

Lampiran 1 : Kuisisioner Penelitian

Kuisisioner Penelitian
Program Studi Manajemen Program Pascasarjana
Unika Widya Mandala Surabaya.

No. Responden :

Responden yang terhormat.

Dalam rangka penyusunan tugas akhir di Program Pascasarjana Unika Widya Mandala Surabaya, kami ingin mencari informasi yang berkaitan dengan kepuasan mahasiswa Fakultas Teknik Unika Widya Mandala Surabaya. Kami mohon kesediaan Saudara untuk mengisi kuisisioner yang terlampir. Kesediaan Saudara mengisi kuisisioner sangat penting bagi kami.

Perlu diinformasikan bahwa pihak penyusun **menjamin kerahasiaan informasi pribadi yang Saudara berikan**. Informasi ini hanya ditujukan untuk kepentingan menyusun tugas akhir. Atas perhatian dan kerjasama Saudara kami ucapkan terima kasih.

Hormat kami,

Mario Gandakusuma

8112407051

Berilah tanda silang (X) pada jawaban yang sesuai dengan pilihan Saudara.

I. Identitas Mahasiswa

1. Jenis kelamin Saudara :

- a. Pria b. Wanita

2. Angkatan :

- a. 2003 b. 2004 c. 2005 d. 2006 e. 2007

3. Usia Saudara :

- a. <18 tahun b. 18 tahun c. 19 tahun
 d. 20 tahun e. 21 tahun f. >21 tahun

4. SMU asal Saudara :

- a. Surabaya b. Jatim c. Jateng d. Jabar e. Luar Jawa

5. Alasan Saudara memilih Fakultas Teknik Unika Widya Mandala :

- a. Kualitas pendidikan yang baik.
 b. Biaya yang terjangkau.
 c. Lokasi kampus yang strategis.
 d. Lingkungan kampus yang nyaman.
 e. Lain – lain :

II. Berilah tanda silang (X) pada kolom yang ada sesuai tingkat persetujuan Saudara.

STS : Sangat Tidak Setuju

TS : Tidak Setuju

N : Netral

S : Setuju

SS : Sangat Setuju

Berikut ini adalah pertanyaan mengenai *Customer Value*.

Daftar Pernyataan					
<i>Environtmental</i>	STS	TS	N	S	SS
1. Lokasi Fakultas Teknik mudah dicapai dengan kendaraan pribadi maupun kendaraan umum.					
2. Ruang kelas Fakultas Teknik bersih.					
3. Laboratorium Fakultas Teknik bersih.					
4. Toilet Fakultas Teknik bersih.					
<i>Sensory</i>	STS	TS	N	S	SS
5. Ruang kelas Fakultas Teknik nyaman.					
6. Laboratorium Fakultas Teknik nyaman.					
7. Auditorium Fakultas Teknik nyaman.					
8. Tempat parkir Fakultas Teknik aman.					
<i>Interpesonal</i>	STS	TS	N	S	SS
9. Staf pengajar ramah dan sopan.					
10. Staf administrasi ramah dan sopan.					
11. Staf pengajar menyampaikan materi perkuliahan dengan baik.					
12. Staf administrasi mampu menyelesaikan kegiatan administrasi dengan baik.					
13. Staf pengajar bersedia membantu mahasiswa dalam kegiatan belajar mengajar.					
14. Staf administrasi bersedia membantu mahasiswa dalam kegiatan administrasi.					
<i>Procedural</i>	STS	TS	N	S	SS
15. Pembayaran biaya kuliah dapat dilakukan dengan mudah.					
16. Staf pengajar memberikan nilai pada mahasiswa secara obyektif.					

17. Jadwal kuliah dan ujian dilaksanakan dengan konsisten.					
18. Materi ujian sesuai dengan materi yang diberikan pada saat perkuliahan.					
19. Adanya pengawasan ketat oleh dosen pengawas saat ujian.					
<i>Deliverable</i>	STS	TS	N	S	SS
20. Koleksi buku perpustakaan lengkap.					
21. Perlengkapan kuliah di kelas lengkap (OHP, spidol, dll).					
22. Fasilitas internet Fakultas Teknik memadai.					
23. Bahan perkuliahan selalu <i>up to date</i> .					
24. Perlengkapan fasilitas toilet lengkap (gayung, tissue, dll).					
25. Soal ujian yang diujikan berkualitas.					
<i>Informational</i>	STS	TS	N	S	SS
26. Pemberitahuan informasi perkuliahan jelas.					
27. Pemberitahuan informasi admisnistrasi jelas.					
28. Jawaban pengajar atas pertanyaan mahasiswa jelas.					
<i>Financial</i>	STS	TS	N	S	SS
29. Biaya kuliah Fakultas Teknik terjangkau.					
30. Biaya lain selain UKD dan SKS terjangkau.					
31. Beasiswa yang ada memberikan keringanan biaya yang cukup.					

III. Berilah tanda silang (X) pada kolom yang ada sesuai tingkat persetujuan Saudara.

Berikut ini adalah pertanyaan mengenai *Customer Satisfaction*..

Daftar Pernyataan					
Atribut yang berkaitan dengan produk	STS	TS	N	S	SS
1. Manfaat yang anda peroleh selama kuliah sesuai dengan biaya yang dikeluarkan.					
2. Pendidikan di Fakultas Teknik berkualitas.					
3. Selama kuliah anda mendapatkan proses pembentukan kerangka berpikir yang baik.					
4. Selama kuliah anda mendapatkan wawasan yang luas.					
Atribut yang berkaitan dengan layanan	STS	TS	N	S	SS
5. Fakultas Teknik melayani keluhan dengan cepat.					
6. Layanan yang diberikan staf administrasi secara keseluruhan memuaskan.					
7. Layanan yang diberikan staf pengajar secara keseluruhan memuaskan.					

8. Staf administrasi sangat peduli menangani keluhan mahasiswa.					
9. Staf pengajar sangat peduli menangani keluhan mahasiswa.					
Atribut yang berkaitan dengan pembelian.	STS	TS	N	S	SS
10. Kesopanan staff administrasi sudah sesuai.					
11. Kesopanan staff pengajar sudah sesuai.					
12. Komunikasi antara staf administrasi dan mahasiswa lancar.					
13. Komunikasi antara staf pengajar dan mahasiswa lancar.					
14. Anda dapat dengan mudah memperoleh informasi mengenai Fakultas Teknik.					
15. Anda yakin dengan reputasi Fakultas Teknik.					
16. Keahlian yang dimiliki oleh staf pengajar sudah sesuai.					

Kritik dan Saran

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Terima Kasih

Lampiran 2 : Jawaban Responden

No. Res p.	Environmental				Sensory				Interpersonal					Procedural					Deliverable						
	X 1	X 2	X 3	X 4	X 5	X 6	X 7	X 8	X 9	X 10	X 11	X 12	X 13	X 14	X 15	X 16	X 17	X 18	X 19	X 20	X 21	X 22	X 23	X 24	X 25
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111	4	2	3	2	3	3	4	1	4	5	4	4	4	4	5	4	2	2	3	3	1	4	2	3	1	3	
112	2	3	3	4	3	3	3	3	2	3	2	2	2	3	2	1	2	3	2	2	3	1	1	3	2		
113	4	3	3	3	4	4	4	4	4	4	4	3	3	3	4	3	4	4	3	3	4	3	3	3	3		
114	3	4	4	3	2	3	3	4	4	4	4	4	4	4	4	4	3	4	3	2	3	2	4	3	4		
115	5	4	4	3	4	4	3	2	4	5	4	4	4	4	5	2	4	4	4	3	4	4	3	3	2	3	
116	3	4	4	4	4	4	3	5	4	5	4	4	4	4	3	2	3	4	3	3	3	5	2	3	3	3	
117	4	2	4	4	2	3	3	4	3	4	4	4	4	4	4	4	3	4	4	4	1	4	2	2	2	4	
118	4	3	3	2	3	2	4	3	4	4	3	4	3	5	3	3	2	2	4	2	2	1	3	3	4		
119	1	1	3	1	5	5	3	5	1	1	1	1	1	1	1	1	3	1	1	1	1	1	1	3	3	4	
120	2	3	4	2	3	4	4	4	4	4	4	4	4	4	4	3	4	5	4	4	2	3	1	3	2	3	
121	1	3	2	2	2	2	2	2	2	4	4	4	4	4	4	4	2	3	2	2	1	5	1	2	2	5	
122	4	3	3	4	2	2	4	5	4	4	3	4	4	4	4	4	3	4	3	4	4	4	1	3	2	3	
123	1	4	3	3	3	3	4	3	3	4	3	4	4	5	5	3	4	5	4	4	4	4	5	3	4	5	
124	4	3	2	2	2	3	4	5	3	3	3	3	3	3	4	4	3	3	3	3	4	4	3	3	2	3	
125	2	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	
126	4	4	4	4	4	4	4	3	3	3	2	2	4	3	4	3	4	3	3	4	4	4	4	3	4	3	
127	4	3	4	4	4	3	3	5	3	4	5	3	4	3	4	2	2	3	3	2	2	1	2	4	4		
128	4	4	5	5	4	5	5	4	4	4	4	4	4	4	4	4	3	3	4	4	4	4	5	3	4	3	5
129	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	3	3	4	4	3	4	4	3	3	4	3	
130	4	4	4	3	3	2	4	2	2	4	3	3	3	3	3	2	3	2	4	2	4	1	3	2	3		
131	4	2	2	2	3	4	4	2	3	1	4	1	4	3	4	1	3	3	4	1	2	3	3	2	3		
132	2	4	2	1	2	2	2	2	2	2	3	3	3	3	3	3	3	2	2	2	2	3	1	1	1	3	
133	4	5	3	5	5	5	4	3	3	4	4	3	4	4	5	4	4	5	5	3	5	5	3	4	4		
134	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	2	2	3	2	3	4	5	2	4	2	
135	4	3	2	4	3	2	4	5	2	5	1	3	3	4	4	1	1	3	2	1	2	1	1	3	3		
136	2	2	2	3	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	
137	4	3	3	4	3	3	4	3	4	4	3	3	4	4	4	3	3	4	3	3	4	1	3	3	3		
138	3	4	2	5	2	1	3	3	3	4	3	4	2	4	4	2	3	3	4	1	2	2	3	5	4		
139	4	4	4	3	4	4	4	4	4	4	4	5	4	5	5	4	5	5	4	3	4	4	3	4	3		
140	4	4	4	4	4	4	3	3	3	3	3	4	3	3	4	3	3	3	3	1	3	4	2	2	2		
141	3	4	4	4	4	4	4	4	4	3	3	4	4	4	3	3	3	4	4	4	4	3	4	4	4		
142	3	2	2	2	3	2	4	4	2	4	2	3	4	4	2	2	2	4	3	3	5	4	3	1	4		
143	2	4	4	4	4	5	4	3	4	4	4	4	4	4	4	3	3	3	4	4	4	4	4	4	4		
144	5	4	4	3	3	3	4	3	4	4	2	2	4	4	3	2	2	3	4	3	2	2	3	2	4		
145	4	4	3	4	3	3	4	4	4	4	2	3	4	4	4	3	3	3	3	3	4	2	3	4	3		
146	2	4	4	4	4	2	3	5	4	4	3	2	3	2	4	4	2	5	4	4	4	1	2	1	4		

147	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	2	3	3	3	
148	2	4	2	3	4	3	4	4	5	4	2	4	4	4	3	4	2	1	3	3	4	1	3	3	3	
149	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	4	5	5	5	3	3	
150	3	4	3	3	4	3	3	3	4	4	3	3	4	3	3	2	3	4	3	3	3	3	3	2	4	
151	4	4	3	4	4	3	4	4	4	3	4	4	4	3	4	3	4	4	3	3	3	2	3	4	3	
152	5	3	2	3	4	3	3	3	3	3	3	3	3	3	5	3	3	3	4	3	2	1	3	3	3	
153	3	5	3	4	4	4	3	5	3	3	3	3	3	3	4	3	4	4	3	3	3	3	3	4	3	
154	3	3	2	3	4	4	4	4	3	3	3	2	3	4	4	3	4	4	3	2	3	1	2	4	3	
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156	4	4	4	4	3	4	4	4	4	4	3	4	4	4	4	3	3	3	3	3	3	2	3	2	3	
157	2	1	1	2	1	1	1	1	1	1	1	1	1	1	2	2	1	1	1	1	1	2	1	1	1	
158	5	5	4	5	5	5	5	5	5	4	4	4	4	4	5	5	4	4	4	2	5	3	4	4	4	
159	4	4	3	3	3	4	4	5	3	3	3	4	4	3	2	3	4	4	4	3	4	4	4	2	4	
160	5	3	3	3	3	3	3	3	4	4	4	4	4	4	2	3	3	4	3	4	4	2	3	3	3	
161	4	3	3	3	3	3	3	3	3	3	3	3	3	3	2	3	3	3	3	3	3	1	3	3	3	
162	2	3	2	3	3	3	3	2	3	2	3	3	3	3	4	4	3	3	4	2	2	4	1	2	2	2
163	4	4	3	4	4	3	4	4	4	3	4	4	4	3	3	2	4	4	4	3	4	2	3	4	4	

36	3	3	3	3	3	3	2	3	3	3	2	3	3	3	3	3
37	3	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4
38	3	4	3	4	3	4	4	3	4	4	4	4	4	4	3	4
39	2	3	2	2	2	4	3	3	3	4	3	3	3	3	2	3
40	3	3	4	4	3	3	3	3	4	3	4	3	3	3	4	4
41	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
42	3	2	2	2	3	3	3	3	3	3	3	3	3	3	3	3
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44	3	4	3	3	3	4	4	4	4	4	4	4	4	3	3	4
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47	3	3	4	4	3	3	3	4	4	4	4	3	3	3	4	2
48	2	4	4	4	2	4	4	2	4	4	4	4	4	4	2	4
49	4	4	4	4	4	4	4	3	4	3	3	4	4	4	4	4
50	4	5	5	5	4	5	5	5	5	4	4	3	3	5	5	5
51	3	4	4	4	3	3	4	4	3	4	4	4	4	4	3	4
52	4	4	4	4	4	4	4	4	4	4	4	5	5	4	5	4
53	3	4	4	4	3	4	3	3	3	4	4	4	4	3	4	4
54	4	4	4	3	2	3	4	3	3	4	3	3	3	4	5	3
55	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
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59	3	3	4	4	3	3	3	4	3	4	4	3	3	4	3	3
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63	3	4	4	4	4	4	4	4	4	4	4	4	4	4	5	4
64	3	4	4	4	3	3	3	3	3	3	3	3	4	3	5	4
65	4	4	4	4	4	2	4	4	4	2	5	3	5	4	4	4
66	2	3	4	4	2	2	4	2	3	3	5	2	4	4	4	5
67	3	3	3	3	3	4	4	4	5	4	5	2	2	4	4	4
68	3	3	3	3	2	3	3	3	3	3	3	3	4	3	4	4
69	4	4	4	4	3	4	3	3	4	4	4	3	3	3	3	4
70	3	4	4	4	3	2	4	2	3	2	4	2	3	3	4	4
71	3	4	4	4	4	4	3	4	3	4	4	4	3	3	3	4
72	3	3	3	3	3	4	3	5	5	5	4	5	4	5	5	5
73	3	5	4	4	3	5	3	3	4	3	4	5	5	5	4	5

150	2	3	3	3	3	3	3	3	3	4	3	4	3	4	3	4	4
151	3	3	3	4	3	3	4	4	4	4	4	4	3	5	4	5	4
152	3	3	5	4	2	3	2	2	2	3	3	3	3	3	4	4	3
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154	3	3	4	2	2	3	3	3	2	3	3	4	3	3	3	1	3
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156	3	4	3	4	3	3	3	3	4	4	4	4	3	4	3	4	3
157	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
158	4	3	4	5	4	3	4	3	3	4	4	4	3	4	4	3	5
159	4	4	3	4	3	3	3	3	4	3	3	3	3	3	4	4	3
160	4	4	4	4	2	3	3	3	3	3	3	3	3	3	3	3	3
161	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
162	2	3	2	3	2	3	3	3	3	3	3	2	3	3	4	2	2
163	4	4	4	3	3	3	1	3	2	2	3	4	4	4	3	3	4

Lampiran 3 : Hasil SPSS

Correlations

		Env1	Env2	Env3	Env4	Environment
Env1	Pearson Correlation	1	,878**	,865**	,716**	,955**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	163	163	163	163	163
Env2	Pearson Correlation	,878**	1	,817**	,677**	,919**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	163	163	163	163	163
Env3	Pearson Correlation	,865**	,817**	1	,680**	,922**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	163	163	163	163	163
Env4	Pearson Correlation	,716**	,677**	,680**	1	,845**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	163	163	163	163	163
Environment	Pearson Correlation	,955**	,919**	,922**	,845**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	163	163	163	163	163

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

Reliability

Case Processing Summary

		N	%
Cases	Valid	163	100,0
	Excluded ^a	0	,0
	Total	163	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,926	4

Correlations

Correlations

		Sens1	Sens2	Sens3	Sens4	Sensory
Sens1	Pearson Correlation	1	,867**	,630**	,682**	,899**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	163	163	163	163	163
Sens2	Pearson Correlation	,867**	1	,605**	,694**	,899**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	163	163	163	163	163
Sens3	Pearson Correlation	,630**	,605**	1	,824**	,849**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	163	163	163	163	163
Sens4	Pearson Correlation	,682**	,694**	,824**	1	,901**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	163	163	163	163	163
Sensory	Pearson Correlation	,899**	,899**	,849**	,901**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	163	163	163	163	163

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

Reliability

Case Processing Summary

		N	%
Cases	Valid	163	100,0
	Excluded ^a	0	,0
	Total	163	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,909	4

Correlations

		Correlations						
		Interp1	Interp2	Interp3	Interp4	Interp5	Interp6	Interpersonal
Interp1	Pearson Correlation	1	,645**	,492**	,558**	,616**	,555**	,731**
	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000
	N	163	163	163	163	163	163	163
Interp2	Pearson Correlation	,645**	1	,733**	,892**	,922**	,924**	,960**
	Sig. (2-tailed)	,000		,000	,000	,000	,000	,000
	N	163	163	163	163	163	163	163
Interp3	Pearson Correlation	,492**	,733**	1	,817**	,705**	,694**	,839**
	Sig. (2-tailed)	,000	,000		,000	,000	,000	,000
	N	163	163	163	163	163	163	163
Interp4	Pearson Correlation	,558**	,892**	,817**	1	,839**	,870**	,936**
	Sig. (2-tailed)	,000	,000	,000		,000	,000	,000
	N	163	163	163	163	163	163	163
Interp5	Pearson Correlation	,616**	,922**	,705**	,839**	1	,890**	,930**
	Sig. (2-tailed)	,000	,000	,000	,000		,000	,000
	N	163	163	163	163	163	163	163
Interp6	Pearson Correlation	,555**	,924**	,694**	,870**	,890**	1	,924**
	Sig. (2-tailed)	,000	,000	,000	,000	,000		,000
	N	163	163	163	163	163	163	163
Interpersonal	Pearson Correlation	,731**	,960**	,839**	,936**	,930**	,924**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	
	N	163	163	163	163	163	163	163

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

Reliability

Case Processing Summary

		N	%
Cases	Valid	163	100,0
	Excluded ^a	0	,0
	Total	163	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,944	6

Correlations

Correlations

		Procedur1	Procedur2	Procedur3	Procedur4	Procedur5	Procedural
Procedur1	Pearson Correlation	1	,590**	,727**	,871**	,803**	,891**
	Sig. (2-tailed)		,000	,000	,000	,000	,000
	N	163	163	163	163	163	163
Procedur2	Pearson Correlation	,590**	1	,823**	,660**	,635**	,828**
	Sig. (2-tailed)	,000		,000	,000	,000	,000
	N	163	163	163	163	163	163
Procedur3	Pearson Correlation	,727**	,823**	1	,787**	,727**	,910**
	Sig. (2-tailed)	,000	,000		,000	,000	,000
	N	163	163	163	163	163	163
Procedur4	Pearson Correlation	,871**	,660**	,787**	1	,860**	,934**
	Sig. (2-tailed)	,000	,000	,000		,000	,000
	N	163	163	163	163	163	163
Procedur5	Pearson Correlation	,803**	,635**	,727**	,860**	1	,905**
	Sig. (2-tailed)	,000	,000	,000	,000		,000
	N	163	163	163	163	163	163
Procedural	Pearson Correlation	,891**	,828**	,910**	,934**	,905**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	
	N	163	163	163	163	163	163

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

Reliability

Case Processing Summary

		N	%
Cases	Valid	163	100,0
	Excluded ^a	0	,0
	Total	163	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,936	5

Correlations

Correlations

		Deliver1	Deliver2	Deliver3	Deliver4	Deliver5	Deliver6	Deliverable
Deliver1	Pearson Correlation	1	,705**	,784**	,798**	,696**	,699**	,932**
	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000
	N	163	163	163	163	163	163	163
Deliver2	Pearson Correlation	,705**	1	,519**	,640**	,520**	,639**	,787**
	Sig. (2-tailed)	,000		,000	,000	,000	,000	,000
	N	163	163	163	163	163	163	163
Deliver3	Pearson Correlation	,784**	,519**	1	,554**	,730**	,635**	,859**
	Sig. (2-tailed)	,000	,000		,000	,000	,000	,000
	N	163	163	163	163	163	163	163
Deliver4	Pearson Correlation	,798**	,640**	,554**	1	,469**	,631**	,795**
	Sig. (2-tailed)	,000	,000	,000		,000	,000	,000
	N	163	163	163	163	163	163	163
Deliver5	Pearson Correlation	,696**	,520**	,730**	,469**	1	,661**	,826**
	Sig. (2-tailed)	,000	,000	,000	,000		,000	,000
	N	163	163	163	163	163	163	163
Deliver6	Pearson Correlation	,699**	,639**	,635**	,631**	,661**	1	,831**
	Sig. (2-tailed)	,000	,000	,000	,000	,000		,000
	N	163	163	163	163	163	163	163
Deliverable	Pearson Correlation	,932**	,787**	,859**	,795**	,826**	,831**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	
	N	163	163	163	163	163	163	163

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

Reliability

Case Processing Summary

		N	%
Cases	Valid	163	100,0
	Excluded ^a	0	,0
	Total	163	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,911	6

Correlations

Correlations

		Inform1	Inform2	Inform3	Informational
Inform1	Pearson Correlation	1	,749**	,712**	,900**
	Sig. (2-tailed)		,000	,000	,000
	N	163	163	163	163
Inform2	Pearson Correlation	,749**	1	,808**	,929**
	Sig. (2-tailed)	,000		,000	,000
	N	163	163	163	163
Inform3	Pearson Correlation	,712**	,808**	1	,917**
	Sig. (2-tailed)	,000	,000		,000
	N	163	163	163	163
Informational	Pearson Correlation	,900**	,929**	,917**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	163	163	163	163

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

Reliability

Case Processing Summary

		N	%
Cases	Valid	163	100,0
	Excluded ^a	0	,0
	Total	163	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,902	3

Correlations

Correlations

		Financial1	Financial2	Financial3	Financial
Financial1	Pearson Correlation	1	,813**	,706**	,913**
	Sig. (2-tailed)		,000	,000	,000
	N	163	163	163	163
Financial2	Pearson Correlation	,813**	1	,774**	,934**
	Sig. (2-tailed)	,000		,000	,000
	N	163	163	163	163
Financial3	Pearson Correlation	,706**	,774**	1	,906**
	Sig. (2-tailed)	,000	,000		,000
	N	163	163	163	163
Financial	Pearson Correlation	,913**	,934**	,906**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	163	163	163	163

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

Reliability

Case Processing Summary

		N	%
Cases	Valid	163	100,0
	Excluded ^a	0	,0
	Total	163	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,904	3

Correlations

		Correlations																Customer_ Satisfaction
		Cust_Satisf1	Cust_Satisf2	Cust_Satisf3	Cust_Satisf4	Cust_Satisf5	Cust_Satisf6	Cust_Satisf7	Cust_Satisf8	Cust_Satisf9	Cust_Satisf10	Cust_Satisf11	Cust_Satisf12	Cust_Satisf13	Cust_Satisf14	Cust_Satisf15	Cust_Satisf16	
Cust_Satisf1	Pearson Correlation	1	,673**	,654**	,434**	,729**	,686**	,859**	,539**	,671**	,434**	,383**	,323**	,166*	,388**	,419**	,679**	,779**
	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,034	,000	,000	,000	,000
	N	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163
Cust_Satisf2	Pearson Correlation	,673**	1	,801**	,588**	,631**	,709**	,708**	,336**	,659**	,424**	,362**	,291**	,211**	,420**	,405**	,627**	,761**
	Sig. (2-tailed)	,000		,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,007	,000	,000	,000	,000
	N	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163
Cust_Satisf3	Pearson Correlation	,654**	,801**	1	,596**	,741**	,770**	,726**	,384**	,787**	,505**	,410**	,349**	,278**	,429**	,487**	,693**	,828**
	Sig. (2-tailed)	,000	,000		,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163
Cust_Satisf4	Pearson Correlation	,434**	,588**	,596**	1	,631**	,573**	,418**	,319**	,597**	,600**	,669**	,327**	,322**	,533**	,542**	,498**	,742**
	Sig. (2-tailed)	,000	,000	,000		,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163
Cust_Satisf5	Pearson Correlation	,729**	,631**	,741**	,631**	1	,815**	,710**	,525**	,821**	,561**	,529**	,386**	,241**	,449**	,549**	,626**	,859**
	Sig. (2-tailed)	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000	,000	,002	,000	,000	,000	,000
	N	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163
Cust_Satisf6	Pearson Correlation	,686**	,709**	,770**	,573**	,815**	1	,741**	,517**	,863**	,431**	,347**	,273**	,135	,377**	,339**	,607**	,792**
	Sig. (2-tailed)	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000	,086	,000	,000	,000	,000
	N	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163
Cust_Satisf7	Pearson Correlation	,859**	,708**	,726**	,418**	,710**	,741**	1	,520**	,760**	,429**	,361**	,324**	,151	,363**	,434**	,714**	,795**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000	,055	,000	,000	,000	,000
	N	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163
Cust_Satisf8	Pearson Correlation	,539**	,336**	,384**	,319**	,525**	,517**	,520**	1	,520**	,287**	,300**	,252**	,126	,240**	,323**	,541**	,580**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000		,000	,000	,000	,001	,109	,002	,000	,000	,000
	N	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163
Cust_Satisf9	Pearson Correlation	,671**	,659**	,787**	,597**	,821**	,863**	,760**	,520**	1	,499**	,416**	,383**	,199*	,459**	,476**	,617**	,840**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000		,000	,000	,000	,011	,000	,000	,000	,000
	N	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163
Cust_Satisf10	Pearson Correlation	,434**	,424**	,505**	,600**	,561**	,431**	,429**	,287**	,499**	1	,747**	,726**	,377**	,615**	,808**	,436**	,764**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000	,000
	N	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163
Cust_Satisf11	Pearson Correlation	,383**	,362**	,410**	,669**	,529**	,347**	,361**	,300**	,416**	,747**	1	,525**	,402**	,637**	,763**	,426**	,712**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000
	N	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163
Cust_Satisf12	Pearson Correlation	,323**	,291**	,349**	,327**	,386**	,273**	,324**	,252**	,383**	,726**	,525**	1	,271**	,523**	,631**	,295**	,592**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000
	N	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163
Cust_Satisf13	Pearson Correlation	,166*	,211**	,278**	,322**	,241**	,135	,151	,126	,199*	,377**	,402**	,271**	1	,309**	,418**	,188**	,511**
	Sig. (2-tailed)	,034	,007	,000	,000	,002	,086	,055	,109	,011	,000	,000	,000		,000	,000	,016	,000
	N	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163
Cust_Satisf14	Pearson Correlation	,388**	,420**	,429**	,533**	,449**	,377**	,363**	,240**	,459**	,615**	,637**	,523**	,309**	1	,571**	,335**	,658**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,002	,000	,000	,000	,000	,000		,000	,000	,000
	N	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163
Cust_Satisf15	Pearson Correlation	,419**	,405**	,487**	,542**	,549**	,339**	,434**	,323**	,476**	,808**	,763**	,631**	,418**	,571**	1	,443**	,742**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000		,000	,000
	N	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163
Cust_Satisf16	Pearson Correlation	,679**	,627**	,693**	,498**	,626**	,607**	,714**	,541**	,617**	,436**	,426**	,295**	,188*	,335**	,443**	1	,754**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,016	,000	,000		,000
	N	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163
Customer_Satisfaction	Pearson Correlation	,779**	,761**	,828**	,742**	,859**	,792**	,795**	,580**	,840**	,764**	,712**	,592**	,411**	,658**	,742**	,754**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	
	N	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163	163

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

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

Reliability

Case Processing Summary

		N	%
Cases	Valid	163	100,0
	Excluded ^a	0	,0
	Total	163	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,940	16

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Financial, Interpersonal, Informational, Environment, Deliverable, Sensory, ^a Procedural		Enter

a. All requested variables entered.

b. Dependent Variable: Customer_Satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,892 ^a	,795	,786	4,07027

a. Predictors: (Constant), Financial, Interpersonal, Informational, Environment, Deliverable, Sensory, Procedural

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	9945,562	7	1420,795	85,760	,000 ^a
	Residual	2567,899	155	16,567		
	Total	12513,460	162			

a. Predictors: (Constant), Financial, Interpersonal, Informational, Environment, Deliverable, Sensory, Procedural

b. Dependent Variable: Customer_Satisfaction

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	13,696	1,893		7,235	,000		
	Environment	,679	,340	,102	1,998	,042	,137	1,02
	Sensory	1,087	,401	,350	2,709	,008	,111	2,63
	Interpersonal	1,334	,216	,620	6,183	,000	,132	7,59
	Procedural	1,210	,318	,534	3,805	,000	,107	4,87
	Deliverable	,844	,410	,093	2,059	,036	,109	1,83
	Informational	1,031	,416	,248	2,476	,014	,132	7,56
	Financial	1,504	,400	,402	3,756	,000	,116	8,63

a. Dependent Variable: Customer_Satisfaction

Collinearity Diagnostiķs

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions								
				(Constant)	Environment	Sensory	Interpersonal	Procedural	Deliverable	Informational	Financial	
1	1	7,931	1,000	,00	,00	,00	,00	,00	,00	,00	,00	,00
	2	,041	13,979	,53	,01	,00	,00	,00	,00	,01	,00	,01
	3	,009	29,173	,29	,13	,00	,04	,00	,05	,25	,00	,00
	4	,007	33,809	,03	,03	,02	,11	,05	,00	,00	,53	,00
	5	,004	45,248	,03	,25	,02	,03	,01	,90	,03	,04	,00
	6	,003	48,005	,11	,03	,18	,42	,23	,03	,21	,00	,00
	7	,003	51,402	,00	,17	,27	,26	,13	,00	,23	,36	,00
	8	,002	65,370	,00	,38	,51	,14	,58	,01	,28	,06	,00

a. Dependent Variable: Customer_Satisfaction

Correlations

Correlations

		Environment	Sensory	Interpersonal	Procedural	Deliverable	Informational	Financial	Customer Satisfaction
Environment	Pearson Correlation	1	,906**	,857**	,930**	,932**	,810**	,892**	
	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000	
	N	163	163	163	163	163	163	163	
Sensory	Pearson Correlation	,906**	1	,895**	,909**	,911**	,894**	,923**	
	Sig. (2-tailed)	,000		,000	,000	,000	,000	,000	
	N	163	163	163	163	163	163	163	
Interpersonal	Pearson Correlation	,857**	,895**	1	,909**	,867**	,885**	,840**	
	Sig. (2-tailed)	,000	,000		,000	,000	,000	,000	
	N	163	163	163	163	163	163	163	
Procedural	Pearson Correlation	,930**	,909**	,909**	1	,925**	,890**	,895**	
	Sig. (2-tailed)	,000	,000	,000		,000	,000	,000	
	N	163	163	163	163	163	163	163	
Deliverable	Pearson Correlation	,932**	,911**	,867**	,925**	1	,841**	,904**	
	Sig. (2-tailed)	,000	,000	,000	,000		,000	,000	
	N	163	163	163	163	163	163	163	
Informational	Pearson Correlation	,810**	,894**	,885**	,890**	,841**	1	,859**	
	Sig. (2-tailed)	,000	,000	,000	,000	,000		,000	
	N	163	163	163	163	163	163	163	
Financial	Pearson Correlation	,892**	,923**	,840**	,895**	,904**	,859**	1	
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000		
	N	163	163	163	163	163	163	163	
Customer_Satisfaction	Pearson Correlation	,722**	,835**	,836**	,747**	,746**	,818**	,805**	
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	
	N	163	163	163	163	163	163	163	

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

Nonparametric Correlations

Correlations

		Environment	Sensory	Interpersonal	Procedural	Deliverable	Informational	Financial	Customer_Satisfaction
Spearman's rho	Environment	1,000	,924**	,878**	,938**	,958**	,821**	,912**	
	Correlation Coefficient								
	Sig. (2-tailed)								
	N	163	163	163	163	163	163	163	
Sensory	Correlation Coefficient	,924**	1,000	,880**	,918**	,940**	,886**	,936**	
	Sig. (2-tailed)	,000		,000	,000	,000	,000	,000	
	N	163	163	163	163	163	163	163	
Interpersonal	Correlation Coefficient	,878**	,880**	1,000	,918**	,901**	,901**	,835**	
	Sig. (2-tailed)	,000	,000		,000	,000	,000	,000	
	N	163	163	163	163	163	163	163	
Procedural	Correlation Coefficient	,938**	,918**	,918**	1,000	,939**	,897**	,908**	
	Sig. (2-tailed)	,000	,000	,000		,000	,000	,000	
	N	163	163	163	163	163	163	163	
Deliverable	Correlation Coefficient	,958**	,940**	,901**	,939**	1,000	,857**	,921**	
	Sig. (2-tailed)	,000	,000	,000	,000		,000	,000	
	N	163	163	163	163	163	163	163	
Informational	Correlation Coefficient	,821**	,886**	,901**	,897**	,857**	1,000	,849**	
	Sig. (2-tailed)	,000	,000	,000	,000	,000		,000	
	N	163	163	163	163	163	163	163	
Financial	Correlation Coefficient	,912**	,936**	,835**	,908**	,921**	,849**	1,000	
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000		
	N	163	163	163	163	163	163	163	
Customer_Satisfaction	Correlation Coefficient	,743**	,816**	,790**	,765**	,761**	,813**	,792**	
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	
	N	163	163	163	163	163	163	163	

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