

K U I S I O N E R

DATA PRIBADI

1. Jenis kelamin :
 - a. Pria
 - b. Wanita

2. Usia :
 - a. 18 – 25 th
 - b. 26 – 35 th
 - c. > 35 th

3. Penghasilan :
 - a. < 2 juta/bln
 - b. 2jt – 5 jt/bln
 - c. > 5 jt/bln

4. Berapa kali Anda ke bengkel dalam 3 bulan terakhir :
 - a. 1 kali
 - b. 2 kali
 - c. > 2 kali

Petunjuk pengisian angket :

1. Pilih salah satu jawaban yang Anda anggap Paling sesuai dengan pikiran dan perasaan yang sebenarnya.
2. Berikan tanda silang (x) pada salah satu alternative jawaban yang dianggap paling sesuai. Tiap pertanyaan tersedia 5 alternatif jawaban, angka 1 menunjukkan penilaian sangat negative dan angka 5 menunjukkan penilaian sangat positif.

STS : Sangat Tidak Setuju

TS : Tidak Setuju

N : Netral

S : Setuju

SS : Sangat Setuju

Persepsi pelanggan adalah apa yang dirasakan pelanggan terhadap bengkel ini.

I. Kualitas Layanan

No	Pertanyaan	STS	TS	N	S	SS
		1	2	3	4	5

a. Tangibles

1	Bengkel ABC memiliki peralatan modern					
2	Bengkel ABC memiliki fasilitas reparasi yang lengkap					
3	Bengkel ABC menyediakan tempat parkir yang memadai					
4	Bengkel ABC memiliki ruang tunggu yang nyaman					
5	Bengkel ABC memiliki ruangan dan toilet yang bersih					
6	Penampilan karyawan rapi					

b. Reliability

1	Karyawan bengkel mengatasi masalah dengan cepat					
2	Pelayanan bengkel tepat pada waktu sesuai dengan yang dijanjikan pada konsumen					
3	Karyawan bengkel mampu memenuhi apa yang diinginkan oleh konsumen					

c. Responsiveness

1	Karyawan tanggap dalam melayani konsumen					
2	Karyawan merespon permintaan konsumen dengan cepat					
3	Karyawan bersedia menjawab pertanyaan konsumen					

d. Assurance

1	Karyawan memiliki keahlian dan pengetahuan yang baik dalam melayani konsumen					
2	Karyawan sopan dalam melayani konsumen					
3	Karyawan ramah dalam melayani konsumen					
4	Karyawan mampu meyakinkan konsumen					

e. Empathy

1	Bengkel memberi perhatian terhadap kebutuhan konsumen					
2	Bengkel berusaha menciptakan dan menjalin hubungan baik dengan konsumen					
3	Bengkel memiliki citra yang baik dibenak konsumen					

II. Kepuasan Pelanggan

No	Pertanyaan	STS	TS	N	S	SS
1	Anda puas dengan pelayanan yang diberikan oleh Bengkel ABC Motor - AHASS					
2	Pelayanan yang diberikan Bengkel ABC Motor - AHASS sesuai dengan harapan Anda					

Data Pribadi Responden

No	Jenis Kelamin	Usia	Penghasilan	Kunjungan Dlm 3 Bln
1	a	a	b	c
2	b	a	b	c
3	a	a	b	c
4	b	a	c	c
5	b	a	a	b
6	b	a	b	c
7	b	a	c	c
8	b	a	c	c
9	a	b	b	a
10	b	a	a	a
11	b	a	b	c
12	a	a	c	c
13	a	a	a	b
14	a	c	b	c
15	a	b	b	c
16	a	a	a	c
17	a	b	c	c
18	b	a	a	c
19	a	a	a	b
20	a	b	b	a
21	b	a	b	c
22	b	a	b	c
23	a	b	b	c
24	a	b	c	c
25	a	b	b	a
26	b	a	b	c
27	b	a	c	c
28	b	a	a	c
29	a	b	c	c
30	b	a	c	c
31	a	c	c	c
32	a	c	b	c
33	b	c	c	c
34	b	a	a	c
35	b	a	a	c
36	a	c	c	c
37	b	a	a	c
38	a	b	a	c
39	a	c	b	c
40	b	a	a	c
41	a	b	b	c
42	b	a	a	a
43	a	b	b	a
44	b	a	a	c
45	b	a	b	b

No	Jenis Kelamin	Usia	Penghasilan	Kunjungan Dlm 3 Bln
46	a	b	b	a
47	b	b	b	c
48	a	c	c	c
49	b	c	c	c
50	b	b	c	c
51	b	b	b	c
52	a	b	b	a
53	a	a	a	c
54	b	c	c	c
55	a	c	c	c
56	b	c	c	c
57	b	c	c	c
58	b	c	c	c
59	b	c	c	c
60	b	c	c	c
61	a	c	c	c
62	a	b	c	c
63	b	b	b	b
64	b	b	c	c
65	a	a	b	c
66	a	a	a	b
67	b	a	b	c
68	a	a	a	c
69	a	a	a	c
70	a	a	b	c
71	b	c	c	c
72	a	a	b	c
73	b	b	b	b
74	b	c	b	c
75	a	b	b	b
76	a	b	b	c
77	a	b	b	c
78	a	b	c	c
79	a	b	b	a
80	b	a	b	c
81	b	a	c	c
82	b	a	a	c
83	b	a	a	c
84	a	c	c	c
85	b	a	a	c
86	b	b	b	c
87	a	c	c	c
88	b	c	c	c
89	b	b	c	c
90	b	b	b	c

Lampiran 2

No	Jenis Kelamin	Usia	Penghasilan	Kunjungan Dlm 3 Bln
91	a	a	a	c
92	a	b	c	c
93	b	a	a	c
94	a	a	a	b
95	a	b	b	a

No	Jenis Kelamin	Usia	Penghasilan	Kunjungan Dlm 3 Bln
96	a	c	c	c
97	a	b	c	c
98	b	b	b	b
99	b	b	c	c
100	a	a	b	c

**HASIL TANGGAPAN RESPONDEN MENGENAI KUALITAS LAYANAN DAN KEPUASAN PELANGGAN
PADA PENGGUNA JASA BENGKEL ABC AHASS SURABAYA**

No. Resp.	PERNYATAAN																										
	1	2	3	4	5	6	X1	1	2	3	X2	1	2	3	X3	1	2	3	4	X4	1	2	3	X5	1	2	Y
1	2	5	5	5	5	4	4.33	4	2	5	3.67	4	4	3	3.67	4	4	4	3	3.75	5	4	1	3.33	2	2	2.00
2	3	2	4	5	2	2	3.00	4	5	5	4.67	6	4	3	4.33	4	6	4	5	4.75	2	1	3	2.00	2	2	2.00
3	1	4	3	2	5	5	3.33	5	3	5	4.33	3	4	4	3.67	2	3	4	1	2.50	5	5	1	3.67	4	2	3.00
4	5	4	2	1	4	2	3.00	2	5	5	4.00	2	4	5	3.67	5	2	4	5	4.00	4	4	1	3.00	5	4	4.50
5	4	2	2	4	5	4	3.50	4	3	4	3.67	5	4	3	4.00	2	5	4	4	3.75	2	4	4	3.33	4	2	3.00
6	3	5	5	1	4	5	3.83	4	4	4	4.00	4	5	3	4.00	4	4	5	5	4.50	5	5	1	3.67	4	4	4.00
7	2	4	5	2	5	5	3.83	2	2	2	2.00	5	2	4	3.67	2	5	2	2	2.75	3	4	4	3.67	4	5	4.50
8	4	2	3	3	2	2	2.67	5	4	5	4.67	3	3	4	3.33	4	3	3	5	3.75	2	1	2	1.67	4	5	4.50
9	1	3	3	3	3	3	2.67	5	3	4	4.00	6	3	3	4.00	2	6	3	4	3.75	2	2	1	1.67	5	1	3.00
10	1	4	2	2	2	4	2.50	2	2	3	2.33	5	3	3	3.67	2	5	3	4	3.50	3	2	2	2.33	5	4	4.50
11	2	4	5	1	3	4	3.17	2	2	4	2.67	5	4	4	4.33	4	5	4	2	3.75	3	3	2	2.67	2	2	2.00
12	2	5	3	2	4	3	3.17	3	4	3	3.33	5	3	3	3.67	2	5	3	5	3.75	5	4	1	3.33	4	2	3.00
13	1	4	2	2	2	2	2.17	4	3	5	4.00	3	4	4	3.67	3	3	4	4	3.50	1	2	2	1.67	5	5	5.00
14	2	2	2	2	2	1	1.83	2	3	3	2.67	4	3	2	3.00	3	4	3	4	3.50	2	2	3	2.33	5	2	3.50
15	2	5	5	2	4	5	3.83	4	2	5	3.67	4	5	4	4.33	3	4	5	5	4.25	4	4	3	3.67	2	2	2.00
16	5	2	2	2	4	2	2.83	5	4	4	4.33	3	5	4	4.00	5	3	5	3	4.00	4	5	4	4.33	5	2	3.50
17	5	5	5	2	4	5	4.33	2	4	4	3.33	3	2	4	3.00	4	3	2	3	3.00	4	4	4	4.00	5	5	5.00
18	4	2	5	3	3	3	3.33	2	2	4	2.67	6	3	3	4.00	5	6	3	5	4.75	3	5	2	3.33	1	4	2.50
19	5	3	3	3	2	2	3.00	5	2	5	4.00	4	3	2	3.00	4	4	3	4	3.75	2	3	3	2.67	4	4	4.00
20	4	5	5	3	5	5	4.50	5	2	5	4.00	4	4	5	4.33	4	4	4	3	3.75	5	5	4	4.67	5	4	4.50
21	4	5	5	4	4	3	4.17	5	2	4	3.67	4	2	2	2.67	2	4	2	3	2.75	5	5	4	4.67	4	4	4.00
22	2	3	5	4	4	5	3.83	4	4	5	4.33	5	5	3	4.33	5	5	5	3	4.50	5	4	4	4.33	5	2	3.50
23	2	5	5	3	4	5	4.00	4	4	2	3.33	6	4	4	4.67	2	6	4	4	4.00	5	3	4	4.00	2	2	2.00
24	5	5	2	4	3	4	3.83	5	3	2	3.33	4	4	4	4.00	4	4	4	5	4.25	4	5	4	4.33	4	2	3.00
25	4	4	4	3	5	3	3.83	3	4	5	4.00	3	5	4	4.00	2	3	5	5	3.75	5	5	5	5.00	5	5	5.00
26	2	5	5	4	4	5	4.17	2	4	3	3.00	5	3	2	3.33	4	5	3	4	4.00	5	4	5	4.67	5	4	4.50
27	3	4	4	4	3	5	3.83	3	4	4	3.67	2	4	2	2.67	2	2	4	2	2.50	4	2	4	3.33	5	4	4.50
28	5	5	5	4	5	3	4.50	4	5	3	4.00	6	3	4	4.33	5	6	3	4	4.50	5	4	4	4.33	4	2	3.00
29	2	5	3	1	3	3	2.83	4	3	3	3.33	3	3	3	3.00	2	3	3	5	3.25	3	3	3	3.00	5	2	3.50
30	2	4	4	4	2	2	3.00	3	3	2	2.67	4	4	3	3.67	2	4	4	4	3.50	3	5	4	4.00	2	2	2.00
31	3	4	4	4	3	3	3.50	3	3	3	3.00	3	3	3	3.00	2	3	3	5	3.25	3	3	5	3.67	2	4	3.00
32	3	2	2	3	2	4	2.67	5	2	5	4.00	3	2	2	2.33	5	3	2	5	3.75	2	4	4	3.33	2	2	2.00
33	5	2	2	3	2	4	3.00	5	3	5	4.33	6	4	2	4.00	5	6	4	4	4.75	2	3	4	3.00	5	5	5.00
34	4	5	3	4	4	4	4.00	5	4	4	4.33	5	3	3	3.67	4	5	3	4	4.00	4	5	5	4.67	2	2	2.00
35	2	5	5	2	5	5	4.00	2	2	3	2.33	4	5	5	4.67	2	4	5	4	3.75	5	5	3	4.33	4	2	3.00
36	5	3	3	1	3	4	3.17	5	3	4	4.00	6	3	2	3.67	3	6	3	5	4.25	5	4	2	3.67	5	5	5.00
37	4	3	3	2	2	3	2.83	5	4	5	4.67	4	3	4	3.67	2	4	3	5	3.50	4	2	1	2.33	5	4	4.50
38	2	4	4	4	5	4	3.83	4	2	3	3.00	5	2	2	3.00	3	5	2	4	3.50	4	2	4	3.33	2	2	2.00
39	3	5	5	3	5	5	4.33	4	3	2	3.00	3	5	5	4.33	5	3	5	5	4.50	5	5	3	4.33	4	4	4.00
40	2	5	5	5	5	5	4.50	2	3	3	2.67	6	2	5	4.33	4	6	2	2	3.50	5	5	2	4.00	5	5	5.00
41	3	5	5	5	5	5	4.67	2	5	2	3.00	5	5	3	4.33	3	5	5	5	4.50	5	5	2	4.00	4	4	4.00
42	3	2	2	1	2	1	1.83	4	2	3	3.00	2	2	3	2.33	5	2	2	5	3.50	1	1	5	2.33	4	2	3.00
43	2	3	2	2	2	3	2.33	3	3	3	3.00	5	4	4	4.33	5	5	4	5	4.75	2	5	4	3.67	2	2	2.00
44	2	4	4	5	2	3	3.33	2	3	3	2.67	5	3	4	4.00	1	5	3	4	3.25	4	3	5	4.00	5	4	4.50
45	5	4	4	1	2	3	3.17	5	3	4	4.00	5	2	2	3.00	5	5	2	5	4.25	4	4	2	3.33	2	2	2.00

No. Resp.	PERNYATAAN																										
	1	2	3	4	5	6	X1	1	2	3	X2	1	2	3	X3	1	2	3	4	X4	1	2	3	X5	1	2	Y
46	4	3	3	5	2	3	3.33	5	4	5	4.67	5	3	3	3.67	4	5	3	5	4.25	3	2	1	2.00	4	1	2.50
47	2	3	5	4	5	5	4.00	4	2	3	3.00	2	2	2	2.00	3	2	2	4	2.75	5	5	4	4.67	2	2	2.00
48	4	3	3	5	5	3	3.83	4	2	3	3.00	4	5	3	4.00	2	4	5	5	4.00	4	4	3	3.67	5	2	3.50
49	5	3	3	2	2	3	3.00	3	3	2	2.67	2	3	4	3.00	5	2	3	5	3.75	2	4	2	2.67	5	5	5.00
50	1	4	4	2	4	3	3.00	2	4	5	3.67	5	3	3	3.67	5	5	3	5	4.00	2	4	3	3.00	5	5	5.00
51	2	2	5	1	4	2	2.67	4	3	3	3.33	3	3	2	2.67	1	3	3	5	3.00	3	3	3	3.00	5	5	5.00
52	3	5	5	1	5	5	4.00	3	5	3	3.67	3	4	3	3.33	3	3	4	5	3.75	3	3	2	2.67	2	4	3.00
53	3	3	5	2	3	4	3.33	4	4	5	4.33	1	3	3	2.33	5	1	3	2	2.75	3	3	1	2.33	4	2	3.00
54	4	5	5	1	5	5	4.17	3	5	3	3.67	5	5	5	5.00	5	5	5	3	4.00	3	3	2	2.67	4	2	3.00
55	3	3	2	2	2	3	2.50	5	3	4	4.00	5	3	4	4.00	4	5	3	4	4.00	2	2	4	2.67	5	5	5.00
56	2	5	5	2	5	4	3.83	3	4	2	3.00	6	2	4	4.00	2	6	2	5	3.75	4	4	4	4.00	4	4	4.00
57	3	3	5	1	5	4	3.50	5	5	3	4.33	3	4	4	3.67	5	3	4	3	3.75	4	4	4	4.00	4	1	2.50
58	4	4	2	2	2	4	3.00	3	2	3	2.67	4	2	2	2.67	4	4	2	4	3.50	2	3	2	2.33	2	1	1.50
59	4	2	2	3	2	2	2.50	4	3	2	3.00	3	3	4	3.33	2	3	3	3	2.75	4	2	3	3.00	5	2	3.50
60	4	2	4	3	4	4	3.50	3	3	5	3.67	4	3	2	3.00	4	4	3	5	4.00	2	2	5	3.00	5	4	4.50
61	4	5	5	1	5	5	4.17	3	5	3	3.67	3	5	2	3.33	5	3	5	4	4.25	5	5	2	4.00	2	2	2.00
62	5	3	3	3	2	2	3.00	2	2	4	2.67	3	3	2	2.67	4	3	3	2	3.00	5	4	4	4.33	5	5	5.00
63	5	5	5	3	5	5	4.67	3	3	3	3.00	3	3	5	3.67	5	3	3	4	3.75	5	5	5	5.00	4	4	4.00
64	5	5	5	1	5	4	4.17	2	4	3	3.00	1	5	4	3.33	5	1	5	3	3.50	4	5	3	4.00	2	2	2.00
65	3	5	5	1	5	5	4.00	3	5	5	4.33	1	5	5	3.67	4	1	5	3	3.25	5	5	5	5.00	4	2	3.00
66	4	1	1	1	1	3	1.83	4	3	1	2.67	5	1	2	2.67	4	5	1	5	3.75	2	2	4	2.67	5	4	4.50
67	5	2	2	2	2	3	2.67	3	3	4	3.33	6	4	4	4.67	4	6	4	3	4.25	4	4	5	4.33	4	4	4.00
68	1	4	2	2	2	3	2.33	2	5	5	4.00	1	4	5	3.33	5	1	4	4	3.50	2	3	5	3.33	4	4	4.00
69	2	4	4	1	2	2	2.50	5	4	4	4.33	2	3	3	2.67	5	2	3	2	3.00	2	2	4	2.67	4	2	3.00
70	4	2	2	1	2	3	2.33	3	3	2	2.67	4	3	2	3.00	4	4	3	3	3.50	3	3	2	2.67	5	2	3.50
71	3	3	4	2	4	3	3.17	4	4	3	3.67	3	4	4	3.67	5	3	4	3	3.75	4	3	3	3.33	5	5	5.00
72	5	4	4	2	4	3	3.67	5	4	5	4.67	6	4	5	5.00	2	6	4	5	4.25	3	3	2	2.67	2	1	1.50
73	5	5	2	2	2	4	3.33	2	2	5	3.00	4	2	2	2.67	5	4	2	2	3.25	2	2	3	2.33	1	5	3.00
74	4	2	3	4	3	5	3.50	3	3	5	3.67	3	3	2	2.67	5	3	3	3	3.50	4	2	3	3.00	5	4	4.50
75	5	2	4	3	5	2	3.50	3	2	1	2.00	1	3	2	2.00	4	1	3	4	3.00	3	2	2	2.33	4	1	2.50
76	5	5	5	2	5	5	4.50	3	4	5	4.00	3	5	3	3.67	4	3	5	3	3.75	5	5	2	4.00	5	5	5.00
77	5	3	4	4	5	5	4.33	4	4	5	4.33	2	4	4	3.33	5	2	4	4	3.75	4	4	5	4.33	4	2	3.00
78	5	5	5	1	5	5	4.33	2	5	1	2.67	2	5	5	4.00	5	2	5	5	4.25	5	5	4	4.67	2	1	1.50
79	4	2	2	2	2	4	2.67	3	2	2	2.33	4	3	4	3.67	4	4	3	4	3.75	2	3	2	2.33	2	1	1.50
80	5	4	4	2	4	4	3.83	3	4	4	3.67	3	4	3	3.33	2	3	4	2	2.75	3	4	4	3.67	5	2	3.50
81	5	3	3	3	5	4	3.83	2	4	2	2.67	5	4	5	4.67	5	5	4	5	4.75	4	5	5	4.67	2	4	3.00
82	5	3	2	2	2	4	3.00	2	3	1	2.00	1	3	2	2.00	5	1	3	2	2.75	2	5	1	2.67	4	2	3.00
83	4	4	3	1	3	2	2.83	3	2	3	2.67	4	4	4	4.00	5	4	4	3	4.00	4	2	2	2.67	4	4	4.00
84	4	3	2	3	3	5	3.33	3	3	3	3.00	1	2	3	2.00	5	1	2	3	2.75	3	2	5	3.33	1	4	2.50
85	2	5	5	4	5	5	4.33	5	3	1	3.00	3	5	2	3.33	2	3	5	3	3.25	3	5	3	3.67	4	2	3.00
86	5	5	5	3	5	5	4.67	5	2	5	4.00	2	5	5	4.00	3	2	5	2	3.00	3	3	4	3.33	4	2	3.00
87	4	2	3	2	3	2	2.67	4	3	5	4.00	5	2	3	3.33	4	5	2	5	4.00	2	3	3	2.67	1	4	2.50
88	4	5	5	4	5	5	4.67	5	3	4	4.00	2	5	5	4.00	2	2	5	2	2.75	3	3	2	2.67	4	4	4.00
89	4	5	5	4	5	5	4.67	2	3	3	2.67	4	5	5	4.67	2	4	5	5	4.00	3	3	4	3.33	4	2	3.00
90	2	5	5	2	5	3	3.67	2	5	3	3.33	3	5	5	4.33	5	3	5	1	3.50	2	3	3	2.67	5	5	5.00

No. Resp.	PERNYATAAN																										
	1	2	3	4	5	6	X1	1	2	3	X2	1	2	3	X3	1	2	3	4	X4	1	2	3	X5	1	2	Y
91	5	1	1	5	2	2	2.67	2	2	5	3.00	2	4	4	3.33	4	2	4	5	3.75	1	2	4	2.33	4	5	4.50
92	5	4	4	4	3	3	3.83	5	3	3	3.67	5	4	3	4.00	2	5	4	4	3.75	3	3	3	3.00	2	2	2.00
93	2	3	2	3	3	2	2.50	5	4	5	4.67	5	4	5	4.67	4	5	4	5	4.50	2	2	3	2.33	5	4	4.50
94	2	3	2	4	3	3	2.83	4	3	3	3.33	4	2	2	2.67	5	4	2	2	3.25	4	2	4	3.33	5	4	4.50
95	3	2	2	3	3	3	2.67	4	4	4	4.00	4	4	3	3.67	1	4	4	2	2.75	2	4	4	3.33	5	2	3.50
96	4	4	3	5	4	3	3.83	5	2	5	4.00	3	3	3	3.00	2	3	3	1	2.25	5	4	4	4.33	4	4	4.00
97	2	5	5	3	5	5	4.17	3	2	4	3.00	2	3	4	3.00	3	2	3	1	2.25	3	3	3	3.00	5	5	5.00
98	4	4	3	5	2	2	3.33	2	3	5	3.33	4	3	3	3.33	3	4	3	2	3.00	3	3	5	3.67	5	4	4.50
99	5	5	5	4	5	5	4.83	5	4	5	4.67	3	5	3	3.67	4	3	5	1	3.25	3	3	4	3.33	1	4	2.50
100	2	3	3	4	2	3	2.83	4	2	5	3.67	4	4	2	3.33	3	4	4	2	3.25	2	3	3	2.67	5	4	4.50
Total/Var	342	388	363	274	354	362	2063	353	325	364	1042	374	354	337	1065	361	374	354	369	1458	340	347	321	1008	380	315	695
Mean/Var	3.42	3.88	3.63	2.74	3.54	3.62	3.44	3.53	3.25	3.64	3.47	3.74	3.54	3.37	3.55	3.61	3.74	3.54	3.69	3.65	3.4	3.47	3.21	3.36	3.8	3.15	3.48

- X1: Tangibles
- X2: Reliability
- X3: Responsiveness
- X4: Assurance
- X5: Empathy
- Y: Kepuasan Pelanggan

Tangibles

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
TANG1	17.9700	24.4940	.2964	.8560
TANG2	17.5900	21.3353	.6782	.7785
TANG3	17.6000	20.5253	.7163	.7689
TANG4	18.3500	22.3106	.4357	.8319
TANG5	17.7600	19.8206	.7634	.7573
TANG6	17.6800	20.8259	.7396	.7661

Reliability Coefficients

N of Cases = 100.0

N of Items = 6

Alpha = .8237

Reliability

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
RELIA1	7.2600	3.3863	.4939	.5817
RELIA2	7.4400	3.7842	.4182	.6753
RELIA3	7.2000	3.2525	.5680	.4821

Reliability Coefficients

N of Cases = 100.0

N of Items = 3

Alpha = .6786

Responsiveness

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
RESPON1	7.1200	4.8541	.5345	.8731
RESPON2	7.4700	4.6355	.7384	.6541
RESPON3	7.5700	4.7324	.7155	.6782

Reliability Coefficients

N of Cases = 100.0

N of Items = 3

Alpha = .8077

Assurance

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
ASSURAN1	11.7600	7.1741	.4697	.6915
ASSURAN2	11.4300	7.1567	.4490	.7063
ASSURAN3	11.7600	7.3560	.5814	.6291
ASSURAN4	11.4300	7.2173	.5768	.6290

Reliability Coefficients

N of Cases = 100.0

N of Items = 4

Alpha = .7246

Empathy

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
EMPH1	7.2700	4.5021	.5324	.6262
EMPH2	7.1700	4.0819	.6912	.4324
EMPH3	7.4600	4.7560	.4022	.7897

Reliability Coefficients

N of Cases = 100.0

N of Items = 3

Alpha = .7145

Kepuasan Pelanggan

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
PUAS1	3.5300	1.6456	.6116	.
PUAS2	3.9100	1.3959	.6116	.

Reliability Coefficients

N of Cases = 100.0

N of Items = 2

Alpha = .7574

Regression

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Empathy, Tangibles, Reliability, Responsiveness, Assurance		Enter

a. All requested variables entered.

b. Dependent Variable: Kepuasan Pelanggan

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.822 ^a	.676	.659	.3470

a. Predictors: (Constant), Empathy, Tangibles, Reliability, Responsiveness, Assurance

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	23.662	5	4.732	39.311	.000 ^a
	Residual	11.316	94	.120		
	Total	34.978	99			

a. Predictors: (Constant), Empathy, Tangibles, Reliability, Responsiveness, Assurance

b. Dependent Variable: Kepuasan Pelanggan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations		
		B	Std. Error	Beta			Zero-order	Partial	Part
1	(Constant)	.913	.296		3.083	.003			
	Tangibles	.116	.041	.180	2.824	.006	.414	.280	.166
	Reliability	.172	.036	.318	4.783	.000	.595	.442	.281
	Responsiveness	.175	.046	.241	3.778	.000	.422	.363	.222
	Assurance	.166	.043	.288	3.843	.000	.642	.369	.225
	Empathy	.139	.052	.204	2.690	.008	.617	.267	.158

a. Dependent Variable: Kepuasan Pelanggan

Tabel Harga Kritis dari r product moment

N	Kepercayaan 95%	Kepercayaan 99%		Kepercayaan 95%	Kepercayaan 99%
3	0.997	0.999	38	0.320	0.413
4	0.950	0.990	39	0.316	0.408
5	0.878	0.959	40	0.312	0.403
6	0.811	0.917	41	0.308	0.396
7	0.754	0.874	42	0.304	0.393
8	0.707	0.874	43	0.301	0.389
9	0.666	0.798	44	0.297	0.384
10	0.632	0.765	45	0.294	0.380
11	0.602	0.735	46	0.291	0.276
12	0.576	0.708	47	0.288	0.372
13	0.553	0.684	48	0.284	0.368
14	0.532	0.661	49	0.281	0.364
15	0.514	0.641	50	0.297	0.361
16	0.497	0.623	55	0.266	0.345
17	0.482	0.606	60	0.254	0.330
18	0.468	0.590	65	0.244	0.317
19	0.456	0.575	70	0.235	0.306
20	0.444	0.561	75	0.227	0.296
21	0.433	0.549	80	0.220	0.286
22	0.423	0.537	85	0.213	0.278
23	0.413	0.526	90	0.207	0.270
24	0.404	0.515	95	0.202	0.263
25	0.396	0.505	100	0.195	0.256
26	0.388	0.496	125	0.176	0.23
27	0.381	0.487	150	0.159	0.21
28	0.374	0.478	175	0.148	0.194
29	0.367	0.470	200	0.138	0.181
30	0.361	0.463	300	0.113	0.148
31	0.355	0.456	400	0.098	0.128
32	0.349	0.449	500	0.088	0.115
33	0.344	0.442	600	0.080	0.105
34	0.839	0.436	700	0.074	0.097
35	0.334	0.430	800	0.070	0.091
36	0.329	0.424	900	0.065	0.086

Tabel Nilai Kritis Distribusi F

Tabel III A

Nilai-Nilai F pada Taraf Signifikansi 5 % dan 1 %

d.b. dari Mean Kwadrat yang Lebih Besar													
d.b.	1	2	3	4	5	6	7	8	9	10	11	12	
1	161	200	21.6	225	230	234	237	239	241	242	243	244	5%
	4.052	4.999	5.403	5.625	5.764	5.859	5.928	5.981	6.022	6.056	6.082	6.06	1%
2	18.51	19.00	19.16	19.25	19.30	19.33	19.36	19.37	19.38	19.39	19.40	19.41	5%
	98.49	99.00	19.17	99.25	99.30	99.33	99.34	99.36	99.38	99.40	99.41	99.42	1%
3	10.13	9.55	9.28	9.12	9.01	8.94	8.88	8.84	8.81	8.78	8.76	8.74	5%
	34.12	30.82	29.46	28.71	28.24	27.91	27.67	27.49	27.34	27.23	27.13	27.05	1%
4	7.71	6.94	6.59	6.39	6.26	6.16	6.09	6.04	6.00	5.96	5.93	5.91	5%
	21.20	18.00	16.69	15.98	15.52	15.21	14.98	14.80	14.66	14.54	14.45	14.37	1%
5	6.61	5.79	5.41	5.19	5.05	4.95	4.88	4.82	4.78	4.74	4.70	4.68	5%
	16.26	13.27	12.06	11.39	10.97	10.67	10.45	10.27	10.15	10.05	9.96	9.89	1%
6	5.99	5.14	4.76	4.53	4.39	4.28	4.21	4.15	4.10	4.06	4.03	4.00	5%
	13.74	10.92	9.78	9.15	8.75	8.47	8.26	8.10	7.98	7.87	7.79	7.72	1%
7	5.59	4.47	4.35	4.12	3.97	3.87	3.79	3.73	3.68	3.63	3.60	3.57	5%
	12.25	9.55	8.45	7.85	7.46	7.19	7.00	6.84	6.71	6.62	6.54	6.47	1%
8	5.32	4.46	4.07	3.84	3.69	3.58	3.50	3.44	3.39	3.34	3.31	3.28	5%
	11.26	5.65	7.59	7.01	6.63	6.37	6.19	6.03	5.91	5.82	5.74	5.67	1%
9	5.12	4.26	3.86	3.63	3.48	3.37	3.29	3.23	3.18	3.13	3.10	3.07	5%
	10.55	8.02	6.99	6.42	6.06	5.80	5.62	5.47	5.35	5.26	5.18	5.11	1%
10	4.96	4.10	3.71	3.48	3.33	3.22	3.14	3.07	3.02	2.97	2.94	2.91	5%
	10.04	7.56	6.55	5.99	5.64	5.39	5.21	5.06	4.95	4.85	4.78	4.71	1%
11	4.84	3.98	3.59	3.36	3.20	3.09	3.01	2.95	2.90	2.86	2.82	2.79	5%
	9.65	7.20	6.22	5.67	5.32	5.07	4.88	4.74	4.63	4.54	4.46	4.40	1%
12	4.75	3.88	3.49	3.26	3.11	3.00	2.92	2.85	2.80	2.76	2.72	2.69	5%
	9.33	6.93	5.95	5.41	5.06	4.82	4.65	4.50	4.39	4.30	4.22	4.16	1%
13	4.67	3.80	3.41	3.18	3.20	2.92	2.84	2.77	2.72	2.67	2.63	2.60	5%
	9.07	6.70	5.74	5.20	4.86	4.62	4.44	4.30	4.19	4.10	4.02	3.96	1%
14	4.60	3.74	3.34	3.11	2.96	2.85	2.77	2.70	2.65	2.60	2.56	2.53	5%
	8.86	6.51	5.56	5.03	4.69	4.46	4.28	4.14	4.03	3.94	3.86	3.80	1%

Sumber : Nyoman Arcana,,Pengantar Statistik II, Surabaya : FE Universitas Katolik Widya Mandala Surabaya.

Tabel Nilai-Nilai t

d.b.	Tarf signifikansi							0%
	50%	40%	20%	10%	5%	2%	1%	
1	1.000	1.376	3.078	6.314	12.706	31.821	63.657	636.69
2	0.816	1.061	1.886	2.920	4.303	6.965	9.925	31.598
3	0.765	0.978	1.638	2.353	3.182	4.541	5.841	12.941
4	0.741	0.941	1.533	2.132	2.776	3.747	4.604	8.61
5	0.727	0.920	1.476	2.015	2.571	3.365	4.032	6.859
6	0.718	0.906	1.44	1.943	2.447	3.143	3.707	5.959
7	0.711	0.896	1.415	1.895	2.365	2.998	3.499	5.405
8	0.706	0.889	1.397	1.860	2.306	2.896	3.355	5.041
9	0.703	0.883	1.383	1.833	2.262	2.821	3.250	4.781
10	0.700	0.879	1.372	1.812	2.228	2.764	3.169	4.587
11	0.697	0.876	1.363	1.796	2.201	2.718	3.106	4.437
12	0.695	0.873	1.336	1.782	2.12	2.681	3.055	4.318
13	0.694	0.870	1.35	1.771	2.110	2.65	3.012	4.221
14	0.692	0.868	1.345	1.761	2.101	2.624	2.977	4.14
15	0.691	0.866	1.341	1.753	2.093	2.602	2.947	4.073
16	0.690	0.865	1.337	1.746	2.080	2.583	2.921	4.015
17	0.689	0.863	1.333	1.74	2.074	2.567	2.808	3.965
18	0.688	0.862	1.330	1.734	2.069	2.552	2.861	3.922
19	0.688	0.861	1.325	1.729	2.064	2.539	2.845	3.883
20	0.687	0.860	1.325	1.725	2.060	2.528	2.831	3.85
21	0.686	0.859	1.323	1.721	2.056	2.518	2.831	3.819
22	0.686	0.858	1.321	1.717	2.052	2.508	2.819	3.792
23	0.685	0.858	1.319	1.714	2.048	2.500	2.807	3.767
24	0.685	0.857	1.318	1.711	2.045	2.492	2.797	3.745
25	0.684	0.856	1.316	1.708	2.042	2.485	2.787	3.725
26	0.684	0.856	1.315	1.706	2.056	2.479	2.779	3.707
27	0.684	0.855	1.314	1.703	2.052	2.473	2.771	3.690
28	0.683	0.855	1.313	1.701	2.048	2.467	2.763	3.674
29	0.683	0.854	1.311	1.699	2.045	2.462	2.756	3.659
30	0.683	0.854	1.310	1.697	2.042	2.457	2.750	3.646
40	0.681	0.851	1.303	1.684	2.021	2.432	2.704	3.551
60	0.679	0.848	1.296	1.671	2.000	2.39	2.66	3.46
120	0.677	0.845	1.289	1.658	1.980	2.358	2.617	3.373
co	0.674	0.842	1.282	1.645	1.960	2.326	2.567	3.291

Sumber : Nyoman Arcana,,Pengantar Statistik II, Surabaya : FE Universitas Katolik Widya Mandala Surabaya.