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# LAMPIRAN

**Lampiran 1**

Lembar Kuisioner

Perihal : Permohonan Pengisian Kuesioner

Judul Penelitian : Pengaruh *Reliability, Assurance* Dan *Responsiveness* Terhadap Kepuasan Pelanggan Pengguna Layanan Online PLN Jatibarang

Kepada Yth,

Sdr. Responden

Di Tempat

Dengan Hormat,

Dalam rangka menyelesaikan penelitian, saya Mahasiswa Fakultas Ekonomi dan Bisnis Universitas Pancasakti Tegal, mohon partisipasi dari Sdr untuk mengisi kuesioner yang telah kami sediakan.

Adapun data yang kami minta adalah sesuai dengan kondisi yang dirasakan Sdr selama ini. Kami akan menjaga kerahasiaan karena data ini hanya untuk kepentingan penelitian.

Setiap jawaban yang diberikan merupakan bantuan yang tidak ternilai harganya bagi penelitian ini.

Atas perhatian dan bantuannya, kami mengucapkan terima kasih.

Tegal, Januari 2024

Hormat Saya,

**Afif Izal Al Farizi**

**KARAKTERISTIK RESPONDEN**

1. **Jenis Kelamin**
2. Perempuan
3. Laki-laki
4. **Usia**
5. 21-30 tahun
6. 31-40 tahun
7. > 40 tahun
8. **Jenis Pekerjaan**
9. Pegawai Swasta/ Negeri
10. Wiraswasta
11. Lainya

**Keterangan**

1. STS : Sangat Tidak Setuju
2. TS : Tidak Setuju
3. N : Netral
4. S : Setuju
5. SS : Sangat Setuju

**Petunjuk Pengisian**

Berilah tanda *check list* (√ ) pada salah satu jawaban yang paling sesuai dengan pendapat saudara.

1. *Reliability* (Keandalan) (X1)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Pertanyaan | STS | TS | N | S | SS |
| 1 | Aplikasi siap melayani dan membantu pelanggan |  |  |  |  |  |
| 2 | Selalu siap digunakan oleh pelanggan kapanpun |  |  |  |  |  |
| 3 | Terdapat banyak pilihan menu untuk pelaporan |  |  |  |  |  |
| 4 | Kemudahan saat mengakses aplikasi untuk pelaporan |  |  |  |  |  |
| 5 | Dapat digunakan saat keadaan darurat |  |  |  |  |  |

1. *Assurance* (Jaminan) (X2)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Pertanyaan | STS | TS | N | S | SS |
| 1 | Terdapat beberapa produk jaminan jika terjadi kendala |  |  |  |  |  |
| 2 | Jaminan tanggungan kerusakan bagi pelanggan |  |  |  |  |  |
| 3 | Jika terjadi kendala mudah untuk mendapatkan jaminan |  |  |  |  |  |
| 4 | Kemudahan saat pengajuan jaminan pelanggan |  |  |  |  |  |
| 5 | Aplikasi dapat memahami kebutuhan spesifikasi pelanggan |  |  |  |  |  |

1. *Responsiveness* (sikap tanggap dan perduli) (X3)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Pertanyaan | STS | TS | N | S | SS |
| 1 | Aplikasi siap membantu pelanggan bila mengalami kesulitan |  |  |  |  |  |
| 2 | Respond yang cepat sangat membantu pelanggan |  |  |  |  |  |
| 3 | Keramahan saat melayani laporan pelanggan sudah baik |  |  |  |  |  |
| 4 | Keperdulian PLN membuat aplikasi mobile sanagat membantu |  |  |  |  |  |
| 5 | Aplikasi dapat memberikan arahan yang tepat disaat kondisi yang sedang mendesak |  |  |  |  |  |

1. Kepuasan Pelanggan (Y)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Pertanyaan | STS | TS | N | S | SS |
| 1 | Memberikan pelayanan jasa yang memuaskan sesuai dengan yang diharapkan |  |  |  |  |  |
| 2 | Mempunyai jaringan yang cukup luas dan terjangkau saat pelaporan |  |  |  |  |  |
| 3 | Terdapat berbagai pilihan menu jika ingin melakukan pelaporan |  |  |  |  |  |
| 4 | Selalu menanggapi keluhan dengan tepat dan cepat |  |  |  |  |  |
| 5 | Selalu memberikan solusi yang tepat kepada pelanggan |  |  |  |  |  |
| 6 | Dengan kemudahan saat pelaporan membuat aplikasi dinilai positif oleh pelanggan |  |  |  |  |  |

**Lampiran 2**

**Data Uji Validitas Dan Reliabilitas Variabel Kepuasan Pelanggan**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Nomor Responden | Instrumen Penelitian (Kepuasan Pelanggan) | | | | | | Skor Total |
| Y.1 | Y.2 | Y.3 | Y.4 | Y.5 | Y.6 |
| 1 | 4 | 4 | 4 | 4 | 4 | 5 | 25 |
| 2 | 3 | 4 | 3 | 3 | 3 | 3 | 19 |
| 3 | 5 | 5 | 4 | 4 | 5 | 4 | 27 |
| 4 | 4 | 3 | 4 | 3 | 4 | 3 | 21 |
| 5 | 3 | 4 | 4 | 3 | 3 | 4 | 21 |
| 6 | 5 | 5 | 4 | 5 | 3 | 3 | 25 |
| 7 | 3 | 3 | 4 | 5 | 3 | 4 | 22 |
| 8 | 4 | 4 | 4 | 4 | 3 | 3 | 22 |
| 9 | 5 | 4 | 5 | 5 | 5 | 5 | 29 |
| 10 | 4 | 4 | 5 | 4 | 4 | 4 | 25 |
| 11 | 5 | 4 | 5 | 4 | 5 | 5 | 28 |
| 12 | 4 | 4 | 5 | 4 | 3 | 4 | 24 |
| 13 | 5 | 5 | 5 | 5 | 4 | 4 | 28 |
| 14 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| 15 | 4 | 4 | 4 | 5 | 4 | 4 | 25 |
| 16 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| 17 | 3 | 4 | 5 | 3 | 4 | 5 | 24 |
| 18 | 4 | 4 | 4 | 4 | 3 | 5 | 24 |
| 19 | 4 | 4 | 4 | 5 | 4 | 5 | 26 |
| 20 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 21 | 3 | 4 | 3 | 4 | 3 | 3 | 20 |
| 22 | 4 | 4 | 3 | 3 | 3 | 4 | 21 |
| 23 | 4 | 5 | 4 | 5 | 4 | 4 | 26 |
| 24 | 4 | 5 | 4 | 4 | 5 | 5 | 27 |
| 25 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 26 | 4 | 3 | 4 | 4 | 4 | 3 | 22 |
| 27 | 5 | 5 | 5 | 5 | 4 | 4 | 28 |
| 28 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 29 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 30 | 4 | 5 | 4 | 4 | 5 | 5 | 27 |

**Lampiran 3**

**Data Uji Validitas Dan Reliabilitas Variabel *Reliability***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Nomor Responden | Instrumen Penelitian *(Reliability)* | | | | | Skor Total |
| X1.1 | X1.2 | X1.3 | X1.4 | X1.5 |
| 1 | 4 | 4 | 5 | 5 | 5 | 23 |
| 2 | 4 | 3 | 3 | 3 | 3 | 16 |
| 3 | 4 | 5 | 5 | 5 | 4 | 23 |
| 4 | 4 | 4 | 5 | 3 | 4 | 20 |
| 5 | 5 | 3 | 4 | 4 | 4 | 20 |
| 6 | 4 | 5 | 5 | 5 | 4 | 23 |
| 7 | 5 | 3 | 4 | 3 | 5 | 20 |
| 8 | 4 | 4 | 4 | 4 | 4 | 20 |
| 9 | 5 | 5 | 4 | 4 | 5 | 23 |
| 10 | 4 | 4 | 4 | 5 | 4 | 21 |
| 11 | 5 | 5 | 5 | 5 | 4 | 24 |
| 12 | 5 | 4 | 4 | 5 | 4 | 22 |
| 13 | 4 | 5 | 4 | 5 | 5 | 23 |
| 14 | 4 | 5 | 4 | 3 | 4 | 20 |
| 15 | 5 | 4 | 5 | 4 | 5 | 23 |
| 16 | 5 | 4 | 5 | 5 | 5 | 24 |
| 17 | 4 | 3 | 5 | 5 | 4 | 21 |
| 18 | 5 | 4 | 5 | 4 | 4 | 22 |
| 19 | 5 | 4 | 5 | 5 | 4 | 23 |
| 20 | 4 | 4 | 4 | 4 | 4 | 20 |
| 21 | 4 | 3 | 3 | 4 | 3 | 17 |
| 22 | 4 | 4 | 4 | 4 | 4 | 20 |
| 23 | 5 | 4 | 5 | 4 | 5 | 23 |
| 24 | 5 | 4 | 5 | 5 | 4 | 23 |
| 25 | 4 | 4 | 5 | 3 | 5 | 21 |
| 26 | 5 | 4 | 4 | 4 | 4 | 21 |
| 27 | 4 | 5 | 5 | 5 | 5 | 24 |
| 28 | 4 | 4 | 4 | 4 | 5 | 21 |
| 29 | 4 | 4 | 4 | 4 | 4 | 20 |
| 30 | 5 | 4 | 5 | 5 | 5 | 24 |

**Lampiran 4**

**Data Uji Validitas Dan Reliabilitas Variabel *Assurance***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Nomor Responden | Instrumen Penelitian *(Assurance)* | | | | | Skor Total |
| X2.1 | X2.2 | X2.3 | X2.4 | X2.5 |
| 1 | 4 | 4 | 5 | 4 | 4 | 21 |
| 2 | 3 | 3 | 3 | 4 | 4 | 17 |
| 3 | 5 | 5 | 5 | 3 | 4 | 22 |
| 4 | 4 | 3 | 5 | 3 | 4 | 19 |
| 5 | 4 | 3 | 4 | 4 | 4 | 19 |
| 6 | 5 | 5 | 5 | 5 | 4 | 24 |
| 7 | 3 | 4 | 4 | 3 | 4 | 18 |
| 8 | 4 | 3 | 4 | 4 | 4 | 19 |
| 9 | 4 | 4 | 4 | 5 | 5 | 22 |
| 10 | 4 | 4 | 4 | 5 | 4 | 21 |
| 11 | 5 | 5 | 5 | 5 | 5 | 25 |
| 12 | 5 | 4 | 4 | 4 | 5 | 22 |
| 13 | 5 | 4 | 4 | 5 | 4 | 22 |
| 14 | 3 | 5 | 4 | 3 | 4 | 19 |
| 15 | 4 | 4 | 5 | 4 | 5 | 22 |
| 16 | 5 | 5 | 5 | 5 | 5 | 25 |
| 17 | 4 | 4 | 5 | 4 | 4 | 21 |
| 18 | 5 | 5 | 5 | 5 | 4 | 24 |
| 19 | 5 | 5 | 5 | 5 | 5 | 25 |
| 20 | 4 | 4 | 4 | 4 | 4 | 20 |
| 21 | 4 | 3 | 3 | 5 | 4 | 19 |
| 22 | 4 | 4 | 4 | 3 | 4 | 19 |
| 23 | 5 | 5 | 5 | 5 | 4 | 24 |
| 24 | 4 | 4 | 5 | 5 | 5 | 23 |
| 25 | 5 | 5 | 5 | 5 | 4 | 24 |
| 26 | 3 | 4 | 4 | 5 | 5 | 21 |
| 27 | 5 | 4 | 5 | 5 | 5 | 24 |
| 28 | 4 | 4 | 4 | 5 | 5 | 22 |
| 29 | 4 | 4 | 4 | 4 | 4 | 20 |
| 30 | 5 | 5 | 5 | 5 | 4 | 24 |

**Lampiran 5**

**Data Uji Validitas Dan Reliabilitas Variabel *Responsiveness***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Nomor Responden | Instrumen Penelitian *(Responsiveness)* | | | | | Skor total |
| X3.1 | X3.2 | X3.3 | X3.4 | X3.5 |
| 1 | 5 | 5 | 4 | 4 | 5 | 23 |
| 2 | 3 | 4 | 3 | 4 | 3 | 17 |
| 3 | 4 | 4 | 5 | 4 | 5 | 22 |
| 4 | 4 | 4 | 3 | 4 | 4 | 19 |
| 5 | 5 | 4 | 4 | 3 | 3 | 19 |
| 6 | 4 | 4 | 5 | 5 | 5 | 23 |
| 7 | 5 | 4 | 3 | 4 | 4 | 20 |
| 8 | 4 | 4 | 4 | 3 | 4 | 19 |
| 9 | 5 | 5 | 4 | 5 | 5 | 24 |
| 10 | 5 | 4 | 5 | 4 | 5 | 23 |
| 11 | 5 | 5 | 4 | 5 | 5 | 24 |
| 12 | 5 | 4 | 5 | 4 | 4 | 22 |
| 13 | 5 | 4 | 5 | 5 | 5 | 24 |
| 14 | 5 | 4 | 5 | 5 | 4 | 23 |
| 15 | 4 | 4 | 5 | 4 | 5 | 22 |
| 16 | 4 | 5 | 5 | 5 | 4 | 23 |
| 17 | 4 | 4 | 4 | 4 | 5 | 21 |
| 18 | 5 | 5 | 4 | 4 | 4 | 22 |
| 19 | 4 | 5 | 4 | 4 | 5 | 22 |
| 20 | 4 | 5 | 4 | 4 | 4 | 21 |
| 21 | 4 | 4 | 4 | 2 | 4 | 18 |
| 22 | 4 | 3 | 4 | 4 | 3 | 18 |
| 23 | 5 | 5 | 4 | 4 | 4 | 22 |
| 24 | 5 | 5 | 5 | 5 | 4 | 24 |
| 25 | 5 | 5 | 4 | 4 | 4 | 22 |
| 26 | 5 | 5 | 4 | 4 | 4 | 22 |
| 27 | 5 | 4 | 5 | 4 | 5 | 23 |
| 28 | 4 | 5 | 5 | 4 | 4 | 22 |
| 29 | 4 | 5 | 4 | 4 | 4 | 21 |
| 30 | 5 | 4 | 5 | 5 | 4 | 23 |

**Lampiran 6**

**Uji Validitas Variabel Kepuasan Pelanggan (Y)**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | |
|  | | Y1 | Y2 | Y3 | Y4 | Y5 | Y6 | Total\_Y |
| Y1 | Pearson Correlation | 1 | .425\* | .425\* | .533\*\* | .469\*\* | .136 | .731\*\* |
| Sig. (2-tailed) |  | .019 | .019 | .002 | .009 | .473 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y2 | Pearson Correlation | .425\* | 1 | .213 | .285 | .368\* | .286 | .623\*\* |
| Sig. (2-tailed) | .019 |  | .258 | .127 | .045 | .125 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y3 | Pearson Correlation | .425\* | .213 | 1 | .285 | .450\* | .450\* | .689\*\* |
| Sig. (2-tailed) | .019 | .258 |  | .127 | .013 | .013 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y4 | Pearson Correlation | .533\*\* | .285 | .285 | 1 | .171 | .114 | .590\*\* |
| Sig. (2-tailed) | .002 | .127 | .127 |  | .367 | .550 | .001 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y5 | Pearson Correlation | .469\*\* | .368\* | .450\* | .171 | 1 | .565\*\* | .761\*\* |
| Sig. (2-tailed) | .009 | .045 | .013 | .367 |  | .001 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y6 | Pearson Correlation | .136 | .286 | .450\* | .114 | .565\*\* | 1 | .647\*\* |
| Sig. (2-tailed) | .473 | .125 | .013 | .550 | .001 |  | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total\_Y | Pearson Correlation | .731\*\* | .623\*\* | .689\*\* | .590\*\* | .761\*\* | .647\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .001 | .000 | .000 |  |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | |

**Lampiran 7**

**Uji Validitas Variabel *Reliability* (X1)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | |
|  | | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | Total\_X1 |
| X1.1 | Pearson Correlation | 1 | -.093 | .259 | .142 | .241 | .429\* |
| Sig. (2-tailed) |  | .626 | .168 | .455 | .199 | .018 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.2 | Pearson Correlation | -.093 | 1 | .356 | .326 | .308 | .621\*\* |
| Sig. (2-tailed) | .626 |  | .054 | .079 | .098 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.3 | Pearson Correlation | .259 | .356 | 1 | .412\* | .471\*\* | .787\*\* |
| Sig. (2-tailed) | .168 | .054 |  | .024 | .009 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.4 | Pearson Correlation | .142 | .326 | .412\* | 1 | .125 | .677\*\* |
| Sig. (2-tailed) | .455 | .079 | .024 |  | .510 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.5 | Pearson Correlation | .241 | .308 | .471\*\* | .125 | 1 | .652\*\* |
| Sig. (2-tailed) | .199 | .098 | .009 | .510 |  | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| Total\_X1 | Pearson Correlation | .429\* | .621\*\* | .787\*\* | .677\*\* | .652\*\* | 1 |
| Sig. (2-tailed) | .018 | .000 | .000 | .000 | .000 |  |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | |

**Lampiran 8**

**Uji Validitas Variabel *Assurance* (X2)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | |
|  | | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | Total\_X2 |
| X2.1 | Pearson Correlation | 1 | .547\*\* | .600\*\* | .461\* | .139 | .812\*\* |
| Sig. (2-tailed) |  | .002 | .000 | .010 | .465 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.2 | Pearson Correlation | .547\*\* | 1 | .617\*\* | .269 | .137 | .754\*\* |
| Sig. (2-tailed) | .002 |  | .000 | .151 | .470 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.3 | Pearson Correlation | .600\*\* | .617\*\* | 1 | .161 | .191 | .734\*\* |
| Sig. (2-tailed) | .000 | .000 |  | .396 | .311 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.4 | Pearson Correlation | .461\* | .269 | .161 | 1 | .407\* | .682\*\* |
| Sig. (2-tailed) | .010 | .151 | .396 |  | .025 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X2.5 | Pearson Correlation | .139 | .137 | .191 | .407\* | 1 | .480\*\* |
| Sig. (2-tailed) | .465 | .470 | .311 | .025 |  | .007 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| Total\_X2 | Pearson Correlation | .812\*\* | .754\*\* | .734\*\* | .682\*\* | .480\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .007 |  |
| N | 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). | | | | | | | |

**Lampiran 9**

**Uji Validitas Variabel *Responsiveness* (X3)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | |
|  | | X3.1 | X3.2 | X3.3 | X3.4 | X3.5 | Total\_X3 |
| X3.1 | Pearson Correlation | 1 | .214 | .231 | .265 | .188 | .590\*\* |
| Sig. (2-tailed) |  | .256 | .219 | .157 | .319 | .001 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X3.2 | Pearson Correlation | .214 | 1 | -.056 | .216 | .172 | .467\*\* |
| Sig. (2-tailed) | .256 |  | .767 | .252 | .363 | .009 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X3.3 | Pearson Correlation | .231 | -.056 | 1 | .373\* | .381\* | .644\*\* |
| Sig. (2-tailed) | .219 | .767 |  | .042 | .038 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X3.4 | Pearson Correlation | .265 | .216 | .373\* | 1 | .311 | .720\*\* |
| Sig. (2-tailed) | .157 | .252 | .042 |  | .094 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| X3.5 | Pearson Correlation | .188 | .172 | .381\* | .311 | 1 | .672\*\* |
| Sig. (2-tailed) | .319 | .363 | .038 | .094 |  | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| Total\_X3 | Pearson Correlation | .590\*\* | .467\*\* | .644\*\* | .720\*\* | .672\*\* | 1 |
| Sig. (2-tailed) | .001 | .009 | .000 | .000 | .000 |  |
| N | 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). | | | | | | | |

**Lampiran 10**

**Uji Reliabilitas Variabel Kepuasan Pelanggan (Y)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Case Processing Summary** | | | |
|  | | N | % |
| Cases | Valid | 30 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 30 | 100.0 |
| a. Listwise deletion based on all variables in the procedure. | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .757 | 6 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item-Total Statistics** | | | | |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| Y.1 | 20.4667 | 4.947 | .583 | .699 |
| Y.2 | 20.3667 | 5.413 | .455 | .733 |
| Y.3 | 20.3667 | 5.206 | .540 | .713 |
| Y.4 | 20.4000 | 5.352 | .381 | .754 |
| Y.5 | 20.6333 | 4.654 | .604 | .691 |
| Y.6 | 20.4333 | 5.082 | .445 | .738 |

**Lampiran 11**

**Uji Reliabilitas Variabel *Reability* (X1)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Case Processing Summary** | | | |
|  | | N | % |
| Cases | Valid | 30 | 37.0 |
| Excludeda | 51 | 63.0 |
| Total | 30 | 100.0 |
| a. Listwise deletion based on all variables in the procedure. | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .636 | 5 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item-Total Statistics** | | | | |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| X1.1 | 17.0667 | 3.375 | .191 | .660 |
| X1.2 | 17.4333 | 2.806 | .358 | .598 |
| X1.3 | 17.0667 | 2.409 | .608 | .467 |
| X1.4 | 17.2333 | 2.530 | .385 | .590 |
| X1.5 | 17.2000 | 2.786 | .423 | .567 |

**Lampiran 12**

**Uji Reliabilitas Variabel *Assurance* (X2)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Case Processing Summary** | | | |
|  | | N | % |
| Cases | Valid | 30 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 30 | 100.0 |
| a. Listwise deletion based on all variables in the procedure. | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .736 | 5 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item-Total Statistics** | | | | |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| X2.1 | 17.3000 | 3.183 | .660 | .623 |
| X2.2 | 17.4000 | 3.352 | .566 | .663 |
| X2.3 | 17.1333 | 3.568 | .562 | .668 |
| X2.4 | 17.2000 | 3.476 | .430 | .724 |
| X2.5 | 17.2333 | 4.461 | .295 | .752 |

**Lampiran 13**

**Uji Reliabilitas Variabel *Responsiveness* (X3)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Case Processing Summary** | | | |
|  | | N | % |
| Cases | Valid | 30 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 30 | 100.0 |
| a. Listwise deletion based on all variables in the procedure. | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .605 | 5 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item-Total Statistics** | | | | |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| X3.1 | 17.1000 | 2.783 | .343 | .560 |
| X3.2 | 17.2000 | 3.062 | .196 | .626 |
| X3.3 | 17.3000 | 2.562 | .374 | .543 |
| X3.4 | 17.4667 | 2.326 | .469 | .486 |
| X3.5 | 17.3333 | 2.506 | .420 | .517 |

**Lampiran 14**

**Data Penelitian Variabel Kepuasan Pelanggan (Y)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Nomor Responden | Instrumen Penelitian (Kepuasan Pelanggan) | | | | | | Skor Total |
| Y.1 | Y.2 | Y.3 | Y.4 | Y.5 | Y.6 |
| 1 | 5 | 4 | 5 | 4 | 5 | 4 | 23 |
| 2 | 5 | 4 | 4 | 5 | 4 | 4 | 22 |
| 3 | 5 | 4 | 5 | 5 | 4 | 5 | 23 |
| 4 | 4 | 4 | 5 | 4 | 5 | 4 | 22 |
| 5 | 5 | 5 | 4 | 4 | 5 | 4 | 23 |
| 6 | 4 | 4 | 5 | 4 | 4 | 5 | 21 |
| 7 | 5 | 5 | 5 | 5 | 3 | 5 | 23 |
| 8 | 4 | 3 | 4 | 3 | 5 | 3 | 19 |
| 9 | 4 | 4 | 4 | 4 | 4 | 5 | 20 |
| 10 | 3 | 4 | 3 | 3 | 3 | 4 | 16 |
| 11 | 5 | 5 | 4 | 4 | 5 | 5 | 23 |
| 12 | 4 | 3 | 4 | 3 | 4 | 5 | 18 |
| 13 | 3 | 4 | 4 | 3 | 3 | 4 | 17 |
| 14 | 5 | 5 | 4 | 5 | 3 | 5 | 22 |
| 15 | 3 | 3 | 4 | 5 | 3 | 5 | 18 |
| 16 | 4 | 4 | 4 | 4 | 3 | 4 | 19 |
| 17 | 5 | 4 | 5 | 5 | 5 | 5 | 24 |
| 18 | 4 | 4 | 5 | 4 | 4 | 5 | 21 |
| 19 | 5 | 4 | 5 | 4 | 5 | 5 | 23 |
| 20 | 4 | 4 | 5 | 4 | 3 | 4 | 20 |
| 21 | 5 | 5 | 5 | 5 | 4 | 4 | 24 |
| 22 | 5 | 4 | 4 | 5 | 4 | 4 | 22 |
| 23 | 4 | 4 | 4 | 5 | 4 | 5 | 21 |
| 24 | 4 | 5 | 5 | 4 | 5 | 4 | 23 |
| 25 | 3 | 4 | 5 | 3 | 4 | 4 | 19 |
| 26 | 4 | 4 | 4 | 4 | 3 | 4 | 19 |
| 27 | 4 | 4 | 4 | 5 | 4 | 5 | 21 |
| 28 | 4 | 4 | 4 | 4 | 4 | 4 | 20 |
| 29 | 3 | 4 | 3 | 4 | 3 | 4 | 17 |
| 30 | 4 | 4 | 3 | 3 | 3 | 4 | 17 |
| 31 | 4 | 5 | 4 | 5 | 4 | 4 | 22 |
| 32 | 4 | 5 | 4 | 4 | 5 | 4 | 22 |
| 33 | 4 | 4 | 4 | 4 | 4 | 3 | 20 |
| 34 | 4 | 3 | 4 | 4 | 4 | 4 | 19 |
| 35 | 5 | 5 | 5 | 5 | 4 | 5 | 24 |
| 36 | 4 | 4 | 4 | 4 | 4 | 4 | 20 |
| 37 | 4 | 4 | 4 | 4 | 4 | 5 | 20 |
| 38 | 4 | 5 | 4 | 4 | 5 | 5 | 22 |
| 39 | 4 | 4 | 4 | 4 | 4 | 4 | 20 |
| 40 | 4 | 5 | 4 | 4 | 5 | 5 | 22 |
| 41 | 5 | 4 | 5 | 5 | 4 | 5 | 23 |
| 42 | 4 | 4 | 5 | 4 | 5 | 5 | 22 |
| 43 | 4 | 4 | 4 | 4 | 5 | 5 | 21 |
| 44 | 4 | 4 | 3 | 5 | 4 | 4 | 20 |
| 45 | 4 | 4 | 4 | 5 | 5 | 4 | 22 |
| 46 | 5 | 4 | 5 | 5 | 4 | 5 | 23 |
| 47 | 4 | 4 | 4 | 5 | 4 | 4 | 21 |
| 48 | 4 | 4 | 4 | 3 | 4 | 4 | 19 |
| 49 | 5 | 5 | 5 | 5 | 5 | 5 | 25 |
| 50 | 5 | 4 | 5 | 4 | 5 | 5 | 23 |
| 51 | 4 | 5 | 3 | 4 | 4 | 4 | 20 |
| 52 | 4 | 4 | 3 | 4 | 3 | 4 | 18 |
| 53 | 4 | 4 | 4 | 4 | 4 | 4 | 20 |
| 54 | 4 | 3 | 4 | 4 | 4 | 4 | 19 |
| 55 | 5 | 5 | 4 | 5 | 5 | 5 | 24 |
| 56 | 4 | 4 | 3 | 4 | 4 | 3 | 19 |
| 57 | 5 | 4 | 4 | 5 | 4 | 5 | 22 |
| 58 | 5 | 4 | 4 | 5 | 5 | 4 | 23 |
| 59 | 5 | 4 | 5 | 5 | 5 | 4 | 24 |
| 60 | 4 | 4 | 4 | 4 | 4 | 5 | 20 |
| 61 | 4 | 3 | 4 | 4 | 3 | 4 | 18 |
| 62 | 5 | 4 | 3 | 4 | 5 | 5 | 21 |
| 63 | 4 | 3 | 3 | 4 | 3 | 3 | 17 |
| 64 | 4 | 3 | 4 | 3 | 5 | 3 | 19 |
| 65 | 5 | 4 | 4 | 4 | 4 | 4 | 21 |
| 66 | 4 | 4 | 5 | 5 | 3 | 4 | 21 |
| 67 | 3 | 4 | 3 | 4 | 3 | 3 | 17 |
| 68 | 4 | 4 | 4 | 5 | 4 | 4 | 21 |
| 69 | 4 | 4 | 4 | 4 | 4 | 5 | 20 |
| 70 | 4 | 4 | 4 | 4 | 4 | 4 | 20 |
| 71 | 4 | 4 | 4 | 4 | 4 | 4 | 20 |
| 72 | 5 | 4 | 5 | 4 | 4 | 4 | 22 |
| 73 | 4 | 5 | 4 | 4 | 4 | 4 | 21 |
| 74 | 4 | 4 | 4 | 4 | 4 | 5 | 20 |
| 75 | 4 | 4 | 4 | 4 | 4 | 4 | 20 |
| 76 | 3 | 5 | 5 | 5 | 3 | 4 | 21 |
| 77 | 4 | 4 | 4 | 4 | 3 | 4 | 19 |
| 78 | 4 | 4 | 3 | 4 | 5 | 5 | 20 |
| 79 | 5 | 5 | 5 | 4 | 5 | 5 | 24 |
| 80 | 4 | 4 | 4 | 5 | 4 | 5 | 21 |
| 81 | 4 | 4 | 4 | 4 | 4 | 4 | 20 |
| 82 | 5 | 4 | 3 | 5 | 4 | 3 | 21 |
| 83 | 4 | 4 | 4 | 4 | 4 | 4 | 20 |
| 84 | 4 | 5 | 4 | 5 | 3 | 5 | 21 |
| 85 | 4 | 5 | 4 | 4 | 5 | 4 | 22 |
| 86 | 4 | 4 | 4 | 5 | 4 | 5 | 21 |
| 87 | 4 | 3 | 4 | 4 | 4 | 3 | 19 |
| 88 | 5 | 5 | 5 | 5 | 5 | 5 | 25 |
| 89 | 4 | 4 | 4 | 5 | 4 | 5 | 21 |
| 90 | 4 | 4 | 4 | 3 | 3 | 4 | 18 |
| 91 | 4 | 5 | 3 | 5 | 4 | 5 | 21 |
| 92 | 4 | 4 | 4 | 5 | 4 | 5 | 21 |
| 93 | 4 | 5 | 5 | 4 | 5 | 4 | 23 |
| 94 | 4 | 4 | 4 | 4 | 4 | 5 | 20 |
| 95 | 4 | 4 | 4 | 4 | 5 | 4 | 21 |
| 96 | 5 | 5 | 4 | 5 | 5 | 4 | 24 |
| 97 | 3 | 4 | 3 | 4 | 3 | 5 | 17 |
| 98 | 4 | 5 | 5 | 5 | 5 | 4 | 24 |
| 99 | 4 | 4 | 4 | 3 | 4 | 4 | 19 |
| 100 | 5 | 4 | 4 | 5 | 4 | 4 | 22 |

**Lampiran 15**

**Data Penelitian Variabel *Reliability* (X1)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Nomor Responden | Instrumen Penelitian *(Reliability)* | | | | | Skor Total |
| X1.1 | X1.2 | X1.3 | X1.4 | X1.5 |
| 1 | 4 | 5 | 3 | 5 | 5 | 22 |
| 2 | 5 | 4 | 5 | 4 | 3 | 21 |
| 3 | 5 | 5 | 5 | 4 | 5 | 24 |
| 4 | 4 | 5 | 4 | 4 | 5 | 22 |
| 5 | 4 | 4 | 5 | 5 | 4 | 22 |
| 6 | 4 | 5 | 4 | 4 | 5 | 22 |
| 7 | 4 | 5 | 5 | 5 | 5 | 24 |
| 8 | 3 | 3 | 3 | 3 | 3 | 15 |
| 9 | 4 | 5 | 5 | 5 | 5 | 24 |
| 10 | 4 | 4 | 3 | 3 | 3 | 17 |
| 11 | 4 | 3 | 5 | 5 | 4 | 21 |
| 12 | 4 | 3 | 5 | 3 | 4 | 19 |
| 13 | 5 | 4 | 4 | 4 | 4 | 21 |
| 14 | 4 | 5 | 5 | 5 | 4 | 23 |
| 15 | 5 | 5 | 4 | 3 | 5 | 22 |
| 16 | 4 | 4 | 4 | 4 | 4 | 20 |
| 17 | 5 | 5 | 4 | 4 | 5 | 23 |
| 18 | 4 | 4 | 4 | 5 | 4 | 21 |
| 19 | 5 | 5 | 5 | 5 | 4 | 24 |
| 20 | 5 | 4 | 4 | 5 | 4 | 22 |
| 21 | 4 | 5 | 4 | 5 | 5 | 23 |
| 22 | 4 | 5 | 4 | 3 | 4 | 20 |
| 23 | 5 | 4 | 5 | 4 | 5 | 23 |
| 24 | 5 | 4 | 5 | 5 | 5 | 24 |
| 25 | 4 | 3 | 5 | 5 | 4 | 21 |
| 26 | 5 | 5 | 5 | 4 | 4 | 23 |
| 27 | 5 | 4 | 5 | 5 | 4 | 23 |
| 28 | 4 | 4 | 4 | 4 | 4 | 20 |
| 29 | 4 | 4 | 3 | 4 | 3 | 18 |
| 30 | 4 | 4 | 4 | 4 | 4 | 20 |
| 31 | 5 | 5 | 5 | 4 | 5 | 24 |
| 32 | 5 | 5 | 5 | 5 | 4 | 24 |
| 33 | 4 | 5 | 5 | 3 | 5 | 22 |
| 34 | 5 | 4 | 4 | 4 | 4 | 21 |
| 35 | 4 | 4 | 5 | 5 | 5 | 23 |
| 36 | 4 | 4 | 4 | 4 | 5 | 21 |
| 37 | 4 | 4 | 4 | 4 | 4 | 20 |
| 38 | 5 | 5 | 5 | 5 | 5 | 25 |
| 39 | 4 | 4 | 5 | 5 | 4 | 22 |
| 40 | 5 | 2 | 5 | 5 | 5 | 22 |
| 41 | 5 | 5 | 5 | 5 | 5 | 25 |
| 42 | 5 | 5 | 5 | 5 | 5 | 25 |
| 43 | 5 | 4 | 5 | 5 | 5 | 24 |
| 44 | 5 | 4 | 5 | 4 | 4 | 22 |
| 45 | 4 | 4 | 4 | 4 | 5 | 21 |
| 46 | 5 | 5 | 4 | 5 | 4 | 23 |
| 47 | 4 | 4 | 5 | 5 | 5 | 23 |
| 48 | 4 | 4 | 4 | 4 | 5 | 21 |
| 49 | 5 | 5 | 5 | 5 | 5 | 25 |
| 50 | 5 | 5 | 5 | 4 | 5 | 24 |
| 51 | 4 | 4 | 5 | 3 | 5 | 21 |
| 52 | 5 | 3 | 5 | 4 | 3 | 20 |
| 53 | 5 | 4 | 4 | 5 | 4 | 22 |
| 54 | 4 | 3 | 5 | 5 | 4 | 21 |
| 55 | 4 | 5 | 5 | 5 | 4 | 23 |
| 56 | 4 | 4 | 3 | 4 | 3 | 18 |
| 57 | 5 | 5 | 5 | 4 | 4 | 23 |
| 58 | 4 | 5 | 4 | 5 | 5 | 23 |
| 59 | 5 | 5 | 5 | 4 | 5 | 24 |
| 60 | 4 | 4 | 4 | 4 | 4 | 20 |
| 61 | 3 | 4 | 4 | 3 | 4 | 18 |
| 62 | 4 | 4 | 5 | 5 | 4 | 22 |
| 63 | 3 | 4 | 4 | 3 | 3 | 17 |
| 64 | 4 | 3 | 4 | 2 | 5 | 18 |
| 65 | 4 | 4 | 3 | 4 | 4 | 19 |
| 66 | 3 | 5 | 5 | 4 | 4 | 21 |
| 67 | 5 | 5 | 4 | 4 | 4 | 22 |
| 68 | 4 | 4 | 4 | 4 | 5 | 21 |
| 69 | 4 | 3 | 5 | 5 | 5 | 22 |
| 70 | 4 | 4 | 4 | 4 | 4 | 20 |
| 71 | 4 | 5 | 4 | 5 | 4 | 22 |
| 72 | 5 | 4 | 4 | 5 | 5 | 23 |
| 73 | 5 | 5 | 5 | 5 | 5 | 25 |
| 74 | 4 | 4 | 5 | 4 | 4 | 21 |
| 75 | 4 | 4 | 4 | 4 | 4 | 20 |
| 76 | 4 | 4 | 4 | 4 | 4 | 20 |
| 77 | 3 | 4 | 4 | 4 | 4 | 19 |
| 78 | 5 | 5 | 5 | 5 | 5 | 25 |
| 79 | 5 | 5 | 4 | 5 | 5 | 24 |
| 80 | 4 | 4 | 4 | 5 | 5 | 22 |
| 81 | 4 | 4 | 5 | 4 | 4 | 21 |
| 82 | 4 | 3 | 5 | 4 | 5 | 21 |
| 83 | 4 | 4 | 4 | 4 | 4 | 20 |
| 84 | 4 | 5 | 5 | 4 | 4 | 22 |
| 85 | 4 | 5 | 4 | 4 | 5 | 22 |
| 86 | 4 | 4 | 4 | 5 | 5 | 22 |
| 87 | 4 | 4 | 5 | 4 | 5 | 22 |
| 88 | 5 | 5 | 5 | 4 | 5 | 24 |
| 89 | 4 | 4 | 5 | 5 | 4 | 22 |
| 90 | 4 | 4 | 4 | 4 | 4 | 20 |
| 91 | 4 | 4 | 3 | 5 | 3 | 19 |
| 92 | 4 | 3 | 5 | 4 | 4 | 20 |
| 93 | 5 | 5 | 4 | 5 | 4 | 23 |
| 94 | 4 | 3 | 4 | 4 | 4 | 19 |
| 95 | 3 | 4 | 4 | 5 | 4 | 20 |
| 96 | 5 | 4 | 4 | 5 | 5 | 23 |
| 97 | 3 | 4 | 3 | 4 | 3 | 17 |
| 98 | 5 | 5 | 5 | 5 | 4 | 24 |
| 99 | 3 | 4 | 4 | 4 | 4 | 19 |
| 100 | 5 | 4 | 5 | 5 | 4 | 23 |

**Lampiran 15**

**Data Penelitian Variabel *Assurance* (X2)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Nomor Responden | Instrumen Penelitian *(Assurance)* | | | | | Skor Total |
| X2.1 | X2.2 | X2.3 | X2.4 | X2.5 |
| 1 | 5 | 4 | 4 | 4 | 5 | 22 |
| 2 | 4 | 5 | 4 | 4 | 5 | 22 |
| 3 | 5 | 4 | 5 | 5 | 4 | 23 |
| 4 | 4 | 5 | 4 | 4 | 5 | 22 |
| 5 | 5 | 4 | 4 | 5 | 4 | 22 |
| 6 | 5 | 4 | 5 | 4 | 4 | 22 |
| 7 | 5 | 4 | 5 | 5 | 5 | 24 |
| 8 | 4 | 4 | 3 | 4 | 5 | 20 |
| 9 | 4 | 4 | 5 | 4 | 4 | 21 |
| 10 | 3 | 3 | 4 | 4 | 4 | 18 |
| 11 | 5 | 5 | 5 | 3 | 4 | 22 |
| 12 | 4 | 3 | 5 | 3 | 4 | 19 |
| 13 | 4 | 3 | 4 | 4 | 4 | 19 |
| 14 | 5 | 5 | 5 | 5 | 4 | 24 |
| 15 | 3 | 4 | 5 | 3 | 4 | 19 |
| 16 | 4 | 3 | 4 | 4 | 4 | 19 |
| 17 | 4 | 4 | 5 | 5 | 5 | 23 |
| 18 | 4 | 4 | 5 | 5 | 4 | 22 |
| 19 | 5 | 5 | 5 | 5 | 5 | 25 |
| 20 | 5 | 4 | 4 | 4 | 5 | 22 |
| 21 | 5 | 4 | 4 | 5 | 4 | 22 |
| 22 | 3 | 5 | 4 | 3 | 4 | 19 |
| 23 | 4 | 4 | 5 | 4 | 5 | 22 |
| 24 | 5 | 5 | 4 | 5 | 5 | 24 |
| 25 | 4 | 4 | 4 | 4 | 4 | 20 |
| 26 | 5 | 5 | 4 | 5 | 4 | 23 |
| 27 | 5 | 5 | 5 | 5 | 5 | 25 |
| 28 | 4 | 4 | 4 | 4 | 4 | 20 |
| 29 | 4 | 3 | 4 | 5 | 4 | 20 |
| 30 | 4 | 4 | 4 | 3 | 4 | 19 |
| 31 | 5 | 5 | 4 | 5 | 4 | 23 |
| 32 | 4 | 4 | 4 | 5 | 5 | 22 |
| 33 | 5 | 5 | 3 | 5 | 4 | 22 |
| 34 | 3 | 4 | 4 | 5 | 5 | 21 |
| 35 | 5 | 4 | 5 | 5 | 5 | 24 |
| 36 | 4 | 4 | 4 | 5 | 5 | 22 |
| 37 | 4 | 4 | 5 | 4 | 4 | 21 |
| 38 | 5 | 5 | 5 | 5 | 4 | 24 |
| 39 | 4 | 4 | 4 | 5 | 4 | 21 |
| 40 | 5 | 4 | 5 | 4 | 4 | 22 |
| 41 | 5 | 5 | 5 | 5 | 4 | 24 |
| 42 | 5 | 5 | 5 | 5 | 4 | 24 |
| 43 | 5 | 5 | 5 | 5 | 5 | 25 |
| 44 | 4 | 4 | 4 | 5 | 4 | 21 |
| 45 | 4 | 4 | 4 | 5 | 4 | 21 |
| 46 | 5 | 5 | 5 | 4 | 4 | 23 |
| 47 | 5 | 4 | 4 | 4 | 5 | 22 |
| 48 | 5 | 4 | 4 | 4 | 4 | 21 |
| 49 | 5 | 5 | 5 | 5 | 5 | 25 |
| 50 | 5 | 5 | 5 | 4 | 5 | 24 |
| 51 | 5 | 5 | 4 | 5 | 4 | 23 |
| 52 | 4 | 3 | 4 | 3 | 3 | 17 |
| 53 | 4 | 4 | 4 | 4 | 5 | 21 |
| 54 | 5 | 4 | 4 | 4 | 4 | 21 |
| 55 | 5 | 5 | 5 | 5 | 5 | 25 |
| 56 | 3 | 4 | 3 | 4 | 5 | 19 |
| 57 | 4 | 5 | 5 | 4 | 5 | 23 |
| 58 | 5 | 5 | 4 | 5 | 5 | 24 |
| 59 | 5 | 5 | 4 | 5 | 5 | 24 |
| 60 | 4 | 4 | 5 | 4 | 4 | 21 |
| 61 | 4 | 3 | 4 | 4 | 4 | 19 |
| 62 | 5 | 5 | 5 | 4 | 4 | 23 |
| 63 | 3 | 3 | 3 | 3 | 4 | 16 |
| 64 | 4 | 4 | 3 | 4 | 3 | 18 |
| 65 | 4 | 4 | 4 | 4 | 5 | 21 |
| 66 | 5 | 4 | 4 | 5 | 4 | 22 |
| 67 | 4 | 4 | 3 | 4 | 3 | 18 |
| 68 | 4 | 4 | 4 | 5 | 4 | 21 |
| 69 | 5 | 5 | 5 | 4 | 5 | 24 |
| 70 | 4 | 4 | 4 | 4 | 4 | 20 |
| 71 | 4 | 5 | 4 | 4 | 4 | 21 |
| 72 | 5 | 5 | 4 | 4 | 4 | 22 |
| 73 | 5 | 4 | 4 | 4 | 4 | 21 |
| 74 | 5 | 4 | 5 | 4 | 4 | 22 |
| 75 | 4 | 4 | 4 | 4 | 4 | 20 |
| 76 | 5 | 5 | 4 | 5 | 4 | 23 |
| 77 | 5 | 4 | 4 | 3 | 4 | 20 |
| 78 | 4 | 4 | 5 | 5 | 4 | 22 |
| 79 | 4 | 5 | 5 | 5 | 5 | 24 |
| 80 | 5 | 5 | 5 | 5 | 5 | 25 |
| 81 | 5 | 4 | 4 | 5 | 5 | 23 |
| 82 | 4 | 5 | 3 | 4 | 4 | 20 |
| 83 | 4 | 4 | 4 | 4 | 4 | 20 |
| 84 | 4 | 4 | 5 | 5 | 4 | 22 |
| 85 | 4 | 4 | 4 | 5 | 4 | 21 |
| 86 | 4 | 4 | 5 | 5 | 4 | 22 |
| 87 | 4 | 3 | 3 | 5 | 4 | 19 |
| 88 | 4 | 5 | 5 | 5 | 5 | 24 |
| 89 | 4 | 5 | 5 | 5 | 5 | 24 |
| 90 | 3 | 4 | 4 | 3 | 4 | 18 |
| 91 | 5 | 4 | 5 | 3 | 5 | 22 |
| 92 | 4 | 5 | 5 | 5 | 4 | 23 |
| 93 | 5 | 5 | 4 | 5 | 4 | 23 |
| 94 | 4 | 4 | 5 | 4 | 4 | 21 |
| 95 | 4 | 3 | 4 | 4 | 5 | 20 |
| 96 | 5 | 5 | 4 | 5 | 5 | 24 |
| 97 | 5 | 5 | 5 | 5 | 5 | 25 |
| 98 | 5 | 4 | 4 | 5 | 4 | 22 |
| 99 | 4 | 4 | 4 | 3 | 4 | 19 |
| 100 | 3 | 5 | 4 | 5 | 5 | 22 |

**Lampiran 16**

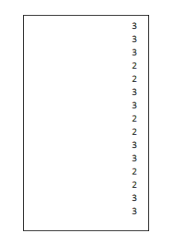
**Data Penelitian Variabel *Responsiveness* (X3)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Nomor Responden | Instrumen Penelitian *(Responsiveness)* | | | | | Skor total |
| X3.1 | X3.2 | X3.3 | X3.4 | X3.5 |
| 1 | 4 | 5 | 5 | 4 | 5 | 23 |
| 2 | 5 | 4 | 5 | 5 | 4 | 23 |
| 3 | 4 | 5 | 4 | 5 | 5 | 23 |
| 4 | 5 | 4 | 5 | 5 | 4 | 23 |
| 5 | 5 | 5 | 5 | 5 | 5 | 25 |
| 6 | 5 | 5 | 4 | 5 | 5 | 24 |
| 7 | 5 | 5 | 4 | 4 | 5 | 23 |
| 8 | 5 | 4 | 4 | 3 | 3 | 19 |
| 9 | 5 | 5 | 4 | 4 | 5 | 23 |
| 10 | 3 | 4 | 3 | 4 | 3 | 17 |
| 11 | 4 | 4 | 5 | 4 | 5 | 22 |
| 12 | 4 | 4 | 3 | 4 | 4 | 19 |
| 13 | 5 | 4 | 4 | 3 | 3 | 19 |
| 14 | 4 | 4 | 5 | 5 | 5 | 23 |
| 15 | 5 | 4 | 3 | 4 | 4 | 20 |
| 16 | 4 | 4 | 4 | 3 | 4 | 19 |
| 17 | 5 | 5 | 4 | 5 | 5 | 24 |
| 18 | 5 | 4 | 5 | 4 | 5 | 23 |
| 19 | 5 | 5 | 4 | 5 | 5 | 24 |
| 20 | 5 | 4 | 5 | 4 | 4 | 22 |
| 21 | 5 | 4 | 5 | 5 | 5 | 24 |
| 22 | 5 | 4 | 5 | 5 | 4 | 23 |
| 23 | 4 | 4 | 5 | 4 | 5 | 22 |
| 24 | 4 | 5 | 5 | 5 | 4 | 23 |
| 25 | 4 | 4 | 4 | 4 | 5 | 21 |
| 26 | 5 | 5 | 4 | 4 | 4 | 22 |
| 27 | 4 | 5 | 4 | 4 | 5 | 22 |
| 28 | 4 | 5 | 4 | 4 | 4 | 21 |
| 29 | 4 | 4 | 4 | 2 | 4 | 18 |
| 30 | 4 | 3 | 4 | 4 | 3 | 18 |
| 31 | 5 | 5 | 4 | 4 | 4 | 22 |
| 32 | 5 | 5 | 5 | 5 | 4 | 24 |
| 33 | 5 | 5 | 4 | 4 | 4 | 22 |
| 34 | 5 | 5 | 4 | 4 | 4 | 22 |
| 35 | 5 | 4 | 5 | 4 | 5 | 23 |
| 36 | 4 | 5 | 5 | 4 | 4 | 22 |
| 37 | 4 | 5 | 4 | 4 | 4 | 21 |
| 38 | 5 | 4 | 5 | 5 | 4 | 23 |
| 39 | 4 | 4 | 4 | 3 | 4 | 19 |
| 40 | 4 | 5 | 5 | 5 | 4 | 23 |
| 41 | 4 | 5 | 4 | 5 | 5 | 23 |
| 42 | 5 | 5 | 4 | 4 | 5 | 23 |
| 43 | 4 | 5 | 5 | 5 | 4 | 23 |
| 44 | 5 | 5 | 5 | 4 | 5 | 24 |
| 45 | 4 | 4 | 5 | 4 | 4 | 21 |
| 46 | 5 | 5 | 4 | 4 | 5 | 23 |
| 47 | 4 | 4 | 4 | 5 | 4 | 21 |
| 48 | 4 | 4 | 5 | 3 | 4 | 20 |
| 49 | 5 | 5 | 5 | 5 | 5 | 25 |
| 50 | 5 | 5 | 4 | 5 | 4 | 23 |
| 51 | 4 | 4 | 5 | 4 | 3 | 20 |
| 52 | 3 | 3 | 3 | 4 | 5 | 18 |
| 53 | 5 | 4 | 4 | 4 | 4 | 21 |
| 54 | 5 | 5 | 4 | 4 | 4 | 22 |
| 55 | 4 | 5 | 5 | 5 | 5 | 24 |
| 56 | 4 | 4 | 4 | 4 | 4 | 20 |
| 57 | 4 | 4 | 4 | 5 | 5 | 22 |
| 58 | 5 | 4 | 5 | 5 | 4 | 23 |
| 59 | 5 | 5 | 5 | 5 | 5 | 25 |
| 60 | 4 | 5 | 3 | 4 | 3 | 19 |
| 61 | 3 | 4 | 4 | 3 | 4 | 18 |
| 62 | 5 | 5 | 4 | 5 | 4 | 23 |
| 63 | 4 | 3 | 4 | 4 | 4 | 19 |
| 64 | 5 | 3 | 4 | 3 | 5 | 20 |
| 65 | 4 | 4 | 4 | 5 | 4 | 21 |
| 66 | 4 | 4 | 4 | 4 | 4 | 20 |
| 67 | 4 | 4 | 4 | 3 | 4 | 19 |
| 68 | 4 | 4 | 4 | 5 | 4 | 21 |
| 69 | 4 | 4 | 5 | 4 | 4 | 21 |
| 70 | 5 | 4 | 5 | 4 | 5 | 23 |
| 71 | 4 | 3 | 4 | 4 | 4 | 19 |
| 72 | 4 | 3 | 4 | 5 | 3 | 19 |
| 73 | 5 | 5 | 5 | 4 | 4 | 23 |
| 74 | 5 | 5 | 5 | 5 | 5 | 25 |
| 75 | 5 | 5 | 5 | 5 | 4 | 24 |
| 76 | 4 | 4 | 4 | 4 | 4 | 20 |
| 77 | 4 | 4 | 5 | 5 | 4 | 22 |
| 78 | 5 | 5 | 5 | 5 | 4 | 24 |
| 79 | 5 | 5 | 5 | 5 | 4 | 24 |
| 80 | 5 | 4 | 5 | 5 | 5 | 24 |
| 81 | 4 | 4 | 4 | 5 | 4 | 21 |
| 82 | 4 | 5 | 3 | 4 | 5 | 21 |
| 83 | 5 | 5 | 4 | 3 | 4 | 21 |
| 84 | 5 | 5 | 5 | 5 | 4 | 24 |
| 85 | 5 | 5 | 4 | 4 | 4 | 22 |
| 86 | 5 | 4 | 5 | 5 | 4 | 23 |
| 87 | 4 | 4 | 3 | 5 | 5 | 21 |
| 88 | 5 | 5 | 4 | 5 | 5 | 24 |
| 89 | 5 | 4 | 3 | 3 | 4 | 19 |
| 90 | 4 | 4 | 4 | 3 | 4 | 19 |
| 91 | 4 | 5 | 3 | 5 | 5 | 22 |
| 92 | 3 | 4 | 4 | 5 | 4 | 20 |
| 93 | 5 | 5 | 5 | 4 | 5 | 24 |
| 94 | 4 | 4 | 4 | 4 | 5 | 21 |
| 95 | 4 | 3 | 4 | 3 | 5 | 19 |
| 96 | 5 | 5 | 4 | 5 | 5 | 24 |
| 97 | 3 | 4 | 4 | 3 | 4 | 18 |
| 98 | 5 | 5 | 5 | 5 | 4 | 24 |
| 99 | 4 | 4 | 4 | 4 | 4 | 20 |
| 100 | 4 | 4 | 5 | 5 | 4 | 22 |

**Lampiran 18**

**Cara merubah Data Ordinal ke Data Interval dengan menggunakan prosedur MSI dengan Excel**

Bagaimana cara mengubah data ordinal menjadi data interval dengan menggunakan bantuan Excel? Untuk mengubah data ordinal menjadi data interval dengan menggunakan Excel kita dapat lakukan dengan cara sebagai berikut. Karena tidak semua program Excel mempunyai program tambahan penghitungan MSI; maka carilah dulu program tambahan ini yang dapat di cari di Internet, melalui Google Search. Nama filenya ialah stat97.xla. Kalau sudah ketemu, lakukan langkah berikutnya, yaitu mengubah data ordinal ke data interval. Sebagai contoh kita mempunyai nilai berskala ordinal seperti di bawah ini:



Ketikkan dalam Excel data diatas; atau kita dapat mengkopi dari SPSS secara langsung ke Excel.

**Cara mengubah data tersebut dapat dilakukan dengan cara sebagai berikut:**

• Buka excel

• Klik file stat97.xla > klik Enable Macro

• Masukkan data yang akan diubah. Dapat diketikkan atau kopi (dengan menggunakan perintah Copy - Paste) dari word atau SPSS di kolom A baris 1

• Pilih Add In >Statistics>Successive Interval

• Pilih Yes

• Pada saat kursor di Data Range Blok data yang ada sampai selesai, misalnya 15 data 89

• Kemudian pindah ke Cell Output.

• Klik di kolom baru untuk membuat output, misalny di kolom B baris 1

• Tekan Next

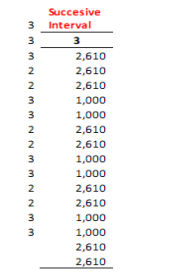
• Pilih Select all

• Isikan minimum value 1 dan maksimum value 9 (atau sesuai dengan jarak nilai terendah sampai dengan teratas)

• Tekan Next

• Tekan Finish

**Keluaran akan menjadi seperti di bawah ini:**

****

**Lampiran 19**

**Tabulasi Data MSI Penelitian Responden Variabel Kepuasan Pelanggan (Y)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Succesive Interval** | |  |  |  |  |  |
|  | **Y.1** | **Y.2** | **Y.3** | **Y.4** | **Y.5** | **Y.6** | **Skor Total** |
| 1 | 4,061 | 2,583 | 3,837 | 2,387 | 3,580 | 2,401 | 18,849 |
| 2 | 4,061 | 2,583 | 2,420 | 3,794 | 2,278 | 2,401 | 17,536 |
| 3 | 4,061 | 2,583 | 3,837 | 3,794 | 2,278 | 3,824 | 20,377 |
| 4 | 2,565 | 2,583 | 3,837 | 2,387 | 3,580 | 2,401 | 17,353 |
| 5 | 4,061 | 4,100 | 2,420 | 2,387 | 3,580 | 2,401 | 18,949 |
| 6 | 2,565 | 2,583 | 3,837 | 2,387 | 2,278 | 3,824 | 17,474 |
| 7 | 4,061 | 4,100 | 3,837 | 3,794 | 1,000 | 3,824 | 20,616 |
| 8 | 2,565 | 1,000 | 2,420 | 1,000 | 3,580 | 1,000 | 11,565 |
| 9 | 2,565 | 2,583 | 2,420 | 2,387 | 2,278 | 3,824 | 16,056 |
| 10 | 1,000 | 2,583 | 1,000 | 1,000 | 1,000 | 2,401 | 8,984 |
| 11 | 4,061 | 4,100 | 2,420 | 2,387 | 3,580 | 3,824 | 20,372 |
| 12 | 2,565 | 1,000 | 2,420 | 1,000 | 2,278 | 3,824 | 13,087 |
| 13 | 1,000 | 2,583 | 2,420 | 1,000 | 1,000 | 2,401 | 10,404 |
| 14 | 4,061 | 4,100 | 2,420 | 3,794 | 1,000 | 3,824 | 19,199 |
| 15 | 1,000 | 1,000 | 2,420 | 3,794 | 1,000 | 3,824 | 13,039 |
| 16 | 2,565 | 2,583 | 2,420 | 2,387 | 1,000 | 2,401 | 13,356 |
| 17 | 4,061 | 2,583 | 3,837 | 3,794 | 3,580 | 3,824 | 21,679 |
| 18 | 2,565 | 2,583 | 3,837 | 2,387 | 2,278 | 3,824 | 17,474 |
| 19 | 4,061 | 2,583 | 3,837 | 2,387 | 3,580 | 3,824 | 20,272 |
| 20 | 2,565 | 2,583 | 3,837 | 2,387 | 1,000 | 2,401 | 14,773 |
| 21 | 4,061 | 4,100 | 3,837 | 3,794 | 2,278 | 2,401 | 20,471 |
| 22 | 4,061 | 2,583 | 2,420 | 3,794 | 2,278 | 2,401 | 17,536 |
| 23 | 2,565 | 2,583 | 2,420 | 3,794 | 2,278 | 3,824 | 17,464 |
| 24 | 2,565 | 4,100 | 3,837 | 2,387 | 3,580 | 2,401 | 18,870 |
| 25 | 1,000 | 2,583 | 3,837 | 1,000 | 2,278 | 2,401 | 13,099 |
| 26 | 2,565 | 2,583 | 2,420 | 2,387 | 1,000 | 2,401 | 13,356 |
| 27 | 2,565 | 2,583 | 2,420 | 3,794 | 2,278 | 3,824 | 17,464 |
| 28 | 2,565 | 2,583 | 2,420 | 2,387 | 2,278 | 2,401 | 14,634 |
| 29 | 1,000 | 2,583 | 1,000 | 2,387 | 1,000 | 2,401 | 10,371 |
| 30 | 2,565 | 2,583 | 1,000 | 1,000 | 1,000 | 2,401 | 10,549 |
| 31 | 2,565 | 4,100 | 2,420 | 3,794 | 2,278 | 2,401 | 17,558 |
| 32 | 2,565 | 4,100 | 2,420 | 2,387 | 3,580 | 2,401 | 17,453 |
| 33 | 2,565 | 2,583 | 2,420 | 2,387 | 2,278 | 1,000 | 13,232 |
| 34 | 2,565 | 1,000 | 2,420 | 2,387 | 2,278 | 2,401 | 13,051 |
| 35 | 4,061 | 4,100 | 3,837 | 3,794 | 2,278 | 3,824 | 21,894 |
| 36 | 2,565 | 2,583 | 2,420 | 2,387 | 2,278 | 2,401 | 14,634 |
| 37 | 2,565 | 2,583 | 2,420 | 2,387 | 2,278 | 3,824 | 16,056 |
| 38 | 2,565 | 4,100 | 2,420 | 2,387 | 3,580 | 3,824 | 18,876 |
| 39 | 2,565 | 2,583 | 2,420 | 2,387 | 2,278 | 2,401 | 14,634 |
| 40 | 2,565 | 4,100 | 2,420 | 2,387 | 3,580 | 3,824 | 18,876 |
| 41 | 4,061 | 2,583 | 3,837 | 3,794 | 2,278 | 3,824 | 20,377 |
| 42 | 2,565 | 2,583 | 3,837 | 2,387 | 3,580 | 3,824 | 18,776 |
| 43 | 2,565 | 2,583 | 2,420 | 2,387 | 3,580 | 3,824 | 17,359 |
| 44 | 2,565 | 2,583 | 1,000 | 3,794 | 2,278 | 2,401 | 14,620 |
| 45 | 2,565 | 2,583 | 2,420 | 3,794 | 3,580 | 2,401 | 17,343 |
| 46 | 4,061 | 2,583 | 3,837 | 3,794 | 2,278 | 3,824 | 20,377 |
| 47 | 2,565 | 2,583 | 2,420 | 3,794 | 2,278 | 2,401 | 16,041 |
| 48 | 2,565 | 2,583 | 2,420 | 1,000 | 2,278 | 2,401 | 13,246 |
| 49 | 4,061 | 4,100 | 3,837 | 3,794 | 3,580 | 3,824 | 23,196 |
| 50 | 4,061 | 2,583 | 3,837 | 2,387 | 3,580 | 3,824 | 20,272 |
| 51 | 2,565 | 4,100 | 1,000 | 2,387 | 2,278 | 2,401 | 14,730 |
| 52 | 2,565 | 2,583 | 1,000 | 2,387 | 1,000 | 2,401 | 11,936 |
| 53 | 2,565 | 2,583 | 2,420 | 2,387 | 2,278 | 2,401 | 14,634 |
| 54 | 2,565 | 1,000 | 2,420 | 2,387 | 2,278 | 2,401 | 13,051 |
| 55 | 4,061 | 4,100 | 2,420 | 3,794 | 3,580 | 3,824 | 21,779 |
| 56 | 2,565 | 2,583 | 1,000 | 2,387 | 2,278 | 1,000 | 11,812 |
| 57 | 4,061 | 2,583 | 2,420 | 3,794 | 2,278 | 3,824 | 18,959 |
| 58 | 4,061 | 2,583 | 2,420 | 3,794 | 3,580 | 2,401 | 18,839 |
| 59 | 4,061 | 2,583 | 3,837 | 3,794 | 3,580 | 2,401 | 20,256 |
| 60 | 2,565 | 2,583 | 2,420 | 2,387 | 2,278 | 3,824 | 16,056 |
| 61 | 2,565 | 1,000 | 2,420 | 2,387 | 1,000 | 2,401 | 11,773 |
| 62 | 4,061 | 2,583 | 1,000 | 2,387 | 3,580 | 3,824 | 17,435 |
| 63 | 2,565 | 1,000 | 1,000 | 2,387 | 1,000 | 1,000 | 8,952 |
| 64 | 2,565 | 1,000 | 2,420 | 1,000 | 3,580 | 1,000 | 11,565 |
| 65 | 4,061 | 2,583 | 2,420 | 2,387 | 2,278 | 2,401 | 16,129 |
| 66 | 2,565 | 2,583 | 3,837 | 3,794 | 1,000 | 2,401 | 16,180 |
| 67 | 1,000 | 2,583 | 1,000 | 2,387 | 1,000 | 1,000 | 8,970 |
| 68 | 2,565 | 2,583 | 2,420 | 3,794 | 2,278 | 2,401 | 16,041 |
| 69 | 2,565 | 2,583 | 2,420 | 2,387 | 2,278 | 3,824 | 16,056 |
| 70 | 2,565 | 2,583 | 2,420 | 2,387 | 2,278 | 2,401 | 14,634 |
| 71 | 2,565 | 2,583 | 2,420 | 2,387 | 2,278 | 2,401 | 14,634 |
| 72 | 4,061 | 2,583 | 3,837 | 2,387 | 2,278 | 2,401 | 17,547 |
| 73 | 2,565 | 4,100 | 2,420 | 2,387 | 2,278 | 2,401 | 16,150 |
| 74 | 2,565 | 2,583 | 2,420 | 2,387 | 2,278 | 3,824 | 16,056 |
| 75 | 2,565 | 2,583 | 2,420 | 2,387 | 2,278 | 2,401 | 14,634 |
| 76 | 1,000 | 4,100 | 3,837 | 3,794 | 1,000 | 2,401 | 16,132 |
| 77 | 2,565 | 2,583 | 2,420 | 2,387 | 1,000 | 2,401 | 13,356 |
| 78 | 2,565 | 2,583 | 1,000 | 2,387 | 3,580 | 3,824 | 15,939 |
| 79 | 4,061 | 4,100 | 3,837 | 2,387 | 3,580 | 3,824 | 21,789 |
| 80 | 2,565 | 2,583 | 2,420 | 3,794 | 2,278 | 3,824 | 17,464 |
| 81 | 2,565 | 2,583 | 2,420 | 2,387 | 2,278 | 2,401 | 14,634 |
| 82 | 4,061 | 2,583 | 1,000 | 3,794 | 2,278 | 1,000 | 14,715 |
| 83 | 2,565 | 2,583 | 2,420 | 2,387 | 2,278 | 2,401 | 14,634 |
| 84 | 2,565 | 4,100 | 2,420 | 3,794 | 1,000 | 3,824 | 17,703 |
| 85 | 2,565 | 4,100 | 2,420 | 2,387 | 3,580 | 2,401 | 17,453 |
| 86 | 2,565 | 2,583 | 2,420 | 3,794 | 2,278 | 3,824 | 17,464 |
| 87 | 2,565 | 1,000 | 2,420 | 2,387 | 2,278 | 1,000 | 11,650 |
| 88 | 4,061 | 4,100 | 3,837 | 3,794 | 3,580 | 3,824 | 23,196 |
| 89 | 2,565 | 2,583 | 2,420 | 3,794 | 2,278 | 3,824 | 17,464 |
| 90 | 2,565 | 2,583 | 2,420 | 1,000 | 1,000 | 2,401 | 11,969 |
| 91 | 2,565 | 4,100 | 1,000 | 3,794 | 2,278 | 3,824 | 17,560 |
| 92 | 2,565 | 2,583 | 2,420 | 3,794 | 2,278 | 3,824 | 17,464 |
| 93 | 2,565 | 4,100 | 3,837 | 2,387 | 3,580 | 2,401 | 18,870 |
| 94 | 2,565 | 2,583 | 2,420 | 2,387 | 2,278 | 3,824 | 16,056 |
| 95 | 2,565 | 2,583 | 2,420 | 2,387 | 3,580 | 2,401 | 15,936 |
| 96 | 4,061 | 4,100 | 2,420 | 3,794 | 3,580 | 2,401 | 20,356 |
| 97 | 1,000 | 2,583 | 1,000 | 2,387 | 1,000 | 3,824 | 11,794 |
| 98 | 2,565 | 4,100 | 3,837 | 3,794 | 3,580 | 2,401 | 20,277 |
| 99 | 2,565 | 2,583 | 2,420 | 1,000 | 2,278 | 2,401 | 13,246 |
| 100 | 4,061 | 2,583 | 2,420 | 3,794 | 2,278 | 2,401 | 17,536 |

**Lampiran 20**

**Tabulasi Data MSI Penelitian Responden Variabel *Reliability* (X1)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Succesive Interval** | |  |  |  |  |
|  | **X1.1** | **X1.2** | **X1.3** | **X1.4** | **X1.5** | **Skor Total** |
| 1 | 2,442 | 4,686 | 1,000 | 4,562 | 3,735 | 16,424 |
| 2 | 3,879 | 3,317 | 3,672 | 3,189 | 1,000 | 15,057 |
| 3 | 3,879 | 4,686 | 3,672 | 3,189 | 3,735 | 19,161 |
| 4 | 2,442 | 4,686 | 2,277 | 3,189 | 3,735 | 16,329 |
| 5 | 2,442 | 3,317 | 3,672 | 4,562 | 2,338 | 16,331 |
| 6 | 2,442 | 4,686 | 2,277 | 3,189 | 3,735 | 16,329 |
| 7 | 2,442 | 4,686 | 3,672 | 4,562 | 3,735 | 19,097 |
| 8 | 1,000 | 2,089 | 1,000 | 2,011 | 1,000 | 7,100 |
| 9 | 2,442 | 4,686 | 3,672 | 4,562 | 3,735 | 19,097 |
| 10 | 2,442 | 3,317 | 1,000 | 2,011 | 1,000 | 9,771 |
| 11 | 2,442 | 2,089 | 3,672 | 4,562 | 2,338 | 15,103 |
| 12 | 2,442 | 2,089 | 3,672 | 2,011 | 2,338 | 12,553 |
| 13 | 3,879 | 3,317 | 2,277 | 3,189 | 2,338 | 15,000 |
| 14 | 2,442 | 4,686 | 3,672 | 4,562 | 2,338 | 17,700 |
| 15 | 3,879 | 4,686 | 2,277 | 2,011 | 3,735 | 16,587 |
| 16 | 2,442 | 3,317 | 2,277 | 3,189 | 2,338 | 13,563 |
| 17 | 3,879 | 4,686 | 2,277 | 3,189 | 3,735 | 17,765 |
| 18 | 2,442 | 3,317 | 2,277 | 4,562 | 2,338 | 14,935 |
| 19 | 3,879 | 4,686 | 3,672 | 4,562 | 2,338 | 19,136 |
| 20 | 3,879 | 3,317 | 2,277 | 4,562 | 2,338 | 16,372 |
| 21 | 2,442 | 4,686 | 2,277 | 4,562 | 3,735 | 17,701 |
| 22 | 2,442 | 4,686 | 2,277 | 2,011 | 2,338 | 13,754 |
| 23 | 3,879 | 3,317 | 3,672 | 3,189 | 3,735 | 17,792 |
| 24 | 3,879 | 3,317 | 3,672 | 4,562 | 3,735 | 19,165 |
| 25 | 2,442 | 2,089 | 3,672 | 4,562 | 2,338 | 15,103 |
| 26 | 3,879 | 4,686 | 3,672 | 3,189 | 2,338 | 17,764 |
| 27 | 3,879 | 3,317 | 3,672 | 4,562 | 2,338 | 17,768 |
| 28 | 2,442 | 3,317 | 2,277 | 3,189 | 2,338 | 13,563 |
| 29 | 2,442 | 3,317 | 1,000 | 3,189 | 1,000 | 10,949 |
| 30 | 2,442 | 3,317 | 2,277 | 3,189 | 2,338 | 13,563 |
| 31 | 3,879 | 4,686 | 3,672 | 3,189 | 3,735 | 19,161 |
| 32 | 3,879 | 4,686 | 3,672 | 4,562 | 2,338 | 19,136 |
| 33 | 2,442 | 4,686 | 3,672 | 2,011 | 3,735 | 16,546 |
| 34 | 3,879 | 3,317 | 2,277 | 3,189 | 2,338 | 15,000 |
| 35 | 2,442 | 3,317 | 3,672 | 4,562 | 3,735 | 17,728 |
| 36 | 2,442 | 3,317 | 2,277 | 3,189 | 3,735 | 14,960 |
| 37 | 2,442 | 3,317 | 2,277 | 3,189 | 2,338 | 13,563 |
| 38 | 3,879 | 4,686 | 3,672 | 4,562 | 3,735 | 20,533 |
| 39 | 2,442 | 3,317 | 3,672 | 4,562 | 2,338 | 16,331 |
| 40 | 3,879 | 1,000 | 3,672 | 4,562 | 3,735 | 16,848 |
| 41 | 3,879 | 4,686 | 3,672 | 4,562 | 3,735 | 20,533 |
| 42 | 3,879 | 4,686 | 3,672 | 4,562 | 3,735 | 20,533 |
| 43 | 3,879 | 3,317 | 3,672 | 4,562 | 3,735 | 19,165 |
| 44 | 3,879 | 3,317 | 3,672 | 3,189 | 2,338 | 16,395 |
| 45 | 2,442 | 3,317 | 2,277 | 3,189 | 3,735 | 14,960 |
| 46 | 3,879 | 4,686 | 2,277 | 4,562 | 2,338 | 17,741 |
| 47 | 2,442 | 3,317 | 3,672 | 4,562 | 3,735 | 17,728 |
| 48 | 2,442 | 3,317 | 2,277 | 3,189 | 3,735 | 14,960 |
| 49 | 3,879 | 4,686 | 3,672 | 4,562 | 3,735 | 20,533 |
| 50 | 3,879 | 4,686 | 3,672 | 3,189 | 3,735 | 19,161 |
| 51 | 2,442 | 3,317 | 3,672 | 2,011 | 3,735 | 15,178 |
| 52 | 3,879 | 2,089 | 3,672 | 3,189 | 1,000 | 13,829 |
| 53 | 3,879 | 3,317 | 2,277 | 4,562 | 2,338 | 16,372 |
| 54 | 2,442 | 2,089 | 3,672 | 4,562 | 2,338 | 15,103 |
| 55 | 2,442 | 4,686 | 3,672 | 4,562 | 2,338 | 17,700 |
| 56 | 2,442 | 3,317 | 1,000 | 3,189 | 1,000 | 10,949 |
| 57 | 3,879 | 4,686 | 3,672 | 3,189 | 2,338 | 17,764 |
| 58 | 2,442 | 4,686 | 2,277 | 4,562 | 3,735 | 17,701 |
| 59 | 3,879 | 4,686 | 3,672 | 3,189 | 3,735 | 19,161 |
| 60 | 2,442 | 3,317 | 2,277 | 3,189 | 2,338 | 13,563 |
| 61 | 1,000 | 3,317 | 2,277 | 2,011 | 2,338 | 10,943 |
| 62 | 2,442 | 3,317 | 3,672 | 4,562 | 2,338 | 16,331 |
| 63 | 1,000 | 3,317 | 2,277 | 2,011 | 1,000 | 9,605 |
| 64 | 2,442 | 2,089 | 2,277 | 1,000 | 3,735 | 11,543 |
| 65 | 2,442 | 3,317 | 1,000 | 3,189 | 2,338 | 12,287 |
| 66 | 1,000 | 4,686 | 3,672 | 3,189 | 2,338 | 14,885 |
| 67 | 3,879 | 4,686 | 2,277 | 3,189 | 2,338 | 16,368 |
| 68 | 2,442 | 3,317 | 2,277 | 3,189 | 3,735 | 14,960 |
| 69 | 2,442 | 2,089 | 3,672 | 4,562 | 3,735 | 16,500 |
| 70 | 2,442 | 3,317 | 2,277 | 3,189 | 2,338 | 13,563 |
| 71 | 2,442 | 4,686 | 2,277 | 4,562 | 2,338 | 16,304 |
| 72 | 3,879 | 3,317 | 2,277 | 4,562 | 3,735 | 17,769 |
| 73 | 3,879 | 4,686 | 3,672 | 4,562 | 3,735 | 20,533 |
| 74 | 2,442 | 3,317 | 3,672 | 3,189 | 2,338 | 14,959 |
| 75 | 2,442 | 3,317 | 2,277 | 3,189 | 2,338 | 13,563 |
| 76 | 2,442 | 3,317 | 2,277 | 3,189 | 2,338 | 13,563 |
| 77 | 1,000 | 3,317 | 2,277 | 3,189 | 2,338 | 12,121 |
| 78 | 3,879 | 4,686 | 3,672 | 4,562 | 3,735 | 20,533 |
| 79 | 3,879 | 4,686 | 2,277 | 4,562 | 3,735 | 19,138 |
| 80 | 2,442 | 3,317 | 2,277 | 4,562 | 3,735 | 16,333 |
| 81 | 2,442 | 3,317 | 3,672 | 3,189 | 2,338 | 14,959 |
| 82 | 2,442 | 2,089 | 3,672 | 3,189 | 3,735 | 15,128 |
| 83 | 2,442 | 3,317 | 2,277 | 3,189 | 2,338 | 13,563 |
| 84 | 2,442 | 4,686 | 3,672 | 3,189 | 2,338 | 16,327 |
| 85 | 2,442 | 4,686 | 2,277 | 3,189 | 3,735 | 16,329 |
| 86 | 2,442 | 3,317 | 2,277 | 4,562 | 3,735 | 16,333 |
| 87 | 2,442 | 3,317 | 3,672 | 3,189 | 3,735 | 16,356 |
| 88 | 3,879 | 4,686 | 3,672 | 3,189 | 3,735 | 19,161 |
| 89 | 2,442 | 3,317 | 3,672 | 4,562 | 2,338 | 16,331 |
| 90 | 2,442 | 3,317 | 2,277 | 3,189 | 2,338 | 13,563 |
| 91 | 2,442 | 3,317 | 1,000 | 4,562 | 1,000 | 12,321 |
| 92 | 2,442 | 2,089 | 3,672 | 3,189 | 2,338 | 13,731 |
| 93 | 3,879 | 4,686 | 2,277 | 4,562 | 2,338 | 17,741 |
| 94 | 2,442 | 2,089 | 2,277 | 3,189 | 2,338 | 12,335 |
| 95 | 1,000 | 3,317 | 2,277 | 4,562 | 2,338 | 13,493 |
| 96 | 3,879 | 3,317 | 2,277 | 4,562 | 3,735 | 17,769 |
| 97 | 1,000 | 3,317 | 1,000 | 3,189 | 1,000 | 9,506 |
| 98 | 3,879 | 4,686 | 3,672 | 4,562 | 2,338 | 19,136 |
| 99 | 1,000 | 3,317 | 2,277 | 3,189 | 2,338 | 12,121 |
| 100 | 3,879 | 3,317 | 3,672 | 4,562 | 2,338 | 17,768 |

**Lampiran 21**

**Tabulasi Data MSI Penelitian Responden Variabel *Assurance* (X2)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Succesive Interval** | |  |  |  |  |
|  | **X2.1** | **X2.2** | **X2.3** | **X2.4** | **X2.5** | **Skor Total** |
| 1 | 3,721 | 2,360 | 2,401 | 2,182 | 4,289 | 14,954 |
| 2 | 2,319 | 3,757 | 2,401 | 2,182 | 4,289 | 14,948 |
| 3 | 3,721 | 2,360 | 3,824 | 3,523 | 2,752 | 16,181 |
| 4 | 2,319 | 3,757 | 2,401 | 2,182 | 4,289 | 14,948 |
| 5 | 3,721 | 2,360 | 2,401 | 3,523 | 2,752 | 14,758 |
| 6 | 3,721 | 2,360 | 3,824 | 2,182 | 2,752 | 14,840 |
| 7 | 3,721 | 2,360 | 3,824 | 3,523 | 4,289 | 17,718 |
| 8 | 2,319 | 2,360 | 1,000 | 2,182 | 4,289 | 12,150 |
| 9 | 2,319 | 2,360 | 3,824 | 2,182 | 2,752 | 13,438 |
| 10 | 1,000 | 1,000 | 2,401 | 2,182 | 2,752 | 9,336 |
| 11 | 3,721 | 3,757 | 3,824 | 1,000 | 2,752 | 15,055 |
| 12 | 2,319 | 1,000 | 3,824 | 1,000 | 2,752 | 10,895 |
| 13 | 2,319 | 1,000 | 2,401 | 2,182 | 2,752 | 10,655 |
| 14 | 3,721 | 3,757 | 3,824 | 3,523 | 2,752 | 17,578 |
| 15 | 1,000 | 2,360 | 3,824 | 1,000 | 2,752 | 10,937 |
| 16 | 2,319 | 1,000 | 2,401 | 2,182 | 2,752 | 10,655 |
| 17 | 2,319 | 2,360 | 3,824 | 3,523 | 4,289 | 16,315 |
| 18 | 2,319 | 2,360 | 3,824 | 3,523 | 2,752 | 14,779 |
| 19 | 3,721 | 3,757 | 3,824 | 3,523 | 4,289 | 19,114 |
| 20 | 3,721 | 2,360 | 2,401 | 2,182 | 4,289 | 14,954 |
| 21 | 3,721 | 2,360 | 2,401 | 3,523 | 2,752 | 14,758 |
| 22 | 1,000 | 3,757 | 2,401 | 1,000 | 2,752 | 10,910 |
| 23 | 2,319 | 2,360 | 3,824 | 2,182 | 4,289 | 14,974 |
| 24 | 3,721 | 3,757 | 2,401 | 3,523 | 4,289 | 17,691 |
| 25 | 2,319 | 2,360 | 2,401 | 2,182 | 2,752 | 12,015 |
| 26 | 3,721 | 3,757 | 2,401 | 3,523 | 2,752 | 16,155 |
| 27 | 3,721 | 3,757 | 3,824 | 3,523 | 4,289 | 19,114 |
| 28 | 2,319 | 2,360 | 2,401 | 2,182 | 2,752 | 12,015 |
| 29 | 2,319 | 1,000 | 2,401 | 3,523 | 2,752 | 11,995 |
| 30 | 2,319 | 2,360 | 2,401 | 1,000 | 2,752 | 10,832 |
| 31 | 3,721 | 3,757 | 2,401 | 3,523 | 2,752 | 16,155 |
| 32 | 2,319 | 2,360 | 2,401 | 3,523 | 4,289 | 14,892 |
| 33 | 3,721 | 3,757 | 1,000 | 3,523 | 2,752 | 14,754 |
| 34 | 1,000 | 2,360 | 2,401 | 3,523 | 4,289 | 13,573 |
| 35 | 3,721 | 2,360 | 3,824 | 3,523 | 4,289 | 17,718 |
| 36 | 2,319 | 2,360 | 2,401 | 3,523 | 4,289 | 14,892 |
| 37 | 2,319 | 2,360 | 3,824 | 2,182 | 2,752 | 13,438 |
| 38 | 3,721 | 3,757 | 3,824 | 3,523 | 2,752 | 17,578 |
| 39 | 2,319 | 2,360 | 2,401 | 3,523 | 2,752 | 13,356 |
| 40 | 3,721 | 2,360 | 3,824 | 2,182 | 2,752 | 14,840 |
| 41 | 3,721 | 3,757 | 3,824 | 3,523 | 2,752 | 17,578 |
| 42 | 3,721 | 3,757 | 3,824 | 3,523 | 2,752 | 17,578 |
| 43 | 3,721 | 3,757 | 3,824 | 3,523 | 4,289 | 19,114 |
| 44 | 2,319 | 2,360 | 2,401 | 3,523 | 2,752 | 13,356 |
| 45 | 2,319 | 2,360 | 2,401 | 3,523 | 2,752 | 13,356 |
| 46 | 3,721 | 3,757 | 3,824 | 2,182 | 2,752 | 16,237 |
| 47 | 3,721 | 2,360 | 2,401 | 2,182 | 4,289 | 14,954 |
| 48 | 3,721 | 2,360 | 2,401 | 2,182 | 2,752 | 13,417 |
| 49 | 3,721 | 3,757 | 3,824 | 3,523 | 4,289 | 19,114 |
| 50 | 3,721 | 3,757 | 3,824 | 2,182 | 4,289 | 17,773 |
| 51 | 3,721 | 3,757 | 2,401 | 3,523 | 2,752 | 16,155 |
| 52 | 2,319 | 1,000 | 2,401 | 1,000 | 1,000 | 7,720 |
| 53 | 2,319 | 2,360 | 2,401 | 2,182 | 4,289 | 13,551 |
| 54 | 3,721 | 2,360 | 2,401 | 2,182 | 2,752 | 13,417 |
| 55 | 3,721 | 3,757 | 3,824 | 3,523 | 4,289 | 19,114 |
| 56 | 1,000 | 2,360 | 1,000 | 2,182 | 4,289 | 10,831 |
| 57 | 2,319 | 3,757 | 3,824 | 2,182 | 4,289 | 16,371 |
| 58 | 3,721 | 3,757 | 2,401 | 3,523 | 4,289 | 17,691 |
| 59 | 3,721 | 3,757 | 2,401 | 3,523 | 4,289 | 17,691 |
| 60 | 2,319 | 2,360 | 3,824 | 2,182 | 2,752 | 13,438 |
| 61 | 2,319 | 1,000 | 2,401 | 2,182 | 2,752 | 10,655 |
| 62 | 3,721 | 3,757 | 3,824 | 2,182 | 2,752 | 16,237 |
| 63 | 1,000 | 1,000 | 1,000 | 1,000 | 2,752 | 6,752 |
| 64 | 2,319 | 2,360 | 1,000 | 2,182 | 1,000 | 8,861 |
| 65 | 2,319 | 2,360 | 2,401 | 2,182 | 4,289 | 13,551 |
| 66 | 3,721 | 2,360 | 2,401 | 3,523 | 2,752 | 14,758 |
| 67 | 2,319 | 2,360 | 1,000 | 2,182 | 1,000 | 8,861 |
| 68 | 2,319 | 2,360 | 2,401 | 3,523 | 2,752 | 13,356 |
| 69 | 3,721 | 3,757 | 3,824 | 2,182 | 4,289 | 17,773 |
| 70 | 2,319 | 2,360 | 2,401 | 2,182 | 2,752 | 12,015 |
| 71 | 2,319 | 3,757 | 2,401 | 2,182 | 2,752 | 13,411 |
| 72 | 3,721 | 3,757 | 2,401 | 2,182 | 2,752 | 14,814 |
| 73 | 3,721 | 2,360 | 2,401 | 2,182 | 2,752 | 13,417 |
| 74 | 3,721 | 2,360 | 3,824 | 2,182 | 2,752 | 14,840 |
| 75 | 2,319 | 2,360 | 2,401 | 2,182 | 2,752 | 12,015 |
| 76 | 3,721 | 3,757 | 2,401 | 3,523 | 2,752 | 16,155 |
| 77 | 3,721 | 2,360 | 2,401 | 1,000 | 2,752 | 12,235 |
| 78 | 2,319 | 2,360 | 3,824 | 3,523 | 2,752 | 14,779 |
| 79 | 2,319 | 3,757 | 3,824 | 3,523 | 4,289 | 17,712 |
| 80 | 3,721 | 3,757 | 3,824 | 3,523 | 4,289 | 19,114 |
| 81 | 3,721 | 2,360 | 2,401 | 3,523 | 4,289 | 16,295 |
| 82 | 2,319 | 3,757 | 1,000 | 2,182 | 2,752 | 12,010 |
| 83 | 2,319 | 2,360 | 2,401 | 2,182 | 2,752 | 12,015 |
| 84 | 2,319 | 2,360 | 3,824 | 3,523 | 2,752 | 14,779 |
| 85 | 2,319 | 2,360 | 2,401 | 3,523 | 2,752 | 13,356 |
| 86 | 2,319 | 2,360 | 3,824 | 3,523 | 2,752 | 14,779 |
| 87 | 2,319 | 1,000 | 1,000 | 3,523 | 2,752 | 10,594 |
| 88 | 2,319 | 3,757 | 3,824 | 3,523 | 4,289 | 17,712 |
| 89 | 2,319 | 3,757 | 3,824 | 3,523 | 4,289 | 17,712 |
| 90 | 1,000 | 2,360 | 2,401 | 1,000 | 2,752 | 9,514 |
| 91 | 3,721 | 2,360 | 3,824 | 1,000 | 4,289 | 15,194 |
| 92 | 2,319 | 3,757 | 3,824 | 3,523 | 2,752 | 16,175 |
| 93 | 3,721 | 3,757 | 2,401 | 3,523 | 2,752 | 16,155 |
| 94 | 2,319 | 2,360 | 3,824 | 2,182 | 2,752 | 13,438 |
| 95 | 2,319 | 1,000 | 2,401 | 2,182 | 4,289 | 12,191 |
| 96 | 3,721 | 3,757 | 2,401 | 3,523 | 4,289 | 17,691 |
| 97 | 3,721 | 3,757 | 3,824 | 3,523 | 4,289 | 19,114 |
| 98 | 3,721 | 2,360 | 2,401 | 3,523 | 2,752 | 14,758 |
| 99 | 2,319 | 2,360 | 2,401 | 1,000 | 2,752 | 10,832 |
| 100 | 1,000 | 3,757 | 2,401 | 3,523 | 4,289 | 14,970 |

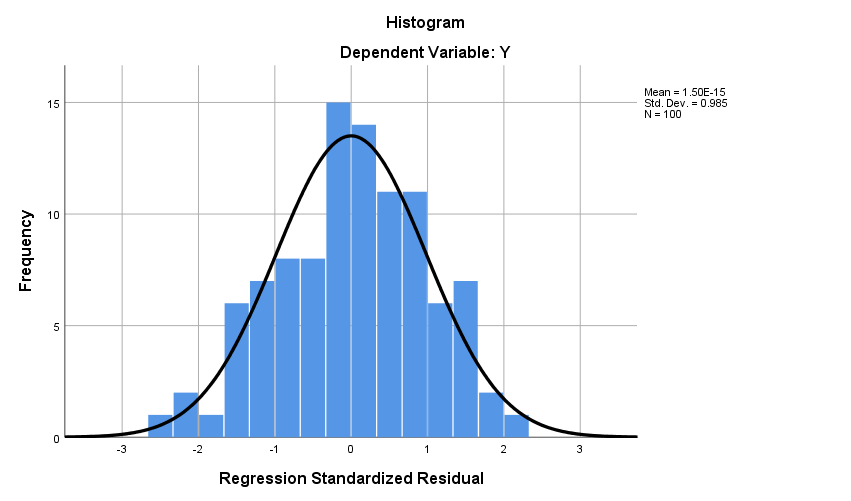
**Lampiran 22**

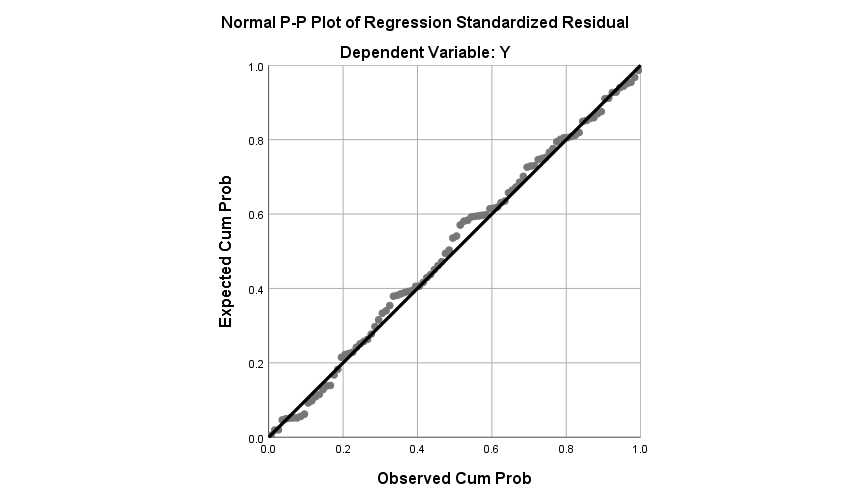
**Tabulasi Data MSI Penelitian Responden Variabel *Responsiveness* (X3)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Succesive Interval** | |  |  |  |  |
|  | **X3.1** | **X3.2** | **X3.3** | **X3.4** | **X3.5** | **Skor Total** |
| 1 | 2,420 | 3,798 | 3,770 | 3,269 | 3,939 | 17,196 |
| 2 | 3,877 | 2,373 | 3,770 | 4,579 | 2,484 | 17,082 |
| 3 | 2,420 | 3,798 | 2,365 | 4,579 | 3,939 | 17,100 |
| 4 | 3,877 | 2,373 | 3,770 | 4,579 | 2,484 | 17,082 |
| 5 | 3,877 | 3,798 | 3,770 | 4,579 | 3,939 | 19,962 |
| 6 | 3,877 | 3,798 | 2,365 | 4,579 | 3,939 | 18,557 |
| 7 | 3,877 | 3,798 | 2,365 | 3,269 | 3,939 | 17,247 |
| 8 | 3,877 | 2,373 | 2,365 | 2,158 | 1,000 | 11,773 |
| 9 | 3,877 | 3,798 | 2,365 | 3,269 | 3,939 | 17,247 |
| 10 | 1,000 | 2,373 | 1,000 | 3,269 | 1,000 | 8,643 |
| 11 | 2,420 | 2,373 | 3,770 | 3,269 | 3,939 | 15,771 |
| 12 | 2,420 | 2,373 | 1,000 | 3,269 | 2,484 | 11,546 |
| 13 | 3,877 | 2,373 | 2,365 | 2,158 | 1,000 | 11,773 |
| 14 | 2,420 | 2,373 | 3,770 | 4,579 | 3,939 | 17,081 |
| 15 | 3,877 | 2,373 | 1,000 | 3,269 | 2,484 | 13,003 |
| 16 | 2,420 | 2,373 | 2,365 | 2,158 | 2,484 | 11,800 |
| 17 | 3,877 | 3,798 | 2,365 | 4,579 | 3,939 | 18,557 |
| 18 | 3,877 | 2,373 | 3,770 | 3,269 | 3,939 | 17,228 |
| 19 | 3,877 | 3,798 | 2,365 | 4,579 | 3,939 | 18,557 |
| 20 | 3,877 | 2,373 | 3,770 | 3,269 | 2,484 | 15,773 |
| 21 | 3,877 | 2,373 | 3,770 | 4,579 | 3,939 | 18,537 |
| 22 | 3,877 | 2,373 | 3,770 | 4,579 | 2,484 | 17,082 |
| 23 | 2,420 | 2,373 | 3,770 | 3,269 | 3,939 | 15,771 |
| 24 | 2,420 | 3,798 | 3,770 | 4,579 | 2,484 | 17,050 |
| 25 | 2,420 | 2,373 | 2,365 | 3,269 | 3,939 | 14,366 |
| 26 | 3,877 | 3,798 | 2,365 | 3,269 | 2,484 | 15,793 |
| 27 | 2,420 | 3,798 | 2,365 | 3,269 | 3,939 | 15,791 |
| 28 | 2,420 | 3,798 | 2,365 | 3,269 | 2,484 | 14,336 |
| 29 | 2,420 | 2,373 | 2,365 | 1,000 | 2,484 | 10,642 |
| 30 | 2,420 | 1,000 | 2,365 | 3,269 | 1,000 | 10,055 |
| 31 | 3,877 | 3,798 | 2,365 | 3,269 | 2,484 | 15,793 |
| 32 | 3,877 | 3,798 | 3,770 | 4,579 | 2,484 | 18,507 |
| 33 | 3,877 | 3,798 | 2,365 | 3,269 | 2,484 | 15,793 |
| 34 | 3,877 | 3,798 | 2,365 | 3,269 | 2,484 | 15,793 |
| 35 | 3,877 | 2,373 | 3,770 | 3,269 | 3,939 | 17,228 |
| 36 | 2,420 | 3,798 | 3,770 | 3,269 | 2,484 | 15,741 |
| 37 | 2,420 | 3,798 | 2,365 | 3,269 | 2,484 | 14,336 |
| 38 | 3,877 | 2,373 | 3,770 | 4,579 | 2,484 | 17,082 |
| 39 | 2,420 | 2,373 | 2,365 | 2,158 | 2,484 | 11,800 |
| 40 | 2,420 | 3,798 | 3,770 | 4,579 | 2,484 | 17,050 |
| 41 | 2,420 | 3,798 | 2,365 | 4,579 | 3,939 | 17,100 |
| 42 | 3,877 | 3,798 | 2,365 | 3,269 | 3,939 | 17,247 |
| 43 | 2,420 | 3,798 | 3,770 | 4,579 | 2,484 | 17,050 |
| 44 | 3,877 | 3,798 | 3,770 | 3,269 | 3,939 | 18,652 |
| 45 | 2,420 | 2,373 | 3,770 | 3,269 | 2,484 | 14,316 |
| 46 | 3,877 | 3,798 | 2,365 | 3,269 | 3,939 | 17,247 |
| 47 | 2,420 | 2,373 | 2,365 | 4,579 | 2,484 | 14,221 |
| 48 | 2,420 | 2,373 | 3,770 | 2,158 | 2,484 | 13,205 |
| 49 | 3,877 | 3,798 | 3,770 | 4,579 | 3,939 | 19,962 |
| 50 | 3,877 | 3,798 | 2,365 | 4,579 | 2,484 | 17,102 |
| 51 | 2,420 | 2,373 | 3,770 | 3,269 | 1,000 | 12,833 |
| 52 | 1,000 | 1,000 | 1,000 | 3,269 | 3,939 | 10,208 |
| 53 | 3,877 | 2,373 | 2,365 | 3,269 | 2,484 | 14,368 |
| 54 | 3,877 | 3,798 | 2,365 | 3,269 | 2,484 | 15,793 |
| 55 | 2,420 | 3,798 | 3,770 | 4,579 | 3,939 | 18,505 |
| 56 | 2,420 | 2,373 | 2,365 | 3,269 | 2,484 | 12,911 |
| 57 | 2,420 | 2,373 | 2,365 | 4,579 | 3,939 | 15,676 |
| 58 | 3,877 | 2,373 | 3,770 | 4,579 | 2,484 | 17,082 |
| 59 | 3,877 | 3,798 | 3,770 | 4,579 | 3,939 | 19,962 |
| 60 | 2,420 | 3,798 | 1,000 | 3,269 | 1,000 | 11,487 |
| 61 | 1,000 | 2,373 | 2,365 | 2,158 | 2,484 | 10,380 |
| 62 | 3,877 | 3,798 | 2,365 | 4,579 | 2,484 | 17,102 |
| 63 | 2,420 | 1,000 | 2,365 | 3,269 | 2,484 | 11,538 |
| 64 | 3,877 | 1,000 | 2,365 | 2,158 | 3,939 | 13,339 |
| 65 | 2,420 | 2,373 | 2,365 | 4,579 | 2,484 | 14,221 |
| 66 | 2,420 | 2,373 | 2,365 | 3,269 | 2,484 | 12,911 |
| 67 | 2,420 | 2,373 | 2,365 | 2,158 | 2,484 | 11,800 |
| 68 | 2,420 | 2,373 | 2,365 | 4,579 | 2,484 | 14,221 |
| 69 | 2,420 | 2,373 | 3,770 | 3,269 | 2,484 | 14,316 |
| 70 | 3,877 | 2,373 | 3,770 | 3,269 | 3,939 | 17,228 |
| 71 | 2,420 | 1,000 | 2,365 | 3,269 | 2,484 | 11,538 |
| 72 | 2,420 | 1,000 | 2,365 | 4,579 | 1,000 | 11,364 |
| 73 | 3,877 | 3,798 | 3,770 | 3,269 | 2,484 | 17,198 |
| 74 | 3,877 | 3,798 | 3,770 | 4,579 | 3,939 | 19,962 |
| 75 | 3,877 | 3,798 | 3,770 | 4,579 | 2,484 | 18,507 |
| 76 | 2,420 | 2,373 | 2,365 | 3,269 | 2,484 | 12,911 |
| 77 | 2,420 | 2,373 | 3,770 | 4,579 | 2,484 | 15,626 |
| 78 | 3,877 | 3,798 | 3,770 | 4,579 | 2,484 | 18,507 |
| 79 | 3,877 | 3,798 | 3,770 | 4,579 | 2,484 | 18,507 |
| 80 | 3,877 | 2,373 | 3,770 | 4,579 | 3,939 | 18,537 |
| 81 | 2,420 | 2,373 | 2,365 | 4,579 | 2,484 | 14,221 |
| 82 | 2,420 | 3,798 | 1,000 | 3,269 | 3,939 | 14,426 |
| 83 | 3,877 | 3,798 | 2,365 | 2,158 | 2,484 | 14,681 |
| 84 | 3,877 | 3,798 | 3,770 | 4,579 | 2,484 | 18,507 |
| 85 | 3,877 | 3,798 | 2,365 | 3,269 | 2,484 | 15,793 |
| 86 | 3,877 | 2,373 | 3,770 | 4,579 | 2,484 | 17,082 |
| 87 | 2,420 | 2,373 | 1,000 | 4,579 | 3,939 | 14,310 |
| 88 | 3,877 | 3,798 | 2,365 | 4,579 | 3,939 | 18,557 |
| 89 | 3,877 | 2,373 | 1,000 | 2,158 | 2,484 | 11,892 |
| 90 | 2,420 | 2,373 | 2,365 | 2,158 | 2,484 | 11,800 |
| 91 | 2,420 | 3,798 | 1,000 | 4,579 | 3,939 | 15,735 |
| 92 | 1,000 | 2,373 | 2,365 | 4,579 | 2,484 | 12,801 |
| 93 | 3,877 | 3,798 | 3,770 | 3,269 | 3,939 | 18,652 |
| 94 | 2,420 | 2,373 | 2,365 | 3,269 | 3,939 | 14,366 |
| 95 | 2,420 | 1,000 | 2,365 | 2,158 | 3,939 | 11,882 |
| 96 | 3,877 | 3,798 | 2,365 | 4,579 | 3,939 | 18,557 |
| 97 | 1,000 | 2,373 | 2,365 | 2,158 | 2,484 | 10,380 |
| 98 | 3,877 | 3,798 | 3,770 | 4,579 | 2,484 | 18,507 |
| 99 | 2,420 | 2,373 | 2,365 | 3,269 | 2,484 | 12,911 |
| 100 | 2,420 | 2,373 | 3,770 | 4,579 | 2,484 | 15,626 |

**Lampiran 23**

**Uji Asumsi Klasik (Uji Normalitas)**





|  |  |  |
| --- | --- | --- |
| **One-Sample Kolmogorov-Smirnov Test** | | |
|  | | Unstandardized Residual |
| N | | 100 |
| Normal Parametersa,b | Mean | .0000000 |
| Std. Deviation | 1.67582293 |
| Most Extreme Differences | Absolute | .062 |
| Positive | .041 |
| Negative | -.062 |
| Test Statistic | | .062 |
| 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. | | |

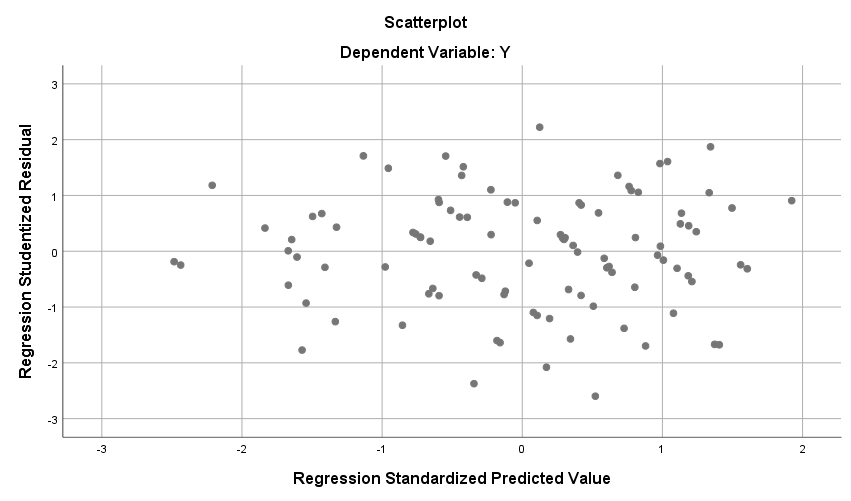
**Lampiran 24**

**Uji Asumsi Klasik (Uji Multikolonieritas)**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
| B | Std. Error | Beta | Tolerance | VIF |
| 1 | (Constant) | -1.307 | 1.099 |  | -1.189 | .237 |  |  |
| X1 | .198 | .089 | .169 | 2.229 | .028 | .471 | 2.122 |
| X2 | .531 | .082 | .453 | 6.471 | .000 | .553 | 1.808 |
| X3 | .440 | .087 | .365 | 5.029 | .000 | .515 | 1.940 |
| a. Dependent Variable: Y | | | | | | | | |

**Lampiran 25**

**Uji Asumsi Klasik (Uji Heteroskedastisitas)**



|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | .808 | .633 |  | 1.278 | .204 |
| X1 | .011 | .051 | .033 | .222 | .825 |
| X2 | .052 | .047 | .149 | 1.100 | .274 |
| X3 | -.025 | .050 | -.070 | -.495 | .622 |
| a. Dependent Variable: RES\_2 | | | | | | |

**Lampiran 26**

**Analisis Regresi Linier Berganda**

|  |  |  |  |
| --- | --- | --- | --- |
| **Descriptive Statistics** | | | |
|  | Mean | Std. Deviation | N |
| Y | 16.26564 | 3.282290 | 100 |
| X1 | 15.85139 | 2.804039 | 100 |
| X2 | 14.44914 | 2.801411 | 100 |
| X3 | 15.36850 | 2.725217 | 100 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | |
|  | | Y | X1 | X2 | X3 |
| Pearson Correlation | Y | 1.000 | .697 | .773 | .742 |
| X1 | .697 | 1.000 | .630 | .662 |
| X2 | .773 | .630 | 1.000 | .584 |
| X3 | .742 | .662 | .584 | 1.000 |
| Sig. (1-tailed) | Y | . | .000 | .000 | .000 |
| X1 | .000 | . | .000 | .000 |
| X2 | .000 | .000 | . | .000 |
| X3 | .000 | .000 | .000 | . |
| N | Y | 100 | 100 | 100 | 100 |
| X1 | 100 | 100 | 100 | 100 |
| X2 | 100 | 100 | 100 | 100 |
| X3 | 100 | 100 | 100 | 100 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variables Entered/Removeda** | | | | |
| Model | Variables Entered | Variables Removed | Method |
| 1 | Responsiveness, Assurance, Reliabilityb | . | Enter |
| a. Dependent Variable: Kepuasan Pelanggan | | | | |
| b. All requested variables entered. | | | | |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | -1.307 | 1.099 |  | -1.189 | .237 |
| Reliability | .198 | .089 | .169 | 2.229 | .028 |
| Assurance | .531 | .082 | .453 | 6.471 | .000 |
| Responsiveness | .440 | .087 | .365 | 5.029 | .000 |
| a. Dependent Variable: Kepuasan Pelanggan | | | | | | | |

**Lampiran 27**

**Uji Signifikansi Parsial (Uji t)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | -1.307 | 1.099 |  | -1.189 | .237 |
| Reliability | .198 | .089 | .169 | 2.229 | .028 |
| Assurance | .531 | .082 | .453 | 6.471 | .000 |
| Responsiveness | .440 | .087 | .365 | 5.029 | .000 |
| a. Dependent Variable: Kepuasan Pelanggan | | | | | | | |

**Lampiran 28**

**Uji Signifikansi Simultan (Uji F)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **ANOVAa** | | | | | | |
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 788.540 | 3 | 262.847 | 90.757 | .000b |
| Residual | 278.030 | 96 | 2.896 |  |  |
| Total | 1066.569 | 99 |  |  |  |
| a. Dependent Variable: Kepuasan Pelanggan | | | | | | |
| b. Predictors: (Constant), Responsiveness, Assurance, Reliability | | | | | | |

**Lampiran 30**

**Analisis Koefisien Determinasi**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Model Summaryb** | | | | | |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate | Durbin-Watson |
| 1 | .860a | .739 | .731 | 1.701806 | 1.886 |
| a. Predictors: (Constant), Responsiveness, Assurance, Reliability | | | | | |
| b. Dependent Variable: Kepuasan Pelanggan | | | | | |