

Lampiran 5. Hasil Jawaban dan Pengkategorian Kuesioner
Tingkat Kepuasan
Menurut Responden Tahun 2003

| No. Resp. | Pelayanan (X1) | Harapan | Kepuasan | Kategori (Y1/X2) | Loyalitas (Y2) |
|-----------|----------------|---------|----------|------------------|----------------|
| 1 | 3.8 | 4.6 | -0.9 | 4 | 18 |
| 2 | 4.1 | 4.3 | -0.2 | 5 | 19 |
| 3 | 4.3 | 4.1 | 0.1 | 5 | 20 |
| 4 | 3.8 | 4.0 | -0.2 | 5 | 20 |
| 5 | 3.8 | 4.0 | -0.2 | 5 | 18 |
| 6 | 4.4 | 4.7 | -0.3 | 5 | 17 |
| 7 | 3.6 | 4.1 | -0.5 | 5 | 13 |
| 8 | 4 | 4.0 | 0.0 | 5 | 20 |
| 9 | 4.3 | 4.3 | -0.1 | 5 | 19 |
| 10 | 3.9 | 3.8 | 0.3 | 5 | 21 |
| 11 | 5 | 5.0 | 0.0 | 5 | 25 |
| 12 | 4 | 4.0 | 0.0 | 5 | 16 |
| 13 | 4 | 4.0 | 0.0 | 5 | 16 |
| 14 | 4 | 4.2 | -0.2 | 5 | 23 |
| 15 | 4.6 | 4.5 | 0.1 | 5 | 21 |
| 16 | 4.1 | 4.0 | 0.1 | 5 | 19 |
| 17 | 4 | 4.3 | -0.3 | 5 | 19 |
| 18 | 4.1 | 4.4 | -0.3 | 5 | 21 |
| 19 | 4 | 4.0 | 0.0 | 5 | 21 |
| 20 | 3.4 | 4.4 | -1.0 | 4 | 18 |
| 21 | 4.5 | 5.0 | -0.5 | 5 | 21 |
| 22 | 4.3 | 4.0 | 0.3 | 5 | 25 |
| 23 | 4 | 4.0 | 0.0 | 5 | 23 |
| 24 | 4.9 | 4.8 | -0.1 | 5 | 25 |
| 25 | 4.9 | 4.0 | 0.9 | 5 | 25 |
| 26 | 4.1 | 4.0 | 0.1 | 5 | 20 |
| 27 | 4.3 | 4.3 | 0.0 | 5 | 20 |
| 28 | 4.8 | 5.0 | -0.3 | 5 | 17 |
| 29 | 4.5 | 4.0 | 0.5 | 5 | 20 |
| 30 | 4.5 | 4.1 | 0.4 | 5 | 23 |
| 31 | 4.6 | 4.6 | 0.0 | 5 | 25 |
| 32 | 4.4 | 5.0 | -0.6 | 4 | 18 |
| 33 | 4.0 | 4.2 | -0.2 | 5 | 20 |
| 34 | 4.4 | 5.0 | -0.6 | 4 | 21 |
| 35 | 4.5 | 4.8 | -0.1 | 5 | 17 |
| 36 | 3.6 | 5.0 | -1.4 | 3 | 11 |
| 37 | 4.0 | 5.0 | -1.0 | 4 | 16 |
| 38 | 4.3 | 4.0 | 0.3 | 5 | 18 |
| 39 | 4.4 | 4.4 | 0.0 | 5 | 19 |
| 40 | 4.2 | 4.0 | 0.2 | 5 | 17 |
| 41 | 4.2 | 4.3 | -0.1 | 5 | 19 |
| 42 | 4.0 | 4.0 | 0.0 | 5 | 17 |
| 43 | 4.0 | 4.0 | 0.0 | 5 | 25 |
| 44 | 4.2 | 4.0 | 0.2 | 5 | 18 |
| 45 | 4.9 | 4.9 | 0.0 | 5 | 25 |
| 46 | 5.0 | 4.9 | 0.1 | 5 | 18 |
| 47 | 4.8 | 4.8 | 0.0 | 5 | 20 |
| 48 | 4.3 | 4.0 | 0.3 | 5 | 20 |
| 49 | 4.0 | 4.0 | 0.0 | 5 | 19 |
| 50 | 4.4 | 4.4 | 0.0 | 5 | 18 |
| 51 | 4.1 | 4.0 | 0.1 | 5 | 18 |
| 52 | 4.0 | 4.0 | 0.0 | 5 | 20 |
| 53 | 5.0 | 4.0 | 1.0 | 5 | 16 |
| 54 | 4.0 | 4.0 | 0.0 | 5 | 19 |
| 55 | 4.3 | 4.0 | 0.3 | 5 | 20 |
| 56 | 4.1 | 4.0 | 0.1 | 5 | 20 |
| 57 | 4.8 | 4.9 | -0.6 | 5 | 20 |
| 58 | 4.0 | 4.0 | 0.0 | 5 | 20 |
| 59 | 3.3 | 4.4 | -1.1 | 3 | 12 |
| 60 | 4.1 | 4.1 | -0.1 | 5 | 19 |
| 61 | 3.8 | 4.2 | -0.4 | 5 | 20 |
| 62 | 4.1 | 4.0 | 0.1 | 5 | 20 |
| 63 | 3.6 | 4.2 | -0.6 | 4 | 20 |
| 64 | 3.5 | 4.8 | -1.1 | 3 | 15 |
| 65 | 3.2 | 3.8 | -0.4 | 5 | 18 |
| 66 | 4.0 | 4.4 | -0.4 | 5 | 20 |
| 67 | 4.8 | 3.9 | 0.9 | 5 | 18 |
| 68 | 4.4 | 4.2 | 0.3 | 5 | 21 |
| 69 | 4.0 | 4.2 | -0.2 | 5 | 25 |
| 70 | 4.8 | 5.0 | -0.4 | 5 | 25 |
| 71 | 4.1 | 4.3 | -0.1 | 5 | 20 |
| 72 | 4.6 | 4.9 | -0.4 | 5 | 24 |
| 73 | 4.4 | 4.5 | -0.1 | 5 | 22 |
| 74 | 4.8 | 4.8 | 0.0 | 5 | 20 |
| 75 | 4.2 | 4.4 | -0.2 | 5 | 25 |
| 76 | 4.5 | 5.0 | -0.5 | 5 | 20 |
| 77 | 4.3 | 4.7 | -0.4 | 5 | 24 |
| 78 | 3.1 | 5.0 | -1.9 | 2 | 7 |
| 79 | 4.3 | 4.0 | 0.3 | 5 | 20 |
| 80 | 4.4 | 4.0 | 0.4 | 5 | 20 |
| 81 | 4.0 | 4.3 | -0.3 | 5 | 18 |
| 82 | 4.1 | 4.0 | 0.1 | 5 | 20 |
| 83 | 4.4 | 4.3 | 0.1 | 5 | 10 |
| 84 | 4.0 | 4.0 | 0.0 | 5 | 10 |
| 85 | 4.5 | 4.6 | -0.1 | 5 | 19 |
| 86 | 4.0 | 4.0 | 0.0 | 5 | 20 |
| 87 | 4.2 | 4.4 | -0.3 | 5 | 19 |
| 88 | 4.4 | 4.3 | 0.1 | 5 | 19 |
| 89 | 4.3 | 3.9 | 0.4 | 5 | 21 |
| 90 | 4.3 | 4.3 | 0.0 | 5 | 18 |
| 91 | 4.6 | 4.2 | 0.4 | 5 | 25 |
| 92 | 3.6 | 4.8 | -1.2 | 3 | 10 |
| 93 | 4.0 | 4.0 | 0.0 | 5 | 20 |
| 94 | 3.6 | 4.4 | -0.8 | 4 | 17 |
| 95 | 3.6 | 4.4 | -0.8 | 4 | 18 |
| 96 | 4.2 | 4.8 | -0.6 | 4 | 20 |
| 97 | 4.8 | 4.4 | 0.4 | 5 | 17 |
| 98 | 4.1 | 4.0 | 0.1 | 5 | 19 |
| 99 | 4.4 | 4.4 | 0.0 | 5 | 25 |
| 100 | 3.6 | 4.6 | -1.0 | 4 | 19 |
| 101 | 3.9 | 4.2 | -0.3 | 5 | 25 |

| No. Resp. | Pelayanan (X1) | Harapan | Kepuasan | Kategori (Y1/X2) | Loyalitas (Y2) |
|-----------|----------------|---------|----------|------------------|----------------|
| 102 | 4.0 | 5.0 | -1.0 | 4 | 20 |
| 103 | 3.8 | 4.8 | -1.0 | 4 | 18 |
| 104 | 3.8 | 4.8 | -1.0 | 4 | 18 |
| 105 | 4.0 | 5.0 | -1.0 | 4 | 18 |
| 106 | 3.5 | 4.9 | -1.4 | 3 | 9 |
| 107 | 3.1 | 4.4 | -1.3 | 3 | 9 |
| 108 | 3.2 | 4.7 | -1.5 | 3 | 8 |
| 109 | 3.1 | 4.9 | -1.8 | 2 | 7 |
| 110 | 3.6 | 4.6 | -0.9 | 4 | 20 |
| 111 | 3.3 | 4.3 | -1.1 | 3 | 13 |
| 112 | 3.2 | 4.8 | -1.6 | 2 | 8 |
| 113 | 4.0 | 5.0 | -1.0 | 4 | 15 |
| 114 | 3.4 | 4.4 | -1.0 | 4 | 15 |
| 115 | 2.9 | 4.0 | -1.1 | 3 | 8 |
| 116 | 3.0 | 5.0 | -2.0 | 2 | 8 |
| 117 | 3.4 | 4.0 | -0.6 | 4 | 17 |
| 118 | 3.0 | 5.0 | -2.0 | 2 | 8 |
| 119 | 3.0 | 4.2 | -1.2 | 3 | 9 |
| 120 | 3.2 | 4.3 | -1.1 | 3 | 16 |
| 121 | 3.4 | 4.4 | -1.1 | 3 | 16 |
| 122 | 3.3 | 4.3 | -1.0 | 4 | 16 |
| 123 | 3.0 | 4.8 | -1.8 | 2 | 8 |
| 124 | 3.5 | 4.1 | -0.6 | 4 | 15 |
| 125 | 3.0 | 5.0 | -2.0 | 2 | 7 |
| 126 | 3.2 | 4.0 | -0.8 | 4 | 20 |
| 127 | 3.2 | 5.0 | -1.8 | 2 | 7 |
| 128 | 3.1 | 5.0 | -1.9 | 2 | 7 |
| 129 | 3.3 | 4.8 | -1.5 | 2 | 8 |
| 130 | 3.4 | 4.0 | -0.6 | 4 | 20 |
| 131 | 3.6 | 4.8 | -1.2 | 3 | 12 |
| 132 | 3.8 | 5.0 | -1.2 | 3 | 10 |
| 133 | 3.0 | 4.8 | -1.8 | 2 | 6 |
| 134 | 4.0 | 5.0 | -1.0 | 4 | 18 |
| 135 | 3.5 | 4.6 | -1.3 | 3 | 8 |
| 136 | 3.8 | 4.8 | -1.0 | 4 | 18 |
| 137 | 3.4 | 4.0 | -0.6 | 4 | 18 |
| 138 | 3.0 | 4.0 | -1.0 | 4 | 15 |
| 139 | 3.3 | 4.4 | -1.1 | 3 | 7 |
| 140 | 3.3 | 4.5 | -1.2 | 3 | 7 |
| 141 | 4.0 | 5.0 | -1.0 | 4 | 20 |
| 142 | 3.0 | 4.8 | -1.8 | 2 | 9 |
| 143 | 3.8 | 4.6 | -0.8 | 4 | 11 |
| 144 | 3.0 | 4.0 | -1.0 | 4 | 15 |
| 145 | 4.3 | 4.0 | 0.3 | 5 | 25 |
| 146 | 3.3 | 4.5 | -1.3 | 3 | 15 |
| 147 | 3.6 | 4.4 | -0.8 | 4 | 22 |
| 148 | 4.1 | 4.6 | -0.5 | 5 | 20 |
| 149 | 3.3 | 4.1 | -0.8 | 4 | 19 |
| 150 | 3.6 | 4.6 | -0.9 | 4 | 15 |
| 151 | 4.8 | 4.8 | 0.0 | 5 | 25 |
| 152 | 4.4 | 5.0 | -0.6 | 4 | 20 |
| 153 | 4.0 | 4.2 | -0.2 | 5 | 20 |
| 154 | 4.4 | 5.0 | -0.6 | 4 | 21 |
| 155 | 4.5 | 4.8 | -0.3 | 5 | 17 |
| 156 | 3.9 | 4.2 | -0.3 | 5 | 15 |
| 157 | 4.0 | 5.0 | -1.0 | 4 | 20 |
| 158 | 3.6 | 4.6 | -1.0 | 4 | 18 |
| 159 | 3.6 | 4.6 | -1.0 | 4 | 18 |
| 160 | 4.0 | 5.0 | -1.0 | 4 | 25 |
| 161 | 3.6 | 5.0 | -1.4 | 3 | 17 |
| 162 | 4.0 | 5.0 | -1.0 | 4 | 19 |
| 163 | 4.3 | 4.0 | 0.3 | 5 | 18 |
| 164 | 4.4 | 4.4 | 0.0 | 5 | 19 |
| 165 | 4.2 | 4.0 | 0.2 | 5 | 17 |
| 166 | 4.1 | 4.0 | 0.1 | 5 | 18 |
| 167 | 4.0 | 4.0 | 0.0 | 5 | 20 |
| 168 | 5.0 | 4.0 | 1.0 | 5 | 19 |
| 169 | 4.0 | 4.0 | 0.0 | 5 | 18 |
| 170 | 4.3 | 4.0 | 0.3 | 5 | 20 |
| 171 | 3.3 | 4.5 | -1.3 | 3 | 15 |
| 172 | 3.8 | 4.4 | -0.6 | 4 | 22 |
| 173 | 4.1 | 4.6 | -0.5 | 5 | 20 |
| 174 | 3.3 | 4.1 | -0.8 | 4 | 19 |
| 175 | 3.6 | 4.6 | -0.9 | 4 | 15 |
| 176 | 4.1 | 4.0 | 0.1 | 5 | 20 |
| 177 | 4.6 | 4.0 | 0.6 | 5 | 20 |
| 178 | 4.0 | 4.0 | 0.0 | 5 | 20 |
| 179 | 3.3 | 4.4 | -1.1 | 3 | 20 |
| 180 | 4.1 | 4.1 | -0.1 | 5 | 19 |
| 181 | 3.1 | 4.9 | -1.9 | 2 | 15 |
| 182 | 4.0 | 5.0 | -1.0 | 4 | 15 |
| 183 | 4.2 | 4.0 | 0.2 | 5 | 18 |
| 184 | 3.5 | 4.1 | -0.6 | 4 | 15 |
| 185 | 3.0 | 5.0 | -2.0 | 2 | 15 |
| 186 | 3.1 | 5.0 | -1.9 | 2 | 16 |
| 187 | 3.2 | 4.8 | -1.6 | 2 | 19 |
| 188 | 3.0 | 5.0 | -2.0 | 2 | 18 |
| 189 | 3.5 | 4.6 | -1.3 | 3 | 15 |
| 190 | 3.8 | 4.8 | -1.0 | 4 | 18 |
| 191 | 3.8 | 4.6 | -0.8 | 4 | 19 |
| 192 | 3.0 | 4.0 | -1.0 | 4 | 15 |
| 193 | 3.3 | 4.5 | -1.2 | 3 | 18 |
| 194 | 4.0 | 5.0 | -1.0 | 4 | 25 |
| 195 | 3.5 | 4.9 | -1.4 | 3 | 19 |
| 196 | 3.3 | 4.3 | -1.1 | 3 | 10 |
| 197 | 4.0 | 4.8 | -0.8 | 4 | 25 |
| 198 | 4.3 | 4.7 | -0.4 | 5 | 25 |

Keterangan :

Bobot 5 = 0 sampai -0,5 = Sangat Puas
 Bobot 4 = -0,6 sampai -1,0 = Puas
 Bobot 3 = -1,1 sampai -1,5 = Cukup Puas
 Bobot 2 = -1,6 sampai -2,0 = Kurang Puas
 Bobot 1 = > -2 = Tidak Puas