

LAMPIRAN

Lampiran 1. Kuesioner Penelitian

KUESIONER PENELITIAN

“Analisis Kualitas Layanan Terhadap Kepuasan Pelanggan Pada Galaxy Gym”

Bapak/Ibu/Saudara/i yang terhormat, saya memohon kesediaannya untuk mengisi kusioner penelitian yang telah tersedia. Adapun tujuan kuesioner ini disusun sebagai data penelitian tugas akhir. Atas kesediaan Bapak/Ibu/Saudara/I saya ucapkan terimakasih.

A. IDENTITAS RESPONDEN

Isilah identitas Bapak/Ibu/Saudara/i dengan keadaan yang sebenarnya (*identitas dirahasiakan*).

- a. Nama :
- b. Jenis Kelamin :
- c. Usia :
- d. Pekerjaan saat ini:
 - Wiraswasta
 - Pegawai Negeri
 - Pelajar/ Mahasiswa
 - Pegawai Swasta

PETUNJUK PENGISIAN

Bapak/Ibu/Saudara/i berilah tanda (√) pada kolom jawaban yang tersedia sebagai pernyataan yang mengarah pada peningkatan jumlah siswa di Kresna Kampung Inggris Pare. Penelitian ini dilakukan berdasarkan skala berikut ini:

1. Skor 1: Sangat Tidak Setuju
2. Skor 2: Tidak Setuju

3. Skor 3: Kurang Setuju
4. Skor 4: Setuju
5. Skor 5: Sangat Setuju

Keandalan (<i>Reliability</i>)		STS	TS	KS	S	SS
1	Waktu operasional Galaxy Gym selalu tepat.					
2	Galaxy Gym selalu siap membantu pelanggan.					
3	Galaxy Gym menyediakan informasi yang akurat.					
4	Galaxy Gym menyediakan kelas latihan yang sesuai dengan pelanggan.					
Jaminan (<i>Assurance</i>)		STS	TS	KS	S	SS
1	Galaxy Gym menyediakan pelatih yang sudah tersertifikasi.					
2	Galaxy Gym memiliki fasilitas yang nyaman di gunakan.					
3	Galaxy Gym menyediakan lingkungan yang aman.					
4	Peralatan Galaxy Gym selalu terawat.					
Bukti Fisik (<i>Tangibles</i>)		STS	TS	KS	S	SS
1	Galaxy Gym yang menyediakan ruangan latihan bersih.					
2	Galaxy Gym yang menyediakan ruang ganti yang memadai jumlahnya.					
3	Galaxy Gym menyediakan pelataran parkir yang luas.					
4	Peralatan latihan Galaxy Gym selalu berfungsi dengan baik.					

Empati (<i>Empathy</i>)		STS	TS	KS	S	SS
1	Staf Galaxy Gym melayani pelanggan dengan rama.					
2	Galaxy Gym menyediakan layanan sesuai dengan keinginan pelanggan.					
3	Galaxy Gym memahami kebutuhan pelanggan.					
4	Galaxy Gym memberikan perhatian personal kepada pelanggan.					
Daya Tanggap (<i>Responsiveness</i>)		STS	TS	KS	S	SS
1	Pelatih Galaxy Gym menyelesaikan masalah dengan cepat.					
2	Staf Galaxy Gym selalu siap dalam memberikan layanan.					
3	Staf Galaxy Gym cepat dalam menanggapi keluhan.					
4	Galaxy Gym berupaya secara maksimal memenuhi kebutuhan pelanggan.					
Kepuasan Pelanggan		STS	TS	KS	S	SS
1	Latihan di Galaxy Gym sesuai dengan apa yang diharapkan.					
2	Saat latihan di Galaxy Gym merasakan suasana yang menyenangkan.					
3	Kebutuhan terpenuhi saat latihan di Galaxy Gym.					
4	Bersedia merekomendasi Galaxy Gym kepada orang lain.					

Lampiran 2. Rekapitulasi Data

X1.1	X1.2	X1.3	X1.4	T.X1	X2.1	X2.2	X2.3	X2.4	T.X2	X3.1	X3.2	X3.3	X3.4	T.X3
5	5	5	5	20	4	5	4	5	18	5	5	5	5	20
4	4	2	1	11	2	2	5	3	12	4	2	4	4	11
5	4	4	2	15	2	2	4	4	12	4	4	4	2	14
5	4	3	4	16	2	4	5	4	15	2	2	3	2	9
4	4	4	4	16	4	4	4	5	17	5	4	4	5	18
4	4	3	2	13	2	2	5	3	12	4	4	5	2	15
3	5	5	5	18	5	5	5	5	20	5	5	5	5	20
4	4	4	2	14	2	2	4	4	12	4	2	3	4	13
4	4	3	3	14	2	4	3	2	11	3	2	5	4	14
5	4	2	2	13	2	3	4	3	12	4	4	4	2	14
4	2	2	4	12	2	2	4	4	12	3	3	3	2	11
5	5	4	2	16	2	2	5	4	13	4	3	4	4	15
4	3	4	4	15	2	2	5	5	14	4	2	3	4	13
3	3	3	3	12	2	3	3	3	11	3	2	3	3	11
5	5	4	5	19	4	5	4	5	18	4	5	4	5	18
3	3	3	3	12	3	4	4	4	15	3	3	4	4	14
5	5	5	5	20	5	5	5	5	20	5	5	5	5	20
5	4	3	3	15	3	3	4	3	13	4	4	4	3	15
5	4	4	3	16	3	2	5	3	13	3	3	4	2	12
5	4	4	4	17	4	4	5	5	18	5	3	3	4	15
4	5	5	4	18	4	4	5	4	17	4	4	5	3	16
5	5	5	5	20	5	5	5	5	20	5	5	5	5	20
4	2	2	2	10	1	2	4	4	11	4	2	5	2	13
4	4	5	3	16	4	4	5	5	18	5	4	3	5	17
5	4	4	5	18	5	5	5	5	20	5	5	5	5	20
5	5	3	3	16	4	5	4	5	18	4	3	3	4	14
4	4	4	4	16	4	4	4	4	16	4	4	4	4	16
4	3	3	2	12	2	3	5	4	14	4	2	4	2	12
4	3	2	2	11	3	1	3	2	9	3	2	4	2	11
4	4	4	4	16	4	4	5	5	18	5	5	4	4	18
4	3	3	2	12	2	4	2	4	12	4	3	4	4	15
2	2	2	1	7	1	1	2	3	7	3	3	3	4	13
5	4	3	4	16	4	4	4	5	17	5	4	4	4	17
4	4	4	4	16	4	4	5	4	17	4	4	3	3	14
4	4	4	4	16	4	4	4	4	16	4	4	3	4	15
3	4	3	4	14	3	4	5	5	17	5	4	3	4	16
5	4	4	4	17	4	3	3	4	14	4	1	3	4	12
5	4	3	4	16	3	4	4	4	15	5	4	4	4	17
4	4	4	4	16	4	4	4	4	16	5	4	4	4	17
4	4	4	3	15	4	4	5	4	17	4	4	4	4	16
5	5	5	5	20	5	5	5	5	20	5	5	5	5	20
4	5	4	4	17	4	5	4	4	17	4	4	4	4	16
4	4	4	4	16	5	4	4	5	18	4	4	4	5	17
5	5	5	5	20	3	5	5	5	18	5	5	5	5	20
4	4	3	4	15	4	4	5	4	17	4	4	4	5	17
4	5	4	4	17	4	4	5	4	17	4	4	4	4	16
5	4	4	5	18	3	3	4	3	13	4	2	3	3	12
4	4	2	4	14	2	4	5	4	15	4	2	4	4	14
5	4	4	4	17	4	3	4	4	15	4	3	4	3	14
5	4	4	3	16	3	4	4	3	14	4	3	4	3	14
5	4	4	5	18	4	4	4	4	16	4	4	4	4	16
4	4	4	5	17	5	4	5	4	18	4	4	4	5	17
4	5	2	4	15	2	3	4	3	12	4	5	4	2	15
4	5	5	4	18	4	4	4	3	15	3	3	5	4	15
4	4	3	5	16	4	4	4	5	17	4	4	4	4	16
5	5	5	4	19	4	5	5	5	19	5	5	5	5	20
4	4	4	5	17	4	5	5	4	18	5	4	4	4	17
5	5	5	5	20	5	5	5	5	20	5	5	5	5	20
4	5	5	4	18	4	4	5	4	17	4	5	4	4	17
4	4	4	3	15	3	4	4	4	15	4	3	4	4	15
4	3	3	4	14	3	3	4	4	14	4	3	3	4	14
5	4	4	4	17	3	3	4	3	13	4	5	2	4	15
5	5	4	4	18	4	4	4	4	16	5	4	4	5	18
5	4	4	4	17	3	4	5	4	16	3	4	5	3	15

X4.1	X4.2	X4.3	X4.4	T.X4	X5.1	X5.2	X5.3	X5.4	T.X5	Y1	Y2	Y3	Y4	T.Y
5	5	5	5	20	5	5	4	5	19	4	5	5	5	19
5	2	2	4	13	2	3	2	5	12	2	5	1	3	11
2	4	2	4	12	2	4	4	2	12	2	4	2	3	11
4	2	4	3	13	3	2	2	4	11	1	2	3	2	8
5	5	4	4	18	4	4	4	4	16	4	4	4	5	17
5	4	3	4	16	3	2	3	3	11	4	4	5	4	17
5	5	5	5	20	5	5	5	5	20	5	5	5	5	20
2	2	4	4	12	2	4	4	2	12	4	2	4	4	14
3	4	4	5	16	4	5	3	3	15	4	5	3	4	16
5	4	4	4	17	3	3	4	4	14	4	4	5	5	18
4	4	4	3	15	3	3	3	3	12	4	4	4	4	16
5	5	5	4	19	4	5	4	4	17	4	4	4	4	16
4	4	4	4	16	3	4	3	4	14	3	4	4	4	15
2	2	3	2	9	2	3	2	3	10	3	3	3	3	12
4	5	4	5	18	5	5	5	4	19	4	4	4	4	16
4	4	3	4	15	3	3	4	4	14	4	3	3	3	13
5	5	5	5	20	5	5	5	5	20	5	5	5	5	20
4	4	3	3	14	3	3	4	4	14	4	4	4	2	14
3	3	3	2	11	2	2	2	2	8	3	3	4	4	14
4	4	3	3	14	4	4	4	3	15	4	4	3	4	15
4	4	4	4	16	5	4	4	4	17	4	4	4	4	16
5	5	5	5	20	5	5	5	5	20	5	5	5	5	20
5	1	2	4	12	2	2	3	4	11	2	5	1	4	12
5	5	4	4	18	4	5	4	4	17	4	4	5	4	17
5	4	5	5	19	5	5	5	4	19	5	5	5	5	20
5	4	4	3	16	3	5	2	3	13	3	3	3	4	13
4	4	4	4	16	4	4	4	4	16	4	4	4	4	16
4	2	2	2	10	2	4	2	4	12	4	4	4	5	17
4	4	2	1	11	2	2	2	3	9	4	4	5	5	18
5	4	4	4	17	4	4	4	5	17	5	5	5	5	20
4	4	4	4	16	5	4	4	5	18	4	4	4	4	16
3	2	2	1	8	2	2	3	3	10	3	3	3	3	12
4	4	4	5	17	4	4	4	4	16	4	4	4	5	17
4	3	4	4	15	4	3	3	4	14	4	4	4	4	16
4	4	4	4	16	4	4	4	4	16	4	4	4	4	16
5	3	3	4	15	5	5	4	4	18	4	5	4	5	18
5	4	4	3	16	3	4	3	3	13	4	4	4	4	16
5	4	5	3	17	2	3	5	4	14	4	3	4	4	15
4	4	4	4	16	4	4	4	4	16	4	4	4	5	17
5	4	4	4	17	4	4	4	4	16	4	4	4	4	16
5	5	5	4	19	5	4	5	4	18	5	5	5	5	20
4	4	4	5	17	4	4	4	4	16	4	4	4	4	16
4	4	4	4	16	5	4	5	3	17	3	4	4	5	16
5	5	5	5	20	5	5	5	5	20	5	5	5	5	20
4	4	4	4	16	4	4	4	4	16	4	4	4	4	16
5	4	4	5	18	4	4	4	4	16	5	4	4	5	18
5	5	3	4	17	2	4	3	2	11	4	5	3	4	16
4	2	4	4	14	4	4	4	4	16	4	4	2	3	13
4	4	4	3	15	3	3	4	3	13	3	4	4	4	15
4	3	4	4	15	4	5	3	5	17	4	3	4	5	16
5	4	4	4	17	4	5	4	4	17	4	5	5	4	18
4	4	4	4	16	5	4	3	4	16	4	4	4	4	16
2	2	2	2	8	3	3	2	4	12	3	2	3	3	11
4	4	4	4	16	4	4	4	4	16	4	4	4	4	16
4	4	4	4	16	4	4	4	4	16	4	4	4	4	16
5	5	5	5	20	5	5	5	5	20	5	5	5	5	20
5	4	4	4	17	4	4	4	4	16	4	4	4	5	17
5	5	5	5	20	5	5	5	5	20	5	5	5	5	20
5	4	5	4	18	5	4	5	4	18	4	4	4	4	16
4	4	4	4	16	4	4	4	4	16	4	3	3	4	14
4	3	3	3	13	4	4	4	4	16	3	4	4	4	15
5	4	4	3	16	3	4	4	4	15	5	5	5	5	20
5	4	5	5	19	5	5	4	5	19	5	5	4	4	18
5	4	4	3	16	5	4	4	3	16	4	5	4	4	17

Lampiran 3 .Deskripsi Variabel-Variabel Penelitian

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X1.1	64	2	5	4.33	.668
X1.2	64	2	5	4.08	.762
X1.3	64	2	5	3.70	.920
X1.4	64	1	5	3.69	1.067
Valid N (listwise)	64				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X2.1	64	1	5	3.36	1.074
X2.2	64	1	5	3.67	1.055
X2.3	64	2	5	4.33	.736
X2.4	64	2	5	4.06	.794
Valid N (listwise)	64				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X3.1	64	2	5	4.13	.701
X3.2	64	1	5	3.63	1.062
X3.3	64	2	5	3.97	.734
X3.4	64	1	5	3.77	1.050
Valid N (listwise)	64				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X4.1	64	2	5	4.30	.830
X4.2	64	1	5	3.83	.952
X4.3	64	2	5	3.84	.877
X4.4	64	1	5	3.83	.952
Valid N (listwise)	64				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X5.1	64	2	5	3.75	1.054
X5.2	64	2	5	3.92	.896
X5.3	64	2	5	3.77	.904
X5.4	64	2	5	3.87	.787
Valid N (listwise)	64				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Y1	64	1	5	3.91	.811
Y2	64	2	5	4.08	.783
Y3	64	1	5	3.94	.906
Y4	64	2	5	4.17	.747
Valid N (listwise)	64				

Lampiran 4. 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

Lampiran 5. Hasil Uji Validitas

1. Reliability (X1)

		Correlations				
		X1.1	X1.2	X1.3	X1.4	Reliability
X1.1	Pearson Correlation	1	.448**	.316*	.302*	.611**
	Sig. (2-tailed)		<.001	.011	.015	<.001
	N	64	64	64	64	64
X1.2	Pearson Correlation	.448**	1	.644**	.479**	.816**
	Sig. (2-tailed)	<.001		<.001	<.001	<.001
	N	64	64	64	64	64
X1.3	Pearson Correlation	.316*	.644**	1	.551**	.832**
	Sig. (2-tailed)	.011	<.001		<.001	<.001
	N	64	64	64	64	64
X1.4	Pearson Correlation	.302*	.479**	.551**	1	.806**
	Sig. (2-tailed)	.015	<.001	<.001		<.001
	N	64	64	64	64	64
Reliability	Pearson Correlation	.611**	.816**	.832**	.806**	1
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	
	N	64	64	64	64	64

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

2. Assurance (X2)

		Correlations				
		X2.1	X2.2	X2.3	X2.4	Assurance
X2.1	Pearson Correlation	1	.722**	.350**	.550**	.865**
	Sig. (2-tailed)		<.001	.005	<.001	<.001
	N	64	64	64	64	64
X2.2	Pearson Correlation	.722**	1	.325**	.593**	.868**
	Sig. (2-tailed)	<.001		.009	<.001	<.001
	N	64	64	64	64	64
X2.3	Pearson Correlation	.350**	.325**	1	.426**	.613**
	Sig. (2-tailed)	.005	.009		<.001	<.001
	N	64	64	64	64	64
X2.4	Pearson Correlation	.550**	.593**	.426**	1	.794**
	Sig. (2-tailed)	<.001	<.001	<.001		<.001
	N	64	64	64	64	64
Assurance	Pearson Correlation	.865**	.868**	.613**	.794**	1
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	
	N	64	64	64	64	64

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

3. Tangibles (X3)

		Correlations				
		X3.1	X3.2	X3.3	X3.4	Tangibles
X3.1	Pearson Correlation	1	.576**	.264**	.558**	.778**
	Sig. (2-tailed)		<.001	.043	<.001	<.001
	N	64	64	64	64	64
X3.2	Pearson Correlation	.576**	1	.392**	.489**	.846**
	Sig. (2-tailed)	<.001		.001	<.001	<.001
	N	64	64	64	64	64
X3.3	Pearson Correlation	.264**	.392**	1	.176	.565**
	Sig. (2-tailed)	.043	.001		.165	<.001
	N	64	64	64	64	64
X3.4	Pearson Correlation	.558**	.489**	.176	1	.780**
	Sig. (2-tailed)	<.001	<.001	.165		<.001
	N	64	64	64	64	64
Tangibles	Pearson Correlation	.778**	.846**	.565**	.780**	1
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	
	N	64	64	64	64	64

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

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

4. Empathy (X4)

		Correlations				
		X4.1	X4.2	X4.3	X4.4	Empathy
X4.1	Pearson Correlation	1	.488**	.479**	.407**	.724**
	Sig. (2-tailed)		<.001	<.001	<.001	<.001
	N	64	64	64	64	64
X4.2	Pearson Correlation	.488**	1	.633**	.510**	.826**
	Sig. (2-tailed)	<.001		<.001	<.001	<.001
	N	64	64	64	64	64
X4.3	Pearson Correlation	.479**	.633**	1	.633**	.855**
	Sig. (2-tailed)	<.001	<.001		<.001	<.001
	N	64	64	64	64	64
X4.4	Pearson Correlation	.407**	.510**	.633**	1	.803**
	Sig. (2-tailed)	<.001	<.001	<.001		<.001
	N	64	64	64	64	64
Empathy	Pearson Correlation	.724**	.826**	.855**	.803**	1
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	
	N	64	64	64	64	64

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

5. Responsivness(X5)

		Correlations				
		X5.1	X5.2	X5.3	X5.4	Responsivness
X5.1	Pearson Correlation	1	.685**	.670**	.574**	.914**
	Sig. (2-tailed)		<.001	<.001	<.001	<.001
	N	64	64	64	64	64
X5.2	Pearson Correlation	.685**	1	.545**	.414**	.817**
	Sig. (2-tailed)	<.001		<.001	<.001	<.001
	N	64	64	64	64	64
X5.3	Pearson Correlation	.670**	.545**	1	.382**	.805**
	Sig. (2-tailed)	<.001	<.001		.002	<.001
	N	64	64	64	64	64
X5.4	Pearson Correlation	.574**	.414**	.382**	1	.707**
	Sig. (2-tailed)	<.001	<.001	.002		<.001
	N	64	64	64	64	64
Responsivness	Pearson Correlation	.914**	.817**	.805**	.707**	1
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	
	N	64	64	64	64	64

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

6. Kepuasan Pelanggan (Y)

		Correlations				
		Y1	Y2	Y3	Y4	Kepuasan Pelanggan
Y1	Pearson Correlation	1	.487**	.705**	.630**	.875**
	Sig. (2-tailed)		<.001	<.001	<.001	<.001
	N	64	64	64	64	64
Y2	Pearson Correlation	.487**	1	.298*	.493**	.691**
	Sig. (2-tailed)	<.001		.017	<.001	<.001
	N	64	64	64	64	64
Y3	Pearson Correlation	.705**	.298*	1	.626**	.829**
	Sig. (2-tailed)	<.001	.017		<.001	<.001
	N	64	64	64	64	64
Y4	Pearson Correlation	.630**	.493**	.626**	1	.841**
	Sig. (2-tailed)	<.001	<.001	<.001		<.001
	N	64	64	64	64	64
Kepuasan Pelanggan	Pearson Correlation	.875**	.691**	.829**	.841**	1
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	
	N	64	64	64	64	64

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

Lampiran 6. Hasil Uji Reliabilitas

1. Reliability (X1)

Reliability Statistics

Cronbach's Alpha	N of Items
.764	4

2. Assurance (X2)

Reliability Statistics

Cronbach's Alpha	N of Items
.798	4

3. Tangibles (X3)

Reliability Statistics

Cronbach's Alpha	N of Items
.727	4

4. Empathy (X4)

Reliability Statistics

Cronbach's Alpha	N of Items
.815	4

5. Responsiveness (X5)

Reliability Statistics

Cronbach's Alpha	N of Items
.831	4

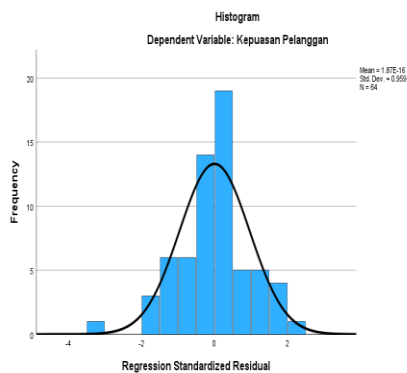
6. Kepuasan Pelanggan (Y)

Reliability Statistics

Cronbach's Alpha	N of Items
.822	4

Lampiran 7. Hasil Uji Klasik

1. Uji Normalitas



One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual	
N		64	
Normal Parameters ^{a,b}	Mean	.0000000	
	Std. Deviation	1.22391479	
Most Extreme Differences	Absolute	.099	
	Positive	.080	
	Negative	-.099	
Test Statistic		.099	
Asymp. Sig. (2-tailed) ^c		.195	
Monte Carlo Sig. (2-tailed) ^d	Sig.	.118	
	99% Confidence Interval	Lower Bound	.110
	Upper Bound	.127	

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 299883525.

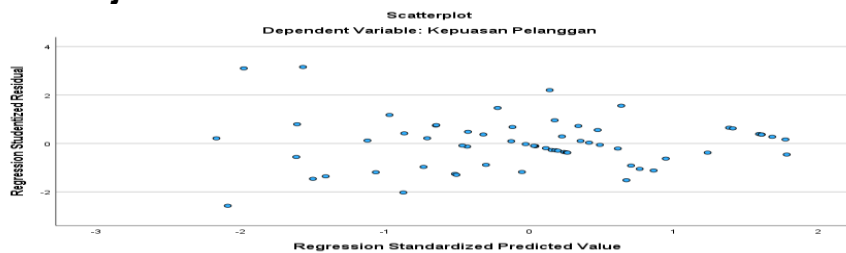
2. Uji Multikolinearitas

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	4.094	1.407		2.911	.005		
	Reliability	.017	.146	.018	.119	.906	.310	3.225
	Assurance	-.170	.149	-.189	-1.145	.257	.247	4.042
	Tangibles	.492	.172	.501	2.854	.006	.219	4.560
	Empathy	.444	.145	.490	3.055	.003	.263	3.799
	Responsiveness	-.018	.168	-.021	-.109	.913	.187	5.348

a. Dependent Variable: Kepuasan Pelanggan

3. Uji Heteroskedastisitas



Lampiran 8. Hasil Regresi Linier Berganda

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.	Collinearity Statistics	
		B	Std. Error				Tolerance	VIF
1	(Constant)	4.094	1.407		2.911	.005		
	Reliability	.017	.146	.018	.119	.906	.310	3.225
	Assurance	-.170	.149	-.189	-1.145	.257	.247	4.042
	Tangibles	.492	.172	.501	2.854	.006	.219	4.560
	Empathy	.444	.145	.490	3.055	.003	.263	3.799
	Responsiveness	-.018	.168	-.021	-.109	.913	.187	5.348

a. Dependent Variable: Kepuasan Pelanggan

Lampiran 9. Hasil Uji t (Parsial)

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.	Collinearity Statistics	
		B	Std. Error				Tolerance	VIF
1	(Constant)	4.094	1.407		2.911	.005		
	Reliability	.017	.146	.018	.119	.906	.310	3.225
	Assurance	-.170	.149	-.189	-1.145	.257	.247	4.042
	Tangibles	.492	.172	.501	2.854	.006	.219	4.560
	Empathy	.444	.145	.490	3.055	.003	.263	3.799
	Responsiveness	-.018	.168	-.021	-.109	.913	.187	5.348

a. Dependent Variable: Kepuasan Pelanggan

Lampiran 10. Hasil Uji F (Simultan)

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	264.585	5	52.917	17.964	<.001 ^b
	Residual	170.852	58	2.946		
	Total	435.437	63			

a. Dependent Variable: Kepuasan Pelanggan

b. Predictors: (Constant), Responsiveness, Reliability, Empathy, Assurance, Tangibles

Lampiran 11. Hasil Uji Determinasi

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	R Square Change	Change Statistics			
						F Change	df1	df2	Sig. F Change
1	.796 ^a	.633	.602	1.276	.633	20.044	5	58	<.001

a. Predictors: (Constant), Responsiveness, Reliability, Assurance, Empathy, Tangibles

b. Dependent Variable: Kepuasan Pelanggan