

<b>Lampiran 1</b>
-------------------

**DAFTAR PERTANYAAN UNTUK  
KONSUMEN RESTORAN DELIMA  
GRAND INDONESIA**

Dengan hormat,

Saya adalah mahasiswa Fakultas Ekonomi jurusan manajemen dengan konsentrasi Pemasaran universitas Esa Unggul tingkat terakhir, saya sedang melakukan penelitian mengenai analisis hubungan kualitas pelayanan dengan kepuasan konsumen pada restoran Delima. 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, Mei 2011

Wisnu Ardianto

**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	20	TOTAL
1	4	1	3	3	5	1	3	3	2	3	3	3	3	4	3	3	3	3	3	4	60
2	4	4	4	4	4	3	4	4	3	4	4	4	4	3	4	3	3	3	3	4	73
3	2	1	2	1	3	1	1	1	3	1	4	1	1	3	1	2	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	3	60
5	4	3	3	3	3	4	3	3	4	3	3	3	3	3	3	4	4	4	4	3	67
6	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	60
7	4	4	4	4	5	3	4	4	3	4	3	4	4	5	4	3	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	3	60
9	3	3	3	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	4	62
10	3	3	3	3	3	3	3	3	3	3	2	3	3	3	3	3	3	3	3	4	60
11	3	3	3	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	61
12	3	3	3	3	3	5	3	3	3	3	3	3	3	3	3	3	3	3	3	4	63
13	3	2	3	3	3	5	3	3	2	3	3	3	3	3	3	3	3	3	3	3	60
14	3	3	3	4	3	4	4	4	3	4	3	4	4	3	4	3	3	3	3	3	68
15	3	3	3	3	2	4	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	3	58
17	3	3	3	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	61
18	3	3	3	2	2	4	2	2	3	2	3	2	2	3	2	3	3	3	3	3	53
19	3	3	2	3	3	4	3	3	2	3	3	3	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	3	60
21	3	3	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	61
22	4	3	2	4	4	2	4	4	2	4	3	4	4	3	4	4	4	4	4	4	71
23	3	3	3	3	3	3	3	3	3	3	4	3	3	3	3	3	3	3	3	4	62
24	4	3	3	3	3	4	3	3	4	3	3	3	3	3	3	3	3	3	3	3	63
25	3	3	3	3	3	4	3	3	2	3	3	3	3	3	3	3	3	3	3	3	60
26	3	3	3	3	3	3	3	3	2	3	3	3	3	3	3	3	3	3	3	3	59
27	3	3	2	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4	4	64
28	3	3	3	3	3	3	3	3	3	3	4	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	3	60
30	3	3	3	3	3	4	3	3	4	3	2	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	97	1837

## 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	20	Total
1	4	4	2	3	2	2	2	2	3	2	4	3	2	3	2	2	3	2	2	2	51
2	4	4	3	3	2	3	3	2	3	2	4	3	2	3	4	2	3	2	2	3	57
3	2	2	3	3	3	3	3	3	4	3	2	3	3	3	3	3	3	3	3	3	58
4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	60
5	3	3	2	3	3	2	2	3	3	3	3	3	3	3	3	3	3	3	3	2	56
6	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	60
7	3	3	3	3	3	3	3	3	2	3	3	3	3	3	4	3	3	3	3	3	60
8	3	3	3	4	5	3	3	5	2	5	3	4	5	3	5	5	5	5	5	3	79
9	4	4	3	4	3	3	3	3	4	3	4	4	3	3	4	3	4	3	3	3	68
10	4	4	1	2	2	1	1	2	3	2	4	2	2	1	3	2	3	2	2	1	44
11	3	3	4	3	4	4	4	4	3	4	3	3	4	4	3	4	3	4	4	4	72
12	4	4	3	4	3	3	3	3	3	3	4	4	3	3	3	3	4	3	3	3	66
13	3	3	3	4	2	3	3	2	1	2	3	4	2	3	5	2	1	2	2	3	53
14	3	3	4	3	3	4	4	3	4	3	3	3	3	4	4	3	4	3	3	4	68
15	3	3	2	3	3	2	2	3	2	3	3	3	3	4	3	3	1	3	3	2	54
16	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	60
17	3	3	3	3	4	3	3	4	5	4	3	3	4	3	3	4	3	4	4	3	69
18	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	60
19	3	3	4	5	3	4	4	3	3	3	3	5	3	3	5	3	4	3	3	4	71
20	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	60
21	3	3	2	2	3	2	2	3	3	3	3	2	3	2	2	3	3	3	3	2	52
22	4	4	3	3	4	3	3	4	3	4	4	3	4	3	3	4	4	4	4	3	71
23	4	4	3	3	3	3	3	3	3	3	4	3	3	3	4	3	3	3	3	3	64
24	3	3	3	3	3	3	3	3	3	3	3	3	3	2	3	3	3	3	3	3	59
25	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	60
26	3	3	2	3	3	2	2	3	3	3	3	3	3	2	3	3	3	3	3	2	55
27	4	4	2	3	3	2	2	3	3	3	4	3	3	3	3	3	3	3	3	2	59
28	3	3	3	3	2	3	3	2	3	2	3	3	2	2	3	2	3	2	2	3	52
29	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	3	3	3	3	61
30	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	3	3	3	3	61
TOTAL	97	97	85	94	90	85	85	90	90	90	97	94	90	87	101	90	93	90	90	85	1820

**Lampiran 4**  
**Uji Validitas Kualitas Pelayanan**

**Correlations**

	VAR00001	VAR00002	VAR00003	VAR00004	VAR00005	VAR00006	VAR00007	VAR00008	VAR00009	VAR00010	VAR00011	VAR00012	VAR00013	VAR00014	VAR00015	VAR00016	VAR00017	VAR00018	VAR00019	VAR00020	VAR00021
VAR00001 Pearson Correlation	1	.308	.389*	.650**	.596**	-.054	.650**	.650**	.068	.650**	-.025	.650**	.650**	.464**	.650**	.546**	.546**	.546**	.546**	.420*	.755**
Sig. (2-tailed)		.098	.034	.000	.001	.777	.000	.000	.720	.000	.894	.000	.000	.010	.000	.002	.002	.002	.002	.021	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00002 Pearson Correlation	.308	1	.437**	.623**	-.044	.431**	.623**	.623**	.280	.623**	-.104	.623**	.623**	.042	.623**	.342	.342	.342	.342	.191	.686**
Sig. (2-tailed)	.098		.016	.000	.818	.017	.000	.000	.134	.000	.584	.000	.000	.824	.000	.064	.064	.064	.064	.311	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00003 Pearson Correlation	.389*	.437**	1	.400*	.277	.233	.400*	.400*	.223	.400*	.161	.400*	.400*	.410*	.400*	-.157	-.157	-.157	-.157	.100	.470**
Sig. (2-tailed)	.034	.016		.029	.139	.215	.029	.029	.237	.029	.395	.029	.029	.024	.029	.407	.407	.407	.407	.600	.009
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00004 Pearson Correlation	.650**	.623**	.400*	1	.463*	.179	1.000**	1.000**	-.102	1.000**	-.131	1.000**	1.000**	.293	1.000**	.498**	.498**	.498**	.498**	.463**	.949**
Sig. (2-tailed)	.000	.000	.029		.010	.343	.000	.000	.592	.000	.491	.000	.000	.117	.000	.005	.005	.005	.005	.010	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00005 Pearson Correlation	.596**	-.044	.277	.463*	1	-.500**	.463*	.463*	-.243	.463*	.091	.463*	.463*	.727**	.463*	.097	.097	.097	.097	.299	.440*
Sig. (2-tailed)	.001	.818	.139	.010		.005	.010	.010	.196	.010	.634	.010	.010	.000	.010	.609	.609	.609	.609	.108	.015
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00006 Pearson Correlation	-.054	.431**	.233	.179	-.500**	1	.179	.179	.205	.179	-.254	.179	.179	-.279	.179	.137	.137	.137	.137	-.025	.262
Sig. (2-tailed)	.777	.017	.215	.343	.005		.343	.343	.278	.343	.175	.343	.343	.136	.343	.472	.472	.472	.472	.897	.162
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00007 Pearson Correlation	.650**	.623**	.400*	1.000**	.463*	.179	1	1.000**	-.102	1.000**	-.131	1.000**	1.000**	.293	1.000**	.498**	.498**	.498**	.498**	.463**	.949**
Sig. (2-tailed)	.000	.000	.029	.000	.010	.343		.000	.592	.000	.491	.000	.000	.117	.000	.005	.005	.005	.005	.010	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00008 Pearson Correlation	.650**	.623**	.400*	1.000**	.463*	.179	1.000**	1	-.102	1.000**	-.131	1.000**	1.000**	.293	1.000**	.498**	.498**	.498**	.498**	.463**	.949**
Sig. (2-tailed)	.000	.000	.029	.000	.010	.343	.000		.592	.000	.491	.000	.000	.117	.000	.005	.005	.005	.005	.010	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00009 Pearson Correlation	.068	.280	.223	-.102	-.243	.205	-.102	-.102	1	-.102	-.116	-.102	-.102	-.109	-.102	.034	.034	.034	.034	-.162	.055
Sig. (2-tailed)	.720	.134	.237	.592	.196	.278	.592	.592		.592	.543	.592	.592	.565	.592	.856	.856	.856	.856	.391	.773
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00010 Pearson Correlation	.650**	.623**	.400*	1.000**	.463*	.179	1.000**	1.000**	-.102	1	-.131	1.000**	1.000**	.293	1.000**	.498**	.498**	.498**	.498**	.463**	.949**
Sig. (2-tailed)	.000	.000	.029	.000	.010	.343	.000	.000	.592		.491	.000	.000	.117	.000	.005	.005	.005	.005	.010	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00011 Pearson Correlation	-.025	-.104	.161	-.131	.091	-.254	-.131	-.131	-.116	-.131	1	-.131	-.131	-.017	-.131	-.206	-.206	-.206	-.206	-.033	-.089
Sig. (2-tailed)	.894	.584	.395	.491	.634	.175	.491	.491	.543	.491		.491	.491	.927	.491	.276	.276	.276	.276	.864	.640
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00012 Pearson Correlation	.650**	.623**	.400*	1.000**	.463*	.179	1.000**	1.000**	-.102	1.000**	-.131	1	1.000**	.293	1.000**	.498**	.498**	.498**	.498**	.463**	.949**
Sig. (2-tailed)	.000	.000	.029	.000	.010	.343	.000	.000	.592	.000	.491		.000	.117	.000	.005	.005	.005	.005	.010	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00013 Pearson Correlation	.650**	.623**	.400*	1.000**	.463*	.179	1.000**	1.000**	-.102	1.000**	-.131	1.000**	1	.293	1.000**	.498**	.498**	.498**	.498**	.463**	.949**
Sig. (2-tailed)	.000	.000	.029	.000	.010	.343	.000	.000	.592	.000	.491	.000		.117	.000	.005	.005	.005	.005	.010	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00014 Pearson Correlation	.464**	.042	.410*	.293	.727**	-.279	.293	.293	-.109	.293	-.017	.293	.293	1	.293	-.047	-.047	-.047	-.047	.051	.319
Sig. (2-tailed)	.010	.824	.024	.117	.000	.136	.117	.117	.565	.117	.927	.117	.117		.117	.806	.806	.806	.806	.789	.085
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00015 Pearson Correlation	.650**	.623**	.400*	1.000**	.463*	.179	1.000**	1.000**	-.102	1.000**	-.131	1.000**	1.000**	.293	1	.498**	.498**	.498**	.498**	.463**	.949**
Sig. (2-tailed)	.000	.000	.029	.000	.010	.343	.000	.000	.592	.000	.491	.000	.000	.117		.005	.005	.005	.005	.010	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00016 Pearson Correlation	.546**	.342	-.157	.498**	.097	.137	.498**	.498**	.034	.498**	-.206	.498**	.498**	-.047	.498**	1	1.000**	1.000**	1.000**	.475**	.631**
Sig. (2-tailed)	.002	.064	.407	.005	.609	.472	.005	.005	.856	.005	.276	.005	.005	.806		.000	.000	.000	.000	.008	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00017 Pearson Correlation	.546**	.342	-.157	.498**	.097	.137	.498**	.498**	.034	.498**	-.206	.498**	.498**	-.047	.498**	1.000**	1	1.000**	1.000**	.475**	.631**
Sig. (2-tailed)	.002	.064	.407	.005	.609	.472	.005	.005	.856	.005	.276	.005	.005	.806	.000		.000	.000	.000	.008	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00018 Pearson Correlation	.546**	.342	-.157	.498**	.097	.137	.498**	.498**	.034	.498**	-.206	.498**	.498**	-.047	.498**	1.000**	1.000**	1	1.000**	.475**	.631**
Sig. (2-tailed)	.002	.064	.407	.005	.609	.472	.005	.005	.856	.005	.276	.005	.005	.806	.000		.000	.000	.000	.008	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00019 Pearson Correlation	.546**	.342	-.157	.498**	.097	.137	.498**	.498**	.034	.498**	-.206	.498**	.498**	-.047	.498**	1.000**	1.000**	1.000**	1	.475**	.631**
Sig. (2-tailed)	.002	.064	.407	.005	.609	.472	.005	.005	.856	.005	.276	.005	.005	.806	.000		.000	.000	.000	.008	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00020 Pearson Correlation	.420*	.191	.100	.463*	.299	-.025	.463*	.463*	-.162	.463*	-.033	.463*	.463*	.051	.463*	.475**	.475**	.475**	.475**	1	.529**
Sig. (2-tailed)	.021	.311	.600	.010	.108																

## Lampiran 5

### Uji Validitas Kepuasan

Correlations

	VAR00001	VAR00002	VAR00003	VAR00004	VAR00005	VAR00006	VAR00007	VAR00008	VAR00009	VAR00010	VAR00011	VAR00012	VAR00013	VAR00014	VAR00015	VAR00016	VAR00017	VAR00018	VAR00019	VAR00020	VAR00021
VAR00001 Pearson Correlation	1	,268	,508*	,599*	,740**	,366*	,687**	,285	,476**	,554**	,346*	,801**	,465*	,819	,199	,523*	,628*	,694**	,536**	,778**	,790**
Sig. (1-tailed)		,076	,002	,000	,000	,023	,000	,064	,004	,001	,030	,000	,005	,000	,146	,002	,000	,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	30
VAR00002 Pearson Correlation	,268	1	,386*	,543**	,395*	,508**	,481**	,598**	,454**	,604**	,317*	,595**	,561**	,504**	,392*	,407*	,297	,388*	,613**	,552**	,674**
Sig. (1-tailed)	,076		,018	,001	,015	,002	,004	,000	,006	,000	,044	,000	,001	,002	,016	,013	,055	,017	,000	,001	,000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00003 Pearson Correlation	,508**	,386*	1	,129	,698**	,201	,574**	,437**	,257	,333*	,219	,619**	,584**	,656**	,306	,493**	,355*	,627**	,401**	,642**	,662**
Sig. (1-tailed)	,002	,018		,249	,000	,143	,000	,008	,086	,036	,123	,000	,000	,000	,050	,003	,027	,000	,014	,000	,000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00004 Pearson Correlation	,599**	,543**	,129	1	,305	,677**	,516**	,410*	,583**	,613**	,486**	,698**	,322*	,686**	,156	,493**	,605**	,385*	,544**	,532**	,699**
Sig. (1-tailed)	,000	,001	,249		,051	,000	,002	,012	,000	,000	,003	,000	,041	,000	,205	,003	,000	,018	,001	,001	,000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00005 Pearson Correlation	,740**	,395*	,698**	,305	1	,196	,689**	,455**	,589**	,560**	,421*	,793**	,604**	,777**	,476**	,632**	,465**	,635**	,578**	,882**	,823**
Sig. (1-tailed)	,000	,015	,000	,051		,150	,000	,006	,000	,001	,010	,000	,000	,000	,004	,000	,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	30
VAR00006 Pearson Correlation	,366*	,508**	,201	,677**	,196	1	,400*	,474**	,338*	,439**	,288	,506**	,364*	,550**	,134	,252	,467**	,322*	,370*	,467**	,560**
Sig. (1-tailed)	,023	,002	,143	,000	,150		,014	,004	,034	,008	,061	,002	,024	,001	,240	,090	,005	,041	,022	,005	,001
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00007 Pearson Correlation	,687**	,481**	,574**	,516**	,689**	,400*	1	,516**	,540**	,682**	,399*	,766**	,558**	,741**	,292	,721**	,624**	,640**	,461**	,742**	,828**
Sig. (1-tailed)	,000	,004	,000	,002	,000	,014		,002	,001	,000	,014	,000	,001	,000	,059	,000	,000	,000	,005	,000	,000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00008 Pearson Correlation	,285	,598**	,437**	,410*	,455**	,474**	,516**	1	,583**	,613**	,486**	,527**	,389*	,512**	,378*	,558**	,305	,385*	,544**	,469**	,656**
Sig. (1-tailed)	,064	,000	,008	,012	,006	,004	,002		,000	,000	,003	,001	,017	,002	,020	,001	,051	,018	,001	,004	,000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00009 Pearson Correlation	,476**	,454**	,257	,583**	,589**	,338*	,540**	,583**	1	,643**	,676**	,540**	,295	,480**	,504**	,553**	,389*	,436**	,403*	,527**	,663**
Sig. (1-tailed)	,004	,006	,086	,000	,000	,034	,001	,000		,000	,000	,001	,057	,004	,002	,001	,017	,008	,014	,001	,000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00010 Pearson Correlation	,554**	,604**	,333*	,613**	,560**	,439**	,682**	,613**	,643**	1	,450**	,725**	,546**	,675**	,556**	,517**	,560**	,357*	,625**	,608**	,786**
Sig. (1-tailed)	,001	,000	,036	,000	,001	,008	,000	,000	,000		,006	,000	,001	,000	,001	,002	,001	,027	,000	,000	,000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00011 Pearson Correlation	,346*	,317*	,219	,486**	,421*	,288	,399*	,486**	,676**	,450**	1	,341*	,322*	,342*	,310*	,350*	,421*	,169	,359*	,333*	,502**
Sig. (1-tailed)	,030	,044	,123	,003	,010	,061	,014	,003	,000	,006		,033	,042	,032	,048	,029	,010	,186	,026	,036	,002
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00012 Pearson Correlation	,801**	,595**	,619**	,698**	,793**	,506**	,766**	,527**	,540**	,725**	,341*	1	,596**	,958**	,452**	,730**	,602**	,712**	,712**	,918**	,951**
Sig. (1-tailed)	,000	,000	,000	,000	,000	,002	,000	,001	,001	,000	,033		,000	,000	,006	,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	30
VAR00013 Pearson Correlation	,465*	,561**	,584**	,322*	,604**	,364*	,558**	,389*	,295	,546**	,322*	,596**	1	,647**	,319*	,352*	,484**	,239	,650**	,685**	,694**
Sig. (1-tailed)	,005	,001	,000	,041	,000	,024	,001	,017	,057	,001	,042	,000		,000	,043	,028	,003	,102	,000	,000	,000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00014 Pearson Correlation	,819**	,504**	,656**	,686**	,777**	,550**	,741**	,512**	,480**	,675**	,342*	,958**	,647**	1	,321*	,704**	,700**	,657**	,725**	,896**	,937**
Sig. (1-tailed)	,000	,002	,000	,000	,000	,001	,000	,002	,004	,000	,032	,000	,000		,042	,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	30
VAR00015 Pearson Correlation	,199	,392*	,306	,156	,476**	,134	,292	,378*	,504**	,556**	,310*	,452**	,319*	,321*	1	,401*	-.020	,313*	,278	,382*	,464**
Sig. (1-tailed)	,146	,016	,050	,205	,004	,240	,059	,020	,002	,001	,048	,006	,043	,042		,014	,459	,046	,068	,019	,005
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00016 Pearson Correlation	,523**	,407*	,493**	,493**	,632**	,252	,721**	,558**	,553**	,517**	,350*	,730**	,352*	,704**	,401*	1	,515**	,580**	,467**	,608**	,747**
Sig. (1-tailed)	,002	,013	,003	,003	,000	,090	,000	,001	,001	,002	,029	,000	,028	,000	,014		,002	,000	,005	,000	,000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00017 Pearson Correlation	,628**	,297	,355*	,605**	,465**	,467**	,624**	,305	,389*	,560**	,421*	,602**	,484**	,700**	-.020	,515**	1	,387**	,695**	,602**	,697**
Sig. (1-tailed)	,000	,055	,027	,000	,005	,005	,000	,051	,017	,001	,010	,000	,003	,000	,459	,002		,017	,000	,000	,000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00018 Pearson Correlation	,694**	,388*	,627**	,385*	,635**	,322*	,640**	,385*	,436**	,357*	,169	,712**	,239	,657**	,313*	,580**	,387*	1	,431**	,708**	,705**
Sig. (1-tailed)	,000	,017	,000	,018	,000	,041	,000	,018	,008	,027	,186	,000	,102	,000	,046	,000	,017		,009	,000	,000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00019 Pearson Correlation	,536**	,613**	,401*	,544**	,578**	,370*	,461**	,544**	,403*	,625**	,359*	,712**	,650**	,725**	,278	,467**	,695**	,431**	1	,739**	,776**
Sig. (1-tailed)	,001	,000	,014	,001	,000	,022	,005	,001	,014	,000	,026	,000	,000	,000	,068	,005	,000	,009		,000	,000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
VAR00020 Pearson Correlation	,778**	,552**	,642**	,532**	,882**	,467**	,742**	,469**	,527**	,608**	,333*	,918**	,685**	,896**	,382*	,608**	,602**	,708**	,739**	1	,915**
Sig. (1-tailed)	,000	,001	,000	,001	,000	,005	,000	,004	,001	,000	,036	,000	,000	,000	,019	,000	,000	,000	,000		

## Lampiran 6

### Uji Reliabilitas Kualitas Pelayanan

#### Reliability pelayanan

**Case Processing Summary**

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.910	20

## Lampiran 7

### Uji Reliabilitas Kepuasan

#### Reliability kepuasan

**Case Processing Summary**

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.953	20



## Lampiran 8

## TABULASI 96 PELAYANAN

NO	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	TOTAL
1	3	3	3	3	3	3	3	3	3	3	3	2	3	3	3	3	47
2	4	2	2	3	3	3	3	3	3	3	2	2	2	3	3	4	45
3	3	3	3	3	4	3	4	3	3	3	3	2	3	3	4	3	50
4	3	3	3	3	3	3	3	3	3	3	3	2	2	3	3	3	46
5	3	3	2	3	3	3	3	3	3	3	3	2	3	3	3	3	46
6	4	4	2	3	3	3	3	3	3	3	3	2	3	3	3	4	49
7	3	2	3	3	3	3	3	3	3	3	2	2	2	3	3	3	44
8	3	2	3	3	3	3	3	3	3	3	2	2	2	3	3	3	44
9	4	3	3	3	3	3	3	3	3	3	3	2	3	3	3	4	49
10	4	3	3	3	3	3	3	3	2	3	3	3	3	3	3	4	49
11	4	3	3	3	3	3	3	3	3	3	3	2	3	3	3	4	49
12	3	3	2	3	3	3	3	3	3	3	2	3	2	3	3	3	45
13	4	3	3	3	3	3	3	2	3	3	3	2	3	3	3	4	48
14	3	3	3	3	3	3	3	3	3	4	3	2	3	3	3	3	48
15	4	3	3	3	3	3	3	4	3	3	3	2	3	3	3	4	50
16	3	2	3	3	2	3	3	3	3	3	2	2	3	3	2	3	43
17	3	2	3	3	4	3	3	3	3	3	3	2	3	3	4	3	48
18	3	3	3	3	3	2	3	3	3	2	2	2	3	3	3	3	44
19	3	3	3	4	4	4	4	4	3	4	3	2	3	4	4	3	55
20	4	3	3	3	3	3	3	4	3	3	3	2	4	3	3	4	51
21	4	3	3	3	3	3	3	3	3	3	3	2	3	3	3	4	49
22	3	3	3	3	3	3	3	3	3	3	2	2	3	3	3	3	46
23	4	3	3	3	3	3	3	3	3	3	3	2	3	3	3	4	49
24	4	3	3	3	4	3	4	3	3	3	3	2	4	3	4	4	53
25	4	2	3	3	3	3	3	4	3	3	2	2	3	3	3	4	48
26	4	2	3	3	3	3	3	3	3	3	3	2	4	3	3	4	49
27	4	3	3	3	3	3	3	3	3	3	2	2	4	3	3	4	49
28	4	3	3	3	3	3	3	4	3	4	2	2	4	3	3	4	51
29	4	3	3	3	3	3	4	3	3	3	3	3	4	3	3	4	52
30	3	3	3	3	3	4	4	3	3	3	3	2	3	3	3	3	49
31	3	2	3	3	3	3	3	3	3	3	3	3	4	3	3	3	48
32	3	3	3	3	3	3	3	3	3	3	3	2	2	3	3	3	46
33	4	3	3	3	3	3	3	4	3	4	3	3	3	3	3	4	52
34	3	4	2	2	3	4	4	4	2	4	4	4	4	2	3	3	52



73	5	2	3	3	3	3	3	3	2	4	3	2	4	3	3	5	51
74	4	3	3	3	3	3	3	3	3	3	3	2	2	3	3	4	48
75	4	3	3	3	2	3	3	3	3	3	3	2	3	3	2	4	47
76	3	3	2	3	3	3	3	4	3	3	2	2	2	3	3	3	45
77	4	3	3	3	3	3	3	3	3	3	3	2	4	3	3	4	50
78	4	3	3	3	2	3	3	3	3	2	3	3	3	3	2	4	47
79	4	2	3	3	3	3	3	3	3	3	2	2	3	3	3	4	47
80	3	3	3	3	3	3	3	2	3	3	3	3	2	3	3	3	46
81	4	2	3	3	3	3	3	3	3	3	3	2	4	3	3	4	49
82	3	2	2	3	3	3	3	3	3	3	3	3	3	3	3	3	46
83	3	2	2	3	3	3	3	3	3	3	2	2	2	3	3	3	43
84	4	3	3	3	3	3	3	3	3	3	2	2	4	3	3	4	49
85	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	50
86	4	3	3	3	3	3	3	3	3	3	2	2	4	3	3	4	49
87	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	50
88	5	3	3	3	3	3	5	5	3	4	2	2	3	3	3	5	55
89	4	2	2	3	3	3	3	3	4	2	2	2	2	3	3	4	45
90	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	50
91	3	3	2	3	3	3	2	2	2	2	2	2	2	3	3	3	40
92	4	3	3	2	3	3	3	4	3	3	3	2	4	2	3	4	49
93	3	2	2	3	3	3	3	3	3	3	2	2	2	3	3	3	43
94	4	2	3	3	3	3	3	3	3	3	3	2	3	3	3	4	48
95	4	2	3	3	3	3	3	3	2	3	3	3	3	3	3	4	48
96	4	3	3	3	3	3	3	3	3	3	3	2	3	3	3	4	49
TOTAL	344	274	268	287	303	306	305	307	289	296	273	237	304	287	303	344	4727



36	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
37	2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	62
38	3	4	3	4	3	3	3	3	4	3	4	3	3	3	3	3	52
39	3	4	4	4	4	4	2	4	3	3	4	4	4	4	4	4	59
40	4	4	3	3	3	3	3	4	3	4	3	4	3	3	3	3	53
41	1	5	4	4	3	3	1	5	4	3	2	1	3	3	3	3	48
42	4	3	3	4	4	4	3	3	4	3	4	3	4	4	4	4	58
43	2	3	4	5	4	4	2	1	2	3	4	5	4	4	4	4	55
44	3	4	3	3	4	4	3	4	3	3	4	3	3	4	4	4	56
45	4	3	3	3	4	4	3	3	4	3	4	4	4	4	4	4	58
46	4	5	4	3	2	2	2	3	4	5	4	3	2	2	2	2	49
47	3	3	3	4	3	3	3	3	4	4	3	4	3	3	3	3	52
48	4	2	1	1	1	1	2	2	2	1	1	1	1	1	1	1	23
49	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
50	5	3	4	3	4	4	4	4	3	4	3	4	3	4	4	4	60
51	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
52	2	2	2	4	4	4	3	3	3	4	4	3	3	4	4	4	53
53	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
54	2	3	4	3	2	2	4	2	4	4	4	3	3	2	2	2	46
55	3	4	3	3	4	4	4	3	4	3	3	3	3	4	4	4	56
56	2	5	3	3	3	3	3	3	4	3	3	3	5	3	3	3	52
57	2	3	2	3	2	2	3	2	3	3	2	3	3	2	2	2	39
58	3	3	3	3	3	3	3	3	3	3	4	4	4	3	3	3	51
59	2	3	2	3	2	2	3	2	3	3	2	3	3	2	2	2	39
60	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	4	65
61	2	4	3	4	3	3	3	3	3	3	3	4	4	3	3	3	51
62	3	3	3	3	3	3	3	3	4	4	4	3	4	3	3	3	52
63	4	4	4	4	3	3	2	3	4	4	4	4	4	3	3	3	56
64	2	2	3	3	3	3	3	3	3	3	3	3	4	3	3	3	47
65	3	3	3	3	3	3	3	3	3	4	3	3	4	3	3	3	50
66	2	3	3	3	3	3	2	3	4	4	4	3	4	3	3	3	50
67	2	3	2	3	3	3	4	3	3	3	3	3	3	3	3	3	47
68	2	4	3	3	3	3	3	3	3	3	3	3	4	3	3	3	49
69	2	3	2	3	3	3	3	3	4	3	3	4	4	3	3	3	49
70	2	4	2	3	3	3	3	3	4	3	3	3	4	3	3	3	49
71	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
72	3	3	3	3	3	3	3	3	4	3	3	4	4	3	3	3	51
73	2	4	3	3	3	3	3	3	3	3	3	3	4	3	3	3	49
74	2	2	2	4	3	3	3	3	3	3	3	3	4	3	3	3	47

<b>75</b>	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	<b>47</b>
<b>76</b>	2	2	3	3	3	3	3	3	3	4	4	4	4	3	3	3	<b>50</b>
<b>77</b>	2	4	2	3	3	3	3	3	3	3	4	4	4	3	3	3	<b>50</b>
<b>78</b>	3	3	3	2	3	3	3	3	3	3	3	4	4	3	3	3	<b>49</b>
<b>79</b>	2	3	3	3	3	3	3	3	3	3	3	4	4	3	3	3	<b>49</b>
<b>80</b>	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	<b>47</b>
<b>81</b>	2	4	2	3	3	3	3	3	3	3	3	3	3	3	3	3	<b>47</b>
<b>82</b>	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	<b>48</b>
<b>83</b>	2	2	2	3	3	3	3	3	3	3	3	3	3	3	3	3	<b>45</b>
<b>84</b>	2	4	2	3	3	3	3	3	3	3	3	3	4	3	3	3	<b>48</b>
<b>85</b>	3	3	3	3	3	3	3	3	3	3	3	4	3	3	3	3	<b>49</b>
<b>86</b>	2	4	2	3	3	3	3	3	3	3	3	4	4	3	3	3	<b>49</b>
<b>87</b>	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	<b>48</b>
<b>88</b>	2	3	2	3	3	3	3	3	3	3	3	4	5	3	3	3	<b>49</b>
<b>89</b>	2	2	3	3	3	3	3	3	3	3	3	3	4	3	3	3	<b>47</b>
<b>90</b>	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	<b>48</b>
<b>91</b>	2	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	<b>46</b>
<b>92</b>	2	4	2	3	3	3	3	3	3	3	3	3	5	3	3	3	<b>49</b>
<b>93</b>	2	2	2	3	3	3	3	3	3	3	3	3	4	3	3	3	<b>46</b>
<b>94</b>	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	<b>47</b>
<b>95</b>	3	3	3	4	3	3	3	4	3	3	3	3	3	3	3	3	<b>50</b>
<b>96</b>	2	3	2	3	3	3	3	3	3	3	3	3	5	3	3	3	<b>48</b>
<b>TOTAL</b>	<b>237</b>	<b>304</b>	<b>263</b>	<b>304</b>	<b>293</b>	<b>293</b>	<b>282</b>	<b>293</b>	<b>314</b>	<b>305</b>	<b>301</b>	<b>306</b>	<b>326</b>	<b>293</b>	<b>293</b>	<b>293</b>	<b>4.700</b>

## Lampiran 10

## HASIL RATA - RATA PELAYANAN

NO	X1	X2	X3	X4	X5	Y
1	3,00	2,25	1,00	2,25	2,80	11,30
2	2,75	2,25	1,00	2,00	2,80	10,80
3	3,00	2,75	1,00	2,25	3,00	12,00
4	3,00	2,25	1,00	2,25	2,60	11,10
5	2,75	2,25	1,00	2,25	2,80	11,05
6	3,25	2,25	1,00	2,25	3,00	11,75
7	2,75	2,25	1,00	2,00	2,60	10,60
8	2,75	2,25	1,00	2,00	2,60	10,60
9	3,25	2,25	1,00	2,25	3,00	11,75
10	3,25	2,25	1,00	2,00	3,20	11,70
11	3,25	2,25	1,00	2,25	3,00	11,75
12	2,75	2,25	1,00	2,00	2,80	10,80
13	3,25	2,25	0,67	2,25	3,00	11,42
14	3,00	2,25	1,00	2,50	2,80	11,55
15	3,25	2,25	1,33	2,25	3,00	12,08
16	2,75	2,00	1,00	2,00	2,60	10,35
17	2,75	2,50	1,00	2,25	3,00	11,50
18	3,00	2,00	1,00	1,75	2,80	10,55
19	3,25	3,00	1,33	2,50	3,20	13,28
20	3,25	2,25	1,33	2,25	3,20	12,28
21	3,25	2,25	1,00	2,25	3,00	11,75
22	3,00	2,25	1,00	2,00	2,80	11,05
23	3,25	2,25	1,00	2,25	3,00	11,75
24	3,25	2,75	1,00	2,25	3,40	12,65
25	3,00	2,25	1,33	2,00	3,00	11,58
26	3,00	2,25	1,00	2,25	3,20	11,70
27	3,25	2,25	1,00	2,00	3,20	11,70
28	3,25	2,25	1,33	2,25	3,20	12,28
29	3,25	2,50	1,00	2,25	3,40	12,40
30	3,00	2,75	1,00	2,25	2,80	11,80
31	2,75	2,25	1,00	2,25	3,20	11,45
32	3,00	2,25	1,00	2,25	2,60	11,10
33	3,25	2,25	1,33	2,50	3,20	12,53
34	2,75	2,75	1,33	2,50	3,20	12,53
35	2,50	2,25	1,00	2,50	3,20	11,45

36	3,00	2,25	1,00	2,25	3,00	11,50
37	2,50	3,00	1,33	3,00	3,20	13,03
38	3,75	2,25	1,00	2,50	3,60	13,10
39	3,00	3,00	1,33	2,75	3,40	13,48
40	3,25	2,75	1,00	2,50	3,80	13,30
41	3,50	3,75	1,67	2,50	3,40	14,82
42	3,50	2,50	1,00	2,50	3,80	13,30
43	2,00	3,00	1,33	1,50	2,60	10,43
44	3,75	2,50	1,00	2,75	3,40	13,40
45	3,25	2,75	1,00	2,50	3,40	12,90
46	2,50	3,00	0,67	1,50	3,80	11,47
47	3,25	2,75	1,00	2,75	3,20	12,95
48	2,75	1,75	0,67	1,25	2,60	9,02
49	3,00	2,25	1,00	2,25	3,00	11,50
50	3,50	2,75	1,67	2,50	3,60	14,02
51	3,00	2,25	1,00	2,25	3,00	11,50
52	3,50	3,00	1,33	3,00	3,40	14,23
53	3,00	2,25	1,00	2,25	3,00	11,50
54	2,75	1,50	1,33	2,00	2,60	10,18
55	3,50	2,50	1,33	2,50	3,40	13,23
56	3,50	3,50	1,67	2,50	3,80	14,97
57	2,75	2,25	1,00	2,25	2,80	11,05
58	3,00	2,25	1,00	2,25	3,00	11,50
59	2,75	2,25	1,00	2,25	2,80	11,05
60	2,75	3,00	1,00	3,00	3,40	13,15
61	3,25	2,25	1,00	2,25	3,20	11,95
62	2,75	2,25	1,00	2,25	3,20	11,45
63	3,25	2,50	1,00	2,50	3,60	12,85
64	3,00	2,00	1,00	2,00	2,80	10,80
65	3,25	2,25	1,00	2,00	3,20	11,70
66	2,50	2,25	1,00	2,25	2,80	10,80
67	3,25	2,75	1,00	2,25	3,20	12,45
68	3,25	3,00	1,33	2,50	3,40	13,48
69	3,25	2,25	1,00	2,25	3,00	11,75
70	2,75	2,25	1,00	2,25	3,00	11,25
71	3,25	2,25	1,00	2,25	3,20	11,95
72	3,50	2,25	1,00	2,25	3,40	12,40
73	3,25	2,25	1,00	2,25	3,40	12,15
74	3,25	2,25	1,00	2,25	2,80	11,55
75	3,25	2,00	1,00	2,25	2,80	11,30



<b>76</b>	2,75	2,25	1,33	2,00	2,60	10,93
<b>77</b>	3,25	2,25	1,00	2,25	3,20	11,95
<b>78</b>	3,25	2,00	1,00	2,00	3,00	11,25
<b>79</b>	3,00	2,25	1,00	2,00	3,00	11,25
<b>80</b>	3,00	2,25	0,67	2,25	2,80	10,97
<b>81</b>	3,00	2,25	1,00	2,25	3,20	11,70
<b>82</b>	2,50	2,25	1,00	2,25	3,00	11,00
<b>83</b>	2,50	2,25	1,00	2,00	2,60	10,35
<b>84</b>	3,25	2,25	1,00	2,00	3,20	11,70
<b>85</b>	3,25	2,25	1,00	2,25	3,20	11,95
<b>86</b>	3,25	2,25	1,00	2,00	3,20	11,70
<b>87</b>	3,25	2,25	1,00	2,25	3,20	11,95
<b>88</b>	3,50	2,75	1,67	2,25	3,20	13,37
<b>89</b>	2,75	2,25	1,00	2,00	2,80	10,80
<b>90</b>	3,25	2,25	1,00	2,25	3,20	11,95
<b>91</b>	2,75	2,00	0,67	1,50	2,60	9,52
<b>92</b>	3,00	2,25	1,33	2,25	3,00	11,83
<b>93</b>	2,50	2,25	1,00	2,00	2,60	10,35
<b>94</b>	3,00	2,25	1,00	2,25	3,00	11,50
<b>95</b>	3,00	2,25	1,00	2,00	3,20	11,45
<b>96</b>	3,25	2,25	1,00	2,25	3,00	11,75

## Lampiran 11

## RATA - RATA KEPUASAN

NO	X1	X2	X3	X4	X5	Y
1	2,50	2,25	1,00	2,25	3,00	11,00
2	2,25	2,25	1,00	2,50	3,00	11,00
3	2,50	2,25	1,00	2,25	3,00	11,00
4	2,25	2,25	1,00	2,25	3,00	10,75
5	2,50	2,25	1,00	2,50	3,00	11,25
6	2,50	2,25	1,00	2,25	3,00	11,00
7	2,50	2,25	1,00	2,00	2,80	10,55
8	2,50	2,25	0,67	2,25	3,00	10,67
9	2,50	2,25	1,00	2,25	3,20	11,20
10	3,00	2,50	1,33	2,25	3,20	12,28
11	2,50	2,25	1,00	2,25	3,20	11,20
12	2,75	2,25	1,00	2,25	3,20	11,45
13	3,00	2,25	0,67	2,25	3,20	11,37
14	2,75	2,00	1,00	2,25	3,00	11,00
15	2,25	2,25	1,00	2,25	2,80	10,55
16	3,00	2,25	1,00	2,50	3,00	11,75
17	2,50	2,25	1,33	2,50	3,00	11,58
18	2,75	2,00	1,00	2,75	3,00	11,50
19	2,75	2,00	1,33	2,75	3,00	11,83
20	2,75	2,25	1,00	2,25	3,00	11,25
21	2,50	2,25	1,00	2,50	3,20	11,45
22	2,50	1,75	1,33	2,25	2,40	10,23
23	2,75	2,00	1,00	2,50	3,00	11,25
24	3,00	2,25	1,00	2,25	3,00	11,50
25	2,75	2,00	1,00	2,25	3,00	11,00
26	3,25	2,00	1,00	2,25	3,00	11,50
27	2,75	2,25	1,00	2,25	3,00	11,25
28	3,25	2,75	1,33	2,50	3,60	13,43
29	3,25	2,25	0,67	2,50	3,40	12,07
30	2,50	2,25	1,00	2,50	3,00	11,25
31	3,25	1,75	1,00	2,25	2,40	10,65
32	2,25	2,25	1,00	2,25	3,00	10,75
33	2,75	2,75	1,00	2,50	3,60	12,60
34	4,00	3,00	1,00	3,00	3,80	14,80
35	3,50	2,25	1,00	2,25	3,00	12,00

36	3,00	2,25	1,00	2,25	3,00	11,50
37	3,50	3,00	1,33	3,00	4,00	14,83
38	3,50	2,25	1,00	2,75	3,00	12,50
39	3,75	2,50	1,33	2,50	4,00	14,08
40	3,50	2,25	1,33	2,50	3,20	12,78
41	3,50	1,75	1,67	2,25	2,60	11,77
42	3,50	2,75	1,00	2,75	3,80	13,80
43	3,50	2,50	0,33	2,25	4,20	12,78
44	3,25	2,75	1,33	2,50	3,60	13,43
45	3,25	2,75	1,00	2,75	4,00	13,75
46	4,00	1,50	1,00	3,25	2,20	11,95
47	3,25	2,25	1,00	2,75	3,20	12,45
48	2,00	1,00	0,67	1,00	1,00	5,67
49	3,00	2,25	1,00	2,25	3,00	11,50
50	3,75	3,00	1,33	2,50	3,80	14,38
51	3,00	2,25	1,00	2,25	3,00	11,50
52	2,50	2,75	1,00	2,75	3,60	12,60
53	3,00	2,25	1,00	2,25	3,00	11,50
54	3,00	2,00	0,67	3,00	2,40	11,07
55	3,25	3,00	1,00	2,50	3,60	13,35
56	3,25	2,25	1,00	2,50	3,40	12,40
57	2,50	1,75	0,67	2,00	2,40	9,32
58	3,00	2,25	1,00	2,50	3,40	12,15
59	2,50	1,75	0,67	2,00	2,40	9,32
60	4,00	3,00	1,33	3,25	4,00	15,58
61	3,25	2,25	1,00	2,25	3,40	12,15
62	3,00	2,25	1,00	3,00	3,20	12,45
63	4,00	2,00	1,00	3,00	3,40	13,40
64	2,50	2,25	1,00	2,25	3,20	11,20
65	3,00	2,25	1,00	2,50	3,20	11,95
66	2,75	2,00	1,00	3,00	3,20	11,95
67	2,50	2,50	1,00	2,25	3,00	11,25
68	3,00	2,25	1,00	2,25	3,20	11,70
69	2,50	2,25	1,00	2,50	3,40	11,65
70	2,75	2,25	1,00	2,50	3,20	11,70
71	3,00	2,25	1,00	2,25	3,00	11,50
72	3,00	2,25	1,00	2,50	3,40	12,15
73	3,00	2,25	1,00	2,25	3,20	11,70
74	2,50	2,25	1,00	2,25	3,20	11,20
75	2,75	2,25	1,00	2,25	3,00	11,25
76	2,50	2,25	1,00	2,75	3,40	11,90

77	2,75	2,25	1,00	2,50	3,40	11,90
78	2,75	2,25	1,00	2,25	3,40	11,65
79	2,75	2,25	1,00	2,25	3,40	11,65
80	2,75	2,25	1,00	2,25	3,00	11,25
81	2,75	2,25	1,00	2,25	3,00	11,25
82	3,00	2,25	1,00	2,25	3,00	11,50
83	2,25	2,25	1,00	2,25	3,00	10,75
84	2,75	2,25	1,00	2,25	3,20	11,45
85	3,00	2,25	1,00	2,25	3,20	11,70
86	2,75	2,25	1,00	2,25	3,40	11,65
87	3,00	2,25	1,00	2,25	3,00	11,50
88	2,50	2,25	1,00	2,25	3,60	11,60
89	2,50	2,25	1,00	2,25	3,20	11,20
90	3,00	2,25	1,00	2,25	3,00	11,50
91	2,50	2,25	1,00	2,25	3,00	11,00
92	2,75	2,25	1,00	2,25	3,40	11,65
93	2,25	2,25	1,00	2,25	3,20	10,95
94	2,75	2,25	1,00	2,25	3,00	11,25
95	3,25	2,25	1,33	2,25	3,00	12,08
96	2,50	2,25	1,00	2,25	3,40	11,40

**Lampiran 12****Hasil Uji Korelasi Keseluruhan Antara Kualitas Pelayanan Terhadap Kepuasan****Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.824 <sup>a</sup>	.679	.675	.59457	.679	198.493	1	94	.000

**Lampiran 13**  
**Hasil Uji Korelasi Setiap Dimensi Pelayanan Terhadap Kepuasan**

**Correlations**

		Tangibles	Reliability	Reponsiveness	Assurance	Emphaty	Kepuasan
Tangibles	Pearson Correlation	1	.159	.229*	.402**	.568**	.663**
	Sig. (2-tailed)		.122	.025	.000	.000	.000
	N	96	96	96	96	96	96
Reliability	Pearson Correlation	.159	1	.504**	.492**	.559**	.760**
	Sig. (2-tailed)	.122		.000	.000	.000	.000
	N	96	96	96	96	96	96
Reponsiveness	Pearson Correlation	.229*	.504**	1	.380**	.260*	.597**
	Sig. (2-tailed)	.025	.000		.000	.010	.000
	N	96	96	96	96	96	96
Assurance	Pearson Correlation	.402**	.492**	.380**	1	.507**	.767**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	96	96	96	96	96	96
Emphaty	Pearson Correlation	.568**	.559**	.260*	.507**	1	.824**
	Sig. (2-tailed)	.000	.000	.010	.000		.000
	N	96	96	96	96	96	96
Kepuasan	Pearson Correlation	.663**	.760**	.597**	.767**	.824**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	96	96	96	96	96	96

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

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

**Lampiran 14**  
**Hasil Uji T**

**Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.056	.624		4.895	.000
	VAR00005	2.848	.202	.824	14.089	.000
2	(Constant)	1.712	.459		3.729	.000
	VAR00005	2.024	.165	.585	12.284	.000
	VAR00004	1.735	.176	.470	9.869	.000
3	(Constant)	1.111	.322		3.455	.001
	VAR00005	1.926	.114	.557	16.918	.000
	VAR00004	1.348	.127	.366	10.636	.000
	VAR00003	1.658	.162	.313	10.214	.000
4	(Constant)	.376	.284		1.324	.189
	VAR00005	1.598	.105	.462	15.292	.000
	VAR00004	1.249	.105	.339	11.952	.000
	VAR00003	1.607	.133	.304	12.095	.000
	VAR00001	.660	.096	.195	6.847	.000

a. Dependent Variable: VAR00006