

LAMPIRAN

Pengisian Data Diri Responden

KUESIONER PENELITIAN ANALISIS KUALITAS PELAYANAN TERHADAP KEPUASAN KONSUMEN DI TOKO STATION MODE BANDUNG

Petunjuk pengisian kuesioner :

1. Sebelum anda menjawab daftar pernyataan yang telah disediakan, isilah terlebih dahulu identitas yang telah disediakan.
2. Bacalah dengan baik setiap pernyataan, kemudian beri tanda \surd (ceklis), pada jawaban yang dianggap paling tepat.
3. Isilah angket dengan jujur serta penuh ketelitian.
4. Terimakasih telah berpartisipasi untuk ikut membantu menjawab kuesioner ini.

Penilaian untuk skor adalah :

Kategori	Diberi skor
Sangat puas (SP)	5
Puas (P)	4
Cukup Puas (CP)	3
Tidak puas (TP)	2
Sangat tidak puas (STP)	1

Identitas responden

1. Nama responden :
2. Usia responden : 20-25 tahun 26-35 tahun
 \geq 35tahun
3. Pekerjaan : pelajar/mahasiswa pegawai swasta
PNS pensiunan lain-lain
4. Jenis kelamin : laki-laki perempuan
5. Status : menikah belum menikah
6. Pendidikan terakhir : SD SMP SMA/K
SARJANA PASCASARJANA
7. Penghasilan : Rp.1000.000 Rp.1000.000-3000.000
Rp.3000.000-5000.000 diatas Rp>5000.000
8. Informasi mengenai toko STATION MODE didapat dari :
teman/kerabat media sosial
televisi/radio brosur/pamflet

KUESIONER PENELITIAN
ANALISIS KUALITAS PELAYANAN TERHADAP KEPUASAN
KONSUMEN DI TOKO STATION MODE BANDUNG.

Saya atas nama Indra Nugraha sedang melakukan penelitian sebagai bahan skripsi saya sebagai mahasiswa tingkat akhir di UNIVERSITAS SANGGA BUANA BANDUNG. Dengan judul “ANALISIS KUALITAS PELAYANAN TERHADAP KEPUASAN KONSUMEN DI TOKO STATION MODE BANDUNG”. Untuk keperluan tersebut, saya mohon bantuan saudara selaku responden untuk memberikan penilaian kuessioner ini dengan sebenar-benarnya berdsarkan fakta yang saudara alami selama berbelanja di toko ini.

Semoga partisipasi yang saudara berikan, dapat bermanfaat untuk kepentingan ilmu pengetahuan serta dapat membantu upaya, meningkatkan kualitas pelayanan terhadap konsumen. Atas kerjasama dan partisipasinya saya ucapkan banyak terimakasih

Hormat saya,

Indra Nugraha

Npm :B1011511RB5102

Variabel X1 /*Tangible* (Bukti fisik)

No.	Pernyataan	Skor				
		1	2	3	4	5
1	kenyamanan area parkir.					
2	Fasilitas ruang tunggu.					
3	Fasilitas tempat ibadah.					
4	Fasilitas toilet umum.					
5	Adanya wahana photo <i>selfie mural</i> .					
6	Konektivitas wifi.					
7	Kenyamanan <i>fitting room</i> .					
8	Fasilitas penitipan barang.					
9	Penataan <i>layout interior dan exterior</i> .					
10	Ketersediaan tempat sampah.					

Variabel X2 /*Reability* (Pelayanan)

No.	Pernyataan	Skor				
		1	2	3	4	5
1	Keramahtamahan karyawan.					
2	Kemampuan berkomunikasi dengan baik.					
3	Kejujuran karyawan dalam memberikan pelayanan.					
4	Kehandalan karyawan dalam melayani konsumen.					
5	Ketepatan dan kesesuaian dalam memberikan pelayanan.					
6	Kesiapan karyawan dalam melayani..					
7	Mengutamakan kecepatan dalam pelayanan.					
8	Kesesuaian informasi sales yang diinformasikan.					
9	Keakuratan dalam memberikan pelayanan.					
10	Adanya perhatian khusus ketika antrian <i>cashier</i> dan <i>fitting room</i> penuh.					

Variabel X3 /*Responsiveness* (Daya tanggap)

No.	Pernyataan	Skor				
		1	2	3	4	5
1	Kesiapan dalam membantu konsumen.					
2	Kecepatan dalam melayani.					
3	Komunikasi yang diberikan.					
4	Pemahaman karyawan terhadap produk yang diinginkan konsumen.					
5	Karyawan tidak membiarkan konsumen berdiri lama saat ada antrian.					
6	Kesigapan karyawan dalam pelayanan <i>cashier</i>					
7	Karyawan <i>cashier</i> tanggap dalam melayani.					
8	Membantu membawa barang belanjaan yang bermuatan banyak.					
9	Kesigapan dalam menawarkan bantuan.					
10	Kesiapan <i>security</i> dalam membantu konsumen.					

Variabel X4 *Assurance* / (Jaminan)

No.	Pernyataan	Skor				
		1	2	3	4	5
1	Kesopanan dalam pelayanan.					
2	Jaminan keaslian produk.					
3	Pelayanan terhadap barang yang di <i>reture</i> .					
4	Keamanan terhadap produk yang dibeli.					
5	Jangka waktu pengembalian barang.					
6	Kenyamanan dalam berbelanja.					
7	Karyawan dapat diandalkan keprofesionalan.					
8	Ketahanan produk yang dipilih.					
9	Pelayanan keamanan dari pihak <i>security</i>					
10	Pelayanan sesuai dengan yang diaharapkan.					

Variabel X5 *Emphaty* / (Kepedulian)

No.	Pernyataan	Skor				
		1	2	3	4	5
1	Memberikan perhatian penuh terhadap keinginan dan kebutuhan konsumen.					
2	Kepedulian tentang apa yang menjadi keluhan konsumen.					
3	Kesabaran dalam melayani konsumen.					
4	Mengerti apa yang dibutuhkan konsumen.					
5	Adanya komunikasi dua arah sebagai tindakan kepedulian terhadap konsumen.					
6	Menawarkan fasilitas ruang tunggu bagi konsumen usia lanjut.					
7	Karyawan membantu membawakan barang belanja sampai ke tempat pembayaran.					
8	Karyawan memiliki kesungguhan dalam merespon permintaan anda.					
9	Karyawan memberikan pelayanan yang sama tanpa melihat status sosial.					
10	Menjaga hubungan baik dengan konsumen.					

Variabel Y kepuasan konsumen

No.	Pernyataan	Skor				
		1	2	3	4	5
1	Ketersediaan lahan parkir yang luas.					
2	Adanya petugas parkir profesional.					
3	Fasilitas ruang tunggu.					
4	Fasilitas hiburan wahana photo <i>selfie</i>					
5	Kebersihan area toilet umum					
6	Ketersedian tempat dan alat ibadah.					
7	Pelayanan yang cepat dan akurat.					
8	Sikap dan tanggapan kartawan terhadap keluhan konsumen.					
9	Kebersihan dan kenyamanan area toko.					
10	Keramahtamahan karyawan dalam melayani.					

Hasil Pengisian Kuesioner

Bukti Fisik

no	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	total	
1	5	4	4	4	4	5	3	4	3	4	4	40
2	5	4	5	5	5	5	4	4	4	4	4	44
3	5	5	4	5	5	5	4	4	4	5	4	45
4	5	5	4	4	4	3	4	5	4	5	3	42
5	4	4	5	5	3	4	3	4	5	4	4	40
6	5	5	5	4	4	4	4	5	4	5	5	46
7	4	5	4	4	4	4	3	5	5	4	5	43
8	5	5	4	5	4	4	3	4	5	4	5	44
9	5	5	4	5	5	5	3	4	5	5	5	46
10	4	5	5	5	5	5	3	5	5	5	4	46
11	5	5	5	5	5	4	3	4	4	5	3	43
12	3	4	5	4	5	4	5	5	3	5	4	42
13	5	5	5	5	3	5	5	5	4	4	4	45
14	5	5	5	3	4	4	5	5	5	4	4	45
15	4	5	4	4	4	5	4	5	4	4	3	42
16	3	5	3	5	5	5	4	5	5	5	3	43
17	4	4	4	5	5	5	3	5	4	5	5	44
18	5	3	4	5	5	5	4	4	5	4	5	44
19	4	3	5	5	5	5	3	3	4	5	5	42
20	5	4	5	5	5	4	4	4	5	4	5	45
21	5	5	5	5	5	4	3	5	4	4	4	44
22	5	4	5	4	4	3	4	5	5	5	3	43
23	5	4	5	4	4	4	4	5	4	4	4	43
24	4	5	4	5	5	5	5	5	4	4	5	46
25	4	5	5	5	5	5	5	4	3	4	4	44
26	4	3	3	5	5	5	3	5	3	4	4	39
27	4	4	3	5	5	5	4	4	2	5	4	40
28	5	5	5	5	5	5	3	4	3	4	4	43
29	3	5	5	5	5	4	5	4	4	4	5	44
30	5	5	4	4	4	4	5	4	3	5	5	44
31	5	4	3	4	4	4	4	4	4	4	5	41
32	4	5	4	5	4	4	4	4	4	5	5	44
33	5	4	5	5	5	5	5	3	4	5	5	46
34	3	4	5	5	5	5	5	5	5	5	5	47
35	5	5	5	5	5	5	4	4	5	5	4	47
36	5	3	5	5	5	4	4	3	5	3	3	40
37	4	4	5	3	3	3	4	4	5	4	4	40
38	5	5	5	4	4	3	3	5	5	4	5	44
39	5	5	4	5	4	4	3	4	5	5	4	44
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41	4	4	5	5	4	4	4	5	2	5	4	42
42	5	5	4	5	3	5	5	4	3	5	4	43
43	5	5	5	5	4	4	4	3	4	5	4	44
44	5	5	5	5	5	5	4	4	5	4	3	45
45	5	4	4	5	4	4	3	3	4	4	5	41

46	4	5	3	4	3	4	4	3	5	4	39
47	3	5	4	5	4	3	5	5	4	5	43
48	5	5	5	4	5	3	4	4	5	4	44
49	5	5	5	5	5	4	4	5	5	3	46
50	5	4	4	5	5	3	3	5	5	5	44
51	3	5	4	4	3	4	3	4	3	5	38
52	4	4	4	5	4	5	4	5	3	4	42
53	5	5	5	4	4	5	4	4	4	4	44
54	4	4	4	3	4	4	4	4	5	3	39
55	4	4	4	3	3	4	3	4	4	4	37
56	3	3	3	5	3	5	4	4	4	4	38
57	4	4	4	4	4	4	4	3	3	5	39
58	5	4	4	5	5	3	5	4	2	4	41
59	4	4	5	5	4	4	4	5	3	3	41
60	3	3	5	4	5	4	5	4	4	4	41
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63	3	5	4	4	5	5	3	4	4	4	41
64	4	4	5	5	4	4	2	4	3	4	39
65	5	4	2	3	3	3	4	4	2	3	33
66	4	5	4	3	5	5	4	4	5	5	44
67	5	5	4	5	5	5	5	3	4	5	46
68	4	5	4	5	5	4	4	4	3	4	42
69	3	5	5	5	5	4	4	5	4	5	45
70	4	5	4	5	5	5	5	5	5	5	48
71	5	5	4	4	4	5	5	4	5	4	45
72	5	5	5	4	5	5	4	4	4	3	44
73	4	5	4	5	3	5	3	3	5	2	39
74	5	4	5	5	5	5	4	4	4	5	46
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76	5	4	5	4	5	5	5	4	4	5	46
77	4	5	4	3	5	5	5	3	5	4	43
78	5	4	3	4	5	5	3	4	4	4	41
79	5	3	4	4	5	5	4	4	5	5	44
80	5	4	5	5	4	4	4	5	4	4	44
81	4	5	4	5	5	3	5	4	3	3	41
82	3	4	5	5	4	3	4	5	3	3	39
83	4	5	4	4	4	3	5	4	4	3	40
84	3	4	3	5	5	3	4	4	5	3	39
85	4	3	4	4	5	4	5	2	5	4	40
86	5	4	4	5	5	5	5	3	5	5	46
87	5	5	4	5	5	4	5	4	4	4	45
88	5	4	5	5	4	5	5	5	5	4	47
89	4	5	4	5	3	4	4	5	4	3	41
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92	5	5	5	5	4	4	5	5	4	4	46
93	5	4	4	4	3	4	5	5	4	5	43
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95	5	4	3	3	4	4	5	3	5	4	40
96	5	5	4	4	5	5	5	4	5	3	45
97	4	5	5	5	5	5	5	3	4	5	46
98	5	5	4	5	5	4	4	4	4	4	44
99	4	5	5	5	5	5	5	4	5	5	48
100	5	4	5	4	5	5	5	4	5	4	46
	435	443	430	446	441	410	431	411	431	410	4288

Kehandalan

no	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8		X2.10	total
1	3	3	4	3	5	2	3	4		2	29
2	3	5	4	5	5	5	5	3		5	40
3	4	2	4	3	5	4	4	4		4	34
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6	2	5	4	4	4	5	5	4		4	37
7	5	5	2	4	5	5	4	4		3	37
8	4	5	4	5	3	5	3	3		2	34
9	4	3	5	5	5	5	4	4		5	40
10	2	4	4	5	5	5	5	5		5	40
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14	2	3	4	4	5	5	4	4		2	33
15	2	4	2	5	4	4	4	5		4	34
16	4	5	4	5	5	3	5	4		3	38
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18	2	5	4	4	4	3	5	4		3	34
19	3	4	3	5	5	3	2	4		3	32
20	4	3	4	4	5	4	5	2		4	35
21	5	2	4	2	5	5	5	3		5	36
22	2	5	4	5	5	4	5	4		4	38
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24	4	5	4	5	3	2	4	5		3	35
25	4	4	5	5	4	5	5	5		2	39
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27	5	5	2	5	4	4	5	5		4	39
28	3	4	4	4	3	4	5	5		5	37
29	5	3	3	4	5	3	5	4		4	36
30	5	4	3	3	4	4	5	3		4	35
31	5	5	4	4	5	5	5	4		3	40
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35	5	4	5	4	5	5	5	4		4	41
36	5	4	5	3	4	5	4	3		3	36
37	4	2	4	2	4	4	4	4		3	31
38	2	5	5	4	4	3	5	5		5	38
39	4	3	4	3	4	4	5	4		4	35
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41	5	4	5	5	5	5	5	3		5	42
42	5	5	4	5	5	2	5	4		4	39
43	4	4	5	5	5	4	5	5		4	41
44	3	4	4	4	5	5	4	5		4	38
45	4	3	4	4	5	5	5	4		4	38
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48	5	5	5	5	4	5	4	5		4	42
49	2	5	4	5	4	5	3	5		3	36
50	4	5	5	4	4	5	4	4		5	40

51	2	5	3	2	5	3	3	5		3	31
52	3	5	3	3	3	4	3	5		4	33
53	3	5	4	4	4	5	5	4		2	36
54	5	4	2	5	5	4	4	5		5	39
55	4	3	4	3	4	3	3	5		2	31
56	4	2	4	3	3	4	4	4		3	31
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58	4	4	4	2	5	5	4	4		3	35
59	5	3	3	4	4	4	3	2		4	32
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61	4	4	5	2	4	3	4	5		4	35
62	3	5	4	4	5	4	3	4		3	35
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65	4	3	5	3	5	3	3	4		3	33
66	5	2	4	5	3	4	4	5		4	36
67	4	4	3	5	4	5	3	4		3	35
68	5	5	5	4	4	5	5	3		2	38
69	5	4	5	3	3	5	4	5		5	39
70	4	5	4	2	4	5	2	2		2	30
71	5	5	3	4	4	5	5	4		2	37
72	4	5	4	3	3	4	5	3		2	33
73	4	2	5	3	3	3	3	3		3	29
74	2	5	2	2	5	4	5	4		3	32
75	5	4	4	3	5	5	4	4		5	39
76	5	5	4	4	4	5	3	4		3	37
77	5	5	4	5	5	4	4	3		5	40
78	4	2	2	5	4	3	5	2		2	29
79	4	4	3	3	5	4	5	3		2	33
80	4	5	4	3	5	5	5	4		3	38
81	3	5	5	3	5	2	4	5		3	35
82	4	4	5	5	4	5	2	4		3	36
83	5	5	5	3	3	4	4	3		5	37
84	5	5	4	5	3	3	3	4		4	36
85	5	4	3	3	4	3	4	3		3	32
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93	5	4	5	4	4	5	4	5		5	41
94	4	3	4	5	5	5	2	5		4	37
95	5	4	5	4	4	4	4	5		5	40
96	2	5	4	5	3	5	5	4		4	37
97	5	4	4	2	3	4	5	4		3	34
98	4	5	5	5	4	4	5	3		3	38
99	2	4	2	5	5	5	4	4		4	35
100	4	5	2	2	4	4	3	4		3	31
	394	418	399	395	429	422	412	400		358	3627

Daya Tanggap

no	X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	X3.7	X3.8		X3.10	total
1	2	3	2	5	3	4	2	4		4	29
2	4	4	5	5	3	5	4	4		3	37
3	5	5	5	4	4	5	5	3		2	38
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7	4	2	4	3	3	4	5	3		2	30
8	4	5	5	3	3	3	4	3		3	33
9	5	5	4	2	5	4	5	4		3	37
10	5	4	2	3	2	5	4	4		5	34
11	5	5	4	4	4	5	3	4		3	37
12	5	5	4	5	5	4	4	3		5	40
13	4	5	4	5	3	3	3	2		2	31
14	5	4	3	4	2	4	5	5		3	35
15	4	5	4	3	5	5	5	4		3	38
16	2	2	3	4	5	5	4	5		3	33
17	4	2	5	5	4	5	5	4		4	38
18	5	5	5	3	3	4	4	3		5	37
19	2	3	4	5	3	3	3	4		4	31
20	5	4	3	4	3	3	4	2		3	31
21	4	5	3	5	3	4	5	2		2	33
22	5	4	2	3	3	5	4	3		3	32
23	4	5	4	4	5	4	5	5		3	39
24	5	5	4	4	5	3	4	5		5	40
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26	5	4	5	4	3	4	4	3		3	35
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77	4	2	4	5	4	4	5	3		2	33
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98	3	4	4	5	4	5	5	4		3	37
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	388	410	385	407	369	418	392	380		369	

Jaminan

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8	2	4	4	4	4	4	4	4	30
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10	4	4	3	3	3	4	3	4	28
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18	4	4	4	5	3	4	3	4	31
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31	3	4	3	4	3	4	5	4	30
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35	2	4	5	3	3	4	3	3	27
36	5	5	3	5	3	3	4	4	32
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43	3	2	4	4	4	4	3	3	27
44	4	4	2	4	5	2	4	4	29
45	5	3	4	4	3	4	5	4	32
46	5	2	5	5	3	3	4	3	30
47	2	3	4	4	4	3	5	4	29
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54		4	5	4		4	5	4	4	5	35
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61		4	4	2		3	4	4	3	2	26
62		3	3	3		3	5	2	4	5	28
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79		4	4	4		2	5	3	3	3	28
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81		5	3	2		3	4	4	4	4	29
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83		5	5	5		3	3	2	4	4	31
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86		2	4	5		5	3	2	4	3	28
87		3	5	4		4	4	3	5	5	33
88		4	5	5		5	4	4	4	4	35
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90		4	4	3		4	4	2	5	5	31
91		3	3	5		3	5	4	4	3	30
92		4	4	4		2	4	3	4	4	29
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94		4	4	3		4	5	5	2	3	30
95		2	4	4		3	4	2	3	4	26
96		4	3	4		3	3	3	4	5	29
97		4	4	4		3	4	2	5	5	31
98		2	5	5		4	5	3	4	3	31
99		4	4	4		3	4	4	5	3	31
100		3	5	2		2	4	3	4	3	26
		375	398	380		382	391	364	401	394	3085

Kepedulian

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3	4	5	4	4	4	4	4	4	33
4	5	5	4	3	5	5	3	5	35
5	4	4	1	4	4	5	5	4	31
6	3	3	4	4	3	5	2	5	29
7	2	3	3	5	3	2	5	3	26
8	5	5	4	4	3	5	3	2	31
9	4	5	1	4	4	4	3	3	28
10	3	4	2	3	4	4	2	4	26
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12	3	4	1	5	4	4	5	4	30
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15	2	4	3	3	3	3	2	5	25
16	5	2	2	4	3	2	4	4	26
17	4	4	5	5	3	4	5	3	33
18	5	5	5	4	3	1	5	4	32
19	2	4	2	3	4	2	2	5	24
20	5	3	4	3	4	1	3	4	27
21	2	4	5	2	5	3	2	3	26
22	3	5	2	3	4	2	3	5	27
23	4	5	5	4	5	4	4	4	35
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26	3	3	5	5	2	5	4	3	30
27	4	4	4	5	2	4	3	4	30
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29	4	4	3	3	4	5	5	3	31
30	3	4	4	4	3	4	4	4	30
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32	4	4	4	4	3	4	2	5	30
33	5	5	1	4	4	5	3	3	30
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39	5	5	4	3	4	4	4	4	33
40	4	5	2	4	3	3	4	3	28
41	3	5	3	5	2	5	5	4	32
42	4	4	1	5	4	4	4	3	29
43	2	2	5	5	4	2	2	4	26
44	4	4	4	5	3	3	4	4	31
45	2	3	5	5	3	5	4	1	28
46	4	4	2	4	4	5	4	5	32
47	4	5	4	3	5	4	3	4	32
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53		5	4	4	4	2	4	4		2	29
54		1	5	1	3	3	5	4		2	24
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63		3	3	3	3	5	1	5		3	26
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68		5	5	4	4	5	5	3		2	33
69		4	5	3	3	5	4	5		1	30
70		3	2	2	4	5	5	2		2	25
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75		4	4	3	5	5	4	4		5	34
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78		2	4	1	4	3	5	2		2	23
79		2	3	2	5	4	5	3		3	27
80		5	4	3	5	5	5	4		3	34
81		5	5	4	5	5	4	5		3	36
82		4	5	5	4	5	2	2		4	31
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84		5	4	5	3	3	1	4		4	29
85		4	3	4	4	3	4	3		3	28
86		5	3	5	3	4	5	2		2	29
87		4	3	3	3	5	4	3		3	28
88		2	4	4	5	4	5	4		4	32
89		5	3	4	5	3	4	5		1	30
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93		4	5	4	4	5	4	5		5	36
94		2	4	2	5	5	5	5		4	32
95		4	3	4	4	4	4	5		5	33
96		5	4	5	3	5	5	4		4	35
97		3	4	2	3	4	5	2		3	26
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99		2	5	1	5	5	4	4		4	30
100		3	4	3	4	5	2	4		1	26
		362	398	342	398	376	369	355		355	

Kepuasan

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5	4	4	4	3	4		5	4	5	3	36
6	5	5	4	4	3		4	5	5	4	39
7	5	5	4	5	4		2	5	4	3	37
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9	5	3	5	4	3		5	3	4	4	36
10	5	3	5	2	3		5	4	3	4	34
11	5	4	4	4	3		4	5	4	2	35
12	4	4	4	5	3		5	4	5	5	39
13	4	5	3	4	5		4	3	4	4	36
14	4	4	4	4	4		2	3	5	3	33
15	4	4	3	3	5		3	3	4	4	33
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18	5	4	2	5	5		4	5	5	3	38
19	5	3	5	5	4		3	4	4	5	38
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25	4	4	4	5	5		4	4	4	4	38
26	5	2	3	4	4		2	5	5	3	33
27	5	4	4	5	3		3	4	4	4	36
28	5	5	4	3	4		2	4	3	5	35
29	4	4	4	4	5		5	3	4	4	37
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42	4	4	2	3	4		3	3	3	5	31
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44	5	2	5	4	3		5	4	5	2	35
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47	5	5	4	4	4		4	4	4	4	38
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69	4	4	4	4	4		2	3	5	3	33
70	4	4	3	3	5		3	3	4	4	33
71	2	4	4	4	2		4	4	3	2	29
72	5	5	4	4	4		5	4	4	4	39
73	5	4	3	2	5		4	5	5	3	36
74	5	3	5	5	4		3	4	4	5	38
75	5	3	4	4	3		4	5	3	4	35
76	5	4	5	5	4		5	5	4	2	39
77	5	2	5	4	5		4	4	4	5	38
78	5	4	5	4	4		3	3	4	4	36
79	5	5	4	4	4		3	4	5	5	39
80	4	4	4	5	2		2	4	4	4	33
81	5	3	3	4	4		2	5	5	3	34
82	5	4	2	5	3		3	4	4	4	34
83	2	5	4	3	4		4	4	3	2	31
84	4	4	4	4	5		5	3	4	4	37
85	5	5	4	3	4		4	4	4	3	36
86	5	4	5	4	4		5	4	3	2	36
87	5	5	5	4	3		4	5	4	5	40
88	4	4	2	4	4		5	5	5	4	37
89	2	2	4	5	3		3	5	4	2	30
90	3	5	3	5	5		4	4	5	4	38
91	5	4	5	5	5		5	5	5	5	44
92	4	5	4	5	4		4	4	4	3	37
93	5	4	4	5	3		3	5	5	5	39
94	5	5	3	4	3		4	4	4	4	36
95	4	5	4	4	2		5	5	4	3	36
96	4	4	5	4	5		4	4	3	4	37
97	4	4	3	2	4		2	3	3	5	30
98	5	2	5	4	5		4	3	4	4	36
99	2	4	5	4	4		5	4	5	5	38
100	4	5	4	5	3		2	5	5	4	37
	418	397	397	405	386		377	412	410	376	

LAMPIRAN

UJI VALIDITAS

VARIABEL X1 BUKTI FISIK

		Correlations										
		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	TOTALX1
X1.1	Pearson Correlation	1	,060	,139	,055	-,063	-,095	,003	,071	,039	,025	,340**
	Sig. (2-tailed)		,553	,167	,586	,535	,347	,978	,481	,700	,801	,001
	N	100	100	100	100	100	100	100	100	100	100	100
X1.2	Pearson Correlation	,060	1	,131	,071	-,035	,074	,124	,085	,098	-,084	,382**
	Sig. (2-tailed)	,553		,194	,485	,727	,465	,220	,402	,332	,404	,000
	N	100	100	100	100	100	100	100	100	100	100	100
X1.3	Pearson Correlation	,139	,131	1	,164	,053	,109	,014	,248*	-,006	,018	,501**
	Sig. (2-tailed)	,167	,194		,102	,598	,279	,890	,013	,955	,859	,000
	N	100	100	100	100	100	100	100	100	100	100	100
X1.4	Pearson Correlation	,055	,071	,164	1	,185	-,142	-,087	,165	-,044	,044	,369**
	Sig. (2-tailed)	,586	,485	,102		,066	,160	,391	,100	,662	,664	,000
	N	100	100	100	100	100	100	100	100	100	100	100
X1.5	Pearson Correlation	-,063	-,035	,053	,185	1	,108	,167	-,137	,160	,161	,423**
	Sig. (2-tailed)	,535	,727	,598	,066		,283	,098	,174	,111	,110	,000
	N	100	100	100	100	100	100	100	100	100	100	100
X1.6	Pearson Correlation	-,095	,074	,109	-,142	,108	1	,054	-,170	,159	,083	,329**
	Sig. (2-tailed)	,347	,465	,279	,160	,283		,596	,091	,115	,410	,001
	N	100	100	100	100	100	100	100	100	100	100	100
X1.7	Pearson Correlation	,003	,124	,014	-,087	,167	,054	1	-,008	,144	-,020	,362**
	Sig. (2-tailed)	,978	,220	,890	,391	,098	,596		,941	,153	,843	,000
	N	100	100	100	100	100	100	100	100	100	100	100
X1.8	Pearson Correlation	,071	,085	,248*	,165	-,137	-,170	-,008	1	-,167	-,051	,289**
	Sig. (2-tailed)	,481	,402	,013	,100	,174	,091	,941		,098	,612	,004
	N	100	100	100	100	100	100	100	100	100	100	100
X1.9	Pearson Correlation	,039	,098	-,006	-,044	,160	,159	,144	-,167	1	,033	,379**
	Sig. (2-tailed)	,700	,332	,955	,662	,111	,115	,153	,098		,742	,000
	N	100	100	100	100	100	100	100	100	100	100	100
X1.10	Pearson Correlation	,025	-,084	,018	,044	,161	,083	-,020	-,051	,033	1	,347**
	Sig. (2-tailed)	,801	,404	,859	,664	,110	,410	,843	,612	,742		,000
	N	100	100	100	100	100	100	100	100	100	100	100
TOTALX1	Pearson Correlation	,340**	,382**	,501**	,369**	,423**	,329**	,362**	,289**	,379**	,347**	1
	Sig. (2-tailed)	,001	,000	,000	,000	,000	,001	,000	,004	,000	,000	
	N	100	100	100	100	100	100	100	100	100	100	100

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

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

VARIABEL X2 PELAYANAN

		Correlations									
		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.10	TOTALX2
X2.1	Pearson Correlation	1	-,111	,056	-,019	-,038	,115	,138	-,170	,206	,293**
	Sig. (2-tailed)		,271	,581	,849	,706	,255	,171	,091	,039	,003
	N	100	100	100	100	100	100	100	100	100	100
X2.2	Pearson Correlation	-,111	1	,034	,136	,010	,164	,166	0,000	-,112	,266**
	Sig. (2-tailed)	,271		,740	,176	,919	,104	,098	1,000	,269	,007
	N	100	100	100	100	100	100	100	100	100	100
X2.3	Pearson Correlation	,056	,034	1	,103	,032	,189	,080	,178	,131	,390**
	Sig. (2-tailed)	,581	,740		,308	,752	,060	,427	,077	,193	,000
	N	100	100	100	100	100	100	100	100	100	100
X2.4	Pearson Correlation	-,019	,136	,103	1	,081	,094	,177	,058	,137	,465**
	Sig. (2-tailed)	,849	,176	,308		,422	,352	,078	,567	,175	,000
	N	100	100	100	100	100	100	100	100	100	100
X2.5	Pearson Correlation	-,038	,010	,032	,081	1	,162	,118	,016	,247	,402**
	Sig. (2-tailed)	,706	,919	,752	,422		,108	,243	,875	,013	,000
	N	100	100	100	100	100	100	100	100	100	100
X2.6	Pearson Correlation	,115	,164	,189	,094	,162	1	,199	-,032	,214	,535**
	Sig. (2-tailed)	,255	,104	,060	,352	,108		,047	,753	,032	,000
	N	100	100	100	100	100	100	100	100	100	100
X2.7	Pearson Correlation	,138	,166	,080	,177	,118	,199	1	-,142	,021	,435**
	Sig. (2-tailed)	,171	,098	,427	,078	,243	,047		,160	,833	,000
	N	100	100	100	100	100	100	100	100	100	100
X2.8	Pearson Correlation	-,170	0,000	,178	,058	,016	-,032	-,142	1	,274**	,297**
	Sig. (2-tailed)	,091	1,000	,077	,567	,875	,753	,160		,006	,003
	N	100	100	100	100	100	100	100	100	100	100
X2.10	Pearson Correlation	,206	-,112	,131	,137	,247	,214	,021	,274**	1	,616**
	Sig. (2-tailed)	,039	,269	,193	,175	,013	,032	,833	,006		,000
	N	100	100	100	100	100	100	100	100	100	100
TOTALX2	Pearson Correlation	,293**	,266**	,390**	,465**	,402**	,535**	,435**	,297**	,616**	1
	Sig. (2-tailed)	,003	,007	,000	,000	,000	,000	,000	,003	,000	
	N	100	100	100	100	100	100	100	100	100	100

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

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

VARIABEL X3 DAYA TANGGAP

Correlations											
		X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	X3.7	X3.8	X3.10	TOTALX3
X3.1	Pearson Correlation	1	,089	,009	,071	-,037	,095	-,126	,075	,095	,343**
	Sig. (2-tailed)		,377	,928	,481	,714	,346	,211	,460	,348	,000
	N	100	100	100	100	100	100	100	100	100	100
X3.2	Pearson Correlation	,089	1	-,009	,166	-,120	-,083	,106	,027	-,091	,298**
	Sig. (2-tailed)	,377		,928	,099	,236	,410	,295	,791	,367	,003
	N	100	100	100	100	100	100	100	100	100	100
X3.3	Pearson Correlation	,009	-,009	1	,035	-,037	,171	,068	,103	,126	,421**
	Sig. (2-tailed)	,928	,928		,726	,716	,088	,499	,307	,212	,000
	N	100	100	100	100	100	100	100	100	100	100
X3.4	Pearson Correlation	,071	,166	,035	1	-,174	,078	,101	,031	,036	,399**
	Sig. (2-tailed)	,481	,099	,726		,084	,439	,318	,757	,724	,000
	N	100	100	100	100	100	100	100	100	100	100
X3.5	Pearson Correlation	-,037	-,120	-,037	-,174	1	,013	,029	,033	,003	,197
	Sig. (2-tailed)	,714	,236	,716	,084		,896	,772	,743	,977	,049
	N	100	100	100	100	100	100	100	100	100	100
X3.6	Pearson Correlation	,095	-,083	,171	,078	,013	1	,060	,041	,101	,407**
	Sig. (2-tailed)	,346	,410	,088	,439	,896		,554	,685	,317	,000
	N	100	100	100	100	100	100	100	100	100	100
X3.7	Pearson Correlation	-,126	,106	,068	,101	,029	,060	1	-,307**	-,162	,260**
	Sig. (2-tailed)	,211	,295	,499	,318	,772	,554		,002	,108	,009
	N	100	100	100	100	100	100	100	100	100	100
X3.8	Pearson Correlation	,075	,027	,103	,031	,033	,041	-,307**	1	,315**	,352**
	Sig. (2-tailed)	,460	,791	,307	,757	,743	,685	,002		,001	,000
	N	100	100	100	100	100	100	100	100	100	100
X3.10	Pearson Correlation	,095	-,091	,126	,036	,003	,101	-,162	,315**	1	,454**
	Sig. (2-tailed)	,348	,367	,212	,724	,977	,317	,108	,001		,000
	N	100	100	100	100	100	100	100	100	100	100
TOTALX3	Pearson Correlation	,343**	,298**	,421**	,399**	,197	,407**	,260**	,352**	,454**	1
	Sig. (2-tailed)	,000	,003	,000	,000	,049	,000	,009	,000	,000	
	N	100	100	100	100	100	100	100	100	100	100

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

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

VARIABEL X4 JAMINAN

		Correlations								
		X4.2	X4.3	X4.4	X4.6	X4.7	X4.8	X4.9	X4.10	TOTALX4
X4.2	Pearson Correlation	1	,127	-,049	,038	-,140	-,016	-,041	-,032	,228*
	Sig. (2-tailed)		,209	,631	,708	,165	,872	,684	,752	,022
	N	100	100	100	100	100	100	100	100	100
X4.3	Pearson Correlation	,127	1	,091	,000	,102	,008	,050	,013	,366**
	Sig. (2-tailed)	,209		,366	,998	,314	,935	,620	,895	,000
	N	100	100	100	100	100	100	100	100	100
X4.4	Pearson Correlation	-,049	,091	1	,031	-,046	-,032	,034	-,108	,303**
	Sig. (2-tailed)	,631	,366		,762	,647	,754	,740	,284	,002
	N	100	100	100	100	100	100	100	100	100
X4.6	Pearson Correlation	,038	,000	,031	1	,059	,054	,285**	,091	,397**
	Sig. (2-tailed)	,708	,998	,762		,562	,591	,004	,368	,000
	N	100	100	100	100	100	100	100	100	100
X4.7	Pearson Correlation	-,140	,102	-,046	,059	1	,030	,132	-,023	,383**
	Sig. (2-tailed)	,165	,314	,647	,562		,770	,190	,820	,000
	N	100	100	100	100	100	100	100	100	100
X4.8	Pearson Correlation	-,016	,008	-,032	,054	,030	1	-,012	-,089	,326**
	Sig. (2-tailed)	,872	,935	,754	,591	,770		,903	,376	,001
	N	100	100	100	100	100	100	100	100	100
X4.9	Pearson Correlation	-,041	,050	,034	,285**	,132	-,012	1	,151	,476**
	Sig. (2-tailed)	,684	,620	,740	,004	,190	,903		,134	,000
	N	100	100	100	100	100	100	100	100	100
X4.10	Pearson Correlation	-,032	,013	-,108	,091	-,023	-,089	,151	1	,245*
	Sig. (2-tailed)	,752	,895	,284	,368	,820	,376	,134		,014
	N	100	100	100	100	100	100	100	100	100
TOTALX4	Pearson Correlation	,228*	,366**	,303**	,397**	,383**	,326**	,476**	,245*	1
	Sig. (2-tailed)	,022	,000	,002	,000	,000	,001	,000	,014	
	N	100	100	100	100	100	100	100	100	100

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

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

VARIABEL X5 KEPEDULIAN

		Correlations								
		X5.2	X5.3	X5.4	X5.5	X5.6	X6.7	X5.8	X5.10	TOTALX5
X5.2	Pearson Correlation	1	,030	,019	-,080	,232*	,173	-,082	-,196	,283**
	Sig. (2-tailed)		,766	,851	,432	,020	,085	,417	,050	,004
	N	100	100	100	100	100	100	100	100	100
X5.3	Pearson Correlation	,030	1	,102	,076	,083	-,009	,043	,009	,364**
	Sig. (2-tailed)	,766		,313	,450	,410	,928	,673	,930	,000
	N	100	100	100	100	100	100	100	100	100
X5.4	Pearson Correlation	,019	,102	1	,105	-,178	,140	-,141	-,068	,358**
	Sig. (2-tailed)	,851	,313		,300	,077	,165	,160	,503	,000
	N	100	100	100	100	100	100	100	100	100
X5.5	Pearson Correlation	-,080	,076	,105	1	-,200*	,066	,148	,066	,381**
	Sig. (2-tailed)	,432	,450	,300		,046	,512	,141	,516	,000
	N	100	100	100	100	100	100	100	100	100
X5.6	Pearson Correlation	,232*	,083	-,178	-,200*	1	,143	,165	,037	,318**
	Sig. (2-tailed)	,020	,410	,077	,046		,157	,101	,714	,001
	N	100	100	100	100	100	100	100	100	100
X6.7	Pearson Correlation	,173	-,009	,140	,066	,143	1	-,035	-,269**	,312**
	Sig. (2-tailed)	,085	,928	,165	,512	,157		,733	,007	,002
	N	100	100	100	100	100	100	100	100	100
X5.8	Pearson Correlation	-,082	,043	-,141	,148	,165	-,035	1	,128	,345**
	Sig. (2-tailed)	,417	,673	,160	,141	,101	,733		,206	,000
	N	100	100	100	100	100	100	100	100	100
X5.10	Pearson Correlation	-,196	,009	-,068	,066	,037	-,269**	,128	1	,307**
	Sig. (2-tailed)	,050	,930	,503	,516	,714	,007	,206		,002
	N	100	100	100	100	100	100	100	100	100
TOTALX5	Pearson Correlation	,283**	,364**	,358**	,381**	,318**	,312**	,345**	,307**	1
	Sig. (2-tailed)	,004	,000	,000	,000	,001	,002	,000	,002	
	N	100	100	100	100	100	100	100	100	100
*. Correlation is significant at the 0.05 level (2-tailed).										
**. Correlation is significant at the 0.01 level (2-tailed).										

VARIABEL Y KEPUASAN

		Correlations									
		Y1	Y2	Y3	Y4	Y5	Y7	Y8	Y9	Y10	TOTAL_Y
Y1	Pearson Correlation	1	-,144	,270**	,025	-,204*	,008	,086	-,055	,167	,271**
	Sig. (2-tailed)		,153	,007	,808	,042	,940	,394	,585	,096	,006
	N	100	100	100	100	100	100	100	100	100	100
Y2	Pearson Correlation	-,144	1	-,137	,033	,059	-,076	,072	,062	,085	,283**
	Sig. (2-tailed)	,153		,175	,745	,562	,452	,479	,542	,403	,004
	N	100	100	100	100	100	100	100	100	100	100
Y3	Pearson Correlation	,270**	-,137	1	,133	,045	,191	,020	-,101	,106	,412**
	Sig. (2-tailed)	,007	,175		,187	,658	,057	,843	,315	,292	,000
	N	100	100	100	100	100	100	100	100	100	100
Y4	Pearson Correlation	,025	,033	,133	1	-,137	-,059	,235*	,292**	-,054	,447**
	Sig. (2-tailed)	,808	,745	,187		,174	,557	,019	,003	,596	,000
	N	100	100	100	100	100	100	100	100	100	100
Y5	Pearson Correlation	-,204*	,059	,045	-,137	1	,061	-,212*	-,066	,096	,233*
	Sig. (2-tailed)	,042	,562	,658	,174		,548	,034	,513	,344	,020
	N	100	100	100	100	100	100	100	100	100	100
Y7	Pearson Correlation	,008	-,076	,191	-,059	,061	1	,062	-,154	-,050	,326**
	Sig. (2-tailed)	,940	,452	,057	,557	,548		,540	,126	,618	,001
	N	100	100	100	100	100	100	100	100	100	100
Y8	Pearson Correlation	,086	,072	,020	,235*	-,212*	,062	1	,243*	-,123	,401**
	Sig. (2-tailed)	,394	,479	,843	,019	,034	,540		,015	,222	,000
	N	100	100	100	100	100	100	100	100	100	100
Y9	Pearson Correlation	-,055	,062	-,101	,292**	-,066	-,154	,243*	1	,011	,373**
	Sig. (2-tailed)	,585	,542	,315	,003	,513	,126	,015		,914	,000
	N	100	100	100	100	100	100	100	100	100	100
Y10	Pearson Correlation	,167	,085	,106	-,054	,096	-,050	-,123	,011	1	,360**
	Sig. (2-tailed)	,096	,403	,292	,596	,344	,618	,222	,914		,000
	N	100	100	100	100	100	100	100	100	100	100
TOTAL_Y	Pearson Correlation	,271**	,283**	,412**	,447**	,233*	,326**	,401**	,373**	,360**	1
	Sig. (2-tailed)	,006	,004	,000	,000	,020	,001	,000	,000	,000	
	N	100	100	100	100	100	100	100	100	100	100

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

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