

LAMPIRAN A

SKALA KUALITAS PELAYANAN SEBELUM DAN

SETELAH DI UJI COBA

Selamat Pagi/Siang/Sore/Malam

Saya mahasiswa Fakultas Psikologi Univeritas Esa Unggul yang saat ini sedang melakukan penelitian tentang pengguna KRL di stasiun Tangerang. Sehubungan dengan itu, saya meminta kesediaan anda untuk membantu penelitian saya dengan mengisi kuesioner ini.

Dalam kuesioner ini tidak ada jawaban benar atau salah, tetapi merupakan keadaan anda yang sesuai dengan diri anda yang sesungguhnya. **Anda hanya perlu menjawab berdasarkan pengalaman anda dalam menggunakan layanan transportasi Kereta Rel Listrik di Stasiun Tangerang.** Anda tidak perlu khawatir karena identitas anda akan dijamin kerahasiaannya atau tidak dipublikasikan.

Cara menjawabnya cukup sederhana, yaitu dengan memberikan tanda ceklis(√) di salah satu pilihan jawaban yang telah disediakan. Mohon agar anda bersedia memberikan pilihan jawaban yang sebenar-benarnya dan lengkap. Demikian saya sampaikan. Atas perhatian dan kesediaan anda saya ucapkan terima kasih.

Hormat Saya,

Danang Pambudi

Contoh:

Pernyataan	SS	S	TS	STS
Stasiun rapih	√			

Keterangan pilihan:

SS : Sangat Setuju

S : Setuju

TS : Tidak Setuju

STS : Sangat Tidak Setuju

Berilah tanda pada pilihan yang sesuai dengan saudara :

Jenis kelamin : L/P

Usia :

Status pekerjaan :

Pelajar Karyawan Swasta Mahasiswa
 Wirausahawan Lain-Lainnya

Tujuan Menggunakan KRL :

Bekerja Pendidikan
 Jalan-jalan Lain-lainnya

Lama Menggunakan KRL :

0 - 1 tahun 1- 2 tahun
 2 - 3 tahun > 3 tahun

Frekuensi Pemakaian KRL dalam sebulan :

1 kali 2 - 5 kali > 5 kali

SKALA KUALITAS PELAYANAN SEBELUM TRY OUT...

No	Pernyataan	SS	S	TS	STS
1	Kelengkapan stasiun Tangerang menggunakan teknologi modern				
2	Saya belum merasakan keefektifan membeli tiket melalui vending machine				
3	Desain stasiun Tangerang mengikuti perkembangan zaman				
4	Ruang tunggu stasiun Tangerang perlu pengijauan				
5	Petugas stasiun Tangerang berpenampilan rapih saat bertugas				
6	Petugas stasiun Tangerang tidak menggunakan seragam sesuai standar				
7	Sistem komunikasi yang digunakan stasiun Tangerang sudah memadai				
8	Informasi yang disampaikan melalui speaker terdengar kurang jelas				
9	Jadwal keberangkatan kereta distasiun Tangerang tepat waktu				
10	Layanan yang diberikan oleh petugas stasiun Tangerang lambat				
11	Saya mengandalkan KRL untuk beraktifitas sehari-hari				

SKALA KUALITAS PELAYANAN SETELAH TRY OUT....

No	Pernyataan	SS	S	TS	STS
1	Kelengkapan stasiun Tangerang menggunakan teknologi modern				
2	Saya belum merasakan keefektifan membeli tiket melalui vending machine				
3	Desain stasiun Tangerang mengikuti perkembangan zaman				
4	Petugas stasiun Tangerang berpenampilan rapih saat bertugas				
5	Petugas stasiun Tangerang tidak menggunakan seragam sesuai standar				
6	Sistem komunikasi yang digunakan stasiun Tangerang sudah memadai				
7	Jadwal keberangkatan kereta distasiun Tangerang tepat waktu				
8	Saya mengandalkan KRL untuk beraktifitas sehari-hari				
9	Harga tiket stasiun Tangerang sesuai dengan pelayanan yang diberikan				
10	Saya kagum dengan kesigapan petugas stasiun Tangerang saat ada terjadinya gangguan				
11	Petugas stasiun Tangerang menangani setiap masalah yang berkaitan dengan pemberian layanan				
12	Petugas stasiun Tangerang selalu mengulangi kesalahan dalam pemberian layanan				
13	Saya terkesan dengan kinerja petugas stasiun Tangerang yang gesit				
14	Petugas stasiun Tangerang melayani dengan sikap cuek				

LAMPIRAN B

UJI VALIDITAS DAN UJI RELIABILITAS

Hasil try out.....

Putaran Pertama...

Reliability

[DataSet0]

Scale: ALL VARIABLES

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
.893	72

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	214.3667	287.826	.308	.891
VAR00002	215.4000	282.248	.435	.890
VAR00003	214.5667	282.737	.477	.889
VAR00004	216.0667	293.720	-.016	.896
VAR00005	214.3000	285.045	.451	.890
VAR00006	214.7333	283.099	.452	.890
VAR00007	214.7000	287.045	.325	.891
VAR00008	215.2000	290.855	.075	.894
VAR00009	214.9333	282.685	.390	.890
VAR00010	215.2667	285.582	.302	.891
VAR00011	214.8333	282.213	.354	.891

VAR00012	215.0000	290.690	.087	.894
VAR00013	214.4000	281.007	.610	.888
VAR00014	214.5333	289.499	.139	.893
VAR00015	214.5667	284.944	.351	.891
VAR00016	215.0000	288.345	.291	.891
VAR00017	214.5667	289.909	.178	.892
VAR00018	214.9333	289.237	.174	.893
VAR00019	214.4667	281.361	.555	.889
VAR00020	214.8667	285.016	.401	.890
VAR00021	214.5000	282.466	.512	.889
VAR00022	214.8000	283.890	.452	.890
VAR00023	214.5000	290.534	.158	.892
VAR00024	215.2000	287.131	.229	.892
VAR00025	214.2667	286.202	.445	.890
VAR00026	214.7000	288.355	.260	.892
VAR00027	214.4667	283.430	.563	.889
VAR00028	215.2333	296.530	-.118	.896
VAR00029	214.3333	283.333	.543	.889
VAR00030	214.7000	287.872	.319	.891
VAR00031	214.6333	285.620	.368	.891
VAR00032	214.6667	287.195	.305	.891
VAR00033	214.4333	284.116	.463	.890
VAR00034	214.8333	285.316	.404	.890
VAR00035	214.5000	285.569	.456	.890
VAR00036	215.4333	282.116	.357	.891
VAR00037	215.0667	295.375	-.074	.895
VAR00038	214.7000	289.597	.152	.893
VAR00039	215.6667	297.195	-.116	.898
VAR00040	214.5000	285.431	.320	.891
VAR00041	214.9333	290.616	.101	.894
VAR00042	214.4000	282.041	.559	.889
VAR00043	214.9000	291.610	.102	.893
VAR00044	214.8667	281.085	.471	.889
VAR00045	214.9333	289.306	.230	.892
VAR00046	214.5667	282.599	.419	.890

VAR00047	214.7333	283.375	.360	.891
VAR00048	214.2667	287.099	.283	.891
VAR00049	214.9667	284.930	.441	.890
VAR00050	214.5000	287.293	.246	.892
VAR00051	214.7333	287.444	.263	.892
VAR00052	214.6000	276.662	.769	.887
VAR00053	215.5000	292.810	.024	.894
VAR00054	214.6000	285.697	.304	.891
VAR00055	215.1000	288.231	.194	.892
VAR00056	215.0333	278.585	.516	.889
VAR00057	215.1333	286.051	.291	.891
VAR00058	214.4667	284.189	.467	.890
VAR00059	215.3333	293.471	.007	.894
VAR00060	214.5667	286.323	.348	.891
VAR00061	214.7667	286.806	.332	.891
VAR00062	214.5000	283.155	.592	.889
VAR00063	214.7667	284.737	.395	.890
VAR00064	214.4333	283.220	.565	.889
VAR00065	214.9333	287.030	.313	.891
VAR00066	214.5000	281.155	.573	.889
VAR00067	214.6000	291.834	.091	.893
VAR00068	214.5333	286.533	.366	.891
VAR00069	214.9333	291.099	.121	.893
VAR00070	214.5000	284.328	.608	.889
VAR00071	214.7667	289.564	.164	.893
VAR00072	214.6000	282.800	.419	.890

Scale Statistics			
Mean	Variance	Std. Deviation	N of Items
217.8000	294.097	17.14924	72

Putaran Kedua....**Reliability**

[DataSet0]

Scale: ALL VARIABLES**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
.926	45

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	137.7667	207.426	.341	.925
VAR00002	138.8000	203.062	.441	.924
VAR00003	137.9667	203.826	.467	.924
VAR00005	137.7000	205.597	.452	.924
VAR00006	138.1333	204.189	.439	.924
VAR00007	138.1000	205.886	.406	.924
VAR00009	138.3333	202.713	.427	.924
VAR00010	138.6667	206.851	.264	.926
VAR00011	138.2333	202.668	.371	.925
VAR00013	137.8000	203.269	.546	.923
VAR00015	137.9667	203.620	.442	.924
VAR00019	137.8667	201.085	.630	.922
VAR00020	138.2667	206.616	.343	.925

VAR00021	137.9000	201.886	.596	.923
VAR00022	138.2000	204.097	.480	.924
VAR00025	137.6667	205.747	.504	.924
VAR00027	137.8667	203.292	.625	.923
VAR00029	137.7333	203.513	.583	.923
VAR00030	138.1000	207.334	.362	.925
VAR00031	138.0333	204.999	.427	.924
VAR00032	138.0667	207.995	.273	.925
VAR00033	137.8333	204.420	.486	.924
VAR00034	138.2333	207.082	.332	.925
VAR00035	137.9000	206.231	.444	.924
VAR00036	138.8333	204.075	.317	.926
VAR00040	137.9000	205.266	.350	.925
VAR00042	137.8000	202.786	.574	.923
VAR00044	138.2667	200.478	.551	.923
VAR00046	137.9667	202.033	.487	.924
VAR00047	138.1333	206.189	.272	.926
VAR00049	138.3667	207.620	.315	.925
VAR00052	138.0000	197.586	.820	.921
VAR00054	138.0000	202.897	.455	.924
VAR00056	138.4333	199.220	.552	.923
VAR00058	137.8667	202.671	.596	.923
VAR00060	137.9667	206.240	.373	.925
VAR00061	138.1667	208.902	.228	.926
VAR00062	137.9000	203.472	.628	.923
VAR00063	138.1667	203.937	.469	.924
VAR00064	137.8333	204.006	.568	.923
VAR00065	138.3333	209.609	.183	.926
VAR00066	137.9000	201.334	.627	.922
VAR00068	137.9333	204.754	.494	.924
VAR00070	137.9000	205.197	.593	.923
VAR00072	138.0000	202.138	.491	.924

Scale Statistics			
Mean	Variance	Std. Deviation	N of Items
140.3667	200.447	14.15794	45

Putaran Ketiga.....

Reliability

[DataSet0]

Scale: ALL VARIABLES

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
.928	40

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	123.1333	182.464	.338	.928
VAR00002	124.1667	177.937	.460	.927
VAR00003	123.3333	178.851	.477	.927
VAR00005	123.0667	180.409	.471	.927
VAR00006	123.5000	179.983	.405	.927
VAR00007	123.4667	180.464	.438	.927
VAR00009	123.7000	177.459	.451	.927
VAR00011	123.6000	177.834	.375	.928
VAR00013	123.1667	179.040	.514	.926
VAR00015	123.3333	178.644	.452	.927
VAR00019	123.2333	176.254	.643	.925
VAR00020	123.6333	182.033	.321	.928
VAR00021	123.2667	177.168	.599	.926

VAR00022	123.5667	179.357	.476	.927
VAR00025	123.0333	180.999	.492	.927
VAR00027	123.2333	178.806	.607	.926
VAR00029	123.1000	178.852	.576	.926
VAR00030	123.4667	182.257	.367	.928
VAR00031	123.4000	180.455	.408	.927
VAR00033	123.2000	179.890	.467	.927
VAR00034	123.6000	182.662	.297	.928
VAR00035	123.2667	181.720	.414	.927
VAR00036	124.2000	178.510	.347	.929
VAR00040	123.2667	180.409	.348	.928
VAR00042	123.1667	178.006	.578	.926
VAR00044	123.6333	175.689	.561	.926
VAR00046	123.3333	177.264	.491	.927
VAR00049	123.7333	182.961	.291	.928
VAR00052	123.3667	172.999	.832	.923
VAR00054	123.3667	177.551	.486	.927
VAR00056	123.8000	174.510	.561	.926
VAR00058	123.2333	177.702	.613	.925
VAR00060	123.3333	181.747	.346	.928
VAR00062	123.2667	178.547	.640	.926
VAR00063	123.5333	179.154	.468	.927
VAR00064	123.2000	179.476	.550	.926
VAR00066	123.2667	176.202	.657	.925
VAR00068	123.3000	179.872	.496	.927
VAR00070	123.2667	179.995	.621	.926
VAR00072	123.3667	176.861	.521	.926

Scale Statistics			
Mean	Variance	Std. Deviation	N of Items
125.7333	176.133	13.27152	40

Putaran Keempat....

Reliability

[DataSet0]

Scale: ALL VARIABLES

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
.928	38

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	117.3333	172.299	.341	.928
VAR00002	118.3667	167.964	.458	.927
VAR00003	117.5333	168.878	.474	.927
VAR00005	117.2667	170.409	.466	.927
VAR00006	117.7000	169.941	.404	.927
VAR00007	117.6667	170.368	.439	.927
VAR00009	117.9000	167.403	.454	.927
VAR00011	117.8000	167.959	.369	.928
VAR00013	117.3667	169.068	.510	.926
VAR00015	117.5333	168.533	.457	.927
VAR00019	117.4333	166.323	.642	.925
VAR00020	117.8333	172.006	.315	.928
VAR00021	117.4667	167.016	.610	.925
VAR00022	117.7667	169.564	.461	.927

VAR00025	117.2333	170.875	.495	.927
VAR00027	117.4333	168.737	.610	.925
VAR00029	117.3000	168.838	.575	.926
VAR00030	117.6667	172.368	.350	.928
VAR00031	117.6000	170.593	.395	.927
VAR00033	117.4000	169.972	.458	.927
VAR00035	117.4667	171.775	.402	.927
VAR00036	118.4000	168.731	.336	.929
VAR00040	117.4667	170.120	.359	.928
VAR00042	117.3667	167.964	.581	.926
VAR00044	117.8333	165.868	.555	.926
VAR00046	117.5333	166.878	.511	.926
VAR00052	117.5667	163.151	.831	.923
VAR00054	117.5667	167.151	.507	.926
VAR00056	118.0000	164.690	.557	.926
VAR00058	117.4333	167.633	.618	.925
VAR00060	117.5333	171.706	.342	.928
VAR00062	117.4667	168.602	.634	.925
VAR00063	117.7333	169.099	.469	.927
VAR00064	117.4000	169.628	.536	.926
VAR00066	117.4667	166.189	.660	.925
VAR00068	117.5000	169.431	.522	.926
VAR00070	117.4667	169.982	.617	.926
VAR00072	117.5667	166.668	.532	.926

Scale Statistics			
Mean	Variance	Std. Deviation	N of Items
120.7667	177.702	13.33050	38

LAMPIRAN C

UJI NORMALITAS DAN FREKUENSI RESPONDEN

UJI NORMALITAS....

One-Sample Kolmogorov-Smirnov Test

		Kualitas
N		115
Normal Parameters ^{a,b}	Mean	115.3739
	Std. Deviation	12.17018
	Absolute	.104
Most Extreme Differences	Positive	.104
	Negative	-.070
Kolmogorov-Smirnov Z		1.111
Asymp. Sig. (2-tailed)		.170

a. Test distribution is Normal.

b. Calculated from data.

FREKUENSI RESPONDEN....

Jenis Kelamin					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	laki-laki	59	51.3	51.3	51.3
	Perempuan	56	48.7	48.7	100.0
	Total	115	100.0	100.0	

Kategorisasi Usia					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dewasa awal	67	58.3	58.3	58.3
	Dewasa madya	15	13.0	13.0	71.3
	Remaja akhir	33	28.7	28.7	100.0
	Total	115	100.0	100.0	

Status Pekerjaan					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Pelajar	6	5.2	5.2	5.2
	Pegawai	52	45.2	45.2	50.4
	Mahasiswa	32	27.8	27.8	78.3
	Wirausahawan	15	13.0	13.0	91.3
	Lain-lainnya	10	8.7	8.7	100.0
	Total	115	100.0	100.0	

Tujuan Menggunakan KRL					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bekerja	36	31.3	31.3	31.3
	Pendidikan	20	17.4	17.4	48.7
	Jalan-jalan	30	26.1	26.1	74.8
	Lain-lainnya	29	25.2	25.2	100.0
	Total	115	100.0	100.0	

Lama Menggunakan KRL					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<1tahun	29	25.2	25.2	25.2
	1-2tahun	31	27.0	27.0	52.2
	2-3tahun	32	27.8	27.8	80.0
	>3tahun	23	20.0	20.0	100.0
	Total	115	100.0	100.0	

Frekuensi Pengguna KRL dalam sebulan					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1kali	27	23.5	23.5	23.5
	2-5	34	29.6	29.6	53.0
	>5kali	54	47.0	47.0	100.0
	Total	115	100.0	100.0	

LAMPIRAN D
KATEGORISASI

Kategorisasi...

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Kualitas	115	89.00	146.00	115.3739	12.17018
Valid N (listwise)	115				

Sangat Negatif = $X \leq (\mu - 0,5\sigma)$
 $X \leq (115.37 - 0,5 (12.17))$
 $X \leq 115.37 - 6.08$
 $X \leq 109.29$

Negatif = $(\mu - 0,5\sigma) < X \leq \mu$
 $(115.37 - 0,5 (12.17)) < X \leq 115.37$
 $109.29 < X \leq 115.37$

Positif = $\mu < X \leq (\mu + 0,5\sigma)$
 $115.37 < X \leq 115.37 + 0,5 (12.17)$
 $115.37 < X \leq 115.37 + 6.08$
 $115.37 < X \leq 121.45$

Sangat Positif = $X > (\mu + 0,5\sigma)$
 $X > 115.37 + 0,5 (12.17)$
 $X > 115.37 + 6.08$
 $X > 121.45$

Kualitas1					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Negatif	26	22.6	22.6	22.6
	Positif	9	7.8	7.8	30.4
	Sangat Negatif	42	36.5	36.5	67.0
	Sangat Positif	38	33.0	33.0	100.0
	Total	115	100.0	100.0	

No	Skor	Kategorisasi
1	111	Negatif
2	107	Sangat Negatif
3	114	Negatif
4	115	Negatif
5	146	Sangat Positif
6	122	Sangat Positif
7	117	Positif
8	136	Sangat Positif
9	145	Sangat Positif
10	94	Sangat Negatif
11	128	Sangat Positif
12	107	Sangat Negatif
13	137	Sangat Positif
14	120	Positif
15	137	Sangat Positif
16	139	Sangat Positif
17	131	Sangat Positif
18	111	Negatif
19	122	Sangat Positif
20	129	Sangat Positif
21	126	Sangat Positif
22	130	Sangat Positif
23	112	Negatif
24	95	Sangat Negatif
25	120	Positif

26	130	Sangat Positif
27	124	Sangat Positif
28	113	Negatif
29	108	Sangat Negatif
30	124	Sangat Positif
31	129	Sangat Positif
32	126	Sangat Positif
33	127	Sangat Positif
34	124	Sangat Positif
35	115	Negatif
36	116	Positif
37	98	Sangat Negatif
38	126	Sangat Positif
39	99	Sangat Negatif
40	111	Negatif
41	112	Negatif
42	112	Negatif
43	115	Negatif
44	131	Sangat Positif
45	132	Sangat Positif
46	134	Sangat Positif
47	134	Sangat Positif
48	126	Sangat Positif
49	132	Sangat Positif
50	111	Negatif
51	91	Sangat Negatif
52	113	Negatif
53	115	Negatif
54	120	Positif
55	124	Sangat Positif
56	102	Sangat Negatif
57	145	Sangat Positif
58	126	Sangat Positif
59	126	Sangat Positif
60	120	Positif
61	100	Sangat Negatif

62	109	Sangat Negatif
63	129	Sangat Positif
64	89	Sangat Negatif
65	128	Sangat Positif
66	112	Negatif
67	110	Negatif
68	103	Sangat Negatif
69	110	Negatif
70	112	Negatif
71	114	Negatif
72	112	Negatif
73	122	Sangat Positif
74	107	Sangat Negatif
75	105	Sangat Negatif
76	106	Sangat Negatif
77	104	Sangat Negatif
78	108	Sangat Negatif
79	107	Sangat Negatif
80	105	Sangat Negatif
81	104	Sangat Negatif
82	107	Sangat Negatif
83	113	Negatif
84	105	Sangat Negatif
85	109	Sangat Negatif
86	109	Sangat Negatif
87	107	Sangat Negatif
88	114	Negatif
89	107	Sangat Negatif
90	104	Sangat Negatif
91	107	Sangat Negatif
92	116	Positif
93	109	Sangat Negatif
94	112	Negatif
95	100	Sangat Negatif
96	100	Sangat Negatif
97	103	Sangat Negatif

98	97	Sangat Negatif
99	106	Sangat Negatif
100	107	Sangat Negatif
101	102	Sangat Negatif
102	102	Sangat Negatif
103	102	Sangat Negatif
104	113	Negatif
105	96	Sangat Negatif
106	120	Positif
107	126	Sangat Positif
108	125	Sangat Positif
109	127	Sangat Positif
110	114	Negatif
111	127	Sangat Positif
112	117	Positif
113	109	Sangat Negatif
114	103	Sangat Negatif
115	115	Negatif

Kategorisasi Positif dan Negatif					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Negatif	68	59.1	59.1	59.1
	Positif	47	40.9	40.9	100.0
	Total	115	100.0	100.0	

LAMPIRAN E

ZSCORE

Zscore....

No	Z bukti Fisik	Z keandalan	Z daya tanggap	Z jaminan	Z empati	ZSB	ZSK	ZSD	ZSJ	ZSE	Total
1	-1.1043	1.0775	-0.0317	0.08539	-0.9381		1				
2	-0.7762	-0.55293	-1.2473	-0.5097	-0.0586			1			
3	1.19276	-0.00945	-0.8421	-0.8073	-0.0586	1					
4	-0.448	-0.55293	-0.0317	-0.2122	0.82087					1	
5	2.50536	2.16444	1.99434	1.87074	2.2867	1					
6	0.2083	0.53402	0.3735	0.08539	1.11403					1	
7	-0.7762	0.53402	1.58913	-0.5097	0.23453			1			
8	1.84906	2.16444	0.77871	1.87074	0.82087		1				
9	1.84906	1.0775	1.99434	2.46586	2.57987					1	
10	-1.4325	-1.0964	-3.2734	-1.7	-0.3518			1			
11	0.53646	1.62097	0.77871	-0.2122	1.99354					1	
12	-0.7762	-0.00945	-1.2473	0.38295	-1.2313				1		
13	0.86461	0.53402	1.58913	1.57318	2.57987					1	
14	-0.1199	-1.0964	0.77871	0.97806	0.5277				1		
15	1.52091	1.0775	1.18392	1.27562	2.2867					1	
16	1.84906	1.0775	0.77871	2.46586	1.70037				1		
17	0.86461	0.53402	1.99434	1.87074	0.23453			1			
18	-0.448	-0.55293	-0.0317	-0.2122	-0.3518		1				
19	0.53646	-0.00945	0.3735	1.27562	-0.0586				1		
20	1.19276	1.0775	1.58913	0.68051	0.5277			1			
21	0.53646	1.0775	0.3735	0.97806	0.82087		1				
22	1.52091	2.16444	0.3735	0.97806	0.5277		1				
23	-1.1043	-1.63987	-0.4369	0.68051	0.5277				1		
24	-1.1043	-1.0964	-2.0578	-1.4024	-1.5245			1			
25	0.2083	-0.55293	1.18392	0.68051	-0.0586			1			
26	1.19276	0.53402	0.77871	1.27562	1.11403				1		
27	0.53646	1.0775	0.3735	0.38295	0.82087		1				
28	0.2083	-0.55293	0.77871	-0.2122	-0.9381			1			
29	0.2083	-0.55293	-2.0578	-0.5097	-0.0586	1					
30	1.52091	1.0775	0.3735	0.38295	-0.0586	1					
31	1.19276	0.53402	0.3735	1.27562	1.11403				1		

32	0.86461	1.0775	-0.0317	0.97806	0.82087		1				
33	0.53646	0.53402	0.3735	1.57318	0.82087				1		
34	0.86461	0.53402	0.77871	0.68051	0.23453	1					
35	0.86461	-0.55293	0.3735	-0.2122	-0.645	1					
36	0.86461	0.53402	0.3735	-0.5097	-0.645	1					
37	-0.448	-0.55293	-1.2473	-1.9975	-1.5245				1		
38	0.53646	1.0775	0.77871	0.68051	0.82087		1				
39	-0.7762	-1.0964	-1.2473	-1.4024	-1.2313				1		
40	0.2083	-0.55293	-0.0317	-0.2122	-0.9381	1					
41	-0.448	-0.00945	-0.0317	-0.2122	-0.3518					1	
42	-0.1199	-0.00945	-0.4369	-0.2122	-0.3518			1			
43	0.2083	-0.00945	0.77871	-0.2122	-0.645			1			
44	1.19276	0.53402	1.58913	1.27562	0.82087			1			
45	1.19276	1.62097	1.58913	1.27562	0.5277		1				
46	0.86461	1.62097	1.58913	1.27562	1.4072		1				
47	1.52091	1.0775	1.58913	0.97806	1.4072			1			
48	1.19276	-0.55293	0.3735	1.27562	0.82087				1		
49	0.53646	0.53402	1.18392	1.57318	1.70037					1	
50	-0.1199	-0.55293	-0.4369	-0.2122	-0.3518		1				
51	-1.7606	-1.63987	-1.6526	-1.7	-1.8176					1	
52	1.52091	-1.0964	-0.8421	-0.8073	-0.0586	1					
53	0.2083	-1.0964	-1.2473	0.68051	0.5277				1		
54	-0.1199	1.0775	0.3735	0.68051	-0.0586		1				
55	0.2083	2.16444	0.3735	0.68051	0.23453		1				
56	-0.7762	-0.00945	-2.0578	-1.1049	-0.645			1			
57	1.52091	2.16444	2.39955	2.46586	1.99354				1		
58	-0.1199	1.0775	1.18392	0.38295	1.4072					1	
59	-0.1199	1.0775	1.18392	0.38295	1.4072					1	
60	-0.448	-0.00945	1.18392	0.08539	0.82087			1			
61	-1.1043	-0.55293	-1.2473	-1.1049	-1.2313			1			
62	-0.448	-0.55293	-0.0317	-0.2122	-0.9381		1				
63	2.83351	2.16444	0.77871	0.38295	-0.645	1					
64	-1.7606	-0.55293	-2.0578	-1.7	-2.6971					1	
65	0.86461	1.0775	1.18392	0.97806	0.5277			1			
66	0.53646	-0.55293	-0.0317	-0.5097	-0.645	1					
67	-0.7762	-0.00945	-0.4369	-0.2122	-0.3518			1			

68	-0.7762	-1.63987	-0.4369	-1.1049	-0.645		1				
69	-0.7762	-0.00945	-0.4369	-0.2122	-0.3518	1					
70	-0.448	-0.55293	-0.4369	0.08539	-0.0586				1		
71	1.52091	-0.00945	-0.4369	-0.8073	-0.645	1					
72	-0.1199	-0.55293	-0.0317	-0.2122	-0.3518		1				
73	0.53646	1.62097	0.3735	-0.2122	0.5277		1				
74	-0.7762	-0.00945	-0.4369	-0.8073	-0.645				1		
75	-0.7762	-1.0964	-0.4369	-0.8073	-0.645		1				
76	-0.448	-1.0964	-0.4369	-0.8073	-0.645		1				
77	-0.448	-1.0964	-0.4369	-1.4024	-0.645				1		
78	-0.7762	-1.0964	-0.0317	-0.5097	-0.3518		1				
79	-0.7762	-0.55293	-0.4369	-0.8073	-0.3518				1		
80	-1.4325	-0.00945	-0.0317	-1.1049	-0.645	1					
81	-1.1043	-0.55293	-0.8421	-0.5097	-0.9381	1					
82	-0.7762	-0.55293	-0.4369	-0.8073	-0.3518				1		
83	-0.448	1.62097	-0.0317	-0.5097	-0.645		1				
84	-0.7762	-1.0964	-0.4369	-0.8073	-0.645		1				
85	-1.4325	-0.00945	0.3735	-0.5097	-0.3518			1			
86	-0.7762	-0.00945	-0.4369	-0.2122	-0.645	1					
87	-0.7762	-1.0964	-0.0317	-0.5097	-0.645		1				
88	0.2083	-0.55293	-0.4369	-0.5097	0.5277					1	
89	-0.7762	-0.00945	-0.4369	-1.1049	-0.3518				1		
90	-1.7606	-0.55293	-0.4369	-0.5097	-0.645	1					
91	-1.1043	-0.55293	-0.0317	-0.8073	-0.3518	1					
92	-0.1199	0.53402	0.3735	0.08539	-0.3518		1				
93	-0.1199	-1.0964	-0.0317	-1.1049	-0.0586				1		
94	-0.1199	1.0775	-0.0317	-0.8073	-0.645		1				
95	-0.7762	-1.0964	-2.0578	-0.8073	-0.9381			1			
96	-1.1043	-2.18335	-0.8421	-1.1049	-0.645		1				
97	-1.4325	-0.55293	-0.4369	-0.8073	-0.9381	1					
98	-1.4325	-1.63987	-1.2473	-1.1049	-1.2313		1				
99	-0.7762	-0.55293	-0.8421	-0.8073	-0.3518			1			
100	-1.1043	-0.00945	-0.4369	-0.2122	-0.9381	1					
101	-1.1043	-1.0964	-0.4369	-1.1049	-0.9381				1		
102	-0.7762	-1.0964	-0.4369	-1.4024	-0.9381				1		
103	-1.4325	-1.0964	-0.8421	-1.1049	-0.3518	1					

104	-0.1199	0.53402	-0.4369	0.08539	-0.645		1					
105	-1.4325	-0.55293	-1.6526	-1.7	-1.2313				1			
106	0.2083	-1.0964	1.18392	1.27562	-0.3518				1			
107	1.19276	-0.00945	-0.0317	0.97806	1.11403	1						
108	1.19276	-0.55293	0.3735	0.68051	1.11403	1						
109	1.19276	1.0775	-0.0317	0.68051	1.11403	1						
110	-0.7762	-0.55293	-1.2473	0.08539	1.4072					1		
111	0.53646	0.53402	0.3735	0.68051	1.70037					1		
112	0.2083	-0.55293	-0.0317	0.68051	-0.0586				1			
113	-0.1199	-0.00945	-0.0317	-0.8073	-0.9381					1		
114	-0.1199	-1.63987	-0.4369	-0.5097	-1.8176					1		
115	-0.448	-0.55293	-0.0317	0.68051	-0.0586					1		
Total							24	28	20	26	17	115

NBuktifisik					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	19	16.5	100.0	100.0
Missing	System	96	83.5		
Total		115	100.0		

NRealibitas					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	33	28.7	100.0	100.0
Missing	System	82	71.3		
Total		115	100.0		

NDayaTanggap					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	27	23.5	100.0	100.0
Missing	System	88	76.5		
Total		115	100.0		

NJaminan					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	17	14.8	100.0	100.0
Missing	System	98	85.2		
Total		115	100.0		

NEmpati					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	19	16.5	100.0	100.0
Missing	System	96	83.5		
Total		115	100.0		

LAMPIRAN F

KATEGORI KUALITAS PELAYANAN

BERDASARKAN DATA PENUNJANG

Crosstab.....

Kualitas1 * JK Crosstabulation					
			JK		Total
			laki-laki	Perempuan	
Kualitas1	Negatife	Count	16	10	26
		% of Total	13.9%	8.7%	22.6%
	Positife	Count	6	3	9
		% of Total	5.2%	2.6%	7.8%
	Sangat Negatife	Count	20	22	42
		% of Total	17.4%	19.1%	36.5%
	Sangat Positife	Count	17	21	38
		% of Total	14.8%	18.3%	33.0%
Total		Count	59	56	115
		% of Total	51.3%	48.7%	100.0%

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.825 ^a	3	.419
Likelihood Ratio	2.855	3	.414
N of Valid Cases	115		

a. 2 cells (25.0%) have expected count less than 5. The minimum expected count is 4.38.

Kualitas1 * Kategorisasi_Usia Crosstabulation						
			Kategorisasi_Usia			Total
			Dewasa awal	Dewasa madya	Remaja akhir	
Kualitas1	Negatife	Count	17	3	6	26
		% of Total	14.8%	2.6%	5.2%	22.6%
	Positife	Count	3	3	3	9
		% of Total	2.6%	2.6%	2.6%	7.8%
	Sangat Negatife	Count	26	2	14	42
		% of Total	22.6%	1.7%	12.2%	36.5%
	Sangat Positife	Count	21	7	10	38
		% of Total	18.3%	6.1%	8.7%	33.0%

Total	Count	67	15	33	115
	% of Total	58.3%	13.0%	28.7%	100.0%

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.021 ^a	6	.237
Likelihood Ratio	7.951	6	.242
N of Valid Cases	115		

a. 4 cells (33.3%) have expected count less than 5. The minimum expected count is 1.17.

Kualitas1 * SP Crosstabulation								
			SP					Total
			Pelajar	Pegawai	Mahasiswa	Wirausahawan	Lain-lainnya	
Kualitas1	Negatife	Count	0	13	8	3	2	26
		% of Total	0.0%	11.3%	7.0%	2.6%	1.7%	22.6%
	Positife	Count	0	2	4	2	1	9
		% of Total	0.0%	1.7%	3.5%	1.7%	0.9%	7.8%
	Sangat Negatife	Count	4	18	12	5	3	42
		% of Total	3.5%	15.7%	10.4%	4.3%	2.6%	36.5%
	Sangat Positife	Count	2	19	8	5	4	38
		% of Total	1.7%	16.5%	7.0%	4.3%	3.5%	33.0%
	Total	Count	6	52	32	15	10	115
		% of Total	5.2%	45.2%	27.8%	13.0%	8.7%	100.0%

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	7.378 ^a	12	.832
Likelihood Ratio	8.956	12	.707
N of Valid Cases	115		

a. 13 cells (65.0%) have expected count less than 5. The minimum expected count is .47.

Kualitas1 * TMK Crosstabulation							
			TMK				Total
			Bekerja	Pendidikan	Jalan-jalan	Lain-lainnya	
Kualitas1	Negatife	Count	8	5	7	6	26
		% of Total	7.0%	4.3%	6.1%	5.2%	22.6%
	Positife	Count	2	2	3	2	9
		% of Total	1.7%	1.7%	2.6%	1.7%	7.8%
	Sangat Negatife	Count	10	6	13	13	42
		% of Total	8.7%	5.2%	11.3%	11.3%	36.5%
Sangat Positife	Count	16	7	7	8	38	
	% of Total	13.9%	6.1%	6.1%	7.0%	33.0%	
Total		Count	36	20	30	29	115
		% of Total	31.3%	17.4%	26.1%	25.2%	100.0%

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.150 ^a	9	.821
Likelihood Ratio	5.153	9	.821
N of Valid Cases	115		

a. 5 cells (31.3%) have expected count less than 5. The minimum expected count is 1.57.

Kualitas1 * LMK Crosstabulation							
			LMK				Total
			<1tahun	1-2tahun	2-3tahun	>3tahun	
Kualitas1	Negatife	Count	10	5	6	5	26
		% of Total	8.7%	4.3%	5.2%	4.3%	22.6%
	Positife	Count	2	4	0	3	9
		% of Total	1.7%	3.5%	0.0%	2.6%	7.8%
	Sangat Negatife	Count	14	10	13	5	42
		% of Total	12.2%	8.7%	11.3%	4.3%	36.5%
Sangat Positife	Count	3	12	13	10	38	
	% of Total	2.6%	10.4%	11.3%	8.7%	33.0%	
Total		Count	29	31	32	23	115

	% of Total	25.2%	27.0%	27.8%	20.0%	100.0%
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Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.873 ^a	9	.070
Likelihood Ratio	19.587	9	.021
N of Valid Cases	115		

a. 4 cells (25.0%) have expected count less than 5. The minimum expected count is 1.80.

Kualitas1 * FPK Crosstabulation						
			FPK			Total
			1kali	2-5	>5kali	
Kualitas1	Negatife	Count	6	9	11	26
		% of Total	5.2%	7.8%	9.6%	22.6%
	Positife	Count	3	2	4	9
		% of Total	2.6%	1.7%	3.5%	7.8%
	Sangat Negatife	Count	12	15	15	42
		% of Total	10.4%	13.0%	13.0%	36.5%
	Sangat Positife	Count	6	8	24	38
		% of Total	5.2%	7.0%	20.9%	33.0%
	Total	Count	27	34	54	115
		% of Total	23.5%	29.6%	47.0%	100.0%

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	7.038 ^a	6	.317
Likelihood Ratio	7.064	6	.315
N of Valid Cases	115		

a. 3 cells (25.0%) have expected count less than 5. The minimum expected count is 2.11.