

LAMPIRAN



Lampiran 1
Kuisisioner Penelitian

I. Identitas responden

Nama:

Jenis kelamin:

- Laki-laki
- Perempuan

Umur:

- <17 tahun
- 17-26 tahun
- 27-36 tahun
- 37-46 tahun
- 47-56 tahun
- >57 Tahun

Pendidikan Terakhir:

- SD
- SMP
- SMA
- Diploma (D1/D2/D3)
- Sarjana (S1)
- Pascasarjana (S2)
- Doktor (S3)

II. Petunjuk Pengisian

Berilah tanda \surd (centang) pada kolom yang sesuai dengan pilihan anda

Keterangan :

STB = Sangat Tidak Baik (1)

TB = Tidak Baik (2)

N = Netral (3)

B = Baik (4)

SB = Sangat Baik (5)

1. Tangible

| No | Pernyataan | Jawaban | | | | |
|-----|---|---------|----|---|---|----|
| | | STB | TB | N | B | SB |
| 1. | Ruang tunggu bersih dan nyaman | | | | | |
| 2. | Terdapat stop kontak di ruang tunggu | | | | | |
| 3. | Tersedia toko souvenir di ruang tunggu | | | | | |
| 4. | Penampilan karyawan citilink rapih dan sopan | | | | | |
| 5. | Agen penjualan tiket mudah ditemukan | | | | | |
| 6. | Desain pesawat citilink berwarna hijau yang dijadikan ciri khas pesawat | | | | | |
| 7. | Kabin pesawat selalu bersih | | | | | |
| 8. | Kabin pesawat terawat dan rapih | | | | | |
| 9. | Tersedia toilet dibagian pojok pesawat | | | | | |
| 10. | Kursi di dalam pesawat bersih dan rapih | | | | | |
| 11. | Toilet di dalam pesawat bersih dan wangi | | | | | |
| 12. | Tersedia oksigen dibagian atas tempat duduk untuk keadaan darurat | | | | | |
| 13. | Tersedia seat belt di setiap tempat duduk penumpang | | | | | |

| | | | | | | |
|-----|---|--|--|--|--|--|
| 14. | Dibagian samping pesawat terdapat pintu darurat | | | | | |
| 15. | Tersedia konsumsi untuk penumpang | | | | | |

2. Quality of Personnel

| No | Pernyataan | Jawaban | | | | |
|----|--|---------|----|---|---|----|
| | | STB | TB | N | B | SB |
| 1. | Pramugari citilink selalu menjelaskan cara penyelamatan diri sebelum pesawat take off | | | | | |
| 2. | Pramugari citilink mampu membangun komunikasi yang baik dengan konsumen | | | | | |
| 3. | Pramugari citilink sangat ramah saat menawarkan makanan di dalam pesawat | | | | | |
| 4. | Pramugari citilink selalu membantu penumpang yang membutuhkan bantuan | | | | | |
| 5. | Pramugari citilink selalu membantu penumpang dalam memakai seat belt yang benar | | | | | |
| 6. | Pramugari citilink sangat sopan terhadap penumpang saat akan memasuki pesawat | | | | | |
| 7. | Pramugari citilink selalu menyambut penumpang dengan senyuman di pintu masuk pesawat | | | | | |
| 8. | Karyawan citilink ramah saat penumpang melakukan check in | | | | | |
| 9. | Karyawan citilink sopan saat memberikan pelayanan kepada konsumen yang ingin membeli tiket | | | | | |

| | | | | | | |
|-----|-------------------------------------|--|--|--|--|--|
| 10. | Pelayanan agen tiket Citilink ramah | | | | | |
|-----|-------------------------------------|--|--|--|--|--|



Lampiran 2
Rekapitulasi Data Penelitian

| No. | Tangible | | | | | | | | | | Jumlah |
|-----|----------|---|---|---|---|---|---|---|---|----|--------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 1 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 43 |
| 2 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 4 | 4 | 39 |
| 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 41 |
| 4 | 5 | 5 | 1 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 44 |
| 5 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 44 |
| 6 | 3 | 4 | 4 | 3 | 2 | 5 | 5 | 4 | 5 | 4 | 39 |
| 7 | 3 | 3 | 3 | 4 | 3 | 5 | 3 | 3 | 4 | 3 | 34 |
| 8 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 42 |
| 9 | 4 | 3 | 3 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 42 |
| 10 | 5 | 5 | 4 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 47 |
| 11 | 4 | 3 | 3 | 3 | 4 | 5 | 4 | 4 | 5 | 4 | 39 |
| 12 | 3 | 4 | 4 | 5 | 3 | 5 | 3 | 4 | 3 | 4 | 38 |
| 13 | 4 | 4 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 43 |
| 14 | 4 | 3 | 3 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 38 |
| 15 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 16 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 5 | 2 | 35 |
| 17 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 47 |
| 18 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 3 | 38 |
| 19 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 20 | 3 | 4 | 3 | 4 | 5 | 3 | 4 | 4 | 3 | 4 | 37 |
| 21 | 4 | 3 | 3 | 5 | 3 | 4 | 5 | 4 | 4 | 3 | 38 |
| 22 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 4 | 5 | 5 | 47 |
| 23 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 40 |
| 24 | 3 | 4 | 3 | 4 | 2 | 5 | 3 | 3 | 4 | 3 | 34 |
| 25 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 26 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 41 |
| 27 | 3 | 3 | 5 | 4 | 5 | 5 | 3 | 3 | 3 | 3 | 37 |
| 28 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 37 |
| 29 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 41 |
| 30 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 44 |
| 31 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 32 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 38 |
| 33 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 39 |
| 34 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 43 |
| 35 | 4 | 4 | 3 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 44 |
| 36 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 45 |

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|----|---|---|---|---|---|---|---|---|---|---|----|
| 37 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 37 |
| 38 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 45 |
| 39 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 46 |
| 40 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 43 |
| 41 | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 39 |
| 42 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 37 |
| 43 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 3 | 4 | 3 | 38 |
| 44 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 39 |
| 45 | 3 | 3 | 2 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 37 |
| 46 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 37 |
| 47 | 3 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 39 |
| 48 | 4 | 4 | 2 | 5 | 3 | 5 | 4 | 4 | 4 | 4 | 39 |
| 49 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 4 | 4 | 3 | 41 |
| 50 | 2 | 3 | 3 | 1 | 2 | 2 | 4 | 3 | 2 | 1 | 23 |
| 51 | 3 | 4 | 4 | 5 | 5 | 5 | 3 | 2 | 4 | 2 | 37 |
| 52 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 41 |
| 53 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 54 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 47 |
| 55 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 42 |
| 56 | 4 | 3 | 3 | 4 | 3 | 5 | 4 | 3 | 4 | 4 | 37 |
| 57 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 33 |
| 58 | 3 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 2 | 3 | 36 |
| 59 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 41 |
| 60 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 61 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 62 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 63 | 4 | 3 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 44 |
| 64 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 31 |
| 65 | 3 | 2 | 5 | 5 | 3 | 5 | 4 | 4 | 5 | 4 | 40 |
| 66 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 47 |
| 67 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 47 |
| 68 | 4 | 3 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 39 |
| 69 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 43 |
| 70 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 34 |
| 71 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 72 | 5 | 3 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 45 |
| 73 | 4 | 4 | 4 | 5 | 4 | 5 | 3 | 3 | 3 | 3 | 38 |
| 74 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 42 |
| 75 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 76 | 4 | 4 | 3 | 5 | 3 | 3 | 4 | 4 | 5 | 5 | 40 |
| 77 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |

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|-----|---|---|---|---|---|---|---|---|---|---|----|
| 78 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 48 |
| 79 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 5 | 5 | 42 |
| 80 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 43 |
| 81 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 49 |
| 82 | 4 | 4 | 2 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 37 |
| 83 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 48 |
| 84 | 3 | 5 | 2 | 5 | 5 | 3 | 3 | 3 | 5 | 3 | 37 |
| 85 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 86 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 87 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 88 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 89 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 32 |
| 90 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 42 |
| 91 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 44 |
| 92 | 3 | 3 | 1 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 37 |
| 93 | 3 | 3 | 3 | 4 | 3 | 5 | 4 | 4 | 3 | 4 | 36 |
| 94 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 42 |
| 95 | 3 | 2 | 2 | 4 | 5 | 3 | 4 | 4 | 4 | 3 | 34 |
| 96 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 38 |
| 97 | 4 | 5 | 2 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 41 |
| 98 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 99 | 4 | 5 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 46 |
| 100 | 5 | 4 | 2 | 5 | 5 | 3 | 4 | 4 | 5 | 5 | 42 |
| 101 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 38 |
| 102 | 4 | 4 | 3 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 42 |
| 103 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 104 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 105 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 106 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 38 |
| 107 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 42 |
| 108 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 38 |
| 109 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 4 | 4 | 4 | 42 |
| 110 | 3 | 5 | 4 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 41 |
| 111 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 112 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 35 |
| 113 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 38 |
| 114 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 115 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 116 | 4 | 4 | 2 | 4 | 3 | 4 | 2 | 2 | 4 | 2 | 31 |
| 117 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 39 |
| 118 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 37 |

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| 119 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 48 |
| 120 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 45 |
| 121 | 3 | 3 | 1 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 31 |
| 122 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 40 |
| 123 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 42 |
| 124 | 4 | 3 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 44 |
| 125 | 4 | 5 | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 42 |
| 126 | 4 | 1 | 1 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 34 |
| 127 | 4 | 5 | 4 | 4 | 3 | 3 | 4 | 5 | 3 | 4 | 39 |
| 128 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 38 |
| 129 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 48 |
| 130 | 4 | 3 | 4 | 4 | 2 | 5 | 4 | 5 | 4 | 4 | 39 |
| 131 | 5 | 4 | 5 | 5 | 5 | 5 | 3 | 3 | 5 | 3 | 43 |
| 132 | 4 | 5 | 4 | 5 | 5 | 5 | 3 | 3 | 4 | 3 | 41 |
| 133 | 4 | 4 | 3 | 5 | 3 | 3 | 4 | 4 | 4 | 4 | 38 |
| 134 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 48 |
| 135 | 3 | 3 | 3 | 3 | 3 | 5 | 4 | 4 | 3 | 3 | 34 |
| 136 | 5 | 5 | 3 | 5 | 5 | 3 | 4 | 5 | 4 | 5 | 44 |
| 137 | 4 | 3 | 3 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 42 |
| 138 | 4 | 4 | 4 | 4 | 3 | 5 | 3 | 4 | 4 | 4 | 39 |
| 139 | 4 | 3 | 3 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 42 |
| 140 | 5 | 5 | 3 | 5 | 3 | 3 | 3 | 3 | 5 | 5 | 40 |
| 141 | 5 | 3 | 1 | 5 | 4 | 3 | 5 | 5 | 3 | 5 | 39 |
| 142 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 143 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 48 |
| 144 | 3 | 4 | 5 | 4 | 3 | 5 | 3 | 3 | 4 | 3 | 37 |
| 145 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 146 | 3 | 3 | 3 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 41 |
| 147 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 148 | 5 | 5 | 4 | 3 | 5 | 5 | 3 | 3 | 5 | 5 | 43 |
| 149 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 38 |
| 150 | 4 | 3 | 4 | 4 | 3 | 5 | 4 | 4 | 5 | 4 | 40 |
| 151 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 40 |
| 152 | 5 | 5 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 47 |
| 153 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 154 | 4 | 3 | 3 | 5 | 4 | 5 | 4 | 4 | 4 | 3 | 39 |
| 155 | 4 | 3 | 4 | 4 | 3 | 5 | 4 | 4 | 5 | 4 | 40 |
| 156 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 38 |
| 157 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 36 |
| 158 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 159 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 38 |

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|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|----|
| 160 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 161 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 44 |
| Total | 3.881 | 3.894 | 3.577 | 4.223 | 3.975 | 4.316 | 4.012 | 4.024 | 4.186 | 3.981 | |

| No. | Tangible | | | | | Jumlah |
|-----|----------|----|----|----|----|--------|
| | 11 | 12 | 13 | 14 | 15 | |
| 1 | 4 | 5 | 5 | 5 | 5 | 24 |
| 2 | 3 | 4 | 5 | 5 | 3 | 20 |
| 3 | 4 | 4 | 4 | 4 | 4 | 20 |
| 4 | 5 | 5 | 5 | 5 | 5 | 25 |
| 5 | 5 | 4 | 4 | 3 | 5 | 21 |
| 6 | 4 | 5 | 5 | 5 | 5 | 24 |
| 7 | 3 | 3 | 3 | 3 | 3 | 15 |
| 8 | 4 | 4 | 4 | 4 | 4 | 20 |
| 9 | 5 | 5 | 5 | 5 | 4 | 24 |
| 10 | 5 | 5 | 5 | 5 | 1 | 21 |
| 11 | 4 | 5 | 5 | 5 | 3 | 22 |
| 12 | 3 | 5 | 5 | 5 | 5 | 23 |
| 13 | 3 | 5 | 5 | 5 | 3 | 21 |
| 14 | 3 | 4 | 4 | 4 | 4 | 19 |
| 15 | 3 | 3 | 3 | 3 | 3 | 15 |
| 16 | 3 | 4 | 5 | 5 | 3 | 20 |
| 17 | 4 | 5 | 5 | 5 | 1 | 20 |
| 18 | 3 | 5 | 5 | 5 | 4 | 22 |
| 19 | 3 | 3 | 3 | 3 | 3 | 15 |
| 20 | 3 | 3 | 4 | 3 | 4 | 17 |
| 21 | 3 | 5 | 5 | 4 | 3 | 20 |
| 22 | 4 | 5 | 5 | 5 | 2 | 21 |
| 23 | 3 | 4 | 4 | 4 | 4 | 19 |
| 24 | 4 | 5 | 5 | 4 | 3 | 21 |
| 25 | 4 | 4 | 4 | 4 | 4 | 20 |
| 26 | 5 | 4 | 4 | 4 | 4 | 21 |
| 27 | 2 | 4 | 4 | 5 | 3 | 18 |
| 28 | 4 | 3 | 3 | 3 | 4 | 17 |
| 29 | 5 | 5 | 5 | 3 | 4 | 22 |
| 30 | 5 | 5 | 5 | 5 | 5 | 25 |
| 31 | 3 | 4 | 4 | 4 | 4 | 19 |
| 32 | 3 | 4 | 4 | 4 | 2 | 17 |
| 33 | 4 | 4 | 4 | 4 | 3 | 19 |
| 34 | 4 | 5 | 5 | 5 | 4 | 23 |
| 35 | 4 | 5 | 5 | 5 | 5 | 24 |

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|----|---|---|---|---|---|----|
| 36 | 4 | 5 | 5 | 5 | 4 | 23 |
| 37 | 3 | 3 | 5 | 3 | 3 | 17 |
| 38 | 5 | 5 | 5 | 5 | 5 | 25 |
| 39 | 4 | 5 | 5 | 5 | 4 | 23 |
| 40 | 5 | 4 | 5 | 5 | 5 | 24 |
| 41 | 3 | 3 | 4 | 4 | 4 | 18 |
| 42 | 4 | 4 | 5 | 5 | 3 | 21 |
| 43 | 4 | 3 | 4 | 3 | 4 | 18 |
| 44 | 4 | 4 | 4 | 4 | 4 | 20 |
| 45 | 3 | 4 | 5 | 5 | 1 | 18 |
| 46 | 3 | 3 | 5 | 5 | 3 | 19 |
| 47 | 2 | 4 | 4 | 4 | 2 | 16 |
| 48 | 3 | 4 | 4 | 4 | 4 | 19 |
| 49 | 4 | 4 | 5 | 5 | 3 | 21 |
| 50 | 2 | 1 | 1 | 1 | 3 | 8 |
| 51 | 3 | 4 | 4 | 5 | 2 | 18 |
| 52 | 4 | 4 | 4 | 4 | 4 | 20 |
| 53 | 3 | 4 | 4 | 4 | 4 | 19 |
| 54 | 5 | 5 | 5 | 5 | 3 | 23 |
| 55 | 4 | 5 | 5 | 5 | 4 | 23 |
| 56 | 4 | 4 | 5 | 5 | 2 | 20 |
| 57 | 4 | 5 | 5 | 5 | 4 | 23 |
| 58 | 3 | 4 | 3 | 3 | 2 | 15 |
| 59 | 4 | 5 | 5 | 5 | 3 | 22 |
| 60 | 4 | 4 | 4 | 4 | 4 | 20 |
| 61 | 4 | 4 | 4 | 4 | 4 | 20 |
| 62 | 4 | 4 | 4 | 4 | 2 | 18 |
| 63 | 3 | 5 | 5 | 5 | 3 | 21 |
| 64 | 3 | 3 | 3 | 3 | 3 | 15 |
| 65 | 3 | 5 | 5 | 5 | 3 | 21 |
| 66 | 4 | 5 | 5 | 5 | 3 | 22 |
| 67 | 4 | 5 | 5 | 5 | 5 | 24 |
| 68 | 4 | 4 | 4 | 4 | 2 | 18 |
| 69 | 4 | 4 | 4 | 4 | 4 | 20 |
| 70 | 3 | 5 | 5 | 5 | 5 | 23 |
| 71 | 3 | 4 | 4 | 4 | 2 | 17 |
| 72 | 4 | 5 | 5 | 5 | 4 | 23 |
| 73 | 4 | 5 | 4 | 4 | 2 | 19 |
| 74 | 4 | 5 | 5 | 5 | 4 | 23 |
| 75 | 5 | 5 | 5 | 5 | 5 | 25 |
| 76 | 5 | 5 | 5 | 5 | 4 | 24 |

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|-----|---|---|---|---|---|----|
| 77 | 4 | 4 | 4 | 4 | 4 | 20 |
| 78 | 5 | 4 | 5 | 5 | 5 | 24 |
| 79 | 5 | 5 | 5 | 5 | 5 | 25 |
| 80 | 4 | 5 | 5 | 5 | 5 | 24 |
| 81 | 5 | 5 | 5 | 5 | 5 | 25 |
| 82 | 2 | 3 | 5 | 4 | 2 | 16 |
| 83 | 5 | 5 | 5 | 5 | 5 | 25 |
| 84 | 3 | 5 | 5 | 5 | 5 | 23 |
| 85 | 3 | 3 | 3 | 3 | 3 | 15 |
| 86 | 4 | 4 | 4 | 4 | 4 | 20 |
| 87 | 4 | 3 | 3 | 3 | 3 | 16 |
| 88 | 4 | 5 | 5 | 5 | 2 | 21 |
| 89 | 3 | 4 | 4 | 4 | 3 | 18 |
| 90 | 4 | 5 | 5 | 5 | 4 | 23 |
| 91 | 4 | 5 | 5 | 4 | 4 | 22 |
| 92 | 3 | 4 | 5 | 5 | 1 | 18 |
| 93 | 3 | 4 | 5 | 5 | 4 | 21 |
| 94 | 5 | 5 | 5 | 5 | 4 | 24 |
| 95 | 3 | 3 | 4 | 4 | 4 | 18 |
| 96 | 4 | 4 | 4 | 4 | 3 | 19 |
| 97 | 3 | 4 | 4 | 4 | 4 | 19 |
| 98 | 4 | 4 | 4 | 4 | 4 | 20 |
| 99 | 5 | 5 | 5 | 3 | 5 | 23 |
| 100 | 5 | 5 | 5 | 5 | 4 | 24 |
| 101 | 4 | 3 | 4 | 4 | 4 | 19 |
| 102 | 5 | 4 | 3 | 4 | 4 | 20 |
| 103 | 4 | 4 | 5 | 4 | 3 | 20 |
| 104 | 5 | 5 | 5 | 5 | 5 | 25 |
| 105 | 2 | 4 | 4 | 4 | 4 | 18 |
| 106 | 3 | 4 | 5 | 5 | 4 | 21 |
| 107 | 5 | 5 | 4 | 5 | 4 | 23 |
| 108 | 4 | 5 | 5 | 5 | 4 | 23 |
| 109 | 4 | 4 | 5 | 4 | 4 | 21 |
| 110 | 2 | 5 | 5 | 4 | 4 | 20 |
| 111 | 5 | 5 | 5 | 5 | 5 | 25 |
| 112 | 3 | 3 | 3 | 3 | 3 | 15 |
| 113 | 4 | 4 | 4 | 4 | 2 | 18 |
| 114 | 4 | 4 | 4 | 4 | 4 | 20 |
| 115 | 4 | 4 | 4 | 4 | 2 | 18 |
| 116 | 2 | 4 | 4 | 4 | 3 | 17 |
| 117 | 4 | 3 | 4 | 5 | 3 | 19 |

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| 118 | 4 | 4 | 4 | 4 | 4 | 20 |
| 119 | 5 | 5 | 5 | 5 | 2 | 22 |
| 120 | 4 | 5 | 5 | 5 | 4 | 23 |
| 121 | 3 | 3 | 3 | 3 | 5 | 17 |
| 122 | 3 | 4 | 4 | 4 | 4 | 19 |
| 123 | 5 | 4 | 5 | 5 | 3 | 22 |
| 124 | 5 | 5 | 5 | 5 | 2 | 22 |
| 125 | 4 | 5 | 5 | 5 | 3 | 22 |
| 126 | 3 | 5 | 5 | 5 | 1 | 19 |
| 127 | 5 | 4 | 5 | 5 | 4 | 23 |
| 128 | 3 | 4 | 4 | 4 | 4 | 19 |
| 129 | 5 | 5 | 5 | 5 | 5 | 25 |
| 130 | 4 | 4 | 4 | 4 | 4 | 20 |
| 131 | 3 | 5 | 5 | 5 | 5 | 23 |
| 132 | 3 | 4 | 5 | 5 | 5 | 22 |
| 133 | 4 | 4 | 5 | 4 | 5 | 22 |
| 134 | 5 | 5 | 5 | 5 | 5 | 25 |
| 135 | 3 | 5 | 3 | 4 | 3 | 18 |
| 136 | 5 | 5 | 5 | 5 | 5 | 25 |
| 137 | 3 | 5 | 5 | 5 | 4 | 22 |
| 138 | 3 | 5 | 5 | 5 | 5 | 23 |
| 139 | 3 | 5 | 5 | 5 | 4 | 22 |
| 140 | 5 | 5 | 5 | 5 | 5 | 25 |
| 141 | 5 | 5 | 5 | 5 | 4 | 24 |
| 142 | 3 | 3 | 3 | 3 | 3 | 15 |
| 143 | 4 | 5 | 5 | 5 | 5 | 24 |
| 144 | 3 | 4 | 5 | 4 | 5 | 21 |
| 145 | 4 | 5 | 5 | 4 | 4 | 22 |
| 146 | 5 | 5 | 5 | 5 | 1 | 21 |
| 147 | 5 | 5 | 5 | 5 | 5 | 25 |
| 148 | 3 | 5 | 5 | 5 | 5 | 23 |
| 149 | 3 | 4 | 4 | 4 | 4 | 19 |
| 150 | 4 | 3 | 5 | 4 | 2 | 18 |
| 151 | 3 | 4 | 4 | 4 | 4 | 19 |
| 152 | 5 | 4 | 4 | 5 | 5 | 23 |
| 153 | 4 | 4 | 4 | 4 | 4 | 20 |
| 154 | 3 | 4 | 4 | 4 | 3 | 18 |
| 155 | 4 | 5 | 5 | 5 | 3 | 22 |
| 156 | 4 | 4 | 4 | 4 | 2 | 18 |
| 157 | 3 | 4 | 5 | 5 | 4 | 21 |
| 158 | 4 | 4 | 4 | 4 | 4 | 20 |

| | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|
| 159 | 4 | 4 | 4 | 4 | 3 | 19 |
| 160 | 4 | 4 | 4 | 4 | 4 | 20 |
| 161 | 4 | 5 | 5 | 5 | 4 | 23 |
| Total | 3.801 | 4.304 | 4.472 | 4.391 | 3.652 | 4.045 |

| No. | Quality of Personel | | | | | | | | | | Jumlah |
|-----|---------------------|---|---|---|---|---|---|---|---|----|--------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 1 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 46 |
| 2 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 42 |
| 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 45 |
| 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 3 | 41 |
| 6 | 5 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 37 |
| 7 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 36 |
| 8 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 9 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 39 |
| 10 | 5 | 4 | 3 | 5 | 3 | 5 | 5 | 5 | 3 | 3 | 41 |
| 11 | 5 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 36 |
| 12 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 13 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 3 | 3 | 3 | 42 |
| 14 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 38 |
| 15 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 16 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 32 |
| 17 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 45 |
| 18 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 44 |
| 19 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 20 | 5 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 37 |
| 21 | 5 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 37 |
| 22 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 23 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 39 |
| 24 | 4 | 4 | 5 | 4 | 5 | 5 | 3 | 4 | 4 | 4 | 42 |
| 25 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 26 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 27 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 3 | 5 | 44 |
| 28 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 35 |
| 29 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 44 |
| 30 | 5 | 4 | 5 | 5 | 1 | 5 | 5 | 4 | 4 | 3 | 41 |
| 31 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 39 |
| 32 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 33 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 34 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 42 |
| 35 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 47 |
| 36 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 48 |
| 37 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 37 |

| | | | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|---|---|----|
| 38 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 44 |
| 39 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 49 |
| 40 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 41 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 41 |
| 42 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 42 |
| 43 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 44 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 45 | 5 | 4 | 4 | 4 | 2 | 4 | 4 | 3 | 3 | 3 | 36 |
| 46 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 36 |
| 47 | 4 | 4 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 32 |
| 48 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 4 | 45 |
| 49 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 43 |
| 50 | 5 | 5 | 5 | 4 | 4 | 3 | 5 | 5 | 5 | 5 | 46 |
| 51 | 5 | 4 | 4 | 5 | 4 | 3 | 5 | 5 | 4 | 4 | 43 |
| 52 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 53 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 35 |
| 54 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 45 |
| 55 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 56 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 37 |
| 57 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 37 |
| 58 | 5 | 4 | 3 | 3 | 2 | 4 | 4 | 4 | 4 | 2 | 35 |
| 59 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 40 |
| 60 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 61 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 43 |
| 62 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 3 | 44 |
| 63 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 44 |
| 64 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 65 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 47 |
| 66 | 5 | 4 | 3 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 42 |
| 67 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 42 |
| 68 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 41 |
| 69 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 70 | 5 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 34 |
| 71 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 35 |
| 72 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 47 |
| 73 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 38 |
| 74 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 42 |
| 75 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 45 |
| 76 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 46 |
| 77 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 78 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 45 |
| 79 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 3 | 3 | 4 | 44 |
| 80 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 49 |
| 81 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |

| | | | | | | | | | | | |
|-----|---|---|---|---|---|---|---|---|---|---|----|
| 82 | 4 | 3 | 3 | 3 | 2 | 4 | 4 | 3 | 3 | 4 | 33 |
| 83 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 45 |
| 84 | 5 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 41 |
| 85 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 86 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 87 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 88 | 5 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 5 | 42 |
| 89 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 90 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 91 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 36 |
| 92 | 5 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 36 |
| 93 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 3 | 42 |
| 94 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 44 |
| 95 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 4 | 39 |
| 96 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 97 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 39 |
| 98 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 39 |
| 99 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 44 |
| 100 | 4 | 5 | 4 | 5 | 3 | 5 | 5 | 5 | 4 | 5 | 45 |
| 101 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 43 |
| 102 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 42 |
| 103 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 104 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 47 |
| 105 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 106 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 40 |
| 107 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 42 |
| 108 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 109 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 46 |
| 110 | 5 | 5 | 4 | 3 | 5 | 4 | 4 | 3 | 3 | 3 | 39 |
| 111 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 112 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 39 |
| 113 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 35 |
| 114 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 115 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 43 |
| 116 | 4 | 2 | 2 | 2 | 3 | 4 | 4 | 2 | 2 | 3 | 28 |
| 117 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 38 |
| 118 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 119 | 5 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 37 |
| 120 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 45 |
| 121 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 122 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 39 |
| 123 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 41 |
| 124 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 49 |
| 125 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 40 |

| | | | | | | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 126 | 5 | 3 | 3 | 2 | 2 | 5 | 5 | 5 | 5 | 3 | 38 |
| 127 | 5 | 3 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 40 |
| 128 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 36 |
| 129 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 47 |
| 130 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 38 |
| 131 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 48 |
| 132 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 48 |
| 133 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 134 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 135 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 41 |
| 136 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 47 |
| 137 | 5 | 3 | 3 | 4 | 5 | 5 | 5 | 3 | 4 | 4 | 41 |
| 138 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 5 | 4 | 41 |
| 139 | 5 | 3 | 3 | 4 | 5 | 5 | 5 | 3 | 4 | 4 | 41 |
| 140 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 141 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| 142 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 143 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 46 |
| 144 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 34 |
| 145 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 41 |
| 146 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 3 | 3 | 3 | 43 |
| 147 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 148 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 149 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 36 |
| 150 | 5 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 33 |
| 151 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 38 |
| 152 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 153 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 38 |
| 154 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 46 |
| 155 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 3 | 3 | 42 |
| 156 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 39 |
| 157 | 4 | 3 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 3 | 41 |
| 158 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 42 |
| 159 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 38 |
| 160 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 161 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 43 |
| Total | 4.484 | 4.099 | 4.043 | 4.105 | 3.981 | 4.180 | 4.267 | 3.975 | 3.906 | 3.826 | 4.086 |

Lampiran 3

Uji Kelayakan Instrumen

1. Tangible

Case Processing Summary

| | | N | % |
|-------|-----------------------|-----|-------|
| Cases | Valid | 161 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 161 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .882 | 15 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|--------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| item1 | 56.81 | 42.703 | .694 | .869 |
| item2 | 56.80 | 42.998 | .536 | .875 |
| item3 | 57.12 | 44.792 | .285 | .887 |
| item4 | 56.47 | 43.701 | .551 | .875 |
| item5 | 56.72 | 42.778 | .505 | .876 |
| item6 | 56.38 | 44.674 | .377 | .882 |
| item7 | 56.68 | 43.630 | .550 | .875 |
| item8 | 56.67 | 43.085 | .607 | .872 |
| item9 | 56.51 | 42.476 | .657 | .870 |
| item10 | 56.71 | 41.643 | .694 | .868 |
| item11 | 56.89 | 41.770 | .600 | .872 |
| item12 | 56.39 | 41.665 | .705 | .868 |
| item13 | 56.22 | 42.375 | .661 | .870 |

| | | | | |
|--------|-------|--------|------|------|
| item14 | 56.30 | 42.326 | .638 | .871 |
| item15 | 57.04 | 43.404 | .313 | .890 |

2. Quality of Personel

Case Processing Summary

| | | N | % |
|-------|-----------------------|-----|-------|
| Cases | Valid | 161 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 161 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .898 | 10 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|--------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| item1 | 36.39 | 19.988 | .545 | .894 |
| item2 | 36.77 | 19.116 | .656 | .887 |
| item3 | 36.83 | 18.520 | .733 | .882 |
| item4 | 36.76 | 18.481 | .725 | .882 |
| item5 | 36.89 | 18.525 | .611 | .891 |
| item6 | 36.69 | 19.178 | .660 | .887 |
| item7 | 36.60 | 19.066 | .647 | .888 |
| item8 | 36.89 | 18.795 | .697 | .884 |
| item9 | 36.96 | 19.136 | .657 | .887 |
| item10 | 37.04 | 19.467 | .535 | .895 |

Lampiran 4

Analisis Deskriptif

1. Responden Berdasarkan Jenis Kelamin

| Jenis Kelamin | Frekuensi | Presentase % |
|---------------|-----------|--------------|
| Laki-laki | 63 | 39.1% |
| Perempuan | 98 | 60.8% |
| Total | | 100% |

2. Responden Berdasarkan Usia

| Usia | Frekuensi | Presentase % |
|-------------|-----------|--------------|
| <17 tahun | 31 | 19.2% |
| 17-26 tahun | 84 | 52.1% |
| 27-36 tahun | 19 | 11.8% |
| 37-46 tahun | 9 | 5.6% |
| 47-56 tahun | 17 | 10.5% |
| >57 tahun | 2 | 1.2% |
| Total | | 100% |

3. Responden Berdasarkan Pendidikan Terakhir

| Pendidikan Terakhir | Frekuensi | Presentase % |
|---------------------|-----------|--------------|
| SD | 1 | 1% |
| SMP | 6 | 3.7% |
| SMA | 81 | 50.3% |
| Diploma (D1/D2/D3) | 2 | 1.2% |
| Sarjana (S1) | 57 | 35.4% |
| Pascasarjana (S2) | 11 | 6.8% |
| Doktor (S3) | 3 | 1.8% |
| Total | | 100% |

Lampiran 5

Analisis Deskriptif Variabel Penelitian

1. Interval Kelas

| No. | Keterangan | Beban Skor |
|-----|-------------------|-------------|
| 1. | Sangat Tidak Baik | 1.00 – 1.79 |
| 2. | Tidak Baik | 1.80 – 2.59 |
| 3. | Netral | 2.60 – 3.39 |
| 4. | Baik | 3.40 – 4.19 |
| 5. | Sangat Baik | 4.20 – 5.00 |

2. Variabel *Tangible*

| Kode | Indikator | Mean | Kriteria |
|---------|---|-------|---------------|
| Tang 1 | Ruang tunggu bersih dan nyaman | 3.881 | Baik |
| Tang 2 | Terdapat stop kontak di ruang tunggu | 3.894 | Baik |
| Tang 3 | Tersedia toko souvenir di ruang tunggu | 3.577 | Baik |
| Tang 4 | Penampilan karyawan citilink rapih dan bersih | 4.223 | Sangat Baik |
| Tang 5 | Agen penjualan tiket mudah ditemukan | 3.975 | Baik |
| Tang 6 | Desain pesawat citilink berwarna hijau yang menjadi ciri khas pesawat | 4.316 | Sangat Baik |
| Tang 7 | Kabin pesawat selalu bersih | 4.012 | Baik |
| Tang 8 | Kabin pesawat terawat dan rapih | 4.024 | Baik |
| Tang 9 | Tersedia toilet dibagian pojok pesawat | 4.186 | Baik |
| Tang 10 | Kursi di dalam pesawat bersih dan rapih | 3.981 | Baik |
| Tang 11 | Toilet di dalam pesawat bersih dan wangi | 3.801 | Baik |
| Tang 12 | Tersedia oksigen dibagian atas tempat duduk untuk keadaan darurat | 4.304 | Sangat Baik |
| Tang 13 | Tersedia seat belt di setiap tempat duduk penumpang | 4.472 | Sangat Setuju |
| Tang 14 | Dibagian samping pesawat terdapat pintu darurat | 4.391 | Sangat Baik |

| | | | |
|-----------------|-----------------------------------|-------|------|
| Tang 15 | Tersedia konsumsi untuk penumpang | 3.652 | Baik |
| Rata-rata Total | | 4.045 | Baik |

3. Variabel *Quality of Personel*

| Kode | Indikator | Mean | Kriteria |
|-----------------|--|-------|-------------|
| QP 1 | Pramugari Citilink selalu menjelaskan cara penyelamatan diri sebelum pesawat take off | 4.484 | Sangat Baik |
| QP 2 | Pramugari Citilink mampu membangun komunikasi yang baik dengan konsumen | 4.099 | Baik |
| QP 3 | Pramugari Citilink sangat ramah saat menawarkan makanan di dalam pesawat | 4.043 | Baik |
| QP 4 | Pramugari Citilink selalu membantu penumpang yang membutuhkan bantuan | 4.105 | Baik |
| QP 5 | Pramugari Citilink selalu membantu penumpang dalam memakai seat belt yang benar | 3.981 | Baik |
| QP 6 | Pramugari Citilink sangat sopan terhadap penumpang saat akan memasuki pesawat | 4.180 | Baik |
| QP 7 | Pramugari Citilink selalu menyambut penumpang dengan senyuman dipintu masuk pesawat | 4.267 | Sangat Baik |
| QP 8 | Karyawan Citilink sangat ramah saat penumpang melakukan check in | 3.975 | Baik |
| QP 9 | Karyawan Citilink sopan saat memberikan pelayanan kepada konsumen yang ingin membeli tiket | 3.906 | Baik |
| QP 10 | Pelayanan agen tiket Citilink ramah | 3.826 | Baik |
| Rata-rata Total | | 4.086 | Baik |