**Lampiran 1**

**PENGARUH FASILITAS DAN KUALITAS PELAYANAN TERHADAP KEPUASAN KONSUMEN (STUDI KASUS DI SPBU NO. 14.205.156 DESA BENGKEL KEC. PERBAUNGAN KAB. SERDANG BEDAGAI)**

Yang bertanda tangan dibawah ini :

Nama : Ainun Lestari

Npm : 173114187

Fakultas/Jurusan : Ekonomi/Manajemen

Semester : VIII

Bapak/Ibu, Saudara/I responden yang terhormat,

Sehubungan dalam rangka pengumpulan data untuk melengkapi penelitian saya yang berjudul **:"Pengaruh Fasilitas dan Kualitas Pelayanan Terhadap Kepuasan Konsumen (Studi Kasus di SPBU No. 14.205.156 Desa Bengkel Kec. Perbaungan Kab. Serdang Bedagai",** saya mengharapkan kesediaan Bapak/Ibu untuk menjawab dan mengisi beberapa pernyataan kuesioner yang diberikan dibawah ini.

Atas waktu yang Bapak/Ibu, Saudara/I telah luangkan, saya ucapkan terima kasih

Hormat Saya

Ainun Lestari

**II. IDENTITAS RESPONDEN**

Nama ( boleh tidak dibuat ) : ……………………………………………………

No Responden : ……………………………………………………

Jenis Kelamin : ……………………………...……………………

Umur : ……………………………...……………………

Pendidikan Terakhir : …………………………...………………………

**B. PETUNJUK PENGISIAN**

1. Pilihlah jawaban paling tepat menurut anda.

2. Bacalah setiap pertanyaan dengan seksama.

3. Isilah semua nomor dengan memilih satu antara 9 alternatif jawaban dengan memberikan tanda X pada kolom yang sudah disediakan.

4. Alternatif jawaban adalah sebagai berikut :

|  |  |
| --- | --- |
| Alternatif Jawaban | Skor |
| Sangat Setuju | 5 |
| Setuju | 4 |
| Kurang Setuju | 3 |
| Tidak Setuju | 2 |
| Sangat Tidak Setuju | 1 |

**C. DAFTAR PERTANYAAN**

**Fasilitas (X1)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **KS** | **TS** | **STS** |
| **Perencanaan Spesial** | | | | | | |
| 1 | SPBU No. 14.205.156 Desa Bengkel Kec. Perbaungan Kab. Serdang Bedagai menyediakan toilet yang bersih dan nyaman |  |  |  |  |  |
| 2 | SPBU No. 14.205.156 Desa Bengkel Kec. Perbaungan Kab. Serdang Bedagai sudah menyediakan layanan pasti pas |  |  |  |  |  |
| **Perencanaan Ruangan** | | | | | | |
| 3 | SPBU No. 14.205.156 Desa Bengkel Kec. Perbaungan Kab. Serdang Bedagai sudah menyediakan ruang tunggu yang luas |  |  |  |  |  |
| 4 | SPBU No. 14.205.156 Desa Bengkel Kec. Perbaungan Kab. Serdang Bedagai mempunyai daya tampung konsumen yang cukup banyak |  |  |  |  |  |
| **Unsur Pendukung** | | | | | | |
| 5 | SPBU No. 14.205.156 Desa Bengkel Kec. Perbaungan Kab. Serdang Bedagai menyediakan alat putar musik untuk menghilangkan kejenuhan konsumen |  |  |  |  |  |
| 6 | SPBU No. 14.205.156 Desa Bengkel Kec. Perbaungan Kab. Serdang Bedagai menyediakan tempat lokasi makan dan minum |  |  |  |  |  |
| **Penempatan perlengkapan** | | | | | | |
| 7 | SPBU No. 14.205.156 Desa Bengkel Kec. Perbaungan Kab. Serdang Bedagai sudah menempatkan perlengkapan di tempat yang tepat |  |  |  |  |  |
| 8 | SPBU No. 14.205.156 Desa Bengkel Kec. Perbaungan Kab. Serdang Bedagai sudah menyediakan perlengkapan keamanan yang lengkap |  |  |  |  |  |
| **Tanda yang mudah dilihat** | | | | | | |
| 9 | SPBU No. 14.205.156 Desa Bengkel Kec. Perbaungan Kab. Serdang Bedagai sudah menyediakan tanda yang mudah di lihat dari jauh |  |  |  |  |  |
| 10 | SPBU No. 14.205.156 Desa Bengkel Kec. Perbaungan Kab. Serdang Bedagai mempunyai tanda keluar masuk yang dapat dilihat dengan mudah walaupun malam hari |  |  |  |  |  |

**Kualitas Pelayanan (X2)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **KS** | **TS** | **STS** |
| **Keandalan (*reabilitas*)** | | | | | | |
| 1 | Karyawan memberikan respon secara tepat terhadap kebutuhan konsumen |  |  |  |  |  |
| 2 | karyawan SPBU No. 14.205.156 Desa Bengkel Kec. Perbaungan Kab. Serdang Bedagai konsisten dalam memberikan pelayanan |  |  |  |  |  |
| **Daya tanggap (*responsiveness)*** | | | | | | |
| 3 | Karyawan dapat bekerja sama dengan konsumen |  |  |  |  |  |
| 4 | Kemampuan karyawan dalam memberikan pelayanan dengan cepat, tepat dan benar |  |  |  |  |  |
| **Jaminan (*assurance*)** | | | | | | |
| 5 | Jaminan keamanan sudah sesuai dengan harapan konsumen |  |  |  |  |  |
| 6 | Karyawan Nani *wedding decoration* dapat diandalkan dan professional dalam bekerja |  |  |  |  |  |
| **Empati** | | | | | | |
| 7 | karyawan SPBU No. 14.205.156 Desa Bengkel Kec. Perbaungan Kab. Serdang Bedagai mengutamakan kepentingan konsumen |  |  |  |  |  |
| 8 | Karyawan SPBU No. 14.205.156 Desa Bengkel Kec. Perbaungan Kab. Serdang Bedagai memberikan pelayanan yang sama tanpa memandang status sosial |  |  |  |  |  |
| **Bukti Fisik (*Tanggibles*)** | | | | | | |
| 9 | Kondisi sarana dan prasarana yang di sediakan dalam keadaan baik |  |  |  |  |  |
| 10 | Fasilitas dan pelayanan yang diberikan sudah sesuai dengan harapan konsumen |  |  |  |  |  |

**Kepuasan Konsumen (Y)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **KS** | **TS** | **STS** |
| **Penyediaan layanan yang baik** | | | | | | |
| 1 | Karyawan SPBU No. 14.205.156 Desa Bengkel Kec. Perbaungan Kab. Serdang Bedagai sudah memberikan kenyamanan dalam melayani konsumen |  |  |  |  |  |
| 2 | Saya merasa puas dengan kesopanan yang dimilliki oleh Karyawan SPBU No. 14.205.156 Desa Bengkel Kec. Perbaungan Kab. Serdang Bedagai |  |  |  |  |  |
| **Karyawan cepat dalam menyelesaikan pekerjaan** | | | | | | |
| 3 | Saya merasa puas dengan keramahan yang dimiliki Karyawan SPBU No. 14.205.156 Desa Bengkel Kec. Perbaungan Kab. Serdang Bedagai |  |  |  |  |  |
| 4 | Saya merasa puas dengan keamanan dan kenyamanan yang diberikan Karyawan SPBU No. 14.205.156 Desa Bengkel Kec. Perbaungan Kab. Serdang Bedagai |  |  |  |  |  |
| **Karyawan mampu mengetahui keinginan dan mendiaknisis hal yang harus dilakukan dengan cepat** | | | | | | |
| 5 | Karyawan SPBU No. 14.205.156 Desa Bengkel Kec. Perbaungan Kab. Serdang Bedagai terhadap complain yang dilayangkan |  |  |  |  |  |
| 6 | Saya pernah complain kepada Karyawan SPBU No. 14.205.156 Desa Bengkel Kec. Perbaungan Kab. Serdang Bedagai |  |  |  |  |  |
| 7 | Karyawan memiliki pengetahuan untuk menjawab pertanyaan pelanggan |  |  |  |  |  |
| **Karyawan memberikan perhatian individu dengan baik kepada keluhan konsumen** | | | | | | |
| 8 | Karyawan SPBU No. 14.205.156 Desa Bengkel Kec. Perbaungan Kab. Serdang Bedagai memberikan perhatian yang sama kepada setiap konsumen |  |  |  |  |  |
| 9 | Karyawan SPBU No. 14.205.156 Desa Bengkel Kec. Perbaungan Kab. Serdang Bedagai tidak pernah membedakan konsumen dalam memberikan perhatian |  |  |  |  |  |
| 10 | Karyawan selalu memberikan perhatian dengan baik kepada keluhan konsumen |  |  |  |  |  |

**LAMPIRAN 2**

**TABULASI DATA UJI VALIDITAS VARIABEL FASILITAS (X1)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 | X1.7 | X1.8 | X1.9 | X1.10 | X1.TTL |
| 1 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 47 |
| 2 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 42 |
| 3 | 4 | 5 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 38 |
| 4 | 4 | 4 | 4 | 5 | 3 | 5 | 4 | 5 | 5 | 5 | 44 |
| 5 | 3 | 5 | 3 | 4 | 5 | 5 | 3 | 4 | 4 | 5 | 41 |
| 6 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 46 |
| 7 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 43 |
| 8 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 3 | 5 | 45 |
| 9 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 43 |
| 10 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 46 |
| 11 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 44 |
| 12 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 46 |
| 13 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 44 |
| 14 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 15 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 31 |
| 16 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 39 |
| 17 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 18 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 19 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 20 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 21 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 22 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 23 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 24 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 25 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 26 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 27 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 28 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 20 |
| 29 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 30 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |

**TABULASI DATA UJI VALIDITAS VARIABEL KUALITAS PELAYANAN (X2)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | X2.6 | X2.7 | X2.8 | X2.9 | X2.10 | X2.TTL |
| 1 | 3 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 40 |
| 2 | 5 | 5 | 3 | 4 | 5 | 4 | 4 | 3 | 4 | 5 | 42 |
| 3 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 4 | 47 |
| 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 48 |
| 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 44 |
| 6 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 45 |
| 7 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 46 |
| 8 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 46 |
| 9 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 44 |
| 10 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 46 |
| 11 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 44 |
| 12 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 40 |
| 13 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 36 |
| 14 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 3 | 4 | 3 | 38 |
| 15 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 16 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 40 |
| 17 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 45 |
| 18 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 47 |
| 19 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 45 |
| 20 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 46 |
| 21 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 3 | 5 | 43 |
| 22 | 3 | 3 | 4 | 5 | 4 | 3 | 3 | 4 | 4 | 4 | 37 |
| 23 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 3 | 4 | 3 | 38 |
| 24 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 38 |
| 25 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 2 | 4 | 33 |
| 26 | 2 | 2 | 3 | 4 | 4 | 2 | 2 | 3 | 3 | 3 | 28 |
| 27 | 3 | 3 | 2 | 3 | 4 | 3 | 3 | 2 | 4 | 2 | 29 |
| 28 | 5 | 4 | 3 | 2 | 3 | 5 | 5 | 3 | 3 | 3 | 36 |
| 29 | 2 | 4 | 5 | 3 | 2 | 2 | 5 | 5 | 4 | 3 | 35 |
| 30 | 3 | 3 | 5 | 2 | 3 | 4 | 5 | 2 | 4 | 2 | 33 |

**TABULASI DATA UJI VALIDITAS VARIABEL KEPUASAN KONSUMEN (Y)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No | Y.1 | Y.2 | Y.3 | Y.4 | Y.5 | Y.6 | Y.7 | Y.8 | Y.9 | Y.10 | Y.TTL |
| 1 | 5 | 5 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 5 | 40 |
| 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 40 |
| 3 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 44 |
| 4 | 5 | 5 | 3 | 4 | 3 | 3 | 5 | 3 | 4 | 5 | 40 |
| 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 43 |
| 6 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 44 |
| 7 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 46 |
| 8 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 44 |
| 9 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 46 |
| 10 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 11 | 3 | 5 | 5 | 4 | 5 | 5 | 3 | 5 | 5 | 3 | 43 |
| 12 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 13 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 14 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 34 |
| 15 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 43 |
| 16 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 43 |
| 17 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 18 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 19 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 46 |
| 20 | 3 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 38 |
| 21 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 46 |
| 22 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 23 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 31 |
| 24 | 2 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 2 | 34 |
| 25 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 36 |
| 26 | 3 | 2 | 3 | 3 | 3 | 3 | 5 | 3 | 3 | 5 | 33 |
| 27 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 21 |
| 28 | 3 | 5 | 3 | 3 | 5 | 3 | 4 | 3 | 3 | 3 | 35 |
| 29 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 3 | 5 | 5 | 45 |
| 30 | 4 | 4 | 4 | 4 | 5 | 3 | 5 | 5 | 3 | 5 | 42 |

**LAMPIRAN 3**

**TABULASI DATA KUESIONER VARIABEL FASILITAS (X1)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No | **X1.1** | **X1.2** | **X1.3** | **X1.4** | **X1.5** | **X1.6** | **X1.7** | **X1.8** | **X1.9** | **X1.10** | **X1.TTL** |
| 1 | 5 | 5 | 5 | 4 | 4 | 2 | 4 | 5 | 4 | 4 | 42 |
| 2 | 4 | 5 | 5 | 3 | 5 | 3 | 5 | 5 | 5 | 5 | 45 |
| 3 | 4 | 4 | 4 | 4 | 5 | 2 | 5 | 5 | 5 | 4 | 42 |
| 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 43 |
| 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 48 |
| 6 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 44 |
| 7 | 5 | 5 | 2 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 44 |
| 8 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 43 |
| 9 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 43 |
| 10 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 39 |
| 11 | 5 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 3 | 40 |
| 12 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 38 |
| 13 | 3 | 4 | 3 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 40 |
| 14 | 4 | 5 | 5 | 5 | 4 | 3 | 4 | 4 | 5 | 4 | 43 |
| 15 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 45 |
| 16 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 45 |
| 17 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 44 |
| 18 | 5 | 4 | 3 | 4 | 3 | 5 | 5 | 4 | 4 | 5 | 42 |
| 19 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 5 | 3 | 4 | 40 |
| 20 | 5 | 4 | 4 | 5 | 5 | 4 | 3 | 4 | 4 | 3 | 41 |
| 21 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 39 |
| 22 | 3 | 3 | 2 | 3 | 5 | 4 | 4 | 4 | 3 | 4 | 35 |
| 23 | 4 | 2 | 3 | 4 | 4 | 3 | 3 | 4 | 2 | 3 | 32 |
| 24 | 4 | 3 | 3 | 4 | 5 | 4 | 2 | 3 | 3 | 2 | 33 |
| 25 | 3 | 5 | 2 | 4 | 4 | 4 | 3 | 2 | 2 | 3 | 32 |
| 26 | 5 | 3 | 3 | 4 | 5 | 3 | 5 | 3 | 4 | 5 | 40 |
| 27 | 2 | 2 | 3 | 5 | 4 | 2 | 5 | 5 | 3 | 2 | 33 |
| 28 | 4 | 3 | 4 | 4 | 5 | 3 | 5 | 2 | 2 | 3 | 35 |
| 29 | 2 | 2 | 4 | 4 | 4 | 5 | 2 | 3 | 3 | 2 | 31 |
| 30 | 3 | 5 | 2 | 3 | 4 | 2 | 3 | 2 | 2 | 3 | 29 |
| 31 | 5 | 4 | 5 | 4 | 3 | 4 | 5 | 3 | 5 | 5 | 43 |
| 32 | 2 | 3 | 4 | 4 | 4 | 2 | 5 | 5 | 4 | 2 | 35 |
| 33 | 2 | 3 | 3 | 4 | 4 | 3 | 5 | 2 | 3 | 5 | 34 |
| 34 | 4 | 2 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 42 |
| 35 | 3 | 3 | 4 | 5 | 5 | 2 | 4 | 4 | 4 | 3 | 37 |
| 36 | 2 | 5 | 3 | 4 | 5 | 4 | 3 | 3 | 3 | 4 | 36 |
| 37 | 3 | 2 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 39 |
| 38 | 2 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 3 | 3 | 38 |
| 39 | 5 | 2 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 36 |
| 40 | 4 | 3 | 5 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 37 |
| 41 | 3 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 40 |
| 42 | 4 | 2 | 5 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 36 |
| 43 | 4 | 4 | 4 | 2 | 3 | 4 | 4 | 3 | 3 | 5 | 36 |
| 44 | 3 | 5 | 4 | 3 | 2 | 3 | 3 | 3 | 5 | 4 | 35 |
| 45 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 40 |
| 46 | 3 | 3 | 3 | 5 | 2 | 4 | 4 | 5 | 5 | 3 | 37 |
| 47 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 5 | 4 | 4 | 38 |
| 48 | 4 | 4 | 4 | 2 | 3 | 5 | 5 | 3 | 4 | 4 | 38 |
| 49 | 3 | 3 | 3 | 3 | 2 | 4 | 5 | 4 | 4 | 4 | 35 |
| 50 | 5 | 4 | 4 | 5 | 3 | 5 | 4 | 5 | 3 | 5 | 43 |
| 51 | 4 | 3 | 3 | 5 | 2 | 4 | 5 | 4 | 4 | 5 | 39 |
| 52 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 45 |
| 53 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 43 |
| 54 | 4 | 4 | 4 | 3 | 3 | 3 | 5 | 4 | 5 | 4 | 39 |
| 55 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 39 |
| 56 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 43 |
| 57 | 4 | 4 | 4 | 3 | 3 | 4 | 5 | 4 | 4 | 4 | 39 |
| 58 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 38 |
| 59 | 5 | 4 | 5 | 3 | 3 | 5 | 3 | 3 | 4 | 2 | 37 |
| 60 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 39 |

**TABULASI DATA KUESIONER VARIABEL KUALITAS PELAYANAN (X2)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No | **X2.1** | **X2.2** | **X2.3** | **X2.4** | **X2.5** | **X2.6** | **X2.7** | **X2.8** | **X2.9** | **X2.10** | **X2.TTL** |
| 1 | 3 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 40 |
| 2 | 5 | 5 | 3 | 4 | 5 | 4 | 4 | 3 | 4 | 5 | 42 |
| 3 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 4 | 47 |
| 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 48 |
| 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 44 |
| 6 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 45 |
| 7 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 46 |
| 8 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 46 |
| 9 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 44 |
| 10 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 46 |
| 11 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 44 |
| 12 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 40 |
| 13 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 36 |
| 14 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 3 | 4 | 3 | 38 |
| 15 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 16 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 40 |
| 17 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 45 |
| 18 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 47 |
| 19 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 45 |
| 20 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 46 |
| 21 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 3 | 5 | 43 |
| 22 | 3 | 3 | 4 | 5 | 4 | 3 | 3 | 4 | 4 | 4 | 37 |
| 23 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 3 | 4 | 3 | 38 |
| 24 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 38 |
| 25 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 2 | 4 | 33 |
| 26 | 2 | 2 | 3 | 4 | 4 | 2 | 2 | 3 | 3 | 3 | 28 |
| 27 | 3 | 3 | 2 | 3 | 4 | 3 | 3 | 2 | 4 | 2 | 29 |
| 28 | 5 | 4 | 3 | 2 | 3 | 5 | 5 | 3 | 3 | 3 | 36 |
| 29 | 2 | 4 | 5 | 3 | 2 | 2 | 5 | 5 | 4 | 3 | 35 |
| 30 | 3 | 3 | 5 | 2 | 3 | 4 | 5 | 2 | 4 | 2 | 33 |
| 31 | 2 | 2 | 3 | 4 | 4 | 2 | 2 | 3 | 3 | 3 | 28 |
| 32 | 3 | 3 | 2 | 3 | 4 | 3 | 3 | 2 | 4 | 2 | 29 |
| 33 | 5 | 4 | 3 | 2 | 3 | 5 | 5 | 3 | 3 | 3 | 36 |
| 34 | 2 | 4 | 5 | 3 | 2 | 2 | 5 | 5 | 4 | 3 | 35 |
| 35 | 3 | 3 | 5 | 2 | 3 | 4 | 5 | 2 | 4 | 2 | 33 |
| 36 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 47 |
| 37 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 39 |
| 38 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 36 |
| 39 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 43 |
| 40 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 41 |
| 41 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 35 |
| 42 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 41 |
| 43 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 5 | 4 | 35 |
| 44 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 41 |
| 45 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 41 |
| 46 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 32 |
| 47 | 3 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 4 | 4 | 41 |
| 48 | 2 | 5 | 5 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 40 |
| 49 | 3 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 3 | 42 |
| 50 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 44 |
| 51 | 4 | 5 | 5 | 3 | 4 | 4 | 5 | 4 | 5 | 4 | 43 |
| 52 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 43 |
| 53 | 5 | 5 | 5 | 3 | 5 | 3 | 5 | 5 | 5 | 5 | 46 |
| 54 | 4 | 4 | 5 | 5 | 4 | 4 | 3 | 5 | 4 | 5 | 43 |
| 55 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 3 | 3 | 4 | 42 |
| 56 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 3 | 4 | 5 | 43 |
| 57 | 5 | 5 | 3 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 43 |
| 58 | 4 | 5 | 4 | 5 | 3 | 4 | 5 | 5 | 3 | 3 | 41 |
| 59 | 4 | 3 | 5 | 5 | 4 | 5 | 5 | 3 | 3 | 4 | 41 |
| 60 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |

**TABULASI DATA KUESIONER VARIABEL KEPUASAN KONSUMEN (Y)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No | **Y.1** | **Y.2** | **Y.3** | **Y.4** | **Y.5** | **Y.6** | **Y.7** | **Y.8** | **Y.9** | **Y.10** | **Y.TTL** |
| 1 | 5 | 5 | 3 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 40 |
| 2 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 45 |
| 3 | 3 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 42 |
| 4 | 5 | 5 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 46 |
| 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 46 |
| 6 | 5 | 4 | 5 | 5 | 3 | 4 | 4 | 4 | 5 | 4 | 43 |
| 7 | 4 | 5 | 5 | 5 | 4 | 3 | 5 | 5 | 4 | 5 | 45 |
| 8 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 9 | 2 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 3 | 4 | 41 |
| 10 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 40 |
| 11 | 3 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 45 |
| 12 | 4 | 4 | 4 | 4 | 3 | 5 | 3 | 4 | 4 | 4 | 39 |
| 13 | 4 | 3 | 5 | 5 | 4 | 4 | 4 | 3 | 5 | 4 | 41 |
| 14 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 43 |
| 15 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 40 |
| 16 | 5 | 4 | 3 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 42 |
| 17 | 4 | 5 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 5 | 43 |
| 18 | 5 | 4 | 3 | 4 | 4 | 5 | 4 | 5 | 3 | 4 | 41 |
| 19 | 4 | 4 | 4 | 3 | 3 | 5 | 5 | 4 | 4 | 3 | 39 |
| 20 | 3 | 5 | 4 | 5 | 4 | 3 | 4 | 5 | 4 | 4 | 41 |
| 21 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 38 |
| 22 | 4 | 3 | 2 | 4 | 5 | 4 | 4 | 3 | 5 | 3 | 37 |
| 23 | 3 | 5 | 4 | 3 | 4 | 2 | 4 | 4 | 5 | 2 | 36 |
| 24 | 2 | 5 | 5 | 5 | 3 | 4 | 3 | 4 | 4 | 3 | 38 |
| 25 | 3 | 4 | 4 | 5 | 2 | 4 | 2 | 3 | 5 | 2 | 34 |
| 26 | 3 | 5 | 5 | 5 | 3 | 3 | 3 | 2 | 4 | 4 | 37 |
| 27 | 2 | 4 | 4 | 2 | 4 | 2 | 2 | 3 | 3 | 3 | 29 |
| 28 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 2 | 35 |
| 29 | 3 | 4 | 3 | 2 | 3 | 5 | 3 | 4 | 4 | 3 | 34 |
| 30 | 4 | 5 | 4 | 3 | 2 | 2 | 2 | 3 | 3 | 2 | 30 |
| 31 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 2 | 2 | 5 | 35 |
| 32 | 3 | 3 | 4 | 4 | 5 | 2 | 2 | 3 | 3 | 4 | 33 |
| 33 | 4 | 4 | 5 | 3 | 4 | 3 | 5 | 5 | 5 | 3 | 41 |
| 34 | 5 | 4 | 5 | 2 | 3 | 5 | 4 | 4 | 2 | 4 | 38 |
| 35 | 4 | 4 | 4 | 3 | 4 | 2 | 3 | 3 | 3 | 4 | 34 |
| 36 | 4 | 5 | 5 | 4 | 3 | 4 | 4 | 4 | 2 | 3 | 38 |
| 37 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 3 | 4 | 43 |
| 38 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 5 | 3 | 36 |
| 39 | 3 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 2 | 4 | 36 |
| 40 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 42 |
| 41 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 38 |
| 42 | 3 | 4 | 2 | 5 | 3 | 3 | 3 | 3 | 3 | 4 | 33 |
| 43 | 2 | 4 | 3 | 4 | 4 | 4 | 2 | 4 | 4 | 3 | 34 |
| 44 | 3 | 3 | 5 | 5 | 3 | 3 | 3 | 4 | 4 | 4 | 37 |
| 45 | 3 | 2 | 2 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 36 |
| 46 | 2 | 3 | 4 | 3 | 4 | 4 | 2 | 5 | 5 | 3 | 35 |
| 47 | 3 | 4 | 2 | 4 | 3 | 3 | 4 | 4 | 4 | 5 | 36 |
| 48 | 3 | 4 | 3 | 4 | 3 | 5 | 5 | 5 | 5 | 3 | 40 |
| 49 | 3 | 3 | 5 | 3 | 4 | 4 | 5 | 4 | 5 | 5 | 41 |
| 50 | 4 | 2 | 2 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 39 |
| 51 | 3 | 3 | 4 | 5 | 4 | 5 | 3 | 4 | 4 | 5 | 40 |
| 52 | 2 | 5 | 5 | 5 | 5 | 4 | 2 | 5 | 3 | 5 | 41 |
| 53 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 5 | 4 | 5 | 42 |
| 54 | 5 | 3 | 3 | 5 | 3 | 4 | 5 | 3 | 5 | 5 | 41 |
| 55 | 4 | 4 | 5 | 4 | 4 | 3 | 5 | 4 | 4 | 5 | 42 |
| 56 | 3 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 43 |
| 57 | 5 | 5 | 4 | 4 | 3 | 4 | 2 | 4 | 4 | 4 | 39 |
| 58 | 4 | 5 | 5 | 5 | 2 | 3 | 3 | 5 | 5 | 4 | 41 |
| 59 | 5 | 4 | 4 | 4 | 3 | 2 | 5 | 5 | 5 | 5 | 42 |
| 60 | 4 | 4 | 5 | 5 | 5 | 3 | 5 | 4 | 4 | 5 | 44 |

**LAMPIRAN 4**

**STATISTIK DESKRIPTIF JAWABAN RESPONDEN**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Statistics** | | | | | | | |
|  | | Pendidikan Terakhir | Usia | Jenis Kelamin | Fasilitas | Fasilitas | Fasilitas |
| N | Valid | 60 | 60 | 60 | 60 | 60 | 60 |
| Missing | 0 | 0 | 0 | 0 | 0 | 0 |
| Mean | | 1.65 | 2.02 | 1.38 | 3.92 | 3.78 | 3.80 |
| Std. Error of Mean | | .116 | .122 | .063 | .120 | .121 | .106 |
| Median | | 1.00 | 2.00 | 1.00 | 4.00 | 4.00 | 4.00 |
| Mode | | 1 | 2 | 1 | 4 | 4 | 4 |
| Std. Deviation | | .899 | .948 | .490 | .926 | .940 | .819 |
| Variance | | .808 | .898 | .240 | .857 | .884 | .671 |
| Range | | 2 | 3 | 1 | 3 | 3 | 3 |
| Minimum | | 1 | 1 | 1 | 2 | 2 | 2 |
| Maximum | | 3 | 4 | 2 | 5 | 5 | 5 |
| Sum | | 99 | 121 | 83 | 235 | 227 | 228 |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Statistics** | | | | | | | | |
|  | | Fasilitas | Fasilitas | Fasilitas | Fasilitas | Fasilitas | Fasilitas | Fasilitas |
| N | Valid | 60 | 60 | 60 | 60 | 60 | 60 | 60 |
| Missing | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mean | | 4.00 | 3.98 | 3.85 | 4.10 | 3.95 | 3.83 | 3.88 |
| Std. Error of Mean | | .101 | .110 | .116 | .108 | .115 | .107 | .114 |
| Median | | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 |
| Mode | | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| Std. Deviation | | .781 | .854 | .899 | .838 | .891 | .827 | .885 |
| Variance | | .610 | .729 | .808 | .702 | .794 | .684 | .783 |
| Range | | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| Minimum | | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| Maximum | | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Sum | | 240 | 239 | 231 | 246 | 237 | 230 | 233 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Statistics** | | | | | |
|  | | Kualitas Pelayanan Jasa | Kualitas Pelayanan Jasa | Kualitas Pelayanan Jasa | Kualitas Pelayanan Jasa |
| N | Valid | 60 | 60 | 60 | 60 |
| Missing | 0 | 0 | 0 | 0 |
| Mean | | 3.93 | 4.07 | 4.07 | 3.93 |
| Std. Error of Mean | | .121 | .103 | .106 | .114 |
| Median | | 4.00 | 4.00 | 4.00 | 4.00 |
| Mode | | 4 | 4 | 4 | 4 |
| Std. Deviation | | .936 | .800 | .821 | .880 |
| Variance | | .877 | .640 | .673 | .775 |
| Range | | 3 | 3 | 3 | 3 |
| Minimum | | 2 | 2 | 2 | 2 |
| Maximum | | 5 | 5 | 5 | 5 |
| Sum | | 236 | 244 | 244 | 236 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Statistics** | | | | | |
|  | | Kualitas Pelayanan Jasa | Kualitas Pelayanan Jasa | Kualitas Pelayanan Jasa | Kualitas Pelayanan Jasa |
| N | Valid | 60 | 60 | 60 | 60 |
| Missing | 0 | 0 | 0 | 0 |
| Mean | | 4.00 | 3.90 | 4.20 | 3.97 |
| Std. Error of Mean | | .101 | .105 | .108 | .116 |
| Median | | 4.00 | 4.00 | 4.00 | 4.00 |
| Mode | | 4 | 4 | 5 | 4 |
| Std. Deviation | | .781 | .817 | .840 | .901 |
| Variance | | .610 | .668 | .705 | .812 |
| Range | | 3 | 3 | 3 | 3 |
| Minimum | | 2 | 2 | 2 | 2 |
| Maximum | | 5 | 5 | 5 | 5 |
| Sum | | 240 | 234 | 252 | 238 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Statistics** | | | | | |
|  | | Kualitas Pelayanan Jasa | Kualitas Pelayanan Jasa | Kepuasan Konsumen | Kepuasan Konsumen |
| N | Valid | 60 | 60 | 60 | 60 |
| Missing | 0 | 0 | 0 | 0 |
| Mean | | 3.98 | 3.98 | 3.67 | 4.10 |
| Std. Error of Mean | | .094 | .113 | .116 | .103 |
| Median | | 4.00 | 4.00 | 4.00 | 4.00 |
| Mode | | 4 | 4 | 4 | 4 |
| Std. Deviation | | .725 | .873 | .896 | .796 |
| Variance | | .525 | .762 | .802 | .634 |
| Range | | 3 | 3 | 3 | 3 |
| Minimum | | 2 | 2 | 2 | 2 |
| Maximum | | 5 | 5 | 5 | 5 |
| Sum | | 239 | 239 | 220 | 246 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Statistics** | | | | | |
|  | | Kepuasan Konsumen | Kepuasan Konsumen | Kepuasan Konsumen | Kepuasan Konsumen |
| N | Valid | 60 | 60 | 60 | 60 |
| Missing | 0 | 0 | 0 | 0 |
| Mean | | 3.95 | 4.08 | 3.77 | 3.83 |
| Std. Error of Mean | | .117 | .107 | .102 | .119 |
| Median | | 4.00 | 4.00 | 4.00 | 4.00 |
| Mode | | 4 | 4 | 4 | 4 |
| Std. Deviation | | .910 | .829 | .789 | .924 |
| Variance | | .828 | .688 | .623 | .853 |
| Range | | 3 | 3 | 3 | 3 |
| Minimum | | 2 | 2 | 2 | 2 |
| Maximum | | 5 | 5 | 5 | 5 |
| Sum | | 237 | 245 | 226 | 230 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Statistics** | | | | | |
|  | | Kepuasan Konsumen | Kepuasan Konsumen | Kepuasan Konsumen | Kepuasan Konsumen |
| N | Valid | 60 | 60 | 60 | 60 |
| Missing | 0 | 0 | 0 | 0 |
| Mean | | 3.78 | 4.05 | 4.02 | 3.93 |
| Std. Error of Mean | | .130 | .099 | .110 | .114 |
| Median | | 4.00 | 4.00 | 4.00 | 4.00 |
| Mode | | 4 | 4 | 4 | 4 |
| Std. Deviation | | 1.010 | .769 | .854 | .880 |
| Variance | | 1.020 | .591 | .729 | .775 |
| Range | | 3 | 3 | 3 | 3 |
| Minimum | | 2 | 2 | 2 | 2 |
| Maximum | | 5 | 5 | 5 | 5 |
| Sum | | 227 | 243 | 241 | 236 |

**Frequency Table**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pendidikan Terakhir** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | SMA | 38 | 63.3 | 63.3 | 63.3 |
| D3 | 5 | 8.3 | 8.3 | 71.7 |
| S1 | 17 | 28.3 | 28.3 | 100.0 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Usia** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 18-25 Tahun | 20 | 33.3 | 33.3 | 33.3 |
| 26-30 Tahun | 25 | 41.7 | 41.7 | 75.0 |
| 31-35 Tahun | 9 | 15.0 | 15.0 | 90.0 |
| 36-40 Tahun | 6 | 10.0 | 10.0 | 100.0 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Jenis Kelamin** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Laki-laki | 37 | 61.7 | 61.7 | 61.7 |
| Perempuan | 23 | 38.3 | 38.3 | 100.0 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Fasilitas** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 17 | 28.3 | 28.3 | 100.0 |
| Setuju | 27 | 45.0 | 45.0 | 71.7 |
| Kurang Setuju | 10 | 16.7 | 16.7 | 26.7 |
| Tidak Setuju | 6 | 10.0 | 10.0 | 10.0 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Fasilitas** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 14 | 23.3 | 23.3 | 100.0 |
| Setuju | 26 | 43.3 | 43.3 | 76.7 |
| Kurang Setuju | 13 | 21.7 | 21.7 | 33.3 |
| Tidak Setuju | 7 | 11.7 | 11.7 | 11.7 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Fasilitas** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 11 | 18.3 | 18.3 | 100.0 |
| Setuju | 30 | 50.0 | 50.0 | 81.7 |
| Kurang Setuju | 15 | 25.0 | 25.0 | 31.7 |
| Tidak Setuju | 4 | 6.7 | 6.7 | 6.7 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Fasilitas** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 16 | 26.7 | 26.7 | 100.0 |
| Setuju | 30 | 50.0 | 50.0 | 73.3 |
| Kurang Setuju | 12 | 20.0 | 20.0 | 23.3 |
| Tidak Setuju | 2 | 3.3 | 3.3 | 3.3 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Fasilitas** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 17 | 28.3 | 28.3 | 100.0 |
| Setuju | 29 | 48.3 | 48.3 | 71.7 |
| Kurang Setuju | 10 | 16.7 | 16.7 | 23.3 |
| Tidak Setuju | 4 | 6.7 | 6.7 | 6.7 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Fasilitas** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 14 | 23.3 | 23.3 | 100.0 |
| Setuju | 29 | 48.3 | 48.3 | 76.7 |
| Kurang Setuju | 11 | 18.3 | 18.3 | 28.3 |
| Tidak Setuju | 6 | 10.0 | 10.0 | 10.0 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Fasilitas** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 22 | 36.7 | 36.7 | 100.0 |
| Setuju | 24 | 40.0 | 40.0 | 63.3 |
| Kurang Setuju | 12 | 20.0 | 20.0 | 23.3 |
| Tidak Setuju | 2 | 3.3 | 3.3 | 3.3 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Fasilitas** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 18 | 30.0 | 30.0 | 100.0 |
| Setuju | 25 | 41.7 | 41.7 | 70.0 |
| Kurang Setuju | 13 | 21.7 | 21.7 | 28.3 |
| Tidak Setuju | 4 | 6.7 | 6.7 | 6.7 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Fasilitas** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 12 | 20.0 | 20.0 | 100.0 |
| Setuju | 30 | 50.0 | 50.0 | 80.0 |
| Kurang Setuju | 14 | 23.3 | 23.3 | 30.0 |
| Tidak Setuju | 4 | 6.7 | 6.7 | 6.7 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Fasilitas** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 15 | 25.0 | 25.0 | 100.0 |
| Setuju | 28 | 46.7 | 46.7 | 75.0 |
| Kurang Setuju | 12 | 20.0 | 20.0 | 28.3 |
| Tidak Setuju | 5 | 8.3 | 8.3 | 8.3 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Kualitas Pelayanan** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 19 | 31.7 | 31.7 | 100.0 |
| Setuju | 23 | 38.3 | 38.3 | 68.3 |
| Kurang Setuju | 13 | 21.7 | 21.7 | 30.0 |
| Tidak Setuju | 5 | 8.3 | 8.3 | 8.3 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Kualitas Pelayanan** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 19 | 31.7 | 31.7 | 100.0 |
| Setuju | 28 | 46.7 | 46.7 | 68.3 |
| Kurang Setuju | 11 | 18.3 | 18.3 | 21.7 |
| Tidak Setuju | 2 | 3.3 | 3.3 | 3.3 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Kualitas Pelayanan** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 20 | 33.3 | 33.3 | 100.0 |
| Setuju | 26 | 43.3 | 43.3 | 66.7 |
| Kurang Setuju | 12 | 20.0 | 20.0 | 23.3 |
| Tidak Setuju | 2 | 3.3 | 3.3 | 3.3 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Kualitas Pelayanan** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 17 | 28.3 | 28.3 | 100.0 |
| Setuju | 26 | 43.3 | 43.3 | 71.7 |
| Kurang Setuju | 13 | 21.7 | 21.7 | 28.3 |
| Tidak Setuju | 4 | 6.7 | 6.7 | 6.7 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Kualitas Pelayanan** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 16 | 26.7 | 26.7 | 100.0 |
| Setuju | 30 | 50.0 | 50.0 | 73.3 |
| Kurang Setuju | 12 | 20.0 | 20.0 | 23.3 |
| Tidak Setuju | 2 | 3.3 | 3.3 | 3.3 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Kualitas Pelayanan** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 13 | 21.7 | 21.7 | 100.0 |
| Setuju | 32 | 53.3 | 53.3 | 78.3 |
| Kurang Setuju | 11 | 18.3 | 18.3 | 25.0 |
| Tidak Setuju | 4 | 6.7 | 6.7 | 6.7 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Kualitas Pelayanan** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 26 | 43.3 | 43.3 | 100.0 |
| Setuju | 22 | 36.7 | 36.7 | 56.7 |
| Kurang Setuju | 10 | 16.7 | 16.7 | 20.0 |
| Tidak Setuju | 2 | 3.3 | 3.3 | 3.3 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Kualitas Pelayanan** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 19 | 31.7 | 31.7 | 100.0 |
| Setuju | 24 | 40.0 | 40.0 | 68.3 |
| Kurang Setuju | 13 | 21.7 | 21.7 | 28.3 |
| Tidak Setuju | 4 | 6.7 | 6.7 | 6.7 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Kualitas Pelayanan** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 14 | 23.3 | 23.3 | 100.0 |
| Setuju | 32 | 53.3 | 53.3 | 76.7 |
| Kurang Setuju | 13 | 21.7 | 21.7 | 23.3 |
| Tidak Setuju | 1 | 1.7 | 1.7 | 1.7 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Kualitas Pelayanan** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 18 | 30.0 | 30.0 | 100.0 |
| Setuju | 27 | 45.0 | 45.0 | 70.0 |
| Kurang Setuju | 11 | 18.3 | 18.3 | 25.0 |
| Tidak Setuju | 4 | 6.7 | 6.7 | 6.7 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Kepuasan Konsumen** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 11 | 18.3 | 18.3 | 100.0 |
| Setuju | 24 | 40.0 | 40.0 | 81.7 |
| Kurang Setuju | 19 | 31.7 | 31.7 | 41.7 |
| Tidak Setuju | 6 | 10.0 | 10.0 | 10.0 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Kepuasan Konsumen** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 20 | 33.3 | 33.3 | 100.0 |
| Setuju | 28 | 46.7 | 46.7 | 66.7 |
| Kurang Setuju | 10 | 16.7 | 16.7 | 20.0 |
| Tidak Setuju | 2 | 3.3 | 3.3 | 3.3 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Kepuasan Konsumen** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 18 | 30.0 | 30.0 | 100.0 |
| Setuju | 26 | 43.3 | 43.3 | 70.0 |
| Kurang Setuju | 11 | 18.3 | 18.3 | 26.7 |
| Tidak Setuju | 5 | 8.3 | 8.3 | 8.3 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Kepuasan Konsumen** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 20 | 33.3 | 33.3 | 100.0 |
| Setuju | 28 | 46.7 | 46.7 | 66.7 |
| Kurang Setuju | 9 | 15.0 | 15.0 | 20.0 |
| Tidak Setuju | 3 | 5.0 | 5.0 | 5.0 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Kepuasan Konsumen** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 10 | 16.7 | 16.7 | 100.0 |
| Setuju | 29 | 48.3 | 48.3 | 83.3 |
| Kurang Setuju | 18 | 30.0 | 30.0 | 35.0 |
| Tidak Setuju | 3 | 5.0 | 5.0 | 5.0 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Kepuasan Konsumen** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 15 | 25.0 | 25.0 | 100.0 |
| Setuju | 26 | 43.3 | 43.3 | 75.0 |
| Kurang Setuju | 13 | 21.7 | 21.7 | 31.7 |
| Tidak Setuju | 6 | 10.0 | 10.0 | 10.0 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Kepuasan Konsumen** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 17 | 28.3 | 28.3 | 100.0 |
| Setuju | 21 | 35.0 | 35.0 | 71.7 |
| Kurang Setuju | 14 | 23.3 | 23.3 | 36.7 |
| Tidak Setuju | 8 | 13.3 | 13.3 | 13.3 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Kepuasan Konsumen** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 17 | 28.3 | 28.3 | 100.0 |
| Setuju | 31 | 51.7 | 51.7 | 71.7 |
| Kurang Setuju | 10 | 16.7 | 16.7 | 20.0 |
| Tidak Setuju | 2 | 3.3 | 3.3 | 3.3 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Kepuasan Konsumen** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 18 | 30.0 | 30.0 | 100.0 |
| Setuju | 29 | 48.3 | 48.3 | 70.0 |
| Kurang Setuju | 9 | 15.0 | 15.0 | 21.7 |
| Tidak Setuju | 4 | 6.7 | 6.7 | 6.7 |
| Total | 60 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Kepuasan Konsumen** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Setuju | 17 | 28.3 | 28.3 | 100.0 |
| Setuju | 26 | 43.3 | 43.3 | 71.7 |
| Kurang Setuju | 13 | 21.7 | 21.7 | 28.3 |
| Tidak Setuju | 4 | 6.7 | 6.7 | 6.7 |
| Total | 60 | 100.0 | 100.0 |  |

**LAMPIRAN 5**

**HASIL UJI VALIDITAS DAN RELIABILITAS (X1)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | |
|  | | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 |
| X1.1 | Pearson Correlation | 1 | ,674\*\* | 1,000\*\* | ,832\*\* | ,591\*\* | ,790\*\* |
| Sig. (2-tailed) |  | ,000 | ,000 | ,000 | ,001 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.2 | Pearson Correlation | ,674\*\* | 1 | ,674\*\* | ,620\*\* | ,857\*\* | ,673\*\* |
| Sig. (2-tailed) | ,000 |  | ,000 | ,000 | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.3 | Pearson Correlation | 1,000\*\* | ,674\*\* | 1 | ,832\*\* | ,591\*\* | ,790\*\* |
| Sig. (2-tailed) | ,000 | ,000 |  | ,000 | ,001 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.4 | Pearson Correlation | ,832\*\* | ,620\*\* | ,832\*\* | 1 | ,536\*\* | ,951\*\* |
| Sig. (2-tailed) | ,000 | ,000 | ,000 |  | ,002 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.5 | Pearson Correlation | ,591\*\* | ,857\*\* | ,591\*\* | ,536\*\* | 1 | ,608\*\* |
| Sig. (2-tailed) | ,001 | ,000 | ,001 | ,002 |  | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.6 | Pearson Correlation | ,790\*\* | ,673\*\* | ,790\*\* | ,951\*\* | ,608\*\* | 1 |
| Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 |  |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.7 | Pearson Correlation | ,865\*\* | ,565\*\* | ,865\*\* | ,865\*\* | ,567\*\* | ,778\*\* |
| Sig. (2-tailed) | ,000 | ,001 | ,000 | ,000 | ,001 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.8 | Pearson Correlation | ,664\*\* | ,874\*\* | ,664\*\* | ,777\*\* | ,753\*\* | ,730\*\* |
| Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.9 | Pearson Correlation | ,776\*\* | ,728\*\* | ,776\*\* | ,832\*\* | ,591\*\* | ,844\*\* |
| Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,001 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.10 | Pearson Correlation | ,683\*\* | ,776\*\* | ,683\*\* | ,844\*\* | ,713\*\* | ,897\*\* |
| Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.TTL | Pearson Correlation | ,895\*\* | ,848\*\* | ,895\*\* | ,920\*\* | ,776\*\* | ,918\*\* |
| Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | |
|  | | X1.7 | X1.8 | X1.9 | X1.10 | X1.TTL |
| X1.1 | Pearson Correlation | ,865\*\* | ,664\*\* | ,776\*\* | ,683\*\* | ,895\*\* |
| Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X1.2 | Pearson Correlation | ,565\*\* | ,874\*\* | ,728\*\* | ,776\*\* | ,848\*\* |
| Sig. (2-tailed) | ,001 | ,000 | ,000 | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X1.3 | Pearson Correlation | ,865\*\* | ,664\*\* | ,776\*\* | ,683\*\* | ,895\*\* |
| Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X1.4 | Pearson Correlation | ,865\*\* | ,777\*\* | ,832\*\* | ,844\*\* | ,920\*\* |
| Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X1.5 | Pearson Correlation | ,567\*\* | ,753\*\* | ,591\*\* | ,713\*\* | ,776\*\* |
| Sig. (2-tailed) | ,001 | ,000 | ,001 | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X1.6 | Pearson Correlation | ,778\*\* | ,730\*\* | ,844\*\* | ,897\*\* | ,918\*\* |
| Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X1.7 | Pearson Correlation | 1 | ,705\*\* | ,750\*\* | ,668\*\* | ,866\*\* |
| Sig. (2-tailed) |  | ,000 | ,000 | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X1.8 | Pearson Correlation | ,705\*\* | 1 | ,777\*\* | ,839\*\* | ,886\*\* |
| Sig. (2-tailed) | ,000 |  | ,000 | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X1.9 | Pearson Correlation | ,750\*\* | ,777\*\* | 1 | ,736\*\* | ,888\*\* |
| Sig. (2-tailed) | ,000 | ,000 |  | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X1.10 | Pearson Correlation | ,668\*\* | ,839\*\* | ,736\*\* | 1 | ,894\*\* |
| Sig. (2-tailed) | ,000 | ,000 | ,000 |  | ,000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X1.TTL | Pearson Correlation | ,866\*\* | ,886\*\* | ,888\*\* | ,894\*\* | 1 |
| Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 |  |
| N | 30 | 30 | 30 | 30 | 30 |

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

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| ,967 | 10 |

**HASIL UJI VALIDITAS DAN RELIABILITAS VARIABEL KUALITAS PELAYANAN (X2)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | |
|  | | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | X2.6 |
| X2.1 | Pearson Correlation | 1 | ,891\*\* | ,093 | ,267 | ,537\*\* | ,824\*\* |
| Sig. (2-tailed) |  | ,000 | ,627 | ,153 | ,002 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.2 | Pearson Correlation | ,891\*\* | 1 | ,253 | ,299 | ,432\* | ,673\*\* |
| Sig. (2-tailed) | ,000 |  | ,177 | ,108 | ,017 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.3 | Pearson Correlation | ,093 | ,253 | 1 | ,241 | -,083 | ,064 |
| Sig. (2-tailed) | ,627 | ,177 |  | ,200 | ,662 | ,735 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.4 | Pearson Correlation | ,267 | ,299 | ,241 | 1 | ,568\*\* | ,101 |
| Sig. (2-tailed) | ,153 | ,108 | ,200 |  | ,001 | ,594 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.5 | Pearson Correlation | ,537\*\* | ,432\* | -,083 | ,568\*\* | 1 | ,336 |
| Sig. (2-tailed) | ,002 | ,017 | ,662 | ,001 |  | ,069 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.6 | Pearson Correlation | ,824\*\* | ,673\*\* | ,064 | ,101 | ,336 | 1 |
| Sig. (2-tailed) | ,000 | ,000 | ,735 | ,594 | ,069 |  |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.7 | Pearson Correlation | ,464\*\* | ,562\*\* | ,570\*\* | -,061 | ,004 | ,483\*\* |
| Sig. (2-tailed) | ,010 | ,001 | ,001 | ,748 | ,985 | ,007 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.8 | Pearson Correlation | ,213 | ,382\* | ,798\*\* | ,500\*\* | ,093 | ,050 |
| Sig. (2-tailed) | ,259 | ,037 | ,000 | ,005 | ,624 | ,793 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.9 | Pearson Correlation | ,386\* | ,485\*\* | ,200 | ,307 | ,268 | ,326 |
| Sig. (2-tailed) | ,035 | ,007 | ,289 | ,099 | ,152 | ,079 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.10 | Pearson Correlation | ,479\*\* | ,490\*\* | ,532\*\* | ,512\*\* | ,357 | ,335 |
| Sig. (2-tailed) | ,007 | ,006 | ,003 | ,004 | ,053 | ,071 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.TTL | Pearson Correlation | ,787\*\* | ,835\*\* | ,565\*\* | ,572\*\* | ,531\*\* | ,639\*\* |
| Sig. (2-tailed) | ,000 | ,000 | ,001 | ,001 | ,003 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | |
|  | | X2.7 | X2.8 | X2.9 | X2.10 | X2.TTL |
| X2.1 | Pearson Correlation | ,464\*\* | ,213 | ,386\* | ,479\*\* | ,787\*\* |
| Sig. (2-tailed) | ,010 | ,259 | ,035 | ,007 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X2.2 | Pearson Correlation | ,562\*\* | ,382\* | ,485\*\* | ,490\*\* | ,835\*\* |
| Sig. (2-tailed) | ,001 | ,037 | ,007 | ,006 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X2.3 | Pearson Correlation | ,570\*\* | ,798\*\* | ,200 | ,532\*\* | ,565\*\* |
| Sig. (2-tailed) | ,001 | ,000 | ,289 | ,003 | ,001 |
| N | 30 | 30 | 30 | 30 | 30 |
| X2.4 | Pearson Correlation | -,061 | ,500\*\* | ,307 | ,512\*\* | ,572\*\* |
| Sig. (2-tailed) | ,748 | ,005 | ,099 | ,004 | ,001 |
| N | 30 | 30 | 30 | 30 | 30 |
| X2.5 | Pearson Correlation | ,004 | ,093 | ,268 | ,357 | ,531\*\* |
| Sig. (2-tailed) | ,985 | ,624 | ,152 | ,053 | ,003 |
| N | 30 | 30 | 30 | 30 | 30 |
| X2.6 | Pearson Correlation | ,483\*\* | ,050 | ,326 | ,335 | ,639\*\* |
| Sig. (2-tailed) | ,007 | ,793 | ,079 | ,071 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X2.7 | Pearson Correlation | 1 | ,416\* | ,351 | ,242 | ,614\*\* |
| Sig. (2-tailed) |  | ,022 | ,057 | ,197 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X2.8 | Pearson Correlation | ,416\* | 1 | ,194 | ,756\*\* | ,681\*\* |
| Sig. (2-tailed) | ,022 |  | ,304 | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X2.9 | Pearson Correlation | ,351 | ,194 | 1 | ,202 | ,559\*\* |
| Sig. (2-tailed) | ,057 | ,304 |  | ,285 | ,001 |
| N | 30 | 30 | 30 | 30 | 30 |
| X2.10 | Pearson Correlation | ,242 | ,756\*\* | ,202 | 1 | ,758\*\* |
| Sig. (2-tailed) | ,197 | ,000 | ,285 |  | ,000 |
| N | 30 | 30 | 30 | 30 | 30 |
| X2.TTL | Pearson Correlation | ,614\*\* | ,681\*\* | ,559\*\* | ,758\*\* | 1 |
| Sig. (2-tailed) | ,000 | ,000 | ,001 | ,000 |  |
| N | 30 | 30 | 30 | 30 | 30 |

|  |
| --- |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). |
| \*. Correlation is significant at the 0.05 level (2-tailed). |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| ,853 | 10 |

**HASIL UJI VALIDITAS DAN RELIABILITAS VARIABEL KEPUASAN KONSUMEN (Y)**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | |
|  | | Y.1 | Y.2 | Y.3 | Y.4 | Y.5 | Y.6 | Y.7 |
| Y.1 | Pearson Correlation | 1 | ,271 | ,199 | ,580\*\* | ,169 | ,189 | ,671\*\* |
| Sig. (2-tailed) |  | ,147 | ,292 | ,001 | ,371 | ,318 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.2 | Pearson Correlation | ,271 | 1 | ,347 | ,305 | ,474\*\* | ,349 | ,049 |
| Sig. (2-tailed) | ,147 |  | ,060 | ,102 | ,008 | ,059 | ,796 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.3 | Pearson Correlation | ,199 | ,347 | 1 | ,659\*\* | ,838\*\* | ,973\*\* | ,259 |
| Sig. (2-tailed) | ,292 | ,060 |  | ,000 | ,000 | ,000 | ,167 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.4 | Pearson Correlation | ,580\*\* | ,305 | ,659\*\* | 1 | ,521\*\* | ,648\*\* | ,365\* |
| Sig. (2-tailed) | ,001 | ,102 | ,000 |  | ,003 | ,000 | ,047 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.5 | Pearson Correlation | ,169 | ,474\*\* | ,838\*\* | ,521\*\* | 1 | ,764\*\* | ,261 |
| Sig. (2-tailed) | ,371 | ,008 | ,000 | ,003 |  | ,000 | ,164 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.6 | Pearson Correlation | ,189 | ,349 | ,973\*\* | ,648\*\* | ,764\*\* | 1 | ,202 |
| Sig. (2-tailed) | ,318 | ,059 | ,000 | ,000 | ,000 |  | ,285 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.7 | Pearson Correlation | ,671\*\* | ,049 | ,259 | ,365\* | ,261 | ,202 | 1 |
| Sig. (2-tailed) | ,000 | ,796 | ,167 | ,047 | ,164 | ,285 |  |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.8 | Pearson Correlation | ,352 | ,291 | ,823\*\* | ,659\*\* | ,778\*\* | ,743\*\* | ,155 |
| Sig. (2-tailed) | ,057 | ,119 | ,000 | ,000 | ,000 | ,000 | ,413 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.9 | Pearson Correlation | ,342 | ,519\*\* | ,838\*\* | ,725\*\* | ,669\*\* | ,873\*\* | ,196 |
| Sig. (2-tailed) | ,064 | ,003 | ,000 | ,000 | ,000 | ,000 | ,300 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.10 | Pearson Correlation | ,782\*\* | ,076 | ,202 | ,391\* | ,190 | ,152 | ,873\*\* |
| Sig. (2-tailed) | ,000 | ,692 | ,284 | ,033 | ,314 | ,423 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.TTL | Pearson Correlation | ,660\*\* | ,507\*\* | ,837\*\* | ,812\*\* | ,772\*\* | ,803\*\* | ,589\*\* |
| Sig. (2-tailed) | ,000 | ,004 | ,000 | ,000 | ,000 | ,000 | ,001 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | |
|  | | Y.8 | Y.9 | Y.10 | Y.TTL |
| Y.1 | Pearson Correlation | ,352 | ,342 | ,782\*\* | ,660\*\* |
| Sig. (2-tailed) | ,057 | ,064 | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 |
| Y.2 | Pearson Correlation | ,291 | ,519\*\* | ,076 | ,507\*\* |
| Sig. (2-tailed) | ,119 | ,003 | ,692 | ,004 |
| N | 30 | 30 | 30 | 30 |
| Y.3 | Pearson Correlation | ,823\*\* | ,838\*\* | ,202 | ,837\*\* |
| Sig. (2-tailed) | ,000 | ,000 | ,284 | ,000 |
| N | 30 | 30 | 30 | 30 |
| Y.4 | Pearson Correlation | ,659\*\* | ,725\*\* | ,391\* | ,812\*\* |
| Sig. (2-tailed) | ,000 | ,000 | ,033 | ,000 |
| N | 30 | 30 | 30 | 30 |
| Y.5 | Pearson Correlation | ,778\*\* | ,669\*\* | ,190 | ,772\*\* |
| Sig. (2-tailed) | ,000 | ,000 | ,314 | ,000 |
| N | 30 | 30 | 30 | 30 |
| Y.6 | Pearson Correlation | ,743\*\* | ,873\*\* | ,152 | ,803\*\* |
| Sig. (2-tailed) | ,000 | ,000 | ,423 | ,000 |
| N | 30 | 30 | 30 | 30 |
| Y.7 | Pearson Correlation | ,155 | ,196 | ,873\*\* | ,589\*\* |
| Sig. (2-tailed) | ,413 | ,300 | ,000 | ,001 |
| N | 30 | 30 | 30 | 30 |
| Y.8 | Pearson Correlation | 1 | ,671\*\* | ,202 | ,775\*\* |
| Sig. (2-tailed) |  | ,000 | ,284 | ,000 |
| N | 30 | 30 | 30 | 30 |
| Y.9 | Pearson Correlation | ,671\*\* | 1 | ,185 | ,825\*\* |
| Sig. (2-tailed) | ,000 |  | ,328 | ,000 |
| N | 30 | 30 | 30 | 30 |
| Y.10 | Pearson Correlation | ,202 | ,185 | 1 | ,595\*\* |
| Sig. (2-tailed) | ,284 | ,328 |  | ,001 |
| N | 30 | 30 | 30 | 30 |
| Y.TTL | Pearson Correlation | ,775\*\* | ,825\*\* | ,595\*\* | 1 |
| Sig. (2-tailed) | ,000 | ,000 | ,001 |  |
| N | 30 | 30 | 30 | 30 |

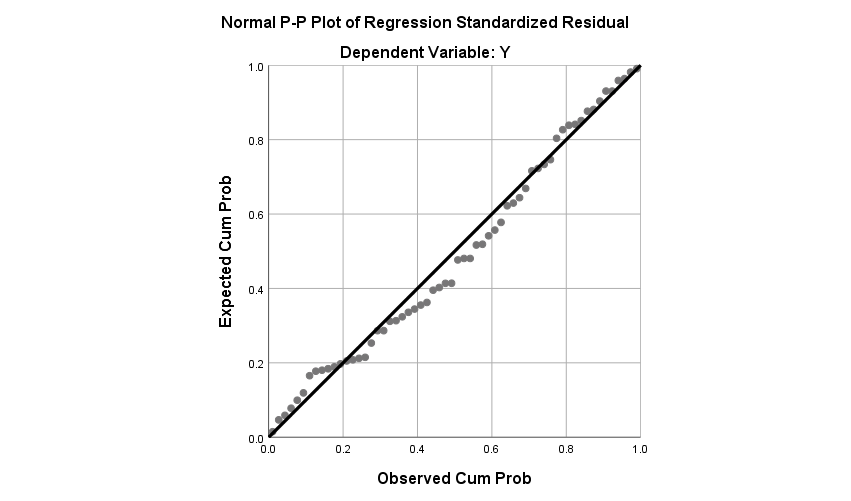
|  |  |  |
| --- | --- | --- |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| ,891 | 10 |

**LAMPIRAN 6**

**HASIL UJI ASUMSI KLASIK**

**Uji Normalitas**

|  |  |  |
| --- | --- | --- |
| **One-Sample Kolmogorov-Smirnov Test** | | |
|  | | Unstandardized Residual |
| N | | 60 |
| Normal Parametersa,b | Mean | .0000000 |
| Std. Deviation | 2.29722346 |
| Most Extreme Differences | Absolute | .087 |
| Positive | .087 |
| Negative | -.061 |
| Test Statistic | | .087 |
| Asymp. Sig. (2-tailed) | | .200c,d |
| a. Test distribution is Normal. | | |
| b. Calculated from data. | | |
| c. Lilliefors Significance Correction. | | |
| d. This is a lower bound of the true significance. | | |



**Uji Heteroskedastisitas Metode Glejser**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
| B | Std. Error | Beta | Tolerance | VIF |
| 1 | (Constant) | 3.153 | 1.802 |  | 1.749 | .086 |  |  |
| X1 | -.063 | .049 | -.192 | -1.298 | .200 | .777 | 1.287 |
| X2 | .029 | .039 | .112 | .758 | .452 | .777 | 1.287 |
| a. Dependent Variable: abs\_res | | | | | | | | |

**LAMPIRAN 7**

**HASIL UJI ANALISIS REGRESI LINEAR BERGANDA**

**Uji t (Partial)**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
| B | Std. Error | Beta | Tolerance | VIF |
| 1 | (Constant) | 7.682 | 3.161 |  | 2.431 | .018 |  |  |
| Fasilitas | .461 | .085 | .486 | 5.409 | .000 | .777 | 1.287 |
| Kualitas Pelayanan Jasa | .337 | .068 | .448 | 4.988 | .000 | .777 | 1.287 |
| a. Dependent Variable: Kepuasan Konsumen | | | | | | | | |

**Uji F (Simultan)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **ANOVAa** | | | | | | |
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 559.626 | 2 | 279.813 | 51.225 | .000b |
| Residual | 311.357 | 57 | 5.462 |  |  |
| Total | 870.983 | 59 |  |  |  |
| a. Dependent Variable: Kepuasan Konsumen | | | | | | |
| b. Predictors: (Constant), Kualitas Pelayanan, Fasilitas | | | | | | |

**Uji R2 (Determinasi)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Model Summaryb** | | | | |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .802a | .643 | .630 | 2.337 |
| a. Predictors: (Constant), Kualitas Pelayanan, Fasilitas | | | | |
| b. Dependent Variable: Kepuasan Konsumen | | | | |