

LAMPIRAN

KUISIONER PENELITIAN

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“Analisis Atribut Kualitas Pelayanan Pajak Bumi dan Bangunan Pedesaan dan Perkotaan (PBB-P2) (Studi Kasus Dinas Pendapatan Daerah Kota Bandar Lampung)”

1. Identitas Responden

Nama :
Umur :
Pendidikan :
Jenis Kelamin : 1) Laki-laki 2) Perempuan
Pekerjaan : 1) PNS 2) Karyawan Swasta
3) Wiraswasta 4) Lain-Lain

2. Petunjuk Pengisian Kuesioner

- a. Mohon dengan hormat, bantuan dan kesediaan Bapak/Ibu/Saudara untuk menjawab seluruh pertanyaan yang ada dalam kuesioner ini.
- b. Berilah tanda centang () pernyataan berikut yang sesuai dengan keadaan yang sesungguhnya pada kolom yang tersedia.
- c. Ada (lima) pilihan jawaban yang tersedia untuk masing-masing pernyataan, yaitu:
 1. Sangat Setuju (SS)
 2. Setuju (S)
 3. Netral (N)
 4. Tidak Setuju (TS)
 5. Sangat Tidak Setuju (STP)

2. Karakteristik Responden

Statistics

		UMUR	PENDIDIKAN	JENIS_KELAMI N	PEKERJAAN
N	Valid	100	100	100	100
	Missing	0	0	0	0

UMUR

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	25-35	61	61.0	61.0	61.0
	36-45	28	28.0	28.0	89.0
	46-55	9	9.0	9.0	98.0
	>55	2	2.0	2.0	100.0
	Total	100	100.0	100.0	

PENDIDIKAN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SMA	40	40.0	40.0	40.0
	D3	19	19.0	19.0	59.0
	S1	39	39.0	39.0	98.0
	S2	2	2.0	2.0	100.0
	Total	100	100.0	100.0	

JENIS_KELAMIN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	LAKI-LAKI	62	62.0	62.0	62.0
	PEREMPUA	38	38.0	38.0	100.0
	Total	100	100.0	100.0	

PEKERJAAN

	Frequenc y	Percent	Valid Percent	Cumulative Percent
Valid PNS	20	20.0	20.0	20.0
KARYAWAN SWASTA	48	48.0	48.0	68.0
WIRASWASTA	17	17.0	17.0	85.0
DAN LAIN-LAIN	15	15.0	15.0	100.0
Total	100	100.0	100.0	

3. Uji Validitas dan Reliabilitas

Correlations

	KX1x1	KX1x2	KX1x3	KX1x4	KX1x5	Total_KX 1	
KX1x1	Pearson Correlation	1	.421*	.385*	.420*	.655**	.740**
	Sig. (2-tailed)		.020	.036	.021	.000	.000
	N	30	30	30	30	30	30
KX1x2	Pearson Correlation	.421*	1	.490**	.528**	.405*	.706**
	Sig. (2-tailed)	.020		.006	.003	.027	.000
	N	30	30	30	30	30	30
KX1x3	Pearson Correlation	.385*	.490**	1	.647**	.500**	.798**
	Sig. (2-tailed)	.036	.006		.000	.005	.000
	N	30	30	30	30	30	30
KX1x4	Pearson Correlation	.420*	.528**	.647**	1	.504**	.795**
	Sig. (2-tailed)	.021	.003	.000		.004	.000
	N	30	30	30	30	30	30
KX1x5	Pearson Correlation	.655**	.405*	.500**	.504**	1	.816**
	Sig. (2-tailed)	.000	.027	.005	.004		.000
	N	30	30	30	30	30	30
Total_KX 1	Pearson Correlation	.740**	.706**	.798**	.795**	.816**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30

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

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

Correlations

		KX2x1	KX2x2	KX2x3	KX2x4	KX2x5	Total_KX 2
KX2x1	Pearson Correlation	1	.845**	.684**	.589**	.663**	.852**
	Sig. (2-tailed)		.000	.000	.001	.000	.000
	N	30	30	30	30	30	30
KX2x2	Pearson Correlation	.845**	1	.759**	.705**	.798**	.927**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	30	30	30	30	30	30
KX2x3	Pearson Correlation	.684**	.759**	1	.846**	.737**	.900**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	30	30	30	30	30	30
KX2x4	Pearson Correlation	.589**	.705**	.846**	1	.761**	.873**
	Sig. (2-tailed)	.001	.000	.000		.000	.000
	N	30	30	30	30	30	30
KX2x5	Pearson Correlation	.663**	.798**	.737**	.761**	1	.894**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	30	30	30	30	30	30
Total_KX 2	Pearson Correlation	.852**	.927**	.900**	.873**	.894**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30

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

Correlations

		KX3x1	KX3x2	KX3x3	KX3x4	KX3x5	Total_KX 3
KX3x1	Pearson Correlation	1	.784**	.717**	.663**	.466**	.876**
	Sig. (2-tailed)		.000	.000	.000	.009	.000
	N	30	30	30	30	30	30
KX3x2	Pearson Correlation	.784**	1	.720**	.687**	.565**	.899**
	Sig. (2-tailed)	.000		.000	.000	.001	.000
	N	30	30	30	30	30	30

KX3x3	Pearson Correlation	.717**	.720**	1	.650**	.488**	.857**
	Sig. (2-tailed)	.000	.000		.000	.006	.000
	N	30	30	30	30	30	30
KX3x4	Pearson Correlation	.663**	.687**	.650**	1	.596**	.839**
	Sig. (2-tailed)	.000	.000	.000		.001	.000
	N	30	30	30	30	30	30
KX3x5	Pearson Correlation	.466**	.565**	.488**	.596**	1	.730**
	Sig. (2-tailed)	.009	.001	.006	.001		.000
	N	30	30	30	30	30	30
Total_KX 3	Pearson Correlation	.876**	.899**	.857**	.839**	.730**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30

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

Correlations

		KX4x1	KX4x2	KX4x3	KX4x4	KX4x5	Total_KX 4
KX4x1	Pearson Correlation	1	.547**	.467**	.524**	.316	.725**
	Sig. (2-tailed)		.002	.009	.003	.089	.000
	N	30	30	30	30	30	30
KX4x2	Pearson Correlation	.547**	1	.663**	.720**	.611**	.878**
	Sig. (2-tailed)	.002		.000	.000	.000	.000
	N	30	30	30	30	30	30
KX4x3	Pearson Correlation	.467**	.663**	1	.571**	.523**	.803**
	Sig. (2-tailed)	.009	.000		.001	.003	.000
	N	30	30	30	30	30	30
KX4x4	Pearson Correlation	.524**	.720**	.571**	1	.594**	.853**
	Sig. (2-tailed)	.003	.000	.001		.001	.000
	N	30	30	30	30	30	30
KX4x5	Pearson Correlation	.316	.611**	.523**	.594**	1	.749**
	Sig. (2-tailed)	.089	.000	.003	.001		.000

	N	30	30	30	30	30	30
Total_KX4	Pearson Correlation	.725**	.878**	.803**	.853**	.749**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30

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

Correlations

		KX5x1	KX5x2	KX5x3	Total_KX5
KX5x1	Pearson Correlation	1	.729**	.342	.851**
	Sig. (2-tailed)		.000	.064	.000
	N	30	30	30	30
KX5x2	Pearson Correlation	.729**	1	.419*	.879**
	Sig. (2-tailed)	.000		.021	.000
	N	30	30	30	30
KX5x3	Pearson Correlation	.342	.419*	1	.716**
	Sig. (2-tailed)	.064	.021		.000
	N	30	30	30	30
Total_KX5	Pearson Correlation	.851**	.879**	.716**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	30	30	30	30

** . 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
.953	23

Correlations

		KH1x1	KH1x2	KH1x3	KH1x4	KH1x5	Total_KH 1
KH1x1	Pearson Correlation	1	.382*	.490**	.382*	.382*	.703**
	Sig. (2-tailed)		.037	.006	.037	.037	.000
	N	30	30	30	30	30	30
KH1x2	Pearson Correlation	.382*	1	.343	1.000**	1.000**	.861**
	Sig. (2-tailed)	.037		.063	.000	.000	.000
	N	30	30	30	30	30	30
KH1x3	Pearson Correlation	.490**	.343	1	.343	.343	.716**
	Sig. (2-tailed)	.006	.063		.063	.063	.000
	N	30	30	30	30	30	30
KH1x4	Pearson Correlation	.382*	1.000**	.343	1	1.000**	.861**
	Sig. (2-tailed)	.037	.000	.063		.000	.000
	N	30	30	30	30	30	30
KH1x5	Pearson Correlation	.382*	1.000**	.343	1.000**	1	.861**
	Sig. (2-tailed)	.037	.000	.063	.000		.000
	N	30	30	30	30	30	30
Total_KH 1	Pearson Correlation	.703**	.861**	.716**	.861**	.861**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30

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

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

Correlations

		KH2x1	KH2x2	KH2x3	KH2x4	KH2x5	Total_KH 2
KH2x1	Pearson Correlation	1	.349	.452*	.349	1.000**	.881**
	Sig. (2-tailed)		.059	.012	.059	.000	.000
	N	30	30	30	30	30	30
KH2x2	Pearson Correlation	.349	1	.396*	.167	.349	.547**

	Sig. (2-tailed)	.059		.030	.379	.059	.002
	N	30	30	30	30	30	30
KH2x3	Pearson Correlation	.452*	.396*	1	.163	.452*	.694**
	Sig. (2-tailed)	.012	.030		.389	.012	.000
	N	30	30	30	30	30	30
KH2x4	Pearson Correlation	.349	.167	.163	1	.349	.547**
	Sig. (2-tailed)	.059	.379	.389		.059	.002
	N	30	30	30	30	30	30
KH2x5	Pearson Correlation	1.000**	.349	.452*	.349	1	.881**
	Sig. (2-tailed)	.000	.059	.012	.059		.000
	N	30	30	30	30	30	30
Total_KH 2	Pearson Correlation	.881**	.547**	.694**	.547**	.881**	1
	Sig. (2-tailed)	.000	.002	.000	.002	.000	
	N	30	30	30	30	30	30

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

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

Correlations

		KH3x1	KH3x2	KH3x3	KH3x4	KH3x5	Total_KH 3
KH3x1	Pearson Correlation	1	.518**	-.084	1.000**	.398*	.486**
	Sig. (2-tailed)		.003	.658	.000	.030	.006
	N	30	30	30	30	30	30
KH3x2	Pearson Correlation	.518**	1	-.205	.518**	.518**	.459*
	Sig. (2-tailed)	.003		.278	.003	.003	.011
	N	30	30	30	30	30	30
KH3x3	Pearson Correlation	-.084	-.205	1	-.084	.036	.295
	Sig. (2-tailed)	.658	.278		.658	.850	.004

KH3x4	N	30	30	30	30	30	30
	Pearson Correlation	1.000**	.518**	-.084	1	.398*	.486**
	Sig. (2-tailed)	.000	.003	.658		.030	.006
KH3x5	N	30	30	30	30	30	30
	Pearson Correlation	.398*	.518**	.036	.398*	1	.595**
	Sig. (2-tailed)	.030	.003	.850	.030		.001
Total_KH 3	N	30	30	30	30	30	30
	Pearson Correlation	.486**	.459*	.295	.486**	.595**	1
	Sig. (2-tailed)	.006	.011	.113	.006	.001	
	N	30	30	30	30	30	30

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

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

Correlations

		KH4x1	KH4x2	KH4x3	KH4x4	KH4x5	Total_KH 4
KH4x1	Pearson Correlation	1	.328	.453*	.460*	-.167	.707**
	Sig. (2-tailed)		.076	.012	.010	.378	.000
	N	30	30	30	30	30	30
KH4x2	Pearson Correlation	.328	1	.384*	.446*	.202	.737**
	Sig. (2-tailed)	.076		.036	.014	.284	.000
	N	30	30	30	30	30	30
KH4x3	Pearson Correlation	.453*	.384*	1	.197	-.210	.703**
	Sig. (2-tailed)	.012	.036		.297	.266	.000
	N	30	30	30	30	30	30
KH4x4	Pearson Correlation	.460*	.446*	.197	1	.053	.670**
	Sig. (2-tailed)	.010	.014	.297		.780	.000
	N	30	30	30	30	30	30
KH4x5	Pearson Correlation	-.167	.202	-.210	.053	1	.200
	Sig. (2-tailed)	.378	.284	.266	.780		.289
	N	30	30	30	30	30	30

Total_KH	Pearson Correlation	.707**	.737**	.703**	.670**	.200	1
4	Sig. (2-tailed)	.000	.000	.000	.000	.289	
	N	30	30	30	30	30	30

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
.797	23

4. Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

		Total_Kinerja	Total_Kepentingan
N		100	100
Normal Parameters ^{a,b}	Mean	76.53	108.99
	Std. Deviation	14.787	5.046
Most Extreme Differences	Absolute	.131	.125
	Positive	.131	.117
	Negative	-.099	-.125
Kolmogorov-Smirnov Z		1.312	1.246
Asymp. Sig. (2-tailed)		.064	.090

a. Test distribution is Normal.

b. Calculated from data.

5. Frekuensi jawaban Kusisioner

No.	Pernyataan	Kinerja Perusahaan									
		SS		S		N		TS		STS	
		F	%	F	%	F	%	F	%	F	%
	Bukti Fisik (<i>Tangible</i>)										
1	Kantor Dinas Pendapatan Daerah Kota Bandar Lampung Strategis	24	24,0	60	60,0	15	15,0	1	0,0	0	0,0

2	Kenyamanan dan kebersihan Kantor Dinas Pendapatan Daerah Kota Bandar Lampung	27	27,0	56	56,0	12	12,0	3	3,0	2	2,0
3	Petugas Dinas Kantor Dinas Pendapatan Daerah Kota Bandar Lampung Berpenampilan rapih dan menarik	14	14,0	62	62,0	16	16,0	8	8,0	0	0,0
4	Ketersediaan Fasilitas Pendukung (wifi, TV, toilet, wastafel, area parkir, system informasi) di Kantor Dinas Pendapatan Daerah Kota Bandar Lampung	11	11,0	62	62,0	20	20,0	7	7,0	0	1,0
5	Kantor Mitra Bisnis (Bank Lampung) Dinas Pendapatan Daerah Kota Bandar Lampung Strategis	10	10,0	51	51,0	27	27,0	12	12,0	0	0,0
Kepedulian (Empathy)											
6	Petugas menyapa dengan ramah pada awal pelayanan terhadap Wajib Pajak Dinas Pendapatan Daerah Kota Bandar Lampung	8	8,0	54	54,0	20	20,0	18	18,0	0	0,0
7	Petugas cepat menangani keluhan Wajib Pajak Dinas Pendapatan Daerah Kota Bandar Lampung	9	9,0	25	25,0	16	16,0	40	40,0	10	10,0
8	Terdapat Petugas yang <i>standby</i> bila diperlukan	5	5,0	31	31,0	24	24,0	36	36,0	4	4,0
9	Jam Operasional Pelayanan Pajak Dinas Pendapatan Daerah Kota Bandar Lampung Selalu Tepat Waktu	8	8,0	28	28,0	23	23,0	41	41,0	0	0,0
10	Petugas sabar dalam menangani keluhan Wajib Pajak	10	10,0	43	43,0	30	30,0	13	13,0	4	4,0
Kehandalan (Reliability)											
11	Petugas merespon dengan cepat ketika dipanggil wajib pajak untuk memberikan solusi	11	11,0	39	39,0	12	12,0	25	25,0	13	13,0
12	Ketepatan pelayanan pajak yang diberikan Petugas	8	8,0	27	27,0	11	11,0	45	45,0	9	9,0
13	Petugas menginput data wajib pajak tidak mengalami kesalahan	9	9,0	21	21,0	11	11,0	45	45,0	14	14,0
14	Semua Pelayanan Wajib Pajak Tidak Dipungut Biaya	7	7,0	32	32,0	23	23,0	36	36,0	2	2,0
15	Petugas memberikan solusi jika terjadi kesalahan pembayaran Pajak	6	6,0	25	25,0	17	17,0	18	18,0	34	34,0
Daya Tanggap (Responsiveness)											
16	Petugas merespon dengan cepat ketika dipanggil wajib pajak untuk memberikan solusi	8	8,0	35	35,0	15	15,0	30	30,0	12	12,0

17	Petugas bersikap ramah terhadap Wajib Pajak	10	10,0	50	50,0	32	32,0	8	8,0	0	0,0
18	Petugas memberikan penjelasan tentang pajak kepada wajib pajak	16	16,0	48	48,0	26	26,0	8	8,0	2	2,0
19	Petugas member kesempatan bertanya terhadap wajib pajak mengenai pajak yang dibayarkan	9	9,0	58	58,0	22	22,0	9	9,0	2	2,0
20	Petugas mampu menyelesaikan keluhan Wajib Pajak	5	5,0	31	31,0	46	46,0	17	17,0	1	1,0
Jaminan (Assurance)											
21	Petugas mampu menjaga kerahasiaan data Wajib Pajak	13	13,0	54	54,0	17	17,0	15	15,0	1	1,0
22	Jaminan Informasi pajak yang diberikan sesuai dengan peraturan	9	9,0	42	42,0	17	17,0	30	30,0	2	2,0
23	Kemampuan petugas yang memahami segala masalah perpajakan	6	6,0	48	48,0	21	21,0	24	24,0	1	1,0

No.	Pernyataan	Kepentingan									
		SS		S		N		TS		STS	
		F	%	F	%	F	%	F	%	F	%
Bukti Fisik (Tangible)											
1	Kantor Dinas Pendapatan Daerah Kota Bandar Lampung Strategis	71	71,0	17	17,0	12	12,0	0	0,0	0	0,0
2	Kenyamanan dan kebersihan Kantor Dinas Pendapatan Daerah Kota Bandar Lampung	89	89,0	11	11,0	0	0,0	0	0,0	0	0,0
3	Petugas Dinas Kantor Dinas Pendapatan Daerah Kota Bandar Lampung Berpenampilan rapi dan menarik	71	71,0	24	24,0	5	5,0	0	0,0	0	0,0
4	Ketersediaan Fasilitas Pendukung (wifi, TV, toilet, wastafel, area parkir, sistem informasi) di Kantor Dinas Pendapatan Daerah Kota Bandar Lampung	72	72,0	59	28,0	0	0,0	0	0,0	0	0,0
5	Kantor Mitra Bisnis (Bank Lampung) Dinas Pendapatan Daerah Kota Bandar Lampung Strategis	65	65,0	35	35,0	0	0,0	0	0,0	0	0,0
Kepedulian (Empathy)											
6	Petugas menyapa dengan ramah pada awal pelayanan terhadap Wajib Pajak Dinas Pendapatan Daerah Kota Bandar Lampung	77	77,0	17	17,0	6	6,0	0	0,0	0	0,0
7	Petugas cepat menangani keluhan Wajib Pajak Dinas Pendapatan Daerah Kota Bandar Lampung	89	89,0	10	10,0	1	1,0	0	0,0	0	0,0

8	Terdapat Petugas yang <i>standby</i> bila diperlukan	77	77,0	17	17,0	6	6,0	0	0,0	0	0,0
9	Jam Operasional Pelayanan Pajak Dinas Pendapatan Daerah Kota Bandar Lampung Selalu Tepat Waktu	78	78,0	21	21,0	1	1,0	0	0,0	0	0,0
10	Petugas sabar dalam menangani keluhan Wajib Pajak	70	70,0	28	28,0	2	2,0	0	0,0	0	0,0
Kehandalan (Reliability)											
11	Petugas merespond dengan cepat ketika dipanggil wajib pajak untuk memberikansolusi	78	78,0	16	16,0	6	6,0	0	0,0	0	0,0
12	Ketepatan pelayanan pajak yang diberikan Petugas	87	87,0	12	12,0	1	1,0	0	0,0	0	0,0
13	Petugas menginput data wajib pajak Tidak mengalami kesalahan	76	76,0	19	19,0	5	5,0	0	0,0	0	0,0
14	Semua Pelayanan Wajib Pajak Tidak Dipungut Biaya	71	71,0	28	28,0	1	1,0	0	0,0	0	0,0
15	Petugas memberikansolusi jika terjadi kesalahan pembayaran Pajak	74	74,0	25	25,0	1	1,0	0	0,0	0	0,0
Daya Tanggap (Responsiveness)											
16	Petugas merespond dengan cepat ketika dipanggil wajib pajak untuk memberikansolusi	81	81,0	14	14,0	5	5,0	0	0,0	0	0,0
17	Petugas bersikap ramah terhadap Wajib Pajak	85	85,0	15	15,0	0	0,0	0	0,0	0	0,0
18	Petugas memberikan penjelasan tentang pajak kepada wajib pajak	77	77,0	19	19,0	4	4,0	0	0,0	0	0,0
19	Petugas memberikesempatan Bertanyaterhadap wajib pajak mengenai pajak yang dibayarkan	69	69,0	29	29,0	2	2,0	0	0,0	0	0,0
20	Petugas mampu menyelesaikan keluhan Wajib Pajak	74	74,0	24	24,0	2	2,0	0	0,0	0	0,0
Jaminan (Assurance)											
21	Petugas mampu menjaga kerahasiaan data Wajib Pajak	87	87,0	8	8,0	5	5,0	0	0,0	0	1,0
22	Jaminan Informasi pajak yang diberikansesuai dengan peraturan	89	89,0	11	11,0	0	0,0	0	0,0	0	0,0
23	Kemampuan petugas yang memahami segala masalah perpajakan	78	78,0	22	22,0	0	0,0	0	0,0	0	0,0

6. Penilaian Tingkat Kesesuaian kinerja dan kepentingan

PERTANYAAN	KINERJA	KEPENTINGAN	TINGKAT KESESUAIAN
BuktiFisik (Tangible)			
Butir 01	407	459	89%
Butir 02	403	489	82%
Butir 03	382	466	82%
Butir 04	377	596	63%
Butir 05	359	465	77%
Kepedulian (Emphaty)			
Butir 06	352	471	75%
Butir 07	283	488	58%
Butir 08	297	471	63%
Butir 09	303	477	64%
Butir 10	342	468	73%
Kehandalan (Reliability)			
Butir 11	310	472	66%
Butir 12	280	486	58%
Butir 13	266	471	56%
Butir 14	306	470	65%
Butir 15	251	473	53%
DayaTanggap (Responsiveness)			
Butir 16	297	476	62%
Butir 17	362	485	75%
Butir 18	368	473	78%
Butir 19	363	467	78%
Butir 20	322	472	68%
Jaminan (Assurance)			
Butir 21	363	482	75%
Butir 22	326	489	67%
Butir 23	334	478	70%

7. Rata-Rata Penilaian Kinerja dan Penilaian Kepentingan

PERTANYAAN	KINERJA	KEPENTINGAN	RATA-RATA KINERJA	RATA-RATA TINGKAT KESESUAIAN
BuktiFisik (Tangible)				
Butir 01	407	459	4.07	4.59
Butir 02	403	489	4.03	4.89
Butir 03	382	466	3.82	4.66

Butir 04	377	596	3.77	5.96
Butir 05	359	465	3.59	4.65
Kepedulian (Emphaty)				
Butir 06	352	471	3.52	4.71
Butir 07	283	488	2.83	4.88
Butir 08	297	471	2.97	4.71
Butir 09	303	477	3.03	4.77
Butir 10	342	468	3.42	4.68
Kehandalan (Reliability)				
Butir 11	310	472	3.1	4.72
Butir 12	280	486	2.8	4.86
Butir 13	266	471	2.66	4.71
Butir 14	306	470	3.06	4.7
Butir 15	251	473	2.51	4.73
DayaTanggap (Responsiveness)				
Butir 16	297	476	2.97	4.76
Butir 17	362	485	3.62	4.85
Butir 18	368	473	3.68	4.73
Butir 19	363	467	3.63	4.67
Butir 20	322	472	3.22	4.72
Jaminan (Assurance)				
Butir 21	363	482	3.63	4.82
Butir 22	326	489	3.26	4.89
Butir 23	334	478	3.34	4.78
JUMLAH	7653	11044	76.53	110.44
RATA-RATA	332.7	480.2	3.33	4.80

8. Output Uji IPA



