

LAMPIRAN

Data Penelitian

No Resp.	X1.1	X1.2	X1.3	X1.4	X2.1	X2.2	X2.3	X2.4	X2.5	X3.1	X3.2	X3.3	X3.4	Y.1	Y.2	Y.3
1	3	3	4	3	3	3	3	3	3	3	4	3	3	3	3	4
2	3	4	3	3	3	3	4	3	3	4	3	3	3	3	3	3
3	3	3	3	3	4	3	3	3	3	2	3	3	3	3	3	3
4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
5	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3
6	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
7	2	2	3	3	3	3	3	2	3	3	3	3	3	3	3	3
8	3	2	3	3	3	3	2	3	2	3	3	3	3	3	3	2
9	3	2	2	3	3	3	3	3	3	2	3	3	2	3	3	3
10	2	3	3	3	2	2	3	3	3	2	2	3	3	3	2	3
11	2	2	3	3	4	3	4	2	4	3	4	4	3	3	3	3
12	3	2	3	3	2	3	3	3	3	3	3	3	2	3	3	3
13	3	3	3	3	4	3	3	3	3	4	4	4	3	3	3	3
14	3	4	3	3	4	4	4	4	4	4	4	3	3	4	3	3
15	3	3	3	3	3	3	3	3	4	4	4	3	4	3	3	3
16	1	2	2	2	2	2	2	3	2	2	3	2	2	2	2	2
17	3	3	3	3	3	3	3	3	3	4	4	4	3	4	3	3
18	3	3	3	2	3	3	3	3	3	3	3	2	3	3	3	3
19	2	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3
20	2	2	3	3	3	3	3	3	3	4	4	3	3	4	3	3
21	1	2	2	2	1	2	1	2	1	2	1	2	2	2	1	1
22	1	3	3	3	3	3	2	3	3	3	3	3	3	3	2	3
23	2	2	3	2	2	2	2	3	2	3	2	2	2	2	2	2
24	3	3	4	4	4	3	4	4	4	4	4	4	4	4	3	4
25	3	3	3	3	4	4	3	3	3	4	4	3	3	3	3	3
26	2	2	2	3	2	2	1	2	2	2	1	2	2	1	2	2
27	4	4	4	3	4	4	3	3	3	4	4	4	4	4	4	3
28	3	4	3	3	3	3	4	4	3	4	4	3	3	3	3	3
29	3	2	2	3	3	2	3	3	2	2	2	2	3	3	2	2
30	3	3	3	3	4	4	3	3	4	2	2	3	2	2	2	2
31	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
32	4	3	4	4	4	3	4	4	4	4	4	4	4	4	4	3
33	3	4	4	3	3	3	4	3	3	3	3	4	4	4	3	3
34	3	3	3	3	3	3	4	4	4	4	4	4	4	3	3	3
35	3	3	3	4	3	3	4	4	4	3	3	3	3	3	3	3
36	3	3	3	3	4	4	4	3	3	4	3	4	3	4	3	3
37	4	3	4	4	4	4	3	3	3	4	4	4	4	4	4	3
38	4	4	4	3	3	3	3	3	3	4	3	3	3	4	3	4

39	4	3	3	3	3	4	3	4	3	4	4	4	4	4	3	4
40	4	4	3	4	4	3	4	4	3	4	3	3	3	4	3	3
41	3	3	3	3	3	3	3	3	3	4	3	4	4	4	3	4
42	3	3	3	3	3	3	3	2	3	3	3	3	4	3	3	3
43	4	3	4	3	4	3	3	3	4	3	3	3	3	4	3	4
44	4	3	3	4	4	3	4	4	4	3	4	4	4	4	3	4
45	3	3	3	3	4	3	4	3	4	3	3	3	3	3	3	3
46	3	3	3	3	3	4	4	4	4	4	4	4	4	4	3	4
47	4	4	3	3	4	3	3	4	3	3	3	4	3	4	3	3
48	4	3	3	3	3	3	4	4	4	3	3	3	3	3	3	3
49	3	4	4	3	4	4	3	4	3	4	3	4	4	4	3	4
50	4	3	3	4	4	4	3	4	4	4	4	4	4	4	4	4
51	3	3	3	4	4	4	4	4	4	3	4	3	3	3	4	3
52	1	1	2	2	3	3	3	2	2	2	2	1	2	3	3	2
53	4	4	4	4	4	4	4	3	4	3	4	3	4	3	3	3
54	3	3	2	2	4	4	4	4	4	3	4	4	3	2	3	3
55	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
56	4	4	4	4	4	4	4	4	4	3	3	3	4	3	3	3
57	1	2	2	1	2	2	1	2	2	1	2	1	2	1	1	2
58	3	3	3	2	2	2	3	3	2	4	4	4	3	2	2	2
59	4	4	4	3	3	3	3	4	3	4	4	4	3	4	4	4
60	3	3	3	4	3	2	2	3	4	3	3	3	3	3	3	3
61	2	2	2	1	3	2	2	3	3	3	3	4	3	3	4	3
62	3	4	4	4	4	3	4	3	3	3	4	4	4	4	4	3
63	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
64	3	3	4	3	1	2	2	2	1	3	4	3	3	2	1	2
65	3	3	3	3	3	3	4	4	3	3	4	3	3	3	3	4
66	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
67	3	3	2	2	2	2	1	2	2	1	2	2	2	3	3	2
68	4	4	4	4	3	4	4	4	3	4	4	4	4	4	4	4
69	1	2	2	2	3	3	2	3	3	4	4	4	4	2	2	3
70	4	3	3	4	4	3	4	4	3	4	4	4	4	3	4	4
71	3	3	3	3	4	4	4	3	3	3	4	3	3	3	3	3
72	3	3	4	4	4	4	4	4	4	4	4	4	3	4	4	4
73	3	3	3	3	3	2	3	4	4	4	3	3	3	3	3	4
74	4	4	4	4	2	3	3	2	3	4	4	3	4	4	4	4
75	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
76	3	3	3	3	3	3	3	3	3	4	3	3	4	4	3	3
77	4	3	4	4	4	4	3	3	3	3	4	3	3	3	3	3
78	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3
79	2	2	1	2	2	1	2	2	2	2	3	2	2	2	2	3
80	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4

81	4	4	3	4	4	4	4	3	4	2	3	3	3	3	3	2
82	4	4	4	4	4	4	4	3	4	3	4	4	4	4	4	4
83	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
84	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
85	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4
86	4	4	4	4	3	3	4	4	3	3	4	4	4	3	4	4
87	4	4	4	4	3	4	4	4	4	4	3	4	3	4	4	4
88	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4
89	4	3	3	4	2	3	3	3	3	4	3	4	4	4	4	3
90	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4
91	2	3	2	3	3	2	3	3	3	2	2	3	2	2	3	3
92	3	4	4	4	3	3	3	3	3	4	4	3	4	4	4	3
93	4	3	3	4	4	4	3	4	4	4	4	4	3	4	3	4
94	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
95	4	3	3	4	4	3	4	3	4	3	3	3	3	4	3	3
96	3	4	3	4	3	3	3	3	3	3	4	3	3	3	3	4
97	3	3	2	3	4	4	4	4	4	4	3	4	3	3	3	3
98	3	3	3	4	4	4	4	4	4	3	3	4	3	3	3	3
99	3	3	2	3	2	2	3	3	2	3	2	2	2	2	3	3
100	3	4	4	3	2	3	3	3	2	4	4	3	4	4	3	4



KUESIONER
SURVEY KUALITAS PELAYANAN PERPUSTAKAAN UNIVERSITAS
BHAYANGKARA

Nama :
Nomor Induk Mahasiswa :
Fakultas / Jurusan :
Jenis Kelamin :

Berikan Tanda (√) Pada salah satu kolom Nilai, Dengan kriteria nilai Sebagai berikut :

1. Sangat Puas(**SP**) 2. Puas(**P**) 3. Kurang Puas(**KP**) 4. Tidak Puas(**TP**)

Pertanyaan	Nilai			
	SP	P	KP	TP
A. PENILAIAN TERHADAP KOLEKSI PERPUSTAKAAN				
1. Karya Grafika				
2. Karya non Cetak				
3. Karya dengan Bentuk Elektronik				
4. Karya Cetak				
B. PENILAIAN TERHADAP KOMPETENSI PEGAWAI				
1. Traits (Sifat, Karakter)				
2. Self Image (Citra Diri)				
3. Social Role (Peran Sosial)				
4. Skill (Kemampuan)				
C. PENILAIAN TERHADAP FASILITAS PERPUSTAKAAN				
1. Ruang Perpustakaan				
2. Koleksi Buku				
3. Peralatan Perpustakaan				
D. PENILAIAN TERHADAP KUALITAS PELAYANAN PERPUSTAKAAN				
1. Reliability (Kehandalan)				
2. Responsiveness (Daya Tanggap)				
3. Emphaty (Empati)				

Hasil Analisis SEM

Structural Equations

$$Y = 0.43 \cdot X1 + 0.12 \cdot X2 + 0.46 \cdot X3, \text{ Errorvar.} = 0.12, R^2 = 0.88$$

(0.20)	(0.23)	(0.20)	(0.075)
2.12	0.53	2.30	1.59

Correlation Matrix of Independent Variables

	X1	X2	X3
X1	1.00		
X2	0.77 (0.06) 11.90	1.00	
X3	0.78 (0.08) 10.26	0.74 (0.07) 10.91	1.00

Covariance Matrix of Latent Variables

	Y	X1	X2	X3
Y	1.00			
X1	0.88	1.00		
X2	0.79	0.77	1.00	
X3	0.89	0.78	0.74	1.00

Goodness of Fit Statistics

Degrees of Freedom = 98
 Minimum Fit Function Chi-Square = 127.92 (P = 0.023)
 Normal Theory Weighted Least Squares Chi-Square = 132.99 (P = 0.011)
 Satorra-Bentler Scaled Chi-Square = 121.57 (P = 0.054)
 Estimated Non-centrality Parameter (NCP) = 23.57
 90 Percent Confidence Interval for NCP = (0.0 ; 55.73)

Minimum Fit Function Value = 1.29
 Population Discrepancy Function Value (F0) = 0.24
 90 Percent Confidence Interval for F0 = (0.0 ; 0.56)
 Root Mean Square Error of Approximation (RMSEA) = 0.049
 90 Percent Confidence Interval for RMSEA = (0.0 ; 0.076)
 P-Value for Test of Close Fit (RMSEA < 0.05) = 0.50

Expected Cross-Validation Index (ECVI) = 2.00
 90 Percent Confidence Interval for ECVI = (1.76 ; 2.32)
 ECVI for Saturated Model = 2.75
 ECVI for Independence Model = 38.75

Chi-Square for Independence Model with 120 Degrees of Freedom = 3803.95
 Independence AIC = 3835.95
 Model AIC = 197.57
 Saturated AIC = 272.00
 Independence CAIC = 3893.63
 Model CAIC = 334.56
 Saturated CAIC = 762.30

Normed Fit Index (NFI) = 0.97
 Non-Normed Fit Index (NNFI) = 0.99

Parsimony Normed Fit Index (PNFI) = 0.79
Comparative Fit Index (CFI) = 0.99
Incremental Fit Index (IFI) = 0.99
Relative Fit Index (RFI) = 0.96

Critical N (CN) = 109.70

Root Mean Square Residual (RMR) = 0.026
Standardized RMR = 0.049
Goodness of Fit Index (GFI) = 0.86
Adjusted Goodness of Fit Index (AGFI) = 0.80
Parsimony Goodness of Fit Index (PGFI) = 0.62

Time used: 0.484 Seconds