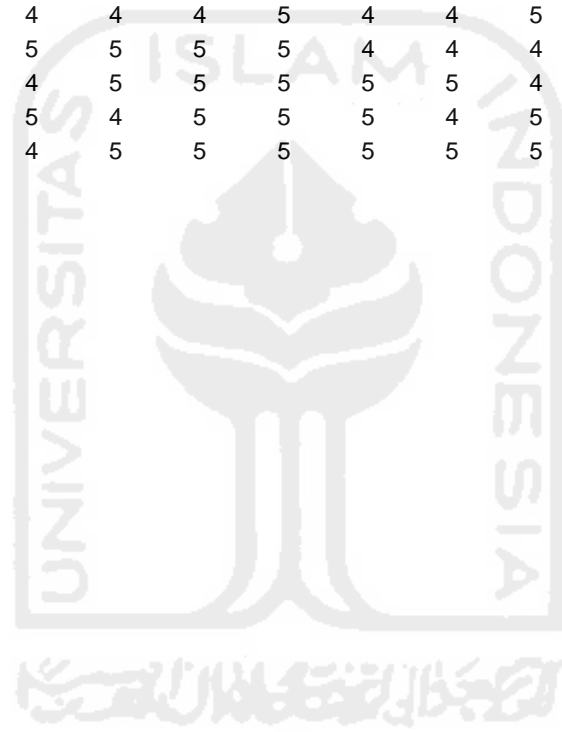


Lampiran



No	Tk.K pt1	Tk.K pt2	Tk.K pt3	Tk.K pt4	Tk.K pt5	Tk.K pt6	Tk.K pt7	Tk.K pt8	Tk.K pt9	Tk.K pt10	Tk.K pt11	Tk.K pt12	Tk.K pt13	Tk.K pt14	Tk.K pt15	Tk.K pt16	Tk.K pt17	Tk.K pt18	Tk.K pt19	Tk.K pt20	Tk.K pt21	Tk.K pt22	Tk.K pt23	Tk.K pt24
1	4	4	4	4	4	5	4	5	5	4	5	5	5	5	4	5	5	5	4	5	4	4	4	4
2	4	5	4	5	5	4	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	4	5	5
3	4	5	4	4	5	3	4	3	4	4	4	4	4	4	5	5	5	5	5	4	5	4	5	4
4	4	5	5	5	5	5	5	5	5	5	5	5	4	4	3	5	4	4	4	3	5	5	4	4
5	5	5	5	5	4	5	5	5	5	5	5	5	4	4	4	4	4	4	5	5	5	4	5	5
6	4	4	4	4	4	5	3	4	4	4	4	4	4	5	5	5	5	5	4	5	4	5	3	5
7	4	4	4	4	4	4	4	5	4	5	5	5	4	5	5	5	5	5	5	5	5	4	5	5
8	5	4	5	5	5	5	5	5	5	4	5	4	5	5	5	5	5	5	5	5	5	5	4	5
9	5	5	5	4	5	5	5	5	4	5	3	4	4	5	4	5	4	4	4	4	5	5	5	5
10	3	4	3	4	4	4	4	5	5	5	5	5	4	4	3	5	5	4	4	5	5	4	4	5
11	5	5	5	5	5	5	4	5	5	5	5	4	5	5	5	5	5	5	5	4	4	4	5	5
12	4	4	5	4	4	4	4	4	5	4	4	4	4	4	4	4	5	4	5	4	4	4	4	5
13	5	4	5	5	5	4	5	4	4	4	4	4	4	5	5	5	5	5	5	5	5	5	4	5
14	4	5	5	4	5	5	5	4	5	5	5	5	4	5	5	5	5	5	4	4	5	3	3	4
15	4	5	5	5	4	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5
16	4	5	5	5	5	4	5	5	5	5	5	4	5	5	5	5	4	5	5	4	4	4	4	5
17	5	5	4	5	5	5	4	4	5	4	5	4	4	4	4	4	4	4	4	4	5	5	5	5
18	5	5	5	5	5	4	4	3	3	4	4	4	5	5	5	5	5	5	4	5	5	5	5	5
19	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5
20	4	4	5	5	5	5	5	5	5	5	4	5	5	5	4	5	5	5	5	4	5	5	5	4
21	5	5	5	5	4	5	5	5	5	5	5	4	5	5	4	5	5	5	5	5	4	5	4	5
22	5	5	5	4	4	4	4	5	5	5	5	5	5	4	4	5	5	4	4	5	4	4	5	5
23	4	4	4	5	4	4	4	4	4	4	3	4	4	4	3	5	4	4	3	4	4	4	3	4
24	4	5	4	5	5	5	5	5	5	5	4	4	5	5	4	5	5	4	5	4	5	5	5	4
25	4	4	5	5	4	4	4	4	4	3	4	3	3	4	3	4	4	4	4	4	5	5	5	5
26	5	5	4	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	4
27	3	4	4	4	4	4	4	5	5	4	4	5	5	5	4	5	5	5	5	5	3	3	4	3
28	5	4	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5
29	5	4	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5	4
30	4	4	4	5	4	4	4	5	5	5	5	4	4	5	5	5	5	4	5	4	4	3	4	4
31	5	5	5	5	5	5	5	5	5	4	5	5	4	5	5	5	5	5	4	5	5	5	5	5
32	4	3	3	4	4	4	4	4	5	5	5	5	5	5	5	4	5	5	5	5	4	4	5	5

33	5	4	4	4	5	5	4	4	4	5	5	4	4	3	3	4	4	4	4	3	3	4	4	3
34	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	4	5
35	4	4	5	5	5	4	5	5	5	5	5	4	4	4	5	4	4	5	5	4	3	3	3	4
36	5	4	4	4	5	5	5	5	5	4	4	4	5	4	4	5	4	4	3	4	4	4	4	5
37	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	5	5	4	5
38	4	5	4	4	4	4	4	5	4	5	5	5	5	5	5	4	5	4	4	4	5	5	5	5
39	3	4	4	4	4	5	4	5	5	4	5	5	5	4	5	5	5	5	5	5	4	4	5	5
40	4	4	4	5	5	4	5	5	4	5	5	5	5	5	5	5	5	5	5	5	4	4	4	5



No	Tk.K ps1	Tk.K ps2	Tk.K ps3	Tk.K ps4	Tk.K ps5	Tk.Kp s6	Tk.K ps7	Tk.K ps8	Tk.K ps9	Tk.K ps10	Tk.K ps11	Tk.K ps12	Tk.K ps13	Tk.K ps14	Tk.K ps15	Tk.K ps16	Tk.K ps17	Tk.K ps18	Tk.Kp s19	Tk.K ps20	Tk.K ps21	Tk.K ps22	Tk.K ps23	Tk.K ps24
1	3	3	3	4	3	3	4	4	4	5	5	4	5	4	4	5	4	3	4	4	4	3	4	4
2	3	4	3	2	4	3	4	5	4	5	5	5	4	3	4	4	5	5	5	5	5	3	5	5
3	5	5	4	4	5	5	5	4	4	5	5	4	4	5	5	4	4	5	5	5	5	5	4	5
4	4	5	4	3	4	3	3	4	4	5	5	4	4	3	4	4	4	4	5	4	4	3	3	3
5	4	3	5	4	5	4	3	4	3	4	3	4	5	4	5	5	5	4	5	4	5	5	3	3
6	5	4	3	5	5	3	3	2	4	4	4	4	5	5	5	5	4	5	4	5	5	4	4	5
7	5	5	5	5	4	4	4	3	4	4	3	4	5	5	4	4	5	4	4	4	4	4	4	4
8	3	3	2	3	3	4	4	4	3	4	3	3	3	3	4	3	4	3	3	4	4	2	3	3
9	4	3	3	4	4	2	3	4	4	5	4	5	4	3	3	4	4	3	4	3	4	3	3	4
10	3	3	4	3	3	3	3	4	3	3	3	3	2	4	3	3	4	3	3	4	4	4	4	4
11	4	5	3	5	5	4	3	4	4	5	4	5	4	4	4	5	5	5	4	4	5	3	3	4
12	4	5	5	5	5	5	5	5	4	3	3	4	3	4	4	4	4	4	4	3	4	4	3	3
13	5	4	4	5	4	4	4	4	5	5	5	4	5	5	4	5	4	4	4	3	3	3	4	3
14	4	5	4	3	5	4	4	3	3	4	4	3	4	3	4	4	4	4	4	3	3	4	4	3
15	4	3	3	3	4	3	4	4	4	4	4	4	4	3	4	5	5	4	4	4	4	5	4	4
16	3	3	2	3	4	2	3	3	4	4	4	3	4	4	4	5	4	5	4	4	3	3	4	5
17	4	3	4	4	3	3	3	2	3	3	3	4	3	4	3	5	4	5	4	4	4	4	4	4
18	5	4	5	4	4	4	4	4	4	5	5	4	5	4	4	4	4	4	5	4	5	4	4	5
19	4	4	5	4	5	4	5	5	5	4	4	5	5	5	4	4	4	3	3	3	5	5	5	3
20	4	4	4	3	4	3	2	3	3	3	3	4	3	5	4	4	5	5	4	4	4	5	4	4
21	4	3	4	4	5	4	4	4	4	4	4	3	4	3	3	4	4	3	2	4	4	5	4	4
22	4	4	4	5	4	5	5	4	5	4	4	4	4	4	5	5	4	4	4	4	4	3	3	3
23	4	3	5	4	4	2	3	4	4	5	5	5	4	4	3	4	4	3	3	3	4	4	4	4
24	5	4	5	5	4	4	4	5	4	4	5	4	5	4	4	5	5	5	4	5	5	4	4	4
25	4	4	4	5	5	5	4	4	5	5	4	4	3	3	4	4	5	4	4	4	5	4	5	5
26	5	4	4	4	4	4	5	3	4	4	3	4	5	4	5	5	5	4	4	3	2	3	3	3
27	5	3	4	4	4	3	5	4	3	4	3	4	4	4	4	5	4	3	5	3	5	4	3	5
28	4	3	3	4	5	4	5	5	5	4	5	5	4	4	4	4	4	4	4	4	4	4	3	4
29	4	5	5	4	4	4	4	4	4	3	4	3	3	3	3	3	4	4	4	3	4	3	4	3
30	4	4	4	4	4	4	4	4	4	5	4	4	5	5	5	4	5	5	5	5	5	5	5	5
31	4	4	5	5	5	4	4	4	3	4	5	4	4	4	4	4	4	3	3	4	5	5	4	5
32	4	4	4	3	5	4	5	5	5	5	5	4	5	5	4	4	5	5	5	5	5	5	5	5
33	4	5	5	5	5	4	4	5	4	5	4	5	4	5	4	4	4	3	4	3	4	3	3	4

34	5	5	5	5	4	4	4	4	4	4	5	5	5	3	3	4	4	4	5	5	3	4	4	4
35	4	4	5	4	5	5	4	5	4	4	5	5	4	3	4	4	3	3	4	3	3	3	2	3
36	5	4	5	4	5	5	5	5	4	4	4	5	4	5	5	4	4	3	5	4	3	4	4	3
37	3	3	4	4	4	5	5	4	5	4	4	5	4	5	5	4	4	4	3	4	4	4	4	3
38	5	5	5	4	4	5	5	5	5	5	5	4	5	5	4	5	5	4	4	4	4	5	5	5
39	2	3	3	3	3	4	4	3	3	4	4	3	3	3	4	2	2	3	4	4	4	4	3	3
40	4	4	5	5	4	3	4	5	4	5	5	5	4	4	3	4	3	3	3	4	4	5	5	4



KUISIONER PENELITIAN

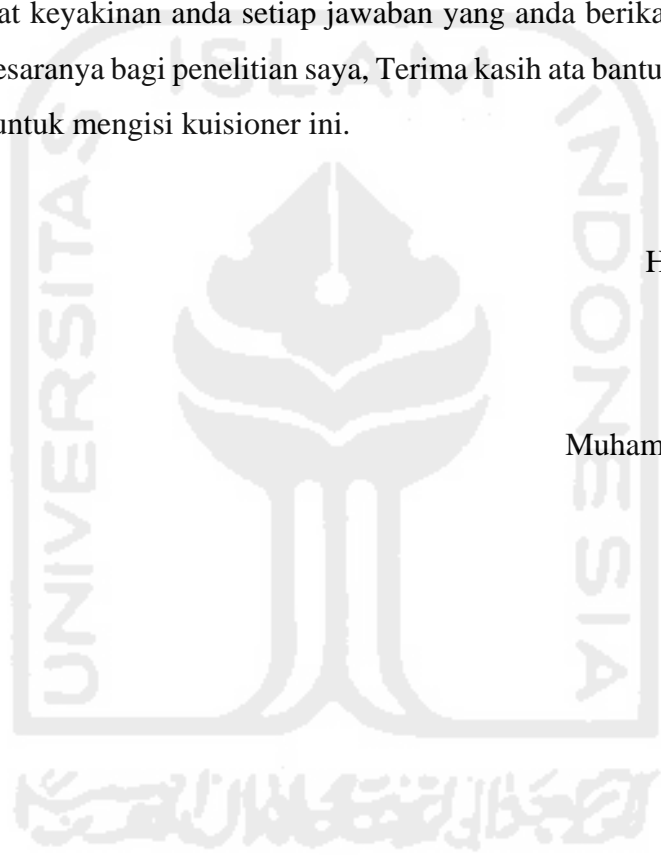
Kualitas pelayanan Apotek Swalayan

Kepada responden yang terhormat, saat ini saya sedang melakukan penelitian mengenai kualitas pelayanan di Apotek Tridadi Farma. Judul skripsi yang saya angkat adalah **“ANALISIS FAKTOR-FAKTOR YANG MEMEPENGARUHI KUALITAS PELAYANAN MENGGUNAKAN *QUALITY FUNCTION DEPLOYEMENT* DI APOTEK TRIDADI FARMA**

”. Di kuisisioner ini saya membutuhkan penilaiin pelanggan tingkat kepentingan dan tingkat Kepuasan dari pelayanan Apotek Tridadi Farma. Saya harap jawaban yang anda berikan adalah sesuai dengan tingkat keyakinan anda setiap jawaban yang anda berikan merupakan bantuan yang tidak ternilai besarnya bagi penelitian saya, Terima kasih ata bantuan dan kesediaan anda meluangkan waktu untuk mengisi kuisisioner ini.

Hormat Saya

Muhammad Gagar Pratama



Petunjuk Pengisian

Berilah tanda (√) Pada salah satu kotak jawaban yang tersedia dibawah sesuai dengan keterangan yang dijelaskan.

Keterangan

Tingkat Kepentingan

SKOR	KETERANGAN	NOTASI
1	SangatTidakPenting	STP
2	TidakPenting	TP
3	CukupPenting	CP
4	Penting	P
5	SangatPenting	SP

Tingkat Kepuasan

SKOR	KETERANGAN	NOTASI
1	SangatTidakPuas	STP
2	TidakPuas	TP
3	CukupPuas	CP
4	Puas	P
5	SangatPuas	SP

NO	Pernyataan	Tingkat Kepentingan					Tingkat Kepuasan					
		STP	TP	CP	P	SP	STP	TP	CP	P	SP	
24	Paham akan kebutuhan pelanggan											



Reliability

Case Processing Summary

		N	%
Cases	Valid	40	100.0
	Excluded ^a	0	.0
	Total	40	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.801	7

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Tk.Kpt1 Tingkat Kepentingan - Tangibles	27.23	4.846	.605	.761
Tk.Kpt2	27.13	5.446	.449	.790
Tk.Kpt3	27.10	4.913	.618	.759
Tk.Kpt4	27.00	5.538	.483	.784
Tk.Kpt5	27.00	5.333	.582	.768
Tk.Kpt6	27.05	5.536	.412	.797
Tk.Kpt7	27.10	5.118	.593	.764

Reliability

Case Processing Summary

		N	%
Cases	Valid	40	100.0
	Excluded ^a	0	.0
	Total	40	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.772	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
Tk.Kpt8 Tingkat Kepentingan - Realiability	18.40	2.656	.586	.715
Tk.Kpt9	18.38	2.804	.579	.719
Tk.Kpt10	18.45	2.869	.505	.743
Tk.Kpt11	18.48	2.769	.495	.748
Tk.Kpt12	18.50	2.769	.558	.725

Reliability

Case Processing Summary

		N	%
Cases	Valid	40	100.0
	Excluded ^a	0	.0
	Total	40	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.764	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
Tk.Kpt13 Tingkat Kepentingan - Responsiveness	13.85	1.874	.536	.723
Tk.Kpt14	13.67	1.712	.714	.630
Tk.Kpt15	13.90	1.528	.545	.744
Tk.Kpt16	13.55	2.151	.535	.734

Reliability

Case Processing Summary

		N	%
Cases	Valid	40	100.0
	Excluded ^a	0	.0
	Total	40	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.744	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
Tk.Kpt17 Tingkat Kepentingan - Assurance	13.65	1.618	.720	.604
Tk.Kpt18	13.83	1.533	.594	.652
Tk.Kpt19	13.83	1.687	.459	.730
Tk.Kpt20	13.83	1.635	.432	.753

Reliability

Case Processing Summary

		N	%
Cases	Valid	40	100.0
	Excluded ^a	0	.0
	Total	40	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.752	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
Tk.Kpt21 Tingkat Kepentingan - Emphaty	13.45	2.151	.671	.625
Tk.Kpt22	13.60	2.195	.596	.667
Tk.Kpt23	13.50	2.359	.480	.735
Tk.Kpt24	13.38	2.599	.458	.741

Reliability

Case Processing Summary

		N	%
Cases	Valid	40	100.0
	Excluded ^a	0	.0
	Total	40	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.800	7

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Tk.Kps1 Tingkat Kepuasan - Tangibles	24.05	10.613	.570	.767
Tk.Kps2	24.23	10.487	.549	.770
Tk.Kps3	24.05	9.844	.578	.765
Tk.Kps4	24.10	10.503	.523	.775
Tk.Kps5	23.88	11.189	.495	.781
Tk.Kps6	24.33	9.866	.608	.758
Tk.Kps7	24.13	11.138	.402	.797

Reliability

Case Processing Summary

		N	%
Cases	Valid	40	100.0
	Excluded ^a	0	.0
	Total	40	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.790	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
Tk.Kps8 Tingkat Kepuasan - Realiability	16.50	4.513	.551	.758
Tk.Kps9	16.55	4.921	.570	.750
Tk.Kps10	16.28	4.871	.577	.748
Tk.Kps11	16.38	4.394	.632	.728
Tk.Kps12	16.40	4.964	.520	.765

Reliability

Case Processing Summary

		N	%
Cases	Valid	40	100.0
	Excluded ^a	0	.0
	Total	40	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.714	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Tk.Kps13 Tingkat Kepuasan - Responsiveness	12.20	2.523	.564	.610
Tk.Kps14	12.30	2.677	.479	.667
Tk.Kps15	12.30	3.036	.482	.664
Tk.Kps16	12.10	2.913	.486	.660

Reliability

Case Processing Summary

		N	%
Cases	Valid	40	100.0
	Excluded ^a	0	.0
	Total	40	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.735	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Tk.Kps17 Tingkat Kepuasan - Assurance	11.83	3.020	.464	.708
Tk.Kps18	12.12	2.215	.720	.545
Tk.Kps19	12.00	2.872	.433	.729
Tk.Kps20	12.12	2.881	.506	.686

Reliability

Case Processing Summary

		N	%
Cases	Valid	40	100.0
	Excluded ^a	0	.0
	Total	40	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.749	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Tk.Kps21 Tingkat Kepuasan - Emphaty	11.68	3.558	.514	.707
Tk.Kps22	11.88	3.343	.518	.707
Tk.Kps23	11.98	3.461	.569	.678
Tk.Kps24	11.88	3.292	.579	.671