

Lampiran 1

PENGARUH KUALITAS LAYANAN TERHADAP KEPUASAN KONSUMEN KANTOR POS GRESIK

Pengantar

Dalam rangka penelitian tentang PENGARUH KUALITAS LAYANAN TERHADAP KONSUMEN KANTOR POS GRESIK, dengan ini saya mohon kesediaan Bapak/Ibu/Saudara untuk mengisi daftar pernyataan berikut. Data ini saya perlukan semata-mata sebagai bahan untuk penyusunan tugas akhir perkuliahan (skripsi) di Fakultas Ekonomi Universitas Muhammadiyah Gresik. Atas bantuan dan kerjasamanya, saya mengucapkan banyak terimakasih.

A. Identitas Responden

No. Resp. : (diisi petugas)

Usia :

Jenis Kelamin :

Pendidikan Terakhir :

Pekerjaan :

B. Berilah tanggapan atas pernyataan berikut sesuai dengan pendapat anda, dengan cara memberi tanda (√) pada kolom yang tersedia!

Keterangan :

SS : Sangat Setuju
S : Setuju
RR : Ragu-Ragu
TS : Tidak Setuju
STS : Sangat Tidak Setuju.

1. Bukti Fisik

NO	Pernyataan	STS	TS	RR	S	SS
1.	Tempat duduk di ruang tunggu terasa nyaman.					
2.	Tersedianya sarana parkir yang luas dan aman					
3.	Kebersihan, kerapian dan lingkungan lokasi sangat terawat dan asri.					

2. Kehandalan

NO	Pernyataan	STS	TS	RR	S	SS
1.	Pelayanan yang diberikan sesuai dengan pesanan					
2.	Pelayanan dilaksanakan dengan sangat ramah					

3. Daya Tanggap

NO	Pernyataan	STS	TS	RR	S	SS
1.	Tempo pelayanan dengan waktu tunggu relatif cepat					
2.	Pelayanan terhadap pelanggan sangat sigap.					
3.	Keluhan pelanggan berkaitan dengan pelayanan ditangani dengan cepat.					

4. Jaminan

NO	Pernyataan	STS	TS	RR	S	SS
1.	Pengiriman barang/surat selalu tepat waktu.					
2.	Barang/surat yang dikirim aman sampai tujuan.					
3.	Barang/surat yang dikirim tidak rusak/cacat sampai tujuan.					

5. Empati

No	Pernyataan	STS	TS	RR	S	SS
1.	Petugas menyapa setiap konsumen dengan baik.					
2.	Petugas menggunakan bahasa yang baik dan sopan					
3.	Petugas mempersilakan konsumen dengan penuh keseriusan.					

6. Kepuasan Konsumen

No	Pernyataan	STS	TS	RR	S	SS
1.	Saya merasa puas dan merasakan manfaatnya menjadi pelanggan Kantor Pos Gresik.					
2.	Saya merasa puas ketika berinteraksi dengan petugas/pelayan di Kantor Pos Gresik.					
3.	Saya merasa puas terhadap layanan yang diberikan oleh Kantor Pos Gresik					

Lampiran 2

TABULASI DATA HASIL PENELITIAN

No.	Bukti Fisik (X1)				Kehadalan (X2)			Daya Tanggap (X3)				Jaminan (X4)				Empati (X5)				Kepuasan Konsumen (Y)			
	1	2	3	Jml	1	2	Jml	1	2	3	Jml	1	2	3	Jml	1	2	3	Jml	1	2	3	Jml
1	4	5	3	12	4	4	8	4	5	4	13	4	4	4	12	4	5	4	13	4	4	5	13
2	3	4	5	12	4	5	9	4	5	4	13	4	5	4	13	4	4	5	13	4	5	4	13
3	4	4	5	13	5	4	9	5	4	4	13	3	5	4	12	5	3	4	12	4	3	5	12
4	4	4	4	12	4	4	8	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
5	4	3	5	12	4	5	9	5	4	4	13	5	4	4	13	4	5	4	13	5	4	4	13
6	4	5	3	12	3	4	7	3	4	5	12	3	4	4	11	3	5	4	12	5	4	3	12
7	4	5	5	14	5	5	10	5	4	4	13	5	5	4	14	4	4	5	13	5	5	4	14
8	3	4	5	12	5	5	10	4	4	5	13	5	4	4	13	4	4	5	13	4	5	5	14
9	4	5	4	13	4	4	8	4	4	4	12	4	5	4	13	4	5	4	13	4	4	5	13
10	5	4	5	14	5	3	8	3	4	5	12	4	3	4	11	4	5	4	13	3	5	4	12
11	4	5	4	13	5	5	10	4	4	5	13	5	4	4	13	5	4	4	13	5	4	5	14
12	4	5	5	14	5	3	8	5	3	4	12	4	3	4	11	3	5	4	12	4	5	3	12
13	3	5	4	12	4	4	8	4	4	5	13	3	4	4	11	3	4	4	11	4	4	5	13
14	4	4	4	12	4	4	8	3	4	4	11	5	4	4	13	4	4	4	12	4	4	4	12
15	5	4	4	13	4	4	8	4	5	4	13	4	4	5	13	4	4	4	12	4	5	4	13
16	4	5	4	13	4	4	8	4	5	4	13	5	4	4	13	5	4	4	13	4	5	4	13
17	5	5	4	14	5	5	10	5	4	4	13	5	4	4	13	4	5	5	14	5	4	5	14
18	4	4	5	13	4	4	8	5	3	4	12	4	3	4	11	4	3	4	11	3	4	4	11
19	5	4	4	13	5	5	10	4	5	4	13	4	5	4	13	5	4	5	14	5	5	4	14
20	4	3	5	12	4	5	9	3	4	5	12	4	5	4	13	5	4	3	12	4	5	3	12
21	4	4	5	13	4	5	9	4	5	4	13	4	4	5	13	4	4	5	13	5	4	4	13
22	4	4	4	12	3	4	7	3	4	4	11	3	4	3	10	4	4	3	11	3	4	4	11
23	4	5	4	13	4	5	9	4	5	4	13	5	4	4	13	4	4	4	12	5	4	4	13
24	4	4	5	13	4	4	8	4	3	4	11	4	4	4	12	3	4	4	11	4	4	3	11
25	4	4	4	12	4	4	8	4	4	3	11	4	4	3	11	4	3	4	11	4	3	4	11
26	4	5	4	13	4	3	7	4	4	5	13	4	4	5	13	5	4	4	13	4	5	4	13
27	4	5	4	13	5	4	9	5	4	5	14	4	5	4	13	5	4	5	14	4	4	5	13
28	3	4	5	12	5	4	9	4	5	4	13	4	5	5	14	4	5	4	13	5	4	5	14
29	4	5	5	14	4	5	9	5	4	5	14	5	5	4	14	4	5	4	13	4	5	5	14
30	5	4	4	13	4	4	8	4	4	3	11	4	4	3	11	4	4	4	12	4	4	4	12
31	5	4	5	14	5	4	9	5	5	4	14	5	4	5	14	5	5	4	14	5	4	5	14
32	5	4	5	14	5	5	10	4	5	5	14	4	5	5	14	5	5	4	14	5	4	5	14
33	4	5	4	13	5	5	10	4	5	5	14	4	5	5	14	5	5	4	14	4	5	5	14
34	5	4	5	14	4	5	9	4	5	4	13	4	4	3	11	4	4	5	13	4	4	4	12
35	4	4	5	13	5	4	9	5	3	4	12	5	4	4	13	4	4	5	13	5	4	4	13

No.	Bukti Fisik (X1)				Kehadalan (X2)			Daya Tanggap (X3)				Jaminan (X4)				Empati (X5)				Kepuasan Konsumen (Y)			
	1	2	3	Jml	1	2	Jml	1	2	3	Jml	1	2	3	Jml	1	2	3	Jml	1	2	3	Jml
36	3	5	4	12	5	4	9	4	5	4	13	4	3	5	12	4	4	5	13	4	3	5	12
37	3	4	5	12	3	5	8	5	3	4	12	3	4	5	12	4	5	3	12	5	4	3	12
38	4	4	4	12	4	4	8	4	4	4	12	4	4	4	12	4	4	3	11	4	3	4	11
39	4	4	4	12	5	4	9	4	4	4	12	4	4	4	12	4	4	4	12	4	5	4	13
40	5	4	4	13	4	5	9	4	5	4	13	5	4	4	13	4	5	4	13	5	4	4	13
41	4	5	3	12	4	4	8	4	5	4	13	4	4	3	11	4	3	5	12	4	5	3	12
42	4	4	4	12	4	5	9	4	4	5	13	4	4	5	13	4	4	4	12	4	5	4	13
43	4	5	4	13	4	4	8	3	5	4	12	4	4	4	12	4	3	4	11	4	4	5	13
44	4	3	5	12	5	4	9	4	5	4	13	3	4	4	11	3	3	4	10	3	5	4	12
45	3	5	5	13	3	5	8	5	3	5	13	4	5	3	12	5	3	4	12	4	3	5	12
46	5	3	5	13	4	5	9	4	4	4	12	5	4	4	13	5	4	5	14	4	5	5	14
47	4	5	4	13	5	4	9	4	4	4	12	3	4	5	12	4	5	4	13	5	4	4	13
48	4	5	4	13	4	4	8	5	4	4	13	4	4	4	12	5	4	4	13	4	5	4	13
49	5	4	4	13	4	5	9	4	5	4	13	5	4	4	13	4	4	5	13	4	5	4	13
50	3	4	5	12	4	5	9	3	4	5	12	3	4	5	12	3	4	5	12	3	4	5	12
51	5	5	5	15	4	5	9	5	5	5	15	4	5	5	14	5	5	4	14	5	4	5	14
52	4	3	4	11	4	4	8	3	4	4	11	3	4	4	11	4	3	4	11	4	3	4	11
53	3	4	4	11	4	5	9	4	4	5	13	4	5	3	12	4	4	5	13	4	5	4	13
54	5	5	3	13	4	5	9	4	4	5	13	5	4	4	13	4	3	5	12	4	4	4	12
55	4	5	4	13	4	4	8	4	5	4	13	5	4	4	13	4	4	5	13	4	5	4	13
56	5	4	4	13	4	4	8	4	5	4	13	5	5	4	14	4	5	4	13	5	4	5	14
57	4	5	3	12	5	3	8	5	4	4	13	3	4	5	12	4	5	3	12	3	5	4	12
58	4	5	4	13	4	5	9	3	5	4	12	4	4	4	12	4	3	5	12	4	5	3	12
59	4	4	4	12	4	4	8	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
60	4	4	5	13	5	4	9	4	5	4	13	4	4	4	12	4	4	5	13	4	5	4	13
61	4	5	4	13	5	5	10	4	4	5	13	4	5	4	13	3	4	5	12	4	5	3	12
62	5	4	5	14	4	5	9	5	4	4	13	4	5	4	13	5	4	4	13	4	4	5	13
63	4	4	4	12	4	3	7	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
64	4	3	5	12	4	4	8	5	3	4	12	5	4	3	12	3	5	4	12	4	5	3	12
65	3	5	4	12	5	4	9	4	4	5	13	5	5	4	14	4	5	4	13	4	4	5	13
66	4	5	4	13	4	5	9	4	5	4	13	4	5	4	13	4	5	4	13	5	4	4	13
67	5	3	5	13	5	3	8	4	3	5	12	5	3	4	12	4	5	3	12	5	3	4	12
68	4	4	4	12	4	5	9	4	4	5	13	4	4	4	12	5	4	4	13	4	4	5	13
69	4	5	4	13	4	4	8	5	5	4	14	5	4	4	13	4	5	4	13	5	4	4	13
70	4	4	4	12	4	4	8	4	4	4	12	3	4	4	11	4	3	4	11	4	4	4	12
71	4	5	4	13	5	4	9	5	3	4	12	4	4	4	12	5	4	4	13	4	4	5	13
72	5	5	3	13	4	5	9	4	5	5	14	4	5	4	13	5	4	5	14	5	5	4	14
73	5	3	4	12	4	4	8	3	5	4	12	4	4	5	13	4	5	3	12	4	5	4	13
74	5	4	5	14	5	4	9	5	4	4	13	5	4	4	13	5	4	5	14	4	5	5	14
75	4	5	5	14	5	4	9	4	5	4	13	4	5	4	13	4	4	4	12	4	5	4	13

No.	Bukti Fisik (X1)				Kehadalan (X2)			Daya Tanggap (X3)				Jaminan (X4)				Empati (X5)				Kepuasan Konsumen (Y)			
	1	2	3	Jml	1	2	Jml	1	2	3	Jml	1	2	3	Jml	1	2	3	Jml	1	2	3	Jml
76	4	5	4	13	4	4	8	5	4	4	13	4	5	4	13	5	4	4	13	5	4	4	13
77	4	4	5	13	4	4	8	4	3	4	11	3	4	4	11	4	4	3	11	4	4	4	12
78	5	4	4	13	4	5	9	4	5	5	14	4	5	4	13	5	4	4	13	4	5	5	14
79	3	4	5	12	4	4	8	4	3	5	12	5	4	4	13	4	5	3	12	5	4	3	12
80	5	4	4	13	4	4	8	5	5	4	14	5	4	4	13	4	5	4	13	5	4	5	14
81	4	4	5	13	4	5	9	4	4	4	12	4	4	4	12	4	4	4	12	4	4	5	13
82	5	5	4	14	5	4	9	4	5	5	14	4	5	5	14	5	4	4	13	5	5	4	14
83	4	4	4	12	3	4	7	5	4	4	13	4	4	5	13	5	4	4	13	4	5	4	13
84	3	5	4	12	5	4	9	3	5	4	12	4	5	4	13	4	4	5	13	4	4	5	13
85	4	4	5	13	5	4	9	4	4	4	12	3	5	4	12	4	4	4	12	4	5	4	13
86	4	5	4	13	4	3	7	4	5	4	13	5	4	4	13	5	5	3	13	5	3	4	12
87	5	4	5	14	4	5	9	4	4	4	12	5	4	4	13	4	5	4	13	5	4	4	13
88	3	5	4	12	4	4	8	4	5	4	13	3	4	4	11	3	4	4	11	4	4	4	12
89	4	4	5	13	5	4	9	5	4	4	13	4	5	4	13	5	4	4	13	4	4	5	13
90	4	5	4	13	5	4	9	5	4	5	14	4	4	4	12	4	5	4	13	4	5	4	13
91	3	4	5	12	4	3	7	4	4	3	11	3	4	4	11	4	4	4	12	4	4	4	12
92	4	4	4	12	4	4	8	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
93	4	4	4	12	4	4	8	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
94	4	3	5	12	4	5	9	5	4	4	13	4	4	5	13	4	5	4	13	4	5	4	13
95	4	4	5	13	5	4	9	4	5	4	13	4	4	5	13	5	4	5	14	4	5	5	14
96	5	3	4	12	4	5	9	3	5	4	12	5	4	3	12	4	4	4	12	5	4	4	13
97	4	5	5	14	5	4	9	4	5	4	13	5	4	4	13	5	4	5	14	5	5	4	14
98	5	4	3	12	3	4	7	5	3	4	12	4	5	4	13	4	5	3	12	4	4	5	13
99	4	5	4	13	4	5	9	4	5	3	12	5	4	4	13	5	4	4	13	5	4	4	13
100	5	3	5	13	5	3	8	5	3	3	11	5	3	5	13	5	5	4	14	5	3	5	13

Lampiran 3
Data Statistik SPSS ver 15.0 for windows
Hasil Uji Validitas
Variabel Bukti Fisik (X₁)

Correlations

		X1.1	X1.2	X1.3	BUKTI FISIK (X1)
X1.1	Pearson Correlation	1	-,234*	-,106	,535**
	Sig. (2-tailed)		,019	,293	,000
	Sum of Squares and Cross-products	38,560	-9,480	-3,960	25,120
	Covariance	,389	-,096	-,040	,254
	N	100	100	100	100
X1.2	Pearson Correlation	-,234*	1	-,423**	,335**
	Sig. (2-tailed)	,019		,000	,001
	Sum of Squares and Cross-products	-9,480	42,590	-16,570	16,540
	Covariance	-,096	,430	-,167	,167
	N	100	100	100	100
X1.3	Pearson Correlation	-,106	-,423**	1	,343**
	Sig. (2-tailed)	,293	,000		,000
	Sum of Squares and Cross-products	-3,960	-16,570	36,110	15,580
	Covariance	-,040	-,167	,365	,157
	N	100	100	100	100
BUKTI FISIK (X1)	Pearson Correlation	,535**	,335**	,343**	1
	Sig. (2-tailed)	,000	,001	,000	
	Sum of Squares and Cross-products	25,120	16,540	15,580	57,240
	Covariance	,254	,167	,157	,578
	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 Kehandalan (X₂)

Correlations

		X2.1	X2.2	KEHANDA LAN (X2)
X2.1	Pearson Correlation	1	-,188	,599**
	Sig. (2-tailed)		,061	,000
	Sum of Squares and Cross-products	32,160	-6,560	25,600
	Covariance	,325	-,066	,259
	N	100	100	100
X2.2	Pearson Correlation	-,188	1	,673**
	Sig. (2-tailed)	,061		,000
	Sum of Squares and Cross-products	-6,560	37,710	31,150
	Covariance	-,066	,381	,315
	N	100	100	100
KEHANDALAN (X2)	Pearson Correlation	,599**	,673**	1
	Sig. (2-tailed)	,000	,000	
	Sum of Squares and Cross-products	25,600	31,150	56,750
	Covariance	,259	,315	,573
	N	100	100	100

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

Variabel Daya Tanggap (X₃)

Correlations

		X3.1	X3.2	X3.3	DAYA TANGGAP (X3)
X3.1	Pearson Correlation	1	-,342**	-,106	,393**
	Sig. (2-tailed)		,000	,292	,000
	Sum of Squares and Cross-products	37,440	-14,000	-3,360	20,080
	Covariance	,378	-,141	-,034	,203
	N	100	100	100	100
X3.2	Pearson Correlation	-,342**	1	-,065	,511**
	Sig. (2-tailed)	,000		,519	,000
	Sum of Squares and Cross-products	-14,000	44,750	-2,250	28,500
	Covariance	-,141	,452	-,023	,288
	N	100	100	100	100
X3.3	Pearson Correlation	-,106	-,065	1	,488**
	Sig. (2-tailed)	,292	,519		,000
	Sum of Squares and Cross-products	-3,360	-2,250	26,590	20,980
	Covariance	-,034	-,023	,269	,212
	N	100	100	100	100
DAYA TANGGAP (X3)	Pearson Correlation	,393**	,511**	,488**	1
	Sig. (2-tailed)	,000	,000	,000	
	Sum of Squares and Cross-products	20,080	28,500	20,980	69,560
	Covariance	,203	,288	,212	,703
	N	100	100	100	100

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

Variabel Jaminan (X₄)

Correlations

		X4.1	X4.2	X4.3	JAMINAN (X4)
X4.1	Pearson Correlation	1	-,093	-,135	,592**
	Sig. (2-tailed)		,355	,181	,000
	Sum of Squares and Cross-products	42,750	-3,300	-4,650	34,800
	Covariance	,432	-,033	-,047	,352
	N	100	100	100	100
X4.2	Pearson Correlation	-,093	1	-,050	,503**
	Sig. (2-tailed)	,355		,622	,000
	Sum of Squares and Cross-products	-3,300	29,160	-1,420	24,440
	Covariance	-,033	,295	-,014	,247
	N	100	100	100	100
X4.3	Pearson Correlation	-,135	-,050	1	,458**
	Sig. (2-tailed)	,181	,622		,000
	Sum of Squares and Cross-products	-4,650	-1,420	27,790	21,720
	Covariance	-,047	-,014	,281	,219
	N	100	100	100	100
JAMINAN (X4)	Pearson Correlation	,592**	,503**	,458**	1
	Sig. (2-tailed)	,000	,000	,000	
	Sum of Squares and Cross-products	34,800	24,440	21,720	80,960
	Covariance	,352	,247	,219	,818
	N	100	100	100	100

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

Variabel Empati (X₅)

Correlations

		X5.1	X5.2	X5.3	EMPATI (X5)
X5.1	Pearson Correlation	1	-,061	,006	,618**
	Sig. (2-tailed)		,548	,954	,000
	Sum of Squares and Cross-products	34,000	-2,200	,200	32,000
	Covariance	,343	-,022	,002	,323
	N	100	100	100	100
X5.2	Pearson Correlation	-,061	1	-,329**	,444**
	Sig. (2-tailed)	,548		,001	,000
	Sum of Squares and Cross-products	-2,200	38,590	-11,940	24,450
	Covariance	-,022	,390	-,121	,247
	N	100	100	100	100
X5.3	Pearson Correlation	,006	-,329**	1	,431**
	Sig. (2-tailed)	,954	,001		,000
	Sum of Squares and Cross-products	,200	-11,940	34,040	22,300
	Covariance	,002	-,121	,344	,225
	N	100	100	100	100
EMPATI (X5)	Pearson Correlation	,618**	,444**	,431**	1
	Sig. (2-tailed)	,000	,000	,000	
	Sum of Squares and Cross-products	32,000	24,450	22,300	78,750
	Covariance	,323	,247	,225	,795
	N	100	100	100	100

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

Variabel Kepuasan Pelanggan (Y)

Correlations

		Y1	Y2	Y3	KEPUASAN PELANGGAN (Y)
Y1	Pearson Correlation	1	-,239*	-,022	,470**
	Sig. (2-tailed)		,016	,828	,000
	Sum of Squares and Cross-products	30,750	-8,250	-,750	21,750
	Covariance	,311	-,083	-,008	,220
	N	100	100	100	100
Y2	Pearson Correlation	-,239*	1	-,253*	,399**
	Sig. (2-tailed)	,016		,011	,000
	Sum of Squares and Cross-products	-8,250	38,590	-9,670	20,670
	Covariance	-,083	,390	-,098	,209
	N	100	100	100	100
Y3	Pearson Correlation	-,022	-,253*	1	,532**
	Sig. (2-tailed)	,828	,011		,000
	Sum of Squares and Cross-products	-,750	-9,670	37,710	27,290
	Covariance	-,008	-,098	,381	,276
	N	100	100	100	100
KEPUASAN PELANGGAN (Y)	Pearson Correlation	,470**	,399**	,532**	1
	Sig. (2-tailed)	,000	,000	,000	
	Sum of Squares and Cross-products	21,750	20,670	27,290	69,710
	Covariance	,220	,209	,276	,704
	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).

Uji Reliabilitas Instrumen

Reliability

***** Method 1 (space saver) will be used for this analysis *****

—

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	X1.1	3,0700	,6854	100,0
2.	X1.2	3,4900	,8226	100,0
3.	X1.3	3,2600	,6908	100,0
4.	X1	9,8200	1,0767	100,0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	19,6400	4,6368	2,1533	4

Reliability Coefficients

N of Cases = 100,0

N of Items = 4

Alpha = ,6331

Reliability

***** Method 1 (space saver) will be used for this analysis *****

—

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	X2.1	3,4200	,6843	100,0
2.	X2.2	3,2900	,7006	100,0
3.	X2	6,7100	1,0080	100,0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	13,4200	4,0642	2,0160	3

Reliability Coefficients

N of Cases = 100,0

N of Items = 3

Alpha = ,7710

Reliability

***** Method 1 (space saver) will be used for this analysis *****

—

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	X3.1	3,0100	,7453	100,0
2.	X3.2	3,4100	,9331	100,0
3.	X3.3	3,1300	,8122	100,0
4.	X3	9,5500	1,4026	100,0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	19,1000	7,8687	2,8051	4

Reliability Coefficients

N of Cases = 100,0

N of Items = 4

Alpha = ,6466

Reliability

***** Method 1 (space saver) will be used for this analysis *****

—

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	X4.1	3,0800	,4422	100,0
2.	X4.2	3,2600	,5966	100,0
3.	X4.3	3,1400	,4928	100,0
4.	X4	9,4800	,7585	100,0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	18,9600	2,3014	1,5170	4

Reliability Coefficients

N of Cases = 100,0

N of Items = 4

Alpha = ,6398

Reliability

***** Method 1 (space saver) will be used for this analysis *****

—

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	X5.1	3,0300	,7582	100,0
2.	X5.2	3,3000	,8469	100,0
3.	X5.3	3,2400	,7402	100,0
4.	X5	9,5700	1,3353	100,0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	19,1400	7,1317	2,6705	4

Reliability Coefficients

N of Cases = 100,0

N of Items = 4

Alpha = ,6560

Reliability

***** Method 1 (space saver) will be used for this analysis *****

—

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	Y1	3,2700	,5096	100,0
2.	Y2	3,2700	,7366	100,0
3.	Y3	3,1200	,5371	100,0
4.	Y	9,6600	,9870	100,0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	19,3200	3,8966	1,9740	4

Reliability Coefficients

N of Cases = 100,0

N of Items = 4

Alpha = ,6268

Hasil Uji Regresi Linear Berganda (Uji t dan Uji F)

Descriptive Statistics

	Mean	Std. Deviation	N
KEPUASAN PELANGGAN (Y)	12,77	,839	100
BUKTI FISIK (X1)	12,74	,760	100
KEHANDALAN (X2)	8,55	,757	100
DAYA TANGGAP (X3)	12,62	,838	100
JAMINAN (X4)	12,48	,904	100
EMPATI (X5)	12,55	,892	100

Correlations

		KEPUASAN PELANGGAN (Y)	BUKTI FISIK (X1)	KEHANDALAN (X2)	DAYA TANGGAP (X3)	JAMINAN (X4)	EMPATI (X5)
Pearson Correlation	KEPUASAN PELANGGAN (Y)	1,000	,444	,535	,636	,733	,765
	BUKTI FISIK (X1)	,444	1,000	,339	,398	,374	,481
	KEHANDALAN (X2)	,535	,339	1,000	,428	,451	,445
	DAYA TANGGAP (X3)	,636	,398	,428	1,000	,563	,553
	JAMINAN (X4)	,733	,374	,451	,563	1,000	,671
	EMPATI (X5)	,765	,481	,445	,553	,671	1,000
Sig. (1-tailed)	KEPUASAN PELANGGAN (Y)	.	,000	,000	,000	,000	,000
	BUKTI FISIK (X1)	,000	.	,000	,000	,000	,000
	KEHANDALAN (X2)	,000	,000	.	,000	,000	,000
	DAYA TANGGAP (X3)	,000	,000	,000	.	,000	,000
	JAMINAN (X4)	,000	,000	,000	,000	.	,000
	EMPATI (X5)	,000	,000	,000	,000	,000	.
N	KEPUASAN PELANGGAN (Y)	100	100	100	100	100	100
	BUKTI FISIK (X1)	100	100	100	100	100	100
	KEHANDALAN (X2)	100	100	100	100	100	100
	DAYA TANGGAP (X3)	100	100	100	100	100	100
	JAMINAN (X4)	100	100	100	100	100	100
	EMPATI (X5)	100	100	100	100	100	100

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	EMPATI (X5), KEHANDALAN (X2), BUKTI FISIK (X1), DAYA TANGGAP (X3), JAMINAN (X4)	.	Enter

a. All requested variables entered.

b. Dependent Variable: KEPUASAN PELANGGAN (Y)

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df 1	df 2	Sig. F Change	
1	,847 ^a	,718	,703	,458	,718	47,763	5	94	,000	1,887

a. Predictors: (Constant), EMPATI (X5), KEHANDALAN (X2), BUKTI FISIK (X1), DAYA TANGGAP (X3), JAMINAN (X4)

b. Dependent Variable: KEPUASAN PELANGGAN (Y)

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	50,021	5	10,004	47,763	,000 ^a
	Residual	19,689	94	,209		
	Total	69,710	99			

a. Predictors: (Constant), EMPATI (X5), KEHANDALAN (X2), BUKTI FISIK (X1), DAYA TANGGAP (X3), JAMINAN (X4)

b. Dependent Variable: KEPUASAN PELANGGAN (Y)

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95% Confidence Interval for B		Correlations			Collinearity Statistics	
	B	Std. Error	Beta			Lower Bound	Upper Bound	Zero-order	Partial	Part	Tolerance	VIF
1 (Constant)	,745	,906		,822	,413	-1,054	2,544					
BUKTI FISIK (X1)	,027	,071	,024	,381	,704	-,113	,167	,444	,039	,021	,733	1,365
KEHANDALAN (X2)	,157	,071	,141	2,193	,031	,015	,299	,535	,221	,120	,723	1,383
DAYA TANGGAP (X3)	,184	,071	,184	2,585	,011	,043	,326	,636	,258	,142	,593	1,685
JAMINAN (X4)	,272	,073	,294	3,719	,000	,127	,418	,733	,358	,204	,482	2,073
EMPATI (X5)	,368	,076	,391	4,826	,000	,217	,520	,765	,446	,265	,457	2,188

a. Dependent Variable: KEPUASAN PELANGGAN (Y)

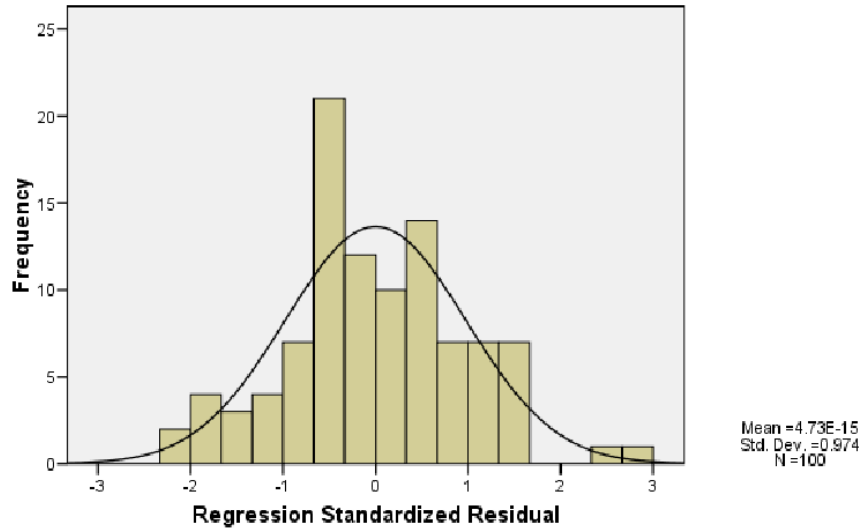
Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	10,96	14,29	12,77	,711	100
Std. Predicted Value	-2,542	2,135	,000	1,000	100
Standard Error of Predicted Value	,056	,195	,108	,029	100
Adjusted Predicted Value	10,96	14,34	12,77	,714	100
Residual	-1,013	1,240	,000	,446	100
Std. Residual	-2,214	2,709	,000	,974	100
Stud. Residual	-2,310	2,835	,001	1,009	100
Deleted Residual	-1,103	1,358	,001	,478	100
Stud. Deleted Residual	-2,366	2,948	,002	1,020	100
Mahal. Distance	,482	16,950	4,950	3,153	100
Cook's Distance	,000	,127	,012	,021	100
Centered Leverage Value	,005	,171	,050	,032	100

a. Dependent Variable: KEPUASAN PELANGGAN (Y)

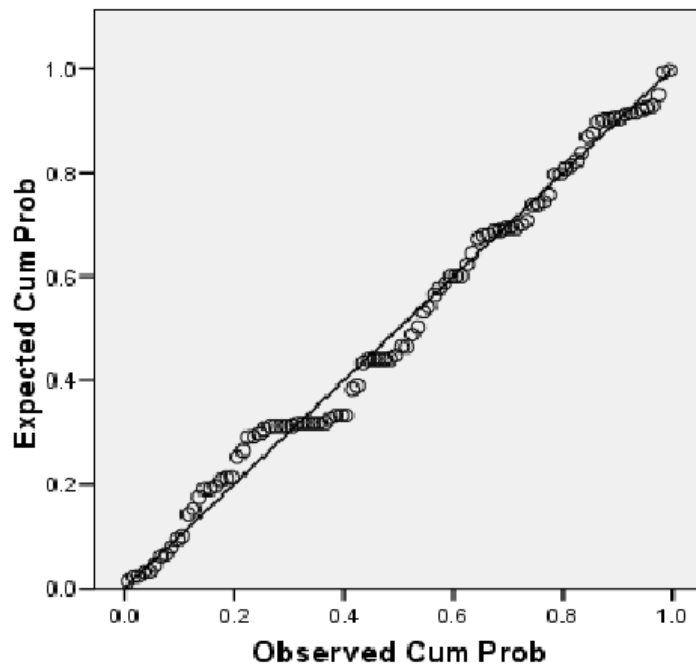
Histogram

Dependent Variable: KEPUASAN PELANGGAN (Y)



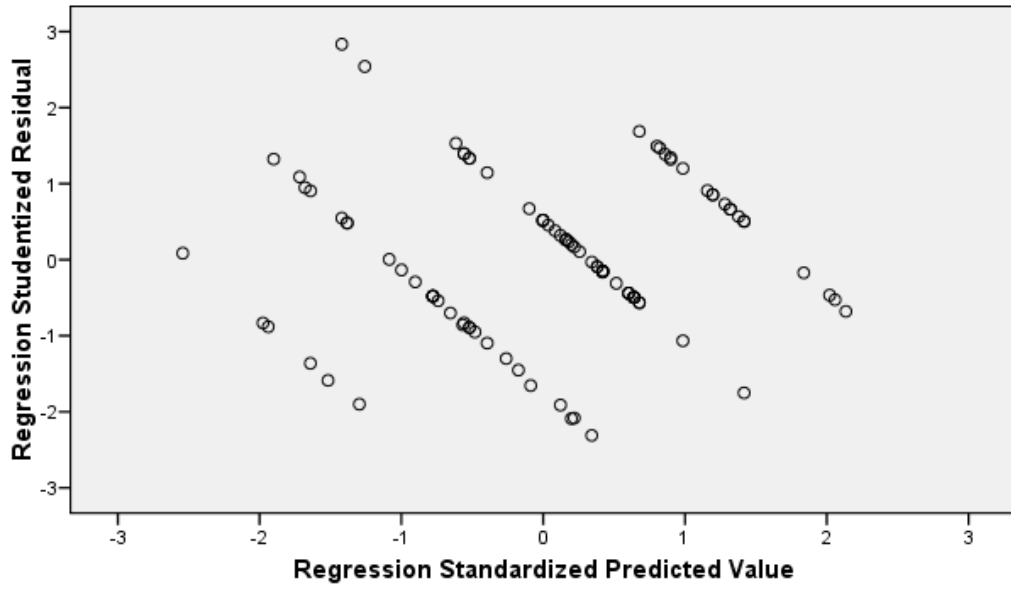
Normal P-P Plot of Regression Standardized Residual

Dependent Variable: KEPUASAN PELANGGAN (Y)



Scatterplot

Dependent Variable: KEPUASAN PELANGGAN (Y)



Lampiran 4
Tabel r Product Moment

N	Taraf Signif		N	Taraf Signif		N	Taraf Signif	
	5%	1%		5%	1%		5%	1%
3	0,997	0,999	26	0,388	0,496	50	0,279	0,361
4	0,950	0,990	27	0,381	0,487	55	0,266	0,345
5	0,878	0,959	28	0,374	0,478	60	0,254	0,330
6	0,811	0,917	29	0,367	0,470	65	0,244	0,317
7	0,754	0,874	30	0,361	0,463	70	0,235	0,306
8	0,707	0,834	31	0,355	0,456	75	0,227	0,296
9	0,666	0,798	32	0,349	0,449	80	0,220	0,286
10	0,632	0,765	33	0,344	0,442	85	0,213	0,278
11	0,602	0,735	34	0,339	0,436	90	0,207	0,270
12	0,576	0,708	35	0,334	0,430	95	0,202	0,263
13	0,553	0,684	36	0,329	0,424	100	0,195	0,256
14	0,532	0,661	37	0,325	0,418	125	0,176	0,230
15	0,514	0,641	38	0,320	0,413	150	0,159	0,210
16	0,497	0,623	39	0,316	0,408	175	0,148	0,194
17	0,482	0,606	40	0,312	0,403	200	0,138	0,181
18	0,468	0,590	41	0,308	0,398	300	0,113	0,148
19	0,456	0,575	42	0,304	0,393	400	0,098	0,128
20	0,444	0,561	43	0,301	0,389	500	0,088	0,115
21	0,433	0,549	44	0,297	0,384	600	0,080	0,105
22	0,423	0,537	45	0,294	0,380	700	0,074	0,097
23	0,413	0,526	46	0,291	0,376	800	0,070	0,091
24	0,404	0,515	47	0,288	0,372	900	0,065	0,086
25	0,396	0,505	48	0,284	0,368	1000	0,062	0,081
			49	0,281	0,364			

Lampiran 5
Tabel Durbin Watson

N	k=1		k=2		k=3		k=4		k=5	
	Dalam	du	dl	Du	Dl	Du	Dl	du	dl	Du
15	1.08	1.63	0.95	1.54	0.82	1.75	0.69	1.97	0.56	2.21
16	1.10	1.37	0.98	1.54	0.86	1.73	0.74	1.93	0.62	2.15
17	1.13	1.38	1.02	1.54	0.90	1.71	0.78	1.90	0.67	2.10
18	1.16	1.39	1.05	1.53	0.93	1.69	0.82	1.87	0.71	2.02
19	1.18	1.40	1.08	1.53	0.97	1.68	0.86	1.85	0.75	2.02
20	1.20	1.41	1.10	1.54	1.00	1.68	0.90	1.83	0.79	1.99
21	1.22	1.42	1.13	1.54	1.03	1.67	0.93	1.81	0.83	1.96
22	1.24	1.43	1.15	1.54	1.05	1.66	0.96	1.80	0.86	1.94
23	1.26	1.44	1.17	1.54	1.08	1.66	0.99	1.79	0.90	1.92
24	1.27	1.45	1.19	1.55	1.10	1.66	1.01	1.78	0.93	1.90
25	1.29	1.45	1.21	1.55	1.12	1.66	1.04	1.77	0.95	1.89
26	1.30	1.46	1.22	1.55	1.14	1.66	1.06	1.76	0.98	1.88
27	1.32	1.47	1.24	1.56	1.16	1.65	1.08	1.76	1.01	1.86
28	1.33	1.48	1.26	1.56	1.18	1.65	1.10	1.75	1.03	1.85
29	1.34	1.48	1.27	1.56	1.20	1.65	1.12	1.74	1.05	1.84
30	1.35	1.49	1.28	1.57	1.21	1.65	1.14	1.74	1.07	1.83
31	1.36	1.50	1.30	1.57	1.23	1.65	1.16	1.74	1.09	1.83
32	1.37	1.50	1.31	1.57	1.24	1.65	1.18	1.73	1.11	1.82
33	1.38	1.51	1.32	1.58	1.26	1.65	1.19	1.73	1.13	1.81
34	1.39	1.51	1.33	1.58	1.27	1.65	1.21	1.73	1.15	1.81
35	1.40	1.52	1.34	1.58	1.28	1.65	1.22	1.73	1.16	1.80
36	1.41	1.52	1.35	1.59	1.29	1.65	1.24	1.73	1.18	1.80
37	1.42	1.53	1.36	1.59	1.31	1.66	1.25	1.72	1.19	1.80
38	1.43	1.54	1.37	1.59	1.32	1.66	1.26	1.72	1.21	1.79
39	1.43	1.54	1.38	1.60	1.33	1.66	1.27	1.72	1.22	1.79
40	1.44	1.54	1.39	1.60	1.34	1.66	1.29	1.72	1.23	1.79
45	1.48	1.57	1.43	1.62	1.38	1.67	1.34	1.72	1.29	1.79
50	1.50	1.59	1.46	1.63	1.42	1.67	1.38	1.72	1.34	1.77
55	1.53	1.60	1.49	1.64	1.45	1.68	1.41	1.72	1.38	1.77
60	1.55	1.62	1.51	1.65	1.48	1.69	1.44	1.73	1.41	1.77
65	1.57	1.63	1.54	1.66	1.50	1.70	1.47	1.73	1.44	1.77
70	1.58	1.64	1.55	1.67	1.52	1.70	1.49	1.74	1.46	1.77
75	1.60	1.65	1.57	1.68	1.54	1.71	1.51	1.74	1.49	1.77
80	1.61	1.66	1.59	1.69	1.56	1.72	1.53	1.74	1.51	1.77
85	1.62	1.67	1.60	1.70	1.57	1.72	1.55	1.75	1.52	1.77
90	1.63	1.68	1.61	1.70	1.59	1.73	1.57	1.75	1.54	1.78
95	1.64	1.69	1.62	1.71	1.60	1.73	1.58	1.75	1.56	1.78
100	1.65	1.69	1.63	1.72	1.61	1.74	1.59	1.76	1.57	1.78

Lampiran 6
Tabel Distribusi t

Df	Alfa = 2,5%	Alfa = 5%	Alfa = 10%
1	12,7062	6,3138	2,0777
2	4,3027	2,9200	1,8856
3	3,1824	2,3534	1,6377
4	2,7764	2,1318	1,5332
5	2,5706	2,0150	1,4759
6	2,4469	1,9432	1,4398
7	2.3646	1,8946	1,4149
8	2,3060	1,8595	1,3968
9	2,2622	1,8331	1,3830
10	2,2281	1,8125	1,3722
11	2,2010	1,7959	1,3634
12	2,1788	1,7823	1,3562
13	2,1604	1,7709	1,3502
14	2,1448	1,7613	1,3450
15	2,1314	1,7531	1,3406
16	2,1199	1,7459	1,3368
17	2,1098	1,7396	1,3334
18	2,1009	1,7341	1,3304
19	2,0930	1,7291	1,3277
20	2,0860	1,7247	1,3253
21	2,0796	1,7207	1,3232
22	2,0739	1,7171	1,3212
23	2,0687	1,7139	1,3195
24	2,0639	1,7109	1,3178
25	2,0595	1,7081	1,3163
26	2,0555	1,7056	1,3150
27	2,0518	1,7033	1,3137
28	2,0484	1,7011	1,3125
29	2,0457	1,6991	1,3114
30	2,0423	1,6973	1,3104
31	2,0395	1,6955	1,3095
32	2,0369	1,6939	1,3086
33	2,0345	1,6924	1,3077
34	2,0322	1,6909	1,3070
35	2,0301	1,6896	1,3062
36	2,0281	1,6883	1,3055
37	2,0262	1,6871	1,3049
38	2,0244	1,6860	1,3042
39	2,0227	1,6849	1,3036
40	2,0211	1,6839	1,3031

41	2,0195	1,6829	1,3025
42	2,0181	1,6820	1,3020
43	2,0167	1,6811	1,3016
44	2,0154	1,6802	1,3011
45	2,0141	1,6794	1,3006
46	2,0129	1,6787	1,3002
47	2,0117	1,6779	1,2998
48	2,0106	1,6772	1,2994
49	2,0096	1,6766	1,2991
50	2,0086	1,6759	1,2987
51	2,0076	1,6753	1,2984
52	2,0066	1,6747	1,2980
53	2,0057	1,6741	1,2977
54	2,0049	1,6736	1,2974
55	2,0040	1,6730	1,2971
56	2,0032	1,6725	1,2969
57	2,0025	1,6720	1,2966
58	2,0017	1,6716	1,2963
59	2,0010	1,6711	1,2961
60	2,0003	1,6706	1,2958
61	1,9996	1,6702	1,2956
62	1,9990	1,6698	1,2954
63	1,9983	1,6694	1,2951
64	1,9977	1,6690	1,2949
65	1,9971	1,6686	1,2947
66	1,9966	1,6683	1,2945
67	1,9960	1,6679	1,2943
68	1,9955	1,6676	1,2941
69	1,9949	1,6672	1,2939
70	1,9944	1,6669	1,2938
71	1,9939	1,6666	1,2936
72	1,9935	1,6663	1,2934
73	1,9930	1,6660	1,2933
74	1,9925	1,6657	1,2931
75	1,9921	1,6654	1,2929
76	1,9917	1,6652	1,2928
77	1,9913	1,6649	1,2926
78	1,9908	1,6646	1,2925
79	1,9905	1,6644	1,2924
80	1,9901	1,6641	1,2922
81	1,9897	1,6639	1,2921
82	1,9893	1,6636	1,2920
83	1,9890	1,6634	1,2918
84	1,9886	1,6632	1,2917

85	1,9883	1,6630	1,2916
86	1,9879	1,6628	1,2915
87	1,9876	1,6626	1,2914
88	1,9873	1,6624	1,2912
89	1,9870	1,6622	1,2911
90	1,9867	1,6620	1,2910
91	1,9864	1,6618	1,2909
92	1,9861	1,6616	1,2908
93	1,9858	1,6614	1,2907
94	1,9855	1,6612	1,2906
95	1,9853	1,6611	1,2905
96	1,9850	1,6609	1,2904
97	1,9847	1,6607	1,2903
98	1,9845	1,6606	1,2902
99	1,9842	1,6604	1,2902
100	1,9840	1,6602	1,2901
110	1,9818	1,6588	1,2893
120	1,9799	1,6577	1,2887
130	1,9784	1,6567	1,2881
140	1,9771	1,6558	1,2876
150	1,9759	1,6551	1,2872
160	1,9749	1,6544	1,2869
170	1,9740	1,6539	1,2866
180	1,9732	1,6534	1,2863
190	1,9725	1,6529	1,2860
200	1,9719	1,6525	1,2893

Lampiran 7
Tabel Pengujian Nilai F

No df	df 2				
	1	2	3	4	5
1	161.448	199.5	215.707	224.583	230.162
2	18.513	19	19.164	19.247	19.296
3	10.128	9.552	9.277	9.117	9.013
4	7.709	6.944	6.591	6.388	6.256
5	6.608	5.786	5.409	5.192	5.05
6	5.987	5.143	4.757	4.534	4.387
7	5.591	4.737	4.347	4.12	3.972
8	5.318	4.459	4.066	3.838	3.687
9	5.117	4.256	3.863	3.633	3.482
10	4.965	4.103	3.708	3.478	3.326
11	4.844	3.982	3.587	3.357	3.204
12	4.747	3.885	3.49	3.259	3.106
13	4.667	3.806	3.411	3.179	3.025
14	4.6	3.739	3.344	3.112	2.958
15	4.543	3.682	3.287	3.056	2.901
16	4.494	3.634	3.239	3.007	2.852
17	4.451	3.592	3.197	2.965	2.81
18	4.414	3.555	3.16	2.928	2.773
19	4.381	3.522	3.127	2.895	2.74
20	4.351	3.493	3.098	2.866	2.711
21	4.325	3.467	3.072	2.84	2.685
22	4.301	3.443	3.049	2.817	2.661
23	4.279	3.422	3.028	2.796	2.64
24	4.26	3.403	3.009	2.776	2.621
25	4.242	3.385	2.991	2.759	2.603
26	4.225	3.369	2.975	2.743	2.587
27	4.21	3.354	2.96	2.728	2.572
28	4.196	3.34	2.947	2.714	2.558
29	4.183	3.328	2.934	2.701	2.545
30	4.171	3.316	2.922	2.69	2.534
40	4.085	3.232	2.839	2.606	2.449
50	4.034	3.183	2.79	2.557	2.4
60	4.001	3.15	2.758	2.525	2.368
70	3.978	3.128	2.736	2.503	2.346
80	3.96	3.111	2.716	2.486	2.329

81	3.959	3.109	2.717	2.484	2.327
82	3.957	3.108	2.716	2.483	2.326
83	3.956	3.107	2.715	2.482	2.324
84	3.955	3.105	2.713	2.48	2.323
85	3.953	3.104	2.712	2.479	2.322
86	3.952	3.103	2.711	2.478	2.321
87	3.951	3.101	2.709	2.476	2.319
88	3.949	3.1	2.708	2.475	2.318
89	3.948	3.099	2.707	2.474	2.317
90	3.947	3.098	2.706	2.473	2.316
91	3.946	3.097	2.705	2.472	2.315
92	3.945	3.095	2.704	2.471	2.313
93	3.943	3.094	2.703	2.47	2.312
94	3.942	3.093	2.701	2.469	2.311
95	3.941	3.092	2.7	2.467	2.31
96	3.94	3.091	2.699	2.466	2.309
97	3.939	3.09	2.698	2.465	2.308
98	3.938	3.089	2.697	2.465	2.307
99	3.937	3.088	2.626	2.464	2.306
100	3.936	3.087	2.696	2.463	2.305