

## **Lampiran I**

### **KUISIONER PENELITIAN**

Kepada

Yth. Bapak/Ibu

Mahasiswa Magister Manajemen IIB Darmajaya

Assalamualaikum wr.wb

Dengan hormat,

Dalam rangka penyusunan Tugas Akhir / Skripsi saya sebagai salah satu syarat memperoleh gelar Strata I (Sarjana) pada Jurusan Manajemen di IIB Darmajaya, maka kami mohon kepada Bapak / Ibu Mahasiswa Magister Manajemen IIB Darmajaya bersedia meluangkan waktu sejenak untuk membantu pengisian kuisisioner yang telah kami buat sebagai bahan untuk melengkapi data penelitian kami yang berjudul “Analisis Kepuasan Mahasiswa Magister Manajemen IIB Darmajaya Dengan Menggunakan Metode Importance Performance Analysis dan Customer Satisfaction Index”. Karena jawaban yang jujur dari Bapak / Ibu sebagai Mahasiswa Magister Manajemen IIB Darmajaya sangat membantu kami dalam mengetahui kualitas tingkat kepuasan pelayanan yang telah diberikan kepada Mahasiswa Magister Manajemen IIB Darmajaya. Dan karena penelitian ini bersifat untuk tujuan ilmiah, maka data diri dan data yang diberikan oleh Bapak / Ibu berikan akan sangat kami jaga kerahasiannya. Atas kesediaan Bapak / Ibu yang telah menjawab semua pertanyaan dari kami, kami mengucapkan banyak terima kasih.

Wassalamualaikum wr.wb

Hormat Saya,

Reski Setiawan

Petunjuk pengisian Kuisioner

1. Daftar pertanyaan ini merupakan sumber data bagi penulis dalam penyusunan skripsi dan tidak berpengaruh secara langsung terhadap responden.
2. Saudara diminta untuk memberikan tanggapan atas pernyataan yang ada sesuai dengan keadaan yang sebenarnya, pendapat dan perasaan saudara, bukan berdasarkan pendapat umum atau pendapat orang lain. Jawaban yang Anda berikan semata-mata hanya untuk kepentingan akademis.
3. Berilah tanda ceklis (√) pada kolom yang sesuai dengan pilihan Anda. Setiap Responden diharapkan memilih hanya satu pertanyaan dan pertanyaan berikut memiliki lima alternatif jawaban, yaitu

Kualitas Pelayanan Berdasarkan Tingkat Kinerja

<b>Sangat Tidak Setuju</b>	1	2	3	4	5	<b>Sangat Setuju</b>

Kualitas Pelayanan Berdasarkan Tingkat Kepentingan

<b>Sangat Tidak Penting</b>	1	2	3	4	5	<b>Sangat Penting</b>

**Pernyataan Kualitas Pelayanan Berdasarkan Tingkat Kinerja**

No	Pernyataan	Jawaban Responden					<b>Sangat Setuju</b>	
		<b>Sangat Tidak Setuju</b>	1	2	3	4		5
1	Kebersihan ruangan kelas baik	Sangat Tidak Setuju						Sangat Setuju
2	Tata letak ruangan rapi	Sangat Tidak Setuju						Sangat Setuju
3	Setiap ruangan terpasang AC yang bekerja dengan baik	Sangat Tidak Setuju						Sangat Setuju
4	Sarana pembelajaran kursi, meja, proyektor dan papan tulis dalam kondisi yang baik	Sangat Tidak Setuju						Sangat Setuju











**Lampiran II Hasil Jawaban Responden Kualitas Pelayanan Berdasarkan Tingkat Kinerja**

No	KI 1	KI 2	KI 3	KI 4	KI 5	KI 6	KI 7	KI 8	KI 9	KI 10	KI 11	KI 12	KI 13	KI 14	KI 15	KI 16	KI 17	KI 18	KI 19	KI 20	KI 21	KI 22	KI 23	KI 24	KI 25	KI 26	KI 27	KI 28	KI 29	KI 30	KI 31	KI 32	KI 33	Total KI	
1	4	4	5	5	5	4	4	5	5	5	5	5	4	4	4	4	4	5	5	4	5	3	5	5	4	5	4	5	4	4	3	2	2	141	
2	4	4	5	4	4	4	5	5	3	5	4	4	3	4	4	4	5	4	5	5	4	5	4	4	4	5	4	4	4	4	4	3	2	2	134
3	4	4	4	4	5	4	3	4	4	2	4	2	4	4	4	4	4	4	4	4	1	3	3	3	3	3	3	3	3	3	3	3	2	2	111
4	4	4	4	4	4	4	3	4	4	4	4	3	3	3	4	4	4	4	4	3	4	3	4	4	4	4	3	4	5	3	3	3	2	2	118
5	4	4	4	4	4	4	5	4	4	5	4	5	4	2	2	2	2	2	2	4	4	4	4	4	4	4	4	4	4	3	3	3	2	2	116
6	4	4	4	4	4	4	1	4	4	5	4	5	4	1	1	1	1	1	4	4	3	4	4	4	4	4	4	5	4	3	3	1	1	2	106
7	4	3	4	4	3	1	4	4	2	4	2	2	3	3	4	4	4	3	4	4	3	4	4	3	4	4	4	4	5	4	4	3	2	2	112
8	2	2	4	2	2	1	4	4	4	4	4	4	2	2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	2	2	110
9	2	2	4	2	2	1	4	4	4	4	4	4	2	2	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	3	3	3	2	2	109
10	4	4	4	4	4	3	4	4	4	4	3	3	3	3	3	3	4	4	4	3	4	4	4	4	4	4	4	4	3	4	3	2	2	118	
11	2	3	4	4	3	3	3	3	1	3	2	2	3	2	2	2	4	4	4	3	2	4	4	4	4	4	3	4	3	4	2	2	2	99	
12	2	3	4	3	3	2	2	2	1	2	1	1	1	2	2	2	4	3	3	3	2	4	4	4	4	4	4	4	3	3	2	2	3	89	
13	3	3	4	4	3	3	3	3	3	3	4	2	4	3	2	2	4	4	4	3	3	4	4	4	4	4	3	4	3	3	2	2	3	107	
14	3	4	3	4	4	3	4	4	3	4	3	4	3	3	3	4	3	4	4	4	3	4	4	3	3	3	4	4	4	4	3	2	3	115	
15	5	5	5	5	5	4	4	4	5	4	4	4	3	4	4	4	5	5	5	4	4	5	5	5	5	5	5	5	4	4	4	2	3	144	
16	4	5	5	5	5	4	4	4	4	4	4	5	5	4	4	4	5	5	5	4	5	5	5	5	5	5	5	5	5	5	4	3	4	3	148
17	4	5	5	5	5	4	5	5	5	5	4	4	4	4	4	3	5	5	5	4	5	5	5	5	5	5	5	5	5	5	4	4	3	3	149
18	4	5	5	5	5	4	4	4	4	4	4	4	3	4	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	4	4	5	5	3	149
19	3	4	5	5	4	3	5	5	3	5	2	3	3	3	3	4	5	4	5	4	4	4	5	5	5	5	5	5	5	4	4	3	4	5	136
20	4	5	5	5	5	4	4	4	4	4	3	3	3	3	3	3	4	4	4	3	4	4	4	4	4	4	4	4	4	4	3	3	4	4	127
21	4	5	5	4	5	4	5	5	4	5	4	4	3	3	3	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	3	4	5	149	
22	3	4	5	4	4	3	4	4	4	4	5	4	3	3	4	3	4	5	5	3	5	5	5	5	5	5	5	4	5	4	4	4	3	4	136
23	3	4	5	5	4	4	5	5	4	5	4	4	3	3	4	3	5	5	5	4	5	5	5	5	5	5	5	4	5	5	5	2	3	5	143
24	4	5	4	5	5	4	4	4	4	4	4	4	3	4	4	5	5	5	3	4	3	4	4	4	4	4	4	3	4	3	3	3	5	5	133
25	4	4	5	4	4	4	4	4	3	4	3	4	3	3	3	4	4	4	4	5	4	5	5	5	5	5	4	4	5	5	5	3	4	4	135
26	3	4	5	5	4	4	5	5	3	5	3	4	4	3	3	3	5	4	5	5	5	5	5	5	5	5	5	5	5	4	3	3	5	5	142
27	4	4	5	5	4	4	5	5	3	5	3	2	4	4	4	4	5	4	5	5	5	5	5	5	5	5	5	5	5	5	2	3	3	142	
28	3	5	5	4	5	2	4	4	4	4	4	4	3	4	3	3	4	4	5	4	5	5	5	5	5	4	5	5	5	4	4	3	3	4	135
29	3	4	3	4	4	3	4	4	3	4	3	4	3	3	3	4	3	4	4	4	3	4	4	3	3	3	4	4	3	4	3	4	3	4	116
30	5	5	5	5	5	4	3	3	5	4	4	4	3	4	4	4	5	5	5	4	4	5	5	5	5	5	5	5	4	4	4	4	5	5	146
31	4	5	5	5	5	5	4	4	5	5	5	4	4	4	4	4	4	5	5	4	4	3	2	2	4	5	3	5	5	4	5	4	5	4	141
32	5	5	3	5	4	4	4	4	5	4	4	4	3	4	4	4	5	4	4	4	4	3	2	2	5	4	5	4	4	4	5	4	4	4	133





### Hasil Jawaban Responden Kualitas Pelayanan Berdasarkan Tingkat Kepentingan

No	KE 1	KE 2	KE 3	KE 4	KE 5	KE 6	KE 7	KE 8	KE 9	KE 10	KE 11	KE 12	KE 13	KE 14	KE 15	KE 16	KE 17	KE 18	KE 19	KE 20	KE 21	KE 22	KE 23	KE 24	KE 25	KE 26	KE 27	KE 28	KE 29	KE 30	KE 31	KE 32	KE 33	TOTAL _KE	
1	5	4	5	5	3	5	5	5	3	4	5	4	5	4	4	3	4	4	4	4	5	5	5	4	5	5	5	4	4	4	3	4	4	131	
2	5	5	4	4	5	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	5	4	5	3	5	4	3	4	4	4	4	4	125	
3	4	4	1	4	3	3	3	4	3	3	3	3	3	3	3	4	3	4	3	4	5	4	4	4	2	4	2	4	4	4	4	4	4	102	
4	4	3	4	3	3	4	4	3	4	4	3	4	5	3	3	3	4	4	3	4	4	4	4	4	4	4	3	3	3	4	3	4	4	109	
5	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	4	4	4	5	4	4	4	4	4	5	4	5	2	2	2	4	4	4	115	
6	4	3	4	4	4	4	4	4	4	4	4	5	4	3	3	2	4	4	1	4	4	4	4	4	5	4	5	1	1	1	4	4	4	106	
7	4	4	3	4	4	4	3	3	3	4	4	4	5	4	4	3	4	4	1	4	4	4	3	4	2	4	2	3	3	4	4	4	4	106	
8	4	4	4	4	4	4	4	4	3	4	4	4	4	3	3	3	3	4	1	2	2	4	2	4	4	4	4	2	2	4	4	4	4	102	
9	4	4	4	4	4	4	4	4	4	3	4	4	4	3	3	3	3	4	1	2	2	4	2	4	4	4	4	2	2	4	4	4	4	102	
10	4	3	4	4	4	4	4	4	4	4	4	4	4	3	4	3	4	4	3	4	4	4	4	4	4	4	3	3	3	3	4	4	4	112	
11	4	3	2	3	4	4	4	4	3	4	4	3	4	3	4	3	4	4	3	2	4	4	3	3	1	3	2	3	2	2	4	4	4	96	
12	3	3	2	3	4	4	4	4	3	4	4	4	4	3	3	2	4	4	2	2	3	4	3	2	1	2	1	1	2	2	4	4	4	87	
13	4	3	3	4	4	4	4	4	4	4	4	3	4	3	3	2	4	3	3	3	4	4	3	3	3	3	4	4	3	2	4	4	4	103	
14	4	4	3	3	4	4	3	4	4	3	3	4	4	4	4	4	4	4	3	3	4	3	4	4	3	4	3	3	3	3	4	4	4	107	
15	5	4	4	5	5	5	5	5	5	5	5	5	5	4	4	4	5	5	4	5	5	5	5	4	5	4	4	3	4	4	5	5	5	137	
16	5	4	5	5	5	5	5	4	4	5	5	5	5	5	4	5	5	5	4	4	5	5	5	4	4	4	4	5	4	4	5	5	5	138	
17	5	4	5	5	5	5	5	5	4	5	5	5	5	5	4	3	5	5	4	4	5	5	5	5	5	5	5	4	4	4	4	5	5	5	139
18	5	4	5	5	5	5	5	5	5	5	5	5	5	4	4	4	5	5	4	4	5	5	5	4	4	4	4	3	4	5	5	5	5	137	
19	5	4	4	4	4	5	5	5	5	5	5	5	5	4	4	4	4	4	3	3	5	5	4	5	3	5	2	3	3	3	4	5	5	125	
20	4	3	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	5	5	5	4	4	4	4	3	3	3	4	4	4	117	
21	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4	5	5	5	4	5	4	3	3	3	5	5	5	139	
22	5	3	5	4	5	5	5	5	4	5	5	4	5	4	4	3	5	5	3	3	4	5	4	4	4	4	5	3	3	4	5	5	5	127	
23	5	4	5	5	5	5	5	5	4	5	5	4	5	5	5	4	5	5	4	3	5	5	4	5	4	5	4	3	3	4	5	5	5	135	
24	3	4	3	3	4	4	4	4	3	4	4	3	4	3	3	3	3	3	4	4	5	4	5	4	4	4	4	3	4	4	4	4	4	111	
25	4	5	4	5	5	5	5	5	5	4	4	5	5	5	5	4	5	5	4	4	4	5	4	4	4	3	4	3	3	3	5	5	5	129	
26	5	5	5	4	5	5	5	5	5	5	5	5	5	5	4	4	5	5	4	3	5	5	4	5	3	5	3	4	3	3	5	5	5	134	
27	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	4	5	5	4	4	5	5	4	5	3	5	3	4	4	4	5	5	5	138	
28	5	4	5	4	5	5	5	5	3	4	5	5	5	4	4	3	5	5	2	3	4	5	5	4	4	4	4	3	4	3	5	5	5	126	
29	4	4	3	3	4	4	3	4	4	3	3	4	4	3	4	4	4	4	3	3	4	3	4	4	3	4	3	3	3	3	4	4	3	106	
30	5	4	4	5	5	5	5	5	5	5	5	5	5	4	4	3	5	5	4	5	5	5	5	3	5	4	4	3	4	4	5	5	5	135	
31	4	5	5	5	4	4	4	3	4	4	5	4	5	5	3	5	5	5	3	4	5	4	5	4	4	3	4	4	4	4	4	5	5	5	127
32	5	3	5	4	3	4	4	4	4	4	5	5	4	4	5	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	5	4	4	124

33	4	2	4	2	4	4	4	4	4	4	4	4	1	4	3	3	3	4	3	3	3	3	3	4	3	4	3	4	5	4	4	101			
34	4	4	4	3	3	3	4	3	4	4	4	3	4	3	3	4	4	3	4	4	3	4	5	3	3	3	4	4	4	4	4	108			
35	4	5	4	5	2	2	2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	4	4	4	5	4	4	4	115			
36	4	5	4	5	1	1	1	4	4	4	4	3	4	4	4	4	4	4	4	4	5	4	3	3	2	4	4	5	4	4	4	110			
37	4	2	4	2	3	3	4	4	4	4	4	4	3	4	4	4	3	3	3	4	4	4	5	4	4	3	4	4	5	4	4	3	111		
38	4	4	4	4	2	2	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	3	3	3	3	4	5	2	2	4	2	110	
39	4	4	4	4	2	2	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	3	3	3	3	4	1	2	2	4	2	106
40	4	4	4	3	3	3	3	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	3	4	3	4	4	3	4	4	4	4	112	
41	3	1	3	2	3	2	2	4	4	4	4	3	2	3	4	4	4	4	3	4	4	3	4	3	4	3	4	4	3	2	4	4	3	97	
42	2	1	2	1	1	2	2	4	4	4	3	3	2	3	4	4	4	4	3	4	4	4	4	3	3	2	4	4	2	2	3	4	3	89	
43	3	3	3	4	4	3	2	4	4	4	4	3	3	4	4	4	4	4	4	4	4	3	4	3	3	2	4	3	5	3	4	4	3	106	
44	4	3	4	3	3	3	3	4	4	4	4	4	3	3	3	4	4	3	4	4	3	3	4	4	4	4	4	4	5	3	4	3	4	110	
45	4	5	4	4	3	4	4	5	5	5	5	4	4	3	5	5	5	5	5	5	5	5	5	5	4	4	4	5	5	5	5	5	5	137	
46	4	4	4	4	5	4	4	5	5	5	5	4	5	5	5	5	5	4	4	5	5	3	3	5	4	5	5	5	5	5	5	5	5	136	
47	5	5	5	4	4	4	4	5	5	5	5	4	5	5	5	5	5	5	4	5	5	2	3	5	4	3	5	5	5	5	5	5	5	136	
48	4	4	4	4	3	4	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	2	2	4	4	4	5	5	5	4	5	5	5	132	
49	5	3	5	2	3	3	3	4	5	5	5	4	4	3	4	5	5	5	5	5	5	1	2	4	4	4	4	5	5	5	5	5	4	121	
50	4	4	4	3	3	3	3	4	4	4	4	3	2	3	4	4	4	4	4	4	4	1	1	4	4	3	4	4	5	5	5	5	5	107	
51	5	4	5	4	3	3	3	5	5	5	5	5	2	4	5	5	5	5	5	5	5	1	1	5	5	5	5	5	5	4	4	5	130		
52	4	4	4	5	3	3	4	5	5	5	5	3	2	3	5	5	5	5	4	5	4	4	2	4	4	5	5	5	5	5	4	4	4	127	
53	5	4	5	4	3	3	4	5	5	5	5	4	2	3	5	5	5	5	4	5	3	4	2	5	5	5	5	5	5	5	5	4	4	130	
54	4	4	4	4	3	4	4	4	4	4	3	4	3	3	2	4	4	4	3	4	3	3	2	3	3	5	3	3	5	4	5	4	5	107	
55	4	3	4	3	3	3	3	5	5	5	4	5	2	3	2	5	5	5	5	5	4	4	2	5	5	5	5	5	5	4	4	4	4	123	
56	5	3	5	3	4	3	3	5	5	5	5	4	3	2	2	5	5	5	5	5	3	2	2	5	4	4	5	5	5	5	5	4	4	122	
57	5	3	5	3	5	4	4	5	5	5	5	2	2	1	1	5	5	5	5	5	3	2	1	5	5	5	5	5	4	4	5	4	4	119	
58	4	4	4	4	5	4	3	5	5	5	5	2	2	1	1	5	5	5	3	4	3	2	2	4	4	5	5	5	2	5	4	4	5	113	
59	4	3	4	3	5	5	3	4	4	3	4	2	3	2	1	4	3	4	4	3	3	2	2	3	4	4	4	3	3	5	4	4	4	101	
60	3	5	4	4	5	5	4	5	5	5	5	2	2	1	1	5	5	5	5	5	3	2	3	4	4	5	5	3	5	5	5	4	5	120	
61	4	4	4	4	5	5	4	4	3	4	4	2	2	2	3	4	3	3	3	3	3	4	2	4	4	5	5	4	5	5	4	5	5	111	
62	2	5	5	4	5	5	5	1	5	4	1	2	2	2	1	4	4	3	4	4	3	2	3	5	4	5	4	5	4	5	4	4	4	108	
63	3	5	5	4	5	5	5	1	5	2	2	2	1	2	2	4	4	5	4	4	3	2	2	5	4	5	5	5	5	5	4	4	5	111	
64	2	5	5	4	5	5	5	4	5	2	2	1	2	2	2	5	4	2	4	4	3	2	2	5	4	5	5	5	5	5	5	4	5	111	
65	3	5	5	4	5	5	5	3	2	2	2	2	1	2	2	4	2	3	4	5	3	2	2	5	4	5	5	5	5	5	4	5	107		
66	4	5	5	4	5	5	4	3	2	5	2	1	2	2	2	5	2	3	3	3	3	5	3	5	4	4	5	4	5	5	4	5	110		
67	4	4	4	3	5	5	4	2	2	2	2	1	2	2	2	4	3	3	3	3	3	2	3	4	3	5	5	4	5	5	4	4	3	99	

### Lampiran III

#### Hasil Uji Karakteristik Responden

##### Jenis\_Kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-Laki	46	68.7	68.7
	Perempuan	21	31.3	100.0
	Total	67	100.0	

##### Usia

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	23 Tahun	5	7.5	7.5
	24 Tahun	8	11.9	19.4
	25 Tahun	5	7.5	26.9
	26 Tahun	4	6.0	32.8
	27 Tahun	5	7.5	40.3
	28 Tahun	5	7.5	47.8
	29 Tahun	4	6.0	53.7
	30 Tahun	3	4.5	58.2
	31 Tahun	1	1.5	59.7
	32 Tahun	2	3.0	62.7
	33 Tahun	1	1.5	64.2
	34 Tahun	3	4.5	68.7
	35 Tahun	5	7.5	76.1
	36 Tahun	2	3.0	79.1
	37 Tahun	3	4.5	83.6
	38 Tahun	3	4.5	88.1
	39 Tahun	1	1.5	89.6
	42 Tahun	1	1.5	91.0
	43 Tahun	1	1.5	92.5
	44 Tahun	1	1.5	94.0
	46 Tahun	1	1.5	95.5
	48 Tahun	1	1.5	97.0
	52 Tahun	1	1.5	98.5
	56 Tahun	1	1.5	100.0
	Total	67	100.0	

##### Penegeluaran\_Perbulan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Rp. 2.000.000-Rp. 4.000.000	27	40.3	40.3
	Rp. 4.000.000-Rp. 6.000.000	34	50.7	91.0
	Rp. 6.000.000-Rp. 8.000.000	6	9.0	100.0
	Total	67	100.0	

**Kota Kabupaten**

	Frequency	Percent	Valid Percent	Cumulative Percent
Bandar Lampung	42	62.7	62.7	62.7
Lampung Barat	2	3.0	3.0	65.7
Lampung Selatan	4	6.0	6.0	71.6
Lampung Tengah	6	9.0	9.0	80.6
Lampung Timur	3	4.5	4.5	85.1
Valid Lampung Utara	5	7.5	7.5	92.5
Metro	1	1.5	1.5	94.0
Pesisir Barat	1	1.5	1.5	95.5
Pringsewu	2	3.0	3.0	98.5
Tanggamus	1	1.5	1.5	100.0
Total	67	100.0	100.0	

**Lampiran IV**

**Hasil Uji Frekuensi Kualitas Pelayanan Berdasarkan Tingkat Kinerja**

**K11**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	7	10.4	10.4	10.4
3	14	20.9	20.9	31.3
Valid 4	36	53.7	53.7	85.1
5	10	14.9	14.9	100.0
Total	67	100.0	100.0	

**K12**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.5	1.5	1.5
2	4	6.0	6.0	7.5
Valid 3	12	17.9	17.9	25.4
4	33	49.3	49.3	74.6
5	17	25.4	25.4	100.0
Total	67	100.0	100.0	

**K13**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	3.0	3.0	3.0
2	2	3.0	3.0	6.0
Valid 3	6	9.0	9.0	14.9
4	18	26.9	26.9	41.8
5	39	58.2	58.2	100.0
Total	67	100.0	100.0	

**K14**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	13	19.4	19.4	19.4
3	3	4.5	4.5	23.9
Valid 4	30	44.8	44.8	68.7
5	21	31.3	31.3	100.0
Total	67	100.0	100.0	

**K15**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.5	1.5	1.5
2	6	9.0	9.0	10.4
Valid 3	14	20.9	20.9	31.3
4	30	44.8	44.8	76.1
5	16	23.9	23.9	100.0
Total	67	100.0	100.0	

**K16**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	5	7.5	7.5	7.5
2	7	10.4	10.4	17.9
Valid 3	16	23.9	23.9	41.8
4	34	50.7	50.7	92.5
5	5	7.5	7.5	100.0
Total	67	100.0	100.0	

**K17**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	6	9.0	9.0	9.0
3	12	17.9	17.9	26.9
Valid 4	38	56.7	56.7	83.6
5	11	16.4	16.4	100.0
Total	67	100.0	100.0	

**K18**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	5	7.5	7.5	7.5
3	7	10.4	10.4	17.9
Valid 4	35	52.2	52.2	70.1
5	20	29.9	29.9	100.0
Total	67	100.0	100.0	

**KI9**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	4	6.0	6.0	6.0
2	2	3.0	3.0	9.0
3	12	17.9	17.9	26.9
4	24	35.8	35.8	62.7
5	25	37.3	37.3	100.0
Total	67	100.0	100.0	

**KI10**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	5	7.5	7.5	7.5
3	3	4.5	4.5	11.9
4	37	55.2	55.2	67.2
5	22	32.8	32.8	100.0
Total	67	100.0	100.0	

**KI11**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	3	4.5	4.5	4.5
2	6	9.0	9.0	13.4
3	12	17.9	17.9	31.3
4	29	43.3	43.3	74.6
5	17	25.4	25.4	100.0
Total	67	100.0	100.0	

**KI12**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	7	10.4	10.4	10.4
2	8	11.9	11.9	22.4
3	15	22.4	22.4	44.8
4	34	50.7	50.7	95.5
5	3	4.5	4.5	100.0
Total	67	100.0	100.0	

**KI13**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	6	9.0	9.0	9.0
2	6	9.0	9.0	17.9
3	41	61.2	61.2	79.1
4	12	17.9	17.9	97.0
5	2	3.0	3.0	100.0
Total	67	100.0	100.0	

**KI14**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	3.0	3.0	3.0
2	12	17.9	17.9	20.9
Valid 3	28	41.8	41.8	62.7
4	25	37.3	37.3	100.0
Total	67	100.0	100.0	

**KI15**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	3.0	3.0	3.0
2	10	14.9	14.9	17.9
Valid 3	22	32.8	32.8	50.7
4	31	46.3	46.3	97.0
5	2	3.0	3.0	100.0
Total	67	100.0	100.0	

**KI16**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	3.0	3.0	3.0
2	7	10.4	10.4	13.4
Valid 3	8	11.9	11.9	25.4
4	23	34.3	34.3	59.7
5	27	40.3	40.3	100.0
Total	67	100.0	100.0	

**KI17**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	3.0	3.0	3.0
2	2	3.0	3.0	6.0
Valid 3	6	9.0	9.0	14.9
4	32	47.8	47.8	62.7
5	25	37.3	37.3	100.0
Total	67	100.0	100.0	

**KI18**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	3.0	3.0	3.0
3	6	9.0	9.0	11.9
Valid 4	38	56.7	56.7	68.7
5	21	31.3	31.3	100.0
Total	67	100.0	100.0	



**K119**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	6	9.0	9.0	9.0
3	6	9.0	9.0	17.9
Valid 4	28	41.8	41.8	59.7
5	27	40.3	40.3	100.0
Total	67	100.0	100.0	

**K120**

	Frequency	Percent	Valid Percent	Cumulative Percent
3	18	26.9	26.9	26.9
Valid 4	28	41.8	41.8	68.7
5	21	31.3	31.3	100.0
Total	67	100.0	100.0	

**K121**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.5	1.5	1.5
2	4	6.0	6.0	7.5
Valid 3	14	20.9	20.9	28.4
4	34	50.7	50.7	79.1
5	14	20.9	20.9	100.0
Total	67	100.0	100.0	

**K122**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.5	1.5	1.5
2	5	7.5	7.5	9.0
Valid 3	26	38.8	38.8	47.8
4	21	31.3	31.3	79.1
5	14	20.9	20.9	100.0
Total	67	100.0	100.0	

**K123**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.5	1.5	1.5
2	14	20.9	20.9	22.4
Valid 3	10	14.9	14.9	37.3
4	26	38.8	38.8	76.1
5	16	23.9	23.9	100.0
Total	67	100.0	100.0	

**KI24**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	11	16.4	16.4	16.4
3	6	9.0	9.0	25.4
Valid 4	12	17.9	17.9	43.3
5	38	56.7	56.7	100.0
Total	67	100.0	100.0	

**KI25**

	Frequency	Percent	Valid Percent	Cumulative Percent
3	15	22.4	22.4	22.4
Valid 4	35	52.2	52.2	74.6
5	17	25.4	25.4	100.0
Total	67	100.0	100.0	

**KI26**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.5	1.5	1.5
2	2	3.0	3.0	4.5
Valid 3	10	14.9	14.9	19.4
4	27	40.3	40.3	59.7
5	27	40.3	40.3	100.0
Total	67	100.0	100.0	

**KI27**

	Frequency	Percent	Valid Percent	Cumulative Percent
3	7	10.4	10.4	10.4
Valid 4	32	47.8	47.8	58.2
5	28	41.8	41.8	100.0
Total	67	100.0	100.0	

**KI28**

	Frequency	Percent	Valid Percent	Cumulative Percent
3	2	3.0	3.0	3.0
Valid 4	31	46.3	46.3	49.3
5	34	50.7	50.7	100.0
Total	67	100.0	100.0	

**KI29**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	18	26.9	26.9	26.9
Valid 4	24	35.8	35.8	62.7
Valid 5	25	37.3	37.3	100.0
Total	67	100.0	100.0	

**KI30**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	15	22.4	22.4	22.4
Valid 4	33	49.3	49.3	71.6
Valid 5	19	28.4	28.4	100.0
Total	67	100.0	100.0	

**KI31**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	1.5	1.5	1.5
Valid 2	6	9.0	9.0	10.4
Valid 3	24	35.8	35.8	46.3
Valid 4	17	25.4	25.4	71.6
Valid 5	19	28.4	28.4	100.0
Total	67	100.0	100.0	

**KI32**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	1.5	1.5	1.5
Valid 2	15	22.4	22.4	23.9
Valid 3	11	16.4	16.4	40.3
Valid 4	24	35.8	35.8	76.1
Valid 5	16	23.9	23.9	100.0
Total	67	100.0	100.0	

**KI33**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	11	16.4	16.4	16.4
Valid 3	18	26.9	26.9	43.3
Valid 4	17	25.4	25.4	68.7
Valid 5	21	31.3	31.3	100.0
Total	67	100.0	100.0	

## Hasil Uji Frekuensi Kualitas Pelayanan Berdasarkan Tingkat Kepentingan

**KE1**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	3	4.5	4.5	4.5
3	7	10.4	10.4	14.9
Valid 4	36	53.7	53.7	68.7
5	21	31.3	31.3	100.0
Total	67	100.0	100.0	

**KE2**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	3.0	3.0	3.0
2	2	3.0	3.0	6.0
Valid 3	16	23.9	23.9	29.9
4	31	46.3	46.3	76.1
5	16	23.9	23.9	100.0
Total	67	100.0	100.0	

**KE3**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.5	1.5	1.5
2	3	4.5	4.5	6.0
Valid 3	7	10.4	10.4	16.4
4	33	49.3	49.3	65.7
5	23	34.3	34.3	100.0
Total	67	100.0	100.0	

**KE4**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.5	1.5	1.5
2	4	6.0	6.0	7.5
Valid 3	15	22.4	22.4	29.9
4	34	50.7	50.7	80.6
5	13	19.4	19.4	100.0
Total	67	100.0	100.0	

**KE5**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	3.0	3.0	3.0
2	3	4.5	4.5	7.5
Valid 3	18	26.9	26.9	34.3
4	19	28.4	28.4	62.7
5	25	37.3	37.3	100.0
Total	67	100.0	100.0	

**KE6**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.5	1.5	1.5
2	5	7.5	7.5	9.0
3	13	19.4	19.4	28.4
Valid 4	25	37.3	37.3	65.7
5	23	34.3	34.3	100.0
Total	67	100.0	100.0	

**KE7**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.5	1.5	1.5
2	4	6.0	6.0	7.5
3	13	19.4	19.4	26.9
Valid 4	30	44.8	44.8	71.6
5	19	28.4	28.4	100.0
Total	67	100.0	100.0	

**KE8**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	3.0	3.0	3.0
2	1	1.5	1.5	4.5
3	6	9.0	9.0	13.4
Valid 4	33	49.3	49.3	62.7
5	25	37.3	37.3	100.0
Total	67	100.0	100.0	

**KE9**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	3	4.5	4.5	4.5
3	9	13.4	13.4	17.9
Valid 4	31	46.3	46.3	64.2
5	24	35.8	35.8	100.0
Total	67	100.0	100.0	

**KE10**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	4	6.0	6.0	6.0
3	5	7.5	7.5	13.4
Valid 4	32	47.8	47.8	61.2
5	26	38.8	38.8	100.0
Total	67	100.0	100.0	

**KE11**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.5	1.5	1.5
2	5	7.5	7.5	9.0
3	6	9.0	9.0	17.9
Valid 4	27	40.3	40.3	58.2
5	28	41.8	41.8	100.0
Total	67	100.0	100.0	

**KE12**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	4	6.0	6.0	6.0
2	7	10.4	10.4	16.4
3	12	17.9	17.9	34.3
Valid 4	30	44.8	44.8	79.1
5	14	20.9	20.9	100.0
Total	67	100.0	100.0	

**KE13**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	3.0	3.0	3.0
2	16	23.9	23.9	26.9
3	7	10.4	10.4	37.3
Valid 4	22	32.8	32.8	70.1
5	20	29.9	29.9	100.0
Total	67	100.0	100.0	

**KE14**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	3	4.5	4.5	4.5
2	9	13.4	13.4	17.9
3	22	32.8	32.8	50.7
Valid 4	21	31.3	31.3	82.1
5	12	17.9	17.9	100.0
Total	67	100.0	100.0	

**KE15**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	5	7.5	7.5	7.5
2	8	11.9	11.9	19.4
3	13	19.4	19.4	38.8
Valid 4	29	43.3	43.3	82.1
5	12	17.9	17.9	100.0
Total	67	100.0	100.0	

**KE16**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	3	4.5	4.5	4.5
3	14	20.9	20.9	25.4
Valid 4	32	47.8	47.8	73.1
5	18	26.9	26.9	100.0
Total	67	100.0	100.0	

**KE17**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	3.0	3.0	3.0
3	10	14.9	14.9	17.9
Valid 4	29	43.3	43.3	61.2
5	26	38.8	38.8	100.0
Total	67	100.0	100.0	

**KE18**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.5	1.5	1.5
3	9	13.4	13.4	14.9
Valid 4	31	46.3	46.3	61.2
5	26	38.8	38.8	100.0
Total	67	100.0	100.0	

**KE19**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	4	6.0	6.0	6.0
2	2	3.0	3.0	9.0
Valid 3	20	29.9	29.9	38.8
4	32	47.8	47.8	86.6
5	9	13.4	13.4	100.0
Total	67	100.0	100.0	

**KE20**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	4	6.0	6.0	6.0
3	15	22.4	22.4	28.4
Valid 4	33	49.3	49.3	77.6
5	15	22.4	22.4	100.0
Total	67	100.0	100.0	

**KE21**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	3.0	3.0	3.0
3	18	26.9	26.9	29.9
Valid 4	26	38.8	38.8	68.7
5	21	31.3	31.3	100.0
Total	67	100.0	100.0	

**KE22**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	3	4.5	4.5	4.5
2	12	17.9	17.9	22.4
Valid 3	7	10.4	10.4	32.8
4	26	38.8	38.8	71.6
5	19	28.4	28.4	100.0
Total	67	100.0	100.0	

**KE23**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	3	4.5	4.5	4.5
2	15	22.4	22.4	26.9
Valid 3	11	16.4	16.4	43.3
4	24	35.8	35.8	79.1
5	14	20.9	20.9	100.0
Total	67	100.0	100.0	

**KE24**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.5	1.5	1.5
3	15	22.4	22.4	23.9
Valid 4	32	47.8	47.8	71.6
5	19	28.4	28.4	100.0
Total	67	100.0	100.0	

**KE25**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	3.0	3.0	3.0
2	2	3.0	3.0	6.0
Valid 3	18	26.9	26.9	32.8
4	35	52.2	52.2	85.1
5	10	14.9	14.9	100.0
Total	67	100.0	100.0	



**KE26**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	4	6.0	6.0	6.0
3	11	16.4	16.4	22.4
Valid 4	29	43.3	43.3	65.7
5	23	34.3	34.3	100.0
Total	67	100.0	100.0	

**KE27**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.5	1.5	1.5
2	4	6.0	6.0	7.5
Valid 3	12	17.9	17.9	25.4
4	28	41.8	41.8	67.2
5	22	32.8	32.8	100.0
Total	67	100.0	100.0	

**KE28**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	3.0	3.0	3.0
2	3	4.5	4.5	7.5
Valid 3	22	32.8	32.8	40.3
4	24	35.8	35.8	76.1
5	16	23.9	23.9	100.0
Total	67	100.0	100.0	

**KE29**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	3.0	3.0	3.0
2	7	10.4	10.4	13.4
Valid 3	18	26.9	26.9	40.3
4	16	23.9	23.9	64.2
5	24	35.8	35.8	100.0
Total	67	100.0	100.0	

**KE30**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.5	1.5	1.5
2	8	11.9	11.9	13.4
Valid 3	11	16.4	16.4	29.9
4	27	40.3	40.3	70.1
5	20	29.9	29.9	100.0
Total	67	100.0	100.0	

**KE31**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	3.0	3.0	3.0
3	3	4.5	4.5	7.5
Valid 4	34	50.7	50.7	58.2
5	28	41.8	41.8	100.0
Total	67	100.0	100.0	

**KE32**

	Frequency	Percent	Valid Percent	Cumulative Percent
3	1	1.5	1.5	1.5
Valid 4	44	65.7	65.7	67.2
5	22	32.8	32.8	100.0
Total	67	100.0	100.0	

**KE33**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	3.0	3.0	3.0
3	6	9.0	9.0	11.9
Valid 4	31	46.3	46.3	58.2
5	28	41.8	41.8	100.0
Total	67	100.0	100.0	

































		N	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	30							
K E2 2	Pearson	Correlation	.741	.365	.677	.739	.608	.765	.874	.702	.443	.814	.874	.544	.671	.716	.536	.279	.656	.663	.461	.370	.481	1	.509	.402	.329	.494	.272	.357	.477	.362	.573	.754	.818	.819..			
	Sig. (2-tailed)		.000	.048	.000	.000	.000	.000	.000	.000	.144	.000	.000	.000	.000	.000	.136	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		
	N		3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	
K E2 3	Pearson	Correlation	.460	.192	.422	.435	.320	.498	.465	.469	.321	.429	.409	.441	.468	.388	.366	.544	.415	.674	.724	.790	.509	1	.279	.497	.392	.315	.417	.666	.235	.349	.483	.437	.699..				
	Sig. (2-tailed)		.011	.309	.020	.006	.008	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N		3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
K E2 4	Pearson	Correlation	.578	.618	.577	.336	.327	.363	.344	.346	.403	.322	.474	.349	.588	.488	.589	.250	.356	.300	.239	.329	.402	1	.308	.932	.247	.348	.288	.288	.351	.277	.409	.372	.610..				
	Sig. (2-tailed)		.001	.000	.000	.006	.007	.004	.000	.000	.000	.000	.000	.000	.000	.000	.000	.183	.053	.107	.200	.002	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N		3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
K E2 5	Pearson	Correlation	.393	.033	.663	.536	.189	.397	.440	.326	.295	.285	.352	.452	.328	.158	.000	.049	.235	.258	.269	.512	.197	.329	.497	.308	1	.441	.838	.055	.176	.225	.155	.261	.267	.531..			
	Sig. (2-tailed)		.032	.840	.000	.000	.316	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N		3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
K E2	Pearson	Correlation	.684	.684	.684	.446	.286	.440	.445	.440	.346	.447	.445	.444	.641	.542	.544	.288	.388	.387	.386	.442	.449	.389	.944	1	.385	.440	.389	.442	.282	.449	.442	.282	.449	.389	.710..		

6	Correlation	4	2	0	9	1	9	3	5	9	1	4	2	2	8	1	1	8	9	9	2	4	4	2	2	1		1	9	9	8	2	8	5	
	Sig. (2-tailed)	,000	,000	,000	,009	,133	,009	,027	,011	,025	,050	,008	,012	,014	,000	,003	,002	,123	,033	,039	,049	,020	,006	,032	,000	,015		,057	,025	,029	,018	,237	,018	,031	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
K E2 7	Pearson Correlation	.385	,077	,620	.456	,259	,331	,385	,306	,138	,198	,385	,227	,209	,108	,026	,022	,198	,169	,218	,299	,041	,272	,315	,247	,838	,351	1	,020	,083	,134	,169	,170	,182	,435
	Sig. (2-tailed)	,036	,684	,000	,011	,086	,074	,036	,100	,407	,295	,026	,269	,268	,570	,800	,908	,295	,372	,246	,171	,828	,146	,099	,188	,000	,057		,916	,661	,479	,372	,370	,335	,016
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
K E2 8	Pearson Correlation	.496	,313	,235	,336	,164	,326	,266	,240	,164	,278	,266	,044	,319	,521	,386	,449	,336	,244	,511	,320	,624	,357	,417	,348	,015	,409	,020	1	,736	,439	,245	,367	,331	,523
	Sig. (2-tailed)	,005	,093	,212	,069	,388	,079	,175	,202	,387	,137	,155	,800	,033	,035	,033	,069	,192	,084	,005	,085	,003	,022	,052	,060	,938	,025	,916		,000	,015	,192	,046	,074	,003
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
K E2 9	Pearson Correlation	.501	.407	,252	,390	,299	,390	,379	,399	,170	,395	,199	,368	,461	,368	,395	,361	,324	,546	,558	,658	,477	,666	,288	,176	,399	,083	,736	1	,687	,324	,440	,404	,623	
	Sig. (2-tailed)	,005	,026	,180	,033	,111	,037	,039	,369	,107	,031	,344	,046	,011	,043	,005	,018	,002	,000	,000	,000	,000	,000	,122	,353	,029	,661		,000	,001	,015	,027	,000	,000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
K E3 0	Pearson Correlation	.412	,357	,323	,376	,195	,289	,236	,187	,104	,299	,132	,372	,335	,229	,362	,116	,341	,205	,290	,237	,362	,235	,351	,225	,428	,134	,439	,687	1	,213	,325	,316	,469	





## Lampiran V

### Hasil Uji Reliabilitas

#### Kualitas Pelayanan Berdasarkan Tingkat Kinerja

**Case Processing Summary**

		N	%
	Valid	30	100.0
Cases	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.953	33

#### Kualitas Pelayanan Berdasarkan Tingkat Kepentingan

**Case Processing Summary**

		N	%
	Valid	30	100.0
Cases	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.962	33