

TABEL TANGGAPAN RESPONDEN
KUALITAS PELAYANAN DAN KEPUASAN PELANGGAN

No.	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20
1	4	3	4	5	2	4	5	2	4	4	4	4	5	4	5	3	4	4	4	4
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100	4	1	5	3	1	3	5	3	4	2	5	5	3	3	4	3	3	4	5	2

Succesive Interval (MSI)

Kualitas Pelayanan

P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	JUMLAH
4.314	3.245	3.423	5.339	2.316	3.405	4.551	1.975	3.835	3.409	4.582	3.650	4.663	3.703	3.774	56.186
5.339	2.288	3.423	4.297	3.229	1.988	3.386	3.418	2.995	3.409	4.582	2.167	3.566	4.772	3.774	52.635
2.548	2.288	2.732	4.297	2.316	4.559	3.386	1.000	3.835	2.706	4.582	4.643	1.000	3.703	2.639	46.235
4.314	4.115	4.525	4.297	3.997	3.405	3.386	2.641	3.835	4.525	4.582	4.643	4.663	3.703	1.000	57.632
2.548	3.245	3.423	4.297	3.229	3.405	3.386	2.641	2.995	3.409	4.582	4.643	2.069	4.772	2.639	51.285
3.536	3.245	4.525	4.297	5.048	2.639	4.551	2.641	2.995	4.525	4.582	4.643	4.663	4.772	2.639	59.303
3.536	3.245	2.069	2.390	3.229	3.405	3.386	3.418	4.903	2.053	2.598	2.962	4.663	2.922	2.639	47.419
2.548	2.288	1.000	3.408	3.997	4.559	3.386	4.559	2.123	1.000	3.665	2.962	3.566	2.922	1.000	42.984
2.548	2.288	4.525	4.297	2.316	4.559	3.386	4.559	2.123	4.525	4.582	4.643	3.566	3.703	2.639	54.260
4.314	4.115	2.069	4.297	2.316	4.559	4.551	4.559	3.835	2.053	4.582	4.643	3.566	4.772	3.774	58.007
4.314	4.115	2.069	5.339	2.316	1.000	3.386	1.000	3.835	2.053	5.651	4.643	2.808	2.120	1.858	46.506
3.536	4.115	2.732	4.297	2.316	1.000	2.009	1.000	3.835	2.706	4.582	4.643	2.069	1.000	1.000	40.841
2.548	3.245	2.069	3.408	1.000	1.000	2.634	1.000	2.995	2.053	3.665	1.000	4.663	2.120	1.858	35.258
3.536	3.245	3.423	4.297	3.229	1.988	3.386	1.975	2.995	3.409	4.582	2.962	2.808	2.120	1.000	44.958
4.314	4.115	2.732	4.297	3.997	3.405	2.009	3.418	3.835	2.706	4.582	3.650	2.069	4.772	1.858	51.762
4.314	4.115	2.069	2.390	3.997	1.988	2.009	1.975	3.835	2.053	2.598	3.650	2.069	3.703	1.000	41.767
2.548	2.288	2.069	3.408	2.316	3.405	4.551	3.418	2.123	2.053	3.665	3.650	3.566	1.000	3.774	43.835
2.548	2.288	4.525	3.408	2.316	3.405	4.551	3.418	1.000	4.525	3.665	2.962	3.566	2.922	3.774	48.874
3.536	3.245	3.423	3.408	5.048	3.405	4.551	3.418	2.995	3.409	3.665	2.167	3.566	4.772	3.774	54.383
2.548	2.288	3.423	3.408	2.316	1.988	2.634	1.975	2.123	3.409	3.665	2.167	3.566	3.703	2.639	41.853
3.536	3.245	3.423	4.297	3.229	3.405	2.009	3.418	2.995	3.409	4.582	2.962	3.566	3.703	2.639	50.420
3.536	3.245	2.732	2.390	1.000	1.000	2.009	1.000	2.995	2.706	2.598	1.000	2.808	3.703	1.000	33.721
4.314	4.115	3.423	3.408	3.997	4.559	4.551	4.559	3.835	3.409	3.665	3.650	3.566	2.922	1.858	55.834
4.314	4.115	3.423	2.390	3.997	2.639	3.386	2.641	3.835	3.409	2.598	3.650	2.069	2.922	2.639	48.029
2.548	2.288	1.000	2.390	2.316	3.405	3.386	3.418	2.123	1.000	2.598	2.167	2.069	3.703	2.639	37.050
3.536	3.245	2.069	2.390	3.229	3.405	2.634	3.418	2.995	2.053	2.598	2.962	3.566	3.703	2.639	44.442
4.314	4.115	2.069	2.390	3.997	2.639	2.009	2.641	3.835	2.053	2.598	3.650	3.566	4.772	2.639	47.288
5.339	5.217	2.069	3.408	5.048	1.988	3.386	1.975	4.903	2.053	3.665	4.643	3.566	3.703	1.000	51.964
2.548	2.288	2.732	2.390	2.316	3.405	2.009	3.418	2.123	2.706	2.598	2.167	3.566	2.120	2.639	39.025
2.548	2.288	3.423	4.297	2.316	1.988	3.386	1.975	2.123	3.409	4.582	2.167	2.808	2.922	1.858	42.092
3.536	3.245	3.423	3.408	3.229	2.639	2.009	2.641	2.995	3.409	3.665	2.962	2.069	2.120	1.858	43.210
4.314	4.115	1.000	4.297	3.997	3.405	4.551	3.418	3.835	1.000	4.582	3.650	2.808	3.703	2.639	51.316
4.314	4.115	3.423	4.297	3.997	4.559	2.634	4.559	3.835	3.409	4.582	3.650	3.566	4.772	2.639	58.354
4.314	4.115	3.423	5.339	3.997	3.405	3.386	3.418	3.835	3.409	5.651	3.650	2.808	2.120	2.639	55.511
3.536	1.000	4.525	4.297	1.000	4.559	2.009	4.559	1.000	4.525	4.582	1.000	3.566	2.922	2.639	45.722
4.314	4.115	4.525	3.408	3.997	3.405	1.000	3.418	3.835	4.525	3.665	3.650	3.566	4.772	2.639	54.836
2.548	2.288	4.525	4.297	2.316	3.405	3.386	3.418	2.123	4.525	4.582	2.167	2.808	3.703	1.000	47.091
4.314	4.115	3.423	4.297	3.997	2.639	4.551	2.641	3.835	3.409	4.582	3.650	2.808	3.703	2.639	54.605
3.536	3.245	3.423	2.390	3.229	1.988	2.009	1.975	2.995	3.409	2.598	2.962	2.069	3.703	2.639	42.172

2.548	2.288	2.732	3.408	2.316	1.988	2.634	1.975	2.123	2.706	3.665	2.167	1.000	3.703	1.000	36.253
2.548	3.245	3.423	3.408	3.997	1.988	1.000	1.975	2.995	3.409	3.665	3.650	2.069	3.703	2.639	43.716
2.548	3.245	2.732	3.408	3.997	2.639	2.634	2.641	2.995	2.706	3.665	3.650	1.000	3.703	2.639	44.202
4.314	4.115	4.525	3.408	3.997	4.559	3.386	4.559	3.835	4.525	3.665	3.650	3.566	3.703	3.774	59.583
2.548	2.288	2.732	4.297	2.316	1.988	1.000	1.975	2.123	2.706	4.582	2.167	3.566	2.922	2.639	39.851
2.548	2.288	2.069	2.390	2.316	2.639	4.551	2.641	2.123	2.053	2.598	2.167	2.808	2.922	1.000	37.112
3.536	3.245	2.069	3.408	3.229	1.988	2.634	1.975	2.995	2.053	3.665	2.962	1.000	2.922	2.639	40.321
3.536	3.245	2.069	4.297	3.229	3.405	3.386	3.418	2.995	2.053	4.582	2.962	2.069	2.120	1.858	45.226
2.548	2.288	2.069	4.297	2.316	1.988	3.386	1.975	2.123	2.053	4.582	2.167	2.069	2.922	2.639	39.424
2.548	2.288	3.423	4.297	2.316	1.988	3.386	1.975	2.123	3.409	4.582	2.167	2.808	2.922	3.774	44.008
2.548	2.288	3.423	4.297	2.316	2.639	3.386	2.641	2.123	3.409	4.582	2.167	3.566	2.922	3.774	46.082
3.536	3.245	3.423	1.000	5.048	1.988	2.009	1.975	2.995	3.409	1.000	4.643	2.808	2.922	1.858	41.861
2.548	2.288	3.423	3.408	2.316	2.639	2.009	2.641	2.123	3.409	3.665	2.167	3.566	3.703	1.858	41.763
3.536	3.245	2.732	3.408	3.229	3.405	2.634	3.418	2.995	2.706	3.665	2.962	2.069	3.703	1.000	44.707
2.548	2.288	2.069	3.408	2.316	3.405	2.009	3.418	2.123	2.053	3.665	2.167	4.663	2.120	1.000	39.252
3.536	3.245	3.423	3.408	3.229	3.405	2.009	3.418	2.995	3.409	3.665	2.962	3.566	1.000	1.000	44.272
3.536	3.245	2.069	2.390	3.229	1.988	3.386	1.975	2.995	2.053	2.598	2.962	2.808	2.120	1.000	38.355
4.314	4.115	2.732	3.408	3.997	1.988	2.009	1.975	3.835	2.706	3.665	3.650	3.566	2.120	1.858	45.940
5.339	5.217	4.525	3.408	5.048	2.639	4.551	2.641	4.903	4.525	3.665	4.643	2.069	2.120	1.858	57.153
2.548	2.288	3.423	2.390	2.316	2.639	4.551	2.641	2.123	3.409	2.598	2.167	2.808	2.120	1.858	39.879
1.000	1.000	3.423	2.390	1.000	2.639	1.000	2.641	1.000	3.409	2.598	1.000	3.566	4.772	1.000	32.438
3.536	3.245	3.423	3.408	3.229	3.405	3.386	3.418	2.995	3.409	3.665	2.962	2.808	3.703	1.858	48.451
3.536	3.245	2.732	2.390	2.316	1.988	3.386	1.975	2.995	2.706	2.598	2.167	2.069	3.703	1.858	39.664
2.548	2.288	2.732	2.390	2.316	3.405	3.386	3.418	2.123	2.706	2.598	2.167	2.069	2.120	1.000	37.266
3.536	3.245	3.423	3.408	3.229	1.988	2.634	1.975	2.995	3.409	3.665	2.962	2.069	2.120	1.858	42.518
2.548	2.288	2.069	2.390	2.316	2.639	2.634	2.641	2.123	2.053	2.598	2.167	3.566	2.922	1.000	35.953
4.314	4.115	2.069	3.408	3.997	1.988	4.551	1.975	3.835	2.053	3.665	3.650	3.566	2.120	1.858	47.166
3.536	3.245	2.069	3.408	3.229	1.988	4.551	1.975	2.995	2.053	3.665	2.962	3.566	2.120	1.858	43.222
2.548	2.288	2.069	2.390	2.316	1.000	4.551	1.000	2.123	2.053	2.598	2.167	2.808	2.120	1.000	33.031
2.548	2.288	2.069	5.339	2.316	3.405	3.386	3.418	2.123	2.053	5.651	2.167	2.808	2.922	1.000	43.492
1.000	3.245	3.423	2.390	3.229	3.405	3.386	3.418	2.995	3.409	2.598	2.962	2.808	2.120	3.774	44.163
4.314	4.115	1.000	2.390	3.997	2.639	2.634	2.641	3.835	1.000	2.598	3.650	1.000	2.120	1.000	38.933
4.314	4.115	4.525	2.390	3.997	3.405	3.386	3.418	3.835	4.525	2.598	4.643	2.069	2.120	2.639	51.981
2.548	2.288	2.732	2.390	2.316	1.000	3.386	1.000	2.123	2.706	2.598	4.643	2.069	3.703	1.000	36.501
2.548	2.288	3.423	3.408	2.316	1.988	3.386	1.975	2.123	3.409	3.665	2.167	2.808	3.703	1.000	40.207
3.536	3.245	3.423	2.390	3.229	1.000	3.386	1.000	2.995	3.409	2.598	3.650	2.069	2.922	3.774	42.627
2.548	2.288	3.423	2.390	2.316	3.405	3.386	3.418	2.123	3.409	2.598	2.167	2.808	2.120	3.774	42.173
3.536	3.245	3.423	2.390	3.229	3.405	3.386	3.418	2.995	3.409	2.598	2.962	4.663	3.703	3.774	50.137
2.548	2.288	2.069	3.408	2.316	2.639	2.634	2.641	2.123	2.053	3.665	2.167	2.069	2.922	3.774	39.315
5.339	5.217	2.069	3.408	3.229	2.639	3.386	2.641	4.903	2.053	3.665	2.962	1.000	2.922	3.774	49.208
4.314	4.115	2.732	3.408	3.997	3.405	3.386	3.418	3.835	2.706	3.665	3.650	2.069	2.922	2.639	50.263
4.314	4.115	2.069	3.408	3.997	3.405	3.386	3.418	3.835	2.053	3.665	3.650	3.566	2.922	2.639	50.443
5.339	4.115	2.069	2.390	3.997	4.559	2.009	4.559	3.835	2.053	2.598	3.650	1.000	2.922	2.639	47.736
3.536	3.245	3.423	2.390	3.229	3.405	3.386	3.418	2.995	3.409	2.598	2.962	4.663	3.703	2.639	49.002

2.548	2.288	2.069	2.390	2.316	3.405	3.386	3.418	2.123	2.053	2.598	2.167	2.069	3.703	2.639	39.172
2.548	2.288	1.000	3.408	2.316	3.405	2.009	3.418	2.123	1.000	3.665	4.643	3.566	3.703	3.774	42.866
2.548	2.288	1.000	2.390	2.316	3.405	3.386	3.418	2.995	1.000	2.598	3.650	2.069	3.703	3.774	40.540
5.339	3.245	1.000	3.408	2.316	2.639	2.634	2.641	2.123	1.000	3.665	3.650	3.566	3.703	2.639	43.567
4.314	4.115	2.069	3.408	3.997	1.988	2.009	1.975	2.995	2.053	3.665	3.650	2.069	3.703	1.858	43.870
2.548	2.288	3.423	3.408	2.316	3.405	3.386	3.418	3.835	3.409	3.665	3.650	1.000	4.772	2.639	47.164
3.536	5.217	3.423	4.297	3.229	4.559	3.386	4.559	4.903	3.409	4.582	3.650	2.808	2.922	1.858	56.341
3.536	3.245	3.423	4.297	3.229	2.639	3.386	2.641	2.123	3.409	4.582	2.962	2.808	2.120	2.639	47.041
4.314	4.115	2.732	2.390	3.997	1.000	2.634	1.000	2.123	2.706	2.598	3.650	3.566	1.000	2.639	40.464
2.548	2.288	2.069	4.297	3.229	3.405	2.009	3.418	1.000	2.053	4.582	2.962	2.069	1.000	2.639	39.571
4.314	1.000	2.732	2.390	3.229	3.405	2.634	3.418	1.000	2.706	2.598	2.962	2.069	2.120	2.639	39.217
2.548	4.115	3.423	5.339	2.316	1.988	3.386	1.975	2.995	3.409	5.651	2.167	2.069	2.922	2.639	46.943
5.339	5.217	4.525	5.339	5.048	3.405	4.551	3.418	4.903	4.525	5.651	4.643	4.663	2.120	3.774	67.122
2.548	2.288	2.069	1.000	2.316	1.000	2.009	1.000	2.123	4.525	3.665	3.650	3.566	2.120	2.639	36.520
3.536	3.245	2.069	4.297	3.997	1.988	2.009	1.975	1.000	1.000	3.665	4.643	2.069	2.120	3.774	41.389
2.548	4.115	1.000	5.339	2.316	1.988	1.000	1.975	1.000	3.409	2.598	2.167	2.069	2.120	2.639	36.284
4.314	1.000	4.525	3.408	1.000	2.639	4.551	2.641	3.835	2.053	5.651	4.643	2.808	2.922	2.639	48.629

Succesive Interval (MSI)

Kepuasan Pelanggan

P16	P17	P18	P19	P20	JUMLAH
3.003	3.741	3.607	3.688	3.455	17.495
3.003	2.858	4.776	2.909	4.568	18.115
3.003	2.069	2.085	3.688	3.455	14.300
4.146	3.741	4.776	4.772	3.455	20.891
3.003	1.000	4.776	4.772	4.568	18.120
4.146	3.741	3.607	2.909	4.568	18.971
4.146	2.069	3.607	2.909	3.455	16.186
3.003	2.069	3.607	3.688	3.455	15.822
3.003	1.000	2.820	2.120	1.988	10.932
4.146	5.013	2.085	2.120	1.000	14.363
4.146	2.069	4.776	3.688	4.568	19.247
4.146	3.741	2.820	2.120	1.988	14.815
2.029	3.741	2.085	2.909	3.455	14.219
4.146	2.069	2.085	2.909	3.455	14.664
4.146	2.858	3.607	2.909	3.455	16.975
3.003	2.858	3.607	2.120	3.455	15.044
4.146	2.069	3.607	3.688	3.455	16.965
3.003	3.741	3.607	2.909	3.455	16.716
4.146	2.069	3.607	4.772	2.680	17.273
4.146	2.858	2.820	2.909	3.455	16.189
4.146	2.858	3.607	3.688	2.680	16.978
3.003	5.013	2.085	3.688	2.680	16.468
4.146	2.069	2.085	2.909	1.988	13.196
3.003	1.000	3.607	2.909	2.680	13.199
4.146	3.741	3.607	3.688	3.455	18.637
4.146	3.741	3.607	2.120	3.455	17.069
4.146	3.741	3.607	2.909	1.988	16.391
4.146	2.069	2.820	3.688	4.568	17.291
3.003	2.858	2.085	4.772	2.680	15.398
4.146	2.069	2.820	3.688	3.455	16.178
4.146	2.069	3.607	4.772	3.455	18.049
4.146	3.741	2.820	3.688	3.455	17.851
4.146	3.741	3.607	3.688	3.455	18.637
4.146	3.741	3.607	2.909	3.455	17.858
4.146	2.069	2.820	2.120	1.988	13.143
4.146	5.013	2.820	2.120	4.568	18.667
3.003	2.858	2.085	2.120	4.568	14.634
3.003	3.741	1.000	2.909	4.568	15.222
4.146	3.741	2.085	4.772	3.455	18.199
3.003	2.858	1.000	2.120	3.455	12.437
4.146	2.069	3.607	2.909	3.455	16.186

4.146	2.069	3.607	2.120	1.988	13.929
4.146	3.741	2.820	3.688	2.680	17.075
4.146	3.741	1.000	3.688	2.680	15.255
4.146	2.858	2.085	2.120	2.680	13.888
2.029	2.858	2.085	2.120	1.988	11.080
3.003	1.000	2.820	1.000	3.455	11.279
3.003	2.069	3.607	3.688	1.988	14.355
4.146	2.069	2.820	3.688	3.455	16.178
3.003	2.858	3.607	3.688	3.455	16.612
1.000	2.858	2.085	3.688	1.988	11.619
4.146	3.741	4.776	3.688	3.455	19.807
4.146	3.741	3.607	2.120	2.680	16.294
3.003	2.069	2.820	2.909	1.988	12.790
3.003	2.858	3.607	2.909	1.988	14.366
4.146	3.741	2.085	2.909	4.568	17.449
4.146	3.741	2.820	3.688	1.000	15.395
5.575	2.858	3.607	2.120	1.988	16.148
4.146	2.858	2.820	3.688	1.000	14.512
3.003	1.000	2.085	2.120	3.455	11.663
4.146	2.858	2.085	2.909	2.680	14.678
4.146	2.069	2.085	2.120	2.680	13.099
3.003	2.858	3.607	2.120	2.680	14.268
3.003	2.069	3.607	2.909	3.455	15.044
3.003	2.069	3.607	3.688	2.680	15.047
3.003	2.858	2.820	3.688	3.455	15.825
2.029	2.858	2.820	1.000	4.568	13.275
2.029	2.858	2.820	3.688	1.000	12.396
2.029	3.741	1.000	4.772	3.455	14.997
3.003	2.069	2.085	2.120	2.680	11.957
2.029	2.069	2.085	2.120	1.988	10.290
2.029	3.741	2.820	3.688	1.988	14.266
2.029	2.069	2.085	2.120	2.680	10.982
3.003	2.858	2.820	2.909	1.988	13.579
3.003	2.858	4.776	2.909	2.680	16.227
2.029	2.069	2.085	3.688	2.680	12.550
1.000	2.069	1.000	3.688	1.988	9.745
5.575	3.741	2.085	2.120	1.000	14.522
4.146	3.741	3.607	3.688	3.455	18.637
4.146	3.741	1.000	3.688	3.455	16.030
4.146	3.741	4.776	2.909	1.000	16.573
3.003	3.741	2.085	1.000	1.988	11.817
3.003	2.858	3.607	3.688	4.568	17.724
3.003	2.858	2.085	2.120	1.988	12.054
3.003	2.069	3.607	4.772	1.988	15.439
3.003	2.858	2.085	2.120	1.988	12.054
3.003	3.741	1.000	2.120	2.680	12.544
2.029	5.013	2.820	1.000	1.988	12.849

2.029	2.069	2.820	4.772	2.680	14.370
3.003	3.741	3.607	4.772	2.680	17.803
4.146	3.741	2.085	2.909	3.455	16.336
4.146	1.000	2.085	3.688	1.988	12.906
2.029	2.069	2.085	1.000	2.680	9.862
3.003	3.741	2.085	2.120	1.000	11.950
5.575	3.741	2.085	2.120	1.988	15.509
5.575	3.741	3.607	3.688	3.455	20.067
2.029	1.000	3.607	3.688	3.455	13.779
2.029	2.069	2.085	2.909	2.680	11.771
3.003	1.000	1.000	2.120	1.000	8.124
3.003	2.858	3.607	4.772	1.988	16.228

LAMPIRAN SPSS

Analisis Persamaan Regresi Linier Sederhana

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	
	B	Std. Error	Beta			
1	(Constant)	6.610	1.504		4.396	.000
	Kualitas Pelayanan	.186	.033	.498	5.680	.000

a. Dependent Variable: Kepuasan Pelanggan

Hasil Analisis Koefisien Korelasi

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.498^a	.248	.240	2.224320	1.742

a. Predictors: (Constant), Kualitas Pelayanan

b. Dependent Variable: Kepuasan Pelanggan

Hasil Analisis Koefisien Determinasi

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.498^a	.248	.240	2.224320	1.742

a. Predictors: (Constant), Kualitas Pelayanan

b. Dependent Variable: Kepuasan Pelanggan

Pengujian Secara Parsial (Uji t)

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	6.610	1.504	4.396	.000	
	Kualitas Pelayanan	.186	.033	.498	5.680	.000

a. Dependent Variable: Kepuasan Pelanggan