

LAMPIRAN

LAMPIRAN A

KUISIONER

ANALISIS KEPUASAN KONSUMEN TERHADAP JASA LEMBAGA BIMBINGAN BELAJAR NEUTRON DI YOGYAKARTA

Kami mohon kesediaan saudara menjawab pertanyaan-pertanyaan berikut ini dan tidak ada yang kosong atau terlewat.

PETUNJUK PENGISIAN:

- a. Bacalah baik-baik setiap pertanyaan dari seluruh alternatif jawaban.
- b. Pilihlah alternatif jawaban yang paling sesuai menurut saudara, berikan tanda (X) pada tempat yang telah disediakan.

I. Profil Responden:

1. Jenis Kelamin:

- a. laki-laki
- b. perempuan

2. Status Sekolah:

- a. SMU Negeri
- b. SMU Swasta

- II. Berilah tanda silang (X) pada lajur **TINGKAT KEPENTINGAN** (harapan) yang anda pilih dengan pengalaman (kesan) dari harapan anda atas jasa Lembaga Bimbingan Belajar Neutron di Yogyakarta.

Keterangan:

- | | |
|----|------------------|
| SP | = Sangat Penting |
| P | = Penting |
| CP | = Cukup Penting |
| KP | = Kurang Penting |
| TP | = Tidak Penting |

Keterangan:

- SB = Sangat Baik
- B = Baik
- CB = Cukup Baik
- KB = Kurang Baik
- TB = Tidak Baik

NO.	PERNYATAAN	KINERJA				
		SB	B	CB	KB	TB
	<u>Kehandalan</u>					
1.	Pelayanan yang dapat diandalkan dari tentor maupun karyawan.					
2.	Kecakapan tentor dan karyawan dalam menyelesaikan pekerjaan.					
	<u>Tanggapan</u>					
3.	Tentor dan karyawan memberikan pelayanan dengan segera					
4.	Kemauan untuk membantu konsumen dengan segera.					
	<u>Assurance (jaminan)</u>					
5.	Tentor yang berkompeten dalam mengajar sesuai dengan bidangnya.					
6.	Sikap dan penampilan tentor dan karyawan yang baik dan sopan.					
7.	Image baik yang melekat pada lembaga bimbingan belajar.					
	<u>Empati</u>					
8.	Kemudahan siswa dalam berkonsultasi dengan masalah yang dihadapi terutama masalah pelajaran.					
9.	Komunikasi yang baik antara siswa dengan tentor maupun karyawan.					
10.	Perhatian yang tulus dan adil terhadap siswa.					
	<u>Tangible (bukti langsung)</u>					
11.	Gedung yang bagus dan megah					
12.	Ruang belajar yang nyaman dan tenang					
13.	Fasilitas modul yang lengkap					
14.	Fasilitas parkir yang luas dan aman					
15.	Fasilitas tempat ibadah (mushola)					

NO.	PERNYATAAN	TINGKAT KEPENTINGAN				
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13.	Fasilitas modul yang lengkap					
14.	Fasilitas parkir yang luas dan aman					
15.	Fasilitas tempat ibadah (mushola)					

III Berilah tanda silang (X) pada lajur KINERJA yang anda pilih sesuai dengan pengalaman (kesan) dari harapan anda atas jasa lembaga bimbingan belajar neutron di yogyakarta.

LAMPIRAN B

LAMPIRAN C

LAMPIRAN D

Correlations

Correlations

		Total
Kehandalan Kinerja 1	Pearson Correlation	.913**
	Sig. (2-tailed)	.000
	N	30
Kehandalan Kinerja 2	Pearson Correlation	.800**
	Sig. (2-tailed)	.000
	N	30
Total	Pearson Correlation	1.000
	Sig. (2-tailed)	.
	N	30

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

Reliability

***** Method (Cronbach's) will be used for this analysis *****

RELIABILITY ANALYSIS - CRONBACH ALPHA

		Mean	Std. Dev.	Cases
1.	HANDAL	4.0000	.0000	10.0
2.	RANDOME	4.0000	.0000	10.0

Statistics for	Mean	Variance	Std. Dev.	N of Variables
SCALE	4.000	.9299	.9643	2

Variability coefficient is

N of Cases = 20.0

N of Items = 2

Alpha = .6230

Correlations

Correlations

		Total
Tanggapan Kinerja 1	Pearson Correlation	.853**
	Sig. (2-tailed)	.000
	N	30
Tanggapan Kinerja 2	Pearson Correlation	.850**
	Sig. (2-tailed)	.000
	N	30
Total	Pearson Correlation	1.000
	Sig. (2-tailed)	.
	N	30

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

Reliability

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

RELIABILITY ANALYSIS - SCALD (INTER)

		Mean	Std. Dev.	N of Valid Cases
1.	TANGGAP1	4.0333	.8297	30.0
2.	TANGGAP2	4.2000	.6544	30.0

Statistics for	Mean	Variance	Std. Dev.	N of Variables
SCALD	4.2233	1.2885	1.1351	2

Reliability Coefficients

N of Cases = 30.0 N of Items = 2

Alpha = .6107

Correlations

Correlations

		Total
Assurance Kinerja 1	Pearson Correlation	.842**
	Sig. (2-tailed)	.000
	N	30
Assurance Kinerja 2	Pearson Correlation	.877**
	Sig. (2-tailed)	.000
	N	30
Assurance Kinerja 3	Pearson Correlation	.913**
	Sig. (2-tailed)	.000
	N	30
Total	Pearson Correlation	1.000
	Sig. (2-tailed)	.
	N	30

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

Reliability

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

RELIABILITY: STATISTICS FOR SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	ASSURE1	2.9667	.7184	30.0
2.	ASSURE2	2.7667	.6976	30.0
3.	ASSURE3	2.7000	.6769	30.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	6.4333	4.8057	2.1922	3

Reliability Coefficients

N of Cases = 30.0 N of Items = 3

Alpha .8474

Correlations

Correlations

		Total
Empathy Kinerja 1	Pearson Correlation	.794**
	Sig. (2-tailed)	.000
	N	30
Empathy Kinerja 2	Pearson Correlation	.590**
	Sig. (2-tailed)	.001
	N	30
Empathy Kinerja 3	Pearson Correlation	.852**
	Sig. (2-tailed)	.000
	N	30
Total	Pearson Correlation	1.000
	Sig. (2-tailed)	.
	N	30

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

Reliability

***** Method = Spearman-Brown will be used for this analysis *****

RELIABILITY ANALYSIS: EMPATHY (ALPHA)

		Mean	Std Dev	Cases
1.	EMPATHY1	2.2000	.4615	30.0
2.	EMPATHY2	2.6000	.4133	30.0
3.	EMPATHY3	2.6333	.4894	30.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	2.4333	1.3920	1.1807	3

Reliability Coefficients

N of Cases = 30.0 N of Items = 3

Alpha .6171

Correlations

Correlations

		Total
Tangible Kinerja 1	Pearson Correlation	.817**
	Sig. (2-tailed)	.000
	N	30
Tangible Kinerja 2	Pearson Correlation	.379*
	Sig. (2-tailed)	.039
	N	30
Tangible Kinerja 3	Pearson Correlation	.723**
	Sig. (2-tailed)	.000
	N	30
Tangible Kinerja 4	Pearson Correlation	.703**
	Sig. (2-tailed)	.000
	N	30
Tangible Kinerja 5	Pearson Correlation	.810**
	Sig. (2-tailed)	.000
	N	30
Total	Pearson Correlation	1.000
	Sig. (2-tailed)	.
	N	30

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

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

Reliability

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

RELIABILITY ANALYSIS - SCALING (SPSS)

		Mean	Std. Dev.	Cases
1.	TANGIBL	3.5333	,7000	30,0
2.	TANGIBL	3.3333	,9000	30,0
3.	TANGIBL	3.4667	,7333	30,0
4.	TANGIBL	3.4667	,6193	30,0
5.	TANGIBL	3.3333	,7000	30,0

Statistics for	Mean	Variance	Std. Dev.	N of Variables
SCALE	3.4667	.77989	.8826	5

Reliability Coefficient =

N of Cases = 30.

Reliability =

Alpha = .8826

Correlations

Correlations

		Total
Kehandalan Harapan 1	Pearson Correlation	.944**
	Sig. (2-tailed)	.000
	N	30
Kehandalan Harapan 2	Pearson Correlation	.936**
	Sig. (2-tailed)	.000
	N	30
Total	Pearson Correlation	1.000
	Sig. (2-tailed)	.
	N	30

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

Reliability

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

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	HANDALL	2.8333	1.0000	30.0
2.	HANDALE	2.8333	1.0000	30.0

	Mean	Variance	Std Dev	N of Variables
Statistics for SCALE	5.6667	4.1600	2.0398	2

Reliability Coefficients

N of Cases = 30.0

N of Items = 2

Alpha = .904

Correlations

Correlations

		Total
Tanggapan Harapan 1	Pearson Correlation	.814**
	Sig. (2-tailed)	.000
	N	30
Tanggapan Harapan 2	Pearson Correlation	.925**
	Sig. (2-tailed)	.000
	N	30
Total	Pearson Correlation	1.000
	Sig. (2-tailed)	.
	N	30

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

Reliability

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

RELIABILITY ANALYSIS - SCALE (ALPHA)		Mean	Std Dev	Cases
1.	TANGGAP1	3.5333	.6814	30.0
2.	TANGGAP2	3.5667	1.0400	30.0
Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	7.1000	2.3000	1.5166	2

Reliability Coefficients

N of Cases = 30.0 N of Items = 2

Alpha = .6557

Correlations

Correlations

		Total
Assurance Harapan 1	Pearson Correlation	.764**
	Sig. (2-tailed)	.000
	N	30
Assurance Harapan 2	Pearson Correlation	.851**
	Sig. (2-tailed)	.000
	N	30
Assurance Harapan 3	Pearson Correlation	.731**
	Sig. (2-tailed)	.000
	N	30
Total	Pearson Correlation	1.000
	Sig. (2-tailed)	.
	N	30

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

Reliability

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

PERCENTAGE OF VARIANCE EXPLAINED BY SCALE (APPROX)

		Mean	Std Dev	Cases
1.	ASSURE1	4.1333	1.4714	30.0
2.	ASSURE2	3.5667	1.6161	30.0
3.	ASSURE3	3.0000	1.5109	30.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	10.0000	2.1207	1.4563	3

Reliability Coefficients

N of Cases = 30

N of Items = 3

Alpha = .6797

Correlations

Correlations

		Total
Empathy Harapan 1	Pearson Correlation	.805**
	Sig. (2-tailed)	.000
	N	30
Empathy Harapan 2	Pearson Correlation	.764**
	Sig. (2-tailed)	.000
	N	30
Empathy Harapan 3	Pearson Correlation	.707**
	Sig. (2-tailed)	.000
	N	30
Total	Pearson Correlation	1.000
	Sig. (2-tailed)	.
	N	30

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

Reliability

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

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	EMPATHIE	3.0667	.4408	30.0
2.	EMPATHYE	2.5667	.7593	30.0
3.	EMPATHYS	2.6000	.5632	30.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	2.7333	1.4264	1.1943	3

Reliability Coefficients

N of Cases = 30.0

N of Items = 3

Alpha .6140

Correlations

Correlations

		Total
Tangible Harapan 1	Pearson Correlation	.695**
	Sig. (2-tailed)	.000
	N	30
Tangible Harapan 2	Pearson Correlation	.521**
	Sig. (2-tailed)	.003
	N	30
Tangible Harapan 3	Pearson Correlation	.733**
	Sig. (2-tailed)	.000
	N	30
Tangible Harapan 4	Pearson Correlation	.629**
	Sig. (2-tailed)	.000
	N	30
Tangible Harapan 5	Pearson Correlation	.705**
	Sig. (2-tailed)	.000
	N	30
Total	Pearson Correlation	1.000
	Sig. (2-tailed)	.
	N	30

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

Reliability

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

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	TANGIB1	3.0333	.4901	30.0
2.	TANGIB2	3.2667	.4795	30.0
3.	TANGIB3	3.2000	.4921	30.0
4.	TANGIB4	3.0667	.5467	30.0
5.	TANGIB5	3.0333	.6087	30.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	3.0333	3.3851	1.8399	5

Reliability Coefficients

N of Cases 30.0 N of Items 5

Alpha = .6711

LAMPIRAN C

NPar Tests

Descriptive Statistics

	N	Mean	Std. Deviation	Minimum	Maximum
Kehandalan Harapan	164	3.35	1.09	1	5
Kehandalan Kinerja	164	3.96	.64	1	5

Wilcoxon Signed Ranks Test

Ranks

		N	Mean Rank	Sum of Ranks
Kehandalan Kinerja - Kehandalan Harapan	Negative Ranks	44 ^a	47.35	2083.50
	Positive Ranks	86 ^b	74.78	6431.50
	Ties	34 ^c		
	Total	164		

- a. Kehandalan Kinerja < Kehandalan Harapan
- b. Kehandalan Kinerja > Kehandalan Harapan
- c. Kehandalan Harapan = Kehandalan Kinerja

Test Statistics^b

	Kehandalan Kinerja - Kehandalan Harapan
Z	-5.177 ^a
Asymp. Sig. (2-tailed)	.000

- a. Based on negative ranks
- b. Wilcoxon Signed Ranks Test

NPar Tests

Descriptive Statistics

	N	Mean	Std. Deviation	Minimum	Maximum
Tanggapan Harapan	164	3.49	.80	1	5
Tanggapan Kinerja	164	3.91	.98	1	5

Wilcoxon Signed Ranks Test

Ranks

	N	Mean Rank	Sum of Ranks
Tanggapan Kinerja - Tanggapan Harapan	Negative Ranks 34 ^a	67.57	2297.50
	Positive Ranks 87 ^b	58.43	5083.50
	Ties 43 ^c		
	Total 164		

a. Tanggapan Kinerja < Tanggapan Harapan

b. Tanggapan Kinerja > Tanggapan Harapan

c. Tanggapan Harapan = Tanggapan Kinerja

Test Statistics^b

	Tanggapan Kinerja - Tanggapan Harapan
Z	-3.708 ^a
Asymp. Sig. (2-tailed)	.000

a. Based on negative ranks.

b. Wilcoxon Signed Ranks Test

NPar Tests

Descriptive Statistics

	N	Mean	Std. Deviation	Minimum	Maximum
Assurance Harapan	164	2.67	1.15	1	5
Assurance Kinerja	164	2.99	.95	1	5

Wilcoxon Signed Ranks Test

Ranks

		N	Mean Rank	Sum of Ranks
Assurance Kinerja - Assurance Harapan	Negative Ranks	76 ^a	49.39	3753.50
	Positive Ranks	66 ^b	96.96	6399.50
	Ties	22 ^c		
	Total	164		

- a. Assurance Kinerja < Assurance Harapan
- b. Assurance Kinerja > Assurance Harapan
- c. Assurance Harapan = Assurance Kinerja

Test Statistics^b

	Assurance Kinerja - Assurance Harapan
Z	-2.739 ^a
Asymp. Sig. (2-tailed)	.006

- a. Based on negative ranks.
- b. Wilcoxon Signed Ranks Test

NPar Tests

Descriptive Statistics

	N	Mean	Std. Deviation	Minimum	Maximum
Empathy Harapan	164	2.91	.62	2	4
Empathy Kinerja	164	2.72	.82	1	5

Wilcoxon Signed Ranks Test

Ranks

	N	Mean Rank	Sum of Ranks
Empathy Kinerja - Negative Ranks	52 ^a	48.40	2517.00
Empathy Harapan Positive Ranks	35 ^b	37.46	1311.00
Ties	77 ^c		
Total	164		

- a. Empathy Kinerja < Empathy Harapan
- b. Empathy Kinerja > Empathy Harapan
- c. Empathy Harapan = Empathy Kinerja

Test Statistics^b

	Empathy Kinerja - Empathy Harapan
Z	-2.727 ^a
Asymp. Sig. (2-tailed)	.006

- a. Based on positive ranks.
- b. Wilcoxon Signed Ranks Test

NPar Tests

Descriptive Statistics

	N	Mean	Std. Deviation	Minimum	Maximum
Tangible Harapan	164	3.23	.70	2	4
Tangible Kinerja	164	3.41	.66	2	5

Wilcoxon Signed Ranks Test

Ranks

		N	Mean Rank	Sum of Ranks
Tangible Kinerja - Tangible Harapan	Negative Ranks	32 ^a	43.67	1397.50
	Positive Ranks	57 ^b	45.75	2607.50
	Ties	75 ^c		
	Total	164		

- a. Tangible Kinerja < Tangible Harapan
- b. Tangible Kinerja > Tangible Harapan
- c. Tangible Harapan = Tangible Kinerja

Test Statistics^b

	Tangible Kinerja - Tangible Harapan
Z	-2.710 ^a
Asymp. Sig. (2-tailed)	.007

- a. Based on negative ranks.
- b. Wilcoxon Signed Ranks Test

HARAPAN

Kehandalan

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

Tanggapan

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

Assurance

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

Kehandalan

111	4	4	8	4
112	4	4	8	4
113	4	5	9	5
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163	4	4	8	4
164	5	5	10	5

Tanggapan

111	3	5	8	4
112	4	3	7	4
113	4	3	7	4
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159	4	5	9	5
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161	3	4	7	4
162	4	5	9	5
163	5	3	8	4
164	4	4	8	4

Assurance

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113	4	3	2	9	2
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115	4	4	2	10	1
116	5	5	2	12	1
117	4	3	3	10	1
118	3	3	4	10	1
119	4	5	3	12	1
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121	3	2	4	9	2
122	3	2	5	10	2
123	5	3	3	11	1
124	4	3	2	9	1
125	5	2	4	11	1
126	3	2	2	7	2
127	3	2	4	9	2
128	5	2	3	10	1
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141	4	3	4	11	1
142	4	2	5	11	1
143	4	3	4	11	1
144	5	2	2	9	2
145	3	3	4	10	1
146	3	2	3	8	1
147	4	3	4	11	1
148	4	2	4	10	1
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151	4	2	5	11	1
152	5	4	4	13	2
153	3	3	2	8	1
154	4	4	4	12	1
155	5	3	2	10	1
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158	4	1	2	7	1
159	4	2	4	10	1
160	5	2	5	12	2
161	4	3	4	11	1
162	3	2	5	10	1
163	4	2	3	9	2
164	4	2	4	10	2

Empathy

Item	8	9	10	Jml	Rata-rata
1	3	2	2	7	2
2	4	3	4	11	4
3	3	2	3	8	3
4	3	3	3	9	3
5	3	3	2	8	3
6	3	2	2	7	2
7	3	3	3	9	3
8	4	3	3	10	3
9	2	2	3	7	2
10	3	2	2	7	2
11	3	3	2	8	3
12	3	3	3	9	3
13	3	2	3	8	3
14	3	2	2	7	2
15	3	3	2	8	3
16	3	2	3	8	3
17	3	3	3	9	3
18	4	4	3	11	4
19	3	2	3	8	3
20	3	3	2	8	3
21	3	3	3	9	3
22	3	2	2	7	2
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32	3	2	2	7	2
33	4	2	2	8	3
34	3	2	2	7	2
35	4	2	2	8	3
36	4	2	1	7	2
37	4	3	3	10	3
38	3	2	1	6	2
39	4	3	4	11	4
40	2	1	2	5	2
41	5	2	2	9	3
42	4	2	2	8	3
43	4	3	3	10	3
44	4	2	2	8	3
45	3	3	3	9	3
46	4	1	2	7	2
47	4	2	2	8	3
48	4	2	1	7	2
49	3	3	4	10	3
50	3	2	5	10	3

Tangible

Item	11	12	13	14	15	Jml	Rata-rata
1	3	3	3	3	4	16	3
2	3	3	3	2	2	13	3
3	3	2	2	3	3	13	3
4	2	3	3	3	2	13	3
5	3	3	3	3	3	15	3
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8	3	3	2	3	2	13	3
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17	4	3	4	4	3	18	4
18	3	3	3	3	3	15	3
19	3	3	3	2	2	13	3
20	2	2	2	3	2	11	2
21	3	3	3	3	3	15	3
22	3	3	2	2	2	12	2
23	3	3	3	3	2	14	3
24	3	2	3	2	2	12	2
25	3	2	3	2	3	13	3
26	3	2	3	3	3	14	3
27	4	3	4	3	3	17	3
28	3	3	3	2	2	13	3
29	4	3	3	3	3	16	3
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34	3	2	2	2	2	11	2
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37	5	3	4	3	3	18	4
38	4	2	5	2	2	15	3
39	4	3	4	3	3	17	3
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46	5	3	4	3	4	19	4
47	4	2	5	2	3	16	3
48	4	4	4	4	1	17	3
49	2	3	2	2	3	12	2
50	2	4	4	2	2	14	3

Empathy

51	3	2	2	7	2
52	3	2	2	7	2
53	4	2	2	8	3
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57	4	1	2	7	2
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79	3	2	1	6	2
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81	4	3	5	12	4
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92	4	2	2	8	3
93	4	1	1	6	2
94	4	4	3	11	4
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98	3	2	1	6	2
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109	1	4	5	10	3
110	2	3	4	9	3

Tangible

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108	3	2	4	2	5	16	3
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110	4	3	3	3	2	15	3

Empathy

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159	3	4	4	11	4
160	2	3	3	8	3
161	2	4	4	10	3
162	1	5	4	10	3
163	3	2	5	10	3
164	2	2	3	7	2

Tangible

111	5	3	2	4	4	18	4
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116	4	5	3	3	4	19	4
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132	4	4	5	3	3	19	4
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159	4	5	4	4	4	21	4
160	5	4	4	4	2	19	4
161	4	5	4	5	4	22	4
162	3	3	4	3	2	15	3
163	5	3	4	4	2	18	4
164	5	5	4	5	3	22	4

KINERJA

Kehandalan

Item	1	2	Jml	Rata-rata
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43	4	5	9	5
44	4	4	8	4
45	3	4	7	4
46	4	5	9	5
47	5	5	10	5
48	4	4	8	4
49	4	4	8	4
50	5	4	9	5

Tanggapan

item	3	4	Jml	Rata-rata
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6	4	4	8	4
7	5	4	9	5
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45	4	5	9	5
46	5	4	9	5
47	4	5	9	5
48	4	4	8	4
49	4	4	8	4
50	5	5	10	5

Assurance

Item	5	6	7	Jml	Rata-rata
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6	3	2	2	7	2
7	4	5	4	13	4
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9	3	3	3	9	3
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Kehandalan

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Tanggapan

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164	2	2	4	2

Assurance

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143	4	4	3	11	4
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156	5	4	5	14	5
157	4	2	4	10	3
158	4	2	3	9	3
159	4	2	4	10	3
160	5	2	4	11	4
161	4	4	3	11	4
162	3	5	3	11	4
163	5	4	5	14	5
164	5	5	4	14	5

Empathy

Item	8	9	10	Jml	Rata-rata
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6	2	4	2	8	3
7	3	4	4	11	4
8	2	4	2	8	3
9	2	3	4	9	3
10	1	5	2	8	3
11	4	5	5	14	5
12	2	4	4	10	3
13	4	4	3	11	4
14	4	4	3	11	4
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16	1	3	2	6	2
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32	2	3	1	6	2
33	2	4	3	9	3
34	2	3	2	7	2
35	5	2	4	11	4
36	3	4	2	9	3
37	2	4	3	9	3
38	2	4	2	8	3
39	4	4	4	12	4
40	2	3	1	6	2
41	2	2	2	6	2
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43	5	2	1	8	3
44	3	4	2	9	3
45	2	4	1	7	2
46	2	4	3	9	3
47	2	4	2	8	3
48	1	4	1	6	2
49	2	4	2	8	3
50	3	4	2	9	3

Tangible

Item	11	12	13	14	15	Jml	Rata-rata
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18	5	4	4	4	4	21	4
19	3	4	4	4	4	19	4
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27	4	4	3	4	4	19	4
28	4	4	4	3	3	18	4
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36	4	3	4	4	4	19	4
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46	4	4	5	1	1	15	3
47	5	4	4	2	2	17	3
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50	4	4	4	4	2	18	4

Empathy

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Tangible

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Empathy

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164	2	2	2	6	2

Tangible

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