

| |
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| Lampiran 1 |
|-------------------|

**DAFTAR PERTANYAAN UNTUK
KONSUMEN PENGGUNA BUSWAY TRANSJAKARTA**

Dengan hormat,

Saya adalah mahasiswa Fakultas Ekonomi jurusan manajemen dengan konsentrasi Pemasaran universitas Esa Unggul tingkat akhir, saya sedang melakukan penelitian mengenai Analisis Faktor – Faktor Yang Mempengaruhi Kepuasan Konsumen Terhadap Pelayanan Jasa Busway TransJakarta. Penelitian ini saya ajukan sebagai skripsi, yang merupakan salah satu syarat guna memperoleh gelar kesarjanaan di Fakultas Ekonomi Universitas Esa Unggul.

Atas kesediaan saudara/I sekalian dalam meluangkan waktu untuk menjawab kuisisioner ini, saya ucapkan terima kasih.

Jakarta, Januari 2012

Hari Saputra

A. Data Responden

Petunjuk : berikan tanda silang (X) untuk jawaban anda.

1. Jenis kelamin anda ?
 - a. laki-laki
 - b. perempuan
2. Berapa usia Bapak / Ibu / Saudara / i ?
 - a. 20 Tahun
 - b. 21 – 25 Tahun
 - c. 26 – 35 tahun
 - d. >36 Tahun
3. Berapa pendapatan anda dalam satu (1) bulan ?
 - a. Rp 2.000.000
 - b. Rp 2.000.001 – Rp 3.000.000
 - c. Rp 3.000.001 – Rp 4.000.000
 - d. > Rp 4.000.001
4. Pekerjaan ?

| | |
|---------------|--------------|
| a. Wiraswasta | c. Mahasiswa |
| b. Karyawan | d. PNS |

Lampiran 2

Tabulasi 30 Pelayanan

| NO | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | TOTAL |
|-------|-----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-------|
| 1 | 1 | 2 | 3 | 4 | 5 | 4 | 3 | 3 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 60 |
| 2 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 73 |
| 3 | 1 | 3 | 4 | 3 | 3 | 2 | 1 | 1 | 1 | 1 | 2 | 1 | 1 | 1 | 1 | 2 | 2 | 2 | 2 | 36 |
| 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 60 |
| 5 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 67 |
| 6 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 60 |
| 7 | 3 | 3 | 3 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 74 |
| 8 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 60 |
| 9 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 62 |
| 10 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 60 |
| 11 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 61 |
| 12 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 63 |
| 13 | 5 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 60 |
| 14 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 68 |
| 15 | 4 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 60 |
| 16 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 58 |
| 17 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 61 |
| 18 | 4 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 2 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 53 |
| 19 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 59 |
| 20 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 60 |
| 21 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 61 |
| 22 | 2 | 2 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 71 |
| 23 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 62 |
| 24 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 63 |
| 25 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 60 |
| 26 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 59 |
| 27 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 64 |
| 28 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 61 |
| 29 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 60 |
| 30 | 4 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 61 |
| TOTAL | 100 | 87 | 91 | 93 | 95 | 95 | 91 | 91 | 87 | 91 | 87 | 91 | 91 | 91 | 91 | 92 | 92 | 92 | 92 | 1873 |

Lampiran 3

Tabulasi 30 Kepuasan

| No | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | Total |
|-------|-----|----|----|----|-----|----|-----|----|----|----|----|----|----|----|----|-----|-----|-----|-----|-------|
| 1 | 3 | 5 | 3 | 4 | 3 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 3 | 5 | 4 | 3 | 5 | 4 | 77 |
| 2 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 5 | 4 | 5 | 4 | 3 | 3 | 4 | 5 | 5 | 80 |
| 3 | 4 | 5 | 4 | 3 | 5 | 3 | 5 | 4 | 5 | 3 | 5 | 4 | 4 | 5 | 5 | 3 | 5 | 4 | 5 | 85 |
| 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 75 |
| 5 | 5 | 4 | 3 | 5 | 3 | 4 | 5 | 3 | 5 | 3 | 5 | 3 | 5 | 3 | 4 | 5 | 4 | 4 | 4 | 80 |
| 6 | 5 | 3 | 5 | 3 | 5 | 3 | 5 | 4 | 3 | 3 | 5 | 3 | 5 | 3 | 5 | 3 | 5 | 3 | 5 | 79 |
| 7 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 95 |
| 8 | 5 | 4 | 3 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 5 | 3 | 5 | 3 | 5 | 4 | 5 | 4 | 5 | 81 |
| 9 | 5 | 3 | 4 | 3 | 5 | 3 | 4 | 3 | 4 | 3 | 4 | 5 | 5 | 3 | 4 | 5 | 3 | 5 | 5 | 79 |
| 10 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 54 |
| 11 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 59 |
| 12 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 2 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 66 |
| 13 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 2 | 4 | 2 | 3 | 2 | 3 | 3 | 3 | 4 | 62 |
| 14 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 58 |
| 15 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 58 |
| 16 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 57 |
| 17 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 55 |
| 18 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 55 |
| 19 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 56 |
| 20 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 58 |
| 21 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 59 |
| 22 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 58 |
| 23 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 4 | 4 | 3 | 61 |
| 24 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 56 |
| 25 | 4 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 56 |
| 26 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 63 |
| 27 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 59 |
| 28 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 4 | 3 | 3 | 59 |
| 29 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 55 |
| 30 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 57 |
| Total | 103 | 98 | 95 | 98 | 101 | 95 | 105 | 98 | 93 | 98 | 91 | 85 | 87 | 87 | 96 | 107 | 101 | 103 | 104 | 1952 |

Lampiran 4

Uji Validitas Kualitas Kepuasan

| | | Correlations | | | | | | | | | | | | | | | | | | | |
|-----|---------------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 | P10 | P11 | P12 | P13 | P14 | P15 | P16 | P17 | P18 | P19 | P20 |
| P1 | Pearson Correlation | 1 | .268 | .508** | .599** | .740** | .366* | .687** | .285 | .554** | .346 | .801** | .465** | .819** | .199 | .523** | .628** | .694** | .536** | .778** | .790** |
| | Sig. (2-tailed) | | .153 | .004 | .000 | .000 | .047 | .000 | .127 | .001 | .061 | .000 | .010 | .000 | .292 | .003 | .000 | .000 | .002 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P2 | Pearson Correlation | .268 | 1 | .386** | .543** | .395* | .508** | .481** | .598** | .604** | .317 | .595** | .561** | .504** | .392** | .407* | .297 | .388* | .613** | .552** | .674** |
| | Sig. (2-tailed) | .153 | | .035 | .002 | .031 | .004 | .007 | .000 | .000 | .087 | .001 | .001 | .004 | .032 | .025 | .111 | .034 | .000 | .002 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P3 | Pearson Correlation | .508** | .386** | 1 | .129 | .698** | .201 | .574** | .437* | .333 | .219 | .619** | .584** | .656** | .306 | .493** | .355 | .627** | .401* | .642** | .662** |
| | Sig. (2-tailed) | .004 | .035 | | .498 | .000 | .286 | .001 | .016 | .072 | .246 | .000 | .001 | .000 | .100 | .006 | .054 | .000 | .028 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P4 | Pearson Correlation | .599** | .543** | .129 | 1 | .305 | .677** | .516** | .410* | .613** | .486** | .698** | .322 | .686** | .156 | .493** | .605** | .385* | .544** | .532** | .699** |
| | Sig. (2-tailed) | .000 | .002 | .498 | | .101 | .000 | .004 | .024 | .000 | .006 | .000 | .082 | .000 | .411 | .006 | .000 | .035 | .002 | .002 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P5 | Pearson Correlation | .740** | .395* | .698** | .305 | 1 | .196 | .689** | .455* | .560** | .421* | .793** | .604** | .777** | .476** | .632** | .465** | .635** | .578** | .882** | .823** |
| | Sig. (2-tailed) | .000 | .031 | .000 | .101 | | .299 | .000 | .011 | .001 | .020 | .000 | .000 | .000 | .008 | .000 | .010 | .000 | .001 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P6 | Pearson Correlation | .366* | .508** | .201 | .677** | .196 | 1 | .400* | .474** | .439* | .288 | .506** | .364* | .550** | .134 | .252 | .467** | .322 | .370* | .467** | .560** |
| | Sig. (2-tailed) | .047 | .004 | .286 | .000 | .299 | | .029 | .008 | .015 | .123 | .004 | .048 | .002 | .480 | .179 | .009 | .083 | .044 | .009 | .001 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P7 | Pearson Correlation | .687** | .481** | .574** | .516** | .689** | .400* | 1 | .516** | .682** | .399* | .766** | .588** | .741** | .292 | .721** | .624** | .640** | .461* | .742** | .828** |
| | Sig. (2-tailed) | .000 | .007 | .001 | .004 | .000 | .029 | | .004 | .000 | .029 | .000 | .001 | .000 | .117 | .000 | .000 | .000 | .010 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P8 | Pearson Correlation | .285 | .598** | .437* | .410* | .455* | .474** | .516** | 1 | .613** | .486** | .527** | .389* | .512** | .378* | .558** | .305 | .385* | .544** | .469** | .659** |
| | Sig. (2-tailed) | .127 | .000 | .016 | .024 | .011 | .008 | .004 | | .000 | .006 | .003 | .033 | .004 | .039 | .001 | .101 | .035 | .002 | .009 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P9 | Pearson Correlation | .554** | .604** | .333 | .613** | .560** | .439* | .682** | .613** | 1 | .450* | .725** | .546** | .675** | .556** | .517** | .560** | .357 | .625** | .608** | .786** |
| | Sig. (2-tailed) | .001 | .000 | .072 | .000 | .001 | .015 | .000 | .000 | | .013 | .000 | .002 | .000 | .001 | .003 | .001 | .053 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P10 | Pearson Correlation | .346 | .317 | .219 | .486** | .421* | .288 | .399* | .486** | .450* | 1 | .341 | .322 | .342 | .310 | .350 | .421* | .169 | .359 | .333 | .502** |
| | Sig. (2-tailed) | .061 | .087 | .246 | .006 | .020 | .123 | .029 | .006 | .013 | | .065 | .083 | .064 | .096 | .058 | .020 | .373 | .051 | .072 | .005 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P11 | Pearson Correlation | .801** | .595** | .619** | .698** | .793** | .506** | .766** | .527** | .725** | .341 | 1 | .596** | .958** | .452* | .730** | .602** | .712** | .712** | .918** | .951** |
| | Sig. (2-tailed) | .000 | .001 | .000 | .000 | .000 | .004 | .000 | .003 | .000 | .065 | | .001 | .000 | .012 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P12 | Pearson Correlation | .465** | .561** | .584** | .322 | .604** | .364* | .558** | .389* | .546** | .322 | .596** | 1 | .647** | .319 | .352 | .484** | .239 | .650** | .685** | .694** |
| | Sig. (2-tailed) | .010 | .001 | .001 | .082 | .000 | .048 | .001 | .033 | .002 | .083 | .001 | | .000 | .086 | .056 | .007 | .204 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P13 | Pearson Correlation | .819** | .504** | .656** | .686** | .777** | .550** | .741** | .512** | .675** | .342 | .958** | .647** | 1 | .321 | .704** | .700** | .657** | .725** | .896** | .937** |
| | Sig. (2-tailed) | .000 | .004 | .000 | .000 | .000 | .002 | .000 | .004 | .000 | .064 | .000 | .000 | | .083 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P14 | Pearson Correlation | .199 | .392* | .306 | .156 | .476** | .134 | .292 | .378* | .556** | .310 | .452* | .319 | .321 | 1 | .401* | -.020 | .313 | .278 | .382* | .464** |
| | Sig. (2-tailed) | .292 | .032 | .100 | .411 | .008 | .480 | .117 | .039 | .001 | .096 | .012 | .086 | .083 | | .028 | .917 | .092 | .137 | .037 | .010 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P15 | Pearson Correlation | .523** | .407* | .493** | .493** | .632** | .252 | .721** | .558** | .517** | .350 | .730** | .352 | .704** | .401* | 1 | .515** | .580** | .467** | .608** | .747** |
| | Sig. (2-tailed) | .003 | .025 | .006 | .006 | .000 | .179 | .000 | .001 | .003 | .058 | .000 | .056 | .000 | .028 | | .004 | .001 | .009 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P16 | Pearson Correlation | .628** | .297 | .355 | .605** | .465** | .467** | .624** | .305 | .560** | .421* | .602** | .484** | .700** | -.020 | .515** | 1 | .387* | .695** | .602** | .697** |
| | Sig. (2-tailed) | .000 | .111 | .054 | .000 | .010 | .009 | .000 | .101 | .001 | .020 | .000 | .007 | .000 | .917 | .004 | | .035 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P17 | Pearson Correlation | .694** | .388* | .627** | .385* | .635** | .322 | .640** | .385* | .357 | .169 | .712** | .239 | .657** | .313 | .580** | .387* | 1 | .431* | .708** | .705** |
| | Sig. (2-tailed) | .000 | .034 | .000 | .035 | .000 | .083 | .000 | .035 | .053 | .373 | .000 | .204 | .000 | .092 | .001 | .035 | | .017 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P18 | Pearson Correlation | .536** | .613** | .401* | .544** | .578** | .370* | .461* | .544** | .625** | .359 | .712** | .650** | .725** | .278 | .467** | .695** | .431* | 1 | .739** | .776** |
| | Sig. (2-tailed) | .002 | .000 | .028 | .002 | .001 | .044 | .010 | .002 | .000 | .051 | .000 | .000 | .000 | .137 | .009 | .000 | .017 | | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P19 | Pearson Correlation | .778** | .552** | .642** | .532** | .882** | .467** | .742** | .469** | .608** | .333 | .918** | .685** | .896** | .382* | .608** | .602** | .708** | .739** | 1 | .915** |
| | Sig. (2-tailed) | .000 | .002 | .000 | .002 | .000 | .009 | .000 | .009 | .000 | .072 | .000 | .000 | .000 | .037 | .000 | .000 | .000 | .000 | | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P20 | Pearson Correlation | .790** | .674** | .662** | .699** | .823** | .560** | .828** | .656** | .786** | .502** | .951** | .694** | .937** | .464** | .747** | .697** | .705** | .776** | .915** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .001 | .000 | .000 | .000 | .000 | .005 | .000 | .000 | .000 | .010 | .000 | .000 | .000 | .000 | .000 | |
| | N | 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 5

Uji Validitas Pelayanan

Correlations

| | | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 | P10 | P11 | P12 | P13 | P14 | P15 | P16 | P17 | P18 | P19 | P20 |
|-----|---------------------|---------|-------|-------|--------|---------|--------|---------|---------|--------|---------|--------|---------|---------|---------|---------|---------|---------|---------|---------|--------|
| P1 | Pearson Correlation | 1 | .205 | -.254 | -.279 | -.500** | -.054 | .179 | .179 | .431* | .179 | .233 | .179 | .179 | .179 | .137 | .137 | .137 | .137 | .137 | .262 |
| | Sig. (2-tailed) | | .278 | .175 | .136 | .005 | .777 | .343 | .343 | .017 | .343 | .215 | .343 | .343 | .343 | .472 | .472 | .472 | .472 | .472 | .162 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P2 | Pearson Correlation | .205 | 1 | -.116 | -.109 | -.243 | .068 | -.102 | -.102 | .280 | -.102 | .223 | -.102 | -.102 | -.102 | .094 | .094 | .094 | .094 | .094 | .055 |
| | Sig. (2-tailed) | .278 | | .543 | .565 | .196 | .720 | .592 | .592 | .134 | .592 | .237 | .592 | .592 | .592 | .856 | .856 | .856 | .856 | .856 | .773 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P3 | Pearson Correlation | -.254 | -.116 | 1 | -.017 | .091 | -.025 | -.131 | -.131 | -.104 | -.131 | .161 | -.131 | -.131 | -.131 | -.206 | -.206 | -.206 | -.206 | -.206 | -.089 |
| | Sig. (2-tailed) | .175 | .543 | | .927 | .634 | .894 | .491 | .491 | .584 | .491 | .395 | .491 | .491 | .491 | .276 | .276 | .276 | .276 | .276 | .640 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P4 | Pearson Correlation | -.279 | -.109 | -.017 | 1 | .727** | .464** | .293 | .293 | .042 | .293 | .410* | .293 | .293 | .293 | -.047 | -.047 | -.047 | -.047 | -.047 | .319 |
| | Sig. (2-tailed) | .136 | .565 | .927 | | .000 | .010 | .117 | .117 | .824 | .117 | .024 | .117 | .117 | .117 | .806 | .806 | .806 | .806 | .806 | .085 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P5 | Pearson Correlation | -.500** | -.243 | .091 | .727** | 1 | .596** | .463* | .463* | -.044 | .463* | .277 | .463* | .463* | .463* | .463* | .097 | .097 | .097 | .097 | .440* |
| | Sig. (2-tailed) | .005 | .196 | .634 | .000 | | .001 | .010 | .010 | .818 | .010 | .139 | .010 | .010 | .010 | .609 | .609 | .609 | .609 | .609 | .015 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P6 | Pearson Correlation | -.054 | .068 | -.025 | .464** | .596** | 1 | .650** | .650** | .308 | .650** | .389* | .650** | .650** | .650** | .650** | .546** | .546** | .546** | .546** | .755** |
| | Sig. (2-tailed) | .777 | .720 | .894 | .010 | .001 | | .000 | .000 | .098 | .000 | .034 | .000 | .000 | .000 | .000 | .002 | .002 | .002 | .002 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P7 | Pearson Correlation | .179 | -.102 | -.131 | .293 | .463* | .650** | 1 | 1.000** | .623** | 1.000** | .400* | 1.000** | 1.000** | 1.000** | 1.000** | .498** | .498** | .498** | .498** | .949** |
| | Sig. (2-tailed) | .343 | .592 | .491 | .117 | .010 | .000 | | .000 | .000 | .000 | .029 | .000 | .000 | .000 | .000 | .005 | .005 | .005 | .005 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P8 | Pearson Correlation | .179 | -.102 | -.131 | .293 | .463* | .650** | 1.000** | 1 | .623** | 1.000** | .400* | 1.000** | 1.000** | 1.000** | 1.000** | .498** | .498** | .498** | .498** | .949** |
| | Sig. (2-tailed) | .343 | .592 | .491 | .117 | .010 | .000 | .000 | | .000 | .000 | .029 | .000 | .000 | .000 | .000 | .005 | .005 | .005 | .005 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P9 | Pearson Correlation | .431* | .280 | -.104 | .042 | -.044 | .308 | .623** | .623** | 1 | .623** | .437* | .623** | .623** | .623** | .623** | .342 | .342 | .342 | .342 | .686** |
| | Sig. (2-tailed) | .017 | .134 | .584 | .824 | .818 | .098 | .000 | .000 | | .000 | .016 | .000 | .000 | .000 | .000 | .064 | .064 | .064 | .064 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P10 | Pearson Correlation | .179 | -.102 | -.131 | .293 | .463* | .650** | 1.000** | 1.000** | .623** | 1 | .400* | 1.000** | 1.000** | 1.000** | 1.000** | .498** | .498** | .498** | .498** | .949** |
| | Sig. (2-tailed) | .343 | .592 | .491 | .117 | .010 | .000 | .000 | .000 | .000 | | .029 | .000 | .000 | .000 | .000 | .005 | .005 | .005 | .005 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P11 | Pearson Correlation | .233 | .223 | .161 | .410* | .277 | .389* | .400* | .400* | .437* | .400* | 1 | .400* | .400* | .400* | .400* | -.157 | -.157 | -.157 | -.157 | .470** |
| | Sig. (2-tailed) | .215 | .237 | .395 | .024 | .139 | .034 | .029 | .029 | .016 | .029 | | .029 | .029 | .029 | .029 | .407 | .407 | .407 | .407 | .009 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P12 | Pearson Correlation | .179 | -.102 | -.131 | .293 | .463* | .650** | 1.000** | 1.000** | .623** | 1.000** | .400* | 1 | 1.000** | 1.000** | 1.000** | .498** | .498** | .498** | .498** | .949** |
| | Sig. (2-tailed) | .343 | .592 | .491 | .117 | .010 | .000 | .000 | .000 | .000 | .000 | .029 | | .000 | .000 | .000 | .005 | .005 | .005 | .005 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P13 | Pearson Correlation | .179 | -.102 | -.131 | .293 | .463* | .650** | 1.000** | 1.000** | .623** | 1.000** | .400* | 1.000** | 1 | 1.000** | 1.000** | .498** | .498** | .498** | .498** | .949** |
| | Sig. (2-tailed) | .343 | .592 | .491 | .117 | .010 | .000 | .000 | .000 | .000 | .000 | .029 | .000 | | .000 | .000 | .005 | .005 | .005 | .005 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P14 | Pearson Correlation | .179 | -.102 | -.131 | .293 | .463* | .650** | 1.000** | 1.000** | .623** | 1.000** | .400* | 1.000** | 1.000** | 1 | 1.000** | .498** | .498** | .498** | .498** | .949** |
| | Sig. (2-tailed) | .343 | .592 | .491 | .117 | .010 | .000 | .000 | .000 | .000 | .000 | .029 | .000 | .000 | | .000 | .005 | .005 | .005 | .005 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P15 | Pearson Correlation | .179 | -.102 | -.131 | .293 | .463* | .650** | 1.000** | 1.000** | .623** | 1.000** | .400* | 1.000** | 1.000** | 1.000** | 1 | .498** | .498** | .498** | .498** | .949** |
| | Sig. (2-tailed) | .343 | .592 | .491 | .117 | .010 | .000 | .000 | .000 | .000 | .000 | .029 | .000 | .000 | .000 | | .005 | .005 | .005 | .005 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P16 | Pearson Correlation | .137 | .034 | -.206 | -.047 | .097 | .546** | .498** | .498** | .342 | .498** | -.157 | .498** | .498** | .498** | .498** | 1 | 1.000** | 1.000** | 1.000** | .631** |
| | Sig. (2-tailed) | .472 | .856 | .276 | .806 | .609 | .002 | .005 | .005 | .064 | .005 | .407 | .005 | .005 | .005 | .005 | | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P17 | Pearson Correlation | .137 | .034 | -.206 | -.047 | .097 | .546** | .498** | .498** | .342 | .498** | -.157 | .498** | .498** | .498** | .498** | 1.000** | 1 | 1.000** | 1.000** | .631** |
| | Sig. (2-tailed) | .472 | .856 | .276 | .806 | .609 | .002 | .005 | .005 | .064 | .005 | .407 | .005 | .005 | .005 | .005 | .000 | | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P18 | Pearson Correlation | .137 | .034 | -.206 | -.047 | .097 | .546** | .498** | .498** | .342 | .498** | -.157 | .498** | .498** | .498** | .498** | 1.000** | 1.000** | 1 | 1.000** | .631** |
| | Sig. (2-tailed) | .472 | .856 | .276 | .806 | .609 | .002 | .005 | .005 | .064 | .005 | .407 | .005 | .005 | .005 | .005 | .000 | .000 | | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P19 | Pearson Correlation | .137 | .034 | -.206 | -.047 | .097 | .546** | .498** | .498** | .342 | .498** | -.157 | .498** | .498** | .498** | .498** | 1.000** | 1.000** | 1.000** | 1 | .631** |
| | Sig. (2-tailed) | .472 | .856 | .276 | .806 | .609 | .002 | .005 | .005 | .064 | .005 | .407 | .005 | .005 | .005 | .005 | .000 | .000 | .000 | | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P20 | Pearson Correlation | .262 | .055 | -.089 | .319 | .440* | .755** | .949** | .949** | .686** | .949** | .470** | .949** | .949** | .949** | .949** | .631** | .631** | .631** | .631** | 1 |
| | Sig. (2-tailed) | .162 | .773 | .640 | .085 | .015 | .000 | .000 | .000 | .000 | .000 | .009 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

Lampiran 6**Uji Reliabilitas Pelayanan****Reliability Pelayanan****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 |
|------------------|------------|
| ,908 | 19 |

Lampiran 7

Uji Reliabilitas Kepuasan

Reliability Kepuasan

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 |
| ,952 | 19 |

Lampiran 8

Tabulasi Hasil Survei Kualitas Pelayanan

| No | X ₁ | | X ₂ | | | X ₃ | | | X ₄ | | | X ₅ | | | |
|----|----------------|---|----------------|---|---|----------------|---|---|----------------|---|---|----------------|---|---|---|
| 1 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 2 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 5 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 6 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 7 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 |
| 8 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 2 | 3 |
| 9 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 10 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 11 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 12 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 13 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 2 | 4 |
| 14 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 |
| 15 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 16 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 17 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 |
| 18 | 4 | 3 | 3 | 2 | 3 | 4 | 2 | 2 | 3 | 3 | 2 | 3 | 4 | 3 | 3 |
| 19 | 4 | 3 | 3 | 2 | 4 | 4 | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 3 |
| 20 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 21 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 |
| 22 | 3 | 2 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 |
| 23 | 3 | 3 | 3 | 2 | 3 | 4 | 3 | 2 | 3 | 3 | 2 | 3 | 4 | 3 | 4 |
| 24 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 25 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 4 |
| 26 | 4 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 4 |
| 27 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 28 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 |

| | | | | | | | | | | | | | | | |
|-----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 128 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 |
| 129 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 |
| 130 | 3 | 2 | 2 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 2 | 2 | 3 | 2 |
| 131 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | 2 | 2 |
| 132 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 |
| 133 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 |
| 134 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 |
| 135 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 |
| 136 | 3 | 3 | 3 | 4 | 3 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | 2 | 2 |
| 137 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 2 |
| 138 | 3 | 4 | 4 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 3 | 2 |
| 139 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 3 | 2 |
| 140 | 3 | 4 | 2 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 4 | 3 |
| 141 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 2 | 2 | 2 | 3 | 2 |
| 142 | 3 | 4 | 3 | 4 | 3 | 2 | 3 | 2 | 4 | 3 | 2 | 3 | 3 | 4 | 3 |
| 143 | 3 | 4 | 2 | 3 | 3 | 2 | 3 | 2 | 4 | 3 | 2 | 2 | 2 | 3 | 3 |
| 144 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 4 | 3 |
| 145 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 2 | 3 | 3 | 2 | 3 | 2 | 3 | 2 |
| 146 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 2 | 2 | 3 |
| 147 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 4 | 3 |
| 148 | 3 | 4 | 4 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 2 |
| 149 | 3 | 4 | 4 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 2 |
| 150 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 3 | 3 |
| 151 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 2 | 3 | 3 | 2 | 3 | 2 | 3 | 2 |
| 152 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 4 | 3 |
| 153 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 3 | 3 | 3 |
| 154 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 2 | 2 | 3 |
| 155 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 2 | 2 | 2 | 2 |
| 156 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 |
| 157 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 4 | 2 |
| 158 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 |
| 159 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 2 | 2 |
| 160 | 2 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 2 | 3 | 3 | 2 | 3 | 2 |

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|-----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 161 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 2 | 2 |
| 162 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 |
| 163 | 2 | 4 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 2 |
| 164 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 |
| 165 | 2 | 4 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 |
| 166 | 3 | 3 | 3 | 3 | 2 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 2 | 3 | 2 |
| 167 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 2 | 2 | 4 | 3 |
| 168 | 2 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 2 | 3 | 3 | 2 |
| 169 | 2 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 2 |
| 170 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 |
| 171 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 |
| 172 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 2 | 3 | 2 |
| 173 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 3 |
| 174 | 3 | 4 | 2 | 2 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 2 | 4 | 3 |
| 175 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 2 | 3 | 2 | 2 | 2 | 2 |
| 176 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 2 |
| 177 | 3 | 3 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 |
| 178 | 3 | 4 | 2 | 3 | 4 | 4 | 4 | 4 | 3 | 2 | 3 | 3 | 2 | 3 | 2 |
| 179 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 2 | 2 | 2 |
| 180 | 3 | 4 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 2 |
| 181 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | 4 | 2 |
| 182 | 4 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 |
| 183 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 2 |
| 184 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 |
| 185 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 |
| 186 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 2 |
| 187 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 |
| 188 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 2 | 2 |
| 189 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 |
| 190 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 |
| 191 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 |
| 192 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | 3 | 2 |
| 193 | 3 | 4 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |

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|-----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 194 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 2 |
| 195 | 3 | 4 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 196 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 197 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 |
| 198 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 |
| 199 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 200 | 3 | 4 | 3 | 3 | 3 | 3 | 5 | 3 | 3 | 3 | 4 | 3 | 2 | 5 | 2 |

Lampiran 9

Tabulasi Hasil Survey Kualitas Kepuasan

| No | X ₁ | | X ₂ | | | X ₃ | | | X ₄ | | | X ₅ | | | |
|----|----------------|---|----------------|---|---|----------------|---|---|----------------|---|---|----------------|---|---|---|
| 1 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 |
| 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 |
| 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 4 | 3 |
| 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 2 | 3 | 3 | 3 |
| 5 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 2 | 2 |
| 6 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 4 |
| 7 | 3 | 2 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 |
| 8 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 2 | 4 |
| 9 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 2 | 3 | 2 | 4 |
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| 11 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 |
| 12 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 3 |
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| 17 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 4 | 2 | 3 |
| 18 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 2 | 2 | 4 | 3 | 4 |
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| 20 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 |
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| 22 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 |
| 23 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 2 | 3 |
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| 25 | 4 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 |
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| 30 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 |
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| 57 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 |
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| | | | | | | | | | | | | | | | |
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| 92 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 3 |
| 93 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 2 | 3 | 2 | 4 |
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| 97 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 |
| 98 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 3 |
| 99 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 |

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|-----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 100 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 |
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| 112 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 2 | 3 | 2 | 2 | 3 | 3 | 3 |
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| 116 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 |
| 117 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
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| 122 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 |
| 123 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 |
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| 128 | 4 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 |
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| | | | | | | | | | | | | | | | |
|-----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 135 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 4 |
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| 141 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 |
| 142 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 143 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 |
| 144 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 3 |
| 145 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 2 | 2 | 2 | 2 | 4 |
| 146 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 |
| 147 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 4 | 2 | 3 |
| 148 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 149 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 2 | 2 | 3 |
| 150 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 2 | 3 | 3 | 2 | 3 | 2 | 3 |
| 151 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 2 | 2 | 3 |
| 152 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 |
| 153 | 4 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 2 | 3 |
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| 157 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 2 | 2 | 4 | 3 | 4 |
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| 159 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 2 | 3 |
| 160 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 4 |
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| 162 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 2 | 3 | 2 | 4 |
| 163 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 3 | 3 |
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| 166 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 2 | 3 |
| 167 | 3 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 |
| 168 | 4 | 2 | 3 | 4 | 4 | 4 | 4 | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 4 |
| 169 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 2 | 2 | 2 | 3 |

Lampiran 10

Hasil Rata – Rata Kualitas Pelayanan

| NO | X1 | X2 | X3 | X4 | X5 | Y |
|----|------|------|------|------|------|-------|
| 1 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 15.00 |
| 2 | 3.00 | 3.00 | 3.33 | 3.00 | 3.50 | 15.83 |
| 3 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 15.00 |
| 4 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 15.00 |
| 5 | 3.00 | 3.00 | 3.33 | 3.00 | 3.25 | 15.58 |
| 6 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 15.25 |
| 7 | 3.00 | 3.00 | 2.67 | 3.00 | 2.75 | 14.42 |
| 8 | 3.00 | 2.67 | 3.00 | 2.33 | 2.50 | 13.50 |
| 9 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 15.25 |
| 10 | 3.00 | 3.67 | 3.33 | 4.00 | 3.75 | 17.75 |
| 11 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 15.25 |
| 12 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 15.00 |
| 13 | 3.00 | 2.67 | 3.00 | 2.33 | 2.75 | 13.75 |
| 14 | 3.00 | 2.33 | 2.67 | 2.67 | 3.00 | 13.67 |
| 15 | 2.50 | 3.00 | 3.00 | 3.00 | 3.25 | 14.75 |
| 16 | 3.50 | 3.00 | 3.00 | 3.00 | 3.00 | 15.50 |
| 17 | 3.00 | 3.33 | 3.33 | 3.67 | 3.75 | 17.08 |
| 18 | 3.50 | 2.67 | 2.67 | 2.67 | 3.25 | 14.75 |
| 19 | 3.50 | 3.00 | 3.33 | 3.33 | 3.75 | 16.92 |
| 20 | 3.00 | 3.33 | 3.00 | 3.00 | 3.25 | 15.58 |
| 21 | 3.00 | 3.00 | 3.33 | 3.00 | 3.50 | 15.83 |

| | | | | | | |
|----|------|------|------|------|------|-------|
| 22 | 2.50 | 3.33 | 3.00 | 3.67 | 3.50 | 16.00 |
| 23 | 3.00 | 2.67 | 3.00 | 2.67 | 3.50 | 14.83 |
| 24 | 3.00 | 2.67 | 3.00 | 3.00 | 3.25 | 14.92 |
| 25 | 3.00 | 2.67 | 2.67 | 2.67 | 3.25 | 14.25 |
| 26 | 3.50 | 2.67 | 2.67 | 2.67 | 3.25 | 14.75 |
| 27 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 15.25 |
| 28 | 4.00 | 3.33 | 3.33 | 3.67 | 4.00 | 18.33 |
| 29 | 3.00 | 2.67 | 3.33 | 2.33 | 3.00 | 14.33 |
| 30 | 3.00 | 3.00 | 3.33 | 3.00 | 3.00 | 15.33 |
| 31 | 2.50 | 2.67 | 3.00 | 3.00 | 3.00 | 14.17 |
| 32 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 15.00 |
| 33 | 3.50 | 3.33 | 3.33 | 3.00 | 3.50 | 16.67 |
| 34 | 4.00 | 3.67 | 4.00 | 3.33 | 3.25 | 18.25 |
| 35 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 15.25 |
| 36 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 15.00 |
| 37 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 20.00 |
| 38 | 3.50 | 3.00 | 3.33 | 3.00 | 3.75 | 16.58 |
| 39 | 4.00 | 3.33 | 3.00 | 3.33 | 3.75 | 17.42 |
| 40 | 3.00 | 3.67 | 3.00 | 3.67 | 3.75 | 17.08 |
| 41 | 3.50 | 2.67 | 3.33 | 3.67 | 4.00 | 17.17 |
| 42 | 4.00 | 3.33 | 3.33 | 3.00 | 3.50 | 17.17 |
| 43 | 4.50 | 2.00 | 2.67 | 1.33 | 1.75 | 12.25 |
| 44 | 3.50 | 3.33 | 3.33 | 3.67 | 3.75 | 17.58 |
| 45 | 3.50 | 3.00 | 3.67 | 3.00 | 3.25 | 16.42 |

| | | | | | | |
|----|------|------|------|------|------|-------|
| 46 | 2.50 | 2.00 | 3.33 | 2.67 | 2.75 | 13.25 |
| 47 | 3.50 | 3.33 | 3.67 | 3.00 | 3.25 | 16.75 |
| 48 | 1.00 | 2.00 | 2.00 | 2.00 | 1.75 | 8.75 |
| 49 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 15.00 |
| 50 | 3.50 | 4.33 | 3.67 | 4.00 | 3.75 | 19.25 |
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| 55 | 3.50 | 3.33 | 4.00 | 3.33 | 3.50 | 17.67 |
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| 57 | 2.50 | 2.67 | 3.00 | 2.33 | 2.50 | 13.00 |
| 58 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 15.00 |
| 59 | 2.50 | 2.67 | 3.00 | 2.33 | 2.50 | 13.00 |
| 60 | 4.00 | 3.67 | 4.33 | 4.00 | 4.00 | 20.00 |
| 61 | 3.50 | 3.00 | 3.00 | 3.00 | 3.25 | 15.75 |
| 62 | 3.00 | 3.00 | 3.33 | 3.00 | 3.50 | 15.83 |
| 63 | 3.50 | 2.67 | 3.33 | 2.67 | 3.50 | 15.67 |
| 64 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 15.25 |
| 65 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 15.25 |
| 66 | 3.00 | 2.67 | 3.00 | 2.67 | 3.25 | 14.58 |
| 67 | 3.00 | 3.33 | 3.67 | 3.33 | 3.25 | 16.58 |
| 68 | 3.00 | 3.00 | 3.33 | 3.00 | 3.25 | 15.58 |
| 69 | 3.00 | 3.00 | 3.33 | 3.00 | 3.50 | 15.83 |

| | | | | | | |
|----|------|------|------|------|------|-------|
| 70 | 3.00 | 3.00 | 3.33 | 3.00 | 3.25 | 15.58 |
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| 72 | 3.00 | 3.00 | 3.33 | 3.00 | 3.75 | 16.08 |
| 73 | 3.00 | 3.00 | 3.00 | 3.00 | 3.50 | 15.50 |
| 74 | 3.50 | 3.00 | 3.00 | 3.00 | 3.25 | 15.75 |
| 75 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 15.25 |
| 76 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 15.00 |
| 77 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 15.25 |
| 78 | 2.50 | 3.00 | 3.00 | 3.00 | 3.25 | 14.75 |
| 79 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 15.25 |
| 80 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 15.00 |
| 81 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 15.25 |
| 82 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 15.00 |
| 83 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 15.00 |
| 84 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 15.25 |
| 85 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 15.25 |
| 86 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 15.25 |
| 87 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 15.25 |
| 88 | 3.00 | 3.00 | 3.00 | 3.00 | 3.50 | 15.50 |
| 89 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 15.25 |
| 90 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 15.25 |
| 91 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 15.00 |
| 92 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 15.25 |
| 93 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 15.00 |

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|-----|------|------|------|------|------|-------|
| 94 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 15.25 |
| 95 | 3.50 | 3.33 | 3.00 | 3.67 | 3.75 | 17.25 |
| 96 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 15.25 |
| 97 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 15.25 |
| 98 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 15.25 |
| 99 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 15.00 |
| 100 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 15.25 |
| 101 | 2.50 | 3.33 | 3.00 | 3.67 | 2.75 | 15.25 |
| 102 | 2.50 | 2.67 | 2.67 | 3.00 | 2.00 | 12.83 |
| 103 | 2.50 | 2.67 | 3.00 | 3.33 | 2.25 | 13.75 |
| 104 | 2.50 | 3.00 | 3.33 | 3.67 | 2.50 | 15.00 |
| 105 | 2.50 | 3.67 | 3.00 | 3.00 | 3.00 | 15.17 |
| 106 | 3.50 | 3.33 | 3.33 | 3.33 | 2.75 | 16.25 |
| 107 | 3.50 | 3.00 | 2.67 | 3.00 | 2.75 | 14.92 |
| 108 | 3.00 | 2.67 | 2.67 | 3.00 | 2.00 | 13.33 |
| 109 | 3.00 | 2.67 | 2.67 | 3.00 | 2.50 | 13.83 |
| 110 | 3.00 | 3.00 | 2.67 | 3.00 | 2.25 | 13.92 |
| 111 | 4.00 | 4.00 | 4.00 | 4.00 | 3.50 | 19.50 |
| 112 | 3.50 | 3.33 | 3.33 | 3.00 | 2.75 | 15.92 |
| 113 | 3.00 | 3.00 | 3.00 | 3.00 | 2.25 | 14.25 |
| 114 | 3.00 | 2.33 | 3.00 | 3.00 | 2.25 | 13.58 |
| 115 | 3.50 | 3.00 | 3.00 | 3.33 | 2.25 | 15.08 |
| 116 | 3.00 | 2.67 | 3.00 | 3.67 | 2.50 | 14.83 |
| 117 | 3.50 | 3.33 | 3.33 | 3.00 | 2.50 | 15.67 |

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|-----|------|------|------|------|------|-------|
| 118 | 3.00 | 3.00 | 3.00 | 3.33 | 2.75 | 15.08 |
| 119 | 3.00 | 3.00 | 3.33 | 3.33 | 2.50 | 15.17 |
| 120 | 3.50 | 3.00 | 3.00 | 3.00 | 2.50 | 15.00 |
| 121 | 3.00 | 2.67 | 3.00 | 3.00 | 2.75 | 14.42 |
| 122 | 3.00 | 3.00 | 3.33 | 3.00 | 2.50 | 14.83 |
| 123 | 3.50 | 2.67 | 3.33 | 3.00 | 2.75 | 15.25 |
| 124 | 3.00 | 3.00 | 3.00 | 3.33 | 2.50 | 14.83 |
| 125 | 2.50 | 2.33 | 3.00 | 3.00 | 2.25 | 13.08 |
| 126 | 3.50 | 3.00 | 3.00 | 3.00 | 2.25 | 14.75 |
| 127 | 3.00 | 3.33 | 3.00 | 3.00 | 3.00 | 15.33 |
| 128 | 3.50 | 3.33 | 3.00 | 3.00 | 2.50 | 15.33 |
| 129 | 3.00 | 3.00 | 3.33 | 3.00 | 2.50 | 14.83 |
| 130 | 2.50 | 2.67 | 4.00 | 3.67 | 2.25 | 15.08 |
| 131 | 3.00 | 3.33 | 3.33 | 3.00 | 2.25 | 14.92 |
| 132 | 3.50 | 3.33 | 3.33 | 3.00 | 2.50 | 15.67 |
| 133 | 3.50 | 2.67 | 3.00 | 3.00 | 2.25 | 14.42 |
| 134 | 3.00 | 2.67 | 3.00 | 3.00 | 2.50 | 14.17 |
| 135 | 3.00 | 3.00 | 2.67 | 3.00 | 2.00 | 13.67 |
| 136 | 3.00 | 3.33 | 3.00 | 3.00 | 2.25 | 14.58 |
| 137 | 3.00 | 3.00 | 2.67 | 2.67 | 2.25 | 13.58 |
| 138 | 3.50 | 3.00 | 2.33 | 2.67 | 2.50 | 14.00 |
| 139 | 3.50 | 3.00 | 2.33 | 2.67 | 2.50 | 14.00 |
| 140 | 3.50 | 2.67 | 2.33 | 2.67 | 3.00 | 14.17 |
| 141 | 3.00 | 3.00 | 2.33 | 2.67 | 2.25 | 13.25 |

| | | | | | | |
|-----|------|------|------|------|------|-------|
| 142 | 3.50 | 3.33 | 2.33 | 3.00 | 3.25 | 15.42 |
| 143 | 3.50 | 2.67 | 2.33 | 3.00 | 2.50 | 14.00 |
| 144 | 3.50 | 2.67 | 2.67 | 2.67 | 3.00 | 14.50 |
| 145 | 3.00 | 3.00 | 2.67 | 2.67 | 2.50 | 13.83 |
| 146 | 3.00 | 2.67 | 2.67 | 3.00 | 2.25 | 13.58 |
| 147 | 3.50 | 3.00 | 2.67 | 2.67 | 3.25 | 15.08 |
| 148 | 3.50 | 3.33 | 2.33 | 3.00 | 2.50 | 14.67 |
| 149 | 3.50 | 3.33 | 2.67 | 2.67 | 2.25 | 14.42 |
| 150 | 2.50 | 3.00 | 2.33 | 2.67 | 2.75 | 13.25 |
| 151 | 3.00 | 3.00 | 2.67 | 2.67 | 2.50 | 13.83 |
| 152 | 2.50 | 2.67 | 2.67 | 2.67 | 3.25 | 13.75 |
| 153 | 3.50 | 3.00 | 2.67 | 2.33 | 3.00 | 14.50 |
| 154 | 3.00 | 3.00 | 2.67 | 3.00 | 2.25 | 13.92 |
| 155 | 3.00 | 3.00 | 3.00 | 3.33 | 2.00 | 14.33 |
| 156 | 2.50 | 2.67 | 3.00 | 3.00 | 2.50 | 13.67 |
| 157 | 3.00 | 3.00 | 3.00 | 3.33 | 2.75 | 15.08 |
| 158 | 2.50 | 2.67 | 3.00 | 3.00 | 3.25 | 14.42 |
| 159 | 3.00 | 3.00 | 3.00 | 2.67 | 2.25 | 13.92 |
| 160 | 3.00 | 2.67 | 3.00 | 3.00 | 2.50 | 14.17 |
| 161 | 2.50 | 3.00 | 2.67 | 2.67 | 2.25 | 13.08 |
| 162 | 2.50 | 2.67 | 3.33 | 4.00 | 3.00 | 15.50 |
| 163 | 3.00 | 2.33 | 3.00 | 2.33 | 2.25 | 12.92 |
| 164 | 3.50 | 3.00 | 4.00 | 4.00 | 3.25 | 17.75 |
| 165 | 3.00 | 2.33 | 3.00 | 3.00 | 2.00 | 13.33 |

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|-----|------|------|------|------|------|-------|
| 166 | 3.00 | 2.67 | 4.00 | 3.67 | 2.50 | 15.83 |
| 167 | 3.00 | 3.00 | 3.00 | 3.67 | 2.75 | 15.42 |
| 168 | 2.50 | 2.33 | 3.00 | 3.67 | 2.50 | 14.00 |
| 169 | 3.00 | 2.67 | 3.00 | 2.67 | 2.25 | 13.58 |
| 170 | 2.50 | 3.00 | 3.00 | 3.00 | 2.50 | 14.00 |
| 171 | 3.00 | 3.00 | 3.00 | 3.00 | 2.25 | 14.25 |
| 172 | 3.00 | 2.33 | 3.00 | 3.33 | 2.25 | 13.92 |
| 173 | 2.50 | 3.00 | 3.00 | 3.00 | 3.00 | 14.50 |
| 174 | 3.50 | 2.33 | 4.00 | 3.67 | 3.00 | 16.50 |
| 175 | 2.50 | 2.67 | 3.00 | 3.00 | 2.00 | 13.17 |
| 176 | 3.00 | 3.00 | 3.00 | 3.00 | 2.75 | 14.75 |
| 177 | 3.00 | 3.00 | 3.00 | 3.00 | 2.75 | 14.75 |
| 178 | 3.50 | 3.00 | 4.00 | 2.67 | 2.50 | 15.67 |
| 179 | 3.00 | 2.33 | 3.00 | 3.33 | 2.00 | 13.67 |
| 180 | 3.50 | 3.00 | 3.00 | 2.67 | 2.50 | 14.67 |
| 181 | 3.50 | 3.00 | 3.33 | 3.00 | 2.75 | 15.58 |
| 182 | 4.00 | 2.67 | 3.00 | 3.00 | 2.75 | 15.42 |
| 183 | 3.00 | 2.67 | 3.00 | 3.33 | 2.50 | 14.50 |
| 184 | 3.00 | 2.67 | 3.00 | 3.00 | 2.25 | 13.92 |
| 185 | 3.00 | 2.00 | 3.00 | 3.00 | 2.50 | 13.50 |
| 186 | 3.50 | 3.00 | 3.00 | 3.00 | 2.75 | 15.25 |
| 187 | 3.00 | 3.00 | 3.00 | 3.00 | 2.25 | 14.25 |
| 188 | 3.00 | 2.67 | 3.00 | 3.33 | 2.25 | 14.25 |
| 189 | 3.00 | 2.67 | 3.00 | 3.00 | 2.75 | 14.42 |

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|-----|------|------|------|------|------|-------|
| 190 | 3.00 | 2.67 | 3.00 | 3.00 | 2.50 | 14.17 |
| 191 | 3.00 | 2.67 | 3.00 | 3.00 | 2.25 | 13.92 |
| 192 | 3.50 | 3.00 | 3.33 | 3.00 | 2.50 | 15.33 |
| 193 | 3.50 | 2.67 | 3.00 | 3.67 | 4.00 | 16.83 |
| 194 | 3.50 | 3.00 | 3.00 | 3.00 | 2.75 | 15.25 |
| 195 | 3.50 | 2.33 | 3.00 | 3.00 | 3.00 | 14.83 |
| 196 | 3.50 | 3.00 | 3.00 | 3.00 | 3.00 | 15.50 |
| 197 | 3.50 | 2.67 | 3.00 | 3.00 | 2.50 | 14.67 |
| 198 | 3.50 | 3.00 | 3.00 | 3.00 | 2.50 | 15.00 |
| 199 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 15.00 |
| 200 | 3.50 | 3.00 | 3.67 | 3.33 | 3.00 | 16.50 |

Lampiran 11

Hasil Rata – Rata Kepuasan

| No | X1 | X2 | X3 | X4 | X5 | Y |
|----|------|------|------|------|------|-------|
| 1 | 3.50 | 3.00 | 3.00 | 3.00 | 2.50 | 12.50 |
| 2 | 3.00 | 2.67 | 3.00 | 2.67 | 2.75 | 11.33 |
| 3 | 3.50 | 3.00 | 2.67 | 3.00 | 3.00 | 12.17 |
| 4 | 3.00 | 3.00 | 3.00 | 3.33 | 2.75 | 12.33 |
| 5 | 3.50 | 3.00 | 3.33 | 3.00 | 2.25 | 12.83 |
| 6 | 2.50 | 2.67 | 3.00 | 2.67 | 3.00 | 10.83 |
| 7 | 2.50 | 3.33 | 3.00 | 3.00 | 2.50 | 11.83 |
| 8 | 3.00 | 3.00 | 2.67 | 2.33 | 2.75 | 11.00 |
| 9 | 3.00 | 3.67 | 4.00 | 3.33 | 2.75 | 14.00 |
| 10 | 3.50 | 3.00 | 3.33 | 3.00 | 2.75 | 12.83 |
| 11 | 3.50 | 3.00 | 3.00 | 3.00 | 2.50 | 12.50 |
| 12 | 3.00 | 3.00 | 3.00 | 2.67 | 2.50 | 11.67 |
| 13 | 3.50 | 3.00 | 3.00 | 3.00 | 2.75 | 12.50 |
| 14 | 3.50 | 3.33 | 3.33 | 3.00 | 3.00 | 13.17 |
| 15 | 3.00 | 3.00 | 3.33 | 2.67 | 2.75 | 12.00 |
| 16 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 12.00 |
| 17 | 3.50 | 3.00 | 3.00 | 2.67 | 2.75 | 12.17 |
| 18 | 3.50 | 3.00 | 3.33 | 3.00 | 3.25 | 12.83 |
| 19 | 3.50 | 3.00 | 3.33 | 3.00 | 3.25 | 12.83 |
| 20 | 3.00 | 3.00 | 3.67 | 3.00 | 2.50 | 12.67 |
| 21 | 2.50 | 3.00 | 3.00 | 3.00 | 3.25 | 11.50 |
| 22 | 3.00 | 3.00 | 3.00 | 3.00 | 2.25 | 12.00 |
| 23 | 3.50 | 3.00 | 3.33 | 3.33 | 2.75 | 13.17 |
| 24 | 3.50 | 2.33 | 4.00 | 3.33 | 4.00 | 13.17 |
| 25 | 3.00 | 2.33 | 3.00 | 3.33 | 3.50 | 11.67 |
| 26 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 12.00 |
| 27 | 3.00 | 2.67 | 4.00 | 4.00 | 3.50 | 13.67 |
| 28 | 4.50 | 3.00 | 3.00 | 3.33 | 3.50 | 13.83 |
| 29 | 4.00 | 2.67 | 4.00 | 3.67 | 3.75 | 14.33 |
| 30 | 3.50 | 3.33 | 3.33 | 3.33 | 3.50 | 13.50 |
| 31 | 3.50 | 4.00 | 5.00 | 3.33 | 3.50 | 15.83 |

| | | | | | | |
|----|------|------|------|------|------|-------|
| 32 | 3.50 | 3.67 | 3.00 | 3.33 | 3.50 | 13.50 |
| 33 | 2.50 | 2.00 | 4.33 | 2.00 | 3.50 | 10.83 |
| 34 | 4.00 | 3.33 | 3.33 | 3.67 | 3.25 | 14.33 |
| 35 | 3.00 | 3.33 | 3.67 | 3.33 | 3.25 | 13.33 |
| 36 | 1.50 | 4.00 | 3.00 | 2.00 | 4.00 | 10.50 |
| 37 | 3.00 | 3.67 | 3.33 | 3.67 | 3.25 | 13.67 |
| 38 | 2.00 | 3.33 | 2.00 | 1.67 | 2.00 | 9.00 |
| 39 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 12.00 |
| 40 | 4.00 | 3.00 | 4.33 | 3.33 | 3.75 | 14.67 |
| 41 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 12.00 |
| 42 | 3.00 | 4.33 | 3.67 | 4.00 | 2.50 | 15.00 |
| 43 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 12.00 |
| 44 | 3.50 | 2.00 | 2.67 | 2.67 | 3.00 | 10.83 |
| 45 | 4.00 | 3.00 | 3.67 | 3.33 | 3.25 | 14.00 |
| 46 | 4.00 | 3.33 | 5.00 | 3.33 | 3.25 | 15.67 |
| 47 | 3.00 | 2.67 | 3.00 | 3.00 | 2.50 | 11.67 |
| 48 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 12.00 |
| 49 | 3.00 | 2.67 | 3.00 | 3.00 | 2.50 | 11.67 |
| 50 | 3.00 | 3.00 | 3.67 | 4.00 | 4.00 | 13.67 |
| 51 | 3.50 | 3.00 | 3.00 | 3.00 | 3.25 | 12.50 |
| 52 | 3.00 | 2.67 | 3.00 | 3.00 | 3.00 | 11.67 |
| 53 | 3.50 | 3.00 | 3.33 | 3.33 | 4.00 | 13.17 |
| 54 | 3.50 | 2.67 | 2.67 | 2.67 | 2.50 | 11.50 |
| 55 | 3.50 | 3.00 | 3.00 | 2.67 | 3.00 | 12.17 |
| 56 | 2.50 | 2.67 | 3.00 | 3.00 | 2.75 | 11.17 |
| 57 | 3.50 | 3.33 | 3.33 | 3.00 | 2.50 | 13.17 |
| 58 | 3.50 | 3.33 | 4.00 | 3.33 | 3.00 | 14.17 |
| 59 | 3.50 | 3.00 | 3.00 | 3.00 | 2.50 | 12.50 |
| 60 | 3.00 | 2.67 | 3.00 | 3.00 | 2.75 | 11.67 |
| 61 | 3.50 | 3.00 | 3.00 | 3.00 | 3.00 | 12.50 |
| 62 | 4.00 | 3.00 | 3.00 | 3.00 | 3.00 | 13.00 |
| 63 | 3.50 | 3.00 | 3.00 | 3.00 | 3.00 | 12.50 |
| 64 | 3.50 | 3.00 | 3.00 | 3.00 | 2.50 | 12.50 |
| 65 | 3.50 | 2.67 | 3.00 | 3.00 | 2.75 | 12.17 |
| 66 | 3.00 | 2.67 | 3.33 | 2.67 | 2.50 | 11.67 |

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|-----|------|------|------|------|------|-------|
| 67 | 3.50 | 3.00 | 3.00 | 3.00 | 2.75 | 12.50 |
| 68 | 3.50 | 2.67 | 3.00 | 2.67 | 2.75 | 11.83 |
| 69 | 3.00 | 3.00 | 3.00 | 2.67 | 2.75 | 11.67 |
| 70 | 3.00 | 3.00 | 2.67 | 3.00 | 2.75 | 11.67 |
| 71 | 3.00 | 3.00 | 3.00 | 3.00 | 2.75 | 12.00 |
| 72 | 2.50 | 2.67 | 3.00 | 3.00 | 3.00 | 11.17 |
| 73 | 2.50 | 2.67 | 3.00 | 2.67 | 2.25 | 10.83 |
| 74 | 3.50 | 3.00 | 3.00 | 2.67 | 2.75 | 12.17 |
| 75 | 3.50 | 3.00 | 3.00 | 3.00 | 3.00 | 12.50 |
| 76 | 3.50 | 3.00 | 3.00 | 2.67 | 2.75 | 12.17 |
| 77 | 3.50 | 3.00 | 3.00 | 3.00 | 3.00 | 12.50 |
| 78 | 4.00 | 3.00 | 4.33 | 3.00 | 2.50 | 14.33 |
| 79 | 3.00 | 2.67 | 3.00 | 2.67 | 2.50 | 11.33 |
| 80 | 3.50 | 3.00 | 3.00 | 3.00 | 3.00 | 12.50 |
| 81 | 3.00 | 2.67 | 2.33 | 2.00 | 2.50 | 10.00 |
| 82 | 3.50 | 2.67 | 3.33 | 3.00 | 2.75 | 12.50 |
| 83 | 2.50 | 2.67 | 3.00 | 2.67 | 2.25 | 10.83 |
| 84 | 3.00 | 3.00 | 3.00 | 3.00 | 2.75 | 12.00 |
| 85 | 3.00 | 3.00 | 3.00 | 2.67 | 3.25 | 11.67 |
| 86 | 3.50 | 3.00 | 3.00 | 3.00 | 2.50 | 12.50 |
| 87 | 3.50 | 2.67 | 3.33 | 2.67 | 2.75 | 12.17 |
| 88 | 3.50 | 3.00 | 3.00 | 3.00 | 3.00 | 12.50 |
| 89 | 3.00 | 2.67 | 3.00 | 3.00 | 2.50 | 11.67 |
| 90 | 3.50 | 3.00 | 3.00 | 3.00 | 2.75 | 12.50 |
| 91 | 3.50 | 3.67 | 3.67 | 3.67 | 2.75 | 14.50 |
| 92 | 2.50 | 3.00 | 3.00 | 2.67 | 2.25 | 11.17 |
| 93 | 2.50 | 3.00 | 3.33 | 2.67 | 2.75 | 11.50 |
| 94 | 3.50 | 3.33 | 4.00 | 3.00 | 3.00 | 13.83 |
| 95 | 3.50 | 3.33 | 3.00 | 3.00 | 3.25 | 12.83 |
| 96 | 3.00 | 3.67 | 4.00 | 3.00 | 2.75 | 13.67 |
| 97 | 3.50 | 3.00 | 3.00 | 3.00 | 2.75 | 12.50 |
| 98 | 2.50 | 3.00 | 3.00 | 2.67 | 2.25 | 11.17 |
| 99 | 3.00 | 2.67 | 3.00 | 3.00 | 2.50 | 11.67 |
| 100 | 3.00 | 3.00 | 3.00 | 3.00 | 2.25 | 12.00 |
| 101 | 4.00 | 4.00 | 4.00 | 3.67 | 3.75 | 15.67 |

| | | | | | | |
|-----|------|------|------|------|------|-------|
| 102 | 4.00 | 3.00 | 3.33 | 3.00 | 2.75 | 13.33 |
| 103 | 3.00 | 3.00 | 3.00 | 3.00 | 2.25 | 12.00 |
| 104 | 2.50 | 2.67 | 3.00 | 3.00 | 2.50 | 11.17 |
| 105 | 3.50 | 3.00 | 3.33 | 2.67 | 2.75 | 12.50 |
| 106 | 2.50 | 3.00 | 3.33 | 3.00 | 3.00 | 11.83 |
| 107 | 4.00 | 3.00 | 3.33 | 3.00 | 2.50 | 13.33 |
| 108 | 3.00 | 3.00 | 3.00 | 3.33 | 2.75 | 12.33 |
| 109 | 3.00 | 3.00 | 3.67 | 3.00 | 2.50 | 12.67 |
| 110 | 3.50 | 3.00 | 3.00 | 3.00 | 2.50 | 12.50 |
| 111 | 2.50 | 3.00 | 3.00 | 3.00 | 2.75 | 11.50 |
| 112 | 3.00 | 3.00 | 3.67 | 2.33 | 2.75 | 12.00 |
| 113 | 3.00 | 3.00 | 3.67 | 2.67 | 2.75 | 12.33 |
| 114 | 3.00 | 3.00 | 3.33 | 3.00 | 2.50 | 12.33 |
| 115 | 2.00 | 2.67 | 3.00 | 3.00 | 2.25 | 10.67 |
| 116 | 3.50 | 3.00 | 3.00 | 3.00 | 2.25 | 12.50 |
| 117 | 3.00 | 3.33 | 3.00 | 3.00 | 3.25 | 12.33 |
| 118 | 4.00 | 3.00 | 3.00 | 3.00 | 2.50 | 13.00 |
| 119 | 3.00 | 3.33 | 3.00 | 3.00 | 2.50 | 12.33 |
| 120 | 2.00 | 3.33 | 4.00 | 3.00 | 2.75 | 12.33 |
| 121 | 3.00 | 3.33 | 3.33 | 3.00 | 2.25 | 12.67 |
| 122 | 4.00 | 3.00 | 3.33 | 3.00 | 2.50 | 13.33 |
| 123 | 3.00 | 3.00 | 3.00 | 3.00 | 2.25 | 12.00 |
| 124 | 2.50 | 3.00 | 3.00 | 3.00 | 2.50 | 11.50 |
| 125 | 3.00 | 3.00 | 3.00 | 2.67 | 2.25 | 11.67 |
| 126 | 3.00 | 3.33 | 3.33 | 3.00 | 2.25 | 12.67 |
| 127 | 3.00 | 3.00 | 3.00 | 3.00 | 2.25 | 12.00 |
| 128 | 4.00 | 2.67 | 3.00 | 3.00 | 2.50 | 12.67 |
| 129 | 3.50 | 3.00 | 3.00 | 3.00 | 2.50 | 12.50 |
| 130 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 12.00 |
| 131 | 3.00 | 3.00 | 3.00 | 2.67 | 2.50 | 11.67 |
| 132 | 3.50 | 3.33 | 3.33 | 3.00 | 3.25 | 13.17 |
| 133 | 3.00 | 3.00 | 3.33 | 2.67 | 2.75 | 12.00 |
| 134 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 12.00 |
| 135 | 3.00 | 3.00 | 3.67 | 3.00 | 2.75 | 12.67 |
| 136 | 2.50 | 3.00 | 3.00 | 2.67 | 2.50 | 11.17 |

| | | | | | | |
|-----|------|------|------|------|------|-------|
| 137 | 3.50 | 3.00 | 3.33 | 3.00 | 3.25 | 12.83 |
| 138 | 4.00 | 3.00 | 3.00 | 3.00 | 2.50 | 13.00 |
| 139 | 4.00 | 3.00 | 3.00 | 3.00 | 2.25 | 13.00 |
| 140 | 3.00 | 3.00 | 3.00 | 3.33 | 2.75 | 12.33 |
| 141 | 3.00 | 3.00 | 3.33 | 3.00 | 2.50 | 12.33 |
| 142 | 2.50 | 3.00 | 3.00 | 3.00 | 3.25 | 11.50 |
| 143 | 3.50 | 3.00 | 3.00 | 2.67 | 3.00 | 12.17 |
| 144 | 3.00 | 3.00 | 3.00 | 2.67 | 2.50 | 11.67 |
| 145 | 3.50 | 3.00 | 3.00 | 3.00 | 2.50 | 12.50 |
| 146 | 2.50 | 3.00 | 3.00 | 3.00 | 2.50 | 11.50 |
| 147 | 3.50 | 3.00 | 3.33 | 3.00 | 2.75 | 12.83 |
| 148 | 2.50 | 3.00 | 3.00 | 3.00 | 3.25 | 11.50 |
| 149 | 3.50 | 3.00 | 2.67 | 3.00 | 2.25 | 12.17 |
| 150 | 3.00 | 3.00 | 3.33 | 2.67 | 2.50 | 12.00 |
| 151 | 3.00 | 2.67 | 3.00 | 2.67 | 2.25 | 11.33 |
| 152 | 2.50 | 3.00 | 3.67 | 3.67 | 3.25 | 12.83 |
| 153 | 3.00 | 2.67 | 3.00 | 2.00 | 2.50 | 10.67 |
| 154 | 3.50 | 3.33 | 4.00 | 3.67 | 3.50 | 14.50 |
| 155 | 3.00 | 2.67 | 3.00 | 2.67 | 2.25 | 11.33 |
| 156 | 3.00 | 3.00 | 4.00 | 3.33 | 2.75 | 13.33 |
| 157 | 3.50 | 3.00 | 3.00 | 3.33 | 3.25 | 12.83 |
| 158 | 2.50 | 2.67 | 3.33 | 3.00 | 2.75 | 11.50 |
| 159 | 3.00 | 3.00 | 3.00 | 2.33 | 2.50 | 11.33 |
| 160 | 3.00 | 3.00 | 3.00 | 3.00 | 2.75 | 12.00 |
| 161 | 3.50 | 3.00 | 3.00 | 2.67 | 2.50 | 12.17 |
| 162 | 2.50 | 2.67 | 3.33 | 2.67 | 2.75 | 11.17 |
| 163 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 12.00 |
| 164 | 3.00 | 3.00 | 4.00 | 3.33 | 3.25 | 13.33 |
| 165 | 2.50 | 3.00 | 3.33 | 2.33 | 2.25 | 11.17 |
| 166 | 3.00 | 3.00 | 3.00 | 3.00 | 2.75 | 12.00 |
| 167 | 2.50 | 3.33 | 3.00 | 3.00 | 2.75 | 11.83 |
| 168 | 3.00 | 3.67 | 3.67 | 2.67 | 2.75 | 13.00 |
| 169 | 2.50 | 2.67 | 3.33 | 2.67 | 2.25 | 11.17 |
| 170 | 2.50 | 2.67 | 2.67 | 3.00 | 2.75 | 10.83 |
| 171 | 3.00 | 2.67 | 3.00 | 3.00 | 3.00 | 11.67 |

| | | | | | | |
|-----|------|------|------|------|------|-------|
| 172 | 3.00 | 2.67 | 3.00 | 3.67 | 3.00 | 12.33 |
| 173 | 3.50 | 2.67 | 2.67 | 3.33 | 3.25 | 12.17 |
| 174 | 3.00 | 2.67 | 2.33 | 3.00 | 2.75 | 11.00 |
| 175 | 3.00 | 2.67 | 2.67 | 3.00 | 3.00 | 11.33 |
| 176 | 3.00 | 2.67 | 3.00 | 3.00 | 3.50 | 11.67 |
| 177 | 3.00 | 2.67 | 2.33 | 3.00 | 3.00 | 11.00 |
| 178 | 3.50 | 2.67 | 2.33 | 3.00 | 3.50 | 11.50 |
| 179 | 3.00 | 2.67 | 3.00 | 3.00 | 3.00 | 11.67 |
| 180 | 3.00 | 2.67 | 2.67 | 3.00 | 3.00 | 11.33 |
| 181 | 3.00 | 2.67 | 2.33 | 3.00 | 2.75 | 11.00 |
| 182 | 3.00 | 2.67 | 2.67 | 3.00 | 3.00 | 11.33 |
| 183 | 3.50 | 4.00 | 3.67 | 3.00 | 3.00 | 14.17 |
| 184 | 3.00 | 2.67 | 3.00 | 3.00 | 3.00 | 11.67 |
| 185 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 12.00 |
| 186 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 12.00 |
| 187 | 3.00 | 2.67 | 2.67 | 3.00 | 3.00 | 11.33 |
| 188 | 3.00 | 2.67 | 2.67 | 3.00 | 3.00 | 11.33 |
| 189 | 3.00 | 3.00 | 3.00 | 3.00 | 3.25 | 12.00 |
| 190 | 3.00 | 3.00 | 3.33 | 3.00 | 3.00 | 12.33 |
| 191 | 3.00 | 2.00 | 3.00 | 3.00 | 2.50 | 11.00 |
| 192 | 3.00 | 2.00 | 3.00 | 2.67 | 3.00 | 10.67 |
| 193 | 3.00 | 2.67 | 2.67 | 3.00 | 3.00 | 11.33 |
| 194 | 2.50 | 3.00 | 3.00 | 3.67 | 3.00 | 12.17 |
| 195 | 3.00 | 2.67 | 2.67 | 3.00 | 3.00 | 11.33 |
| 196 | 3.00 | 2.33 | 3.00 | 3.00 | 3.00 | 11.33 |
| 197 | 3.00 | 2.67 | 3.33 | 2.67 | 3.00 | 11.67 |
| 198 | 3.50 | 2.67 | 3.00 | 2.33 | 3.00 | 11.50 |
| 199 | 3.00 | 2.67 | 2.33 | 3.00 | 3.00 | 11.00 |
| 200 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 12.00 |

Lampiran 12

Hasil Uji Korelasi Keseluruhan

ANOVA

| | Sum of Squares | df | Mean Square | F | Sig. |
|------------|----------------|-----|-------------|---------|------|
| Regression | 188.801 | 15 | 12.587 | 206.793 | .000 |
| Residual | 11.199 | 184 | .061 | | |
| Total | 200.000 | 199 | | | |

Dependent Variable: VAR00006

Predictors: VAR00001 VAR00002 VAR00003 VAR00004 VAR00005

Model Summary

| Multiple R | R Square | Adjusted R Square |
|------------|----------|-------------------|
| .972 | .944 | .939 |

Dependent Variable: VAR00006

Predictors: VAR00001 VAR00002

VAR00003 VAR00004 VAR00005

Lampiran 13
Hasil Uji Korelasi Setiap Dimensi Pelayanan Terhadap Kepuasan

Correlations

| | VAR00001 | VAR00002 | VAR00003 | VAR00004 | VAR00005 | VAR00006 |
|------------------------------|----------|----------|----------|----------|----------|----------|
| VAR00001 Pearson Correlation | 1 | .319** | .268** | .123 | .257** | .578** |
| Sig. (2-tailed) | | .000 | .000 | .083 | .000 | .000 |
| N | 200 | 200 | 200 | 200 | 200 | 200 |
| VAR00002 Pearson Correlation | .319** | 1 | .327** | .435** | .453** | .714** |
| Sig. (2-tailed) | .000 | | .000 | .000 | .000 | .000 |
| N | 200 | 200 | 200 | 200 | 200 | 200 |
| VAR00003 Pearson Correlation | .268** | .327** | 1 | .524** | .376** | .705** |
| Sig. (2-tailed) | .000 | .000 | | .000 | .000 | .000 |
| N | 200 | 200 | 200 | 200 | 200 | 200 |
| VAR00004 Pearson Correlation | .123 | .435** | .524** | 1 | .348** | .680** |
| Sig. (2-tailed) | .083 | .000 | .000 | | .000 | .000 |
| N | 200 | 200 | 200 | 200 | 200 | 200 |
| VAR00005 Pearson Correlation | .257** | .453** | .376** | .348** | 1 | .755** |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | | .000 |
| N | 200 | 200 | 200 | 200 | 200 | 200 |
| VAR00006 Pearson Correlation | .578** | .714** | .705** | .680** | .755** | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | |
| N | 200 | 200 | 200 | 200 | 200 | 200 |

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

Lampiran 13
Hasil Uji Korelasi Setiap Dimensi Pelayanan Terhadap Kepuasan

Correlations

| | VAR00001 | VAR00002 | VAR00003 | VAR00004 | VAR00005 | VAR00006 |
|------------------------------|----------|----------|----------|----------|----------|----------|
| VAR00001 Pearson Correlation | 1 | .319** | .268** | .123 | .257** | .578** |
| Sig. (2-tailed) | | .000 | .000 | .083 | .000 | .000 |
| N | 200 | 200 | 200 | 200 | 200 | 200 |
| VAR00002 Pearson Correlation | .319** | 1 | .327** | .435** | .453** | .714** |
| Sig. (2-tailed) | .000 | | .000 | .000 | .000 | .000 |
| N | 200 | 200 | 200 | 200 | 200 | 200 |
| VAR00003 Pearson Correlation | .268** | .327** | 1 | .524** | .376** | .705** |
| Sig. (2-tailed) | .000 | .000 | | .000 | .000 | .000 |
| N | 200 | 200 | 200 | 200 | 200 | 200 |
| VAR00004 Pearson Correlation | .123 | .435** | .524** | 1 | .348** | .680** |
| Sig. (2-tailed) | .083 | .000 | .000 | | .000 | .000 |
| N | 200 | 200 | 200 | 200 | 200 | 200 |
| VAR00005 Pearson Correlation | .257** | .453** | .376** | .348** | 1 | .755** |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | | .000 |
| N | 200 | 200 | 200 | 200 | 200 | 200 |
| VAR00006 Pearson Correlation | .578** | .714** | .705** | .680** | .755** | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | |
| N | 200 | 200 | 200 | 200 | 200 | 200 |

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