

Lampiran 1.3 Perubahan Data Ordinal ke Interval

Successive Interval					
P17	P18	P19	P20	P21	TOTAL
2.560	3.783	3.883	2.124	3.802	16.152
5.279	5.484	3.883	4.061	5.470	24.176
3.742	3.783	5.651	2.864	3.802	19.842
3.742	5.484	3.883	4.061	3.802	20.972
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	5.470	20.939
5.279	3.783	3.883	4.061	3.802	20.809
1.832	2.424	1.816	2.124	3.802	11.999
3.742	2.424	3.883	2.864	2.406	15.320
2.560	2.424	3.883	2.124	3.802	14.794
1.832	1.597	1.816	2.124	2.406	9.776
1.832	2.424	2.516	2.124	2.406	11.304
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
1.832	3.783	3.883	2.864	3.802	16.165
3.742	3.783	3.883	4.061	3.802	19.271
2.560	2.424	2.516	2.124	2.406	12.032
1.832	1.597	1.816	2.124	1.681	9.051
2.560	3.783	2.516	2.124	1.681	12.665
3.742	3.783	3.883	5.820	3.802	21.030
5.279	5.484	5.651	5.820	5.470	27.703
5.279	3.783	3.883	4.061	5.470	22.476
3.742	3.783	2.516	2.864	3.802	16.708
3.742	2.424	3.883	2.864	3.802	16.715
2.560	2.424	3.883	2.864	3.802	15.533
2.560	2.424	2.516	4.061	2.406	13.969
2.560	2.424	2.516	2.864	2.406	12.771
2.560	3.783	3.883	2.864	3.802	16.892
3.742	3.783	3.883	4.061	3.802	19.271
2.560	2.424	3.883	4.061	3.802	16.731
3.742	3.783	3.883	4.061	3.802	19.271
2.560	2.424	2.516	2.864	3.802	14.167
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
2.560	2.424	3.883	2.864	2.406	14.138
3.742	3.783	3.883	4.061	3.802	19.271
1.000	1.000	1.000	1.000	1.000	5.000
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	5.651	4.061	5.470	22.707
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
2.560	2.424	2.516	2.864	2.406	12.771
1.832	2.424	3.883	2.124	2.406	12.670
3.742	3.783	3.883	4.061	5.470	20.939
3.742	5.484	2.516	4.061	3.802	19.606
3.742	3.783	3.883	4.061	3.802	19.271
5.279	5.484	5.651	5.820	5.470	27.703
3.742	3.783	3.883	4.061	3.802	19.271
2.560	2.424	2.516	2.864	2.406	12.771
5.279	3.783	3.883	4.061	5.470	22.476
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
2.560	3.783	2.516	4.061	3.802	16.723
1.000	1.000	1.816	2.124	1.681	7.621
1.832	2.424	3.883	2.124	3.802	14.066
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	5.651	4.061	5.470	22.707
3.742	2.424	3.883	2.864	3.802	16.715
5.279	3.783	3.883	4.061	3.802	20.809
1.832	1.597	3.883	2.124	3.802	13.239
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	5.820	3.802	21.030
3.742	3.783	5.651	4.061	3.802	21.039
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
3.742	2.424	3.883	2.864	3.802	16.715
3.742	3.783	3.883	4.061	3.802	19.271
2.560	2.424	1.816	2.864	2.406	12.071
2.560	2.424	2.516	4.061	2.406	13.969
5.279	3.783	3.883	4.061	3.802	20.809
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
2.560	2.424	2.516	2.864	2.406	12.771
2.560	2.424	3.883	4.061	3.802	16.731
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
2.560	2.424	3.883	4.061	3.802	16.731
3.742	3.783	3.883	4.061	3.802	19.271
3.742	3.783	3.883	4.061	3.802	19.271
2.560	2.424	3.883	4.061	3.802	16.731
3.742	3.783	3.883	4.061	3.802	19.271
2.560	2.424	2.516	2.864	2.406	12.771

Successive Interval																	TOTAL
P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	TOTAL	
3.550	2.450	2.403	3.880	3.653	3.732	3.715	3.584	3.620	2.658	3.981	3.483	2.169	2.632	1.832	2.748	50.090	
3.550	3.790	5.253	3.880	5.253	3.732	3.715	5.176	3.620	5.524	3.981	5.176	3.448	5.728	5.225	4.054	71.107	
3.550	3.790	2.403	3.880	3.653	3.732	5.279	2.198	2.272	3.945	3.981	3.483	2.169	3.944	2.577	2.748	53.603	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	5.176	5.339	5.524	3.981	5.176	3.448	3.944	5.225	4.054	67.826	
3.550	3.790	3.639	3.880	3.653	5.842	1.793	3.584	3.620	3.945	3.981	5.176	3.448	3.944	3.738	4.054	61.638	
3.550	3.790	3.639	3.880	3.653	3.732	2.504	5.176	3.620	3.945	3.981	3.483	3.448	2.632	3.738	4.054	58.826	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	5.176	3.620	3.945	3.981	3.483	3.448	3.944	3.738	4.054	61.349	
3.550	1.793	3.639	2.629	1.000	3.732	3.715	2.198	5.339	1.816	3.981	3.483	2.169	1.922	1.832	2.748	44.990	
3.550	2.450	2.403	3.880	2.480	3.732	2.504	3.584	2.272	3.945	3.981	3.483	2.169	2.632	2.577	2.748	48.390	
2.016	2.450	3.639	1.870	2.480	3.732	3.715	3.584	3.620	2.658	2.707	3.483	3.448	3.944	1.832	1.968	47.147	
2.016	1.793	1.696	3.880	3.653	1.597	1.793	3.584	1.653	2.658	1.922	3.483	1.612	2.632	1.832	1.968	37.773	
2.016	2.450	1.696	1.870	1.801	2.264	1.793	2.198	1.653	2.658	1.922	2.094	2.169	2.632	2.577	2.748	34.540	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	3.584	3.620	3.945	3.981	3.483	3.448	3.944	3.738	4.054	59.757	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	3.584	3.620	3.945	3.981	3.483	3.448	3.944	3.738	4.054	59.757	
3.550	3.790	3.639	1.870	3.653	3.732	2.504	3.584	3.620	1.816	2.707	3.483	3.448	3.944	3.738	1.968	51.047	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	3.584	3.620	3.945	3.981	3.483	3.448	3.944	3.738	4.054	59.757	
2.016	2.450	3.639	3.880	2.480	2.264	1.793	2.198	2.272	2.658	2.707	1.597	2.169	1.922	2.577	2.748	39.370	
1.459	1.793	2.403	1.870	1.801	1.597	1.793	1.459	3.620	1.816	1.922	1.597	1.000	1.922	1.832	1.968	29.852	
3.550	1.793	2.403	1.870	2.480	3.732	1.793	2.198	1.653	2.658	1.922	3.483	2.169	2.632	2.577	1.968	38.880	
5.406	3.790	5.253	3.880	3.653	3.732	5.279	5.176	3.620	3.945	3.981	5.176	5.072	5.728	5.225	5.933	74.852	
5.406	5.842	5.253	5.689	5.253	3.732	3.715	3.584	3.620	3.945	3.981	3.483	3.448	3.944	5.225	4.054	70.176	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	5.176	5.339	3.945	3.981	3.483	5.072	5.728	3.738	4.054	66.476	
3.550	3.790	2.403	3.880	2.480	3.732	2.504	2.198	2.272	3.945	3.981	3.483	3.448	3.944	2.577	4.054	52.241	
3.550	3.790	3.639	2.629	3.653	2.264	3.715	3.584	2.272	2.658	2.707	3.483	3.448	3.944	3.738	4.054	53.129	
2.016	1.793	1.000	1.000	1.000	2.264	1.793	3.584	2.272	3.945	1.922	3.483	2.169	3.944	1.832	4.054	38.071	
3.550	3.790	2.403	2.629	3.653	2.264	3.715	2.198	3.620	2.658	2.707	2.094	3.448	2.632	3.738	2.748	47.847	
3.550	1.793	3.639	1.870	1.801	2.264	3.715	2.198	3.620	2.658	2.707	3.483	2.169	3.944	2.577	2.748	44.735	
3.550	2.450	2.403	3.880	2.480	3.732	2.504	3.584	2.272	2.658	2.707	3.483	3.448	3.944	2.577	2.748	48.420	
5.406	3.790	3.639	2.629	2.480	3.732	2.504	3.584	3.620	3.945	2.707	3.483	5.072	3.944	2.577	2.748	55.862	
3.550	2.450	2.403	2.629	2.480	3.732	2.504	3.584	3.620	3.945	2.707	3.483	3.448	3.944	3.738	4.054	52.273	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	3.584	3.620	5.524	3.981	3.483	3.448	3.944	5.225	4.054	62.822	
3.550	2.450	1.696	2.629	2.480	2.264	3.715	3.584	2.272	2.658	2.707	1.597	3.448	1.922	2.577	4.054	43.604	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	3.584	3.620	3.945	3.981	3.483	3.448	3.944	3.738	4.054	59.757	
3.550	3.790	5.253	3.880	3.653	3.732	3.715	3.584	3.620	3.945	3.981	3.483	3.448	3.944	3.738	4.054	61.372	
3.550	2.450	2.403	2.629	2.480	3.732	2.504	2.198	3.620	2.658	2.707	3.483	2.169	2.632	2.577	2.748	44.540	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	3.584	3.620	3.945	3.981	3.483	3.448	3.944	3.738	4.054	59.757	
5.406	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	20.406	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	3.584	3.620	3.945	3.981	3.483	3.448	3.944	3.738	4.054	59.757	
3.550	3.790	3.639	3.880	3.653	3.732	5.279	3.584	3.620	3.945	3.981	3.483	3.448	3.944	3.738	4.054	61.322	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	3.584	3.620	3.945	3.981	3.483	3.448	3.944	3.738	4.054	59.757	
3.550	3.790	2.403	3.880	5.253	3.732	3.715	3.584	3.620	3.945	3.981	5.176	5.072	3.944	3.738	4.054	63.439	
3.550	3.790	2.403	3.880	3.653	3.732	3.715	3.584	3.620	3.945	5.651	3.483	3.448	2.632	3.738	4.054	58.879	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	3.584	3.620	3.945	3.981	3.483	3.448	3.944	3.738	4.054	59.757	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	3.584	3.620	3.945	3.981	3.483	3.448	3.944	3.738	4.054	59.757	
3.550	3.790	3.639	3.880	3.653	3.732	5.279	5.176	5.339	5.524	3.981	3.483	5.072	3.944	5.225	5.933	72.801	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	3.584	3.620	3.945	3.981	3.483	3.448	3.944	3.738	4.054	59.757	
3.550	3.790	5.253	3.880	3.653	3.732	5.279	3.584	3.620	5.524	3.981	3.483	3.448	3.944	3.738	4.054	64.515	
2.016	2.450	2.403	2.629	2.480	2.264	2.504	2.198	2.272	2.658	2.707	2.094	2.169	2.632	2.577	2.748	38.801	
3.550	1.793	1.000	1.870	1.801	3.732	2.504	3.584	3.620	3.945	3.981	3.483	3.448	3.944	3.738	1.968	47.962	
3.550	3.790	3.639	3.880	5.253	3.732	3.715	5.176	5.339	3.945	3.981	5.176	5.072	3.944	3.738	4.054	67.986	
3.550	3.790	2.403	2.629	1.801	5.842	3.715	2.198	3.620	5.524	5.651	3.483	3.448	3.944	2.577	4.054	58.228	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	3.584	3.620	3.945	3.981	3.483	3.448	3.944	3.738	4.054	59.757	
1.000	3.790	3.639	2.629	2.480	2.264	3.715	3.584	3.620	5.524	3.981	3.483	3.448	3.944	5.225	5.933	58.259	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	3.584	3.620	3.945	3.981	3.483	3.448	3.944	3.738	4.054	59.757	
2.016	2.450	2.403	2.629	2.480	2.264	2.504	2.198	2.272	2.658	2.707	2.094	2.169	2.632	2.577	2.748	38.801	
3.550	3.790	2.403	3.880	2.480	3.732	2.504	3.584	3.620	3.945	5.651	3.483	3.448	3.944	3.738	2.748	58.194	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	3.584	3.620	3.945	3.981	3.483	3.448	3.944	3.738	4.054	59.757	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	3.584	3.620	3.945	3.981	3.483	3.448	3.944	3.738	4.054	59.757	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	3.584	3.620	3.945	3.981	3.483	3.448	3.944	3.738	4.054	59.757	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	3.584	3.620	2.658	2.707	2.094	3.448	2.632	2.577	4.054	53.334	
1.000	1.000	1.696	2.629	2.480	1.000	1.000	1.000	1.000	2.658	3.981	1.000	1.000	1.922	1.832	1.968	27.167	
2.016	3.790	3.639	2.629	1.801	3.732	3.715	2.198	3.620	1.816	1.922	3.483	1.612	1.922	1.000	1.968	40.865	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	3.584	3.620	3.945	3.981	3.483	3.448	3.944	3.738	4.054	59.757	
5.406	3.790	3.639	3.880	3.653	3.732	3.715	5.176	3.620	5.524	5.651	3.483	3.448	3.944	3.738	4.054	66.453	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	3.584	3.620	3.945	3.981	3.483	3.448	3.944	3.738	4.054	59.757	
3.550	3.790	3.639	2.629	3.653	3.732	2.504	3.584	5.339	3.945	5.651	3.483	3.448	3.944	3.738	4.054	62.377	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	3.584	3.620	3.945	3.981	3.483	3.448	3.944	3.738	4.054	59.757	
3.550	3.790	3.639	3.880	1.801	3.732	3.715	3.584	3.620	3.945	3.981	3.483	3.448	3.944	3.738	4.054	59.906	
3.550	3.790	3.639	3.880	3.653	3.732	3.715	3.584	3.620	3.945	3.981	3.483	3.448	3.944	3.738	4.054	59.757	
3.550	3.790	2.403															

Lampiran 1.6 Tanggapan Responden Mengenai Kualitas Layanan

No Item	Indikator	Bobot Skor Jawaban Responden					Jumlah skor	Mean	Kriteria
		5	4	3	2	1			
1	Kecermatan	30	320	33	2	2	387	3,87	Baik
2	Kesesuaian	10	292	48	14	2	366	3,66	Baik
3	Keandalan dalam melayani	30	252	66	12	3	363	3,63	Baik
4	Tepat	15	256	66	18	2	357	3,57	Baik
5	Cepat	30	248	60	18	3	359	3,59	Baik
		10	308	48	6	2	374	3,74	Baik
6	Cermat	40	256	57	14	2	369	3,69	Baik
7	Rasa aman dan nyaman	50	276	54	2	2	384	3,84	Baik
8	Kualitas Barang	35	292	42	8	2	379	3,79	Baik
		40	260	63	10	1	374	3,74	Baik
9	Melayani dengan sikap ramah	30	268	57	14	1	370	3,70	Baik
10	Melayani dengan sikap sopan santun	50	304	27	6	2	389	3,89	Baik
11	Kebersihan	45	280	42	8	3	378	3,78	Baik
		25	288	45	14	1	373	3,73	Baik
12	Pencahayaan	45	240	63	16	2	366	3,66	Baik
13	Suhu udara	15	276	57	16	1	365	3,65	Baik
Total		505	4420	831	180	32	5.953	3,72	Baik

Lampiran 1.7 Hasil Tanggapan Responden Mengenai Kepuasan Konsumen

No Item	Indikator	Bobot Skor Jawaban Responden					Jumlah skor	Mean	Kriteria
		5	4	3	2	1			
1	Melayani konsumen	40	248	60	16	2	366	3,66	Baik
2	Kesigapan karyawan	25	264	72	6	2	369	3,69	Baik
3	Harapan konsumen	30	296	42	10	1	379	3,79	Baik
		20	264	51	24	1	360	3,6	Baik
4	Kemampuan melayani konsumen	45	292	42	6	1	386	3,86	Baik
Total		165	1368	270	64	8	1860	3,72	Baik

Lampiran 1.8 Hasil Koefisien Regresi Sederhana dan Uji T

Coefficients^a

Model		Unstandardized Coefficients		Standardized	t	Sig.
		B	Std. Error	Coefficients Beta		
1	(Constant)	12,336	2,177		5,666	,000
	kepuasankonsumen	2,406	,119	,897	20,137	,000

a. Dependent Variable: kualitasayanan

Lampiran 1.9 Hasil Koefisien Korelasi dan Determinasi

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,897 ^a	,805	,803	4,441706	2,113

a. Predictors: (Constant), kepuasankonsumen

b. Dependent Variable: kualitasayanan