

LAMPIRAN

1. LEMBAR KUESIONER PENELITIAN

PETUNJUK PENGISIAN

Isilah pernyataan dibawah ini dengan sebenar-benarnya.

1. Usia :
- | | | | |
|--------------------------|---------------|--------------------------|---------------|
| <input type="checkbox"/> | <20 Tahun | <input type="checkbox"/> | 21 – 30 Tahun |
| <input type="checkbox"/> | 31 – 40 Tahun | <input type="checkbox"/> | 41 – 50 Tahun |
| <input type="checkbox"/> | >50 Tahun | | |
2. Jenis Kelamin :
- | | | | |
|--------------------------|------|--------------------------|--------|
| <input type="checkbox"/> | Pria | <input type="checkbox"/> | Wanita |
|--------------------------|------|--------------------------|--------|
3. Pendidikan Terakhir :
- | | | | |
|--------------------------|----------|--------------------------|---------|
| <input type="checkbox"/> | SMA | <input type="checkbox"/> | Sarjana |
| <input type="checkbox"/> | Magister | <input type="checkbox"/> | Doctor |
4. Tahun bergabung :
- | | | | |
|--------------------------|---------|--------------------------|------|
| <input type="checkbox"/> | 2021 | <input type="checkbox"/> | 2022 |
| <input type="checkbox"/> | Lainnya | | |

Berilah tanda centang (✓) dibawah pada salah satu alternatif jawaban yang paling tepat dengan kriteria jawaban:

- 1 : Sangat Tidak Setuju
- 2 : Tidak Setuju
- 3 : Kurang Setuju
- 4 : Setuju
- 5 : Sangat Setuju

NO	Pernyataan	1	2	3	4	5
Service Quality (X₁)						
Reliability (Reliabilitas)						
1	BPJSTK membantu saya dalam menyelesaikan masalah yang dialami					
2	Saya merasa BPJSTK mampu melayani sesuai dengan waktu yang dijanjikan					
3	BPJSTK melakukan pencatatan tagihan peserta secara akurat					
4	Saya merasa BPJSTK cepat dalam memproses pengklaiman (JHT, JKK, JKM, JP)					
Responsiveness (Daya Tanggap)						
1	Saya merasa BPJSTK cepat merespon ketika memberikan pelayanan					
2	BPJSTK tanggap dalam memberikan pelayanan kepada saya					
3	Ketika saya membutuhkan informasi BPJSTK selalu memberikan respon yang cepat					
Assurance (Jaminan)						
1	Saya yakin BPJSTK mampu menjaga kerahasiaan data pribadi					
2	Tagihan yang saya bayarkan dapat mengcover resiko yang terjadi di masa yang akan datang					
Empathy (Empati)						
1	BPJSTK selalu menyambut kedatangan saya dengan baik					
2	BPJSTK memberikan arahan ketika saya membutuhkan dalam proses administrasi					
Tangibel (Bukti Fisik)						
1	Saya merasa area ruangan di BPJSTK sangat bersih					
2	BPJSTK menyediakan lahan parkir yang luas					
3	Saya merasa area ruangan di BPJSTK sangat luas					

Perceived Value (X₂)					
Emotional Value (Nilai emosional)					
1	Saya menikmati manfaat dalam pengklaiman (JHT,JKK,JKM, JP) di BPJSTK				
2	Saya merasa terlindungi menggunakan layanan dari BPJSTK				
Social Value (Nilai sosial)					
1	Saya merasa diterima dikalangan sosial ketika menggunakan layanan dari BPJSTK				
2	Secara sosial saya merasa dianggap peduli terhadap resiko yang akan datang dalam dunia kerja ketika saya terdaftar di BPJSTK				
Quality/Performance (Kualitas/Performa)					
1	Saya merasa BPJSTK memberikan pelayanan yang berkualitas secara konsisten				
2	Saya diberikan kemudahan untuk mendapatkan pelayanan yang diinginkan dengan cepat				
Price/Value Of Money (Harga/Nilai dari uang)					
1	Tagihan bulanan yang saya bayarkan sesuai dengan manfaat perlindungan yang saya terima				
2	Saya merasa tagihan bulanan yang diberikan oleh BPJSTK terjangkau				
Relationship Marketing (X₃)					
Trust (Kepercayaan)					
1	Saya merasa BPJSTK transparan dalam melakukan transaksi				
2	BPJSTK memiliki reputasi yang baik karena cepat dalam proses klaim (JHT,JKK,JKM, JP)				
Commitment (Komitmen)					
1	Saya memiliki keterikatan dengan BPJSTK				
2	Saya ingin terus menggunakan BPJSTK				
Communication (Komunikasi)					
1	BPJSTK memberikan informasi tentang layanan yang saya gunakan				
2	Saya diberikan pemberitahuan jika adanya perubahan tagihan bulanan oleh BPJSTK				
Conflict Handling (Penanganan masalah)					
1	BPJSTK menyediakan layanan pengaduan jika terjadinya pelayanan yang tidak diinginkan				
2	Saya diberikan solusi ketika terjadi masalah dengan pengklaiman (JHT,JKK,JKM, JP)				
Kepuasan Peserta/Pelanggan					
Desire Service (Layanan yang diinginkan)					
1	BPJSTK memberikan kemudahan dalam mengakses informasi melalui aplikasi JMO				

2	Saya mengharapkan layanan yang diberikan BPJSTK dapat memenuhi keinginan saya				
3	Saya mendapatkan solusi ketika terjadi masalah dalam pelayanan				
Adequate Service (Layanan yang memadai)					
1	BPJSTK memberikan layanan sesuai dengan apa yang saya butuhkan				
2	Saya merasa BPJSTK terampil dalam melakukan pelayanan				

2. Tabulasi Data Kuesioner X1

NO	SERVICE QUALITY (X1)														Total
	S1	S2	S3	S4	S5	S6	S7	S8	S9	S10	S11	S12	S13	S14	
1	4	4	4	4	4	4	4	5	5	4	4	4	4	4	58
2	4	4	4	4	4	5	5	5	5	5	5	5	5	5	65
3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
4	4	5	5	4	5	4	4	4	4	4	4	4	5	5	61
5	5	5	5	4	5	5	4	5	5	5	5	4	4	5	66
6	5	5	5	5	4	5	4	5	5	5	5	4	4	4	65
7	4	5	5	4	5	5	5	5	5	5	5	5	4	4	66
8	5	5	5	4	5	5	5	5	5	5	5	5	3	4	66
9	5	5	5	5	5	5	5	5	5	5	5	5	4	4	68
10	5	5	5	4	5	5	5	5	5	5	5	5	4	4	67
11	5	5	5	5	5	5	5	5	5	4	5	5	5	5	69
12	5	5	5	4	5	5	5	5	5	5	5	5	4	5	68
13	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
14	5	5	5	4	5	5	5	5	5	4	5	4	4	5	66
15	5	5	5	5	4	5	5	5	5	5	5	5	4	5	68
16	4	4	4	4	4	4	4	4	4	4	4	4	5	4	57
17	5	5	5	5	5	5	5	5	4	5	5	5	5	5	69
18	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
19	5	5	5	4	5	5	5	5	5	5	5	5	5	5	69
20	5	5	5	5	5	5	5	5	5	5	5	4	5	5	69
21	4	4	4	4	4	4	4	5	5	4	4	4	4	4	58
22	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
23	4	4	5	5	4	5	5	4	4	5	4	5	5	5	64
24	4	4	4	4	2	4	2	4	4	2	4	4	2	4	48
25	4	4	5	5	5	5	5	4	4	4	5	4	5	5	64
26	5	4	5	4	5	4	4	5	4	4	5	4	4	5	62
27	5	5	4	4	4	5	5	4	4	5	5	5	5	5	65

28	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
29	4	4	5	4	4	5	5	4	5	5	5	4	5	5	64
30	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
31	5	5	5	5	5	5	5	5	5	5	5	5	4	4	68
32	5	5	5	5	5	5	5	5	5	5	5	5	4	4	68
33	4	4	5	4	5	5	5	5	5	5	5	5	5	5	67
34	5	5	5	5	5	5	5	5	5	5	5	5	3	3	66
35	5	5	5	5	5	5	5	5	5	5	5	4	5	5	69
36	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
37	5	5	5	5	5	5	5	5	5	5	5	5	4	5	69
38	4	5	5	4	5	5	5	5	5	5	5	5	5	5	68
39	5	5	5	5	5	5	5	5	5	5	5	4	5	5	69
40	4	5	5	5	5	5	5	5	5	5	5	5	4	5	68
41	5	5	5	5	5	5	5	5	5	5	5	4	4	5	68
42	5	4	5	5	5	5	5	5	5	5	5	5	5	5	69
43	5	5	5	5	5	5	5	5	5	5	4	5	5	5	69
44	5	5	5	5	4	5	5	5	5	5	4	5	5	5	68
45	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
46	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
47	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
48	4	5	5	4	4	5	5	4	4	5	4	4	5	4	62
49	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
50	4	5	4	5	4	5	4	5	4	4	5	5	5	4	63
51	4	5	4	5	4	5	4	5	4	5	4	4	4	4	61
52	5	4	4	4	5	5	4	5	4	3	4	3	4	4	58
53	4	4	4	4	4	5	5	5	4	4	5	5	5	5	63
54	5	4	4	4	4	5	5	5	4	4	5	5	5	4	63
55	5	5	4	5	4	5	4	4	5	4	5	5	4	5	64
56	5	4	5	4	5	5	4	4	5	4	4	4	5	5	63
57	4	5	5	4	4	4	5	5	4	5	4	5	4	5	63
58	3	4	3	2	4	3	3	4	3	4	4	4	4	3	48
59	3	3	4	3	4	4	4	5	3	4	4	5	4	4	54
60	4	5	5	4	5	5	4	5	5	5	4	4	4	4	63
61	4	4	5	2	4	4	3	5	5	4	4	4	3	4	55
62	5	4	4	3	4	4	4	5	5	4	4	4	4	4	58
63	4	4	4	3	4	4	3	5	5	4	4	3	3	3	53
64	5	5	5	4	5	5	5	4	5	4	5	4	3	3	62
65	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
66	1	2	2	1	2	2	1	2	4	2	1	2	2	2	26
67	5	5	5	4	5	5	5	5	5	5	5	5	4	5	68

68	4	4	5	5	4	4	5	4	4	5	4	5	5	4	62
69	5	5	5	5	5	4	5	5	5	5	5	5	5	5	69
70	5	4	5	4	4	4	5	4	5	4	4	5	5	4	62
71	5	5	5	5	4	5	5	5	5	5	5	5	4	5	68
72	5	5	5	4	5	5	5	5	5	5	5	5	4	5	68
73	5	4	5	4	4	4	4	5	5	5	4	5	4	4	62
74	5	4	5	4	5	5	5	4	5	5	4	5	4	4	64
75	5	4	5	4	5	5	5	5	5	5	5	5	4	4	66
76	5	5	5	4	5	5	4	5	5	5	5	5	4	4	66
77	5	4	5	4	5	4	4	5	5	5	5	5	4	4	64
78	5	4	5	4	5	5	5	5	5	5	4	5	4	4	65
79	5	5	5	5	4	5	5	5	5	4	5	5	4	5	67
80	4	5	4	5	5	5	5	4	5	4	5	4	5	5	65
81	5	5	4	4	5	4	5	5	4	5	4	5	5	4	64
82	4	5	4	4	5	4	5	5	5	4	5	4	5	5	64
83	4	5	5	4	4	5	5	4	5	4	5	4	5	5	64
84	5	4	5	4	4	5	4	5	4	5	4	5	5	4	63
85	5	4	5	5	4	5	5	4	5	4	5	4	4	5	64
86	4	5	4	5	5	5	4	4	5	4	5	5	5	5	65
87	5	4	4	5	4	4	5	4	5	5	4	5	5	4	63
88	5	4	4	5	4	4	5	4	4	5	4	4	5	4	61
89	5	4	4	5	4	4	5	4	5	5	4	5	5	4	63
90	5	5	5	4	4	5	5	5	5	5	5	5	4	5	67
91	5	4	5	4	5	5	5	5	5	4	5	5	4	4	65
92	5	4	5	4	5	4	5	5	5	5	5	5	4	5	66
93	4	5	5	4	5	4	5	5	5	5	4	5	4	5	65
94	5	4	5	5	4	4	5	5	5	5	5	5	4	5	66
95	5	4	5	4	5	5	5	5	5	4	5	5	5	5	67
96	5	4	5	4	4	4	4	5	5	5	4	5	4	4	62
97	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
98	4	4	4	4	4	4	4	4	5	5	4	5	5	4	60
99	4	4	5	4	5	5	3	3	3	4	3	3	4	5	55
100	5	5	5	4	5	5	5	5	5	5	5	5	4	5	68

3. Tabulasi Data Kuesioner X2

No.	PERCEIVED VALUE (X2)								Total
	PV1	PV2	PV3	PV4	PV5	PV6	PV7	PV8	
1	5	5	5	5	4	4	4	4	36
2	4	5	4	5	4	4	4	4	34

3	5	5	5	5	4	4	4	4	36
4	4	4	4	4	4	4	4	4	32
5	4	4	4	4	4	4	4	4	32
6	5	5	4	5	5	4	5	5	38
7	5	5	4	5	4	5	5	5	38
8	5	5	4	5	4	5	5	5	38
9	5	5	4	5	5	5	5	5	39
10	5	5	5	5	5	5	5	5	40
11	5	5	4	5	5	5	5	5	39
12	5	5	5	5	5	5	5	5	40
13	5	5	5	5	5	5	5	5	40
14	5	5	5	5	5	5	5	5	40
15	5	5	5	5	5	5	5	5	40
16	5	5	5	5	5	5	5	5	40
17	4	4	4	4	4	4	4	4	32
18	5	5	5	5	5	5	5	5	40
19	5	5	5	5	5	5	5	5	40
20	5	5	4	5	5	5	5	5	39
21	5	5	5	5	5	5	5	5	40
22	4	5	4	4	4	4	5	5	35
23	4	4	4	4	4	3	4	4	31
24	5	5	4	5	5	5	5	5	39
25	5	5	5	5	5	4	4	5	38
26	4	4	4	4	2	2	4	4	28
27	4	5	4	4	4	4	5	5	35
28	5	5	4	4	5	4	4	5	36
29	4	4	4	4	4	5	5	5	35
30	5	5	5	5	5	5	5	4	39
31	4	4	4	4	4	4	5	5	34
32	4	4	4	4	4	4	4	4	32
33	5	4	4	4	4	4	5	5	35
34	5	5	4	5	5	5	5	5	39
35	5	5	4	5	5	5	5	5	39
36	5	5	5	5	5	5	5	5	40
37	5	5	5	5	5	5	5	5	40
38	5	5	5	5	5	5	5	5	40
39	5	5	5	5	5	5	5	5	40
40	5	5	4	4	4	4	4	4	34
41	5	5	5	5	4	4	5	5	38
42	5	5	5	5	5	5	5	5	40

43	5	5	4	5	5	5	5	5	39
44	5	5	4	5	5	5	5	5	39
45	5	5	4	5	5	5	5	5	39
46	5	5	5	5	5	5	5	5	40
47	5	5	3	5	5	5	5	5	38
48	5	5	4	5	4	5	5	4	37
49	5	5	4	5	5	5	5	5	39
50	5	5	5	5	5	5	5	5	40
51	5	5	5	5	5	5	5	5	40
52	4	4	4	5	4	4	4	4	33
53	4	4	4	4	4	4	4	4	32
54	5	4	4	4	5	4	5	5	36
55	5	5	5	5	5	5	5	5	40
56	5	4	4	4	5	5	5	4	36
57	4	4	4	5	5	5	5	5	37
58	5	5	5	5	5	4	4	5	38
59	4	5	5	5	4	5	4	5	37
60	4	5	5	5	4	5	5	4	37
61	4	5	4	5	4	5	4	5	36
62	5	4	5	4	4	4	5	4	35
63	4	5	4	5	4	5	4	5	36
64	3	4	4	4	3	4	3	3	28
65	3	3	4	3	3	3	3	3	25
66	4	4	4	4	4	4	4	4	32
67	4	5	4	4	4	4	4	5	34
68	1	2	1	1	3	3	1	1	13
69	5	5	4	5	4	4	5	4	36
70	4	5	4	5	4	4	5	3	34
71	3	1	3	3	2	3	3	2	20
72	4	5	4	5	5	4	5	4	36
73	4	5	4	4	4	4	4	5	34
74	4	5	4	5	5	5	5	4	37
75	4	5	4	5	5	5	5	4	37
76	5	5	5	5	5	5	5	5	40
77	2	4	2	2	2	1	2	3	18
78	5	5	4	5	5	5	5	5	39
79	5	4	4	4	5	5	5	5	37
80	5	5	5	5	5	5	5	4	39
81	4	5	5	4	4	4	5	5	36
82	5	5	4	5	5	5	5	5	39

83	5	5	4	5	5	5	5	5	39
84	5	5	5	4	5	5	5	4	38
85	5	5	4	5	5	5	5	4	38
86	5	5	4	5	5	5	5	4	38
87	5	5	4	5	5	4	5	4	37
88	5	5	4	5	5	5	5	5	39
89	5	5	4	5	5	5	5	5	39
90	5	5	4	5	5	4	5	5	38
91	5	4	5	4	4	5	5	5	37
92	5	5	4	5	4	5	5	4	37
93	5	5	5	4	5	5	4	5	38
94	4	5	5	5	5	5	4	4	37
95	5	4	5	5	4	5	5	4	37
96	5	5	4	5	4	4	5	4	36
97	4	5	5	4	4	4	4	5	35
98	4	5	5	4	5	5	4	5	37
99	5	4	5	4	5	5	4	5	37
100	4	5	4	5	5	4	4	5	36

4. Tabulasi Data Kuesioner X3

NO	RELATIONSHIP MARKETING (X3)								Total
	RM1	RM2	RM3	RM4	RM5	RM6	RM7	RM8	
1	4	4	5	5	4	4	5	4	35
2	4	4	4	4	4	4	5	4	33
3	4	4	4	4	4	4	4	4	32
4	4	4	4	4	5	4	4	4	33
5	5	4	5	5	5	5	5	4	38
6	5	4	5	5	5	5	5	4	38
7	5	4	5	5	5	5	5	4	38
8	5	5	5	5	5	5	5	4	39
9	5	5	5	5	5	5	5	5	40
10	5	4	5	5	5	5	5	4	38
11	5	5	5	5	5	5	5	5	40
12	5	4	5	5	5	5	5	5	39
13	5	5	5	5	5	5	5	5	40
14	5	4	5	5	5	5	5	5	39
15	5	4	5	5	5	5	5	5	39
16	4	4	4	4	4	4	4	4	32
17	5	5	5	5	5	5	4	5	39
18	5	5	5	5	5	5	5	5	40

19	5	4	5	5	5	5	5	5	39
20	5	4	5	5	5	5	5	5	39
21	5	4	4	4	4	4	5	4	34
22	5	5	4	4	5	5	5	5	38
23	4	5	4	5	5	5	5	5	38
24	4	4	4	4	4	4	4	4	32
25	5	4	5	5	5	5	4	4	37
26	4	4	5	4	5	5	4	4	35
27	5	5	5	5	5	5	5	5	40
28	4	4	4	4	4	4	4	4	32
29	5	4	4	4	4	5	5	5	36
30	5	5	5	5	5	5	5	5	40
31	5	5	5	5	5	5	5	5	40
32	5	4	5	5	5	5	5	5	39
33	5	5	5	5	5	5	5	5	40
34	5	5	5	5	5	5	5	5	40
35	5	5	5	5	5	5	5	5	40
36	5	5	5	5	5	5	5	5	40
37	5	5	5	5	4	5	5	5	39
38	5	5	5	5	5	5	5	4	39
39	5	5	5	5	5	5	5	4	39
40	5	5	5	5	5	5	5	4	39
41	5	5	5	5	5	5	5	5	40
42	5	4	5	5	5	5	5	5	39
43	5	5	5	5	5	5	5	4	39
44	5	5	5	5	5	5	5	4	39
45	5	5	5	5	5	5	5	5	40
46	4	4	4	4	4	4	4	4	32
47	5	5	5	5	5	5	5	5	40
48	4	4	5	4	4	4	5	5	35
49	5	5	5	5	5	5	5	5	40
50	5	4	5	4	4	5	5	4	36
51	5	5	5	5	5	5	5	5	40
52	5	4	5	4	4	5	4	4	35
53	5	4	4	4	5	5	5	5	37
54	5	4	4	4	5	4	4	5	35
55	5	4	5	4	4	5	5	4	36
56	5	4	4	4	5	4	5	5	36
57	4	5	4	4	5	4	5	4	35
58	4	3	3	3	4	5	4	3	29

59	4	3	3	3	4	5	4	3	29
60	4	4	5	5	5	5	5	5	38
61	4	3	4	3	4	3	4	3	28
62	5	4	4	4	5	5	5	4	36
63	5	4	5	5	4	4	5	4	36
64	4	4	4	5	5	5	5	4	36
65	5	5	5	5	5	5	5	5	40
66	2	1	4	1	2	2	4	1	17
67	5	5	5	5	5	5	5	5	40
68	4	5	5	4	5	4	4	4	35
69	5	5	4	5	5	5	5	5	39
70	4	4	4	5	4	4	5	5	35
71	5	5	4	5	5	5	5	4	38
72	5	4	4	5	5	5	5	5	38
73	5	5	4	5	5	5	5	5	39
74	5	4	4	5	5	5	5	4	37
75	5	4	4	5	5	5	5	4	37
76	5	4	4	5	5	5	5	5	38
77	5	4	4	5	5	5	5	4	37
78	5	4	5	4	5	5	5	4	37
79	5	4	5	5	4	5	5	4	37
80	5	4	5	5	5	4	4	5	37
81	5	4	5	4	5	5	4	5	37
82	4	5	4	5	5	4	4	5	36
83	5	4	5	5	5	4	5	4	37
84	4	5	4	5	4	5	5	5	37
85	4	5	4	5	4	4	4	4	34
86	5	5	4	5	4	5	4	5	37
87	4	5	4	5	4	5	4	4	35
88	4	4	4	5	5	5	4	4	35
89	4	4	4	5	4	4	4	5	34
90	5	4	4	5	5	5	5	4	37
91	5	4	5	4	5	5	5	4	37
92	5	4	5	5	5	5	5	4	38
93	5	4	4	5	5	5	5	4	37
94	5	5	5	5	5	5	5	4	39
95	5	5	4	5	4	5	5	4	37
96	5	5	5	5	5	5	5	5	40
97	5	4	4	4	5	5	5	5	37
98	5	4	4	4	4	5	5	5	36

99	4	3	4	3	4	3	4	3	28
100	5	5	5	5	5	5	5	5	40

5. Tabulasi Data Kuesioner Y

NO	KEPUASAN PESERTA (Y)					Total
	KP1	KP2	KP3	KP4	KP5	
1	5	4	4	4	4	21
2	4	4	4	5	5	22
3	4	4	4	4	4	20
4	4	5	4	4	4	21
5	5	5	4	5	5	24
6	5	5	4	5	4	23
7	5	5	4	5	5	24
8	5	5	5	5	5	25
9	5	5	5	5	5	25
10	5	5	4	5	5	24
11	5	5	5	5	5	25
12	5	5	5	5	5	25
13	5	5	5	5	5	25
14	5	5	5	5	5	25
15	5	5	5	5	5	25
16	4	4	4	4	4	20
17	5	5	5	5	5	25
18	5	5	5	5	5	25
19	5	5	5	5	5	25
20	5	5	4	5	5	24
21	5	5	5	5	4	24
22	5	5	4	5	5	24
23	5	5	4	5	5	24
24	4	4	4	4	4	20
25	4	5	5	5	5	24
26	4	5	4	4	5	22
27	4	4	4	4	5	21
28	4	4	4	4	4	20
29	4	5	4	5	4	22
30	5	5	5	5	5	25
31	5	5	5	5	5	25
32	5	5	5	5	5	25
33	4	5	4	5	5	23
34	5	5	5	5	5	25

35	5	5	4	3	5	22
36	5	5	5	5	5	25
37	5	5	5	5	5	25
38	5	5	5	5	5	25
39	5	5	5	5	5	25
40	5	5	5	5	5	25
41	4	5	5	4	5	23
42	5	5	5	5	5	25
43	5	5	4	5	5	24
44	5	5	5	5	5	25
45	5	5	5	5	5	25
46	4	4	4	4	4	20
47	5	4	4	4	4	21
48	4	5	5	4	5	23
49	5	5	5	5	5	25
50	5	5	4	4	4	22
51	5	5	4	5	5	24
52	4	5	5	5	5	24
53	5	4	5	4	4	22
54	5	4	4	5	4	22
55	5	4	5	5	4	23
56	4	5	4	4	5	22
57	4	4	5	4	5	22
58	3	4	4	3	4	18
59	4	5	3	3	3	18
60	5	5	5	5	5	25
61	3	5	3	4	3	18
62	4	5	4	5	4	22
63	4	5	5	5	5	24
64	4	5	5	5	5	24
65	5	5	5	5	5	25
66	2	5	2	2	1	12
67	5	5	5	5	5	25
68	5	4	5	5	4	23
69	5	5	5	5	5	25
70	5	4	5	4	4	22
71	5	5	5	5	4	24
72	5	5	5	5	4	24
73	4	5	5	5	5	24
74	5	5	5	5	4	24

75	5	5	5	5	5	25
76	4	5	5	5	5	24
77	4	5	4	5	5	23
78	4	5	5	5	5	24
79	5	5	4	5	5	24
80	4	5	5	4	5	23
81	4	5	5	5	5	24
82	5	4	5	5	4	23
83	4	5	5	5	4	23
84	5	5	4	5	5	24
85	5	5	5	4	5	24
86	5	4	5	4	5	23
87	5	5	4	5	4	23
88	5	5	4	5	5	24
89	4	5	4	4	4	21
90	5	5	5	4	5	24
91	4	5	5	5	5	24
92	4	5	5	5	5	24
93	5	5	5	5	5	25
94	4	5	5	5	5	24
95	5	5	5	5	5	25
96	5	5	5	5	4	24
97	4	4	4	5	5	22
98	4	5	5	5	5	24
99	4	4	4	4	4	20
100	5	5	5	5	5	25

6. Tabel Yang Digunakan Dalam Penelitian
Tabel r Hitung

Tabel r untuk df = 51 - 100

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
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 t Hitung

df	One Tailed Test						
	0,25	0,10	0,05	0,025	0,01	0,005	0,001
	Two-Tailed Test						
	0,50	0,20	0,10	0,05	0,02	0,01	0,002
90	0,677225	1,291029	1,661961	1,986675	2,368497	2,631565	3,183271
91	0,677195	1,290924	1,661771	1,986377	2,368026	2,630940	3,182221
92	0,677166	1,290821	1,661585	1,986086	2,367566	2,630330	3,181194
93	0,677137	1,290721	1,661404	1,985802	2,367115	2,629732	3,180191
94	0,677109	1,290623	1,661226	1,985523	2,366674	2,629148	3,179209
95	0,677081	1,290527	1,661052	1,985251	2,366243	2,628576	3,178248
96	0,677054	1,290432	1,660881	1,984984	2,365821	2,628016	3,177308
97	0,677027	1,290340	1,660715	1,984723	2,365407	2,627468	3,176387
98	0,677001	1,290250	1,660551	1,984467	2,365002	2,626931	3,175486
99	0,676976	1,290161	1,660391	1,984217	2,364606	2,626405	3,174604
100	0,676951	1,290075	1,660234	1,983972	2,364217	2,625891	3,173739

Tabel F

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

7. Hasil Uji Validitas

Hasil Uji Validitas Service Quality (X1)

		Correlations															
		V1	V2	V3	V4	V5	V6	V7	V8	V9	V10	V11	V12	V13	V14	Total	
V1	Pearson	1	.726 [*]	.730 [*]	.638 [*]	.657 [*]	.744 [*]	.707 [*]	.706 [*]	.515 [*]	.613 [*]	.723 [*]	.661 [*]	.515 [*]	.589 [*]	.858 [*]	
	Correlation		
	Sig. (1-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
V2	Pearson	.726 [*]	1	.698 [*]	.632 [*]	.688 [*]	.784 [*]	.665 [*]	.708 [*]	.480 [*]	.591 [*]	.760 [*]	.625 [*]	.535 [*]	.649 [*]	.859 [*]	
	Correlation	
	Sig. (1-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
V3	Pearson	.730 [*]	.698 [*]	1	.480 [*]	.604 [*]	.699 [*]	.631 [*]	.719 [*]	.620 [*]	.541 [*]	.722 [*]	.576 [*]	.433 [*]	.538 [*]	.802 [*]	
	Correlation	
	Sig. (1-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
V4	Pearson	.638 [*]	.632 [*]	.480 [*]	1	.539 [*]	.646 [*]	.719 [*]	.425 [*]	.331 [*]	.596 [*]	.607 [*]	.580 [*]	.605 [*]	.621 [*]	.767 [*]	
	Correlation	
	Sig. (1-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
V5	Pearson	.657 [*]	.688 [*]	.604 [*]	.539 [*]	1	.713 [*]	.741 [*]	.594 [*]	.404 [*]	.657 [*]	.668 [*]	.511 [*]	.555 [*]	.554 [*]	.802 [*]	
	Correlation	
	Sig. (1-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
V6	Pearson	.744 [*]	.784 [*]	.699 [*]	.646 [*]	.713 [*]	1	.741 [*]	.629 [*]	.425 [*]	.603 [*]	.775 [*]	.635 [*]	.559 [*]	.696 [*]	.871 [*]	
	Correlation	
	Sig. (1-tailed)																
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

	Sig. (1-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
V7	Pearson Correlation	.707*	.665*	.631*	.719*	.741*	.741*	1	.554*	.402*	.734*	.723*	.664*	.717*	.658*	.877*
	Sig. (1-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
V8	Pearson Correlation	.706*	.708*	.719*	.425*	.594*	.629*	.554*	1	.510*	.525*	.731*	.619*	.445*	.511*	.775*
	Sig. (1-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
V9	Pearson Correlation	.515*	.480*	.620*	.331*	.404*	.425*	.402*	.510*	1	.295*	.542*	.321*	.222*	.317*	.556*
	Sig. (1-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.001	.000	.001	.013	.001	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
V10	Pearson Correlation	.613*	.591*	.541*	.596*	.657*	.603*	.734*	.525*	.295*	1	.509*	.676*	.544*	.478*	.756*
	Sig. (1-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.001		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
V11	Pearson Correlation	.723*	.760*	.722*	.607*	.668*	.775*	.723*	.731*	.542*	.509*	1	.634*	.555*	.683*	.866*
	Sig. (1-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
V12	Pearson Correlation	.661*	.625*	.576*	.580*	.511*	.635*	.664*	.619*	.321*	.676*	.634*	1	.576*	.584*	.783*
	Sig. (1-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.000		.000	.000	.000

	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
V13	Pearson	.515*	.535*	.433*	.605*	.555*	.559*	.717*	.445*	.222*	.544*	.555*	.576*	1	.706*	.731*
	Correlation
	Sig. (1-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.013	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
V14	Pearson	.589*	.649*	.538*	.621*	.554*	.696*	.658*	.511*	.317*	.478*	.683*	.584*	.706*	1	.780*
	Correlation
	Sig. (1-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Total	Pearson	.858*	.859*	.802*	.767*	.802*	.871*	.877*	.775*	.556*	.756*	.866*	.783*	.731*	.780*	1
	Correlation
	Sig. (1-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
**. Correlation is significant at the 0.01 level (1-tailed).																
*. Correlation is significant at the 0.05 level (1-tailed).																

Hasil Uji Validitas Perceived Value (X2)

		Correlations									
		PV1	PV2	PV3	PV4	PV5	PV6	PV7	PV8	Total	
PV1	Pearson	1	.568**	.641**	.768**	.747**	.699**	.836**	.723**	.898**	
	Correlation										
	Sig. (1-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	
PV2	Pearson	.568**	1	.446**	.687**	.549**	.454**	.555**	.600**	.718**	
	Correlation										
	Sig. (1-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	
PV3	Pearson	.641**	.446**	1	.598**	.540**	.575**	.563**	.588**	.739**	
	Correlation										
	Sig. (1-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	

PV4	Pearson Correlation	.768**	.687**	.598**	1	.704**	.724**	.784**	.638**	.883**
	Sig. (1-tailed)	.000	.000	.000		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100
PV5	Pearson Correlation	.747**	.549**	.540**	.704**	1	.807**	.701**	.689**	.866**
	Sig. (1-tailed)	.000	.000	.000	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100
PV6	Pearson Correlation	.699**	.454**	.575**	.724**	.807**	1	.720**	.626**	.848**
	Sig. (1-tailed)	.000	.000	.000	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100	100	100	100
PV7	Pearson Correlation	.836**	.555**	.563**	.784**	.701**	.720**	1	.690**	.879**
	Sig. (1-tailed)	.000	.000	.000	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100	100	100	100
PV8	Pearson Correlation	.723**	.600**	.588**	.638**	.689**	.626**	.690**	1	.834**
	Sig. (1-tailed)	.000	.000	.000	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100	100	100	100
Total	Pearson Correlation	.898**	.718**	.739**	.883**	.866**	.848**	.879**	.834**	1
	Sig. (1-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100

** . Correlation is significant at the 0.01 level (1-tailed).

Hasil Uji Validitas Relationship Marketing (X3)

		Correlations								
		RM1	RM2	RM3	RM4	RM5	RM6	RM7	RM8	Total
RM1	Pearson Correlation	1	.692**	.706**	.725**	.746**	.770**	.712**	.713**	.890**
	Sig. (1-tailed)		.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100
RM2	Pearson Correlation	.692**	1	.551**	.785**	.706**	.669**	.584**	.757**	.854**
	Sig. (1-tailed)	.000		.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100

RM3	Pearson Correlation	.706**	.551**	1	.602**	.538**	.511**	.564**	.530**	.731**
	Sig. (1-tailed)	.000	.000		.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100
RM4	Pearson Correlation	.725**	.785**	.602**	1	.739**	.728**	.635**	.766**	.888**
	Sig. (1-tailed)	.000	.000	.000		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100
RM5	Pearson Correlation	.746**	.706**	.538**	.739**	1	.785**	.705**	.744**	.877**
	Sig. (1-tailed)	.000	.000	.000	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100
RM6	Pearson Correlation	.770**	.669**	.511**	.728**	.785**	1	.730**	.688**	.863**
	Sig. (1-tailed)	.000	.000	.000	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100	100	100	100
RM7	Pearson Correlation	.712**	.584**	.564**	.635**	.705**	.730**	1	.659**	.814**
	Sig. (1-tailed)	.000	.000	.000	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100	100	100	100
RM8	Pearson Correlation	.713**	.757**	.530**	.766**	.744**	.688**	.659**	1	.870**
	Sig. (1-tailed)	.000	.000	.000	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100	100	100	100
Total	Pearson Correlation	.890**	.854**	.731**	.888**	.877**	.863**	.814**	.870**	1
	Sig. (1-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100

** . Correlation is significant at the 0.01 level (1-tailed).

Hasil Uji Validitas Kepuasan Peserta (Y)

		KP1	KP2	KP3	KP4	KP5	Total
KP1	Pearson Correlation	1	.497**	.694**	.741**	.673**	.855**
	Sig. (1-tailed)		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100

KP2	Pearson Correlation	.497**	1	.481**	.612**	.572**	.731**
	Sig. (1-tailed)	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100
KP3	Pearson Correlation	.694**	.481**	1	.712**	.728**	.858**
	Sig. (1-tailed)	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100
KP4	Pearson Correlation	.741**	.612**	.712**	1	.755**	.904**
	Sig. (1-tailed)	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100
KP5	Pearson Correlation	.673**	.572**	.728**	.755**	1	.886**
	Sig. (1-tailed)	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100
Total	Pearson Correlation	.855**	.731**	.858**	.904**	.886**	1
	Sig. (1-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

** . Correlation is significant at the 0.01 level (1-tailed).

8. Hasil Uji Reliabilitas Variabel

Service Quality (X1)

Reliability Statistics	
Cronbach's Alpha	N of Items
.773	15

Perceived Value (X2)

Reliability Statistics	
Cronbach's Alpha	N of Items
.793	9

Relationship Marketing (X3)

Reliability Statistics	
Cronbach's Alpha	N of Items
.795	9

Kepuasan Peserta (Y)

Reliability Statistics	
Cronbach's Alpha	N of Items
.817	6

Lampiran 9. Uji Asumsi Klasik

Hasil Uji Normalitas

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		100
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	.69211333
Most Extreme Differences	Absolute	.076
	Positive	.076
	Negative	-.049
Test Statistic		.076
Asymp. Sig. (2-tailed)		.168 ^c
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

Hasil Uji Multikolinearitas

Coefficients ^a								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	2.346	.686		3.422	.001		
	X1	.108	.030	.326	3.633	.000	.118	8.480
	X2	.197	.050	.329	3.956	.000	.138	7.253
	X3	.186	.045	.329	4.133	.000	.150	6.655

a. Dependent Variable: Y

Hasil Uji Heterokedastisitas

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.165	.427		2.730	.008
	Service Quality	-.018	.018	-.290	-.993	.323
	Perceived Value	-.009	.031	-.083	-.306	.760
	Relationship Marketing	.024	.028	.222	.857	.393

a. Dependent Variable: Abs_Res

Lampiran 10. Analisis Regresi Linear Berganda Hasil Uji Linear Berganda

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.346	.686		3.422	.001
	Service Quality	.108	.030	.326	3.633	.000
	Perceived Value	.197	.050	.329	3.956	.000
	Relationship Marketing	.186	.045	.329	4.133	.000

a. Dependent Variable: Kepuasan Peserta

Hasil Uji Koefisien Determinan (R²)

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.953 ^a	.909	.906	.703

a. Predictors: (Constant), Relationship Marketing, Perceived Value, Service Quality

b. Dependent Variable: Kepuasan Peserta

Lampiran 11. Uji Hipotesis

Hasil Uji T

Coefficients ^a								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	2.346	.686		3.422	.001		
	X1	.108	.030	.326	3.633	.000	.118	8.480
	X2	.197	.050	.329	3.956	.000	.138	7.253
	X3	.186	.045	.329	4.133	.000	.150	6.655

a. Dependent Variable: Y

Hasil Uji F

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	471.337	3	157.112	318.047	.000 ^b
	Residual	47.423	96	.494		
	Total	518.760	99			

a. Dependent Variable: Y

b. Predictors: (Constant), X3, X2, X1

Lampiran 12. Karakteristik Responden

Diagram Usia

Usia
100 jawaban

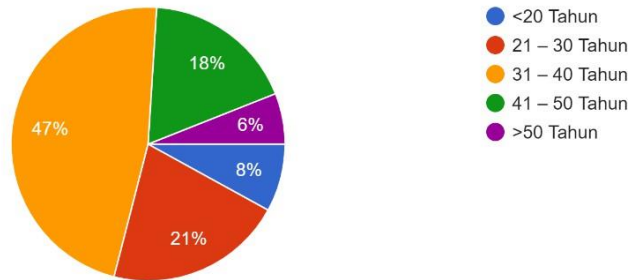


Diagram Jenis Kelamin

Jenis Kelamin
100 jawaban

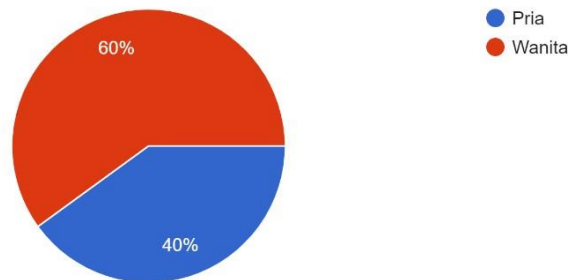


Diagram Pendidikan Terakhir

Pendidikan Terakhir
100 jawaban

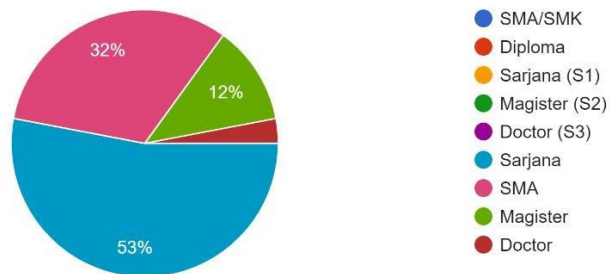


Diagram Tahun Bergabung

Tahun Bergabung di BPJS Ketenagakerjaan
100 jawaban

