

LAMPIRAN

Lampiran 1 Suasana Dan Daftar Menu Ayam Nelongso Dharmawangsa



Item	Price (Rp.)
AYAM	
Ayam Goreng Nelongso + Nasi	Rp. 5.000,-
Ayam Goreng Kepruk + Nasi	Rp. 9.000,-
Ayam Bakar Rica + Nasi	Rp. 10.000,-
Ayam Crispy + Nasi	Rp. 11.000,-
Ayam Pleading + Nasi	Rp. 10.000,-
Ayam Kampung + Nasi	Rp. 16.000,-
Ayam Goang + Nasi	Rp. 10.000,-
Chicken Pokpok + Nasi	Rp. 16.500,-
BEBEK	
Bebek Goreng + Nasi	Rp. 18.000,-
Bebek Bakar + Nasi	Rp. 18.000,-
Bebek Goreng Jumbo + Nasi	Rp. 25.000,-
Bebek Bakar Jumbo + Nasi	Rp. 25.000,-
IKAN	
Bawal Goreng / Bakar + Cah Kangkung + Nasi	Rp. 12.500,-
Nila Goreng / Bakar + Cah Kangkung + Nasi	Rp. 12.500,-
Kerapu Goreng / Bakar + Cah Kangkung + Nasi	Rp. 12.500,-
Lele Goreng / Bakar + Cah Kangkung + Nasi	Rp. 12.500,-
OTHER	
Iga Penyet + Nasi	Rp. 21.000,-
Babat Penyet + Nasi	Rp. 21.000,-
Kulit Krenyes	Rp. 13.000,-
Jamur Crispy	Rp. 8.000,-
Ceker Korek	Rp. 6.000,-
Tahu Goreng	Rp. 4.000,-
Aneka Sambal Per Item	Rp. 2.500,-
Nasi Putih	Rp. 4.000,-
SAYUR	
Cah Jamur	Rp. 8.000,-
Cah Kangkung	Rp. 7.000,-
Terong Penyet	Rp. 7.000,-

www.nelongso.com
@ayamelongso
ayamelongso.surabaya





Lampiran 2 Kusioner

LEMBAR KUESIONER PENELITIAN

**ANALISIS KUALITAS PELAYANAN DENGAN METODE IPA
(IMPORTANCE PERFORMANCE ANALYSIS)
PADA AYAM NELONGSO DHARMAWANGSA SURABAYA**

Bersama ini saya mohon Saudara/Saudari untuk mengisi kuesioner yang dibawah ini sebagai bahan analisis dalam penyelesaian penelitian terhadap kepuasan pelanggan dan kualitas pelayanan terhadap pelayanan jasa rumah makan ini.

1. Identitas Responden

- Nama :
Umur :
Jenis Kelamin : a. Laki-laki b. Perempuan
Pekerjaan : a. Pelajar/Mahasiswa b. Pegawai Negeri
 c. Pegawai Swasta d. Wiraswasta
 e. Lain-lain
Frekuensi Berkunjung : a. 1 Kali b. 2 Kali
 c. Lebih dari 2 (dua) kali

2. Petunjuk pengisian pertanyaan: pilihlah yang sesuai dengan pendapat Anda dengan cara memberikan tanda checklist (√) pada kotak yang tersedia

Harapan yaitu opini Anda terhadap hal-hal yang berkaitan dengan Ayam Nelongso Dharmawangsa Surabaya

- Kriterianya ialah: 1 = Sangat Tidak Puas (STP) 4 = Puas (P)
 2 = Tidak Puas (TP) 5 = Sangat Puas (SP)
 3 = Cukup (C)

Kepuasan yaitu kepuasan konsumen setelah membandingkan apa yang telah diterima dengan apa yang diharapkannya.

- Kriterianya: 1 = Sangat Tidak Puas (STP) 4 = Puas (P)
 2 = Tidak Puas (TP) 5 = Sangat Puas (SP)
 3 = Cukup (C)

No	Karakteristik Kualitas Pelayanan	Harapan					Kepuasan				
		1 STP	2 TP	3 C	4 P	5 SP	1 STP	2 TP	3 C	4 P	5 SP
Tangible (Bukti Fisik)											
1	Tersedia fasilitas penunjang kipas angin										
2	Kebersihan, kerapian, kenyamanan ruangan										
3	Tersedia fasilitas penunjang wifi										
4	Hiasan dinding dan susunan meja makan di restoran ini terlihat bagus										
5	Karyawan yang berpenampilan rapi dan menarik										
Realibility (Kehandalan)											
6	Kesesuaian menu yang disajikan dengan pemesanan										
7	Menyajikan makanan dengan cita rasa yang enak dan harga yang terjangkau										
8	Menyajikan menu makanan dengan beraneka ragam										
9	Kemampuan penataan hidangan yang baik										
10	Memberikan pelayanan tepat waktu pada pelanggan										

No. Lampiran 6

No	Karakteristik Kualitas Pelayanan	Harapan					Kepuasan				
		1 STP	2 TP	3 C	4 P	5 SP	1 STP	2 TP	3 C	4 P	5 SP
Responsiveness (Daya Tanggap)											
11	Respon yang cepat saat menerima keluhan dari pelanggan										
12	Karyawan segera memina maaf jika terjadi kesalahan										
13	Kesigapan karyawan dalam melayani setiap permintaan pelanggan										
14	Kecepatan karyawan dalam penyajian makanan										
15	Kecepatan karyawan dalam melayani pesanan <i>take away</i> (bungkus)										
Assurance (Jaminan)											
16	Kasir yang cepat dan tepat dalam melayani proses pembayaran										
17	Menyajikan makanan dan minuman yang bersih dan higienis										
18	Pelanggan merasa aman saat akan melakukan transaksi pembayaran										
19	Tempat parkir yang aman										

No	Karakteristik Kualitas Pelayanan	Harapan					Kepuasan				
		1 STP	2 TP	3 C	4 P	5 SP	1 STP	2 TP	3 C	4 P	5 SP
20	Menu makanan dan minuman yang halal										
<i>Empathy (Perhatian)</i>											
21	Karyawan yang memberikan saran menu terbaik dan info tentang promo										
22	Karyawan yang menerima pelanggan dengan sapa, senyum dan ramah										
23.	Kemampuan karyawan memperlakukan pelanggan dengan penuh perhatian										
24	Perhatian terhadap kritik dan saran yang diberikan oleh konsumen										
25	Kesungguhan karyawan dalam mengutamakan kepentingan pelanggan										

Terima Kasih Atas Kerjasamanya

No. Lampiran 8

Lampiran 3 Konfirmasi Hasil Penelitian Pada Pihak Manajemen



13 Jun 2020 11:01:49
47 Jalan Manyar Rejo X
Menur Pumpungan
Kecamatan Sukolilo
Kota Surabaya
Jawa Timur

No. Lampiran 9

Lampiran 4 Tabel Tabulasi 30 Responden (Harapan)

No Responden	HARAPAN																									TOTAL
	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X18	X19	X20	X21	X22	X23	X24	X25	
1	4	4	3	4	5	5	4	3	4	4	5	4	5	3	5	5	3	4	4	4	5	3	5	5	3	103
2	3	3	2	3	3	3	1	2	3	3	2	1	2	3	2	1	2	1	4	2	4	4	3	2	2	61
3	3	5	5	5	4	5	3	2	4	2	5	2	5	4	4	2	1	3	4	5	3	3	5	4	2	90
4	5	5	4	3	4	5	4	5	3	4	3	4	3	4	4	5	5	5	5	5	4	5	4	5	3	106
5	3	2	3	2	1	2	1	2	2	2	3	4	3	2	2	4	2	3	4	3	3	2	3	4	3	65
6	3	4	4	3	5	4	3	4	4	4	5	4	3	4	5	4	4	4	5	3	4	5	5	4	5	102
7	1	2	3	3	2	2	1	2	2	2	3	3	3	3	3	4	3	4	3	2	4	3	3	2	3	66
8	1	5	3	4	1	4	5	1	2	5	5	3	4	5	1	5	3	5	4	1	3	4	5	3	5	87
9	4	4	5	4	5	4	3	4	5	4	5	4	3	5	5	4	3	4	5	3	4	5	4	3	4	103
10	2	3	2	3	3	3	2	3	1	1	3	3	4	1	4	1	3	4	3	2	3	1	1	1	2	61
11	2	2	4	2	3	5	3	2	1	3	5	2	3	5	2	2	5	2	1	3	5	3	5	5	2	77
12	3	5	3	2	4	1	4	3	5	4	5	3	5	5	3	4	4	3	2	4	2	2	5	5	3	89
13	4	4	4	5	5	5	4	5	3	5	3	4	5	3	3	4	5	3	4	5	4	5	4	4	5	105
14	2	3	2	3	3	2	2	1	1	1	2	3	2	1	2	2	2	3	2	2	1	1	2	3	2	50
15	3	5	2	1	5	1	3	4	5	4	2	1	1	4	1	4	3	4	5	2	4	5	3	5	2	79
16	4	5	5	4	4	5	4	3	4	5	5	3	5	4	5	3	3	4	3	5	5	5	4	5	4	106
17	3	2	2	2	3	2	3	2	1	1	1	3	2	3	2	1	2	2	3	2	2	1	1	3	1	50
18	4	3	5	5	4	4	3	4	5	4	3	4	5	4	5	4	4	5	5	4	4	4	4	3	4	103
19	1	3	4	2	3	4	3	1	2	3	4	3	2	1	2	3	4	3	2	1	3	2	3	4	5	68
20	3	2	1	2	1	1	1	2	2	3	2	3	3	3	2	2	2	1	1	3	4	3	2	1	4	54
21	4	5	5	4	5	4	5	4	4	5	4	5	5	3	4	3	4	5	5	5	4	4	5	5	4	110
22	4	5	4	3	5	3	4	5	3	3	5	3	4	3	4	5	4	5	5	4	5	4	5	4	4	103
23	3	3	3	2	1	3	2	2	1	2	3	3	1	2	3	2	3	2	3	2	3	2	1	2	3	57
24	4	5	3	5	4	4	4	4	5	4	3	4	5	4	5	4	5	4	5	5	4	4	4	5	4	106
25	3	5	2	5	2	5	2	3	4	5	2	3	2	3	5	4	4	3	2	4	2	4	1	5	2	82
26	2	3	2	3	2	3	2	3	1	1	2	2	3	2	2	3	1	1	2	3	3	2	2	2	3	55
27	4	3	5	4	3	3	4	5	5	4	5	4	3	5	5	4	5	4	5	5	5	5	4	3	5	106
28	4	2	1	4	5	1	2	4	2	3	4	2	4	3	3	5	1	1	2	5	2	4	3	2	5	74
29	2	3	4	3	1	2	3	4	2	1	2	1	2	3	3	2	2	2	3	2	1	1	3	2	2	56
30	2	1	3	2	4	3	1	3	5	2	1	3	4	1	2	1	3	5	1	3	2	4	5	2	3	66

Lampiran 5 Tabel Tabulasi 30 Responden (Kepuasan)

No Responden	KEPUASAN																									TOTAL
	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X18	X19	X20	X21	X22	X23	X24	X25	
1	2	3	4	5	3	4	5	3	4	4	4	5	5	5	4	4	5	5	5	3	3	4	5	5	4	103
2	3	2	3	4	5	4	1	2	3	4	2	1	4	2	3	5	4	3	2	1	2	3	1	2	3	69
3	4	3	4	5	3	5	4	5	4	3	5	4	4	3	5	3	5	3	4	4	5	3	4	4	5	101
4	5	4	5	3	4	2	2	4	2	4	1	2	2	4	2	1	3	4	3	2	3	1	3	2	3	71
5	3	3	4	5	5	3	2	4	1	4	5	4	1	2	4	5	2	4	5	5	3	2	2	1	2	81
6	2	3	1	3	1	3	5	4	2	2	4	2	2	4	1	2	4	2	1	2	3	4	5	4	3	69
7	4	5	5	4	4	5	4	5	3	5	4	5	5	4	3	4	4	4	5	3	5	3	4	4	4	106
8	1	2	1	4	3	1	4	2	4	4	3	5	2	4	1	2	5	3	3	4	2	3	2	4	3	72
9	3	3	5	5	3	2	4	5	4	3	2	4	4	2	2	3	4	2	1	3	1	2	1	4	4	76
10	1	1	3	3	2	3	2	1	3	3	2	4	1	2	2	1	2	3	1	3	2	1	3	2	1	52
11	5	4	3	4	5	5	5	3	3	4	5	5	5	4	4	3	4	5	5	3	4	5	4	3	5	105
12	3	2	1	2	4	3	5	4	3	2	2	4	2	1	3	5	4	3	2	1	2	3	5	4	2	72
13	4	2	2	3	1	3	2	3	2	3	5	3	2	2	5	3	2	5	2	3	2	3	5	2	1	70
14	3	5	4	3	4	3	4	5	4	5	3	4	3	4	3	4	5	3	5	4	5	3	5	4	4	99
15	4	3	4	2	3	2	3	4	4	4	2	3	2	1	2	4	4	5	4	1	3	1	3	4	4	76
16	4	2	3	4	3	4	2	5	4	4	5	2	1	3	3	5	3	5	2	2	3	2	4	4	5	84
17	5	3	4	3	5	4	5	3	4	5	3	4	5	4	3	5	4	5	4	5	3	4	5	4	5	104
18	2	3	2	3	4	3	4	2	1	4	3	2	5	5	3	4	5	4	3	4	1	3	5	3	4	82
19	5	4	2	1	2	3	5	2	3	4	5	3	1	3	5	2	3	5	1	3	4	5	3	2	1	77
20	4	2	3	4	2	5	4	3	4	5	3	4	2	3	4	2	3	3	4	3	4	4	2	3	2	82
21	4	3	2	3	2	3	2	3	3	3	2	3	4	3	4	3	2	1	4	2	3	2	3	4	3	71
22	5	3	2	3	3	4	5	4	3	2	3	4	5	2	3	4	3	5	3	3	5	4	3	4	3	88
23	5	2	2	4	1	2	3	2	3	4	3	2	3	2	4	5	2	5	4	5	3	4	3	4	5	82
24	4	5	2	2	3	4	3	2	3	3	4	5	4	3	4	2	3	2	3	3	3	4	3	2	1	77
25	5	3	4	5	4	3	5	3	4	4	5	4	3	4	3	5	4	3	5	5	3	4	5	4	3	100
26	1	3	4	3	2	3	5	2	3	2	2	3	4	2	1	2	3	2	3	2	3	4	1	2	3	65
27	3	2	3	4	2	1	2	1	1	3	4	5	3	3	4	3	4	3	3	5	4	2	3	4	5	77
28	4	2	3	4	3	2	1	2	4	2	3	3	2	2	5	4	2	3	4	3	3	2	3	2	3	71
29	5	1	2	1	2	3	3	3	2	3	4	4	3	3	2	3	3	3	1	4	3	4	4	3	4	73
30	4	5	4	3	2	1	2	3	4	3	2	3	4	2	4	3	4	5	4	3	4	4	4	5	4	86

No. Lampiran 11

Lampiran 6 Tabel Tabulasi 52 Responden (Harapan)

No Responden	HARAPAN																									TOTAL
	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X18	X19	X20	X21	X22	X23	X24	X25	
1	4	5	4	3	3	5	5	4	4	4	3	4	3	3	2	3	3	5	4	5	3	2	1	3	4	89
2	2	3	4	2	3	4	4	2	3	4	1	3	5	3	1	2	4	3	5	3	2	4	3	4	2	76
3	5	4	4	5	5	3	5	4	5	4	4	5	4	5	4	4	5	5	5	4	5	5	4	4	4	111
4	1	3	3	1	2	1	5	2	1	3	4	4	2	2	1	3	3	3	3	2	3	3	2	2	1	60
5	4	4	5	3	4	5	3	5	4	5	5	4	5	4	5	5	4	4	3	5	5	4	5	3	3	106
6	4	4	3	5	3	4	2	3	5	2	3	4	5	3	4	2	3	3	4	2	3	1	4	2	3	81
7	4	3	5	4	5	3	4	4	4	5	4	3	5	5	4	4	5	4	5	5	4	4	4	3	5	105
8	2	3	1	2	4	1	2	3	1	2	3	2	2	3	3	4	2	3	1	2	2	3	4	2	3	60
9	4	5	3	4	5	4	4	4	5	5	3	4	2	1	3	4	4	5	5	4	4	5	5	3	2	97
10	1	2	2	2	3	3	4	2	2	3	3	2	1	2	3	2	4	2	2	2	4	3	3	2	3	62
11	5	4	4	4	4	5	5	3	5	4	5	4	3	2	5	5	4	5	5	4	4	4	5	3	5	106
12	1	2	3	1	2	3	2	1	2	3	1	2	2	1	2	4	3	2	1	2	3	2	3	3	3	54
13	2	3	5	4	3	4	5	3	5	4	2	1	4	5	4	3	2	4	2	1	4	5	2	4	2	83
14	4	5	5	5	5	3	4	5	4	4	5	5	3	4	4	5	5	5	5	3	3	4	5	3	4	107
15	1	2	3	3	2	3	3	3	4	3	1	3	3	2	3	3	4	4	3	2	4	2	1	3	4	69
16	5	5	4	2	3	5	4	3	1	3	4	2	4	5	3	2	3	4	5	4	1	3	4	3	2	84
17	4	5	5	5	4	4	4	4	5	5	5	4	4	3	3	4	4	3	5	5	5	4	5	4	5	108
18	2	2	1	2	4	3	1	2	3	2	3	1	1	2	2	3	1	2	3	4	2	3	2	2	3	56
19	4	5	5	4	3	5	5	3	2	4	5	1	2	3	4	5	4	5	4	5	4	3	5	4	5	99
20	5	4	4	5	3	4	5	4	5	3	3	4	5	4	5	4	4	5	3	4	4	5	4	3	4	103
21	1	2	3	4	3	2	3	2	3	3	2	1	3	4	3	2	3	4	3	1	2	3	2	2	3	64
22	4	4	3	1	2	5	5	4	3	1	2	3	4	3	1	4	2	2	4	2	2	4	5	4	3	77
23	5	5	5	4	4	4	4	5	3	4	5	5	4	5	3	5	5	4	5	5	4	5	5	4	5	112
24	2	2	2	2	2	1	3	3	2	2	2	1	2	3	3	3	4	3	1	1	2	2	2	2	3	55
25	3	4	1	3	4	4	1	2	4	4	5	5	1	5	1	5	2	4	5	1	2	5	3	1	5	80

No. Lampiran 12

26	3	5	3	4	5	3	4	4	4	5	5	5	5	5	4	4	4	4	5	3	4	5	3	4	5	105
27	4	2	3	3	3	1	1	3	4	2	4	2	2	4	3	3	2	3	1	1	3	2	2	2	2	62
28	5	3	3	1	5	5	3	4	4	1	1	5	3	1	5	2	2	5	4	5	2	2	1	3	4	79
29	3	4	5	5	5	5	4	4	4	3	5	5	5	5	4	5	4	2	3	4	5	4	5	5	4	107
30	1	2	3	2	1	2	3	2	1	2	2	4	3	1	2	2	3	3	3	2	2	3	3	2	3	57
31	2	3	4	5	1	2	3	4	1	4	5	1	4	2	4	2	5	2	4	1	4	2	4	2	4	75
32	3	3	4	5	5	5	4	5	4	3	4	5	5	5	3	4	4	4	4	4	5	3	4	4	5	104
33	2	3	2	3	3	2	1	3	2	2	2	3	1	1	1	3	2	2	2	3	2	1	1	2	2	51
34	3	5	1	2	5	2	4	2	1	3	5	1	4	1	5	3	2	4	2	4	5	3	2	5	2	76
35	4	5	5	5	4	4	4	4	4	5	5	3	3	5	5	4	4	5	5	3	4	5	4	5	4	108
36	3	4	2	3	2	3	3	2	3	4	3	2	3	3	2	3	4	2	2	3	3	3	2	3	1	68
37	4	4	4	3	4	4	4	3	3	4	5	5	5	5	5	5	4	4	5	5	4	5	4	5	4	107
38	3	2	4	2	3	2	2	1	4	2	5	2	5	3	2	5	2	5	2	1	5	2	4	5	3	76
39	5	4	4	5	5	5	4	5	4	4	4	4	5	5	5	5	4	5	5	5	4	5	4	5	4	114
40	3	2	2	3	2	1	1	2	3	3	4	3	2	3	1	3	2	3	5	3	2	1	2	3	3	62
41	5	4	5	5	2	2	3	4	5	2	3	5	1	4	5	2	2	5	4	2	5	2	5	3	5	90
42	3	3	4	5	5	4	4	5	5	5	5	3	4	4	4	3	4	5	5	5	5	4	4	4	4	106
43	3	3	3	2	3	4	3	2	3	4	3	2	1	2	3	3	3	3	2	3	2	3	3	3	2	68
44	3	4	5	5	4	4	3	3	3	4	5	5	4	3	2	3	4	5	4	3	3	1	1	3	2	86
45	5	5	4	4	5	5	5	4	5	3	5	5	4	3	5	5	4	3	5	5	5	5	4	4	5	112
46	1	1	2	2	2	3	1	3	1	3	1	1	3	1	1	3	1	2	1	3	3	2	3	3	2	49
47	3	3	4	1	4	1	4	5	1	5	3	5	2	5	2	5	2	3	5	3	4	5	2	4	5	86
48	5	5	4	3	4	5	3	4	5	4	4	5	3	4	5	3	4	5	4	4	5	4	4	4	5	105
49	2	3	3	3	2	1	3	2	3	2	1	3	2	1	3	3	3	3	2	3	2	3	2	3	1	59
50	2	4	2	3	3	3	2	3	4	2	3	4	5	4	1	2	4	2	4	3	5	3	3	4	2	77
51	5	5	5	4	5	4	5	5	5	4	5	3	5	5	4	5	5	4	5	3	5	3	5	4	3	111
52	2	2	3	3	3	2	4	3	2	3	3	3	4	4	2	4	3	4	3	2	2	4	3	3	3	74

No. Lampiran 13

Lampiran 7 Tabel Tabulasi 52 Responden (Kepuasan)

No Responden	KEPUASAN																									TOTAL
	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X18	X19	X20	X21	X22	X23	X24	X25	
1	5	4	5	4	3	4	5	4	5	4	5	4	4	4	5	4	3	3	5	5	4	3	4	5	4	105
2	3	4	5	3	5	4	5	4	5	4	5	3	4	5	5	6	5	6	5	4	3	5	3	5	3	109
3	1	1	2	3	4	2	1	3	5	2	1	3	4	1	5	1	3	5	1	3	2	4	5	2	3	67
4	3	3	4	4	2	2	1	1	1	2	3	2	1	1	3	3	2	2	2	4	3	2	2	3	2	58
5	1	5	4	3	2	1	2	4	5	4	3	2	1	2	4	3	2	1	2	3	4	5	5	4	3	75
6	4	4	4	4	5	5	4	3	4	4	5	4	5	3	5	5	3	4	4	5	5	5	5	5	3	107
7	3	3	2	3	3	3	1	2	3	3	2	1	2	3	2	1	1	1	2	2	3	4	3	2	2	57
8	3	5	5	5	4	5	3	2	4	2	5	2	5	4	4	2	1	1	2	5	3	3	5	4	2	86
9	5	5	4	4	4	5	4	5	4	4	3	4	5	4	4	5	5	5	5	4	4	5	4	5	3	109
10	3	2	3	2	1	2	1	2	2	2	3	4	3	2	2	4	2	3	4	3	3	2	3	4	3	65
11	3	4	4	4	5	4	5	4	4	4	5	4	3	4	5	4	4	4	5	3	3	5	5	4	5	104
12	1	2	3	3	2	2	1	2	2	2	3	3	3	3	3	3	3	4	3	2	3	3	3	2	3	64
13	1	5	3	4	1	4	5	1	2	5	5	3	4	5	2	5	3	5	4	2	3	4	5	3	5	89
14	4	4	5	4	5	4	4	4	5	4	5	4	4	5	5	4	3	4	5	4	4	5	4	3	4	106
15	2	3	2	3	3	3	2	3	1	1	3	3	4	1	1	1	3	4	3	3	2	3	1	1	2	58
16	2	2	4	2	3	5	3	2	1	3	5	2	3	5	1	2	5	2	1	3	5	3	5	5	2	76
17	3	5	3	2	4	1	4	3	5	4	5	3	5	5	5	4	4	3	2	4	2	2	5	5	3	91
18	4	4	4	5	5	5	4	5	4	5	3	4	5	5	3	4	5	3	4	5	4	5	4	4	5	108
19	2	3	2	3	3	2	2	1	1	1	2	3	2	1	2	2	2	3	2	2	1	1	2	3	2	50
20	3	5	2	1	5	1	2	4	5	4	2	1	1	4	1	4	3	4	5	2	4	5	3	5	2	78
21	4	5	5	4	4	5	4	4	4	5	5	4	5	4	5	4	5	4	3	5	5	5	4	5	4	111
22	3	2	2	2	3	2	3	2	1	1	1	3	2	3	2	3	2	2	3	2	2	1	1	3	1	52
23	5	5	3	2	1	4	5	2	4	2	2	3	1	1	1	3	4	2	5	4	2	1	5	4	1	72
24	1	3	4	2	3	4	3	1	2	3	4	3	2	3	2	3	4	3	2	1	3	2	3	4	5	70
25	3	2	1	2	1	1	1	2	2	3	2	3	3	3	2	2	2	1	1	3	4	3	2	1	4	54

26	4	5	5	4	5	4	5	4	4	4	4	5	5	5	4	3	4	5	5	5	4	4	5	5	4	111	
27	1	2	2	3	4	5	4	2	1	4	2	2	2	4	3	1	3	4	5	1	2	5	2	4	3	71	
28	3	3	3	2	1	3	2	2	1	2	3	2	1	2	3	2	1	2	3	2	3	2	1	2	3	54	
29	4	5	5	5	4	4	4	4	5	4	3	4	5	4	5	4	4	5	5	4	4	4	4	4	5	4	108
30	3	5	2	5	2	5	2	3	4	5	2	3	2	1	5	4	4	3	2	4	2	4	1	5	2	80	
31	2	3	2	3	2	3	2	3	1	1	2	2	3	2	2	3	1	1	2	3	3	2	2	2	3	55	
32	4	5	5	4	4	3	4	5	5	4	5	4	3	5	5	4	5	4	4	5	5	5	4	3	5	109	
33	4	2	1	4	5	1	2	4	2	3	4	2	4	3	3	5	1	1	2	5	2	4	3	2	5	74	
34	2	3	4	3	1	2	3	4	2	1	1	1	2	3	3	2	2	2	3	2	1	1	3	2	2	55	
35	5	5	4	4	5	4	5	4	4	4	4	5	4	5	5	5	5	3	4	4	4	4	4	5	4	109	
36	2	2	3	3	4	2	1	2	3	2	3	2	3	3	2	3	2	2	3	1	1	3	2	3	2	59	
37	4	2	3	4	3	2	1	1	5	4	3	4	4	5	3	5	2	5	3	4	2	3	4	2	3	81	
38	3	4	5	4	4	4	5	4	3	4	5	4	4	4	5	4	4	5	3	5	5	5	4	5	4	106	
39	2	3	3	2	1	3	2	3	2	3	2	3	2	3	2	1	1	2	3	2	2	2	3	2	2	56	
40	5	5	5	4	1	2	3	4	3	2	1	3	2	1	3	2	1	4	1	3	2	4	2	4	5	72	
41	4	5	4	4	5	4	4	4	5	4	5	3	4	5	4	5	4	5	5	4	5	5	5	5	4	111	
42	1	1	2	2	3	3	2	1	2	3	2	1	2	3	2	1	2	2	3	1	2	2	2	3	2	50	
43	1	5	4	3	1	2	3	5	3	4	5	3	1	2	4	5	3	2	1	4	5	4	2	4	2	78	
44	3	5	4	4	4	5	4	5	4	5	4	5	4	4	4	5	5	5	4	3	4	5	4	5	4	108	
45	3	2	3	4	3	2	1	2	3	3	2	1	2	3	2	3	2	3	2	3	3	1	2	3	1	59	
46	3	3	1	2	2	3	4	5	5	5	4	3	2	4	4	3	2	2	2	3	4	5	4	3	2	80	
47	4	4	5	5	4	5	4	5	4	4	4	5	4	5	3	4	4	5	4	3	5	3	5	3	4	105	
48	1	2	3	1	2	2	3	3	3	2	1	2	2	3	2	1	2	3	2	1	2	3	2	3	2	53	
49	2	3	4	3	5	2	3	4	5	2	4	5	2	1	2	3	4	1	1	2	5	5	4	3	4	79	
50	4	5	4	5	5	5	4	5	3	5	5	3	4	5	4	5	4	5	5	4	5	4	5	4	4	111	
51	2	3	1	3	1	2	3	2	1	1	1	2	3	2	1	2	2	3	1	2	3	3	2	2	1	49	
52	5	5	3	2	4	2	4	2	3	4	2	4	3	2	1	5	1	4	1	2	4	3	1	3	2	72	

Lampiran 8 Uji Validitas 30 Responden (Harapan)

		TOTAL
VAR00001	Pearson Correlation	.664**
	Sig. (2-tailed)	.000
	N	30
VAR00002	Pearson Correlation	.670**
	Sig. (2-tailed)	.000
	N	30
VAR00003	Pearson Correlation	.680**
	Sig. (2-tailed)	.000
	N	30
VAR00004	Pearson Correlation	.591**
	Sig. (2-tailed)	.001
	N	30
VAR00005	Pearson Correlation	.659**
	Sig. (2-tailed)	.000
	N	30
VAR00006	Pearson Correlation	.588**
	Sig. (2-tailed)	.001
	N	30
VAR00007	Pearson Correlation	.743**
	Sig. (2-tailed)	.000
	N	30
VAR00008	Pearson Correlation	.642**
	Sig. (2-tailed)	.000
	N	30

Correlations

		TOTAL
VAR00009	Pearson Correlation	.710**
	Sig. (2-tailed)	.000
	N	30
VAR00010	Pearson Correlation	.804**
	Sig. (2-tailed)	.000
	N	30
VAR00011	Pearson Correlation	.655**
	Sig. (2-tailed)	.000
	N	30
VAR00012	Pearson Correlation	.575**
	Sig. (2-tailed)	.001
	N	30
VAR00013	Pearson Correlation	.622**
	Sig. (2-tailed)	.000
	N	30
VAR00014	Pearson Correlation	.610**
	Sig. (2-tailed)	.000
	N	30
VAR00015	Pearson Correlation	.693**
	Sig. (2-tailed)	.000
	N	30
VAR00016	Pearson Correlation	.646**
	Sig. (2-tailed)	.000
	N	30
VAR00017	Pearson Correlation	.621**
	Sig. (2-tailed)	.000
	N	30
VAR00018	Pearson Correlation	.667**
	Sig. (2-tailed)	.000
	N	30
VAR00019	Pearson Correlation	.650**
	Sig. (2-tailed)	.000
	N	30

Correlations

Correlations

		TOTAL
VAR00020	Pearson Correlation	.676**
	Sig. (2-tailed)	.000
	N	30
VAR00021	Pearson Correlation	.632**
	Sig. (2-tailed)	.000
	N	30
VAR00022	Pearson Correlation	.738**
	Sig. (2-tailed)	.000
	N	30
VAR00023	Pearson Correlation	.703**
	Sig. (2-tailed)	.000
	N	30
VAR00024	Pearson Correlation	.651**
	Sig. (2-tailed)	.000
	N	30
VAR00025	Pearson Correlation	.532**
	Sig. (2-tailed)	.003
	N	30
TOTAL	Pearson Correlation	1
	Sig. (2-tailed)	
	N	30

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

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

Lampiran 9 Uji Validitas 30 Responden (Kepuasan)

Correlations		
		TOTAL
VAR00001	Pearson Correlation	.409 [*]
	Sig. (2-tailed)	.025
	N	30
VAR00002	Pearson Correlation	.501 ^{**}
	Sig. (2-tailed)	.005
	N	30
VAR00003	Pearson Correlation	.408 [*]
	Sig. (2-tailed)	.025
	N	30
VAR00004	Pearson Correlation	.383 [*]
	Sig. (2-tailed)	.037
	N	30
VAR00005	Pearson Correlation	.464 ^{**}
	Sig. (2-tailed)	.010
	N	30
VAR00006	Pearson Correlation	.483 ^{**}
	Sig. (2-tailed)	.007
	N	30
VAR00007	Pearson Correlation	.469 ^{**}
	Sig. (2-tailed)	.009
	N	30
VAR00008	Pearson Correlation	.440 [*]
	Sig. (2-tailed)	.015
	N	30

Correlations		
		TOTAL
VAR00009	Pearson Correlation	.426 [*]
	Sig. (2-tailed)	.019
	N	30
VAR00010	Pearson Correlation	.416 [*]
	Sig. (2-tailed)	.022
	N	30
VAR00011	Pearson Correlation	.488 ^{**}
	Sig. (2-tailed)	.006
	N	30
VAR00012	Pearson Correlation	.362 [*]
	Sig. (2-tailed)	.049
	N	30
VAR00013	Pearson Correlation	.557 ^{**}
	Sig. (2-tailed)	.001
	N	30
VAR00014	Pearson Correlation	.548 ^{**}
	Sig. (2-tailed)	.002
	N	30
VAR00015	Pearson Correlation	.374 [*]
	Sig. (2-tailed)	.042
	N	30
VAR00016	Pearson Correlation	.406 [*]
	Sig. (2-tailed)	.026
	N	30
VAR00017	Pearson Correlation	.512 ^{**}
	Sig. (2-tailed)	.004
	N	30
VAR00018	Pearson Correlation	.412 [*]
	Sig. (2-tailed)	.024
	N	30
VAR00019	Pearson Correlation	.698 ^{**}
	Sig. (2-tailed)	.000
	N	30

Correlations

		TOTAL
VAR00020	Pearson Correlation	.409 [*]
	Sig. (2-tailed)	.025
	N	30
VAR00021	Pearson Correlation	.555 ^{**}
	Sig. (2-tailed)	.001
	N	30
VAR00022	Pearson Correlation	.424 [*]
	Sig. (2-tailed)	.019
	N	30
VAR00023	Pearson Correlation	.470 ^{**}
	Sig. (2-tailed)	.009
	N	30
VAR00024	Pearson Correlation	.495 ^{**}
	Sig. (2-tailed)	.005
	N	30
VAR00025	Pearson Correlation	.558 ^{**}
	Sig. (2-tailed)	.001
	N	30
TOTAL	Pearson Correlation	1
	Sig. (2-tailed)	
	N	30

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

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

Lampiran 10 Uji Validitas 52 Responden (Harapan)

Correlations

		total
VAR00001	Pearson Correlation	.762**
	Sig. (2-tailed)	.000
	N	52
VAR00002	Pearson Correlation	.737**
	Sig. (2-tailed)	.000
	N	52
VAR00003	Pearson Correlation	.723**
	Sig. (2-tailed)	.000
	N	52
VAR00004	Pearson Correlation	.658**
	Sig. (2-tailed)	.000
	N	52
VAR00005	Pearson Correlation	.703**
	Sig. (2-tailed)	.000
	N	52
VAR00006	Pearson Correlation	.636**
	Sig. (2-tailed)	.000
	N	52
VAR00007	Pearson Correlation	.624**
	Sig. (2-tailed)	.000
	N	52
VAR00008	Pearson Correlation	.741**
	Sig. (2-tailed)	.000
	N	52

Correlations

		total
VAR00009	Pearson Correlation	.630**
	Sig. (2-tailed)	.000
	N	52
VAR00010	Pearson Correlation	.602**
	Sig. (2-tailed)	.000
	N	52
VAR00011	Pearson Correlation	.663**
	Sig. (2-tailed)	.000
	N	52
VAR00012	Pearson Correlation	.590**
	Sig. (2-tailed)	.000
	N	52
VAR00013	Pearson Correlation	.566**
	Sig. (2-tailed)	.000
	N	52
VAR00014	Pearson Correlation	.634**
	Sig. (2-tailed)	.000
	N	52
VAR00015	Pearson Correlation	.649**
	Sig. (2-tailed)	.000
	N	52
VAR00016	Pearson Correlation	.582**
	Sig. (2-tailed)	.000
	N	52
VAR00017	Pearson Correlation	.636**
	Sig. (2-tailed)	.000
	N	52
VAR00018	Pearson Correlation	.607**
	Sig. (2-tailed)	.000
	N	52
VAR00019	Pearson Correlation	.731**
	Sig. (2-tailed)	.000
	N	52

Correlations

		total
VAR00020	Pearson Correlation	.632**
	Sig. (2-tailed)	.000
	N	52
VAR00021	Pearson Correlation	.659**
	Sig. (2-tailed)	.000
	N	52
VAR00022	Pearson Correlation	.636**
	Sig. (2-tailed)	.000
	N	52
VAR00023	Pearson Correlation	.645**
	Sig. (2-tailed)	.000
	N	52
VAR00024	Pearson Correlation	.608**
	Sig. (2-tailed)	.000
	N	52
VAR00025	Pearson Correlation	.644**
	Sig. (2-tailed)	.000
	N	52
total	Pearson Correlation	1
	Sig. (2-tailed)	
	N	52

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

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

Lampiran 11 Uji Validitas 52 Responden (Kepuasan)

Correlations

		TOTAL
VAR00001	Pearson Correlation	.560**
	Sig. (2-tailed)	.000
	N	52
VAR00002	Pearson Correlation	.678**
	Sig. (2-tailed)	.000
	N	52
VAR00003	Pearson Correlation	.689**
	Sig. (2-tailed)	.000
	N	52
VAR00004	Pearson Correlation	.623**
	Sig. (2-tailed)	.000
	N	52
VAR00005	Pearson Correlation	.656**
	Sig. (2-tailed)	.000
	N	52
VAR00006	Pearson Correlation	.632**
	Sig. (2-tailed)	.000
	N	52
VAR00007	Pearson Correlation	.739**
	Sig. (2-tailed)	.000
	N	52
VAR00008	Pearson Correlation	.663**
	Sig. (2-tailed)	.000
	N	52

Correlations

		TOTAL
VAR00009	Pearson Correlation	.679**
	Sig. (2-tailed)	.000
	N	52
VAR00010	Pearson Correlation	.758**
	Sig. (2-tailed)	.000
	N	52
VAR00011	Pearson Correlation	.738**
	Sig. (2-tailed)	.000
	N	52
VAR00012	Pearson Correlation	.674**
	Sig. (2-tailed)	.000
	N	52
VAR00013	Pearson Correlation	.673**
	Sig. (2-tailed)	.000
	N	52
VAR00014	Pearson Correlation	.677**
	Sig. (2-tailed)	.000
	N	52
VAR00015	Pearson Correlation	.718**
	Sig. (2-tailed)	.000
	N	52
VAR00016	Pearson Correlation	.709**
	Sig. (2-tailed)	.000
	N	52
VAR00017	Pearson Correlation	.735**
	Sig. (2-tailed)	.000
	N	52
VAR00018	Pearson Correlation	.608**
	Sig. (2-tailed)	.000
	N	52
VAR00019	Pearson Correlation	.614**
	Sig. (2-tailed)	.000
	N	52

Correlations

		TOTAL
VAR00020	Pearson Correlation	.696**
	Sig. (2-tailed)	.000
	N	52
VAR00021	Pearson Correlation	.650**
	Sig. (2-tailed)	.000
	N	52
VAR00022	Pearson Correlation	.678**
	Sig. (2-tailed)	.000
	N	52
VAR00023	Pearson Correlation	.682**
	Sig. (2-tailed)	.000
	N	52
VAR00024	Pearson Correlation	.696**
	Sig. (2-tailed)	.000
	N	52
VAR00025	Pearson Correlation	.616**
	Sig. (2-tailed)	.000
	N	52
TOTAL	Pearson Correlation	1
	Sig. (2-tailed)	
	N	52

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

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

Lampiran 12 Uji Reliabilitas 30 Responden (Harapan)**Reliability Statistics**

Cronbach's Alpha	N of Items
.945	25

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	78.3333	411.333	.634	.943
VAR00002	77.8000	405.890	.635	.943
VAR00003	78.0667	405.926	.646	.943
VAR00004	78.1000	412.645	.554	.944
VAR00005	78.0000	402.207	.618	.943
VAR00006	78.0667	407.720	.543	.944
VAR00007	78.4667	403.837	.716	.942
VAR00008	78.2667	407.857	.606	.943
VAR00009	78.3000	397.183	.671	.942
VAR00010	78.2000	395.545	.779	.941
VAR00011	77.9333	404.133	.615	.943
VAR00012	78.3000	416.355	.542	.944
VAR00013	77.9667	407.895	.583	.943
VAR00014	78.1333	409.223	.571	.943
VAR00015	78.0667	402.409	.657	.942
VAR00016	78.1000	405.197	.607	.943
VAR00017	78.2000	409.752	.584	.943
VAR00018	78.0000	403.586	.629	.943
VAR00019	77.9667	404.447	.611	.943
VAR00020	78.0333	405.275	.641	.943
VAR00021	77.9667	409.413	.596	.943
VAR00022	77.9333	400.892	.707	.942
VAR00023	77.8667	400.802	.668	.942
VAR00024	77.9000	404.921	.612	.943
VAR00025	78.0333	414.585	.489	.944

Lampiran 13 Uji Reliabilitas 30 Responden (Kepuasan)

Reliability Statistics

Cronbach's Alpha	N of Items
.851	25

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	77.8000	177.269	.327	.848
VAR00002	78.4333	175.909	.437	.844
VAR00003	78.3333	178.092	.332	.847
VAR00004	77.9667	179.620	.312	.848
VAR00005	78.3667	176.102	.391	.845
VAR00006	78.2667	175.995	.414	.845
VAR00007	77.9333	174.340	.387	.846
VAR00008	78.2333	176.944	.367	.846
VAR00009	78.2333	178.875	.362	.846
VAR00010	77.9333	180.547	.360	.847
VAR00011	78.0000	174.828	.415	.845
VAR00012	77.8667	180.464	.291	.849
VAR00013	78.2667	170.823	.483	.842
VAR00014	78.4000	174.248	.487	.842
VAR00015	78.1333	179.154	.296	.849
VAR00016	78.0333	177.689	.327	.848
VAR00017	77.8667	176.809	.455	.844
VAR00018	77.7667	177.909	.337	.847
VAR00019	78.1667	165.454	.642	.836
VAR00020	78.2333	177.978	.333	.847
VAR00021	78.2333	174.737	.498	.842
VAR00022	78.2667	178.133	.354	.847
VAR00023	77.9333	175.099	.393	.845
VAR00024	78.0667	176.754	.434	.844
VAR00025	78.0667	171.857	.488	.842

Lampiran 14 Uji Reliabilitas 52 Responden (Harapan)

Reliability Statistics

Cronbach's Alpha	N of Items
.943	25

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	81.0000	374.235	.732	.939
VAR00002	80.6731	381.009	.710	.939
VAR00003	80.7308	379.887	.693	.940
VAR00004	80.9038	380.520	.619	.940
VAR00005	80.7308	381.730	.672	.940
VAR00006	80.8846	380.928	.594	.941
VAR00007	80.7885	384.092	.585	.941
VAR00008	80.9038	381.893	.715	.939
VAR00009	80.8654	380.903	.586	.941
VAR00010	80.8462	388.329	.566	.941
VAR00011	80.6731	378.773	.622	.940
VAR00012	80.9038	382.010	.542	.942
VAR00013	80.8846	384.810	.518	.942
VAR00014	80.9038	379.775	.590	.941
VAR00015	81.0385	379.920	.608	.941
VAR00016	80.6538	389.760	.546	.941
VAR00017	80.8462	387.231	.603	.941
VAR00018	80.5385	388.097	.571	.941
VAR00019	80.5962	375.069	.697	.939
VAR00020	81.0385	381.528	.590	.941
VAR00021	80.7115	383.425	.624	.940
VAR00022	80.8654	383.334	.597	.941
VAR00023	80.8846	381.830	.606	.941
VAR00024	80.9231	390.504	.576	.941
VAR00025	80.8269	383.558	.607	.941

Lampiran 15 Uji Reliabilitas 52 Responden (Kepuasan)

Reliability Statistics

Cronbach's Alpha	N of Items
.950	25

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	77.3654	453.766	.518	.949
VAR00002	76.7115	446.445	.644	.947
VAR00003	76.9423	447.193	.658	.947
VAR00004	77.0385	455.018	.592	.948
VAR00005	77.1154	443.673	.616	.948
VAR00006	77.1538	447.897	.593	.948
VAR00007	77.2500	441.132	.709	.947
VAR00008	77.1923	447.139	.628	.948
VAR00009	77.0962	442.049	.642	.948
VAR00010	77.0962	442.834	.732	.946
VAR00011	77.0385	439.646	.707	.947
VAR00012	77.2692	451.220	.645	.948
VAR00013	77.2308	446.926	.639	.948
VAR00014	77.0385	443.763	.641	.948
VAR00015	77.1346	441.452	.685	.947
VAR00016	77.0000	442.078	.675	.947
VAR00017	77.3462	441.995	.706	.947
VAR00018	77.0962	447.579	.565	.948
VAR00019	77.2500	447.211	.571	.948
VAR00020	77.1346	446.550	.664	.947
VAR00021	77.0385	450.116	.617	.948
VAR00022	76.8269	445.126	.643	.947
VAR00023	76.9808	444.804	.647	.947
VAR00024	76.7885	447.543	.666	.947
VAR00025	77.2500	452.230	.580	.948

Lampiran 16 Perhitungan Nilai Rata-Rata (Harapan)

No Responden	HARAPAN																								
	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X18	X19	X20	X21	X22	X23	X24	X25
1	4	5	4	3	3	5	5	4	4	4	3	4	3	3	2	3	3	5	4	5	3	2	1	3	4
2	2	3	4	2	3	4	4	2	3	4	1	3	5	3	1	2	4	3	5	3	2	4	3	4	2
3	5	4	4	5	5	3	5	4	5	4	4	5	4	5	4	4	5	5	5	4	5	5	4	4	4
4	1	3	3	1	2	1	5	2	1	3	4	4	2	2	1	3	3	3	3	2	3	3	2	2	1
5	4	4	5	3	4	5	3	5	4	5	5	4	5	4	5	5	4	4	3	5	5	4	5	3	3
6	4	4	3	5	3	4	2	3	5	2	3	4	5	3	4	2	3	3	4	2	3	1	4	2	3
7	4	3	5	4	5	3	4	4	4	5	4	3	5	5	4	4	5	4	5	5	4	4	4	3	5
8	2	3	1	2	4	1	2	3	1	2	3	2	2	3	3	4	2	3	1	2	2	3	4	2	3
9	4	5	3	4	5	4	4	4	5	5	3	4	2	1	3	4	4	5	5	4	4	5	5	3	2
10	1	2	2	2	3	3	4	2	2	3	3	2	1	2	3	2	4	2	2	2	4	3	3	2	3
11	5	4	4	4	4	5	5	3	5	4	5	4	3	2	5	5	4	5	5	4	4	4	5	3	5
12	1	2	3	1	2	3	2	1	2	3	1	2	2	1	2	4	3	2	1	2	3	2	3	3	3
13	2	3	5	4	3	4	5	3	5	4	2	1	4	5	4	3	2	4	2	1	4	5	2	4	2
14	4	5	5	5	5	3	4	5	4	4	5	5	3	4	4	5	5	5	5	3	3	4	5	3	4
15	1	2	3	3	2	3	3	3	4	3	1	3	3	2	3	3	4	4	3	2	4	2	1	3	4
16	5	5	4	2	3	5	4	3	1	3	4	2	4	5	3	2	3	4	5	4	1	3	4	3	2
17	4	5	5	5	4	4	4	4	5	5	5	4	4	3	3	4	4	3	5	5	5	4	5	4	5
18	2	2	1	2	4	3	1	2	3	2	3	1	1	2	2	3	1	2	3	4	2	3	2	2	3
19	4	5	5	4	3	5	5	3	2	4	5	1	2	3	4	5	4	5	4	5	4	3	5	4	5
20	5	4	4	5	3	4	5	4	5	3	3	4	5	4	5	4	4	5	3	4	4	5	4	3	4
21	1	2	3	4	3	2	3	2	3	3	2	1	3	4	3	2	3	4	3	1	2	3	2	2	3
22	4	4	3	1	2	5	5	4	3	1	2	3	4	3	1	4	2	2	4	2	2	4	5	4	3
23	5	5	5	4	4	4	4	5	3	4	5	5	4	5	3	5	5	4	5	5	4	5	5	4	5
24	2	2	2	2	2	1	3	3	2	2	2	1	2	3	3	3	4	3	1	1	2	2	2	2	3
25	3	4	1	3	4	4	1	2	4	4	5	5	1	5	1	5	2	4	5	1	2	5	3	1	5
26	3	5	3	4	5	3	4	4	4	5	5	5	5	5	4	4	4	4	5	3	4	5	3	4	5
27	4	2	3	3	3	1	1	3	4	2	4	2	2	4	3	3	2	3	1	1	3	2	2	2	2

No. Lampiran 28

28	5	3	3	1	5	5	3	4	4	1	1	5	3	1	5	2	2	5	4	5	2	2	1	3	4
29	3	4	5	5	5	5	4	4	4	3	5	5	5	5	4	5	4	2	3	4	5	4	5	5	4
30	1	2	3	2	1	2	3	2	1	2	2	4	3	1	2	2	3	3	3	2	2	3	3	2	3
31	2	3	4	5	1	2	3	4	1	4	5	1	4	2	4	2	5	2	4	1	4	2	4	2	4
32	3	3	4	5	5	5	4	5	4	3	4	5	5	5	3	4	4	4	4	4	5	3	4	4	5
33	2	3	2	3	3	2	1	3	2	2	2	3	1	1	1	3	2	2	2	3	2	1	1	2	2
34	3	5	1	2	5	2	4	2	1	3	5	1	4	1	5	3	2	4	2	4	5	3	2	5	2
35	4	5	5	5	4	4	4	4	4	5	5	3	3	5	5	4	4	5	5	3	4	5	4	5	4
36	3	4	2	3	2	3	3	2	3	4	3	2	3	3	2	3	4	2	2	3	3	3	2	3	1
37	4	4	4	3	4	4	4	3	3	4	5	5	5	5	5	5	4	4	5	5	4	5	4	5	4
38	3	2	4	2	3	2	2	1	4	2	5	2	5	3	2	5	2	5	2	1	5	2	4	5	3
39	5	4	4	5	5	5	4	5	4	4	4	4	5	5	5	5	4	5	5	5	4	5	4	5	4
40	3	2	2	3	2	1	1	2	3	3	4	3	2	3	1	3	2	3	5	3	2	1	2	3	3
41	5	4	5	5	2	2	3	4	5	2	3	5	1	4	5	2	2	5	4	2	5	2	5	3	5
42	3	3	4	5	5	4	4	5	5	5	5	3	4	4	4	3	4	5	5	5	5	4	4	4	4
43	3	3	3	2	3	4	3	2	3	4	3	2	1	2	3	3	3	3	2	3	2	3	3	3	2
44	3	4	5	5	4	4	3	3	3	4	5	5	4	3	2	3	4	5	4	3	3	1	1	3	2
45	5	5	4	4	5	5	5	4	5	3	5	5	4	3	5	5	4	3	5	5	5	5	4	4	5
46	1	1	2	2	2	3	1	3	1	3	1	1	3	1	1	3	1	2	1	3	3	2	3	3	2
47	3	3	4	1	4	1	4	5	1	5	3	5	2	5	2	5	2	3	5	3	4	5	2	4	5
48	5	5	4	3	4	5	3	4	5	4	4	5	3	4	5	3	4	5	4	4	5	4	4	4	5
49	2	3	3	3	2	1	3	2	3	2	1	3	2	1	3	3	3	3	2	3	2	3	2	3	1
50	2	4	2	3	3	3	2	3	4	2	3	4	5	4	1	2	4	2	4	3	5	3	3	4	2
51	5	5	5	4	5	4	5	5	5	4	5	3	5	5	4	5	5	4	5	3	5	3	5	4	3
52	2	2	3	3	3	2	4	3	2	3	3	3	4	4	2	4	3	4	3	2	2	4	3	3	3
Total	166	183	180	171	180	172	177	171	173	174	183	171	172	171	164	184	174	190	187	164	181	173	172	170	175
Rata-Rata Tingkat Harapan	3.19	3.52	3.46	3.29	3.46	3.31	3.4	3.29	3.33	3.35	3.52	3.29	3.31	3.29	3.15	3.54	3.35	3.65	3.6	3.15	3.48	3.33	3.31	3.27	3.37

Lampiran 17 Perhitungan Nilai Rata-Rata (Kepuasan)

No Responden	KEPUASAN																								
	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X18	X19	X20	X21	X22	X23	X24	X25
1	5	4	5	4	3	4	5	4	5	4	5	4	4	4	5	4	3	3	5	5	4	3	4	5	4
2	3	4	5	3	5	4	5	4	5	4	5	3	4	5	5	6	5	6	5	4	3	5	3	5	3
3	1	1	2	3	4	2	1	3	5	2	1	3	4	1	5	1	3	5	1	3	2	4	5	2	3
4	3	3	4	4	2	2	1	1	1	2	3	2	1	1	3	3	2	2	2	4	3	2	2	3	2
5	1	5	4	3	2	1	2	4	5	4	3	2	1	2	4	3	2	1	2	3	4	5	5	4	3
6	4	4	4	4	5	5	4	3	4	4	5	4	5	3	5	5	3	4	4	5	5	5	5	5	3
7	3	3	2	3	3	3	1	2	3	3	2	1	2	3	2	1	1	1	2	2	3	4	3	2	2
8	3	5	5	5	4	5	3	2	4	2	5	2	5	4	4	2	1	1	2	5	3	3	5	4	2
9	5	5	4	4	4	5	4	5	4	4	3	4	5	4	4	5	5	5	5	4	4	5	4	5	3
10	3	2	3	2	1	2	1	2	2	2	3	4	3	2	2	4	2	3	4	3	3	2	3	4	3
11	3	4	4	4	5	4	5	4	4	4	5	4	3	4	5	4	4	4	5	3	3	5	5	4	5
12	1	2	3	3	2	2	1	2	2	2	3	3	3	3	3	3	3	4	3	2	3	3	3	2	3
13	1	5	3	4	1	4	5	1	2	5	5	3	4	5	2	5	3	5	4	2	3	4	5	3	5
14	4	4	5	4	5	4	4	4	5	4	5	4	4	5	5	4	3	4	5	4	4	5	4	3	4
15	2	3	2	3	3	3	2	3	1	1	3	3	4	1	1	1	3	4	3	3	2	3	1	1	2
16	2	2	4	2	3	5	3	2	1	3	5	2	3	5	1	2	5	2	1	3	5	3	5	5	2
17	3	5	3	2	4	1	4	3	5	4	5	3	5	5	5	4	4	3	2	4	2	2	5	5	3
18	4	4	4	5	5	5	4	5	4	5	3	4	5	5	3	4	5	3	4	5	4	5	4	4	5
19	2	3	2	3	3	2	2	1	1	1	2	3	2	1	2	2	2	3	2	2	1	1	2	3	2
20	3	5	2	1	5	1	2	4	5	4	2	1	1	4	1	4	3	4	5	2	4	5	3	5	2
21	4	5	5	4	4	5	4	4	4	5	5	4	5	4	5	4	5	4	3	5	5	5	4	5	4
22	3	2	2	2	3	2	3	2	1	1	1	3	2	3	2	3	2	2	3	2	2	1	1	3	1
23	5	5	3	2	1	4	5	2	4	2	2	3	1	1	1	3	4	2	5	4	2	1	5	4	1
24	1	3	4	2	3	4	3	1	2	3	4	3	2	3	2	3	4	3	2	1	3	2	3	4	5
25	3	2	1	2	1	1	1	2	2	3	2	3	3	3	2	2	2	1	1	3	4	3	2	1	4
26	4	5	5	4	5	4	5	4	4	4	4	5	5	5	4	3	4	5	5	5	4	4	5	5	4
27	1	2	2	3	4	5	4	2	1	4	2	2	2	4	3	1	3	4	5	1	2	5	2	4	3

No. Lampiran 30

28	3	3	3	2	1	3	2	2	1	2	3	2	1	2	3	2	1	2	3	2	3	2	1	2	3
29	4	5	5	5	4	4	4	4	5	4	3	4	5	4	5	4	4	5	5	4	4	4	4	5	4
30	3	5	2	5	2	5	2	3	4	5	2	3	2	1	5	4	4	3	2	4	2	4	1	5	2
31	2	3	2	3	2	3	2	3	1	1	2	2	3	2	2	3	1	1	2	3	3	2	2	2	3
32	4	5	5	4	4	3	4	5	5	4	5	4	3	5	5	4	5	4	4	5	5	5	4	3	5
33	4	2	1	4	5	1	2	4	2	3	4	2	4	3	3	5	1	1	2	5	2	4	3	2	5
34	2	3	4	3	1	2	3	4	2	1	1	1	2	3	3	2	2	2	3	2	1	1	3	2	2
35	5	5	4	4	5	4	5	4	4	4	4	5	4	5	5	5	5	3	4	4	4	4	4	5	4
36	2	2	3	3	4	2	1	2	3	2	3	2	3	3	2	3	2	2	3	1	1	3	2	3	2
37	4	2	3	4	3	2	1	1	5	4	3	4	4	5	3	5	2	5	3	4	2	3	4	2	3
38	3	4	5	4	4	4	5	4	3	4	5	4	4	4	5	4	4	5	3	5	5	5	4	5	4
39	2	3	3	2	1	3	2	3	2	3	2	3	2	3	2	1	1	2	3	2	2	2	3	2	2
40	5	5	5	4	1	2	3	4	3	2	1	3	2	1	3	2	1	4	1	3	2	4	2	4	5
41	4	5	4	4	5	4	4	4	5	4	5	3	4	5	4	5	4	5	5	4	5	5	5	5	4
42	1	1	2	2	3	3	2	1	2	3	2	1	2	3	2	1	2	2	3	1	2	2	2	3	2
43	1	5	4	3	1	2	3	5	3	4	5	3	1	2	4	5	3	2	1	4	5	4	2	4	2
44	3	5	4	4	4	5	4	5	4	5	4	5	4	4	4	5	5	5	4	3	4	5	4	5	4
45	3	2	3	4	3	2	1	2	3	3	2	1	2	3	2	3	2	3	2	3	3	1	2	3	1
46	3	3	1	2	2	3	4	5	5	5	4	3	2	4	4	3	2	2	2	3	4	5	4	3	2
47	4	4	5	5	4	5	4	5	4	4	4	5	4	5	3	4	4	5	4	3	5	3	5	3	4
48	1	2	3	1	2	2	3	3	3	2	1	2	2	3	2	1	2	3	2	1	2	3	2	3	2
49	2	3	4	3	5	2	3	4	5	2	4	5	2	1	2	3	4	1	1	2	5	5	4	3	4
50	4	5	4	5	5	5	4	5	3	5	5	3	4	5	4	5	4	5	5	4	5	4	5	4	4
51	2	3	1	3	1	2	3	2	1	1	1	2	3	2	1	2	2	3	1	2	3	3	2	2	1
52	5	5	3	2	4	2	4	2	3	4	2	4	3	2	1	5	1	4	1	2	4	3	1	3	2
Total	153	187	175	170	166	164	159	162	167	167	170	158	160	170	165	172	154	167	159	165	170	181	173	183	159
Rata-Rata Tingkat Kepuas	2.94	3.6	3.37	3.27	3.19	3.15	3.06	3.12	3.21	3.21	3.27	3.04	3.08	3.27	3.17	3.31	2.96	3.21	3.06	3.17	3.27	3.48	3.33	3.52	3.06

Lampiran 18 Surat Izin Penelitian



www.nelongso.com
spvagn@gmail.com

JL. CAKALANG NO. 100 A, POLOWIJEN,
BLIMBING, KOTA MALANG,
JAWA TIMUR, 65125

SURAT KETERANGAN PENELITIAN

No : 0002/AGN/PKL//0503/2020
Perihal : Surat Keterangan Penelitian
Lampiran : -

Dengan diterbitkan surat ini,

Kami selaku HRD PT. Bersama Mencapai Puncak yang menjalankan usaha dibidang kuliner, dengan brand **Ayam Goreng Nelongso** menyatakan bahwa nama di bawah ini benar-benar melakukan penelitian **PT. Bersama Mencapai Puncak** dengan judul penelitian Analisis Faktor Yang Mempengaruhi Tingkat Kepuasan Terhadap Loyalitas Konsumen (study kasus kepuasan customer rumah makan ayam goreng nelongso).

Nama : Rakayusi Firmantara
NPM : 1411600092
Fakultas : Teknik
Universitas : Universitas 17 Agustus 1945 Surabaya

Apabila ada penyalahgunaan dalam penggunaan surat ini, maka kami akan tindak lanjut sesuai dengan jalur hukum yang berlaku.

Terimakasih sebelumnya kami ucapkan.

Surabaya, 05 Maret 2020
Mengetahui,
HR Ayam Goreng Nelongso

Rizky Trisanti, S.E

BIOGRAFI



Peneliti dilahirkan di Kabupaten Bangkalan, pada tanggal 28 Juni 1998 dengan nama lengkap Rakayusi Firmantara sebagai anak pertama dari empat bersaudara. Penulis tinggal di JL. Sukolilo Barat Dusun. Jungkar Kec. Labang Kab. Bangkalan. Peneliti menyelesaikan pendidikan di SD Sukolilo Timur 1 pada tahun 2004-2010. Kemudian melanjutkan pendidikan di SMPN 1 Labang pada tahun 2010-2013. Selanjutnya melanjutkan pendidikan di SMAN 1 Kamal pada tahun 2013-2016. Setelah menyelesaikan pendidikan SMA, pada tahun 2016 peneliti melanjutkan pendidikan di perguruan tinggi swasta, tepatnya di Universitas 17 Agustus 1945 Surabaya Fakultas Teknik Progam Studi Teknik Industri.