LAMPIRAN 1

KUISIONER

Dengan hormat,

Saya, Mahasiswi Universitas Indonusa Esa Unggul Fakultas Ekonomi Jurusan Manajemen Pemasaran, dalam melengkapi tugas akhir untuk jenjang Strata 1 (S-1) bermaksud untuk meneliti tentang "Hubungan Lima Dimensi Kualitas Pelayanan terhadap Kepuasan Pelanggan" di Erha Clinic Cabang Mangga Besar, Jakarta Barat.

Maka bersama ini saya memohon kesediaan Bapak/Ibu meluangkan waktu untuk menjadi responden dengan melengkapi kuisioner ini, karena setiap informasi serta saran yang diberikan akan sangat berarti bagi penelitian saya. Adapun data dan jawaban yang Bapak/Ibu berikan tidak akan dipublikasikan.

Terima kasih atas kesediaannya meluangkan waktu guna pengisian kuisioner ini.

Salam,

Liza Minelli

LAMPIRAN 2

Nomor : ………………………

Tanggal : ………………………

Profil Responden

1. Jenis Kelamin	☐	Pria	☐	Wanita
2. Usia Anda	a.	17 - 20 tahun	c.	26-30
	b.	21-25 tahun	d.	> 30 tahun
3. Pekerjaan	a.	Mahasiswa	d.	Wiraswasta
	b.	Karyawan/karyawati	e.	lainnya …………
	c.	Pengusaha		
4. Pendidikan Terakhir	a.	SD	d.	Perguruan Tinggi
	b.	SLTP / SMP	e.	………………..
	c.	SLTA / SMA		
5. Berapakah kira-kira pengeluaran Anda selama sebulan?	a.	< Rp. 1.500.000,-		
	b.	Rp. 1.500.000,- s/d Rp. 3.000.000,-		
	c.	Rp. 3.000.000,- s/d Rp. 4.500.000,-		
	d.	> Rp. 4.500.000,-		
6. Darimanakah Anda mengetahui Erha Clinic?	a.	Teman	d.	Iklan
	b.	Saudara	e.	lainnya …………
	c.	Surat Kabar/Majalah		
7. Berapa kali Anda pernah berganti klinik spesialis kulit?	a.	1 x	c.	3x
	b.	2 x	d.	……………….
8. Jenis Layanan apa yang pernah anda ambil?	a.	Terapi; Facial, Peeling, lainnya:		
		....		
		....		
	b.	Konsultasi dan pengobatan		

LAMPIRAN 2

Berikan tanda (X) pada setiap jawaban yang sesuai dengan pendapat Anda atas pertanyaan mengenai kualitas pelayanan kami berikut ini :

Keterangan :

STB	**: Sangat Tidak Baik**	**STP**	**: Sangat Tidak Puas**
TB	**: Tidak Baik**	**TP**	**: Tidak Puas**
KB	**: Cukup Baik**	**KP**	**: Cukup Puas**
B	**: Baik**	**P**	**: Puas**
SB	**: Sangat Baik**	**SP**	**: Sangat Puas**

No.	Pertanyaan	Pelayanan Kami					Kepuasan Anda				
		STB	TB	KB	B	SB	STP	TP	KP	P	SP
A.	***Tangibles* (Bukti Langsung)**										
1.	Kenyamanan Anda saat berada di Erha Clinic (Interior, fasilitas, penampilan & pengaturan ruangan)										
2.	Kebersihan di setiap ruangan										
3.	Ketersedian ruang tunggu & tempat parkir yang memadai										
4.	Penampilan karyawan dalam melayani Anda										
B.	***Emphaty* (Empati)**										
1.	Keramahan dan kejujuran karyawan dalam melayani Anda										
2.	Kepedulian karyawan dalam menanggapi keluhan Anda										
3.	Memperhatikan kemajuan terapi / pengobatan yang sedang dijalankan										
4.	Usaha karyawan dan dokter untuk mengenal Anda										

LAMPIRAN 2

C. *Reliability* (Kehandalan)										
1. Kemampuan para dokter dalam melakukan terapi dan/atau pengobatan terhadap Anda										
2. Jam Kerja Praktek yang sesuai kebutuhan Anda										
3. Kecepatan karyawan dalam melakukan proses administrasi & pembayaran										
4. Kemampuan karyawan dalam menanggapi setiap keluhan Anda										
D. *Responsiveness* (Cepat Tanggap)										
1. Penanganan dokter mengatasi keluhan & memberikan pemecahan masalah kesehatan kulit Anda										
2. Kecepatan & tanggapan karyawan dan dokter dalam membantu Anda										
3. Sigap dalam memberikan pelayanan										
4. Kemudahan Anda dalam berkomunikasi/berkonsultasi dengan karyawan dan dokter kami										
E. *Assurance* (Kepastian)										
1. Pengetahuan karyawan mengenai jenis layanan terapi dan pengobatan yang tersedia serta kegunaannya										
2. Karyawan & dokter yang berpengalaman dibidangnya										
3. Kemampuan karyawan dan dokter dalam memahami kebutuhan terapi & pengobatan Anda										
4. Fasilitas yang menunjang tercapainya tujuan/terapi dan/atau pengobatan										

LAMPIRAN 3

Tabel Penolong Koefisien Korelasi Kualitas Pelayanan

Responden	Tangible (X1)				Emphaty (X2)				Reliability (X3)				Responsiveness (X4)				Assurance (X5)				Total
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	
1	5	4	4	4	4	4	5	5	5	5	5	4	4	4	4	4	4	5	5	4	88
2	3	4	4	3	4	3	4	4	4	4	3	3	3	5	4	4	3	4	3	4	73
3	4	4	4	4	4	4	5	5	5	5	4	4	4	4	4	4	4	4	4	4	84
4	3	3	3	3	3	3	4	4	4	4	3	3	4	3	3	3	3	4	4	3	67
5	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	3	63
6	4	3	4	4	4	5	5	5	5	5	4	4	4	4	4	4	4	4	4	4	84
7	3	4	3	4	4	4	4	4	4	4	3	4	3	3	3	3	3	3	3	4	70
8	3	3	3	4	4	4	5	5	5	5	4	4	4	5	4	4	4	4	4	4	82
9	5	5	4	4	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	83
10	3	4	4	3	4	4	4	4	4	5	5	4	5	5	4	4	5	4	4	5	84
11	3	3	3	4	3	3	4	4	4	4	3	3	3	3	4	4	3	3	3	3	67
12	4	4	4	4	4	4	4	5	5	4	5	4	4	4	3	4	4	4	3	3	80
13	4	5	5	5	5	5	5	5	5	5	5	5	5	4	4	5	5	5	5	5	97
14	4	5	5	4	5	3	4	3	4	3	4	3	4	5	5	4	3	3	4	5	80
15	4	5	5	4	5	4	4	5	5	5	3	4	5	4	4	5	4	4	3	3	85
16	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	79
17	3	3	4	4	3	4	4	3	3	3	3	3	4	4	3	3	3	3	4	3	67
18	4	3	3	3	4	4	4	3	3	3	3	3	3	3	3	4	3	3	3	4	66
19	4	3	3	4	4	5	5	4	4	4	3	4	4	5	5	4	4	3	3	4	79
20	4	5	4	4	4	4	5	4	5	4	5	3	3	3	3	5	5	4	4	4	82
21	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	4	4	4	4	81
22	4	3	3	4	4	5	4	3	3	4	3	4	4	5	4	4	3	3	3	4	74
23	5	4	4	3	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	81
24	4	5	4	5	5	5	4	4	5	4	4	4	4	5	4	5	5	4	4	4	88
25	3	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80
26	3	3	3	4	4	4	4	4	4	4	4	3	3	3	4	5	4	4	4	4	75
27	4	4	4	5	4	4	5	5	4	4	4	4	3	3	3	4	4	4	4	3	79
28	3	3	3	4	4	5	4	4	4	5	4	4	4	4	4	4	4	4	4	4	79
29	5	4	4	5	4	4	5	5	5	4	4	4	4	5	4	5	5	4	4	4	88
30	3	3	3	4	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	78

LAMPIRAN 4

Correlations

		P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	TOTAL
P1	Pearson Correlation	1	.427(*)	0.354	0.286	.374(*)	0.264	.415(*)	0.303	0.355	0.094	0.316	0.339	0.207	0.3	0.196	.396(*)	0.346	0.231	0.196	0.155	.539(**
	Sig. (2-tailed)	.	0.018	0.055	0.125	0.042	0.159	0.023	0.104	0.054	0.622	0.089	0.067	0.272	0.108	0.299	0.03	0.061	0.219	0.299	0.414	0.002
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P2	Pearson Correlation	.427(*)	1	.737(**)	0.29	.616(**)	-0.063	0.03	0.181	.417(*)	0.049	.407(*)	0.236	0.247	0.144	0.084	.418(*)	.429(*)	.363(*)	0.252	0.269	.542(**
	Sig. (2-tailed)	0.018		0	0.12	0	0.742	0.877	0.339	0.022	0.797	0.025	0.208	0.188	0.448	0.66	0.021	0.018	0.049	0.18	0.15	0.002
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P3	Pearson Correlation	0.354	.737(**)	1	0.308	.580(**)	0.019	0.182	0.293	.413(*)	0.156	.424(*)	0.306	.500(**)	0.234	0.24	.393(*)	.378(*)	.367(*)	0.332	0.273	.613(**
	Sig. (2-tailed)	0.055	0		0.098	0.001	0.919	0.336	0.116	0.023	0.41	0.02	0.101	0.005	0.213	0.202	0.032	0.04	0.046	0.073	0.145	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P4	Pearson Correlation	0.286	0.29	0.308	1	.450(*)	.487(**)	.515(**)	.457(*)	.481(**)	0.213	0.31	.507(**)	0.166	0.088	0.172	.506(**)	.497(**)	0.186	0.279	0.076	.577(**
	Sig. (2-tailed)	0.125	0.12	0.098		0.013	0.006	0.004	0.011	0.007	0.258	0.095	0.004	0.379	0.642	0.364	0.004	0.005	0.326	0.135	0.69	0.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P5	Pearson Correlation	.374(*)	.616(**)	.580(**)	.450(*)	1	.427(*)	0.252	0.289	.494(**)	0.313	.376(*)	.504(**)	.444(*)	.409(*)	.477(**)	.649(**)	.482(**)	0.247	0.119	.575(**)	.729(**
	Sig. (2-tailed)	0.042	0	0.001	0.013		0.019	0.179	0.121	0.006	0.092	0.041	0.004	0.014	0.025	0.008	0	0.007	0.187	0.53	0.001	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P6	Pearson Correlation	0.264	-0.063	0.019	.487(**)	.427(*)	1	.402(*)	0.236	0.236	.434(*)	0.254	.675(**)	.395(*)	0.272	0.224	0.36	.505(**)	0.123	0.122	0.308	.523(**
	Sig. (2-tailed)	0.159	0.742	0.919	0.006	0.019		0.028	0.21	0.209	0.017	0.175	0	0.031	0.145	0.234	0.051	0.004	0.516	0.52	0.098	0.003
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P7	Pearson Correlation	.415(*)	0.03	0.182	.515(**)	0.252	.402(*)	1	.674(**)	.638(**)	.519(**)	.410(*)	.398(*)	0.149	0.099	0.192	0.349	.492(**)	0.291	0.312	0.239	.598(**
	Sig. (2-tailed)	0.023	0.877	0.336	0.004	0.179	0.028		0	0	0.003	0.024	0.029	0.432	0.603	0.309	0.059	0.006	0.119	0.093	0.202	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P8	Pearson Correlation	0.303	0.181	0.293	.457(*)	0.289	0.236	.674(**)	1	.853(**)	.762(**)	.483(**)	.589(**)	0.313	0.038	0.073	.383(*)	.559(**)	.636(**)	0.257	-0.041	.666(**
	Sig. (2-tailed)	0.104	0.339	0.116	0.011	0.121	0.21	0		0	0	0.007	0.001	0.092	0.843	0.7	0.037	0.001	0	0.17	0.828	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P9	Pearson Correlation	0.355	.417(*)	.413(*)	.481(**)	.494(**)	0.236	.638(**)	.853(**)	1	.677(**)	.594(**)	.458(*)	0.351	0.155	0.207	.547(**)	.670(**)	.587(**)	0.302	0.164	.774(**
	Sig. (2-tailed)	0.054	0.022	0.023	0.007	0.006	0.209	0	0		0	0.001	0.011	0.057	0.413	0.272	0.002	0	0.001	0.105	0.388	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P10	Pearson Correlation	0.094	0.049	0.156	0.213	0.313	.434(*)	.519(**)	.762(**)	.677(**)	1	.445(*)	.639(**)	.525(**)	0.178	0.279	0.325	.526(**)	.586(**)	0.279	0.243	.651(**
	Sig. (2-tailed)	0.622	0.797	0.41	0.258	0.092	0.017	0.003	0	0		0.014	0	0.003	0.348	0.136	0.08	0.003	0.001	0.136	0.195	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P11	Pearson Correlation	0.316	.407(*)	.424(*)	0.31	.376(*)	0.254	.410(*)	.483(**)	.594(**)	.445(*)	1	.442(*)	0.347	0.154	0.09	.447(*)	.748(**)	.666(**)	.627(**)	.461(*)	.726(**
	Sig. (2-tailed)	0.089	0.025	0.02	0.095	0.041	0.175	0.024	0.007	0.001	0.014		0.014	0.06	0.418	0.638	0.013	0	0	0	0.01	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

Correlations

		P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	TOTAL
P12	Pearson Correlation	0.339	0.236	0.306	.507(**)	.504(**)	.675(**)	.398(*)	.589(**)	.458(*)	.639(**)	.442(*)	1	.634(**)	.396(*)	0.288	0.305	.576(**)	.457(*)	0.288	0.34	.745(**)
	Sig. (2-tailed)	0.067	0.208	0.101	0.004	0.004	0	0.029	0.001	0.011	0	0.014	.	0	0.03	0.122	0.101	0.001	0.011	0.122	0.066	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P13	Pearson Correlation	0.207	0.247	.500(**)	0.166	.444(*)	.395(*)	0.149	0.313	0.351	.525(**)	0.347	.634(**)	1	.544(**)	.423(*)	0.24	.456(*)	0.348	0.317	0.34	.638(**)
	Sig. (2-tailed)	0.272	0.188	0.005	0.379	0.014	0.031	0.432	0.092	0.057	0.003	0.06	0	.	0.002	0.02	0.202	0.011	0.06	0.088	0.066	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P14	Pearson Correlation	0.3	0.144	0.234	0.088	.409(*)	0.272	0.099	0.038	0.155	0.178	0.154	.396(*)	.544(**)	1	.670(**)	0.191	0.277	0.04	0.047	.481(**)	.470(**)
	Sig. (2-tailed)	0.108	0.448	0.213	0.642	0.025	0.145	0.603	0.843	0.413	0.348	0.418	0.03	0.002	.	0	0.312	0.138	0.832	0.806	0.007	0.009
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P15	Pearson Correlation	0.196	0.084	0.24	0.172	.477(**)	0.224	0.192	0.073	0.207	0.279	0.09	0.288	.423(*)	.670(**)	1	.371(*)	0.202	0	0.091	.570(**)	.466(**)
	Sig. (2-tailed)	0.299	0.66	0.202	0.364	0.008	0.234	0.309	0.7	0.272	0.136	0.638	0.122	0.02	0	.	0.044	0.284	1	0.633	0.001	0.009
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P16	Pearson Correlation	.396(*)	.418(*)	.393(*)	.506(**)	.649(**)	0.36	0.349	.383(*)	.547(**)	0.325	.447(*)	0.305	0.24	0.191	.371(*)	1	.700(**)	.374(*)	0.165	0.338	.680(**)
	Sig. (2-tailed)	0.03	0.021	0.032	0.004	0	0.051	0.059	0.037	0.002	0.08	0.013	0.101	0.202	0.312	0.044	.	0	0.042	0.384	0.068	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P17	Pearson Correlation	0.346	.429(*)	.378(*)	.497(**)	.482(**)	.505(**)	.492(**)	.559(**)	.670(**)	.526(**)	.748(**)	.576(**)	.456(*)	0.277	0.202	.700(**)	1	.604(**)	.478(**)	.396(*)	.831(**)
	Sig. (2-tailed)	0.061	0.018	0.04	0.005	0.007	0.004	0.006	0.001	0	0.003	0	0.001	0.011	0.138	0.284	0	.	0	0.008	0.03	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P18	Pearson Correlation	0.231	.363(*)	.367(*)	0.186	0.247	0.123	0.291	.636(**)	.587(**)	.586(**)	.666(**)	.457(*)	0.348	0.04	0	.374(*)	.604(**)	1	.708(**)	0.152	.637(**)
	Sig. (2-tailed)	0.219	0.049	0.046	0.326	0.187	0.516	0.119	0	0.001	0.001	0	0.011	0.06	0.832	1	0.042	0	.	0	0.424	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P19	Pearson Correlation	0.196	0.252	0.332	0.279	0.119	0.122	0.312	0.257	0.302	0.279	.627(**)	0.288	0.317	0.047	0.091	0.165	.478(**)	.708(**)	1	0.351	.514(**)
	Sig. (2-tailed)	0.299	0.18	0.073	0.135	0.53	0.52	0.093	0.17	0.105	0.136	0	0.122	0.088	0.806	0.633	0.384	0.008	0	.	0.057	0.004
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P20	Pearson Correlation	0.155	0.269	0.273	0.076	.575(**)	0.308	0.239	-0.041	0.164	0.243	.461(*)	0.34	0.34	.481(**)	.570(**)	0.338	.396(*)	0.152	0.351	1	.531(**)
	Sig. (2-tailed)	0.414	0.15	0.145	0.69	0.001	0.098	0.202	0.828	0.388	0.195	0.01	0.066	0.066	0.007	0.001	0.068	0.03	0.424	0.057	.	0.003
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TOTAL	Pearson Correlation	.539(**)	.542(**)	.613(**)	.577(**)	.729(**)	.523(**)	.598(**)	.666(**)	.774(**)	.651(**)	.726(**)	.745(**)	.638(**)	.470(**)	.466(**)	.680(**)	.831(**)	.637(**)	.514(**)	.531(**)	1
	Sig. (2-tailed)	0.002	0.002	0.001	0	0.003	0	0	0	0	0	0	0	0	0.009	0.009	0	0	0	0.004	0.003	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

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

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

LAMPIRAN 5

Reliability

Warnings

The space saver method is used. That is, the covariance matrix is not calculated or used in the analysis.

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded[a]	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.914	20

LAMPIRAN 6

Tabel Penolong Koefisien Korelasi Kepuasan Pelanggan

Responden	Tangible (X1)				Emphaty (X2)				Reliability (X3)				Responsiveness (X4)				Assurance (X5)				Total
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	
1	3	3	3	3	3	3	4	3	3	3	3	3	3	4	3	3	3	3	3	4	63
2	3	3	3	4	4	3	4	5	5	4	4	3	4	4	4	5	5	5	4	5	81
3	3	3	3	3	3	4	3	3	4	4	3	3	3	4	4	3	3	3	4	4	67
4	3	3	3	3	3	3	3	4	3	3	3	3	3	4	3	3	3	3	3	3	62
5	4	5	4	5	4	4	4	4	5	4	4	4	3	5	4	5	5	4	3	4	84
6	3	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	78
7	4	4	4	4	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	81
8	3	4	4	4	4	4	4	4	4	4	4	5	4	5	4	5	3	4	4	4	81
9	3	4	4	4	4	4	5	4	5	4	5	3	3	4	3	5	5	4	4	4	81
10	3	3	3	3	3	4	3	3	3	3	3	4	3	3	3	3	3	3	4	4	64
11	3	3	3	3	3	4	4	3	3	3	3	4	3	4	3	3	3	3	4	4	66
12	3	3	3	3	3	4	3	3	3	3	3	3	3	4	3	3	3	3	4	4	64
13	3	3	3	3	4	4	4	4	4	4	3	3	4	4	4	4	3	3	4	4	72
14	3	3	3	4	3	3	4	4	4	4	3	3	3	4	4	4	3	3	3	4	69
15	3	4	4	4	4	4	3	5	5	4	5	5	4	4	4	3	3	4	3	3	78
16	3	4	4	4	5	4	4	4	5	4	5	5	4	5	4	5	5	5	5	5	89
17	4	4	5	5	5	3	4	4	4	4	4	3	4	5	4	4	3	3	4	4	80
18	5	5	5	4	5	4	4	5	5	5	3	3	5	5	4	5	4	4	3	4	87
19	4	5	3	3	3	4	4	4	3	5	5	4	4	4	4	5	4	5	4	3	80
20	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	3	3	3	3	3	61
21	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80
22	3	3	3	4	4	4	4	4	4	4	3	3	3	4	3	3	3	3	3	3	68
23	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	4	62
24	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	60
25	2	3	3	3	3	3	4	4	4	4	3	3	4	4	3	3	3	4	3	4	67
26	3	4	4	4	4	4	5	5	5	5	4	4	4	4	4	4	4	4	4	4	83
27	3	3	3	3	3	3	3	3	3	3	3	3	3	5	4	4	3	3	4	3	65
28	3	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	77
29	3	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	77
30	3	3	3	3	3	4	3	3	4	4	3	3	3	4	4	3	3	3	4	4	67

LAMPIRAN 7

Correlations

		P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	TOTAL
P1	Pearson Correlation	1	.734(**)	.640(**)	.460(*)	.487(**)	0.261	0.172	0.302	0.214	.431(*)	0.208	0.073	.416(*)	.460(*)	.409(*)	.482(**)	0.326	0.206	0	0	.522(**)
	Sig. (2-tailed)	.	0	0	0.011	0.006	0.163	0.364	0.105	0.255	0.017	0.271	0.7	0.022	0.011	0.025	0.007	0.079	0.275	1	1	0.003
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P2	Pearson Correlation	.734(**)	1	.767(**)	.525(**)	.567(**)	.422(*)	.433(*)	.533(**)	.500(**)	.663(**)	.628(**)	.445(*)	.531(**)	.531(**)	.464(**)	.690(**)	.554(**)	.567(**)	0.092	0.048	.783(**)
	Sig. (2-tailed)	0		0	0.003	0.001	0.02	0.017	0.002	0.005	0	0	0.014	0.003	0.003	0.01	0	0.002	0.001	0.627	0.803	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P3	Pearson Correlation	.640(**)	.767(**)	1	.672(**)	.804(**)	0.268	.422(*)	.547(**)	.602(**)	.505(**)	.472(**)	0.329	.585(**)	.604(**)	.423(*)	.520(**)	.382(*)	0.31	0.134	0.225	.742(**)
	Sig. (2-tailed)	0	0	.	0	0	0.152	0.02	0.002	0	0.004	0.009	0.076	0.001	0	0.02	0.003	0.037	0.095	0.479	0.232	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P4	Pearson Correlation	.460(*)	.525(**)	.672(**)	1	.761(**)	0.191	.522(**)	.613(**)	.704(**)	.487(**)	.517(**)	0.318	.379(*)	.553(**)	.476(**)	.575(**)	.523(**)	0.349	0.067	0.294	.732(**)
	Sig. (2-tailed)	0.011	0.003	0	.	0	0.311	0.003	0	0	0.006	0.003	0.087	0.039	0.002	0.008	0.001	0.003	0.059	0.724	0.115	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P5	Pearson Correlation	.487(**)	.567(**)	.804(**)	.761(**)	1	0.359	.536(**)	.683(**)	.741(**)	.575(**)	.541(**)	.368(*)	.710(**)	.584(**)	.523(**)	.628(**)	.555(**)	.460(*)	0.314	.405(*)	.842(**)
	Sig. (2-tailed)	0.006	0.001	0	0	.	0.052	0.002	0	0	0.001	0.002	0.045	0	0.001	0.003	0	0.001	0.011	0.091	0.026	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P6	Pearson Correlation	0.261	.422(*)	0.268	0.191	0.359	1	0.288	0.217	.379(*)	.471(**)	.397(*)	.563(**)	0.294	0.168	0.342	0.268	0.328	0.251	.482(**)	0.181	.502(**)
	Sig. (2-tailed)	0.163	0.02	0.152	0.311	0.052	.	0.123	0.25	0.039	0.009	0.03	0.001	0.115	0.375	0.064	0.152	0.077	0.181	0.007	0.339	0.005
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P7	Pearson Correlation	0.172	.433(*)	.422(*)	.522(**)	.536(**)	0.288	1	.569(**)	.561(**)	.620(**)	.474(**)	0.197	.441(*)	0.317	0.249	.617(**)	.588(**)	.448(*)	0.252	.408(*)	.667(**)
	Sig. (2-tailed)	0.364	0.017	0.02	0.003	0.002	0.123		0.001	0.001	0	0.008	0.298	0.015	0.088	0.184	0	0.001	0.013	0.179	0.025	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P8	Pearson Correlation	0.302	.533(**)	.547(**)	.613(**)	.683(**)	0.217	.569(**)	1	.780(**)	.748(**)	.545(**)	0.32	.745(**)	0.345	.508(**)	.567(**)	.512(**)	.605(**)	0	0.196	.761(**)
	Sig. (2-tailed)	0.105	0.002	0.002	0	0	0.25	0.001	.	0	0	0.002	0.085	0	0.062	0.004	0.001	0.004	0	1	0.3	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P9	Pearson Correlation	0.214	.500(**)	.602(**)	.704(**)	.741(**)	.379(*)	.561(**)	.780(**)	1	.700(**)	.552(**)	0.307	.525(**)	.429(*)	.547(**)	.587(**)	.660(**)	.537(**)	0.166	.471(**)	.804(**)
	Sig. (2-tailed)	0.255	0.005	0	0	0	0.039	0.001	0	.	0	0.002	0.099	0.003	0.018	0.002	0.001	0	0.002	0.38	0.009	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P10	Pearson Correlation	.431(*)	.663(**)	.505(**)	.487(**)	.575(**)	.471(**)	.620(**)	.748(**)	.700(**)	1	.515(**)	0.265	.712(**)	.376(*)	.669(**)	.618(**)	.480(**)	.575(**)	0.207	0.213	.784(**)
	Sig. (2-tailed)	0.017	0	0.004	0.006	0.001	0.009	0	0	0	.	0.004	0.156	0	0.041	0	0	0.007	0.001	0.273	0.259	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

Correlations

		P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	TOTAL
P11	Pearson Correlation	0.208	.628(**)	.472(**)	.517(**)	.541(**)	.397(*)	.474(**)	.545(**)	.552(**)	.515(**)	1	.657(**)	.450(*)	0.3	.447(*)	.627(**)	.678(**)	.755(**)	.436(*)	0.18	.768(**)
	Sig. (2-tailed)	0.271	0	0.009	0.003	0.002	0.03	0.008	0.002	0.002	0.004	.	0	0.013	0.107	0.013	0	0	0	0.016	0.343	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P12	Pearson Correlation	0.073	.445(*)	0.329	0.318	.368(*)	.563(**)	0.197	0.32	0.307	0.265	.657(**)	1	.396(*)	0.254	.399(*)	0.327	0.309	.520(**)	.401(*)	0.159	.552(**)
	Sig. (2-tailed)	0.7	0.014	0.076	0.087	0.045	0.001	0.298	0.085	0.099	0.156	0	.	0.03	0.176	0.029	0.078	0.096	0.003	0.028	0.402	0.002
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P13	Pearson Correlation	.416(*)	.531(**)	.585(**)	.379(*)	.710(**)	0.294	.441(*)	.745(**)	.525(**)	.712(**)	.450(*)	.396(*)	1	.408(*)	.599(**)	.540(**)	.369(*)	.620(**)	0.258	0.303	.741(**)
	Sig. (2-tailed)	0.022	0.003	0.001	0.039	0	0.115	0.015	0	0.003	0	0.013	0.03	.	0.025	0	0.002	0.045	0	0.169	0.103	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P14	Pearson Correlation	.460(*)	.531(**)	.604(**)	.553(**)	.584(**)	0.168	0.317	0.345	.429(*)	.376(*)	0.3	0.254	.408(*)	1	.550(**)	.585(**)	0.32	0.223	0.258	0.19	.608(**)
	Sig. (2-tailed)	0.011	0.003	0	0.002	0.001	0.375	0.088	0.062	0.018	0.041	0.107	0.176	0.025	.	0.002	0.001	0.085	0.237	0.169	0.316	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P15	Pearson Correlation	.409(*)	.464(**)	.423(*)	.476(**)	.523(**)	0.342	0.249	.508(**)	.547(**)	.669(**)	.447(*)	.399(*)	.599(**)	.550(**)	1	.594(**)	.372(*)	.417(*)	.429(*)	0.287	.693(**)
	Sig. (2-tailed)	0.025	0.01	0.02	0.008	0.003	0.064	0.184	0.004	0.002	0	0.013	0.029	0	0.002	.	0.001	0.043	0.022	0.018	0.124	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P16	Pearson Correlation	.482(**)	.690(**)	.520(**)	.575(**)	.628(**)	0.268	.617(**)	.567(**)	.587(**)	.618(**)	.627(**)	0.327	.540(**)	.585(**)	.594(**)	1	.774(**)	.692(**)	.392(*)	.404(*)	.843(**)
	Sig. (2-tailed)	0.007	0	0.003	0.001	0	0.152	0	0.001	0.001	0	0	0.078	0.002	0.001	0.001	.	0	0	0.032	0.027	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P17	Pearson Correlation	0.326	.554(**)	.382(*)	.523(**)	.555(**)	0.328	.588(**)	.512(**)	.660(**)	.480(**)	.678(**)	0.309	.369(*)	0.32	.372(*)	.774(**)	1	.767(**)	.374(*)	.504(**)	.768(**)
	Sig. (2-tailed)	0.079	0.002	0.037	0.003	0.001	0.077	0.001	0.004	0	0.007	0	0.096	0.045	0.085	0.043	0	.	0	0.042	0.004	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P18	Pearson Correlation	0.206	.567(**)	0.31	0.349	.460(*)	0.251	.448(*)	.605(**)	.537(**)	.575(**)	.755(**)	.520(**)	.620(**)	0.223	.417(*)	.692(**)	.767(**)	1	0.314	.405(*)	.742(**)
	Sig. (2-tailed)	0.275	0.001	0.095	0.059	0.011	0.181	0.013	0	0.002	0.001	0	0.003	0	0.237	0.022	0	0	.	0.091	0.026	0
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P19	Pearson Correlation	0	0.092	0.134	0.067	0.314	.482(**)	0.252	0	0.166	0.207	.436(*)	.401(*)	0.258	0.258	.429(*)	.392(*)	.374(*)	0.314	1	.515(**)	.426(*)
	Sig. (2-tailed)	1	0.627	0.479	0.724	0.091	0.007	0.179	1	0.38	0.273	0.016	0.028	0.169	0.169	0.018	0.032	0.042	0.091	.	0.004	0.019
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P20	Pearson Correlation	0	0.048	0.225	0.294	.405(*)	0.181	.408(*)	0.196	.471(**)	0.213	0.18	0.159	0.303	0.19	0.287	.404(*)	.504(**)	.405(*)	.515(**)	1	.456(*)
	Sig. (2-tailed)	1	0.803	0.232	0.115	0.026	0.339	0.025	0.3	0.009	0.259	0.343	0.402	0.103	0.316	0.124	0.027	0.004	0.026	0.004	.	0.011
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TOTAL	Pearson Correlation	.522(**)	.783(**)	.742(**)	.732(**)	.842(**)	.502(**)	.667(**)	.761(**)	.804(**)	.784(**)	.768(**)	.552(**)	.741(**)	.608(**)	.693(**)	.843(**)	.768(**)	.742(**)	.426(*)	.456(*)	1
	Sig. (2-tailed)	0.003	0	0	0	0	0.005	0	0	0	0	0	0.002	0	0	0	0	0	0	0.019	0.011	.
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

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

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

LAMPIRAN 8

➡ Reliability

Warnings

The space saver method is used. That is, the covariance matrix is not calculated or used in the analysis.

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded[a]	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.943	20

LAMPIRAN 9

Tabel Penolong Koefisien Korelasi Kualitas Pelayanan

Responden	Tangible (X1)				Total	Rata-Rata	Emphaty (X2)				Total	Rata-Rata	Reliability (X3)				Total	Rata-Rata	Responsiveness (X4)				Total	Rata-Rata	Assurance (X5)				Total	Rata-Rata	Total
	1	2	3	4			1	2	3	4			1	2	3	4			1	2	3	4			1	2	3	4			
1	5	4	4	4	17	4.25	4	4	5	5	18	4.5	5	5	5	4	19	4.75	4	4	4	4	16	4	4	5	5	4	18	4.5	88
2	3	4	4	3	14	3.5	4	3	4	4	15	3.75	4	4	3	3	14	3.5	3	5	4	4	16	4	3	4	3	4	14	3.5	73
3	4	4	4	4	16	4	4	4	5	5	18	4.5	5	5	4	4	18	4.5	4	4	4	4	16	4	4	4	4	4	16	4	84
4	3	3	3	3	12	3	3	3	4	4	14	3.5	4	4	3	3	14	3.5	4	3	3	3	13	3.25	3	4	4	3	14	3.5	67
5	3	4	3	3	13	3.25	3	3	3	3	12	3	3	3	3	3	12	3	3	3	3	3	12	3	3	4	4	3	14	3.5	63
6	4	5	3	4	16	4	4	5	5	4	18	4.5	4	4	4	3	15	3.75	5	3	4	4	16	4	5	4	3	3	15	3.75	80
7	4	4	5	3	16	4	3	3	4	4	14	3.5	4	4	4	4	16	4	4	4	4	4	16	4	3	3	3	3	12	3	74
8	3	3	4	4	14	3.5	4	4	3	4	15	3.75	4	5	5	5	19	4.75	3	3	3	3	12	3	3	3	3	3	12	3	72
9	3	4	3	4	14	3.5	4	5	5	3	17	4.25	3	3	4	4	14	3.5	5	4	4	4	17	4.25	4	3	4	4	15	3.75	77
10	5	4	4	4	17	4.25	4	5	4	4	17	4.25	4	4	4	4	16	4	4	4	4	4	16	4	4	4	4	5	17	4.25	83
11	3	5	4	4	16	4	4	5	3	4	16	4	4	5	4	3	16	4	3	4	4	5	16	4	5	5	4	4	18	4.5	82
12	4	4	5	4	17	4.25	4	4	4	4	16	4	4	4	3	3	14	3.5	5	3	3	3	14	3.5	4	4	3	3	14	3.5	75
13	5	5	5	5	20	5	4	4	4	4	16	4	4	4	4	4	16	4	4	4	4	4	16	4	4	4	4	4	16	4	84
14	4	4	4	4	16	4	3	4	3	3	13	3.25	3	3	3	3	12	3	3	4	4	5	16	4	4	3	4	5	16	4	73
15	5	5	5	5	20	5	4	4	4	5	17	4.25	4	4	4	4	16	4	4	4	4	4	16	4	3	3	4	4	14	3.5	83
16	4	4	4	4	16	4	4	4	4	5	17	4.25	4	4	4	4	16	4	4	4	4	4	16	4	4	3	3	4	14	3.5	79
17	4	4	4	5	17	4.25	5	4	5	5	19	4.75	4	4	5	4	17	4.25	3	3	3	3	12	3	3	3	4	5	15	3.75	80
18	3	3	4	4	14	3.5	5	4	4	3	16	4	3	3	3	3	12	3	3	3	4	4	14	3.5	4	4	4	5	17	4.25	73
19	4	4	4	4	16	4	4	4	4	4	16	4	4	3	4	4	15	3.75	5	5	4	4	18	4.5	4	4	5	5	18	4.5	83
20	4	5	4	3	16	4	3	4	4	5	16	4	4	5	3	3	15	3.75	3	3	5	5	16	4	5	4	3	3	15	3.75	78
21	4	4	3	3	14	3.5	5	3	3	4	15	3.75	4	4	4	4	16	4	4	4	4	4	16	4	4	3	4	4	15	3.75	76
22	4	4	4	4	16	4	4	4	4	3	15	3.75	4	3	4	4	15	3.75	5	4	5	5	19	4.75	5	4	4	4	17	4.25	82
23	3	3	3	3	12	3	3	4	4	4	15	3.75	4	4	4	4	16	4	4	4	4	5	17	4.25	4	4	4	4	16	4	76
24	4	4	4	4	16	4	4	4	4	5	17	4.25	4	4	4	4	16	4	5	4	4	4	17	4.25	5	5	4	5	19	4.75	85
25	5	5	4	4	18	4.5	5	4	3	3	15	3.75	3	4	4	3	14	3.5	3	3	4	4	14	3.5	4	3	3	3	13	3.25	74
26	3	3	3	4	13	3.25	4	4	4	4	16	4	4	4	4	3	15	3.75	3	3	4	5	15	3.75	4	4	4	4	16	4	75
27	4	4	4	5	17	4.25	4	4	5	5	18	4.5	4	4	4	4	16	4	3	3	3	4	13	3.25	4	4	4	3	15	3.75	79
28	3	3	3	4	13	3.25	4	5	4	4	17	4.25	4	5	4	4	17	4.25	4	4	4	4	16	4	4	4	4	4	16	4	79
29	5	4	4	5	18	4.5	4	4	5	5	18	4.5	5	4	4	4	17	4.25	4	5	4	5	18	4.5	5	4	4	4	17	4.25	88
30	3	3	3	4	13	3.25	4	4	4	4	16	4	4	4	4	4	16	4	4	5	4	4	17	4.25	4	4	4	4	16	4	78
31	5	4	5	4	18	4.5	5	4	4	5	18	4.5	3	4	4	5	16	4	5	4	4	4	17	4.25	4	3	4	4	15	3.75	84
32	5	5	5	5	20	5	4	4	4	4	16	4	5	3	3	3	14	3.5	4	4	4	4	16	4	4	4	5	5	18	4.5	84
33	4	3	4	3	14	3.5	4	4	3	3	14	3.5	4	4	4	4	16	4	4	4	4	5	16	4	4	5	3	5	17	4.25	77
34	5	5	3	4	17	4.25	3	3	3	4	13	3.25	3	4	4	5	16	4	5	3	3	3	14	3.5	4	4	5	4	17	4.25	77
35	4	4	4	4	16	4	4	5	5	4	18	4.5	4	4	4	5	17	4.25	4	4	4	4	16	4	4	4	4	4	16	4	83
36	3	3	3	3	12	3	3	3	3	5	14	3.5	4	4	4	5	17	4.25	3	4	4	5	16	4	4	3	3	3	13	3.25	72
37	4	5	4	4	17	4.25	4	4	4	5	17	4.25	4	4	4	4	16	4	4	4	4	4	16	4	4	4	4	4	16	4	79
38	4	3	4	4	15	3.75	4	5	5	5	19	4.75	5	5	4	4	18	4.5	4	4	4	4	16	4	4	4	4	4	16	4	84
39	3	4	3	4	14	3.5	4	4	4	4	16	4	4	4	3	4	15	3.75	3	3	3	3	12	3	3	3	3	4	13	3.25	70
40	3	3	3	4	13	3.25	4	4	5	5	18	4.5	5	5	4	4	18	4.5	4	5	4	4	17	4.25	4	4	4	4	16	4	82
41	5	5	4	4	18	4.5	4	4	4	4	16	4	4	4	4	4	16	4	4	5	4	4	17	4.25	4	4	4	4	16	4	83
42	3	4	4	3	14	3.5	4	4	4	4	16	4	4	5	5	4	18	4.5	5	5	4	4	18	4.5	5	4	4	5	18	4.5	84
43	3	3	3	3	13	3.25	3	3	4	4	14	3.5	4	4	3	3	14	3.5	3	3	4	4	14	3.5	3	3	3	3	12	3	67
44	4	4	4	4	16	4	4	4	4	5	17	4.25	5	4	5	4	18	4.5	4	4	3	4	15	3.75	4	4	3	3	14	3.5	80
45	4	5	5	5	19	4.75	5	5	5	5	20	5	5	5	5	5	20	5	5	4	4	5	18	4.5	5	5	5	5	20	5	97
46	4	5	5	4	18	4.5	5	3	4	3	15	3.75	4	3	4	3	14	3.5	4	5	5	4	18	4.5	3	4	4	5	15	3.75	80
47	4	5	5	4	18	4.5	4	5	5	4	18	4.5	5	5	3	4	17	4.25	5	4	5	4	18	4.5	4	4	3	3	14	3.5	85
48	3	4	4	4	15	3.75	4	4	4	4	16	4	4	4	4	4	16	4	4	4	4	4	16	4	4	4	4	4	16	4	79
49	3	3	4	4	14	3.5	3	4	4	3	14	3.5	3	3	3	3	12	3	4	4	3	3	14	3.5	3	3	4	3	13	3.25	67
50	4	3	3	3	13	3.25	4	4	4	3	15	3.75	3	3	3	3	12	3	3	3	3	4	13	3.25	3	3	3	4	13	3.25	66

Tabel Penolong Koefisien Korelasi Kualitas Pelayanan

Responden	Tangible (X1)				Total	Rata-Rata	Emphaty (X2)				Total	Rata-Rata	Reliability (X3)				Total	Rata-Rata	Responsiveness (X4)				Total	Rata-Rata	Assurance (X5)				Total	Rata-Rata	Total
	1	2	3	4			1	2	3	4			1	2	3	4			1	2	3	4			1	2	3	4			
51	4	3	3	4	14	3.5	4	5	5	4	18	4.5	4	4	3	4	15	3.75	4	5	5	4	18	4.5	4	3	3	4	14	3.5	79
52	4	5	4	4	17	4.25	4	4	5	4	17	4.25	5	4	5	3	17	4.25	3	3	3	5	14	3.5	5	4	4	4	17	4.25	82
53	4	4	4	4	16	4	4	4	4	4	16	4	4	4	4	4	16	4	4	4	4	5	17	4.25	4	4	4	4	16	4	81
54	4	3	3	4	14	3.5	4	5	4	3	16	4	3	4	3	4	14	3.5	4	5	4	4	17	4.25	3	3	3	4	13	3.25	74
55	5	4	4	3	16	4	4	4	4	4	16	4	4	4	4	4	16	4	4	5	4	4	17	4.25	4	4	4	4	16	4	81
56	4	5	4	5	18	4.5	5	5	4	4	18	4.5	5	4	4	4	17	4.25	4	5	4	5	18	4.5	5	4	4	4	17	4.25	88
57	3	4	5	4	16	4	4	4	4	4	16	4	4	4	4	4	16	4	4	4	4	4	16	4	4	4	4	4	16	4	80
58	3	4	3	3	13	3.25	3	3	3	4	13	3.25	4	4	5	4	17	4.25	4	4	4	4	16	4	4	3	3	3	13	3.25	72
59	4	4	4	5	17	4.25	4	4	4	4	16	4	4	4	5	3	16	4	4	4	5	4	17	4.25	3	4	4	4	15	3.75	81
60	4	4	4	5	17	4.25	4	4	4	4	16	4	4	4	4	4	16	4	4	4	4	3	15	3.75	3	4	5	5	17	4.25	81
61	5	4	5	5	19	4.75	4	4	5	5	18	4.5	5	4	4	4	17	4.25	4	4	4	4	16	4	4	4	5	5	18	4.5	88
62	3	3	3	3	12	3	4	4	3	4	15	3.75	4	3	4	3	14	3.5	3	3	3	3	12	3	3	4	5	5	17	4.25	70
63	5	4	4	4	17	4.25	4	4	4	4	16	4	5	4	4	4	17	4.25	5	4	4	4	17	4.25	4	3	4	4	15	3.75	82
64	5	5	5	4	19	4.75	4	5	5	4	18	4.5	4	4	4	4	16	4	5	4	4	4	17	4.25	4	3	3	4	14	3.5	84
65	4	3	4	5	16	4	5	4	3	4	16	4	5	5	4	5	19	4.75	5	4	4	5	18	4.5	4	4	3	3	14	3.5	83
66	3	4	5	4	16	4	4	5	4	4	17	4.25	4	5	4	4	17	4.25	3	3	3	3	12	3	3	4	3	3	13	3.25	75
67	4	4	4	4	16	4	4	4	4	4	16	4	4	4	4	4	16	4	4	4	3	4	15	3.75	4	4	5	4	17	4.25	80
68	3	3	4	4	14	3.5	3	3	3	4	13	3.25	3	3	4	4	14	3.5	5	4	5	3	17	4.25	3	4	4	4	15	3.75	73
69	3	3	3	3	12	3	3	4	3	3	13	3.25	3	5	3	3	14	3.5	4	4	4	4	16	4	4	4	3	3	14	3.5	69
70	3	4	4	5	16	4	5	4	4	4	17	4.25	4	4	4	4	16	4	3	4	3	4	14	3.5	4	4	5	4	17	4.25	80
71	5	3	3	3	14	3.5	3	5	5	3	16	4	3	3	4	4	14	3.5	4	4	4	4	16	4	4	4	5	4	17	4.25	77
72	4	4	4	4	16	4	4	5	4	4	17	4.25	4	4	4	4	16	4	5	4	4	4	17	4.25	4	3	4	5	16	4	82
73	3	3	4	5	16	3.75	4	4	4	3	15	3.75	4	5	4	3	16	4	3	3	4	4	14	3.5	3	3	4	3	13	3.25	74
74	4	4	4	5	17	4.25	4	4	4	3	15	3.75	4	4	4	4	16	4	4	4	4	4	16	4	3	4	4	4	15	3.75	79
75	4	4	4	5	17	4.25	4	5	5	4	18	4.5	5	4	4	5	18	4.5	5	4	4	4	17	4.25	4	4	4	4	16	4	86
76	4	4	4	4	16	4	4	4	4	3	15	3.75	4	4	5	4	17	4.25	4	4	5	4	17	4.25	4	5	5	4	18	4.5	83
77	5	4	4	4	17	4.25	4	4	4	4	16	4	4	4	5	5	18	4.5	5	5	4	4	18	4.5	4	5	4	4	17	4.25	86
78	4	3	4	3	14	3.5	3	3	3	3	12	3	4	4	4	4	16	4	4	4	4	4	16	4	4	3	5	4	16	4	74
79	5	4	4	4	17	4.25	5	4	4	5	18	4.5	4	5	4	4	17	4.25	5	3	4	4	16	4	5	4	5	4	18	4.5	86
80	4	4	4	4	16	4	5	4	4	5	18	4.5	5	4	4	4	17	4.25	4	5	3	3	15	3.75	3	5	5	4	17	4.25	83
81	5	5	4	5	19	4.75	5	4	4	4	17	4.25	3	4	4	3	14	3.5	3	4	4	4	15	3.75	4	4	4	4	16	4	81
82	4	3	3	3	13	3.25	3	4	4	3	14	3.5	4	3	3	3	13	3.25	4	3	4	4	15	3.75	5	4	4	5	18	4.5	73
83	4	5	4	4	17	4.25	4	3	4	4	15	3.75	4	4	5	5	18	4.5	4	4	4	4	16	4	5	4	4	3	16	4	82
84	5	5	5	5	20	5	4	4	5	3	16	4	3	3	3	3	12	3	5	4	4	4	17	4.25	5	3	4	4	16	4	81
85	3	4	3	4	14	3.5	5	5	4	4	18	4.5	4	4	4	4	16	4	5	4	4	4	17	4.25	4	4	5	5	18	4.5	83
86	5	3	4	5	17	4.25	4	4	5	4	17	4.25	4	4	5	5	18	4.5	5	5	5	4	19	4.75	4	5	4	3	16	4	87
87	4	4	4	4	16	4	4	4	4	3	15	3.75	4	4	4	4	16	4	4	4	4	3	15	3.75	4	4	5	4	17	4.25	79
88	3	3	3	4	13	3.25	4	3	3	3	13	3.25	4	4	4	5	17	4.25	5	5	5	4	19	4.75	4	4	4	4	16	4	78
89	3	3	3	3	12	3	3	3	4	4	14	3.5	4	4	4	4	16	4	4	4	4	4	16	4	4	3	3	3	13	3.25	71
90	4	3	4	4	15	3.75	5	5	4	4	18	4.5	3	4	4	4	15	3.75	4	4	5	5	18	4.5	4	3	4	3	14	3.5	80
91	4	5	3	3	15	3.75	3	3	5	3	14	3.5	4	3	3	4	14	3.5	4	4	3	4	15	3.75	5	4	4	3	16	4	74
92	4	4	4	4	16	4	4	4	5	4	17	4.25	4	4	4	4	16	4	5	5	4	5	19	4.75	4	3	5	5	17	4.25	85
93	4	3	4	4	15	3.75	5	4	4	5	18	4.5	5	5	5	5	20	5	5	5	5	5	20	5	5	4	5	4	18	4.5	91
94	4	4	4	4	16	4	4	4	5	5	18	4.5	4	5	3	4	16	4	3	4	3	4	14	3.5	3	4	4	3	14	3.5	78
95	4	4	4	4	16	4	5	4	5	5	19	4.75	4	5	4	4	17	4.25	5	5	5	3	18	4.5	4	4	4	4	16	4	86
96	4	4	4	4	16	4	4	4	4	4	16	4	5	5	4	4	18	4.5	4	3	3	4	14	3.5	4	4	5	5	18	4.5	82
97	4	5	4	4	17	4.25	4	4	4	3	15	3.75	3	3	5	4	15	3.75	4	3	3	3	13	3.25	3	4	4	4	15	3.75	75
98	4	5	3	4	16	4	4	5	4	4	17	4.25	4	4	5	4	17	4.25	4	3	4	4	15	3.75	5	4	4	4	17	4.25	82
99	4	4	4	4	16	4	4	4	3	4	15	3.75	5	5	5	5	20	5	5	5	3	3	16	4	3	3	3	3	12	3	79
100	4	4	4	4	16	4	4	4	4	4	16	4	4	4	4	4	16	4	4	4	4	4	16	4	4	5	4	4	17	4.25	81

LAMPIRAN 10

Correlations

		P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	TOTAL
P1	Pearson Correlation	1.000	0.436	0.438	0.321	0.187	0.153	0.305	0.174	0.125	-0.062	0.112	0.168	0.272	0.144	0.132	0.120	0.226	0.058	0.237	0.152	0.530
	Sig. (2-tailed)	.	0.000	0.000	0.001	0.063	0.129	0.002	0.084	0.215	0.541	0.269	0.094	0.006	0.152	0.191	0.236	0.024	0.569	0.018	0.130	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P2	Pearson Correlation	0.436	1.000	0.462	0.314	0.228	0.075	0.160	0.126	0.096	-0.018	0.113	-0.104	0.084	-0.089	-0.085	0.023	0.185	0.094	0.039	0.073	0.369
	Sig. (2-tailed)	0.000	.	0.000	0.001	0.023	0.459	0.112	0.210	0.343	0.857	0.265	0.304	0.407	0.378	0.398	0.824	0.066	0.350	0.700	0.469	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P3	Pearson Correlation	0.438	0.462	1.000	0.464	0.342	0.094	0.169	0.246	0.225	0.120	0.147	0.096	0.130	0.133	0.078	0.133	0.043	0.043	0.111	0.111	0.508
	Sig. (2-tailed)	0.000	0.000	.	0.000	0.000	0.353	0.094	0.014	0.025	0.234	0.144	0.342	0.198	0.186	0.439	0.186	0.668	0.674	0.270	0.271	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P4	Pearson Correlation	0.321	0.314	0.464	1.000	0.468	0.326	0.305	0.237	0.238	0.105	0.213	0.155	0.114	0.072	0.054	0.081	0.022	0.099	0.197	0.165	0.543
	Sig. (2-tailed)	0.001	0.001	0.000	.	0.000	0.001	0.002	0.018	0.017	0.298	0.033	0.123	0.261	0.479	0.594	0.423	0.825	0.325	0.049	0.101	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P5	Pearson Correlation	0.187	0.228	0.342	0.468	1.000	0.329	0.154	0.263	0.187	0.264	0.217	0.160	0.068	0.172	0.057	0.165	0.125	0.131	0.150	0.193	0.530
	Sig. (2-tailed)	0.063	0.023	0.000	0.000	.	0.001	0.126	0.008	0.063	0.008	0.030	0.112	0.499	0.088	0.572	0.102	0.216	0.193	0.135	0.054	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P6	Pearson Correlation	0.153	0.075	0.094	0.326	0.329	1.000	0.399	0.073	0.081	0.189	0.088	0.064	0.139	0.029	0.038	0.201	0.268	0.096	0.055	0.209	0.422
	Sig. (2-tailed)	0.129	0.459	0.353	0.001	0.001	.	0.000	0.468	0.423	0.059	0.383	0.527	0.168	0.777	0.708	0.045	0.007	0.341	0.584	0.037	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P7	Pearson Correlation	0.305	0.160	0.169	0.305	0.154	0.399	1.000	0.279	0.258	-0.004	0.057	0.063	0.218	0.147	0.094	0.055	0.180	0.146	0.151	0.222	0.482
	Sig. (2-tailed)	0.002	0.112	0.094	0.002	0.126	0.000	.	0.005	0.010	0.968	0.572	0.537	0.029	0.143	0.353	0.589	0.074	0.148	0.134	0.026	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P8	Pearson Correlation	0.174	0.126	0.246	0.237	0.263	0.073	0.279	1.000	0.557	0.550	0.248	0.296	0.101	0.091	-0.047	0.125	0.118	0.104	0.025	-0.062	0.496
	Sig. (2-tailed)	0.084	0.210	0.014	0.018	0.008	0.468	0.005	.	0.000	0.000	0.013	0.003	0.315	0.368	0.640	0.215	0.244	0.305	0.808	0.543	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P9	Pearson Correlation	0.125	0.096	0.225	0.238	0.187	0.081	0.258	0.557	1.000	0.478	0.306	0.306	0.181	0.252	-0.021	0.223	0.210	0.307	0.130	0.081	0.569
	Sig. (2-tailed)	0.215	0.343	0.025	0.017	0.063	0.423	0.010	0.000	.	0.000	0.002	0.002	0.071	0.012	0.834	0.025	0.036	0.002	0.196	0.423	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P10	Pearson Correlation	-0.062	-0.018	0.120	0.105	0.264	0.189	-0.004	0.550	0.478	1.000	0.276	0.305	0.041	0.078	0.010	0.166	0.159	0.150	-0.122	-0.257	0.365
	Sig. (2-tailed)	0.541	0.857	0.234	0.298	0.008	0.059	0.968	0.000	0.000	.	0.005	0.002	0.685	0.443	0.919	0.099	0.114	0.137	0.228	0.010	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P11	Pearson Correlation	0.112	0.113	0.147	0.213	0.217	0.088	0.057	0.248	0.306	0.276	1.000	0.483	0.192	0.122	0.078	0.055	0.196	0.171	0.228	0.040	0.470
	Sig. (2-tailed)	0.269	0.265	0.144	0.033	0.030	0.383	0.572	0.013	0.002	0.005	.	0.000	0.055	0.226	0.442	0.584	0.050	0.089	0.022	0.694	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P12	Pearson Correlation	0.168	-0.104	0.096	0.155	0.160	0.064	0.063	0.296	0.306	0.305	0.483	1.000	0.450	0.363	0.090	0.025	0.104	0.115	0.117	-0.049	0.458
	Sig. (2-tailed)	0.094	0.304	0.342	0.123	0.112	0.527	0.537	0.003	0.002	0.002	0.000	.	0.000	0.000	0.374	0.805	0.304	0.257	0.247	0.628	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P13	Pearson Correlation	0.272	0.084	0.130	0.114	0.068	0.139	0.218	0.101	0.181	0.041	0.192	0.450	1.000	0.407	0.333	0.001	0.291	0.065	0.200	0.178	0.501
	Sig. (2-tailed)	0.006	0.407	0.198	0.261	0.499	0.168	0.029	0.315	0.071	0.685	0.055	0.000	.	0.000	0.001	0.991	0.003	0.522	0.046	0.077	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P14	Pearson Correlation	0.144	-0.089	0.133	0.072	0.172	0.029	0.147	0.091	0.252	0.078	0.122	0.363	0.407	1.000	0.443	0.203	0.085	0.106	0.113	0.171	0.443
	Sig. (2-tailed)	0.152	0.378	0.186	0.479	0.088	0.777	0.143	0.368	0.012	0.443	0.226	0.000	0.000	.	0.000	0.043	0.402	0.295	0.263	0.089	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P15	Pearson Correlation	0.132	-0.085	0.078	0.054	0.057	0.038	0.094	-0.047	-0.021	0.010	0.078	0.090	0.333	0.443	1.000	0.414	0.304	0.042	0.045	0.108	0.378
	Sig. (2-tailed)	0.191	0.398	0.439	0.594	0.572	0.708	0.353	0.640	0.834	0.919	0.442	0.374	0.001	0.000	.	0.000	0.002	0.678	0.659	0.286	0.001
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P16	Pearson Correlation	0.120	0.023	0.133	0.081	0.165	0.201	0.055	0.125	0.223	0.166	0.055	0.025	0.001	0.203	0.414	1.000	0.596	0.050	-0.027	0.023	0.386
	Sig. (2-tailed)	0.236	0.824	0.186	0.423	0.102	0.045	0.589	0.215	0.025	0.099	0.584	0.805	0.991	0.043	0.000	.	0.000	0.620	0.788	0.823	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P17	Pearson Correlation	0.226	0.185	0.043	0.022	0.125	0.268	0.180	0.118	0.210	0.159	0.196	0.104	0.291	0.085	0.304	0.596	1.000	0.311	0.158	0.140	0.516

	Sig. (2-tailed)	0.024	0.066	0.668	0.825	0.216	0.007	0.074	0.244	0.036	0.114	0.050	0.304	0.003	0.402	0.002	0.000	.	0.002	0.116	0.165	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P18	Pearson Correlation	0.058	0.094	0.043	0.099	0.131	0.096	0.146	0.104	0.307	0.150	0.171	0.115	0.065	0.106	0.042	0.050	0.311	1.000	0.359	0.128	0.389
	Sig. (2-tailed)	0.569	0.350	0.674	0.325	0.193	0.341	0.148	0.305	0.002	0.137	0.089	0.257	0.522	0.295	0.678	0.620	0.002	.	0.000	0.204	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P19	Pearson Correlation	0.237	0.039	0.111	0.197	0.150	0.055	0.151	0.025	0.130	-0.122	0.228	0.117	0.200	0.113	0.045	-0.027	0.158	0.359	1.000	0.590	0.419
	Sig. (2-tailed)	0.018	0.700	0.270	0.049	0.135	0.584	0.134	0.808	0.196	0.228	0.022	0.247	0.046	0.263	0.659	0.788	0.116	0.000	.	0.000	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P20	Pearson Correlation	0.152	0.073	0.111	0.165	0.193	0.209	0.222	-0.062	0.081	-0.257	0.040	-0.049	0.178	0.171	0.108	0.023	0.140	0.128	0.590	1.000	0.381
	Sig. (2-tailed)	0.130	0.469	0.271	0.101	0.054	0.037	0.026	0.543	0.423	0.010	0.694	0.628	0.077	0.089	0.286	0.823	0.165	0.204	0.000	.	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
TOTAL	Pearson Correlation	0.530	0.369	0.508	0.543	0.530	0.422	0.482	0.496	0.569	0.365	0.470	0.458	0.501	0.443	0.378	0.386	0.516	0.389	0.419	0.381	1.000
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.001	0.000	0.000	0.000	0.000	0.000	.
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

**   Correlation is significant at the 0.01 level (2-tailed).
*   Correlation is significant at the 0.05 level (2-tailed).

LAMPIRAN 11

Reliability

Warnings

The space saver method is used. That is, the covariance matrix is not calculated or used in the analysis.

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.798	20

LAMPIRAN 12

Tabel Penolong Koefisien Korelasi Kepuasan Pelanggan

Responden	Tangible (X1)				Total	Rata-rata	Emphaty (X2)				Total	Rata-rata	Reliability (X3)				Total	Rata-rata	Responsiveness (X4)				Total	Rata-rata	Assurance (X5)				Total	Rata-rata	Total
	1	2	3	4			1	2	3	4			1	2	3	4			1	2	3	4			1	2	3	4			
1	4	4	4	4	16	4	4	4	5	5	18	4.5	5	5	5	4	19	4.75	4	4	4	4	16	4	4	5	5	4	18	4.5	87
2	3	4	4	3	14	3.5	4	3	4	4	15	3.75	4	4	3	3	14	3.5	3	5	4	4	16	4	3	4	3	4	14	3.5	73
3	4	4	4	4	16	4	4	4	5	5	18	4.5	5	5	4	4	18	4.5	4	4	4	4	16	4	4	4	4	4	16	4	84
4	3	3	3	3	12	3	3	3	4	4	14	3.5	4	4	3	3	14	3.5	4	3	3	3	13	3.25	3	4	4	3	14	3.5	67
5	3	4	3	3	13	3.25	3	3	3	3	12	3	3	3	3	3	12	3	3	3	3	3	12	3	3	4	4	3	14	3.5	63
6	4	5	3	4	16	4	4	5	5	4	18	4.5	4	4	4	3	15	3.75	5	3	4	4	16	4	5	4	3	3	15	3.75	80
7	4	4	5	3	16	4	3	3	4	4	14	3.5	4	4	4	4	16	4	4	4	4	4	16	4	3	3	3	3	12	3	74
8	3	3	4	4	14	3.5	4	4	3	4	15	3.75	4	5	5	5	19	4.75	3	3	3	4	13	3.25	4	4	3	3	14	3.5	75
9	3	4	3	4	14	3.5	4	5	5	4	18	4.5	4	4	4	4	16	4	5	4	4	4	17	4.25	4	3	4	4	15	3.75	80
10	5	4	4	4	17	4.25	4	5	4	4	17	4.25	4	4	4	4	16	4	4	4	4	4	16	4	4	4	4	5	17	4.25	83
11	3	5	4	4	16	4	4	5	3	4	16	4	4	5	4	3	16	4	3	4	4	5	16	4	5	5	4	4	18	4.5	82
12	4	5	4	4	17	4.25	4	4	4	4	16	4	4	4	3	3	14	3.5	5	3	3	3	14	3.5	4	4	3	3	14	3.5	75
13	5	5	5	5	20	5	4	4	4	4	16	4	4	4	4	4	16	4	4	4	4	4	16	4	4	4	4	4	16	4	84
14	4	4	4	4	16	4	3	4	3	3	13	3.25	3	3	3	3	12	3	3	4	4	5	16	4	4	3	4	5	16	4	73
15	5	5	5	5	20	5	4	4	4	5	17	4.25	4	4	4	4	16	4	4	4	4	4	16	4	3	3	4	4	14	3.5	83
16	4	4	4	4	16	4	4	4	4	3	15	3.75	4	3	4	4	15	3.75	5	4	5	5	19	4.75	5	4	4	4	17	4.25	82
17	3	3	3	3	12	3	3	4	4	4	15	3.75	4	4	4	4	16	4	5	4	4	4	17	4.25	4	4	4	4	16	4	76
18	4	4	4	4	16	4	4	4	4	5	17	4.25	4	4	4	4	16	4	5	4	4	4	17	4.25	5	5	4	5	19	4.75	85
19	4	4	4	4	16	4	4	4	4	4	16	4	4	3	4	4	15	3.75	5	5	4	4	18	4.5	4	4	5	5	18	4.5	83
20	4	5	4	3	16	4	3	4	4	5	16	4	4	5	3	3	15	3.75	3	3	5	5	16	4	5	4	3	3	15	3.75	78
21	4	4	3	3	14	3.5	5	3	3	4	15	3.75	4	4	4	4	16	4	4	4	4	4	16	4	4	3	4	4	15	3.75	76
22	4	4	4	4	16	4	4	4	4	3	15	3.75	4	3	4	4	15	3.75	5	4	5	5	19	4.75	5	4	4	4	17	4.25	82
23	3	3	3	3	12	3	3	4	4	4	15	3.75	4	4	4	4	16	4	5	4	4	4	17	4.25	4	4	4	4	16	4	76
24	4	4	4	4	16	4	4	4	4	5	17	4.25	4	4	4	4	16	4	5	4	4	4	17	4.25	5	5	4	5	19	4.75	85
25	5	5	4	4	18	4.5	5	4	3	3	15	3.75	3	4	4	3	14	3.5	3	3	4	4	14	3.5	4	3	3	3	13	3.25	74
26	3	3	3	4	13	3.25	4	4	4	4	16	4	4	4	3	4	15	3.75	3	3	4	5	15	3.75	4	4	4	4	16	4	75
27	4	4	4	5	17	4.25	4	4	5	5	18	4.5	4	4	4	4	16	4	3	3	3	4	13	3.25	4	4	4	3	15	3.75	79
28	3	3	4	3	13	3.25	4	5	4	4	17	4.25	4	5	4	4	17	4.25	4	4	4	4	16	4	4	4	4	4	16	4	79
29	5	4	4	5	18	4.5	4	4	5	5	18	4.5	5	4	4	4	17	4.25	4	5	4	5	18	4.5	5	4	4	4	17	4.25	88
30	3	3	3	4	13	3.25	4	4	4	4	16	4	4	4	4	4	16	4	4	5	4	4	17	4.25	4	4	4	4	16	4	78
31	5	4	5	4	18	4.5	5	4	4	5	18	4.5	3	4	4	5	16	4	5	4	4	4	17	4.25	4	3	4	4	15	3.75	84
32	5	5	5	5	20	5	4	4	4	4	16	4	5	3	3	3	14	3.5	4	4	4	4	16	4	4	4	5	5	18	4.5	84
33	4	3	4	3	14	3.5	4	4	3	3	14	3.5	4	4	4	4	16	4	3	4	4	5	16	4	5	5	4	3	17	4.25	77
34	5	5	3	4	17	4.25	3	3	3	4	13	3.25	3	4	4	5	16	4	5	3	3	3	14	3.5	4	4	5	4	17	4.25	77
35	4	4	4	4	16	4	4	5	5	4	18	4.5	4	4	4	5	17	4.25	4	4	4	4	16	4	4	4	4	4	16	4	83
36	3	3	3	3	12	3	3	3	3	5	14	3.5	4	4	4	5	17	4.25	3	4	4	5	16	4	4	3	3	3	13	3.25	72
37	4	5	4	4	17	4.25	4	4	4	5	17	4.25	4	4	4	4	16	4	4	4	4	4	16	4	3	3	4	3	13	3.25	79

Tabel Penolong Koefisien Korelasi Kepuasan Pelanggan

No																															Total
38	4	3	4	4	**15**	**3.75**	4	5	5	5	**19**	**4.75**	5	5	4	4	**18**	**4.5**	4	4	4	4	**16**	**4**	4	4	4	4	**16**	**4**	84
39	3	4	3	4	**14**	**3.5**	4	4	4	4	**16**	**4**	4	4	3	4	**15**	**3.75**	3	3	3	3	**12**	**3**	3	3	3	4	**13**	**3.25**	70
40	3	3	3	4	**13**	**3.25**	4	4	5	5	**18**	**4.5**	5	5	4	4	**18**	**4.5**	4	5	4	4	**17**	**4.25**	4	4	4	4	**16**	**4**	82
41	5	5	4	4	**18**	**4.5**	4	4	4	4	**16**	**4**	4	4	4	4	**16**	**4**	4	5	4	4	**17**	**4.25**	4	4	4	4	**16**	**4**	83
42	3	4	4	3	**14**	**3.5**	4	4	4	4	**16**	**4**	4	5	5	4	**18**	**4.5**	5	5	4	4	**18**	**4.5**	5	4	4	5	**18**	**4.5**	84
43	3	3	3	4	**13**	**3.25**	3	3	4	4	**14**	**3.5**	4	4	3	3	**14**	**3.5**	3	3	4	4	**14**	**3.5**	3	3	3	3	**12**	**3**	67
44	4	4	4	4	**16**	**4**	4	4	4	5	**17**	**4.25**	5	4	5	4	**18**	**4.5**	4	4	3	4	**15**	**3.75**	4	4	3	3	**14**	**3.5**	80
45	4	5	5	5	**19**	**4.75**	5	5	5	5	**20**	**5**	5	5	5	5	**20**	**5**	5	4	4	5	**18**	**4.5**	5	5	5	5	**20**	**5**	97
46	4	5	5	4	**18**	**4.5**	5	3	4	3	**15**	**3.75**	4	3	4	3	**14**	**3.5**	4	5	5	4	**18**	**4.5**	3	3	4	5	**15**	**3.75**	80
47	4	5	5	4	**18**	**4.5**	5	4	4	5	**18**	**4.5**	5	5	3	4	**17**	**4.25**	5	4	4	5	**18**	**4.5**	4	4	3	3	**14**	**3.5**	85
48	3	4	4	4	**15**	**3.75**	4	4	4	4	**16**	**4**	4	4	4	4	**16**	**4**	4	4	4	4	**16**	**4**	4	4	4	4	**16**	**4**	79
49	3	3	4	4	**14**	**3.5**	3	4	4	3	**14**	**3.5**	3	3	3	3	**12**	**3**	4	4	3	3	**14**	**3.5**	3	3	4	3	**13**	**3.25**	67
50	4	3	3	3	**13**	**3.25**	4	4	4	3	**15**	**3.75**	3	3	3	3	**12**	**3**	3	3	3	4	**13**	**3.25**	3	3	3	4	**13**	**3.25**	66
51	4	3	4	5	**16**	**4**	5	4	3	4	**16**	**4**	5	5	4	5	**19**	**4.75**	5	4	4	5	**18**	**4.5**	4	3	3	4	**14**	**3.5**	83
52	4	5	5	4	**18**	**4.5**	4	5	4	4	**17**	**4.25**	4	5	4	4	**17**	**4.25**	3	3	3	3	**12**	**3**	3	4	4	4	**15**	**3.75**	79
53	4	4	4	4	**16**	**4**	4	4	4	4	**16**	**4**	4	4	4	4	**16**	**4**	4	4	3	4	**15**	**3.75**	4	4	4	4	**16**	**4**	79
54	4	3	4	4	**15**	**3.75**	3	3	3	4	**13**	**3.25**	3	3	4	4	**14**	**3.5**	5	4	5	3	**17**	**4.25**	3	3	3	4	**13**	**3.25**	72
55	5	4	3	3	**15**	**3.75**	3	4	3	3	**13**	**3.25**	3	5	3	3	**14**	**3.5**	4	4	4	4	**16**	**4**	4	4	4	4	**16**	**4**	74
56	3	4	3	4	**14**	**3.5**	4	5	4	3	**16**	**4**	3	4	3	4	**14**	**3.5**	4	5	4	4	**17**	**4.25**	3	3	3	4	**13**	**3.25**	74
57	3	3	4	3	**13**	**3.25**	4	4	4	4	**16**	**4**	4	4	4	4	**16**	**4**	4	5	4	4	**17**	**4.25**	4	4	4	4	**16**	**4**	78
58	5	5	3	4	**17**	**4.25**	4	4	4	4	**16**	**4**	4	4	4	3	**15**	**3.75**	3	3	3	3	**12**	**3**	3	4	4	4	**15**	**3.75**	75
59	4	4	3	4	**15**	**3.75**	4	4	5	5	**18**	**4.5**	5	5	4	4	**18**	**4.5**	4	5	4	4	**17**	**4.25**	4	4	4	4	**16**	**4**	84
60	4	4	4	4	**16**	**4**	4	4	4	4	**16**	**4**	4	4	4	4	**16**	**4**	4	5	4	4	**17**	**4.25**	4	4	5	5	**18**	**4.5**	83
61	5	4	4	5	**18**	**4.5**	4	5	5	4	**18**	**4.5**	5	4	4	4	**17**	**4.25**	4	4	4	4	**16**	**4**	4	4	5	5	**18**	**4.5**	87
62	3	3	4	4	**14**	**3.5**	4	4	4	3	**15**	**3.75**	4	4	5	5	**18**	**4.5**	4	5	4	4	**17**	**4.25**	5	4	5	5	**19**	**4.75**	83
63	5	4	4	4	**17**	**4.25**	4	4	4	4	**16**	**4**	5	4	4	4	**17**	**4.25**	3	4	4	5	**16**	**4**	4	3	4	4	**15**	**3.75**	81
64	5	5	5	4	**19**	**4.75**	4	5	5	4	**18**	**4.5**	4	4	4	4	**16**	**4**	5	4	4	4	**17**	**4.25**	4	3	3	4	**14**	**3.5**	84
65	4	3	4	5	**16**	**4**	5	4	3	4	**16**	**4**	5	5	4	5	**19**	**4.75**	5	4	4	5	**18**	**4.5**	4	4	3	3	**14**	**3.5**	83
66	3	4	5	4	**16**	**4**	4	5	4	4	**17**	**4.25**	4	5	4	4	**17**	**4.25**	3	3	3	3	**12**	**3**	3	4	3	3	**13**	**3.25**	75
67	4	4	4	4	**16**	**4**	4	4	4	4	**16**	**4**	4	4	4	4	**16**	**4**	4	4	3	4	**15**	**3.75**	4	4	5	4	**17**	**4.25**	80
68	3	3	4	4	**14**	**3.5**	3	3	3	4	**13**	**3.25**	3	3	4	4	**14**	**3.5**	5	4	5	3	**17**	**4.25**	3	4	4	4	**15**	**3.75**	73
69	3	3	3	3	**12**	**3**	3	4	3	3	**13**	**3.25**	3	5	3	3	**14**	**3.5**	4	4	4	4	**16**	**4**	4	4	3	3	**14**	**3.5**	69
70	4	3	3	4	**14**	**3.5**	4	5	4	3	**16**	**4**	3	4	3	4	**14**	**3.5**	4	5	4	4	**17**	**4.25**	3	3	3	4	**13**	**3.25**	74
71	5	4	4	3	**16**	**4**	4	4	4	4	**16**	**4**	4	4	4	4	**16**	**4**	4	5	4	4	**17**	**4.25**	4	4	4	4	**16**	**4**	81
72	3	4	3	4	**14**	**3.5**	4	4	4	4	**16**	**4**	4	4	3	4	**15**	**3.75**	3	3	3	3	**12**	**3**	3	3	3	4	**13**	**3.25**	70
73	3	3	3	4	**13**	**3.25**	4	4	5	5	**18**	**4.5**	5	5	4	4	**18**	**4.5**	4	5	4	4	**17**	**4.25**	4	4	4	4	**16**	**4**	82
74	5	5	4	4	**18**	**4.5**	4	4	4	4	**16**	**4**	4	4	4	4	**16**	**4**	4	5	4	4	**17**	**4.25**	4	4	4	4	**16**	**4**	83
75	4	4	4	5	**17**	**4.25**	4	5	5	4	**18**	**4.5**	5	4	4	4	**17**	**4.25**	4	4	4	4	**16**	**4**	4	4	4	4	**16**	**4**	84
76	4	4	4	4	**16**	**4**	4	4	4	3	**15**	**3.75**	4	4	5	5	**18**	**4.5**	4	5	4	4	**17**	**4.25**	5	5	5	4	**19**	**4.75**	85

Tabel Penolong Koefisien Korelasi Kepuasan Pelanggan

No																															Total
77	5	4	4	4	17	4.25	4	4	4	4	16	4	5	4	4	4	17	4.25	3	4	4	5	16	4	4	5	4	4	17	4.25	83
78	4	3	4	3	14	3.5	3	3	3	3	12	3	4	4	4	4	16	4	4	5	4	4	17	4.25	5	3	5	4	17	4.25	76
79	5	4	4	4	17	4.25	5	4	4	5	18	4.5	4	5	4	4	17	4.25	5	3	4	4	16	4	5	4	5	4	18	4.5	86
80	4	4	4	4	16	4	5	4	4	5	18	4.5	5	4	4	4	17	4.25	4	5	3	3	15	3.75	3	5	5	4	17	4.25	83
81	5	5	4	5	19	4.75	5	4	4	4	17	4.25	3	4	4	3	14	3.5	3	4	4	4	15	3.75	4	4	4	4	16	4	81
82	4	3	3	3	13	3.25	3	4	4	3	14	3.5	4	3	3	3	13	3.25	4	3	4	4	15	3.75	5	4	4	5	18	4.5	73
83	4	5	4	4	17	4.25	4	3	4	4	15	3.75	4	4	5	5	18	4.5	4	4	4	4	16	4	5	4	4	3	16	4	82
84	5	5	5	5	20	5	4	4	5	3	16	4	3	3	3	3	12	3	5	4	4	4	17	4.25	5	3	4	4	16	4	81
85	3	4	3	4	14	3.5	5	5	4	4	18	4.5	4	4	4	4	16	4	5	4	4	4	17	4.25	4	4	5	5	18	4.5	83
86	5	3	4	5	17	4.25	4	4	5	4	17	4.25	4	4	5	5	18	4.5	5	5	5	4	19	4.75	4	5	4	3	16	4	87
87	4	4	4	4	16	4	4	4	4	5	17	4.25	3	3	3	5	14	3.5	5	4	4	3	16	4	4	4	5	4	17	4.25	80
88	3	3	3	4	13	3.25	4	3	3	4	14	3.5	4	4	4	4	16	4	4	4	5	4	17	4.25	4	4	4	4	16	4	76
89	3	3	3	3	12	3	3	3	4	3	13	3.25	4	4	5	4	17	4.25	4	5	4	4	17	4.25	4	3	3	3	13	3.25	72
90	4	3	4	4	15	3.75	5	5	4	4	18	4.5	4	4	5	4	17	4.25	4	3	5	5	17	4.25	4	3	4	3	14	3.5	81
91	4	5	3	3	15	3.75	3	3	5	4	15	3.75	4	4	5	3	16	4	4	4	4	3	15	3.75	3	5	4	4	16	4	77
92	4	4	4	4	16	4	4	4	5	4	17	4.25	4	4	4	4	16	4	5	5	4	5	19	4.75	4	3	5	5	17	4.25	85
93	4	3	4	4	15	3.75	5	4	4	5	18	4.5	5	5	5	5	20	5	5	5	5	5	20	5	5	4	5	4	18	4.5	91
94	4	4	4	4	16	4	5	4	4	5	18	4.5	4	5	3	4	16	4	3	4	3	4	14	3.5	3	4	4	3	14	3.5	78
95	4	4	4	4	16	4	5	4	5	5	19	4.75	4	5	4	4	17	4.25	5	5	5	3	18	4.5	4	4	4	4	16	4	86
96	4	4	4	4	16	4	4	4	4	4	16	4	5	5	4	4	18	4.5	4	3	3	4	14	3.5	4	4	5	5	18	4.5	82
97	4	5	4	4	17	4.25	4	4	4	3	15	3.75	3	3	5	4	15	3.75	4	3	3	3	13	3.25	3	4	4	4	15	3.75	75
98	4	5	3	4	16	4	4	4	5	4	17	4.25	4	4	5	4	17	4.25	4	3	5	5	17	4.25	4	4	4	4	16	4	83
99	4	4	4	4	16	4	4	4	3	4	15	3.75	5	5	5	3	18	4.5	4	4	4	3	15	3.75	3	3	3	3	12	3	76
100	4	4	4	4	16	4	4	4	4	4	16	4	4	4	4	4	16	4	5	5	4	5	19	4.75	4	5	4	4	17	4.25	84

LAMPIRAN 13

Correlations

		P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	TOTAL
P1	Pearson Correlation	1.000	0.515	0.447	0.385	0.259	0.102	0.142	0.093	0.054	-0.096	0.035	0.056	0.111	0.005	0.085	0.119	0.165	0.042	0.210	0.141	0.443
	Sig. (2-tailed)	.	0.000	0.000	0.000	0.009	0.314	0.158	0.358	0.596	0.343	0.728	0.577	0.270	0.962	0.398	0.237	0.100	0.676	0.036	0.162	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P2	Pearson Correlation	0.515	1.000	0.415	0.277	0.227	0.143	0.180	0.108	-0.039	-0.052	-0.008	-0.172	-0.011	-0.172	-0.109	-0.086	0.015	0.092	0.077	0.096	0.374
	Sig. (2-tailed)	0.000	.	0.000	0.005	0.023	0.155	0.073	0.285	0.700	0.604	0.937	0.088	0.912	0.087	0.279	0.395	0.885	0.361	0.446	0.342	0.003
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P3	Pearson Correlation	0.447	0.415	1.000	0.415	0.339	0.120	0.114	0.163	0.149	-0.005	0.155	0.150	0.141	0.104	0.073	0.114	0.101	0.034	0.122	0.086	0.473
	Sig. (2-tailed)	0.000	0.000	.	0.000	0.001	0.234	0.260	0.105	0.138	0.959	0.124	0.136	0.160	0.302	0.468	0.260	0.319	0.734	0.225	0.397	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P4	Pearson Correlation	0.385	0.277	0.415	1.000	0.469	0.365	0.317	0.246	0.265	0.020	0.131	0.249	0.160	0.005	0.045	0.118	0.071	0.056	0.179	0.149	0.535
	Sig. (2-tailed)	0.000	0.005	0.000	.	0.000	0.000	0.001	0.014	0.008	0.846	0.194	0.013	0.111	0.959	0.656	0.243	0.482	0.577	0.075	0.140	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P5	Pearson Correlation	0.259	0.227	0.339	0.469	1.000	0.350	0.166	0.310	0.306	0.279	0.216	0.278	0.148	0.123	0.083	0.221	0.126	0.071	0.153	0.126	0.571
	Sig. (2-tailed)	0.009	0.023	0.001	0.000	.	0.000	0.098	0.002	0.002	0.005	0.031	0.005	0.142	0.222	0.409	0.027	0.213	0.482	0.129	0.211	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P6	Pearson Correlation	0.102	0.143	0.120	0.365	0.350	1.000	0.389	0.076	0.165	0.269	0.059	0.091	0.069	-0.075	-0.026	0.194	0.160	0.122	0.056	0.194	0.409
	Sig. (2-tailed)	0.314	0.155	0.234	0.000	0.000	.	0.000	0.454	0.101	0.007	0.558	0.367	0.495	0.458	0.799	0.053	0.112	0.228	0.577	0.053	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P7	Pearson Correlation	0.142	0.180	0.114	0.317	0.166	0.389	1.000	0.366	0.367	0.099	0.135	0.059	0.202	0.184	0.034	-0.001	0.102	0.169	0.204	0.184	0.486
	Sig. (2-tailed)	0.158	0.073	0.260	0.001	0.098	0.000	.	0.000	0.000	0.328	0.179	0.560	0.043	0.066	0.740	0.992	0.314	0.093	0.042	0.067	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P8	Pearson Correlation	0.093	0.108	0.163	0.246	0.310	0.076	0.366	1.000	0.512	0.474	0.154	0.313	0.143	0.041	0.009	0.047	0.051	0.239	0.123	-0.039	0.487
	Sig. (2-tailed)	0.358	0.285	0.105	0.014	0.002	0.454	0.000	.	0.000	0.000	0.127	0.002	0.156	0.688	0.932	0.642	0.616	0.017	0.224	0.700	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P9	Pearson Correlation	0.054	-0.039	0.149	0.265	0.306	0.165	0.367	0.512	1.000	0.484	0.324	0.227	0.039	0.183	0.038	0.315	0.204	0.284	0.157	0.086	0.556
	Sig. (2-tailed)	0.596	0.700	0.138	0.008	0.002	0.101	0.000	0.000	.	0.000	0.001	0.023	0.698	0.068	0.705	0.001	0.042	0.004	0.118	0.394	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P10	Pearson Correlation	-0.096	-0.052	-0.005	0.020	0.279	0.269	0.099	0.474	0.484	1.000	0.224	0.210	-0.061	0.039	-0.063	0.151	0.135	0.225	-0.084	-0.179	0.548
	Sig. (2-tailed)	0.343	0.604	0.959	0.846	0.005	0.007	0.328	0.000	0.000	.	0.025	0.036	0.548	0.701	0.534	0.134	0.182	0.025	0.404	0.074	0.001
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P11	Pearson Correlation	0.035	-0.008	0.155	0.131	0.216	0.059	0.135	0.154	0.324	0.224	1.000	0.480	0.216	0.214	0.248	0.162	0.292	0.272	0.243	0.038	0.499
	Sig. (2-tailed)	0.728	0.937	0.124	0.194	0.031	0.558	0.179	0.127	0.001	0.025	.	0.000	0.031	0.033	0.013	0.108	0.003	0.006	0.015	0.711	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P12	Pearson Correlation	0.056	-0.172	0.150	0.249	0.278	0.091	0.059	0.313	0.227	0.210	0.480	1.000	0.321	0.246	0.071	0.141	0.221	0.133	0.248	0.060	0.476
	Sig. (2-tailed)	0.577	0.088	0.136	0.013	0.005	0.367	0.560	0.002	0.023	0.036	0.000	.	0.001	0.014	0.484	0.162	0.027	0.187	0.013	0.550	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P13	Pearson Correlation	0.111	-0.011	0.141	0.160	0.148	0.069	0.202	0.143	0.039	-0.061	0.216	0.321	1.000	0.298	0.366	0.020	0.330	0.094	0.249	0.258	0.461
	Sig. (2-tailed)	0.270	0.912	0.160	0.111	0.142	0.495	0.043	0.156	0.698	0.548	0.031	0.001	.	0.003	0.000	0.846	0.001	0.352	0.012	0.010	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P14	Pearson Correlation	0.005	-0.172	0.104	0.005	0.123	-0.075	0.184	0.041	0.183	0.039	0.214	0.246	0.298	1.000	0.364	0.184	0.156	0.105	0.248	0.299	0.397
	Sig. (2-tailed)	0.962	0.087	0.302	0.959	0.222	0.458	0.066	0.688	0.068	0.701	0.033	0.014	0.003	.	0.000	0.066	0.120	0.299	0.013	0.002	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P15	Pearson Correlation	0.085	-0.109	0.073	0.045	0.083	-0.026	0.034	0.009	0.038	-0.063	0.248	0.071	0.366	0.364	1.000	0.439	0.344	-0.006	0.042	0.149	0.512
	Sig. (2-tailed)	0.398	0.279	0.468	0.656	0.409	0.799	0.740	0.932	0.705	0.534	0.013	0.484	0.000	0.000	.	0.000	0.000	0.954	0.678	0.140	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

P16	Pearson Correlation	0.119	-0.086	0.114	0.118	0.221	0.194	-0.001	0.047	0.315	0.151	0.162	0.141	0.020	0.184	0.439	1.000	0.549	0.062	0.028	0.081	0.415
	Sig. (2-tailed)	0.237	0.395	0.260	0.243	0.027	0.053	0.992	0.642	0.001	0.134	0.108	0.162	0.846	0.066	0.000		0.000	0.543	0.781	0.421	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P17	Pearson Correlation	0.165	0.015	0.101	0.071	0.126	0.160	0.102	0.051	0.204	0.135	0.292	0.221	0.330	0.156	0.344	0.549	1.000	0.360	0.325	0.230	0.545
	Sig. (2-tailed)	0.100	0.885	0.319	0.482	0.213	0.112	0.314	0.616	0.042	0.182	0.003	0.027	0.001	0.120	0.000	0.000		0.000	0.001	0.021	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P18	Pearson Correlation	0.042	0.092	0.034	0.056	0.071	0.122	0.169	0.239	0.284	0.225	0.272	0.133	0.094	0.105	-0.006	0.062	0.360	1.000	0.386	0.147	0.428
	Sig. (2-tailed)	0.676	0.361	0.734	0.577	0.482	0.228	0.093	0.017	0.004	0.025	0.006	0.187	0.352	0.299	0.954	0.543	0.000		0.000	0.144	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P19	Pearson Correlation	0.210	0.077	0.122	0.179	0.153	0.056	0.204	0.123	0.157	-0.084	0.243	0.248	0.249	0.248	0.042	0.028	0.325	0.386	1.000	0.573	0.507
	Sig. (2-tailed)	0.036	0.446	0.225	0.075	0.129	0.577	0.042	0.224	0.118	0.404	0.015	0.013	0.012	0.013	0.678	0.781	0.001	0.000		0.000	0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
P20	Pearson Correlation	0.141	0.096	0.086	0.149	0.126	0.194	0.184	-0.039	0.086	-0.179	0.038	0.060	0.258	0.299	0.149	0.081	0.230	0.147	0.573	1.000	0.411
	Sig. (2-tailed)	0.162	0.342	0.397	0.140	0.211	0.053	0.067	0.700	0.394	0.074	0.711	0.550	0.010	0.002	0.140	0.421	0.021	0.144	0.000		0.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
TOTA	Pearson Correlation	0.4425074	0.3738935	0.4726814	0.5349816	0.5713092	0.4089671	0.4861503	0.4874979	0.5559934	0.5479894	0.4990427	0.4757718	0.4614288	0.3974093	0.5119617	0.4152002	0.5448863	0.4276046	0.5069846	0.4113775	1
	Sig. (2-tailed)	4.032E-06	0.0029992	6.848E-07	9.811E-09	5.391E-10	2.394E-05	2.934E-07	2.69E-07	1.912E-09	0.0008315	1.259E-07	5.656E-07	1.353E-06	4.239E-05	0.0004224	1.744E-05	4.602E-09	9.108E-06	7.344E-08	2.12E-05	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

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

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

LAMPIRAN 14

→ Reliability

Warnings

The space saver method is used. That is, the covariance matrix is not calculated or used in the analysis.

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.794	20

LAMPIRAN 15

Nonparametric Correlations

Correlations

			Tangibles	Empathy	Realibility	Responsiveness	Assurance	TOTAL
Spearman's rho	Tangibles	Correlation Coefficient	1.000	.424**	.215*	.145	.193	.635**
		Sig. (2-tailed)	.	.000	.032	.150	.054	.000
		N	100	100	100	100	100	100
	Empathy	Correlation Coefficient	.424**	1.000	.431**	.257**	.252*	.713**
		Sig. (2-tailed)	.000	.	.000	.010	.011	.000
		N	100	100	100	100	100	100
	Realibility	Correlation Coefficient	.215*	.431**	1.000	.261**	.211*	.600**
		Sig. (2-tailed)	.032	.000	.	.009	.036	.000
		N	100	100	100	100	100	100
	Responsiveness	Correlation Coefficient	.145	.257**	.261**	1.000	.240*	.576**
		Sig. (2-tailed)	.150	.010	.009	.	.016	.000
		N	100	100	100	100	100	100
	Assurance	Correlation Coefficient	.193	.252*	.211*	.240*	1.000	.582**
		Sig. (2-tailed)	.054	.011	.036	.016	.	.000
		N	100	100	100	100	100	100
	TOTAL	Correlation Coefficient	.635**	.713**	.600**	.576**	.582**	1.000
		Sig. (2-tailed)	.000	.000	.000	.000	.000	.
		N	100	100	100	100	100	100

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

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

LAMPIRAN 16

TABEL PRODUCT MOMENT (r)

n	Taraf Signifikan		n	Taraf Signifikan		n	Taraf Signifikan	
	5%	1%		5%	1%		5%	1%
3	0,997	0,999	27	0,381	0,487	55	0,266	0,345
4	0,950	0,990	28	0,374	0,478	60	0,254	0,330
5	0,878	0,959	29	0,367	0,470	65	0,244	0,317
6	0,811	0,917	30	0,361	0,463	70	0,235	0,306
7	0,754	0,874	31	0,355	0,456	75	0,227	0,296
8	0,707	0,834	32	0,349	0,449	80	0,220	0,286
9	0,666	0,798	33	0,344	0,442	85	0,213	0,278
10	0,632	0,765	34	0,339	0,436	90	0,207	0,270
11	0,602	0,735	35	0,334	0,430	95	0,202	0,263
12	0,576	0,708	36	0,329	0,424	10	0,195	0,256
13	0,553	0,684	37	0,325	0,418	12	0,176	0,230
14	0,532	0,661	38	0,320	0,413	15	0,159	0,210
15	0,514	0,641	39	0,316	0,408	17	0,148	0,194
16	0,497	0,623	40	0,312	0,403	20	0,138	0,181
17	0,482	0,606	41	0,308	0,398	30	0,113	0,148
18	0,468	0,590	42	0,304	0,393	40	0,098	0,128
19	0,456	0,575	43	0,301	0,389	50	0,088	0,115
20	0,444	0,561	44	0,297	0,384	60	0,080	0,105
21	0,433	0,549	45	0,294	0,380	700	0,074	0,097
22	0,423	0,537	46	0,291	0,376	800	0,070	0,091
23	0,413	0,526	47	0,288	0,372	900	0,065	0,086
24	0,404	0,515	48	0,284	0,368	000	0,062	0,081
25	0,396	0,505	49	0,281	0,364			
26	0,388	0,496	50	0,279	0,361			

LAMPIRAN 17

Correlations

Correlations

		X	Y
X	Pearson Correlation	1	.850**
	Sig. (2-tailed)	.	.000
	N	100	100
Y	Pearson Correlation	.850**	1
	Sig. (2-tailed)	.000	.
	N	100	100

**. Correlation is significant at the 0.01 level