

LAMPIRAN

LAMPIRAN 1. Kuesioner Penelitian (Google Form)

KUESIONER

EVALUASI KUALITAS LAYANAN LASKAR BUAH BOJONEGORO MENGUNAKAN METODE *RETAIL SERVICE QUALITY SCALE (RSQS)* DAN *IMPORTANCE PERFORMANCE ANALYSIS (IPA)*

Isi data diri anda dengan baik, pastikan tidak ada pertanyaan yang terlewat

*Menunjukkan pertanyaan yang wajib diisi

1. Nama (Tidak akan ditampilkan) *

2. Usia *

Centang semua yang sesuai

☐ 17 – 20 tahun

☐ 20 – 40 tahun

☐ Lebih dari 40 tahun

3. Jenis Kelamin *

Centang semua yang sesuai

☐ Laki – laki

☐ Perempuan

4. Pekerjaan *

Centang semua yang sesuai

☐ PNS

☐ Pegawai Swasta

☐ Wiraswasta

☐ Pelajar / Mahasiswa

☐ Ibu Rumah Tangga

☐ Lain – lain

5. Pendapatan per bulan *

Centang semua yang sesuai

☐ ≤ 1 juta

☐ 1 juta sampai dengan ≤ 2 juta

☐ 2 juta sampai dengan ≤ 3 juta

☐ 3 juta sampai dengan ≤ 4 juta

☐ ≥ 4 juta

6. Pengalaman Belanja di LASKAR BUAH *

Centang semua yang sesuai

- ☐ 1 kali
- ☐ Lebih dari 2 kali

Berilah tanda centang pada kuisioner ini, berdasarkan pengalaman riil yang anda rasakan

Penjelasan :

Poin *Importance* (Tingkat Kepentingan) :

Menilai tingkat kepentingan layanan menurut pelanggan di Laskar Buah

Poin *Performance* (Penilaian Kinerja) :

Menilai kinerja yang diberikan oleh pihak Laskar Buah kepada Pelanggan
Petunjuk Pengisian :

Importance (Tingkat Kepentingan)

- 1 = Sangat Tidak Penting,
- 2 = Tidak Penting,
- 3 = Cukup Penting,
- 4 = Penting,
- 5 = Sangat Penting

Performance (Penilaian Kinerja)

- 1 = Sangat Tidak Baik
- 2 = Tidak Baik
- 3 = Cukup Baik
- 4 = Baik
- 5 = Sangat Baik

7. 1. Laskar Buah memiliki peralatan dan perlengkapan yang tampak modern *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

8. 2. Fasilitas fisik di laskar buah menarik secara visual *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐

Penilaian Kinerja	☐	☐	☐	☐	☐
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9. 3. Material yang berkaitan dengan layanan laskar buah (misalnya kantong belanja, papan harga) menarik secara visual *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

10. 4. Laskar Buah memiliki area belanja yang bersih *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

11. 5. Tata letak toko memudahkan pelanggan menemukan barang yang dibutuhkan*

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

12. 6. Tata letak toko memudahkan pelanggan bergerak di dalam toko *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

13. 7. Ketika Laskar Buah menjanjikan sesuatu pada waktu tertentu (seperti diskon), mereka menepatinya *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

14. 8. Kasir Laskar Buah melayani dengan cepat *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

15. 9. Laskar Buah melakukan layanan dengan tepat sejak awal *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

16. 10. Produk yang dibutuhkan pelanggan di Laskar Buah selalu tersedia *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

17. 11. Transaksi dan pencatatan penjualan laskar buah bebas dari kesalahan *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

18. 12. Karyawan laskar buah memiliki pengetahuan yang memadai untuk menjawab pertanyaan pelanggan *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

19. 13. Perilaku karyawan menumbuhkan kepercayaan pelanggan *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

20. 14. Pelanggan merasa aman bertransaksi dengan Laskar Buah *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

21. 15. Karyawan memberikan layanan cepat tanggap kepada pelanggan *

Centang semua yang sesuai

	1	2	3	4	5
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Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

22. 16. Karyawan memberikan sapaan ketika pelanggan memasuki toko *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

23. 17. Karyawan selalu merespon permintaan pelanggan *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

24. 18. Laskar Buah memberikan perhatian individu kepada pelanggan *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

25. 19. Karyawan selalu bersikap sopan kepada pelanggan *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

26. 20. Karyawan memperlakukan pelanggan dengan ramah *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

27. 21. Laskar Buah bersedia menangani return (pengembalian barang yang tidak sesuai atau rusak) dari pelanggan *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

28. 22. Laskar Buah selalu dapat menangani keluhan pelanggan *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

29. 23. Laskar Buah mampu menangani keluhan pelanggan sesegera mungkin *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

30. 24. Laskar Buah menawarkan produk segar berkualitas *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

31. 25. Laskar Buah menawarkan berbagai pilihan produk *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

32. 26. Laskar Buah menyediakan tempat parkir yang nyaman bagi pelanggan*

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

33. 27. Jam operasional Laskar Buah nyaman untuk semua pelanggan *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

34. 28. Laskar Buah menerima pembayaran tunai dan non tunai (kemudahan bertransaksi) *

Centang semua yang sesuai

	1	2	3	4	5
Tingkat Kepentingan	☐	☐	☐	☐	☐
Penilaian Kinerja	☐	☐	☐	☐	☐

35. Kritik dan Saran Pelayanan Laskar Buah Secara Tertulis

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LAMPIRAN 2. Hasil Data Kuesioner Importance

HASIL DATA KUESIONER IMPORTANCE																													
	Physical Aspect (PA.IM)						Reliability (REL.IM)					Personal Interaction (PI.IM)									Problem Solving (PS.IM)			Policy (POL.IM)					
Resp. No	PA.IM.1	PA.IM.2	PA.IM.3	PA.IM.4	PA.IM.5	PA.IM.6	REL.IM.1	REL.IM.2	REL.IM.3	REL.IM.4	REL.IM.5	PI.IM.1	PI.IM.2	PI.IM.3	PI.IM.4	PI.IM.5	PI.IM.6	PI.IM.7	PI.IM.8	PI.IM.9	PS.IM.1	PS.IM.2	PS.IM.3	POL.IM.1	POL.IM.2	POL.IM.3	POL.IM.4	POL.IM.5	
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HASIL DATA KUESIONER IMPORTANCE																												
	Physical Aspect (PA.IM)						Reliability (REL.IM)					Personal Interaction (PI.IM)								Problem Solving (PS.IM)			Policy (POL.IM)					
Resp. No	PA.IM.1	PA.IM.2	PA.IM.3	PA.IM.4	PA.IM.5	PA.IM.6	REL.IM.1	REL.IM.2	REL.IM.3	REL.IM.4	REL.IM.5	PI.IM.1	PI.IM.2	PI.IM.3	PI.IM.4	PI.IM.5	PI.IM.6	PI.IM.7	PI.IM.8	PI.IM.9	PS.IM.1	PS.IM.2	PS.IM.3	POL.IM.1	POL.IM.2	POL.IM.3	POL.IM.4	POL IM.5
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86	4	5	5	5	5	5	5	5	5	5	5	5	5	3	5	3	5	4	5	5
87	3	3	2	3	3	2	3	3	2	3	3	3	3	2	2	3	2	3	3	3
88	4	4	5	5	4	5	4	4	5	5	3	4	5	5	5	3	4	4	5	5
89	4	4	3	5	5	5	5	5	5	4	5	5	5	5	5	4	5	4	4	5
90	4	3	3	4	4	4	3	4	4	3	3	3	4	4	4	3	4	3	4	4
91	2	2	2	2	2	2	3	3	2	3	3	3	3	3	3	2	3	2	3	3
92	4	5	4	5	4	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4
93	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
94	5	4	5	5	5	5	5	5	5	4	4	5	5	5	5	4	5	4	5	5

HASIL DATA KUESIONER IMPORTANCE																												
	Physical Aspect (PA.IM)						Reliability (REL.IM)					Personal Interaction (PI.IM)								Problem Solving (PS.IM)			Policy (POL.IM)					
Resp. No	PA.IM.1	PA.IM.2	PA.IM.3	PA.IM.4	PA.IM.5	PA.IM.6	REL.IM.1	REL.IM.2	REL.IM.3	REL.IM.4	REL.IM.5	PI.IM.1	PI.IM.2	PI.IM.3	PI.IM.4	PI.IM.5	PI.IM.6	PI.IM.7	PI.IM.8	PI.IM.9	PS.IM.1	PS.IM.2	PS.IM.3	POL.IM.1	POL.IM.2	POL.IM.3	POL.IM.4	POL.IM.5
95	5	5	4	5	5	5	5	5	5	5	4	4	4	5	4	3	3	4	5	5	4	5	5	5	5	5	5	5
96	5	4	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5
97	4	5	3	5	5	5	5	5	4	4	5	4	5	5	4	3	5	3	5	5	5	5	5	5	5	5	4	5
98	4	5	3	5	5	5	5	5	4	5	5	4	4	3	5	3	4	3	5	5	5	5	5	5	5	5	4	5
99	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	2	4	4	4	4	4	4	4
100	5	5	3	5	5	5	5	4	4	4	4	4	5	5	4	3	4	3	5	5	5	4	4	5	5	5	5	5
101	4	4	3	5	4	5	5	4	4	5	4	5	5	5	5	3	5	5	5	5	5	5	5	5	5	5	5	5
102	4	4	5	5	4	4	4	5	4	5	3	4	4	4	4	3	4	3	5	5	5	4	4	5	5	5	4	5
103	3	3	3	4	3	4	3	3	3	3	4	4	3	5	4	5	3	4	5	3	3	5	5	5	5	5	5	5
104	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
105	4	4	5	5	5	5	4	4	4	4	5	4	5	5	5	4	4	4	5	5	5	4	4	4	4	4	4	4
106	4	4	3	4	5	4	5	5	5	5	5	5	5	5	5	4	4	4	5	5	5	5	5	5	5	4	4	5
107	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4	4	3	3	3	3	3	3	3	3	3
108	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	4	3	2	3	3
109	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	4
110	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	3	5	5	4	4	4	4	4	4	4	5
111	4	4	4	4	4	4	4	4	4	4	4	5	5	5	5	3	4	3	4	5	4	4	4	5	5	4	4	5
112	4	4	3	4	4	4	4	4	4	4	4	5	5	5	4	3	4	3	5	5	5	4	4	4	4	4	5	5
113	4	5	4	4	4	4	5	5	5	4	4	4	4	5	5	3	5	3	4	5	5	4	4	4	5	4	4	5

[illegible]

LAMPIRAN 3. Hasil Data Kuesioner Performance

HASIL DATA KUESIONER PERFORMANCE																												
Resp. No	Physical Aspect (PA.PM)						Reliability (REL.PM)					Personal Interaction (PI.PM)								Problem Solving (PS.PM)			Policy (POL.PM)					
	PA.PM.1	PA.PM.2	PA.PM.3	PA.PM.4	PA.PM.5	PA.PM.6	REL.PM.1	REL.PM.2	REL.PM.3	REL.PM.4	REL.PM.5	PI.PM.1	PI.PM.2	PI.PM.3	PI.PM.4	PI.PM.5	PI.PM.6	PI.PM.7	PI.PM.8	PI.PM.9	PS.PM.1	PS.PM.2	PS.PM.3	POL.PM.1	POL.PM.2	POL.PM.3	POL.PM.4	POL.PM.5
1	4	4	3	4	5	3	4	5	4	3	5	4	4	5	4	5	4	3	4	4	4	4	4	3	5	4	4	4
2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
3	3	3	3	3	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2	3	3
4	3	4	4	4	3	3	4	4	4	2	3	3	3	3	4	2	3	2	3	3	2	3	3	2	2	2	4	4
5	3	4	4	3	4	4	4	3	3	4	4	3	3	4	4	3	4	4	4	4	4	4	3	2	4	4	4	4
6	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
7	5	5	5	4	5	5	5	4	5	4	5	4	5	5	4	5	5	4	5	5	4	5	5	3	5	5	5	4
8	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	2	2	3
9	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	5	3	3
10	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
11	2	2	3	2	3	3	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4
12	5	4	4	4	4	3	4	5	4	5	4	4	4	4	4	4	4	4	2	4	3	4	4	4	4	4	4	5
13	4	4	3	4	5	4	5	4	3	4	4	3	5	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4
14	4	4	4	5	4	4	5	2	3	4	4	3	5	5	3	5	4	4	5	5	3	4	4	3	5	5	4	5
15	1	2	3	3	3	3	3	3	2	3	3	2	3	3	3	2	3	3	2	3	3	3	3	2	3	2	3	3
16	3	3	3	3	4	4	4	3	4	3	4	4	3	4	3	4	3	3	3	4	4	3	3	4	3	4	4	2
17	3	3	2	2	3	3	4	2	3	3	4	4	4	4	3	4	4	3	4	4	3	3	3	2	4	2	4	4
18	3	3	2	3	3	2	3	3	3	2	2	3	3	3	3	3	3	3	3	2	2	2	2	2	3	2	3	2
19	2	3	2	1	2	1	2	2	2	1	2	2	2	2	2	1	2	2	3	3	2	2	2	2	2	2	3	2

HASIL DATA KUESIONER PERFORMANCE																													
	Physical Aspect (PA.PM)						Reliability (REL.PM)					Personal Interaction (PI.PM)									Problem Solving (PS.PM)			Policy (POL.PM)					
Resp. No	PA.PM.1	PA.PM.2	PA.PM.3	PA.PM.4	PA.PM.5	PA.PM.6	REL.PM.1	REL.PM.2	REL.PM.3	REL.PM.4	REL.PM.5	PI.PM.1	PI.PM.2	PI.PM.3	PI.PM.4	PI.PM.5	PI.PM.6	PI.PM.7	PI.PM.8	PI.PM.9	PS.PM.1	PS.PM.2	PS.PM.3	POL.PM.1	POL.PM.2	POL.PM.3	POL.PM.4	POL.PM.5	
20	4	3	4	5	5	4	4	4	4	3	3	4	5	5	4	4	4	4	5	5	4	5	4	4	4	4	5	5	5
21	4	3	4	3	4	4	5	4	5	3	5	5	4	5	4	5	4	5	5	5	4	4	4	4	4	5	4	5	4
22	4	4	5	4	4	3	4	4	4	4	4	4	4	4	4	3	4	4	4	4	3	4	4	4	4	4	4	4	4
23	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
24	4	3	3	3	4	4	3	4	3	3	3	3	3	3	4	4	4	3	4	4	3	3	3	3	3	3	4	4	4
25	4	4	4	4	4	4	4	4	4	2	3	4	4	3	4	4	4	3	4	4	2	3	3	3	3	3	4	4	3
26	3	3	3	3	3	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
27	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
28	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
29	3	3	3	3	3	3	3	3	3	2	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2	3	3
30	3	4	4	5	4	3	4	3	4	4	4	4	4	5	4	4	3	3	4	4	3	3	3	3	4	3	3	5	
31	3	3	4	4	4	4	4	4	4	4	4	4	5	4	5	5	5	5	5	5	4	4	4	4	5	5	5	5	
32	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2	3	2	3	3	3	3	3	3	3	3	3	3	
33	3	3	5	3	3	3	3	3	5	3	3	3	3	3	3	3	3	3	5	3	3	3	3	3	3	3	3	3	
34	3	3	3	3	3	3	3	3	3	3	3	3	4	3	3	3	3	3	3	4	3	4	3	3	3	3	3	3	
35	5	5	5	5	5	4	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	3	5	5	5	5	
36	4	3	4	4	4	4	3	4	5	4	4	4	4	4	4	4	4	4	5	5	4	4	4	4	4	3	5	5	
37	4	4	3	4	4	4	4	3	4	4	3	4	4	4	4	4	4	3	3	4	3	3	3	3	4	3	4	4	
38	4	5	4	5	5	4	5	4	5	4	5	4	5	5	5	5	4	4	5	5	4	4	5	3	5	5	5	5	
39	5	5	3	5	5	4	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	3	5	5	5	5	5	

HASIL DATA KUESIONER PERFORMANCE																													
	Physical Aspect (PA.PM)						Reliability (REL.PM)					Personal Interaction (PI.PM)								Problem Solving (PS.PM)			Policy (POL.PM)						
Resp. No	PA.PM.1	PA.PM.2	PA.PM.3	PA.PM.4	PA.PM.5	PA.PM.6	REL.PM.1	REL.PM.2	REL.PM.3	REL.PM.4	REL.PM.5	PI.PM.1	PI.PM.2	PI.PM.3	PI.PM.4	PI.PM.5	PI.PM.6	PI.PM.7	PI.PM.8	PI.PM.9	PS.PM.1	PS.PM.2	PS.PM.3	POL.PM.1	POL.PM.2	POL.PM.3	POL.PM.4	POL.PM.5	
40	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
41	5	4	4	5	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	4	3	3	4	5	4	5	5	
42	5	5	5	5	5	4	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	3	5	5	5	5	
43	4	4	4	3	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	3	3	3	3	3	4	4
44	4	4	3	5	4	4	5	4	4	3	4	4	4	4	5	3	5	4	5	5	4	3	3	3	4	4	3	5	
45	5	5	5	4	5	4	5	4	4	4	4	4	4	4	5	5	3	3	5	5	5	5	5	4	5	5	5	4	
46	5	5	5	5	5	4	5	5	5	5	5	4	5	5	5	5	5	4	5	5	4	4	4	4	5	5	5	5	
47	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
48	4	4	5	4	5	4	5	5	5	4	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	
49	5	4	4	4	5	4	4	5	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	
50	5	5	3	2	5	4	4	5	5	5	1	4	2	3	3	4	5	5	3	3	2	3	5	5	5	3	3	5	
51	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	1	3	5	3	3	
52	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	
53	3	3	4	4	4	4	3	4	4	4	4	3	3	4	3	3	4	4	4	3	3	4	4	4	4	3	3	3	
54	3	3	4	4	4	4	5	4	3	4	4	4	4	4	5	5	5	5	5	5	4	5	4	4	5	5	5	5	
55	5	5	5	5	5	4	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	5	
56	4	5	5	5	5	4	5	5	4	5	5	4	5	5	5	5	5	4	5	4	4	4	4	5	5	3	5	5	
57	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4	4	
58	4	3	4	4	4	3	4	4	4	3	5	4	4	4	4	2	3	2	3	3	2	3	3	3	5	4	5	5	
59	3	3	3	3	5	3	3	2	3	3	3	3	3	3	3	2	3	2	3	3	3	2	2	3	3	3	3	3	

HASIL DATA KUESIONER PERFORMANCE																												
	Physical Aspect (PA.PM)						Reliability (REL.PM)					Personal Interaction (PI.PM)									Problem Solving (PS.PM)			Policy (POL.PM)				
Resp. No	PA.PM.1	PA.PM.2	PA.PM.3	PA.PM.4	PA.PM.5	PA.PM.6	REL.PM.1	REL.PM.2	REL.PM.3	REL.PM.4	REL.PM.5	PI.PM.1	PI.PM.2	PI.PM.3	PI.PM.4	PI.PM.5	PI.PM.6	PI.PM.7	PI.PM.8	PI.PM.9	PS.PM.1	PS.PM.2	PS.PM.3	POL.PM.1	POL.PM.2	POL.PM.3	POL.PM.4	POL.PM.5
60	3	3	3	2	5	4	3	5	4	3	3	5	4	4	4	5	5	5	4	4	3	4	5	4	4	4	4	4
61	4	3	3	3	4	4	4	3	3	3	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
62	4	4	4	5	4	4	5	5	5	5	5	4	5	4	5	5	5	4	5	5	5	5	4	5	5	4	3	5
63	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	5	4	4	5	4	5
64	5	5	4	4	5	4	4	5	5	4	3	4	4	5	4	3	4	4	4	3	4	3	4	5	5	4	4	5
65	4	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
66	5	4	5	5	5	4	4	4	5	4	5	4	5	5	5	5	5	5	5	5	5	4	4	5	3	5	5	5
67	1	4	4	4	5	4	5	5	5	5	5	4	5	5	5	5	5	5	4	5	5	5	5	4	5	5	5	5
68	5	5	5	5	5	4	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
69	5	3	5	5	5	4	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
70	3	3	3	2	4	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
71	3	3	3	3	5	3	3	3	3	5	3	3	2	5	3	4	5	5	4	4	3	3	4	4	5	5	4	5
72	3	5	5	4	4	4	5	4	4	5	4	4	4	5	5	5	5	4	5	5	5	5	4	5	5	5	5	5
73	4	5	5	3	5	4	5	2	3	4	3	3	3	3	2	3	3	1	3	3	3	3	3	3	3	3	3	3
74	4	1	5	4	3	3	4	5	5	5	5	5	5	5	5	5	5	3	5	5	4	5	5	5	5	5	5	5
75	4	5	5	3	5	4	5	4	3	3	5	3	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5
76	3	2	4	5	5	2	2	5	1	3	1	2	5	3	5	4	5	3	4	4	2	3	2	4	5	5	4	4
77	4	4	5	3	3	3	4	4	4	4	5	4	5	5	4	5	5	3	5	5	4	5	5	4	5	5	5	5
78	4	3	3	4	5	3	5	4	5	3	4	4	5	5	5	5	5	4	3	5	4	5	4	5	5	5	5	5
79	4	5	5	4	4	4	5	4	5	4	5	4	5	5	4	5	5	3	5	5	3	5	5	4	5	5	5	5

HASIL DATA KUESIONER PERFORMANCE																													
	Physical Aspect (PA.PM)						Reliability (REL.PM)				Personal Interaction (PI.PM)									Problem Solving (PS.PM)			Policy (POL.PM)						
Resp. No	PA.PM.1	PA.PM.2	PA.PM.3	PA.PM.4	PA.PM.5	PA.PM.6	REL.PM.1	REL.PM.2	REL.PM.3	REL.PM.4	REL.PM.5	PI.PM.1	PI.PM.2	PI.PM.3	PI.PM.4	PI.PM.5	PI.PM.6	PI.PM.7	PI.PM.8	PI.PM.9	PS.PM.1	PS.PM.2	PS.PM.3	POL.PM.1	POL.PM.2	POL.PM.3	POL.PM.4	POL.PM.5	
80	4	5	4	3	4	4	5	4	5	4	5	4	5	5	4	5	5	3	5	5	5	4	5	5	5	5	5	5	5
81	4	3	4	5	3	4	3	4	3	4	4	4	4	3	4	4	4	4	4	5	3	3	5	5	5	5	5	5	5
82	5	5	5	5	5	4	5	5	5	5	5	4	5	5	5	5	5	5	5	4	3	4	4	4	5	5	5	5	5
83	4	5	4	4	4	4	5	4	5	4	5	4	5	5	4	5	5	3	5	5	3	5	5	5	5	5	5	5	5
84	4	4	3	4	3	4	5	4	3	4	3	4	4	5	4	5	3	3	3	3	4	4	4	3	4	3	4	3	3
85	5	4	3	5	5	5	5	5	4	5	5	4	5	5	4	5	4	3	5	5	4	5	5	4	5	5	5	5	5
86	5	5	5	4	3	4	5	5	5	5	5	4	4	3	5	5	5	5	5	5	4	5	4	5	5	5	5	5	5
87	3	3	4	3	3	4	3	3	2	3	4	4	3	2	3	4	4	3	4	4	4	3	3	4	3	3	4	4	4
88	4	5	5	5	4	5	4	5	4	4	3	4	5	5	4	4	5	3	5	5	4	5	4	5	5	4	5	5	5
89	4	4	4	4	5	4	5	4	5	4	5	4	5	5	4	4	5	3	4	5	5	5	2	5	5	5	3	5	5
90	4	3	3	4	4	4	3	4	4	3	3	3	4	4	4	3	4	3	4	4	3	3	3	3	3	3	3	4	4
91	2	2	2	2	2	2	2	3	3	2	3	3	3	3	3	2	3	2	3	3	2	2	2	1	3	2	3	3	3
92	4	5	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	4	4	4	4
93	4	4	3	4	5	4	5	5	4	3	5	4	4	5	5	3	3	3	5	4	3	3	3	4	5	3	5	5	5
94	4	5	5	4	5	4	5	5	5	4	4	4	5	5	4	3	5	3	5	5	5	4	5	5	5	5	5	5	5
95	4	5	5	4	5	5	5	5	4	4	4	4	4	5	4	3	4	3	5	5	3	5	4	5	5	5	5	5	5
96	4	3	3	3	4	5	5	5	4	3	3	4	4	5	4	4	4	4	5	5	4	4	4	4	3	3	5	5	5
97	4	5	4	3	5	5	5	4	4	4	5	4	5	5	3	3	5	3	5	5	4	5	5	4	5	4	5	5	5
98	5	5	4	4	5	5	5	4	4	4	5	4	5	3	4	5	5	3	5	5	4	5	5	4	5	5	5	5	5
99	3	4	3	3	4	4	4	3	3	2	3	2	3	4	3	4	4	3	4	4	2	3	2	2	4	4	4	4	4

HASIL DATA KUESIONER PERFORMANCE																												
Resp. No	Physical Aspect (PA.PM)						Reliability (REL.PM)					Personal Interaction (PI.PM)									Problem Solving (PS.PM)			Policy (POL.PM)				
	PA.PM.1	PA.PM.2	PA.PM.3	PA.PM.4	PA.PM.5	PA.PM.6	REL.PM.1	REL.PM.2	REL.PM.3	REL.PM.4	REL.PM.5	PI.PM.1	PI.PM.2	PI.PM.3	PI.PM.4	PI.PM.5	PI.PM.6	PI.PM.7	PI.PM.8	PI.PM.9	PS.PM.1	PS.PM.2	PS.PM.3	POL.PM.1	POL.PM.2	POL.PM.3	POL.PM.4	POL.PM.5
100	4	5	5	4	5	4	5	4	4	4	5	4	5	5	4	3	4	3	5	5	4	5	4	4	5	5	5	5
101	4	4	5	4	4	4	5	4	3	4	4	4	5	5	5	3	5	5	5	5	4	5	5	4	5	5	5	5
102	4	5	5	4	4	4	4	5	5	5	4	4	4	5	4	3	4	3	5	5	4	4	4	4	5	5	5	5
103	3	3	3	4	3	4	3	3	3	3	3	4	3	5	4	5	3	3	4	3	3	3	3	3	4	4	4	5
104	4	3	5	4	5	5	5	3	3	3	3	4	4	5	3	4	5	4	5	5	5	4	4	4	3	3	5	5
105	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4
106	4	4	3	3	4	4	5	5	5	4	4	4	5	5	5	5	5	3	5	5	5	5	4	4	5	5	4	5
107	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4	3	3	3	3	3	3	3	3	3
108	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	4	3	2	3	3
109	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	4
110	4	4	4	3	4	4	5	4	2	3	3	4	4	4	4	3	4	3	5	5	4	4	4	4	5	5	4	5
111	5	4	4	4	3	3	5	4	4	3	4	4	5	5	5	3	5	3	5	5	3	4	4	4	5	5	4	5
112	4	4	3	3	3	4	5	4	4	5	4	4	5	5	5	3	5	3	5	5	4	4	4	4	5	5	5	5
113	4	4	4	3	3	3	5	4	4	4	4	3	4	5	5	3	5	3	5	5	4	4	4	4	5	5	4	5
114	5	4	4	5	5	5	4	5	5	5	5	4	5	5	5	4	5	5	5	5	4	4	4	4	4	3	4	4
115	4	4	4	3	3	3	4	4	4	4	4	4	4	5	5	3	4	3	5	5	4	4	4	4	4	5	4	5
116	4	4	3	3	3	3	4	4	4	4	4	5	5	5	5	5	5	3	5	5	4	5	5	4	5	5	5	5
117	4	3	3	4	4	3	4	5	4	2	5	4	3	5	3	2	4	2	4	3	3	4	4	3	3	4	4	5
118	3	3	2	3	3	4	3	3	2	2	3	3	2	3	3	3	4	2	3	3	3	2	2	2	2	2	3	2
119	3	3	3	4	4	3	2	3	3	3	4	3	2	3	3	2	3	2	4	4	3	4	4	3	4	3	4	4

[illegible]

Lampiran 4. Hasil Uji Validitas dan Reliabilitas
Uji Validitas dan Reliabilitas Importance
Physical Aspect (PA)

Correlations		Total_PA.IM
PA.IM.1	Pearson Correlation	.785**
	Sig. (2-tailed)	.000
	N	125
PA.IM.2	Pearson Correlation	.804**
	Sig. (2-tailed)	.000
	N	125
PA.IM.3	Pearson Correlation	.741**
	Sig. (2-tailed)	.000
	N	125
PA.IM.4	Pearson Correlation	.831**
	Sig. (2-tailed)	.000
	N	125
PA.IM.5	Pearson Correlation	.792**
	Sig. (2-tailed)	.000
	N	125
PA.IM.6	Pearson Correlation	.886**
	Sig. (2-tailed)	.000
	N	125
Total_PA.IM	Pearson Correlation	1
	Sig. (2-tailed)	
	N	125

Reliability**Scale: ALL VARIABLES****Case Processing Summary**

		N	%
Cases	Valid	125	100.0
	Excluded ^a	0	.0
	Total	125	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.800	7

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PA.IM.1	43.86	60.344	.744	.775
PA.IM.2	43.82	59.872	.766	.772
PA.IM.3	44.00	59.419	.684	.773
PA.IM.4	43.69	58.329	.793	.764
PA.IM.5	43.66	59.486	.750	.771
PA.IM.6	43.74	57.115	.858	.756
Total_PA.I M	23.89	17.503	1.000	.892

Reliability (REL)

		Correlations					
		REL.I M.1	REL.I M.2	REL.I M.3	REL.I M.4	REL.I M.5	TOTA L_REL .IM
REL.IM.1	Pearson Correlation	1	.728**	.715**	.714**	.642**	.881**
	Sig. (2- tailed)		.000	.000	.000	.000	.000
	N	125	125	125	125	125	125
REL.IM.2	Pearson Correlation	.728**	1	.724**	.694**	.604**	.864**
	Sig. (2- tailed)	.000		.000	.000	.000	.000
	N	125	125	125	125	125	125
REL.IM.3	Pearson Correlation	.715**	.724**	1	.667**	.683**	.877**
	Sig. (2- tailed)	.000	.000		.000	.000	.000
	N	125	125	125	125	125	125
REL.IM.4	Pearson Correlation	.714**	.694**	.667**	1	.635**	.863**
	Sig. (2- tailed)	.000	.000	.000		.000	.000
	N	125	125	125	125	125	125
REL.IM.5	Pearson Correlation	.642**	.604**	.683**	.635**	1	.829**
	Sig. (2- tailed)	.000	.000	.000	.000		.000
	N	125	125	125	125	125	125
TOTAL_R EL.IM	Pearson Correlation	.881**	.864**	.877**	.863**	.829**	1
	Sig. (2- tailed)	.000	.000	.000	.000	.000	
	N	125	125	125	125	125	125

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

Reliability**Scale: ALL VARIABLES****Case Processing Summary**

		N	%
Cases	Valid	125	100.0
	Excluded ^a	0	.0
	Total	125	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.819	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
REL.IM.1	35.98	48.233	.850	.780
REL.IM.2	35.95	49.304	.832	.787
REL.IM.3	36.07	48.374	.846	.781
REL.IM.4	36.08	48.123	.826	.781
REL.IM.5	36.06	48.689	.786	.786
TOTAL_REL.I M	20.02	14.919	1.000	.913

Personal Interaction (PI)

		Correlations									TOTAL_PI.M
		PI.IM.1	PI.IM.2	PI.IM.3	PI.IM.4	PI.IM.5	PI.IM.6	PI.IM.7	PI.IM.8	PI.IM.9	
PI.IM.1	Pearson Correlation	1	.709**	.744**	.798**	.690**	.799**	.661**	.693**	.797**	.881**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	125	125	125	125	125	125	125	125	125	125
PI.IM.2	Pearson Correlation	.709**	1	.798**	.779**	.572**	.781**	.634**	.720**	.820**	.869**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000
	N	125	125	125	125	125	125	125	125	125	125
PI.IM.3	Pearson Correlation	.744**	.798**	1	.787**	.618**	.798**	.560**	.717**	.780**	.869**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000
	N	125	125	125	125	125	125	125	125	125	125
PI.IM.4	Pearson Correlation	.798**	.779**	.787**	1	.675**	.834**	.668**	.756**	.828**	.910**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000
	N	125	125	125	125	125	125	125	125	125	125
PI.IM.5	Pearson Correlation	.690**	.572**	.618**	.675**	1	.719**	.742**	.618**	.603**	.806**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000
	N	125	125	125	125	125	125	125	125	125	125
PI.IM.6	Pearson Correlation	.799**	.781**	.798**	.834**	.719**	1	.677**	.748**	.830**	.920**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000
	N	125	125	125	125	125	125	125	125	125	125
PI.IM.7	Pearson Correlation	.661**	.634**	.560**	.668**	.742**	.677**	1	.589**	.625**	.794**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000
	N	125	125	125	125	125	125	125	125	125	125
PI.IM.8	Pearson Correlation	.693**	.720**	.717**	.756**	.618**	.748**	.589**	1	.844**	.854**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000
	N	125	125	125	125	125	125	125	125	125	125
PI.IM.9	Pearson Correlation	.797**	.820**	.780**	.828**	.603**	.830**	.625**	.844**	1	.909**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000
	N	125	125	125	125	125	125	125	125	125	125
TOTAL_PI.M	Pearson Correlation	.881**	.869**	.869**	.910**	.806**	.920**	.794**	.854**	.909**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	125	125	125	125	125	125	125	125	125	125

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

Reliability

Scale: ALL VARIABLES**Case Processing Summary**

		N	%
Cases	Valid	125	100.0
	Excluded ^a	0	.0
	Total	125	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.792	10

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PI.IM.1	69.1760	176.114	.866	.769
PI.IM.2	69.0800	176.413	.852	.770
PI.IM.3	69.0560	175.360	.852	.768
PI.IM.4	69.1440	174.786	.899	.767
PI.IM.5	69.3440	175.082	.779	.769
PI.IM.6	69.1520	174.001	.909	.766
PI.IM.7	69.4000	176.194	.767	.771
PI.IM.8	69.0160	175.806	.835	.769
PI.IM.9	68.9680	175.612	.897	.768
TOTAL_PI.I M	36.6080	49.127	1.000	.958

Problem Solving (PS)**Correlations**

		PS.PM.1	PS.PM.2	PS.PM.3	TOTAL.PS.PM
PS.PM.1	Pearson Correlation	1	.699**	.606**	.855**
	Sig. (2-tailed)		.000	.000	.000
	N	125	125	125	125
PS.PM.2	Pearson Correlation	.699**	1	.790**	.929**
	Sig. (2-tailed)	.000		.000	.000
	N	125	125	125	125
PS.PM.3	Pearson Correlation	.606**	.790**	1	.897**
	Sig. (2-tailed)	.000	.000		.000
	N	125	125	125	125
TOTAL.PS.PM	Pearson Correlation	.855**	.929**	.897**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	125	125	125	125

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

Reliability**Scale: ALL VARIABLES****Case Processing Summary**

		N	%
Cases	Valid	125	100.0
	Excluded ^a	0	.0
	Total	125	100.0

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

Reliability Statistics

Cronbach's	
Alpha	N of Items
.861	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PS.PM.1	18.9040	15.007	.793	.833
PS.PM.2	18.7200	14.235	.895	.803
PS.PM.3	18.7760	14.417	.848	.813

TOTAL.PS.PM	11.2800	5.187	1.000	.875
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Policy (POL)

		Correlations					TOTAL.PO L.IM
		POL.I M.1	POL.I M.2	POL.I M.3	POL.I M.4	POL.I M.5	
POL.IM.1	Pearson Correlation	1	.769**	.703**	.654**	.746**	.876**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	125	125	125	125	125	125
POL.IM.2	Pearson Correlation	.769**	1	.758**	.791**	.789**	.920**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	125	125	125	125	125	125
POL.IM.3	Pearson Correlation	.703**	.758**	1	.783**	.683**	.883**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	125	125	125	125	125	125
POL.IM.4	Pearson Correlation	.654**	.791**	.783**	1	.751**	.885**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	125	125	125	125	125	125
POL.IM.5	Pearson Correlation	.746**	.789**	.683**	.751**	1	.890**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	125	125	125	125	125	125

TOTAL.PO L.IM	Pearson Correlation	.876**	.920**	.883**	.885**	.890**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	125	125	125	125	125	125

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	125	100.0
	Excluded ^a	0	.0
	Total	125	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.824	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
POL.IM.1	37.15	52.194	.843	.784
POL.IM.2	37.07	52.987	.900	.786
POL.IM.3	37.26	52.515	.852	.785
POL.IM.4	37.08	54.365	.861	.795
POL.IM.5	36.98	52.919	.863	.787
TOTAL.POL.I M	20.62	16.303	1.000	.933

Uji Validitas dan Reliabilitas Performance

Physical Aspect (PA)

		Correlations						TOTAL _PA.PM
		PA.PM. 1	PA.PM. 2	PA.PM. 3	PA.PM. 4	PA.PM. 5	PA.PM. 6	
PA.PM.1	Pearson Correlation	1	.608**	.522**	.555**	.493**	.496**	.796**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000
	N	125	125	125	125	125	125	125
PA.PM.2	Pearson Correlation	.608**	1	.556**	.429**	.501**	.496**	.785**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000
	N	125	125	125	125	125	125	125
PA.PM.3	Pearson Correlation	.522**	.556**	1	.558**	.452**	.445**	.766**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000
	N	125	125	125	125	125	125	125
PA.PM.4	Pearson Correlation	.555**	.429**	.558**	1	.524**	.436**	.759**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000
	N	125	125	125	125	125	125	125
PA.PM.5	Pearson Correlation	.493**	.501**	.452**	.524**	1	.575**	.776**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000
	N	125	125	125	125	125	125	125
PA.PM.6	Pearson Correlation	.496**	.496**	.445**	.436**	.575**	1	.704**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000
	N	125	125	125	125	125	125	125
TOTAL_P A.PM	Pearson Correlation	.796**	.785**	.766**	.759**	.776**	.704**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	125	125	125	125	125	125	125

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	125	100.0
	Excluded ^a	0	.0

Total	125	100.0
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a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.782	7

Reliability (REL)

		Correlations					
		REL.PM.1	REL.PM.2	REL.PM.3	REL.PM.4	REL.PM.5	TOTAL.REL.PM
		1	2	3	4	5	
REL.PM.1	Pearson Correlation	1	.505**	.575**	.541**	.644**	.804**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	125	125	125	125	125	125
REL.PM.2	Pearson Correlation	.505**	1	.644**	.579**	.482**	.783**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	125	125	125	125	125	125
REL.PM.3	Pearson Correlation	.575**	.644**	1	.608**	.639**	.854**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	125	125	125	125	125	125
REL.PM.4	Pearson Correlation	.541**	.579**	.608**	1	.542**	.805**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	125	125	125	125	125	125
REL.PM.5	Pearson Correlation	.644**	.482**	.639**	.542**	1	.817**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	125	125	125	125	125	125
TOTAL.REL.PM	Pearson Correlation	.804**	.783**	.854**	.805**	.817**	1

	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	125	125	125	125	125	125

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	125	100.0
	Excluded ^a	0	.0
	Total	125	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.824	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
POL.IM.1	37.15	52.194	.843	.784
POL.IM.2	37.07	52.987	.900	.786
POL.IM.3	37.26	52.515	.852	.785
POL.IM.4	37.08	54.365	.861	.795
POL.IM.5	36.98	52.919	.863	.787
TOTAL.POL.I M	20.62	16.303	1.000	.933

Personal Interaction (PI)

		Correlations									
		PI.P M.1	PI.P M.2	PI.P M.3	PI.P M.4	PI.P M.5	PI.P M.6	PI.P M.7	PI.P M.8	PI.P M.9	TOT AL.PI .PM
PI.PM. 1	Pearson Correlation	1	.511*	.576*	.577*	.602*	.598*	.469*	.548*	.604*	.735**
	Sig. (2- tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	125	125	125	125	125	125	125	125	125	125
PI.PM. 2	Pearson Correlation	.511*	1	.698*	.721*	.602*	.624*	.400*	.664*	.757*	.820**
	Sig. (2- tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000
	N	125	125	125	125	125	125	125	125	125	125
PI.PM. 3	Pearson Correlation	.576*	.698*	1	.638*	.522*	.586*	.413*	.672*	.675*	.792**
	Sig. (2- tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000
	N	125	125	125	125	125	125	125	125	125	125
PI.PM. 4	Pearson Correlation	.577*	.721*	.638*	1	.597*	.644*	.571*	.674*	.725*	.842**
	Sig. (2- tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000
	N	125	125	125	125	125	125	125	125	125	125
PI.PM. 5	Pearson Correlation	.602*	.602*	.522*	.597*	1	.664*	.642*	.545*	.615*	.806**
	Sig. (2- tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000
	N	125	125	125	125	125	125	125	125	125	125
PI.PM. 6	Pearson Correlation	.598*	.624*	.586*	.644*	.664*	1	.606*	.658*	.727*	.845**
	Sig. (2- tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000
	N	125	125	125	125	125	125	125	125	125	125
PI.PM. 7	Pearson Correlation	.469*	.400*	.413*	.571*	.642*	.606*	1	.467*	.498*	.709**
	Sig. (2- tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000

	N	125	125	125	125	125	125	125	125	125	125
PI.PM. 8	Pearson Correlation	.548*	.664*	.672*	.674*	.545*	.658*	.467*	1	.835*	.826**
	Sig. (2- tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000
	N	125	125	125	125	125	125	125	125	125	125
PI.PM. 9	Pearson Correlation	.604*	.757*	.675*	.725*	.615*	.727*	.498*	.835*	1	.879**
	Sig. (2- tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000
	N	125	125	125	125	125	125	125	125	125	125
TOTA L.PLP M	Pearson Correlation	.735*	.820*	.792*	.842*	.806*	.845*	.709*	.826*	.879*	1
	Sig. (2- tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	125	125	125	125	125	125	125	125	125	125

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	125	100.0
	Excluded ^a	0	.0
	Total	125	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.779	10

Problem Solving (PS)**Correlations**

		PS.IM.1	PS.IM.2	PS.IM.3	TOTAL_ PS.IM
PS.IM.1	Pearson Correlation	1	.795**	.730**	.908**
	Sig. (2-tailed)		.000	.000	.000
	N	125	125	125	125
PS.IM.2	Pearson Correlation	.795**	1	.863**	.952**
	Sig. (2-tailed)	.000		.000	.000
	N	125	125	125	125
PS.IM.3	Pearson Correlation	.730**	.863**	1	.929**
	Sig. (2-tailed)	.000	.000		.000
	N	125	125	125	125
TOTAL_PS.I M	Pearson Correlation	.908**	.952**	.929**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	125	125	125	125

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	125	100.0
	Excluded ^a	0	.0
	Total	125	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
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.871	4
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Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PS.IM.1	19.81	18.576	.865	.830
PS.IM.2	19.76	18.555	.930	.821
PS.IM.3	19.83	18.544	.897	.825
TOTAL_PS.I M	11.88	6.639	1.000	.920

Policy (POL)**Correlations**

		POL.PM .1	POL.PM .2	POL.PM .3	POL.PM .4	POL.PM .5	TOTAL_ POL.PM
POL.PM.1	Pearson Correlation	1	.609**	.517**	.516**	.556**	.706**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	125	125	125	125	125	125
POL.PM.2	Pearson Correlation	.609**	1	.744**	.685**	.750**	.906**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	125	125	125	125	125	125
POL.PM.3	Pearson Correlation	.517**	.744**	1	.645**	.645**	.857**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	125	125	125	125	125	125
POL.PM.4	Pearson Correlation	.516**	.685**	.645**	1	.712**	.828**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	125	125	125	125	125	125
POL.PM.5	Pearson Correlation	.556**	.750**	.645**	.712**	1	.867**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	125	125	125	125	125	125
TOTAL_P OL.PM	Pearson Correlation	.706**	.906**	.857**	.828**	.867**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	

N	125	125	125	125	125	125
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**. Correlation is significant at the 0.01 level (2-tailed).

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	125	100.0
	Excluded ^a	0	.0
	Total	125	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.805	6

Lampiran

Reliability Statistics

Cronbach's Alpha	N of Items
.824	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
POL.IM.1	37.15	52.194	.843	.784
POL.IM.2	37.07	52.987	.900	.786
POL.IM.3	37.26	52.515	.852	.785
POL.IM.4	37.08	54.365	.861	.795
POL.IM.5	36.98	52.919	.863	.787
TOTAL.POL.I M	20.62	16.303	1.000	.933

5. Surat Ijin Penelitian



YAYASAN PERGURUAN 17 AGUSTUS 1945 SURABAYA
UNIVERSITAS 17 AGUSTUS 1945 (UNTAG) SURABAYA
FAKULTAS EKONOMI DAN BISNIS

PROGRAM STUDI MANAJEMEN (S1)
 PROGRAM STUDI AKUNTANSI (S1)
 PROGRAM STUDI EKONOMI PEMBANGUNAN (S1)
 PROGRAM STUDI MAGISTER MANAJEMEN (S2)
 PROGRAM STUDI DOKTOR ILMU EKONOMI (S3)

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Kampus: Jl. Semolowaru 45 Surabaya 60118, Telp (031) 5931800 Ext 140 , 141, E-mail: feb@untag-sbv.ac.id

Nomor : 2390/K/FEB/X/2025
 Lampiran : -
 Perihal : **Permohonan Ijin Penelitian**

Kepada : Yth. Bapak/Ibu Pimpinan PT. Laskar Buah Indonesia
 Jl. Raya Bojonegoro-Cepu pertigaan No.1 ds, Talun, Mayangrejo, Kec. Kalitidu, Kab.
 Bojonegoro, Jawa Timur 62152

Sehubungan dengan Penyusunan **Tesis** yang berjudul "EVALUASI KUALITAS LAYANAN LASKAR BUAH BOJONEGORO MENGGUNAKAN METODE *RETAIL SERVICE QUALITY SCALE (RSQS)* DAN *IMPORTANCE PERFORMANCE ANALYSIS (IPA)* " oleh mahasiswa Program Studi **S2 Magister Manajemen** Fakultas Ekonomi Dan Bisnis Universitas 17 Agustus 1945 Surabaya, maka mahasiswa dibawah ini sangat memerlukan sumber data (referensi) guna melakukan Penelitian Lapangan. Berkenaan dengan hal tersebut diatas, maka kami mohon perkenan Bapak/Ibu untuk memberikan ijin & bantuan kepada mahasiswa di bawah ini :

Nama : AGHНИЯ LAYALIA
 N. P. M : 1262400056
 Fakultas / Program Studi : Ekonomi dan Bisnis / S2 Magister Manajemen
 Alamat : Jl. Basuki Rahmad 30a Bojonegoro
 Telp./Hp. 085204585494

Guna melakukan penelitian pada :
 "PT. LASKAR BUAH INDONESIA"

Demikian permohonan kami, atas perhatian serta kerjasamanya kami sampaikan terima kasih.



Surabaya, 6 Oktober 2025

Dekan

Prof. Dr. Tri Ratnawati, Ak., MS., CA., CPA
 NPP. 20220.85.0043

Lampiran 7. LoA Jurnal



Letter Of Acceptance

E-ISSN : 3047-907X, P-ISSN : 3047-9061

Date: December 9th 2025

Dear Mr/Mrs : Aghnia Layalla, Ulfi Pristiana, Estik Harl Prastiwi

From : Universitas 17 Agustus 1945 Surabaya

Warm Greetings!

It is a great pleasure to inform you that, after the peer review process, your article :

“An Evaluation of Service Quality at Laskar Buah Bojonegoro Using the Retail Service Quality Scale (RSQS) and Im-portance-Performance Analysis (IPA) Methods”

has been **ACCEPTED** and considered for publication in **ePaper Bisnis : International Journal of Entrepreneurship and Management**
(<https://international.arimbi.or.id/index.php/ePaperBisnis>)

in **Volume 2, Number 4, December 2025 Regular Issue.**

Thank you for submitting your work to this journal. We hope you submit your articles in the future.

Warmest regards,

**Editor in chief
International Journal of Management and
Strategic Business Leadership**



Dr. Krisnawati Setyaningrum Nugraheni, S.TP., M.M

PAPER EVALUATION SHEET

Author : Aghnia Layalla, Ulfi Pristiana, Estik Hari Prastiwi
Article Code : EPaperBisnis- 624
Title : "An Evaluation of Service Quality at Laskar Buah Bojonegoro Using the Retail Service Quality Scale (RSQS) and Importance-Performance Analysis (IPA) Methods"

A EVALUATION OBJECT

No.	Description	Comment
1.	Representativeness of the content of the article	Title The content is relevant to the title.
2.	Reflection of the content of the article in Abstract,	Problem, methods and results represented,
3.	Scope of Research in Keywords	Good
4.	Clarity of research methodology	Good
5.	Presentation and interpretation Data	Good
6.	Use of Tables and Image	Good
7.	Relevance of Discussion/Analysis with Research Results	Good
8.	Relevance of References	Good
9.	Contribution to Science knowledge	Good
10.	Systematic Writing	Good
11.	Use of Language	Good

B. REVIEWER DECISION

- Articles can be published directly [....]
- Articles can be published with minor revisions [√]
- Articles can be published with many revisions [....]
- Please return the article to us for re-evaluation after revision [....]
- The article is not suitable for publication based on the reasons above [....]