

KUESIONER PENELITIAN

Dengan hormat,

Sehubungan dengan penyelesaian skripsi yang sedang saya lakukan di Universitas 17 Agustus 1945 Surabaya, yang berjudul " Pengaruh Kualitas Layanan Dan Persepsi Harga Terhadap Kepuasan Konsumen Pada Rumah Makan Barokah di Surabaya". Saya mengharapkan kesediaan Saudara/I untuk mengisi kuesioner ini sebagai data yang akan dipergunakan dalam penelitian.

Petunjuk :

Berilah tandacentang (✓) pada kotak yang tersedia

IDENTITAS RESPONDEN

1. Jenis Kelamin :

a) Laki- laki

b) Perempuan

2. Rentang Umur :

a) 17 Tahun - 25 Tahun

d) 46 Tahun - 55 Tahun

b) 26 Tahun - 35 Tahun

e) > 56 Tahun

c) 36 Tahun - 45 Tahun

3. Pekerjaan :

a) PELAJAR

c) PEGAWAI SWASTA

b) PNS/TNI/POLRI

d) WIRASWATA

4. Penghasilan

a) < Rp 1.000.000

c) Rp 3.000.000 – Rp 5.000.000

b) Rp 1.000.000 – Rp 3.000.000

d) > Rp 5.000.000

Petunjuk :

Berilah tandacentang (✓) pada kotak yang tersedia

SangatTidakSetuju (STS)	TidakSetuju (TS)	Ragu (RG)	Setuju (ST)	SangatSetuju (SS)
1	2	3	4	5

KUALITAS LAYANAN (X1)						
No.	Item Pernyataan	Tanggapan Responden				
		STS	TS	RG	ST	SS
Dimensi bukti langsung (<i>tangible</i>)		1	2	3	4	5
1	Penampilan petugas Rumah Makan Barokah					
2	Kondisi restoran bersih dan nyaman					
3	Kualitas makanan (kesegaran, rasa dan temperatur) sesuai dengan Bapak / Ibu					
No.	Item Pernyataan	Tanggapan Responden				
		STS	TS	RG	ST	SS
Dimensi kehandalan (<i>reliability</i>)		1	2	3	4	5
4	Kehandalan pegawai memberikan informasi pelayanan kepada pelanggan baru					
5	Kehandalan pegawai menerima pesan					
6	Keakuratan perhitungan administrasi oleh kasir pada saat anda membayar					
No.	Item Pernyataan	Tanggapan Responden				
		STS	TS	RG	ST	SS
Dimensi daya tanggap (<i>responsiveness</i>)		1	2	3	4	5
7	Pesanan pelanggan dipenuhi dengan cepat dan benar (sesuai pesanan)					
8	Pegawai restoran tanggap memenuhi keperluan pelanggan					
No.	Item Pernyataan	Tanggapan Responden				
		STS	TS	RG	ST	SS
Dimensi jaminan (<i>ansurance</i>)		1	2	3	4	5
9	Pegawai Rumah Makan Barokah memiliki kemampuan tentang menu yang akan dipesan					
10	Cita rasa menu disajikan Rumah Makan Barokah selalu sama setiap kali anda berkunjung					
11	Anda merasa aman dan nyaman pada saat berada di Rumah Makan Barokah					

No.	Item Pernyataan	Tanggapan Responden				
		STS	TS	RG	ST	SS
Dimensi Empati (Empathy)		1	2	3	4	5
12	Karyawan Rumah Makan Barokah memberikan perhatian secara individual kepada anda					
13	Karyawan Rumah Makan Barokah memberikan pelayanan yang sama tanpa memandang status sosial					
PERSEPSI HARGA (X2)						
No.	Item Pernyataan	Tanggapan Responden				
		STS	TS	RG	ST	SS
		1	2	3	4	5
14	Keterjangkauan harga yang ditawarkan Rumah Makan Barokah sangat terjangkau dikantong konsumen					
15	Kesesuaian harga dengan cita rasa makan Rumah Makan Barokah					
16	Harga yang diberikan Rumah Makan Barokah sangat kompetitif dengan Rumah Makan lainnya					
17	Harga menu yang ditawarkan Rumah Makan Barokah sesuai dengan kuantitas yang diberikan					
18	Rumah Makan Barokah menawarkan harga yang kompetitif serta pemberian promo					
19	Harga dapat mempengaruhi konsumen dalam mengambil keputusan					
KEPUASAN KONSUMEN (Y)						
No.	Item Pernyataan	Tanggapan Responden				
		STS	TS	RG	ST	SS
		1	2	3	4	5
20	Saya puas dengan pelayanan yang diberikan Rumah Makan Barokah secara cepat dan tepat					
21	Saya puas dengan kemampuan pegawai dalam menyajikan pesanan					
22	Saya puas dengan etika dan keramahan pegawai menyapa pelanggan					
23	Saya puas dengan fasilitas (meja, kursi, wastafel, kamar mandi) yang disediakan oleh Rumah Makan Barokah					
24	Saya merasa puas dengan cita rasa makanan dan minuman yang disediakan Rumah Makan Barokah					
25	sayang merasa puas dengan keamanan, kenyamanan serta kebersihan Rumah Makan Barokah					

Lampiran

DATA RESPONDEN

Res p	Jke l	Usia	Peker	peng	x11	x12	x13	x14	x15	x16	x17	x18	x19	x110	x111	x112	x113	X1	x2.1	x2.2	x2.3	x2.4	x2.5	x2.6	X2	y. 1	y. 2	y. 3	y. 4	y. 5	Y6	Y
1	L	B	B	A	5	5	4	5	5	4	5	5	5	5	5	5	5	4,85	5	5	5	5	5	5	5,00	5	5	5	5	5	5	5,00
2	L	C	C	B	5	5	5	5	4	5	5	5	5	5	5	5	5	4,92	4	4	5	5	5	5	4,67	5	5	4	5	5	5	4,83
3	P	C	B	D	5	5	5	5	5	5	5	5	5	5	5	5	4	4,92	5	4	5	5	4	5	4,67	5	5	5	5	5	5	5,00
4	L	B	C	C	5	5	4	5	5	5	5	4	5	5	4	5	4	4,69	5	5	4	5	4	5	4,67	4	5	5	4	5	5	4,66
5	P	A	B	C	4	4	5	4	4	4	4	4	4	4	4	5	5	4,23	5	5	5	5	5	4	4,83	5	5	4	5	5	4	4,66
6	L	C	C	C	5	5	5	5	5	5	5	5	5	5	5	5	4	4,92	4	4	5	5	5	5	4,67	5	5	5	5	5	5	5,00
7	P	C	C	C	4	4	3	4	4	4	4	4	4	4	4	5	5	4,08	5	5	5	5	5	4	4,83	4	5	5	4	5	4	4,50
8	P	C	B	D	5	5	3	5	5	5	4	5	5	4	5	4	5	4,62	5	5	5	5	5	5	5,00	5	4	3	5	4	5	4,33
9	L	C	C	C	5	5	5	5	5	5	4	4	5	4	4	5	4	4,62	5	5	5	5	4	4	4,67	4	5	4	4	5	5	4,83
10	P	B	C	C	5	3	5	5	5	5	4	4	5	4	4	5	5	4,54	5	5	5	5	5	5	5,00	5	5	5	5	4	5	4,83
11	L	C	B	B	5	4	5	5	5	5	4	5	5	4	5	5	5	4,77	4	5	4	5	5	4	4,50	4	4	5	4	4	5	4,33
12	P	C	C	A	5	5	5	5	5	5	2	5	5	2	5	4	4	4,38	2	4	3	5	5	2	3,50	3	2	4	2	2	5	3,00
13	L	C	B	C	5	5	4	5	5	5	5	4	5	5	4	5	5	4,77	5	5	5	5	5	5	5,00	5	4	5	5	4	5	4,66
14	L	C	C	C	5	4	5	5	4	4	5	4	5	5	4	5	5	4,62	5	5	3	5	2	5	4,17	5	5	3	5	5	5	4,66
15	P	B	C	A	5	5	5	5	5	5	3	2	4	3	2	1	4	3,77	5	5	3	4	4	3	4,00	4	5	4	5	5	5	4,66
16	L	B	B	C	5	5	4	5	4	4	5	5	5	5	5	2	5	4,54	5	5	5	4	5	5	4,83	4	5	5	5	5	5	4,83
17	P	C	C	B	5	3	5	4	5	5	4	5	5	4	5	5	5	4,62	5	3	3	5	4	4	4,00	4	5	5	4	5	5	4,66
18	L	C	B	D	4	4	4	5	5	5	5	5	5	5	5	4	5	4,69	5	5	5	5	5	5	5,00	5	5	4	5	5	4	4,66
19	P	C	D	B	5	5	5	4	5	5	5	3	4	5	3	3	4	4,31	4	3	4	1	3	5	3,33	5	5	5	5	5	5	5,00
20	P	B	B	C	4	5	4	4	5	5	2	4	5	2	4	3	5	4,00	5	5	3	5	4	5	4,50	5	5	5	4	5	4	4,66
21	L	C	C	B	5	4	2	2	5	5	4	2	5	5	2	5	2	3,69	5	5	4	5	4	4	4,50	4	4	3	5	4	5	4,16
22	P	C	C	D	5	5	5	4	5	5	4	5	5	5	4	1	4	4,38	4	3	3	5	5	3	3,83	5	5	4	4	5	5	4,66
23	L	B	B	C	5	5	5	2	5	5	5	5	2	3	5	2	5	4,15	5	5	4	4	5	4	4,5	5	4	5	5	4	5	4,66

24	P	C	A	C	5	4	4	5	4	4	5	5	4	4	5	4	5	4,46	3	3	4	3	4	4	3,5	4	4	5	4	2	5	4,00
25	L	C	B	B	5	5	4	4	5	5	5	5	3	3	5	1	5	4,23	4	4	4	4	4	5	4,17	5	2	4	2	2	5	3,33
26	P	B	C	A	5	3	4	3	3	3	3	5	3	3	5	3	5	3,69	4	4	4	4	4	3	3,83	3	4	5	5	2	5	4,00
27	L	C	A	B	5	3	4	3	3	3	3	5	3	3	5	3	2	3,46	4	5	5	5	5	3	4,5	3	2	5	5	2	5	3,66
28	P	B	C	A	4	3	4	3	3	3	2	2	3	3	4	3	2	3,00	4	3	4	4	4	3	3,67	2	5	4	4	2	4	3,50
29	P	C	B	C	5	5	5	5	5	5	5	4	5	5	5	5	5	4,92	4	4	5	4	4	4	4,17	5	5	5	5	5	5	5,00
30	P	C	A	B	5	5	5	5	5	5	5	4	5	5	5	5	3	4,77	3	3	4	3	3	3	3,17	5	5	5	5	2	5	4,50
31	L	C	C	A	4	4	5	4	4	4	4	5	4	4	4	4	5	4,23	4	5	4	5	5	5	4,67	5	4	5	5	5	5	4,83
32	L	B	B	B	2	2	5	2	2	2	5	5	2	2	5	2	4	3,08	5	3	4	4	4	3	3,83	5	2	5	5	2	2	3,50
33	P	C	B	C	5	5	4	5	5	5	5	5	5	5	5	5	5	4,92	4	4	4	5	3	4	4,00	5	5	5	5	5	5	5,00
34	L	B	C	B	5	5	5	5	5	5	3	3	5	5	4	5	5	4,62	3	3	4	4	4	4	3,67	5	5	4	3	3	5	4,16
35	P	C	A	C	3	3	4	3	4	3	4	4	3	4	4	4	4	3,62	4	3	4	4	5	5	4,17	4	4	4	4	4	3	3,83
36	L	C	A	B	5	5	5	5	5	5	5	5	5	5	4	5	5	4,92	3	3	5	4	4	3	3,67	5	5	3	5	5	5	4,66
37	L	C	A	B	5	5	5	5	5	5	4	5	5	5	3	5	4	4,69	5	5	5	5	5	5	5,00	3	5	5	4	5	5	4,50
38	L	B	B	C	5	5	4	5	5	5	2	3	5	5	5	5	5	4,54	5	5	5	5	3	4	4,5	3	5	3	3	3	5	3,66
39	L	C	A	B	5	5	4	5	5	5	4	4	5	5	4	5	5	4,69	4	5	5	5	4	5	4,67	5	5	5	5	5	5	5,00
40	P	B	C	D	3	3	5	3	3	3	4	5	3	5	4	4	4	3,77	5	5	5	5	4	5	4,83	5	3	5	5	3	3	4,00
41	P	A	A	B	5	5	4	5	5	5	5	5	5	4	5	5	5	4,85	5	5	5	4	5	5	4,83	4	5	5	4	5	5	4,66
42	L	C	C	A	4	4	5	4	4	4	5	5	4	4	5	4	4	4,31	4	5	5	5	4	5	4,67	5	5	4	5	5	4	4,66
43	L	B	A	C	5	5	5	5	5	5	5	5	5	2	5	5	5	4,77	3	4	4	4	3	3	3,5	5	5	5	5	5	5	5,00
44	P	A	A	B	5	5	4	5	5	5	5	4	5	5	2	5	5	4,62	4	4	5	4	3	3	3,83	4	5	5	5	5	5	4,83
45	P	C	C	A	4	4	5	4	4	4	4	4	4	5	5	5	5	4,38	5	5	4	5	4	4	4,50	5	5	4	5	5	4	4,66
46	L	C	A	C	5	1	5	5	5	5	5	5	5	1	2	5	2	3,92	3	5	4	5	3	4	4,00	5	5	5	5	5	5	5,00
47	L	A	C	C	4	4	3	4	4	4	4	4	4	4	2	4	3	3,69	4	5	4	4	4	4	4,17	4	5	5	4	5	4	4,50
48	P	C	C	D	5	1	3	5	5	5	4	5	5	4	5	4	5	4,31	5	5	4	5	5	4	4,67	5	4	5	5	4	5	4,66
49	L	B	B	B	5	5	5	5	5	5	5	4	5	5	3	5	2	4,54	5	5	4	3	4	4	4,17	4	5	5	4	5	5	4,66

50	P	B	A	C	5	1	5	5	5	5	4	4	5	4	5	5	5	4,46	4	4	5	4	5	4	4,33	5	4	5	5	4	5	4,66
51	L	A	C	B	5	5	5	5	5	5	4	5	5	4	4	4	3	4,54	4	4	5	4	5	4	4,33	4	4	5	4	4	5	4,33
52	L	B	C	A	5	1	5	5	5	5	2	5	5	4	3	5	4	4,15	5	5	4	5	5	5	4,83	2	2	4	2	2	5	2,83
53	L	C	A	B	5	5	2	5	5	5	5	4	5	5	2	5	2	4,23	4	4	4	4	5	4	4,17	5	4	5	5	4	5	4,66
54	P	B	D	D	5	5	2	5	5	5	5	4	5	5	4	5	4	4,54	4	3	5	4	3	3	3,67	5	4	5	5	5	5	4,83
55	L	B	C	C	5	5	5	5	4	5	5	5	5	3	5	2	5	4,54	2	3	3	3	3	2	2,67	4	5	4	4	5	5	4,50
56	L	C	D	C	5	4	4	4	4	4	4	2	4	4	5	5	5	4,15	5	3	3	2	2	2	2,83	4	3	5	4	3	4	3,83
57	P	A	C	C	5	1	5	5	5	5	4	5	5	5	5	5	5	4,62	4	3	5	5	4	4	4,17	4	4	4	4	4	4	4,00
58	L	B	D	A	2	2	5	5	5	3	3	5	5	5	3	4	4	3,92	3	5	4	3	3	5	3,83	4	5	4	4	5	4	4,33
59	P	B	C	C	5	5	4	5	4	5	5	3	5	4	4	4	3	4,31	5	5	5	3	3	5	4,33	4	4	3	4	4	4	3,83
60	L	C	D	C	5	5	4	5	5	5	2	4	5	5	3	5	4	4,38	4	5	5	5	4	4	4,50	5	5	4	5	5	5	4,83
61	L	B	C	C	5	5	4	5	5	5	4	2	5	5	2	5	2	4,15	3	5	5	5	4	5	4,50	4	4	4	4	4	4	4,00
62	L	B	C	B	5	5	5	5	5	5	4	5	5	5	4	5	4	4,77	3	4	3	3	4	3	3,33	5	5	5	4	3	4	4,33
63	P	C	C	C	5	5	3	5	2	5	5	5	5	5	5	5	5	4,62	4	5	4	4	5	5	4,50	5	5	4	4	4	4	4,33
64	L	B	C	C	4	4	5	4	4	4	5	5	4	4	5	4	5	4,38	4	4	3	5	4	5	4,17	4	4	2	4	4	2	3,33
65	L	A	B	C	3	3	5	3	3	3	5	5	3	3	5	3	5	3,77	5	4	4	4	5	5	4,50	5	5	5	4	4	5	4,66
66	P	B	C	B	4	4	4	4	3	4	3	5	4	4	5	4	5	4,08	4	5	4	5	3	3	4,00	4	4	3	4	4	4	3,83
67	L	A	C	B	3	3	4	3	5	3	4	5	3	3	5	3	5	3,77	3	5	5	3	2	2	3,33	5	4	4	5	5	5	4,66
68	L	B	C	C	3	5	4	5	5	5	5	5	5	5	4	5	5	4,69	4	4	5	5	3	4	4,17	4	4	3	4	4	4	3,83
69	P	A	C	B	5	5	5	5	5	5	5	5	5	5	5	5	5	5,00	4	5	4	5	3	4	4,17	4	4	4	4	4	4	4,00
70	L	C	C	B	5	5	5	5	5	5	5	5	5	5	5	5	5	5,00	3	4	3	3	3	3	3,17	4	4	4	4	4	4	4,00
71	P	B	C	C	4	5	5	5	4	5	5	4	5	4	4	4	5	4,54	3	5	3	3	4	3	3,50	5	5	3	5	5	5	4,66
72	L	A	D	B	2	2	5	2	2	2	5	2	2	2	5	2	4	2,85	3	4	2	2	2	2	2,50	4	4	4	4	4	4	4
73	L	B	C	C	5	5	4	5	5	5	5	5	5	5	5	5	5	4,92	4	5	5	4	4	2	4,00	5	5	4	5	4	4	4,50
74	P	C	D	C	5	5	5	5	5	5	3	5	5	5	4	5	5	4,77	4	3	3	3	5	3	3,50	5	5	5	4	4	4	4,50
75	L	A	C	C	5	5	5	5	5	5	4	5	5	3	5	3	5	4,62	5	5	5	3	4	4	4,33	4	4	4	4	4	4	4

76	P	B	A	C	5	5	5	5	5	5	5	5	5	5	4	5	5	4,92	5	5	4	4	5	5	4,67	5	5	5	5	4	5	4,83
77	L	C	C	B	5	5	5	5	5	5	3	5	5	5	3	5	5	4,69	3	3	3	3	4	3	3,17	4	4	4	4	4	4	4
78	L	B	A	C	5	5	4	5	5	5	3	5	5	5	5	5	4,77	3	3	4	3	4	4	3,50	5	5	4	5	5	5	4,83	
79	P	A	C	C	5	5	4	5	5	5	5	5	5	5	4	5	5	4,85	2	2	2	2	2	4	2,33	4	3	3	4	4	4	3,66
80	P	A	A	C	3	3	5	3	3	3	5	3	3	3	5	3	4	3,54	3	4	4	3	3	5	3,67	4	4	3	4	4	4	3,83
81	L	C	C	C	5	5	5	5	5	5	4	5	5	5	4	5	4	4,77	3	3	5	3	3	4	3,50	4	4	4	4	4	4	4,00
82	P	B	A	C	5	5	5	5	4	5	5	4	5	5	5	5	5	4,85	3	4	5	3	3	3	3,50	4	5	5	4	4	5	4,50
83	L	B	C	D	5	5	5	5	4	5	4	4	5	5	4	5	4	4,62	2	2	2	3	4	3	2,67	4	4	4	4	4	4	4,00
84	L	C	C	C	5	5	5	5	2	5	2	2	5	5	2	5	5	4,08	3	3	5	3	4	2	3,33	4	4	3	4	4	4	3,83
85	L	B	A	D	5	5	2	5	4	5	5	4	5	5	5	5	5	4,62	3	4	4	5	5	3	4,00	4	4	3	4	4	4	3,83
86	P	C	C	C	5	5	2	5	2	5	5	2	5	5	2	5	2	3,85	3	5	5	5	4	3	4,17	4	4	3	4	4	4	3,83
87	P	A	A	C	4	4	5	4	5	4	4	5	4	4	2	4	1	3,85	5	4	5	5	3	3	4,17	4	4	3	4	4	4	3,83
88	L	B	A	D	5	5	5	5	4	5	4	4	5	4	5	4	5	4,62	4	5	5	5	3	3	4,17	5	4	4	5	5	5	4,66
89	L	A	C	C	5	5	5	5	5	5	4	5	5	5	3	5	1	4,46	3	5	4	4	3	3	3,67	4	4	4	4	4	4	4,00
90	L	B	A	B	5	5	5	5	5	5	5	5	5	5	5	5	5,00	3	4	4	4	3	4	3,67	4	5	4	4	5	5	4,50	
91	P	A	C	C	4	4	4	4	3	4	5	3	4	4	2	4	3	3,69	4	5	5	5	3	3	4,17	4	4	4	4	4	4	4,00
92	L	B	A	B	5	5	4	5	4	5	5	4	5	5	3	5	4	4,54	3	4	4	3	5	4	3,83	5	5	5	5	5	5	5,00
93	L	B	C	C	5	5	4	5	2	5	4	2	5	5	1	5	2	3,85	3	4	2	3	4	4	3,33	4	4	4	4	4	4	4,00
94	P	A	C	D	4	5	5	5	5	5	4	5	5	3	3	3	3	4,23	2	2	2	4	5	4	3,17	4	4	2	4	4	2	3,33
95	L	C	A	C	5	5	4	5	5	5	5	5	5	5	2	5	5	4,69	2	2	5	4	3	4	3,33	5	5	5	5	5	5	5,00
96	P	C	C	C	5	5	5	5	5	5	3	5	5	5	4	5	5	4,77	3	4	4	5	5	5	4,33	5	5	5	4	5	5	4,83
97	L	B	C	B	4	5	4	5	5	5	3	5	5	5	1	5	5	4,38	3	4	5	5	5	4	4,33	5	5	3	4	5	5	4,50
98	P	B	A	C	5	5	2	5	5	5	5	5	5	5	2	5	5	4,54	5	4	5	4	4	4	4,33	5	5	4	5	4	4	4,50
99	L	A	C	C	4	3	5	3	3	3	5	3	3	3	5	2	2	3,38	4	5	5	3	3	2	3,67	4	4	4	4	4	4	4,00

100	L	B	A	D	2	5	5	5	5	5	4	5	5	5	5	4	4	4,54	4	5	4	4	4	4	4	4,17	5	5	5	4	4	4	3,50
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Frequency

Jenis_Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki- Laki	58	58.0	58.0	58.0
	Perempuan	42	42.0	42.0	100.0
	Total	100	100.0	100.0	

Usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17 Tahun - 25 Tahun	18	18.0	18.0	18.0
	26 Tahun - 35 Tahun	40	40.0	40.0	58.0
	36 Tahun - 45 Tahun	42	42.0	42.0	100.0
	Total	100	100.0	100.0	

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	PELAJAR	25	25.0	25.0	25.0
	PNS/TNI/POLRI	17	17.0	17.0	42.0
	PEGAWAI SWASTA	50	50.0	50.0	92.0
	WIRASWATA	8	8.0	8.0	100.0
	Total	100	100.0	100.0	

Penghasilan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<Rp 1.000.000	10	10.0	10.0	10.0
	Rp 1.000.000 - Rp 3.000.000	28	28.0	28.0	38.0
	Rp 3.000.000 - Rp 5.000.000	50	50.0	50.0	88.0

>Rp 5.000.000	12	12.0	12.0	100.0
Total	100	100.0	100.0	

Frequencies

X11

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	4	4.0	4.0	4.0
RG	6	6.0	6.0	10.0
ST	17	17.0	17.0	27.0
SS	73	73.0	73.0	100.0
Total	100	100.0	100.0	

X12

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid STS	5	5.0	5.0	5.0
TS	3	3.0	3.0	8.0
RG	11	11.0	11.0	19.0
ST	16	16.0	16.0	35.0
SS	65	65.0	65.0	100.0
Total	100	100.0	100.0	

X13

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	7	7.0	7.0	7.0
RG	4	4.0	4.0	11.0
ST	32	32.0	32.0	43.0
SS	57	57.0	57.0	100.0
Total	100	100.0	100.0	

X14

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	2	2.0	2.0	2.0

RG	9	9.0	9.0	11.0
ST	16	16.0	16.0	27.0
SS	73	73.0	73.0	100.0
Total	100	100.0	100.0	

X15

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	6	6.0	6.0	6.0
RG	9	9.0	9.0	15.0
ST	21	21.0	21.0	36.0
SS	64	64.0	64.0	100.0
Total	100	100.0	100.0	

X16

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	2	2.0	2.0	2.0
RG	10	10.0	10.0	12.0
ST	15	15.0	15.0	27.0
SS	73	73.0	73.0	100.0
Total	100	100.0	100.0	

X17

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	7	7.0	7.0	7.0
RG	11	11.0	11.0	18.0
ST	33	33.0	33.0	51.0
SS	49	49.0	49.0	100.0
Total	100	100.0	100.0	

X18

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	9	9.0	9.0	9.0
RG	6	6.0	6.0	15.0
ST	26	26.0	26.0	41.0

SS	59	59.0	59.0	100.0
Total	100	100.0	100.0	

X1.9

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	3	3.0	3.0	3.0
RG	10	10.0	10.0	13.0
ST	14	14.0	14.0	27.0
SS	73	73.0	73.0	100.0
Total	100	100.0	100.0	

X1.10

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid STS	1	1.0	1.0	1.0
TS	5	5.0	5.0	5.0
RG	13	13.0	13.0	10.0
ST	25	25.0	25.0	27.0
SS	56	56.0	56.0	100.0
Total	100	100.0	100.0	

X1.11

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid STS	2	2.0	2.0	2.0
TS	12	12.0	12.0	14.0
RG	10	10.0	10.0	24.0
ST	28	28.0	28.0	52.0
SS	48	48.0	48.0	100.0
Total	100	100.0	100.0	

X1.12

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid STS	3	3.0	3.0	3.0
TS	7	7.0	7.0	10.0

RG	10	10.0	10.0	20.0
ST	20	20.0	20.0	40.0
SS	60	60.0	60.0	100.0
Total	100	100.0	100.0	

X1.13

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid STS	2	2.0	2.0	2.0
TS	10	10.0	10.0	12.0
RG	6	6.0	6.0	18.0
ST	24	24.0	24.0	42.0
SS	58	58.0	58.0	100.0
Total	100	100.0	100.0	

X2.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	6	6.0	6.0	6.0
RG	27	27.0	27.0	33.0
ST	34	34.0	34.0	67.0
SS	33	33.0	33.0	100.0
Total	100	100.0	100.0	

X2.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	4	4.0	4.0	4.0
RG	19	19.0	19.0	23.0
ST	29	29.0	29.0	52.0
SS	48	48.0	48.0	100.0
Total	100	100.0	100.0	

X2.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	5	5.0	5.0	5.0
RG	13	13.0	13.0	18.0

ST	37	37.0	37.0	55.0
SS	45	45.0	45.0	100.0
Total		100.0	100.0	

X2.4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid STS	1	1.0	1.0	1.0
TS	2	2.0	2.0	3.0
RG	22	22.0	22.0	25.0
ST	29	29.0	29.0	54.0
SS	46	46.0	46.0	100.0
Total	100	100.0	100.0	

X2.5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	5	5.0	5.0	5.0
RG	25	25.0	25.0	30.0
ST	36	36.0	36.0	66.0
SS	34	34.0	34.0	100.0
Total	100	100.0	100.0	

X2.6

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	8	8.0	8.0	8.0
RG	25	25.0	25.0	33.0
ST	36	36.0	36.0	69.0
SS	31	31.0	31.0	100.0
Total	100	100.0	100.0	

Y.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	2	2.0	2.0	2.0
RG	5	5.0	5.0	7.0
ST	44	44.0	44.0	51.0

SS	49	49.0	49.0	100.0
Total	100	100.0	100.0	

Y.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	5	5.0	5.0	5.0
RG	3	3.0	3.0	8.0
ST	39	39.0	39.0	47.0
SS	53	53.0	53.0	100.0
Total	100	100.0	100.0	

Y.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	2	2.0	2.0	2.0
RG	16	16.0	16.0	18.0
ST	37	37.0	37.0	55.0
SS	45	45.0	45.0	100.0
Total	100	100.0	100.0	

Y.4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	3	3.0	3.0	3.0
RG	2	2.0	2.0	5.0
ST	51	51.0	51.0	56.0
SS	44	44.0	44.0	100.0
Total	100	100.0	100.0	

Y.5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	9	9.0	9.0	9.0
RG	5	5.0	5.0	14.0
ST	44	44.0	44.0	58.0
SS	42	42.0	42.0	100.0
Total	100	100.0	100.0	

Y.6

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	3	3.0	3.0	3.0
RG	2	2.0	2.0	5.0
ST	38	38.0	38.0	43.0
SS	57	57.0	57.0	100.0
Total	100	100.0	100.0	

Reliability

***** Method 1(space saver) will be used for this analysis
RELIABILITY ANALYSIS – SCALE (ALPHA)

Item- Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X1.1	52.3400	32.469	.482	.545	.726
X1.2	52.6000	31.131	.403	.420	.733
X1.3	52.5300	36.777	-.012	.165	.772
X1.4	52.3900	30.281	.708	.810	.703
X1.5	52.5000	31.404	.517	.489	.721
X1.6	52.3400	30.994	.691	.828	.708
X1.7	52.6900	35.448	.099	.147	.764
X1.8	52.6000	32.929	.321	.365	.742
X1.9	52.3600	30.637	.692	.872	.706
X1.10	52.6300	31.528	.463	.482	.726
X1.11	52.8500	35.179	.070	.475	.774
X1.12	52.6600	31.419	.389	.479	.734
X1.13	52.6700	32.203	.326	.393	.742

Reliability Coefficients

N of Cases = 100,0

N of Items = 13

Alpha = 0,734

Reliability

***** Method 1(space saver) will be used for this analysis
 RELIABILITY ANALYSIS – SCALE (ALPHA)

Item- Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X2.1	20.3962	8.813	.575	.374	.683
X2.2	20.1226	9.251	.516	.367	.700
X2.3	20.1226	9.899	.397	.205	.731
X2.4	20.2075	8.699	.576	.360	.682
X2.5	20.3774	9.761	.394	.258	.733
X2.6	20.4245	9.351	.442	.228	.721

Reliability Coefficients

N of Cases = 100,0

N of Items = 6

Alpha = 0,708

Reliability

***** Method 1(space saver) will be used for this analysis
 RELIABILITY ANALYSIS – SCALE (ALPHA)

Item- Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Squared Multiple Correlatio n	Cronbach's Alpha if Item Deleted
Y.1	21.7000	6.556	.515	.370	.682
Y.2	21.7000	5.990	.583	.474	.658
Y.3	21.8500	6.957	.292	.240	.745
Y.4	21.7400	6.497	.543	.387	.675
Y.5	21.9000	5.687	.542	.515	.671
Y.6	21.6100	7.028	.360	.224	.722

Reliability Coefficients

N of Cases = 100,0

N of Items = 6

Alpha = 0,692

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Kualitas_Pelayanan (X1), Harga (X2) ^b		Enter

a. Dependent Variable: Kepuasan_Konsumen (Y)

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.446 ^a	.198	.182	.04731

a. Predictors: (Constant), Kualitas_Pelayanan (X1), Harga (X2)

ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	.054	2	.027	12.009	.000 ^b
	Residual	.217	97	.002		
	Total	.271	99			

a. Dependent Variable: Kepuasan_Konsumen (Y)

b. Predictors: (Constant), Kualitas_Layanan (X1), Harga (X1)

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.520	.183		2.847	.005
	Harga	.155	.068	.208	2.270	.025

Kualitas_Layanan	.387	.095	.372	4.073	.000
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a. Dependent Variable: Kepuasan_Konsumen (Y)