

LAMPIRAN 2

HASIL UJI RELIABILITAS

Variabel Kualitas Layanan

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.767	.907	11

Variabel Kualitas Produk

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.798	.906	6

Variabel Harga

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.703	.673	4

LAMPIRAN 3
HASIL ANALISA DESKRIPTIF
PT CSC

NILAI RATA-RATA KUALITAS LAYANAN CSC

Dept	Alat	Dokumen	Delivery	Tepat janji	Cepat resp	Pengadaan
ALL	4.0	4.1	4.3	4.0	3.8	4.1
PUR	4.0	4.0	4.5	4.1	4.1	4.4
LAB	4.5	3.8	4.5	3.8	3.8	4.4
PROD	3.9	4.1	4.2	4.0	3.7	4.0

NILAI RATA-RATA KUALITAS LAYANAN CSC

Dept	Prob solv	Sertifikasi	Teknisi	Empati	Avg
ALL	4.1	3.7	4.2	4.3	4.06
PUR	4.5	3.7	4.4	4.5	4.22
LAB	4.4	3.7	4.3	4.5	4.18
PROD	3.8	4.0	4.2	4.2	3.98

NILAI RATA-RATA KUALITAS PRODUK CSC

Dept	Specs	Kemasan	Berfungsi	Stabil	Ternama	Avg
ALL	4.3	4.4	4.6	4.1	4.6	4.39
PUR	4.6	4.5	4.6	4.5	4.5	4.54
LAB	4.2	4.3	4.6	3.9	4.7	4.53
PROD	4.3	4.3	4.6	4.0	4.6	4.55

NILAI RATA-RATA HARGA CSC

Dept	Beri Disc	Cost prod	Pay term	Avg
ALL	2.2	4.2	3.8	3.42
PUR	2.6	4.0	3.7	3.43
LAB	2.5	4.3	3.9	3.55
PROD	2.1	4.3	3.8	3.39

LAMPIRAN 4
HASIL ANALISA DESKRIPTIF
PT BSI

NILAI RATA-RATA KUALITAS LAYANAN BSI

Dept	Alat	Dokumen	Delivery	Tepat janji	Cpt respon	Pengadaan
All	3.29	3.17	3.92	3.41	3.34	3.78
Pur	3.40	3.10	3.70	3.60	3.10	3.20
Lab	3.45	2.91	3.91	3.36	3.45	3.82
Prod	3.21	3.26	3.97	3.37	3.37	3.92

NILAI RATA-RATA KUALITAS LAYANAN BSI

Dept	Probl solv	Sertifikasi	Teknisi	Empati	Avg
All	3.75	4.03	3.37	3.39	3.54
Pur	3.60	4.10	3.60	3.30	3.47
Lab	3.91	4.36	3.36	3.27	3.58
Prod	3.74	3.92	3.32	3.45	3.55

NILAI RATA-RATA KUALITAS PRODUK BSI

Dept	Specs	Kemasan	Berfungsi	Stabil	Ternama	Avg
All	4.25	4.37	4.27	3.71	4.61	4.24
Pur	4.10	4.00	4.10	3.70	4.50	4.08
Lab	4.45	4.45	4.18	3.36	4.64	4.22
Prod	4.24	4.45	4.34	3.82	4.63	4.29

NILAI RATA-RATA HARGA BSI

Dept	Beri disc	Cost	Term paym	Avg
All	3.17	3.63	3.69	3.50
Pur	3.20	3.50	3.40	3.37
Lab	3.36	3.64	3.55	3.52
Prod	3.11	3.66	3.82	3.53

LAMPIRAN 5

HASIL REGRESI BERGANDA PT CSC

Model Summary^(b)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.800	0.640	0.620	0.518

a Predictors: (Constant), Harga, Kualitas prod, Kualitas servis

b Dependent Variable: Kepuasan PT CSC

ANOVA

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	26.228	3	8.743	32.590	0.000
Residual	14.755	55	0.268		
Total	40.983	58			

a Predictors: (Constant), Harga, Kualitas prod, Kualitas servis

b Dependent Variable: Kepuasan PT CSC

Coefficients (a)

Model		Unstandardized Coefficients		Standardized Coefficients	Sig.	Collinearity Statistics	
		B	Std. Error	Beta		Tolerance	VIF
1	(Constant)	(1.910)	0.731		0.012		
	Kualitas servis	0.828	0.114	0.642	0.000	0.841	1.189
	Kualitas prod	0.274	0.123	0.186	0.031	0.934	1.071
	Harga	0.388	0.174	0.194	0.029	0.873	1.145

a Dependent Variable: Kepuasan PT CSC

LAMPIRAN 6

HASIL REGRESI BERGANDA PT BSI

Model Summary^(b)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.725	0.525	0.499	0.444

a Predictors: (Constant), Harga, Kualitas servis, Kualitas prod

b Dependent Variable: Kepuasan PT BSI

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	12.017	3	4.006	20.277	0.000
Residual	10.865	55	0.198		
Total	22.881	58			

a Predictors: (Constant), Harga, Kualitas servis, Kualitas prod

b Dependent Variable: Kepuasan PT BSI

Coefficients (a)

Model		Unstandardized Coefficients		Standardized Coefficients	Sig.	Collinearity Statistics	
		B	Std. Error	Beta		Tolerance	VIF
1	(Constant)	(2.041)	0.738		0.008		
	Kualitas servis	0.717	0.134	0.504	0.000	0.978	1.023
	Kualitas prod	0.303	0.134	0.216	0.027	0.954	1.048
	Harga	0.439	0.117	0.357	0.000	0.952	1.050

a Dependent Variable: Kepuasan PT BSI

LAMPIRAN 7

HASIL REGRESI DEPT. PURCHASING

Model Summary^(b)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.890	0.792	0.736	0.449

a Predictors: (Constant), Dum Purch, Harga Purch, Prod Purch, Serv Purc

b Dependent Variable: Kepuasan Purch

ANOVA^(b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	11.520	4	2.880	14.257	0.000
	Residual	3.030	15	0.202		
	Total	14.550	19			

a Predictors: (Constant), Dum Purch, Harga Purch, Prod Purch, Serv Purc

b Dependent Variable: Kepuasan Purch

Coefficients (a)

Model		Unstandardized Coefficients		Standardized Coefficients	Sig.	Collinearity Statistics	
		B	Std. Error	Beta		Tolerance	VIF
1	(Constant)	(3.127)	1.234		0.023		
	Serv Purc	1.049	0.289	0.665	0.002	0.414	2.416
	Prod Purch	0.194	0.279	0.110	0.497	0.554	1.806
	Harga Purch	0.533	0.214	0.320	0.025	0.841	1.189
	Dum Purch	0.188	0.282	0.110	0.515	0.510	1.961

LAMPIRAN 8

HASIL REGRESI DEPT. PRODUKSI

Model Summary^(b)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.802	0.644	0.624	0.518

a Predictors: (Constant), Dum prod, Prod prod, Harga prod, Serv prod

b Dependent Variable: Kepuasan produksi

ANOVA^(b)

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	34.380	4	8.595	32.071	0.000
Residual	19.028	71	0.268		
Total	53.408	75			

a Predictors: (Constant), Dum prod, Prod prod, Harga prod, Serv prod

b Dependent Variable: Kepuasan produksi

Coefficients (a)

Model		Unstandardized Coefficients		Standardized Coefficients	Sig.	Collinearity Statistics	
		B	Std. Error	Beta		Tolerance	VIF
1	(Constant)	(2.167)	0.693		0.003		
	Serv prod	0.892	0.100	0.686	0.000	0.849	1.177
	Prod prod	0.269	0.115	0.168	0.022	0.974	1.027
	Harga prod	0.352	0.143	0.181	0.016	0.922	1.085
	Dum prod	0.150	0.129	0.089	0.251	0.844	1.185

a Dependent Variable: Kepuasan produksi

LAMPIRAN 9

HASIL REGRESI DEPT.LABORATORIUM

Model Summary^(b)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.884	0.782	0.731	0.365

a Predictors: (Constant), Dum lab, Harga lab, Prod lab, Serv lab

b Dependent Variable: Kepuasan lab

ANOVA^(a)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	8.105	4	2.026	15.251	0.000
	Residual	2.259	17	0.133		
	Total	10.364	21			

a Predictors: (Constant), Dum lab, Harga lab, Prod lab, Serv lab

b Dependent Variable: Kepuasan lab

Coefficients (a)

Model		Unstandardized Coefficients		Standardized Coefficients	Sig.	Collinearity Statistics	
		B	Std. Error	Beta		Tolerance	VIF
1	(Constant)	(2.036)	0.802		0.021		
	Serv lab	0.459	0.283	0.348	0.123	0.279	3.581
	Prod lab	0.547	0.194	0.398	0.012	0.640	1.564
	Harga lab	0.438	0.196	0.331	0.039	0.584	1.713
	Dum lab	0.186	0.218	0.136	0.405	0.508	1.969

a Dependent Variable: Kepuasan lab

LAMPIRAN 10

DATA INDIKATOR KUALITAS LAYANAN PT CSC

Kode	Alat	Dokumen	Delivery	Tepat janji	Cepat respon	Pengadaan	Problem solv	Sertifikasi	Teknisi	Empati
Pur	4	4	4	3	3	4	4	4	3	4
Pur	4	4	4	4	4	4	4	4	4	4
Pur	4	4	4	4	4	4	4	4	4	4
Pur	3	4	5	3	3	5	5	3	5	5
Pur	4	4	5	5	5	5	5	4	5	5
Pur	3	4	5	3	3	5	5	3	5	5
Pur	5	5	5	5	5	5	5	4	5	5
Pur	4	4	4	4	4	4	4	3	4	4
Pur	5	4	5	5	5	5	5	4	5	5
Pur	4	3	4	5	5	3	4	4	4	4
Lab	4	4	5	4	3	5	4	5	4	5
Lab	4	3	5	3	3	5	5	4	3	5
Lab	4	3	5	3	3	5	4	5	4	5
Lab	5	3	5	1	1	5	5	5	5	5
Lab	4	4	4	4	4	4	4	4	4	4
Lab	5	5	5	5	5	5	5	4	5	5
Lab	5	5	5	5	5	5	5	4	4	5
Lab	4	4	4	5	5	4	4	3	4	4
Lab	4	4	3	2	3	2	3	3	4	3
Lab	5	4	4	5	5	4	4	3	5	4
Lab	5	3	4	5	5	4	5	4	5	4
Prod	4	5	4	5	5	4	5	4	5	5
Prod	5	5	4	5	5	4	5	4	5	5
Prod	4	4	4	4	4	4	4	4	4	3
Prod	5	5	5	5	5	5	5	4	5	5
Prod	4	4	4	4	5	4	4	4	5	4
Prod	1	3	4	4	2	3	1	3	2	3
Prod	2	3	4	2	1	4	2	3	4	4
Prod	1	3	5	1	1	5	1	2	2	3
Prod	3	5	3	4	2	3	2	3	4	3
Prod	4	3	4	4	4	4	4	5	4	4
Prod	4	4	5	4	3	5	4	5	4	5
Prod	3	5	5	3	3	5	5	4	3	5
Prod	3	5	5	3	3	5	4	4	4	5
Prod	5	5	5	2	2	5	5	3	5	5
Prod	4	5	5	5	5	4	5	3	5	5
Prod	4	4	4	4	4	4	4	3	4	4
Prod	5	5	5	5	5	5	5	3	5	5
Prod	5	5	5	5	5	5	5	4	5	5
Prod	4	4	4	4	5	4	4	5	4	4
Prod	4	4	3	2	2	2	2	3	4	3
Prod	4	4	4	4	4	1	4	5	4	4
Prod	5	5	5	5	5	5	5	4	5	5
Prod	4	4	4	4	4	4	4	3	4	4
Prod	5	5	5	5	5	5	5	3	4	5
Prod	4	4	4	4	4	4	4	3	4	4
Prod	5	3	5	5	5	5	5	4	5	5
Prod	4	3	4	5	5	3	4	2	4	4
Prod	5	4	4	5	5	4	4	5	5	4
Prod	5	4	4	5	5	4	5	4	5	4
Prod	4	5	4	5	5	4	5	4	5	5
Prod	5	5	4	5	5	4	5	3	4	5
Prod	4	4	4	4	5	4	4	5	5	4
Prod	3	3	4	4	2	3	3	3	4	3
Prod	2	3	4	2	1	4	2	3	4	4
Prod	1	3	3	1	1	3	1	3	2	3
Prod	5	5	3	4	2	3	2	5	4	3
Prod	4	3	4	4	4	4	4	5	4	4
Prod	4	4	4	4	4	3	4	3	4	4

LAMPIRAN 11

DATA INDIKATOR KUALITAS PRODUK DAN HARGA

PT CSC

Kode	Specs	Kemasan	Berfungsi	Stabil	Ternama	Disc	Biaya prod	Term paym
Pur	4	4	4	4	4	3	4	4
Pur	4	4	4	4	4	2	3	3
Pur	4	4	4	4	4	3	4	4
Pur	5	5	5	5	5	2	4	4
Pur	5	5	5	5	5	2	3	3
Pur	5	5	5	5	5	2	5	5
Pur	5	5	5	5	5	3	5	4
Pur	4	4	4	4	4	4	4	3
Pur	5	5	5	5	5	2	4	3
Pur	5	4	5	4	4	3	4	4
Lab	2	4	4	2	5	3	4	4
Lab	5	5	5	5	5	1	5	3
Lab	4	5	5	2	5	3	5	5
Lab	5	5	5	5	5	2	4	3
Lab	4	4	4	4	4	3	5	3
Lab	5	5	5	5	5	3	5	4
Lab	5	5	5	5	5	2	5	4
Lab	4	4	4	4	5	2	4	4
Lab	4	2	4	2	4	2	3	4
Lab	4	4	5	4	4	3	3	4
Lab	4	4	5	5	5	3	4	5
Prod	5	5	5	4	5	1	5	4
Prod	4	5	5	4	5	2	5	5
Prod	4	4	4	4	4	2	4	4
Prod	5	5	5	5	5	3	5	4
Prod	5	5	5	5	5	3	4	3
Prod	4	4	4	4	4	3	4	3
Prod	5	5	5	5	5	1	4	4
Prod	5	5	5	5	5	2	4	4
Prod	4	4	4	4	5	2	4	3
Prod	4	2	4	2	4	2	4	5
Prod	4	4	4	4	4	2	4	4
Prod	5	5	5	4	5	2	5	3
Prod	4	5	5	2	5	1	5	5
Prod	5	5	5	5	5	2	4	3
Prod	4	2	4	2	5	2	5	4
Prod	2	4	4	4	4	2	5	3
Prod	5	5	5	5	5	2	5	4
Prod	5	5	5	5	5	1	5	4
Prod	4	4	4	4	4	2	4	4
Prod	4	4	4	4	4	2	3	4
Prod	2	4	4	2	5	1	4	4
Prod	5	5	5	5	5	3	5	3
Prod	4	5	5	2	5	1	4	3
Prod	5	5	5	5	5	3	5	4
Prod	4	4	4	4	4	2	4	3
Prod	5	5	5	5	5	2	4	3
Prod	5	4	5	4	4	1	4	4
Prod	4	4	5	4	4	3	3	4
Prod	4	4	5	5	5	3	4	5
Prod	5	5	5	4	5	3	5	4
Prod	4	5	5	4	5	3	5	5
Prod	4	2	4	2	5	1	4	3
Prod	2	4	4	4	4	3	4	3
Prod	5	5	5	5	5	2	4	4
Prod	5	5	5	5	5	2	4	4
Prod	4	4	4	4	4	2	4	3
Prod	4	4	4	4	4	1	4	5
Prod	4	4	4	4	4	3	4	4

LAMPIRAN 12

DATA INDIKATOR KUALITAS LAYANAN PT BSI

Kode	Alat	Dokumen	Delivery	Tepat janji	Cpt resp	Pengadaan	Probl solv	Sertifikasi	Teknisi	Empati
Lab	3	4	3	2	2	3	2	4	4	3
Lab	3	3	3	5	2	3	4	3	3	3
Lab	4	2	4	3	3	4	4	4	4	4
Lab	4	3	4	3	3	4	4	4	3	4
Lab	4	2	4	4	4	4	4	4	4	3
Lab	3	3	4	3	3	5	5	5	3	3
Lab	3	2	4	4	5	5	5	5	4	3
Lab	3	2	4	2	2	4	2	4	2	3
Lab	3	3	5	3	5	3	5	5	3	3
Lab	4	4	4	4	4	4	3	5	4	4
Lab	4	4	4	4	5	3	5	5	3	3
Prod	3	3	4	4	2	4	4	3	4	4
Prod	3	4	5	5	4	5	3	5	5	4
Prod	4	3	2	3	3	2	2	4	2	3
Prod	2	3	4	2	4	3	4	2	2	3
Prod	4	2	4	2	2	4	4	4	2	3
Prod	2	3	4	4	4	4	4	4	4	3
Prod	4	3	4	4	3	3	4	4	4	3
Prod	3	4	4	4	5	5	5	5	4	4
Prod	3	2	4	2	2	2	2	4	2	3
Prod	3	3	5	2	4	3	4	2	2	3
Prod	3	4	4	2	2	4	2	4	2	4
Prod	2	3	3	4	4	4	4	4	2	3
Prod	4	3	4	4	4	4	4	4	3	3
Prod	4	3	4	4	4	4	4	4	3	4
Prod	4	4	4	4	4	4	4	4	4	3
Prod	4	4	4	4	4	4	4	4	4	3
Prod	3	3	5	4	5	5	5	5	4	3
Prod	3	3	3	2	2	3	3	4	4	4
Prod	2	4	4	2	2	4	4	4	4	3
Prod	3	3	4	4	2	4	4	3	4	3
Prod	3	4	4	4	4	4	4	4	3	4
Prod	3	4	4	4	4	4	4	4	3	4
Prod	4	4	4	4	4	4	4	4	4	3
Prod	4	2	4	4	5	4	5	5	4	4
Prod	3	3	4	2	2	2	2	4	2	3
Prod	3	3	4	4	2	4	4	3	4	4
Prod	4	3	2	4	3	2	2	4	4	4
Prod	4	3	3	4	4	3	4	4	4	3
Prod	3	4	4	3	3	4	5	5	4	3
Prod	4	4	4	4	4	5	4	4	4	3
Prod	2	3	3	3	3	4	3	2	3	3
Prod	3	3	2	4	2	3	2	3	4	4
Prod	2	3	5	3	5	5	5	3	2	3
Prod	3	3	5	3	3	5	3	5	3	3
Prod	4	3	5	3	3	5	3	5	3	4
Prod	4	3	5	3	5	5	4	3	2	4
Prod	3	4	5	3	3	5	5	5	3	5
Prod	3	4	5	3	3	5	5	5	5	4
Pur	3	2	4	3	3	2	3	5	4	3
Pur	5	3	5	3	4	5	5	5	4	3
Pur	2	3	3	4	2	2	4	3	2	3
Pur	3	3	2	4	2	2	4	5	2	4
Pur	4	4	4	4	3	3	2	4	4	3
Pur	4	3	4	4	2	4	4	3	4	4
Pur	4	4	4	4	4	4	3	4	4	3
Pur	4	4	3	4	4	3	4	4	4	4
Pur	2	3	4	3	4	3	4	4	4	3
Pur	3	2	4	3	3	4	3	4	4	3

LAMPIRAN 13

DATA INDIKATOR KUALITAS PRODUKSI DAN HARGA PT BSI

Kode	Specs	Kemasan	Berfungsi	Stabil	Ternama	Beri disc	Biaya	Term payment
Lab	5	5	3	2	5	2	3	2
Lab	4	4	5	2	5	3	4	3
Lab	4	4	4	4	4	3	3	4
Lab	4	4	4	4	4	4	4	4
Lab	4	4	4	4	4	3	4	4
Lab	5	4	3	3	5	3	4	3
Lab	5	5	3	2	5	4	4	5
Lab	4	4	5	4	4	3	3	3
Lab	5	5	5	3	5	4	4	4
Lab	4	5	5	4	5	4	3	2
Lab	5	5	5	5	5	4	4	5
Prod	2	5	2	3	5	3	4	3
Prod	3	3	5	3	4	4	4	4
Prod	2	5	2	5	5	4	4	3
Prod	3	4	5	3	4	3	4	4
Prod	4	4	4	4	3	4	4	3
Prod	4	4	4	3	4	3	4	4
Prod	3	4	4	3	5	3	3	4
Prod	5	3	4	2	5	3	4	4
Prod	4	4	5	3	4	2	4	4
Prod	4	4	4	4	4	2	4	4
Prod	5	5	3	2	5	4	4	5
Prod	4	4	4	4	4	3	3	4
Prod	4	4	4	4	4	4	4	4
Prod	4	4	4	4	4	1	1	5
Prod	4	4	4	4	4	4	4	4
Prod	3	4	4	4	5	3	3	4
Prod	4	4	4	4	4	3	4	3
Prod	4	4	4	4	5	4	3	3
Prod	4	4	4	4	5	4	4	4
Prod	4	4	5	4	4	4	4	3
Prod	4	4	5	4	4	3	4	3
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Prod	4	5	4	3	5	4	3	3
Prod	5	4	4	3	5	4	3	3
Prod	5	5	5	2	5	3	4	3
Prod	5	5	4	3	5	3	4	4
Prod	5	5	5	4	5	4	5	3
Prod	5	5	5	4	5	1	3	1
Prod	5	5	5	4	5	1	4	5
Prod	5	5	5	4	5	1	4	5
Prod	5	5	5	5	5	3	4	4
Prod	5	5	5	5	5	1	5	5
Prod	5	5	5	5	5	2	4	5
Prod	5	5	5	5	5	4	2	5
Prod	5	5	5	5	5	4	4	5
Prod	5	5	5	5	5	4	4	3
Prod	5	5	5	5	5	4	2	5
Prod	5	5	5	5	5	3	4	4
Pur	3	3	4	2	5	3	3	2
Pur	5	3	3	4	4	3	4	4
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Pur	4	4	4	4	4	2	3	3
Pur	4	4	4	4	4	3	4	3
Pur	4	4	4	4	5	4	3	3
Pur	5	5	5	3	5	4	4	4
Pur	5	5	5	4	5	4	4	5