**Lampiran 4:**

**Uji Validitas dan Reliabilitas**

**Hasil Pengujian Validitas Variabel Tangible (Tingkat Kepentingan)**

**Factor Analysis**

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**Factor Analysis**

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**Factor Analysis**

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**Factor Analysis**

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**Factor Analysis**

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**Hasil Pengujian Validitas Variabel Tangible (Tingkat Kinerja)**

**Factor Analysis**

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**Factor Analysis**

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**Factor Analysis**

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**Factor Analysis**

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**Factor Analysis**

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**Hasil Pengujian Reliabilitas Variabel Tangible (Tingkat Kepentingan)**

**Reliability**

**Scale: ALL VARIABLES**

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**Hasil Pengujian Kehandalan Variabel Kehandal (Tingkat Kepentingan)**

**Reliability**

**Scale: ALL VARIABLES**

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**Hasil Pengujian Reliabilitas Variabel Responsiveness (Tingkat Kepentingan)**

**Reliability**

**Scale: ALL VARIABLES**

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**Hasil Pengujian Reliabilitas Variabel Responsiveness (Tingkat Kepentingan)**

**Reliability**

**Scale: ALL VARIABLES**

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**Hasil Pengujian Reliabilitas Variabel Emphaty (Tingkat Kepentingan)**

**Reliability**

**Scale: ALL VARIABLES**

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**Hasil Pengujian Reliabilitas Variabel Tangible (Tingkat Kinerja)**

**Reliability**

**Scale: ALL VARIABLES**

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**Hasil Pengujian Reliabilitas Variabel Reliability (Tingkat Kinerja)**

**Reliability**

**Scale: ALL VARIABLES**

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**Hasil Pengujian Reliabilitas Variabel Responsiveness (Tingkat Kinerja)**

**Reliability**

**Scale: ALL VARIABLES**

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**Hasil Pengujian Validitas Variabel Assurance (Tingkat Kinerja)**

**Reliability**

**Scale: ALL VARIABLES**

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**Hasil Pengujian Reliabilitas Variabel Emphaty (Tingkat Kinerja)**

**Reliability**

**Scale: ALL VARIABLES**

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**Lampiran 3**

**Demografis Responden**

**Frequencies**

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**Lampiran 5**

**Distribusi Frekuensi Tingkat Kepentingan**

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**Lampiran 6**

**Distribusi Frekuensi Tingkat Kinerja**

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