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# LAMPIRAN I



# UNIVERSITAS ISLAM INDONESIA

## FAKULTAS EKONOMI

Condong Catur, Depok, Sleman, Yogyakarta 55283  
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nomor : 897/DEK/10/Bag.Um/X/2003  
Judul : PERMOHONAN IJIN PENELITIAN

10 Oktober 2003

Kepada Yth.  
Pimpinan Apotek UII  
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 mahasiswa kami :

Nama : Agrika Fredy K  
No. Mahasiswa : 00311261  
Jurusan : Manajemen  
Alamat : Komp. Perum STM Pembangunan 20 Yogyakarta

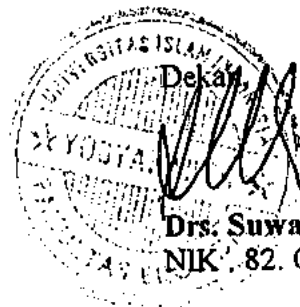
Bermaksud mohon keterangan / data pada instansi / perusahaan yang Saudara pimpin untuk keperluan menyusun skripsi dengan judul : ANALISIS SIKAP KONSUMEN TERHADAP ATRIBUT JASA DI APOTEK UII FARMA .

Dosen Pembimbing : Dra. Trias Setyawati, 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 Muhammad, MA  
NIK. 82. 048

**Lampiran I  
Uji Validitas dan Reliabilitas Kuesioner**

**Lampiran I.1  
Kuesioner Untuk Responden di Apotek UII Farma  
sebelum Uji Validitas dan Reliabilitas**

Dengan Hormat,

Perkenankanlah saya memohon kesediaan waktu anda untuk mengisi kuesioner ini dalam rangka penelitian mengenai Analisis Sikap Konsumen Terhadap Atribut Jasa Di Apotek UII Farma (Jalan Kaliurang Km 14,4 Yogyakarta). Jawaban yang obyektif sangat diperlukan untuk lebih terjaminnya kesuksesan penelitian ini.

Atas bantuan dan kesediaan anda dalam meluangkan waktu untuk pengisian kuesioner ini saya mengucapkan terima kasih.

**DAFTAR PERTANYAAN**

Jawablah pertanyaan-pertanyaan dibawah ini dengan memberi tanda (X) pada jawaban yang sesuai.

**Identitas Responden**

1. Nama :
2. Alamat :
3. Jenis Kelamin : a. Laki-laki b. Perempuan
4. Usia : a. Kurang dari 20 tahun c. 26 – 35 tahun  
b. 20 – 25 tahun d. Lebih dari 35 tahun
5. Pendidikan  
Terakhir Anda : a. SMU / Sederajat  
b. Akademi  
c. Perguruan Tinggi (S1)  
d. Pasca Sarjana (S2)
6. Pekerjaan : a. Mahasiswa  
- Fakultas : .....
- Semester : .....
- b. Pegawai Negeri
- c. Pegawai Swasta
- d. Wiraswasta

7. Penghasilan Anda atau Uang Bulanan dari Orang Tua Anda:
- a. Kurang dari Rp 500.000                      c. Rp 1000.000 – Rp 1.500.000  
 b. Rp 500.000 – Rp 1000.000                d. Lebih dari Rp 1.500.000
8. Sudah berapa kali anda menggunakan jasa pelayanan di Apotek UII Farma?
- a. Satu kali                                      c. Tiga kali  
 b. Dua kali                                        d. Lebih dari tiga kali

### Kepercayaan Konsumen

Pertanyaan berikut berkenaan dengan opini atau pendapat tentang sikap anda terhadap kualitas layanan pada atribut jasa di Apotek UII Farma.

Anda dapat memilih salah satu jawaban yang menurut anda paling tepat dengan memberi tanda  $\checkmark$  pada kotak jawaban yang sesuai dengan pilihan anda berdasarkan 5 kelompok alternatif jawaban berikut:

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

#### 1. KEANDALAN (*RELIABILITY*)

No	PERTANYAAN	JAWABAN				
		STS	TS	N	S	SS
1	Apotek UII Farma mempunyai karyawan yang berkualitas					
2	Karyawan Apotek UII Farma profesional dalam bekerja					
3	Apotek UII Farma selalu mengutamakan kepentingan konsumen					
4	Apotek UII Farma memberikan kualitas pelayanan yang sama kepada setiap konsumen					
5	Karyawan Apotek UII Farma memberikan pelayanan sesuai dengan yang dibutuhkan konsumen					
6	Karyawan Apotek UII Farma memberikan pelayanan sesuai dengan yang diinginkan konsumen					
7	Karyawan Apotek UII Farma memberikan kemudahan dalam pelayanan kepada setiap konsumen					

## 2. **DAYA TANGGAP (*RESPONSIVENESS*)**

No	PERTANYAAN	JAWABAN				
		STS	TS	N	S	SS
8	Karyawan Apotek UII Farma cepat dalam memberikan pelayanan kepada konsumen					
9	Karyawan Apotek UII Farma sigap dalam membantu setiap konsumen					
10	Apoteker di Apotek UII Farma cepat dalam meramu obat resep					
11	Karyawan Apotek UII Farma sigap dalam menangani keluhan dari konsumen					
12	Karyawan Apotek UII Farma cepat dalam menangani keluhan dari konsumen					

## 3. **JAMINAN (*ASSURANCE*)**

No	PERTANYAAN	JAWABAN				
		STS	TS	N	S	SS
13	Karyawan Apotek UII Farma jujur dalam memberikan pelayanan kepada konsumen					
14	Karyawan Apotek UII Farma ramah dalam melayani konsumen					
15	Karyawan Apotek UII Farma sopan dalam memberikan pelayanan kepada konsumen					
16	Apoteker di Apotek UII Farma mampu meramu obat resep dengan tepat					
17	Apoteker di Apotek UII Farma mampu meramu obat resep dengan akurat					
18	Konsultasi obat yang ramah oleh apoteker					
19	Konsultasi yang ramah oleh dokter praktek di Apotek UII Farma					

## 4. **PERHATIAN (*EMPHATY*)**

No	PERTANYAAN	JAWABAN				
		STS	TS	N	S	SS
20	Karyawan Apotek UII Farma dalam melayani konsumen mampu berkomunikasi dengan baik					
21	Karyawan Apotek UII Farma memberikan perhatian kepada setiap konsumen					
22	Karyawan Apotek UII Farma dapat memahami apa yang diinginkan konsumen					
23	Karyawan Apotek UII Farma dapat memahami apa yang dibutuhkan konsumen					
24	Karyawan Apotek UII Farma memberikan pelayanan tanpa memperhatikan status dan kedudukan konsumen					

### 5. BUKTI FISIK (*TANGIBLE*)

No	PERTANYAAN	JAWABAN				
		STS	TS	N	S	SS
25	Apotek UII Farma mempunyai ruangan apotek yang terjaga kebersihannya					
26	Apotek UII Farma mempunyai ruangan praktek dokter yang terjaga kebersihannya					
27	Apotek UII Farma mempunyai ruang tunggu yang nyaman					
28	Seluruh karyawan Apotek UII Farma berpenampilan rapi					
29	Seluruh karyawan Apotek UII Farma berpenampilan bersih					
30	Apotek UII Farma mempunyai fasilitas pelayanan yang lengkap, meliputi kelengkapan obat, penjualan obat bebas dan obat resep, konsultasi obat, praktek dokter dan pemeriksaan kesehatan					
31	Apotek UII Farma mempunyai area parkir yang luas					
32	Apotek UII Farma mempunyai area parkir yang aman					

#### Tingkat Evaluasi Konsumen

Dibawah ini adalah beberapa atribut yang mempengaruhi anda dalam menggunakan jasa di Apotek UII Farma. **URUTKAN** 1 – 5 berdasarkan prioritas sesuai dengan pendapat anda:

**1) Keandalan**

(Kemampuan karyawan dalam memberikan jasa dengan akurat dan terpercaya sesuai dengan harapan konsumen) (.....)

**2) Daya Tanggap**

(Ketanggapan karyawan dalam memberikan jasa yang cepat kepada konsumen) (.....)

**3) Jaminan**

(Jaminan atas pelayanan yang diberikan oleh karyawan) (.....)

**4) Perhatian**

(Perhatian yang diberikan karyawan kepada konsumen) (.....)

**5) Bukti Fisik**

(Fasilitas fisik yang dimiliki oleh apotek) (.....)



Lampiran 1.2.  
 Tabulasi Data Uji Validitas dan Reliabilitas 15 Responden

No	Tingkat Kepercayaan																					
	Reliability							Responsiveness							Assurance							
	Rel.1	Rel.2	Rel.3	Rel.4	Rel.5	Rel.6	Rel.7	Tot. Rel.	Res.1	Res.2	Res.3	Res.4	Res.5	Tot. Res.	Ass.1	Ass.2	Ass.3	Ass.4	Ass.5	Ass.6	Ass.7	Tot. Ass.
1	3	3	4	3	4	4	4	25	4	4	3	3	3	17	3	4	4	3	3	3	3	23
2	4	4	4	3	4	4	4	27	4	4	4	4	3	19	4	4	4	3	3	4	4	26
3	3	3	4	3	4	4	4	24	4	4	3	4	4	19	3	4	4	3	3	3	3	23
4	3	4	3	3	4	3	3	23	4	3	3	4	3	17	3	3	4	3	3	3	4	23
5	3	3	3	4	4	4	4	24	4	3	4	4	4	19	4	4	4	4	3	4	4	27
6	5	4	4	4	4	4	5	30	4	3	3	4	4	18	3	4	4	3	3	5	5	27
7	5	5	5	5	5	5	5	35	4	5	3	2	4	18	5	5	4	5	3	5	5	32
8	3	4	4	4	3	3	5	26	4	4	3	5	4	20	4	4	4	4	4	5	2	27
9	3	3	4	4	4	4	4	26	4	4	3	4	4	19	4	4	3	3	4	4	5	27
10	4	4	4	4	4	4	4	28	3	4	3	3	3	16	4	5	5	4	4	4	4	30
11	4	4	4	4	4	4	4	28	4	4	3	4	4	19	4	4	4	3	3	4	3	25
12	3	2	2	2	3	3	4	19	2	4	2	2	3	13	4	2	3	2	3	2	2	18
13	4	5	4	4	5	4	5	31	5	5	4	4	5	23	4	5	4	5	5	5	5	33
14	4	3	4	4	4	4	4	27	4	4	3	3	3	17	3	4	4	3	3	3	4	24
15	3	3	3	4	4	4	4	24	4	4	3	3	3	17	4	4	4	4	3	4	3	25

Lampiran 1.2. (lanjutan)

No	Tingkat Kepercayaan														
	Empathy					Tangible									
	Emp 1	Emp 2	Emp 3	Emp 4	Emp 5	Tot. Emp.	Tan. 1	Tan. 2	Tan. 3	Tan. 4	Tan. 5	Tan. 6	Tan. 7	Tan. 8	Tot. Tan.
1	4	4	4	3	3	16	5	3	5	5	4	3	1	3	26
2	4	4	4	4	4	20	4	4	4	4	4	3	2	2	27
3	4	4	3	3	4	18	5	5	4	4	4	3	2	3	30
4	4	3	4	4	5	20	4	4	3	3	4	4	3	4	28
5	4	4	4	3	4	19	5	5	5	5	4	4	4	4	37
6	4	4	4	4	4	20	4	4	3	3	4	3	4	4	29
7	5	4	5	3	5	22	5	5	5	5	4	5	5	5	39
8	3	4	3	3	4	17	4	4	4	3	3	3	4	4	29
9	4	4	4	4	4	20	4	4	4	4	4	4	4	4	32
10	5	5	4	4	4	22	4	4	4	4	4	4	3	3	30
11	3	3	3	3	4	16	3	4	4	4	4	4	2	3	28
12	2	3	2	3	2	12	4	4	4	4	4	2	2	2	26
13	4	4	4	4	5	21	5	5	5	5	5	5	4	2	36
14	4	4	4	3	3	18	4	4	4	4	4	4	4	4	32
15	4	3	3	4	4	18	4	4	4	4	4	2	3	4	29

**Lampiran I.3.**  
**Hasil Uji Validitas dan Reliabilitas Kuesioner**  
**(15 responden)**

**Uji Validitas Atribut *Reliability* (Keandalan)**

Correlations

		REL_1	REL_2	REL_3	REL_4	REL_5	REL_6	REL_7	TOT_REL
REL_1	Pearson Correlation	1,000	,656**	,606*	,536*	,544*	,601*	,641**	,842**
	Sig. (2-tailed)	.	,008	,017	,040	,036	,018	,010	,000
	N	15	15	15	15	15	15	15	15
REL_2	Pearson Correlation	,656**	1,000	,662**	,596*	,645**	,367	,571*	,840**
	Sig. (2-tailed)	,008	.	,007	,019	,009	,178	,026	,000
	N	15	15	15	15	15	15	15	15
REL_3	Pearson Correlation	,606*	,662**	1,000	,654**	,570*	,681**	,537*	,856**
	Sig. (2-tailed)	,017	,007	.	,008	,027	,005	,039	,000
	N	15	15	15	15	15	15	15	15
REL_4	Pearson Correlation	,536*	,596*	,654**	1,000	,554*	,637*	,392	,793**
	Sig. (2-tailed)	,040	,019	,008	.	,032	,011	,149	,000
	N	15	15	15	15	15	15	15	15
REL_5	Pearson Correlation	,544*	,645**	,570*	,554*	1,000	,776**	,177	,743**
	Sig. (2-tailed)	,036	,009	,027	,032	.	,001	,529	,002
	N	15	15	15	15	15	15	15	15
REL_6	Pearson Correlation	,601*	,367	,681**	,637*	,776**	1,000	,183	,730**
	Sig. (2-tailed)	,018	,178	,005	,011	,001	.	,514	,002
	N	15	15	15	15	15	15	15	15
REL_7	Pearson Correlation	,641**	,571*	,537*	,392	,177	,183	1,000	,675**
	Sig. (2-tailed)	,010	,026	,039	,149	,529	,514	.	,006
	N	15	15	15	15	15	15	15	15
TOT_REL	Pearson Correlation	,842**	,840**	,856**	,793**	,743**	,730**	,675**	1,000
	Sig. (2-tailed)	,000	,000	,000	,000	,002	,002	,006	.
	N	15	15	15	15	15	15	15	15

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

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

**Uji Reliabilitas Atribut *Reliability* (Keandalan)**

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

RELIABILITY ANALYSIS - SCALE (ALPHA)

Reliability Coefficients

N of Cases = 15,0

N of Items = 7

Alpha = ,8910

## Uji Validitas Atribut Responsiveness (Daya Tanggap)

Correlations

		RES 1	RES 2	RES 3	RES 4	RES 5	TOT RES
RES_1	Pearson Correlation	1,000	,163	,706**	,544*	,565*	,875*
	Sig. (2-tailed)		,562	,003	,036	,028	,000
	N	15	15	15	15	15	15
RES_2	Pearson Correlation	,163	1,000	,031	-,356	,304	,279
	Sig. (2-tailed)	,562		,912	,193	,270	,314
	N	15	15	15	15	15	15
RES_3	Pearson Correlation	,706**	,031	1,000	,487	,394	,751**
	Sig. (2-tailed)	,003	,912		,066	,147	,001
	N	15	15	15	15	15	15
RES_4	Pearson Correlation	,544*	-,356	,487	1,000	,433	,684**
	Sig. (2-tailed)	,036	,193	,066		,107	,005
	N	15	15	15	15	15	15
RES_5	Pearson Correlation	,565*	,304	,394	,433	1,000	,795**
	Sig. (2-tailed)	,028	,270	,147	,107		,000
	N	15	15	15	15	15	15
TOT_RES	Pearson Correlation	,875**	,279	,751**	,684**	,795**	1,000
	Sig. (2-tailed)	,000	,314	,001	,005	,000	
	N	15	15	15	15	15	15

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

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

## Uji Reliabilitas Atribut Responsiveness (Daya Tanggap)

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

RELIABILITY ANALYSIS - SCALE (ALPHA)

Reliability Coefficients

N of Cases = 15,0

N of Items = 5

Alpha = ,6947

## Uji Validitas Atribut Assurance (Jaminan Pelayanan)

Correlations

		ASS_1	ASS_2	ASS_3	ASS_4	ASS_5	ASS_6	ASS_7	TOT_ASS
ASS_1	Pearson Correlation	1,000	,318	-,070	,523*	,260	,456	,109	,507
	Sig. (2-tailed)		,248	,804	,045	,349	,088	,700	,054
	N	15	15	15	15	15	15	15	15
ASS_2	Pearson Correlation	,318	1,000	,619*	,799**	,459	,723**	,549*	,896**
	Sig. (2-tailed)	,248		,014	,000	,085	,002	,034	,000
	N	15	15	15	15	15	15	15	15
ASS_3	Pearson Correlation	-,070	,619*	1,000	,452	,084	,318	,111	,452
	Sig. (2-tailed)	,804	,014		,091	,765	,248	,694	,091
	N	15	15	15	15	15	15	15	15
ASS_4	Pearson Correlation	,523*	,799**	,452	1,000	,559*	,735**	,468	,908**
	Sig. (2-tailed)	,045	,000	,091		,030	,002	,079	,000
	N	15	15	15	15	15	15	15	15
ASS_5	Pearson Correlation	,260	,459	,084	,559*	1,000	,464	,261	,609*
	Sig. (2-tailed)	,349	,085	,765	,030		,082	,347	,016
	N	15	15	15	15	15	15	15	15
ASS_6	Pearson Correlation	,456	,723**	,318	,735**	,464	1,000	,489	,863**
	Sig. (2-tailed)	,088	,002	,248	,002	,082		,065	,000
	N	15	15	15	15	15	15	15	15
ASS_7	Pearson Correlation	,109	,549*	,111	,468	,261	,489	1,000	,674**
	Sig. (2-tailed)	,700	,034	,694	,079	,347	,065		,006
	N	15	15	15	15	15	15	15	15
TOT_ASS	Pearson Correlation	,507	,896**	,452	,908**	,609*	,863**	,674**	1,000
	Sig. (2-tailed)	,054	,000	,091	,000	,016	,000	,006	
	N	15	15	15	15	15	15	15	15

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

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

## Uji Reliabilitas Atribut Assurance (Jaminan Pelayanan)

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

RELIABILITY ANALYSIS - SCALE (ALPHA)

Reliability Coefficients

N of Cases = 15,0

N of Items = 7

Alpha = ,8348

### Uji Validitas Atribut *Empathy* (Perhatian)

Correlations

		EMP 1	EMP 2	EMP 3	EMP 4	EMP 5	TOT EMP
EMP_1	Pearson Correlation	1,000	,617*	,841**	,360	,586*	,923**
	Sig. (2-tailed)		,014	,000	,188	,022	,000
	N	15	15	15	15	15	15
EMP_2	Pearson Correlation	,617*	1,000	,528*	,099	,128	,610*
	Sig. (2-tailed)	,014		,043	,726	,650	,016
	N	15	15	15	15	15	15
EMP_3	Pearson Correlation	,841**	,528*	1,000	,255	,577*	,878**
	Sig. (2-tailed)	,000	,043		,359	,024	,000
	N	15	15	15	15	15	15
EMP_4	Pearson Correlation	,360	,099	,255	1,000	,427	,536*
	Sig. (2-tailed)	,188	,726	,359		,112	,040
	N	15	15	15	15	15	15
EMP_5	Pearson Correlation	,586*	,128	,577*	,427	1,000	,763**
	Sig. (2-tailed)	,022	,650	,024	,112		,001
	N	15	15	15	15	15	15
TOT_EMP	Pearson Correlation	,923**	,610*	,878**	,536*	,763**	1,000
	Sig. (2-tailed)	,000	,016	,000	,040	,001	
	N	15	15	15	15	15	15

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

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

### Uji Reliabilitas Atribut *Empathy* (Perhatian)

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

RELIABILITY ANALYSIS - SCALE (ALPHA)

Reliability Coefficients

N of Cases = 15,0

N of Items = 5

Alpha = ,8083

## Uji Validitas Atribut *Tangible* (Bukti Fisik)

Correlations

		TAN_1	TAN_2	TAN_3	TAN_4	TAN_5	TAN_6	TAN_7	TAN_8	TOT_TAN
TAN_1	Pearson Correlation	1,000	,472	,652**	,638*	,450	,245	,157	,053	,634*
	Sig. (2-tailed)		,076	,008	,010	,092	,378	,577	,852	,011
	N	15	15	15	15	15	15	15	15	15
TAN_2	Pearson Correlation	,472	1,000	,319	,326	,477	,473	,521*	,112	,696*
	Sig. (2-tailed)	,076		,247	,236	,072	,075	,047	,691	,004
	N	15	15	15	15	15	15	15	15	15
TAN_3	Pearson Correlation	,652**	,319	1,000	,931**	,626*	,358	,073	-,098	,661*
	Sig. (2-tailed)	,008	,247		,000	,012	,191	,797	,728	,007
	N	15	15	15	15	15	15	15	15	15
TAN_4	Pearson Correlation	,638*	,326	,931**	1,000	,760**	,384	-,012	-,156	,647*
	Sig. (2-tailed)	,010	,236	,000		,001	,157	,966	,578	,009
	N	15	15	15	15	15	15	15	15	15
TAN_5	Pearson Correlation	,450	,477	,626*	,760**	1,000	,292	,119	-,294	,562*
	Sig. (2-tailed)	,092	,072	,012	,001		,291	,673	,288	,029
	N	15	15	15	15	15	15	15	15	15
TAN_6	Pearson Correlation	,245	,473	,358	,384	,292	1,000	,550*	,240	,740*
	Sig. (2-tailed)	,378	,075	,191	,157	,291		,034	,389	,002
	N	15	15	15	15	15	15	15	15	15
TAN_7	Pearson Correlation	,157	,521*	,073	-,012	,119	,550*	1,000	,641**	,709*
	Sig. (2-tailed)	,577	,047	,797	,966	,673	,034		,010	,003
	N	15	15	15	15	15	15	15	15	15
TAN_8	Pearson Correlation	,053	,112	-,098	-,156	-,294	,240	,641**	1,000	,425
	Sig. (2-tailed)	,852	,691	,728	,578	,288	,389	,010		,115
	N	15	15	15	15	15	15	15	15	15
TOT_TAN	Pearson Correlation	,634*	,696**	,661**	,647**	,562*	,740**	,709**	,425	1,000
	Sig. (2-tailed)	,011	,004	,007	,009	,029	,002	,003	,115	
	N	15	15	15	15	15	15	15	15	15

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

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

## Uji Reliabilitas Atribut *Tangible* (Bukti Fisik)

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

RELIABILITY ANALYSIS - SCALE (ALPHA)

Reliability Coefficients

N of Cases = 15,0

N of Items = 8

Alpha = ,7652





7. Penghasilan Anda atau Uang Bulanan dari Orang Tua Anda:
- a. Kurang dari Rp 500.000                      c. Rp 1000.000 – Rp 1.500.000  
 b. Rp 500.000 – Rp 1000.000                d. Lebih dari Rp 1.500.000
8. Sudah berapa kali anda menggunakan jasa pelayanan di Apotek UII Farma?
- a. Satu kali                                      c. Tiga kali  
 b. Dua kali                                        d. Lebih dari tiga kali

### **Kepercayaan Konsumen**

Pertanyaan berikut berkenaan dengan opini atau pendapat tentang sikap anda terhadap kualitas layanan pada atribut jasa di Apotek UII Farma.

Anda dapat memilih salah satu jawaban yang menurut anda paling tepat dengan memberi tanda  $\surd$  pada kotak jawaban yang sesuai dengan pilihan anda berdasarkan 5 kelompok alternatif jawaban berikut:

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

#### **1. KEANDALAN (RELIABILITY)**

No	PERTANYAAN	JAWABAN				
		STS	TS	N	S	SS
1	Apotek UII Farma mempunyai karyawan yang berkualitas					
2	Karyawan Apotek UII Farma profesional dalam bekerja					
3	Apotek UII Farma selalu mengutamakan kepentingan konsumen					
4	Apotek UII Farma memberikan kualitas pelayanan yang sama kepada setiap konsumen					
5	Karyawan Apotek UII Farma memberikan pelayanan sesuai dengan yang dibutuhkan konsumen					
6	Karyawan Apotek UII Farma memberikan pelayanan sesuai dengan yang diinginkan konsumen					
7	Karyawan Apotek UII Farma memberikan kemudahan dalam pelayanan kepada setiap konsumen					

## 2. **DAYA TANGGAP (RESPONSIVENESS)**

No	PERTANYAAN	JAWABAN				
		STS	TS	N	S	SS
8	Karyawan Apotek UII Farma cepat dalam memberikan pelayanan kepada konsumen					
9	Apoteker di Apotek UII Farma cepat dalam meramu obat resep					
10	Karyawan Apotek UII Farma sigap dalam menangani keluhan dari konsumen					
11	Karyawan Apotek UII Farma cepat dalam menangani keluhan dari konsumen					

## 3. **JAMINAN (ASSURANCE)**

No	PERTANYAAN	JAWABAN				
		STS	TS	N	S	SS
12	Karyawan Apotek UII Farma ramah dalam melayani konsumen					
13	Apoteker di Apotek UII Farma mampu meramu obat resep dengan tepat					
14	Apoteker di Apotek UII Farma mampu meramu obat resep dengan akurat					
15	Konsultasi obat yang ramah oleh apoteker					
16	Konsultasi yang ramah oleh dokter praktek di Apotek UII Farma					

## 4. **PERHATIAN (EMPHATY)**

No	PERTANYAAN	JAWABAN				
		STS	TS	N	S	SS
17	Karyawan Apotek UII Farma dalam melayani konsumen mampu berkomunikasi dengan baik					
18	Karyawan Apotek UII Farma memberikan perhatian kepada setiap konsumen					
19	Karyawan Apotek UII Farma dapat memahami apa yang diinginkan konsumen					
20	Karyawan Apotek UII Farma dapat memahami apa yang dibutuhkan konsumen					
21	Karyawan Apotek UII Farma memberikan pelayanan tanpa memperhatikan status dan kedudukan konsumen					

### 5. BUKTI FISIK (TANGIBLE)

No	PERTANYAAN	JAWABAN				
		STS	TS	N	S	SS
22	Apotek UII Farma mempunyai ruangan apotek yang terjaga kebersihannya					
23	Apotek UII Farma mempunyai ruangan praktek dokter yang terjaga kebersihannya					
24	Apotek UII Farma mempunyai ruang tunggu yang nyaman					
25	Seluruh karyawan Apotek UII Farma berpenampilan rapi					
26	Seluruh karyawan Apotek UII Farma berpenampilan bersih					
27	Apotek UII Farma mempunyai fasilitas pelayanan yang lengkap, meliputi kelengkapan obat, penjualan obat bebas dan obat resep, konsultasi obat, praktek dokter dan pemeriksaan kesehatan					
28	Apotek UII Farma mempunyai area parkir yang luas					

### Tingkat Evaluasi Konsumen

Dibawah ini adalah beberapa atribut yang mempengaruhi anda dalam menggunakan jasa di Apotek UII Farma. **URUTKAN** 1 – 5 berdasarkan prioritas sesuai dengan pendapat anda:

**1) Keandalan**

(Kemampuan karyawan dalam memberikan jasa dengan akurat dan terpercaya sesuai dengan harapan konsumen) (.....)

**2) Daya Tanggap**

(Ketanggapan karyawan dalam memberikan jasa yang cepat kepada konsumen) (.....)

**3) Jaminan**

(Jaminan atas pelayanan yang diberikan oleh karyawan) (.....)

**4) Perhatian**

(Perhatian yang diberikan karyawan kepada konsumen) (.....)

**5) Bukti Fisik**

(Fasilitas fisik yang dimiliki oleh apotek) (.....)

## **LAMPIRAN II**

Lampiran II.1.  
 Tabulasi Data Karakteristik Responden

No	Jenis Kelamin	Usia	Pendidikan	Pekerjaan	Penghasilan	Frekuensi
1	1	2	1	1	1	4
2	1	2	1	1	3	4
3	1	4	2	3	2	1
4	1	4	3	3	3	3
5	2	2	1	1	2	3
6	2	2	1	1	2	4
7	1	2	1	1	1	1
8	2	2	1	1	1	2
9	1	1	1	1	2	1
10	1	2	1	1	1	3
11	2	2	1	1	2	4
12	2	2	1	1	2	4
13	2	3	3	3	2	2
14	2	2	1	1	1	4
15	1	2	1	1	2	2
16	1	2	1	1	2	2
17	1	1	1	1	1	1
18	2	2	1	1	1	4
19	2	1	1	1	2	1
20	2	2	1	1	2	2
21	2	2	1	1	2	4
22	1	4	3	3	3	3
23	1	3	3	4	3	4
24	2	4	3	4	4	3
25	1	2	1	1	2	2
26	1	3	3	4	4	2
27	1	2	1	1	2	4
28	1	2	1	1	1	4
29	2	4	3	2	3	1
30	1	2	1	1	3	4
31	1	1	1	1	3	2
32	2	2	1	1	2	4
33	1	2	1	1	3	4
34	1	2	1	1	2	4
35	1	2	1	1	2	1
36	1	1	1	1	1	1
37	1	4	3	2	3	1
38	1	3	1	3	2	4
39	1	4	4	3	4	1
40	2	1	1	1	4	3
41	2	4	1	4	4	4
42	1	1	1	1	1	1
43	1	4	3	4	4	1
44	1	2	1	1	2	4
45	1	2	1	1	2	1
46	1	1	1	1	2	2
47	1	2	1	1	3	4
48	1	1	1	1	2	1
49	1	3	3	3	4	4
50	1	1	1	1	1	4

No	Jenis Kelamin	Usia	Pendidikan	Pekerjaan	Penghasilan	Frekuensi
51	1	4	4	3	4	2
52	1	1	1	1	1	4
53	1	4	3	2	3	2
54	1	2	1	1	2	4
55	2	1	1	1	2	4
56	2	1	1	1	2	1
57	1	1	1	1	1	2
58	2	1	1	1	2	1
59	1	1	1	1	1	2
60	2	2	1	1	2	4
61	2	2	1	1	2	2
62	1	2	1	1	2	3
63	1	4	2	3	2	4
64	2	2	1	1	2	1
65	1	2	1	1	2	1
66	1	4	1	3	3	4
67	1	2	1	1	1	3
68	2	4	3	4	4	4
69	1	2	1	1	1	4
70	1	1	1	1	2	1
71	1	2	1	3	1	4
72	1	2	1	1	4	4
73	2	4	3	2	4	3
74	1	2	1	1	2	4
75	1	2	1	1	2	2
76	1	3	2	3	2	4
77	1	1	1	1	2	4
78	1	2	3	3	1	4
79	1	3	3	3	2	2
80	1	4	2	4	4	1
81	2	2	1	1	2	2
82	2	2	1	1	2	2
83	2	2	1	1	2	1
84	2	2	1	1	2	1
85	2	4	3	3	4	4
86	2	3	3	3	4	1
87	2	2	1	1	4	2
88	1	4	3	4	2	1
89	1	2	1	1	1	4
90	1	1	1	1	1	3
91	2	3	3	4	4	4
92	1	2	1	1	4	4
93	1	2	1	1	1	4
94	1	2	1	1	1	1
95	2	3	3	4	4	4
96	2	1	1	1	4	1
97	2	4	3	4	2	3
98	1	2	1	1	1	4
99	1	2	1	1	2	4
100	2	1	1	1	3	1

Lampiran II.2.  
 Tabulasi Data Jawaban Responden

No	Jawaban Pertanyaan Tingkat Kepercayaan																				Tingkat Evaluasi															
	Keandalan (Reliability)					Daya Tanggap				Jaminan (Assurance)				Perhatian (Empathy)				Bukti Fisik (Tangible)					Rel	Res	Ass	Emp	Tan									
	1	2	3	4	5	8	9	10	11	Tot_Res	12	13	14	15	16	Tot_Ass	17	18	19	20	21	Tot_Emp						22	23	24	25	26	27	28	Tot_Tan	
1	4	4	4	4	4	5	3	3	3	14	5	3	3	4	5	20	5	3	3	3	5	19	5	5	4	5	4	2	30	4	2	1	5	3		
2	2	4	3	4	4	2	4	3	2	11	4	3	3	4	4	18	4	4	4	4	4	20	4	4	3	3	3	2	23	4	5	3	2	1		
3	3	3	2	3	3	1	2	1	3	2	8	3	2	3	3	15	3	2	4	3	4	16	4	4	2	4	3	2	1	20	3	1	5	2	4	
4	5	5	5	5	5	3	5	4	3	2	13	5	3	3	4	20	4	4	5	2	5	20	5	5	5	4	5	5	3	3	4	2	1	5	3	
5	4	3	4	4	3	4	4	4	3	15	5	5	2	4	4	20	4	4	4	3	4	19	5	5	5	4	4	3	4	3	4	2	5	1		
6	3	2	2	3	3	2	2	3	3	13	1	3	3	4	1	12	2	2	2	2	3	11	5	4	4	4	4	3	2	26	5	3	4	1	2	
7	3	3	4	4	4	4	4	4	4	16	4	3	3	3	4	17	2	2	4	4	4	16	4	4	4	4	4	3	1	24	4	3	5	1	2	
8	4	4	2	4	4	4	4	4	4	16	2	4	4	4	1	15	4	2	4	4	4	18	4	2	4	4	4	2	1	21	4	5	1	2	3	
9	3	3	4	2	4	5	5	2	6	12	4	2	4	2	3	15	2	4	5	3	2	16	2	2	2	3	4	4	1	18	4	2	1	3	5	
10	1	2	1	2	3	3	1	2	3	4	1	3	2	3	4	16	2	2	1	1	3	9	4	4	2	4	4	2	2	22	5	2	4	3	1	
11	4	4	4	4	4	4	4	4	3	15	4	4	4	3	3	18	3	4	3	4	3	17	5	5	5	4	5	2	31	4	3	1	2	5		
12	5	5	5	5	5	3	5	4	5	18	5	5	5	4	5	24	5	5	5	5	5	25	5	5	5	4	5	5	3	3	5	2	4	1		
13	4	4	3	3	4	4	4	4	4	16	4	3	3	3	5	18	4	4	4	3	4	18	4	5	5	5	4	1	29	5	2	1	3	4		
14	4	4	3	4	5	4	2	9	4	15	4	4	4	4	4	20	4	4	4	3	4	19	4	4	4	4	4	4	3	27	1	3	4	5	2	
15	4	4	4	2	4	4	4	4	4	16	4	4	4	5	5	22	5	5	5	5	5	25	5	5	5	5	5	4	3	4	5	3	4	2	1	
16	3	3	4	4	4	4	4	4	4	15	4	3	3	4	4	18	4	4	4	4	4	20	4	4	4	4	4	3	2	25	3	2	1	5	4	
17	4	4	4	3	4	4	4	4	3	11	4	2	2	4	4	16	4	3	3	4	4	18	4	3	3	2	3	2	20	4	5	2	1	3		
18	4	4	4	5	4	4	4	4	4	15	4	4	4	3	5	20	5	5	5	5	5	25	5	4	5	4	4	3	2	2	5	4	1	3	1	
19	3	3	4	4	4	4	4	4	4	12	4	3	3	4	3	17	4	3	3	4	3	17	5	3	4	4	4	4	2	2	4	1	3	2	5	
20	2	3	3	2	1	4	3	1	3	9	4	4	3	3	4	18	3	3	2	2	3	13	2	3	1	4	4	2	1	18	5	4	2	3	1	
21	4	4	4	4	4	4	4	4	4	14	4	4	4	4	5	21	4	4	4	4	4	20	4	4	4	4	4	4	4	2	5	4	3	1	1	
22	3	3	4	4	3	2	4	4	4	15	4	4	3	4	4	19	4	4	4	4	4	19	5	5	5	5	4	4	3	3	2	5	4	3	1	
23	4	4	4	4	5	5	3	4	3	14	4	4	4	3	3	18	4	3	3	4	4	18	4	3	4	4	4	3	2	2	4	5	2	4	3	1
24	5	5	4	5	4	3	3	4	4	15	5	4	4	4	4	21	4	3	4	4	4	19	4	4	5	4	4	4	4	3	0	4	3	5	1	2
25	3	3	4	3	4	4	4	4	3	14	4	3	3	3	4	17	4	4	3	3	3	17	4	5	5	4	4	4	4	3	4	1	2	5	1	2
26	2	2	3	2	1	2	3	1	5	10	4	3	4	3	3	17	4	4	3	2	3	16	2	3	1	3	3	1	2	15	1	5	3	4	2	5
27	4	3	4	3	4	3	4	2	2	8	3	4	4	3	3	17	3	2	2	3	3	13	4	4	2	3	3	2	2	20	4	5	1	2	3	
28	4	4	4	4	4	4	4	4	4	15	4	3	4	4	4	19	4	4	4	4	4	20	4	4	3	4	4	4	3	2	6	2	3	4	5	1
29	3	3	4	3	4	4	4	4	4	16	4	3	3	3	3	16	4	5	5	5	5	24	4	4	4	4	4	4	3	2	3	2	4	1	5	

## Lampiran II.2. (lanjutan)

No	Jawaban Pertanyaan Tingkat Kepercayaan														Tingkat Evaluasi																					
	Keandalan (Reliability)				Daya Tanggap				Jaminan (Assurance)				Perhatian (Empathy)				Bukti Fisik (Tangible)					Rel														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	Tot. Rel	Tot. Ass	Tot. Emp	Tot. Tan	1	2	3	4
30	4	4	4	4	3	3	2	2	4	4	12	4	4	3	3	18	4	4	3	3	4	18	4	5	5	5	4	32	5	2	1	3	4			
31	4	4	4	4	4	5	29	4	4	3	14	5	3	3	5	21	4	4	3	3	4	18	5	5	4	4	2	28	4	3	5	2	1			
32	4	3	4	5	4	3	4	27	5	4	17	4	3	3	4	17	4	3	3	3	4	17	5	5	4	4	3	30	5	3	4	2	1			
33	3	3	3	4	4	4	25	4	3	4	15	4	3	3	3	17	3	4	4	4	4	19	4	4	4	4	3	4	2	3	1	5				
34	3	3	3	4	3	3	22	2	2	3	10	4	3	3	3	17	4	4	3	3	3	17	5	4	4	3	1	24	2	3	1	4	5			
35	4	4	4	4	4	4	28	5	4	5	18	5	4	4	5	23	5	5	4	4	4	22	5	5	5	5	4	32	5	3	4	2	1			
36	2	4	3	2	3	4	3	21	3	4	15	3	3	4	2	15	3	3	4	3	4	16	4	3	4	2	3	23	2	5	3	1	4			
37	3	3	4	3	4	5	26	4	4	3	15	3	4	3	3	16	4	4	5	5	5	23	4	3	4	5	4	27	2	3	5	4	1			
38	4	4	4	3	4	2	26	4	3	4	15	5	4	4	5	23	5	5	4	4	4	22	5	5	5	5	4	33	3	5	2	4	1			
39	3	3	4	3	4	3	24	4	3	4	15	4	3	3	3	17	4	4	3	3	4	18	4	4	5	4	3	28	1	3	5	2	4			
40	3	4	5	4	3	4	28	4	4	3	14	4	3	3	4	18	4	4	3	4	3	19	4	4	5	4	4	29	2	4	3	5	1			
41	5	4	4	4	4	4	30	4	3	3	14	4	3	3	4	19	4	4	4	4	4	20	4	4	4	4	4	28	5	3	2	4	1			
42	3	3	3	3	3	3	21	3	3	3	12	3	3	3	3	15	3	3	3	3	3	15	4	4	3	4	2	24	5	3	1	4	2			
43	4	3	3	4	4	3	24	2	2	3	10	3	3	3	2	13	2	2	3	3	3	13	2	3	1	3	2	14	1	4	3	5	2			
44	4	4	5	4	5	5	32	4	4	5	18	5	4	4	5	23	4	4	4	4	5	21	4	4	4	4	5	29	5	3	2	4	1			
45	2	3	4	3	2	4	19	1	2	3	11	4	1	2	3	15	1	2	3	4	4	15	1	2	3	4	3	22	3	1	2	4	5			
46	4	5	5	5	5	5	34	5	4	5	19	5	5	4	5	24	4	5	4	4	5	22	5	5	4	4	4	31	4	3	2	5	1			
47	4	4	4	4	4	4	28	3	3	4	14	4	4	4	4	20	4	4	4	4	4	20	4	4	3	4	3	26	3	4	1	5	2			
48	5	4	3	4	4	4	29	3	3	4	14	5	4	4	3	20	3	4	4	4	4	19	4	4	4	4	3	26	4	1	5	3	2			
49	4	5	4	5	4	4	30	4	3	4	15	3	3	3	3	16	4	4	4	4	4	20	4	4	4	4	3	26	2	3	5	4	1			
50	5	5	4	4	4	5	32	3	5	4	16	5	4	4	5	23	4	4	3	3	4	18	5	5	2	3	3	25	5	3	1	2	4			
51	5	5	5	5	5	5	35	5	4	5	19	5	4	4	4	22	4	5	4	5	4	22	4	4	4	4	3	25	5	4	2	3	1			
52	4	3	2	3	2	3	20	3	4	3	13	3	4	2	4	15	3	4	4	2	4	17	4	4	3	2	23	4	5	1	3	2				
53	4	4	4	4	4	4	28	3	3	4	14	4	3	3	3	17	4	4	4	4	4	20	5	5	5	5	4	33	5	2	4	1	3			
54	4	4	1	1	4	3	18	1	4	4	13	4	3	2	2	16	4	4	4	3	5	20	5	5	4	4	5	31	1	4	3	5	2			
55	4	4	4	4	4	4	28	4	3	3	13	5	3	3	4	20	4	4	4	4	4	20	4	4	4	4	4	25	5	2	3	4	1			
56	4	4	3	3	4	4	26	4	4	4	16	4	4	4	2	18	4	4	4	4	4	20	4	4	4	4	4	26	5	2	4	3	1			
57	3	3	4	2	2	3	19	2	3	3	12	3	3	3	3	15	4	3	3	3	3	16	4	4	3	4	2	23	1	5	2	4	3			
58	3	3	3	3	2	3	20	2	3	3	11	3	3	3	3	15	3	3	2	3	3	14	4	4	3	4	2	25	1	4	2	5	3			
59	3	3	4	2	3	4	22	3	3	4	13	3	3	3	3	15	3	3	3	3	3	15	4	4	3	4	2	23	3	5	1	2	4			
60	4	4	4	3	4	3	26	3	4	3	14	4	4	3	4	18	4	3	4	5	4	20	4	5	4	4	4	30	3	2	4	5	1			



Lampiran II.2. (lanjutan)

No	Jawaban Pertanyaan Tingkat Kepercayaan											Tingkat Evaluasi																							
	Keandalan (Reliability)			Daya Tanggap			Jaminan (Assurance)			Perhatian (Empathy)		Bukti Fisik (Tangible)					Rel	Res	Ass	Emp	Tan														
	1	2	3	4	5	8	9	10	11	Tot_Res	12	13	14	15	16	Tot_Ass	17	18	19	20	21	Tot_Emp	22	23	24	25	26	27	28	Tot_Tan	1	2	3	4	5
61	4	3	4	3	4	4	3	2	5	15	2	3	3	2	3	13	2	3	4	3	4	16	4	5	4	4	4	4	29	2	4	5	1	3	
62	3	2	3	2	3	2	2	2	8	8	5	4	4	5	5	23	4	4	3	3	4	18	4	4	4	4	3	4	25	3	5	4	2	3	
63	4	4	5	3	5	5	3	1	16	16	2	4	4	3	4	17	4	4	4	3	3	18	4	4	4	3	3	4	24	4	2	3	1	5	
64	4	3	4	3	4	4	4	2	10	10	3	4	4	4	4	19	4	4	3	3	17	4	4	4	4	4	4	26	5	3	1	4	2		
65	4	4	4	4	4	4	4	4	3	14	4	3	3	4	4	18	4	4	4	4	4	20	4	4	4	4	4	24	4	5	1	2	3		
66	4	4	4	4	4	4	4	4	4	15	4	3	3	4	4	16	4	4	3	3	15	3	3	2	2	3	2	17	5	3	1	2	4		
67	4	4	3	4	3	3	2	2	3	9	3	3	4	3	3	19	4	4	3	4	4	19	4	4	5	5	4	31	5	2	4	3	1		
68	5	4	5	5	5	5	3	4	3	14	5	4	3	3	4	17	5	3	4	4	3	19	5	5	5	5	3	30	4	5	3	2	1		
69	4	3	3	4	4	4	2	1	4	15	4	2	3	3	5	17	5	3	4	4	3	19	5	3	4	2	4	31	5	2	4	3	1		
70	2	3	4	1	4	5	3	2	1	10	5	4	3	1	2	15	1	3	5	4	2	15	1	2	3	4	2	30	4	5	3	2	1		
71	5	5	5	5	5	5	3	5	1	16	5	1	1	1	5	13	5	5	5	5	5	25	5	5	5	5	5	35	4	3	1	2	5		
72	1	2	3	2	4	5	4	2	1	10	3	2	4	5	1	15	1	5	4	2	3	15	1	2	2	1	1	11	3	5	4	2	1		
73	4	4	5	5	5	4	3	4	4	16	5	5	4	3	4	21	4	4	4	4	3	19	4	4	4	4	4	28	4	3	5	1	2		
74	4	4	3	3	4	4	2	5	3	14	4	3	4	4	4	19	5	4	3	4	4	20	4	4	4	4	4	28	1	3	2	4	5		
75	4	5	4	5	4	4	3	0	5	20	4	5	5	4	4	22	4	4	4	4	5	22	5	5	4	5	5	33	2	3	1	4	5		
76	4	5	4	5	5	5	3	3	4	14	5	5	5	4	5	24	4	4	4	4	4	20	4	4	3	3	4	26	3	4	2	5	1		
77	4	3	4	4	3	2	5	3	2	10	4	3	4	2	4	17	4	4	3	2	2	15	3	3	2	2	4	19	4	3	5	2	1		
78	5	5	5	5	5	5	3	5	4	19	5	5	5	3	3	21	5	5	5	5	5	25	5	5	5	5	4	34	4	3	1	5	2		
79	4	4	4	4	4	4	4	4	4	15	4	4	3	3	4	18	3	3	3	3	4	16	3	4	4	4	4	26	4	4	3	2	1		
80	4	3	4	4	5	1	2	3	4	13	5	4	3	4	4	20	5	5	3	4	5	22	5	4	4	4	3	28	3	5	2	4	1		
81	4	4	4	4	4	4	4	4	4	15	4	3	3	5	5	20	5	5	4	4	4	22	5	5	4	4	4	31	4	5	1	3	2		
82	4	4	4	4	4	4	4	4	4	11	4	4	4	4	4	20	4	4	4	4	4	20	5	4	4	4	4	25	4	3	1	2	5		
83	3	3	4	4	4	4	2	3	3	11	4	4	3	3	4	18	4	3	4	4	4	19	4	4	4	4	4	27	5	1	3	4	2		
84	4	4	4	4	4	4	4	4	4	14	5	3	3	3	3	17	4	5	5	4	4	23	4	4	4	5	3	29	2	1	5	3	4		
85	4	4	5	3	4	4	2	4	4	13	4	3	3	5	5	20	3	4	4	4	4	19	4	4	4	3	4	23	3	4	5	1	2		
86	2	1	2	3	3	4	2	1	7	17	4	3	3	4	5	19	2	2	3	3	4	14	4	3	1	3	3	19	1	3	5	4	2		
87	2	4	3	1	5	4	5	2	4	24	4	3	1	2	5	15	4	3	2	4	5	18	2	4	3	5	2	21	5	2	3	4	1		
88	3	2	2	4	4	3	2	2	2	9	4	3	3	3	3	16	4	4	4	4	3	19	5	5	4	3	3	27	4	3	5	2	1		
89	4	4	3	3	4	3	2	3	3	12	3	3	3	3	3	15	3	3	3	3	3	15	3	3	3	3	2	18	1	3	5	4	2		
90	3	4	4	3	4	4	4	4	4	14	4	4	3	4	4	19	4	4	3	4	4	19	4	4	4	4	4	27	3	4	2	5	1		
91	5	5	4	4	4	4	4	4	4	14	4	4	4	3	3	18	3	3	2	2	4	14	4	4	4	4	3	25	5	3	4	2	1		

## Lampiran II.2. (lanjutan)

No	Jawaban Pertanyaan Tingkat Kepercayaan																				Tingkat Evaluasi															
	Keandalan (Reliability)					Jaminan (Assurance)					Perhatian (Emphaty)					Bukti Fisik (Tangible)					Rel	Res	Ass	Emp	Tan											
	1	2	3	4	5	6	7	Tot_Rel	8	9	10	11	Tot_Res	12	13	14	15	16	Tot_Ass	17						18	19	20	21	Tot_Emp	22	23	24	25	26	27
92	4	3	4	2	4	2	4	23	3	2	4	2	11	4	3	3	2	4	16	4	2	2	2	12	4	4	3	3	3	3	23	5	4	3	2	1
93	4	4	5	4	4	3	3	27	4	3	3	3	13	4	3	3	5	3	18	4	4	4	3	19	4	3	2	3	4	5	24	4	2	5	3	1
94	3	3	4	4	4	2	2	24	2	2	2	2	6	2	3	3	3	2	13	4	3	3	4	16	4	4	2	4	3	2	23	3	2	5	4	1
95	4	4	4	4	4	4	2	28	2	4	5	4	15	5	4	4	5	4	22	3	4	4	4	19	4	4	3	3	4	4	26	4	2	5	3	1
96	5	5	4	4	4	5	4	31	4	3	3	4	14	3	4	4	3	4	18	4	3	4	3	16	3	3	3	3	2	18	1	3	4	2	5	
97	4	3	4	3	4	4	4	26	3	4	3	3	13	4	4	4	4	20	4	3	3	4	18	4	4	4	4	4	3	26	3	5	1	4	2	
98	4	4	4	4	4	2	2	26	4	4	4	4	16	4	4	4	4	20	4	4	4	4	20	4	4	2	4	4	2	22	5	4	2	3	1	
99	4	4	4	4	2	2	4	24	4	4	4	2	12	4	4	4	5	4	21	5	4	4	4	21	4	4	2	4	2	21	3	2	4	5	1	
100	4	4	4	4	5	4	4	29	3	3	3	3	12	2	3	3	3	14	4	3	3	4	18	4	4	4	3	4	3	25	1	2	4	3	5	

Lampiran II.3  
Rata-rata Tingkat Kepercayaan per Atribut

No	Keandalan	Daya Tanggap	Jaminan	Perhatian	Bukti Fisik
1	4	4	4	4	4
2	3	3	4	4	3
3	2	2	3	3	3
4	5	3	4	4	5
5	4	4	4	4	4
6	2	3	2	2	4
7	4	3	3	3	3
8	3	4	3	4	3
9	4	3	3	3	3
10	2	3	3	2	3
11	4	4	4	3	4
12	5	5	5	5	5
13	4	4	4	4	4
14	4	4	4	4	4
15	3	4	4	5	5
16	4	4	4	4	4
17	4	3	3	4	3
18	4	4	4	5	4
19	4	3	3	3	4
20	3	2	4	3	3
21	4	4	4	4	4
22	3	4	4	4	5
23	4	4	4	4	3
24	5	4	4	4	4
25	4	4	3	2	4
26	2	3	3	3	2
27	4	2	3	3	3
28	4	4	4	4	4
29	4	4	3	5	4
30	3	3	4	4	5
31	4	4	4	4	4
32	4	4	4	3	4
33	4	4	3	4	4
34	3	3	3	3	3
35	4	5	5	4	5
36	3	4	3	3	3
37	4	4	3	5	4
38	4	4	5	4	5
39	3	4	3	4	4
40	4	4	4	4	4
41	4	4	4	4	4
42	3	3	3	3	3
43	3	3	3	3	2
44	5	5	5	4	4
45	3	3	3	3	3
46	5	5	5	4	4
47	4	4	4	4	4
48	4	4	4	4	4
49	4	4	3	4	4
50	5	4	5	4	4

Lampiran II.3 (lanjutan)

51	5	5	4	4	4
52	3	3	3	3	3
53	4	4	3	4	5
54	3	3	3	4	4
55	4	3	4	4	4
56	4	4	4	4	4
57	3	3	3	3	3
58	3	3	3	3	4
59	3	3	3	3	3
60	4	4	4	4	4
61	4	4	3	3	4
62	3	2	3	3	4
63	4	5	5	4	4
64	4	3	3	4	3
65	4	4	4	3	4
66	4	4	4	4	3
67	4	2	3	3	2
68	5	4	4	4	4
69	4	4	3	4	4
70	3	3	3	3	3
71	5	4	3	5	5
72	3	3	3	3	2
73	5	4	4	4	4
74	4	4	4	4	4
75	4	5	4	4	5
76	5	4	5	4	4
77	4	3	3	3	3
78	5	5	4	5	5
79	4	4	4	3	4
80	3	3	4	4	4
81	4	4	4	4	4
82	4	3	4	4	4
83	4	3	4	4	4
84	4	4	3	5	4
85	4	3	4	4	3
86	2	3	4	3	3
87	3	3	3	4	3
88	3	2	3	4	4
89	3	3	3	3	3
90	4	4	4	4	4
91	4	4	4	3	4
92	3	3	3	2	3
93	4	3	4	4	3
94	3	2	3	4	3
95	4	4	4	4	4
96	4	4	4	4	3
97	4	3	4	4	4
98	4	4	4	4	3
99	3	3	4	4	3
100	4	3	3	4	4
Jml	375	358	364	372	372

Lampiran II.4.  
Tabel Jumlah Total Jawaban Responden

No	Atribut	Tingkat Kepercayaan						Tingkat Evaluasi					
								Peringkat					
		STS	TS	N	S	SS	Jumlah	1	2	3	4	5	Jumlah
1	Keandalan	0	5	27	56	12	375	12	12	21	30	25	344
2	Daya Tanggap	0	7	36	49	8	358	7	23	33	15	22	322
3	Jaminan	0	1	42	49	8	364	26	17	16	21	20	292
4	Perhatian	0	3	30	59	8	372	12	28	19	24	17	306
5	Bukti Fisik	0	4	31	54	11	372	43	20	11	10	16	236

Lampiran II.5  
Tabel Persentase Jawaban Responden per Pertanyaan

Atribut	No	STS	%	TS	%	N	%	S	%	SS	%	Total %
Keandalan	1	2	2%	8	8%	24	24%	54	54%	12	12%	100%
	2	1	1%	6	6%	33	33%	47	47%	13	13%	100%
	3	2	2%	5	5%	23	23%	51	51%	19	19%	100%
	4	4	4%	14	14%	24	24%	46	46%	12	12%	100%
	5	3	3%	5	5%	18	18%	57	57%	17	17%	100%
	6	0	0%	8	8%	13	13%	59	59%	20	20%	100%
	7	3	3%	4	4%	24	24%	54	54%	15	15%	100%
<b>Jumlah</b>	<b>15</b>		<b>50</b>		<b>159</b>		<b>368</b>		<b>108</b>			
Daya Tanggap	8	4	4%	18	18%	29	29%	41	41%	8	8%	100%
	9	3	3%	16	16%	44	44%	34	34%	3	3%	100%
	10	1	1%	12	12%	33	33%	43	43%	11	11%	100%
	11	1	1%	11	11%	31	31%	48	48%	9	9%	100%
<b>Jumlah</b>	<b>9</b>		<b>57</b>		<b>137</b>		<b>166</b>		<b>31</b>			
Jaminan	12	1	1%	5	5%	18	18%	52	52%	24	24%	100%
	13	2	2%	6	6%	46	46%	39	39%	7	7%	100%
	14	2	2%	5	5%	52	52%	36	36%	5	5%	100%
	15	2	2%	9	9%	38	38%	38	38%	13	13%	100%
	16	3	3%	4	4%	25	25%	41	41%	27	27%	100%
<b>Jumlah</b>	<b>10</b>		<b>29</b>		<b>179</b>		<b>206</b>		<b>76</b>			
Perhatian	17	3	3%	9	9%	16	16%	59	59%	13	13%	100%
	18	0	0%	10	10%	29	29%	47	47%	14	14%	100%
	19	1	1%	9	9%	33	33%	46	46%	11	11%	100%
	20	1	1%	9	9%	30	30%	48	48%	12	12%	100%
	21	0	0%	4	4%	25	25%	53	53%	18	18%	100%
<b>Jumlah</b>	<b>5</b>		<b>41</b>		<b>133</b>		<b>253</b>		<b>63</b>			
Bukti Fisik	22	3	3%	5	5%	5	5%	60	60%	27	27%	100%
	23	1	1%	4	4%	14	14%	54	54%	27	27%	100%
	24	4	4%	13	13%	12	12%	49	49%	22	22%	100%
	25	0	0%	7	7%	21	21%	51	51%	21	21%	100%
	26	1	1%	7	7%	16	16%	57	57%	19	19%	100%
	27	3	3%	13	13%	27	27%	47	47%	10	10%	100%
	28	9	9%	33	33%	21	21%	31	31%	6	6%	100%
<b>Jumlah</b>	<b>21</b>		<b>82</b>		<b>116</b>		<b>349</b>		<b>132</b>			

# **LAMPIRAN III**

**Lampiran III**  
**Hasil Analisis Uji Kai Kuadrat antara Karakteristik Konsumen**  
**dengan Atribut Jasa di Apotek UII Farma**

**Lampiran III.1.**  
**Uji Kai Kuadrat Jenis Kelamin dengan Atribut Keandalan**  
**Jenis kelamin \* Keandalan**

**Crosstab**

			Keandalan				Total
			TS	N	S	SS	
Jenis kelamin	laki-laki	Count	3	23	30	8	64
		Expected Count	3.2	17.3	35.8	7.7	64.0
	perempuan	Count	2	4	26	4	36
		Expected Count	1.8	9.7	20.2	4.3	36.0
Total		Count	5	27	56	12	100
		Expected Count	5.0	27.0	56.0	12.0	100.0

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	7.975 <sup>a</sup>	3	.047
Likelihood Ratio	8.679	3	.034
Linear-by-Linear Association	2.036	1	.154
N of Valid Cases	100		

a. 3 cells (37.5%) have expected count less than 5. The minimum expected count is 1.80.

**Symmetric Measures**

		Value	Approx. Sig.
Nominal by Nominal	Contingency Coefficient	.272	.047
N of Valid Cases		100	

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

**Lampiran III.2.**  
**Uji Kai Kuadrat Jenis Kelamin dengan Atribut Daya Tanggap**  
**Jenis kelamin \* Daya Tanggap**

**Crosstab**

			Daya Tanggap				Total
			TS	N	S	SS	
Jenis kelamin	laki-laki	Count	6	24	27	7	64
		Expected Count	4.5	23.0	31.4	5.1	64.0
	perempuan	Count	1	12	22	1	36
		Expected Count	2.5	13.0	17.6	2.9	36.0
Total		Count	7	36	49	8	100
		Expected Count	7.0	36.0	49.0	8.0	100.0



**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.145 <sup>a</sup>	3	.161
Likelihood Ratio	5.667	3	.129
Linear-by-Linear Association	.355	1	.551
N of Valid Cases	100		

a. 3 cells (37.5%) have expected count less than 5. The minimum expected count is 2.52.

**Symmetric Measures**

	Value	Approx. Sig.
Nominal by Nominal Contingency Coefficient	.221	.161
N of Valid Cases	100	

- a. Not assuming the null hypothesis.
- b. Using the asymptotic standard error assuming the null hypothesis.

**Lampiran III.3.**  
**Uji Kai Kuadrat Jenis Kelamin dengan Atribut Jaminan**  
**Jenis kelamin \* Jaminan**

**Crosstab**

			Jaminan				Total
			TS	N	S	SS	
Jenis kelamin	laki-laki	Count	0	33	24	7	64
		Expected Count	.6	26.9	31.4	5.1	64.0
	perempuan	Count	1	9	25	1	36
		Expected Count	4	15.1	17.6	2.9	36.0
Total		Count	1	42	49	8	100
		Expected Count	1.0	42.0	49.0	8.0	100.0

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	12.364 <sup>a</sup>	3	.006
Likelihood Ratio	13.103	3	.004
Linear-by-Linear Association	.917	1	.338
N of Valid Cases	100		

a. 3 cells (37.5%) have expected count less than 5. The minimum expected count is .36.

**Symmetric Measures**

	Value	Approx. Sig.
Nominal by Nominal Contingency Coefficient	.332	.006
N of Valid Cases	100	

- a. Not assuming the null hypothesis.
- b. Using the asymptotic standard error assuming the null hypothesis.

**Lampiran III.4.**  
**Uji Kai Kuadrat Jenis Kelamin dengan Atribut Perhatian**  
**Jenis kelamin \* Perhatian**

Crosstab

			Perhatian				Total
			TS	N	S	SS	
Jenis kelamin	laki-laki	Count	2	22	36	4	64
		Expected Count	1.9	19.2	37.8	5.1	64.0
	perempuan	Count	1	8	23	4	36
		Expected Count	1.1	10.8	21.2	2.9	36.0
Total		Count	3	30	59	8	100
		Expected Count	3.0	30.0	59.0	8.0	100.0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.052 <sup>a</sup>	3	.562
Likelihood Ratio	2.076	3	.557
Linear-by-Linear Association	1.697	1	.193
N of Valid Cases	100		

a. 3 cells (37.5%) have expected count less than 5. The minimum expected count is 1.08.

Symmetric Measures

		Value	Approx. Sig.
Nominal by Nominal	Contingency Coefficient	.142	.562
N of Valid Cases		100	

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

**Lampiran III.5.**  
**Uji Kai Kuadrat Jenis Kelamin dengan Atribut Bukti Fisik**  
**Jenis kelamin \* Bukti Fisik**

Crosstab

			Bukti Fisik				Total
			TS	N	S	SS	
Jenis kelamin	laki-laki	Count	4	24	26	10	64
		Expected Count	2.6	19.8	34.6	7.0	64.0
	perempuan	Count	0	7	28	1	36
		Expected Count	1.4	11.2	19.4	4.0	36.0
Total		Count	4	31	54	11	100
		Expected Count	4.0	31.0	54.0	11.0	100.0

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	14.019 <sup>a</sup>	3	.003
Likelihood Ratio	16.078	3	.001
Linear-by-Linear Association	1.426	1	.232
N of Valid Cases	100		

a. 3 cells (37.5%) have expected count less than 5. The minimum expected count is 1.44.

**Symmetric Measures**

	Value	Approx. Sig.
Nominal by Nominal Contingency Coefficient	.351	.003
N of Valid Cases	100	

- a. Not assuming the null hypothesis.
- b. Using the asymptotic standard error assuming the null hypothesis.

**Lampiran III.6.**  
**Uji Kai Kuadrat Usia dengan Atribut Keandalan**  
**usia \* Keandalan**

**Crosstab**

			Keandalan				Total
			TS	N	S	SS	
usia < 20 tahun	Count	0	7	12	2	21	
	Expected Count	1.1	5.7	11.8	2.5	21.0	
20 - 25 tahun	Count	2	15	29	4	50	
	Expected Count	2.5	13.5	28.0	6.0	50.0	
26 - 35 tahun	Count	2	0	7	1	10	
	Expected Count	.5	2.7	5.6	1.2	10.0	
> 35 tahun	Count	1	5	8	5	19	
	Expected Count	1.0	5.1	10.6	2.3	19.0	
Total	Count	5	27	56	12	100	
	Expected Count	5.0	27.0	56.0	12.0	100.0	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	13.932 <sup>a</sup>	9	.125
Likelihood Ratio	15.011	9	.091
Linear-by-Linear Association	.425	1	.515
N of Valid Cases	100		

a. 8 cells (50.0%) have expected count less than 5. The minimum expected count is .50.

Symmetric Measures

		Value	Approx. Sig.
Nominal by Nominal	Contingency Coefficient	.350	.125
N of Valid Cases		100	

- a. Not assuming the null hypothesis.
- b. Using the asymptotic standard error assuming the null hypothesis.

Lampiran III.7.  
 Uji Kai Kuadrat Usia dengan Atribut Daya Tanggap  
**usia \* Daya Tanggap**

Crosstab

			Daya Tanggap				Total
			TS	N	S	SS	
usia < 20 tahun	Count	0	12	8	1	21	
	Expected Count	1.5	7.6	10.3	1.7	21.0	
20 - 25 tahun	Count	5	17	23	5	50	
	Expected Count	3.5	18.0	24.5	4.0	50.0	
26 - 35 tahun	Count	0	2	8	0	10	
	Expected Count	.7	3.6	4.9	.8	10.0	
> 35 tahun	Count	2	5	10	2	19	
	Expected Count	1.3	6.8	9.3	1.5	19.0	
Total	Count	7	36	49	8	100	
	Expected Count	7.0	36.0	49.0	8.0	100.0	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.110 <sup>a</sup>	9	.268
Likelihood Ratio	13.490	9	.142
Linear-by-Linear Association	.734	1	.392
N of Valid Cases	100		

- a. 10 cells (62.5%) have expected count less than 5. The minimum expected count is .70.

Symmetric Measures

		Value	Approx. Sig.
Nominal by Nominal	Contingency Coefficient	.316	.268
N of Valid Cases		100	

- a. Not assuming the null hypothesis.
- b. Using the asymptotic standard error assuming the null hypothesis.

Lampiran III.8.  
Uji Kai Kuadrat Usia dengan Atribut Jaminan  
**usia \* Jaminan**

Crosstab

			Jaminan				Total
			TS	N	S	SS	
usia	< 20 tahun	Count	0	12	7	2	21
		Expected Count	.2	8.8	10.3	1.7	21.0
	20 - 25 tahun	Count	1	21	25	3	50
		Expected Count	.5	21.0	24.5	4.0	50.0
	26 - 35 tahun	Count	0	2	6	2	10
		Expected Count	.1	4.2	4.9	.8	10.0
	> 35 tahun	Count	0	7	11	1	19
		Expected Count	.2	8.0	9.3	1.5	19.0
Total		Count	1	42	49	8	100
		Expected Count	1.0	42.0	49.0	8.0	100.0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	7.324 <sup>a</sup>	9	.603
Likelihood Ratio	7.489	9	.586
Linear-by-Linear Association	1.442	1	.230
N of Valid Cases	100		

a. 10 cells (62.5%) have expected count less than 5. The minimum expected count is .10.

Symmetric Measures

		Value	Approx. Sig.
Nominal by Nominal	Contingency Coefficient	.261	.603
N of Valid Cases		100	

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

Lampiran III.9.  
Uji Kai Kuadrat Usia dengan Atribut Perhatian  
**usia \* Perhatian**

Crosstab

			Perhatian				Total
			TS	N	S	SS	
usia	< 20 tahun	Count	0	10	11	0	21
		Expected Count	.6	6.3	12.4	1.7	21.0
	20 - 25 tahun	Count	3	14	27	6	50
		Expected Count	1.5	15.0	29.5	4.0	50.0
	26 - 35 tahun	Count	0	4	6	0	10
		Expected Count	.3	3.0	5.9	.8	10.0
	> 35 tahun	Count	0	2	15	2	19
		Expected Count	.6	5.7	11.2	1.5	19.0
Total		Count	3	30	59	8	100
		Expected Count	3.0	30.0	59.0	8.0	100.0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	13.257 <sup>a</sup>	9	.151
Likelihood Ratio	17.083	9	.047
Linear-by-Linear Association	4.330	1	.037
N of Valid Cases	100		

a. 9 cells (56.3%) have expected count less than 5. The minimum expected count is .30.

Symmetric Measures

		Value	Approx Sig
Nominal by Nominal	Contingency Coefficient	.342	.151
N of Valid Cases		100	

- a. Not assuming the null hypothesis.  
b. Using the asymptotic standard error assuming the null hypothesis.

Lampiran III.10.  
Uji Kai Kuadrat Usia dengan Atribut Bukti Fisik  
**usia \* Bukti Fisik**

Crosstab

			Bukti Fisik				Total
			TS	N	S	SS	
usia	< 20 tahun	Count	0	10	11	0	21
		Expected Count	.8	6.5	11.3	2.3	21.0
	20 - 25 tahun	Count	2	16	25	7	50
		Expected Count	2.0	15.5	27.0	5.5	50.0
	26 - 35 tahun	Count	1	2	6	1	10
		Expected Count	.4	3.1	5.4	1.1	10.0
	> 35 tahun	Count	1	3	12	3	19
		Expected Count	.8	5.9	10.3	2.1	19.0
Total		Count	4	31	54	11	100
		Expected Count	4.0	31.0	54.0	11.0	100.0

## Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	9.156 <sup>a</sup>	9	.423
Likelihood Ratio	12.042	9	.211
Linear-by-Linear Association	2.207	1	.137
N of Valid Cases	100		

a. 8 cells (50.0%) have expected count less than 5. The minimum expected count is .40.

## Symmetric Measures

	Value	Approx. Sig.
Nominal by Nominal Contingency Coefficient	.290	.423
N of Valid Cases	100	

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

Lampiran III.11.  
Uji Kai Kuadrat Pendidikan dengan Atribut Keandalan  
**pendidikan \* Keandalan**

## Crosstab

			Keandalan				Total
			TS	N	S	SS	
pendidikan	SMU	Count	2	22	44	5	73
		Expected Count	3.7	19.7	40.9	6.6	73.0
	Akademi	Count	1	1	1	1	4
		Expected Count	.2	1.1	2.2	.5	4.0
	PT	Count	2	3	11	5	21
		Expected Count	1.1	5.7	11.8	2.5	21.0
	Pasca Sarjana	Count	0	1	0	1	2
		Expected Count	.1	.5	1.1	.2	2.0
Total		Count	5	27	56	12	100
		Expected Count	5.0	27.0	56.0	12.0	100.0

## Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.945 <sup>a</sup>	9	.063
Likelihood Ratio	14.441	9	.107
Linear-by-Linear Association	1.165	1	.280
N of Valid Cases	100		

a. 11 cells (68.8%) have expected count less than 5. The minimum expected count is .10.

## Symmetric Measures

	Value	Approx. Sig.
Nominal by Nominal Contingency Coefficient	.371	.068
N of Valid Cases	100	

- a. Not assuming the null hypothesis.  
 b. Using the asymptotic standard error assuming the null hypothesis.

Lampiran III.12.  
 Uji Kai Kuadrat Pendidikan dengan Atribut Daya Tanggap  
 pendidikan \* Daya Tanggap

## Crosstab

			Daya Tanggap				Total
			TS	N	S	SS	
pendidikan	SMU	Count	5	29	34	5	73
		Expected Count	5.1	26.3	35.8	5.8	73.0
	Akademi	Count	1	1	1	1	4
		Expected Count	.3	1.4	2.0	.3	4.0
	PT	Count	1	6	13	1	21
		Expected Count	1.5	7.6	19.3	1.7	21.0
	Pasca Sarjana	Count	0	0	1	1	2
		Expected Count	.1	.7	1.0	.2	2.0
Total		Count	7	36	49	8	100
		Expected Count	7.0	36.0	49.0	8.0	100.0

## Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.125 <sup>a</sup>	9	.267
Likelihood Ratio	8.443	9	.480
Linear-by-Linear Association	1.802	1	.179
N of Valid Cases	100		

- a. 10 cells (62.5%) have expected count less than 5. The minimum expected count is .14.

## Symmetric Measures

	Value	Approx. Sig.
Nominal by Nominal Contingency Coefficient	.316	.267
N of Valid Cases	100	

- a. Not assuming the null hypothesis.  
 b. Using the asymptotic standard error assuming the null hypothesis.



Lampiran III.13.  
Uji Kai Kuadrat Pendidikan dengan Atribut Jaminan  
**pendidikan \* Jaminan**

Crosstab

			Jaminan				Total
			TS	N	S	SS	
pendidikan	SMU	Count	1	33	33	6	73
		Expected Count	7	30.7	35.8	5.8	73.0
	Akademi	Count	0	1	1	2	4
		Expected Count	.0	1.7	2.0	.3	4.0
	PT	Count	0	7	14	0	21
		Expected Count	2	8.8	10.3	1.7	21.0
	Pasca Sarjana	Count	0	1	1	0	2
		Expected Count	.0	.8	1.0	.2	2.0
Total		Count	1	42	49	8	100
		Expected Count	1.0	42.0	49.0	8.0	100.0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	13.917 <sup>a</sup>	9	.125
Likelihood Ratio	11.209	9	.262
Linear-by-Linear Association	.226	1	.634
N of Valid Cases	100		

a. 11 cells (68.8%) have expected count less than 5. The minimum expected count is .02.

Symmetric Measures

		Value	Approx. Sig.
Nominal by Nominal	Contingency Coefficient	.350	.125
N of Valid Cases		100	

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

Lampiran III.14.  
Uji Kai Kuadrat Pendidikan dengan Atribut Perhatian  
**pendidikan \* Perhatian**

Crosstab

			Perhatian				Total
			TS	N	S	SS	
pendidikan	SMU	Count	3	24	41	5	73
		Expected Count	2.2	21.9	43.1	5.8	73.0
	Akademi	Count	0	1	3	0	4
		Expected Count	.1	1.2	2.4	.3	4.0
	PT	Count	0	5	13	3	21
		Expected Count	.6	6.3	12.4	1.7	21.0
	Pasca Sarjana	Count	0	0	2	0	2
		Expected Count	.3	.6	1.2	.2	2.0
Total		Count	3	30	59	8	100
		Expected Count	3.0	30.0	59.0	8.0	100.0

## Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.723 <sup>a</sup>	9	.858
Likelihood Ratio	6.295	9	.710
Linear-by-Linear Association	2.718	1	.099
N of Valid Cases	100		

a. 11 cells (68.8%) have expected count less than 5. The minimum expected count is .06.

## Symmetric Measures

	Value	Approx. Sig.
Nominal by Nominal Contingency Coefficient	.212	.858
N of Valid Cases	100	

- a. Not assuming the null hypothesis.  
b. Using the asymptotic standard error assuming the null hypothesis.

Lampiran III.15.  
Uji Kai Kuadrat Pendidikan dengan Atribut Bukti Fisik  
**pendidikan \* Bukti Fisik**

## Crosstab

			Bukti Fisik				Total
			TS	N	S	SS	
pendidikan	SMU	Count	2	27	37	7	73
		Expected Count	2.9	22.6	39.4	8.0	73.0
	Akademi	Count	0	1	3	0	4
		Expected Count	.2	1.2	2.2	.4	4.0
	PT	Count	2	3	12	4	21
		Expected Count	.8	6.5	11.3	2.3	21.0
	Pasca Sarjana	Count	0	0	2	0	2
		Expected Count	.1	.6	1.1	.2	2.0
Total		Count	4	31	54	11	100
		Expected Count	4.0	31.0	54.0	11.0	100.0

## Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.860 <sup>a</sup>	9	.450
Likelihood Ratio	9.988	9	.351
Linear-by-Linear Association	1.429	1	.232
N of Valid Cases	100		

a. 11 cells (68.8%) have expected count less than 5. The minimum expected count is .08.

## Symmetric Measures

		Value	Approx. Sig.
Nominal by Nominal	Contingency Coefficient	.285	.450
N of Valid Cases		100	

- a. Not assuming the null hypothesis.  
 b. Using the asymptotic standard error assuming the null hypothesis.

Lampiran III.16.  
 Uji Kai Kuadrat Pekerjaan dengan Atribut Keandalan  
**pekerjaan \* Keandalan**

## Crosstab

			Keandalan				Total
			TS	N	S	SS	
pekerjaan	Mahasiswa	Count	2	22	41	4	69
		Expected Count	3.5	18.6	38.6	8.3	69.0
	PNS	Count	0	0	3	1	4
		Expected Count	.2	1.1	2.2	.5	4.0
	Pegawai Swasta	Count	2	2	7	5	16
		Expected Count	.8	4.3	9.0	1.9	16.0
	Wiraswasta	Count	1	3	5	2	11
		Expected Count	.6	3.0	6.2	1.3	11.0
Total		Count	5	27	56	12	100
		Expected Count	5.0	27.0	56.0	12.0	100.0

## Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.029 <sup>a</sup>	9	.090
Likelihood Ratio	14.928	9	.093
Linear-by-Linear Association	.826	1	.363
N of Valid Cases	100		

- a. 11 cells (68.8%) have expected count less than 5. The minimum expected count is .20.

## Symmetric Measures

		Value	Approx. Sig.
Nominal by Nominal	Contingency Coefficient	.381	.090
N of Valid Cases		100	

- a. Not assuming the null hypothesis.  
 b. Using the asymptotic standard error assuming the null hypothesis

**Lampiran III.17.**  
**Uji Kai Kuadrat Pekerjaan dengan Atribut Daya Tanggap**  
**pekerjaan \* Daya Tanggap**

Crosstab

			Daya Tanggap				Total
			TS	N	S	SS	
pekerjaan	Mahasiswa	Count	5	29	30	5	69
		Expected Count	4.8	24.8	33.8	5.5	69.0
	PNS	Count	0	0	4	0	4
		Expected Count	.3	1.4	2.0	.3	4.0
	Pegawai Swasta	Count	1	3	9	3	16
		Expected Count	1.1	5.8	7.8	1.3	16.0
	Wiraswasta	Count	1	4	6	0	11
		Expected Count	.8	4.0	5.4	.9	11.0
Total		Count	7	36	49	8	100
		Expected Count	7.0	36.0	49.0	8.0	100.0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.181 <sup>a</sup>	9	.336
Likelihood Ratio	12.214	9	.202
Linear-by-Linear Association	.743	1	.389
N of Valid Cases	100		

a. 10 cells (62.5%) have expected count less than 5. The minimum expected count is .28

Symmetric Measures

		Value	Approx. Sig.
Nominal by Nominal	Contingency Coefficient	.304	.336
N of Valid Cases		100	

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

**Lampiran III.18.**  
**Uji Kai Kuadrat Pekerjaan dengan Atribut Jaminan**  
**pekerjaan \* Jaminan**

Crosstab

			Jaminan				Total
			TS	N	S	SS	
pekerjaan	Mahasiswa	Count	1	32	31	5	69
		Expected Count	.7	29.0	33.8	5.5	69.0
	PNS	Count	0	3	1	0	4
		Expected Count	.0	1.7	2.0	.3	4.0
	Pegawai Swasta	Count	0	4	9	3	16
		Expected Count	.2	6.7	7.8	1.3	16.0
	Wiraswasta	Count	0	3	8	0	11
		Expected Count	.1	4.6	5.4	.9	11.0
Total		Count	1	42	49	8	100
		Expected Count	1.0	42.0	49.0	8.0	100.0

## Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	9.170 <sup>a</sup>	9	.422
Likelihood Ratio	10.022	9	.349
Linear-by-Linear Association	2.374	1	.123
N of Valid Cases	100		

a. 10 cells (62.5%) have expected count less than 5. The minimum expected count is .04.

## Symmetric Measures

	Value	Approx. Sig.
Nominal by Nominal Contingency Coefficient	.290	.422
N of Valid Cases	100	

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

Lampiran III.19.  
Uji Kai Kuadrat Pekerjaan dengan Atribut Perhatian  
**pekerjaan \* Perhatian**

## Crosstab

			Perhatian				Total
			TS	N	S	SS	
pekerjaan	Mahasiswa	Count	3	24	38	4	69
		Expected Count	2.1	20.7	40.7	5.5	69.0
	PNS	Count	0	0	2	2	4
		Expected Count	.1	1.2	2.4	.3	4.0
	Pegawai Swasta	Count	0	3	11	2	16
		Expected Count	.5	4.8	9.4	1.3	16.0
	Wiraswasta	Count	0	3	8	0	11
		Expected Count	.3	3.3	6.5	.9	11.0
Total		Count	3	30	59	8	100
		Expected Count	3.0	30.0	59.0	8.0	100.0

## Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.144 <sup>a</sup>	9	.087
Likelihood Ratio	13.287	9	.150
Linear-by-Linear Association	2.095	1	.148
N of Valid Cases	100		

a. 11 cells (68.8%) have expected count less than 5. The minimum expected count is .12.

## Symmetric Measures

		Value	Approx. Sig.
Nominal by Nominal	Contingency Coefficient	.363	.087
N of Valid Cases		100	

- a. Not assuming the null hypothesis.  
 b. Using the asymptotic standard error assuming the null hypothesis.

Lampiran III.20.  
 Uji Kai Kuadrat Pekerjaan dengan Atribut Bukti Fisik  
**pekerjaan \* Bukti Fisik**

## Crosstab

			Bukti Fisik				Total
			TS	N	S	SS	
pekerjaan	Mahasiswa	Count	2	26	36	5	69
		Expected Count	2.8	21.4	37.3	7.6	69.0
	PNS	Count	0	0	3	1	4
		Expected Count	.2	1.2	2.2	.4	4.0
	Pegawai Swasta	Count	0	4	7	5	16
		Expected Count	.6	5.0	8.6	1.8	16.0
	Wiraswasta	Count	2	1	8	0	11
		Expected Count	.4	3.4	5.9	1.2	11.0
Total		Count	4	31	54	11	100
		Expected Count	4.0	31.0	54.0	11.0	100.0

## Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	20.829 <sup>a</sup>	9	.013
Likelihood Ratio	19.963	9	.018
Linear-by-Linear Association	.886	1	.347
N of Valid Cases	100		

- a. 11 cells (68.8%) have expected count less than 5. The minimum expected count is .16.

## Symmetric Measures

		Value	Approx. Sig.
Nominal by Nominal	Contingency Coefficient	.415	.013
N of Valid Cases		100	

- a. Not assuming the null hypothesis.  
 b. Using the asymptotic standard error assuming the null hypothesis.

Lampiran III.21.  
Uji Kai Kuadrat Penghasilan dengan Atribut Keandalan  
**penghasilan/bulan \* Keandalan**

Crosstab

		Keandalan				Total
		TS	N	S	SS	
penghasilan/bulan < 500000	Count	1	8	11	3	23
	Expected Count	1.2	6.2	12.9	2.8	23.0
500000 - 1000000	Count	2	10	29	4	45
	Expected Count	2.3	12.2	25.2	5.4	45.0
1000000 - 1500000	Count	0	3	9	1	13
	Expected Count	7	3.5	7.3	1.6	13.0
> 1500000	Count	2	6	7	4	19
	Expected Count	1.0	5.1	10.6	2.3	19.0
Total	Count	5	27	56	12	100
	Expected Count	5.0	27.0	56.0	12.0	100.0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	7.357 <sup>a</sup>	9	.000
Likelihood Ratio	7.660	9	.569
Linear-by-Linear Association	.000	1	1.000
N of Valid Cases	100		

a. 8 cells (50.0%) have expected count less than 5. The minimum expected count is .65.

Symmetric Measures

		Value	Approx. Sig.
Nominal by Nominal	Contingency Coefficient	.262	.600
N of Valid Cases		100	

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

Lampiran III.22.  
Uji Kai Kuadrat Penghasilan dengan Atribut Daya Tanggap  
**penghasilan/bulan \* Daya Tanggap**

Crosstab

		Daya Tanggap				Total
		TS	N	S	SS	
penghasilan/bulan < 500000	Count	2	9	11	1	23
	Expected Count	1.6	8.3	11.3	1.8	23.0
500000 - 1000000	Count	5	15	19	6	45
	Expected Count	3.2	16.2	22.1	3.6	45.0
1000000 - 1500000	Count	0	4	9	0	13
	Expected Count	.9	4.7	6.4	1.0	13.0
> 1500000	Count	0	8	10	1	19
	Expected Count	1.3	6.8	9.3	1.5	19.0
Total	Count	7	36	49	8	100
	Expected Count	7.0	36.0	49.0	8.0	100.0

## Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.635 <sup>a</sup>	9	.472
Likelihood Ratio	11.464	9	.245
Linear-by-Linear Association	.580	1	.446
N of Valid Cases	100		

a. 9 cells (56.3%) have expected count less than 5. The minimum expected count is .91.

## Symmetric Measures

	Value	Approx. Sig.
Nominal by Nominal Contingency Coefficient	.282	.472
N of Valid Cases	100	

- a. Not assuming the null hypothesis.  
 b. Using the asymptotic standard error assuming the null hypothesis

## Lampiran III.23.

### Uji Kai Kuadrat Penghasilan dengan Atribut Jaminan penghasilan/bulan \* Jaminan

## Crosstab

		Jaminan				Total
		TS	N	S	SS	
penghasilan/bulan < 500000	Count	0	14	8	1	23
	Expected Count	.2	9.7	11.3	1.8	23.0
500000 - 1000000	Count	1	16	21	7	45
	Expected Count	.5	18.9	22.1	3.6	45.0
1000000 - 1500000	Count	0	5	8	0	13
	Expected Count	.1	5.5	6.4	1.0	13.0
> 1500000	Count	0	7	12	0	19
	Expected Count	.2	8.0	9.3	1.5	19.0
Total	Count	1	42	49	8	100
	Expected Count	1.0	42.0	49.0	8.0	100.0

## Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	12.124 <sup>a</sup>	9	.206
Likelihood Ratio	14.237	9	.114
Linear-by-Linear Association	.386	1	.535
N of Valid Cases	100		

a. 8 cells (50.0%) have expected count less than 5. The minimum expected count is .13.



## Symmetric Measures

	Value	Approx. Sig.
Nominal by Nominal Contingency Coefficient	.329	.206
N of Valid Cases	100	

- a. Not assuming the null hypothesis.  
 b. Using the asymptotic standard error assuming the null hypothesis.

Lampiran III.24.  
 Uji Kai Kuadrat Penghasilan dengan Atribut Perhatian  
**penghasilan/bulan \* Perhatian**

## Crosstab

			Perhatian				Total
			TS	N	S	SS	
penghasilan/bulan	< 500000	Count	1	8	11	3	23
		Expected Count	.7	6.9	13.6	1.8	23.0
	500000 - 1000000	Count	1	17	24	3	45
		Expected Count	1.4	13.5	26.6	3.6	45.0
	1000000 - 1500000	Count	0	0	11	2	13
		Expected Count	.4	3.9	7.7	1.0	13.0
	> 1500000	Count	1	5	13	0	19
		Expected Count	.6	5.7	11.2	1.5	19.0
Total		Count	3	30	59	8	100
		Expected Count	3.0	30.0	59.0	8.0	100.0

## Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.714 <sup>a</sup>	9	.230
Likelihood Ratio	16.934	9	.050
Linear-by-Linear Association	.182	1	.670
N of Valid Cases	100		

- a. 9 cells (56.3%) have expected count less than 5. The minimum expected count is .39.

## Symmetric Measures

	Value	Approx. Sig.
Nominal by Nominal Contingency Coefficient	.324	.230
N of Valid Cases	100	

- a. Not assuming the null hypothesis.  
 b. Using the asymptotic standard error assuming the null hypothesis.

Lampiran III.25.  
Uji Kai Kuadrat Penghasilan dengan Atribut Bukti Fisik  
**penghasilan/bulan \* Bukti Fisik**

**Crosstab**

		Bukti Fisik				Total
		TS	N	S	SS	
penghasilan/bulan < 500000	Count	1	13	7	2	23
	Expected Count	.9	7.1	12.4	2.5	23.0
500000 - 1000000	Count	0	10	30	5	45
	Expected Count	1.8	14.0	24.3	5.0	45.0
1000000 - 1500000	Count	0	3	6	4	13
	Expected Count	.5	4.0	7.0	1.4	13.0
> 1500000	Count	3	5	11	0	19
	Expected Count	.8	5.9	10.3	2.1	19.0
Total	Count	4	31	54	11	100
	Expected Count	4.0	31.0	54.0	11.0	100.0

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	26.002 <sup>a</sup>	9	.002
Likelihood Ratio	25.608	9	.002
Linear-by-Linear Association	.000	1	.982
N of Valid Cases	100		

a. 9 cells (56.3%) have expected count less than 5. The minimum expected count is .52.

**Symmetric Measures**

		Value	Approx. Sig.
Nominal by Nominal	Contingency Coefficient	.454	.002
N of Valid Cases		100	

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

**Lampiran III.26.**  
**Uji Kai Kuadrat Frekuensi Penggunaan Pelayanan dengan Atribut Keandalan**  
**frekuensi penggunaan \* Keandalan**

Crosstab

			Keandalan				Total
			TS	N	S	SS	
frekuensi penggunaan	satu kali	Count	2	10	15	0	27
		Expected Count	1.4	7.3	15.1	3.2	27.0
	dua kali	Count	1	6	10	2	19
		Expected Count	1.0	5.1	10.6	2.3	19.0
	Tiga kali	Count	1	2	5	3	11
		Expected Count	.6	3.0	6.2	1.3	11.0
	> tiga kali	Count	1	9	26	7	43
		Expected Count	2.2	11.6	24.1	5.2	43.0
Total	Count	5	27	56	12	100	
	Expected Count	5.0	27.0	56.0	12.0	100.0	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	9.837 <sup>a</sup>	9	.364
Likelihood Ratio	12.470	9	.188
Linear-by-Linear Association	5.901	1	.015
N of Valid Cases	100		

a. 8 cells (50.0%) have expected count less than 5. The minimum expected count is .55.

Symmetric Measures

		Value	Approx. Sig.
Nominal by Nominal	Contingency Coefficient	.299	.364
N of Valid Cases		100	

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

**Lampiran III.27.**  
**Uji Kai Kuadrat Frekuensi Penggunaan Pelayanan dengan Atribut Daya Tanggap**  
**frekuensi penggunaan \* Daya Tanggap**

Crosstab

			Daya Tanggap				Total
			TS	N	S	SS	
frekuensi penggunaan	satu kali	Count	3	14	9	1	27
		Expected Count	1.9	9.7	13.2	2.2	27.0
	dua kali	Count	1	5	10	3	19
		Expected Count	1.3	6.8	9.3	1.5	19.0
	Tiga kali	Count	2	3	6	0	11
		Expected Count	.8	4.0	5.4	.9	11.0
	> tiga kali	Count	1	14	24	4	43
		Expected Count	3.0	15.5	21.1	3.4	43.0
Total	Count	7	36	49	8	100	
	Expected Count	7.0	36.0	49.0	8.0	100.0	

## Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.710 <sup>a</sup>	9	.230
Likelihood Ratio	12.197	9	.202
Linear-by-Linear Association	3.425	1	.064
N of Valid Cases	100		

a. 9 cells (56.3%) have expected count less than 5. The minimum expected count is .77.

## Symmetric Measures

		Value	Approx. Sig.
Nominal by Nominal	Contingency Coefficient	.324	.230
N of Valid Cases		100	

- a. Not assuming the null hypothesis.  
 b. Using the asymptotic standard error assuming the null hypothesis.

## Lampiran III.28.

### Uji Kai Kuadrat Frekuensi Penggunaan Pelayanan dengan Atribut Jaminan frekuensi penggunaan \* Jaminan

## Crosstab

			Jaminan				Total
			TS	N	S	SS	
frekuensi penggunaan	satu kali	Count	0	19	7	1	27
		Expected Count	3	11.3	13.2	2.2	27.0
	dua kali	Count	0	8	10	1	19
		Expected Count	.2	8.0	9.3	1.5	19.0
	Tiga kali	Count	0	3	8	0	11
		Expected Count	.1	4.6	5.4	.9	11.0
	> tiga kali	Count	1	12	24	6	43
		Expected Count	.4	18.1	21.1	3.4	43.0
	Total	Count	1	42	49	8	100
		Expected Count	1.0	42.0	49.0	8.0	100.0

## Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	17.343 <sup>a</sup>	9	.044
Likelihood Ratio	18.322	9	.012
Linear-by-Linear Association	8.775	1	.003
N of Valid Cases	100		

a. 9 cells (56.3%) have expected count less than 5. The minimum expected count is .11.

## Symmetric Measures

		Value	Approx. Sig.
Nominal by Nominal	Contingency Coefficient	.384	.044
N of Valid Cases		100	

- a. Not assuming the null hypothesis.  
 b. Using the asymptotic standard error assuming the null hypothesis.

## Lampiran III.29.

Uji Kai Kuadrat Frekuensi Penggunaan Pelayanan dengan Atribut Perhatian  
frekuensi penggunaan \* Perhatian

## Crosstab

			Perhatian				Total
			TS	N	S	SS	
frekuensi penggunaan	satu kali	Count	0	12	12	3	27
		Expected Count	8	8.1	15.9	2.2	27.0
	dua kali	Count	0	7	11	1	19
		Expected Count	6	5.7	11.2	1.5	19.0
	Tiga kali	Count	1	2	8	0	11
		Expected Count	3	3.3	6.5	.9	11.0
	> tiga kali	Count	2	9	28	4	43
		Expected Count	1.3	12.9	25.4	3.4	43.0
Total	Count	3	30	59	8	100	
	Expected Count	3.0	30.0	59.0	8.0	100.0	

## Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.070 <sup>a</sup>	9	.345
Likelihood Ratio	11.793	9	.225
Linear-by-Linear Association	.635	1	.425
N of Valid Cases	100		

- a. 9 cells (56.3%) have expected count less than 5. The minimum expected count is .33.

## Symmetric Measures

		Value	Approx. Sig.
Nominal by Nominal	Contingency Coefficient	.302	.345
N of Valid Cases		100	

- a. Not assuming the null hypothesis.  
 b. Using the asymptotic standard error assuming the null hypothesis.

**Lampiran III.30.**  
**Uji Kai Kuadrat Frekuensi Penggunaan Pelayanan dengan Atribut Bukti Fisik**  
**frekuensi penggunaan \* Bukti Fisik**

**Crosstab**

			Bukti Fisik				Total
			TS	N	S	SS	
frekuensi penggunaan	satu kali	Count	1	12	13	1	27
		Expected Count	1.1	8.4	14.6	3.0	27.0
	dua kali	Count	1	5	10	3	19
		Expected Count	.8	5.9	10.3	2.1	19.0
	Tiga kali	Count	1	1	7	2	11
		Expected Count	.4	3.4	5.9	1.2	11.0
	> tiga kali	Count	1	13	24	5	43
		Expected Count	1.7	13.3	23.2	4.7	43.0
Tota:	Count	4	31	54	11	100	
	Expected Count	4.0	31.0	54.0	11.0	100.0	

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	7.143 <sup>a</sup>	9	.622
Likelihood Ratio	7.801	9	.554
Linear-by-Linear Association	1.650	1	.199
N of Valid Cases	100		

a. 9 cells (56.3%) have expected count less than 5. The minimum expected count is .44.

**Symmetric Measures**

		Value	Approx. Sig.
Nominal by Nominal	Contingency Coefficient	.258	.622
N of Valid Cases		100	

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

# **LAMPIRAN IV**

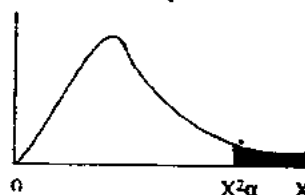
## PEARSON PRODUCT MOMENT CORRELATIONS TABLE

 $\alpha$  5 %

N	2-tailed	1-tailed	N	2-tailed	1-tailed	N	2-tailed	1-tailed
3	0.99692	0.98769	53	0.27040	0.22824	103	0.19365	0.16298
4	0.95000	0.90000	54	0.26787	0.22607	104	0.19271	0.16218
5	0.87834	0.80538	55	0.26540	0.22397	105	0.19179	0.16140
6	0.81140	0.72930	56	0.26301	0.22193	106	0.19088	0.16063
7	0.75449	0.66944	57	0.26068	0.21994	107	0.18998	0.15987
8	0.70673	0.62149	58	0.25841	0.21800	108	0.18909	0.15912
9	0.66638	0.58221	59	0.25619	0.21611	109	0.18822	0.15838
10	0.63190	0.54936	60	0.25404	0.21427	110	0.18736	0.15765
11	0.60207	0.52140	61	0.25193	0.21248	111	0.18651	0.15693
12	0.57598	0.49726	62	0.24988	0.21073	112	0.18516	0.15589
13	0.55294	0.47616	63	0.24788	0.20902	113	0.18434	0.15520
14	0.53241	0.45750	64	0.24592	0.20736	114	0.18353	0.15451
15	0.51398	0.44086	65	0.24401	0.20573	115	0.18274	0.15384
16	0.49731	0.42590	66	0.24214	0.20414	116	0.18195	0.15317
17	0.48215	0.41236	67	0.24032	0.20259	117	0.18118	0.15251
18	0.46828	0.40003	68	0.23853	0.20107	118	0.18041	0.15186
19	0.45553	0.38873	69	0.23679	0.19959	119	0.17965	0.15122
20	0.44376	0.37834	70	0.23508	0.19814	120	0.17891	0.15059
21	0.43286	0.36874	71	0.23341	0.19671	121	0.17817	0.14996
22	0.42271	0.35983	72	0.23178	0.19532	122	0.17744	0.14935
23	0.41325	0.35153	73	0.23017	0.19396	123	0.17672	0.14874
24	0.40439	0.34378	74	0.22861	0.19263	124	0.17601	0.14813
25	0.39607	0.33652	75	0.22707	0.19132	125	0.17531	0.14754
26	0.38824	0.32970	76	0.22556	0.19004	126	0.17461	0.14695
27	0.38086	0.32328	77	0.22408	0.18879	127	0.17392	0.14637
28	0.37389	0.31722	78	0.22263	0.18756	128	0.17325	0.14579
29	0.36728	0.31149	79	0.22121	0.18635	129	0.17257	0.14523
30	0.36101	0.30606	80	0.21982	0.18517	130	0.17191	0.14466
31	0.35505	0.30090	81	0.21845	0.18401	131	0.17126	0.14411
32	0.34937	0.29599	82	0.21711	0.18287	132	0.17061	0.14356
33	0.34396	0.29132	83	0.21579	0.18175	133	0.16997	0.14302
34	0.33879	0.28686	84	0.21449	0.18065	134	0.16933	0.14248
35	0.33384	0.28259	85	0.21322	0.17957	135	0.16871	0.14195
36	0.32911	0.27852	86	0.21197	0.17851	136	0.16809	0.14143
37	0.32457	0.27461	87	0.21074	0.17747	137	0.16748	0.14091
38	0.32022	0.27086	88	0.20954	0.17644	138	0.16687	0.14040
39	0.31603	0.26727	89	0.20835	0.17544	139	0.16627	0.13989
40	0.31201	0.26381	90	0.20718	0.17445	140	0.16568	0.13939
41	0.30813	0.26048	91	0.20604	0.17348	141	0.16509	0.13889
42	0.30440	0.25728	92	0.20491	0.17252	142	0.16451	0.13840
43	0.30079	0.25419	93	0.20380	0.17158	143	0.16393	0.13791
44	0.29732	0.25121	94	0.20271	0.17065	144	0.16337	0.13743
45	0.29396	0.24833	95	0.20163	0.16974	145	0.16280	0.13695
46	0.29071	0.24555	96	0.20058	0.16885	146	0.16225	0.13648
47	0.28756	0.24286	97	0.19953	0.16797	147	0.16169	0.13602
48	0.28452	0.24026	98	0.19851	0.16710	148	0.16115	0.13556
49	0.28157	0.23773	99	0.19750	0.16624	149	0.16061	0.13510
50	0.27871	0.23529	100	0.19650	0.16540	150	0.16007	0.13465
51	0.27594	0.23292	101	0.19552	0.16457	151	0.15954	0.13420
52	0.27324	0.23062	102	0.19456	0.16375	152	0.15902	0.13375



Nilai Persentase untuk  
Distribusi X<sup>2</sup>



dk	α	.995	.99	.975	.95	.90	.75	.50	.25	.10	.05	.025	.01	.005	α	dk
1	0.0393	0.0157	0.0982	0.65	0.0158	0.455	0.455	1.323	2.71	3.84	5.02	6.63	7.88	7.88	1	1
2	0.0100	0.0201	0.0506	0.103	0.211	0.575	1.386	2.77	4.61	5.99	7.38	9.21	10.60	10.60	2	2
3	0.0717	0.115	0.216	0.584	1.213	2.37	4.11	3.52	6.25	7.81	9.35	11.34	12.84	12.84	3	3
4	0.207	0.297	0.484	0.711	1.064	1.923	3.36	5.38	7.78	9.49	11.14	13.28	14.86	14.86	4	4
5	0.412	0.554	0.831	1.145	1.610	2.67	4.35	6.63	9.24	11.07	12.83	15.09	16.75	16.75	5	5
6	0.676	0.872	1.237	1.635	2.20	3.45	5.35	7.84	10.64	12.59	14.45	16.81	18.55	18.55	6	6
7	0.989	1.239	1.690	2.17	2.83	4.25	6.35	9.04	12.02	14.07	16.01	18.48	20.3	20.3	7	7
8	1.344	1.646	2.18	2.73	3.49	5.07	7.34	10.22	13.36	15.51	17.53	20.1	22.0	22.0	8	8
9	1.735	2.09	2.70	3.33	4.17	5.90	8.34	11.39	14.66	16.92	19.02	21.7	23.6	23.6	9	9
10	2.16	2.56	3.25	3.94	4.87	6.74	9.34	12.55	15.99	18.31	20.5	23.2	25.2	25.2	10	10
11	2.60	3.05	3.82	4.57	5.58	7.58	10.34	13.70	17.28	19.68	21.9	24.7	26.8	26.8	11	11
12	3.07	3.57	4.40	5.23	6.30	8.44	11.34	14.85	18.55	21.0	23.3	26.2	28.3	28.3	12	12
13	3.57	4.11	5.01	5.89	7.04	9.30	12.34	15.98	19.81	22.4	24.7	27.7	29.8	29.8	13	13
14	4.07	4.66	5.63	6.57	7.79	10.17	13.34	17.12	21.1	23.7	26.1	29.1	31.3	31.3	14	14
15	4.60	5.23	6.26	7.26	8.55	11.04	14.34	18.25	22.3	25.0	27.5	30.6	32.8	32.8	15	15
16	5.14	5.81	6.91	7.96	9.31	11.91	15.34	19.37	23.5	26.3	28.8	32.0	34.3	34.3	16	16
17	5.70	6.41	7.56	8.67	10.09	12.79	16.34	20.5	24.8	27.6	30.2	33.4	35.7	35.7	17	17
18	6.26	7.01	8.23	9.39	10.86	13.68	17.34	21.6	26.0	28.9	31.5	34.8	37.2	37.2	18	18
19	6.84	7.63	8.91	10.12	11.65	14.56	18.34	22.7	27.2	30.1	32.9	36.2	38.6	38.6	19	19
20	7.43	8.26	9.59	10.85	12.44	15.45	19.34	23.8	28.4	31.4	34.2	37.6	40.0	40.0	20	20
21	8.03	8.90	10.28	11.59	13.24	16.34	20.3	24.9	29.6	32.7	35.5	38.9	41.4	41.4	21	21
22	8.64	9.54	10.98	12.34	14.04	17.24	21.3	26.0	30.8	33.9	36.8	40.3	42.8	42.8	22	22
23	9.26	10.20	11.69	13.09	14.85	18.14	22.3	27.1	32.0	35.2	38.1	41.6	44.2	44.2	23	23
24	9.89	10.86	12.40	13.85	15.66	19.04	23.3	28.2	33.2	36.4	39.4	43.8	45.6	45.6	24	24
25	10.52	11.52	13.12	14.61	16.47	19.94	24.3	29.3	34.4	37.7	40.6	44.5	46.9	46.9	25	25
26	11.16	12.20	13.84	15.38	17.29	20.8	25.3	30.4	35.6	38.9	41.9	45.6	48.3	48.3	26	26
27	11.81	12.88	14.57	16.15	18.11	21.7	26.3	31.5	36.7	40.1	43.2	47.0	49.6	49.6	27	27
28	12.46	13.56	15.31	16.93	18.94	22.7	27.3	32.6	37.9	41.3	44.5	48.3	51.0	51.0	28	28
29	13.12	14.26	16.05	17.71	19.77	23.6	28.3	33.7	39.1	42.6	45.7	49.6	52.3	52.3	29	29
30	13.79	14.95	16.79	18.49	20.6	24.5	29.3	34.8	40.3	43.8	47.0	50.9	53.7	53.7	30	30
40	20.7	22.2	24.4	26.5	29.1	33.7	39.3	45.6	51.8	55.8	59.3	63.3	66.8	66.8	40	40
50	28.0	29.7	32.4	34.8	37.7	42.9	49.3	56.3	63.2	67.5	71.4	76.2	79.5	79.5	50	50
60	35.5	37.5	40.5	43.2	46.5	52.3	59.3	67.0	74.4	79.1	83.3	88.4	92.0	92.0	60	60
70	43.3	45.4	48.8	51.7	55.3	61.7	69.3	77.6	84.5	90.5	95.0	100.4	104.2	104.2	70	70
80	51.2	53.5	57.2	60.4	64.3	71.1	79.3	88.1	96.6	101.6	106.6	112.3	116.3	116.3	80	80
90	59.2	61.8	65.6	69.1	73.3	80.6	89.3	98.6	107.6	113.1	118.1	124.1	128.3	128.3	90	90
100	67.3	70.1	74.2	77.9	82.4	90.1	99.3	101.9	118.5	124.3	129.6	135.8	140.2	140.2	100	100
	-2.58	-2.33	-1.96	-1.64	-1.28	-0.674	0.000	0.674	1.282	1.645	1.960	2.33	2.58			

*Perpus*