

LAMPIRAN
KUESIONER PELAYANAN GRAPARI TELKOMSEL KUDUS

Petunjuk Umum

Saudara dimohon kesediaannya untuk mengisi formulir berikut ini. Seluruh informasi yang saudara berikan kami jamin kerahasiaannya.

Bagian 1. Data Pelanggan

Saudara dimohon kesediaannya untuk mengisi formulir berikut:

Nama :
Jenis Kelamin :
Alamat :

Bagian 2. Harapan *customer* dalam meningkatkan kualitas pelayanan di GraPari Telkomsel Kudus

Saudara dimohon kesediaannya untuk mengisi kolom disebelah kanan dengan memberi tanda (√) untuk pernyataan yang paling sesuai menurut pendapat Saudara. Tidak ada jawaban salah atau benar dalam pengisian kuesioner ini dan karenanya kami mengharapkan agar Saudara mengisinya sesuai dengan kondisi yang sebenarnya.

Keterangan: Nilai angka 1 menunjukkan Sangat Tidak Setuju (STS), nilai angka 2 menunjukkan Tidak Setuju (TS), nilai angka 3 menunjukkan Netral (N), nilai angka 4 menunjukkan Setuju (S), sedangkan nilai angka 5 menunjukkan Sangat Setuju (SS). Angka-angka di antara keduanya menunjukkan degradasi kesetujuan atau ketidaksetujuan di antara kedua nilai ekstrim tersebut.

1. Tangibles

No	Pernyataan	STS ←—————→ SS				
		1	2	3	4	5
1	Seharusnya penampilan di GraPari Telkomsel Kudus rapih dan bersih					
2	Seharusnya semua data <i>customer</i> yang masuk dalam pelayanan harus terdokumentasi dengan baik					

2. Reliability

No	Pernyataan	STS ←—————→ SS				
		1	2	3	4	5
1.	Seharusnya dalam melayani <i>customer</i> , seorang karyawan harus percaya diri, bersikap akrab, ramah dan penuh senyum					
2.	Seharusnya, karyawan antusias dalam melayani <i>customer</i> dan menunjukkan kemampuan dalam menjelaskan produk di GraPari Telkomsel Kudus					
3.	Seharusnya karyawan melakukan identifikasi verifikasi dan analisa info/ data pelanggan sebelum memberikan solusi kepada <i>customer</i>					

3. Responsiveness

No	Pernyataan	STS ←—————→ SS				
		1	2	3	4	5
1.	Seharusnya karyawan tekun mendengarkan setiap pembicaraan dan menerima keluhan dengan baik					
2.	Seharusnya apabila karyawan tidak bisa menangani permasalahan yang ada, mintalah bantuan ke <i>customer service officer</i>					
3.	Seharusnya sebelum <i>customer</i> meninggalkan lokasi karyawan melakukan konfirmasi pemahaman pelanggan atas solusi yang diberikan					

4. Assurance

No	Pernyataan	STS \longleftrightarrow SS				
		1	2	3	4	5
1	Seharusnya karyawan dalam melakukan pelayanan berbicara jelas dengan bahasa yang baik dan benar					
2	Seharusnya karyawan telah mampu meyakinkan <i>customer</i> atas produk yang diambil serta dapat memberikan kepuasan					

5. Emphaty

No	Pernyataan	STS \longleftrightarrow SS				
		1	2	3	4	5
1	Seharusnya karyawan menyapa dengan lembut dan menyebutkan nama pelanggan sebelum pelayanan berlangsung					
2	Seharusnya karyawan memberikan perhatian secara khusus seperti tidak menyela atau memotong pembicaraan pada saat <i>customer</i> berbicara					
3	Seharusnya karyawan bersikap sopan tenang dan hormat dalam mendengarkan setiap pembicaraan <i>customer</i>					
4	Seharusnya karyawan melakukan salam penutup sebelum <i>customer</i> meninggalkan lokasi					

Bagian 3. Evaluasi Kinerja Pelaksanaan di GraPari Telkomsel Kudus

Saudara dimohon kesediaannya untuk mengisi kolom disebelah kanan dengan memberi tanda (√) untuk pernyataan yang paling sesuai menurut pendapat Saudara.

Tidak ada jawaban salah atau benar dalam pengisian kuesioner ini dan karenanya kami mengharapkan agar Saudara mengisinya sesuai dengan kondisi yang sebenarnya.

Keterangan: Nilai angka 1 menunjukkan SS atau Sangat Setuju sedangkan nilai angka 6 menunjukkan STS atau Sangat Tidak Setuju. Angka-angka di antara keduanya menunjukkan degradasi kesetujuan atau ketidaksetujuan di antara kedua nilai ekstrim tersebut.

1. Tangibles

No	Pernyataan	STS ←————→ SS				
		1	2	3	4	5
1	Penampilan fisik karyawan di GraPari Telkomsel Kudus rapih dan bersih					
2	Dokumentasi data pelanggan di GraPari Telkomsel Kudus pelayanannya sudah baik					

2. Reliability

No	Pernyataan	STS ←————→ SS				
		1	2	3	4	5
1	Karyawan di GraPari Telkomsel Kudus bersikap akrab, percaya diri, ramah dan penuh senyum dalam melayani <i>customer</i>					
2	Karyawan antusias dalam melayani <i>customer</i> dan menunjukkan kemampuan dalam menjelaskan produk di GraPari Telkomsel Kudus					
3	Karyawan melakukan identifikasi verifikasi dan analisa info/ data pelanggan sebelum memberikan solusi kepada <i>customer</i>					

3. Responsiveness

No	Pernyataan	STS \longleftrightarrow SS				
		1	2	3	4	5
1	Kemampuan karyawan yang cepat dan tanggap dalam menerima keluhan <i>customer</i>					
2	Apabila karyawan tidak bisa menangani permasalahan yang ada, karyawan meminta bantuan kepada <i>customer service officer</i>					
3	Sebelum <i>customer</i> meninggalkan lokasi karyawan melakukan konfirmasi pemahaman pelanggan atas solusi yang diberikan					

4. Assurance

No	Pernyataan	STS \longleftrightarrow SS				
		1	2	3	4	5
1	Karyawan melakukan pelayanan menggunakan bahasa yang jelas dan benar					
2	Karyawan telah mampu meyakinkan <i>customer</i> atas produk yang diambil serta dapat memberikan kepuasan					

5. Emphaty

No	Pernyataan	STS \longleftrightarrow SS				
		1	2	3	4	5
1	Karyawan menyapa dengan lembut dan menyebutkan nama pelanggan sebelum pelayanan berlangsung					
2	Karyawan memberikan perhatian secara khusus seperti tidak menyela atau memotong pembicaraan pada saat <i>customer</i> berbicara					
3	Karyawan bersikap sopan tenang dan hormat dalam mendengarkan setiap pembicaraan <i>customer</i>					
4	Sikap karyawan dalam mengucapkan salam penutup sudah baik					

Terima kasih atas kesediaan waktunya dalam mengisi kuisisioner. Masukan Saudara akan kami gunakan untuk meningkatkan kualitas layanan di GraPari Telkomsel Kudus

LAMPIRAN 2

Responden Berdasarkan Jenis Kelamin

jenis_kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	LK	30	30.0	30.0	30.0
	PR	70	70.0	70.0	100.0
	Total	100	100.0	100.0	

LAMPIRAN 3

OUTPUTAN PENILAIAN RESPONDEN TERHADAP VARIABEL HHARAPAN PELAKSANAAN SOP

Descriptive Statistics

	N	Mean
Tangibles1	100	4.85
Tangibles2	100	4.87
Valid N (listwise)	100	

Descriptive Statistics

	N	Mean
Reliability1	100	4.92
Reliability2	100	4.93
Reliability3	100	4.74
Valid N (listwise)	100	

Descriptive Statistics

	N	Mean
Responsiveness1	100	4.90
Responsiveness2	100	4.67
Responsiveness3	100	4.76
Valid N (listwise)	100	

Descriptive Statistics

	N	Mean
Assurance1	100	4.84
Assurance2	100	4.80
Valid N (listwise)	100	

Descriptive Statistics

	N	Mean
Emphaty1	100	4.88
Emphaty2	100	4.86
Emphaty3	100	4.91
Emphaty4	100	4.84
Valid N (listwise)	100	

LAMPIRAN 4

**OUTPUTAN PENILAIAN RESPONDEN TERHADAP VARIABEL KINERJA
PELAKSANAAN SOP**

Descriptive Statistics

	N	Mean
Tangibles1	100	4.48
Tangibles2	100	4.34
Valid N (listwise)	100	

Descriptive Statistics

	N	Mean
Reliability1	100	4.59
Reliability2	100	4.64
Reliability3	100	4.50
Valid N (listwise)	100	

	N	Mean
Responsiveness1	100	4.60
Responsiveness2	100	4.51
Responsiveness3	100	4.65
Valid N (listwise)	100	

Descriptive Statistics

	N	Mean
Assurance1	100	4.67
Assurance2	100	4.50
Valid N (listwise)	100	

Descriptive Statistics

	N	Mean
Emphaty1	100	4.78
Emphaty2	100	4.69
Emphaty3	100	4.75
Emphaty4	100	4.75
Valid N (listwise)	100	

LAMPIRAN 5

OUTPUTAN PENILAIAN RESPONDEN TERHADAP VARIABEL KUALITAS PELAYANAN

Descriptive Statistics

	N	Mean
Tangibles1	100	4.48
Tangibles2	100	4.37
Valid N (listwise)	100	

Descriptive Statistics

	N	Mean
Reliability1	100	4.59
Reliability2	100	4.64
Reliability3	100	4.53
Valid N (listwise)	100	

Descriptive Statistics

	N	Mean
Responsiveness1	100	4.61
Responsiveness2	100	4.52
Responsiveness3	100	4.67
Valid N (listwise)	100	

Descriptive Statistics

	N	Mean
Assurance1	100	4.67
Assurance2	100	4.53
Valid N (listwise)	100	

Descriptive Statistics

	N	Mean
Emphaty1	100	4.78
Emphaty2	100	4.71
Emphaty3	100	4.75
Emphaty4	100	4.76
Valid N (listwise)	100	

LAMPIRAN 6

HASIL OUTPUTAN VALIDITAS DAN RELIABILITAS HARAPAN PELAKSANAAN SOP

Correlations

		Tangibles1	Tangibles2	total_tangibles
Tangibles1	Pearson Correlation	1	.837**	.961**
	Sig. (2-tailed)		.000	.000
	N	100	100	100
Tangibles2	Pearson Correlation	.837**	1	.956**
	Sig. (2-tailed)	.000		.000
	N	100	100	100
total_tangibles	Pearson Correlation	.961**	.956**	1
	Sig. (2-tailed)	.000	.000	
	N	100	100	100

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

Correlations

		Reliability1	Reliability2	Reliability3	total_reliability
Reliability1	Pearson Correlation	1	.497**	.234*	.729**
	Sig. (2-tailed)		.000	.019	.000
	N	100	100	100	100

Reliability2	Pearson Correlation	.497**	1	.015	.572**
	Sig. (2-tailed)	.000		.880	.000
	N	100	100	100	100
Reliability3	Pearson Correlation	.234*	.015	1	.761**
	Sig. (2-tailed)	.019	.880		.000
	N	100	100	100	100
total_reliability	Pearson Correlation	.729**	.572**	.761**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

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

Correlations

		Responsiveness1	Responsiveness2	Responsiveness3	total responsiveness
Responsiveness1	Pearson Correlation	1	.333**	.254*	.679**
	Sig. (2-tailed)		.001	.011	.000
	N	100	100	100	100

Responsiveness2	Pearson Correlation	.333**	1	.049	.698**
	Sig. (2-tailed)	.001		.630	.000
	N	100	100	100	100
Responsiveness3	Pearson Correlation	.254*	.049	1	.672**
	Sig. (2-tailed)	.011	.630		.000
	N	100	100	100	100
total_responsiveness	Pearson Correlation	.679**	.698**	.672**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

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

Correlations

		Assurance1	Assurance2	total_assurance
Assurance1	Pearson Correlation	1	.736**	.926**
	Sig. (2-tailed)		.000	.000
	N	100	100	100
Assurance2	Pearson Correlation	.736**	1	.938**
	Sig. (2-tailed)	.000		.000
	N	100	100	100

total_assurance	Pearson Correlation	.926**	.938**	1
	Sig. (2-tailed)	.000	.000	
	N	100	100	100

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

Correlations

		Emphaty1	Emphaty2	Emphaty3	Emphaty4	total_emphaty
Emphaty1	Pearson Correlation	1	.560**	.852**	.476**	.857**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
Emphaty2	Pearson Correlation	.560**	1	.578**	.569**	.828**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
Emphaty3	Pearson Correlation	.852**	.578**	1	.406**	.832**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
Emphaty4	Pearson Correlation	.476**	.569**	.406**	1	.777**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100

total_emphaty	Pearson Correlation	.857**	.828**	.832**	.777**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.910	2

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.714	3

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.902	3

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.846	2

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.832	4

LAMPIRAN 7

HASIL OUTPUTAN VALIDITAS DAN RELIABILITAS KINERJA PELAKSANA SOP

Correlations

		Tangibles1	Tangibles2	total_tangibles
Tangibles1	Pearson Correlation	1	.843**	.948**
	Sig. (2-tailed)		.000	.000
	N	100	100	100
Tangibles2	Pearson Correlation	.843**	1	.970**
	Sig. (2-tailed)	.000		.000
	N	100	100	100
total_tangibles	Pearson Correlation	.948**	.970**	1
	Sig. (2-tailed)	.000	.000	
	N	100	100	100

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

Correlations

		Reliability1	Reliability2	Reliability3	total_reliability
Reliability1	Pearson Correlation	1	.635**	.396**	.809**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100

Reliability2	Pearson Correlation	.635**	1	.536**	.876**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
Reliability3	Pearson Correlation	.396**	.536**	1	.791**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
total_reliability	Pearson Correlation	.809**	.876**	.791**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Correlations

		Responsiveness1	Responsiveness2	Responsiveness3	total_responsiveness
Responsiveness1	Pearson Correlation	1	.454**	.443**	.808**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
Responsiveness2	Pearson Correlation	.454**	1	.376**	.776**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100

Responsiveness3	Pearson Correlation	.443**	.376**	1	.770**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
total_responsiveness	Pearson Correlation	.808**	.776**	.770**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Correlations

		Assurance1	Assurance2	total_assurance
Assurance1	Pearson Correlation	1	.598**	.873**
	Sig. (2-tailed)		.000	.000
	N	100	100	100
Assurance2	Pearson Correlation	.598**	1	.913**
	Sig. (2-tailed)	.000		.000
	N	100	100	100
total_assurance	Pearson Correlation	.873**	.913**	1
	Sig. (2-tailed)	.000	.000	
	N	100	100	100

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

Correlations

		Emphaty1	Emphaty2	Emphaty3	Emphaty4	total_emphaty
Emphaty1	Pearson Correlation	1	.563**	.588**	.501**	.796**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
Emphaty2	Pearson Correlation	.563**	1	.731**	.691**	.905**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
Emphaty3	Pearson Correlation	.588**	.731**	1	.429**	.828**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
Emphaty4	Pearson Correlation	.501**	.691**	.429**	1	.789**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
total_emphaty	Pearson Correlation	.796**	.905**	.828**	.789**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.896	2

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.765	3

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.689	3

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.741	2

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.850	4

LAMPIRAN 8

REGRESI DAN HASIL UJI

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	6.708	.419		15.998	.000
	tangibles	.039	.030	.043	.310	.007
	reliability	.044	.044	.138	.773	.001
	responsiveness	.034	.034	.136	.972	.034
	assurance	.030	.040	.104	.755	.005
	emphaty	.020	.028	.003	.022	.024

a. Dependent Variable: kualitas_pelayanan

UJI SIMUTLTAN (UJI F)

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	.348	5	.070	.688	.004 ^a
	Residual	9.500	94	.101		
	Total	9.848	99			

a. Predictors: (Constant), total_emphaty, total_tangibles, total_responsiveness, total_assurance, total_reliability

b. Dependent Variable: kualitas_pelayanan

PENGUJIAN PARSIAL (Uji-t)

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	6.708	.419		15.998	.000
	Tangibles	.039	.030	.043	.310	.007
	Reliability	.044	.044	.138	.773	.001
	responsiveness	.034	.034	.136	.972	.034
	Assurance	.030	.040	.104	.755	.005
	Emphaty	.020	.028	.003	.022	.024

a. Dependent Variable: kualitas_pelayanan

UJI NORMALITAS

One-Sample Kolmogorov-Smirnov Test

		Deleted Residual
N		100
Normal Parameters ^a	Mean	.0019543
	Std. Deviation	.32745292
Most Extreme Differences	Absolute	.254
	Positive	.149
	Negative	-.254
Kolmogorov-Smirnov Z		2.542
Asymp. Sig. (2-tailed)		.900

a. Test distribution is Normal.

UJI MULTIKOLINEARITAS

Coefficients^a

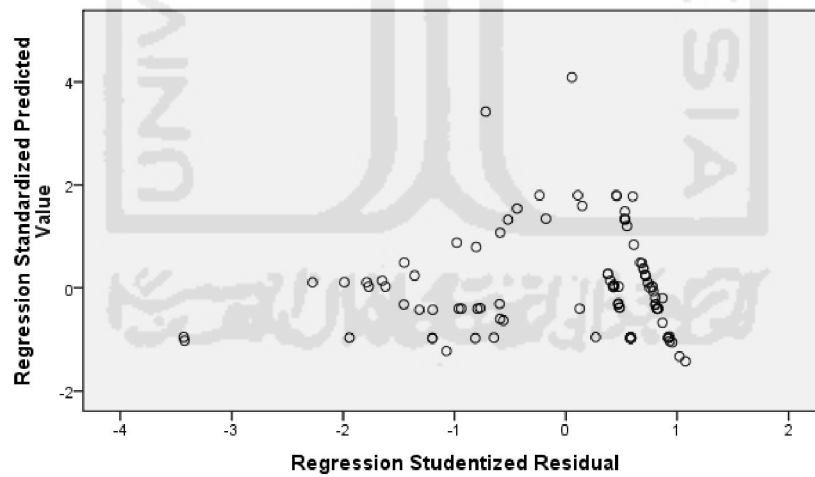
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	6.708	.419		15.998	.000		
	Tangibles	.039	.030	.043	.310	.007	.540	1.851
	Reliability	.044	.044	.138	.773	.001	.303	3.296
	responsiveness	.034	.034	.136	.972	.034	.524	1.909
	Assurance	.030	.040	.104	.755	.005	.601	1.664
	Emphaty	.020	.028	.003	.022	.024	.526	1.903

a. Dependent Variable: kualitas_pelayanan

UJI HETEROSKEDASTISITAS

Scatterplot

Dependent Variable: kualitas_pelayanan



UJI KOEFISIEN KORELASI DAN KOEFISIEN DETERMINASI

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.772 ^a	.729	.722	.3189

a. Predictors: (Constant), emphaty, tangibles, assurance, responsiveness, reliability

b. Dependent Variable: kualitas_pelayanan

UJI DETERMINASI PARSIAL (r^2)

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations		
		B	Std. Error	Beta			Zero-order	Partial	Part
1	(Constant)	6.708	.419		15.998	.000			
	tangibles	.039	.030	.043	.310	.007	.046	.141	.041
	reliability	.044	.044	.138	.773	.001	.136	.262	.061
	responsiveness	.034	.034	.136	.972	.034	.159	.492	.091
	assurance	.030	.040	.104	.755	.005	.093	.502	.002
	emphaty	.020	.028	.003	.022	.024	.093	.426	.026

a. Dependent Variable: kualitas_pelayanan

No	Harapan Pelaksanaan SOP di GraPari Telkomsel Kudus																							
	Tangibles				Reliability					Responsiveness					Assurance				Emphaty					
	X 1	X 2	to tal	rata- rata	X 1	X 2	X 3	tot al	rata- rata	X 1	X 2	X 3	tot al	rata- rata	X 1	X 2	tot al	rata- rata	X 1	X 2	X 3	X 4	tot al	rata- rata
1	5	5	10	5	5	5	5	15	5	5	5	5	15	5	5	5	10	5	5	5	5	5	20	5
2	5	5	10	5	5	5	4	14	5	5	4	4	13	4	4	4	8	4	5	5	5	5	20	5
3	5	5	10	5	5	5	5	15	5	5	5	5	15	5	5	5	10	5	5	5	5	5	20	5
4	4	4	8	4	5	5	5	15	5	4	4	4	12	4	5	5	10	5	4	4	4	4	16	4
5	5	5	10	5	5	5	5	15	5	5	4	5	14	5	5	5	10	5	5	5	5	5	20	5
6	5	5	10	5	5	5	4	14	5	4	4	3	11	4	5	4	9	5	4	5	4	5	18	5
7	4	4	8	4	5	5	4	14	5	5	5	4	14	5	4	4	8	4	5	5	5	5	20	5
8	4	5	9	4.5	4	4	5	13	4	5	5	5	15	5	4	4	8	4	5	4	5	4	18	5
9	5	5	10	5	4	4	5	13	4	5	4	5	14	5	5	5	10	5	4	4	4	5	17	4
10	5	5	10	5	5	5	4	14	5	5	5	4	14	5	4	4	8	4	5	5	5	5	20	5
11	5	5	10	5	4	5	4	13	4	4	4	5	13	4	5	5	10	5	4	5	4	4	17	4
12	5	5	10	5	5	5	5	15	5	5	4	5	14	5	5	5	10	5	5	5	5	5	20	5
13	4	4	8	4	5	5	5	15	5	4	4	4	12	4	5	5	10	5	4	4	5	5	18	5
14	5	5	10	5	5	5	5	15	5	5	5	5	15	5	4	5	9	5	5	4	5	4	18	5
15	5	5	10	5	5	5	5	15	5	5	5	5	15	5	5	5	10	5	5	5	5	5	20	5
16	4	4	8	4	5	5	3	13	4	4	5	4	13	4	5	4	9	5	4	4	4	5	17	4
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23	5	5	10	5	5	5	5	15	5	5	4	5	14	5	5	5	10	5	5	5	5	5	20	5
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36	4	4	8	4	5	5	4	14	5	5	4	4	13	4	4	4	8	4	5	5	5	5	20	5
37	5	5	10	5	5	5	5	15	5	5	4	5	14	5	5	5	10	5	5	5	5	5	20	5
38	5	5	10	5	5	5	5	15	5	5	4	5	14	5	5	5	10	5	5	5	5	5	20	5
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97	4	4	8	4	5	5	4	14	5	5	5	4	14	5	4	4	8	4	5	5	5	5	20	5
98	5	5	10	5	5	5	5	15	5	5	5	5	15	5	5	5	10	5	5	5	5	5	20	5
99	5	5	10	5	5	5	5	15	5	5	5	5	15	5	5	5	10	5	5	5	5	5	20	5
100	5	5	10	5	5	5	5	15	5	5	4	5	14	5	5	5	10	5	5	5	5	5	20	5
total	48 5	48 7	97 2	486	49 2	49 3	47 4	145 9	486	49 0	46 7	47 6	143 3	478	48 4	48 0	96 4	482	48 8	48 6	49 1	48 4	194 9	487
rata-rata	4.85	4.87	9.72	4.86	4.92	4.93	4.74	14.59	4.86	4.90	4.67	4.76	14.33	4.78	4.84	4.80	9.64	4.82	4.88	4.86	4.91	4.84	19.49	4.87

No	Kinerja Pelaksanaan SOP di GraPari Telkomsel Kudus																							
	Tangibles				Reliability					Responsiveness					Assurance				Emphaty					
	X 1	X 2	to tal	rata- rata	X 1	X 2	X 3	tot al	rata- rata	X 1	X 2	X 3	tot al	rata- rata	X 1	X 2	to tal	rata- rata	X 1	X 2	X 3	X 4	tot al	rata- rata
1	5	5	10	5	5	5	5	15	5	5	5	5	15	5	5	5	10	5	5	5	5	5	20	5
2	4	4	8	4	5	5	4	14	5	5	5	5	15	5	4	4	8	5	5	5	5	4	19	5
3	5	5	10	5	5	5	5	15	5	5	5	5	15	5	5	5	10	5	5	5	5	5	20	5
4	4	4	8	4	5	5	5	15	5	4	4	4	12	4	5	5	10	5	4	4	4	4	16	4
5	3	2	5	2.5	4	4	4	12	4	4	5	5	14	5	5	4	9	5	5	5	5	5	20	5
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18	3	2	5	2.5	4	4	4	12	4	4	5	5	14	5	5	4	9	5	5	5	5	5	20	5
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43	5	5	10	5	5	5	5	15	5	5	5	5	15	5	5	5	10	5	5	5	5	5	20	5
44	5	5	10	5	5	5	5	15	5	5	5	5	15	5	5	5	10	5	5	5	5	5	20	5
45	5	5	10	5	5	4	4	13	4	5	5	5	15	5	4	5	9	4	4	5	5	5	19	5
46	5	4	9	4.5	5	4	5	14	5	5	5	5	15	5	3	5	8	5	5	4	5	3	17	4
47	4	4	8	4	4	5	5	14	5	4	4	5	13	4	5	5	10	5	4	5	5	5	19	5

48	4	4	8	4	4	5	5	14	5	4	4	5	13	4	5	5	10	5	5	5	5	5	20	5
49	4	4	8	4	4	5	5	14	5	4	4	5	13	4	5	5	10	5	5	5	5	5	20	5
50	5	4	9	4.5	4	4	4	12	4	4	4	4	12	4	5	4	9	5	5	4	4	5	18	5
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52	4	4	8	4	4	5	5	14	5	4	4	5	13	4	5	5	10	4	5	5	5	5	20	5
53	4	4	8	4	4	3	3	10	3	3	3	3	9	3	3	3	6	4	4	4	4	4	16	4
54	4	4	8	4	4	4	4	12	4	4	4	4	12	4	4	4	8	5	4	4	4	4	16	4
55	4	4	8	4	4	5	5	14	5	4	4	5	13	4	5	5	10	5	4	5	5	5	19	5
56	4	4	8	4	4	5	5	14	5	4	5	4	13	4	5	5	10	5	5	5	5	5	20	5
57	4	4	8	4	4	4	4	12	4	4	4	4	12	4	4	4	8	4	4	4	4	4	16	4
58	4	4	8	4	4	4	4	12	4	4	4	4	12	4	4	4	8	5	4	4	4	4	16	4
59	4	4	8	4	5	5	4	14	5	5	4	5	14	5	5	5	10	5	5	5	5	5	20	5
60	4	4	8	4	4	4	4	12	4	4	4	4	12	4	4	4	8	4	4	4	4	4	16	4
61	5	4	9	4.5	4	4	4	12	4	4	4	4	12	4	4	4	8	5	4	4	4	4	16	4
62	5	5	10	5	4	4	5	13	4	5	5	4	14	5	5	5	10	5	5	4	5	4	18	5
63	4	4	8	4	4	4	4	12	4	4	4	4	12	4	4	4	8	4	4	4	4	4	16	4
64	4	5	9	4.5	5	4	4	13	4	4	4	5	13	4	5	4	9	5	5	5	4	5	19	5
65	5	5	10	5	4	4	4	12	4	5	4	4	13	4	5	5	10	4	5	4	5	4	18	5
66	3	3	6	3	4	3	3	10	3	3	4	4	11	4	3	1	4	3	2	2	3	3	10	3
67	5	4	9	4.5	4	4	4	12	4	3	3	3	9	3	3	3	6	4	5	4	4	4	17	4
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70	5	5	10	5	5	5	5	15	5	5	5	5	15	5	5	5	10	5	5	5	5	5	20	5
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72	5	5	10	5	5	5	5	15	5	5	4	5	14	5	5	5	10	5	5	5	5	5	20	5
73	5	5	10	5	5	5	5	15	5	5	5	5	15	5	5	5	10	5	5	5	5	5	20	5

74	5	5	10	5	5	5	5	15	5	5	5	5	15	5	5	5	10	5	5	5	5	5	20	5
75	4	3	7	3.5	4	4	4	12	4	4	5	5	14	5	5	4	9	4	5	5	5	5	20	5
76	5	5	10	5	5	5	4	14	5	5	5	4	14	5	4	4	8	4	5	5	5	5	20	5
77	4	4	8	4	5	5	4	14	5	5	5	4	14	5	4	4	8	4	5	5	5	5	20	5
78	4	4	8	4	4	5	4	13	4	4	4	5	13	4	5	4	9	5	5	4	5	4	18	5
79	5	5	10	5	5	5	4	14	5	5	5	4	14	5	5	5	10	5	5	5	5	5	20	5
80	5	4	9	4.5	4	4	4	12	4	4	4	4	12	4	5	4	9	5	5	4	4	5	18	5
81	5	4	9	4.5	5	5	4	14	5	5	5	5	15	5	5	4	9	5	5	5	5	5	20	5
82	3	2	5	2.5	4	4	4	12	4	4	5	5	14	5	5	4	9	5	5	5	5	5	20	5
83	3	2	5	2.5	4	4	4	12	4	4	5	5	14	5	5	4	9	5	5	5	5	5	20	5
84	5	4	9	4.5	4	4	4	12	4	4	4	4	12	4	5	4	9	5	5	4	4	5	18	5
85	5	4	9	4.5	4	4	4	12	4	4	4	4	12	4	5	4	9	5	5	4	4	5	18	5
86	5	4	9	4.5	4	5	4	13	4	4	5	5	14	5	5	5	10	5	5	5	5	5	20	5
87	5	5	10	5	5	5	5	15	5	5	5	5	15	5	5	5	10	5	5	5	5	5	20	5
88	5	5	10	5	5	5	5	15	5	5	4	5	14	5	5	4	9	5	5	5	5	5	20	5
89	5	5	10	5	5	5	5	15	5	5	4	5	14	5	5	5	10	5	5	5	5	5	20	5
90	5	5	10	5	5	5	5	15	5	5	5	5	15	5	5	5	10	5	5	5	5	5	20	5
91	5	5	10	5	5	5	5	15	5	5	4	5	14	5	5	5	10	5	5	5	5	5	20	5
92	5	5	10	5	5	5	5	15	5	5	4	5	14	5	5	5	10	5	5	5	5	5	20	5
93	4	4	8	4	5	5	4	14	5	5	5	4	14	5	4	4	8	5	5	5	5	5	20	5
94	5	5	10	5	5	5	5	15	5	5	5	5	15	5	5	5	10	5	5	5	5	5	20	5
95	5	5	10	5	5	5	5	15	5	5	5	5	15	5	5	5	10	4	5	5	5	5	20	5
96	5	5	10	5	5	5	5	15	5	5	5	5	15	5	4	3	7	4	5	4	3	5	17	4
97	4	4	8	4	5	5	4	14	5	5	5	5	15	5	5	5	10	5	4	4	4	4	16	4
98	5	5	10	5	5	5	5	15	5	5	5	5	15	5	5	5	10	5	5	5	5	5	20	5
99	4	5	9	4.5	4	4	5	13	4	5	5	5	15	5	5	5	10	5	5	5	5	5	20	5

100	5	5	10	5	5	5	5	15	5	5	4	5	14	5	5	5	10	5	5	5	5	5	20	5
total	44	43	88	441	45	46	45	13	458	46	45	46	13	457	46	45	91	457	47	46	47	47	18	474
rata-rata	4.	4.	8.	4.41	4.	4.	4.	13.	4.58	4.	4.	4.	13.	4.57	4.	4.	9.	4.57	4.	4.	4.	4.	18.	4.74



No	Data Kualitas Pelayanan																							
	Tangibles				Reliability					Responsiveness				Assurance					Emphaty					
	X 1	X 2	tot al	rata - rata	X 1	X 2	X 3	tot al	rata - rata	X 1	X 2	tot al	rata - rata	X 1	X 2	X 3	tot al	rata - rata	X 1	X 2	X 3	X 4	tot al	rata - rata
1	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
2	-1	-1	-2	-1	1	0	0	1	0.3	0	1	1	0.5	1	0	0	1	0.3	0	0	0	-1	-1	-0.25
3	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
4	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
5	-2	-3	-5	-2.5	0	-1	-1	-2	-0.7	-1	1	0	0	0	0	-1	-1	-0.3	0	0	0	0	0	0
6	0	0	0	0	1	0	0	1	0.3	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
7	1	1	2	1	1	0	0	1	0.3	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
8	0	0	0	0	-1	0	0	-1	-0.3	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
9	0	0	0	0	-1	0	0	-1	-0.3	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
10	-1	0	-1	-0.5	0	0	1	1	0.3	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
11	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
12	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
13	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
14	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
15	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
16	0	0	0	0	1	-1	1	1	0.3	0	-1	-1	-0.5	0	-1	0	-1	-0.3	1	1	1	-1	2	0.5
17	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
18	-2	-3	-5	-2.5	0	-1	-1	-2	-0.7	-1	1	0	0	0	0	-1	-1	-0.3	0	0	0	0	0	0
19	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
20	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
21	0	0	0	0	0	0	0	0	0.0	0	1	1	0.5	0	0	0	0	0.0	0	0	0	0	0	0

22	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
23	0	0	0	0	1	0	-1	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
24	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
25	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
26	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
27	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
28	0	0	0	0	1	0	0	1	0.3	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
29	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
30	0	0	0	0	1	0	0	1	0.3	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
31	-1	-1	-2	-1	1	0	0	1	0.3	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
32	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
33	0	0	0	0	0	0	0	0	0.0	0	-1	-1	-0.5	0	0	0	0	0.0	0	0	0	0	0	0
34	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
35	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
36	0	0	0	0	1	0	0	1	0.3	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
37	-2	-3	-5	-2.5	0	-1	-1	-2	-0.7	-1	1	0	0	0	0	-1	-1	-0.3	0	0	0	0	0	0
38	-2	-3	-5	-2.5	0	-1	-1	-2	-0.7	-1	1	0	0	0	0	-1	-1	-0.3	0	0	0	0	0	0
39	0	0	0	0	0	1	-1	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
40	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
41	-2	-3	-5	-2.5	0	-1	-1	-2	-0.7	-1	1	0	0	0	0	-1	-1	-0.3	0	0	0	0	0	0
42	-2	-3	-5	-2.5	0	-1	-1	-2	-0.7	-1	1	0	0	0	0	-1	-1	-0.3	0	0	0	0	0	0
43	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
44	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
45	0	0	0	0	1	-1	-1	-1	-0.3	0	0	0	0	0	-1	0	-1	-0.3	-1	0	0	0	-1	0.25
46	1	0	1	0.5	0	-1	1	0	0.0	0	1	1	0.5	2	-2	0	0	0.0	1	-1	0	0	0	0
47	-1	-1	-2	-1	-1	0	0	-1	-0.3	-1	-1	-2	-1	0	0	0	0	0.0	-1	0	0	0	-1	-

71	0	0	0	0	1	0	0	1	0.3	0	0	0	0	0	-1	0	-1	-0.3	0	0	0	0	0	0
72	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
73	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
74	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
75	-1	-2	-3	-1.5	0	-1	0	-1	-0.3	-1	0	-1	-0.5	0	0	-1	-1	-0.3	0	0	0	0	0	0
76	0	0	0	0	1	0	0	1	0.3	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
77	0	0	0	0	1	0	0	1	0.3	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
78	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
79	0	0	0	0	1	0	0	1	0.3	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
80	0	-1	-1	-0.5	0	-1	-1	-2	-0.7	-1	-1	-2	-1	-1	0	-1	-2	-0.7	0	-1	-1	0	-2	-0.5
81	0	-1	-1	-0.5	1	0	-1	0	0.0	0	0	0	0	0	0	-1	-1	-0.3	0	1	0	1	2	0.5
82	-2	-3	-5	-2.5	0	-1	-1	-2	-0.7	-1	1	0	0	0	0	-1	-1	-0.3	0	0	0	0	0	0
83	-2	-3	-5	-2.5	0	-1	-1	-2	-0.7	-1	1	0	0	0	0	-1	-1	-0.3	0	0	0	0	0	0
84	0	-1	-1	-0.5	0	-1	-1	-2	-0.7	-1	-1	-2	-1	-1	0	-1	-2	-0.7	0	-1	-1	0	-2	-0.5
85	0	-1	-1	-0.5	0	-1	-1	-2	-0.7	-1	-1	-2	-1	-1	0	-1	-2	-0.7	0	-1	-1	0	-2	-0.5
86	0	-1	-1	-0.5	0	0	-1	-1	-0.3	-1	0	-1	-0.5	0	0	0	0	0.0	0	0	0	0	0	0
87	0	0	0	0	0	0	0	0	0.0	1	1	2	1	1	0	0	1	0.3	1	1	1	1	4	1
88	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
89	0	0	0	0	0	0	0	0	0.0	0	-1	-1	-0.5	1	0	0	1	0.3	0	0	0	0	0	0
90	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
91	0	0	0	0	0	0	0	0	0.0	0	-1	-1	-0.5	1	0	0	1	0.3	0	0	0	0	0	0
92	0	0	0	0	0	0	0	0	0.0	0	-1	-1	-0.5	1	0	0	1	0.3	0	0	0	0	0	0
93	0	0	0	0	1	0	0	1	0.3	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
94	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
95	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
96	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	-1	-2	-3	-1.0	0	-1	-2	0	-3	0.75

97	0	0	0	0	1	0	0	1	0.3	0	0	0	0	1	1	1	3	1.0	-1	-1	-1	-1	-4	-1
98	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
99	-1	0	-1	-0.5	-1	-1	0	-2	-0.7	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
100	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0	0	0	0.0	0	0	0	0	0	0
tota l	- 37	- 53	- 90	-45	9	-29	-24	-44	14.7	-30	-16	-46	-23	-11	-17	-30	-58	19.3	-10	-17	-16	-9	-52	-13
rata - rata	- 0.7 33	- 1.0 50	- 1.7 82	- 0.89 1	0. 17 8	- 0.5 74	- 0.4 75	- 0.8 71	- 0.29 0	- 0.5 94	- 0.3 17	- 0.9 11	- 0.45 5	- 0.2 18	- 0.3 37	- 0.5 94	- 1.1 49	- 0.38 3	- 0.1 98	- 0.3 37	- 0.3 17	- 0.1 78	- 1.0 30	- 0.25 7

