



UNIVERSITAS ISLAM INDONESIA

FAKULTAS EKONOMI

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Hal : PERMOHONAN IJIN PENELITIAN

15 Juni 2002

Kepada Yth .
Pimpinan KA KANDA Perum Pegadaian
Wilayah VII DIY
di Yogyakarta

Assalamu 'alaikum wr. wb.

Diberitahukan dengan hormat, bahwa mahasiswa sebelum mengakhiri pendidikan di Fakultas Ekonomi UII Yogyakarta diwajibkan membuat karya ilmiah berupa Riset penelitian. Sehubungan dengan hal itu seorang mahasiswa kami :

N a m a : Arshinta Dyah R
No. Mahasiswa : 98311477 NIRM : -
Jurusan : Manajemen
Alamat : Jl. Colombo 4 B Yogyakarta

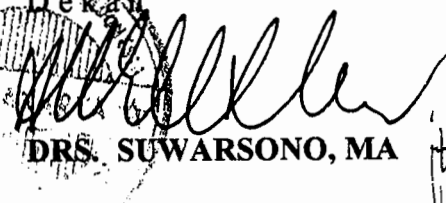
bermaksud mohon keterangan/data pada instansi yang Saudara pimpin untuk keperluan menyusun skripsi dengan judul : EVALUASI KUALITAS PELAYANAN PADA PERUM PEGADAIAN KANDA VII DIY.

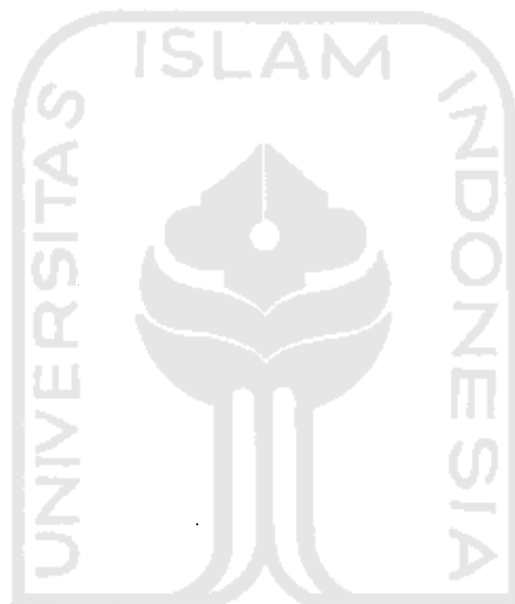
Dosen Pembimbing : Drs. Nursya"bani Purnama, M.Si

Hasil karya ilmiah tersebut semata-mata bersifat dan bertujuan keilmuan dan tidak disajikan kepada pihak luar. Oleh karena itu kami mohon perkenan Saudara untuk dapat memberikan data/keterangan yang diperlukan oleh mahasiswa tersebut.

Atas perkenan dan bantuan Saudara, kami ucapkan terima kasih.

Wassalamu 'alaikum wr. wb.


DRS. SUWARSONO, MA



جامعة الإسلام
الاندونيسية

**LAMPIRAN
KUESIONER**

Kuesioner.

Kepada Yth. Nasabah Perum Pegadaian Kanda VII DIY

Studi Kualitas Jasa

Survey ini berkaitan dengan pendapat Saudara tentang layanan jasa Perum Pegadaian Kanda VII DIY. Berdasar pada pengalaman Saudara sebagai pengguna jasa pelayanan Pegadaian, Saudara diminta untuk memberikan pendapat karakteristik layanan jasa Perum Pegadaian Kanda VII DIY yang *seharusnya Saudara dapatkan* (merupakan *Harapan* anda yang seharusnya diberikan oleh Pegadaian), dan pendapat Saudara mengenai karakteristik layanan tersebut yang *senyatanya tersedia* (merupakan *kinerja aktual* dari layanan yang diberikan oleh Pegadaian). Atas kesediaan Bapak/Ibu/Saudara dalam mengisi dan menjawab pertanyaan-pertanyaan tersebut, kami ucapkan terima kasih.

Petunjuk Pengisian:

Beri tanda (√) pada angka penilaian dalam kolom yang Saudara anggap tepat.

BAGIAN PERTAMA

Kolom Harapan (Expectation), penilaian berada dalam interval dari Sangat tidak penting (1) sampai dengan Sangat penting sekali (7).

BAGIAN KEDUA

Kolom Kenyataan (Actual Performance), penilaian berada dalam interval Sangat tidak memuaskan (1) sampai dengan Sangat memuaskan sekali (7).

BAGIAN KETIGA

Kolom Kepuasan, penilaian berada dalam interval Sangat tidak memuaskan (1) sampai dengan Sangat memuaskan sekali (7).

BAGIAN PERTAMA (kolom harapan/expectation)

Dimensi Tangible

	1	2	3	4	5	6	7
1. Memiliki peralatan yang modern							
2. Memiliki fasilitas-fasilitas fisik yang bagus dan menarik							

	1	2	3	4	5	6	7
3. Karyawannya berpenampilan rapi dan menarik							
4. Barang-barana yang berhubungan dengan pelayanan Pegadaian seperti brosur dan petunjuk, akan terlihat bagus dan menarik							

Dimensi Reliability

	1	2	3	4	5	6	7
5. Ketepatan waktu dalam mengerjakan sesuatu yang telah dijanjikan							
6. Ketika konsumen mempunyai masalah, perusahaan dengan tulus menunjukkan keinginan untuk membantu memecahkannya							
7. Menempatkan pelayanan yang optimal pada urutan pertama							
8. Memberikan layanan tepat pada waktu yang telah dijanjikan							
9. Bekerja dengan kesalahan yang minimal atau bahkan <i>error-free</i>							

Dimensi Responsiveness

	1	2	3	4	5	6	7
10. Karyawannya akan memberitahu pada konsumen kapan tepatnya layanan akan dikerjakan							
11. Karyawan akan memberi layanan secara cepat pada konsumen							
12. Karyawan tidak akan terlalu sibuk untuk merespon permintaan konsumen							
13. Karyawan tidak akan terlalu sibuk untuk merespon permintaan konsumen							

Dimensi Assurance

	1	2	3	4	5	6	7
14. Perilaku karyawan memberikan rasa percaya							
15. konsumen merasa aman dalam melakukan transaksi							
16. Karyawan sopan dan ramah pada konsumen							
17. Karyawan memiliki pengetahuan dalam menjawab pertanyaan konsumen							

Dimensi Emphaty

	1	2	3	4	5	6	7
18. Perusahaan memberikan perhatian secara khusus pada konsumen							
19. Beroperasi pada jam-jam yang tepat untuk semua konsumen							
20. Karyawan secara pribadi memberikan perhatian pada konsumen							
21. Karyawan memperhatikan keperluan konsumen secara khusus							
22. Karyawan memahami keperluan-keperluan yang khusus dari konsumen mereka							

BAGIAN KEDUA (kenyataan/actual performance)**Dimensi Tangible**

	1	2	3	4	5	6	7
1. Memiliki peralatan yang modern							
2. Memiliki fasilitas-fasilitas fisik yang bagus dan menarik							
3. Karyawannya berpenampilan rapi dan menarik							
4. Barang-barang yang berhubungan dengan pelayanan Pegadaian seperti brosur dan petunjuk, kan terlihat bagus dan menarik							

Dimensi Reliability

	1	2	3	4	5	6	7
5. Ketepatan waktu dalam mengerjakan sesuatu yang telah dijanjikan							
6. Ketika konsumen mempunyai masalah, perusahaan dengan tulus menunjukkan keinginan untuk membantu memecahkannya							
7. Menempatkan pelayanan yang optimal pada urutan pertama							
8. Memberikan layanan tepat pada waktu yang telah dijanjikan							
9. Bekerja dengan kesalahan yang minimal atau bahkan <i>error-free</i>							

Dimensi Responsiveness

	1	2	3	4	5	6	7
10. Karyawannya akan memberitahu pada konsumen kapan tepatnya layanan akan dikerjakan							
11. Karyawan akan memberi layanan secara cepat pada konsumen							
12. Karyawan tidak akan terlalu sibuk untuk merespon permintaan konsumen							
13. Karyawan tidak akan terlalu sibuk untuk merespon permintaan konsumen							

Dimensi Assurance

	1	2	3	4	5	6	7
14. Perilaku karyawan memberikan rasa percaya							
15. Konsumen merasa aman dalam melakukan transaksi							
16. Karyawan sopan dan ramah pada konsumen							
17. Karyawan memiliki pengetahuan dalam menjawab pertanyaan konsumen							

Dimensi Emphaty

	1	2	3	4	5	6	7
18. Perusahaan memberikan perhatian secara khusus pada konsumen							
19. Beroperasi pada jam-jam yang tepat untuk semua konsumen							
20. Karyawan secara pribadi memberikan perhatian pada konsumen							
21. Karyawan memperhatikan keperluan konsumen secara khusus							
22. Karyawan memahami keperluan-keperluan yang khusus dari konsumen mereka							

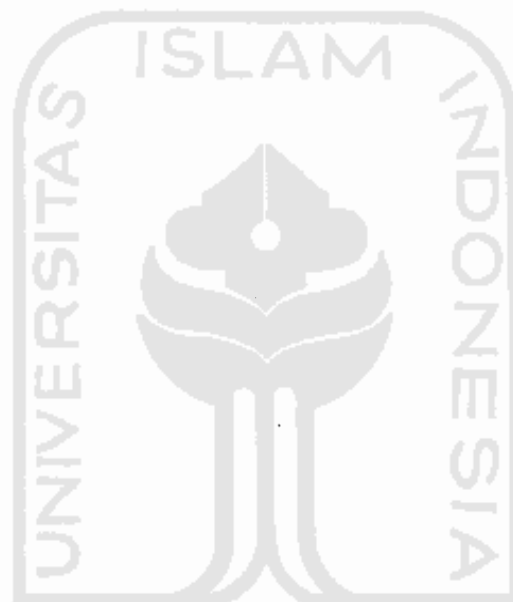
BAGIAN KETIGA (Kepuasan)

	1	2	3	4	5	6	7
1. Saya merasa puas akan penampilan dari fasilitas fisik perusahaan, peralatan, karyawan dan materi dalam komunikasi							
2. Saya merasa puas akan kemampuan perusahaan untuk menyelenggarakan jasa atau pelayanan yang dijanjikan, secara akurat dan dapat dipercaya							
3. Saya merasa puas akan kemauan perusahaan untuk membantu konsumen dan menyediakan pelayanan yang cepat							
4. Saya merasa puas akan pengetahuan, kecakapan dan kesopanan karyawan serta kemampuan mereka dalam menimbulkan rasa percaya							
5. Saya merasa puas akan perhatian khusus yang diberikan oleh perusahaan kepada konsumen							

6. Singkatnya saya merasa benar-benar puas terhadap pelayanan yang diberikan perusahaan

1	2	3	4	5	6	7





LAMPIRAN 1
HASIL UJI VALIDITAS DAN
RELIABILITAS
(HARAPAN/EXPECTED)

Uji Validitas (Tangible - Harapan)

Correlations

		TOTAL
T1	Pearson Correlation	.809**
	Sig. (2-tailed)	.000
	N	100
T2	Pearson Correlation	.832**
	Sig. (2-tailed)	.000
	N	100
T3	Pearson Correlation	.884**
	Sig. (2-tailed)	.000
	N	100
T4	Pearson Correlation	.795**
	Sig. (2-tailed)	.000
	N	100
TOTAL	Pearson Correlation	1.000
	Sig. (2-tailed)	.
	N	100

** . Correlation is significant at the 0.01 level

Reliability (Tangible - Harapan)

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	T1	6.4800	.8346	100.0
2.	T2	6.2500	.8211	100.0
3.	T3	6.3100	.9713	100.0
4.	T4	6.3300	1.0353	100.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	25.3700	9.2456	3.0407	4

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
T1	18.8900	5.8363	.6727	.8088
T2	19.1200	5.7632	.7123	.7942
Y3	19.0600	4.9661	.7707	.7622
U4	19.0400	5.3115	.5998	.8465

Reliability Coefficients

N of Cases = 100.0

N of Items = 4

Alpha = .8450

Uji Validitas (Reliability - Harapan)

Correlations

		TOTAL
R1	Pearson Correlation	.693**
	Sig. (2-tailed)	.000
	N	100
R2	Pearson Correlation	.689**
	Sig. (2-tailed)	.000
	N	100
R3	Pearson Correlation	.643**
	Sig. (2-tailed)	.000
	N	100
R4	Pearson Correlation	.619**
	Sig. (2-tailed)	.000
	N	100
R5	Pearson Correlation	.658**
	Sig. (2-tailed)	.000
	N	100
TOTAL	Pearson Correlation	1.000
	Sig. (2-tailed)	
	N	100

** . Correlation is significant at the 0.01 level

Reliability (Reliability - Harapan)

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	R1	6.6700	.8652	100.0
2.	R2	6.4700	.9151	100.0
3.	R3	6.5700	.7420	100.0
4.	R4	6.6900	.5631	100.0
5.	R5	5.9500	1.3210	100.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	32.3500	8.5530	2.9246	5

Item-total Statistics	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
R1	25.6800	5.7956	.4822	.5396
R2	25.8800	5.7026	.4605	.5474
R3	25.7800	6.3147	.4525	.5631
R4	25.6600	6.8327	.4767	.5759
R5	26.4000	5.2121	.2646	.7056

Reliability Coefficients
 N of Cases = 100.0
 Alpha = .6364

N of Items = 5

Uji Validitas (Responsiveness - Harapan)

Correlations

		TOTAL
R1	Pearson Correlation	.710**
	Sig. (2-tailed)	.000
	N	100
R2	Pearson Correlation	.788**
	Sig. (2-tailed)	.000
	N	100
R3	Pearson Correlation	.741**
	Sig. (2-tailed)	.000
	N	100
R4	Pearson Correlation	.803**
	Sig. (2-tailed)	.000
	N	100
TOTAL	Pearson Correlation	1.000
	Sig. (2-tailed)	.
	N	100

** . Correlation is significant at the 0.01 level

Reliability (Responsiveness - Harapan)

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	R1	6.1400	.8992	100.0
2.	R2	6.5700	.7000	100.0
3.	R3	6.5000	.7177	100.0
4.	R4	6.2300	1.0235	100.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	25.4400	6.4711	2.5438	4

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
R1	19.3000	4.0303	.4521	.7360
R2	18.8700	4.1546	.6401	.6439
R3	18.9400	4.2792	.5647	.6776
R4	19.2100	3.3393	.5572	.6853

Reliability Coefficients

N of Cases = 100.0

N of Items = 4

Alpha = .7438

Uji Validitas (Assurance - Harapan)

Correlations

		TOTAL
A1	Pearson Correlation	.706**
	Sig. (2-tailed)	.000
	N	100
A2	Pearson Correlation	.819**
	Sig. (2-tailed)	.000
	N	100
A3	Pearson Correlation	.648**
	Sig. (2-tailed)	.000
	N	100
A4	Pearson Correlation	.601**
	Sig. (2-tailed)	.000
	N	100
TOTAL	Pearson Correlation	1.000
	Sig. (2-tailed)	
	N	100

** . Correlation is significant at the 0.01 level

Reliability (Assurance - Harapan)

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	A1	6.2600	1.0504	100.0
2.	A2	6.6000	.8040	100.0
3.	A3	6.5800	.6541	100.0
4.	A4	6.6000	.6816	100.0

Statistics for Mean Variance Std Dev Variables
SCALE 26.0400 4.9883 2.2334 4

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
A1	19.7800	2.7794	.3156	.6694
A2	19.4400	2.6933	.6247	.3884
A3	19.4600	3.5236	.4222	.5573
A4	19.4400	3.6226	.3472	.5983

Reliability Coefficients

N of Cases = 100.0

N of Items = 4

Alpha = .6270

Uji Validitas (Emphaty - Harapan)

Correlations

		TOTAL
E1	Pearson Correlation	.751**
	Sig. (2-tailed)	.000
	N	100
E2	Pearson Correlation	.501**
	Sig. (2-tailed)	.000
	N	100
E3	Pearson Correlation	.707**
	Sig. (2-tailed)	.000
	N	100
E4	Pearson Correlation	.810**
	Sig. (2-tailed)	.000
	N	100
E5	Pearson Correlation	.800**
	Sig. (2-tailed)	.000
	N	100
TOTAL	Pearson Correlation	1.000
	Sig. (2-tailed)	
	N	100

** . Correlation is significant at the 0.01 level

Reliability (Emphaty - Harapan)

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	E1	6.0600	1.0993	100.0
2.	E2	6.3100	.9918	100.0
3.	E3	5.9200	.9394	100.0
4.	E4	5.8600	1.0251	100.0
5.	E5	6.0400	1.0533	100.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	30.1900	13.3878	3.6589	5

Item-total Statistics

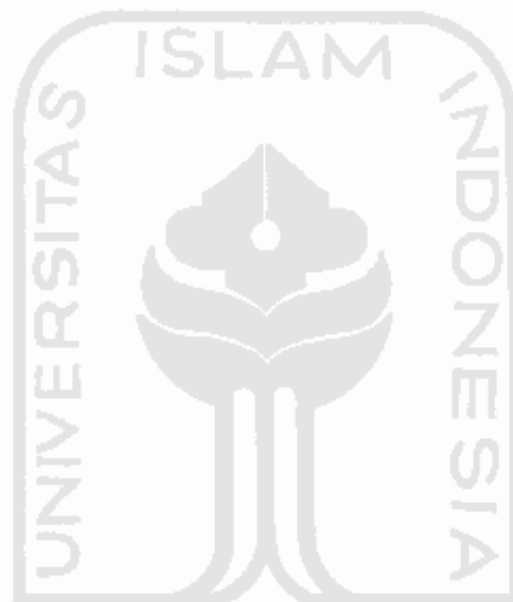
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
E1	24.1300	8.5587	.5629	.7060
E2	23.8800	10.7329	.2571	.8052
E3	24.2700	9.4112	.5368	.7167
E4	24.3300	8.3647	.6699	.6664
E5	24.1500	8.3308	.6492	.6730

Reliability Coefficients

N of Cases = 100.0

N of Items = 5

Alpha = .7612



LAMPIRAN 2
HASIL UJI VALIDITAS DAN
RELIABILITAS
(PERSEPSI/PERCEIVED)

Uji Validitas (Tangible - Persepsi)

Correlations

		TOTAL
T1	Pearson Correlation	.745**
	Sig. (2-tailed)	.000
	N	100
T2	Pearson Correlation	.819**
	Sig. (2-tailed)	.000
	N	100
T3	Pearson Correlation	.742**
	Sig. (2-tailed)	.000
	N	100
T4	Pearson Correlation	.754**
	Sig. (2-tailed)	.000
	N	100
TOTAL	Pearson Correlation	1.000
	Sig. (2-tailed)	
	N	100

** . Correlation is significant at the 0.01 level

Reliability (Tangible - Persepsi)

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	T1	5.6700	1.2314	100.0
2.	T2	5.6500	1.2008	100.0
3.	T3	5.6000	1.2713	100.0
4.	T4	5.5400	1.1048	100.0

N of

Statistics for	Mean	Variance	Std Dev	Variables
SCALE	22.4600	13.5236	3.6774	4

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
T1	16.7900	8.2888	.5245	.7257
T2	16.8100	7.7312	.6515	.6554
T3	16.8600	8.2024	.5088	.7358
T4	16.9200	8.6198	.5678	.7040

Reliability Coefficients

N of Cases = 100.0

N of Items = 4

Alpha = .7620

Uji Validitas (Reliability - Persepsi)

Correlations

		TOTAL
R1	Pearson Correlation	.272**
	Sig. (2-tailed)	.006
	N	100
R2	Pearson Correlation	.274**
	Sig. (2-tailed)	.006
	N	100
R3	Pearson Correlation	.396**
	Sig. (2-tailed)	.000
	N	100
R4	Pearson Correlation	.208*
	Sig. (2-tailed)	.038
	N	100
R5	Pearson Correlation	.360**
	Sig. (2-tailed)	.000
	N	100
TOTAL	Pearson Correlation	1.000
	Sig. (2-tailed)	
	N	100

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

** Correlation is significant at the 0.01 level

Reliability (Reliability - Persepsi)

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	R1	5.4500	1.6960	100.0
2.	R2	5.3200	1.5691	100.0
3.	R3	5.6000	1.3559	100.0
4.	R4	5.4100	1.4005	100.0
5.	R5	5.0200	1.5307	100.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	26.8000	30.3030	5.5048	5

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
R1	21.3500	21.1187	.4047	.7900
R2	21.4800	19.4238	.6085	.7142
R3	21.2000	20.1212	.6859	.6943
R4	21.3900	20.1393	.6525	.7031
R5	21.7800	21.5875	.4480	.7689

Reliability Coefficients

N of Cases = 100.0

Alpha = .7764

N of Items = 5

Uji Validitas (Responsiveness - Persepsi)

Correlations

		TOTAL
R1	Pearson Correlation	.796**
	Sig. (2-tailed)	.000
	N	100
R2	Pearson Correlation	.788**
	Sig. (2-tailed)	.000
	N	100
R3	Pearson Correlation	.818**
	Sig. (2-tailed)	.000
	N	100
R4	Pearson Correlation	.616**
	Sig. (2-tailed)	.000
	N	100
TOTAL	Pearson Correlation	1.000
	Sig. (2-tailed)	
	N	100

** . Correlation is significant at the 0.01 level

Reliability (Responsiveness - Persepsi)

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	R1	5.2700	1.6628	100.0
2.	R2	5.6900	1.2768	100.0
3.	R3	5.3700	1.5285	100.0
4.	R4	5.1200	1.5588	100.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	21.4500	20.6136	4.5402	4

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
R1	16.1800	11.3612	.5788	.6555
R2	15.7600	13.1135	.6348	.6385
R3	16.0800	11.5895	.6426	.6167
R4	16.3300	14.3243	.3271	.7951

Reliability Coefficients

N of Cases = 100.0

N of Items = 4

Alpha = .7408

Uji Validitas (Assurance - Persepsi)

Correlations

		TOTAL
A1	Pearson Correlation	.778**
	Sig. (2-tailed)	.000
	N	100
A2	Pearson Correlation	.859**
	Sig. (2-tailed)	.000
	N	100
A3	Pearson Correlation	.889**
	Sig. (2-tailed)	.000
	N	100
A4	Pearson Correlation	.873**
	Sig. (2-tailed)	.000
	N	100
TOTAL	Pearson Correlation	1.000
	Sig. (2-tailed)	.
	N	100

** . Correlation is significant at the 0.01 level

Reliability (Assurance - Persepsi)

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	A1	5.7000	1.2513	100.0
2.	A2	6.0500	1.1315	100.0
3.	A3	5.8000	1.1634	100.0
4.	A4	5.6900	1.2035	100.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	23.2400	16.2448	4.0305	4

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
A1	17.5400	9.9681	.5963	.8857
A2	17.1900	9.6908	.7486	.8240
A3	17.4400	9.2590	.7955	.8043
A4	17.5500	9.2197	.7630	.8168

Reliability Coefficients

N of Cases = 100.0

N of Items = 4

Alpha = .8698

Uji Validitas (Emphaty - Persepsi)

Correlations

		TOTAL
E1	Pearson Correlation	.795**
	Sig. (2-tailed)	.000
	N	100
E2	Pearson Correlation	.609**
	Sig. (2-tailed)	.000
	N	100
E3	Pearson Correlation	.765**
	Sig. (2-tailed)	.000
	N	100
E4	Pearson Correlation	.787**
	Sig. (2-tailed)	.000
	N	100
E5	Pearson Correlation	.756**
	Sig. (2-tailed)	.000
	N	100
TOTAL	Pearson Correlation	1.000
	Sig. (2-tailed)	
	N	100

** . Correlation is significant at the 0.01 level

Reliability (Emphaty - Persepsi)

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	E1	5.1200	1.5327	100.0
2.	E2	5.2800	1.4500	100.0
3.	E3	4.6900	1.5022	100.0
4.	E4	5.0900	1.5576	100.0
5.	E5	5.2400	1.4503	100.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	25.4200	31.0541	5.5726	5

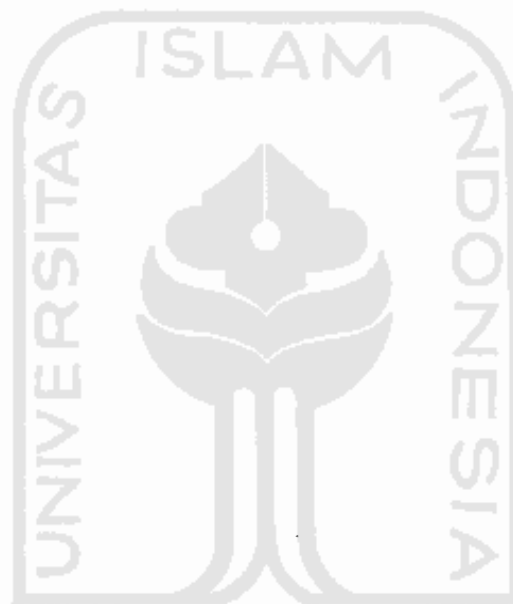
Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
E1	20.3000	19.8283	.6503	.7356
E2	20.1400	23.3135	.4026	.8109
E3	20.7300	20.5021	.6098	.7492
E4	20.3300	19.8193	.6352	.7405
E5	20.1800	20.9370	.6038	.7516

Reliability Coefficients

N of Cases = 100.0
Alpha = .7977

N of Items = 5



LAMPIRAN 3
HASIL UJI VALIDITAS DAN
RELIABILITAS
(KEPUASAN)

Uji Validitas (Kepuasan)

Correlations

		TOTAL
K1	Pearson Correlation	.640**
	Sig. (2-tailed)	.000
	N	100
K2	Pearson Correlation	.620**
	Sig. (2-tailed)	.000
	N	100
K3	Pearson Correlation	.665**
	Sig. (2-tailed)	.000
	N	100
K4	Pearson Correlation	.618**
	Sig. (2-tailed)	.000
	N	100
K5	Pearson Correlation	.517**
	Sig. (2-tailed)	.000
	N	100
K6	Pearson Correlation	.408**
	Sig. (2-tailed)	.000
	N	100
TOTAL	Pearson Correlation	1.000
	Sig. (2-tailed)	
	N	100

** . Correlation is significant at the 0.01 level

Reliability (Kepuasan)

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	K1	6.2376	.9914	101.0
2.	K2	6.5743	.7918	101.0
3.	K3	6.2772	.9068	101.0
4.	K4	5.9505	1.0428	101.0
5.	K5	6.0000	1.1225	101.0
6.	K6	6.0693	.9722	101.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	37.1089	12.2780	3.5040	6

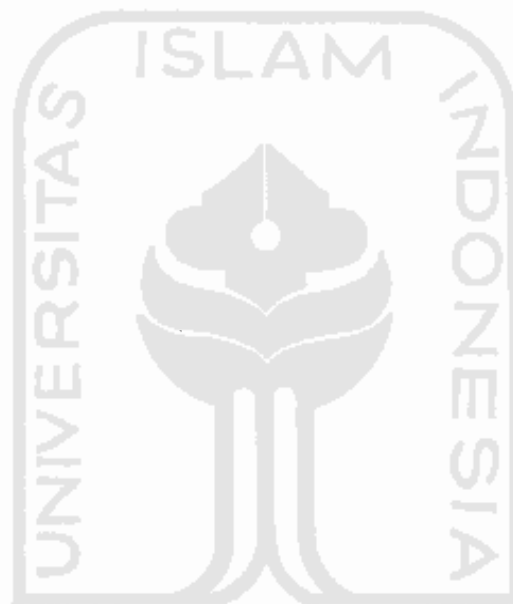
Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
K1	30.8713	8.2133	.5423	.5283
K2	30.5347	8.9313	.5747	.5365
K3	30.8317	8.5414	.5498	.5325
K4	31.1584	8.7947	.3873	.5909
K5	31.1089	9.6180	.2011	.6697
K6	31.0396	10.7384	.0933	.6936

Reliability Coefficients

N of Cases = 101.0 N of Items = 6

Alpha = .6405



LAMPIRAN 4
HASIL ANALISIS
REGRESI LINEAR BERGANDA
DAN SERQUAL SCORE

Harapan (Rata-Rata)

No.	Tangibles	Reliability	Responsiveness	Assurance	Emphaty
Responden	X1	X2	X3	x4	x5
1	6.25	5.00	6.25	7.00	6.60
2	7.00	7.00	7.00	7.00	6.60
3	6.50	7.00	7.00	6.75	7.00
4	6.00	6.60	7.00	6.50	6.80
5	7.00	6.60	6.50	6.50	6.60
6	7.00	6.60	6.50	7.00	5.40
7	6.00	6.20	5.75	6.25	6.20
8	4.75	7.00	7.00	7.00	5.60
9	7.00	5.80	7.00	6.50	6.60
10	7.00	6.60	7.00	7.00	7.00
11	5.75	7.00	6.50	7.00	7.00
12	6.75	6.20	7.00	6.00	7.00
13	4.00	6.20	6.50	5.50	6.20
14	7.00	7.00	7.00	6.50	4.00
15	7.00	7.00	6.25	7.00	7.00
16	7.00	7.00	5.50	6.00	7.00
17	7.00	6.80	6.75	6.25	6.40
18	6.50	7.00	7.00	6.75	7.00
19	7.00	6.60	7.00	7.00	6.60
20	6.75	6.60	7.00	7.00	5.00
21	4.75	5.20	5.75	5.50	5.80
22	6.25	7.00	6.75	6.50	7.00
23	6.75	6.40	5.50	6.50	6.20
24	6.00	6.80	6.25	6.75	5.40
25	6.75	7.00	5.75	5.75	5.00
26	6.25	6.20	5.75	6.25	5.80
27	6.25	6.60	6.00	6.75	5.80
28	5.75	5.80	5.25	6.25	6.00
29	6.00	6.20	6.50	6.50	6.60
30	5.75	7.00	6.75	7.00	6.00
31	6.00	6.40	7.00	6.50	6.00
32	6.00	7.00	6.25	6.50	6.40
33	4.75	5.20	5.75	5.50	5.80
34	7.00	6.40	7.00	6.50	5.60
35	6.75	6.40	6.50	6.25	6.20
36	6.00	6.80	6.25	6.75	5.40
37	6.75	6.40	7.00	5.75	5.00
38	6.25	6.20	5.75	6.25	5.80
39	6.25	6.60	6.00	6.50	5.80
40	5.75	5.80	5.25	6.25	6.00
41	5.00	4.80	6.25	4.25	5.00
42	7.00	6.60	6.50	6.50	7.00
43	6.50	6.40	6.50	6.25	5.20
44	4.50	6.20	5.75	4.00	5.40
45	7.00	7.00	6.75	7.00	4.60
46	4.50	5.80	3.25	5.50	3.80
47	5.50	5.60	5.00	7.00	4.60
48	6.75	6.80	6.50	7.00	6.80
49	6.75	7.00	6.50	7.00	6.40
50	6.50	6.40	6.25	6.50	6.40

51	6.50	6.60	6.50	4.75	4.80
52	7.00	5.60	7.00	7.00	7.00
53	5.75	6.60	6.50	6.75	6.40
54	7.00	7.00	6.50	7.00	6.40
55	7.00	6.80	6.00	7.00	6.40
56	6.75	6.60	6.25	6.25	5.20
57	7.00	6.80	7.00	6.75	6.60
58	6.75	6.60	6.50	6.75	6.40
59	7.00	6.80	7.00	7.00	6.60
60	7.00	6.60	6.75	7.00	6.60
61	5.50	5.20	6.25	6.25	5.20
62	7.00	7.00	7.00	6.50	6.80
63	7.00	6.40	7.00	6.25	5.80
64	5.25	6.20	6.25	6.75	5.20
65	6.75	7.00	6.50	6.75	6.60
66	5.50	6.20	6.50	6.50	4.40
67	5.75	6.40	5.75	6.25	4.80
68	6.00	6.40	7.00	7.00	6.20
69	6.75	6.40	7.00	7.00	6.40
70	6.75	6.60	7.00	7.00	6.20
71	6.00	7.00	6.50	7.00	5.20
72	7.00	7.00	6.00	6.25	7.00
73	7.00	6.20	5.00	7.00	6.40
74	7.00	7.00	7.00	6.50	6.20
75	7.00	6.20	5.00	7.00	6.00
76	7.00	6.80	6.25	5.75	5.00
77	7.00	6.80	6.75	7.00	7.00
78	6.75	6.80	7.00	6.75	6.40
79	7.00	6.60	7.00	7.00	6.40
80	6.75	6.40	7.00	7.00	5.20
81	5.50	5.20	6.00	6.50	5.80
82	3.75	3.80	7.00	6.25	5.80
83	7.00	6.40	5.75	7.00	6.80
84	7.00	6.80	6.75	6.50	5.60
85	7.00	6.80	5.75	6.50	5.80
86	5.25	5.60	5.75	6.25	5.40
87	5.75	7.00	5.75	6.25	5.80
88	6.00	6.60	6.25	6.25	6.20
89	6.50	6.20	6.75	6.75	7.00
90	6.50	7.00	6.75	7.00	6.40
91	5.75	7.00	6.50	6.25	6.00
92	6.75	6.80	6.50	6.00	6.60
93	6.00	5.60	6.50	7.00	6.00
94	5.00	7.00	4.75	6.50	6.20
95	7.00	6.20	6.50	7.00	6.80
96	6.75	7.00	6.50	6.75	5.40
97	7.00	6.80	6.25	6.50	6.00
98	6.50	7.00	6.00	6.75	6.60
99	6.75	7.00	6.25	6.75	6.20
100	6.75	6.80	6.25	6.50	6.20

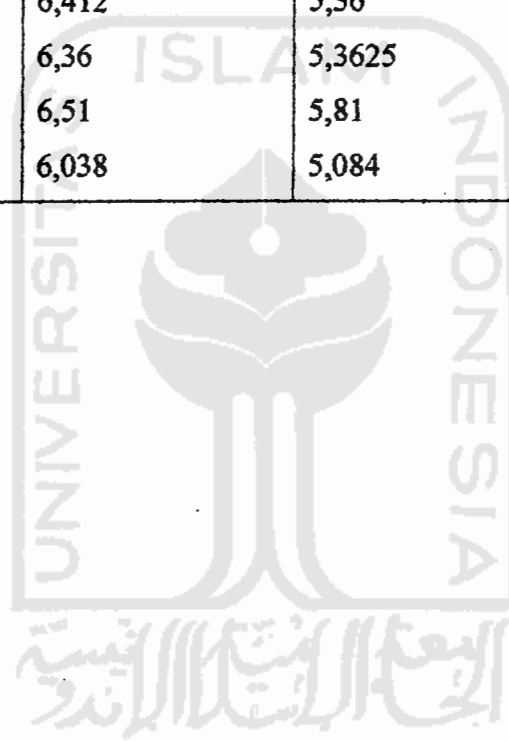
Persepsi (Rata-Rata)

No.	Tangibles	Reliability	Responsiveness	Assurance	Emphaty
Responden	X1	X2	X3	x4	x5
1	7.00	6.20	6.00	6.50	6.40
2	4.75	5.60	5.75	5.75	4.60
3	6.25	6.80	7.00	6.50	6.60
4	5.75	6.40	5.50	6.25	6.60
5	6.75	6.20	6.25	6.25	5.80
6	5.25	5.60	5.25	6.75	5.40
7	6.50	5.40	5.75	6.25	5.60
8	6.00	6.80	6.75	6.50	6.20
9	4.75	3.60	3.50	3.50	4.00
10	6.75	4.20	6.50	6.50	5.60
11	6.25	5.00	4.50	5.00	5.60
12	4.00	1.80	4.50	4.00	4.00
13	5.75	6.40	6.75	5.25	6.40
14	5.75	6.40	5.50	7.00	3.80
15	7.00	7.00	4.50	7.00	7.00
16	5.00	3.80	3.50	4.00	4.20
17	7.00	5.80	4.50	4.00	5.20
18	5.25	7.00	6.75	6.50	7.00
19	7.00	6.00	6.75	6.75	5.00
20	5.00	4.60	5.25	7.00	5.60
21	5.00	5.40	5.75	5.50	5.80
22	5.25	4.20	5.25	4.25	7.00
23	5.75	4.80	3.50	6.50	6.20
24	5.50	6.00	4.25	6.25	4.60
25	5.50	7.00	4.00	5.00	3.80
26	4.75	4.80	4.25	4.75	4.20
27	5.25	5.20	4.25	5.25	4.00
28	4.50	4.00	3.75	6.50	4.40
29	4.00	3.60	4.00	6.25	4.40
30	4.00	4.20	6.00	4.75	4.40
31	4.50	6.80	7.00	5.25	4.80
32	4.75	4.20	4.75	5.25	4.60
33	5.00	5.40	5.75	5.50	5.80
34	6.00	4.00	5.25	4.25	4.20
35	5.75	4.80	3.50	4.00	6.20
36	5.50	6.00	4.25	6.25	4.60
37	5.50	4.00	5.75	5.00	3.80
38	4.75	4.80	4.25	4.75	4.20
39	5.25	5.20	4.25	6.50	4.00
40	4.50	4.00	3.75	6.00	4.40
41	5.75	4.80	6.50	4.25	4.60
42	6.00	3.40	4.50	4.75	6.00
43	5.00	6.20	6.50	5.00	4.20
44	4.50	4.40	4.50	3.25	4.40
45	4.00	2.40	3.25	4.00	2.60
46	6.50	6.80	3.50	6.50	7.00
47	4.75	5.60	3.00	7.00	5.20
48	4.25	4.40	3.50	4.75	4.60
49	6.75	6.20	6.50	6.75	6.60
50	4.75	6.00	6.50	6.00	5.00

51	6.75	5.40	7.00	5.00	4.40
52	5.25	4.20	4.75	6.75	5.00
53	5.25	6.40	6.50	6.25	5.60
54	7.00	7.00	5.50	7.00	6.40
55	3.75	3.60	3.00	3.75	2.00
56	5.75	4.80	4.75	5.25	3.20
57	4.50	3.60	7.00	4.25	3.60
58	6.50	6.20	6.50	6.50	6.40
59	7.00	6.60	6.75	6.75	6.40
60	4.50	5.80	4.25	3.75	2.80
61	6.50	5.00	5.25	6.50	5.80
62	5.50	4.80	5.00	5.75	4.00
63	5.75	6.00	6.50	6.50	6.60
64	6.25	5.00	6.00	6.25	3.80
65	5.00	4.20	4.00	5.00	4.20
66	6.00	4.80	4.50	5.75	4.00
67	6.00	4.80	4.50	5.75	4.00
68	6.25	5.80	6.50	6.75	4.40
69	7.00	5.60	5.50	6.75	4.40
70	6.00	5.40	5.75	6.50	4.60
71	6.50	5.40	4.00	5.75	4.40
72	5.25	4.20	5.00	5.50	4.60
73	7.00	6.20	5.25	7.00	5.80
74	5.75	5.80	4.75	6.75	3.60
75	6.75	6.20	4.00	7.00	6.20
76	5.50	5.00	6.50	4.75	4.60
77	7.00	4.80	5.75	6.00	7.00
78	5.75	6.00	6.50	6.50	5.00
79	7.00	6.40	6.50	6.75	5.60
80	5.25	5.00	5.50	7.00	7.00
81	5.00	5.40	6.00	7.00	5.60
82	3.75	3.20	5.75	7.00	6.60
83	4.25	4.80	3.75	6.00	6.00
84	5.75	6.40	6.00	6.25	5.20
85	7.00	6.00	6.25	6.25	5.40
86	3.75	7.00	5.25	4.50	4.80
87	6.50	5.80	5.75	6.25	3.80
88	6.00	7.00	6.75	6.50	6.00
89	4.50	4.20	5.75	5.25	6.20
90	5.25	6.00	6.50	6.50	6.00
91	6.75	6.20	6.75	5.25	5.80
92	6.00	5.40	6.00	5.25	3.80
93	5.75	5.80	6.75	7.00	5.00
94	5.00	6.80	4.50	7.00	5.60
95	5.25	7.00	7.00	7.00	6.40
96	5.75	6.20	6.25	5.25	3.80
97	7.00	6.60	7.00	5.75	5.20
98	6.50	5.40	6.00	6.50	3.60
99	5.75	5.40	6.50	6.75	6.40
100	6.75	6.20	6.00	6.75	5.60

Hasil Perbedaan Rata-rata Dimensi Pelayanan yang Diharapkan (Expected Serqual Score) dengan Rata-rata Dimensi Pelayanan yang Dirasakan (Perceived Serqual Score)

Dimension	Expected Serqual Score per dimension	Perceived Serqual Score per dimension	Serqual Score (Perbedaan/Gap)
Tangible	6,3425	5,615	0,7275
Reliability	6,412	5,36	1,052
Responsiveness	6,36	5,3625	0,9975
Assurance	6,51	5,81	0,7
Emphaty	6,038	5,084	0,954



Data

No. Responden	Gap Tangible	Gap Reliability	Gap Responsiveness	Gap Assurance	Gap Emphaty	Rata-Rata Kepuasan
1	0.75	1.20	-0.25	-0.50	-0.20	6.00
2	-2.25	-1.40	-1.25	-1.25	-2.00	6.50
3	-0.25	-0.20	0.00	-0.25	-0.40	6.50
4	-0.25	-0.20	-1.50	-0.25	-0.20	6.17
5	-0.25	-0.40	-0.25	-0.25	-0.80	6.83
6	-1.75	-1.00	-1.25	-0.25	0.00	6.33
7	0.50	-0.80	0.00	0.00	-0.60	5.83
8	1.25	-0.20	-0.25	-0.50	0.60	6.00
9	-2.25	-2.20	-3.50	-3.00	-2.60	7.00
10	-0.25	-2.40	-0.50	-0.50	-1.40	6.83
11	0.50	-2.00	-2.00	-2.00	-1.40	6.33
12	-2.75	-4.40	-2.50	-2.00	-3.00	7.00
13	1.75	0.20	0.25	-0.25	0.20	5.17
14	-1.25	-0.60	-1.50	0.50	-0.20	6.00
15	0.00	0.00	-1.75	0.00	0.00	6.83
16	-2.00	-3.20	-2.00	-2.00	-2.80	6.83
17	0.00	-1.00	-2.25	-2.25	-1.20	6.83
18	-1.25	0.00	-0.25	-0.25	0.00	6.67
19	0.00	-0.60	-0.25	-0.25	-1.60	6.50
20	-1.75	-2.00	-1.75	0.00	0.60	6.17
21	0.25	0.20	0.00	0.00	0.00	5.83
22	-1.00	-2.80	-1.50	-2.25	0.00	6.50
23	-1.00	-1.60	-2.00	0.00	0.00	6.67
24	-0.50	-0.80	-2.00	-0.50	-0.80	6.33
25	-1.25	0.00	-1.75	-0.75	-1.20	6.00
26	-1.50	-1.40	-1.50	-1.50	-1.60	6.17
27	-1.00	-1.40	-1.75	-1.50	-1.80	6.33
28	-1.25	-1.80	-1.50	0.25	-1.60	6.00
29	-2.00	-2.60	-2.50	-0.25	-2.20	6.67
30	-1.75	-2.80	-0.75	-2.25	-1.60	6.67
31	-1.50	0.40	0.00	-1.25	-1.20	5.83
32	-1.25	-2.80	-1.50	-1.25	-1.80	6.33
33	0.25	0.20	0.00	0.00	0.00	5.50
34	-1.00	-2.40	-1.75	-2.25	-1.40	6.50
35	-1.00	-1.60	-3.00	-2.25	0.00	6.83
36	-0.50	-0.80	-2.00	-0.50	-0.80	6.50
37	-1.25	-2.40	-1.25	-0.75	-1.20	6.17
38	-1.50	-1.40	-1.50	-1.50	-1.60	6.17
39	-1.00	-1.40	-1.75	0.00	-1.80	6.17
40	-1.25	-1.80	-1.50	-0.25	-1.60	5.83
41	0.75	0.00	0.25	0.00	-0.40	4.83
42	-1.00	-3.20	-2.00	-1.75	-1.00	6.67
43	-1.50	-0.20	0.00	-1.25	-1.00	6.50
44	0.00	-1.80	-1.25	-0.75	-1.00	5.83
45	-3.00	-4.60	-3.50	-3.00	-2.00	7.00
46	2.00	1.00	0.25	1.00	3.20	4.17
47	-0.75	0.00	-2.00	0.00	0.60	5.33
48	-2.50	-2.40	-3.00	-2.25	-2.20	6.83
49	0.00	-0.80	0.00	-0.25	0.20	6.33
50	-1.75	-0.40	0.25	-0.50	-1.40	6.17

51	0.25	-1.20	0.50	0.25	-0.40	5.00
52	-1.75	-1.40	-2.25	-0.25	-2.00	6.50
53	-0.50	-0.20	0.00	-0.50	-0.80	6.33
54	0.00	0.00	-1.00	0.00	0.00	6.67
55	-3.25	-3.20	-3.00	-3.25	-4.40	7.00
56	-1.00	-1.80	-1.50	-1.00	-2.00	6.33
57	-2.50	-3.20	0.00	-2.50	-3.00	6.83
58	-0.25	-0.40	0.00	-0.25	0.00	6.50
59	0.00	-0.20	-0.25	-0.25	-0.20	6.67
60	-2.50	-0.80	-2.50	-3.25	-3.80	6.83
61	1.00	-0.20	-1.00	0.25	0.60	5.67
62	-1.50	-2.20	-2.00	-0.75	-2.80	6.33
63	-1.25	-0.40	-0.50	0.25	0.80	6.33
64	1.00	-1.20	-0.25	-0.50	-1.40	5.83
65	-1.75	-2.80	-2.50	-1.75	-2.40	6.50
66	0.50	-1.40	-2.00	-0.75	-0.40	6.33
67	0.25	-1.60	-1.25	-0.50	-0.80	6.50
68	0.25	-0.60	-0.50	-0.25	-1.80	5.67
69	0.25	-0.80	-1.50	-0.25	-2.00	6.50
70	-0.75	-1.20	-1.25	-0.50	-1.60	6.50
71	0.50	-1.60	-2.50	-1.25	-0.80	6.50
72	-1.75	-2.80	-1.00	-0.75	-2.40	6.67
73	0.00	0.00	0.25	0.00	-0.60	5.67
74	-1.25	-1.20	-2.25	0.25	-2.60	6.33
75	-0.25	0.00	-1.00	0.00	0.20	6.33
76	-1.50	-1.80	0.25	-1.00	-0.40	6.00
77	0.00	-2.00	-1.00	-1.00	0.00	6.67
78	-1.00	-0.80	-0.50	-0.25	-1.40	6.17
79	0.00	-0.20	-0.50	-0.25	-0.80	6.50
80	-1.50	-1.40	-1.50	0.00	1.80	6.00
81	-0.50	0.20	0.00	0.50	-0.20	5.33
82	0.00	-0.60	-1.25	0.75	0.80	5.33
83	-2.75	-1.60	-2.00	-1.00	-0.80	6.67
84	-1.25	-0.40	-0.75	-0.25	-0.40	6.50
85	0.00	-0.80	0.50	-0.25	-0.40	5.67
86	-1.50	1.40	-0.50	-1.75	-0.60	6.00
87	0.75	-1.20	0.00	0.00	-2.00	5.50
88	0.00	0.40	0.50	0.25	-0.20	5.83
89	-2.00	-2.00	-1.00	-1.50	-0.80	6.33
90	-1.25	-1.00	-0.25	-0.50	-0.40	6.00
91	1.00	-0.80	0.25	-1.00	-0.20	5.83
92	-0.75	-1.40	-0.50	-0.75	-2.80	6.00
93	-0.25	0.20	0.25	0.00	-1.00	5.17
94	0.00	-0.20	-0.25	0.50	-0.60	5.67
95	-1.75	0.80	0.50	0.00	-0.40	5.83
96	-1.00	-0.80	-0.25	-1.50	-1.60	6.67
97	0.00	-0.20	0.75	-0.75	-0.80	5.83
98	0.00	-1.60	0.00	-0.25	-3.00	6.50
99	-1.00	-1.60	0.25	0.00	0.20	6.33
100	0.00	-0.60	-0.25	0.25	-0.60	5.50

Regression

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Gap Emphaty, Gap Responsiveness, Gap Tangible, Gap Assurance, Gap Reliability		Enter

a. All requested variables entered.

b. Dependent Variable: Rata-rata Kepuasan

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.697 ^a	.486	.458	.3831

a. Predictors: (Constant), Gap Emphaty, Gap Responsiveness, Gap Tangible, Gap Assurance, Gap Reliability

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	13.019	5	2.604	17.742	.000 ^a
	Residual	13.795	94	.147		
	Total	26.814	99			

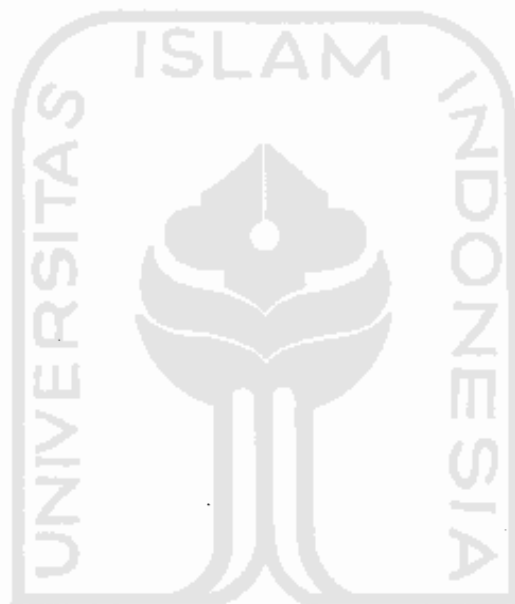
a. Predictors: (Constant), Gap Emphaty, Gap Responsiveness, Gap Tangible, Gap Assurance, Gap Reliability

b. Dependent Variable: Rata-rata Kepuasan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.837	.058		100.740	.000
	Gap Tangible	-.103	.048	-.210	-2.137	.035
	Gap Reliability	-.045	.049	-.100	-.932	.354
	Gap Responsiveness	-.109	.049	-.214	-2.203	.030
	Gap Assurance	-.145	.059	-.256	-2.451	.016
	Gap Emphaty	-.041	.044	-.091	-.927	.356

a. Dependent Variable: Rata-rata Kepuasan



الجامعة الإسلامية
الاندونيسية

LAMPIRAN 5

CUSTOMER'S SCORES

CUSTOMER'S EXPECTED SCORES (HARAPAN)

Dimensi Tangible					
	1	2	3	4	Jml
1	5	7	6	7	25
2	7	7	7	7	28
3	7	6	6	7	26
4	6	6	6	6	24
5	7	7	7	7	28
6	7	7	7	7	28
7	7	5	6	6	24
8	7	4	4	4	19
9	7	7	7	7	28
10	7	7	7	7	28
11	6	5	7	5	23
12	7	6	7	7	27
13	4	5	4	3	16
14	7	7	7	7	28
15	7	7	7	7	28
16	7	7	7	7	28
17	7	7	7	7	28
18	7	6	6	7	26
19	7	7	7	7	28
20	6	7	7	7	27
21	6	5	4	4	19
22	6	6	7	6	25
23	7	7	7	6	27
24	6	6	6	6	24
25	7	7	7	6	27
26	6	6	6	7	25
27	7	6	6	6	25
28	6	6	6	5	23
29	6	7	6	5	24
30	6	6	6	5	23
31	6	6	6	6	24
32	6	6	6	6	24

Dimensi Reliability						
	5	6	7	8	9	Jml
1	7	5	4	6	3	25
2	7	7	7	7	7	35
3	7	7	7	7	7	35
4	7	7	6	7	6	33
5	7	7	7	7	5	33
6	7	7	7	7	5	33
7	7	7	6	6	5	31
8	7	7	7	7	7	35
9	7	3	7	6	6	29
10	7	7	5	7	7	33
11	7	7	7	7	7	35
12	7	6	7	7	4	31
13	7	7	7	7	3	31
14	7	7	7	7	7	35
15	7	7	7	7	7	35
16	7	7	7	7	7	35
17	7	7	6	7	7	34
18	7	7	7	7	7	35
19	7	7	7	6	6	33
20	7	7	7	6	6	33
21	4	5	6	6	5	26
22	7	7	7	7	7	35
23	7	7	7	7	4	32
24	7	6	7	7	7	34
25	7	7	7	7	7	35
26	6	6	6	7	6	31
27	6	6	7	7	7	33
28	5	5	6	6	7	29
29	6	6	6	6	7	31
30	7	7	7	7	7	35
31	7	7	7	7	4	32
32	7	7	7	7	7	35

Dimensi Responsiveness					
	10	11	12	13	Jml
1	6	7	7	5	25
2	7	7	7	7	28
3	7	7	7	7	28
4	7	7	7	7	28
5	7	7	7	7	28
6	7	7	7	5	26
7	7	6	7	6	26
8	6	6	6	5	23
9	7	7	7	7	28
10	7	7	7	7	28
11	7	7	7	7	28
12	6	6	7	7	26
13	7	7	7	7	28
14	6	7	6	7	26
15	7	7	7	7	28
16	6	6	6	7	25
17	5	6	6	5	22
18	7	7	7	6	27
19	7	7	7	7	28
20	7	7	7	7	28
21	6	6	6	5	23
22	7	6	7	7	27
23	5	6	6	5	22
24	6	7	6	6	25
25	6	6	6	5	23
26	6	6	5	6	23
27	6	6	6	6	24
28	6	5	5	5	21
29	6	7	7	6	26
30	6	7	7	7	27
31	7	7	7	7	28
32	5	7	7	6	25

Dimensi Assurance					
	14	15	16	17	Jml
1	7	7	7	7	28
2	7	7	7	7	28
3	6	7	7	7	27
4	5	7	7	7	26
5	6	7	7	6	26
6	7	7	7	7	28
7	6	6	6	7	25
8	7	7	7	7	28
9	5	7	7	7	26
10	7	7	7	7	28
11	7	7	7	7	28
12	6	6	6	6	24
13	4	5	7	6	22
14	7	7	7	5	26
15	7	7	7	7	28
16	6	6	6	6	24
17	6	6	6	7	25
18	7	7	7	6	27
19	7	7	7	7	28
20	7	7	7	7	28
21	5	5	6	6	22
22	6	6	7	7	26
23	7	7	6	7	27
24	6	5	6	6	23
25	6	6	7	6	25
26	7	6	7	7	27
27	5	7	6	7	25
28	7	7	7	5	26
29	7	7	7	7	28
30	6	7	6	7	26
31	6	7	6	7	26
32	6	7	6	7	26

Dimensi Emphaty						
	18	19	20	21	22	Jml
1	5	7	7	7	7	33
2	5	7	7	7	7	33
3	7	7	7	7	7	35
4	7	7	6	7	7	34
5	7	6	7	6	7	33
6	5	6	5	5	6	27
7	6	7	5	6	7	31
8	4	6	6	6	6	28
9	7	7	5	7	7	33
10	7	7	7	7	7	35
11	7	7	7	7	7	35
12	7	7	7	7	7	35
13	6	7	6	6	6	31
14	3	5	4	4	4	20
15	7	7	7	7	7	35
16	7	7	7	7	7	35
17	7	7	7	7	7	35
18	7	7	7	7	7	35
19	6	7	6	7	7	33
20	4	7	6	4	4	25
21	6	6	6	5	6	29
22	7	7	7	7	7	35
23	7	4	7	6	7	31
24	5	7	5	5	5	27
25	5	4	5	5	6	25
26	5	6	6	6	6	29
27	6	5	6	6	6	29
28	6	6	6	6	6	30
29	6	6	7	7	7	33
30	6	6	6	6	6	30
31	6	6	6	6	6	30
32	7	6	7	6	6	32

33	6	5	4	4	19
34	7	7	7	7	28
35	7	7	7	6	27
36	6	6	6	6	24
37	7	7	7	6	27
38	6	6	6	7	25
39	7	6	6	6	25
40	6	6	6	5	23
41	4	6	4	6	20
42	7	7	7	7	28
43	6	6	7	7	26
44	4	5	4	5	18
45	7	7	7	7	28
46	4	5	6	3	18
47	6	5	5	6	22
48	7	7	7	6	27
49	7	6	7	7	27
50	7	6	7	6	26
51	6	7	6	7	26
52	7	7	7	7	28
53	6	5	6	6	23
54	7	7	7	7	28
55	7	7	7	7	28
56	7	7	7	6	27
57	7	7	7	7	28
58	7	7	6	7	27
59	7	7	7	7	28
60	7	7	7	7	28
61	5	5	5	7	22
62	7	7	7	7	28
63	7	7	7	7	28
64	6	5	4	6	21
65	7	6	7	7	27
66	7	4	4	7	22
67	7	5	5	6	23

4	5	6	6	5	26
6	6	7	6	7	32
7	7	7	7	4	32
7	6	7	7	7	34
6	6	7	6	7	32
6	6	6	7	6	31
6	6	7	7	7	33
5	5	6	6	7	29
4	5	6	5	4	24
7	7	5	7	7	33
7	7	7	7	4	32
7	7	6	7	4	31
7	7	7	7	7	35
7	7	4	7	4	29
7	4	7	7	3	28
7	6	7	7	7	34
7	7	7	7	7	35
7	7	7	6	5	32
7	7	7	5	7	33
7	5	5	7	4	28
6	7	6	7	7	33
7	7	7	7	7	35
7	7	7	7	6	34
7	6	7	7	6	33
7	6	7	7	6	33
7	7	7	7	6	34
7	7	7	7	5	33
7	5	4	6	4	26
7	7	7	7	7	35
7	7	7	7	4	32
7	7	6	7	4	31
7	7	7	7	7	35
7	7	7	7	3	31
7	7	6	6	6	32

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5	7	7	7	26
6	5	6	6	23
6	7	7	7	27
3	3	4	3	13
6	5	5	4	20
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6	7	7	6	26
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4	4	6	4	6	24

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82	4	4	4	3	15
83	7	7	7	7	28
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7	7	6	6	26

7	6	6	6	6	31
7	7	7	5	6	32
7	7	6	4	7	31
5	7	6	4	4	26
7	7	7	7	7	35
6	6	6	7	7	32
7	4	6	7	7	31
7	7	4	6	6	30
5	6	5	5	4	25
7	7	7	7	7	35
6	7	6	7	6	32
6	7	6	6	7	32
6	7	6	4	3	26
5	7	6	5	6	29
7	6	4	6	6	29
7	7	7	6	7	34
7	6	5	5	5	28
7	6	5	5	6	29
3	6	6	6	6	27
4	7	6	6	6	29
7	6	6	6	6	31
7	7	7	7	7	35
7	7	6	6	6	32
5	7	6	6	6	30
7	7	7	6	6	33
6	7	6	5	6	30
7	4	6	7	7	31
7	7	7	6	7	34
5	7	5	5	5	27
7	7	5	6	5	30
6	7	6	7	7	33
6	7	6	6	6	31
6	7	6	6	6	31

CUSTOMER'S PERCEIVED SCORES (YANG DITERIMA)

Dimensi Tangible					
	1	2	3	4	Jml
1	7	7	7	7	28
2	5	6	4	4	19
3	6	6	6	7	25
4	4	7	6	6	23
5	7	7	7	6	27
6	6	4	5	6	21
7	7	6	6	7	26
8	6	6	6	6	24
9	5	6	4	4	19
10	7	6	7	7	27
11	7	6	6	6	25
12	4	4	4	4	16
13	7	7	4	5	23
14	5	5	7	6	23
15	7	7	7	7	28
16	5	6	5	4	20
17	7	7	7	7	28
18	6	5	4	6	21
19	7	7	7	7	28
20	5	5	5	5	20
21	6	3	6	5	20
22	5	5	6	5	21
23	3	7	7	6	23
24	6	6	4	6	22
25	5	6	6	5	22
26	5	5	5	4	19
27	6	5	5	5	21
28	5	5	4	4	18
29	5	4	3	4	16
30	4	4	4	4	16
31	5	4	5	4	18
32	4	5	5	5	19

Dimensi Reliability						
	5	6	7	8	9	Jml
7	6	6	7	5	31	
5	6	5	6	6	28	
7	6	7	7	7	34	
6	7	6	7	6	32	
7	6	6	7	5	31	
6	6	6	6	4	28	
5	6	5	6	5	27	
7	7	7	7	6	34	
3	1	6	5	3	18	
5	4	4	4	4	21	
5	5	6	5	4	25	
2	2	3	1	1	9	
7	4	7	7	7	32	
7	7	7	7	4	32	
7	7	7	7	7	35	
4	3	4	4	4	19	
1	7	7	7	7	29	
7	7	7	7	7	35	
2	7	7	7	7	30	
5	4	5	6	3	23	
6	6	6	6	3	27	
5	4	4	4	4	21	
3	7	6	4	4	24	
7	6	5	6	6	30	
7	7	7	7	7	35	
5	4	5	5	5	24	
4	6	5	6	5	26	
4	5	4	4	3	20	
3	4	4	4	3	18	
5	4	5	4	3	21	
7	7	7	6	7	34	
4	4	5	4	4	21	

Dimensi Responsiveness					
	10	11	12	13	Jml
6	6	7	5	24	
5	6	6	6	23	
7	7	7	7	28	
7	7	7	1	22	
6	7	6	6	25	
5	6	5	5	21	
5	7	5	6	23	
7	7	6	7	27	
3	3	4	4	14	
7	5	7	7	26	
4	5	5	4	18	
5	4	5	4	18	
6	7	7	7	27	
7	7	7	1	22	
4	5	5	4	18	
3	4	4	3	14	
2	7	7	2	18	
7	7	7	6	27	
7	7	7	6	27	
5	6	7	3	21	
6	6	6	5	23	
7	6	7	1	21	
3	4	4	3	14	
4	4	4	5	17	
1	6	5	4	16	
4	5	4	4	17	
5	4	5	3	17	
3	4	3	5	15	
4	3	4	5	16	
6	6	6	6	24	
7	7	7	7	28	
6	5	4	4	19	

Dimensi Assurance					
	14	15	16	17	Jml
7	7	6	6	26	
6	6	5	6	23	
6	7	7	6	26	
5	7	6	7	25	
5	7	7	6	25	
7	7	7	6	27	
7	7	5	6	25	
7	6	6	7	26	
1	5	4	4	14	
5	7	7	7	26	
5	4	6	5	20	
5	4	4	3	16	
5	6	5	5	21	
7	7	7	7	28	
7	7	7	7	28	
5	4	4	3	16	
4	4	3	5	16	
6	7	7	6	26	
6	7	7	7	27	
7	7	7	7	28	
5	5	6	6	22	
4	5	5	3	17	
7	7	6	6	26	
6	7	6	6	25	
5	5	5	5	20	
5	5	5	4	19	
4	6	6	5	21	
6	7	7	6	26	
6	7	7	5	25	
6	5	4	4	19	
4	6	6	5	21	
6	5	5	5	21	

Dimensi Emphaty						
	18	19	20	21	22	Jml
7	6	6	6	7	32	
5	4	5	4	5	23	
6	6	7	7	7	33	
7	6	7	7	6	33	
6	7	5	5	6	29	
6	4	5	6	6	27	
4	6	7	5	6	28	
6	6	6	6	7	31	
2	3	6	7	2	20	
7	4	5	7	5	28	
6	6	5	5	6	28	
2	2	3	6	7	20	
7	7	4	7	7	32	
4	3	3	4	5	19	
7	7	7	7	7	35	
4	5	4	4	4	21	
7	7	4	4	4	26	
7	7	7	7	7	35	
7	7	2	2	7	25	
5	7	5	5	6	28	
6	6	6	5	6	29	
7	7	7	7	7	35	
6	4	7	7	7	31	
4	7	4	4	4	23	
4	4	4	4	3	19	
5	4	4	4	4	21	
4	4	3	4	5	20	
4	4	5	5	4	22	
4	5	4	4	4	22	
5	5	4	4	4	22	
6	5	4	4	5	24	
4	5	5	4	5	23	

33	6	3	6	5	20
34	4	7	7	6	24
35	3	7	7	6	23
36	6	6	4	6	22
37	5	6	6	5	22
38	5	5	5	4	19
39	6	5	5	5	21
40	5	5	4	4	18
41	4	7	6	6	23
42	7	5	7	5	24
43	5	5	5	5	20
44	5	5	4	4	18
45	5	4	3	4	16
46	7	7	7	5	26
47	5	6	4	4	19
48	3	4	4	6	17
49	7	7	7	6	27
50	5	4	4	6	19
51	7	7	7	6	27
52	4	5	6	6	21
53	5	5	7	4	21
54	7	7	7	7	28
55	3	4	4	4	15
56	6	5	7	5	23
57	5	4	4	5	18
58	7	7	6	6	26
59	7	7	7	7	28
60	5	4	4	5	18
61	7	7	5	7	26
62	5	6	7	4	22
63	6	6	4	7	23
64	7	7	5	6	25
65	6	4	4	6	20
66	7	6	4	7	24
67	7	6	4	7	24

6	6	6	6	3	27
4	4	4	4	4	20
3	7	6	4	4	24
7	6	5	6	6	30
4	4	4	4	4	20
5	4	5	5	5	24
4	6	5	6	5	26
4	5	4	4	3	20
5	5	5	5	4	24
7	1	1	4	4	17
7	5	7	5	7	31
4	5	5	5	3	22
2	2	2	2	4	12
7	7	6	7	7	34
7	3	7	7	4	28
4	5	4	4	5	22
7	7	6	7	4	31
7	6	7	6	4	30
7	7	6	6	1	27
6	3	3	5	4	21
7	7	6	7	5	32
7	7	7	7	7	35
3	1	6	5	3	18
5	3	6	5	5	24
2	4	2	4	6	18
7	5	7	7	5	31
7	7	7	7	5	33
5	6	6	6	6	29
5	6	5	3	6	25
7	4	4	4	5	24
7	7	5	4	7	30
5	4	6	4	6	25
4	4	3	5	5	21
3	6	5	5	5	24
3	6	5	5	5	24

6	6	6	5	23
3	7	4	7	21
3	5	2	4	14
4	4	4	5	17
7	5	4	7	23
4	5	4	4	17
5	4	5	3	17
3	4	3	5	15
7	6	7	6	26
5	4	5	4	18
7	7	7	5	26
4	5	5	4	18
3	4	2	4	13
4	3	4	3	14
1	2	4	5	12
3	5	2	4	14
6	6	7	7	26
7	6	7	6	26
7	7	7	7	28
7	4	4	4	19
7	7	7	5	26
4	7	7	4	22
4	3	1	4	12
5	5	4	5	19
7	7	7	7	28
6	7	7	6	26
7	6	7	7	27
3	4	5	5	17
5	7	4	5	21
4	6	4	6	20
7	7	5	7	26
6	6	6	6	24
3	5	3	5	16
2	5	5	6	18
2	5	5	6	18

5	5	6	6	22
4	5	5	3	17
4	4	3	5	16
6	7	6	6	25
5	5	5	5	20
5	5	5	4	19
7	7	6	6	26
6	6	6	6	24
4	5	4	4	17
7	4	4	4	19
4	7	5	4	20
3	4	3	3	13
4	4	4	4	16
7	7	6	6	26
7	7	7	7	28
4	6	4	5	19
7	7	7	6	27
6	7	5	6	24
4	3	7	6	20
6	7	7	7	27
6	6	7	6	25
7	7	7	7	28
4	4	3	4	15
5	6	5	5	21
4	5	4	4	17
7	7	6	6	26
6	7	7	7	27
4	3	4	4	15
7	6	6	7	26
6	5	6	6	23
7	7	6	6	26
7	7	6	5	25
7	4	5	4	20
5	5	6	7	23
5	5	6	7	23

6	6	6	5	6	29
3	5	4	4	5	21
6	4	7	7	7	31
4	7	4	4	4	23
4	4	4	4	3	19
5	4	4	4	4	21
4	4	3	4	5	20
4	4	5	5	4	22
5	5	4	5	4	23
6	6	6	6	6	30
4	6	6	1	4	21
5	4	5	4	4	22
3	4	1	2	3	13
7	7	7	7	7	35
5	7	4	4	6	26
5	7	3	4	4	23
7	6	6	7	7	33
4	7	5	4	5	25
4	7	1	3	7	22
4	6	4	7	4	25
4	5	6	6	7	28
7	4	7	7	7	32
2	2	2	2	2	10
3	5	3	3	2	16
3	4	3	3	5	18
6	7	5	7	7	32
6	7	6	6	7	32
1	7	1	1	4	14
6	6	5	6	6	29
4	3	3	5	5	20
6	7	7	7	6	33
4	4	4	3	4	19
4	4	4	4	5	21
4	3	4	5	4	20
4	3	4	5	4	20

68	6	6	7	6	25
69	7	7	7	7	28
70	7	6	4	7	24
71	7	6	7	6	26
72	4	7	4	6	21
73	7	7	7	7	28
74	5	5	7	6	23
75	7	7	6	7	27
76	5	6	7	4	22
77	7	7	7	7	28
78	6	5	6	6	23
79	7	7	7	7	28
80	7	4	5	5	21
81	6	5	6	3	20
82	4	3	4	4	15
83	3	4	4	6	17
84	5	5	7	6	23
85	7	7	7	7	28
86	4	3	4	4	15
87	7	6	6	7	26
88	7	7	7	3	24
89	4	4	5	5	18
90	5	5	6	5	21
91	7	7	7	6	27
92	4	7	7	6	24
93	7	7	4	5	23
94	5	5	5	5	20
95	4	5	6	6	21
96	6	5	7	5	23
97	7	7	7	7	28
98	7	7	6	6	26
99	6	5	6	6	23
100	7	7	7	6	27

7	5	7	3	7	29
7	4	7	3	7	28
7	4	6	3	7	27
7	5	6	5	4	27
5	4	4	4	4	21
7	6	7	6	5	31
7	4	7	4	7	29
7	7	6	7	4	31
5	6	5	6	3	25
7	4	7	4	2	24
7	4	7	5	7	30
7	6	7	5	7	32
5	5	6	3	6	25
6	6	6	6	3	27
4	3	3	3	3	16
3	7	6	4	4	24
6	7	6	6	7	32
2	7	7	7	7	30
7	7	7	7	7	35
1	7	7	7	7	29
7	7	7	7	7	35
6	3	3	5	4	21
7	6	7	6	4	30
7	7	6	7	4	31
5	5	5	6	6	27
5	6	6	6	6	29
7	7	6	7	7	34
7	7	7	7	7	35
7	5	7	7	5	31
7	7	7	7	5	33
5	5	5	6	6	27
5	5	5	6	6	27
7	7	6	6	5	31

6	6	7	7	26
7	4	4	7	22
4	7	5	7	23
6	5	1	4	16
4	6	4	6	20
7	5	5	4	21
7	7	4	1	19
1	6	5	4	16
6	7	7	6	26
7	7	7	2	23
7	7	6	6	26
6	7	7	6	26
6	7	6	3	22
6	6	7	5	24
5	6	6	6	23
5	3	3	4	15
6	6	6	6	24
6	7	6	6	25
5	6	5	5	21
5	7	5	6	23
7	7	6	7	27
7	5	4	7	23
7	5	7	7	26
7	7	7	6	27
6	6	6	6	24
7	7	7	6	27
4	5	5	4	18
7	7	7	7	28
6	7	6	6	25
7	7	7	7	28
6	6	6	6	24
6	6	7	7	26
6	6	6	6	24

7	6	7	7	27
6	7	7	7	27
7	7	7	5	26
7	6	5	5	23
4	6	6	6	22
7	7	7	7	28
6	7	7	7	27
7	7	7	7	28
5	6	5	3	19
3	7	7	7	24
7	7	6	6	26
7	7	7	6	27
7	7	7	7	28
7	7	7	7	28
6	6	6	6	24
5	7	6	7	25
5	7	7	6	25
4	5	4	5	18
7	7	5	6	25
7	6	6	7	26
5	6	5	5	21
5	7	7	7	26
6	5	5	5	21
6	5	5	5	21
7	7	7	7	28
7	7	7	7	28
7	7	7	7	28
5	6	5	5	21
6	6	5	6	23
7	7	6	6	26
6	7	7	7	27
6	7	7	7	27

4	5	5	4	4	22
5	4	5	4	4	22
5	5	4	4	5	23
5	4	4	3	6	22
5	5	4	5	4	23
6	6	5	6	6	29
4	3	3	5	3	18
4	7	7	7	6	31
7	4	4	4	4	23
7	7	7	7	7	35
7	2	2	7	7	25
7	5	5	6	5	28
7	7	7	7	7	35
7	5	6	6	4	28
7	6	6	7	7	33
6	6	7	7	4	30
7	4	4	7	4	26
6	6	4	5	6	27
6	3	4	6	5	24
4	4	3	5	3	19
6	6	5	6	7	30
7	7	4	7	6	31
7	7	4	7	5	30
6	7	4	5	7	29
2	6	5	2	4	19
3	5	6	4	7	25
7	4	3	7	7	28
7	7	7	7	4	32
4	5	4	4	2	19
2	7	4	6	7	26
3	4	3	3	5	18
7	7	6	5	7	32
5	7	5	5	6	28

CUSTOMER'S SATISFIED SCORES (KEPUASAN)

Kepuasan							
	1	2	3	4	5	6	Jmi
1	7	6	7	7	5	4	36
2	7	7	7	7	5	6	39
3	6	7	7	6	7	6	39
4	6	7	6	5	7	6	37
5	7	7	7	6	7	7	41
6	7	7	6	7	5	6	38
7	5	6	6	6	6	6	35
8	4	7	7	7	4	7	36
9	7	7	7	7	7	7	42
10	7	7	7	7	7	6	41
11	5	7	6	7	7	6	38
12	7	7	7	7	7	7	42
13	5	7	6	4	5	4	31
14	7	7	7	7	3	5	36
15	7	7	7	7	7	6	41
16	7	7	7	7	7	6	41
17	7	7	7	7	7	6	41
18	6	7	7	7	7	6	40
19	6	6	7	7	6	7	39
20	6	6	7	7	4	7	37
21	5	6	6	5	6	7	35
22	7	7	6	6	6	7	39
23	7	7	7	6	7	6	40
24	6	7	7	7	5	6	38
25	7	6	6	6	5	6	36
26	6	7	6	6	5	7	37
27	6	7	6	6	6	7	38
28	6	6	5	6	6	7	36
29	7	6	7	7	6	7	40
30	6	7	7	7	6	7	40
31	6	7	5	6	6	5	35
32	6	7	7	6	7	5	38
33	5	6	6	5	6	5	33
34	7	7	6	6	6	7	39
35	7	7	7	6	7	7	41
36	6	7	7	7	5	7	39
37	7	6	6	6	5	7	37
38	6	7	6	6	5	7	37
39	6	7	6	6	6	6	37
40	6	6	5	6	6	6	35
41	5	5	5	4	5	5	29
42	7	7	7	5	7	7	40
43	7	7	7	4	7	7	39
44	4	7	5	6	6	7	35
45	7	7	7	7	7	7	42
46	4	4	3	5	3	6	25
47	5	6	5	6	4	6	32
48	7	7	7	7	7	6	41
49	7	7	7	7	7	3	38
50	7	6	6	7	7	4	37

51	6	5	6	4	5	4	30
52	7	7	7	7	7	4	39
53	6	7	7	7	6	5	38
54	7	7	7	7	7	5	40
55	7	7	7	7	7	7	42
56	7	7	7	5	5	7	38
57	7	7	7	7	7	6	41
58	6	7	7	7	6	6	39
59	7	7	7	7	6	6	40
60	7	7	7	7	6	7	41
61	6	6	5	4	6	7	34
62	7	7	6	6	6	6	38
63	6	7	6	7	6	6	38
64	6	6	5	4	7	7	35
65	7	7	7	6	5	7	39
66	7	6	6	5	7	7	38
67	6	7	6	6	7	7	39
68	4	7	6	5	6	6	34
69	7	7	7	5	7	6	39
70	7	7	7	6	5	7	39
71	7	5	7	6	7	7	39
72	7	7	6	6	7	7	40
73	4	7	5	4	7	7	34
74	7	7	7	6	4	7	38
75	7	7	7	7	3	7	38
76	7	6	5	4	7	7	36
77	7	7	6	7	6	7	40
78	6	7	7	6	7	4	37
79	6	7	6	6	7	7	39
80	6	7	7	5	5	6	36
81	6	5	7	6	4	4	32
82	6	7	5	4	6	4	32
83	6	7	7	7	7	6	40
84	7	7	6	6	7	6	39
85	6	6	5	4	7	6	34
86	7	6	6	5	7	5	36
87	7	7	6	5	3	5	33
88	5	7	7	6	5	5	35
89	6	7	6	6	7	6	38
90	5	7	7	5	7	5	36
91	6	6	5	4	7	7	35
92	7	6	6	4	7	6	36
93	6	5	6	5	4	5	31
94	6	7	6	4	6	5	34
95	6	6	7	6	5	5	35
96	7	7	6	7	7	6	40
97	6	5	6	5	7	6	35
98	7	7	6	6	7	6	39
99	7	6	7	7	5	6	38
100	5	7	3	7	5	6	33



PEMERINTAH PROPINSI DAERAH ISTIMEWA YOGYAKARTA
BADAN PERENCANAAN PEMBANGUNAN DAERAH
(BAPPEDA)

Kepatihan Danurejan Yogyakarta 55213
Telepon : (0274) 589583, 562811 Psw. 209 - 217, Fax. (0274) 586712

SURAT KETERANGAN / IJIN

Nomor : 07.0/ 2002

Membaca Surat : Dekan Fak. Ekonomi-JII Yk No: 389/Dek/20/P. E. M. /V/2002
Tanggal: 31-5-2002 Perihal: Ijin Penelitian
Mengingat : 1. Keputusan Menteri Dalam Negeri Nomor 9 Tahun 1983 tentang Pedoman
Pendataan Sumber dan Potensi Daerah;
2. Keputusan Menteri Dalam Negeri Nomor 61 Tahun 1983 tentang Pedoman
Penyelenggaraan Pelaksanaan Penelitian dan Pengembangan di Lingkungan
Departemen Dalam Negeri;
3. Keputusan Kepala Daerah Istimewa Yogyakarta Nomor 33/KPTS/1986
tentang : Tatalaksana Pemberian izin bagi setiap Instansi Pemerintah, non
Pemerintah yang melakukan Pendataan / Penelitian.

Diizinkan kepada :
N a m a : Arshinta Dyah R No.Mhs: 98311477
Alamat Instansi : Comlonkaton, Depok, Sleman, Yogyakarta
Judul : EVALUASI KUALITAS PELAYANAN PADA KEMAHALAN (KEMAHALAN) DAERAH
ISTIMEWA YOGYAKARTA

Lokasi : Kota Yogyakarta
Waktunya : Mulai tanggal 8-6-2002 s/d 8-9-2002

Dengan Ketentuan :

1. Terlebih dahulu menemui / melaporkan diri Kepada Pejabat Pemerintah setempat (Bupati/ Walikota kepala Daerah) untuk mendapat petunjuk seperlunya.
2. Wajib menjaga tata tertib dan mentaati ketentuan-ketentuan yang berlaku setempat.
3. Wajib memberi laporan hasil penelitiannya kepada Gubernur Kepala Daerah Istimewa Yogyakarta (Cq Ketua Badan Perencanaan Pembangunan Daerah Propinsi Daerah Istimewa Yogyakarta)
4. Izin ini tidak disalahgunakan untuk tujuan tertentu yang dapat mengganggu kestabilan Pemerintah dan hanya diperlukan untuk keperluan ilmiah.
5. Surat Izin ini dapat diajukan lagi untuk mendapat perpanjangan bila diperlukan.
6. Surat Izin ini dapat dibatalkan sewaktu-waktu apabila tidak dipenuhi ketentuan-ketentuan tersebut di atas.

Kemudian diharap para Pejabat Pemerintah setempat dapat memberi bantuan seperlunya.

Tembusan Kepada Yth:

1. Gubernur Daerah Istimewa Yogyakarta
(Sebagai Laporan)
2. Ka. Badan Kesatuan dan Perlindungan
Masyarakat Propinsi DIY
3. Walikota Yogyakarta o/g Ka. Bappeda
4. Ka. Kantor Forum Pengaduan Mil VII Yk
5. Dekan Fak-Ekonomi-JII Yk
6. Bertanggung-jawab

Dikeluarkan di : Yogyakarta
Pada tanggal : 7-6-2002

A.n. GUBERNUR
DAERAH ISTIMEWA YOGYAKARTA
KEPALA BAPPEDA PROPINSI DIY

