



LAMPIRAN 1

KUESIONER

Kepada Yth.

Mahasiswa/Mahasiswi Fakultas Ekonomi Angkatan 2014

Universitas Muhammadiyah Jember

di

Universitas Muhammadiyah Jember

Dengan hormat,

Sehubungan dengan kegiatan penelitian untuk menyusun tugas akhir dengan judul “Pengaruh Kualitas Pelayanan Terhadap Kepuasan Mahasiswa Fakultas Ekonomi Angkatan 2014 Universitas Muhammadiyah Jember”, dimana tugas akhir ini merupakan persyaratan guna memperoleh gelar Profesi Sarjana Manajemen Universitas Muhammadiyah Jember, penulis mengharapkan kesediaan Mahasiswa/Mahasiswi Fakultas Ekonomi Angkatan 2014 untuk meluangkan waktunya mengisi daftar kuesioner yang telah penulis sediakan.

Penulis tidak mempunyai maksud atau tujuan apapun, kecuali kepentingan ilmiah semata dan sebagai sarana pengumpulan data yang akan dipergunakan sebagai bahan analisis dalam penyusunan tugas akhir. Oleh karena itu penulis sangat mengharapkan kejujuran Mahasiswa/Mahasiswi Fakultas Ekonomi Angkatan 2014 dalam pengisian kuesioner ini.

Atas kesediaan waktu dan bantuannya penulis sampaikan banyak terima kasih.

Jember, 04 November 2017

Hormat Saya,

Septi Holisa Umamy

NIM. 14.1041.116

**PENGARUH KUALITAS PELAYANAN TERHADAP KEPUASAN
MAHASISWA FAKULTAS EKONOMI ANGKATAN 2014
UNIVERSITAS MUHAMMADIYAH JEMBER**

Nomor Responden:(diisi peneliti)

A. Karakteristik Responden

1. Nama :
2. Fakultas/Prodi :
3. Umur :
4. Jenis Kelamin :

B. Petunjuk Pengisian

- a) Kajian ini dilakukan dengan tujuan untuk mengukur tingkat pengaruh kualitas pelayanan terhadap kepuasan mahasiswa Fakultas Ekonomi Angkatan 2014 Universitas Muhammadiyah Jember
- b) Saudara mendapatkan kepercayaan terpilih sebagai responden, dimohon untuk mengisi seluruh instrumen ini sesuai dengan pengalaman, pengetahuan, persepsi, dan keadaan yang sebenarnya.
- c) Jawaban Saudara dijamin kerahasiaan dan tidak memiliki dampak negative dalam bentuk apapun
- d) Pilihlah salah satu jawaban dari setiap pernyataan yang paling sesuai dengan pendapat anda dengan memberi tanda cek (✓) pada kolom yang tersedia sesuai dengan keadaan yang sebenarnya.
Ketentuan penomoran sebagai berikut :

Untuk Variabel Kualitas Pelayanan

Sangat Tidak Setuju (STS)	1
Tidak Setuju (TS)	2
Netral (N)	3
Setuju (S)	4
Sangat Setuju (SS)	5

1. Kualitas Pelayanan

No	INDIKATOR	JAWABAN				
		STS	TS	N	S	SS
Tangibles (Bukti Secara Fisik) X1						
1	Fakultas Ekonomi UM Jember memiliki ruang kuliah yang nyaman dan sejuk					
2	Fakultas Ekonomi UM Jember memiliki lahan parkir yang luas					
3	Fakultas Ekonomi UM Jember memiliki kamar mandi yang bersih					
4	Fakultas Ekonomi UM Jember memiliki tempat ibadah yang nyaman					
5	Fakultas Ekonomi UM Jember memiliki Bank Mini dan Galeri Bursa Mahasiswa					
Responsivness (Daya tanggap dalam membantu mahasiswa) X2						
1	Fakultas Ekonomi UM Jember memiliki staf pengajar yang selalu menanyakan kebutuhan mahasiswa					
2	Fakultas Ekonomi UM Jember memiliki dosen yang cepat dalam merespon perbaikan nilai mahasiswa					
3	Fakultas Ekonomi UM Jember memiliki struktural dekanat yang sangat cepat dalam merespon keluhan mahasiswa					
4	Fakultas Ekonomi UM Jember memiliki dosen yang sangat cepat dalam mengatasi masalah mahasiswa					
5	Fakultas Ekonomi UM Jember memiliki staf pengajaran yang sangat tanggap dalam melayani mahasiswa					
Reliability (Keandalan pelayanan staff)						
11	Fakultas Ekonomi UM Jember memiliki staf pengajaran yang selalu sportif dalam melayani mahasiswa					
12	Fakultas Ekonomi UM Jember memberikan pelayanan administrasi yang cepat					
13	Fakultas Ekonomi UM Jember selalu menyediakan dan menjelaskan informasi yang baru					
14	Fakultas Ekonomi UM Jember memiliki sistem informasi akademik yang mempermudah mahasiswa					
15	Fakultas Ekonomi UM Jember memiliki dosen mengajar sesuai dengan ahlinya					
Emphaty (Pemahaman terhadap kepentingan mahasiswa)						

16	Fakultas Ekonomi UM Jember memiliki staf pengajaranyang selalu bersedia membantu dalam menyelesaikan permasalahan				
17	Fakultas Ekonomi UM Jember memonitor kemajuan mahasiswa melalui dosen pembimbing akademik.				
18	Fakultas Ekonomi UM Jember memiliki dosen yang bersedia membantu kesulitan bidang akademik/mata kuliah mahasiswa				
19	Fakultas Ekonomi UM Jember memiliki dosen yang bersikap terbuka, kooperatif dengan mahasiswa				
20	Fakultas Ekonomi UM Jember selalu tepat janji dalam menyelesaikan urusan mahasiswa				
Assurance (Perlakuan pada mahasiswa)					
21	Fakultas Ekonomi UM Jember memiliki staf pengajaranyang santun dalam memberikanpelayanan				
22	Fakultas Ekonomi UM Jember memberi keamanan				
23	Fakultas Ekonomi UM Jember memberikan informasi yang jelas mengenai tahap-tahap yang harus dilewati mahasiswa				
24	Fakultas Ekonomi UM Jember selalu memenuhi permintaan pelayanan				
25	Fakultas Ekonomi UM Jember sangat cepat dalam memperbaiki kesalahan				

2. Kepuasan Mahasiswa

NO	INDIKATOR	JAWABAN				
		STS	TS	N	S	SS
		1	2	3	4	5
1	Saya merasa puas dengan bukti fisik yang diberikan Fakultas Ekonomi Universitas Muhammadiyah Jember					
2	Saya merasa puas dengan daya tanggap yang diberikan Fakultas Ekonomi Universitas Muhammadiyah Jember					
3	Saya merasa puas dengan kehandalan yang diberikan Fakultas Ekonomi Universitas Muhammadiyah Jember					
4	Saya merasa puas dengan empati yang diberikan Fakultas Ekonomi Universitas Muhammadiyah Jember					
5	Saya merasa puas dengan jaminan yang diberikan Fakultas Ekonomi Universitas Muhammadiyah Jember					

LAMPIRAN 2



DATA TABULASI

No	Jenis Kelamin	Usia	Prodi	X1.1	X1.2	X1.3	X1.4	X1.5	Tangibles	X2.1	X2.2	X2.3	X2.4	X2.5	Responsivness
1	2	3	2	1	2	4	2	3	2.4	2	2	1	2	2	1.8
2	2	1	2	2	2	4	2	4	2.8	3	4	2	3	3	3
3	2	4	2	5	5	4	5	3	4.4	5	5	5	5	5	5
4	2	4	2	3	2	4	2	3	2.8	2	3	3	2	3	2.6
5	2	4	2	3	3	3	2	3	2.8	2	3	3	3	3	2.8
6	2	4	2	2	3	4	4	3	3.2	4	3	2	3	3	3
7	2	3	1	4	3	4	3	3	3.4	3	2	4	3	4	3.2
8	2	4	1	4	3	5	4	4	4	4	4	1	5	5	3.8
9	2	3	1	3	3	3	5	5	3.8	2	4	3	4	3	3.2
10	2	2	1	4	3	3	4	4	3.6	3	4	4	3	3	3.4
11	2	4	2	4	3	5	5	5	4.4	3	4	4	5	5	4.2
12	2	3	2	2	2	3	3	3	2.6	2	2	2	4	2	2.4
13	2	3	2	2	2	3	2	2	2.2	2	3	2	3	2	2.4
14	2	5	2	4	4	4	4	4	4	4	4	5	4	4	4.2
15	2	3	2	4	4	4	4	4	4	4	4	4	4	4	4
16	2	4	2	3	3	4	4	3	3.4	4	3	3	3	3	3.2
17	2	4	2	4	3	5	3	5	4	3	5	4	5	4	4.2
18	2	1	2	4	3	3	4	4	3.6	5	4	4	4	5	4.4
19	2	4	2	3	4	3	5	4	3.8	4	4	3	5	5	4.2
20	2	2	2	3	4	4	5	3	3.8	5	5	3	4	4	4.2
21	2	3	1	4	3	3	4	3	3.4	3	4	4	3	3	3.4
22	2	3	2	3	3	3	3	4	3.2	3	3	2	3	3	2.8

23	1	4	2	4	2	4	2	3	3	2	3	4	3	3	3	3
24	2	4	2	4	4	5	4	5	4.4	4	4	4	4	4	4	4
25	2	2	2	2	2	3	3	2	2.4	3	2	2	3	5	3	3
26	1	4	2	2	3	4	2	3	2.8	2	2	3	3	3	3	2.6
27	2	3	2	2	3	1	2	3	2.2	2	3	2	3	4	2.8	
28	2	4	2	3	5	5	5	5	4.6	5	5	3	5	5	4.6	
29	1	4	2	5	4	4	2	2	3.4	2	3	5	4	5	3.8	
30	1	3	2	2	4	5	4	1	3.2	4	1	2	5	5	3.4	
31	2	3	2	3	3	3	3	3	3	3	4	3	2	3	3	
32	1	3	2	3	4	4	4	2	3.4	2	4	3	2	4	3	
33	1	4	1	4	4	4	4	4	4	2	4	4	4	4	3.6	
34	2	2	2	3	4	4	4	3	3.6	3	3	3	4	4	3.4	
35	1	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2
36	1	5	2	4	3	5	3	4	3.8	2	3	4	2	3	2.8	
37	1	4	2	2	2	3	3	3	2.6	4	3	2	3	3	3	
38	1	4	2	4	2	5	5	4	4	2	4	4	4	2	3.2	
39	1	3	2	4	3	3	4	4	3.6	5	4	4	4	4	4.2	
40	2	4	2	4	3	4	4	4	3.8	3	4	4	4	4	3.8	
41	2	4	2	5	4	3	4	3	3.8	4	4	5	4	4	4.2	
42	1	3	2	4	2	4	3	2	3	2	2	4	4	2	2.8	
43	2	4	2	3	2	1	2	2	2	3	4	3	2	4	3.2	
44	1	3	1	4	3	5	4	4	4	5	3	4	3	4	3.8	
45	1	4	2	4	4	4	4	4	4	4	4	4	4	4	4	
46	2	3	2	3	3	3	3	3	3	3	3	3	3	3	3	
47	1	4	1	3	4	5	4	3	3.8	5	4	3	3	4	3.8	

48	2	4	2	4	4	5	4	4	4.2	4	4	4	4	4	4	4
49	1	3	1	3	3	4	4	4	3.6	3	4	3	3	4	3	3.4
50	2	4	1	4	4	4	3	4	3.8	3	5	4	4	4	4	4
51	1	5	1	3	3	5	3	4	3.6	4	3	3	4	5	3	3.8
52	1	3	1	3	4	5	3	5	4	3	4	3	3	4	3	3.4
53	2	3	1	4	4	5	4	4	4.2	3	4	4	5	3	3	3.8
54	2	3	1	5	4	4	4	3	4	3	3	5	5	4	4	4
55	2	4	1	5	4	4	4	3	4	3	3	5	5	4	4	4
56	2	3	1	4	4	5	5	4	4.4	5	5	4	4	4	4	4.4
57	1	4	1	4	4	4	3	3	3.6	4	4	4	4	4	4	4
58	1	5	1	3	3	3	4	4	3.4	4	4	3	4	4	3	3.8
59	1	5	1	4	4	4	4	4	4	4	4	4	5	4	5	4.2
60	2	3	1	4	3	5	4	5	4.2	4	5	4	5	5	5	4.6
61	2	4	1	5	4	5	4	4	4.4	5	4	5	4	4	4	4.4
62	2	3	1	3	3	2	3	3	2.8	3	3	3	3	3	3	3
63	2	5	1	4	4	4	4	4	4	5	4	4	4	4	4	4.2
64	2	4	1	3	2	4	4	3	3.2	5	3	3	4	3	3	3.6
65	1	3	1	4	5	5	5	5	4.8	4	3	4	5	3	3	3.8
66	2	3	1	4	4	4	4	4	4	3	4	4	4	2	3	3.4
67	2	3	1	4	4	4	4	4	4	3	4	4	4	2	3	3.4
68	2	5	1	4	4	3	4	4	3.8	2	3	4	4	4	4	3.4
69	1	3	1	2	4	4	4	2	3.2	4	4	2	4	4	4	3.6
70	2	3	1	4	2	3	2	4	3	2	3	4	4	4	4	3.4
71	2	5	1	4	4	5	4	5	4.4	4	4	4	4	4	4	4
72	2	3	1	3	3	4	2	3	3	2	4	3	4	3	3	3.2

73	2	3	1	3	2	4	2	4	3	2	3	3	4	4		3.2
74	2	4	1	2	2	3	3	2	2.4	4	4	2	4	3		3.4
75	2	3	1	3	3	3	3	3	3	3	3	3	3	3		3
76	2	4	1	3	3	3	3	2	2.8	3	3	3	3	3		3
77	1	3	1	5	5	5	4	4	4.6	2	4	5	5	2		3.6
78	2	3	1	2	3	4	2	4	3	2	3	2	3	3		2.6
79	1	3	1	4	4	5	4	4	4.2	4	4	4	4	4		4
80	2	4	1	3	4	4	3	4	3.6	2	4	3	3	4		3.2
81	2	4	1	4	4	2	2	4	3.2	2	2	4	2	2		2.4

No	X3.1	X3.2	X3.3	X3.4	X3.5	Realibility	X4.1	X4.2	X4.3	X4.4	X4.5	Emphaty
1	3	2	2	2	2	2.2	2	2	2	2	2	2
2	2	2	3	3	2	2.4	2	4	4	5	3	3.6
3	5	5	5	5	5	5	5	5	5	5	5	5
4	3	2	2	3	2	2.4	2	3	3	2	2	2.4
5	2	2	2	4	3	2.6	3	3	3	4	3	3.2
6	4	3	4	4	2	3.4	3	3	3	3	3	3
7	3	3	3	3	2	2.8	3	2	2	2	3	2.4
8	4	4	4	5	3	4	3	4	4	4	5	4
9	2	2	2	3	3	2.4	3	4	4	5	4	4
10	3	4	3	3	4	3.4	3	5	4	3	3	3.6
11	4	5	3	5	5	4.4	3	4	3	5	5	4
12	2	3	2	3	2	2.4	2	2	3	2	2	2.2

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14	4	4	4	4	4	4	4	5	4	4	4	4.2
15	3	4	4	4	4	3.8	4	4	4	4	4	4
16	3	3	4	3	4	3.4	3	3	3	3	3	3
17	3	3	3	4	4	3.4	3	5	4	4	5	4.2
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19	4	5	4	4	4	4.2	4	4	3	5	5	4.2
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22	3	3	3	3	4	3.2	3	3	3	4	3	3.2
23	2	2	2	2	2	2	2	5	3	3	3	3.2
24	4	4	4	4	4	4	4	4	4	4	4	4
25	3	3	3	2	2	2.6	2	2	3	3	3	2.6
26	4	2	2	2	2	2.4	3	2	4	3	3	3
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29	4	2	2	4	2	2.8	4	3	4	5	4	4
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37	2	3	4	3	1	2.6	2	3	3	5	3	3.2

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39	4	4	5	5	3	4.2	3	4	3	4	4	3.6
40	4	4	3	3	3	3.4	3	4	4	4	4	3.8
41	4	4	4	4	4	4	4	4	4	4	4	4
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43	4	2	3	4	2	3	2	4	4	4	2	3.2
44	4	4	5	4	5	4.4	3	3	3	3	3	3
45	4	4	4	4	4	4	4	4	4	4	4	4
46	3	3	3	3	3	3	3	3	3	3	3	3
47	4	4	5	3	3	3.8	4	4	4	3	3	3.6
48	4	4	4	3	3	3.6	4	4	5	5	4	4.4
49	4	4	3	3	2	3.2	3	4	3	4	3	3.4
50	4	3	3	4	3	3.4	4	5	5	5	4	4.6
51	3	3	4	3	3	3.2	3	3	5	4	4	3.8
52	3	3	3	3	3	3	4	4	4	4	3	3.8
53	4	4	3	4	3	3.6	4	4	4	4	5	4.2
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58	4	4	4	4	4	4	3	4	4	4	4	3.8
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60	3	4	4	4	4	3.8	3	5	5	5	5	4.6
61	4	4	5	5	4	4.4	4	4	5	4	4	4.2
62	3	3	3	2	2	2.6	3	3	4	3	3	3.2

63	4	4	5	5	5	4.6	4	4	4	5	4	4.2
64	3	4	5	3	4	3.8	2	3	4	4	4	3.4
65	4	5	4	4	5	4.4	5	3	5	5	5	4.6
66	4	4	3	3	4	3.6	4	4	3	3	4	3.6
67	4	4	3	3	4	3.6	4	4	3	3	4	3.6
68	4	4	2	3	4	3.4	4	3	4	4	4	3.8
69	2	4	4	4	2	3.2	4	4	4	2	4	3.6
70	4	2	2	2	2	2.4	2	3	4	3	4	3.2
71	4	4	4	4	4	4	4	4	4	4	4	4
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73	2	2	2	2	3	2.2	2	3	4	4	4	3.4
74	2	3	4	4	4	3.4	2	4	4	4	4	3.6
75	3	3	3	3	3	3	3	3	4	3	3	3.2
76	3	3	3	4	3	3.2	3	3	3	4	3	3.2
77	4	4	2	5	4	3.8	5	4	4	4	5	4.4
78	2	2	2	2	2	2	3	3	3	4	3	3.2
79	4	4	4	3	4	3.8	4	4	4	4	4	4
80	3	3	2	3	3	2.8	4	4	4	4	3	3.8
81	2	2	2	2	2	2	4	2	2	2	2	2.4

No	X5.1	X5.2	X5.3	X5.4	X5.5	Assurance	Y1	Y2	Y3	Y4	Y5	Kepuasan Mahasiswa
1	2	2	3	3	2	2.4	3	3	3	3	3	3
2	2	2	4	4	2	2.8	3	4	3	3	3	3.2
3	3	5	3	5	5	4.2	5	5	4	2	2	3.6
4	2	3	3	2	1	2.2	3	3	3	3	3	3
5	3	2	2	3	3	2.6	2	2	4	4	4	3.2
6	2	4	3	4	2	3	4	3	4	4	4	3.8
7	2	3	3	3	2	2.6	2	2	4	4	4	3.2
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9	3	2	3	4	3	3	2	4	5	5	5	4.2
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11	4	4	5	5	5	4.6	4	5	5	4	5	4.6
12	2	2	2	2	4	2.4	2	2	2	2	2	2
13	3	3	3	3	4	3.2	3	3	3	3	3	3
14	4	4	4	4	4	4	4	2	4	4	4	3.6
15	4	4	4	4	4	4	4	4	4	4	4	4
16	3	4	3	3	5	3.6	3	4	3	4	3	3.4
17	3	3	4	5	4	3.8	5	4	4	4	4	4.2
18	3	4	5	5	3	4	4	4	5	5	5	4.6
19	4	4	4	5	4	4.2	4	3	5	5	5	4.4
20	4	4	5	5	4	4.4	3	3	4	4	4	3.6
21	4	3	4	5	5	4.2	3	3	4	4	3	3.4
22	3	3	3	3	4	3.2	3	3	4	4	4	3.6
23	3	5	3	3	2	3.2	4	4	5	5	5	4.6
24	4	4	4	4	4	4	4	4	4	4	4	4

25	2	3	3	2	3	2.6	3	2	4	3	3		3
26	2	3	5	5	2	3.4	4	3	4	4	4		3.8
27	3	2	3	3	4	3	3	3	5	5	4		4
28	5	5	5	5	5	5	5	5	5	5	5		5
29	4	4	5	4	2	3.8	4	4	5	3	3		3.8
30	3	4	5	1	1	2.8	2	4	1	1	1		1.8
31	3	2	3	4	3	3	3	3	4	4	4		3.6
32	4	4	4	4	3	3.8	4	3	4	4	4		3.8
33	2	2	4	4	4	3.2	4	4	4	4	4		4
34	4	3	4	3	3	3.4	4	4	4	4	4		4
35	3	2	2	2	2	2.2	3	2	3	3	3		2.8
36	2	3	3	3	2	2.6	3	4	5	4	4		4
37	3	2	4	2	1	2.4	3	2	3	4	5		3.4
38	2	2	4	4	2	2.8	2	2	4	4	3		3
39	4	4	3	4	3	3.6	4	3	4	3	4		3.6
40	3	4	4	4	3	3.6	4	3	5	4	3		3.8
41	4	4	4	4	4	4	4	4	4	4	4		4
42	4	3	4	2	2	3	2	3	4	4	4		3.4
43	4	4	4	3	2	3.4	2	3	3	4	4		3.2
44	2	4	2	2	5	3	2	2	3	2	3		2.4
45	4	4	4	4	4	4	4	4	4	4	4		4
46	3	3	3	3	3	3	3	3	3	3	3		3
47	4	4	3	4	3	3.6	4	5	3	4	4		4
48	3	4	4	3	3	3.4	4	3	5	5	5		4.4
49	3	4	3	2	2	2.8	3	4	4	4	4		3.8

50	4	4	4	4	3	3.8	4	5	5	4	3		4.2
51	4	3	3	4	3	3.4	4	4	5	5	5		4.6
52	4	3	4	5	3	3.8	5	4	5	5	5		4.8
53	4	4	3	4	3	3.6	4	4	4	4	4		4
54	4	3	3	4	4	3.6	3	4	3	4	4		3.6
55	4	3	3	4	4	3.6	3	4	3	4	4		3.6
56	4	4	5	4	3	4	5	5	5	5	5		5
57	4	4	5	4	5	4.4	4	3	3	4	3		3.4
58	4	4	4	4	4	4	4	4	4	4	4		4
59	4	4	4	4	4	4	4	4	5	5	5		4.6
60	4	3	5	5	4	4.2	5	5	5	5	5		5
61	4	4	4	4	4	4	5	4	4	4	4		4.2
62	3	3	3	4	2	3	3	4	4	4	4		3.8
63	5	4	5	4	5	4.6	5	5	4	4	3		4.2
64	3	3	3	4	4	3.4	4	3	4	4	4		3.8
65	4	4	4	4	5	4.2	5	5	5	5	5		5
66	2	4	2	2	4	2.8	4	3	5	4	3		3.8
67	2	4	2	2	4	2.8	4	3	5	4	3		3.8
68	4	4	4	4	4	4	2	4	4	4	5		3.8
69	4	2	4	2	2	2.8	2	2	4	4	4		3.2
70	3	4	3	4	2	3.2	2	3	4	4	5		3.6
71	4	4	4	4	4	4	4	4	4	4	4		4
72	4	4	2	2	3	3	2	2	2	4	4		2.8
73	2	2	3	3	3	2.6	3	2	4	4	4		3.4
74	2	2	4	4	4	3.2	4	3	4	4	3		3.6

75	3	3	4	3	3	3.2	2	3	3	4	4		3.2
76	2	3	3	3	3	2.8	3	3	3	4	4		3.4
77	4	4	4	4	4	4	4	5	4	5	4		4.4
78	2	2	3	3	2	2.4	3	3	3	3	3		3
79	4	4	4	4	4	4	4	4	4	4	5		4.2
80	3	3	3	4	3	3.2	2	2	2	2	2		2
81	4	2	4	2	2	2.8	1	2	2	4	4		2.6



LAMPIRAN 3



LAMPIRAN
LAMPIRAN
FREKUENSI

Jenis Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-laki	25	30.9	30.9	30.9
	Perempuan	56	69.1	69.1	100.0
	Total	81	100.0	100.0	

Umur

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	19 tahun	2	2.5	2.5	2.5
	20 tahun	4	4.9	4.9	7.4
	21 tahun	35	43.2	43.2	50.6
	22 tahun	32	39.5	39.5	90.1
	23 tahun	8	9.9	9.9	100.0
	Total	81	100.0	100.0	

Prodi

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Manajemen	41	50.6	50.6	50.6
	Akuntansi	40	49.4	49.4	100.0
	Total	81	100.0	100.0	

X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.2	1.2	1.2
	2.00	13	16.0	16.0	17.3
	3.00	25	30.9	30.9	48.1
	4.00	35	43.2	43.2	91.4
	5.00	7	8.6	8.6	100.0
	Total	81	100.0	100.0	

X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	16	19.8	19.8	19.8
	3.00	29	35.8	35.8	55.6
	4.00	32	39.5	39.5	95.1
	5.00	4	4.9	4.9	100.0
	Total	81	100.0	100.0	

X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	2	2.5	2.5	2.5
	2.00	3	3.7	3.7	6.2
	3.00	21	25.9	25.9	32.1
	4.00	34	42.0	42.0	74.1
	5.00	21	25.9	25.9	100.0
	Total	81	100.0	100.0	

X1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	16	19.8	19.8	19.8
	3.00	19	23.5	23.5	43.2
	4.00	37	45.7	45.7	88.9
	5.00	9	11.1	11.1	100.0
	Total	81	100.0	100.0	

X1.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.2	1.2	1.2
	2.00	10	12.3	12.3	13.6
	3.00	26	32.1	32.1	45.7
	4.00	35	43.2	43.2	88.9
	5.00	9	11.1	11.1	100.0
	Total	81	100.0	100.0	

Tangibles

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	2.5	2.5	2.5
	2.20	2	2.5	2.5	4.9
	2.40	3	3.7	3.7	8.6
	2.60	2	2.5	2.5	11.1
	2.80	6	7.4	7.4	18.5
	3.00	9	11.1	11.1	29.6
	3.20	6	7.4	7.4	37.0
	3.40	6	7.4	7.4	44.4
	3.60	8	9.9	9.9	54.3
	3.80	9	11.1	11.1	65.4
	4.00	15	18.5	18.5	84.0
	4.20	4	4.9	4.9	88.9
	4.40	6	7.4	7.4	96.3
	4.60	2	2.5	2.5	98.8
	4.80	1	1.2	1.2	100.0
Total		81	100.0	100.0	

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	24	29.6	29.6	29.6
	3.00	24	29.6	29.6	59.3
	4.00	22	27.2	27.2	86.4
	5.00	11	13.6	13.6	100.0
	Total	81	100.0	100.0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.2	1.2	1.2
	2.00	8	9.9	9.9	11.1
	3.00	26	32.1	32.1	43.2
	4.00	39	48.1	48.1	91.4
	5.00	7	8.6	8.6	100.0
	Total	81	100.0	100.0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	2	2.5	2.5	2.5
	2.00	13	16.0	16.0	18.5
	3.00	25	30.9	30.9	49.4
	4.00	33	40.7	40.7	90.1
	5.00	8	9.9	9.9	100.0
	Total	81	100.0	100.0	

X2.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	8	9.9	9.9	9.9
	3.00	24	29.6	29.6	39.5
	4.00	36	44.4	44.4	84.0
	5.00	13	16.0	16.0	100.0
	Total	81	100.0	100.0	

X2.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	10	12.3	12.3	12.3
	3.00	24	29.6	29.6	42.0
	4.00	35	43.2	43.2	85.2
	5.00	12	14.8	14.8	100.0
	Total	81	100.0	100.0	

Responsivness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.80	1	1.2	1.2	1.2
	2.00	1	1.2	1.2	2.5
	2.40	3	3.7	3.7	6.2
	2.60	3	3.7	3.7	9.9
	2.80	5	6.2	6.2	16.0
	3.00	11	13.6	13.6	29.6
	3.20	8	9.9	9.9	39.5
	3.40	11	13.6	13.6	53.1
	3.60	4	4.9	4.9	58.0
	3.80	9	11.1	11.1	69.1
	4.00	10	12.3	12.3	81.5
	4.20	9	11.1	11.1	92.6
	4.40	3	3.7	3.7	96.3
	4.60	2	2.5	2.5	98.8
	5.00	1	1.2	1.2	100.0
Total		81	100.0	100.0	

X3.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	16	19.8	19.8	19.8
	3.00	26	32.1	32.1	51.9
	4.00	36	44.4	44.4	96.3
	5.00	3	3.7	3.7	100.0
	Total	81	100.0	100.0	

X3.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	17	21.0	21.0	21.0
	3.00	21	25.9	25.9	46.9
	4.00	35	43.2	43.2	90.1
	5.00	8	9.9	9.9	100.0
	Total	81	100.0	100.0	

X3.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	24	29.6	29.6	29.6
	3.00	24	29.6	29.6	59.3
	4.00	22	27.2	27.2	86.4
	5.00	11	13.6	13.6	100.0
	Total	81	100.0	100.0	

X3.4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	14	17.3	17.3
	3.00	30	37.0	37.0
	4.00	28	34.6	34.6
	5.00	9	11.1	11.1
	Total	81	100.0	100.0

X3.5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	2	2.5	2.5
	2.00	21	25.9	25.9
	3.00	23	28.4	28.4
	4.00	28	34.6	34.6
	5.00	7	8.6	8.6
Total		81	100.0	100.0

Reliability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	4.9	4.9	4.9
	2.20	2	2.5	2.5	7.4
	2.40	8	9.9	9.9	17.3
	2.60	8	9.9	9.9	27.2
	2.80	4	4.9	4.9	32.1
	3.00	4	4.9	4.9	37.0
	3.20	6	7.4	7.4	44.4
	3.40	14	17.3	17.3	61.7
	3.60	5	6.2	6.2	67.9
	3.80	6	7.4	7.4	75.3
	4.00	9	11.1	11.1	86.4
	4.20	2	2.5	2.5	88.9
	4.40	5	6.2	6.2	95.1
	4.60	2	2.5	2.5	97.5
	5.00	2	2.5	2.5	100.0
	Total	81	100.0	100.0	

X4.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	16	19.8	19.8	19.8
	3.00	29	35.8	35.8	55.6
	4.00	32	39.5	39.5	95.1
	5.00	4	4.9	4.9	100.0
	Total	81	100.0	100.0	

X4.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.2	1.2	1.2
	2.00	8	9.9	9.9	11.1
	3.00	25	30.9	30.9	42.0
	4.00	37	45.7	45.7	87.7
	5.00	10	12.3	12.3	100.0
	Total	81	100.0	100.0	

X4.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	7	8.6	8.6	8.6
3.00	24	29.6	29.6	38.3
4.00	36	44.4	44.4	82.7
5.00	14	17.3	17.3	100.0
Total	81	100.0	100.0	

X4.4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	10	12.3	12.3	12.3
3.00	21	25.9	25.9	38.3
4.00	32	39.5	39.5	77.8
5.00	18	22.2	22.2	100.0
Total	81	100.0	100.0	

X4.5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	9	11.1	11.1	11.1
3.00	24	29.6	29.6	40.7
4.00	33	40.7	40.7	81.5
5.00	15	18.5	18.5	100.0
Total	81	100.0	100.0	

Emphaty

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	1.2	1.2	1.2
	2.20	1	1.2	1.2	2.5
	2.40	6	7.4	7.4	9.9
	2.60	2	2.5	2.5	12.3
	3.00	8	9.9	9.9	22.2
	3.20	11	13.6	13.6	35.8
	3.40	5	6.2	6.2	42.0
	3.60	10	12.3	12.3	54.3
	3.80	6	7.4	7.4	61.7
	4.00	12	14.8	14.8	76.5
	4.20	6	7.4	7.4	84.0
	4.40	8	9.9	9.9	93.8
	4.60	3	3.7	3.7	97.5
	5.00	2	2.5	2.5	100.0
	Total	81	100.0	100.0	

X5.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	18	22.2	22.2	22.2
	3.00	23	28.4	28.4	50.6
	4.00	37	45.7	45.7	96.3
	5.00	3	3.7	3.7	100.0
	Total	81	100.0	100.0	

X5.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	16	19.8	19.8	19.8
	3.00	23	28.4	28.4	48.1
	4.00	39	48.1	48.1	96.3
	5.00	3	3.7	3.7	100.0
	Total	81	100.0	100.0	

X5.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	7	8.6	8.6	8.6
3.00	29	35.8	35.8	44.4
4.00	33	40.7	40.7	85.2
5.00	12	14.8	14.8	100.0
Total	81	100.0	100.0	

X5.4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	1	1.2	1.2	1.2
2.00	13	16.0	16.0	17.3
3.00	17	21.0	21.0	38.3
4.00	38	46.9	46.9	85.2
5.00	12	14.8	14.8	100.0
Total	81	100.0	100.0	

X5.5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	3	3.7	3.7	3.7
2.00	18	22.2	22.2	25.9
3.00	23	28.4	28.4	54.3
4.00	28	34.6	34.6	88.9
5.00	9	11.1	11.1	100.0
Total	81	100.0	100.0	

Assurance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.20	2	2.5	2.5	2.5
	2.40	4	4.9	4.9	7.4
	2.60	5	6.2	6.2	13.6
	2.80	9	11.1	11.1	24.7
	3.00	9	11.1	11.1	35.8
	3.20	8	9.9	9.9	45.7
	3.40	6	7.4	7.4	53.1
	3.60	7	8.6	8.6	61.7
	3.80	5	6.2	6.2	67.9
	4.00	15	18.5	18.5	86.4
	4.20	6	7.4	7.4	93.8
	4.40	2	2.5	2.5	96.3
	4.60	2	2.5	2.5	98.8
	5.00	1	1.2	1.2	100.0
	Total	81	100.0	100.0	

Y1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.2	1.2	1.2
	2.00	17	21.0	21.0	22.2
	3.00	22	27.2	27.2	49.4
	4.00	32	39.5	39.5	88.9
	5.00	9	11.1	11.1	100.0
	Total	81	100.0	100.0	

Y2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	16	19.8	19.8	19.8
	3.00	27	33.3	33.3	53.1
	4.00	28	34.6	34.6	87.7
	5.00	10	12.3	12.3	100.0
	Total	81	100.0	100.0	

Y3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.2	1.2	1.2
	2.00	4	4.9	4.9	6.2
	3.00	17	21.0	21.0	27.2
	4.00	39	48.1	48.1	75.3
	5.00	20	24.7	24.7	100.0
	Total	81	100.0	100.0	

Y4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.2	1.2	1.2
	2.00	4	4.9	4.9	6.2
	3.00	10	12.3	12.3	18.5
	4.00	51	63.0	63.0	81.5
	5.00	15	18.5	18.5	100.0
	Total	81	100.0	100.0	

Y5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.2	1.2	1.2
	2.00	3	3.7	3.7	4.9
	3.00	20	24.7	24.7	29.6
	4.00	39	48.1	48.1	77.8
	5.00	18	22.2	22.2	100.0
	Total	81	100.0	100.0	

Kepuasan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.80	1	1.2	1.2	1.2
	2.00	2	2.5	2.5	3.7
	2.40	1	1.2	1.2	4.9
	2.60	1	1.2	1.2	6.2
	2.80	2	2.5	2.5	8.6
	3.00	7	8.6	8.6	17.3
	3.20	7	8.6	8.6	25.9
	3.40	7	8.6	8.6	34.6
	3.60	11	13.6	13.6	48.1
	3.80	11	13.6	13.6	61.7
	4.00	12	14.8	14.8	76.5
	4.20	6	7.4	7.4	84.0
	4.40	3	3.7	3.7	87.7
	4.60	5	6.2	6.2	93.8
	4.80	1	1.2	1.2	95.1
	5.00	4	4.9	4.9	
Total		81	100.0	100.0	100.0

LAMPIRAN 4



UJI VALIDITAS

Validitas Bukti Fisik

Correlations

		X1.1	X1.2	X1.3	X1.4	X1.5	Tangibles
X1.1	Pearson Correlation	1	.506**	.324**	.407**	.381**	.719**
	Sig. (2-tailed)		.000	.003	.000	.000	.000
	N	81	81	81	81	81	81
X1.2	Pearson Correlation	.506**	1	.389**	.561**	.312**	.753**
	Sig. (2-tailed)	.000		.000	.000	.005	.000
	N	81	81	81	81	81	81
X1.3	Pearson Correlation	.324**	.389**	1	.424**	.418**	.710**
	Sig. (2-tailed)	.003	.000		.000	.000	.000
	N	81	81	81	81	81	81
X1.4	Pearson Correlation	.407**	.561**	.424**	1	.376**	.765**
	Sig. (2-tailed)	.000	.000	.000		.001	.000
	N	81	81	81	81	81	81
X1.5	Pearson Correlation	.381**	.312**	.418**	.376**	1	.685**
	Sig. (2-tailed)	.000	.005	.000	.001		.000
	N	81	81	81	81	81	81
Tangibles	Pearson Correlation	.719**	.753**	.710**	.765**	.685**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	81	81	81	81	81	81

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

Validitas Daya Tanggap

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	Responsivnes
X2.1	Pearson Correlation	1	.425**	.153	.373**	.489**	.724**
	Sig. (2-tailed)		.000	.172	.001	.000	.000
	N	81	81	81	81	81	81
X2.2	Pearson Correlation	.425**	1	.343**	.367**	.335**	.701**
	Sig. (2-tailed)	.000		.002	.001	.002	.000
	N	81	81	81	81	81	81
X2.3	Pearson Correlation	.153	.343**	1	.387**	.185	.601**
	Sig. (2-tailed)	.172	.002		.000	.097	.000
	N	81	81	81	81	81	81
X2.4	Pearson Correlation	.373**	.367**	.387**	1	.427**	.729**
	Sig. (2-tailed)	.001	.001	.000		.000	.000
	N	81	81	81	81	81	81
X2.5	Pearson Correlation	.489**	.335**	.185	.427**	1	.702**
	Sig. (2-tailed)	.000	.002	.097	.000		.000
	N	81	81	81	81	81	81
Responsivness	Pearson Correlation	.724**	.701**	.601**	.729**	.702**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	81	81	81	81	81	81

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

Validitas Keandalan

Correlations

		X3.1	X3.2	X3.3	X3.4	X3.5	Reliability
X3.1	Pearson Correlation	1	.531**	.488**	.509**	.424**	.731**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	81	81	81	81	81	81
X3.2	Pearson Correlation	.531**	1	.631**	.586**	.556**	.838**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	81	81	81	81	81	81
X3.3	Pearson Correlation	.488**	.631**	1	.591**	.454**	.812**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	81	81	81	81	81	81
X3.4	Pearson Correlation	.509**	.586**	.591**	1	.511**	.807**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	81	81	81	81	81	81
X3.5	Pearson Correlation	.424**	.556**	.454**	.511**	1	.756**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	81	81	81	81	81	81
Relability	Pearson Correlation	.731**	.838**	.812**	.807**	.756**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	81	81	81	81	81	81

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

Validitas Empati

Correlations

		X4.1	X4.2	X4.3	X4.4	X4.5	Emphaty
X4.1	Pearson Correlation	1	.356**	.503**	.386**	.490**	.712**
	Sig. (2-tailed)		.001	.000	.000	.000	.000
	N	81	81	81	81	81	81
X4.2	Pearson Correlation	.356**	1	.430**	.334**	.386**	.658**
	Sig. (2-tailed)	.001		.000	.002	.000	.000
	N	81	81	81	81	81	81
X4.3	Pearson Correlation	.503**	.430**	1	.630**	.593**	.830**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	81	81	81	81	81	81
X4.4	Pearson Correlation	.386**	.334**	.630**	1	.583**	.784**
	Sig. (2-tailed)	.000	.002	.000		.000	.000
	N	81	81	81	81	81	81
X4.5	Pearson Correlation	.490**	.386**	.593**	.583**	1	.808**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	81	81	81	81	81	81
Emphaty	Pearson Correlation	.712**	.658**	.830**	.784**	.808**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	81	81	81	81	81	81

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

Validitas Jaminan

Correlations

		X5.1	X5.2	X5.3	X5.4	X5.5	Assurance
X5.1	Pearson Correlation	1	.467**	.508**	.395**	.349**	.760**
	Sig. (2-tailed)		.000	.000	.000	.001	.000
	N	81	81	81	81	81	81
X5.2	Pearson Correlation	.467**	1	.265*	.262*	.342**	.650**
	Sig. (2-tailed)	.000		.017	.018	.002	.000
	N	81	81	81	81	81	81
X5.3	Pearson Correlation	.508**	.265*	1	.501**	.105	.657**
	Sig. (2-tailed)	.000	.017		.000	.353	.000
	N	81	81	81	81	81	81
X5.4	Pearson Correlation	.395**	.262*	.501**	1	.444**	.757**
	Sig. (2-tailed)	.000	.018	.000		.000	.000
	N	81	81	81	81	81	81
X5.5	Pearson Correlation	.349**	.342**	.105	.444**	1	.674**
	Sig. (2-tailed)	.001	.002	.353	.000		.000
	N	81	81	81	81	81	81
Assurance	Pearson Correlation	.760**	.650**	.657**	.757**	.674**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	81	81	81	81	81	81

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

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

Validitas Kepuasan Mahasiswa

Correlations

		Y1	Y2	Y3	Y4	Y5	Kepuasan
Y1	Pearson Correlation	1	.657**	.554**	.328**	.213	.753**
	Sig. (2-tailed)		.000	.000	.003	.056	.000
	N	81	81	81	81	81	81
Y2	Pearson Correlation	.657**	1	.381**	.275*	.224*	.694**
	Sig. (2-tailed)	.000		.000	.013	.044	.000
	N	81	81	81	81	81	81
Y3	Pearson Correlation	.554**	.381**	1	.679**	.555**	.830**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	81	81	81	81	81	81
Y4	Pearson Correlation	.328**	.275*	.679**	1	.828**	.795**
	Sig. (2-tailed)	.003	.013	.000		.000	.000
	N	81	81	81	81	81	81
Y5	Pearson Correlation	.213	.224*	.555**	.828**	1	.717**
	Sig. (2-tailed)	.056	.044	.000	.000		.000
	N	81	81	81	81	81	81
Kepuasan	Pearson Correlation	.753**	.694**	.830**	.795**	.717**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	81	81	81	81	81	81

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

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

LAMPIRAN 5

LAMPIRAN
UJI REALIBILITAS

Realibilitas Bukti Fisik

Case Processing Summary

	N	%
Cases Valid	81	100.0
Excluded ^a	0	.0
Total	81	100.0

Reliability Statistics

Cronbach's Alpha	N of Items
.850	6

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

Realibilitas Daya Tanggap

Case Processing Summary

	N	%
Cases Valid	81	100.0
Excluded ^a	0	.0
Total	81	100.0

Reliability Statistics

Cronbach's Alpha	N of Items
.816	6

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

Realibilitas Keandalan

Case Processing Summary

	N	%
Cases Valid	81	100.0
Excluded ^a	0	.0
Total	81	100.0

Reliability Statistics

Cronbach's Alpha	N of Items
.898	6

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

Realibilitas Empati

Case Processing Summary

	N	%
Cases Valid	81	100.0
Excluded ^a	0	.0
Total	81	100.0

Reliability Statistics

Cronbach's Alpha	N of Items
.877	6

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

Realibilitas Jaminan

Case Processing Summary

		N	%
Cases	Valid	81	100.0
	Excluded ^a	0	.0
	Total	81	100.0

Reliability Statistics	
Cronbach's Alpha	N of Items
.824	6

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

Realibilitas Kepuasan Mahasiswa

Case Processing Summary

		N	%
Cases	Valid	81	100.0
	Excluded ^a	0	.0
	Total	81	100.0

Reliability Statistics	
Cronbach's Alpha	N of Items
.873	6

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



LAMPIRAN 6

LAMPIRAN
ASUMSI KLASIK

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.677 ^a	.458	.422	.51021	.458	12.664	5	75	.000	1.660

a. Predictors: (Constant), Assurance, Tangibles, Emphaty, Reability, Responsivness

b. Dependent Variable: Kepuasan

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	16.484	5	3.297	12.664	.000 ^b
Residual	19.523	75	.260		
Total	36.007	80			

a. Dependent Variable: Kepuasan

b. Predictors: (Constant), Assurance, Tangibles, Emphaty, Reability, Responsivness

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.	Correlations			Collinearity Statistics	
	B	Std. Error				Zero-order	Partial	Part	Tolerance	VIF
1 (Constant)	.945	.353		2.676	.009					
Tangibles	.316	.147	.309	2.153	.035	.571	.241	.183	.351	2.851
Responsivness	.264	.245	.250	1.081	.283	.576	.124	.092	.136	7.375
Reability	-.358	.166	-.397	-2.157	.034	.468	-.242	-.183	.213	4.687
Emphaty	.032	.186	.032	.171	.864	.571	.020	.015	.207	4.833
Assurance	.523	.166	.499	3.149	.002	.612	.342	.268	.288	3.468

a. Dependent Variable: Kepuasan

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions					
				(Constant)	Tangibles	Responsivness	Realibility	Emphaty	Assurance
1	1	5.943	1.000	.00	.00	.00	.00	.00	.00
	2	.026	15.002	.73	.00	.00	.08	.00	.01
	3	.012	22.665	.09	.47	.00	.14	.07	.19
	4	.010	24.921	.06	.25	.01	.26	.29	.09
	5	.007	29.441	.08	.28	.09	.17	.06	.70
	6	.003	44.311	.04	.00	.89	.35	.58	.02

a. Dependent Variable: Kepuasan

Casewise Diagnostics^a

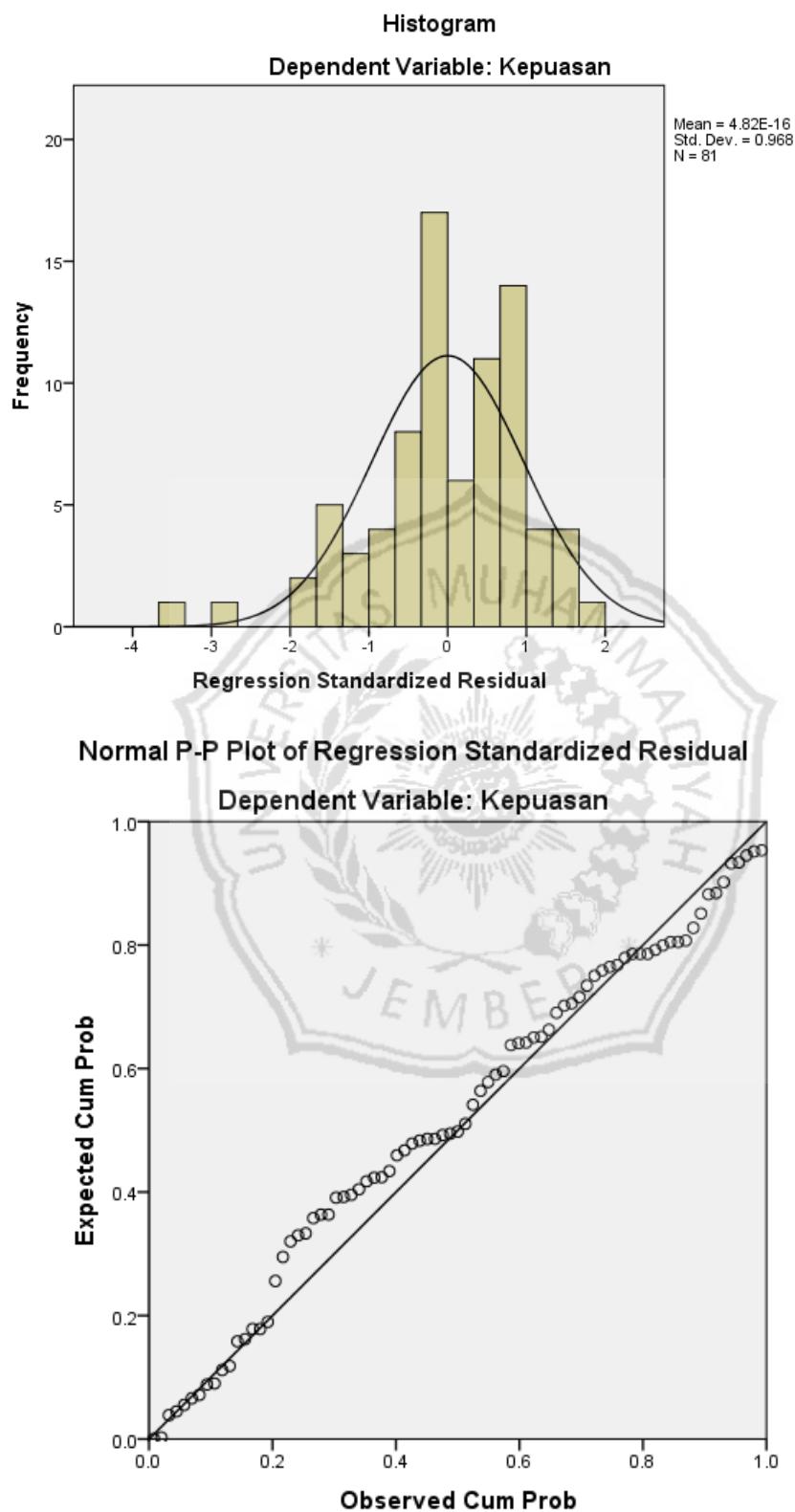
Case Number	Std. Residual	Kepuasan	Predicted Value	Residual
80	-3.369	2.00	3.7190	-1.71904

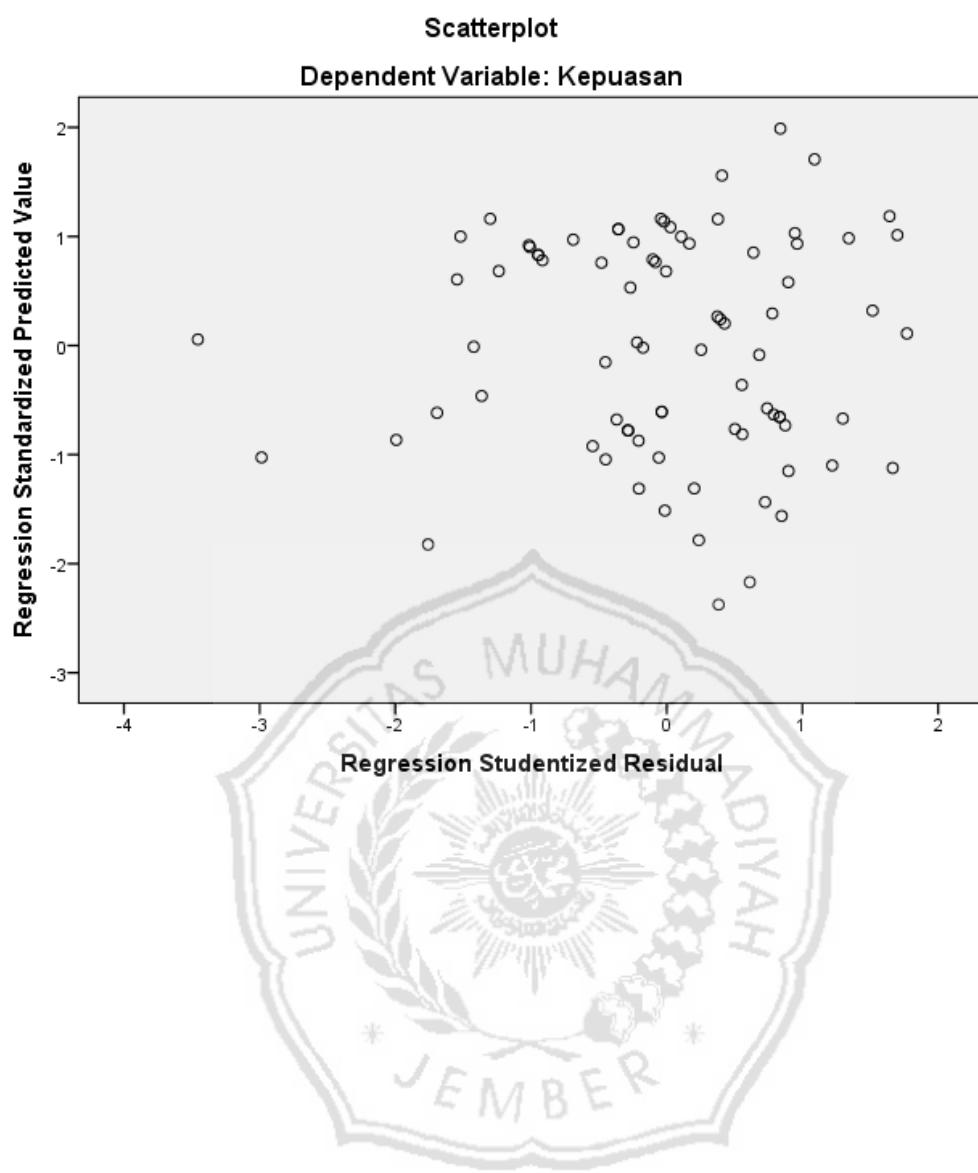
a. Dependent Variable: Kepuasan

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	2.6155	4.5964	3.6938	.45392	81
Std. Predicted Value	-2.376	1.988	.000	1.000	81
Standard Error of Predicted Value	.067	.236	.134	.036	81
Adjusted Predicted Value	2.5938	4.5474	3.6939	.45284	81
Residual	-1.71904	.85609	.00000	.49401	81
Std. Residual	-3.369	1.678	.000	.968	81
Stud. Residual	-3.456	1.770	.000	1.013	81
Deleted Residual	-1.80813	.95309	-.00011	.54119	81
Stud. Deleted Residual	-3.743	1.797	-.006	1.037	81
Mahal. Distance	.372	16.201	4.938	3.153	81
Cook's Distance	.000	.205	.016	.034	81
Centered Leverage Value	.005	.203	.062	.039	81

a. Dependent Variable: Kepuasan





LAMPIRAN 7



LAMPIRAN
T TABEL

df	0.50	0.20	0.10	0.050	0.02	0.010	0.002
41	0.68052	1.30254	1.68288	2.01954	2.42080	2.70118	3.30127
42	0.68038	1.30204	1.68195	2.01808	2.41847	2.69807	3.29595
43	0.68024	1.30155	1.68107	2.01669	2.41625	2.69510	3.29089
44	0.68011	1.30109	1.68023	2.01537	2.41413	2.69228	3.28607
45	0.67998	1.30065	1.67943	2.01410	2.41212	2.68959	3.28148
46	0.67986	1.30023	1.67866	2.01290	2.41019	2.68701	3.27710
47	0.67975	1.29982	1.67793	2.01174	2.40835	2.68456	3.27291
48	0.67964	1.29944	1.67722	2.01063	2.40658	2.68220	3.26891
49	0.67953	1.29907	1.67655	2.00958	2.40489	2.67995	3.26508
50	0.67943	1.29871	1.67591	2.00856	2.40327	2.67779	3.26141
51	0.67933	1.29837	1.67528	2.00758	2.40172	2.67572	3.25789
52	0.67924	1.29805	1.67469	2.00665	2.40022	2.67373	3.25451
53	0.67915	1.29773	1.67412	2.00575	2.39879	2.67182	3.25127
54	0.67906	1.29743	1.67356	2.00488	2.39741	2.66998	3.24815
55	0.67898	1.29713	1.67303	2.00404	2.39608	2.66822	3.24515
56	0.67890	1.29685	1.67252	2.00324	2.39480	2.66651	3.24226
57	0.67882	1.29658	1.67203	2.00247	2.39357	2.66487	3.23948
58	0.67874	1.29632	1.67155	2.00172	2.39238	2.66329	3.23680
59	0.67867	1.29607	1.67109	2.00100	2.39123	2.66176	3.23421
60	0.67860	1.29582	1.67065	2.00030	2.39012	2.66028	3.23171
61	0.67853	1.29558	1.67022	1.99962	2.38905	2.65886	3.22930
62	0.67847	1.29536	1.66980	1.99897	2.38801	2.65748	3.22696
63	0.67840	1.29513	1.66940	1.99834	2.38701	2.65615	3.22471
64	0.67834	1.29492	1.66901	1.99773	2.38604	2.65485	3.22253
65	0.67828	1.29471	1.66864	1.99714	2.38510	2.65360	3.22041
66	0.67823	1.29451	1.66827	1.99656	2.38419	2.65239	3.21837
67	0.67817	1.29432	1.66792	1.99601	2.38330	2.65122	3.21639
68	0.67811	1.29413	1.66757	1.99547	2.38245	2.65008	3.21446
69	0.67806	1.29394	1.66724	1.99495	2.38161	2.64898	3.21260
70	0.67801	1.29376	1.66691	1.99444	2.38081	2.64790	3.21079
71	0.67796	1.29359	1.66660	1.99394	2.38002	2.64686	3.20903
72	0.67791	1.29342	1.66629	1.99346	2.37926	2.64585	3.20733
73	0.67787	1.29326	1.66600	1.99300	2.37852	2.64487	3.20567
74	0.67782	1.29310	1.66571	1.99254	2.37780	2.64391	3.20406
75	0.67778	1.29294	1.66543	1.99210	2.37710	2.64298	3.20249
76	0.67773	1.29279	1.66515	1.99167	2.37642	2.64208	3.20096
77	0.67769	1.29264	1.66488	1.99125	2.37576	2.64120	3.19948
78	0.67765	1.29250	1.66462	1.99085	2.37511	2.64034	3.19804
79	0.67761	1.29236	1.66437	1.99045	2.37448	2.63950	3.19663
80	0.67757	1.29222	1.66412	1.99006	2.37387	2.63869	3.19526

LAMPIRAN
F TABEL

Titik Persentase Distribusi F untuk Probabilita = 0,05															
df untuk penyebut (N2)								df untuk pembilang (N1)							
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
46	4.05	3.20	2.81	2.57	2.42	2.30	2.22	2.15	2.09	2.04	2.00	1.97	1.94	1.91	1.89
47	4.05	3.20	2.80	2.57	2.41	2.30	2.21	2.14	2.09	2.04	2.00	1.96	1.93	1.91	1.88
48	4.04	3.19	2.80	2.57	2.41	2.29	2.21	2.14	2.08	2.03	1.99	1.96	1.93	1.90	1.88
49	4.04	3.19	2.79	2.56	2.40	2.29	2.20	2.13	2.08	2.03	1.99	1.96	1.93	1.90	1.88
50	4.03	3.18	2.79	2.56	2.40	2.29	2.20	2.13	2.07	2.03	1.99	1.95	1.92	1.89	1.87
51	4.03	3.18	2.79	2.55	2.40	2.28	2.20	2.13	2.07	2.02	1.98	1.95	1.92	1.89	1.87
52	4.03	3.18	2.78	2.55	2.39	2.28	2.19	2.12	2.07	2.02	1.98	1.94	1.91	1.89	1.86
53	4.02	3.17	2.78	2.55	2.39	2.28	2.19	2.12	2.06	2.01	1.97	1.94	1.91	1.88	1.86
54	4.02	3.17	2.78	2.54	2.39	2.27	2.18	2.12	2.06	2.01	1.97	1.94	1.91	1.88	1.86
55	4.02	3.16	2.77	2.54	2.38	2.27	2.18	2.11	2.06	2.01	1.97	1.93	1.90	1.88	1.85
56	4.01	3.16	2.77	2.54	2.38	2.27	2.18	2.11	2.05	2.00	1.96	1.93	1.90	1.87	1.85
57	4.01	3.16	2.77	2.53	2.38	2.26	2.18	2.11	2.05	2.00	1.96	1.93	1.90	1.87	1.85
58	4.01	3.16	2.76	2.53	2.37	2.26	2.17	2.10	2.05	2.00	1.96	1.92	1.89	1.87	1.84
59	4.00	3.15	2.76	2.53	2.37	2.26	2.17	2.10	2.04	2.00	1.96	1.92	1.89	1.86	1.84
60	4.00	3.15	2.76	2.53	2.37	2.25	2.17	2.10	2.04	1.99	1.95	1.92	1.89	1.86	1.84
61	4.00	3.15	2.76	2.52	2.37	2.25	2.16	2.09	2.04	1.99	1.95	1.91	1.88	1.86	1.83
62	4.00	3.15	2.75	2.52	2.36	2.25	2.16	2.09	2.03	1.99	1.95	1.91	1.88	1.85	1.83
63	3.99	3.14	2.75	2.52	2.36	2.25	2.16	2.09	2.03	1.98	1.94	1.91	1.88	1.85	1.83
64	3.99	3.14	2.75	2.52	2.36	2.24	2.16	2.09	2.03	1.98	1.94	1.91	1.88	1.85	1.83
65	3.99	3.14	2.75	2.51	2.36	2.24	2.15	2.08	2.03	1.98	1.94	1.90	1.87	1.85	1.82
66	3.99	3.14	2.74	2.51	2.35	2.24	2.15	2.08	2.03	1.98	1.94	1.90	1.87	1.84	1.82
67	3.98	3.13	2.74	2.51	2.35	2.24	2.15	2.08	2.02	1.98	1.93	1.90	1.87	1.84	1.82
68	3.98	3.13	2.74	2.51	2.35	2.24	2.15	2.08	2.02	1.97	1.93	1.90	1.87	1.84	1.82
69	3.98	3.13	2.74	2.50	2.35	2.23	2.15	2.08	2.02	1.97	1.93	1.90	1.86	1.84	1.81
70	3.98	3.13	2.74	2.50	2.35	2.23	2.14	2.07	2.02	1.97	1.93	1.89	1.86	1.84	1.81
71	3.98	3.13	2.73	2.50	2.34	2.23	2.14	2.07	2.01	1.97	1.93	1.89	1.86	1.83	1.81
72	3.97	3.12	2.73	2.50	2.34	2.23	2.14	2.07	2.01	1.96	1.92	1.89	1.86	1.83	1.81
73	3.97	3.12	2.73	2.50	2.34	2.23	2.14	2.07	2.01	1.96	1.92	1.89	1.86	1.83	1.81
74	3.97	3.12	2.73	2.50	2.34	2.22	2.14	2.07	2.01	1.96	1.92	1.89	1.85	1.83	1.80
75	3.97	3.12	2.73	2.49	2.34	2.22	2.13	2.06	2.01	1.96	1.92	1.88	1.85	1.83	1.80
76	3.97	3.12	2.72	2.49	2.33	2.22	2.13	2.06	2.01	1.96	1.92	1.88	1.85	1.82	1.80
77	3.97	3.12	2.72	2.49	2.33	2.22	2.13	2.06	2.00	1.96	1.92	1.88	1.85	1.82	1.80
78	3.96	3.11	2.72	2.49	2.33	2.22	2.13	2.06	2.00	1.95	1.91	1.88	1.85	1.82	1.80
79	3.96	3.11	2.72	2.49	2.33	2.22	2.13	2.06	2.00	1.95	1.91	1.88	1.85	1.82	1.79
80	3.96	3.11	2.72	2.49	2.33	2.21	2.13	2.06	2.00	1.95	1.91	1.88	1.84	1.82	1.79
81	3.96	3.11	2.72	2.48	2.33	2.21	2.12	2.05	2.00	1.95	1.91	1.87	1.84	1.82	1.79
82	3.96	3.11	2.72	2.48	2.33	2.21	2.12	2.05	2.00	1.95	1.91	1.87	1.84	1.81	1.79
83	3.96	3.11	2.71	2.48	2.32	2.21	2.12	2.05	1.99	1.95	1.91	1.87	1.84	1.81	1.79
84	3.95	3.11	2.71	2.48	2.32	2.21	2.12	2.05	1.99	1.95	1.90	1.87	1.84	1.81	1.79
85	3.95	3.10	2.71	2.48	2.32	2.21	2.12	2.05	1.99	1.94	1.90	1.87	1.84	1.81	1.79
86	3.95	3.10	2.71	2.48	2.32	2.21	2.12	2.05	1.99	1.94	1.90	1.87	1.84	1.81	1.78
87	3.95	3.10	2.71	2.48	2.32	2.20	2.12	2.05	1.99	1.94	1.90	1.87	1.83	1.81	1.78
88	3.95	3.10	2.71	2.48	2.32	2.20	2.12	2.05	1.99	1.94	1.90	1.86	1.83	1.81	1.78
89	3.95	3.10	2.71	2.47	2.32	2.20	2.11	2.04	1.99	1.94	1.90	1.86	1.83	1.80	1.78
90	3.95	3.10	2.71	2.47	2.32	2.20	2.11	2.04	1.99	1.94	1.90	1.86	1.83	1.80	1.78

LAMPIRAN 8



