**LAMPIRAN**

**KUISIONER PENELITIAN**

*Assalamua’laikum Wr.Wb*

Responden yang terhormat

Saya adalah mahasiswa jurusan ekonomi syariah pada Fakultas Ekonomi dan Bisnis Islam Universitas Islam Negeri Raden Intan Lampung. Dalam hal ini yang sedang melakukan penelitian. Saat ini saya sedang melakukan penelitian yang berjudul “Pengaruh Kualitas Pelayanan Tenaga Kerja Terhadap Tingkat Kepuasaan Pelanggan dalam Perspektif Ekonomi Islam (Study pada Hotel Andalas Permai)”

Sehubungan hal tersebut saya membutuhkan partisipasi anda untuk mengisi kuisioner ini. Sebelum mengisi kuisioner penelitian ini, dimohon untuk membaca petunjuk pengisian kuisioner ini terlebih dahulu.

Atas kerjasama dan bantuan anda dalam meluangkan waktu untuk mengisi kuisioner ini saya ucapkan terima kasih.

*Wassalamua’laikum Wr.Wb*

Bandar Lampung, April 2018 *.*

**Wenny Shofura Prliana   
1351010151**

1. **IDENTITAS RESPONDEN**

|  |  |  |
| --- | --- | --- |
| **NO** | **Identitas** | **Keterangan** |
| 1. | Jenis Kelamin | 1. Laki-laki 2. Perempuan |
| 2. | Usia | 1. 20-30 tahun 2. 31-39 tahun 3. 40-49 tahun 4. >50 tahun |
| 3. | Pekerjaan | 1. PNS 2. Wiraswasta 3. Pegawai Swasta 4. Lain-lain |

1. **PETUNJUK PENGISIAN**

Isilah pernyataan kuesioner berikut ini sesuai dengan jawaban yang tersedia dan diberi tanda *checklist* ( √ ) pada kolom yang tersedia. Anda dapat memilih salah satu jawaban yang menurut anda paling tepat dengan keterangan sebagai berikut :

SS (5) : Sangat Setuju

S (4) : Setuju

RG (3) : Ragu-Ragu

TS (2) : Tidak Setuju

STS (1) : Sangat Tidak Setuju

1. **KUESIONER PENELITIAN**
2. ***Tangibles* (Bukti Fisik/X1)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **NO** | **Karakteristik Kualitas Pelayanan** | **SS** | **S** | **N** | **TS** | **STS** |
| 1. | Penyediaan fasilitas yang lengkap dan nyaman |  |  |  |  |  |
| 2. | Suasana dan kondisi kamar dalam hotel nyaman dan aman |  |  |  |  |  |
| 3. | Tempat parkir yang luas dan nyaman |  |  |  |  |  |
| 4. | Karyawan hotel telah menggunakan pakaian seragam yang sesuai |  |  |  |  |  |

1. ***Emphaty* (Empati/X2)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **NO** | **Karakteristik Kualitas Pelayanan** | **SS** | **S** | **N** | **TS** | **STS** |
| 1. | Pengunjung hotel selalu diberikan peringatan apabila tergolong melanggar peraturan |  |  |  |  |  |
| 2. | Manajemen hotel selalu mengingatkan waktu shalat apabila telah tiba waktunya |  |  |  |  |  |
| 3. | Manajemen hotel menyediakan mushala untuk peribadahan para pengunjung |  |  |  |  |  |

1. ***Reliability* (Keandalan/X3)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **NO** | **Karakteristik Kualitas Pelayanan** | **SS** | **S** | **N** | **TS** | **STS** |
| 1. | Karyawan dapat menangani masalah dengan tepat |  |  |  |  |  |
| 2. | Karyawan dengan tepat dalam pemberian keinginan pengunjung |  |  |  |  |  |
| 3. | Karyawan dengan cepat dalam transaksi pembayaran |  |  |  |  |  |
| 4. | Karyawan hotel bertanggung jawab setiap pelayanan dalam pekerjaan yang dilakukan |  |  |  |  |  |

1. ***Responsivness* (Responsivitas/X4)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **NO** | **Karakteristik Kualitas Pelayanan** | **SS** | **S** | **N** | **TS** | **STS** |
| 1. | Karyawan hotel selalu menanggapi keluhan pengunjung dan segera memperbaiki pelayanan yang kurang |  |  |  |  |  |
| 2. | Karyawan hotel senantiasa menepati komitmen yang telah di buatnya |  |  |  |  |  |
| 3. | Karyawan hotel membantu kesulitan konsumen dalam penggunaan layanan |  |  |  |  |  |
| 4. | Karyawan hotel bertindak cepat pada saat konsumen berkunjung |  |  |  |  |  |
| 5. | Karyawan hotel dapat merespon keluhan pengunjung dengan cepat dan bersungguh-sungguh |  |  |  |  |  |

1. ***Assurance* (Jaminan/X5)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **NO** | **Karakteristik Kualitas Pelayanan** | **SS** | **S** | **N** | **TS** | **STS** |
| 1. | Karyawan memiliki etika pelayanan |  |  |  |  |  |
| 2. | Pengunjung merasa aman selama menginap di hotel |  |  |  |  |  |
| 3. | Tersedianya kotak pengaduan keluhan pada hotel |  |  |  |  |  |
| 4. | Penyediaan rasa aman terhadap kekhawatiran pengunjung terhadap pelanggaran |  |  |  |  |  |
| 5. | Pengawasan yang serius dari pihak hotel untuk menghindari perzinahan |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **NO** | **Karakteristik Kepuasan Pelanggan (Y)** | **SS** | **S** | **N** | **TS** | **STS** |
| 1. | Pengunjung merasa puas dengan pelayanan yang ada di hotel |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Jawaban Responden Item pertanyaan Variabel Tangibles (X1), Emphaty (X2), Reliability (X3), Responsivness (X4), Assurance (X5), Kepuasan Pelanggan (Y)** | | | | | | | | | | | | | | | | | | | | | | | | |  | | |  | |  | | |  | |  | |  | | |  | |
|  |  | |  |  |  |  |  | | |  |  | |  |  | | |  |  | |  | |  |  | | |  |  |  |  | |  |  | |  | |  | | |  | |  | |  |  |
| **No** | **Tangible X1** | | | | | | **Emphaty X2** | | | | **Reliability X3** | | | | | | **Responsivness X4** | | | | | | | | **Assurance X5** | | | | | | | | | **Y** | | | |
|  | 1 | 2 | 3 | 4 | **X1** | | 1 | 2 | 3 | X2 | 1 | 2 | | 3 | 4 | X3 | 1 | 2 | 3 | | 4 | | 5 | X4 | 1 | 2 | 3 | 4 | 5 | | X5 | | | 1 | | | |
| 1 | 3 | 5 | 4 | 4 | **16** | | 3 | 5 | 5 | **13** | 5 | 3 | | 5 | 5 | **18** | 5 | 5 | 3 | | 2 | | 2 | **17** | 5 | 2 | 5 | 5 | 3 | | **20** | | | 4 | | | |
| 2 | 3 | 3 | 3 | 3 | **12** | | 5 | 5 | 5 | **15** | 3 | 2 | | 5 | 3 | **13** | 5 | 5 | 2 | | 5 | | 3 | **20** | 5 | 5 | 5 | 5 | 5 | | **25** | | | 5 | | | |
| 3 | 3 | 3 | 3 | 3 | **12** | | 4 | 5 | 3 | **12** | 4 | 5 | | 2 | 5 | **16** | 5 | 3 | 2 | | 5 | | 5 | **20** | 3 | 5 | 3 | 3 | 5 | | **19** | | | 5 | | | |
| 4 | 5 | 4 | 5 | 5 | **19** | | 5 | 4 | 5 | **14** | 5 | 2 | | 3 | 5 | **15** | 2 | 4 | 5 | | 3 | | 2 | **16** | 5 | 2 | 2 | 2 | 5 | | **16** | | | 5 | | | |
| 5 | 3 | 5 | 4 | 5 | **17** | | 3 | 5 | 5 | **13** | 3 | 4 | | 5 | 3 | **15** | 5 | 4 | 2 | | 5 | | 2 | **18** | 5 | 2 | 3 | 3 | 3 | | **16** | | | 5 | | | |
| 6 | 5 | 4 | 3 | 5 | **17** | | 5 | 5 | 5 | **15** | 4 | 5 | | 5 | 5 | **19** | 5 | 4 | 5 | | 5 | | 4 | **23** | 5 | 5 | 5 | 5 | 5 | | **25** | | | 5 | | | |
| 7 | 3 | 3 | 5 | 5 | **16** | | 5 | 5 | 4 | **14** | 5 | 5 | | 3 | 5 | **18** | 3 | 5 | 5 | | 5 | | 5 | **23** | 5 | 3 | 5 | 5 | 5 | | **23** | | | 5 | | | |
| 8 | 4 | 3 | 4 | 3 | **14** | | 3 | 3 | 4 | **10** | 3 | 5 | | 5 | 2 | **15** | 5 | 5 | 5 | | 3 | | 3 | **21** | 5 | 5 | 3 | 5 | 5 | | **23** | | | 5 | | | |
| 9 | 4 | 4 | 5 | 5 | **18** | | 5 | 5 | 5 | **15** | 5 | 5 | | 5 | 5 | **20** | 5 | 3 | 4 | | 4 | | 3 | **19** | 4 | 5 | 4 | 5 | 4 | | **22** | | | 4 | | | |
| 10 | 5 | 5 | 4 | 5 | **19** | | 5 | 4 | 5 | **14** | 5 | 2 | | 4 | 5 | **16** | 5 | 5 | 5 | | 4 | | 2 | **21** | 5 | 4 | 5 | 4 | 4 | | **22** | | | 4 | | | |
| 11 | 3 | 4 | 3 | 3 | **13** | | 3 | 4 | 5 | **12** | 5 | 4 | | 5 | 3 | **17** | 5 | 4 | 5 | | 5 | | 4 | **23** | 5 | 3 | 4 | 5 | 5 | | **22** | | | 5 | | | |
| 12 | 3 | 3 | 3 | 3 | **12** | | 3 | 5 | 3 | **11** | 4 | 5 | | 3 | 5 | **17** | 3 | 4 | 5 | | 5 | | 3 | **20** | 3 | 5 | 5 | 5 | 3 | | **21** | | | 5 | | | |
| 13 | 3 | 5 | 5 | 5 | **18** | | 5 | 5 | 5 | **15** | 5 | 5 | | 4 | 3 | **17** | 4 | 4 | 4 | | 5 | | 3 | **20** | 5 | 4 | 5 | 4 | 4 | | **22** | | | 5 | | | |
| 14 | 3 | 3 | 4 | 4 | **14** | | 4 | 5 | 3 | **12** | 5 | 5 | | 4 | 3 | **17** | 4 | 3 | 4 | | 5 | | 3 | **19** | 3 | 4 | 3 | 4 | 4 | | **18** | | | 5 | | | |
| 15 | 3 | 3 | 3 | 3 | **12** | | 3 | 5 | 5 | **13** | 5 | 3 | | 5 | 3 | **16** | 5 | 5 | 5 | | 3 | | 5 | **23** | 5 | 5 | 5 | 5 | 3 | | **23** | | | 3 | | | |
| 16 | 3 | 3 | 3 | 3 | **12** | | 3 | 5 | 5 | **13** | 5 | 3 | | 5 | 3 | **16** | 5 | 5 | 3 | | 5 | | 3 | **21** | 3 | 3 | 5 | 5 | 5 | | **21** | | | 5 | | | |
| 17 | 5 | 4 | 5 | 3 | **17** | | 3 | 3 | 5 | **11** | 5 | 4 | | 3 | 4 | **16** | 4 | 3 | 4 | | 4 | | 4 | **19** | 5 | 4 | 4 | 4 | 3 | | **20** | | | 4 | | | |
| 18 | 5 | 3 | 5 | 3 | **16** | | 3 | 2 | 2 | **7** | 5 | 3 | | 2 | 4 | **14** | 2 | 5 | 2 | | 2 | | 3 | **14** | 2 | 2 | 2 | 2 | 2 | | **10** | | | 4 | | | |
| 19 | 5 | 3 | 5 | 2 | **15** | | 2 | 3 | 5 | **10** | 2 | 5 | | 3 | 4 | **14** | 4 | 4 | 4 | | 5 | | 3 | **20** | 3 | 4 | 3 | 4 | 3 | | **17** | | | 5 | | | |
| 20 | 5 | 5 | 5 | 2 | **17** | | 2 | 2 | 4 | **8** | 2 | 5 | | 3 | 4 | **14** | 5 | 4 | 5 | | 5 | | 5 | **24** | 4 | 5 | 5 | 5 | 3 | | **22** | | | 5 | | | |
| 21 | 5 | 3 | 3 | 3 | **14** | | 3 | 3 | 2 | **8** | 5 | 3 | | 2 | 4 | **14** | 5 | 5 | 5 | | 3 | | 3 | **21** | 2 | 3 | 5 | 3 | 2 | | **15** | | | 5 | | | |
| 22 | 3 | 3 | 5 | 5 | **16** | | 5 | 2 | 5 | **12** | 5 | 3 | | 4 | 5 | **17** | 5 | 4 | 5 | | 3 | | 3 | **20** | 3 | 3 | 5 | 3 | 4 | | **18** | | | 5 | | | |
| 23 | 5 | 5 | 5 | 2 | **17** | | 2 | 3 | 2 | **7** | 2 | 2 | | 5 | 4 | **13** | 5 | 4 | 5 | | 4 | | 2 | **20** | 2 | 5 | 4 | 5 | 3 | | **19** | | | 4 | | | |
| 24 | 3 | 3 | 4 | 5 | **15** | | 5 | 3 | 4 | **12** | 5 | 3 | | 3 | 5 | **16** | 5 | 4 | 5 | | 5 | | 3 | **22** | 4 | 5 | 5 | 3 | 3 | | **20** | | | 5 | | | |
| 25 | 3 | 3 | 4 | 4 | **14** | | 4 | 5 | 4 | **13** | 4 | 3 | | 5 | 3 | **15** | 4 | 3 | 4 | | 3 | | 3 | **17** | 4 | 4 | 3 | 4 | 5 | | **20** | | | 5 | | | |
| 26 | 3 | 5 | 5 | 3 | **16** | | 3 | 2 | 5 | **10** | 5 | 5 | | 3 | 5 | **18** | 3 | 5 | 3 | | 3 | | 5 | **19** | 5 | 3 | 3 | 3 | 5 | | **19** | | | 5 | | | |
| 27 | 3 | 4 | 5 | 5 | **17** | | 5 | 4 | 5 | **14** | 5 | 4 | | 3 | 5 | **17** | 2 | 5 | 2 | | 5 | | 4 | **18** | 5 | 2 | 5 | 2 | 5 | | **19** | | | 5 | | | |
| 28 | 5 | 5 | 5 | 4 | **19** | | 4 | 4 | 5 | **13** | 4 | 5 | | 4 | 5 | **18** | 3 | 5 | 3 | | 4 | | 5 | **20** | 3 | 3 | 4 | 3 | 4 | | **17** | | | 4 | | | |
| 29 | 5 | 5 | 4 | 4 | **18** | | 5 | 4 | 5 | **14** | 4 | 5 | | 5 | 5 | **19** | 5 | 3 | 5 | | 4 | | 5 | **22** | 5 | 5 | 4 | 3 | 5 | | **22** | | | 4 | | | |
| 30 | 3 | 3 | 5 | 5 | **16** | | 4 | 3 | 3 | **10** | 5 | 3 | | 5 | 3 | **16** | 5 | 3 | 5 | | 3 | | 3 | **19** | 3 | 5 | 3 | 5 | 3 | | **19** | | | 3 | | | |
| 31 | 5 | 4 | 5 | 4 | **18** | | 4 | 4 | 2 | **10** | 4 | 2 | | 5 | 4 | **15** | 4 | 4 | 4 | | 5 | | 4 | **21** | 2 | 4 | 5 | 4 | 3 | | **18** | | | 5 | | | |
| 32 | 3 | 5 | 3 | 3 | **14** | | 5 | 4 | 2 | **11** | 3 | 4 | | 5 | 3 | **15** | 3 | 4 | 3 | | 3 | | 2 | **15** | 2 | 5 | 5 | 5 | 3 | | **20** | | | 5 | | | |
| 33 | 5 | 5 | 5 | 5 | **20** | | 3 | 4 | 5 | **12** | 5 | 5 | | 3 | 2 | **15** | 2 | 4 | 2 | | 5 | | 5 | **18** | 5 | 2 | 5 | 2 | 3 | | **17** | | | 5 | | | |
| 34 | 5 | 5 | 5 | 4 | **19** | | 4 | 4 | 5 | **13** | 4 | 2 | | 2 | 4 | **12** | 3 | 3 | 3 | | 3 | | 2 | **14** | 5 | 3 | 3 | 3 | 2 | | **16** | | | 3 | | | |
| 35 | 3 | 5 | 3 | 2 | **13** | | 2 | 2 | 2 | **6** | 2 | 2 | | 2 | 5 | **11** | 2 | 2 | 2 | | 2 | | 2 | **10** | 2 | 2 | 2 | 2 | 2 | | **10** | | | 4 | | | |
| 36 | 4 | 4 | 3 | 4 | **15** | | 4 | 5 | 5 | **14** | 4 | 4 | | 3 | 2 | **13** | 5 | 2 | 5 | | 5 | | 4 | **21** | 5 | 5 | 5 | 5 | 3 | | **23** | | | 5 | | | |
| 37 | 3 | 3 | 3 | 3 | **12** | | 2 | 5 | 3 | **10** | 5 | 3 | | 5 | 3 | **16** | 5 | 3 | 5 | | 5 | | 3 | **21** | 5 | 5 | 5 | 5 | 3 | | **23** | | | 5 | | | |
| 38 | 3 | 3 | 3 | 3 | **12** | | 3 | 5 | 3 | **11** | 5 | 3 | | 5 | 4 | **17** | 5 | 4 | 5 | | 3 | | 3 | **20** | 5 | 5 | 5 | 5 | 5 | | **25** | | | 5 | | | |
| 39 | 3 | 5 | 5 | 2 | **15** | | 3 | 4 | 2 | **9** | 2 | 2 | | 3 | 5 | **12** | 3 | 4 | 3 | | 5 | | 2 | **17** | 2 | 3 | 5 | 5 | 5 | | **20** | | | 5 | | | |
| 40 | 3 | 3 | 3 | 3 | **12** | | 3 | 5 | 3 | **11** | 3 | 5 | | 3 | 3 | **14** | 5 | 4 | 5 | | 3 | | 5 | **22** | 3 | 5 | 3 | 5 | 3 | | **19** | | | 3 | | | |
| 41 | 5 | 3 | 4 | 3 | **15** | | 3 | 5 | 5 | **13** | 5 | 5 | | 2 | 3 | **15** | 5 | 3 | 5 | | 2 | | 3 | **18** | 3 | 5 | 2 | 3 | 2 | | **15** | | | 4 | | | |
| 42 | 5 | 5 | 4 | 3 | **17** | | 3 | 5 | 3 | **11** | 3 | 5 | | 5 | 4 | **17** | 5 | 3 | 4 | | 3 | | 5 | **20** | 3 | 4 | 3 | 4 | 3 | | **17** | | | 5 | | | |
| 43 | 5 | 5 | 4 | 4 | **18** | | 4 | 5 | 3 | **12** | 4 | 5 | | 3 | 5 | **17** | 5 | 3 | 5 | | 2 | | 5 | **20** | 3 | 5 | 2 | 5 | 5 | | **20** | | | 4 | | | |
| 44 | 5 | 3 | 4 | 4 | **16** | | 4 | 4 | 5 | **13** | 4 | 3 | | 3 | 4 | **14** | 3 | 5 | 3 | | 2 | | 3 | **16** | 3 | 3 | 2 | 3 | 5 | | **16** | | | 4 | | | |
| 45 | 5 | 3 | 5 | 3 | **16** | | 3 | 3 | 2 | **8** | 5 | 2 | | 3 | 4 | **14** | 4 | 3 | 4 | | 5 | | 3 | **19** | 2 | 4 | 5 | 4 | 3 | | **18** | | | 5 | | | |
| 46 | 5 | 3 | 5 | 5 | **18** | | 2 | 5 | 5 | **12** | 5 | 3 | | 5 | 4 | **17** | 4 | 5 | 4 | | 5 | | 3 | **21** | 5 | 4 | 5 | 4 | 5 | | **23** | | | 5 | | | |
| 47 | 5 | 5 | 5 | 2 | **17** | | 5 | 5 | 2 | **12** | 2 | 3 | | 5 | 4 | **14** | 3 | 5 | 3 | | 4 | | 2 | **17** | 2 | 3 | 4 | 3 | 5 | | **17** | | | 4 | | | |
| 48 | 5 | 5 | 3 | 2 | **15** | | 2 | 2 | 2 | **6** | 2 | 2 | | 3 | 4 | **11** | 3 | 5 | 4 | | 5 | | 2 | **19** | 2 | 4 | 5 | 4 | 3 | | **18** | | | 5 | | | |
| 49 | 5 | 3 | 5 | 3 | **16** | | 3 | 2 | 5 | **10** | 5 | 3 | | 2 | 4 | **14** | 5 | 4 | 3 | | 2 | | 5 | **19** | 5 | 3 | 2 | 3 | 2 | | **15** | | | 4 | | | |
| 50 | 5 | 3 | 5 | 3 | **16** | | 3 | 3 | 2 | **8** | 3 | 3 | | 2 | 4 | **12** | 5 | 3 | 5 | | 3 | | 5 | **21** | 2 | 3 | 5 | 3 | 2 | | **15** | | | 5 | | | |
| 51 | 5 | 3 | 4 | 3 | **15** | | 3 | 5 | 4 | **12** | 3 | 3 | | 3 | 4 | **13** | 5 | 5 | 5 | | 5 | | 3 | **23** | 4 | 5 | 5 | 3 | 3 | | **20** | | | 5 | | | |
| 52 | 3 | 3 | 5 | 3 | **14** | | 3 | 3 | 4 | **10** | 3 | 3 | | 4 | 3 | **13** | 5 | 5 | 5 | | 4 | | 3 | **22** | 4 | 5 | 4 | 5 | 4 | | **22** | | | 4 | | | |
| 53 | 5 | 5 | 5 | 3 | **18** | | 3 | 5 | 3 | **11** | 3 | 2 | | 3 | 4 | **12** | 3 | 3 | 5 | | 2 | | 2 | **15** | 3 | 3 | 2 | 3 | 3 | | **14** | | | 4 | | | |
| 54 | 5 | 4 | 4 | 5 | **18** | | 5 | 5 | 5 | **15** | 5 | 4 | | 3 | 4 | **16** | 5 | 5 | 5 | | 2 | | 4 | **21** | 3 | 5 | 5 | 5 | 3 | | **21** | | | 4 | | | |
| 55 | 5 | 5 | 3 | 3 | **16** | | 3 | 4 | 2 | **9** | 3 | 2 | | 2 | 4 | **11** | 2 | 3 | 2 | | 3 | | 2 | **12** | 2 | 2 | 2 | 2 | 2 | | **10** | | | 5 | | | |
| 56 | 5 | 5 | 5 | 3 | **18** | | 2 | 4 | 2 | **8** | 3 | 2 | | 2 | 4 | **11** | 2 | 4 | 2 | | 2 | | 2 | **12** | 3 | 2 | 2 | 2 | 2 | | **11** | | | 4 | | | |
| 57 | 5 | 3 | 5 | 2 | **15** | | 3 | 3 | 5 | **11** | 2 | 3 | | 2 | 3 | **10** | 3 | 4 | 3 | | 4 | | 3 | **17** | 3 | 3 | 4 | 3 | 2 | | **15** | | | 4 | | | |
| 58 | 5 | 4 | 5 | 2 | **16** | | 2 | 2 | 4 | **8** | 2 | 4 | | 2 | 4 | **12** | 2 | 4 | 2 | | 3 | | 4 | **15** | 4 | 2 | 3 | 2 | 2 | | **13** | | | 5 | | | |
| 59 | 5 | 5 | 5 | 2 | **17** | | 2 | 5 | 2 | **9** | 2 | 2 | | 2 | 4 | **10** | 3 | 4 | 3 | | 2 | | 4 | **16** | 2 | 5 | 2 | 3 | 2 | | **14** | | | 4 | | | |
| 60 | 3 | 3 | 5 | 5 | **16** | | 5 | 3 | 5 | **13** | 5 | 3 | | 3 | 4 | **15** | 5 | 3 | 5 | | 2 | | 3 | **18** | 5 | 5 | 5 | 5 | 3 | | **23** | | | 4 | | | |
| 61 | 5 | 3 | 4 | 3 | **15** | | 3 | 3 | 2 | **8** | 3 | 3 | | 3 | 4 | **13** | 2 | 3 | 2 | | 5 | | 3 | **15** | 2 | 2 | 2 | 2 | 3 | | **11** | | | 5 | | | |
| 62 | 5 | 4 | 3 | 4 | **16** | | 4 | 2 | 4 | **10** | 4 | 4 | | 2 | 4 | **14** | 2 | 3 | 2 | | 5 | | 4 | **16** | 4 | 2 | 5 | 2 | 2 | | **15** | | | 5 | | | |
| 63 | 3 | 4 | 5 | 4 | **16** | | 3 | 5 | 5 | **13** | 4 | 4 | | 3 | 3 | **14** | 5 | 4 | 5 | | 5 | | 4 | **23** | 5 | 5 | 3 | 5 | 3 | | **21** | | | 5 | | | |
| 64 | 4 | 3 | 4 | 3 | **14** | | 4 | 4 | 5 | **13** | 3 | 3 | | 2 | 2 | **10** | 5 | 5 | 5 | | 3 | | 3 | **21** | 5 | 5 | 5 | 3 | 2 | | **20** | | | 5 | | | |
| 65 | 3 | 3 | 4 | 3 | **13** | | 3 | 5 | 5 | **13** | 3 | 2 | | 3 | 3 | **11** | 3 | 5 | 5 | | 3 | | 3 | **19** | 3 | 3 | 5 | 5 | 3 | | **19** | | | 5 | | | |
| 66 | 3 | 3 | 3 | 3 | **12** | | 3 | 5 | 5 | **13** | 3 | 3 | | 3 | 3 | **12** | 3 | 5 | 5 | | 2 | | 3 | **18** | 5 | 5 | 5 | 3 | 3 | | **21** | | | 4 | | | |
| 67 | 5 | 5 | 5 | 2 | **17** | | 2 | 5 | 5 | **12** | 2 | 2 | | 3 | 4 | **11** | 5 | 4 | 3 | | 3 | | 2 | **17** | 3 | 3 | 3 | 3 | 3 | | **15** | | | 5 | | | |
| 68 | 3 | 5 | 5 | 2 | **15** | | 2 | 2 | 2 | **6** | 2 | 3 | | 3 | 3 | **11** | 5 | 4 | 5 | | 5 | | 2 | **21** | 2 | 5 | 5 | 3 | 3 | | **18** | | | 5 | | | |
| 69 | 5 | 5 | 3 | 3 | **16** | | 3 | 4 | 5 | **12** | 3 | 2 | | 2 | 4 | **11** | 2 | 5 | 2 | | 5 | | 2 | **16** | 3 | 2 | 2 | 2 | 2 | | **11** | | | 5 | | | |
| 70 | 5 | 3 | 3 | 3 | **14** | | 3 | 5 | 2 | **10** | 3 | 3 | | 3 | 4 | **13** | 2 | 5 | 2 | | 2 | | 3 | **14** | 2 | 2 | 2 | 2 | 3 | | **11** | | | 4 | | | |
| 71 | 5 | 3 | 3 | 3 | **14** | | 3 | 3 | 5 | **11** | 3 | 5 | | 3 | 4 | **15** | 3 | 4 | 5 | | 2 | | 5 | **19** | 3 | 3 | 2 | 3 | 5 | | **16** | | | 4 | | | |
| 72 | 5 | 3 | 3 | 2 | **13** | | 2 | 2 | 3 | **7** | 2 | 5 | | 5 | 4 | **16** | 5 | 3 | 5 | | 3 | | 5 | **21** | 3 | 5 | 5 | 3 | 5 | | **21** | | | 5 | | | |
| 73 | 4 | 3 | 4 | 3 | **14** | | 3 | 5 | 5 | **13** | 5 | 3 | | 3 | 2 | **13** | 5 | 5 | 5 | | 3 | | 3 | **21** | 3 | 5 | 5 | 5 | 3 | | **21** | | | 5 | | | |
| 74 | 5 | 5 | 5 | 2 | **17** | | 2 | 2 | 5 | **9** | 2 | 2 | | 2 | 4 | **10** | 2 | 3 | 2 | | 2 | | 2 | **11** | 3 | 2 | 2 | 2 | 2 | | **11** | | | 4 | | | |
| 75 | 3 | 3 | 5 | 5 | **16** | | 5 | 3 | 5 | **13** | 5 | 5 | | 5 | 3 | **18** | 3 | 4 | 3 | | 5 | | 3 | **18** | 5 | 5 | 5 | 3 | 5 | | **23** | | | 5 | | | |
| 76 | 3 | 3 | 3 | 2 | **11** | | 2 | 5 | 5 | **12** | 2 | 5 | | 3 | 5 | **15** | 5 | 4 | 3 | | 5 | | 3 | **20** | 3 | 5 | 5 | 3 | 4 | | **20** | | | 5 | | | |
| 77 | 3 | 5 | 3 | 2 | **13** | | 2 | 2 | 5 | **9** | 2 | 2 | | 3 | 5 | **12** | 3 | 4 | 2 | | 3 | | 2 | **14** | 5 | 5 | 3 | 5 | 3 | | **21** | | | 5 | | | |
| 78 | 5 | 5 | 3 | 2 | **15** | | 4 | 5 | 2 | **11** | 2 | 2 | | 2 | 4 | **10** | 2 | 5 | 5 | | 2 | | 2 | **16** | 2 | 2 | 2 | 2 | 2 | | **10** | | | 4 | | | |
| 79 | 3 | 3 | 3 | 4 | **13** | | 2 | 4 | 5 | **11** | 4 | 3 | | 5 | 3 | **15** | 3 | 3 | 5 | | 3 | | 3 | **17** | 5 | 3 | 3 | 5 | 3 | | **19** | | | 5 | | | |
| 80 | 4 | 5 | 4 | 3 | **16** | | 3 | 5 | 5 | **13** | 5 | 2 | | 3 | 2 | **12** | 3 | 4 | 3 | | 2 | | 2 | **14** | 3 | 5 | 3 | 5 | 5 | | **21** | | | 4 | | | |
| 81 | 3 | 3 | 5 | 3 | **14** | | 3 | 5 | 5 | **13** | 5 | 3 | | 5 | 5 | **18** | 5 | 4 | 5 | | 5 | | 3 | **22** | 5 | 5 | 3 | 5 | 3 | | **21** | | | 5 | | | |
| 82 | 5 | 3 | 5 | 3 | **16** | | 3 | 4 | 2 | **9** | 3 | 5 | | 3 | 4 | **15** | 2 | 3 | 2 | | 5 | | 3 | **15** | 2 | 2 | 2 | 2 | 5 | | **13** | | | 5 | | | |
| 83 | 3 | 3 | 3 | 4 | **13** | | 4 | 3 | 5 | **12** | 4 | 5 | | 3 | 5 | **17** | 3 | 5 | 3 | | 3 | | 3 | **17** | 5 | 5 | 5 | 3 | 5 | | **23** | | | 5 | | | |
| 84 | 5 | 5 | 5 | 3 | **18** | | 3 | 4 | 2 | **9** | 3 | 2 | | 2 | 4 | **11** | 2 | 5 | 2 | | 2 | | 2 | **13** | 2 | 2 | 2 | 2 | 2 | | **10** | | | 4 | | | |
| 85 | 3 | 5 | 5 | 5 | **18** | | 5 | 5 | 5 | **15** | 5 | 2 | | 5 | 3 | **15** | 5 | 4 | 5 | | 5 | | 3 | **22** | 5 | 5 | 3 | 5 | 3 | | **21** | | | 5 | | | |
| 86 | 3 | 5 | 5 | 3 | **16** | | 3 | 3 | 5 | **11** | 5 | 2 | | 5 | 3 | **15** | 5 | 4 | 5 | | 5 | | 2 | **21** | 5 | 5 | 5 | 5 | 3 | | **23** | | | 5 | | | |
| 87 | 3 | 3 | 5 | 3 | **14** | | 3 | 5 | 5 | **13** | 3 | 3 | | 3 | 3 | **12** | 5 | 3 | 5 | | 3 | | 2 | **18** | 5 | 5 | 5 | 5 | 3 | | **23** | | | 3 | | | |
| 88 | 5 | 5 | 3 | 4 | **17** | | 4 | 3 | 5 | **12** | 4 | 2 | | 5 | 4 | **15** | 5 | 4 | 5 | | 2 | | 2 | **18** | 3 | 3 | 2 | 5 | 5 | | **18** | | | 4 | | | |
| 89 | 5 | 3 | 3 | 5 | **16** | | 5 | 3 | 5 | **13** | 5 | 5 | | 2 | 4 | **16** | 5 | 4 | 5 | | 2 | | 3 | **19** | 5 | 3 | 2 | 3 | 2 | | **15** | | | 4 | | | |
| 90 | 5 | 3 | 4 | 5 | **17** | | 5 | 4 | 5 | **14** | 5 | 3 | | 5 | 4 | **17** | 5 | 3 | 5 | | 3 | | 3 | **19** | 3 | 5 | 3 | 5 | 3 | | **19** | | | 3 | | | |
| 91 | 3 | 3 | 4 | 3 | **13** | | 3 | 3 | 5 | **11** | 3 | 5 | | 3 | 5 | **16** | 5 | 5 | 2 | | 5 | | 5 | **22** | 3 | 3 | 3 | 3 | 3 | | **15** | | | 5 | | | |
| 92 | 4 | 4 | 4 | 4 | **16** | | 4 | 3 | 5 | **12** | 4 | 4 | | 3 | 2 | **13** | 3 | 3 | 4 | | 4 | | 4 | **18** | 3 | 4 | 4 | 4 | 4 | | **19** | | | 4 | | | |
| 93 | 3 | 3 | 5 | 3 | **14** | | 2 | 5 | 5 | **12** | 5 | 3 | | 3 | 5 | **16** | 5 | 4 | 5 | | 3 | | 3 | **20** | 5 | 5 | 3 | 5 | 3 | | **21** | | | 3 | | | |
| 94 | 5 | 5 | 5 | 2 | **17** | | 2 | 2 | 3 | **7** | 2 | 2 | | 2 | 4 | **10** | 2 | 3 | 2 | | 2 | | 2 | **11** | 3 | 2 | 2 | 2 | 2 | | **11** | | | 4 | | | |
| 95 | 3 | 3 | 4 | 4 | **14** | | 4 | 5 | 5 | **14** | 4 | 5 | | 5 | 3 | **17** | 3 | 4 | 5 | | 3 | | 3 | **18** | 5 | 3 | 3 | 3 | 3 | | **17** | | | 3 | | | |
| 96 | 5 | 3 | 3 | 4 | **15** | | 2 | 3 | 4 | **9** | 2 | 5 | | 3 | 4 | **14** | 2 | 3 | 5 | | 3 | | 3 | **16** | 4 | 2 | 3 | 2 | 5 | | **16** | | | 3 | | | |
| 97 | 3 | 4 | 5 | 2 | **14** | | 2 | 2 | 5 | **9** | 2 | 5 | | 2 | 3 | **12** | 3 | 5 | 5 | | 2 | | 4 | **19** | 3 | 3 | 2 | 3 | 5 | | **16** | | | 4 | | | |
| 98 | 3 | 3 | 5 | 2 | **13** | | 4 | 2 | 3 | **9** | 2 | 5 | | 4 | 3 | **14** | 2 | 5 | 2 | | 4 | | 5 | **18** | 3 | 2 | 4 | 4 | 5 | | **18** | | | 4 | | | |
| 99 | 5 | 3 | 3 | 2 | **13** | | 2 | 3 | 2 | **7** | 4 | 4 | | 2 | 4 | **14** | 2 | 4 | 2 | | 4 | | 5 | **17** | 2 | 4 | 4 | 2 | 2 | | **14** | | | 4 | | | |
| 100 | 4 | 3 | 4 | 2 | **13** | | 3 | 2 | 3 | **8** | 5 | 3 | | 2 | 2 | **12** | 4 | 5 | 4 | | 4 | | 5 | **22** | 3 | 2 | 4 | 2 | 2 | | **13** | | | 4 | | | |

**Hasil Output Uji Validitas Variabel**

**Variabel *tangible* (X1)**

| **Correlations** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | x1.1 | x1.2 | x1.3 | x1.4 | total |
| x1.1 | Pearson Correlation | 1 | .231\* | .087 | -.113 | .545\*\* |
| Sig. (2-tailed) |  | .021 | .390 | .264 | .000 |
| N | 100 | 100 | 100 | 100 | 100 |
| x1.2 | Pearson Correlation | .231\* | 1 | .185 | -.096 | .592\*\* |
| Sig. (2-tailed) | .021 |  | .065 | .345 | .000 |
| N | 100 | 100 | 100 | 100 | 100 |
| x1.3 | Pearson Correlation | .087 | .185 | 1 | .071 | .577\*\* |
| Sig. (2-tailed) | .390 | .065 |  | .483 | .000 |
| N | 100 | 100 | 100 | 100 | 100 |
| x1.4 | Pearson Correlation | -.113 | -.096 | .071 | 1 | .433\*\* |
| Sig. (2-tailed) | .264 | .345 | .483 |  | .000 |
| N | 100 | 100 | 100 | 100 | 100 |
| total | Pearson Correlation | .545\*\* | .592\*\* | .577\*\* | .433\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 |  |
| N | 100 | 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 *emphaty* (X3)**

| **Correlations** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | X2.1 | X2.2 | X2.3 | total |
| X2.1 | Pearson Correlation | 1 | .232\* | .240\* | .681\*\* |
| Sig. (2-tailed) |  | .020 | .016 | .000 |
| N | 100 | 100 | 100 | 100 |
| X2.2 | Pearson Correlation | .232\* | 1 | .142 | .665\*\* |
| Sig. (2-tailed) | .020 |  | .160 | .000 |
| N | 100 | 100 | 100 | 100 |
| X2.3 | Pearson Correlation | .240\* | .142 | 1 | .707\*\* |
| Sig. (2-tailed) | .016 | .160 |  | .000 |
| N | 100 | 100 | 100 | 100 |
| total | Pearson Correlation | .681\*\* | .665\*\* | .707\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 |  |
| N | 100 | 100 | 100 | 100 |

**Variabel *reliability* (X3)**

| **Correlations** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | X3.1 | X3.2 | X3.3 | X3.4 | TOTAL |
| X3.1 | Pearson Correlation | 1 | .087 | .259\*\* | -.025 | .639\*\* |
| Sig. (2-tailed) |  | .389 | .009 | .803 | .000 |
| N | 100 | 100 | 100 | 100 | 100 |
| X3.2 | Pearson Correlation | .087 | 1 | .098 | .031 | .585\*\* |
| Sig. (2-tailed) | .389 |  | .330 | .760 | .000 |
| N | 100 | 100 | 100 | 100 | 100 |
| X3.3 | Pearson Correlation | .259\*\* | .098 | 1 | -.097 | .610\*\* |
| Sig. (2-tailed) | .009 | .330 |  | .336 | .000 |
| N | 100 | 100 | 100 | 100 | 100 |
| X3.4 | Pearson Correlation | -.025 | .031 | -.097 | 1 | .323\*\* |
| Sig. (2-tailed) | .803 | .760 | .336 |  | .001 |
| N | 100 | 100 | 100 | 100 | 100 |
| TOTAL | Pearson Correlation | .639\*\* | .585\*\* | .610\*\* | .323\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .001 |  |
| N | 100 | 100 | 100 | 100 | 100 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | |

**Variabel *responsivness* (X4)**

| **Correlations** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | X4.1 | X4.2 | X4.3 | X4.4 | X4.5 | TOTAL |
| X4.1 | Pearson Correlation | 1 | -.040 | .586\*\* | .168 | .152 | .752\*\* |
| Sig. (2-tailed) |  | .694 | .000 | .095 | .132 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| X4.2 | Pearson Correlation | -.040 | 1 | -.049 | .010 | .012 | .246\* |
| Sig. (2-tailed) | .694 |  | .626 | .919 | .909 | .014 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| X4.3 | Pearson Correlation | .586\*\* | -.049 | 1 | -.049 | .080 | .641\*\* |
| Sig. (2-tailed) | .000 | .626 |  | .625 | .429 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| X4.4 | Pearson Correlation | .168 | .010 | -.049 | 1 | .138 | .492\*\* |
| Sig. (2-tailed) | .095 | .919 | .625 |  | .172 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| X4.5 | Pearson Correlation | .152 | .012 | .080 | .138 | 1 | .498\*\* |
| Sig. (2-tailed) | .132 | .909 | .429 | .172 |  | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| TOTAL | Pearson Correlation | .752\*\* | .246\* | .641\*\* | .492\*\* | .498\*\* | 1 |
| Sig. (2-tailed) | .000 | .014 | .000 | .000 | .000 |  |
| N | 100 | 100 | 100 | 100 | 100 | 100 |

**Variabel *assurance* (X5)**

| **Correlations** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | X5.1 | X5.2 | X5.3 | X5.4 | X5.5 | TOTAL |
| X5.1 | Pearson Correlation | 1 | .255\* | .253\* | .302\*\* | .213\* | .605\*\* |
| Sig. (2-tailed) |  | .011 | .011 | .002 | .033 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| X5.2 | Pearson Correlation | .255\* | 1 | .416\*\* | .653\*\* | .160 | .751\*\* |
| Sig. (2-tailed) | .011 |  | .000 | .000 | .111 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| X5.3 | Pearson Correlation | .253\* | .416\*\* | 1 | .387\*\* | .162 | .673\*\* |
| Sig. (2-tailed) | .011 | .000 |  | .000 | .108 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| X5.4 | Pearson Correlation | .302\*\* | .653\*\* | .387\*\* | 1 | .271\*\* | .783\*\* |
| Sig. (2-tailed) | .002 | .000 | .000 |  | .006 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| X5.5 | Pearson Correlation | .213\* | .160 | .162 | .271\*\* | 1 | .527\*\* |
| Sig. (2-tailed) | .033 | .111 | .108 | .006 |  | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| TOTAL | Pearson Correlation | .605\*\* | .751\*\* | .673\*\* | .783\*\* | .527\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 |  |
| N | 100 | 100 | 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 Kepuasan Pelanggan (Y)**

| **Correlations** | | | |
| --- | --- | --- | --- |
|  |  | Y | total |
| Y | Pearson Correlation | 1 | 1.000\*\* |
| Sig. (2-tailed) |  | .000 |
| N | 101 | 101 |
| total | Pearson Correlation | 1.000\*\* | 1 |
| Sig. (2-tailed) | .000 |  |
| N | 101 | 101 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | |
|  | | | |

**Hasil Uji Output Realibilitas**

**Variabel *tangible* (X1)**

| Case Processing Summary | | | |
| --- | --- | --- | --- |
|  |  | N | % |
| Cases | Valid | 100 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 100 | 100.0 |
| a. Listwise deletion based on all variables in the procedure. | | | |

| Reliability Statistics | |
| --- | --- |
| Cronbach's Alpha | N of Items |
| .668 | 5 |

| Item-Total Statistics | | | | |
| --- | --- | --- | --- | --- |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| X1.1 | 26.66 | 13.095 | .360 | .644 |
| X1.2 | 26.90 | 12.980 | .412 | .629 |
| X1.3 | 26.58 | 13.155 | .418 | .629 |
| X1.4 | 27.38 | 13.915 | .203 | .697 |
| TOTAL | 15.36 | 4.132 | 1.000 | .183 |

**Variabel *emphaty* (X2)**

| Case Processing Summary | | | |
| --- | --- | --- | --- |
|  |  | N | % |
| Cases | Valid | 100 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 100 | 100.0 |
|  | | | |

| Reliability Statistics | |
| --- | --- |
| Cronbach's Alpha | N of Items |
| .762 | 4 |

| Item-Total Statistics | | | | |
| --- | --- | --- | --- | --- |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| X2.1 | 18.98 | 16.323 | .532 | .738 |
| X2.2 | 18.49 | 16.030 | .491 | .747 |
| X2.3 | 18.33 | 15.132 | .529 | .727 |
| TOTAL | 11.16 | 5.449 | 1.000 | .428 |

**Variabel *reliability* (X3)**

| Case Processing Summary | | | |
| --- | --- | --- | --- |
|  |  | N | % |
| Cases | Valid | 100 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 100 | 100.0 |
| a. Listwise deletion based on all variables in the procedure. | | | |

| Reliability Statistics | |
| --- | --- |
| Cronbach's Alpha | N of Items |
| .679 | 5 |

| Item-Total Statistics | | | | |
| --- | --- | --- | --- | --- |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| X3.1 | 25.06 | 17.613 | .459 | .625 |
| X3.2 | 25.32 | 18.220 | .389 | .649 |
| X3.3 | 25.37 | 18.033 | .427 | .637 |
| X3.4 | 24.98 | 21.515 | .146 | .717 |
| TOTAL | 14.39 | 5.877 | 1.000 | .231 |

**Variabel *responsivness* (X4)**

| Case Processing Summary | | | |
| --- | --- | --- | --- |
|  |  | N | % |
| Cases | Valid | 100 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 100 | 100.0 |
| a. Listwise deletion based on all variables in the procedure. | | | |

| Reliability Statistics | |
| --- | --- |
| Cronbach's Alpha | N of Items |
| .696 | 6 |

| Item-Total Statistics | | | | |
| --- | --- | --- | --- | --- |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| X4.1 | 33.27 | 26.926 | .641 | .606 |
| X4.2 | 33.10 | 34.778 | .112 | .723 |
| X4.3 | 33.23 | 28.502 | .494 | .643 |
| X4.4 | 33.50 | 30.899 | .321 | .686 |
| X4.5 | 33.85 | 31.341 | .351 | .681 |
| TOTAL | 18.55 | 9.139 | 1.000 | .399 |

**Variabel *assurance* (X5)**

| Case Processing Summary | | | |
| --- | --- | --- | --- |
|  |  | N | % |
| Cases | Valid | 100 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 100 | 100.0 |
| a. Listwise deletion based on all variables in the procedure. | | | |

| Reliability Statistics | |
| --- | --- |
| Cronbach's Alpha | N of Items |
| .766 | 6 |

| Item-Total Statistics | | | | |
| --- | --- | --- | --- | --- |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| X5.1 | 32.65 | 52.452 | .496 | .746 |
| X5.2 | 32.55 | 49.402 | .670 | .717 |
| X5.3 | 32.58 | 50.852 | .574 | .732 |
| X5.4 | 32.63 | 49.246 | .714 | .712 |
| X5.5 | 32.85 | 54.230 | .413 | .759 |
| TOTAL | 18.14 | 15.576 | 1.000 | .691 |

**Variabel Kepuasan Pelanggan (Y)**

| **Case Processing Summary** | | | |
| --- | --- | --- | --- |
|  |  | N | % |
| Cases | Valid | 100 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 100 | 100.0 |
| a. Listwise deletion based on all variables in the procedure. | | | |

| **Reliability Statistics** | |
| --- | --- |
| Cronbach's Alpha | N of Items |
| 1.000 | 2 |

| **Item-Total Statistics** | | | | |
| --- | --- | --- | --- | --- |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| Y | 4.46 | .433 | 1.000 | .a |
| TOTAL | 4.46 | .433 | 1.000 | .a |
| a. The value is negative due to a negative average covariance among items. This violates reliability model assumptions. You may want to check item codings. | | | | |

**Hasil Output Uji Normalitas**

| **One-Sample Kolmogorov-Smirnov Test** | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | Tangibles | Emphaty | Reliability | Responsivness | Assurance | Kepuasan Pelanggan |
| N | | 100 | 100 | 100 | 100 | 100 | 100 |
| Normal Parametersa,,b | Mean | 15.36 | 11.16 | 14.39 | 18.55 | 18.14 | 4.46 |
| Std. Deviation | 2.033 | 2.334 | 2.424 | 3.023 | 3.947 | .658 |
| Most Extreme Differences | Absolute | .144 | .151 | .109 | .119 | .116 | .344 |
| Positive | .108 | .083 | .098 | .061 | .079 | .208 |
| Negative | -.144 | -.151 | -.109 | -.119 | -.116 | -.344 |
| Kolmogorov-Smirnov Z | | 1.436 | 1.505 | 1.093 | 1.192 | 1.162 | 3.441 |
| Asymp. Sig. (2-tailed) | | .032 | .022 | .183 | .117 | .134 | .000 |
| a. Test distribution is Normal. | | | | | | | | |
| b. Calculated from data. | | | | | | | | |

**Hasil Output Uji Heteroskedastisitas**

| **Coefficientsa** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 4.066 | .970 |  | 4.194 | .000 |
| tangibles | .019 | .043 | .059 | .448 | .655 |
| emphaty | .061 | .040 | .218 | 2.540 | .127 |
| reliability | .017 | .043 | .063 | .398 | .691 |
| responsivness | .035 | .031 | .160 | 1.109 | .270 |
| assurance | .022 | .027 | .130 | .801 | .425 |
| a. *Dependent Variable: kepuasan pelanggan* | | | | | | |

**Hasil Output Multikolinearitas**

| **Coefficientsa** | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
| B | Std. Error | Beta | Tolerance | VIF |
| 1 | (Constant) | 4.066 | .970 |  | 4.194 | .000 |  |  |
| tangibles | .019 | .043 | .059 | .448 | .055 | .579 | 1.726 |
| emphaty | -.061 | .040 | -.218 | 2.540 | .000 | .507 | 1.972 |
| reliability | .017 | .043 | .306 | .398 | .091 | .401 | 2.492 |
| responsivness | -.035 | .031 | -.160 | -3.109 | .270 | .485 | 2.060 |
| assurance | .022 | .027 | .310 | 2.801 | .425 | .384 | 2.602 |
| *a. Dependent Variable: kepuasan pelanggan* | | | | | | | | |

**Hasil Uji Ouput Uji T Variabel X terhadap Y**

| **Coefficientsa** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 4.066 | .970 |  | 4.194 | .000 |
| tangibles | .019 | .043 | .059 | 4.288 | .000 |
| emphaty | -.061 | .040 | -.218 | -5.045 | .127 |
| reliability | .017 | .043 | .306 | 2.893 | 009 |
| responsivness | -.035 | .031 | -.160 | -3.901 | .270 |
| assurance | .022 | .027 | .310 | 2.180 | .004 |
| *a. Dependent Variable: kepuasan pelanggan* | | | | | | |

**Hasil Uji Output Uji F**

| **ANOVAb** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 3.376 | 8 | .422 | 3.973 | .000a |
| Residual | 39.464 | 91 | .434 |  |  |
| Total | 42.840 | 99 |  |  |  |
| *a. Predictors: (Constant), tangibles, responsivness, emphaty, reliability, assurance,* | | | | | | |
| *b. Dependent Variable: kepuasan pelanggan* | | | | | | |

**Hasil Output Koefesien Deteminasi**

| **ANOVAb** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 3.376 | 8 | .422 | 3.973 | .000a |
| Residual | 39.464 | 91 | .434 |  |  |
| Total | 42.840 | 99 |  |  |  |
| *a. Predictors: (Constant), tangibles, responsivness, emphaty, reliability, assurance,* | | | | | | |
| *b. Dependent Variable: kepuasan pelanggan* | | | | | | |

**Hotel Andalas Permai**

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