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KUESIONER PENELITIAN

Kepada Yth Bapak/Ibu pelanggan difabel KRL di stasiun tanggerang

Perkenalkan nama saya Muhammad Nuril mahasiswa Universitas Nasional Fakultas Ekonomi dan Bisnis Program Studi Manajemen, dalam rangka menunjang kegiatan penelitian yang dilakukan untuk menyelesaikan tugas akhir berupa skripsi dengan judul penelitian **“PENGARUH KEANDALAN, DAYA TANGGAP, JAMINAN, EMPATI, DAN BUKTI FISIK TERHADAP KEPUASAN PELANGGAN DIFABEL DI STASIUN TANGERANG”**. Oleh karena itu, saya memohon kesediaan dan partisipasi pelanggan KRL di Stasiun tanggerang untuk memberi pendapat dan informasi terkait kepuasan pelanggan sebagai data penelitian dalam rangka penyusunan skripsi. Atas waktu dan kesediaan anda dalam mengisi kuesioner, saya mengucapkan banyak terima kasih.

A. Petunjuk Pengisian Kuesioner

Berilah tanda check list pada kolom yang menyangkut pada pendapat bapak/ibu Jawaban di nyatakan dalam skala 1s/d 4 yang memiliki makna:

| keterangan | kategori | Nilai skala |
|---------------------|-----------------|--------------------|
| Sangat Setuju | SS | 4 |
| Sejutu | S | 3 |
| Tidak Setuju | TS | 2 |
| Sangat Tidak Setuju | STS | 1 |

Skala penilaian memiliki makna sebagai berikut :

1= Sangat Tidak Setuju (STS)

2= Tidak Setuju (TS)

3= Setuju (S)

4= Sangat Setuju (SS)

B. Identitas responden

Istilah keterangan dibawah ini dengan memberikan tanda check list dengan data yang relevan pada yang tersedia setiap pernyataan yang ada hanya memerlukan satu jawaban saja

Jenis kelamin :

- Laki-laki
- Wanita

Usia :

- 12-20
- 20-30
- 31-35
- >35

Keandalan (X1)

| NO | PERTANYAAN | SS | S | TS | STS |
|--|--|----|---|----|-----|
| Memberikan pelayanan dengan tepat | | | | | |
| 1 | Anda mendapatkan pelayanan dengan tepat baik di stasiun maupun di kereta | | | | |
| 2 | Jika ada kendala dalam pelayanan ada bisa menghubungi petugas yang ada di stasiun maupun di kereta | | | | |
| Kemampuan untuk di percaya | | | | | |
| 3 | Mampu menjadi moda transportasi yang aman serta nyaman untuk pelanggan difabel | | | | |
| 4 | Mampu menjadi moda transportasi yang mudah bagi pelanggan difabel | | | | |
| Memberikan jasa tepat | | | | | |
| 5 | Ketepatan waktu dalam perjalanan kereta sesuai dengan informasi | | | | |
| 6 | Segala pelayanan sesuai dengan SOP yang berlaku | | | | |

Daya Tanggap (X2)

| NO | PERTANYAAN | SS | S | TS | STS |
|-----------------------------|--|----|---|----|-----|
| Kecepatan pelayanan | | | | | |
| 1 | Semua pelayanan berusaha siap tanggap jika terjadi sesuatu | | | | |
| 2 | Jika terjadi kendala semua petugas akan memberikan informasi dengan cepat agar pelanggan tidak kesulitan | | | | |
| Pelayanan standby | | | | | |
| 3 | Kecepatan dan ketanggapan petugas baik di stasiun maupun di kereta | | | | |
| 4 | tiap lokasi tertentu terdapat petugas yang siap tanggap untuk menjawab pertanyaan dari pelanggan difabel | | | | |
| Pengaturan saat full | | | | | |
| 5 | Jika terjadi kepadatan pada stasiun dan kereta petugas tetap membuat kondisi kondusif | | | | |
| 6 | Petugas cukup tanggap dalam pengaturan kepadatan di stasiun maupun di kereta | | | | |

Jaminan (X3)

| NO | PERTANYAAN | SS | S | TS | STS |
|----------------------------|--|----|---|----|-----|
| Jaminan tepat waktu | | | | | |
| 1 | Saya datang ke kantor tidak pernah terlambat | | | | |
| 2 | Saya selalu menyelesaikan pekerjaan sesuai date line yang diberikan oleh pimpinan saya | | | | |
| Jaminan biaya | | | | | |
| 3 | Saya mengerti dan memahami aturan dan sanksi yang telah ditetapkan perusahaan | | | | |
| 4 | Perusahaan memberikan sanksi yang tegas bagi karyawan yang melanggar peraturan | | | | |

| | | | | | |
|--------------------------|---|--|--|--|--|
| Jaminan lagalitas | | | | | |
| 5 | Saya menjunjung tinggi etika dalam bekerja untuk menghindari konflik demi terciptanya suasana kerja yang harmonis ketetapan | | | | |
| 6 | Saya harus memiliki sikap, empati dan kepedulian yang tinggi dengan situasi dan kondisi yang dihadapi di tempat kerja | | | | |

Empati (X4)

| NO | PERTANYAAN | SS | S | TS | STS |
|--|---|----|---|----|-----|
| Memberikan pelayanan kepada pelanggan | | | | | |
| 1 | Memberikan pelayanan pada pelanggan sesuai SOP yang berlaku | | | | |
| 2 | Memberikan pelayanan untuk memudahkan kegiatan pelanggan di stasiun maupun di kereta | | | | |
| Memberi pelayanan yang aman | | | | | |
| 3 | Keamanan pelanggan difabel menjadi hal yang perlu di perhatikan oleh pihak petugas | | | | |
| 4 | Para petugas memberikan rasa keamanan dengan menindak lanjuti perilaku tidak baik selama di stasiun maupun dikereta | | | | |
| Keramahan dalam pelayanan | | | | | |
| 5 | Keramahan dan kesopanan petugas dalam bekerja dengan mendukung visi & misi perusahaan | | | | |
| 6 | Kenyamanan dan prihatian petugas pada pelanggan difabel | | | | |

Bukti Fisik (X5)

| NO | PERTANYAAN | SS | S | TS | STS |
|--|---|----|---|----|-----|
| Peralatan modern yang mendukung | | | | | |
| 1 | Alat dan fasilitas sangat menunjang untuk pelanggan difabel | | | | |

| | | | | | |
|---------------------------------|---|--|--|--|--|
| 2 | Alat dan fasilitas sangat memudahkan kegiatan pelanggan difabel pada saat di stasiun maupun di kereta | | | | |
| Penampilan tempat | | | | | |
| 3 | Stasiun dan kereta bersih dan nyaman untuk pelanggan difabel | | | | |
| 4 | Infomasi pada stasiun atau sangat mudah di pahami untuk pelanggan difabel | | | | |
| Kebersihan pada karyawan | | | | | |
| 5 | Kerapihan petugas menjadi keindahan dalam bekerja | | | | |
| 6 | Artibut yang di gunakan para petugas sudah sesuai dengan SOP | | | | |

Kepuasan pelanggan (Y)

| NO | PERTANYAAN | SS | S | TS | STS |
|--|--|----|---|----|-----|
| Kualitas layanan memuaskan | | | | | |
| 1. | Kualitas layanan yang diberikan memuaskan di hati pelanggan difabel | | | | |
| 2 | Kualitas layanan yang diberikan sangat membantu kegiatan pelanggan difabel | | | | |
| Kualitas layanan memenuhi harapan | | | | | |
| 3 | Kualitas layanan memenuhi harapan yang pelanggan difabel inginkan | | | | |
| 4 | Kualitas layanan selalu mempunyai memori tersendiri dibinak pelanggan difabel | | | | |
| Kualitas layanan memenuhi kebutuhan | | | | | |
| 5 | Pelanggan difabel sangat terbantu dengan fasilitas dan pelayanan sesuai dengan kebutuhan | | | | |
| 6 | Dengan informasi yang jelas di stasiun maupun kereta kebutuhan pelanggan difabel terpenuhi | | | | |

LAMPIRAN

| KEANDALAN (X1) | | | | | | | DAYA TANGGAP (X2) | | | | | | |
|----------------|------|------|------|------|------|-------|-------------------|------|------|------|------|------|-------|
| X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 | TOTAL | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | X2.6 | TOTAL |
| 5 | 5 | 4 | 5 | 5 | 4 | 28 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| 5 | 4 | 5 | 5 | 4 | 5 | 28 | 4 | 2 | 4 | 4 | 2 | 4 | 20 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 5 | 1 | 5 | 5 | 1 | 5 | 22 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 3 | 3 | 3 | 3 | 3 | 3 | 18 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 5 | 4 | 4 | 5 | 4 | 26 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| 5 | 5 | 4 | 5 | 5 | 4 | 28 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 5 | 4 | 5 | 5 | 4 | 5 | 28 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| 2 | 2 | 2 | 2 | 2 | 2 | 12 | 2 | 2 | 2 | 2 | 2 | 2 | 12 |
| 4 | 4 | 5 | 4 | 4 | 5 | 26 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 3 | 2 | 5 | 3 | 2 | 5 | 20 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 4 | 5 | 5 | 4 | 5 | 5 | 28 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| 5 | 5 | 4 | 5 | 5 | 4 | 28 | 1 | 5 | 5 | 1 | 5 | 5 | 22 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| 1 | 4 | 5 | 1 | 4 | 5 | 20 | 3 | 2 | 5 | 3 | 2 | 5 | 20 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| 4 | 4 | 5 | 4 | 4 | 5 | 26 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| 5 | 4 | 4 | 5 | 4 | 4 | 26 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 1 | 1 | 1 | 1 | 1 | 1 | 6 | 1 | 1 | 1 | 1 | 1 | 1 | 6 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| 4 | 3 | 5 | 4 | 3 | 5 | 24 | 4 | 3 | 5 | 4 | 3 | 5 | 24 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 3 | 4 | 4 | 3 | 22 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| 5 | 4 | 4 | 5 | 4 | 4 | 26 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| 3 | 3 | 3 | 3 | 3 | 3 | 18 | 3 | 2 | 4 | 3 | 2 | 4 | 18 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 3 | 5 | 5 | 3 | 5 | 5 | 26 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 5 | 4 | 4 | 5 | 4 | 26 | 2 | 5 | 2 | 2 | 3 | 1 | 15 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|----|---|---|---|---|---|---|----|
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 3 | 3 | 4 | 3 | 3 | 4 | 20 | 3 | 3 | 4 | 1 | 2 | 1 | 14 |
| 1 | 5 | 5 | 1 | 5 | 5 | 22 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| 5 | 5 | 4 | 5 | 5 | 4 | 28 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| 4 | 4 | 3 | 4 | 4 | 3 | 22 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 5 | 3 | 4 | 5 | 3 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 5 | 4 | 5 | 5 | 4 | 5 | 28 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| 3 | 3 | 4 | 3 | 3 | 4 | 20 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| 5 | 4 | 4 | 5 | 4 | 4 | 26 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 5 | 3 | 4 | 5 | 3 | 4 | 24 |
| 4 | 5 | 5 | 4 | 5 | 5 | 28 | 1 | 2 | 2 | 2 | 1 | 2 | 10 |
| 5 | 4 | 5 | 5 | 4 | 5 | 28 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 5 | 5 | 4 | 5 | 5 | 4 | 28 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| 5 | 3 | 4 | 5 | 3 | 4 | 24 | 4 | 4 | 4 | 4 | 1 | 2 | 19 |
| 4 | 5 | 4 | 4 | 5 | 4 | 26 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| 4 | 5 | 4 | 4 | 5 | 4 | 26 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| 4 | 4 | 4 | 5 | 5 | 5 | 27 | 4 | 2 | 4 | 4 | 2 | 4 | 20 |
| 4 | 4 | 4 | 4 | 5 | 4 | 25 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 4 | 5 | 4 | 4 | 4 | 4 | 25 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 5 | 5 | 26 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| 4 | 4 | 4 | 4 | 4 | 5 | 25 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 2 | 4 | 4 | 22 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| 4 | 5 | 5 | 4 | 5 | 5 | 28 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| 4 | 4 | 4 | 4 | 4 | 3 | 23 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 4 | 4 | 4 | 4 | 4 | 2 | 22 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| 4 | 4 | 4 | 4 | 2 | 4 | 22 | 2 | 2 | 2 | 2 | 2 | 2 | 12 |
| 4 | 4 | 4 | 4 | 3 | 4 | 23 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 3 | 2 | 5 | 3 | 2 | 5 | 20 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| 5 | 5 | 4 | 4 | 5 | 5 | 28 | 1 | 5 | 5 | 1 | 5 | 5 | 22 |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|----|---|---|---|---|---|---|----|
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| 5 | 5 | 5 | 4 | 5 | 5 | 29 | 3 | 2 | 5 | 3 | 2 | 5 | 20 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 5 | 4 | 4 | 5 | 26 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 1 | 1 | 1 | 1 | 1 | 1 | 6 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 4 | 4 | 1 | 1 | 4 | 4 | 18 | 1 | 1 | 1 | 1 | 1 | 1 | 6 |
| 4 | 4 | 4 | 4 | 4 | 5 | 25 | 4 | 3 | 4 | 4 | 3 | 4 | 22 |
| 4 | 4 | 4 | 2 | 4 | 4 | 22 | 4 | 3 | 5 | 4 | 3 | 5 | 24 |
| 4 | 5 | 5 | 4 | 5 | 5 | 28 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 3 | 4 | 4 | 3 | 4 | 4 | 22 |
| 4 | 4 | 4 | 4 | 4 | 3 | 23 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| 3 | 3 | 2 | 3 | 1 | 2 | 14 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| 4 | 4 | 3 | 4 | 2 | 4 | 21 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| 4 | 4 | 4 | 4 | 3 | 4 | 23 | 3 | 2 | 4 | 3 | 2 | 4 | 18 |
| 4 | 4 | 4 | 4 | 4 | 5 | 25 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 4 | 4 | 4 | 2 | 4 | 4 | 22 | 3 | 3 | 4 | 3 | 3 | 4 | 20 |
| 4 | 5 | 5 | 4 | 5 | 5 | 28 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |

| JAMINAN (X3) | | | | | | | EMPATI (X4) | | | | | | |
|--------------|------|------|------|------|------|-------|-------------|------|------|------|------|------|-------|
| X3.1 | X3.2 | X3.3 | X3.4 | X3.5 | X3.6 | TOTAL | X4.1 | X4.2 | X4.3 | X4.4 | X4.5 | X4.6 | TOTAL |
| 4 | 4 | 4 | 5 | 4 | 4 | 25 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 2 | 4 | 4 | 4 | 4 | 22 | 3 | 3 | 2 | 4 | 2 | 4 | 18 |
| 5 | 3 | 5 | 3 | 5 | 5 | 26 | 5 | 5 | 3 | 5 | 3 | 5 | 26 |
| 4 | 4 | 5 | 4 | 4 | 4 | 25 | 1 | 2 | 4 | 5 | 4 | 5 | 21 |
| 4 | 3 | 4 | 3 | 4 | 4 | 22 | 2 | 3 | 3 | 4 | 3 | 4 | 19 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 3 | 3 | 3 | 4 | 21 | 4 | 3 | 4 | 3 | 4 | 3 | 21 |
| 4 | 4 | 4 | 3 | 3 | 4 | 22 | 5 | 5 | 4 | 4 | 4 | 4 | 26 |
| 5 | 5 | 5 | 4 | 5 | 5 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 5 | 5 | 5 | 4 | 4 | 5 | 28 | 4 | 5 | 5 | 5 | 5 | 5 | 29 |
| 2 | 3 | 2 | 3 | 2 | 2 | 14 | 2 | 2 | 3 | 2 | 3 | 2 | 14 |
| 5 | 4 | 4 | 4 | 4 | 5 | 26 | 2 | 4 | 4 | 4 | 4 | 4 | 22 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 4 | 5 | 5 | 5 | 5 | 5 | 29 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 5 | 5 | 4 | 5 | 3 | 5 | 27 | 4 | 3 | 5 | 4 | 5 | 4 | 25 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 5 | 5 | 4 | 4 | 4 | 4 | 26 |
| 5 | 4 | 5 | 5 | 4 | 5 | 28 | 4 | 5 | 4 | 5 | 4 | 5 | 27 |
| 3 | 3 | 3 | 3 | 3 | 3 | 18 | 4 | 2 | 3 | 3 | 3 | 3 | 18 |
| 4 | 5 | 5 | 4 | 5 | 4 | 27 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|----|---|---|---|---|---|---|----|
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 3 | 5 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 4 | 4 | 5 | 5 | 5 | 5 | 28 |
| 2 | 2 | 2 | 2 | 2 | 2 | 12 | 1 | 1 | 2 | 2 | 2 | 2 | 10 |
| 3 | 4 | 4 | 3 | 4 | 3 | 21 | 4 | 3 | 4 | 4 | 4 | 4 | 23 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 3 | 5 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 3 | 3 | 4 | 22 | 3 | 4 | 4 | 4 | 4 | 4 | 23 |
| 4 | 4 | 4 | 2 | 3 | 4 | 21 | 3 | 4 | 4 | 4 | 4 | 4 | 23 |
| 4 | 4 | 4 | 3 | 3 | 4 | 22 | 3 | 4 | 4 | 4 | 4 | 4 | 23 |
| 5 | 4 | 4 | 3 | 5 | 5 | 26 | 5 | 5 | 4 | 4 | 4 | 4 | 26 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 3 | 5 | 3 | 3 | 4 | 22 | 4 | 3 | 3 | 5 | 3 | 5 | 23 |
| 5 | 5 | 5 | 3 | 5 | 5 | 28 | 4 | 5 | 5 | 5 | 5 | 5 | 29 |
| 5 | 4 | 4 | 4 | 4 | 5 | 26 | 4 | 2 | 4 | 4 | 4 | 4 | 22 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 3 | 4 | 5 | 4 | 4 | 24 | 3 | 5 | 3 | 4 | 3 | 4 | 22 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 2 | 4 | 4 | 22 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 2 | 4 | 4 | 4 | 4 | 22 | 4 | 4 | 2 | 4 | 2 | 4 | 20 |
| 3 | 4 | 4 | 2 | 3 | 3 | 19 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 5 | 1 | 4 | 4 | 4 | 4 | 22 |
| 4 | 4 | 4 | 3 | 3 | 4 | 22 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 3 | 3 | 4 | 22 | 2 | 4 | 4 | 4 | 4 | 4 | 22 |
| 4 | 4 | 4 | 3 | 4 | 4 | 23 | 2 | 4 | 4 | 4 | 4 | 4 | 22 |
| 5 | 4 | 4 | 3 | 3 | 5 | 24 | 2 | 4 | 4 | 4 | 4 | 4 | 22 |
| 4 | 4 | 4 | 2 | 4 | 4 | 22 | 2 | 4 | 4 | 4 | 4 | 4 | 22 |
| 5 | 5 | 5 | 3 | 4 | 5 | 27 | 2 | 4 | 5 | 5 | 5 | 5 | 26 |
| 5 | 4 | 5 | 3 | 4 | 5 | 26 | 2 | 4 | 4 | 5 | 4 | 5 | 24 |
| 5 | 4 | 5 | 4 | 4 | 5 | 27 | 4 | 4 | 4 | 5 | 4 | 5 | 26 |
| 5 | 4 | 4 | 4 | 4 | 5 | 26 | 4 | 3 | 4 | 4 | 4 | 4 | 23 |
| 5 | 4 | 5 | 4 | 5 | 5 | 28 | 5 | 5 | 4 | 5 | 4 | 5 | 28 |
| 4 | 4 | 5 | 4 | 4 | 4 | 25 | 5 | 5 | 4 | 5 | 4 | 5 | 28 |
| 5 | 4 | 4 | 4 | 4 | 5 | 26 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 5 | 5 | 4 | 4 | 4 | 4 | 26 |
| 5 | 4 | 4 | 5 | 4 | 5 | 27 | 2 | 4 | 4 | 4 | 4 | 4 | 22 |
| 3 | 5 | 5 | 5 | 4 | 3 | 25 | 4 | 5 | 5 | 5 | 5 | 5 | 29 |
| 5 | 5 | 3 | 4 | 3 | 5 | 25 | 3 | 3 | 5 | 3 | 5 | 3 | 22 |
| 5 | 4 | 4 | 4 | 5 | 5 | 27 | 2 | 4 | 4 | 4 | 4 | 4 | 22 |
| 4 | 4 | 3 | 3 | 4 | 4 | 22 | 4 | 4 | 4 | 3 | 4 | 3 | 22 |
| 4 | 5 | 4 | 4 | 4 | 4 | 25 | 5 | 4 | 5 | 4 | 5 | 4 | 27 |
| 4 | 4 | 4 | 3 | 3 | 4 | 22 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 3 | 4 | 4 | 23 | 5 | 4 | 4 | 3 | 4 | 3 | 23 |
| 4 | 4 | 4 | 3 | 4 | 4 | 23 | 5 | 4 | 3 | 3 | 4 | 3 | 22 |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|----|---|---|---|---|---|---|----|
| 4 | 3 | 4 | 3 | 3 | 3 | 20 | 4 | 4 | 4 | 4 | 3 | 4 | 23 |
| 4 | 4 | 4 | 5 | 4 | 4 | 25 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 2 | 4 | 4 | 4 | 4 | 22 | 5 | 4 | 2 | 4 | 2 | 4 | 21 |
| 5 | 3 | 5 | 3 | 5 | 5 | 26 | 4 | 4 | 3 | 5 | 3 | 5 | 24 |
| 4 | 4 | 5 | 4 | 4 | 4 | 25 | 5 | 4 | 4 | 5 | 4 | 5 | 27 |
| 4 | 3 | 4 | 3 | 4 | 4 | 22 | 4 | 4 | 3 | 4 | 3 | 4 | 22 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| 4 | 4 | 3 | 3 | 3 | 4 | 21 | 4 | 4 | 4 | 3 | 4 | 3 | 22 |
| 4 | 4 | 4 | 3 | 3 | 4 | 22 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| 5 | 5 | 5 | 4 | 5 | 5 | 29 | 5 | 4 | 5 | 5 | 5 | 5 | 29 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 4 | 4 | 5 | 3 | 5 | 2 | 23 |
| 5 | 5 | 5 | 4 | 4 | 5 | 28 | 3 | 4 | 5 | 2 | 5 | 5 | 24 |
| 2 | 3 | 2 | 3 | 2 | 2 | 14 | 4 | 4 | 3 | 2 | 3 | 2 | 18 |
| 5 | 4 | 4 | 4 | 4 | 5 | 26 | 3 | 4 | 4 | 4 | 4 | 4 | 23 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 4 | 4 | 5 | 5 | 5 | 5 | 28 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 4 | 4 | 5 | 5 | 5 | 5 | 28 |
| 5 | 5 | 4 | 5 | 3 | 5 | 27 | 4 | 4 | 5 | 4 | 5 | 4 | 26 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 5 | 5 | 4 | 2 | 4 | 4 | 24 |
| 5 | 4 | 5 | 5 | 4 | 5 | 28 | 4 | 4 | 4 | 5 | 4 | 5 | 26 |
| 3 | 3 | 3 | 3 | 3 | 3 | 18 | 5 | 5 | 3 | 3 | 3 | 3 | 22 |
| 4 | 5 | 5 | 4 | 5 | 4 | 27 | 4 | 4 | 5 | 2 | 5 | 5 | 25 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 1 | 4 | 1 | 4 | 4 | 15 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 5 | 3 | 5 | 5 | 5 | 5 | 28 |
| 2 | 2 | 2 | 2 | 2 | 2 | 12 | 4 | 4 | 2 | 2 | 2 | 2 | 16 |
| 3 | 4 | 4 | 3 | 4 | 3 | 21 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 | 4 | 4 | 3 | 4 | 4 | 21 |
| 4 | 4 | 4 | 3 | 3 | 4 | 22 | 5 | 4 | 4 | 3 | 4 | 2 | 22 |
| 4 | 4 | 4 | 2 | 3 | 4 | 21 | 1 | 2 | 4 | 2 | 4 | 4 | 17 |
| 4 | 4 | 4 | 3 | 3 | 4 | 22 | 2 | 4 | 4 | 4 | 4 | 4 | 22 |
| 5 | 4 | 4 | 3 | 5 | 5 | 26 | 2 | 4 | 4 | 2 | 4 | 3 | 19 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 5 | 4 | 4 | 4 | 4 | 25 |
| 4 | 3 | 5 | 3 | 3 | 4 | 22 | 3 | 4 | 3 | 5 | 3 | 5 | 23 |
| 5 | 5 | 5 | 3 | 5 | 5 | 28 | 5 | 4 | 5 | 5 | 5 | 5 | 29 |
| 5 | 4 | 4 | 4 | 4 | 5 | 26 | 4 | 5 | 3 | 4 | 4 | 4 | 24 |
| 3 | 4 | 4 | 3 | 4 | 3 | 21 | 5 | 4 | 4 | 3 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 5 | 5 | 4 | 4 | 4 | 5 | 27 |

| BUKTI FISIK (X5) | | | | | | | KUALITAS PELANGGAN (Y) | | | | | | |
|------------------|------|------|------|------|------|-------|------------------------|-----|-----|-----|-----|-----|-------|
| X5.1 | X5.2 | X5.3 | X5.4 | X5.5 | X5.6 | TOTAL | Y.1 | Y.2 | Y.3 | Y.4 | Y.5 | Y.6 | TOTAL |
| 4 | 4 | 4 | 4 | 5 | 5 | 26 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 4 | 4 | 4 | 4 | 4 | 2 | 22 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 5 | 4 | 4 | 5 | 5 | 5 | 28 | 5 | 5 | 5 | 4 | 5 | 4 | 28 |
| 4 | 4 | 3 | 3 | 4 | 4 | 22 | 4 | 4 | 4 | 5 | 4 | 4 | 25 |
| 4 | 4 | 4 | 4 | 3 | 3 | 22 | 4 | 3 | 3 | 4 | 3 | 4 | 21 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 3 | 4 | 4 | 4 | 23 | 3 | 4 | 3 | 3 | 3 | 4 | 20 |
| 5 | 4 | 5 | 5 | 4 | 4 | 27 | 4 | 5 | 4 | 4 | 4 | 4 | 25 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 5 | 4 | 5 | 4 | 5 | 5 | 28 | 5 | 4 | 5 | 5 | 5 | 5 | 29 |
| 5 | 5 | 4 | 4 | 5 | 4 | 27 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| 2 | 2 | 2 | 2 | 2 | 2 | 12 | 4 | 2 | 3 | 4 | 3 | 2 | 18 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 5 | 3 | 5 | 5 | 26 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 5 | 4 | 5 | 5 | 4 | 5 | 28 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| 3 | 5 | 5 | 5 | 5 | 2 | 25 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 4 | 4 | 4 | 5 | 3 | 4 | 24 | 4 | 5 | 5 | 3 | 5 | 4 | 26 |
| 5 | 4 | 3 | 5 | 5 | 2 | 24 | 4 | 3 | 4 | 2 | 4 | 3 | 20 |
| 4 | 5 | 4 | 5 | 5 | 4 | 27 | 5 | 4 | 5 | 5 | 5 | 4 | 28 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 5 | 4 | 5 | 5 | 5 | 5 | 29 | 5 | 4 | 4 | 5 | 4 | 5 | 27 |
| 1 | 1 | 1 | 1 | 1 | 1 | 6 | 1 | 1 | 1 | 1 | 1 | 1 | 6 |
| 4 | 4 | 4 | 4 | 4 | 3 | 23 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 3 | 5 | 5 | 4 | 5 | 5 | 27 | 5 | 5 | 3 | 4 | 3 | 5 | 25 |
| 4 | 4 | 4 | 4 | 4 | 3 | 23 | 3 | 4 | 4 | 4 | 4 | 4 | 23 |
| 4 | 4 | 4 | 4 | 4 | 3 | 23 | 5 | 4 | 5 | 4 | 5 | 4 | 27 |
| 4 | 4 | 5 | 5 | 4 | 3 | 25 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 5 | 5 | 5 | 4 | 5 | 28 | 4 | 5 | 5 | 4 | 5 | 4 | 27 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 3 | 3 | 4 | 3 | 4 | 4 | 21 | 4 | 3 | 3 | 4 | 3 | 3 | 20 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 5 | 5 | 4 | 5 | 4 | 3 | 26 |
| 4 | 4 | 4 | 4 | 4 | 3 | 23 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 1 | 3 | 20 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 5 | 5 | 4 | 3 | 25 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 3 | 1 | 2 | 18 | 3 | 4 | 3 | 4 | 3 | 4 | 21 |
| 4 | 5 | 4 | 4 | 4 | 4 | 25 | 4 | 4 | 2 | 4 | 2 | 3 | 19 |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|----|---|---|---|---|---|---|----|
| 5 | 4 | 4 | 4 | 4 | 2 | 23 | 5 | 5 | 4 | 5 | 4 | 3 | 26 |
| 4 | 4 | 4 | 4 | 4 | 3 | 23 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 2 | 22 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 3 | 23 | 5 | 5 | 4 | 4 | 4 | 4 | 26 |
| 4 | 4 | 4 | 4 | 4 | 3 | 23 | 4 | 5 | 4 | 4 | 4 | 3 | 24 |
| 5 | 5 | 5 | 5 | 4 | 3 | 27 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| 4 | 4 | 4 | 4 | 4 | 3 | 23 | 5 | 4 | 4 | 5 | 4 | 5 | 27 |
| 5 | 5 | 4 | 5 | 4 | 4 | 27 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 3 | 23 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 5 | 5 | 5 | 5 | 5 | 29 | 5 | 5 | 5 | 4 | 5 | 4 | 28 |
| 4 | 5 | 4 | 4 | 5 | 4 | 26 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 5 | 4 | 3 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 3 | 4 | 4 | 23 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| 4 | 5 | 4 | 4 | 4 | 4 | 25 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 3 | 4 | 4 | 4 | 4 | 4 | 23 | 4 | 4 | 4 | 5 | 4 | 3 | 24 |
| 3 | 4 | 5 | 3 | 2 | 2 | 19 | 5 | 4 | 2 | 5 | 2 | 5 | 23 |
| 4 | 5 | 4 | 4 | 4 | 3 | 24 | 4 | 5 | 4 | 4 | 4 | 4 | 25 |
| 5 | 5 | 3 | 4 | 4 | 4 | 25 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 3 | 4 | 4 | 5 | 4 | 24 | 4 | 5 | 4 | 4 | 4 | 3 | 24 |
| 5 | 4 | 4 | 3 | 2 | 4 | 22 | 5 | 3 | 3 | 3 | 3 | 3 | 20 |
| 4 | 4 | 4 | 4 | 4 | 3 | 23 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 5 | 3 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 3 | 23 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| 4 | 4 | 4 | 4 | 5 | 5 | 26 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 4 | 4 | 4 | 4 | 4 | 2 | 22 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 5 | 4 | 4 | 5 | 5 | 5 | 28 | 5 | 5 | 5 | 4 | 5 | 4 | 28 |
| 4 | 4 | 3 | 3 | 4 | 4 | 22 | 4 | 4 | 4 | 5 | 4 | 4 | 25 |
| 4 | 4 | 4 | 4 | 3 | 3 | 22 | 4 | 3 | 3 | 4 | 3 | 4 | 21 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 3 | 4 | 4 | 4 | 23 | 3 | 4 | 3 | 3 | 3 | 4 | 20 |
| 5 | 4 | 5 | 5 | 4 | 4 | 27 | 4 | 5 | 4 | 4 | 4 | 4 | 25 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 5 | 4 | 5 | 4 | 5 | 5 | 28 | 5 | 4 | 5 | 5 | 5 | 5 | 29 |
| 5 | 5 | 4 | 4 | 5 | 4 | 27 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| 2 | 2 | 2 | 2 | 2 | 2 | 12 | 4 | 2 | 3 | 4 | 3 | 2 | 18 |
| 4 | 4 | 4 | 4 | 4 | 4 | 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 5 | 3 | 5 | 5 | 26 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 5 | 4 | 5 | 5 | 4 | 5 | 28 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| 3 | 5 | 5 | 5 | 5 | 2 | 25 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 4 | 4 | 4 | 5 | 3 | 4 | 24 | 4 | 5 | 5 | 3 | 5 | 4 | 26 |
| 5 | 4 | 3 | 5 | 5 | 2 | 24 | 4 | 3 | 4 | 2 | 4 | 3 | 20 |
| 4 | 5 | 4 | 5 | 5 | 4 | 27 | 5 | 4 | 5 | 5 | 5 | 4 | 28 |

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

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| ,903 | 6 |

| Correlations | | | | | | | | |
|--------------|---------------------|--------|--------|--------|--------|--------|--------|---------|
| | | X3.1 | X3.2 | X3.3 | X3.4 | X3.5 | X3.6 | JAMINAN |
| X3.1 | Pearson Correlation | 1 | ,534** | ,667** | ,468** | ,629** | ,991** | ,885** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X3.2 | Pearson Correlation | ,534** | 1 | ,523** | ,423** | ,465** | ,546** | ,720** |
| | Sig. (2-tailed) | ,000 | | ,000 | ,000 | ,000 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X3.3 | Pearson Correlation | ,667** | ,523** | 1 | ,429** | ,706** | ,661** | ,819** |
| | Sig. (2-tailed) | ,000 | ,000 | | ,000 | ,000 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X3.4 | Pearson Correlation | ,468** | ,423** | ,429** | 1 | ,493** | ,472** | ,696** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | | ,000 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X3.5 | Pearson Correlation | ,629** | ,465** | ,706** | ,493** | 1 | ,636** | ,814** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X3.6 | Pearson Correlation | ,991** | ,546** | ,661** | ,472** | ,636** | 1 | ,889** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| JAMINAN | Pearson Correlation | ,885** | ,720** | ,819** | ,696** | ,814** | ,889** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

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

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| ,888 | 6 |

| Correlations | | | | | | | | |
|--|---------------------|--------|--------|--------|--------|--------|--------|--------|
| | | X4.1 | X4.2 | X4.3 | X4.4 | X4.5 | X4.6 | EMPATI |
| X4.1 | Pearson Correlation | 1 | ,438** | ,153 | ,278** | ,169 | ,146 | ,602** |
| | Sig. (2-tailed) | | ,000 | ,129 | ,005 | ,093 | ,147 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X4.2 | Pearson Correlation | ,438** | 1 | ,226* | ,389** | ,244* | ,317** | ,663** |
| | Sig. (2-tailed) | ,000 | | ,024 | ,000 | ,015 | ,001 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X4.3 | Pearson Correlation | ,153 | ,226* | 1 | ,294** | ,973** | ,429** | ,690** |
| | Sig. (2-tailed) | ,129 | ,024 | | ,003 | ,000 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X4.4 | Pearson Correlation | ,278** | ,389** | ,294** | 1 | ,283** | ,742** | ,733** |
| | Sig. (2-tailed) | ,005 | ,000 | ,003 | | ,004 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X4.5 | Pearson Correlation | ,169 | ,244* | ,973** | ,283** | 1 | ,414** | ,694** |
| | Sig. (2-tailed) | ,093 | ,015 | ,000 | ,004 | | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X4.6 | Pearson Correlation | ,146 | ,317** | ,429** | ,742** | ,414** | 1 | ,719** |
| | Sig. (2-tailed) | ,147 | ,001 | ,000 | ,000 | ,000 | | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| EMPATI | Pearson Correlation | ,602** | ,663** | ,690** | ,733** | ,694** | ,719** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| **. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | |
| *. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | |

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| ,755 | 6 |

| Correlations | | | | | | | | |
|--------------|---------------------|--------|--------|--------|--------|--------|--------|-------------|
| | | X5.1 | X5.2 | X5.3 | X5.4 | X5.5 | X5.6 | BUKTI FISIK |
| X5.1 | Pearson Correlation | 1 | ,622** | ,536** | ,692** | ,531** | ,499** | ,794** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X5.2 | Pearson Correlation | ,622** | 1 | ,667** | ,710** | ,606** | ,466** | ,827** |
| | Sig. (2-tailed) | ,000 | | ,000 | ,000 | ,000 | ,000 | ,000 |

| | | | | | | | | |
|-------------|---------------------|--------|--------|--------|--------|--------|--------|--------|
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X5.3 | Pearson Correlation | ,536** | ,667** | 1 | ,680** | ,527** | ,548** | ,813** |
| | Sig. (2-tailed) | ,000 | ,000 | | ,000 | ,000 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X5.4 | Pearson Correlation | ,692** | ,710** | ,680** | 1 | ,600** | ,403** | ,833** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | | ,000 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X5.5 | Pearson Correlation | ,531** | ,606** | ,527** | ,600** | 1 | ,556** | ,804** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X5.6 | Pearson Correlation | ,499** | ,466** | ,548** | ,403** | ,556** | 1 | ,748** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| BUKTI FISIK | Pearson Correlation | ,794** | ,827** | ,813** | ,833** | ,804** | ,748** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

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

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| ,920 | 6 |

| | | Correlations | | | | | | KEPUASAAN PELANGGAN |
|-----|---------------------|--------------|--------|--------|--------|---------|--------|---------------------|
| | | Y.1 | Y.2 | Y.3 | Y.4 | Y.5 | Y.6 | |
| Y.1 | Pearson Correlation | 1 | ,599** | ,616** | ,680** | ,616** | ,598** | ,821** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Y.2 | Pearson Correlation | ,599** | 1 | ,703** | ,515** | ,703** | ,655** | ,843** |
| | Sig. (2-tailed) | ,000 | | ,000 | ,000 | ,000 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Y.3 | Pearson Correlation | ,616** | ,703** | 1 | ,459** | 1,000** | ,611** | ,889** |
| | Sig. (2-tailed) | | | | | | | |

| | | | | | | | | |
|---------------------|---------------------|--------|--------|---------|--------|--------|--------|--------|
| | Sig. (2-tailed) | ,000 | ,000 | | ,000 | ,000 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Y.4 | Pearson Correlation | ,680** | ,515** | ,459** | 1 | ,459** | ,534** | ,725** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | | ,000 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Y.5 | Pearson Correlation | ,616** | ,703** | 1,000** | ,459** | 1 | ,611** | ,889** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Y.6 | Pearson Correlation | ,598** | ,655** | ,611** | ,534** | ,611** | 1 | ,807** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| KEPUASAAN PELANGGAN | Pearson Correlation | ,821** | ,843** | ,889** | ,725** | ,889** | ,807** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

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

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| ,910 | 6 |

| Coefficients ^a | | | | | | | | |
|---------------------------|--------------|-----------------------------|------------|---------------------------|-------|------|-------------------------|-------|
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
| | | B | Std. Error | Beta | | | Tolerance | VIF |
| 1 | (Constant) | 3,570 | 1,659 | | 2,152 | ,034 | | |
| | KEANDALAN | ,058 | ,075 | ,064 | 2,776 | ,002 | ,488 | 2,050 |
| | DAYA TANGGAP | ,069 | ,094 | ,085 | 3,728 | ,038 | ,243 | 4,118 |

| | | | | | | | |
|-------------|------|------|------|-------|------|------|-------|
| JAMINAN | ,418 | ,116 | ,393 | 3,590 | ,001 | ,274 | 3,646 |
| EMPATI | ,109 | ,117 | ,100 | 2,927 | ,026 | ,285 | 3,504 |
| BUKTI FISIK | ,430 | ,141 | ,449 | 3,048 | ,003 | ,152 | 6,598 |

a. Dependent Variable: KEPUASAAN PELANGGAN

| Coefficients ^a | | | | | | | | |
|---------------------------|--------------|-----------------------------|------------|---------------------------|-------|-------|-------------------------|-------|
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
| | | B | Std. Error | Beta | | | Tolerance | VIF |
| 1 | (Constant) | 5,563 | 1,021 | | 5,448 | ,000 | | |
| | KEANDALAN | -,045 | ,046 | -,133 | -,977 | ,331 | ,488 | 2,050 |
| | DAYA TANGGAP | ,068 | ,058 | ,224 | 1,165 | ,247 | ,243 | 4,118 |
| | JAMINAN | -,067 | ,072 | -,169 | -,933 | ,353 | ,274 | 3,646 |
| | EMPATI | -,008 | ,072 | -,019 | -,108 | ,914 | ,285 | 3,504 |
| | BUKTI FISIK | -,110 | ,087 | -,308 | -,210 | ,1263 | ,152 | 6,598 |

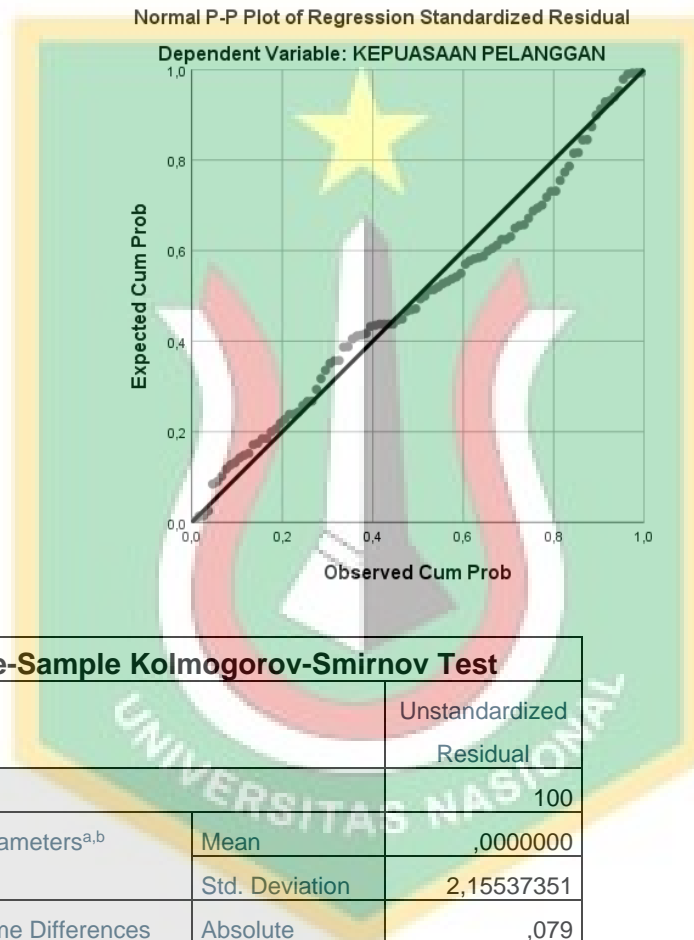
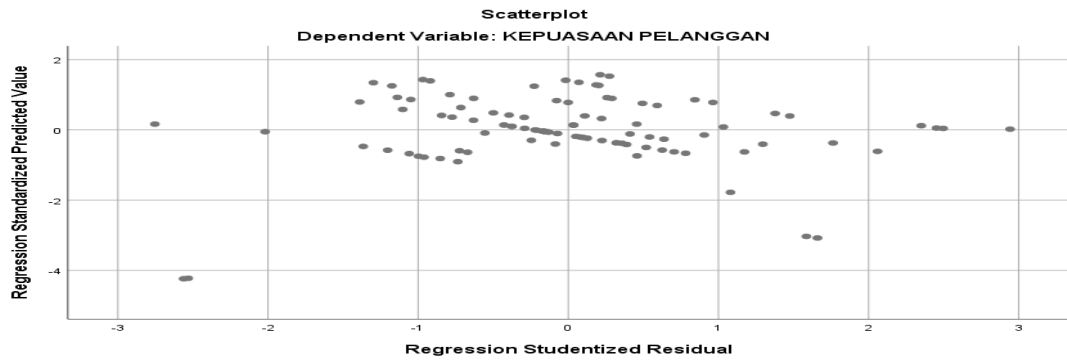
a. Dependent Variable: RES_2

| ANOVA ^a | | | | | | |
|--------------------|------------|----------------|----|-------------|--------|-------------------|
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 1027,072 | 5 | 205,414 | 41,983 | ,000 ^b |
| | Residual | 459,918 | 94 | 4,893 | | |
| | Total | 1486,990 | 99 | | | |

a. Dependent Variable: KEPUASAAN PELANGGAN
b. Predictors: (Constant), BUKTI FISIK, KEANDALAN, EMPATI, JAMINAN, DAYA TANGGAP

| Model Summary ^b | | | | | |
|----------------------------|-------------------|----------|-------------------|----------------------------|---------------|
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate | Durbin-Watson |
| 1 | ,831 ^a | ,691 | ,674 | 2,21195 | 2,350 |

a. Predictors: (Constant), BUKTI FISIK, KEANDALAN, EMPATI, JAMINAN, DAYA TANGGAP
b. Dependent Variable: KEPUASAAN PELANGGAN



| One-Sample Kolmogorov-Smirnov Test | | |
|---|----------------|-------------------------|
| | | Unstandardized Residual |
| N | | 100 |
| Normal Parameters ^{a,b} | Mean | ,0000000 |
| | Std. Deviation | 2,15537351 |
| Most Extreme Differences | Absolute | ,079 |
| | Positive | ,079 |
| | Negative | -,054 |
| Test Statistic | | ,079 |
| Asymp. Sig. (2-tailed) | | ,126 ^c |
| a. Test distribution is Normal. | | |
| b. Calculated from data. | | |
| c. Lilliefors Significance Correction. | | |

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