

DAFTAR KUESIONER

I. Identitas Responden

Pernyataan pada bagian ini berhubungan dengan karakteristik responden. Berilah tanda ceklist (√) pada salah satu kolom pilihan yang berhubungan dengan identitas anda.

1. Nomor :

2. Jenis kelamin

1. Laki-laki

2. Perempuan

3. Status Pernikahan

1. Menikah

2. Belum menikah

4. Agama

1. Islam

2. Kristen protestan

3. Katolik

4. Buddha

5. Hindu

6. Konghucu

5. Usia

1. < 20 tahun

2. 20 – 30 tahun

3. 31-40 tahun

4. 41-50 tahun

5. > 50 tahun

6. Tingkat Pendidikan

1. SD

2. SLTP

3. SMU/ sederajat

4. S1 (Sarjana)

7. Pekerjaan

1. Karyawan swasta

2. Pelajar/Mahasiswa

3. Wiraswasta

4. Ibu Rumah Tangga

5. PNS/TNI/Polri

II. Daftar Pernyataan

Pada bagian ini berhubungan dengan pernyataan-pernyataan yang berhubungan dengan variabel penelitian. Pilihlah salah satu alternatif jawaban yang tersedia di sebelah kanan dengan memberi tanda ceklist (√).

1. KUALITAS PELAYANAN

| No. | Pernyataan | Alternatif jawaban | | | | |
|-----|---|--------------------|---|----|----|-----|
| | | SS | S | CS | TS | STS |
| 1. | Mie Gacoan memiliki reliabilitas yang handal, terlihat dari kemampuan karyawan dalam memberikan pelayanan yang akurat sesuai waktu yang dijanjikan | | | | | |
| 2. | Karyawan Mie Gacoan memiliki daya tanggap yang cepat dan tepat dalam menangani keluhan-keluhan konsumen | | | | | |
| 3. | Karyawan Mie Gacoan memiliki kompetensi dalam memberikan pelayanan kepada konsumen | | | | | |
| 4. | Mie Gacoan memiliki akses yang strategis karena lokasinya banyak dilewati angkutan umum | | | | | |
| 5. | Konsumen saat memesan menu makanan dan minuman langsung dilayani secepatnya oleh karyawan, tanpa harus menunggu waktu lama. | | | | | |
| 6. | Karyawan Mie Gacoan selalu bersikap sopan dan ramah kepada seluruh konsumen yang datang untuk menikmati menu-menu makanan yang ditawarkan | | | | | |
| 7. | Karyawan Mie Gacoan mampu berkomunikasi dengan menyampaikan informasi kepada konsumen dalam bahasa yang mudah dipahami dan selalu mendengarkan keluhan konsumen | | | | | |
| 8. | Karyawan Mie Gacoan memiliki kredibilitas yang tinggi, dimana karyawan selalu bersikap jujur dan dapat dipercaya oleh konsumen | | | | | |
| 9. | Karyawan Mie Gacoan mampu memahami kebutuhan dan keinginan konsumen | | | | | |
| 10. | Mie Gacoan memiliki bukti fisik pelayanan yang menarik berupa tempat duduk dan meja, tempat parkir, dan karyawan memakai seragam saat bekerja. | | | | | |

Keterangan: SS = Sangat Setuju, S = Setuju, CS = Cukup setuju, TS = Tidak Setuju
STS = Sangat tidak setuju

2. KINERJA KARYAWAN

| No. | Pernyataan | Alternatif jawaban | | | | |
|-----|---|--------------------|---|----|----|-----|
| | | SS | S | CS | TS | STS |
| 1. | Karyawan Mie Gacoan mampu menjaga kualitas hasil kerja sesuai standar yang ditetapkan | | | | | |
| 2. | Karyawan Mie Gacoan mampu menggerakkan seluruh potensi yang dimiliki untuk mencapai kuantitas pekerjaan yang ditugaskan oleh atasan kepadanya | | | | | |
| 3. | Karyawan Mie Gacoan dapat mengerjakan tugas-tugasnya tepat waktu | | | | | |

| | | | | | | |
|-----|---|--|--|--|--|--|
| 4. | Karyawan Mie Gacoan mampu memanfaatkan seluruh sumber daya yang dimiliki perusahaan secara efektif dalam menyelesaikan tugas-tugasnya | | | | | |
| 5. | Karyawan Mie Gacoan hadir di tempat kerja tepat waktu, sehingga pekerjaan yang ditugaskan oleh atasan dapat diselesaikan dengan baik | | | | | |
| 6. | Karyawan Mie Gacoan memiliki kemandirian dalam mengerjakan setiap tugas-tugasnya. | | | | | |
| 7. | Karyawan Mie Gacoan mampu bekerja sama dengan rekan kerjanya dalam menyelesaikan tugas-tugas yang dibebankan oleh atasan | | | | | |
| 8. | Karyawan Mie Gacoan memiliki loyalitas terhadap atasan dan perusahaan | | | | | |
| 9. | Karyawan Mie Gacoan selalu menjunjung tinggi kejujuran dalam menyelesaikan pekerjaannya | | | | | |
| 10. | Karyawan Mie Gacoan mampu melaksanakan tugas sesuai tanggung jawab yang dibebankan oleh atasan | | | | | |

Keterangan: SS = Sangat Setuju, S = Setuju, CS = Cukup setuju, TS = Tidak Setuju
STS = Sangat tidak setuju

3. KEPUASAN KONSUMEN

| No. | Pernyataan | Alternatif jawaban | | | | |
|-----|--|--------------------|---|----|----|-----|
| | | SS | S | CS | TS | STS |
| 1. | Saya merasa puas atas kualitas produk Mie Gacoan, dan ketika membutuhkannya di masa mendatang, saya pasti melakukan pembelian ulang | | | | | |
| 2. | Berdasarkan pengalaman masa lalu, saya merasa puas menikmati menu makanan dan minuman yang ditawarkan Mie Gacoan | | | | | |
| 3. | Saya merasa puas atas produk Mie Gacoan, sehingga saya merekomendasikannya kepada teman/sahabat untuk membeli produk-produk yang ditawarkan | | | | | |
| 4. | Mie Gacoan sering saya rekomendasikan kepada anggota keluarga yang ingin menikmati mie | | | | | |
| 5. | Saya merasa puas dengan Mie Gacoan, sehingga saya sering merekomendasikan kepada tetangga | | | | | |
| 6. | Mie Gacoan memiliki citra produk yang positif di mata konsumen karena harga terjangkau, sehingga Mie Gacoan menjadi terkenal dan viral | | | | | |
| 7. | Mie Gacoan memiliki citra perusahaan yang teratas dibandingkan dengan perusahaan lain yang menawarkan produk sejenis | | | | | |
| 8. | Kehadiran Mie Gacoan membuat saya memiliki kebiasaan mengkonsumsinya saat membutuhkannya | | | | | |
| 9. | Saya memiliki keyakinan bahwa Mie Gacoan merupakan merek mie yang terbaik di Kota Medan | | | | | |
| 10. | Kemudahan akses pemesanan Mie Gacoan secara daring (aplikasi online) membuat saya menjadi konsumen yang loyal terhadap produk dan perusahaan | | | | | |

Keterangan: SS = Sangat Setuju, S = Setuju, CS = Cukup setuju, TS = Tidak Setuju
STS = Sangat tidak setuju

Lampiran 2

Tabel 1. Hasil Kuesioner Tentang Kualitas Pelayanan, Kinerja Karyawan dan Kepuasan Konsumen

| No | Kualitas Pelayanan | | | | | | | | | | Kinerja Karyawan | | | | | | | | | | Kepuasan Konsumen | | | | | | | | | | | |
|----|--------------------|---|---|---|---|---|---|---|---|----|------------------|---|---|---|---|---|---|---|---|----|-------------------|---|---|---|---|---|---|---|---|----|---|---|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | | | |
| 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | | |
| 6 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | | |
| 7 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | | |
| 8 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | | |
| 9 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | | |
| 10 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | | |
| 11 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | | |
| 12 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | |
| 13 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | |
| 14 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| 15 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | |
| 16 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 5 | |
| 17 | 4 | 4 | 4 | 3 | 3 | 4 | 5 | 5 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 4 | 3 | 3 | 3 | |
| 18 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | |
| 19 | 3 | 2 | 4 | 4 | 2 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | |
| 20 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 |
| 21 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 3 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 3 | 5 | 4 | 5 | 3 | 5 | 4 | 5 | |
| 22 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | |
| 23 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | |
| 24 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | |
| 25 | 4 | 5 | 4 | 3 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 2 | 3 | 4 | 5 | | |
| 26 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 2 | 2 | 3 | 4 | 2 | 3 | 4 | |
| 27 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | |
| 28 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | |
| 29 | 4 | 3 | 4 | 3 | 4 | 5 | 4 | 4 | 2 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 2 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 5 | | |
| 30 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | |
| 31 | 4 | 5 | 4 | 3 | 5 | 4 | 5 | 3 | 4 | 5 | 5 | 4 | 3 | 5 | 4 | 5 | 3 | 3 | 4 | 5 | 4 | 4 | 5 | 5 | 3 | 4 | 5 | 5 | 3 | 4 | | |
| 32 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | |
| 33 | 4 | 3 | 3 | 5 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 5 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 3 | 5 | 4 | 3 | 3 | 4 | | |
| 34 | 5 | 5 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 3 | 4 | 4 | 5 | 4 | 3 | 4 | 3 | | |
| 35 | 3 | 4 | 3 | 3 | 3 | 5 | 5 | 5 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 3 | 3 | | |
| 36 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 37 | 3 | 4 | 3 | 3 | 3 | 5 | 5 | 5 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 3 | 3 | | |

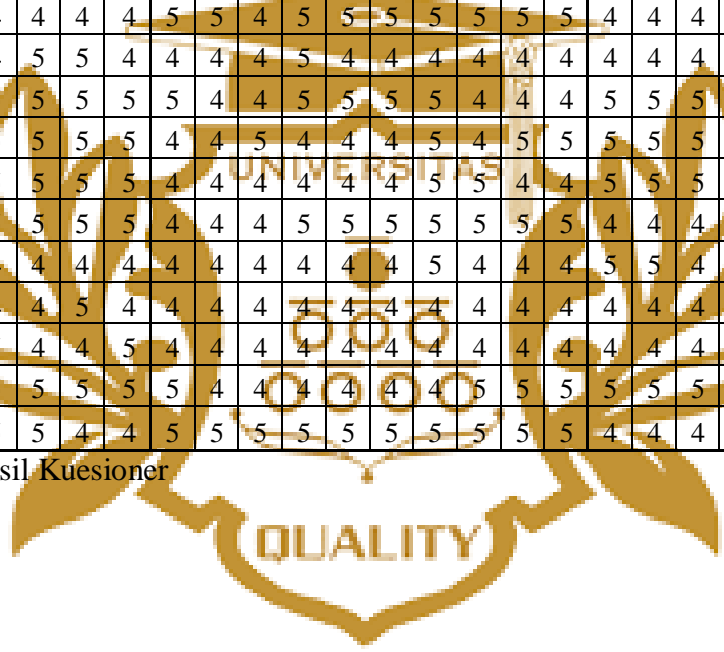
Lampiran 2 Lanjutan

| No | Kualitas Pelayanan | | | | | | | | | | Kinerja Karyawan | | | | | | | | | | Kepuasan Konsumen | | | | | | | | | | |
|----|--------------------|---|---|---|---|---|---|---|---|----|------------------|---|---|---|---|---|---|---|---|----|-------------------|---|---|---|---|---|---|---|---|----|---|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 38 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| 39 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 40 | 3 | 4 | 3 | 4 | 2 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 2 | 1 | 2 | 4 | 4 | 1 | 2 | 1 | |
| 41 | 1 | 2 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 5 | 3 | 1 | 1 | 2 | |
| 42 | 3 | 3 | 4 | 4 | 2 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 5 | 3 | 2 | 2 | 2 | |
| 43 | 4 | 3 | 4 | 5 | 1 | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 2 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | |
| 44 | 2 | 2 | 3 | 4 | 1 | 2 | 4 | 3 | 1 | 3 | 3 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 4 | 3 | 3 | 1 | 3 | |
| 45 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 46 | 2 | 3 | 3 | 5 | 2 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 47 | 1 | 2 | 2 | 5 | 1 | 2 | 2 | 2 | 2 | 4 | 2 | 2 | 1 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | |
| 48 | 3 | 3 | 4 | 5 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 5 | 5 | 5 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | |
| 49 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 2 | 4 | 4 | 3 | 4 | 4 | 5 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 2 | 4 | 2 | 4 | 3 | 4 | 3 | |
| 50 | 3 | 3 | 3 | 5 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | |
| 51 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | |
| 52 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 53 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 |
| 54 | 2 | 3 | 3 | 2 | 4 | 3 | 4 | 2 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 2 | 4 | 2 | 4 | 3 | 4 | 3 | |
| 55 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 2 | 4 | 3 | 4 | 3 | |
| 56 | 5 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 57 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 58 | 3 | 2 | 3 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 3 | 4 | 5 | 4 | 3 | 2 | 4 | 4 | 5 | 5 | 4 | 2 | 2 | 2 | 4 | 2 | 1 | 2 | |
| 59 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 2 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | |
| 60 | 3 | 3 | 4 | 3 | 2 | 5 | 4 | 3 | 4 | 5 | 3 | 4 | 2 | 3 | 2 | 4 | 4 | 4 | 5 | 5 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 5 | |
| 61 | 4 | 3 | 3 | 5 | 4 | 3 | 4 | 3 | 3 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 2 | 2 | 3 | |
| 62 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | |
| 63 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | |
| 64 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | |
| 65 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 66 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | |
| 67 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 2 | 4 | |
| 68 | 4 | 3 | 4 | 2 | 4 | 3 | 4 | 2 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | |
| 69 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 2 | |
| 70 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | |
| 71 | 4 | 5 | 3 | 5 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 3 | 3 | |
| 72 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | |
| 73 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 2 | 4 | 5 | 4 | 3 | 5 | 4 | 3 | 3 | 4 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 2 | 3 | |

Lampiran 2. Lanjutan

| No | Kualitas Pelayanan | | | | | | | | | | Kinerja Karyawan | | | | | | | | | | Kepuasan Konsumen | | | | | | | | | | |
|----|--------------------|---|---|---|---|---|---|---|---|----|------------------|---|---|---|---|---|---|---|---|----|-------------------|---|---|---|---|---|---|---|---|----|---|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 74 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | |
| 75 | 5 | 4 | 5 | 4 | 3 | 4 | 5 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 5 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | |
| 76 | 5 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 5 | 4 | 4 | 3 | 4 | 5 | 3 | 5 | 4 | 3 | 4 | |
| 77 | 5 | 3 | 4 | 5 | 3 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | |
| 78 | 4 | 4 | 5 | 3 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 3 | 3 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | |
| 79 | 5 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 5 | 3 | 5 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | |
| 80 | 3 | 3 | 2 | 3 | 2 | 4 | 3 | 3 | 2 | 4 | 4 | 3 | 2 | 3 | 4 | 2 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 4 | 2 | 2 | 3 | |
| 81 | 4 | 3 | 3 | 5 | 3 | 3 | 4 | 3 | 2 | 4 | 4 | 3 | 2 | 2 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | |
| 82 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | |
| 83 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 84 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | |
| 85 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 |
| 86 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | |
| 87 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | |
| 88 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | |
| 89 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 90 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 91 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | |
| 92 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 |
| 93 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 |

Sumber: Diolah dari Hasil Kuesioner



Reliability

Scale: ALL VARIABLES

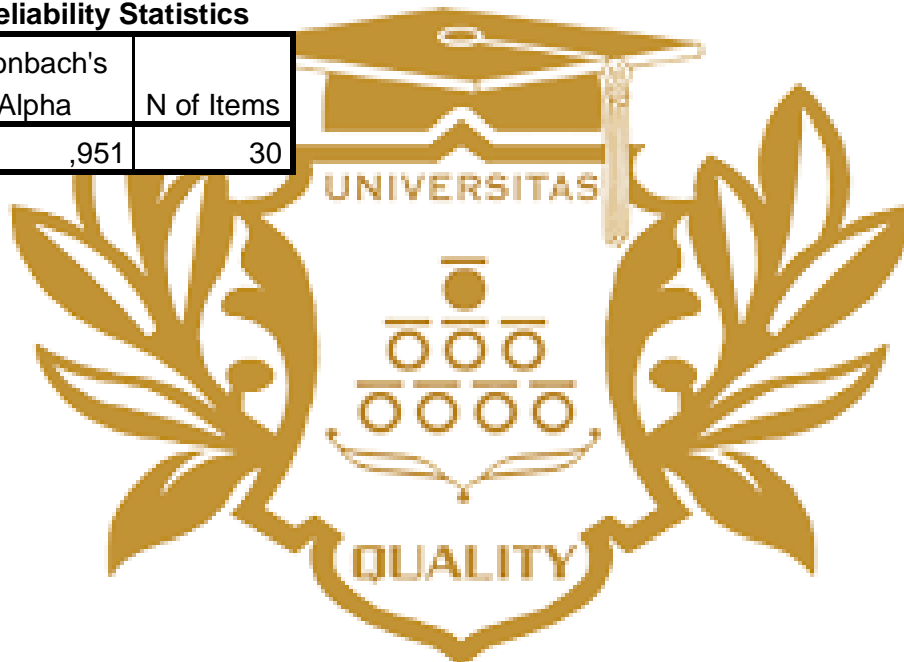
Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 30 | 100,0 |
| | Excluded ^a | 0 | ,0 |
| | Total | 30 | 100,0 |

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,951 | 30 |



Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|------|----------------------------------|--------------------------------------|--|--|
| K1 | 120,87 | 154,464 | ,751 | ,948 |
| K2 | 121,07 | 150,823 | ,765 | ,947 |
| K3 | 121,03 | 157,137 | ,576 | ,949 |
| K4 | 121,00 | 159,517 | ,406 | ,951 |
| K5 | 121,13 | 154,602 | ,633 | ,949 |
| K6 | 120,93 | 152,823 | ,749 | ,948 |
| K7 | 120,93 | 158,685 | ,485 | ,950 |
| K8 | 121,03 | 158,033 | ,516 | ,950 |
| K9 | 121,20 | 156,855 | ,539 | ,950 |
| K10 | 121,00 | 157,448 | ,540 | ,950 |
| KK1 | 120,87 | 152,740 | ,795 | ,947 |
| KK2 | 121,03 | 157,206 | ,521 | ,950 |
| KK3 | 121,10 | 153,955 | ,704 | ,948 |
| KK4 | 120,90 | 155,748 | ,674 | ,948 |
| KK5 | 120,93 | 157,444 | ,570 | ,949 |
| KK6 | 121,10 | 155,817 | ,644 | ,949 |
| KK7 | 120,97 | 155,344 | ,609 | ,949 |
| KK8 | 121,17 | 161,178 | ,433 | ,950 |
| KK9 | 121,13 | 158,671 | ,476 | ,950 |
| KK10 | 121,17 | 159,523 | ,496 | ,950 |
| Kp1 | 120,93 | 153,789 | ,750 | ,948 |
| Kp2 | 120,97 | 154,723 | ,703 | ,948 |
| Kp3 | 121,10 | 156,645 | ,590 | ,949 |
| Kp4 | 121,23 | 149,702 | ,784 | ,947 |
| Kp5 | 121,37 | 150,171 | ,771 | ,947 |
| Kp6 | 121,13 | 159,154 | ,403 | ,951 |
| Kp7 | 121,07 | 156,547 | ,493 | ,950 |
| Kp8 | 121,20 | 153,752 | ,562 | ,950 |
| Kp9 | 121,30 | 149,114 | ,817 | ,947 |
| Kp10 | 120,90 | 158,921 | ,460 | ,950 |

Regression

Variables Entered/Removed^a

| Model | Variables Entered | Variables Removed | Method |
|-------|---------------------|-------------------|--------|
| 1 | X2, X1 ^b | . | Enter |

a. Dependent Variable: Y

b. All requested variables entered.

Model Summary^b

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | ,836 ^a | ,698 | ,691 | ,33268 |

a. Predictors: (Constant), X2, X1

b. Dependent Variable: Y

ANOVA^a

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|---------|-------------------|
| 1 | Regression | 23,038 | 2 | 11,519 | 104,081 | ,000 ^b |
| | Residual | 9,961 | 90 | ,111 | | |
| | Total | 32,999 | 92 | | | |

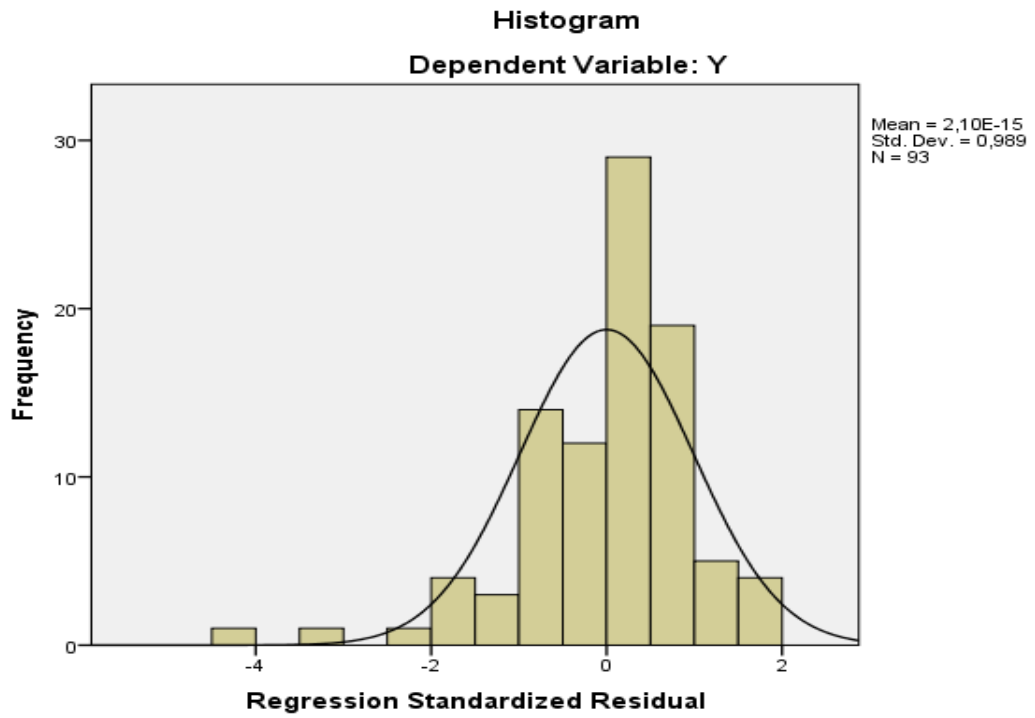
a. Dependent Variable: Y

b. Predictors: (Constant), X2, X1

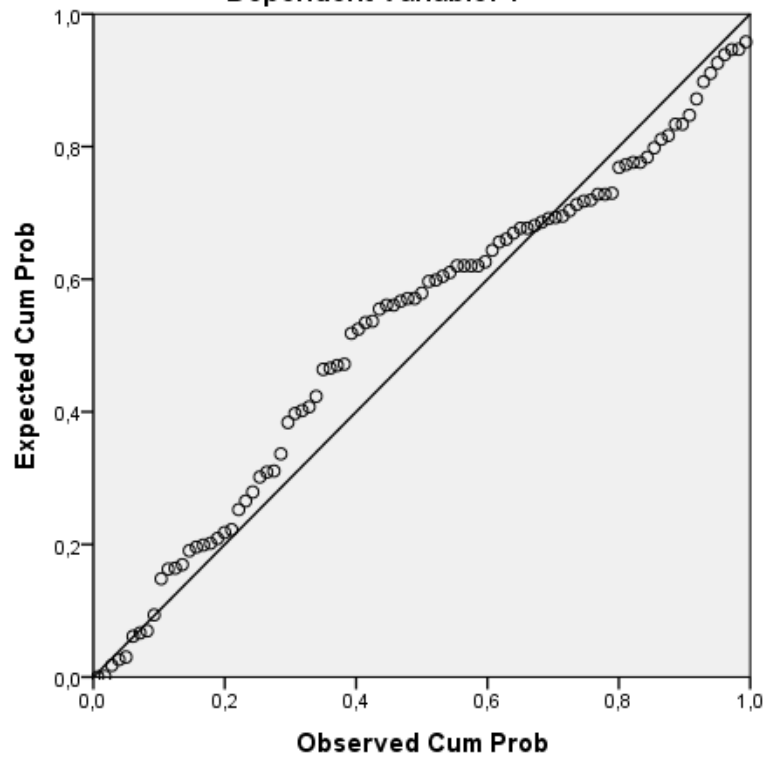
Coefficients^a

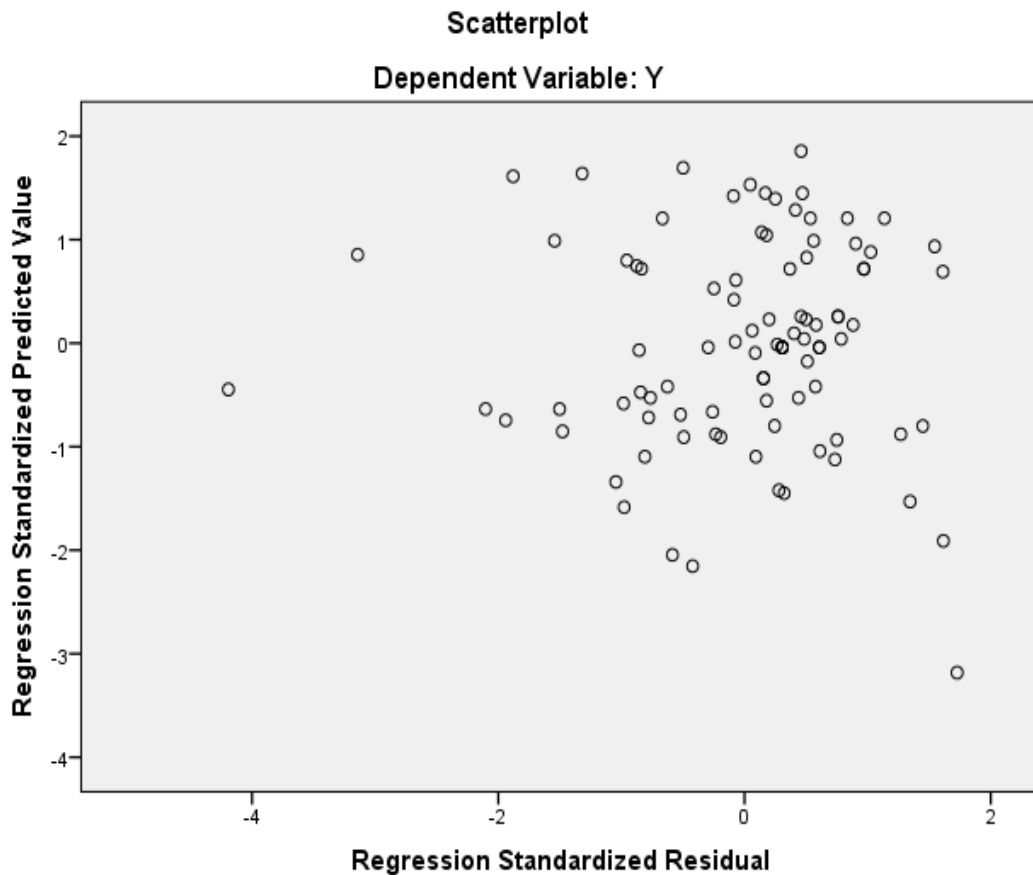
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
|-------|------------|-----------------------------|------------|---------------------------|-------|------|-------------------------|-------|
| | | B | Std. Error | Beta | | | Tolerance | VIF |
| 1 | (Constant) | ,102 | ,273 | | ,375 | ,708 | | |
| | X1 | ,543 | ,106 | ,520 | 5,123 | ,000 | ,325 | 3,076 |
| | X2 | ,406 | ,117 | ,354 | 3,481 | ,001 | ,325 | 3,076 |

a. Dependent Variable: Y



Normal P-P Plot of Regression Standardized Residual
Dependent Variable: Y





One-Sample Kolmogorov-Smirnov Test

| | | X1 | X2 |
|----------------------------------|----------------|-------------------|---------------------|
| N | | 93 | 93 |
| Normal Parameters ^{a,b} | Mean | 4,0258 | 4,0151 |
| | Std. Deviation | ,57425 | ,52127 |
| Most Extreme Differences | Absolute | ,084 | ,069 |
| | Positive | ,058 | ,060 |
| | Negative | -,084 | -,069 |
| Test Statistic | | ,084 | ,069 |
| Asymp. Sig. (2-tailed) | | ,101 ^c | ,200 ^{c,d} |

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.