LAMPIRAN

KUESIONER

Dalam rangka pengumpulan data tentang 'kualitas layanan' yang telah dilakukan oleh FertiLabs guna penyempurnaan lebih lanjut serta berkenaan dengan penelitian karya ilmiah S_2 (tesis) kami, maka dengan ini kami mohon kesediaan pasien terhormat untuk bersedia memberikan jawaban atas beberapa pertanyaan di bawah ini. Sebelumnya kami ucapkan terima kasih atas kerjasama dan kepeduliannya.

NOMOR : _____

TANGGAL : _____

A. Penilaian (*Perception*) Pasien Terhadap Pelayanan di FertiLabs Cabang Surabaya.

Menurut Anda, bagaimana tingkat kepuasan yang Anda rasakan atas penyelenggaraan (pelayanan) yang dilaksanakan oleh FertiLabs Cabang Surabaya. Lingkarilah angka yang menunjukkan penilaian Anda (pada kolom nilai).

1 = Tidak Puas (TP) 4 = Puas (P)

2 = Kurang Puas (KP) 5 = Puas Sekali (PS)

3 = Cukup Puas (CP)

No.	Bagaimana Penilaian Anda tentang :	Nilai
01.	Kebersihan dan kesejukan dari seluruh ruangan	1 2 3 4 5
02.	Penerangan dari seluruh ruangan	1 2 3 4 5
03.	Kenyamanan dan keleluasaan atas penataan seluruh ruangan	1 2 3 4 5
04.	Kebersihan seragam paramedis tenaga medis dan karyawan	1 2 3 4 5

05.	Kesopanan dan kerapian seragam paramedis	1	2	3	4	5
06.	Peralatan laboratorium yang lengkap dan modern	1	2	3	4	5
07.	Kemudahan dalam menjangkau lokasi	1	2	3	4	5
08.	Sarana parkir kendaraan	1	2	3	4	5
09.	Waktu yang disediakan dokter untuk konsultasi, pemeriksaan dan perawatan	1	2	3	4	5
10.	Informasi hasil pemeriksaan laboratorium	1	2	3	4	5
11.	Kecepatan hasil pemeriksaan laboratorium	1	2	3	4	5
12.	Ketepatan waktu untuk memenuhi janji dalam menyerahkan hasil laboratorium	1	2	3	4	5
13.	Kecepatan penanganan keluhan Anda	1	2	3	4	5
14.	Sikap dokter saat melayani Anda	1	2	3	4	5
15.	Kecepatan proses administrasi	1	2	3	4	5
16.	Kemudahan proses administrasi	1	2	3	4	5
17.	Hari dan jam kerja pelayanan	1	2	3	4	5
18.	Keramahtamahan dan kesopanan saat melayani Anda	1	2	3	4	5
19.	Penjelasan yang diutarakan paramedis, tenaga media dan karyawan kepada Anda sebelum melakukan suatu tindakan	1	2	3	4	5
20.	Penjelasan yang disampaikan dokter kepada Anda	1	2	3	4	5
21.	Perhatian yang cukup atas setiap keluhan yang Anda utarakan	1	2	3	4	5
22.	Perhatian dokter atas keluhan Anda	1	2	3	4	5

B. Harapan (*Expectation*) Pasien Terhadap Pelayanan di FertiLabs Cabang Surabaya.

Menurut Anda, bagaimana tingkat kepentingan pernyataan di bawah ini bagi sebuah penyelenggara layanan seperti FertiLabs. Lingkarilah angka yang menunjukkan penilaian Anda (pada kolom nilai).

1 = Tidak Penting (TP)
2 = Kurang Penting (KP)
3 = Cukup Penting (CP)
4 = Penting (P)
5 = Penting Sekali (PS)

No.	Bagaimana Penilaian Anda tentang :	Nilai
01.	Kebersihan dan kesejukan dari seluruh ruangan	1 2 3 4 5
02.	Penerangan dari seluruh ruangan	1 2 3 4 5
03.	Kenyamanan dan keleluasaan atas penataan seluruh ruangan	1 2 3 4 5
04.	Kebersihan seragam paramedis tenaga medis dan karyawan	1 2 3 4 5
05.	Kesopanan dan kerapian seragam paramedis	1 2 3 4 5
06.	Peralatan laboratorium yang lengkap dan modern	1 2 3 4 5
07.	Kemudahan dalam menjangkau lokasi	1 2 3 4 5
08.	Sarana parkir kendaraan	1 2 3 4 5
09.	Waktu yang disediakan dokter untuk konsultasi, pemeriksaan dan perawatan	1 2 3 4 5
10.	Informasi hasil pemeriksaan laboratorium	1 2 3 4 5
11.	Kecepatan hasil pemeriksaan laboratorium	1 2 3 4 5
12.	Ketepatan waktu untuk memenuhi janji dalam menyerahkan hasil laboratorium	1 2 3 4 5
13.	Kecepatan penanganan keluhan Anda	1 2 3 4 5
14.	Sikap dokter saat melayani Anda	1 2 3 4 5
15.	Kecepatan proses administrasi	1 2 3 4 5
16.	Kemudahan proses administrasi	1 2 3 4 5
17.	Hari dan jam kerja pelayanan	1 2 3 4 5
18.	Keramahtamahan dan kesopanan saat melayani Anda	1 2 3 4 5
19.	Penjelasan yang diutarakan paramedis, tenaga media dan karyawan kepada Anda sebelum melakukan suatu tindakan	1 2 3 4 5
20.	Penjelasan yang disampaikan dokter kepada Anda	1 2 3 4 5
21.	Perhatian yang cukup atas setiap keluhan yang Anda utarakan	1 2 3 4 5
22.	Perhatian dokter atas keluhan Anda	1 2 3 4 5

EKSPEKTASI RESPONDEN (*PILOT TEST*)

R	t1	t2	t3	t4	t5	t6	t7	t8	r1	r2	r3	r4	r1	r2	r3	r4	a1	a2	a3	a4	e1	e2
R1	5	5	4	5	5	4	4	4	3	5	5	5	4	5	5	4	5	4	5	5	5	4
R2	5	5	5	5	5	4	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5
R3	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R4	4	4	4	4	4	3	3	4	2	4	4	3	4	4	4	4	4	3	4	4	4	3
R5	4	4	2	4	3	1	3	3	2	3	3	2	3	4	4	3	3	3	3	3	3	3
R6	4	4	3	4	3	3	3	3	2	3	3	2	3	4	4	3	3	3	3	3	3	3
R7	4	5	4	5	5	4	4	4	3	5	5	5	4	5	5	4	5	4	5	5	5	4
R8	4	5	4	5	5	4	4	4	3	4	5	4	4	5	5	4	5	4	4	5	5	4
R9	5	5	4	5	5	4	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5
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R11	5	5	4	5	5	4	4	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5
R12	4	5	4	5	5	4	4	4	3	5	5	5	4	5	5	4	5	4	5	5	5	4
R13	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R14	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R15	4	4	4	5	5	4	4	4	3	4	4	4	4	4	5	4	4	4	4	4	4	4
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R17	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R18	4	4	4	5	4	4	4	4	3	4	4	3	4	4	4	4	4	4	4	4	4	4
R19	4	4	4	4	4	3	3	4	2	4	4	3	3	4	4	4	4	3	4	4	4	3
R20	5	5	4	5	5	4	4	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5

EKSPEKTASI RESPONDEN (TOTAL RESPONDEN)

R	t1	t2	t3	t4	t5	t6	t7	t8	r1	r2	r3	r4	r1	r2	r3	r4	a1	a2	a3	a4	e1	e2
R1	4	4	4	5	5	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	4
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R4	5	5	5	5	5	4	5	5	3	5	5	5	5	5	5	5	5	5	5	5	5	5
R5	4	4	2	4	3	1	3	3	2	3	3	2	3	4	4	3	3	3	3	3	3	3
R6	4	5	4	5	5	4	4	4	3	5	5	4	4	5	5	4	5	4	5	5	5	4
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R8	5	5	4	5	5	4	5	5	3	5	5	5	5	5	5	5	5	5	5	5	5	5
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R108	5	5	4	5	5	4	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R109	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R110	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R111	5	5	4	5	5	4	4	5	5	5	5	5	4	5	5	4	5	4	5	5	5	4
R112	4	4	3	4	4	3	3	3	3	3	4	3	3	4	4	3	4	3	4	3	3	3
R113	4	4	4	4	4	3	3	4	3	4	4	3	4	4	4	4	4	3	4	4	4	3
R114	5	5	4	5	5	4	4	5	5	5	5	5	4	5	5	4	5	4	5	5	5	5
R115	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R116	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R117	4	5	4	5	5	4	4	4	4	4	5	4	4	4	5	4	5	4	4	4	5	4
R118	5	5	4	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R119	4	5	4	5	5	4	4	4	4	4	5	4	4	5	5	4	5	4	4	5	5	4
R120	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R121	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R122	5	5	4	5	5	4	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R123	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R124	4	4	4	4	4	4	3	4	3	4	4	3	4	4	4	4	4	3	4	4	4	3
R125	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R126	4	4	4	5	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
R127	4	4	4	4	4	3	3	4	3	4	4	3	3	4	4	4	4	3	4	4	3	3
R128	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
R129	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R130	4	3	4	5	5	4	4	4	4	4	5	4	4	5	5	4	5	4	4	4	5	4
R131	5	5	4	5	5	4	4	5	5	5	5	5	4	5	5	4	5	4	5	5	5	5
R132	5	5	4	5	5	4	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R133	4	4	4	4	4	3	3	4	3	4	4	3	3	4	4	4	4	3	4	4	3	3
R134	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R135	4	4	4	5	5	4	4	4	4	4	4	4	4	4	4	5	4	5	4	4	4	5	4
R136	4	5	4	5	5	4	4	4	4	4	5	4	4	5	5	4	5	4	4	5	5	4
R137	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R138	5	5	4	5	5	4	4	5	5	5	5	5	4	5	5	4	5	5	5	5	5	5
R139	5	5	4	5	5	4	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R140	4	4	4	5	5	4	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4
R141	4	5	4	5	5	4	4	4	4	4	4	4	4	4	4	5	4	5	4	4	4	5	4
R142	4	5	4	5	5	4	4	4	4	4	4	4	4	4	4	5	4	5	4	4	4	5	4
R143	5	5	4	5	5	4	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R144	4	5	4	5	5	4	4	4	4	5	5	4	4	5	5	4	5	4	4	5	5	4
R145	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5

R146	4	4	4	5	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
R147	4	4	4	5	4	4	4	4	3	4	4	3	4	4	4	4	4	4	4	4	4	4
R148	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R149	4	4	3	4	4	3	3	3	3	3	4	3	3	4	4	3	4	3	4	4	3	3
R150	4	4	3	4	3	3	3	3	2	3	4	2	3	4	4	3	3	3	3	3	3	3

PERSEPSI RESPONDEN (*PILOT TEST*)

R	t1	t2	t3	t4	t5	t6	t7	t8	r1	r2	r3	r4	r1	r2	r3	r4	a1	a2	a3	a4	e1	e2
R1	3	3	3	3	2	3	3	3	3	3	3	2	3	3	3	3	3	4	3	3	3	3
R2	3	3	3	4	3	3	3	4	3	3	3	2	3	3	3	4	4	4	3	3	3	3
R3	3	3	3	3	3	3	3	3	3	3	3	2	3	3	3	4	3	4	3	3	3	3
R4	4	4	4	4	3	4	4	4	4	3	4	3	4	4	4	4	4	4	4	4	4	4
R5	4	3	4	4	3	4	3	4	4	3	3	3	4	3	4	4	4	4	4	4	4	3
R6	4	3	4	4	3	3	3	4	4	3	3	3	4	3	4	4	4	4	4	3	4	3
R7	4	3	4	4	3	4	2	3	4	4	3	3	3	4	3	4	4	4	4	4	4	3
R8	2	2	2	2	1	1	2	1	1	1	2	1	1	2	2	2	2	3	2	1	2	2
R9	5	4	4	5	3	4	4	4	4	3	4	3	4	5	5	4	4	4	5	4	4	4
R10	2	2	2	2	1	1	2	1	1	1	1	1	1	2	2	2	2	2	2	1	2	2
R11	4	4	4	4	3	4	4	4	4	3	4	3	4	4	4	4	4	4	4	4	4	4
R12	3	3	3	3	2	3	3	3	3	2	3	2	3	3	3	3	3	3	3	2	2	3
R13	3	3	3	3	2	3	3	3	3	2	3	2	3	3	3	3	3	3	2	2	3	3
R14	4	4	4	4	3	4	3	4	4	3	4	3	4	4	4	4	4	4	4	4	4	4
R15	5	4	4	5	4	4	4	4	4	3	5	3	4	5	5	4	5	4	5	4	4	4
R16	2	2	2	2	1	1	2	1	1	1	2	1	1	2	2	2	2	3	2	1	2	2
R17	4	3	4	4	3	3	3	4	4	3	3	3	4	3	4	4	4	4	3	3	4	3
R18	3	3	3	3	2	3	3	3	3	3	3	2	3	3	3	3	3	4	3	3	3	3
R19	4	4	4	5	3	4	4	4	4	3	4	3	4	4	4	4	4	4	4	4	4	4
R20	4	3	4	4	3	4	3	4	4	3	3	3	4	3	4	4	4	4	4	4	4	3

PERSEPSI RESPONDEN (TOTAL RESPONDEN)

R	t1	t2	t3	t4	t5	t6	t7	t8	r1	r2	r3	r4	r1	r2	r3	r4	a1	a2	a3	a4	e1	e2
R1	2	2	2	3	2	2	2	2	4	1	2	1	2	2	3	3	3	3	2	2	2	2
R2	4	4	4	5	3	4	4	4	5	3	4	3	4	4	5	4	4	4	5	4	4	4
R3	3	2	2	3	2	2	2	3	2	2	3	2	3	2	3	3	3	3	2	2	3	2
R4	3	3	3	3	2	3	3	3	3	2	3	2	3	3	3	3	3	4	2	3	3	3
R5	5	5	5	5	5	5	4	5	4	4	5	5	5	5	5	5	5	5	5	5	5	5
R6	5	4	4	5	4	4	4	4	5	3	5	3	4	5	5	4	4	4	5	4	4	4
R7	3	3	3	3	2	3	3	3	2	2	3	2	3	3	3	3	3	4	2	3	3	3
R8	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5
R9	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5
R10	4	3	3	4	3	3	3	4	2	3	3	3	4	3	4	4	4	4	3	3	4	3
R11	3	3	3	4	3	3	3	4	3	3	3	2	3	3	3	4	4	4	3	3	3	3
R12	4	3	4	4	3	3	3	4	4	3	3	3	4	3	4	4	4	4	3	3	4	3
R13	5	5	5	5	5	5	5	5	3	4	5	5	5	5	5	5	5	5	5	5	5	5
R14	3	2	2	3	2	2	2	3	3	2	3	2	3	2	3	3	3	3	2	2	3	3
R15	2	2	2	3	2	2	2	3	3	2	2	1	3	2	3	3	3	3	2	2	3	2
R16	2	2	2	3	2	2	2	2	4	1	2	1	2	2	3	3	3	3	2	2	2	2
R17	2	2	2	2	1	1	2	1	3	1	2	1	2	2	3	2	2	3	2	1	2	2
R18	3	3	3	3	2	3	3	3	4	2	3	2	3	3	3	3	3	4	2	3	3	3
R19	3	3	3	3	2	2	3	3	4	2	3	2	3	3	3	3	3	3	2	2	3	3
R20	2	2	2	3	2	2	2	2	1	1	2	1	2	2	3	3	3	3	2	2	2	2
R21	3	3	3	3	1	3	3	3	2	2	3	2	3	3	3	3	3	3	2	2	3	3
R22	2	2	2	2	1	1	2	1	3	1	2	1	1	2	2	2	2	3	2	1	2	2
R23	2	2	2	3	2	2	2	2	4	1	2	1	2	2	3	3	3	3	2	2	2	2
R24	3	2	2	3	2	2	2	3	4	2	3	2	3	2	3	3	3	3	2	2	3	2
R25	3	2	2	3	2	2	2	3	4	2	3	2	3	2	3	3	3	3	2	2	3	2
R26	3	2	2	3	2	2	2	3	4	2	3	2	3	2	3	3	3	3	2	2	3	2
R27	4	3	3	4	3	3	3	4	3	3	3	3	4	3	4	4	4	4	3	3	4	3
R28	3	3	3	4	3	3	3	3	3	3	3	2	3	3	3	4	4	4	3	3	3	3
R29	3	3	3	3	2	3	3	3	3	2	3	2	3	3	3	3	3	4	2	3	3	3
R30	4	4	4	5	3	4	4	4	3	3	4	3	4	4	4	4	4	4	5	4	4	4
R31	3	3	3	3	2	2	2	3	3	2	3	2	3	2	3	3	3	3	2	2	3	3
R32	3	3	3	3	2	2	2	3	4	2	3	2	3	3	3	3	3	3	2	2	3	3
R33	3	3	3	3	2	3	3	3	4	2	3	2	3	3	3	3	3	3	2	2	3	3
R34	5	5	5	5	5	5	5	5	4	4	5	5	5	5	5	5	5	5	5	5	5	5
R35	3	3	3	4	3	3	3	4	4	3	3	3	4	3	4	4	4	4	3	3	4	3
R36	5	4	4	5	5	5	4	5	1	4	5	5	5	5	5	4	5	5	5	5	5	4
R37	2	2	2	3	2	2	2	2	4	1	2	1	2	2	3	3	3	3	2	2	2	2
R38	2	2	2	3	2	2	2	2	1	1	2	1	2	2	3	3	3	3	2	2	2	2
R39	3	3	3	3	2	3	3	3	4	2	3	2	3	3	3	3	3	3	2	2	3	3
R40	2	2	2	3	2	2	2	2	3	1	2	1	2	2	3	3	3	3	2	2	2	2
R41	3	3	3	3	2	2	3	3	3	2	3	2	3	3	3	3	3	3	2	2	3	3
R42	2	2	2	2	1	1	2	1	4	1	2	1	2	2	2	2	2	3	2	1	2	2
R43	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5
R44	4	4	4	4	3	4	3	4	1	3	4	3	4	4	4	4	4	4	4	4	4	4
R45	3	3	3	4	3	3	3	4	4	3	3	3	4	3	3	4	4	4	3	3	3	3

R46	3	2	2	3	2	2	2	3	3	2	3	2	3	2	3	3	3	3	2	2	3	2
R47	3	3	3	3	2	3	3	3	4	2	3	2	3	3	3	3	3	4	2	3	3	3
R48	2	2	2	2	1	1	2	1	4	1	2	1	1	2	2	2	2	3	2	1	2	2
R49	2	2	2	3	2	2	2	2	3	1	2	1	2	2	3	3	3	3	2	2	2	2
R50	5	5	5	5	5	5	5	5	3	4	5	5	5	5	5	5	5	5	5	5	5	5
R51	3	3	3	3	2	3	3	3	1	2	3	2	3	3	3	3	3	3	2	2	3	3
R52	2	2	2	2	2	1	2	1	3	1	2	1	2	2	3	3	3	3	2	2	2	2
R53	2	2	2	3	2	2	2	2	2	2	2	1	2	2	3	3	3	3	2	2	3	2
R54	3	3	2	3	2	2	2	3	2	2	3	2	3	2	3	3	3	3	2	2	3	3
R55	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5
R56	5	5	4	5	5	5	4	5	3	4	5	5	5	5	5	5	5	5	5	5	5	4
R57	3	3	3	3	2	2	3	3	2	2	3	2	3	3	3	3	3	3	2	2	3	3
R58	2	2	2	3	2	2	2	2	5	2	2	1	2	2	3	3	3	3	2	2	3	2
R59	3	3	3	3	2	3	3	3	5	2	3	2	3	3	3	3	3	3	2	3	3	3
R60	2	2	2	2	1	1	2	1	3	1	2	1	1	2	2	2	2	3	2	1	2	2
R61	4	4	4	5	3	4	4	4	3	3	4	3	4	4	5	4	4	4	5	4	4	4
R62	3	3	2	3	2	2	2	3	3	2	3	2	3	2	3	3	3	3	2	2	3	3
R63	4	4	4	4	3	4	3	4	4	3	4	3	4	4	4	4	4	4	4	4	4	4
R64	4	4	4	4	3	4	4	4	2	3	4	3	4	4	4	4	4	4	4	4	4	4
R65	4	4	4	5	3	4	4	4	2	3	4	3	4	4	4	4	4	4	4	4	4	4
R66	4	4	4	5	3	4	4	4	1	3	4	3	4	4	4	4	4	4	4	4	4	4
R67	5	5	4	5	5	5	4	5	1	4	5	5	5	5	5	4	5	5	5	5	5	4
R68	5	5	5	5	5	5	5	5	2	5	5	5	5	5	5	5	5	5	5	5	5	5
R69	4	4	4	5	3	4	4	4	2	3	4	3	4	4	4	4	4	4	5	4	4	4
R70	5	5	5	5	5	5	5	5	1	5	5	5	5	5	5	5	5	5	5	5	5	5
R71	5	5	4	5	5	5	4	5	2	4	5	5	5	5	5	5	5	5	5	5	5	4
R72	5	5	5	5	5	5	5	5	1	5	5	5	5	5	5	5	5	5	5	5	5	5
R73	3	3	3	4	3	3	3	4	1	3	3	3	4	3	3	4	4	4	3	3	4	3
R74	4	4	4	4	3	4	4	4	2	3	4	3	4	4	4	4	4	4	4	4	4	4
R75	3	3	3	3	3	3	3	3	2	3	3	2	3	3	3	4	4	4	3	3	3	3
R76	5	5	5	5	5	5	5	5	2	5	5	5	5	5	5	5	5	5	5	5	5	5
R77	5	4	4	5	4	4	4	4	3	4	5	4	5	5	5	4	5	4	5	4	4	4
R78	3	3	3	3	2	3	3	3	3	2	3	2	3	3	3	3	3	3	2	2	3	3
R79	2	2	2	2	2	1	2	1	2	1	2	1	2	2	3	3	3	3	2	2	2	2
R80	5	5	5	5	5	5	5	5	3	5	5	5	5	5	5	5	5	5	5	5	5	5
R81	2	2	2	2	1	1	2	1	2	1	1	1	1	2	2	2	2	2	2	1	2	2
R82	5	4	4	5	5	5	4	4	2	4	5	5	5	5	5	4	5	4	5	4	5	4
R83	4	4	4	5	3	4	4	4	2	3	4	3	4	4	4	4	4	4	4	4	4	4
R84	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5
R85	5	5	5	5	5	5	5	5	3	5	5	5	5	5	5	5	5	5	5	5	5	5
R86	2	2	2	3	2	2	2	2	4	2	2	1	2	2	3	3	3	3	2	2	3	2
R87	3	3	3	4	3	3	3	4	1	3	3	2	3	3	3	4	4	4	3	3	3	3
R88	2	2	2	2	1	1	2	1	1	1	1	1	1	2	2	2	2	2	2	1	2	2
R89	3	3	3	3	2	3	3	3	2	2	3	2	3	3	3	3	3	3	2	2	3	3
R90	3	3	3	3	2	3	3	3	1	2	3	2	3	3	3	3	3	4	2	3	3	3
R91	3	3	3	4	3	3	3	3	2	3	3	2	3	3	3	4	4	4	3	3	3	3
R92	2	2	2	3	2	2	2	2	1	2	2	1	2	2	3	3	3	3	2	2	3	2
R93	5	4	4	5	4	4	4	4	5	3	5	3	4	5	5	4	5	4	5	4	4	4
R94	4	3	4	4	3	4	3	4	3	3	3	3	4	3	4	4	4	4	4	4	4	3
R95	3	3	3	3	3	3	3	3	3	3	3	2	3	3	3	4	3	4	3	3	3	3

R96	5	5	4	5	5	5	4	5	2	4	5	5	5	5	5	5	5	5	5	5	5	5	4
R97	4	4	4	4	3	4	3	4	2	3	4	3	4	4	4	4	4	4	4	4	4	4	4
R98	4	4	4	4	3	4	4	4	1	3	4	3	4	4	4	4	4	4	4	4	4	4	4
R99	2	2	2	3	2	2	2	2	1	1	2	1	2	2	3	3	3	3	2	2	2	2	2
R100	5	5	4	5	5	5	4	5	4	4	5	5	5	5	5	5	5	5	5	5	5	5	4
R101	3	3	3	4	3	3	3	3	2	3	3	2	3	3	3	4	4	4	3	3	3	3	3
R102	2	2	2	3	2	2	2	2	1	1	2	1	2	2	3	3	3	3	2	2	2	2	2
R103	4	3	4	4	3	4	3	4	3	3	3	3	4	3	4	4	4	4	4	3	4	3	3
R104	3	3	3	3	2	2	3	3	2	2	3	2	3	3	3	3	3	3	2	2	3	3	3
R105	3	3	3	3	2	3	3	3	2	2	3	2	3	3	3	3	3	4	2	3	3	3	3
R106	3	2	2	3	2	2	2	3	2	2	3	2	3	2	3	3	3	3	2	2	3	3	3
R107	2	2	2	3	2	2	2	2	1	2	2	1	2	2	3	3	3	3	2	2	3	2	2
R108	3	3	3	3	3	3	3	3	2	3	3	2	3	3	3	4	3	4	3	3	3	3	3
R109	3	2	2	3	2	2	2	3	2	2	3	2	3	2	3	3	3	3	2	2	3	2	2
R110	5	4	4	5	4	5	4	4	4	4	5	4	5	5	5	4	5	4	5	4	4	4	4
R111	4	3	4	4	3	3	3	4	3	3	3	3	4	3	4	4	4	4	3	3	4	3	3
R112	2	2	2	2	2	1	2	1	1	1	2	1	2	2	3	3	3	3	2	2	2	2	2
R113	4	4	4	4	3	4	4	4	3	3	4	3	4	4	4	4	4	4	4	4	4	4	4
R114	2	2	2	3	2	2	2	2	1	2	2	1	2	2	3	3	3	3	2	2	2	2	2
R115	3	3	3	3	2	3	3	3	2	3	3	2	3	3	3	3	3	4	3	3	3	3	3
R116	3	3	3	4	3	3	3	3	2	3	3	2	3	3	3	4	4	4	3	3	3	3	3
R117	3	3	3	3	2	3	3	3	2	2	3	2	3	3	3	3	3	3	2	2	3	3	3
R118	5	4	4	5	4	4	4	4	4	4	5	4	5	5	5	4	5	4	5	4	4	4	4
R119	3	3	3	3	2	3	3	3	2	2	3	2	3	3	3	3	3	3	2	3	3	3	3
R120	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R121	3	3	3	3	2	2	3	3	2	2	3	2	3	3	3	3	3	3	2	2	3	3	3
R122	4	4	4	5	3	4	4	4	3	3	4	3	4	4	4	4	4	4	4	4	4	4	4
R123	4	3	4	4	3	3	3	4	3	3	3	3	4	3	4	4	4	4	3	3	4	3	3
R124	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R125	2	2	2	3	2	2	2	3	1	2	2	1	2	2	3	3	3	3	2	2	3	2	2
R126	3	3	2	3	2	2	2	3	2	2	3	2	3	2	3	3	3	3	2	2	3	3	3
R127	5	5	4	5	5	5	4	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5
R128	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
R129	2	2	2	3	2	2	2	3	1	2	2	1	2	2	3	3	3	3	2	2	3	2	2
R130	3	3	3	4	3	3	3	4	3	3	3	3	4	3	3	4	4	4	3	3	4	3	3
R131	4	3	4	4	3	3	3	4	3	3	3	3	4	3	4	4	4	4	4	3	4	3	3
R132	3	2	2	3	2	2	2	3	1	2	2	1	3	2	3	3	3	3	2	2	3	2	2
R133	3	3	3	3	2	3	3	3	2	2	3	2	3	3	3	3	3	3	2	2	3	3	3
R134	4	4	4	5	3	4	4	4	3	3	4	3	4	4	4	4	4	4	4	4	4	4	4
R135	3	2	2	3	2	2	2	3	2	2	3	2	3	2	3	3	3	3	2	2	3	2	2
R136	3	3	3	4	3	3	3	4	2	3	3	2	3	3	3	4	4	4	3	3	3	3	3
R137	3	2	2	3	2	2	2	3	2	2	3	2	3	2	3	3	3	3	2	2	3	3	3
R138	5	5	4	5	5	5	4	5	5	4	5	5	5	5	5	4	5	5	5	5	5	4	4
R139	3	3	3	4	3	3	3	4	3	3	3	3	4	3	3	4	4	4	3	3	3	3	3
R140	5	4	4	5	5	5	4	4	4	4	5	4	5	5	5	4	5	4	5	4	4	4	4
R141	5	4	4	5	4	5	4	4	4	4	5	4	5	5	5	4	5	4	5	4	4	4	4
R142	2	2	2	2	1	1	2	1	1	1	2	1	1	2	2	2	2	2	2	1	2	2	2
R143	3	2	2	3	2	2	2	3	2	2	3	2	3	2	3	3	3	3	2	2	3	2	2
R144	3	3	3	3	1	3	3	3	2	2	3	2	3	3	3	3	3	3	2	2	3	3	3
R145	4	4	4	4	3	4	3	4	3	3	4	3	4	3	4	4	4	4	4	4	4	4	3

R146	3	3	3	4	3	3	3	4	3	3	3	3	4	3	4	4	4	4	3	3	4	3
R147	5	5	5	5	5	5	4	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5
R148	5	5	5	5	5	5	4	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5
R149	3	3	3	4	3	3	3	4	3	3	3	3	4	3	3	4	4	4	3	3	3	3
R150	3	3	3	3	2	3	3	3	2	2	3	2	3	3	3	3	3	3	2	2	3	3

UJI VALIDITAS & RELIABILITAS EKSPEKTASI RESPONDEN

(PILOT TEST)

Reliability Statistics

Cronbach's Alpha	N of Items
.988	22

Item Statistics

	Mean	Std. Deviation	N
tan1	4.45	.510	20
tan2	4.60	.503	20
tan3	4.05	.759	20
tan4	4.75	.444	20
tan5	4.55	.759	20
tan6	3.80	.894	20
tan7	4.05	.759	20
tan8	4.25	.716	20
rel1	3.35	1.089	20
rel2	4.40	.754	20
rel3	4.45	.759	20
rel4	4.10	1.165	20
res1	4.20	.768	20
res2	4.60	.503	20
res3	4.70	.470	20
res4	4.25	.716	20
ass1	4.45	.759	20
ass2	4.15	.813	20
ass3	4.40	.754	20
ass4	4.45	.759	20
emp1	4.45	.759	20
emp2	4.15	.813	20

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
tan1	90.15	209.713	.781	.988
tan2	90.00	208.632	.870	.988
tan3	90.55	202.892	.834	.988

tan4	89.85	210.345	.852	.988
tan5	90.05	201.524	.901	.987
tan6	90.80	200.063	.816	.988
tan7	90.55	201.629	.896	.987
tan8	90.35	202.134	.926	.987
rel1	91.25	193.461	.887	.988
rel2	90.20	200.695	.948	.987
rel3	90.15	200.555	.948	.987
rel4	90.50	189.316	.962	.987
res1	90.40	200.674	.931	.987
res2	90.00	208.632	.870	.988
res3	89.90	209.568	.861	.988
res4	90.35	202.134	.926	.987
ass1	90.15	200.555	.948	.987
ass2	90.45	199.313	.939	.987
ass3	90.20	200.695	.948	.987
ass4	90.15	200.555	.948	.987
emp1	90.15	200.555	.948	.987
emp2	90.45	199.313	.939	.987

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
94.60	221.516	14.883	22

UJI VALIDITAS & RELIABILITAS PERSEPSI RESPONDEN

(PILOT TEST)

Reliability Statistics

Cronbach's Alpha	N of Items
.991	22

Item Statistics

	Mean	Std. Deviation	N
tan1	3.50	.889	20
tan2	3.15	.671	20
tan3	3.40	.754	20
tan4	3.60	.940	20
tan5	2.55	.826	20
tan6	3.15	1.040	20
tan7	3.05	.686	20
tan8	3.25	1.070	20
rel1	3.25	1.070	20
rel2	2.65	.813	20
rel3	3.15	.875	20
rel4	2.40	.754	20
res1	3.20	1.056	20
res2	3.30	.865	20
res3	3.45	.887	20
res4	3.50	.761	20
ass1	3.50	.827	20
ass2	3.70	.571	20
ass3	3.40	.940	20
ass4	3.05	1.099	20
emp1	3.35	.813	20
emp2	3.15	.671	20

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
tan1	67.20	277.432	.953	.990
tan2	67.55	285.629	.898	.990

tan3	67.30	281.589	.959	.990
tan4	67.10	275.989	.946	.990
tan5	68.15	279.818	.939	.990
tan6	67.55	272.682	.951	.990
tan7	67.65	287.818	.779	.991
tan8	67.45	272.155	.939	.990
rel1	67.45	271.313	.964	.990
rel2	68.05	282.576	.849	.991
rel3	67.55	279.839	.882	.990
rel4	68.30	281.589	.959	.990
res1	67.50	272.053	.955	.990
res2	67.40	280.779	.860	.991
res3	67.25	278.197	.928	.990
res4	67.20	282.063	.931	.990
ass1	67.20	279.432	.952	.990
ass2	67.00	290.105	.822	.991
ass3	67.30	277.168	.906	.990
ass4	67.65	270.766	.953	.990
emp1	67.35	280.661	.922	.990
emp2	67.55	285.629	.898	.990

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
70.70	306.432	17.505	22

UJI VALIDITAS & RELIABILITAS EKSPEKTASI RESPONDEN

(TOTAL RESPONDEN)

Reliability Statistics

Cronbach's Alpha	N of Items
.987	22

Item Statistics

	Mean	Std. Deviation	N
tan1	4.50	.515	150
tan2	4.62	.514	150
tan3	4.10	.673	150
tan4	4.79	.422	150
tan5	4.63	.699	150
tan6	3.90	.775	150
tan7	4.06	.716	150
tan8	4.37	.689	150
rel1	4.23	.956	150
rel2	4.44	.755	150
rel3	4.58	.571	150
rel4	4.23	.956	150
res1	4.26	.709	150
res2	4.61	.504	150
res3	4.69	.477	150
res4	4.29	.671	150
ass1	4.58	.658	150
ass2	4.24	.766	150
ass3	4.50	.599	150
ass4	4.52	.642	150
emp1	4.51	.721	150
emp2	4.25	.804	150

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
tan1	92.41	166.310	.836	.986
tan2	92.29	166.058	.858	.986
tan3	92.81	163.593	.792	.986
tan4	92.11	168.651	.807	.987

tan5	92.27	162.079	.849	.986
tan6	93.01	161.349	.799	.987
tan7	92.85	161.607	.854	.986
tan8	92.54	161.136	.918	.986
rel1	92.68	153.977	.960	.986
rel2	92.47	159.593	.918	.986
rel3	92.33	163.966	.916	.986
rel4	92.68	153.977	.960	.986
res1	92.65	161.156	.890	.986
res2	92.30	165.983	.882	.986
res3	92.21	166.773	.867	.986
res4	92.61	162.198	.880	.986
ass1	92.33	162.127	.902	.986
ass2	92.67	159.432	.914	.986
ass3	92.41	163.236	.920	.986
ass4	92.39	162.091	.928	.986
emp1	92.39	160.401	.918	.986
emp2	92.65	158.309	.925	.986

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
96.91	177.683	13.330	22

UJI VALIDITAS & RELIABILITAS PERSEPSI RESPONDEN

(TOTAL RESPONDEN)

Reliability Statistics

Cronbach's Alpha	N of Items
.995	22

Item Statistics

	Mean	Std. Deviation	N
tan1	3.45	1.065	150
tan2	3.25	1.057	150
tan3	3.23	1.024	150
tan4	3.73	.976	150
tan5	2.89	1.232	150
tan6	3.16	1.248	150
tan7	3.13	.985	150
tan8	3.41	1.130	150
rel1	2.67	1.369	150
rel2	2.71	1.150	150
rel3	3.37	1.090	150
rel4	2.67	1.369	150
res1	3.45	1.121	150
res2	3.28	1.142	150
res3	3.63	.916	150
res4	3.63	.823	150
ass1	3.69	.891	150
ass2	3.74	.781	150
ass3	3.17	1.277	150
ass4	3.08	1.223	150
emp1	3.48	.967	150
emp2	3.23	.991	150

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
tan1	68.57	475.696	.966	.994
tan2	68.77	476.261	.962	.994
tan3	68.79	478.326	.945	.994

tan4	68.29	480.477	.942	.994
tan5	69.13	469.319	.953	.994
tan6	68.86	467.826	.969	.994
tan7	68.89	480.270	.938	.994
tan8	68.61	474.413	.935	.994
rel1	69.35	462.525	.973	.994
rel2	69.31	472.727	.953	.994
rel3	68.65	474.955	.959	.994
rel4	69.35	462.525	.973	.994
res1	68.57	473.669	.960	.994
res2	68.74	472.717	.961	.994
res3	68.39	482.911	.943	.995
res4	68.39	487.138	.934	.995
ass1	68.33	483.459	.956	.994
ass2	68.28	489.116	.926	.995
ass3	68.85	467.965	.944	.995
ass4	68.94	468.782	.971	.994
emp1	68.54	480.129	.959	.994
emp2	68.79	479.642	.947	.994

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
72.02	521.724	22.841	22

UJI DESKRIPTIF EKSPEKTASI RESPONDEN

Tangible1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Penting	1	.7	.7	.7
	Penting	73	48.7	48.7	49.3
	Penting Sekali	76	50.7	50.7	100.0
	Total	150	100.0	100.0	

Tangible 2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Penting	2	1.3	1.3	1.3
	Penting	53	35.3	35.3	36.7
	Penting Sekali	95	63.3	63.3	100.0
	Total	150	100.0	100.0	

Tangible 3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Penting	5	3.3	3.3	3.3
	Cukup Penting	12	8.0	8.0	11.3
	Penting	96	64.0	64.0	75.3
	Penting Sekali	37	24.7	24.7	100.0
	Total	150	100.0	100.0	

Tangible 4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Penting	1	.7	.7	.7
	Penting	29	19.3	19.3	20.0
	Penting Sekali	120	80.0	80.0	100.0
	Total	150	100.0	100.0	

Tangible 5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Penting	2	1.3	1.3	1.3
	Cukup Penting	7	4.7	4.7	6.0
	Penting	33	22.0	22.0	28.0
	Penting Sekali	108	72.0	72.0	100.0
	Total	150	100.0	100.0	

Tangible 6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Penting	5	3.3	3.3	3.3
	Cukup Penting	23	15.3	15.3	18.7
	Penting	99	66.0	66.0	84.7
	Penting Sekali	23	15.3	15.3	100.0
	Total	150	100.0	100.0	

Tangible 7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Penting	1	.7	.7	.7
	Cukup Penting	31	20.7	20.7	21.3
	Penting	76	50.7	50.7	72.0
	Penting Sekali	42	28.0	28.0	100.0
	Total	150	100.0	100.0	

Tangible 8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Penting	18	12.0	12.0	12.0
	Penting	59	39.3	39.3	51.3
	Penting Sekali	73	48.7	48.7	100.0
	Total	150	100.0	100.0	

Reliability 1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Penting	2	1.3	1.3	1.3
	Kurang Penting	12	8.0	8.0	9.3
	Cukup Penting	34	22.7	22.7	32.0
	Penting	39	26.0	26.0	58.0
	Penting Sekali	63	42.0	42.0	100.0
	Total	150	100.0	100.0	

Reliability 2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Penting	2	1.3	1.3	1.3
	Cukup Penting	12	8.0	8.0	9.3
	Penting	52	34.7	34.7	44.0
	Penting Sekali	84	56.0	56.0	100.0
	Total	150	100.0	100.0	

Reliability 3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Penting	6	4.0	4.0	4.0
	Penting	51	34.0	34.0	38.0
	Penting Sekali	93	62.0	62.0	100.0
	Total	150	100.0	100.0	

Reliability 4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Penting	7	4.7	4.7	4.7
	Cukup Penting	34	22.7	22.7	27.3
	Penting	27	18.0	18.0	45.3
	Penting Sekali	82	54.7	54.7	100.0
	Total	150	100.0	100.0	

Responsiveness1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Penting	23	15.3	15.3	15.3
	Penting	65	43.3	43.3	58.7
	Penting Sekali	62	41.3	41.3	100.0
	Total	150	100.0	100.0	

Responsiveness 2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Penting	1	.7	.7	.7
	Penting	57	38.0	38.0	38.7
	Penting Sekali	92	61.3	61.3	100.0
	Total	150	100.0	100.0	

Responsiveness 3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Penting	1	.7	.7	.7
	Penting	44	29.3	29.3	30.0
	Penting Sekali	105	70.0	70.0	100.0
	Total	150	100.0	100.0	

Responsiveness 4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Penting	18	12.0	12.0	12.0
	Penting	70	46.7	46.7	58.7
	Penting Sekali	62	41.3	41.3	100.0
	Total	150	100.0	100.0	

Assurance 1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Penting	3	2.0	2.0	2.0
	Cukup Penting	5	3.3	3.3	5.3
	Penting	44	29.3	29.3	34.7
	Penting Sekali	98	65.3	65.3	100.0
	Total	150	100.0	100.0	

Assurance 2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Penting	30	20.0	20.0	20.0
	Penting	54	36.0	36.0	56.0
	Penting Sekali	66	44.0	44.0	100.0
	Total	150	100.0	100.0	

Assurance 3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Penting	8	5.3	5.3	5.3
	Penting	59	39.3	39.3	44.7
	Penting Sekali	83	55.3	55.3	100.0
	Total	150	100.0	100.0	

Assurance 4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Penting	1	.7	.7	.7
	Cukup Penting	9	6.0	6.0	6.7
	Penting	51	34.0	34.0	40.7
	Penting Sekali	89	59.3	59.3	100.0
	Total	150	100.0	100.0	

Emphaty 1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Penting	20	13.3	13.3	13.3
	Penting	33	22.0	22.0	35.3
	Penting Sekali	97	64.7	64.7	100.0
	Total	150	100.0	100.0	

Emphaty 2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup Penting	34	22.7	22.7	22.7
	Penting	44	29.3	29.3	52.0
	Penting Sekali	72	48.0	48.0	100.0
	Total	150	100.0	100.0	

UJI DESKRIPTIF PERSEPSI RESPONDEN

Tangible 1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Puas	30	20.0	20.0	20.0
	Cukup Puas	59	39.3	39.3	59.3
	Puas	25	16.7	16.7	76.0
	Puas Sekali	36	24.0	24.0	100.0
	Total	150	100.0	100.0	

Tangible 2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Puas	42	28.0	28.0	28.0
	Cukup Puas	55	36.7	36.7	64.7
	Puas	26	17.3	17.3	82.0
	Puas Sekali	27	18.0	18.0	100.0
	Total	150	100.0	100.0	

Tangible 3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Puas	45	30.0	30.0	30.0
	Cukup Puas	46	30.7	30.7	60.7
	Puas	39	26.0	26.0	86.7
	Puas Sekali	20	13.3	13.3	100.0
	Total	150	100.0	100.0	

Tangible 4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Puas	11	7.3	7.3	7.3
	Cukup Puas	64	42.7	42.7	50.0
	Puas	30	20.0	20.0	70.0
	Puas *Sekali*	45	30.0	30.0	100.0
	Total	150	100.0	100.0	

Tangible 5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Puas	10	6.7	6.7	6.7
	Kurang Puas	62	41.3	41.3	48.0
	Cukup Puas	42	28.0	28.0	76.0
	Puas	6	4.0	4.0	80.0
	Puas Sekali	30	20.0	20.0	100.0
	Total	150	100.0	100.0	

Tangible 6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Puas	11	7.3	7.3	7.3
	Kurang Puas	41	27.3	27.3	34.7
	Cukup Puas	43	28.7	28.7	63.3
	Puas	23	15.3	15.3	78.7
	Puas Sekali	32	21.3	21.3	100.0
	Total	150	100.0	100.0	

Tangible 7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Puas	47	31.3	31.3	31.3
	Cukup Puas	54	36.0	36.0	67.3
	Puas	32	21.3	21.3	88.7
	Puas Sekali	17	11.3	11.3	100.0
	Total	150	100.0	100.0	

Tangible 8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Puas	11	7.3	7.3	7.3
	Kurang Puas	16	10.7	10.7	18.0
	Cukup Puas	52	34.7	34.7	52.7
	Puas	43	28.7	28.7	81.3
	Puas Sekali	28	18.7	18.7	100.0
	Total	150	100.0	100.0	

Reliability 1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Puas	24	16.0	16.0	16.0
	Kurang Puas	42	28.0	28.0	44.0
	Cukup Puas	40	26.7	26.7	70.7
	Puas	32	21.3	21.3	92.0
	Puas Sekali	12	8.0	8.0	100.0
	Total	150	100.0	100.0	

Reliability 2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Puas	21	14.0	14.0	14.0
	Kurang Puas	50	33.3	33.3	47.3
	Cukup Puas	45	30.0	30.0	77.3
	Puas	20	13.3	13.3	90.7
	Puas Sekali	14	9.3	9.3	100.0
	Total	150	100.0	100.0	

Reliability 3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Puas	2	1.3	1.3	1.3
	Kurang Puas	29	19.3	19.3	20.7
	Cukup Puas	66	44.0	44.0	64.7
	Puas	17	11.3	11.3	76.0
	Puas Sekali	36	24.0	24.0	100.0
	Total	150	100.0	100.0	

Reliability 4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Puas	31	20.7	20.7	20.7
	Kurang Puas	51	34.0	34.0	54.7
	Cukup Puas	34	22.7	22.7	77.3
	Puas	5	3.3	3.3	80.7
	Puas Sekali	29	19.3	19.3	100.0
	Total	150	100.0	100.0	

Responsiveness 1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Puas	6	4.0	4.0	4.0
	Kurang Puas	23	15.3	15.3	19.3
	Cukup Puas	53	35.3	35.3	54.7
	Puas	34	22.7	22.7	77.3
	Puas Sekali	34	22.7	22.7	100.0
	Total	150	100.0	100.0	

Responsiveness 2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Puas	46	30.7	30.7	30.7
	Cukup Puas	52	34.7	34.7	65.3
	Puas	16	10.7	10.7	76.0
	Puas Sekali	36	24.0	24.0	100.0
	Total	150	100.0	100.0	

Responsiveness 3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Puas	7	4.7	4.7	4.7
	Cukup Puas	80	53.3	53.3	58.0
	Puas	25	16.7	16.7	74.7
	Puas Sekali	38	25.3	25.3	100.0
	Total	150	100.0	100.0	

Responsiveness 4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Puas	8	5.3	5.3	5.3
	Cukup Puas	64	42.7	42.7	48.0
	Puas	53	35.3	35.3	83.3
	Puas Sekali	25	16.7	16.7	100.0
	Total	150	100.0	100.0	

Assurance 1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Puas	8	5.3	5.3	5.3
	Cukup Puas	66	44.0	44.0	49.3
	Puas	41	27.3	27.3	76.7
	Puas Sekali	35	23.3	23.3	100.0
	Total	150	100.0	100.0	

Assurance 2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Puas	3	2.0	2.0	2.0
	Cukup Puas	61	40.7	40.7	42.7
	Puas	58	38.7	38.7	81.3
	Puas Sekali	28	18.7	18.7	100.0
	Total	150	100.0	100.0	

Assurance 3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Puas	71	47.3	47.3	47.3
	Cukup Puas	23	15.3	15.3	62.7
	Puas	16	10.7	10.7	73.3
	Puas Sekali	40	26.7	26.7	100.0
	Total	150	100.0	100.0	

Assurance 4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Puas	8	5.3	5.3	5.3
	Kurang Puas	54	36.0	36.0	41.3
	Cukup Puas	34	22.7	22.7	64.0
	Puas	26	17.3	17.3	81.3
	Puas Sekali	28	18.7	18.7	100.0
	Total	150	100.0	100.0	

Emphaty 1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Puas	22	14.7	14.7	14.7
	Cukup Puas	63	42.0	42.0	56.7
	Puas	36	24.0	24.0	80.7
	Puas Sekali	29	19.3	19.3	100.0
	Total	150	100.0	100.0	

Emphaty 2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Puas	39	26.0	26.0	26.0
	Cukup Puas	59	39.3	39.3	65.3
	Puas	31	20.7	20.7	86.0
	Puas Sekali	21	14.0	14.0	100.0
	Total	150	100.0	100.0	

UJI TANDA (*SIGN*)

DIMENSI TANGIBLE

Frequencies

		N
Tan_1 (Per) - Tan_1 (Eks)	Negative Differences(a,b,c,d)	104
	Positive Differences(e,f,g,h)	17
	Ties(i,j,k,l)	29
	Total	150
Tan_2 (Per) - Tan_2 (Eks)	Negative Differences(a,b,c,d)	111
	Positive Differences(e,f,g,h)	9
	Ties(i,j,k,l)	30
	Total	150
Tan_3 (Per) - Tan_3 (Eks)	Negative Differences(a,b,c,d)	89
	Positive Differences(e,f,g,h)	18
	Ties(i,j,k,l)	43
	Total	150
Tan_4 (Per) - Tan_4 (Eks)	Negative Differences(a,b,c,d)	97
	Positive Differences(e,f,g,h)	7
	Ties(i,j,k,l)	46
	Total	150

a Tan_1 (Per) < Tan_1 (Eks)
b Tan_2 (Per) < Tan_2 (Eks)
c Tan_3 (Per) < Tan_3 (Eks)
d Tan_4 (Per) < Tan_4 (Eks)
e Tan_1 (Per) > Tan_1 (Eks)
f Tan_2 (Per) > Tan_2 (Eks)
g Tan_3 (Per) > Tan_3 (Eks)
h Tan_4 (Per) > Tan_4 (Eks)
i Tan_1 (Per) = Tan_1 (Eks)
j Tan_2 (Per) = Tan_2 (Eks)
k Tan_3 (Per) = Tan_3 (Eks)
l Tan_4 (Per) = Tan_4 (Eks)

Test Statistics(a)

	Tan_1 (Per) - Tan_1 (Eks)	Tan_2 (Per) - Tan_2 (Eks)	Tan_3 (Per) - Tan_3 (Eks)	Tan_4 (Per) - Tan_4 (Eks)
Z	-7.818	-9.220	-6.767	-8.727
Asymp. Sig. (2-tailed)	.000	.000	.000	.000

a Sign Test

Frequencies

		N
Tan_5 (Per) - Tan_5 (Eks)	Negative Differences(a,b,c,d)	117
	Positive Differences(e,f,g,h)	11
	Ties(i,j,k,l)	22
	Total	150
Tan_6 (Per) - Tan_6 (Eks)	Negative Differences(a,b,c,d)	84
	Positive Differences(e,f,g,h)	34
	Ties(i,j,k,l)	32
	Total	150
Tan_7 (Per) - Tan_7 (Eks)	Negative Differences(a,b,c,d)	92
	Positive Differences(e,f,g,h)	16
	Ties(i,j,k,l)	42
	Total	150
Tan_8 (Per) - Tan_8 (Eks)	Negative Differences(a,b,c,d)	93
	Positive Differences(e,f,g,h)	18
	Ties(i,j,k,l)	39
	Total	150

a Tan_5 (Per) < Tan_5 (Eks)
b Tan_6 (Per) < Tan_6 (Eks)
c Tan_7 (Per) < Tan_7 (Eks)
d Tan_8 (Per) < Tan_8 (Eks)
e Tan_5 (Per) > Tan_5 (Eks)
f Tan_6 (Per) > Tan_6 (Eks)
g Tan_7 (Per) > Tan_7 (Eks)
h Tan_8 (Per) > Tan_8 (Eks)
i Tan_5 (Per) = Tan_5 (Eks)
j Tan_6 (Per) = Tan_6 (Eks)
k Tan_7 (Per) = Tan_7 (Eks)
l Tan_8 (Per) = Tan_8 (Eks)

Test Statistics(a)

	Tan_5 (Per) - Tan_5 (Eks)	Tan_6 (Per) - Tan_6 (Eks)	Tan_7 (Per) - Tan_7 (Eks)	Tan_8 (Per) - Tan_8 (Eks)
Z	-9.281	-4.511	-7.217	-7.024
Asymp. Sig. (2-tailed)	.000	.000	.000	.000

a Sign Test

DIMENSI RELIABILITY

Frequencies

		N
Rel_1 (Per) - Rel_1 (Eks)	Negative Differences(a,b,c,d)	98
	Positive Differences(e,f,g,h)	26
	Ties(i,j,k,l)	26
	Total	150
Rel_2 (Per) - Rel_2 (Eks)	Negative Differences(a,b,c,d)	123
	Positive Differences(e,f,g,h)	9
	Ties(i,j,k,l)	18
	Total	150
Rel_3 (Per) - Rel_3 (Eks)	Negative Differences(a,b,c,d)	103
	Positive Differences(e,f,g,h)	13
	Ties(i,j,k,l)	34
	Total	150
Rel_4 (Per) - Rel_4 (Eks)	Negative Differences(a,b,c,d)	106
	Positive Differences(e,f,g,h)	14
	Ties(i,j,k,l)	30
	Total	150

a Rel_1 (Per) < Rel_1 (Eks)
b Rel_2 (Per) < Rel_2 (Eks)
c Rel_3 (Per) < Rel_3 (Eks)
d Rel_4 (Per) < Rel_4 (Eks)
e Rel_1 (Per) > Rel_1 (Eks)
f Rel_2 (Per) > Rel_2 (Eks)
g Rel_3 (Per) > Rel_3 (Eks)
h Rel_4 (Per) > Rel_4 (Eks)
i Rel_1 (Per) = Rel_1 (Eks)
j Rel_2 (Per) = Rel_2 (Eks)
k Rel_3 (Per) = Rel_3 (Eks)
l Rel_4 (Per) = Rel_4 (Eks)

Test Statistics(a)

	Rel_1 (Per) - Rel_1 (Eks)	Rel_2 (Per) - Rel_2 (Eks)	Rel_3 (Per) - Rel_3 (Eks)	Rel_4 (Per) - Rel_4 (Eks)
Z	-6.376	-9.835	-8.263	-8.307
Asymp. Sig. (2-tailed)	.000	.000	.000	.000

a Sign Test

DIMENSI RESPONSIVENESS

Frequencies

		N
Res_1 (Per) - Res_1 (Eks)	Negative Differences(a,b,c,d)	85
	Positive Differences(e,f,g,h)	24
	Ties(i,j,k,l)	41
	Total	150
Res_2 (Per) - Res_2 (Eks)	Negative Differences(a,b,c,d)	106
	Positive Differences(e,f,g,h)	13
	Ties(i,j,k,l)	31
	Total	150
Res_3 (Per) - Res_3 (Eks)	Negative Differences(a,b,c,d)	103
	Positive Differences(e,f,g,h)	11
	Ties(i,j,k,l)	36
	Total	150
Res_4 (Per) - Res_4 (Eks)	Negative Differences(a,b,c,d)	84
	Positive Differences(e,f,g,h)	18
	Ties(i,j,k,l)	48
	Total	150

a Res_1 (Per) < Res_1 (Eks)
b Res_2 (Per) < Res_2 (Eks)
c Res_3 (Per) < Res_3 (Eks)
d Res_4 (Per) < Res_4 (Eks)
e Res_1 (Per) > Res_1 (Eks)
f Res_2 (Per) > Res_2 (Eks)
g Res_3 (Per) > Res_3 (Eks)
h Res_4 (Per) > Res_4 (Eks)
i Res_1 (Per) = Res_1 (Eks)
j Res_2 (Per) = Res_2 (Eks)
k Res_3 (Per) = Res_3 (Eks)
l Res_4 (Per) = Res_4 (Eks)

Test Statistics(a)

	Res_1 (Per) - Res_1 (Eks)	Res_2 (Per) - Res_2 (Eks)	Res_3 (Per) - Res_3 (Eks)	Res_4 (Per) - Res_4 (Eks)
Z	-5.747	-8.434	-8.523	-6.436
Asymp. Sig. (2-tailed)	.000	.000	.000	.000

a Sign Test

DIMENSI ASSURANCE

Frequencies

		N
Ass_1 (Per) - Ass_1 (Eks)	Negative Differences(a,b,c,d)	95
	Positive Differences(e,f,g,h)	15
	Ties(i,j,k,l)	40
	Total	150
Ass_2 (Per) - Ass_2 (Eks)	Negative Differences(a,b,c,d)	78
	Positive Differences(e,f,g,h)	27
	Ties(i,j,k,l)	45
	Total	150
Ass_3 (Per) - Ass_3 (Eks)	Negative Differences(a,b,c,d)	103
	Positive Differences(e,f,g,h)	18
	Ties(i,j,k,l)	29
	Total	150
Ass_4 (Per) - Ass_4 (Eks)	Negative Differences(a,b,c,d)	109
	Positive Differences(e,f,g,h)	12
	Ties(i,j,k,l)	29
	Total	150

a Ass_1 (Per) < Ass_1 (Eks)
b Ass_2 (Per) < Ass_2 (Eks)
c Ass_3 (Per) < Ass_3 (Eks)
d Ass_4 (Per) < Ass_4 (Eks)
e Ass_1 (Per) > Ass_1 (Eks)
f Ass_2 (Per) > Ass_2 (Eks)
g Ass_3 (Per) > Ass_3 (Eks)
h Ass_4 (Per) > Ass_4 (Eks)
i Ass_1 (Per) = Ass_1 (Eks)
j Ass_2 (Per) = Ass_2 (Eks)
k Ass_3 (Per) = Ass_3 (Eks)
l Ass_4 (Per) = Ass_4 (Eks)

Test Statistics(a)

	Ass_1 (Per) - Ass_1 (Eks)	Ass_2 (Per) - Ass_2 (Eks)	Ass_3 (Per) - Ass_3 (Eks)	Ass_4 (Per) - Ass_4 (Eks)
Z	-7.532	-4.880	-7.636	-8.727
Asymp. Sig. (2-tailed)	.000	.000	.000	.000

a Sign Test

DIMENSI EMPHATY

Frequencies

		N
Emp_1 (Per) - Emp_1 (Eks)	Negative Differences(a,b)	99
	Positive Differences(c,d)	15
	Ties(e,f)	36
	Total	150
Emp_2 (Per) - Emp_2 (Eks)	Negative Differences(a,b)	99
	Positive Differences(c,d)	17
	Ties(e,f)	34
	Total	150

a Emp_1 (Per) < Emp_1 (Eks)
b Emp_2 (Per) < Emp_2 (Eks)
c Emp_1 (Per) > Emp_1 (Eks)
d Emp_2 (Per) > Emp_2 (Eks)
e Emp_1 (Per) = Emp_1 (Eks)
f Emp_2 (Per) = Emp_2 (Eks)

Test Statistics(a)

	Emp_1 (Per) - Emp_1 (Eks)	Emp_2 (Per) - Emp_2 (Eks)
Z	-7.774	-7.521
Asymp. Sig. (2-tailed)	.000	.000

a Sign Test

UJI FAKTOR (EKSPEKTASI RESPONDEN)

DIMENSI TANGIBLE

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
tan1	4.50	.515	150
tan2	4.62	.514	150
tan3	4.10	.673	150
tan4	4.79	.422	150
tan5	4.63	.699	150
tan6	3.90	.775	150
tan7	4.06	.716	150
tan8	4.37	.689	150

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.798
Bartlett's Test of Sphericity	Approx. Chi-Square	1377.130
	Df	28
	Sig.	.000

Anti-image Matrices

		tan1	tan2	tan3	tan4	tan5	tan6	tan7	tan8
Anti-image Covariance	tan1	.141	-.067	4.760 E-02	6.386 E-02	-.005	-.020	-5.621E-02	-9.157E-02
	tan2	-.067	.283	1.955 E-02	-.011	-.085	1.128 E-02	-2.916E-02	-4.263E-03
	tan3	4.760 E-02	1.955 E-02	.118	7.504 E-02	-.034	-.082	-7.887E-02	-5.705E-02
	tan4	6.386 E-02	-.011	7.504 E-02	.167	-.084	-.067	-8.657E-02	-5.565E-02
	tan5	-.005	-.085	-.034	-.084	.224	-.035	4.434E-02	3.373E-03
	tan6	-.020	1.128 E-02	-.082	-.067	-.035	.164	1.603E-02	2.366E-02
	tan7	-.056	-.029	-.079	-.087	4.434 E-02	1.603 E-02	.143	3.304E-02

Anti-image Correlation	tan8	-.092	-.004	-.057	-.056	3.373 E-03	2.366 E-02	3.304E-02	.105
	tan1	.735(a)	-.333	.369	.416	-.030	-.131	-.396	-.751
	tan2	-.333	.926(a)	.107	-.052	-.337	5.231 E-02	-.145	-2.467E-02
	tan3	.369	.107	.715(a)	.535	-.209	-.588	-.608	-.512
	tan4	.416	-.052	.535	.727(a)	-.434	-.403	-.561	-.420
	tan5	-.030	-.337	-.209	-.434	.891(a)	-.184	.248	2.194E-02
	tan6	-.131	5.231 E-02	-.588	-.403	-.184	.861(a)	.105	.180
	tan7	-.396	-.145	-.608	-.561	.248	.105	.800(a)	.269
	tan8	-.751	-.025	-.512	-.420	2.194 E-02	.180	.269	.785(a)

a Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
tan1	1.000	.666
tan2	1.000	.687
tan3	1.000	.753
tan4	1.000	.724
tan5	1.000	.753
tan6	1.000	.770
tan7	1.000	.829
tan8	1.000	.830

Extraction Method: Principal Component Analysis.

Total Variance Explained

	Initial Eigenvalues			Extraction Sums of Squared Loadings		
Component	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	6.012	75.150	75.150	6.012	75.150	75.150
2	.736	9.205	84.355			
3	.487	6.088	90.443			
4	.254	3.170	93.613			
5	.219	2.741	96.354			
6	.138	1.722	98.076			
7	.112	1.400	99.476			
8	4.191E-02	.524	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component
	1
tan1	.816
tan2	.829
tan3	.868
tan4	.851
tan5	.868
tan6	.878
tan7	.910
tan8	.911

Extraction Method: Principal Component Analysis.
a 1 components extracted.

Rotated Component Matrix(a)

a Only one component was extracted. The solution cannot be rotated.

DIMENSI RELIABILITY

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
rel1	3.99	1.046	150
rel2	4.44	.755	150
rel3	4.58	.571	150
rel4	4.23	.956	150

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.786
Bartlett's Test of Sphericity	Approx. Chi-Square	529.214
	Df	6
	Sig.	.000

Anti-image Matrices

		rel1	rel2	rel3	rel4
Anti-image Covariance	rel1	.878	-.058	-.025	1.623E-02
	rel2	-.058	.183	-.045	-.075

	rel3	-.025	-.045	.152	-.085
	rel4	1.623E-02	-.075	-.085	.125
Anti-image Correlation	rel1	.918(a)	-.144	-.069	4.897E-02
	rel2	-.144	.830(a)	-.273	-.496
	rel3	-.069	-.273	.785(a)	-.620
	rel4	4.897E-02	-.496	-.620	.731(a)

a Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
rel1	1.000	.225
rel2	1.000	.899
rel3	1.000	.905
rel4	1.000	.915

Extraction Method: Principal Component Analysis.

Total Variance Explained

	Initial Eigenvalues			Extraction Sums of Squared Loadings		
Component	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.943	73.580	73.580	2.943	73.580	73.580
2	.841	21.014	94.594			
3	.134	3.361	97.955			
4	8.182E-02	2.045	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component
	1
rel1	.474
rel2	.948
rel3	.951
rel4	.956

Extraction Method: Principal Component Analysis.
a 1 components extracted.

Rotated Component Matrix(a)

a Only one component was extracted. The solution cannot be rotated.

DIMENSI RESPONSIVENESS

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
res1	4.26	.709	150
res2	4.61	.504	150
res3	4.69	.477	150
res4	4.29	.671	150

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.732
Bartlett's Test of Sphericity	Approx. Chi-Square	707.270
	Df	6
	Sig.	.000

Anti-image Matrices

		res1	res2	res3	res4
Anti-image Covariance	res1	5.836E-02	-.007	-.024	-.057
	res2	-.007	.258	-.176	-.011
	res3	-.024	-.176	.279	1.285E-02
	res4	-.057	-.011	1.285E-02	6.347E-02
Anti-image Correlation	res1	.689(a)	-.056	-.186	-.928
	res2	-.056	.800(a)	-.656	-.088
	res3	-.186	-.656	.779(a)	9.663E-02
	res4	-.928	-.088	9.663E-02	.686(a)

a Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
res1	1.000	.884
res2	1.000	.812
res3	1.000	.777
res4	1.000	.858

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3.331	83.281	83.281	3.331	83.281	83.281
2	.474	11.862	95.143			
3	.163	4.070	99.214			
4	3.144E-02	.786	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component
	1
res1	.940
res2	.901
res3	.882
res4	.926

Extraction Method: Principal Component Analysis.
a 1 components extracted.

Rotated Component Matrix(a)

a Only one component was extracted. The solution cannot be rotated.

DIMENSI ASSURANCE

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
ass1	4.58	.658	150
ass2	4.24	.766	150
ass3	4.50	.599	150
ass4	4.52	.642	150

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.844
Bartlett's Test of	Approx. Chi-Square	700.979

Sphericity	Df	6
	Sig.	.000

Anti-image Matrices

		ass1	ass2	ass3	ass4
Anti-image Covariance	ass1	.182	-.015	-.019	-.073
	ass2	-.015	.318	-.070	-.020
	ass3	-.019	-.070	.124	-.066
	ass4	-.073	-.020	-.066	.100
Anti-image Correlation	ass1	.873(a)	-.063	-.126	-.536
	ass2	-.063	.930(a)	-.351	-.113
	ass3	-.126	-.351	.823(a)	-.590
	ass4	-.536	-.113	-.590	.780(a)

a Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
ass1	1.000	.875
ass2	1.000	.796
ass3	1.000	.923
ass4	1.000	.933

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3.527	88.170	88.170	3.527	88.170	88.170
2	.276	6.894	95.064			
3	.131	3.282	98.346			
4	6.616E-02	1.654	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component
	1
ass1	.935
ass2	.892
ass3	.961

ass4	.966

Extraction Method: Principal Component Analysis.
a 1 components extracted.

Rotated Component Matrix(a)

a Only one component was extracted. The solution cannot be rotated.

DIMENSI EMPHATY

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
emp1	4.51	.721	150
emp2	4.25	.804	150

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.500
Bartlett's Test of Sphericity	Approx. Chi-Square	179.497
	Df	1
	Sig.	.000

Anti-image Matrices

		emp1	emp2
Anti-image Covariance	emp1	.296	-.248
	emp2	-.248	.296
Anti-image Correlation	emp1	.500(a)	-.839
	emp2	-.839	.500(a)

a Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
emp1	1.000	.919
emp2	1.000	.919

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	1.839	91.948	91.948	1.839	91.948	91.948
2	.161	8.052	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component
	1
emp1	.959
emp2	.959

Extraction Method: Principal Component Analysis.
a 1 components extracted.

Rotated Component Matrix(a)

a Only one component was extracted. The solution cannot be rotated.

UJI FAKTOR (PERSEPSI RESPONDEN)

DIMENSI TANGIBLE

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
tan1	3.45	1.065	150
tan2	3.25	1.057	150
tan3	3.23	1.024	150
tan4	3.73	.976	150
tan5	2.89	1.232	150
tan6	3.16	1.248	150
tan7	3.13	.985	150
tan8	3.41	1.130	150

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.947
Bartlett's Test of Sphericity	Approx. Chi-Square	2338.866
	df	28
	Sig.	.000

Anti-image Matrices

		tan1	tan2	tan3	tan4	tan5	tan6	tan7	tan8
Anti-image Covariance	Tan1	8.085 E-02	-.013	-.016	-.010	-.021	-.006	7.357E-03	-2.320 E-02
	Tan2	-.013	5.414 E-02	-.014	1.389 E-02	-.016	-.014	-1.999E-02	-4.149 E-03
	Tan3	-.016	-.014	5.825 E-02	2.071 E-03	1.286 E-02	-.005	-3.167E-02	-8.000 E-03
	Tan4	-.010	1.389 E-02	2.071 E-03	9.812 E-02	-.034	-.022	-1.147E-02	-3.292 E-02
	Tan5	-.021	-.016	1.286 E-02	-.034	.122	-.011	-3.155E-03	-3.957 E-03
	Tan6	-.006	-.014	-.005	-.022	-.011	5.442E-02	-7.971E-03	-1.788 E-02

Anti-image Correlation	Tan7	7.357 E-03	-.020	-.032	-.011	-.003	-.008	6.426E-02	1.518 E-02
	Tan8	-.023	-.004	-.008	-.033	-.004	-.018	1.518E-02	.114
	Tan1	.963(a)	-.200	-.235	-.115	-.207	-.094	.102	-.241
	Tan2	-.200	.942(a)	-.252	.191	-.196	-.257	-.339	-5.270 E-02
	Tan3	-.235	-.252	.931(a)	2.740 E-02	.153	-.090	-.518	-9.797 E-02
	Tan4	-.115	.191	2.740 E-02	.941(a)	-.313	-.298	-.144	-.311
	Tan5	-.207	-.196	.153	-.313	.961(a)	-.136	-3.566E-02	-3.350 E-02
	Tan6	-.094	-.257	-.090	-.298	-.136	.959(a)	-.135	-.227
	Tan7	.102	-.339	-.518	-.144	-.036	-.135	.925(a)	.177
	Tan8	-.241	-.053	-.098	-.311	-.034	-.227	.177	.957(a)

a Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
tan1	1.000	.934
tan2	1.000	.942
tan3	1.000	.926
tan4	1.000	.902
tan5	1.000	.890
tan6	1.000	.958
tan7	1.000	.913
tan8	1.000	.890

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	7.354	91.920	91.920	7.354	91.920	91.920
2	.230	2.880	94.800			
3	.124	1.551	96.351			
4	9.407E-02	1.176	97.527			
5	6.916E-02	.864	98.391			
6	5.203E-02	.650	99.042			
7	3.959E-02	.495	99.537			
8	3.707E-02	.463	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component
	1
tan1	.966
tan2	.970
tan3	.962
tan4	.950
tan5	.943
tan6	.979
tan7	.955
tan8	.944

Extraction Method: Principal Component Analysis.
a 1 components extracted.

Rotated Component Matrix(a)

a Only one component was extracted. The solution cannot be rotated.

DIMENSI RELIABILITY

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
rel1	2.77	1.188	150
rel2	2.71	1.150	150
rel3	3.37	1.090	150
rel4	2.67	1.369	150

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.767
Bartlett's Test of Sphericity	Approx. Chi-Square	666.249
	df	6
	Sig.	.000

Anti-image Matrices

		rel1	rel2	rel3	rel4
Anti-image Covariance	rel1	.891	3.410E-02	-.033	-.017
	rel2	3.410E-02	.115	-.013	-.053
	rel3	-.033	-.013	.100	-.053
	rel4	-.017	-.053	-.053	6.382E-02
Anti-image Correlation	rel1	.898(a)	.106	-.111	-.070
	rel2	.106	.813(a)	-.120	-.616
	rel3	-.111	-.120	.795(a)	-.663
	rel4	-.070	-.616	-.663	.694(a)

a Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
rel1	1.000	.178
rel2	1.000	.913
rel3	1.000	.937
rel4	1.000	.956

Extraction Method: Principal Component Analysis.

Total Variance Explained

	Initial Eigenvalues			Extraction Sums of Squared Loadings		
Component	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.984	74.611	74.611	2.984	74.611	74.611
2	.877	21.920	96.530			
3	9.635E-02	2.409	98.939			
4	4.244E-02	1.061	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component
	1
rel1	.422
rel2	.956
rel3	.968
rel4	.978

Extraction Method: Principal Component Analysis.
a 1 components extracted.

Rotated Component Matrix(a)

a Only one component was extracted. The solution cannot be rotated.

DIMENSI RESPONSIVENESS

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
res1	3.45	1.121	150
res2	3.28	1.142	150
res3	3.63	.916	150
res4	3.63	.823	150

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.870
Bartlett's Test of Sphericity	Approx. Chi-Square	818.838
	df	6
	Sig.	.000

Anti-image Matrices

		res1	res2	res3	res4
Anti-image Covariance	Res1	.108	-.040	-.038	-.061
	Res2	-.040	.135	-.059	-.011
	Res3	-.038	-.059	.113	-.032
	Res4	-.061	-.011	-.032	.172
Anti-image Correlation	Res1	.853(a)	-.329	-.342	-.449
	Res2	-.329	.874(a)	-.480	-.073
	Res3	-.342	-.480	.859(a)	-.230
	Res4	-.449	-.073	-.230	.899(a)

a Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
res1	1.000	.939
res2	1.000	.916
res3	1.000	.934
res4	1.000	.894

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3.682	92.055	92.055	3.682	92.055	92.055
2	.155	3.869	95.925			
3	8.282E-02	2.071	97.995			
4	8.019E-02	2.005	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component
	1
res1	.969
res2	.957
res3	.966
res4	.945

Extraction Method: Principal Component Analysis.
a 1 components extracted.

Rotated Component Matrix(a)

a Only one component was extracted. The solution cannot be rotated.

DIMENSI ASSURANCE

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
ass1	3.69	.891	150
ass2	3.74	.781	150
ass3	3.17	1.277	150
ass4	3.08	1.223	150

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.830
Bartlett's Test of Sphericity	Approx. Chi-Square	995.608
	df	6
	Sig.	.000

Anti-image Matrices

		ass1	ass2	ass3	ass4
Anti-image Covariance	ass1	9.588E-02	-.018	-.039	-.018
	ass2	-.018	9.332E-02	2.086E-02	-.044
	ass3	-.039	2.086E-02	.101	-.035
	ass4	-.018	-.044	-.035	4.565E-02
Anti-image Correlation	ass1	.905(a)	-.186	-.398	-.274
	ass2	-.186	.821(a)	.215	-.679
	ass3	-.398	.215	.841(a)	-.516
	ass4	-.274	-.679	-.516	.768(a)

a Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
ass1	1.000	.944
ass2	1.000	.922
ass3	1.000	.926
ass4	1.000	.973

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3.765	94.115	94.115	3.765	94.115	94.115
2	.133	3.316	97.431			
3	7.053E-02	1.763	99.194			
4	3.225E-02	.806	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component
	1
ass1	.972
ass2	.960
ass3	.962
ass4	.986

Extraction Method: Principal Component Analysis.
a 1 components extracted.

Rotated Component Matrix(a)

a Only one component was extracted. The solution cannot be rotated.

DIMENSI EMPHATY

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
emp1	3.48	.967	150
emp2	3.23	.991	150

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.500
Bartlett's Test of Sphericity	Approx. Chi-Square	246.305
	df	1
	Sig.	.000

Anti-image Matrices

		emp1	emp2
Anti-image Covariance	emp1	.188	-.170
	emp2	-.170	.188
Anti-image Correlation	emp1	.500(a)	-.901
	emp2	-.901	.500(a)

a Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
emp1	1.000	.950
emp2	1.000	.950

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	1.901	95.048	95.048	1.901	95.048	95.048
2	9.904E-02	4.952	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component
	1
emp1	.975
emp2	.975

Extraction Method: Principal Component Analysis.
a 1 components extracted.

Rotated Component Matrix(a)

a Only one component was extracted. The solution cannot be rotated.

TABEL r

Langkah-langkah membuat tabel r (Santoso, 2005:557):

1. Menentukan tabel t.

   Gunakan rumus: IDF.T(0.9,df).

2. Menentukan tabel r.

   Gunakan rumus: r = t/(sqrt(df+t ** 2)).

df	t	r	df	t	r	df	t	r
1	3.0777	0.9511	**51**	1.2984	0.1789	**101**	1.2900	0.1273
2	1.8856	0.8000	**52**	1.2980	0.1772	**102**	1.2899	0.1267
3	1.6377	0.6870	**53**	1.2977	0.1755	**103**	1.2898	0.1261
4	1.5332	0.6084	**54**	1.2974	0.1739	**104**	1.2897	0.1255
5	1.4759	0.5509	**55**	1.2971	0.1723	**105**	1.2897	0.1249
6	1.4398	0.5067	**56**	1.2969	0.1708	**106**	1.2896	0.1243
7	1.4149	0.4716	**57**	1.2966	0.1693	**107**	1.2895	0.1237
8	1.3968	0.4428	**58**	1.2963	0.1678	**108**	1.2894	0.1231
9	1.3830	0.4187	**59**	1.2961	0.1664	**109**	1.2894	0.1226
10	1.3722	0.3981	**60**	1.2958	0.1650	**110**	1.2893	0.1220
11	1.3634	0.3802	**61**	1.2956	0.1636	**111**	1.2892	0.1215
12	1.3562	0.3646	**62**	1.2954	0.1623	**112**	1.2892	0.1209
13	1.3502	0.3507	**63**	1.2951	0.1610	**113**	1.2891	0.1204
14	1.3450	0.3383	**64**	1.2949	0.1598	**114**	1.2890	0.1199
15	1.3406	0.3271	**65**	1.2947	0.1586	**115**	1.2890	0.1193
16	1.3368	0.3170	**66**	1.2945	0.1574	**116**	1.2889	0.1188
17	1.3334	0.3077	**67**	1.2943	0.1562	**117**	1.2888	0.1183
18	1.3304	0.2992	**68**	1.2941	0.1550	**118**	1.2888	0.1178
19	1.3277	0.2914	**69**	1.2939	0.1539	**119**	1.2887	0.1173
20	1.3253	0.2841	**70**	1.2938	0.1528	**120**	1.2886	0.1168
21	1.3232	0.2774	**71**	1.2936	0.1517	**121**	1.2886	0.1163
22	1.3212	0.2711	**72**	1.2934	0.1507	**122**	1.2885	0.1159
23	1.3195	0.2653	**73**	1.2933	0.1497	**123**	1.2885	0.1154
24	1.3178	0.2598	**74**	1.2931	0.1486	**124**	1.2884	0.1149
25	1.3163	0.2546	**75**	1.2929	0.1477	**125**	1.2884	0.1145
26	1.3150	0.2497	**76**	1.2928	0.1467	**126**	1.2883	0.1140
27	1.3137	0.2451	**77**	1.2926	0.1457	**127**	1.2883	0.1136
28	1.3125	0.2407	**78**	1.2925	0.1448	**128**	1.2882	0.1131
29	1.3114	0.2366	**79**	1.2924	0.1439	**129**	1.2881	0.1127
30	1.3104	0.2327	**80**	1.2922	0.1430	**130**	1.2881	0.1123

31	1.3095	0.2289	**81**	1.2921	0.1421	**131**	1.2880	0.1118
32	1.3086	0.2254	**82**	1.2920	0.1412	**132**	1.2880	0.1114
33	1.3077	0.2220	**83**	1.2918	0.1404	**133**	1.2879	0.1110
34	1.3070	0.2187	**84**	1.2917	0.1396	**134**	1.2879	0.1106
35	1.3062	0.2156	**85**	1.2916	0.1387	**135**	1.2879	0.1102
36	1.3055	0.2126	**86**	1.2915	0.1379	**136**	1.2878	0.1098
37	1.3049	0.2097	**87**	1.2914	0.1371	**137**	1.2878	0.1094
38	1.3042	0.2070	**88**	1.2912	0.1364	**138**	1.2877	0.1090
39	1.3036	0.2043	**89**	1.2911	0.1356	**139**	1.2877	0.1086
40	1.3031	0.2018	**90**	1.2910	0.1348	**140**	1.2876	0.1082
41	1.3025	0.1993	**91**	1.2909	0.1341	**141**	1.2876	0.1078
42	1.3020	0.1970	**92**	1.2908	0.1334	**142**	1.2875	0.1074
43	1.3016	0.1947	**93**	1.2907	0.1327	**143**	1.2875	0.1070
44	1.3011	0.1925	**94**	1.2906	0.1320	**144**	1.2875	0.1067
45	1.3006	0.1903	**95**	1.2905	0.1313	**145**	1.2874	0.1063
46	1.3002	0.1883	**96**	1.2904	0.1306	**146**	1.2874	0.1059
47	1.2998	0.1863	**97**	1.2903	0.1299	**147**	1.2873	0.1056
48	1.2994	0.1843	**98**	1.2902	0.1292	**148**	1.2873	0.1052
49	1.2991	0.1825	**99**	1.2902	0.1286	**149**	1.2873	0.1049
50	1.2987	0.1806	**100**	1.2901	0.1279	**150**	1.2872	0.1045