

LAMPIRAN

Lampiran 1

Data Responden Mengenai Persepsi

Tabulasi Jawaban Responden Mengenai Persepsi

Res	Tangibles					Reliability				Responsiveness						Assurance					Emphaty			
	X1	X2	X3	X4	Mean	X5	X6	X7	Mean	X8	X9	X10	X11	X12	Mean	X13	X14	X15	X16	Mean	X17	X18	X19	Mean
1	5	5	5	5	5	5	4	4	4.333	5	5	5	4	5	4.8	5	5	4	4	4.5	4	4	5	4.333
2	4	4	4	4	4	4	4	4	4	5	5	4	4	5	4.6	5	5	4	4	4.5	4	4	4	4
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
5	5	5	3	4	4.25	4	4	5	4.333	4	5	4	4	4	4.2	4	5	3	5	4.25	5	5	5	5
6	4	4	4	5	4.25	4	4	4	4	5	5	4	4	5	4.6	5	5	4	4	4.5	4	4	4	4
7	4	4	4	5	4.25	4	4	4	4	5	4	4	4	5	4.4	4	5	3	4	4	4	4	4	4
8	5	4	4	4	4.25	4	4	4	4	4	5	5	4	3	4.2	4	4	3	5	4	4	4	4	4
9	4	4	3	3	3.5	3	3	3	3	3	3	3	3	3	3	3	2	2	4	2.75	2	2	2	2
10	4	4	5	3	4	4	3	4	3.667	4	4	4	4	5	4.2	5	5	4	3	4.25	3	4	4	3.667
11	4	4	4	5	4.25	4	5	3	4	5	5	5	4	5	4.8	5	5	5	5	5	4	4	4	4
12	4	4	4	4	4	4	4	4	4	5	5	4	4	5	4.6	5	5	4	4	4.5	4	4	4	4
13	5	4	4	4	4.25	5	3	3	3.667	4	4	3	3	4	3.6	3	4	3	5	3.75	5	4	4	4.333
14	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
15	4	4	3	2	3.25	3	3	3	3	4	4	3	3	3	3.4	3	4	3	3	3.25	2	3	3	2.667
16	4	3	3	3	3.25	3	4	3	3.333	4	4	3	3	3	3.4	3	2	3	3	2.75	3	3	3	3
17	4	4	4	5	4.25	5	4	4	4.333	4	4	4	4	5	4.2	5	5	4	5	4.75	5	5	5	5
18	5	5	3	3	4	2	2	2	2	4	4	4	3	4	3.8	4	4	4	5	4.25	3	3	5	3.667
19	5	5	3	3	4	2	2	2	2	4	4	4	3	4	3.8	4	4	4	5	4.25	3	3	4	3.333
20	5	5	4	5	4.75	4	5	4	4.333	5	5	5	5	5	5	4	5	4	5	4.5	5	4	4	4.333
21	5	5	4	5	4.75	4	5	4	4.333	5	5	5	5	4	4.8	5	4	5	5	4.75	5	4	4	4.333
22	5	4	5	5	4.75	5	3	3	3.667	4	4	3	3	4	3.6	5	5	3	5	4.5	4	5	4	4.333
23	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
24	4	4	4	4	4	4	4	4	4	4	4	4	5	5	4.4	5	5	5	5	5	4	4	4	4
25	4	4	5	5	4.5	4	4	5	4.333	5	4	4	4	4	4.2	4	5	4	4	4.25	4	4	4	4
26	4	4	3	4	3.75	4	4	3	3.667	4	4	4	5	3	4	4	3	4	5	4	3	4	4	3.667
27	4	5	3	4	4	4	5	4	4.333	3	4	2	5	4	3.6	3	4	5	4	4	4	5	4	4.333
28	3	4	2	3	3	4	3	3	3.333	3	3	3	3	4	3.2	2	3	3	3	2.75	4	4	4	4
29	4	4	3	4	3.75	4	4	4	4	4	4	4	4	3	3.8	2	4	2	4	3	4	4	4	4
30	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
31	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3.6	4	4	4	4	4	4	4	4	4

Tabulasi Jawaban Responden Mengenai Persepsi

Res	Tangibles					Reliability				Responsiveness						Assurance					Emphaty			
	X1	X2	X3	X4	Mean	X5	X6	X7	Mean	X8	X9	X10	X11	X12	Mean	X13	X14	X15	X16	Mean	X17	X18	X19	Mean
32	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
33	5	4	4	5	4.5	5	4	3	4	5	5	3	5	4	4.4	4	5	3	5	4.25	5	5	5	5
34	4	4	4	4	4	4	4	4	4	4	4	4	3	4	3.8	3	4	3	4	3.5	4	4	4	4
35	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
36	4	4	4	4	4	4	4	4	4	4	4	5	5	5	4.6	4	5	3	5	4.25	4	4	4	4
38	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
39	5	4	4	4	4.25	4	4	4	4	4	4	4	4	3	3.8	4	4	4	4	4	4	5	5	4.667
40	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
41	4	4	4	4	4	4	4	3	3.667	4	4	4	4	4	4	4	4	3	4	3.75	3	3	3	3
42	3	4	5	5	4.25	5	4	4	4.333	5	5	4	4	3	4.2	4	4	3	5	4	4	4	5	4.333
43	3	3	4	4	3.5	5	5	4	4.667	4	3	3	2	4	3.2	3	4	4	5	4	5	5	5	5
44	5	3	4	5	4.25	5	4	3	4	4	4	3	3	4	3.6	4	4	3	3	3.5	4	4	4	4
45	5	3	5	4	4.25	4	5	5	4.667	4	4	4	5	5	4.4	5	5	4	5	4.75	4	4	4	4
46	5	3	4	4	4	4	5	5	4.667	4	4	4	3	5	4	4	5	4	5	4.5	5	4	4	4.333
47	3	3	3	4	3.25	4	4	4	4	4	4	4	5	4	4.2	4	4	4	4	4	4	5	5	4.667
48	4	4	4	4	4	4	4	4	4	4	4	4	3	4	3.8	4	4	4	4	4	4	4	4	4
49	4	3	4	5	4	5	4	3	4	4	4	4	5	4	4.2	4	5	3	5	4.25	4	5	5	4.667
50	4	4	4	5	4.25	5	3	4	4	4	4	4	5	4	4.2	3	4	3	3	3.25	4	4	5	4.333
51	3	3	4	3	3.25	5	3	4	4	3	3	4	3	4	3.4	4	4	3	3	3.5	4	4	5	4.333
52	5	5	5	5	5	4	4	4	4	4	4	4	4	4	4	5	4	4	5	4.5	5	4	5	4.667
53	4	4	4	3	3.75	4	4	3	3.667	3	3	4	3	4	3.4	4	4	3	4	3.75	4	3	3	3.333
54	4	4	4	4	4	4	4	3	3.667	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
55	4	4	5	5	4.5	5	5	4	4.667	5	5	4	4	5	4.6	5	4	2	5	4	4	4	5	4.333
56	4	4	3	4	3.75	3	4	3	3.333	4	4	3	4	4	3.8	4	3	3	3	3.25	4	3	3	3.333
57	4	4	4	4	4	4	5	4	4.333	4	4	4	4	4	4	4	4	5	5	4.5	5	5	5	5
58	3	3	4	4	3.5	4	4	4	4	4	4	3	4	4	3.8	4	4	3	4	3.75	3	3	4	3.333
59	4	4	4	4	4	4	4	4	4	4	4	4	5	5	4.4	5	5	5	5	5	5	5	5	5
60	4	3	4	4	3.75	4	4	4	4	3	3	4	4	4	3.6	4	4	3	4	3.75	4	4	4	4
61	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
62	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
63	4	4	4	3	3.75	4	4	3	3.667	3	3	4	4	4	3.6	4	4	3	3	3.5	4	4	4	4

Lampiran 2

Hasil Validitas Dan Reliabilitas Persepsi

Correlations

Correlations

		Persepsi1	Persepsi2	Persepsi3	Persepsi4	Tangibles
Persepsi1	Pearson Correlation	1	.592**	.274**	.334**	.744**
	Sig. (2-tailed)		.000	.004	.000	.000
	N	110	110	110	110	110
Persepsi2	Pearson Correlation	.592**	1	.182	.277**	.699**
	Sig. (2-tailed)	.000		.057	.003	.000
	N	110	110	110	110	110
Persepsi3	Pearson Correlation	.274**	.182	1	.502**	.680**
	Sig. (2-tailed)	.004	.057		.000	.000
	N	110	110	110	110	110
Persepsi4	Pearson Correlation	.334**	.277**	.502**	1	.759**
	Sig. (2-tailed)	.000	.003	.000		.000
	N	110	110	110	110	110
Tangibles	Pearson Correlation	.744**	.699**	.680**	.759**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	110	110	110	110	110

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

Reliability

Warnings

The space saver method is used. That is, the covariance matrix is not calculated or used in the analysis.

Case Processing Summary

		N	%
Cases	Valid	110	100.0
	Excluded ^a	0	.0
	Total	110	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.690	4

Correlations

Correlations

		Persepsi5	Persepsi6	Persepsi7	Reliability
Persepsi5	Pearson Correlation	1	.405**	.470**	.777**
	Sig. (2-tailed)		.000	.000	.000
	N	110	110	110	110
Persepsi6	Pearson Correlation	.405**	1	.371**	.784**
	Sig. (2-tailed)	.000		.000	.000
	N	110	110	110	110
Persepsi7	Pearson Correlation	.470**	.371**	1	.780**
	Sig. (2-tailed)	.000	.000		.000
	N	110	110	110	110
Reliability	Pearson Correlation	.777**	.784**	.780**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	110	110	110	110

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

Reliability

Warnings

The space saver method is used. That is, the covariance matrix is not calculated or used in the analysis.

Case Processing Summary

		N	%
Cases	Valid	110	100.0
	Excluded ^a	0	.0
	Total	110	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.674	3

Correlations

Correlations

		Persepsi8	Persepsi9	Persepsi10	Persepsi11
Persepsi8	Pearson Correlation	1	.557**	.337**	.358**
	Sig. (2-tailed)		.000	.000	.000
	N	110	110	110	110
Persepsi9	Pearson Correlation	.557**	1	.727**	.591**
	Sig. (2-tailed)	.000		.000	.000
	N	110	110	110	110
Persepsi10	Pearson Correlation	.337**	.727**	1	.640**
	Sig. (2-tailed)	.000	.000		.000
	N	110	110	110	110
Persepsi11	Pearson Correlation	.358**	.591**	.640**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	110	110	110	110
Persepsi12	Pearson Correlation	.416**	.462**	.385**	.297**
	Sig. (2-tailed)	.000	.000	.000	.002
	N	110	110	110	110
Responsiveness	Pearson Correlation	.656**	.892**	.838**	.778**
	Sig. (2-tailed)	.000	.000	.000	.000
	N	110	110	110	110

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

Correlations

Persepsi12	Responsi veness
.416**	.656**
.000	.000
110	110
.462**	.892**
.000	.000
110	110
.385**	.838**
.000	.000
110	110
.297**	.778**
.002	.000
110	110
1	.637**
	.000
110	110
.637**	1
.000	
110	110

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

Reliability

Warnings

The space saver method is used. That is, the covariance matrix is not calculated or used in the analysis.

Case Processing Summary

		N	%
Cases	Valid	110	100.0
	Excluded ^a	0	.0
	Total	110	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.824	5

Correlations

Correlations

		Persepsi13	Persepsi14	Persepsi15	Persepsi16	Assurance
Persepsi13	Pearson Correlation	1	.437**	.515**	.264**	.798**
	Sig. (2-tailed)		.000	.000	.005	.000
	N	110	110	110	110	110
Persepsi14	Pearson Correlation	.437**	1	.234*	.497**	.713**
	Sig. (2-tailed)	.000		.014	.000	.000
	N	110	110	110	110	110
Persepsi15	Pearson Correlation	.515**	.234*	1	.310**	.735**
	Sig. (2-tailed)	.000	.014		.001	.000
	N	110	110	110	110	110
Persepsi16	Pearson Correlation	.264**	.497**	.310**	1	.662**
	Sig. (2-tailed)	.005	.000	.001		.000
	N	110	110	110	110	110
Assurance	Pearson Correlation	.798**	.713**	.735**	.662**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	110	110	110	110	110

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

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

Reliability

Warnings

The space saver method is used. That is, the covariance matrix is not calculated or used in the analysis.

Case Processing Summary

		N	%
Cases	Valid	110	100.0
	Excluded ^a	0	.0
	Total	110	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.703	4

Correlations

Correlations

		Persepsi17	Persepsi18	Persepsi19	Emphaty
Persepsi17	Pearson Correlation	1	.592**	.621**	.861**
	Sig. (2-tailed)		.000	.000	.000
	N	110	110	110	110
Persepsi18	Pearson Correlation	.592**	1	.535**	.843**
	Sig. (2-tailed)	.000		.000	.000
	N	110	110	110	110
Persepsi19	Pearson Correlation	.621**	.535**	1	.844**
	Sig. (2-tailed)	.000	.000		.000
	N	110	110	110	110
Emphaty	Pearson Correlation	.861**	.843**	.844**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	110	110	110	110

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

Reliability

Warnings

The space saver method is used. That is, the covariance matrix is not calculated or used in the analysis.

Case Processing Summary

		N	%
Cases	Valid	110	100.0
	Excluded ^a	0	.0
	Total	110	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.806	3

Lampiran 3

Hasil Analisis Deskriptif Persepsi

Descriptive Statistics

82

	N	Minimum	Maximum	Mean	Std. Deviation
rsepsi17	110	2.00	5.00	3.9273	.67333
rsepsi18	110	2.00	5.00	3.9000	.74131
rsepsi19	110	2.00	5.00	4.1182	.70035
iphaty	110	2.00	5.00	3.9818	.59874
ltd N (listwise)	110				

Lampiran 4

Data Frekuensi Jawaban Responden

Mengenai Persepsi

Statistics

	Persepsi1	Persepsi2	Persepsi3	Persepsi4	Persepsi5	Persepsi6	Persepsi7
Valid	110	110	110	110	110	110	110
Missing	0	0	0	0	0	0	0

Statistics

	Persepsi8	Persepsi9	Persepsi10	Persepsi11	Persepsi12	Persepsi13
Valid	110	110	110	110	110	110
Missing	0	0	0	0	0	0

Statistics

	Persepsi14	Persepsi15	Persepsi16	Persepsi17	Persepsi18	Persepsi19
Valid	110	110	110	110	110	110
Missing	0	0	0	0	0	0

Frequency Table

Persepsi1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3.00	13	11.8	11.8	11.8
4.00	68	61.8	61.8	73.6
5.00	29	26.4	26.4	100.0
Total	110	100.0	100.0	

Persepsi2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3.00	21	19.1	19.1	19.1
4.00	66	60.0	60.0	79.1
5.00	23	20.9	20.9	100.0
Total	110	100.0	100.0	

Persepsi3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	1	.9	.9	.9
3.00	16	14.5	14.5	15.5
4.00	70	63.6	63.6	79.1
5.00	23	20.9	20.9	100.0
Total	110	100.0	100.0	

Persepsi4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	2	1.8	1.8	1.8
3.00	23	20.9	20.9	22.7
4.00	58	52.7	52.7	75.5
5.00	27	24.5	24.5	100.0
Total	110	100.0	100.0	

Persepsi5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	4	3.6	3.6	3.6
3.00	13	11.8	11.8	15.5
4.00	71	64.5	64.5	80.0
5.00	22	20.0	20.0	100.0
Total	110	100.0	100.0	

Persepsi6

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	3	2.7	2.7	2.7
2.00	4	3.6	3.6	6.4
3.00	13	11.8	11.8	18.2
4.00	70	63.6	63.6	81.8
5.00	20	18.2	18.2	100.0
Total	110	100.0	100.0	

Persepsi7

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	6	5.5	5.5	5.5
3.00	25	22.7	22.7	28.2
4.00	63	57.3	57.3	85.5
5.00	16	14.5	14.5	100.0
Total	110	100.0	100.0	

Persepsi8

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3.00	15	13.6	13.6	13.6
4.00	70	63.6	63.6	77.3
5.00	25	22.7	22.7	100.0
Total	110	100.0	100.0	

Persepsi9

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	5	4.5	4.5	4.5
2.00	4	3.6	3.6	8.2
3.00	17	15.5	15.5	23.6
4.00	61	55.5	55.5	79.1
5.00	23	20.9	20.9	100.0
Total	110	100.0	100.0	

Persepsi10

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	2	1.8	1.8	1.8
2.00	10	9.1	9.1	10.9
3.00	20	18.2	18.2	29.1
4.00	65	59.1	59.1	88.2
5.00	13	11.8	11.8	100.0
Total	110	100.0	100.0	

Persepsi11

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	1	.9	.9	.9
2.00	7	6.4	6.4	7.3
3.00	24	21.8	21.8	29.1
4.00	57	51.8	51.8	80.9
5.00	21	19.1	19.1	100.0
Total	110	100.0	100.0	

Persepsi12

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	3	2.7	2.7	2.7
3.00	12	10.9	10.9	13.6
4.00	69	62.7	62.7	76.4
5.00	26	23.6	23.6	100.0
Total	110	100.0	100.0	

Persepsi13

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	3	2.7	2.7	2.7
2.00	7	6.4	6.4	9.1
3.00	12	10.9	10.9	20.0
4.00	62	56.4	56.4	76.4
5.00	26	23.6	23.6	100.0
Total	110	100.0	100.0	

Persepsi14

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	4	3.6	3.6	3.6
3.00	9	8.2	8.2	11.8
4.00	64	58.2	58.2	70.0
5.00	33	30.0	30.0	100.0
Total	110	100.0	100.0	

Persepsi15

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	9	8.2	8.2	8.2
3.00	38	34.5	34.5	42.7
4.00	45	40.9	40.9	83.6
5.00	18	16.4	16.4	100.0
Total	110	100.0	100.0	

Persepsi16

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3.00	16	14.5	14.5	14.5
4.00	57	51.8	51.8	66.4
5.00	37	33.6	33.6	100.0
Total	110	100.0	100.0	

Persepsi17

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	2	1.8	1.8	1.8
3.00	23	20.9	20.9	22.7
4.00	66	60.0	60.0	82.7
5.00	19	17.3	17.3	100.0
Total	110	100.0	100.0	

Persepsi18

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	3	2.7	2.7	2.7
3.00	27	24.5	24.5	27.3
4.00	58	52.7	52.7	80.0
5.00	22	20.0	20.0	100.0
Total	110	100.0	100.0	

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	2	1.8	1.8	1.8
3.00	15	13.6	13.6	15.5
4.00	61	55.5	55.5	70.9
5.00	32	29.1	29.1	100.0
Total	110	100.0	100.0	

Lampiran 5

Data Responden Mengenai Harapan

Tabulasi Hasil Jawaban Responden Mengenai Harapan

Res	Tangibles					Reliability				Responsiveness						Assurance					Emphyty			
	Y1	Y2	Y3	Y4	Mean	Y5	Y6	Y7	Mean	Y8	Y9	Y10	Y11	Y12	Mean	Y13	Y14	Y15	Y16	Mean	Y17	Y18	Y19	Mean
1	4	4	5	4	4.25	4	4	4	4	5	5	5	4	5	4.8	5	5	4	4	4.5	4	4	4	4
2	4	4	5	4	4.25	4	4	4	4	5	5	4	4	5	4.6	5	5	4	4	4.5	4	4	5	4.333
3	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	4	4	4.333	5	5	5	5	3	4.6	5	4	3	5	4.25	5	5	5	5
6	5	5	5	5	5	4	4	4	4	5	5	4	4	5	4.6	5	5	4	4	4.5	4	4	4	4
7	4	5	5	5	4.75	4	4	4	4	4	5	5	5	5	4.8	4	5	4	4	4.25	5	4	4	4.333
8	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
9	4	4	5	5	4.5	5	5	5	5	4	4	5	4	4	4.2	5	4	4	5	4.5	4	4	5	4.333
10	4	4	5	4	4.25	3	3	4	3.333	4	4	4	4	5	4.2	5	4	3	3	3.75	3	3	4	3.333
11	4	4	5	5	4.5	5	5	5	5	5	5	5	4	5	4.8	4	5	5	4	4.5	5	5	5	5
12	5	5	5	4	4.75	4	5	4	4.333	5	5	4	4	5	4.6	5	5	4	4	4.5	4	4	5	4.333
13	5	4	4	4	4.25	5	3	3	3.667	4	4	5	4	4	4.2	3	4	3	5	3.75	4	4	4	4
14	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
15	4	4	3	3	3.5	3	3	3	3	4	3	3	3	3	3.2	3	3	3	4	3.25	3	3	3	3
16	4	4	4	3	3.75	3	3	3	3	4	4	3	3	3	3.4	3	3	3	3	3	3	3	3	3
17	4	4	5	4	4.25	4	4	5	4.333	4	4	4	4	5	4.2	4	4	5	5	4.5	4	4	4	4
18	5	3	3	2	3.25	2	2	4	2.667	4	4	4	3	4	3.8	4	4	4	5	4.25	3	3	4	3.333
19	5	3	3	3	3.5	2	2	2	2	4	4	4	3	4	3.8	4	4	4	5	4.25	3	3	4	3.333
20	5	5	4	5	4.75	4	5	4	4.333	5	5	5	5	5	5	4	5	4	5	4.5	5	4	4	4.333
21	5	5	4	5	4.75	4	5	4	4.333	5	5	5	5	5	5	4	5	4	5	4.5	5	4	4	4.333
22	5	4	5	4	4.5	5	3	3	3.667	4	5	4	4	5	4.4	3	5	3	5	4	3	4	4	3.667
23	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	4	4	4.5	4	4	4	4
24	4	4	4	5	4.25	4	4	4	4	4	4	4	5	5	4.4	5	5	5	5	5	4	4	5	4.333
25	4	4	5	5	4.5	4	4	4	4	5	5	4	4	5	4.6	4	4	4	4	4	4	4	4	4
26	5	4	5	4	4.5	5	4	5	4.667	4	4	5	5	4	4.4	5	5	4	5	4.75	4	5	5	4.667
27	5	3	5	3	4	3	4	4	3.667	5	5	3	4	5	4.4	3	4	5	4	4	5	4	4	4.333
28	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
29	3	3	3	5	3.5	5	5	5	5	5	5	5	5	3	4.6	5	5	5	3	4.5	5	5	5	5
30	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
31	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4

Tabulasi Hasil Jawaban Responden Mengenai Harapan

Res	Tangibles					Reliability				Responsiveness						Assurance					Emphaty			
	Y1	Y2	Y3	Y4	Mean	Y5	Y6	Y7	Mean	Y8	Y9	Y10	Y11	Y12	Mean	Y13	Y14	Y15	Y16	Mean	Y17	Y18	Y19	Mean
32	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
33	5	4	5	5	4.75	5	4	3	4	5	5	3	5	4	4.4	4	5	4	5	4.5	5	5	5	5
34	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
35	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
36	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
37	5	5	4	5	4.75	4	4	4	4	4	4	4	5	5	4.4	5	4	3	4	4	4	4	4	4
38	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
39	4	4	4	5	4.25	4	4	4	4	4	3	4	4	3	3.6	4	4	3	4	3.75	4	4	4	4
40	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
41	5	4	4	5	4.5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4.333
42	3	4	5	5	4.25	5	4	4	4.333	5	5	4	4	3	4.2	4	4	3	5	4	4	4	5	4.333
43	3	3	4	3	3.25	5	4	5	4.667	4	5	5	4	3	4.2	4	4	4	3	3.75	3	4	5	4
44	5	3	4	4	4	5	3	3	3.667	4	4	4	4	4	4	3	4	3	3	3.25	4	4	5	4.333
45	5	4	5	4	4.5	4	5	5	4.667	4	4	4	4	5	4.2	3	5	4	4	4	5	4	4	4.333
46	5	4	5	4	4.5	4	5	5	4.667	4	3	4	5	5	4.2	5	4	4	5	4.5	4	4	4	4
47	4	4	4	4	4	5	5	4	4.667	4	4	4	5	5	4.4	5	5	4	4	4.5	4	5	5	4.667
48	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
49	4	4	5	4	4.25	5	3	3	3.667	4	5	5	4	4	4.4	4	4	3	3	3.5	4	3	4	3.667
50	4	3	4	4	3.75	5	4	4	4.333	4	4	5	4	4	4.2	3	4	3	3	3.25	4	4	5	4.333
51	3	3	4	4	3.5	5	4	3	4	3	4	5	3	3	3.6	3	4	4	4	3.75	5	4	5	4.667
52	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
53	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
54	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
55	4	4	5	5	4.5	4	4	4	4	4	4	4	4	5	4.2	4	4	4	4	4	5	5	5	5
56	4	4	4	5	4.25	4	5	4	4.333	5	5	4	5	5	4.8	5	4	4	4	4.25	5	5	5	5
57	5	5	5	5	5	5	5	5	5	5	4	5	5	5	4.8	5	5	5	5	5	5	5	5	5
58	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	5	4	5	5	5	5
59	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
60	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
61	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
62	4	4	4	4	4	5	5	4	4.667	4	4	4	4	5	4.2	5	5	4	4	4.5	4	4	4	4

Tabulasi Hasil Jawaban Responden Mengenai Harapan

Res	Tangibles					Reliability				Responsiveness						Assurance					Emphaty			
	Y1	Y2	Y3	Y4	Mean	Y5	Y6	Y7	Mean	Y8	Y9	Y10	Y11	Y12	Mean	Y13	Y14	Y15	Y16	Mean	Y17	Y18	Y19	Mean
63	5	5	5	4	4.75	4	4	4	4	5	5	5	5	5	5	4	4	4	5	4.25	5	5	5	5
64	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	4.75	4	4	5	4.333
65	5	5	5	4	4.75	5	5	5	5	5	4	4	5	4	4.4	4	5	4	5	4.5	4	4	4	4
66	5	5	5	4	4.75	5	5	5	5	4	4	4	4	3	3.8	5	5	5	5	5	4	4	5	4.333
67	5	5	5	4	4.75	5	4	5	4.667	4	5	5	5	5	4.8	5	4	4	4	4.25	5	5	5	5
68	5	5	5	5	5	5	4	4	4.333	4	4	4	5	5	4.4	4	4	5	5	4.5	4	4	4	4
69	5	5	5	4	4.75	5	5	5	5	5	4	4	4	5	4.4	5	5	5	5	5	5	5	5	5
70	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
71	4	4	4	5	4.25	4	5	5	4.667	5	5	5	5	4	4.8	4	4	5	5	4.5	5	5	5	5
72	4	4	4	5	4.25	4	4	4	4	5	5	5	5	5	5	5	5	4	4	4.5	5	5	5	5
73	5	4	5	5	4.75	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4.5	4	5	5	4.667
74	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
75	5	5	4	4	4.5	4	4	5	4.333	5	5	5	5	4	4.8	4	4	4	5	4.25	5	5	5	5
76	4	4	5	5	4.5	5	5	4	4.667	4	4	5	4	4	4.2	5	4	4	5	4.5	5	5	5	5
77	5	4	4	5	4.5	4	4	5	4.333	5	5	4	5	4	4.6	4	4	4	5	4.25	5	5	5	5
78	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4.5	4	5	5	4.667
79	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
80	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
81	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
82	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
83	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4.6	4	5	4	5	4.5	4	4	4	4
84	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
85	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
86	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
87	4	3	4	4	3.75	5	5	5	5	5	5	5	2	5	4.4	5	5	5	5	5	3	5	5	4.333
88	5	5	5	5	5	4	4	4	4	4	4	4	4	4	4	4	5	5	5	4.75	4	5	5	4.667
89	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
90	4	5	5	5	4.75	4	4	5	4.333	5	5	4	5	4	4.6	3	3	4	5	3.75	4	4	4	4
91	5	4	5	5	4.75	5	4	5	4.667	4	4	3	3	3	3.4	2	1	2	2	1.75	1	3	3	2.333
92	5	5	5	4	4.75	5	5	5	5	5	4	4	5	4	4.4	5	5	5	5	5	4	4	4	4
93	4	4	4	5	4.25	4	4	4	4	4	4	4	4	4	4	4	4	4	5	4.25	4	4	4	4

Tabulasi Hasil Jawaban Responden Mengenai Harapan

Res	Tangibles					Reliability				Responsiveness						Assurance					Emphaty			
	Y1	Y2	Y3	Y4	Mean	Y5	Y6	Y7	Mean	Y8	Y9	Y10	Y11	Y12	Mean	Y13	Y14	Y15	Y16	Mean	Y17	Y18	Y19	Mean
94	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
95	5	4	4	4	4.25	4	4	4	4	5	4	4	5	4	4.4	3	1	4	4	3	1	5	5	3.667
96	5	4	4	4	4.25	4	5	4	4.333	5	4	4	4	5	4.4	4	5	4	5	4.5	4	4	4	4
97	4	4	4	5	4.25	4	4	4	4	4	4	4	4	4	4	4	4	4	5	4.25	4	5	4	4.333
98	5	5	5	5	5	4	4	4	4	4	4	4	4	5	4.2	5	5	5	5	5	5	5	5	5
99	3	4	4	4	3.75	4	4	4	4	3	3	3	4	4	3.4	4	4	3	4	3.75	4	4	4	4
100	3	3	3	3	3	3	3	3	3	3	3	4	3	2	3	5	4	2	4	3.75	3	4	2	3
101	5	4	5	5	4.75	5	4	5	4.667	4	4	3	3	3	3.4	2	1	2	2	1.75	1	3	3	2.333
102	5	4	4	4	4.25	4	4	4	4	5	4	4	5	5	4.6	3	4	4	5	4	3	3	4	3.333
103	3	3	4	4	3.5	4	3	3	3.333	4	4	5	4	4	4.2	2	4	2	4	3	2	5	4	3.667
104	3	4	2	5	3.5	4	3	4	3.667	3	4	5	4	4	4	4	4	2	4	3.5	2	5	4	3.667
105	5	4	4	4	4.25	4	4	4	4	5	4	4	5	4	4.4	3	1	4	4	3	1	5	5	3.667
106	3	4	2	5	3.5	4	3	4	3.667	3	4	4	5	4	4	3	1	4	4	3	1	5	5	3.667
107	4	3	4	3	3.5	4	5	3	4	3	4	5	4	4	4	2	4	2	4	3	2	5	4	3.667
108	4	5	5	4	4.5	5	5	2	4	3	4	4	5	5	4.2	3	4	4	5	4	3	3	4	3.333
109	4	5	5	4	4.5	5	5	2	4	3	4	4	3	5	3.8	4	2	4	4	3.5	2	3	4	3
110	5	4	4	4	4.25	4	4	4	4	5	4	4	5	4	4.4	3	1	4	4	3	1	5	5	3.667
Total	495	476	495	491	4.448	489	477	473	4.361	491	490	487	486	488	4.44	469	473	454	491	4.289	451	484	496	4.336
Mean	4.5	4.33	4.5	4.46	17.79	4.45	4.336	4.3	13.08	4.46	4.45	4.427	4.42	4.44	22.2	4.26	4.3	4.13	4.46	17.15	4.1	4.4	4.51	13.01
SD	0.35	0.23	0.35	0.33	1.23	1.02	0.945	0.21	1.23	0.33	0.32	0.302	0.3	0.4	1.74	0.52	0.21	0.8	1.03	0.57	0.78	1	0.36	0.24

Lampiran 6

Hasil Validitas Dan Reliabilitas Harapan

Correlations

Correlations

		Harapan1	Harapan2	Harapan3	Harapan4	Tangibles
Harapan1	Pearson Correlation	1	.576**	.516**	.226*	.740**
	Sig. (2-tailed)		.000	.000	.017	.000
	N	110	110	110	110	110
Harapan2	Pearson Correlation	.576**	1	.594**	.572**	.879**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	110	110	110	110	110
Harapan3	Pearson Correlation	.516**	.594**	1	.382**	.802**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	110	110	110	110	110
Harapan4	Pearson Correlation	.226*	.572**	.382**	1	.699**
	Sig. (2-tailed)	.017	.000	.000		.000
	N	110	110	110	110	110
Tangibles	Pearson Correlation	.740**	.879**	.802**	.699**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	110	110	110	110	110

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

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

Reliability

Warnings

The space saver method is used. That is, the covariance matrix is not calculated or used in the analysis.

Case Processing Summary

		N	%
Cases	Valid	110	100.0
	Excluded ^a	0	.0
	Total	110	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.786	4

Correlations

Correlations

		Harapan5	Harapan6	Harapan7	Reliability
Harapan5	Pearson Correlation	1	.643**	.454**	.814**
	Sig. (2-tailed)		.000	.000	.000
	N	110	110	110	110
Harapan6	Pearson Correlation	.643**	1	.607**	.890**
	Sig. (2-tailed)	.000		.000	.000
	N	110	110	110	110
Harapan7	Pearson Correlation	.454**	.607**	1	.826**
	Sig. (2-tailed)	.000	.000		.000
	N	110	110	110	110
Reliability	Pearson Correlation	.814**	.890**	.826**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	110	110	110	110

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

Reliability

Warnings

The space saver method is used. That is, the covariance matrix is not calculated or used in the analysis.

Case Processing Summary

		N	%
Cases	Valid	110	100.0
	Excluded ^a	0	.0
	Total	110	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.797	3

Correlations

Correlations

		Harapan8	Harapan9	Harapan10	Harapan11
Harapan8	Pearson Correlation	1	.717**	.361**	.526**
	Sig. (2-tailed)		.000	.000	.000
	N	110	110	110	110
Harapan9	Pearson Correlation	.717**	1	.580**	.462**
	Sig. (2-tailed)	.000		.000	.000
	N	110	110	110	110
Harapan10	Pearson Correlation	.361**	.580**	1	.446**
	Sig. (2-tailed)	.000	.000		.000
	N	110	110	110	110
Harapan11	Pearson Correlation	.526**	.462**	.446**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	110	110	110	110
Harapan12	Pearson Correlation	.425**	.468**	.347**	.472**
	Sig. (2-tailed)	.000	.000	.000	.000
	N	110	110	110	110
Responsiveness	Pearson Correlation	.787**	.830**	.705**	.771**
	Sig. (2-tailed)	.000	.000	.000	.000
	N	110	110	110	110

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

Correlations

Harapan12	Responsi veness
.425**	.787**
.000	.000
110	110
.468**	.830**
.000	.000
110	110
.347**	.705**
.000	.000
110	110
.472**	.771**
.000	.000
110	110
1	.727**
	.000
110	110
.727**	1
.000	
110	110

Reliability

Warnings

The space saver method is used. That is, the covariance matrix is not calculated or used in the analysis.

Case Processing Summary

		N	%
Cases	Valid	110	100.0
	Excluded ^a	0	.0
	Total	110	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.818	5

Correlations

Correlations

		Harapan13	Harapan14	Harapan15	Harapan16	Assurance
Harapan13	Pearson Correlation	1	.662**	.590**	.429**	.836**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	110	110	110	110	110
Harapan14	Pearson Correlation	.662**	1	.496**	.499**	.843**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	110	110	110	110	110
Harapan15	Pearson Correlation	.590**	.496**	1	.588**	.815**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	110	110	110	110	110
Harapan16	Pearson Correlation	.429**	.499**	.588**	1	.746**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	110	110	110	110	110
Assurance	Pearson Correlation	.836**	.843**	.815**	.746**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	110	110	110	110	110

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

Reliability

Warnings

The space saver method is used. That is, the covariance matrix is not calculated or used in the analysis.

Case Processing Summary

		N	%
Cases	Valid	110	100.0
	Excluded ^a	0	.0
	Total	110	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.823	4

Correlations

Correlations

		Harapan17	Harapan18	Harapan19	Empathy
Harapan17	Pearson Correlation	1	.414**	.445**	.839**
	Sig. (2-tailed)		.000	.000	.000
	N	110	110	110	110
Harapan18	Pearson Correlation	.414**	1	.727**	.803**
	Sig. (2-tailed)	.000		.000	.000
	N	110	110	110	110
Harapan19	Pearson Correlation	.445**	.727**	1	.814**
	Sig. (2-tailed)	.000	.000		.000
	N	110	110	110	110
Empathy	Pearson Correlation	.839**	.803**	.814**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	110	110	110	110

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

Reliability

Warnings

The space saver method is used. That is, the covariance matrix is not calculated or used in the analysis.

Case Processing Summary

		N	%
Cases	Valid	110	100.0
	Excluded ^a	0	.0
	Total	110	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.709	3

Lampiran 7

Hasil Analisis Deskriptif Harapan

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
rapan1	110	3.00	5.00	4.5000	.64609
rapan2	110	3.00	5.00	4.3273	.66511
rapan3	110	2.00	5.00	4.5000	.67389
rapan4	110	2.00	5.00	4.4636	.65912
ngibles	110	3.00	5.00	4.4477	.51591
id N (listwise)	110				

criptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
rapan5	110	2.00	5.00	4.4455	.67166
rapan6	110	2.00	5.00	4.3364	.73294
rapan7	110	2.00	5.00	4.3000	.76085
liability	110	2.00	5.00	4.3606	.60936
id N (listwise)	110				

criptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
rapan8	110	3.00	5.00	4.4636	.63067
rapan9	110	3.00	5.00	4.4545	.58477
rapan10	110	3.00	5.00	4.4273	.61270
rapan11	110	2.00	5.00	4.4182	.68244
rapan12	110	2.00	5.00	4.4364	.71070
sponsiveness	110	3.00	5.00	4.4400	.49124
id N (listwise)	110				

criptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
rapan13	110	2.00	5.00	4.2636	.84242
rapan14	110	1.00	5.00	4.3000	.99125
rapan15	110	2.00	5.00	4.1273	.83621
rapan16	110	2.00	5.00	4.4636	.69964
urance	110	1.75	5.00	4.2886	.68586
id N (listwise)	110				

criptives

Descriptive Statistics

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	N	Minimum	Maximum	Mean	Std. Deviation
apan17	110	1.00	5.00	4.1000	1.08323
apan18	110	3.00	5.00	4.4000	.66636
apan19	110	2.00	5.00	4.5091	.61697
oathy	110	2.33	5.00	4.3364	.64884
d N (listwise)	110				

Lampiran 8

Data Frekuensi Jawaban Responden

Mengenai Harapan

Statistics

	Harapan1	Harapan2	Harapan3	Harapan4	Harapan5	Harapan6	Harapan7
Valid	110	110	110	110	110	110	110
Missing	0	0	0	0	0	0	0

Statistics

	Harapan8	Harapan9	Harapan10	Harapan11	Harapan12	Harapan13	Harapan14
Valid	110	110	110	110	110	110	110
Missing	0	0	0	0	0	0	0

Statistics

	Harapan15	Harapan16	Harapan17	Harapan18	Harapan19
Valid	110	110	110	110	110
Missing	0	0	0	0	0

Frequency Table

Harapan1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3.00	9	8.2	8.2	8.2
4.00	37	33.6	33.6	41.8
5.00	64	58.2	58.2	100.0
Total	110	100.0	100.0	

Harapan2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3.00	12	10.9	10.9	10.9
4.00	50	45.5	45.5	56.4
5.00	48	43.6	43.6	100.0
Total	110	100.0	100.0	

Harapan3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	2	1.8	1.8	1.8
3.00	5	4.5	4.5	6.4
4.00	39	35.5	35.5	41.8
5.00	64	58.2	58.2	100.0
Total	110	100.0	100.0	

Harapan4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	.9	.9	.9
	3.00	7	6.4	6.4	7.3
	4.00	42	38.2	38.2	45.5
	5.00	60	54.5	54.5	100.0
	Total	110	100.0	100.0	

Harapan5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	1.8	1.8	1.8
	3.00	5	4.5	4.5	6.4
	4.00	45	40.9	40.9	47.3
	5.00	58	52.7	52.7	100.0
	Total	110	100.0	100.0	

Harapan6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	1.8	1.8	1.8
	3.00	11	10.0	10.0	11.8
	4.00	45	40.9	40.9	52.7
	5.00	52	47.3	47.3	100.0
	Total	110	100.0	100.0	

Harapan7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	2.7	2.7	2.7
	3.00	11	10.0	10.0	12.7
	4.00	46	41.8	41.8	54.5
	5.00	50	45.5	45.5	100.0
	Total	110	100.0	100.0	

Harapan8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	8	7.3	7.3	7.3
	4.00	43	39.1	39.1	46.4
	5.00	59	53.6	53.6	100.0
	Total	110	100.0	100.0	

Harapan9

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3.00	5	4.5	4.5	4.5
4.00	50	45.5	45.5	50.0
5.00	55	50.0	50.0	100.0
Total	110	100.0	100.0	

Harapan10

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3.00	7	6.4	6.4	6.4
4.00	49	44.5	44.5	50.9
5.00	54	49.1	49.1	100.0
Total	110	100.0	100.0	

Harapan11

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	1	.9	.9	.9
3.00	9	8.2	8.2	9.1
4.00	43	39.1	39.1	48.2
5.00	57	51.8	51.8	100.0
Total	110	100.0	100.0	

Harapan12

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	1	.9	.9	.9
3.00	11	10.0	10.0	10.9
4.00	37	33.6	33.6	44.5
5.00	61	55.5	55.5	100.0
Total	110	100.0	100.0	

Harapan13

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	4	3.6	3.6	3.6
3.00	16	14.5	14.5	18.2
4.00	37	33.6	33.6	51.8
5.00	53	48.2	48.2	100.0
Total	110	100.0	100.0	

Harapan14

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	6	5.5	5.5	5.5
2.00	1	.9	.9	6.4
3.00	3	2.7	2.7	9.1
4.00	44	40.0	40.0	49.1
5.00	56	50.9	50.9	100.0
Total	110	100.0	100.0	

Harapan15

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	6	5.5	5.5	5.5
3.00	14	12.7	12.7	18.2
4.00	50	45.5	45.5	63.6
5.00	40	36.4	36.4	100.0
Total	110	100.0	100.0	

Harapan16

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	2	1.8	1.8	1.8
3.00	7	6.4	6.4	8.2
4.00	39	35.5	35.5	43.6
5.00	62	56.4	56.4	100.0
Total	110	100.0	100.0	

Harapan17

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	6	5.5	5.5	5.5
2.00	4	3.6	3.6	9.1
3.00	11	10.0	10.0	19.1
4.00	41	37.3	37.3	56.4
5.00	48	43.6	43.6	100.0
Total	110	100.0	100.0	

Harapan18

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3.00	11	10.0	10.0	10.0
4.00	44	40.0	40.0	50.0
5.00	55	50.0	50.0	100.0
Total	110	100.0	100.0	

Lampiran 9

Hasil Paired Samples T-Test

Paired Samples Statistics

		Mean	N	Std. Deviation	Std. Error Mean
ir	Harapan	4.3747	5	.06832	.03055
	Persepsi	3.9652	5	.06066	.02713

Paired Samples Correlations

		N	Correlation	Sig.
ir 1	Harapan & Persepsi	5	.095	.879

Paired Samples Test

		Paired Differences					t
		Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference		
					Lower	Upper	
ir 1	Harapan - Persepsi	.40946	.08696	.03889	.30149	.51743	10.529

Paired Samples Test

		df	Sig. (2-tailed)
ir 1	Harapan - Persepsi	4	.000

Lampiran 10

Kuesioner

Kuesioner**Nomer Responden:**

Kepada Responden yang terhormat,

Dengan ini, saya mahasiswa Pascasarjana Universitas Katolik Widya Mandala Surabaya:

Nama : Andrew Limanto

Jurusan : Manajemen Strategik

Mengharapkan bantuan dari para responden guna mengisi kuesioner ini dengan baik dan benar. Jawaban Anda dijamin kerahasiaannya dan tidak akan berpengaruh apapun terhadap bisnis Anda.

- Pertanyaan A : Jawablah sesuai dengan kenyataan sesungguhnya
- Pertanyaan B dan C : Berilah tanda (X) pada kolom yang tersedia, sesuai dengan pilihan yang anda anggap paling benar, dengan ketentuan sebagai berikut:

STS = Sangat Tidak Setuju

TS = Tidak Setuju

N = Netral

S = Setuju

SS = Sangat Setuju

Kuesioner ini digunakan sebagai sumber data pendukung dalam menyelesaikan tesis yang berjudul: “Analisis Persepsi Konsumen Terhadap Kualitas Layanan PT Dua Kelinci Di Wilayah Surabaya”.

Demikian permohonan saya, atas bantuan dan kerja sama Anda, saya sampaikan banyak terima kasih.

C. Pertanyaan tentang harapan atas kualitas layanan PT Dua Kelinci Di Wilayah Surabaya.

Berikan tanda silang (X) pada jawaban yang anda anggap paling benar.

HARAPAN

No	Pertanyaan	STS	TS	N	S	SS
		1	2	3	4	5
	<i>Tangibles</i>					
1	Mobil dinas sesuai standar dan bersih					
2	Peralatan yang digunakan sesuai standar					
3	Penampilan karyawan rapi dan bersih					
4	Kemudahan dalam berkomunikasi antara pihak PT Dua Kelinci dengan konsumen					
	<i>Reliability</i>					
1	Pelayanan dalam mengirimkan produk pesanan cepat					
2	Selalu tersedianya produk sesuai dengan yang tertera dalam daftar harga/produk					
3	Kemampuan PT Dua Kelinci dalam memenuhi pesanan tanpa adanya kekeliruan.					
	<i>Responsiveness</i>					
1	<i>Salesman</i> beserta segenap staff selalu membantu konsumen					
2	<i>Salesman</i> beserta segenap staff mudah dimintai bantuan					
3	Kecepatan pelayanan terhadap pesanan produk tambahan					

No	Pertanyaan	STS	TS	N	S	SS
		1	2	3	4	5
4	PT Dua Kelinci beserta segenap staffnya mampu memenuhi kebutuhan pelanggan					
5	<i>Salesman</i> mengucapkan salam pada waktu datang dan pergi dari toko konsumen					
	<i>Assurance</i>					
1	<i>Salesman</i> beserta segenap staff memahami daftar produk yang ada					
2	<i>Salesman</i> dan beserta segenap staff yang ramah dan sopan					
3	Sopir dan kernet terampil dalam menata produk pesanan konsumen di toko konsumen					
4	Menyediakan produk yang aman untuk dikonsumsi					
	<i>Emphaty</i>					
1	Perhatian pihak PT Dua Kelinci pada setiap pelanggan					
2	Kesediaan dari PT Dua Kelinci untuk mendengarkan keluhan pelanggan					
3	Pihak PT Dua Kelinci mudah dihubungi jika ada masalah					