

## Lampiran 4

Deskripsi Data Dimensi Kehandalan (*Reliability*)

No. Resp.	Harapan			Pelayanan			Jumlah ( $X_1$ )
	Rel 1	Rel 2	Rel 3	Rel 4	Rel 5	Rel 6	
1	5	4	5	5	5	5	29
2	5	5	3	5	5	4	27
3	3	5	4	3	5	3	23
4	5	5	5	5	5	5	30
5	5	4	5	3	4	3	24
6	4	4	3	5	5	4	25
7	4	4	4	5	5	4	26
8	5	4	4	5	5	4	27
9	5	5	4	5	5	5	29
10	5	4	5	4	4	4	26
11	4	3	4	3	4	5	23
12	5	4	4	5	3	5	26
13	3	4	3	4	4	4	22
14	5	5	4	5	4	4	27
15	5	5	5	5	5	5	30
16	3	4	5	5	3	4	24
17	4	3	3	3	5	4	22
18	4	5	4	4	4	4	25
19	4	4	3	4	4	4	23
20	5	5	3	5	4	5	27
21	4	3	3	5	5	4	24
22	5	3	3	4	5	5	25
23	4	3	3	4	4	5	23
24	4	3	3	5	5	4	24
25	5	4	5	5	5	5	29
26	4	5	5	4	4	4	26
27	5	4	4	5	5	4	27
28	4	5	4	5	5	4	27
29	5	5	5	5	5	5	30
30	4	3	4	5	4	3	23
31	5	5	3	4	3	4	24
32	4	5	3	4	5	5	26
33	5	4	3	4	5	4	25
34	4	4	5	4	5	5	27
35	3	2	3	4	2	4	18
36	4	4	3	5	5	3	24
37	5	5	4	4	5	5	28
38	4	4	3	5	5	4	25
39	4	5	5	4	4	5	27
40	4	3	3	4	4	4	22
41	4	5	3	3	4	5	24
42	4	4	3	5	5	4	25
43	5	4	5	5	4	5	28
44	4	5	3	4	4	3	23
45	5	5	5	5	4	5	29
46	5	5	4	5	5	5	29
47	5	5	4	5	5	4	28
48	4	4	5	4	3	5	25
49	5	4	4	5	3	3	24
50	5	4	5	5	5	4	28

No. Resp.	Harapan			Pelayanan			Jumlah ( $X_1$ )
	Rel 1	Rel 2	Rel 3	Rel 4	Rel 5	Rel 6	
51	5	5	3	5	4	5	27
52	5	4	5	4	4	5	27
53	5	5	3	5	5	3	26
54	5	5	5	5	5	5	30
55	3	5	3	4	5	5	25
56	5	4	5	4	3	4	25
57	4	4	5	5	5	4	27
58	5	5	5	5	5	5	30
59	4	4	5	5	5	5	28
60	3	5	5	2	5	5	25
61	3	5	4	5	4	4	25
62	5	4	3	5	4	3	24
63	5	5	3	3	5	3	24
64	5	4	3	5	4	5	26
65	4	3	4	3	4	5	23
66	5	5	5	5	4	3	27
67	3	5	3	4	4	4	23
68	4	3	4	3	3	4	21
69	3	4	3	5	3	4	22
70	5	4	5	3	5	5	27
71	3	5	4	5	4	4	25
72	4	5	5	3	3	5	25
73	4	3	4	3	5	4	23
74	3	4	3	5	4	4	23
75	5	5	4	5	4	5	28
76	5	4	5	5	3	4	26
77	4	4	5	5	4	5	27
78	4	5	5	5	4	4	27
79	5	5	4	5	4	5	28
80	5	4	3	5	3	4	24
81	4	4	3	5	4	3	23
82	3	3	3	3	3	4	19
83	3	5	5	3	3	5	24
84	4	3	5	5	5	4	26
85	3	5	5	5	4	5	27
86	3	4	4	3	4	4	22
87	4	5	4	5	4	5	27
88	4	5	3	4	4	4	24
89	3	5	4	5	3	4	24
90	4	4	3	3	4	4	22
91	3	5	4	5	3	4	24
92	4	4	4	5	4	4	25
93	4	5	5	4	4	5	27
94	5	5	5	4	4	4	27
95	4	4	3	4	3	4	22
96	5	5	5	3	3	5	26
97	4	5	5	5	4	5	28
98	3	5	5	4	3	4	24
99	4	5	5	4	4	5	27
100	4	3	3	3	3	4	20

## Lampiran 6

Deskripsi Data Dimensi Ketanggapan (*Responsiveness*)

No. Resp.	Harapan			Pelayanan			Jumlah ( $X_2$ )
	Res 1	Res 2	Res 3	Res 4	Res 5	Res 6	
1	4	5	5	5	4	5	28
2	4	5	5	5	4	3	26
3	4	3	3	3	3	5	21
4	5	5	5	5	3	3	26
5	4	3	5	2	5	4	23
6	5	3	4	4	3	4	23
7	4	3	5	4	5	5	26
8	5	4	4	5	5	3	26
9	5	4	4	3	5	5	26
10	5	2	3	4	5	5	24
11	5	5	5	3	4	5	27
12	5	4	4	4	5	3	25
13	4	5	4	4	5	4	26
14	4	5	5	4	4	4	26
15	5	5	5	5	4	5	29
16	4	4	4	4	3	4	23
17	4	3	4	4	5	3	23
18	4	3	3	4	5	5	24
19	4	5	4	3	5	4	25
20	4	5	4	5	5	4	27
21	4	3	5	3	4	3	22
22	3	5	5	5	4	4	26
23	3	3	5	4	4	5	24
24	5	4	3	4	4	4	24
25	5	5	5	5	5	5	30
26	5	5	4	5	5	4	28
27	5	3	4	4	5	4	25
28	5	5	4	4	4	3	25
29	5	5	5	5	5	4	29
30	2	4	3	2	3	2	16
31	5	3	5	3	3	5	24
32	5	4	5	3	4	5	26
33	4	4	4	4	5	3	24
34	4	5	5	4	5	4	27
35	3	4	2	3	4	4	20
36	5	3	4	5	4	5	26
37	5	5	5	5	4	3	27
38	5	4	5	5	4	4	27
39	5	4	3	4	4	4	24
40	4	3	4	5	4	4	24
41	4	4	5	4	4	5	26
42	4	5	5	4	3	4	25
43	4	4	5	4	4	4	25
44	5	5	4	4	4	3	25
45	5	5	5	5	5	5	30
46	5	4	5	4	5	5	28
47	4	3	4	5	4	5	25
48	5	4	5	4	3	3	24
49	5	4	4	4	5	4	26
50	5	5	5	5	4	3	27

No. Resp.	Harapan			Pelayanan			Jumlah ( $X_2$ )
	Res 1	Res 2	Res 3	Res 4	Res 5	Res 6	
51	4	5	3	5	3	4	24
52	5	3	5	5	3	5	26
53	5	4	3	5	5	4	26
54	5	5	5	5	3	4	27
55	4	5	3	3	4	4	23
56	4	3	5	3	4	5	24
57	4	4	5	5	4	5	27
58	4	4	5	5	5	3	26
59	5	4	5	5	4	3	26
60	2	5	4	4	3	3	21
61	3	4	3	4	3	3	20
62	4	4	5	3	5	5	26
63	4	3	4	4	3	3	21
64	5	4	5	4	5	5	28
65	5	5	2	5	3	3	23
66	4	5	5	3	5	5	27
67	3	3	3	5	5	5	24
68	5	4	4	4	5	5	27
69	4	3	4	4	5	5	25
70	5	3	5	4	4	5	26
71	3	3	5	5	3	4	23
72	3	3	4	5	5	3	23
73	3	3	4	4	4	3	21
74	3	3	5	5	5	3	24
75	3	3	4	5	5	4	24
76	5	5	4	4	5	5	28
77	4	4	5	5	3	3	24
78	5	4	5	5	4	4	27
79	5	5	5	5	4	3	27
80	4	4	5	4	2	2	21
81	5	3	4	5	5	4	26
82	5	3	4	5	4	5	26
83	4	3	4	5	4	4	24
84	4	5	4	5	5	3	26
85	5	4	4	5	4	4	26
86	4	3	5	5	4	5	26
87	5	4	4	5	5	5	28
88	4	3	5	5	5	5	27
89	5	5	2	4	5	4	25
90	3	3	4	4	5	3	22
91	5	3	3	4	4	3	22
92	4	3	5	3	4	3	22
93	4	5	5	4	4	5	27
94	5	3	4	4	4	5	25
95	4	4	4	4	4	5	25
96	5	4	5	5	5	4	28
97	5	4	5	5	4	4	27
98	4	5	4	3	5	3	24
99	4	4	5	3	4	4	24
100	4	3	4	3	4	3	21

## Lampiran 8

## Deskripsi Data Dimensi Keyakinan (Assurance)

No. Resp.	Harapan			Pelayanan			Jumlah (X <sub>3</sub> )
	Ass 1	Ass 2	Ass 3	Ass 4	Ass 5	Ass 6	
1	3	3	3	5	5	4	23
2	5	3	3	4	4	5	24
3	5	3	5	4	5	4	26
4	5	2	4	3	4	5	23
5	4	5	5	5	4	5	28
6	4	3	4	5	5	5	26
7	3	3	4	5	5	4	24
8	4	2	3	5	3	4	21
9	3	4	4	4	4	4	23
10	4	3	3	3	5	4	22
11	4	4	4	4	5	4	25
12	5	2	4	4	5	5	25
13	5	2	4	5	4	4	24
14	3	4	3	5	4	4	23
15	5	3	5	4	5	5	27
16	5	3	4	4	4	5	25
17	5	2	3	5	5	4	24
18	5	4	4	5	4	5	27
19	3	3	3	3	4	4	20
20	5	5	5	5	5	5	30
21	5	4	4	5	5	5	28
22	5	3	3	3	3	5	22
23	5	2	5	5	5	5	27
24	3	4	3	3	5	4	22
25	5	4	4	5	4	4	26
26	4	2	4	3	4	4	21
27	5	2	4	4	5	4	24
28	4	2	5	4	3	5	23
29	3	2	4	5	4	4	22
30	2	1	3	2	3	2	13
31	5	3	5	4	4	4	25
32	5	3	4	5	4	4	25
33	5	3	4	5	4	5	26
34	4	3	5	4	4	5	25
35	3	2	4	4	1	4	18
36	3	4	4	3	4	3	21
37	4	3	4	3	4	5	23
38	3	4	4	5	3	4	23
39	5	3	4	3	3	5	23
40	3	2	4	3	2	3	17
41	4	3	5	5	5	3	25
42	4	3	5	3	4	3	22
43	3	3	4	4	4	3	21
44	5	2	5	4	4	3	23
45	5	5	5	5	5	5	30
46	4	2	4	3	4	4	21
47	4	3	4	5	4	5	25
48	5	2	5	5	5	5	27
49	5	3	5	5	4	4	26
50	5	5	5	5	5	5	30

No. Resp.	Harapan			Pelayanan			Jumlah (X <sub>3</sub> )
	Ass 1	Ass 2	Ass 3	Ass 4	Ass 5	Ass 6	
51	3	3	5	4	3	5	23
52	3	3	4	4	4	4	22
53	4	2	5	5	4	4	24
54	3	2	4	4	5	5	23
55	3	1	3	2	3	4	16
56	4	3	5	5	5	5	27
57	4	4	4	4	5	4	25
58	3	2	5	4	4	5	23
59	4	3	4	3	5	3	22
60	3	4	5	4	4	5	25
61	2	3	3	1	4	4	17
62	3	4	3	3	3	2	18
63	4	4	3	4	3	4	22
64	4	3	2	3	4	3	19
65	4	2	3	1	4	3	17
66	4	2	4	3	4	3	20
67	3	3	3	2	2	2	15
68	4	3	4	1	3	1	16
69	4	3	2	1	4	3	17
70	4	4	3	3	5	5	24
71	3	3	3	2	2	3	16
72	4	3	2	5	5	2	21
73	2	2	2	3	4	3	16
74	2	3	4	3	4	3	19
75	4	3	4	2	4	2	19
76	3	4	2	5	5	1	20
77	2	2	3	4	3	4	18
78	4	2	3	2	2	2	15
79	3	3	3	2	3	1	15
80	4	5	5	4	4	5	27
81	3	1	4	3	3	1	15
82	5	2	4	2	4	2	19
83	3	3	2	1	4	3	16
84	4	3	5	2	5	3	22
85	2	3	4	3	4	3	19
86	2	2	3	2	4	2	15
87	3	4	5	5	5	4	26
88	4	4	2	4	3	3	20
89	3	2	5	3	4	4	21
90	2	5	4	4	2	2	19
91	4	5	3	3	4	3	22
92	4	4	3	4	3	2	20
93	2	5	3	2	4	1	17
94	4	3	4	4	4	4	23
95	4	2	5	3	3	4	21
96	3	4	2	4	4	3	20
97	4	3	5	3	4	3	22
98	5	2	5	1	5	1	19
99	4	1	4	2	5	2	18
100	2	3	2	2	3	2	14

Deskripsi Data Dimensi Perhatian (*Emphaty*)

No. Resp.	Harapan			Pelayanan			Jumlah ( $X_4$ )
	Emph 1	Emph 2	Emph 3	Emph 4	Emph 5	Emph 6	
1	3	5	5	5	4	5	27
2	3	5	3	3	5	3	22
3	5	5	4	4	5	5	28
4	4	5	5	5	5	4	28
5	3	5	5	4	3	4	24
6	4	5	5	3	5	4	26
7	3	5	3	5	4	5	25
8	5	4	4	4	4	4	25
9	3	4	5	5	4	4	25
10	3	4	4	2	3	5	21
11	3	5	4	4	4	4	24
12	5	4	5	5	5	3	27
13	3	4	4	5	5	3	24
14	4	4	3	3	4	4	22
15	4	5	4	5	5	5	28
16	4	5	3	3	4	5	24
17	5	3	5	5	4	5	27
18	4	3	3	4	5	5	24
19	3	3	5	4	5	5	25
20	5	5	5	5	5	4	29
21	5	5	5	5	4	5	29
22	3	3	4	4	5	4	23
23	5	5	3	3	5	4	25
24	3	3	4	4	5	4	23
25	5	5	5	5	5	5	30
26	5	5	4	5	4	4	27
27	5	5	5	5	5	4	29
28	5	5	4	4	4	5	27
29	4	5	3	3	5	4	24
30	3	4	2	3	4	3	19
31	5	3	5	5	4	3	25
32	4	3	3	3	3	5	21
33	5	3	5	5	5	5	28
34	5	4	4	4	3	5	25
35	5	4	3	5	4	4	25
36	3	3	4	4	3	3	20
37	4	4	5	5	5	5	28
38	4	3	4	5	5	5	26
39	5	5	5	5	5	5	30
40	2	4	3	4	5	5	23
41	4	5	3	3	4	4	23
42	4	4	3	5	3	4	23
43	5	3	5	5	5	3	26
44	4	4	5	5	4	4	26
45	4	5	4	5	5	5	28
46	5	5	3	3	5	5	26
47	5	5	4	5	5	3	27
48	5	4	5	5	3	5	27
49	5	3	4	4	4	4	24
50	5	5	5	5	4	4	28

No. Resp.	Harapan			Pelayanan			Jumlah ( $X_4$ )
	Emph 1	Emph 2	Emph 3	Emph 4	Emph 5	Emph 6	
51	4	3	4	4	4	5	24
52	4	5	5	5	4	4	27
53	4	5	3	5	5	5	27
54	4	5	3	3	4	5	24
55	2	4	4	4	3	3	20
56	4	4	4	4	4	4	24
57	5	3	5	5	3	3	24
58	4	4	4	5	5	5	27
59	4	3	3	3	3	4	20
60	3	4	5	5	5	4	26
61	3	2	3	3	4	5	20
62	2	3	4	4	5	5	23
63	3	4	2	3	4	4	20
64	3	4	4	4	3	3	21
65	4	3	3	3	4	4	21
66	5	4	4	2	5	5	25
67	3	1	4	1	4	5	18
68	4	4	4	3	5	5	25
69	4	3	5	3	4	4	23
70	3	4	5	4	3	3	22
71	3	3	3	4	4	4	21
72	4	4	5	4	5	5	27
73	3	1	4	3	3	3	17
74	4	1	5	4	5	5	24
75	4	2	4	1	4	4	19
76	5	3	2	4	3	5	22
77	3	4	3	5	4	4	23
78	4	3	3	3	5	5	23
79	3	2	4	3	4	5	21
80	5	3	5	5	4	5	27
81	4	3	3	3	4	4	21
82	2	2	5	2	3	3	17
83	4	3	4	3	3	5	22
84	5	4	5	3	5	5	27
85	4	2	4	2	5	5	22
86	3	3	3	4	4	4	21
87	2	3	5	4	3	3	20
88	5	2	3	5	4	5	24
89	5	3	5	3	5	5	26
90	4	4	3	2	4	4	21
91	3	2	4	5	5	4	23
92	3	4	3	4	4	4	22
93	3	2	4	3	5	5	22
94	4	3	4	3	3	5	22
95	4	4	3	1	3	3	18
96	4	3	4	4	4	4	23
97	5	4	4	3	4	4	24
98	3	2	5	2	5	5	22
99	4	4	4	4	4	5	25
100	2	4	2	3	3	3	17



Deskripsi Data Dimensi Tampilan Fisik (*Tangibles*)

No. Resp.	Harapan			Pelayanan			Jumlah ( $X_5$ )
	Tang 1	Tang 2	Tang 3	Tang 4	Tang 5	Tang 6	
1	5	5	3	5	4	5	27
2	4	3	3	5	5	4	24
3	5	3	3	4	5	5	25
4	4	3	3	4	4	5	23
5	4	3	3	5	5	4	24
6	5	3	3	4	5	5	25
7	4	5	5	4	4	4	26
8	5	4	4	5	5	4	27
9	4	5	4	5	5	4	27
10	5	4	5	5	5	3	27
11	4	4	4	5	4	5	26
12	5	5	3	4	5	4	26
13	4	5	3	4	5	5	26
14	5	4	3	4	5	4	25
15	5	5	5	4	5	5	29
16	5	5	4	4	5	4	27
17	4	4	3	5	5	3	24
18	5	5	4	4	5	5	28
19	4	4	3	5	5	4	25
20	5	5	5	5	5	5	30
21	4	3	3	4	4	4	22
22	4	5	3	3	4	5	24
23	4	4	3	5	5	4	25
24	5	4	5	5	4	5	28
25	4	5	3	4	4	5	25
26	4	4	4	4	4	4	24
27	5	5	4	5	5	5	29
28	5	5	4	5	5	4	28
29	4	4	5	4	3	5	25
30	3	4	2	4	2	3	18
31	4	4	3	4	3	3	21
32	5	5	3	5	4	5	27
33	5	4	5	4	4	5	27
34	5	5	3	5	5	3	26
35	4	4	4	4	4	4	24
36	3	5	3	4	5	5	25
37	5	4	5	4	3	4	25
38	4	4	5	5	5	4	27
39	5	5	5	5	5	5	30
40	2	4	3	3	3	2	17
41	3	5	5	2	5	5	25
42	3	5	4	5	4	4	25
43	5	4	3	5	4	5	26
44	5	5	3	3	5	3	24
45	5	5	4	5	5	5	29
46	4	3	4	3	4	5	23
47	5	5	5	5	4	3	27
48	3	5	3	4	4	4	23
49	4	3	4	3	3	4	21
50	3	4	3	5	3	4	22

No. Resp.	Harapan			Pelayanan			Jumlah ( $X_5$ )
	Tang 1	Tang 2	Tang 3	Tang 4	Tang 5	Tang 6	
51	4	3	3	4	5	4	23
52	4	4	4	4	5	4	25
53	5	2	4	4	5	5	25
54	5	2	4	5	4	4	24
55	3	4	3	5	4	4	23
56	5	3	3	5	5	5	26
57	5	3	4	4	4	5	25
58	5	2	3	5	5	4	24
59	5	4	4	5	4	5	27
60	3	3	3	3	4	4	20
61	5	2	5	4	4	4	24
62	5	4	4	5	5	5	28
63	5	3	3	3	3	5	22
64	5	2	5	5	5	5	27
65	3	4	3	3	5	4	22
66	5	4	4	3	4	4	24
67	4	2	4	3	4	4	21
68	5	2	4	4	5	4	24
69	4	2	5	4	3	5	23
70	3	2	4	5	4	4	22
71	3	2	5	5	3	3	21
72	5	3	5	4	4	4	25
73	5	3	4	5	4	4	25
74	5	3	4	5	4	5	26
75	4	3	5	4	4	5	25
76	5	2	4	4	4	4	23
77	3	4	4	3	4	3	21
78	4	3	4	3	4	5	23
79	3	4	4	5	3	4	23
80	3	2	4	3	2	3	17
81	3	3	4	3	3	3	19
82	4	3	5	5	5	3	25
83	4	3	5	3	4	3	22
84	3	3	4	4	4	3	21
85	5	2	5	4	4	3	23
86	5	3	4	5	5	5	27
87	4	2	4	3	4	4	21
88	4	3	4	5	4	5	25
89	5	2	5	5	5	5	27
90	5	3	5	5	4	4	26
91	4	2	4	3	3	5	21
92	3	3	5	4	3	5	23
93	3	3	4	4	4	4	22
94	4	2	5	5	4	4	24
95	3	2	4	4	5	5	23
96	3	3	3	3	5	4	21
97	4	3	5	5	5	5	27
98	4	4	4	4	5	4	25
99	3	2	5	4	4	5	23
100	4	3	4	3	5	3	22

## Deskripsi Data Tingkat Kepuasan Pelanggan

No. Resp.	Kepuasan			Jumlah (Y)	No. Resp.	Kepuasan			Jumlah (Y)
	1	2	3			1	2	3	
1	5	5	5	15	51	4	4	3	11
2	5	5	4	14	52	4	4	4	12
3	4	4	3	11	53	3	3	3	9
4	4	5	4	13	54	4	4	5	13
5	3	3	3	9	55	4	2	4	10
6	4	5	5	14	56	4	5	5	14
7	4	5	5	14	57	4	5	5	14
8	4	3	4	11	58	4	4	5	13
9	4	4	3	11	59	4	3	3	10
10	3	4	5	12	60	4	5	4	13
11	3	4	4	11	61	3	4	4	11
12	5	5	5	15	62	3	5	5	13
13	4	5	5	14	63	3	3	5	11
14	5	3	5	13	64	5	3	4	12
15	5	5	5	15	65	3	2	3	8
16	5	5	4	14	66	4	3	5	12
17	3	4	4	11	67	4	3	4	11
18	5	4	4	13	68	5	5	4	14
19	5	5	4	14	69	4	4	5	13
20	5	5	5	15	70	4	5	4	13
21	5	5	4	14	71	5	5	5	15
22	4	4	3	11	72	4	4	5	13
23	4	5	4	13	73	3	5	4	12
24	5	3	4	12	74	3	5	4	12
25	5	5	5	15	75	4	4	4	12
26	4	5	5	14	76	4	4	4	12
27	4	3	4	11	77	5	5	4	14
28	4	4	3	11	78	5	4	5	14
29	3	4	5	12	79	5	5	4	14
30	3	2	4	9	80	5	4	5	14
31	5	5	5	15	81	4	5	4	13
32	4	4	3	11	82	5	3	4	12
33	5	5	3	13	83	4	5	3	12
34	5	4	3	12	84	5	5	4	14
35	2	3	3	8	85	3	5	5	13
36	4	5	3	12	86	5	5	5	15
37	3	4	5	12	87	5	3	5	13
38	4	5	4	13	88	4	5	4	13
39	4	4	5	13	89	4	4	4	12
40	4	3	3	10	90	5	5	5	15
41	3	4	4	11	91	3	4	4	11
42	4	5	5	14	92	4	3	5	12
43	3	4	5	12	93	3	3	5	11
44	3	5	4	12	94	4	5	4	13
45	5	5	5	15	95	4	5	5	14
46	4	5	5	14	96	4	5	4	13
47	4	4	4	12	97	4	4	3	11
48	4	5	5	14	98	4	5	5	14
49	4	4	4	12	99	4	3	5	12
50	5	4	5	14	100	3	2	3	8

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## Skor Data Induk Penelitian

No. Resp.	Rel (X <sub>1</sub> )	Res (X <sub>2</sub> )	Ass (X <sub>3</sub> )	Emph (X <sub>4</sub> )	Tang (X <sub>5</sub> )	Kep (Y)	No. Resp.	Rel (X <sub>1</sub> )	Res (X <sub>2</sub> )	Ass (X <sub>3</sub> )	Emph (X <sub>4</sub> )	Tang (X <sub>5</sub> )
1	29	28	23	27	27	15	51	27	24	23	24	23
2	27	26	24	22	24	14	52	27	26	22	27	25
3	23	21	26	28	25	11	53	26	26	24	27	25
4	30	26	23	28	23	13	54	30	27	23	24	24
5	24	23	28	24	24	9	55	25	23	16	20	23
6	25	23	26	26	25	14	56	25	24	27	24	26
7	26	26	24	25	26	14	57	27	27	25	24	25
8	27	26	21	25	27	11	58	30	26	23	27	24
9	29	26	23	25	27	11	59	28	26	22	20	27
10	26	24	22	21	27	12	60	25	21	25	26	20
11	23	27	25	24	26	11	61	25	20	17	20	24
12	26	25	25	27	26	15	62	24	26	18	23	28
13	22	26	24	24	26	14	63	24	21	22	20	22
14	27	26	23	22	25	13	64	26	28	19	21	27
15	30	29	27	28	29	15	65	23	23	17	21	22
16	24	23	25	24	27	14	66	27	27	20	25	24
17	22	23	24	27	24	11	67	23	24	15	18	21
18	25	24	27	24	28	13	68	21	27	16	25	24
19	23	25	20	25	25	14	69	22	25	17	23	23
20	27	27	30	29	30	15	70	27	26	24	22	22
21	24	22	28	29	22	14	71	25	23	16	21	21
22	25	26	22	23	24	11	72	25	23	21	27	25
23	23	24	27	25	25	13	73	23	21	16	17	25
24	24	24	22	23	28	12	74	23	24	19	24	26
25	29	30	26	30	25	15	75	28	24	19	19	25
26	26	28	21	27	24	14	76	26	28	20	22	23
27	27	25	24	29	29	11	77	27	24	18	23	21
28	27	25	23	27	28	11	78	27	27	15	23	23
29	30	29	22	24	25	12	79	28	27	15	21	23
30	23	16	13	19	18	9	80	24	21	27	27	17
31	24	24	25	25	21	15	81	23	26	15	21	19
32	26	26	25	21	27	11	82	19	26	19	17	25
33	25	24	26	28	27	13	83	24	24	16	22	22
34	27	27	25	25	26	12	84	26	26	22	27	21
35	18	20	18	25	24	8	85	27	26	19	22	23
36	24	26	21	20	25	12	86	22	26	15	21	27
37	28	27	23	28	25	12	87	27	28	26	20	21
38	25	27	23	26	27	13	88	24	27	20	24	25
39	27	24	23	30	30	13	89	24	25	21	26	27
40	22	24	17	23	17	10	90	22	22	19	21	26
41	24	26	25	23	25	11	91	24	22	22	23	21
42	25	25	22	23	25	14	92	25	22	20	22	23
43	28	25	21	26	26	12	93	27	27	17	22	22
44	23	25	23	26	24	12	94	27	25	23	22	24
45	29	30	30	28	29	15	95	22	25	21	18	23
46	29	28	21	26	23	14	96	26	28	20	23	21
47	28	25	25	27	27	12	97	28	27	22	24	27
48	25	24	27	27	23	14	98	24	24	19	22	25
49	24	26	26	24	21	12	99	27	24	18	25	23
50	28	27	30	28	22	14	100	20	21	14	17	22

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## Lampiran 3

## Deskripsi Data Responden

No. Resp.	Nama	Jns. Kelamin	Umur	Pekerjaan
1	St. Aisyah	Perempuan	40 - 49	PNS
2	Yuni	Perempuan	20 - 29	Pegawai Swasta
3	Anik Budi Astuti	Perempuan	30 - 39	PNS
4	Zaki Yaman	Laki-laki	< 20	Pelajar/Mahasiswa
5	Rosita Abasiyanto	Perempuan	> 50	Pegawai Swasta
6	Florensia Maria	Perempuan	40 - 49	Pegawai Swasta
7	Adi Darmadi	Laki-laki	20 - 29	Pelajar/Mahasiswa
8	Sri Handyaningsih	Perempuan	30 - 39	Pegawai Swasta
9	Sri Suranti	Perempuan	30 - 39	Pegawai Swasta
10	Kismawan	Laki-laki	20 - 29	Pegawai Swasta
11	C. Budi S.	Laki-laki	30 - 39	TNI/Polri
12	Sunu N.	Laki-laki	30 - 39	Wiraswasta
13	Lasta	Laki-laki	30 - 39	Wiraswasta
14	Pujianto	Laki-laki	40 - 49	Pegawai Swasta
15	Diah C.	Perempuan	> 50	PNS
16	Prihati	Perempuan	20 - 29	Pelajar/Mahasiswa
17	Widiyaningsih	Perempuan	< 20	Pelajar/Mahasiswa
18	Dhani Arief K.	Laki-laki	< 20	Pelajar/Mahasiswa
19	Yetty Nugrahiningsih	Perempuan	< 20	Pelajar/Mahasiswa
20	Kartini	Perempuan	30 - 39	TNI/Polri
21	Erna	Perempuan	20 - 29	Pelajar/Mahasiswa
22	Suprpto	Laki-laki	40 - 49	PNS
23	Prawati Fajar Utami	Perempuan	30 - 39	Wiraswasta
24	Nuraini Rahmi Pratiwi	Perempuan	30 - 39	Pegawai Swasta
25	Mur Priyadi	Laki-laki	> 50	Pegawai Swasta
26	Nana	Perempuan	20 - 29	Pegawai Swasta
27	Yudha Anugrah W.	Laki-laki	< 20	Pelajar/Mahasiswa
28	Surasno	Laki-laki	30 - 39	Pegawai Swasta
29	Budi Harjo	Laki-laki	20 - 29	Pegawai Swasta
30	Much. Jupri	Laki-laki	> 50	Wiraswasta
31	Suwito	Laki-laki	40 - 49	PNS
32	Rudi Yulianto	Laki-laki	20 - 29	Pelajar/Mahasiswa
33	Sularmi	Perempuan	30 - 39	PNS
34	Rosikhin	Laki-laki	20 - 29	Pelajar/Mahasiswa
35	Teguh	Laki-laki	30 - 39	PNS
36	Darsono	Laki-laki	40 - 49	Pegawai Swasta
37	Wawang Ari A.	Laki-laki	30 - 39	Pegawai Swasta
38	Aldriyanto Wahyu	Laki-laki	30 - 39	Pegawai Swasta
39	Eko S.	Laki-laki	40 - 49	Pegawai Swasta
40	Supriyadi	Laki-laki	20 - 29	Pelajar/Mahasiswa

No. Resp.	Nama	Jns. Kelamin	Umur	Pekerjaan
41	Ari Widiatmoko	Laki-laki	20 - 29	Pelajar/Mahasiswa
42	Retno Woro Kaesi	Perempuan	30 - 39	TNI/Polri
43	Budi Santoso	Laki-laki	< 20	Pelajar/Mahasiswa
44	Retnowati	Perempuan	< 20	Pelajar/Mahasiswa
45	Nur Sulistyو	Laki-laki	30 - 39	Pegawai Swasta
46	Awan Nugroho	Laki-laki	< 20	Pelajar/Mahasiswa
47	Naif	Laki-laki	< 20	Pelajar/Mahasiswa
48	Tri Puji Astutik	Perempuan	< 20	Pelajar/Mahasiswa
49	Henri Sukoco	Laki-laki	30 - 39	PNS
50	Wahyu S.	Laki-laki	20 - 29	Pegawai Swasta
51	Sabar Sutrisno	Laki-laki	40 - 49	Wiraswasta
52	Deasy Noor S.	Perempuan	30 - 39	PNS
53	Adi Wiseno	Laki-laki	30 - 39	Pegawai Swasta
54	Anita Diah	Perempuan	30 - 39	PNS
55	Rosita Lestari	Perempuan	40 - 49	PNS
56	Nia	Perempuan	20 - 29	Pegawai Swasta
57	Sulistiani	Perempuan	20 - 29	Pegawai Swasta
58	Muhtadi	Laki-laki	< 20	Pelajar/Mahasiswa
59	Yohanes Sulistyو	Laki-laki	30 - 39	PNS
60	Andi Setyawan	Laki-laki	20 - 29	Pegawai Swasta
61	Joko Purnomo	Laki-laki	40 - 49	Pegawai Swasta
62	Kristianto	Laki-laki	30 - 39	Pegawai Swasta
63	Pratikto	Laki-laki	20 - 29	Pelajar/Mahasiswa
64	M.Musa	Laki-laki	< 20	Pelajar/Mahasiswa
65	Yulianto	Laki-laki	30 - 39	Wiraswasta
66	Ema	Perempuan	30 - 39	Pegawai Swasta
67	Riyanto	Laki-laki	20 - 29	Pelajar/Mahasiswa
68	Yunus Denia W.	Laki-laki	< 20	Pelajar/Mahasiswa
69	Rahadian	Laki-laki	30 - 39	PNS
70	M. Saleh	Laki-laki	20 - 29	Pegawai Swasta
71	Yuli Utami	Perempuan	< 20	Pelajar/Mahasiswa
72	Purnomo	Laki-laki	30 - 39	Pegawai Swasta
73	D. Ineke Widi	Perempuan	20 - 29	Pegawai Swasta
74	Prastiyo Utomo	Laki-laki	< 20	Pelajar/Mahasiswa
75	Agus Prasetyo	Laki-laki	30 - 39	Pegawai Swasta
76	Didik Sudarmanto	Laki-laki	20 - 29	Pegawai Swasta
77	Masayu Nur E.	Perempuan	< 20	Pelajar/Mahasiswa
78	Ana Hendrasah S.	Perempuan	30 - 39	PNS
79	Wahyu Harjanto	Laki-laki	20 - 29	Pelajar/Mahasiswa
80	Fajar	Laki-laki	< 20	Pelajar/Mahasiswa

No. Resp.	Nama	Jns. Kelamin	Umur	Pekerjaan
81	Mulyono	Laki-laki	30 - 39	PNS
82	Yayuk Asmita	Perempuan	20 - 29	Pegawai Swasta
83	M. Fahrudin	Laki-laki	40 - 49	Wiraswasta
84	Dhian	Perempuan	20 - 29	Pelajar/Mahasiswa
85	Andri Suseno	Laki-laki	< 20	Pelajar/Mahasiswa
86	Rudi Pramono	Laki-laki	20 - 29	Pegawai Swasta
87	Vira Hapsari	Perempuan	30 - 39	PNS
88	Hermin	Perempuan	< 20 - 29	Pelajar/Mahasiswa
89	Yusuf W.	Laki-laki	30 - 39	Pegawai Swasta
90	Narinda T. Dewi	Perempuan	20 - 29	Pelajar/Mahasiswa
91	Era L.	Perempuan	20 - 29	Pelajar/Mahasiswa
92	Sumardi	Laki-laki	40 - 49	PNS
93	Dwi Prihyanto	Laki-laki	30 - 39	Wiraswasta
94	M. Kusniardi B.	Laki-laki	< 20 - 29	Pelajar/Mahasiswa
95	Lilik	Laki-laki	30 - 39	Pegawai Swasta
96	Bambang Tetuko	Laki-laki	20 - 29	Pegawai Swasta
97	Supardi	Laki-laki	40 - 49	Wiraswasta
98	Suherman	Laki-laki	30 - 39	Pegawai Swasta
99	Taufik Kurniawan	Laki-laki	20 - 29	Pegawai Swasta
100	Kukuh Iskandar	Laki-laki	< 20	Pelajar/Mahasiswa

Keterangan :

Jenis kelamin

0 = Perempuan 36

1 = Laki-laki 64

100

Umur

1 = < 20

2 = 20-29

3 = 30-39

4 = 40-49

5 = > 50

Pekerjaan

1 = PNS

2 = Pegawai Swasta

3 = Wiraswasta

4 = TNI/Polri

5 = Pelajar/Mahasiswa

Lampiran 3

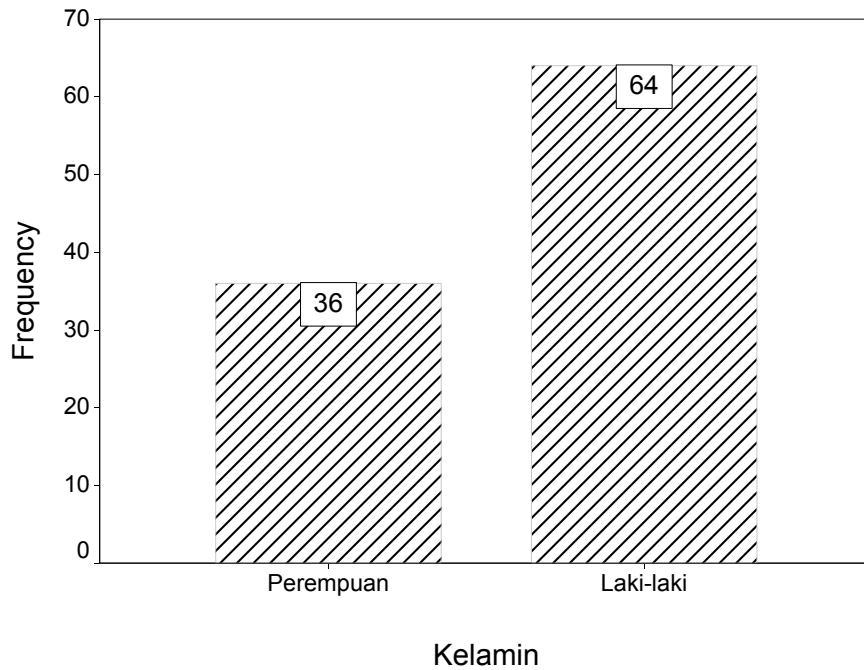
Deskripsi Data Responden

**Frequencies Jenis Kelamin**

JENIS KELAMIN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Perempuan	36	36.0	36.0	36.0
	Laki-laki	64	64.0	64.0	100.0
	Total	100	100.0	100.0	

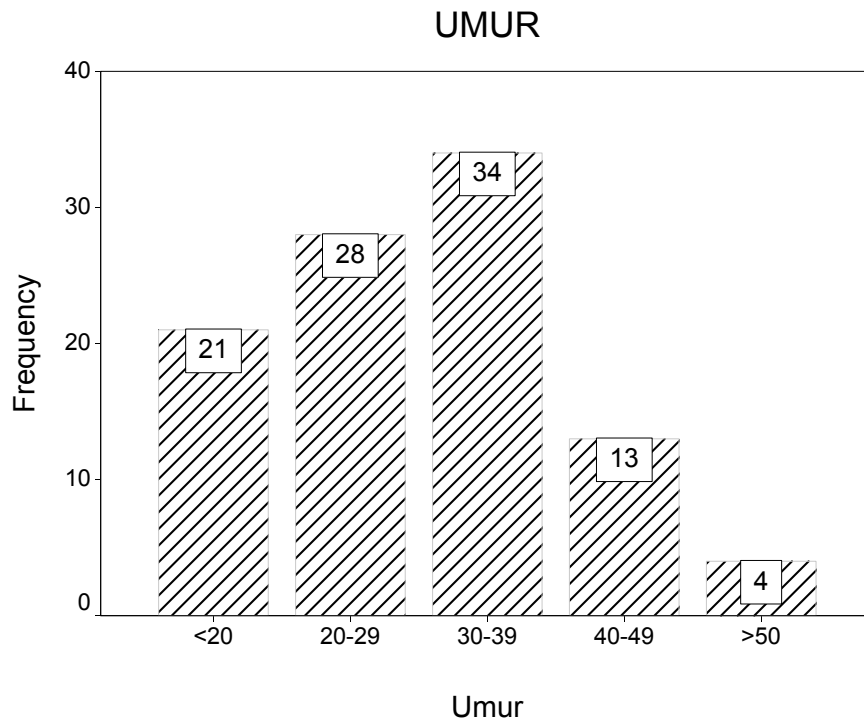
JENIS KELAMIN



**Frequencies Umur**

UMUR

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<20	21	21.0	21.0	21.0
	20 - 29	28	28.0	28.0	49.0
	30 - 39	34	34.0	34.0	83.0
	40 - 49	13	13.0	13.0	96.0
	>50	4	4.0	4.0	100.0
	Total	100	100.0	100.0	

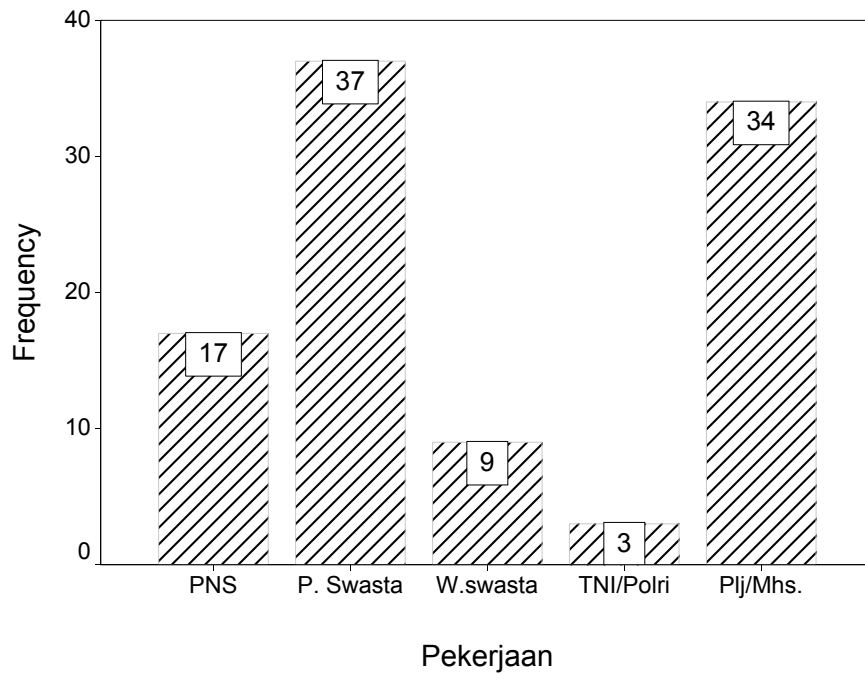


## Frequencies Pekerjaan

### PEKERJAAN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	PNS	17	17.0	17.0	17.0
	Peg. Swasta	37	37.0	37.0	54.0
	Wiraswasta	9	9.0	9.0	63.0
	TNI/Polri	3	3.0	3.0	66.0
	Pelajar/Mhs.	34	34.0	34.0	100.0
	Total	100	100.0	100.0	

# PEKERJAAN



Lampiran 5

**Perhitungan Validitas dan Reliabilitas Dimensi *Reliability***

**Correlations**

**Descriptive Statistics**

	Mean	Std. Deviation	N
REL1	4.2300	.73656	100
REL2	4.3100	.74799	100
REL3	4.0100	.85865	100
REL4	4.3600	.79798	100
REL5	4.1700	.76614	100
REL6	4.3000	.65905	100
X1	25.3800	2.46503	100

**Correlations**

		REL1	REL2	REL3	REL4	REL5
REL1	Pearson Correlation	1	.108	.156	.253*	.270**
	Sig. (2-tailed)	.	.287	.121	.011	.007
	N	100	100	100	100	100
REL2	Pearson Correlation	.108	1	.262**	.167	.101
	Sig. (2-tailed)	.287	.	.008	.098	.317
	N	100	100	100	100	100
REL3	Pearson Correlation	.156	.262**	1	.039	-.003
	Sig. (2-tailed)	.121	.008	.	.701	.979
	N	100	100	100	100	100
REL4	Pearson Correlation	.253*	.167	.039	1	.180
	Sig. (2-tailed)	.011	.098	.701	.	.074
	N	100	100	100	100	100
REL5	Pearson Correlation	.270**	.101	-.003	.180	1
	Sig. (2-tailed)	.007	.317	.979	.074	.
	N	100	100	100	100	100
REL6	Pearson Correlation	.127	.178	.352**	-.035	.078
	Sig. (2-tailed)	.208	.076	.000	.733	.440
	N	100	100	100	100	100
X1	Pearson Correlation	.586**	.560**	.580**	.510**	.500**
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	100	100	100	100	100

### Correlations

		REL6	X1
REL1	Pearson Correlation	.127	.586**
	Sig. (2-tailed)	.208	.000
	N	100	100
REL2	Pearson Correlation	.178	.560**
	Sig. (2-tailed)	.076	.000
	N	100	100
REL3	Pearson Correlation	.352**	.580**
	Sig. (2-tailed)	.000	.000
	N	100	100
REL4	Pearson Correlation	-.035	.510**
	Sig. (2-tailed)	.733	.000
	N	100	100
REL5	Pearson Correlation	.078	.500**
	Sig. (2-tailed)	.440	.000
	N	100	100
REL6	Pearson Correlation	1	.495**
	Sig. (2-tailed)	.	.000
	N	100	100
X1	Pearson Correlation	.495**	1
	Sig. (2-tailed)	.000	.
	N	100	100

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

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

### Reliability

\*\*\*\*\* Method 2 (covariance matrix) will be used for this analysis \*\*\*\*\*



R E L I A B I L I T Y   A N A L Y S I S   -   S C A L E   ( A L P H A )

		Mean	Std Dev	Cases
1.	REL1	4.2300	.7366	100.0
2.	REL2	4.3100	.7480	100.0
3.	REL3	4.0100	.8586	100.0
4.	REL4	4.3600	.7980	100.0
5.	REL5	4.1700	.7661	100.0
6.	REL6	4.3000	.6590	100.0
7.	X1	25.3800	2.4650	100.0

N of Cases = 100.0

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	7.2514	4.0100	25.3800	21.3700	6.3292	63.9166

Reliability Coefficients      7 items

Alpha = .7071                      Standardized item alpha = .7112

Lampiran 7

**Perhitungan Validitas dan Reliabilitas Dimensi *Responsiveness***

**Correlations**

**Descriptive Statistics**

	Mean	Std. Deviation	N
RES1	4.3100	.74799	100
RES2	3.9600	.83991	100
RES3	4.3000	.79772	100
RES4	4.2300	.78951	100
RES5	4.2100	.75605	100
RES6	4.0200	.85257	100
X2	25.0300	2.33746	100

### Correlations

		RES1	RES2	RES3	RES4	RES5
RES1	Pearson Correlation	1	.165	.096	.203*	.116
	Sig. (2-tailed)	.	.102	.340	.043	.251
	N	100	100	100	100	100
RES2	Pearson Correlation	.165	1	.093	.105	-.018
	Sig. (2-tailed)	.102	.	.355	.297	.855
	N	100	100	100	100	100
RES3	Pearson Correlation	.096	.093	1	.130	-.039
	Sig. (2-tailed)	.340	.355	.	.198	.704
	N	100	100	100	100	100
RES4	Pearson Correlation	.203*	.105	.130	1	.037
	Sig. (2-tailed)	.043	.297	.198	.	.717
	N	100	100	100	100	100
RES5	Pearson Correlation	.116	-.018	-.039	.037	1
	Sig. (2-tailed)	.251	.855	.704	.717	.
	N	100	100	100	100	100
RES6	Pearson Correlation	.228*	-.154	.125	-.007	.244*
	Sig. (2-tailed)	.023	.126	.216	.946	.014
	N	100	100	100	100	100
X2	Pearson Correlation	.601**	.417**	.483**	.494**	.442**
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	100	100	100	100	100

### Correlations

		RES6	X2
RES1	Pearson Correlation	.228*	.601**
	Sig. (2-tailed)	.023	.000
	N	100	100
RES2	Pearson Correlation	-.154	.417**
	Sig. (2-tailed)	.126	.000
	N	100	100
RES3	Pearson Correlation	.125	.483**
	Sig. (2-tailed)	.216	.000
	N	100	100
RES4	Pearson Correlation	-.007	.494**
	Sig. (2-tailed)	.946	.000
	N	100	100
RES5	Pearson Correlation	.244*	.442**
	Sig. (2-tailed)	.014	.000
	N	100	100
RES6	Pearson Correlation	1	.501**
	Sig. (2-tailed)	.	.000
	N	100	100
X2	Pearson Correlation	.501**	1
	Sig. (2-tailed)	.000	.
	N	100	100

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

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

### Reliability

\*\*\*\*\* Method 2 (covariance matrix) will be used for this analysis \*\*\*\*\*

R E L I A B I L I T Y   A N A L Y S I S   -   S C A L E   ( A L P H A )

		Mean	Std Dev	Cases
1.	RES1	4.3100	.7480	100.0
2.	RES2	3.9600	.8399	100.0
3.	RES3	4.3000	.7977	100.0
4.	RES4	4.2300	.7895	100.0
5.	RES5	4.2100	.7561	100.0
6.	RES6	4.0200	.8526	100.0
7.	X2	25.0300	2.3375	100.0

N of Cases = 100.0

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	7.1514	3.9600	25.0300	21.0700	6.3207	62.1709

Reliability Coefficients      7 items

Alpha = .6709                      Standardized item alpha = .6407

Lampiran 9

**Perhitungan Validitas dan Reliabilitas Dimensi Assurance**

**Correlations**

**Descriptive Statistics**

	Mean	Std. Deviation	N
ASS1	3.7800	.94900	100
ASS2	2.9900	.97954	100
ASS3	3.8400	.92899	100
ASS4	3.5900	1.19844	100
ASS5	3.9800	.87594	100
ASS6	3.6500	1.18386	100
X3	21.8300	3.88224	100

### Correlations

		ASS1	ASS2	ASS3	ASS4	ASS5
ASS1	Pearson Correlation	1	.008	.372**	.311**	.347**
	Sig. (2-tailed)	.	.933	.000	.002	.000
	N	100	100	100	100	100
ASS2	Pearson Correlation	.008	1	-.013	.272**	.141
	Sig. (2-tailed)	.933	.	.899	.006	.162
	N	100	100	100	100	100
ASS3	Pearson Correlation	.372**	-.013	1	.331**	.232*
	Sig. (2-tailed)	.000	.899	.	.001	.020
	N	100	100	100	100	100
ASS4	Pearson Correlation	.311**	.272**	.331**	1	.300**
	Sig. (2-tailed)	.002	.006	.001	.	.002
	N	100	100	100	100	100
ASS5	Pearson Correlation	.347**	.141	.232*	.300**	1
	Sig. (2-tailed)	.000	.162	.020	.002	.
	N	100	100	100	100	100
ASS6	Pearson Correlation	.398**	.110	.408**	.553**	.276**
	Sig. (2-tailed)	.000	.275	.000	.000	.006
	N	100	100	100	100	100
X3	Pearson Correlation	.631**	.401**	.606**	.769**	.578**
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	100	100	100	100	100

### Correlations

		ASS6	X3
ASS1	Pearson Correlation	.398**	.631**
	Sig. (2-tailed)	.000	.000
	N	100	100
ASS2	Pearson Correlation	.110	.401**
	Sig. (2-tailed)	.275	.000
	N	100	100
ASS3	Pearson Correlation	.408**	.606**
	Sig. (2-tailed)	.000	.000
	N	100	100
ASS4	Pearson Correlation	.553**	.769**
	Sig. (2-tailed)	.000	.000
	N	100	100
ASS5	Pearson Correlation	.276**	.578**
	Sig. (2-tailed)	.006	.000
	N	100	100
ASS6	Pearson Correlation	1	.761**
	Sig. (2-tailed)	.	.000
	N	100	100
X3	Pearson Correlation	.761**	1
	Sig. (2-tailed)	.000	.
	N	100	100

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

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

### Reliability

\*\*\*\*\* Method 2 (covariance matrix) will be used for this analysis \*\*\*\*\*

R E L I A B I L I T Y   A N A L Y S I S   -   S C A L E   ( A L P H A )

		Mean	Std Dev	Cases
1.	ASS1	3.7800	.9490	100.0
2.	ASS2	2.9900	.9795	100.0
3.	ASS3	3.8400	.9290	100.0
4.	ASS4	3.5900	1.1984	100.0
5.	ASS5	3.9800	.8759	100.0
6.	ASS6	3.6500	1.1839	100.0
7.	X3	21.8300	3.8822	100.0

N of Cases = 100.0

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	6.2371	2.9900	21.8300	18.8400	7.3010	47.3767

Reliability Coefficients      7 items

Alpha = .7525                      Standardized item alpha = .8050

Lampiran 11

**Perhitungan Validitas dan Reliabilitas Dimensi *Emphaty***

**Correlations**

**Descriptive Statistics**

	Mean	Std. Deviation	N
EMPH1	3.9000	.90453	100
EMPH2	3.7100	1.05692	100
EMPH3	3.9800	.87594	100
EMPH4	3.8600	1.06382	100
EMPH5	4.2000	.75210	100
EMPH6	4.2900	.74257	100
X4	23.9400	3.03455	100

### Correlations

		EMPH1	EMPH2	EMPH3	EMPH4	EMPH5
EMPH1	Pearson Correlation	1	.244*	.201*	.237*	.193
	Sig. (2-tailed)	.	.014	.044	.017	.054
	N	100	100	100	100	100
EMPH2	Pearson Correlation	.244*	1	-.017	.332**	.150
	Sig. (2-tailed)	.014	.	.865	.001	.136
	N	100	100	100	100	100
EMPH3	Pearson Correlation	.201*	-.017	1	.344**	.175
	Sig. (2-tailed)	.044	.865	.	.000	.082
	N	100	100	100	100	100
EMPH4	Pearson Correlation	.237*	.332**	.344**	1	.187
	Sig. (2-tailed)	.017	.001	.000	.	.063
	N	100	100	100	100	100
EMPH5	Pearson Correlation	.193	.150	.175	.187	1
	Sig. (2-tailed)	.054	.136	.082	.063	.
	N	100	100	100	100	100
EMPH6	Pearson Correlation	.239*	-.033	.025	-.012	.311**
	Sig. (2-tailed)	.017	.742	.809	.906	.002
	N	100	100	100	100	100
X4	Pearson Correlation	.631**	.561**	.513**	.679**	.550**
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	100	100	100	100	100



### Correlations

		EMPH6	X4
EMPH1	Pearson Correlation	.239*	.631**
	Sig. (2-tailed)	.017	.000
	N	100	100
EMPH2	Pearson Correlation	-.033	.561**
	Sig. (2-tailed)	.742	.000
	N	100	100
EMPH3	Pearson Correlation	.025	.513**
	Sig. (2-tailed)	.809	.000
	N	100	100
EMPH4	Pearson Correlation	-.012	.679**
	Sig. (2-tailed)	.906	.000
	N	100	100
EMPH5	Pearson Correlation	.311**	.550**
	Sig. (2-tailed)	.002	.000
	N	100	100
EMPH6	Pearson Correlation	1	.384**
	Sig. (2-tailed)	.	.000
	N	100	100
X4	Pearson Correlation	.384**	1
	Sig. (2-tailed)	.000	.
	N	100	100

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

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

### Reliability

\*\*\*\*\* Method 2 (covariance matrix) will be used for this analysis \*\*\*\*\*

R E L I A B I L I T Y   A N A L Y S I S   -   S C A L E   ( A L P H A )

		Mean	Std Dev	Cases
1.	EMPH1	3.9000	.9045	100.0
2.	EMPH2	3.7100	1.0569	100.0
3.	EMPH3	3.9800	.8759	100.0
4.	EMPH4	3.8600	1.0638	100.0
5.	EMPH5	4.2000	.7521	100.0
6.	EMPH6	4.2900	.7426	100.0
7.	X4	23.9400	3.0345	100.0

N of Cases = 100.0

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	6.8400	3.7100	23.9400	20.2300	6.4528	56.8971

Reliability Coefficients      7 items

Alpha = .7182                      Standardized item alpha = .7320

Lampiran 13

**Perhitungan Validitas dan Reliabilitas Dimensi *Tangibles***

**Correlations**

**Descriptive Statistics**

	Mean	Std. Deviation	N
TANG1	4.2000	.80403	100
TANG2	3.5500	1.04809	100
TANG3	3.9300	.79462	100
TANG4	4.2100	.78232	100
TANG5	4.2600	.76038	100
TANG6	4.2300	.75015	100
X5	24.3800	2.61997	100

### Correlations

		TANG1	TANG2	TANG3	TANG4	TANG5
TANG1	Pearson Correlation	1	.084	.164	.334**	.377**
	Sig. (2-tailed)	.	.407	.102	.001	.000
	N	100	100	100	100	100
TANG2	Pearson Correlation	.084	1	-.208*	.116	.224*
	Sig. (2-tailed)	.407	.	.038	.249	.025
	N	100	100	100	100	100
TANG3	Pearson Correlation	.164	-.208*	1	.089	-.053
	Sig. (2-tailed)	.102	.038	.	.379	.599
	N	100	100	100	100	100
TANG4	Pearson Correlation	.334**	.116	.089	1	.264**
	Sig. (2-tailed)	.001	.249	.379	.	.008
	N	100	100	100	100	100
TANG5	Pearson Correlation	.377**	.224*	-.053	.264**	1
	Sig. (2-tailed)	.000	.025	.599	.008	.
	N	100	100	100	100	100
TANG6	Pearson Correlation	.308**	.043	.095	.141	.195
	Sig. (2-tailed)	.002	.671	.347	.163	.052
	N	100	100	100	100	100
X5	Pearson Correlation	.688**	.475**	.309**	.591**	.614**
	Sig. (2-tailed)	.000	.000	.002	.000	.000
	N	100	100	100	100	100

### Correlations

		TANG6	X5
TANG1	Pearson Correlation	.308**	.688**
	Sig. (2-tailed)	.002	.000
	N	100	100
TANG2	Pearson Correlation	.043	.475**
	Sig. (2-tailed)	.671	.000
	N	100	100
TANG3	Pearson Correlation	.095	.309**
	Sig. (2-tailed)	.347	.002
	N	100	100
TANG4	Pearson Correlation	.141	.591**
	Sig. (2-tailed)	.163	.000
	N	100	100
TANG5	Pearson Correlation	.195	.614**
	Sig. (2-tailed)	.052	.000
	N	100	100
TANG6	Pearson Correlation	1	.526**
	Sig. (2-tailed)	.	.000
	N	100	100
X5	Pearson Correlation	.526**	1
	Sig. (2-tailed)	.000	.
	N	100	100

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

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

### Reliability

\*\*\*\*\* Method 2 (covariance matrix) will be used for this analysis \*\*\*\*\*

R E L I A B I L I T Y   A N A L Y S I S   -   S C A L E   ( A L P H A )

		Mean	Std Dev	Cases
1.	TANG1	4.2000	.8040	100.0
2.	TANG2	3.5500	1.0481	100.0
3.	TANG3	3.9300	.7946	100.0
4.	TANG4	4.2100	.7823	100.0
5.	TANG5	4.2600	.7604	100.0
6.	TANG6	4.2300	.7502	100.0
7.	X5	24.3800	2.6200	100.0

N of Cases = 100.0

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	6.9657	3.5500	24.3800	20.8300	6.8676	59.0314

Reliability Coefficients      7 items

Alpha = .6995                      Standardized item alpha = .7066

Lampiran 15

**Perhitungan Validitas dan Reliabilitas Kepuasan Pelanggan**

**Correlations**

**Descriptive Statistics**

	Mean	Std. Deviation	N
Y1	4.0600	.73608	100
Y2	4.2000	.87617	100
Y3	4.2400	.74019	100
Y	12.5000	1.67272	100

### Correlations

		Y1	Y2	Y3	Y
Y1	Pearson Correlation	1	.310**	.177	.681**
	Sig. (2-tailed)	.	.002	.078	.000
	N	100	100	100	100
Y2	Pearson Correlation	.310**	1	.268**	.779**
	Sig. (2-tailed)	.002	.	.007	.000
	N	100	100	100	100
Y3	Pearson Correlation	.177	.268**	1	.661**
	Sig. (2-tailed)	.078	.007	.	.000
	N	100	100	100	100
Y	Pearson Correlation	.681**	.779**	.661**	1
	Sig. (2-tailed)	.000	.000	.000	.
	N	100	100	100	100

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

### Reliability

\*\*\*\*\* Method 2 (covariance matrix) will be used for this analysis \*\*\*\*\*

R E L I A B I L I T Y   A N A L Y S I S   -   S C A L E   ( A L P H A )

		Mean	Std Dev	Cases
1.	Y1	4.0600	.7361	100.0
2.	Y2	4.2000	.8762	100.0
3.	Y3	4.2400	.7402	100.0
4.	Y	12.5000	1.6727	100.0

N of Cases = 100.0

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	6.2500	4.0600	12.5000	8.4400	3.0788	17.3671

Reliability Coefficients 4 items

Alpha = .7787 Standardized item alpha = .7864

Lampiran 17

**Perhitungan Uji Analisis Kepuasan Pelanggan**

**Regression**

**Descriptive Statistics**

	Mean	Std. Deviation	N
Y	12.5000	1.67272	100
X1	25.3800	2.46503	100
X2	25.0300	2.33746	100
X3	21.8300	3.88224	100
X4	23.9400	3.03455	100
X5	24.3800	2.61997	100

**Correlations**

		Y	X1	X2	X3	X4	X5
Pearson Correlation	Y	1.000	.257	.378	.279	.298	.236
	X1	.257	1.000	.538	.327	.374	.237
	X2	.378	.538	1.000	.231	.251	.331
	X3	.279	.327	.231	1.000	.618	.329
	X4	.298	.374	.251	.618	1.000	.299
	X5	.236	.237	.331	.329	.299	1.000
Sig. (1-tailed)	Y	.	.005	.000	.002	.001	.008
	X1	.005	.	.000	.000	.000	.009
	X2	.000	.000	.	.010	.006	.000
	X3	.002	.000	.010	.	.000	.000
	X4	.001	.000	.006	.000	.	.001
	X5	.008	.009	.000	.000	.001	.
N	Y	100	100	100	100	100	100
	X1	100	100	100	100	100	100
	X2	100	100	100	100	100	100
	X3	100	100	100	100	100	100
	X4	100	100	100	100	100	100
	X5	100	100	100	100	100	100

**Variables Entered/Removed<sup>b</sup>**

Model	Variables Entered	Variables Removed	Method
1	X5, X1 <sup>a</sup> , X3, X2, X4	.	Enter

- a. All requested variables entered.  
b. Dependent Variable: Y

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.646 <sup>a</sup>	.499	.556	1.53669

- a. Predictors: (Constant), X5, X1, X3, X2, X4

**ANOVA<sup>b</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	55.028	5	11.006	14.661	.001 <sup>a</sup>
	Residual	221.972	94	2.361		
	Total	277.000	99			

- a. Predictors: (Constant), X5, X1, X3, X2, X4  
b. Dependent Variable: Y



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

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.342	2.108		2.060	.012
	X1	.430	.078	.284	2.077	.024
	X2	.440	.081	.335	3.960	.004
	X3	.551	.052	.128	2.063	.029
	X4	.367	.067	.157	2.296	.003
	X5	.395	.065	.262	2.606	.006

a. Dependent Variable: Y

**KUESIONER**  
(Daftar Pertanyaan Penelitian)

**Data Responden:**

Nama : .....

Alamat: .....

.....Telp.....

Jenis Kelamin : Laki-laki/ Perempuan

Umur : d. < 20 a. 40 - 49  
e. 20 – 29 b. > 50 tahun  
f. 30 - 39

Pekerjaan : a. PNS d. TNI/ Polri  
b. Pegawai Swasta e. Pelajar/ Mahasiswa  
c. Wiraswasta

Kuesioner ini dimaksudkan untuk mengetahui bagaimana pendapat Anda mengenai kualitas jasa layanan yang diberikan Plasa TELKOM. Mohon bantuan dan kesediaan Anda untuk menjawab seluruh pertanyaan yang ada.

**Petunjuk Pengisian :**

❖ Silahkan Anda memberi tanda (X) pada kolom yang tersedia untuk pertanyaan-pertanyaan yang ada sesuai dengan pilihan Anda pada setiap nomor yang bersangkutan.

- 5 = Sangat Setuju (SS)
- 4 = Setuju (S)
- 3 = Netral (N)
- 2 = Tidak Setuju (TS)
- 1 = Sangat Tidak Setuju (STS)

*Selamat Mengisi dan Saya Ucapkan Terima Kasih*