45	45	45



### Correlations

		A7	A8	A9	A10	A11	A12
A10	Pearson Correlation	.343*	.439**	.693**	1	.458**	.384**
	Sig. (2-tailed)	.021	.003	.000		.002	.009
	N	45	45	45	45	45	45
A11	Pearson Correlation	.555**	.283	.561**	.458**	1	.561**
	Sig. (2-tailed)	.000	.060	.000	.002		.000
	N	45	45	45	45	45	45
A12	Pearson Correlation	.553**	.462**	.407**	.384**	.561**	1
	Sig. (2-tailed)	.000	.001	.006	.009	.000	
	N	45	45	45	45	45	45
A13	Pearson Correlation	.233	.145	.343*	.219	.371*	.635**
	Sig. (2-tailed)	.123	.341	.021	.148	.012	.000
	N	45	45	45	45	45	45
A14	Pearson Correlation	.274	.368*	.398**	.088	.335*	.300*
	Sig. (2-tailed)	.068	.013	.007	.565	.025	.045
	N	45	45	45	45	45	45
A15	Pearson Correlation	.504**	.533**	.408**	.186	.294	.494**
	Sig. (2-tailed)	.000	.000	.005	.220	.050	.001
	N	45	45	45	45	45	45
A16	Pearson Correlation	.640**	.682**	.386**	.312*	.372*	.687**
	Sig. (2-tailed)	.000	.000	.009	.037	.012	.000
	N	45	45	45	45	45	45
A17	Pearson Correlation	.600**	.465**	.360*	.165	.565**	.518**
	Sig. (2-tailed)	.000	.001	.015	.279	.000	.000
	N	45	45	45	45	45	45
A18	Pearson Correlation	.617**	.477**	.486**	.389**	.527**	.418**
	Sig. (2-tailed)	.000	.001	.001	.008	.000	.004
	N	45	45	45	45	45	45
A19	Pearson Correlation	.436**	.353*	.320*	.166	.391**	.441**
	Sig. (2-tailed)	.003	.018	.032	.276	.008	.002
	N	45	45	45	45	45	45
A20	Pearson Correlation	.278	.413**	.500**	.520**	.343*	.402**
	Sig. (2-tailed)	.064	.005	.000	.000	.021	.006
	N	45	45	45	45	45	45

### Correlations

		A13	A14	A15	A16	A17	A18
A10	Pearson Correlation	.219	.088	.186	.312*	.165	.389**
	Sig. (2-tailed)	.148	.565	.220	.037	.279	.008
	N	45	45	45	45	45	45
A11	Pearson Correlation	.371*	.335*	.294	.372*	.565**	.527**
	Sig. (2-tailed)	.012	.025	.050	.012	.000	.000
	N	45	45	45	45	45	45
A12	Pearson Correlation	.635**	.300*	.494**	.687**	.518**	.418**
	Sig. (2-tailed)	.000	.045	.001	.000	.000	.004
	N	45	45	45	45	45	45
A13	Pearson Correlation	1	.585**	.446**	.440**	.258	.159
	Sig. (2-tailed)		.000	.002	.003	.087	.298
	N	45	45	45	45	45	45
A14	Pearson Correlation	.585**	1	.530**	.406**	.423**	.240
	Sig. (2-tailed)	.000		.000	.006	.004	.112
	N	45	45	45	45	45	45
A15	Pearson Correlation	.446**	.530**	1	.737**	.435**	.334*
	Sig. (2-tailed)	.002	.000		.000	.003	.025
	N	45	45	45	45	45	45
A16	Pearson Correlation	.440**	.406**	.737**	1	.604**	.352*
	Sig. (2-tailed)	.003	.006	.000		.000	.018
	N	45	45	45	45	45	45
A17	Pearson Correlation	.258	.423**	.435**	.604**	1	.655**
	Sig. (2-tailed)	.087	.004	.003	.000		.000
	N	45	45	45	45	45	45
A18	Pearson Correlation	.159	.240	.334*	.352*	.655**	1
	Sig. (2-tailed)	.298	.112	.025	.018	.000	
	N	45	45	45	45	45	45
A19	Pearson Correlation	.514**	.578**	.592**	.512**	.565**	.446**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.002
	N	45	45	45	45	45	45
A20	Pearson Correlation	.283	.308*	.433**	.257	.386**	.564**
	Sig. (2-tailed)	.060	.040	.003	.088	.009	.000
	N	45	45	45	45	45	45

### Correlations

		A19	A20	Total
A10	Pearson Correlation	.166	.520**	.584**
	Sig. (2-tailed)	.276	.000	.000
	N	45	45	45
A11	Pearson Correlation	.391**	.343*	.628**
	Sig. (2-tailed)	.008	.021	.000
	N	45	45	45
A12	Pearson Correlation	.441**	.402**	.681**
	Sig. (2-tailed)	.002	.006	.000
	N	45	45	45
A13	Pearson Correlation	.514**	.283	.525**
	Sig. (2-tailed)	.000	.060	.000
	N	45	45	45
A14	Pearson Correlation	.578**	.308*	.562**
	Sig. (2-tailed)	.000	.040	.000
	N	45	45	45
A15	Pearson Correlation	.592**	.433**	.705**
	Sig. (2-tailed)	.000	.003	.000
	N	45	45	45
A16	Pearson Correlation	.512**	.257	.748**
	Sig. (2-tailed)	.000	.088	.000
	N	45	45	45
A17	Pearson Correlation	.565**	.386**	.666**
	Sig. (2-tailed)	.000	.009	.000
	N	45	45	45
A18	Pearson Correlation	.446**	.564**	.694**
	Sig. (2-tailed)	.002	.000	.000
	N	45	45	45
A19	Pearson Correlation	1	.542**	.644**
	Sig. (2-tailed)		.000	.000
	N	45	45	45
A20	Pearson Correlation	.542**	1	.615**
	Sig. (2-tailed)	.000		.000
	N	45	45	45

### Correlations

		A1	A2	A3	A4	A5	A6
Total	Pearson Correlation	.480**	.563**	.404**	.651**	.784**	.793**
	Sig. (2-tailed)	.001	.000	.006	.000	.000	.000
	N	45	45	45	45	45	45

### Correlations

		A7	A8	A9	A10	A11	A12
Total	Pearson Correlation	.787**	.791**	.718**	.584**	.628**	.681**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	45	45	45	45	45	45

### Correlations

		A13	A14	A15	A16	A17	A18
Total	Pearson Correlation	.525**	.562**	.705**	.748**	.666**	.694**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	45	45	45	45	45	45

### Correlations

		A19	A20	Total
Total	Pearson Correlation	.644**	.615**	1
	Sig. (2-tailed)	.000	.000	
	N	45	45	45

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