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**LAMPIRAN**

**Lampiran 01 : Koesioner Penelitian**

**Lembar Koesioner**

**KUESIONER PENELITIAN PENGARUH DIMENSI KUALITAS PELAYANAN JASA TERHADAP KEPUASAN PELANGGAN PADA PRAKTEK GIGIFITRI AGUSTIANI ,AMd.K G Jln. Limau Mungkur Dsn 1 No.14, Tanjung Morawa**

Assalammualikum Wr. Wb

Perkenalkan nama saya Sri Anggraini, Mahasiswa dari Universitas Muslim Nusantara Al Washliyah Medan, Fakultas Ekonomi, Jurusan Manajemen ingin meminta waktu anda untuk membantu saya dalam mengisi kuesioner penelitian ini.Perlu saya sampaikan bahwa kuesioner ini bertujuan untuk kepentingan akademis dalam rangka menyelesaikan tugas akhir skripsi saya.

Oleh sebab itu, untuk menunjang kualitas penelitian ini saya mohon kepada anda untuk mengisi kuesioner ini dengan sungguh – sungguh dan jujur. Akhir kata atas bantuan dan kerja samanya saya ucapkan trimakasih dan semoga bantuan yang anda berikan mendapat balasan dari Allah SWT.

Wassalammualikum Wr. Wb

Hormat saya

Sri Anggraini

**Petunjuk pengisian jawaban :**

1. Berilah tanda checklist (√) pada jawaban yang Anda pilih.
2. Identitas Responden

Nama :

Umur : a. < 15 Tahun

b. 16 - 25 Tahun

c. 26 - 35 Tahun

d. 36 - 45 Tahun

e. > 45 Tahun

Jenis Kelamin : 1) Laki-Laki 2) Perempuan

Pekerjaan : a) Pelajar b) Mahasiswa/i

c) Pegawai Negeri d) Wiraswasta

e) Ibu Rumah Tangga f) dan lain-lain

1. Petunjuk

Saya menginginkan pendapat saudara tentang kualitas pelayanan yang diberikan Praktek GigiFitri Agustiani, AMd.K G kepada saudara.

Kriteria penilaian :

|  |  |  |
| --- | --- | --- |
| **No** | **Pernyataan** | **Skor** |
| 1 | Sangat Setuju (SS) | 5 |
| 2 | Setuju (S) | 4 |
| 3 | Ragu – Ragu (RR) | 3 |
| 4 | Tidak Setuju (TS) | 2 |
| 5 | Sangat Tidak Setuju (STS) | 1 |

**Berikut pernyataan yang harus saudara isi yaitu sebagai berikut:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Indikator dimensi kualitas pelayanan Jasa(X)** | | **Jawaban** | | | | |
| **NO** | **Persepsi** | **SS** | **S** | **RR** | **TS** | **STS** |
| **1** | Peralatan yang digunakan Praktek Gigilengkap |  |  |  |  |  |
| **2** | Fasilitas pelengkap yang disediakan Praktek Gigi(kursi, meja, wastafel, dll) bersih dan dalam keadaan baik |  |  |  |  |  |
| **3** | Praktek GigiFitri Agustiani AMd.K G berpenampilan rapi dan professional |  |  |  |  |  |
| **4** | Ketersediaan tempat (tempat tunggu, toilet, parkir, dll) sangat memadai |  |  |  |  |  |
| **5** | Praktek GigiFitri Agustiani AMd.K G memberikan perhatian secara maksimal kepada pelanggan |  |  |  |  |  |
| **7** | Jam pelayanan Praktek Gigi yang sesuai dengan pelanggan |  |  |  |  |  |
| **8** | Praktek GigiFitri Agustiani AMd.K G dalam memberikan pelayanan cepat dan tanggap |  |  |  |  |  |
| **9** | Praktek GigiFitri Agustiani AMd.K G dapat diandalkan dalam melayani masalah pelanggan |  |  |  |  |  |
| **10** | Dalam menyampaikan informasi kepada pelanggan cukup jelas dan tepat |  |  |  |  |  |
| **11** | Praktek GigiFitri Agustiani AMd.K G bersikap ramah dan sopan kepada pelanggan |  |  |  |  |  |
| **12** | Praktek GigiFitri Agustiani AMd.K G sangat sabar dalam menangani masalah pelanggan |  |  |  |  |  |
| **13** | Praktek GigiFitri Agustiani AMd.K G merespon dengan baik permintaan pelanggan |  |  |  |  |  |
| **14** | Praktek GigiFitri Agustiani AMd.K G selalu menjaga ke akuratan data pelanggan |  |  |  |  |  |
| **15** | Praktek GigiFitri Agustiani AMd.K G bekerja dengan konsisten dan bersikap sungguh- sunggu kepada pelanggan |  |  |  |  |  |
| **16** | Praktek GigiFitri Agustiani AMd.K G membuat anda merasa aman dan nyaman saat melakukan transaksi |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Indikator Kepuasan Pelanggan (Y)** | | **Jawaban** | | | | |
| **NO** | **Persepsi** | **SS** | **S** | **RR** | **TS** | **STS** |
| **1** | Anda merasa puas dengan pelayanan yang diberikan karna sesuai dengan harapan anda |  |  |  |  |  |
| **2** | Anda bersedia merekomendasikan kepada orang lain untuk menggunakan jasa Praktek GigiFitri Agustiani,AMd.K G |  |  |  |  |  |
| **3** | Anda merasa puas dan akan datang kembali menggunakan jasa yang diberikan Praktek GigiFitri Agustiani,AMd.K G |  |  |  |  |  |
| **4** | Anda merasa puas karena kemampuan yang dimiliki karyawan Praktek Gigisangat baik dalam melayani anda |  |  |  |  |  |
| **5** | Anda merasa puas karena kesopanan yang dimiliki karyawan Praktek Gigi |  |  |  |  |  |
| **6** | Anda merasa puas karena Praktek GigiFitri Agustiani,AMd.K G memiliki reputasi yang baik dalam melayani anda |  |  |  |  |  |
| **7** | Anda merasa puas karena lokasinya dapat dengan mudah dijangkau |  |  |  |  |  |

**Lampiran 02 :Tabel Jawaban Responden**

**1. Tabel Silabus Dimensi Kualitas Pelayanan Jasa**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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** |
| 2 | 5 | 5 | 4 | 4 | 5 | 4 | 2 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 4 |
| 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 |
| 4 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 |
| 4 | 5 | 5 | 5 | 3 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 |
| 4 | 3 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 |
| 4 | 3 | 4 | 2 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 3 | 4 | 4 | 4 | 3 |
| 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 |
| 3 | 5 | 5 | 5 | 4 | 5 | 4 | 3 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 |
| 4 | 2 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 |
| 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 2 | 4 | 4 |
| 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 2 | 4 | 4 |
| 5 | 5 | 5 | 5 | 4 | 4 | 3 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 |
| 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 |
| 5 | 4 | 4 | 4 | 5 | 4 | 5 | 3 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 |
| 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 |
| 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 |
| 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 |
| 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 |
| 4 | 4 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 3 | 4 | 5 | 4 | 5 | 4 | 5 |
| 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 |
| 4 | 5 | 5 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 4 | 4 | 3 | 5 | 3 | 5 |
| 4 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 5 | 5 |
| 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 |
| 4 | 4 | 4 | 4 | 2 | 5 | 4 | 4 | 4 | 4 | 4 | 2 | 5 | 4 | 5 | 4 |
| 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 |
| 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 |
| 4 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 5 | 5 |
| 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 3 | 4 | 5 | 4 | 5 | 4 | 5 |
| 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 3 | 4 | 5 | 4 | 5 | 4 | 5 |
| 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 |
| 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 |
| 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 |
| 3 | 5 | 5 | 5 | 4 | 4 | 5 | 3 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 |
| 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 |
| 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 |
| 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 |
| 4 | 4 | 4 | 5 | 4 | 5 | 3 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 |
| 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 |
| 4 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 3 | 5 |
| 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 |
| 5 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 |
| 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 |
| 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 5 | 4 | 2 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 2 |
| 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 |
| 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 |
| 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 |
| 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 |
| 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 |
| 4 | 3 | 5 | 3 | 4 | 4 | 4 | 4 | 2 | 5 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 2 | 4 |

1. **Tabel silabus Kepuasan Pelanggan**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Y.1** | **Y.2** | **Y.3** | **Y.4** | **Y.5** | **Y.6** | **Y.7** |
| 4 | 5 | 5 | 4 | 3 | 5 | 4 |
| 4 | 5 | 5 | 4 | 4 | 5 | 4 |
| 4 | 4 | 5 | 4 | 4 | 5 | 4 |
| 4 | 5 | 5 | 4 | 4 | 5 | 4 |
| 4 | 5 | 5 | 5 | 4 | 5 | 4 |
| 4 | 3 | 4 | 5 | 4 | 4 | 4 |
| 4 | 4 | 4 | 5 | 4 | 4 | 4 |
| 3 | 4 | 5 | 5 | 4 | 5 | 4 |
| 4 | 5 | 5 | 5 | 4 | 5 | 4 |
| 4 | 5 | 5 | 5 | 4 | 4 | 4 |
| 5 | 5 | 5 | 5 | 4 | 4 | 4 |
| 5 | 5 | 5 | 5 | 4 | 4 | 4 |
| 5 | 4 | 4 | 4 | 4 | 5 | 4 |
| 5 | 4 | 4 | 4 | 5 | 4 | 5 |
| 5 | 4 | 4 | 4 | 5 | 5 | 5 |
| 5 | 4 | 4 | 4 | 5 | 4 | 5 |
| 5 | 5 | 5 | 4 | 5 | 4 | 5 |
| 4 | 5 | 5 | 4 | 5 | 4 | 5 |
| 4 | 4 | 3 | 4 | 5 | 4 | 5 |
| 4 | 4 | 4 | 2 | 4 | 4 | 4 |
| 4 | 4 | 5 | 4 | 4 | 3 | 4 |
| 4 | 4 | 4 | 3 | 4 | 5 | 4 |
| 4 | 4 | 4 | 4 | 4 | 5 | 4 |
| 4 | 4 | 4 | 4 | 2 | 5 | 4 |
| 4 | 4 | 5 | 4 | 4 | 5 | 4 |
| 4 | 4 | 4 | 4 | 4 | 5 | 4 |
| 3 | 4 | 4 | 3 | 4 | 5 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 5 |
| 5 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 5 | 4 | 4 | 5 | 5 | 5 | 5 |
| 5 | 4 | 4 | 5 | 5 | 5 | 5 |
| 5 | 4 | 4 | 5 | 5 | 5 | 5 |
| 5 | 4 | 4 | 5 | 5 | 5 | 5 |
| 5 | 5 | 5 | 5 | 5 | 4 | 5 |
| 3 | 5 | 5 | 4 | 4 | 4 | 5 |
| 4 | 5 | 5 | 4 | 4 | 4 | 5 |
| 4 | 4 | 4 | 5 | 4 | 4 | 5 |
| 4 | 4 | 4 | 5 | 4 | 4 | 5 |
| 4 | 4 | 4 | 5 | 4 | 5 | 4 |
| 4 | 4 | 4 | 4 | 4 | 5 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 3 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 3 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 3 | 4 | 4 | 3 |
| 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 4 | 4 | 3 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 3 | 4 | 4 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 |

**Lampiran 03 : Hasil Uji SPSS Uji Kualitas Data**

* 1. **Uji Validitas**

1. **Hasil Uji validitas untuk variabel Dimensi Kualitas Pelayanan Jasa**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | | | | | | |
|  | | 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.1 | Pearson Correlation | 1 | -,089 | -,215 | ,160 | .564\*\* | ,265 | ,224 | .743\*\* | -,147 | -,261 | ,149 | .564\*\* | ,265 | ,200 | ,249 | ,195 |
| Sig. (2-tailed) |  | ,640 | ,254 | ,399 | ,001 | ,157 | ,233 | ,000 | ,439 | ,164 | ,433 | ,001 | ,157 | ,289 | ,184 | ,302 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.2 | Pearson Correlation | -,089 | 1 | .373\* | .416\* | ,095 | -,089 | ,176 | -,271 | .771\*\* | .394\* | ,299 | ,095 | -,089 | ,173 | -,274 | ,147 |
| Sig. (2-tailed) | ,640 |  | ,042 | ,022 | ,619 | ,640 | ,353 | ,148 | ,000 | ,031 | ,108 | ,619 | ,640 | ,361 | ,143 | ,438 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.3 | Pearson Correlation | -,215 | .373\* | 1 | -,076 | -,076 | -,215 | ,020 | -,239 | ,332 | .953\*\* | ,000 | -,076 | -,215 | -,046 | -,294 | -,198 |
| Sig. (2-tailed) | ,254 | ,042 |  | ,691 | ,689 | ,254 | ,915 | ,203 | ,073 | ,000 | 1,000 | ,689 | ,254 | ,807 | ,114 | ,295 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.4 | Pearson Correlation | ,160 | .416\* | -,076 | 1 | .595\*\* | .559\*\* | ,361 | -,035 | ,275 | -,118 | .941\*\* | .595\*\* | .559\*\* | .595\*\* | .492\*\* | .485\*\* |
| Sig. (2-tailed) | ,399 | ,022 | ,691 |  | ,001 | ,001 | ,050 | ,855 | ,141 | ,535 | ,000 | ,001 | ,001 | ,001 | ,006 | ,007 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.5 | Pearson Correlation | .564\*\* | ,095 | -,076 | .595\*\* | 1 | .564\*\* | .372\* | ,354 | -,022 | -,111 | .632\*\* | 1.000\*\* | .564\*\* | .365\* | .482\*\* | ,311 |
| Sig. (2-tailed) | ,001 | ,619 | ,689 | ,001 |  | ,001 | ,043 | ,055 | ,907 | ,559 | ,000 | 0,000 | ,001 | ,047 | ,007 | ,094 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.6 | Pearson Correlation | ,265 | -,089 | -,215 | .559\*\* | .564\*\* | 1 | ,100 | ,102 | -,147 | -,261 | .594\*\* | .564\*\* | 1.000\*\* | ,343 | .815\*\* | ,292 |
| Sig. (2-tailed) | ,157 | ,640 | ,254 | ,001 | ,001 |  | ,600 | ,590 | ,439 | ,164 | ,001 | ,001 | 0,000 | ,064 | ,000 | ,117 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.7 | Pearson Correlation | ,224 | ,176 | ,020 | ,361 | .372\* | ,100 | 1 | ,014 | ,024 | -,037 | ,336 | .372\* | ,100 | .775\*\* | ,179 | .660\*\* |
| Sig. (2-tailed) | ,233 | ,353 | ,915 | ,050 | ,043 | ,600 |  | ,939 | ,901 | ,847 | ,070 | ,043 | ,600 | ,000 | ,343 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.8 | Pearson Correlation | .743\*\* | -,271 | -,239 | -,035 | ,354 | ,102 | ,014 | 1 | -,143 | -,189 | -,086 | ,354 | ,102 | -,075 | ,1 | -,042 |
| Sig. (2-tailed) | ,000 | ,148 | ,203 | ,855 | ,055 | ,590 | ,939 |  | ,451 | ,317 | ,651 | ,055 | ,590 | ,695 | ,425 | ,824 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.9 | Pearson Correlation | -,147 | .771\*\* | ,332 | ,275 | -,022 | -,147 | ,024 | -,143 | 1 | ,341 | ,071 | -,022 | -,147 | -,020 | -,237 | -,174 |
| Sig. (2-tailed) | ,439 | ,000 | ,073 | ,141 | ,907 | ,439 | ,901 | ,451 |  | ,065 | ,711 | ,907 | ,439 | ,915 | ,207 | ,359 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.10 | Pearson Correlation | -,261 | .394\* | .953\*\* | -,118 | -,111 | -,261 | -,037 | -,189 | ,341 | 1 | -,044 | -,111 | -,261 | -,127 | -,334 | -,259 |
| Sig. (2-tailed) | ,164 | ,031 | ,000 | ,535 | ,559 | ,164 | ,847 | ,317 | ,065 |  | ,818 | ,559 | ,164 | ,505 | ,071 | ,167 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.11 | Pearson Correlation | ,149 | ,299 | ,000 | .941\*\* | .632\*\* | .594\*\* | ,336 | -,086 | ,071 | -,044 | 1 | .632\*\* | .594\*\* | .577\*\* | .534\*\* | .492\*\* |
| Sig. (2-tailed) | ,433 | ,108 | 1,000 | ,000 | ,000 | ,001 | ,070 | ,651 | ,711 | ,818 |  | ,000 | ,001 | ,001 | ,002 | ,006 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.12 | Pearson Correlation | .564\*\* | ,095 | -,076 | .595\*\* | 1.000\*\* | .564\*\* | .372\* | ,354 | -,022 | -,111 | .632\*\* | 1 | .564\*\* | .365\* | .482\*\* | ,311 |
| Sig. (2-tailed) | ,001 | ,619 | ,689 | ,001 | 0,000 | ,001 | ,043 | ,055 | ,907 | ,559 | ,000 |  | ,001 | ,047 | ,007 | ,094 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.13 | Pearson Correlation | ,265 | -,089 | -,215 | .559\*\* | .564\*\* | 1.000\*\* | ,100 | ,102 | -,147 | -,261 | .594\*\* | .564\*\* | 1 | ,343 | .815\*\* | ,292 |
| Sig. (2-tailed) | ,157 | ,640 | ,254 | ,001 | ,001 | 0,000 | ,600 | ,590 | ,439 | ,164 | ,001 | ,001 |  | ,064 | ,000 | ,117 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.14 | Pearson Correlation | ,200 | ,173 | -,046 | .595\*\* | .365\* | ,343 | .775\*\* | -,075 | -,020 | -,127 | .577\*\* | .365\* | ,343 | 1 | .396\* | .852\*\* |
| Sig. (2-tailed) | ,289 | ,361 | ,807 | ,001 | ,047 | ,064 | ,000 | ,695 | ,915 | ,505 | ,001 | ,047 | ,064 |  | ,030 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.15 | Pearson Correlation | ,249 | -,274 | -,294 | .492\*\* | .482\*\* | .815\*\* | ,179 | ,151 | -,237 | -,334 | .534\*\* | .482\*\* | .815\*\* | .396\* | 1 | ,300 |
| Sig. (2-tailed) | ,184 | ,143 | ,114 | ,006 | ,007 | ,000 | ,343 | ,425 | ,207 | ,071 | ,002 | ,007 | ,000 | ,030 |  | ,107 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.16 | Pearson Correlation | ,195 | ,147 | -,198 | .485\*\* | ,311 | ,292 | .660\*\* | -,042 | -,174 | -,259 | .492\*\* | ,311 | ,292 | .852\*\* | ,300 | 1 |
| Sig. (2-tailed) | ,302 | ,438 | ,295 | ,007 | ,094 | ,117 | ,000 | ,824 | ,359 | ,167 | ,006 | ,094 | ,117 | ,000 | ,107 |  |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 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). | | | | | | | | | | | | | | | | | |

1. **Hasil uji validitas untuk variabel kepuasan pelanggan**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | |
|  | | Y.1 | Y.2 | Y.3 | Y.4 | Y.5 | Y.6 | Y.7 |
| Y.1 | Pearson Correlation | 1 | -,104 | -,058 | .641\*\* | .722\*\* | .574\*\* | .447\* |
| Sig. (2-tailed) |  | ,584 | ,761 | ,000 | ,000 | ,001 | ,013 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.2 | Pearson Correlation | -,104 | 1 | .867\*\* | ,067 | ,174 | -,123 | .477\*\* |
| Sig. (2-tailed) | ,584 |  | ,000 | ,724 | ,359 | ,519 | ,008 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.3 | Pearson Correlation | -,058 | .867\*\* | 1 | ,100 | ,157 | -,068 | .447\* |
| Sig. (2-tailed) | ,761 | ,000 |  | ,599 | ,407 | ,720 | ,013 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.4 | Pearson Correlation | .641\*\* | ,067 | ,100 | 1 | .596\*\* | .569\*\* | .806\*\* |
| Sig. (2-tailed) | ,000 | ,724 | ,599 |  | ,001 | ,001 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.5 | Pearson Correlation | .722\*\* | ,174 | ,157 | .596\*\* | 1 | .526\*\* | .568\*\* |
| Sig. (2-tailed) | ,000 | ,359 | ,407 | ,001 |  | ,003 | ,001 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.6 | Pearson Correlation | .574\*\* | -,123 | -,068 | .569\*\* | .526\*\* | 1 | .383\* |
| Sig. (2-tailed) | ,001 | ,519 | ,720 | ,001 | ,003 |  | ,037 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.7 | Pearson Correlation | .447\* | .477\*\* | .447\* | .806\*\* | .568\*\* | .383\* | 1 |
| Sig. (2-tailed) | ,013 | ,008 | ,013 | ,000 | ,001 | ,037 |  |
| N | 30 | 30 | 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). | | | | | | | | |

* 1. **Uji realibilitas**

1. **Hasil Uji Realibitas untuk variabel Dimensi Kualitas Pelayanan Jasa**

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .795 | 16 |

1. **Hasil Uji Realibitas untuk variabel Kepuasan Pelanggan**

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .820 | 7 |

**Lampiran 04 : Hasil Uji SPSS Uji Asumsi Klasik**

1. **Hasil uji Normalitas Metode Statistik**

|  |  |  |
| --- | --- | --- |
| **One-Sample Kolmogorov-Smirnov Test** | | |
|  | | Unstandardized Residual |
| N | | 62 |
| Normal Parametersa,b | Mean | ,0000000 |
| Std. Deviation | 1,34993402 |
| Most Extreme Differences | Absolute | ,084 |
| Positive | ,069 |
| Negative | -,084 |
| Kolmogorov-Smirnov Z | | ,658 |
| Asymp. Sig. (2-tailed) | | ,779 |

**Lampiran 05 : Hasil Uji SPSS Uji Hipotesis**

1. **Hasil uji signifikasi parsial (uji t)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 1,803 | 3,018 |  | ,597 | ,552 |
| Dimensi Kualitas Pelayanan Jasa (X) | ,399 | ,044 | ,763 | 9,139 | ,000 |
| a. Dependent Variable: Kepuasan Pelanggan (Y) | | | | | | |

1. **Hasil anslisis regresi sederhana**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 1,803 | 3,018 |  | ,597 | ,552 |
| Dimensi Kualitas Pelayanan Jasa (X) | ,399 | ,044 | ,763 | 9,139 | ,000 |
| a. Dependent Variable: Kepuasan Pelanggan (Y) | | | | | | |

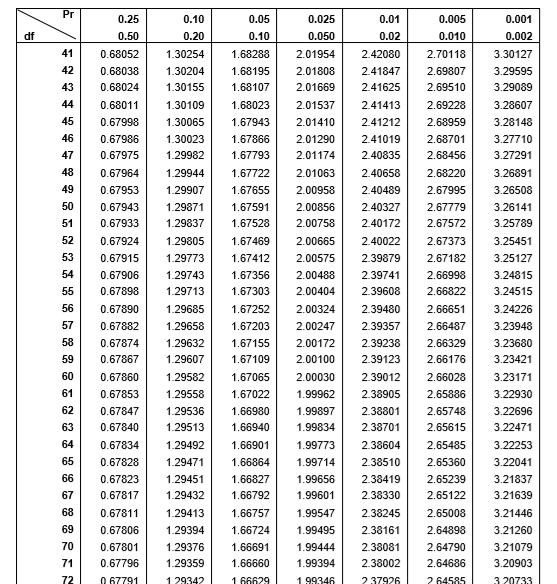
1. **Hasil analisis determinasi R square**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Model Summary** | | | | |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .763a | ,582 | ,575 | 1,361 |
| a. Predictors: (Constant), Dimensi Kualitas Pelayanan Jasa (X) | | | | |

**Lampiran 06 : Tabel r tabel**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **df = (N-2)** | **Tingkat signifikansi untuk uji satu arah** | | | | |
| **0.05** | **0.025** | **0.01** | **0.005** | **0.0005** |
| **Tingkat signifikansi untuk uji dua arah** | | | | |
| **0.1** | **0.05** | **0.02** | **0.01** | **0.001** |
| **1**  **2**  **3**  **4**  **5**  **6**  **7**  **8**  **9**  **10**  **11**  **12**  **13**  **14**  **15**  **16**  **17**  **18**  **19**  **20**  **21**  **22**  **23**  **24**  **25**  **26**  **27**  **28**  **29**  **30**  **31**  **32**  **33**  **34**  **35**  **36**  **37**  **38** | 0.9877  0.9000  0.8054  0.7293  0.6694  0.6215  0.5822  0.5494  0.5214  0.4973  0.4762  0.4575  0.4409  0.4259  0.4124  0.4000  0.3887  0.3783  0.3687  0.3598  0.3515  0.3438  0.3365  0.3297  0.3233  0.3172  0.3115  0.3061  0.3009  0.2960  0.2913  0.2869  0.2826  0.2785  0.2746  0.2709  0.2673  0.2638 | 0.9969  0.9500  0.8783  0.8114  0.7545  0.7067  0.6664  0.6319  0.6021  0.5760  0.5529  0.5324  0.5140  0.4973  0.4821  0.4683  0.4555  0.4438  0.4329  0.4227  0.4132  0.4044  0.3961  0.3882  0.3809  0.3739  0.3673  0.3610  0.3550  0.3494  0.3440  0.3388  0.3338  0.3291  0.3246  0.3202  0.3160  0.3120 | 0.9995  0.9800  0.9343  0.8822  0.8329  0.7887  0.7498  0.7155  0.6851  0.6581  0.6339  0.6120  0.5923  0.5742  0.5577  0.5425  0.5285  0.5155  0.5034  0.4921  0.4815  0.4716  0.4622  0.4534  0.4451  0.4372  0.4297  0.4226  0.4158  0.4093  0.4032  0.3972  0.3916  0.3862  0.3810  0.3760  0.3712  0.3665 | 0.9999  0.9900  0.9587  0.9172  0.8745  0.8343  0.7977  0.7646  0.7348  0.7079  0.6835  0.6614  0.6411  0.6226  0.6055  0.5897  0.5751  0.5614  0.5487  0.5368  0.5256  0.5151  0.5052  0.4958  0.4869  0.4785  0.4705  0.4629  0.4556  0.4487  0.4421  0.4357  0.4296  0.4238  0.4182  0.4128  0.4076  0.4026 | 1.0000  0.9990  0.9911  0.9741  0.9509  0.9249  0.8983  0.8721  0.8470  0.8233  0.8010  0.7800  0.7604  0.7419  0.7247  0.7084  0.6932  0.6788  0.6652  0.6524  0.6402  0.6287  0.6178  0.6074  0.5974  0.5880  0.5790  0.5703  0.5620  0.5541  0.5465  0.5392  0.5322  0.5254  0.5189  0.5126  0.5066  0.5007 |

**Lampiran 07 : Tabel t tabel**

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