

Lampiran 4. Outpout SPSS

Uji reliability

Reliability (kehandalan)

		Correlations					
		RE1	RE2	RE3	RE4	RE5	Total
RE1	Pearson Correlation	1	.120	.249*	-.006	.254*	.394**
	Sig. (2-tailed)		.336	.044	.963	.040	.001
	N	66	66	66	66	66	66
RE2	Pearson Correlation	.120	1	.167	.472**	.141	.339**
	Sig. (2-tailed)	.336		.181	.000	.258	.005
	N	66	66	66	66	66	66
RE3	Pearson Correlation	.249*	.167	1	-.019	.295*	.396**
	Sig. (2-tailed)	.044	.181		.879	.016	.001
	N	66	66	66	66	66	66
RE4	Pearson Correlation	-.006	.472**	-.019	1	-.091	.411**
	Sig. (2-tailed)	.963	.000	.879		.468	.001
	N	66	66	66	66	66	66
RE5	Pearson Correlation	.254*	.141	.295*	-.091	1	.387**
	Sig. (2-tailed)	.040	.258	.016	.468		.001
	N	66	66	66	66	66	66
Total	Pearson Correlation	.394**	.339**	.396**	.411**	.387**	1
	Sig. (2-tailed)	.001	.005	.001	.001	.001	
	N	66	66	66	66	66	66

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

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

Empathy (empathy)

[DataSet2]

		Correlations					
		RE1	RE2	RE3	RE4	RE5	Total
RE1	Pearson Correlation	1	.120	.249*	-.006	.254*	.394**
	Sig. (2-tailed)		.336	.044	.963	.040	.001
	N	66	66	66	66	66	66
RE2	Pearson Correlation	.120	1	.167	.472**	.141	.339**
	Sig. (2-tailed)	.336		.181	.000	.258	.005
	N	66	66	66	66	66	66
RE3	Pearson Correlation	.249*	.167	1	-.019	.295*	.396**
	Sig. (2-tailed)	.044	.181		.879	.016	.001
	N	66	66	66	66	66	66
RE4	Pearson Correlation	-.006	.472**	-.019	1	-.091	.411**
	Sig. (2-tailed)	.963	.000	.879		.468	.001
	N	66	66	66	66	66	66
RE5	Pearson Correlation	.254*	.141	.295*	-.091	1	.387**
	Sig. (2-tailed)	.040	.258	.016	.468		.001
	N	66	66	66	66	66	66
Total	Pearson Correlation	.394**	.339**	.396**	.411**	.387**	1
	Sig. (2-tailed)	.001	.005	.001	.001	.001	
	N	66	66	66	66	66	66

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

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

```

DATASET ACTIVATE DataSet0.
NEW FILE.
DATASET NAME DataSet3 WINDOW=FRONT.
CORRELATIONS
  /VARIABLES=E1 E2 E3 E4 E5 Total
  /PRINT=TWOTAIL NOSIG
  /MISSING=PAIRWISE.

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Correlations

[DataSet3]

Responsiveness (daya tanggap)

[DataSet2]

		Correlations					
		RE1	RE2	RE3	RE4	RE5	Total
RE1	Pearson Correlation	1	.120	.249*	-.006	.254*	.394**
	Sig. (2-tailed)		.336	.044	.963	.040	.001
	N	66	66	66	66	66	66
RE2	Pearson Correlation	.120	1	.167	.472**	.141	.339**
	Sig. (2-tailed)	.336		.181	.000	.258	.005
	N	66	66	66	66	66	66
RE3	Pearson Correlation	.249*	.167	1	-.019	.295*	.396**
	Sig. (2-tailed)	.044	.181		.879	.016	.001
	N	66	66	66	66	66	66
RE4	Pearson Correlation	-.006	.472**	-.019	1	-.091	.411**
	Sig. (2-tailed)	.963	.000	.879		.468	.001
	N	66	66	66	66	66	66
RE5	Pearson Correlation	.254*	.141	.295*	-.091	1	.387**
	Sig. (2-tailed)	.040	.258	.016	.468		.001
	N	66	66	66	66	66	66
Total	Pearson Correlation	.394**	.339**	.396**	.411**	.387**	1
	Sig. (2-tailed)	.001	.005	.001	.001	.001	
	N	66	66	66	66	66	66

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

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

```

DATASET ACTIVATE DataSet0.
NEW FILE.
DATASET NAME DataSet3 WINDOW=FRONT.
CORRELATIONS
  /VARIABLES=E1 E2 E3 E4 E5 Total
  /PRINT=TWOTAIL NOSIG
  /MISSING=PAIRWISE.

```

Correlations

[DataSet3]

Assurance (Rasa Aman)

		Correlations					
		A1	A2	A3	A4	A5	Total
A1	Pearson Correlation	1	.140	-.102	.191	-.040	.651**
	Sig. (2-tailed)		.263	.417	.124	.753	.000
	N	66	66	66	66	66	66
A2	Pearson Correlation	.140	1	-.160	-.165	-.114	.347**
	Sig. (2-tailed)	.263		.200	.186	.362	.004
	N	66	66	66	66	66	66
A3	Pearson Correlation	-.102	-.160	1	.123	.061	.338**
	Sig. (2-tailed)	.417	.200		.327	.627	.005
	N	66	66	66	66	66	66
A4	Pearson Correlation	.191	-.165	.123	1	.062	.507**
	Sig. (2-tailed)	.124	.186	.327		.621	.000
	N	66	66	66	66	66	66
A5	Pearson Correlation	-.040	-.114	.061	.062	1	.365**
	Sig. (2-tailed)	.753	.362	.627	.621		.003
	N	66	66	66	66	66	66
Total	Pearson Correlation	.651**	.347**	.338**	.507**	.365**	1
	Sig. (2-tailed)	.000	.004	.005	.000	.003	
	N	66	66	66	66	66	66

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