LAMPIRAN

Lampiran 1. Kuesioner Penelitian

KUESIONER PENELITIAN
" ANALISIS PENGARUH PELAYANAN PRIMA (SERVICE EXCELLENCE) TERHADAP KEPUASAN PELANGGAN PADA DIVISI AFTER SALES SERVICE PT. DIPO INTERNASIONAL PAHALA OTOMOTIF KRAKATAU (STUDI PADA PELANGGAN PASSENGER CAR) "

Bapak/Ibu yang terhormat, saya mohon bantuan dan kesediaan dari Bapak/Ibu untuk kiranya dapat mengisi kuesioner singkat dibawah ini. Adapun kuesioner ini merupakan kuesioner yang disusun dalam rangka melakukan penelitian untuk penyelesaian tugas akhir. Atas kesediaan dari Bapak/Ibu saya ucapkan terima kasih.

A. **IDENTITAS RESPONDEN**
    Isilah identitas diri dari Bapak/Ibu dengan keadaan yang sebenarnya *(Identitas dirahasiakan)*

    a. Nama   :

    b. Jenis Kelamin   :   ☐ 1. Laki-laki
                                                     ☐ 2. Perempuan

    c. Jenis Kendaraan   :   ☐ 1. Xpander
                                                     ☐ 2. Pajero
                                                     ☐ 3. Eclipse

                                                     ☐ 4. Outlander
    d. Jenis Service   :   ☐ 1. Service pertama (1000 km)
                                                     ☐ 2. Service kedua (10.000 km)
                                                     ☐ 3. Service ketiga (20.000 km)
                                                     ☐ 4. Service keempat (30.000 km)
                                                     ☐ 5. Service kelima (40.000 km)
                                                     ☐ 6. Service keenam (50.000 km)
                                                     ☐ 7. Service > 50.000 km
                                                     ☐ 8. Perbaikan

PETUNJUK PENGISIAN

Bapak/Ibu berilah tanda (√) pada kolom jawaban yang tersedia sesuai dengan jawaban yang Bapak/Ibu pilih.

1. Sangat Setuju (SS)
2. Setuju (S)
3. Tidak Setuju (TS)
4. Sangat Tidak Setuju (STS)

B. VARIABEL PELAYANAN PRIMA (SERVICE EXCELLENCE)

No	Pernyataan	Pilihan Jawaban			
	Kemampuan (Ability)	**SS**	**S**	**TS**	**STS**
1	Karyawan di bengkel mampu melakukan *service* dan memperbaiki kendaraan dengan cepat dan tepat.				
2	Karyawan *counter service* mampu menjelaskan dengan baik tentang *service*, perbaikan, estimasi waktu dan biaya *service* kendaraan				
3	Karyawan mampu berkomunikasi dengan baik kepada pelanggan				
4	Karyawan mampu menjalin hubungan baik atau akrab dengan pelanggan				
	Sikap (Attitude)	**SS**	**S**	**TS**	**STS**
1	Karyawan melayani pelanggan dengan ramah				
2	Karyawan melayani pelanggan dengan sopan dan santun				
3	Karyawan melayani pelanggan dengan pantas, hormat, dan menghargai				
	Penampilan (Appearance)	**SS**	**S**	**TS**	**STS**
1	Karyawan berpakaian rapi dan bersih dalam hal penampilan				
2	Karyawan menunjukkan sikap tubuh atau gesture yang baik saat sedang melayani pelanggan				
3	Karyawan menunjukkan raut wajah yang baik dan bersahabat saat sedang melayani pelanggan				

	Perhatian *(Attention)*	SS	S	TS	STS
1	Karyawan mendengarkan dengan sungguh permasalahan pelanggan				
2	Karyawan selalu berusaha untuk memudahkan pelanggan				
3	Karyawan dapat menerima serta memahami saran dan kritik dari pelanggan				
	Tindakan *(Action)*	SS	S	TS	STS
1	Karyawan mengucapkan salam saat pelanggan datang				
2	Karyawan selalu mencatat setiap permintaan dan keluhan pelanggan				
3	Karyawan sigap dalam melayani pelanggan				

		SS	S	TS	STS
	Tanggung Jawab *(Accountability)*				
1	Karyawan bertanggung jawab atas seluruh pelayanan yang diberikan kepada pelanggan				
2	Karyawan bertanggung jawab terhadap kemudahan dalam melakukan *service*				
3	Karyawan bertanggung jawab atas kesalahan yang dilakukan pada saat melakukan *service*				

C. VARIABEL KEPUASAN PELANGGAN

No	Pernyataan	Pilihan Jawaban			
		SS	S	TS	STS
1	Saya (pelanggan) menilai pelayanan yang diberikan telah sesuai dengan harapan saya				
2	Saya (pelanggan) bersedia untuk datang kembali menggunakan jasa *service* disini				
3	Saya (pelanggan) menilai secara keseluruhan layanan yang diberikan sudah memuaskan				

Lampiran 2. Uji Validitas

❖ Variabel Kemampuan (X1)

Correlations

		X1.1	X1.2	X1.3	X1.4	Ability
X1.1	Pearson Correlation	1	,376**	,477**	,547**	,801**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	100	100	100	100	100
X1.2	Pearson Correlation	,376**	1	,303**	,240*	,646**
	Sig. (2-tailed)	,000		,002	,016	,000
	N	100	100	100	100	100
X1.3	Pearson Correlation	,477**	,303**	1	,460**	,755**
	Sig. (2-tailed)	,000	,002		,000	,000
	N	100	100	100	100	100
X1.4	Pearson Correlation	,547**	,240*	,460**	1	,765**
	Sig. (2-tailed)	,000	,016	,000		,000
	N	100	100	100	100	100
Ability	Pearson Correlation	,801**	,646**	,755**	,765**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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

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

❖ Variabel Sikap (X2)

Correlations

		X2.1	X2.2	X2.3	Attitude
X2.1	Pearson Correlation	1	,820**	,554**	,917**
	Sig. (2-tailed)		,000	,000	,000
	N	100	100	100	100
X2.2	Pearson Correlation	,820**	1	,498**	,896**
	Sig. (2-tailed)	,000		,000	,000
	N	100	100	100	100
X2.3	Pearson Correlation	,554**	,498**	1	,784**
	Sig. (2-tailed)	,000	,000		,000
	N	100	100	100	100
Attitude	Pearson Correlation	,917**	,896**	,784**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	100	100	100	100

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

❖ Variabel Penampilan (X3)

Correlations

		X3.1	X3.2	X3.3	Appereance
X3.1	Pearson Correlation	1	,075	,244*	,611**
	Sig. (2-tailed)		,461	,014	,000
	N	100	100	100	100
X3.2	Pearson Correlation	,075	1	,566**	,747**
	Sig. (2-tailed)	,461		,000	,000
	N	100	100	100	100
X3.3	Pearson Correlation	,244*	,566**	1	,826**
	Sig. (2-tailed)	,014	,000		,000
	N	100	100	100	100
Appereance	Pearson Correlation	,611**	,747**	,826**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	100	100	100	100

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

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

❖ Variabel Perhatian (X4)

Correlations

		X4.1	X4.2	X4.3	Attention
X4.1	Pearson Correlation	1	,544**	,691**	,865**
	Sig. (2-tailed)		,000	,000	,000
	N	100	100	100	100
X4.2	Pearson Correlation	,544**	1	,630**	,834**
	Sig. (2-tailed)	,000		,000	,000
	N	100	100	100	100
X4.3	Pearson Correlation	,691**	,630**	1	,895**
	Sig. (2-tailed)	,000	,000		,000
	N	100	100	100	100
Attention	Pearson Correlation	,865**	,834**	,895**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	100	100	100	100

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

❖ Variabel Tindakan (X5)

Correlations

		X5.1	X5.2	X5.3	Action
X5.1	Pearson Correlation	1	,322[**]	,088	,682[**]
	Sig. (2-tailed)		,001	,386	,000
	N	100	100	100	100
X5.2	Pearson Correlation	,322[**]	1	,517[**]	,837[**]
	Sig. (2-tailed)	,001		,000	,000
	N	100	100	100	100
X5.3	Pearson Correlation	,088	,517[**]	1	,679[**]
	Sig. (2-tailed)	,386	,000		,000
	N	100	100	100	100
Action	Pearson Correlation	,682[**]	,837[**]	,679[**]	1
	Sig. (2-tailed)	,000	,000	,000	
	N	100	100	100	100

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

❖ Variabel Tanggung Jawab (X6)

Correlations

		X6.1	X6.2	X6.3	Accountability
X6.1	Pearson Correlation	1	,420[**]	,453[**]	,775[**]
	Sig. (2-tailed)		,000	,000	,000
	N	100	100	100	100
X6.2	Pearson Correlation	,420[**]	1	,479[**]	,806[**]
	Sig. (2-tailed)	,000		,000	,000
	N	100	100	100	100
X6.3	Pearson Correlation	,453[**]	,479[**]	1	,807[**]
	Sig. (2-tailed)	,000	,000		,000
	N	100	100	100	100
Accountability	Pearson Correlation	,775[**]	,806[**]	,807[**]	1
	Sig. (2-tailed)	,000	,000	,000	
	N	100	100	100	100

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

❖ Variabel Kepuasan Pelanggan (Y)

Correlations

		Y1.1	Y1.2	Y1.3	Kepuasan
Y1.1	Pearson Correlation	1	,683**	,822**	,938**
	Sig. (2-tailed)		,000	,000	,000
	N	100	100	100	100
Y1.2	Pearson Correlation	,683**	1	,548**	,839**
	Sig. (2-tailed)	,000		,000	,000
	N	100	100	100	100
Y1.3	Pearson Correlation	,822**	,548**	1	,889**
	Sig. (2-tailed)	,000	,000		,000
	N	100	100	100	100
Kepuasan	Pearson Correlation	,938**	,839**	,889**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	100	100	100	100

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

Lampiran 3. Uji Reliabilitas

❖ Uji Reliabilitas Pelayanan Prima

Reliability Statistics

Cronbach's Alpha	N of Items
,807	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Kemampuan	50,81	17,913	,555	,784
Sikap	54,02	18,828	,590	,771
Penampilan	54,12	20,329	,588	,774
Perhatian	54,30	20,172	,469	,799
Tindakan	54,25	19,563	,652	,760
Tanggung Jawab	54,65	20,371	,591	,773

❖ Uji Reliabilitas Kepuasan Pelanggan

Reliability Statistics

Cronbach's Alpha	N of Items
,866	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1.1	6,7500	,795	,855	,708
Y1.2	6,6900	,903	,644	,902
Y1.3	6,7000	,838	,744	,812

Lampiran 4. Uji Linearitas

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Kepuasan.Pelanggan * Kemampuan	Between Groups	(Combined)	23,645	5	4,729	2,908	,017
		Linearity	13,733	1	13,733	8,445	,005
		Deviation from Linearity	9,912	4	2,478	1,524	,202
	Within Groups		152,865	94	1,626		
	Total		176,510	99			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Kepuasan.Pelanggan * Sikap	Between Groups	(Combined)	49,175	3	16,392	12,358	,000
		Linearity	41,083	1	41,083	30,973	,000
		Deviation from Linearity	8,093	2	4,046	3,051	,052
	Within Groups		127,335	96	1,326		
	Total		176,510	99			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Kepuasan.Pelanggan * Penampilan	Between Groups	(Combined)	19,691	3	6,564	4,018	,010
		Linearity	18,042	1	18,042	11,045	,001
		Deviation from Linearity	1,649	2	,824	,505	,605
	Within Groups		156,819	96	1,634		
	Total		176,510	99			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Kepuasan.Pelanggan * Perhatian	Between Groups	(Combined)	84,816	3	28,272	29,600	,000
		Linearity	72,902	1	72,902	76,326	,000
		Deviation from Linearity	11,914	2	5,957	6,237	,003
	Within Groups		91,694	96	,955		
	Total		176,510	99			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Kepuasan.Pelanggan * Tindakan	Between Groups	(Combined)	23,542	4	5,885	3,655	,008
		Linearity	21,679	1	21,679	13,463	,000
		Deviation from Linearity	1,863	3	,621	,386	,764
	Within Groups		152,968	95	1,610		
	Total		176,510	99			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Kepuasan.Pelanggan * Tanggung.Jawab	Between Groups	(Combined)	75,610	3	25,203	23,979	,000
		Linearity	67,031	1	67,031	63,775	,000
		Deviation from Linearity	8,579	2	4,289	4,081	,020
	Within Groups		100,900	96	1,051		
	Total		176,510	99			

Lampiran 5. 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
51	0.2284	0.2706	0.3188	0.3509	0.4393
52	0.2262	0.2681	0.3158	0.3477	0.4354
53	0.2241	0.2656	0.3129	0.3445	0.4317
54	0.2221	0.2632	0.3102	0.3415	0.4280
55	0.2201	0.2609	0.3074	0.3385	0.4244
56	0.2181	0.2586	0.3048	0.3357	0.4210
57	0.2162	0.2564	0.3022	0.3328	0.4176
58	0.2144	0.2542	0.2997	0.3301	0.4143
59	0.2126	0.2521	0.2972	0.3274	0.4110
60	0.2108	0.2500	0.2948	0.3248	0.4079
61	0.2091	0.2480	0.2925	0.3223	0.4048
62	0.2075	0.2461	0.2902	0.3198	0.4018
63	0.2058	0.2441	0.2880	0.3173	0.3988
64	0.2042	0.2423	0.2858	0.3150	0.3959
65	0.2027	0.2404	0.2837	0.3126	0.3931
66	0.2012	0.2387	0.2816	0.3104	0.3903
67	0.1997	0.2369	0.2796	0.3081	0.3876
68	0.1982	0.2352	0.2776	0.3060	0.3850
69	0.1968	0.2335	0.2756	0.3038	0.3823
70	0.1954	0.2319	0.2737	0.3017	0.3798
71	0.1940	0.2303	0.2718	0.2997	0.3773
72	0.1927	0.2287	0.2700	0.2977	0.3748
73	0.1914	0.2272	0.2682	0.2957	0.3724
74	0.1901	0.2257	0.2664	0.2938	0.3701
75	0.1888	0.2242	0.2647	0.2919	0.3678
76	0.1876	0.2227	0.2630	0.2900	0.3655
77	0.1864	0.2213	0.2613	0.2882	0.3633
78	0.1852	0.2199	0.2597	0.2864	0.3611
79	0.1841	0.2185	0.2581	0.2847	0.3589
80	0.1829	0.2172	0.2565	0.2830	0.3568
81	0.1818	0.2159	0.2550	0.2813	0.3547
82	0.1807	0.2146	0.2535	0.2796	0.3527
83	0.1796	0.2133	0.2520	0.2780	0.3507
84	0.1786	0.2120	0.2505	0.2764	0.3487
85	0.1775	0.2108	0.2491	0.2748	0.3468
86	0.1765	0.2096	0.2477	0.2732	0.3449
87	0.1755	0.2084	0.2463	0.2717	0.3430
88	0.1745	0.2072	0.2449	0.2702	0.3412
89	0.1735	0.2061	0.2435	0.2687	0.3393
90	0.1726	0.2050	0.2422	0.2673	0.3375
91	0.1716	0.2039	0.2409	0.2659	0.3358
92	0.1707	0.2028	0.2396	0.2645	0.3341
93	0.1698	0.2017	0.2384	0.2631	0.3323
94	0.1689	0.2006	0.2371	0.2617	0.3307
95	0.1680	0.1996	0.2359	0.2604	0.3290
96	0.1671	0.1986	0.2347	0.2591	0.3274
97	0.1663	0.1975	0.2335	0.2578	0.3258
98	0.1654	0.1966	0.2324	0.2565	0.3242
99	0.1646	0.1956	0.2312	0.2552	0.3226
100	0.1638	0.1946	0.2301	0.2540	0.3211

Tabel r untuk df = 51 - 100

Lampiran 6. T Tabel

Titik Persentase Distribusi t (df = 81 -120)

Pr\df	0.25\0.50	0.10\0.20	0.05\0.10	0.025\0.050	0.01\0.02	0.005\0.010	0.001\0.002
81	0.67753	1.29209	1.66388	1.98969	2.37327	2.63790	3.19392
82	0.67749	1.29196	1.66365	1.98932	2.37269	2.63712	3.19262
83	0.67746	1.29183	1.66342	1.98896	2.37212	2.63637	3.19135
84	0.67742	1.29171	1.66320	1.98861	2.37156	2.63563	3.19011
85	0.67739	1.29159	1.66298	1.98827	2.37102	2.63491	3.18890
86	0.67735	1.29147	1.66277	1.98793	2.37049	2.63421	3.18772
87	0.67732	1.29136	1.66256	1.98761	2.36998	2.63353	3.18657
88	0.67729	1.29125	1.66235	1.98729	2.36947	2.63286	3.18544
89	0.67726	1.29114	1.66216	1.98698	2.36898	2.63220	3.18434
90	0.67723	1.29103	1.66196	1.98667	2.36850	2.63157	3.18327
91	0.67720	1.29092	1.66177	1.98638	2.36803	2.63094	3.18222
92	0.67717	1.29082	1.66159	1.98609	2.36757	2.63033	3.18119
93	0.67714	1.29072	1.66140	1.98580	2.36712	2.62973	3.18019
94	0.67711	1.29062	1.66123	1.98552	2.36667	2.62915	3.17921
95	0.67708	1.29053	1.66105	1.98525	2.36624	2.62858	3.17825
96	0.67705	1.29043	1.66088	1.98498	2.36582	2.62802	3.17731
97	0.67703	1.29034	1.66071	1.98472	2.36541	2.62747	3.17639
98	0.67700	1.29025	1.66055	1.98447	2.36500	2.62693	3.17549
99	0.67698	1.29016	1.66039	1.98422	2.36461	2.62641	3.17460
100	0.67695	1.29007	1.66023	1.98397	2.36422	2.62589	3.17374
101	0.67693	1.28999	1.66008	1.98373	2.36384	2.62539	3.17289
102	0.67690	1.28991	1.65993	1.98350	2.36346	2.62489	3.17206
103	0.67688	1.28982	1.65978	1.98326	2.36310	2.62441	3.17125
104	0.67686	1.28974	1.65964	1.98304	2.36274	2.62393	3.17045
105	0.67683	1.28967	1.65950	1.98282	2.36239	2.62347	3.16967
106	0.67681	1.28959	1.65936	1.98260	2.36204	2.62301	3.16890
107	0.67679	1.28951	1.65922	1.98238	2.36170	2.62256	3.16815
108	0.67677	1.28944	1.65909	1.98217	2.36137	2.62212	3.16741
109	0.67675	1.28937	1.65895	1.98197	2.36105	2.62169	3.16669
110	0.67673	1.28930	1.65882	1.98177	2.36073	2.62126	3.16598
111	0.67671	1.28922	1.65870	1.98157	2.36041	2.62085	3.16528
112	0.67669	1.28916	1.65857	1.98137	2.36010	2.62044	3.16460
113	0.67667	1.28909	1.65845	1.98118	2.35980	2.62004	3.16392
114	0.67665	1.28902	1.65833	1.98099	2.35950	2.61964	3.16326
115	0.67663	1.28896	1.65821	1.98081	2.35921	2.61926	3.16262
116	0.67661	1.28889	1.65810	1.98063	2.35892	2.61888	3.16198
117	0.67659	1.28883	1.65798	1.98045	2.35864	2.61850	3.16135
118	0.67657	1.28877	1.65787	1.98027	2.35837	2.61814	3.16074
119	0.67656	1.28871	1.65776	1.98010	2.35809	2.61778	3.16013
120	0.67654	1.28865	1.65765	1.97993	2.35782	2.61742	3.15954

Lampiran 7. F Tabel

Titik Persentase Distribusi F untuk Probabilita = 0,05															

df untuk penyebut (N2)	df untuk pembilang (N1)														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
91	3.95	3.10	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.94	1.90	1.86	1.83	1.80	1.78
92	3.94	3.10	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.94	1.89	1.86	1.83	1.80	1.78
93	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93	1.89	1.86	1.83	1.80	1.78
94	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93	1.89	1.86	1.83	1.80	1.77
95	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93	1.89	1.86	1.82	1.80	1.77
96	3.94	3.09	2.70	2.47	2.31	2.19	2.11	2.04	1.98	1.93	1.89	1.85	1.82	1.80	1.77
97	3.94	3.09	2.70	2.47	2.31	2.19	2.11	2.04	1.98	1.93	1.89	1.85	1.82	1.80	1.77
98	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.98	1.93	1.89	1.85	1.82	1.79	1.77
99	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.98	1.93	1.89	1.85	1.82	1.79	1.77
100	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.97	1.93	1.89	1.85	1.82	1.79	1.77
101	3.94	3.09	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.93	1.88	1.85	1.82	1.79	1.77
102	3.93	3.09	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.82	1.79	1.77
103	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.82	1.79	1.76
104	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.82	1.79	1.76
105	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.81	1.79	1.76
106	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.84	1.81	1.79	1.76
107	3.93	3.08	2.69	2.46	2.30	2.18	2.10	2.03	1.97	1.92	1.88	1.84	1.81	1.79	1.76
108	3.93	3.08	2.69	2.46	2.30	2.18	2.10	2.03	1.97	1.92	1.88	1.84	1.81	1.78	1.76
109	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92	1.88	1.84	1.81	1.78	1.76
110	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92	1.88	1.84	1.81	1.78	1.76
111	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92	1.88	1.84	1.81	1.78	1.76
112	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.96	1.92	1.88	1.84	1.81	1.78	1.76
113	3.93	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.92	1.87	1.84	1.81	1.78	1.76
114	3.92	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.81	1.78	1.75
115	3.92	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.81	1.78	1.75
116	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.81	1.78	1.75
117	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.80	1.78	1.75
118	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.80	1.78	1.75
119	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.78	1.75
120	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.78	1.75
121	3.92	3.07	2.68	2.45	2.29	2.17	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.77	1.75
122	3.92	3.07	2.68	2.45	2.29	2.17	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.77	1.75
123	3.92	3.07	2.68	2.45	2.29	2.17	2.08	2.01	1.96	1.91	1.87	1.83	1.80	1.77	1.75
124	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.96	1.91	1.87	1.83	1.80	1.77	1.75
125	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.96	1.91	1.87	1.83	1.80	1.77	1.75
126	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91	1.87	1.83	1.80	1.77	1.75
127	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91	1.86	1.83	1.80	1.77	1.75
128	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91	1.86	1.83	1.80	1.77	1.75
129	3.91	3.07	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.80	1.77	1.74
130	3.91	3.07	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.80	1.77	1.74
131	3.91	3.07	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.80	1.77	1.74
132	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.79	1.77	1.74
133	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.79	1.77	1.74
134	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.79	1.77	1.74
135	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.82	1.79	1.77	1.74

Lampiran 8. Tabulasi Data

❖ Variabel Pelayanan Prima

PELAYANAN PRIMA

KEMAMPUAN (X1)				SKOR	SIKAP (X2)			SKOR	PENAMPILAN (X3)			SKOR	PERHATIAN (X4)			SKOR	TINDAKAN (X5)			SKOR	TANGGUNG JAWAB (X6)			SKOR
1	2	3	4		5	6	7		8	9	10		11	12	13		14	15	16		17	18	19	
3	3	4	3	13	4	4	3	11	4	3	4	11	3	4	3	10	4	4	4	12	3	4	4	11
4	4	4	3	15	3	3	3	9	4	3	3	10	3	3	4	10	4	4	3	11	3	3	3	9
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3	4	3	3	13	4	4	4	12	3	4	3	10	4	4	4	12	4	4	3	11	4	3	3	10
3	4	3	3	13	3	3	3	9	4	3	3	10	3	3	3	9	3	3	3	9	3	3	3	9
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3	3	4	4	14	3	3	3	9	3	3	3	9	4	3	3	10	4	4	4	12	3	3	3	9
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3	3	4	3	13	4	4	3	11	4	3	4	11	3	4	3	10	4	4	4	12	3	4	3	11

❖ Variabel Kepuasan Pelanggan

KEPUASAN PELANNGGAN			SKOR
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Lampiran 9. Dokumentasi Penelitian