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LAMPIRAN

LAMPIRAN 1
Kuesioner Penelitian

Kepada Yth.

Pelanggan SPBU 34.16704 KM 38 Tol Jagorawi

Di Tempat

Assalamu'alaikum wr.wb

Dengan Hormat,

Saya yang bertanda tangan di bawah ini:

Nama : Muhamad Irfan

Jurusan : Manajemen

Institusi : Universitas Binaniaga Indonesia

Sedang mengadakan penelitian dengan judul skripsi "**Pengaruh Kualitas Pelayanan, Lokasi, dan Fasilitas terhadap Kepuasan Konsumen pada SPBU 34.16704 KM 38 Tol Jagorawi**". Untuk penelitian tersebut, saya mohon bantuan dari Bapak/Ibu/Saudara/I dengan hormat untuk memberikan penilaian melalui kuesioner ini dengan sebenar-benarnya.

Demikian permohonan saya, atas kesediaan bapak/Ibu dalam meluangkan waktu untuk mengisi kuesioner dan menyatakan pendapat dalam penelitian ini, saya ucapkan terima kasih.

Hormat saya

Muhamad Irfan

Petunjuk pengisian

Pada pertanyaan yang ada di bawah ini, Bapak/Ibu/Saudara/I dimohon untuk mengisi pertanyaan-pertanyaan tersebut dengan memberikan tanda centang (√) padapilihan jawaban yang tersedia.

IDENTITAS RESPONDEN

1. Nama Responden :
2. Jenis kelamin :
 - Laki laki
 - Perempuan
3. Usia saat ini (pilih salah satu dibawah ini) :
 - < 20 tahun
 - 20 tahun – 30 tahun
 - 31 tahun – 40 tahun
 - 41 tahun – 50 tahun
 - > 50 tahun
4. Pendidikan terakhir (pilih salah satu dibawah ini) :
 - SD
 - SMP
 - SMA
 - Diploma
 - S1/S2/S3
5. Pekerjaan saat ini (pilih salah satu dibawah ini) :
 - Pelajar/Mahasiswa
 - Pegawai Swasta
 - Wiraswasta
 - TNI/POLRI
 - PNS
6. Sudah berapa lama jadi pelanggan di SPBU 34.16704 KM 38 Tol Jagorawi:
 - 0 – 1 tahun
 - 2 – 3 tahun
 - > 3 tahun

Petunjuk Pengisian

Silahkan Anda pilih jawaban yang menurut Anda paling sesuai dengan kondisi yang ada dengan memberikan tanda (√) pada pilihan jawaban yang tersedia.

Keterangan :

SS = Sangat Setuju

S = Setuju

N = Netral

TS = Tidak Setuju

STS = Sangat Tidak Setuju

Variabel Kualitas Pelayanan (X1)

| No | Pernyataan | Jawaban | | | | |
|--------------------------------|---|---------|---|---|----|-----|
| | | SS | S | N | TS | STS |
| Berwujud (tangible) | | | | | | |
| 1. | Jumlah pegawai SPBU KM 38 Tol Jagorawi dalam melakukan pelayanan di lapangan cukup | | | | | |
| 2. | Produk produk solar dan bensin di SPBU KM 38 Tol Jagorawi lengkap dan tidak kehabisan | | | | | |
| 3. | Pegawai SPBU KM 38 Tol Jagorawi berpenampilan bersih dan rapih | | | | | |
| Keandalan (Reliability) | | | | | | |

| | | | | | | |
|-------------------------------------|---|--|--|--|--|--|
| 4. | Pelayanan pegawai SPBU KM 38 Tol Jagorawi tepat dan cepat | | | | | |
| 5. | Pegawai SPBU KM 38 Tol Jagorawi sigap dalam melayani pelanggan | | | | | |
| 6. | Pegawai SPBU KM 38 Tol Jagorawi dapat memberikan layanan sesuai dengan kebutuhan konsumen | | | | | |
| Ketanggapan (responsiveness) | | | | | | |
| 7. | Pegawai SPBU KM 38 Tol Jagorawi tanggap dalam menjelaskan produk yang tidak di ketahui pelanggan | | | | | |
| 8. | Pegawai SPBU KM 38 Tol Jagorawi selalu merespon dengan cepat keluhan dari pelanggan | | | | | |
| 9. | Pegawai menginformasikan atau menawarkan promosi yang ada di SPBU KM 38 Tol Jagorawi | | | | | |
| Jaminan (assurance) | | | | | | |
| 10. | Pegawai SPBU KM 38 Tol Jagorawi selalu memberikan struk / bon pembelian | | | | | |
| 11. | Merasa aman dan nyaman saat bertransaksi di SPBU KM 38 Tol Jagorawi | | | | | |
| 12. | Jumlah kuantitas pengisian solar/bensin di SPBU KM 38 Tol Jagorawi sesuai dengan jumlah pembelian | | | | | |

| Perhatian (empathy) | | | | | | |
|---------------------|---|--|--|--|--|--|
| 13. | Pegawai SPBU KM 38 Tol Jagorawi memberikan pelayanan dengan ramah dan senyuman | | | | | |
| 14. | Pegawai SPBU KM 38 Tol Jagorawi memberikan perhatian individual kepada para pelanggan | | | | | |
| 15. | Pegawai SPBU KM 38 Tol Jagorawi memberikan sapaan kepada pelanggan | | | | | |

Variabel Lokasi (X2)

| No | Pernyataan | Jawaban | | | | |
|--------------------|---|---------|---|---|----|-----|
| | | SS | S | N | TS | STS |
| Akses | | | | | | |
| 1. | Kondisin jalan SPBU KM 38 Tol Jagorawi bagus | | | | | |
| 2. | SPBU KM 38 Tol Jagorawi memberi plang petunjuk arah | | | | | |
| 3. | SPBU KM 38 Tol jagorawi mudah di jangkau pelanggan | | | | | |
| Visibilitas | | | | | | |
| 4. | Tempat SPBU KM 38 Tol jagorawi mudah di temukan | | | | | |
| 5. | SPBU KM 38 Tol jagorawi dapat di lihat dengan jelas dengan jarak pandang normal | | | | | |

| | | | | | | |
|----------------------|--|--|--|--|--|--|
| 6. | SPBU KM 38 Tol Jagorawi memiliki lokasi yang strategis | | | | | |
| Lalu Lintas | | | | | | |
| 7. | Jalan menuju SPBU KM 38 Tol jagorawi lancar | | | | | |
| 8. | Terdapat banyaknya kendaraan yang melintas di SPBU KM 38 Tol Jagorawi | | | | | |
| 9. | Terdapat kepadatan di lokasi sekitar sehingga terjadi kemacetan saat masuk dan keluar lokasi SPBU KM 38 Tol jagorawi | | | | | |
| Tempat Parkir | | | | | | |
| 10. | SPBU KM 38 Tol Jagorawi memiliki lahan tempat parkir yang luas | | | | | |
| 11. | SPBU KM 38 Tol Jagorawi memiliki tempat parkir yang aman | | | | | |
| 12. | SPBU KM 38 Tol Jagorawi memiliki tempat parkir yang nyaman | | | | | |
| Ekspansi | | | | | | |
| 13. | SPBU KM 38 Tol jagorawi memiliki lahan atau tempat yang cukup luas | | | | | |
| 14. | SPBU 34 tidak hanya terdapat di KM 38 Tol Jagorawi, Namun SPBU 34 juga terdapat di citeurep dengan kepemilikan yang sama | | | | | |
| 15. | Keleluasaan parkir di area SPBU KM 38 Tol Jagorawi | | | | | |

| Lingkungan | | | | | | |
|------------|---|--|--|--|--|--|
| 16. | Lokasi SPBU KM 38 Tol jagorawi berada di wilayah yang ramai | | | | | |
| 17. | SPBU KM 38 Tol jagorawi memiliki lingkungan yang bersih dan nyaman | | | | | |
| 18. | SPBU KM 38 Tol jagorawi memiliki lokasi yang mendukung jasa yang di tawarkan | | | | | |
| Kompetisi | | | | | | |
| 19. | Lokasi SPBU KM 38 Tol jagorawi dekat dengan pesaing | | | | | |
| 20. | Lokasi SPBU KM 38 Tol jagorawi yang strategis lebih unggul dari usaha sejenis | | | | | |
| 21. | Usaha yang sejenis tidak merugikan SPBU KM 38 Tol jagorawi | | | | | |

Variabel fasilitas (X3)

| No | Pernyataan | Jawaban | | | | |
|---------------------|--|---------|---|---|---|-----|
| | | SS | S | N | S | STS |
| Ketersediaan Tempat | | | | | | |
| 1. | SPBU KM 38 Tol Jagorawi memberikan fasilitas yang layak pakai | | | | | |
| 2. | SPBU KM 38 Tol Jagorawi memberikan fasilitas yang lengkap dan aman | | | | | |

| | | | | | | |
|--|--|--|--|--|--|--|
| 3. | Fasilitas SPBU KM 38 Tol Jagorawi memberikan rancangan yang bagus dan nyaman | | | | | |
| Ketersediaan Toilet | | | | | | |
| 4. | SPBU KM 38 Tol Jagorawi memiliki toilet yang luas | | | | | |
| 5. | SPBU KM 38 Tol Jagorawi memiliki toilet yang bersih | | | | | |
| 6. | SPBU KM 38 Tol Jagorawi memiliki toilet yang nyaman | | | | | |
| Ketersediaan Mushola atau Tempat Ibadah | | | | | | |
| 7. | SPBU KM 38 Tol Jagorawi memiliki mushola yang luas | | | | | |
| 8. | SPBU KM 38 Tol Jagorawi memiliki mushola yang nyaman | | | | | |
| 9. | SPBU KM 38 Tol Jagorawi memiliki mushola yang bersih | | | | | |

Variable kepuasan pelanggan

| No | Pernyataan | Jawaban | | | | |
|---------------------------|---|---------|---|---|----|-----|
| | | SS | S | N | TS | STS |
| Kesesuaian Harapan | | | | | | |
| 1. | Saya merasa pelayanan yang diberikan di SPBU KM 38 Tol Jagorawi sangat baik | | | | | |
| 2. | Saya merasa lokasi SPBU KM 38 Tol jagorawi sangat strategis | | | | | |

| | | | | | | |
|--------------------------------------|---|--|--|--|--|--|
| 3. | Fasilitas penunjang seperti tempat parkir dan mushola yang ada sesuai dengan apa yang di harapkan | | | | | |
| Minat Berkunjung Kembali | | | | | | |
| 4. | Saya berminat berkunjung kembali karena takaran yang pas dan pelayanan yang memuaskan | | | | | |
| 5. | Saya berminat berkunjung kembali karena lokasinya yang strategis | | | | | |
| 6. | Saya berminat berkunjung kembali karena fasilitas penunjang yang di sediakan memadai | | | | | |
| Ketersediaan Merekomendasikan | | | | | | |
| 7. | Saya menyarankan teman atau keluarga untuk mengisi di SPBU KM 38 Tol Jagorawi karena pelayanan yang baik | | | | | |
| 8. | Saya menyarankan teman atau keluarga untuk mengisi di SPBU KM 38 Tol Jagorawi karena lokasi yang strategis | | | | | |
| 9. | Saya menyarankan teman atau keluarga untuk mengisi di SPBU KM 38 Tol Jagorawi karena fasilitas yang di sediakan memadai | | | | | |

LAMPIRAN 2

Tabulasi Data

A. Variabel Kualitas Pelayanan (X1)

| NO | KP Y 1 | KP Y 2 | KP Y 3 | KP Y 4 | KP Y 5 | KP Y 6 | KP Y 7 | KP Y 8 | KP Y 9 | KP Y 10 | KP Y 11 | KP Y 12 | KP Y 13 | KP Y 14 | KP Y 15 | TOTA L |
|----|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|---------------|---------------|---------------|---------------|---------------|-----------|
| 1 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 3 | 5 | 66 |
| 2 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 3 | 62 |
| 3 | 4 | 4 | 4 | 5 | 3 | 3 | 3 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 62 |
| 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 74 |
| 5 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 55 |
| 6 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 64 |
| 7 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 3 | 60 |
| 8 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 3 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 65 |
| 9 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 61 |
| 10 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 58 |
| 11 | 5 | 4 | 4 | 5 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 61 |
| 12 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 65 |
| 13 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 64 |
| 14 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 64 |
| 15 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 64 |
| 16 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 66 |
| 17 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 64 |
| 18 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 63 |
| 19 | 4 | 3 | 5 | 3 | 4 | 3 | 5 | 3 | 3 | 4 | 4 | 5 | 3 | 4 | 5 | 58 |
| 20 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 62 |
| 21 | 5 | 3 | 4 | 4 | 5 | 3 | 5 | 3 | 4 | 4 | 3 | 5 | 3 | 5 | 3 | 59 |
| 22 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 63 |
| 23 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 65 |
| 24 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 65 |
| 25 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 69 |
| 26 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 65 |
| 27 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 66 |
| 28 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 61 |
| 29 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 65 |
| 30 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 64 |
| 31 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 62 |
| 32 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 69 |
| 33 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 67 |
| 34 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 61 |
| 35 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 59 |
| 36 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 66 |
| 37 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 65 |
| 38 | 5 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 63 |
| 39 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 63 |
| 40 | 4 | 4 | 5 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 60 |
| 41 | 4 | 5 | 5 | 4 | 3 | 3 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 64 |
| 42 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 63 |
| 43 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 61 |
| 44 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 63 |
| 45 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 63 |
| 46 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 62 |
| 47 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 65 |
| 48 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 66 |
| 49 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 65 |
| 50 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 66 |
| 51 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 66 |
| 52 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 62 |
| 53 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 62 |
| 54 | 4 | 5 | 5 | 4 | 4 | 4 | 3 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 63 |
| 55 | 5 | 5 | 5 | 5 | 3 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 64 |
| 56 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 64 |
| 57 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 3 | 5 | 3 | 3 | 58 |
| 58 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 62 |
| 59 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 66 |
| 60 | 4 | 4 | 5 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 5 | 4 | 4 | 58 |
| 61 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 62 |

| | | | | | | | | | | | | | | | |
|-----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|
| 62 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 65 |
| 63 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 63 |
| 64 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 63 |
| 65 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 62 |
| 66 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 60 |
| 67 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 62 |
| 68 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 60 |
| 69 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 68 |
| 70 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 62 |
| 71 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 69 |
| 72 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 67 |
| 73 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 64 |
| 74 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 61 |
| 75 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 61 |
| 76 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 75 |
| 77 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 61 |
| 78 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 61 |
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| Total | 1695 | 1649 | 1637 | 1619 | 1582 | 1591 | 1614 | 1642 | 1745 | 1609 | 1586 | 1576 | 1683 | 1630 | 1641 | 24499 |

B. Variabel Lokasi (X2)

| NO | LK1 | LK2 | LK3 | LK4 | LK5 | LK6 | LK7 | LK8 | LK9 | LK10 | LK11 | LK12 | LK13 | LK14 | LK15 | LK16 | LK17 | LK18 | LK19 | LK20 | LK21 | TOTAL |
|----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|------|------|------|------|------|------|------|------|------|------|------|-------|
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| | | | | | | | | | | | | | | | | | | | | | | |
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| 384 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 92 |
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| Total | 1679 | 1611 | 1587 | 1632 | 1603 | 1593 | 1646 | 1621 | 1605 | 1617 | 1542 | 1588 | 1605 | 1635 | 1628 | 1694 | 1649 | 1637 | 1620 | 1582 | 1590 | 33964 |

C. Variabel Fasilitas

| NO | FS1 | FS2 | FS3 | FS4 | FS5 | FS6 | FS7 | FS8 | FS9 | Total |
|----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
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| 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 40 |
| 6 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 37 |
| 7 | 5 | 5 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 35 |
| 8 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 35 |
| 9 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 5 | 38 |
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| 15 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 3 | 5 | 38 |
| 16 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 41 |
| 17 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 38 |
| 18 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 36 |
| 19 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 36 |
| 20 | 4 | 5 | 4 | 3 | 5 | 3 | 5 | 3 | 4 | 36 |
| 21 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 22 | 5 | 3 | 4 | 4 | 5 | 3 | 4 | 5 | 3 | 36 |
| 23 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 38 |
| 24 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 38 |
| 25 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 35 |
| 26 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 41 |
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| 28 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 39 |
| 29 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 30 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 3 | 5 | 36 |
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| 34 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 33 |
| 35 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 36 |
| 36 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 38 |
| 37 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 37 |
| 38 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 39 |
| 39 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 38 |
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| 241 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 43 |
| 242 | 3 | 4 | 4 | 5 | 5 | 5 | 3 | 3 | 5 | 37 |

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| 244 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 29 |
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| 246 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 43 |
| 247 | 3 | 3 | 4 | 3 | 5 | 5 | 3 | 5 | 4 | 35 |
| 248 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 41 |
| 249 | 3 | 5 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 31 |
| 250 | 5 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 251 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 43 |
| 252 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 33 |
| 253 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 44 |
| 254 | 4 | 5 | 5 | 4 | 3 | 3 | 4 | 3 | 3 | 34 |
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| 258 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 40 |
| 259 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 260 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 43 |
| 261 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 38 |
| 262 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 44 |
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| 264 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 265 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 266 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 267 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 40 |
| 268 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 5 | 33 |
| 269 | 4 | 4 | 3 | 4 | 5 | 4 | 5 | 3 | 3 | 35 |
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| 271 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 5 | 35 |
| 272 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 273 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 44 |
| 274 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 275 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 38 |
| 276 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 3 | 4 | 37 |
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| 279 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 38 |
| 280 | 5 | 4 | 3 | 3 | 4 | 5 | 4 | 4 | 4 | 36 |
| 281 | 4 | 5 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 34 |
| 282 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 283 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 284 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 35 |
| 285 | 5 | 3 | 4 | 3 | 4 | 5 | 4 | 3 | 5 | 36 |
| 286 | 5 | 4 | 3 | 3 | 4 | 5 | 4 | 5 | 3 | 36 |
| 287 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 34 |
| 288 | 5 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 5 | 32 |
| 289 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
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| 292 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 293 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 294 | 4 | 5 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 37 |
| 295 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 31 |
| 296 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 31 |
| 297 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 31 |
| 298 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 38 |
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| 300 | 5 | 5 | 4 | 3 | 3 | 3 | 4 | 3 | 5 | 35 |
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| 302 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 37 |
| 303 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 38 |
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| 305 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 306 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 38 |
| 307 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 3 | 5 | 38 |
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| 310 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 5 | 35 |
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| 317 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
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| 321 | 4 | 5 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 31 |
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| 329 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 33 |
| 330 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 34 |
| 331 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 38 |
| 332 | 4 | 5 | 3 | 4 | 4 | 3 | 3 | 3 | 5 | 34 |
| 333 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 334 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 5 | 32 |
| 335 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
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| 337 | 4 | 5 | 5 | 4 | 3 | 3 | 4 | 4 | 4 | 36 |
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| 339 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 37 |
| 340 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 40 |
| 341 | 5 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 5 | 34 |
| 342 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 41 |
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| 344 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 42 |
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| 353 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 38 |
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| 356 | 5 | 4 | 3 | 3 | 3 | 4 | 5 | 3 | 3 | 33 |
| 357 | 5 | 5 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 38 |
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| 360 | 4 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
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| 362 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 42 |
| 363 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 37 |
| 364 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 39 |
| 365 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 5 | 34 |
| 366 | 4 | 4 | 3 | 3 | 5 | 5 | 4 | 4 | 4 | 36 |
| 367 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 41 |
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| 371 | 5 | 4 | 3 | 4 | 4 | 5 | 3 | 5 | 4 | 37 |
| 372 | 3 | 3 | 5 | 3 | 3 | 5 | 5 | 3 | 3 | 33 |
| 373 | 5 | 3 | 4 | 5 | 3 | 3 | 4 | 5 | 3 | 35 |
| 374 | 3 | 5 | 5 | 4 | 3 | 3 | 5 | 3 | 4 | 35 |
| 375 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 39 |
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| 377 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 3 | 40 |
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| 380 | 4 | 5 | 4 | 3 | 3 | 3 | 4 | 3 | 5 | 34 |
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| 382 | 4 | 5 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 33 |
| 383 | 5 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 38 |
| 384 | 3 | 4 | 5 | 3 | 4 | 3 | 5 | 3 | 4 | 34 |
| 385 | 4 | 4 | 5 | 4 | 3 | 3 | 4 | 4 | 3 | 34 |
| Total | 1668 | 1756 | 1593 | 1579 | 1586 | 1582 | 1617 | 1500 | 1718 | 14599 |

D. Variabel Kepuasan Pelanggan

| NO | KPG 1 | KPG 2 | KPG 3 | KPG 4 | KPG 5 | KPG 6 | KPG 7 | KPG 8 | KPG 9 | Total |
|----|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 1 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 36 |
| 2 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 39 |
| 3 | 5 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 34 |
| 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 40 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 6 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 33 |
| 7 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 35 |
| 8 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 9 | 5 | 4 | 4 | 3 | 3 | 4 | 5 | 5 | 4 | 37 |
| 10 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 35 |
| 11 | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 4 | 3 | 34 |
| 12 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 35 |
| 13 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 38 |
| 14 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 39 |
| 15 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 38 |
| 16 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 39 |
| 17 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 39 |
| 18 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 36 |
| 19 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 38 |
| 20 | 3 | 4 | 5 | 4 | 3 | 5 | 3 | 5 | 4 | 36 |
| 21 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 35 |
| 22 | 5 | 4 | 3 | 5 | 3 | 4 | 5 | 4 | 3 | 36 |
| 23 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 36 |
| 24 | 5 | 5 | 4 | 4 | 3 | 4 | 5 | 4 | 5 | 39 |
| 25 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 36 |
| 26 | 5 | 5 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 35 |
| 27 | 5 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 37 |
| 28 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 35 |
| 29 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 37 |
| 30 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 31 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 32 |
| 32 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 29 |
| 33 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 34 |
| 34 | 5 | 5 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 35 |
| 35 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 32 |
| 36 | 4 | 4 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 37 |
| 37 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 33 |
| 38 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 33 |
| 39 | 5 | 5 | 4 | 4 | 3 | 5 | 5 | 4 | 4 | 39 |
| 40 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 38 |
| 41 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 35 |
| 42 | 5 | 5 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 39 |
| 43 | 4 | 5 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 37 |
| 44 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 31 |
| 45 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 32 |
| 46 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 37 |
| 47 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 32 |
| 48 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 49 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 50 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 36 |
| 51 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 5 | 37 |
| 52 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 36 |
| 53 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 34 |
| 54 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 39 |
| 55 | 5 | 5 | 4 | 4 | 4 | 5 | 3 | 3 | 4 | 37 |
| 56 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 57 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 35 |
| 58 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 33 |
| 59 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 37 |
| 60 | 5 | 5 | 4 | 4 | 3 | 5 | 5 | 4 | 4 | 39 |
| 61 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 34 |
| 62 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 29 |
| 63 | 5 | 5 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 35 |
| 64 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 29 |
| 65 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 35 |
| 66 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 35 |
| 67 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 33 |
| 68 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 38 |
| 69 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 34 |
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| 71 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 32 |
| 72 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 36 |
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| 77 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 32 |

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| 79 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 37 |
| 80 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 37 |
| 81 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 43 |
| 82 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 35 |
| 83 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 32 |
| 84 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 35 |
| 85 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 35 |
| 86 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 37 |
| 87 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 31 |
| 88 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 40 |
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| 90 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 34 |
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| 93 | 5 | 5 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 36 |
| 94 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 30 |
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| 102 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 35 |
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| 165 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
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| 169 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 40 |
| 170 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 36 |
| 171 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 40 |
| 172 | 5 | 4 | 3 | 5 | 3 | 4 | 4 | 5 | 4 | 37 |
| 173 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 40 |
| 174 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 36 |
| 175 | 5 | 5 | 4 | 5 | 3 | 5 | 5 | 5 | 4 | 41 |
| 176 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 177 | 4 | 4 | 3 | 5 | 3 | 4 | 4 | 5 | 4 | 36 |
| 178 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 37 |
| 179 | 5 | 5 | 3 | 5 | 3 | 4 | 4 | 3 | 3 | 35 |
| 180 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 181 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 35 |
| 182 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 38 |
| 183 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 37 |
| 184 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 185 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 38 |
| 186 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 35 |
| 187 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 39 |
| 188 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 36 |
| 189 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 40 |
| 190 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 35 |
| 191 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 37 |
| 192 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 38 |
| 193 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 36 |
| 194 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 3 | 39 |
| 195 | 3 | 3 | 3 | 5 | 5 | 5 | 5 | 4 | 5 | 38 |
| 196 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 42 |
| 197 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 37 |
| 198 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 27 |
| 199 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 200 | 5 | 3 | 4 | 3 | 3 | 3 | 4 | 5 | 3 | 33 |
| 201 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 202 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 43 |
| 203 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 3 | 38 |
| 204 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 3 | 35 |
| 205 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 42 |
| 206 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 207 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 5 | 4 | 35 |
| 208 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 209 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 43 |
| 210 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 40 |
| 211 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 39 |
| 212 | 5 | 4 | 5 | 5 | 5 | 4 | 3 | 4 | 3 | 38 |
| 213 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 36 |
| 214 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 215 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 216 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 42 |
| 217 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 218 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 41 |
| 219 | 3 | 4 | 4 | 5 | 3 | 3 | 3 | 5 | 3 | 33 |
| 220 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 43 |
| 221 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 35 |
| 222 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 44 |
| 223 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 224 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 39 |
| 225 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 226 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 44 |
| 227 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 44 |
| 228 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 229 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 42 |
| 230 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 231 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 35 |
| 232 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 44 |
| 233 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 37 |
| 234 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 40 |
| 235 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 236 | 4 | 4 | 4 | 3 | 5 | 3 | 3 | 3 | 4 | 33 |
| 237 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 33 |
| 238 | 4 | 4 | 5 | 5 | 4 | 4 | 3 | 3 | 5 | 37 |
| 239 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 240 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 241 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 43 |

| | | | | | | | | | | |
|-----|---|---|---|---|---|---|---|---|---|----|
| 242 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 243 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 34 |
| 244 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 29 |
| 245 | 5 | 4 | 4 | 3 | 3 | 3 | 5 | 5 | 4 | 36 |
| 246 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 40 |
| 247 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 248 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 43 |
| 249 | 3 | 3 | 5 | 3 | 3 | 5 | 3 | 3 | 5 | 33 |
| 250 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 29 |
| 251 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 44 |
| 252 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 27 |
| 253 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 42 |
| 254 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 33 |
| 255 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 31 |
| 256 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 34 |
| 257 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 258 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 43 |
| 259 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 34 |
| 260 | 4 | 5 | 5 | 5 | 3 | 3 | 5 | 4 | 4 | 38 |
| 261 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 39 |
| 262 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 44 |
| 263 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 37 |
| 264 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 265 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 266 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 39 |
| 267 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 42 |
| 268 | 3 | 3 | 4 | 5 | 3 | 3 | 3 | 3 | 3 | 30 |
| 269 | 5 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 5 | 39 |
| 270 | 5 | 5 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 41 |
| 271 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 41 |
| 272 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 273 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 42 |
| 274 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 275 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 40 |
| 276 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 34 |
| 277 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 3 | 4 | 38 |
| 278 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 3 | 4 | 37 |
| 279 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 40 |
| 280 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 5 | 37 |
| 281 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 32 |
| 282 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 283 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 284 | 5 | 4 | 3 | 4 | 3 | 4 | 5 | 3 | 3 | 34 |
| 285 | 4 | 5 | 4 | 3 | 5 | 4 | 3 | 5 | 3 | 36 |
| 286 | 3 | 4 | 5 | 3 | 4 | 5 | 4 | 3 | 5 | 36 |
| 287 | 4 | 3 | 3 | 5 | 4 | 4 | 5 | 3 | 4 | 35 |
| 288 | 5 | 5 | 5 | 5 | 3 | 3 | 4 | 3 | 4 | 37 |
| 289 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 290 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 291 | 5 | 4 | 4 | 5 | 3 | 3 | 5 | 4 | 4 | 37 |
| 292 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 293 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 294 | 4 | 5 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 34 |
| 295 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 30 |
| 296 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 31 |
| 297 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 38 |
| 298 | 4 | 5 | 3 | 4 | 3 | 3 | 5 | 4 | 3 | 34 |
| 299 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 31 |
| 300 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 32 |
| 301 | 4 | 4 | 3 | 4 | 3 | 4 | 5 | 4 | 3 | 34 |
| 302 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 37 |
| 303 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 304 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 305 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 44 |
| 306 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 3 | 39 |
| 307 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 308 | 4 | 5 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 31 |
| 309 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 310 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 311 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 4 | 4 | 41 |
| 312 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 313 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 41 |
| 314 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 42 |
| 315 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 316 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 37 |
| 317 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 318 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 |
| 319 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 35 |
| 320 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 36 |
| 321 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 39 |
| 322 | 5 | 5 | 5 | 5 | 3 | 3 | 5 | 5 | 3 | 39 |
| 323 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 38 |

| | | | | | | | | | | |
|-------|------|------|------|------|------|------|------|------|------|-------|
| 324 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 33 |
| 325 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 5 | 35 |
| 326 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 36 |
| 327 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 39 |
| 328 | 4 | 4 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 35 |
| 329 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 34 |
| 330 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 34 |
| 331 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 42 |
| 332 | 4 | 4 | 3 | 4 | 3 | 3 | 5 | 5 | 3 | 34 |
| 333 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 43 |
| 334 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 33 |
| 335 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 336 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 42 |
| 337 | 4 | 5 | 4 | 4 | 5 | 3 | 4 | 3 | 4 | 36 |
| 338 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 40 |
| 339 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 32 |
| 340 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 39 |
| 341 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 32 |
| 342 | 4 | 5 | 3 | 4 | 4 | 5 | 3 | 4 | 5 | 37 |
| 343 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 41 |
| 344 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 345 | 4 | 5 | 4 | 5 | 5 | 4 | 3 | 3 | 4 | 37 |
| 346 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 36 |
| 347 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 38 |
| 348 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 41 |
| 349 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 43 |
| 350 | 5 | 4 | 3 | 3 | 4 | 5 | 4 | 4 | 4 | 36 |
| 351 | 5 | 5 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 36 |
| 352 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 37 |
| 353 | 4 | 5 | 3 | 4 | 5 | 4 | 4 | 3 | 4 | 36 |
| 354 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 36 |
| 355 | 4 | 5 | 3 | 5 | 3 | 4 | 5 | 4 | 3 | 36 |
| 356 | 5 | 3 | 5 | 3 | 3 | 3 | 3 | 5 | 3 | 33 |
| 357 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 39 |
| 358 | 3 | 5 | 4 | 5 | 3 | 5 | 4 | 3 | 4 | 36 |
| 359 | 4 | 4 | 3 | 5 | 3 | 5 | 4 | 4 | 4 | 36 |
| 360 | 5 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 37 |
| 361 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 33 |
| 362 | 5 | 4 | 3 | 4 | 5 | 4 | 4 | 3 | 4 | 36 |
| 363 | 4 | 3 | 5 | 4 | 3 | 3 | 4 | 5 | 4 | 35 |
| 364 | 4 | 4 | 5 | 3 | 3 | 4 | 4 | 3 | 4 | 34 |
| 365 | 4 | 5 | 3 | 4 | 3 | 5 | 4 | 4 | 5 | 37 |
| 366 | 5 | 4 | 3 | 3 | 4 | 5 | 4 | 3 | 5 | 36 |
| 367 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 32 |
| 368 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 31 |
| 369 | 4 | 4 | 4 | 5 | 3 | 4 | 5 | 4 | 3 | 36 |
| 370 | 4 | 5 | 3 | 4 | 5 | 3 | 4 | 3 | 5 | 36 |
| 371 | 4 | 4 | 4 | 5 | 4 | 3 | 5 | 4 | 3 | 36 |
| 372 | 5 | 3 | 4 | 5 | 4 | 3 | 5 | 4 | 3 | 36 |
| 373 | 3 | 5 | 4 | 3 | 3 | 5 | 4 | 3 | 4 | 34 |
| 374 | 5 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 37 |
| 375 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 33 |
| 376 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 36 |
| 377 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 5 | 33 |
| 378 | 3 | 4 | 5 | 4 | 3 | 4 | 3 | 5 | 4 | 35 |
| 379 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 37 |
| 380 | 4 | 5 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 33 |
| 381 | 5 | 4 | 4 | 3 | 4 | 4 | 3 | 5 | 4 | 36 |
| 382 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 35 |
| 383 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 33 |
| 384 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 385 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 3 | 35 |
| Total | 1695 | 1687 | 1553 | 1602 | 1444 | 1582 | 1593 | 1569 | 1549 | 14599 |

LAMPIRAN 3

Uji Validitas

A. Variabel Kualitas Pelayanan

| | | Correlations | | | | | | | | | | | | | | | Total |
|-------|---------------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | | X01 | X02 | X03 | X04 | X05 | X06 | X07 | X08 | X09 | X10 | X11 | X12 | X13 | X14 | X15 | Total |
| X01 | Pearson Correlation | 1 | .428* | .142 | .618** | .477** | .113 | .248 | .000 | -.002 | .619** | .275 | .420* | .201 | .101 | .342 | .547** |
| | Sig. (2-tailed) | | .018 | .455 | .000 | .008 | .551 | .186 | 1.000 | .991 | .000 | .142 | .021 | .286 | .594 | .065 | .002 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X02 | Pearson Correlation | .428* | 1 | .317 | .460* | .553** | .312 | .187 | .153 | .065 | .524** | .098 | .542** | .227 | .043 | .190 | .566** |
| | Sig. (2-tailed) | .018 | | .088 | .010 | .002 | .094 | .323 | .420 | .733 | .003 | .607 | .002 | .227 | .820 | .315 | .001 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X03 | Pearson Correlation | .142 | .317 | 1 | .380* | .386* | .328 | .208 | .068 | .277 | .391* | .146 | .286 | .295 | .316 | .468** | .550** |
| | Sig. (2-tailed) | .455 | .088 | | .038 | .035 | .077 | .270 | .719 | .138 | .033 | .443 | .125 | .113 | .088 | .009 | .002 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X04 | Pearson Correlation | .618** | .460* | .380* | 1 | .405* | .294 | .324 | -.046 | .164 | .845** | .136 | .531** | .277 | .219 | .468** | .642** |
| | Sig. (2-tailed) | .000 | .010 | .038 | | .027 | .115 | .081 | .811 | .386 | .000 | .475 | .003 | .138 | .246 | .009 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X05 | Pearson Correlation | .477** | .553** | .386* | .405* | 1 | .409* | .108 | .227 | .241 | .391* | .177 | .373* | .300 | -.007 | .428* | .597** |
| | Sig. (2-tailed) | .008 | .002 | .035 | .027 | | .025 | .571 | .229 | .199 | .033 | .350 | .042 | .107 | .972 | .018 | .001 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X06 | Pearson Correlation | .113 | .312 | .328 | .294 | .409* | 1 | .295 | .495** | .408* | .380* | .097 | .301 | .477** | .299 | .346 | .663** |
| | Sig. (2-tailed) | .551 | .094 | .077 | .115 | .025 | | .114 | .005 | .025 | .038 | .609 | .106 | .008 | .108 | .061 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X07 | Pearson Correlation | .248 | .187 | .208 | .324 | .108 | .295 | 1 | .383* | .053 | .326 | .173 | .306 | .364* | .189 | .409* | .528** |
| | Sig. (2-tailed) | .186 | .323 | .270 | .081 | .571 | .114 | | .036 | .780 | .079 | .362 | .100 | .048 | .318 | .025 | .003 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X08 | Pearson Correlation | .000 | .153 | .068 | -.046 | .227 | .495** | .383* | 1 | .438* | .042 | .415* | .145 | .241 | .296 | .277 | .546** |
| | Sig. (2-tailed) | 1.000 | .420 | .719 | .811 | .229 | .005 | .036 | | .015 | .824 | .023 | .445 | .199 | .112 | .138 | .002 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X09 | Pearson Correlation | -.002 | .065 | .277 | .164 | .241 | .408* | .053 | .438* | 1 | .146 | .365* | .059 | .208 | .462* | .091 | .514** |
| | Sig. (2-tailed) | .991 | .733 | .138 | .386 | .199 | .025 | .780 | .015 | | .441 | .047 | .756 | .271 | .010 | .634 | .004 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X10 | Pearson Correlation | .619** | .524** | .391* | .845** | .391* | .380* | .326 | .042 | .146 | 1 | .148 | .517** | .273 | .158 | .445* | .664** |
| | Sig. (2-tailed) | .000 | .003 | .033 | .000 | .033 | .038 | .079 | .824 | .441 | | .435 | .003 | .145 | .403 | .014 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X11 | Pearson Correlation | .275 | .098 | .146 | .136 | .177 | .097 | .173 | .415* | .365* | .148 | 1 | .230 | .013 | .489** | .133 | .517** |
| | Sig. (2-tailed) | .142 | .607 | .443 | .475 | .350 | .609 | .362 | .023 | .047 | .435 | | .221 | .945 | .006 | .483 | .003 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X12 | Pearson Correlation | .420* | .542** | .286 | .531** | .373* | .301 | .306 | .145 | .059 | .517** | .230 | 1 | .214 | .161 | .298 | .596** |
| | Sig. (2-tailed) | .021 | .002 | .125 | .003 | .042 | .106 | .100 | .445 | .756 | .003 | .221 | | .256 | .396 | .109 | .001 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X13 | Pearson Correlation | .201 | .227 | .295 | .277 | .300 | .477** | .364* | .241 | .208 | .273 | .013 | .214 | 1 | .243 | .222 | .517** |
| | Sig. (2-tailed) | .286 | .227 | .113 | .138 | .107 | .008 | .048 | .199 | .271 | .145 | .945 | .256 | | .195 | .238 | .003 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X14 | Pearson Correlation | .101 | .043 | .316 | .219 | -.007 | .299 | .189 | .296 | .462* | .158 | .489** | .161 | .243 | 1 | .098 | .548** |
| | Sig. (2-tailed) | .594 | .820 | .088 | .246 | .972 | .108 | .318 | .112 | .010 | .403 | .006 | .396 | .195 | | .605 | .002 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X15 | Pearson Correlation | .342 | .190 | .468** | .468** | .428* | .346 | .409* | .277 | .091 | .445* | .133 | .298 | .222 | .098 | 1 | .541** |
| | Sig. (2-tailed) | .065 | .315 | .009 | .009 | .018 | .061 | .025 | .138 | .634 | .014 | .483 | .109 | .238 | .605 | | .002 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total | Pearson Correlation | .547** | .566** | .550** | .642** | .597** | .663** | .528** | .546** | .514** | .664** | .517** | .596** | .517** | .548** | .541** | 1 |
| | Sig. (2-tailed) | .002 | .001 | .002 | .000 | .001 | .000 | .003 | .002 | .004 | .000 | .003 | .001 | .003 | .002 | .002 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

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

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

B. Variabel Lokasi

| | | Correlations | | | | | | | | | | | | | | | | | | | | | | Total |
|-------|---------------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| | | X01 | X02 | X03 | X04 | X05 | X06 | X07 | X08 | X09 | X10 | X11 | X12 | X13 | X14 | X15 | X16 | X17 | X18 | X19 | X20 | X21 | Total | |
| X01 | Pearson Correlation | 1 | .448* | .036 | -.085 | .333 | .526** | .265 | .078 | .473** | .210 | .397* | .461* | .180 | .358 | .443* | .183 | .311 | .579** | .258 | .242 | .013 | .576** | |
| | Sig. (2-tailed) | | .013 | .849 | .656 | .072 | .003 | .157 | .681 | .008 | .265 | .030 | .010 | .341 | .052 | .014 | .333 | .094 | .001 | .169 | .198 | .947 | .001 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X02 | Pearson Correlation | .448* | 1 | .056 | .012 | .537** | .384* | .151 | .243 | .268 | .066 | .481** | .359 | .355 | .152 | .440* | .231 | .257 | .502** | .213 | .226 | .102 | .546** | |
| | Sig. (2-tailed) | .013 | | .769 | .950 | .002 | .036 | .425 | .196 | .153 | .729 | .007 | .052 | .054 | .423 | .015 | .219 | .171 | .005 | .259 | .229 | .592 | .002 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X03 | Pearson Correlation | .036 | .056 | 1 | .402* | .281 | .489** | .540** | .428* | .179 | .319 | -.030 | .159 | .275 | .148 | .173 | .279 | .249 | .269 | -.041 | .418* | .387* | .509** | |
| | Sig. (2-tailed) | .849 | .769 | | .028 | .132 | .006 | .002 | .018 | .345 | .086 | .874 | .402 | .141 | .436 | .360 | .136 | .184 | .151 | .829 | .022 | .035 | .004 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X04 | Pearson Correlation | -.085 | .012 | .402* | 1 | .143 | .082 | .428* | .626** | .125 | .658** | .138 | .196 | .371* | .126 | .100 | .276 | .277 | .171 | .262 | .396* | .470** | .514** | |
| | Sig. (2-tailed) | .656 | .950 | .028 | | .449 | .668 | .018 | .000 | .509 | .000 | .469 | .300 | .044 | .509 | .599 | .140 | .138 | .365 | .162 | .030 | .009 | .004 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X05 | Pearson Correlation | .333 | .537** | .281 | .143 | 1 | .359 | .172 | .542** | .309 | .133 | .401* | .423* | .339 | .291 | .433* | .335 | .134 | .523** | .228 | .254 | .303 | .617** | |
| | Sig. (2-tailed) | .072 | .002 | .132 | .449 | | .051 | .364 | .002 | .097 | .484 | .028 | .020 | .067 | .119 | .017 | .070 | .479 | .003 | .225 | .175 | .104 | .000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X06 | Pearson Correlation | .526** | .384* | .489** | .082 | .359 | 1 | .320 | .168 | .433* | .060 | .241 | .172 | .012 | .125 | .327 | .144 | .136 | .464** | .035 | .349 | .079 | .510** | |
| | Sig. (2-tailed) | .003 | .036 | .006 | .668 | .051 | | .084 | .374 | .017 | .753 | .199 | .362 | .948 | .510 | .078 | .447 | .472 | .010 | .853 | .059 | .679 | .004 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X07 | Pearson Correlation | .265 | .151 | .540** | .428* | .172 | .320 | 1 | .475** | .313 | .463** | .131 | .026 | .335 | .224 | -.038 | .076 | .245 | .379* | .241 | .223 | .430* | .540** | |
| | Sig. (2-tailed) | .157 | .425 | .002 | .018 | .364 | .084 | | .008 | .092 | .010 | .490 | .891 | .071 | .234 | .843 | .688 | .193 | .039 | .199 | .237 | .018 | .002 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X08 | Pearson Correlation | .078 | .243 | .428* | .626** | .542** | .168 | .475** | 1 | .285 | .389* | .370* | .330 | .497** | .267 | .218 | .377* | .180 | .341 | .312 | .362* | .374* | .646** | |
| | Sig. (2-tailed) | .681 | .196 | .018 | .000 | .002 | .374 | .008 | | .126 | .034 | .044 | .075 | .005 | .153 | .247 | .040 | .341 | .065 | .093 | .049 | .042 | .000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X09 | Pearson Correlation | .473** | .268 | .179 | .125 | .309 | .433* | .313 | .285 | 1 | .100 | .453* | .429* | .355 | -.003 | .247 | .123 | .355 | .164 | .292 | .330 | .272 | .558** | |
| | Sig. (2-tailed) | .008 | .153 | .345 | .509 | .097 | .017 | .092 | .126 | | .599 | .012 | .018 | .054 | .989 | .189 | .518 | .054 | .386 | .117 | .075 | .146 | .001 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X10 | Pearson Correlation | .210 | .066 | .319 | .658** | .133 | .060 | .463** | .389* | .100 | 1 | .110 | .014 | .521** | .308 | .077 | .239 | .289 | .404* | .308 | .286 | .482** | .545** | |
| | Sig. (2-tailed) | .265 | .729 | .086 | .000 | .484 | .753 | .010 | .034 | .599 | | .564 | .943 | .003 | .098 | .686 | .204 | .121 | .027 | .097 | .126 | .007 | .002 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X11 | Pearson Correlation | .397* | .481** | -.030 | .138 | .401* | .241 | .131 | .370* | .453* | .110 | 1 | .311 | .349 | .356 | .519** | .393* | .242 | .360 | .412* | .254 | .180 | .596** | |
| | Sig. (2-tailed) | .030 | .007 | .874 | .469 | .028 | .199 | .490 | .044 | .012 | .564 | | .094 | .058 | .053 | .003 | .032 | .198 | .051 | .024 | .175 | .341 | .001 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X12 | Pearson Correlation | .461* | .359 | .159 | .196 | .423* | .172 | .026 | .330 | .429* | .014 | .311 | 1 | .157 | .186 | .416* | .306 | .307 | .190 | .290 | .438* | .190 | .530** | |
| | Sig. (2-tailed) | .010 | .052 | .402 | .300 | .020 | .362 | .891 | .075 | .018 | .943 | .094 | | .406 | .324 | .022 | .101 | .099 | .315 | .120 | .016 | .315 | .003 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X13 | Pearson Correlation | .180 | .355 | .275 | .371* | .339 | .012 | .335 | .497** | .355 | .521** | .349 | .157 | 1 | .316 | .134 | .296 | .501** | .429* | .364* | .233 | .349 | .623** | |
| | Sig. (2-tailed) | .341 | .054 | .141 | .044 | .067 | .948 | .071 | .005 | .054 | .003 | .058 | .406 | | .089 | .481 | .112 | .005 | .018 | .048 | .215 | .059 | .000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X14 | Pearson Correlation | .358 | .152 | .148 | .126 | .291 | .125 | .224 | .267 | -.003 | .308 | .356 | .186 | .316 | 1 | .471** | .498** | .261 | .535** | .327 | .377* | .168 | .546** | |
| | Sig. (2-tailed) | .052 | .423 | .436 | .509 | .119 | .510 | .234 | .153 | .989 | .098 | .053 | .324 | .089 | | .009 | .005 | .164 | .002 | .078 | .040 | .376 | .002 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X15 | Pearson Correlation | .443* | .440* | .173 | .100 | .433* | .327 | -.038 | .218 | .247 | .077 | .519** | .416* | .134 | .471** | 1 | .536** | .313 | .197 | -.038 | .356 | -.077 | .531** | |
| | Sig. (2-tailed) | .014 | .015 | .360 | .599 | .017 | .078 | .843 | .247 | .189 | .686 | .003 | .022 | .481 | .009 | | .002 | .092 | .296 | .843 | .053 | .685 | .003 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X16 | Pearson Correlation | .183 | .231 | .279 | .276 | .335 | .144 | .076 | .377* | .123 | .239 | .393* | .306 | .296 | .498** | .536** | 1 | .343 | .308 | .330 | .618** | .153 | .585** | |
| | Sig. (2-tailed) | .333 | .219 | .136 | .140 | .070 | .447 | .688 | .040 | .518 | .204 | .032 | .101 | .112 | .005 | .002 | | .064 | .098 | .075 | .000 | .419 | .001 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X17 | Pearson Correlation | .311 | .257 | .249 | .277 | .134 | .136 | .245 | .180 | .355 | .289 | .242 | .307 | .501** | .261 | .313 | .343 | 1 | .409* | .178 | .150 | .145 | .533** | |
| | Sig. (2-tailed) | .094 | .171 | .184 | .138 | .479 | .472 | .193 | .341 | .054 | .121 | .198 | .099 | .005 | .164 | .092 | .064 | | .025 | .346 | .429 | .445 | .002 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X18 | Pearson Correlation | .579** | .502** | .269 | .171 | .523** | .464** | .379* | .341 | .164 | .404* | .360 | .190 | .429* | .535** | .197 | .308 | .409* | 1 | .273 | .128 | .280 | .663** | |
| | Sig. (2-tailed) | .001 | .005 | .151 | .365 | .003 | .010 | .039 | .065 | .386 | .027 | .051 | .315 | .018 | .002 | .296 | .098 | .025 | | .145 | .501 | .134 | .000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X19 | Pearson Correlation | .258 | .213 | -.041 | .262 | .228 | .035 | .241 | .312 | .292 | .308 | .412* | .290 | .364* | .327 | -.038 | .330 | .178 | .273 | 1 | .391* | .570** | .525** | |
| | Sig. (2-tailed) | .169 | .259 | .829 | .162 | .225 | .853 | .199 | .093 | .117 | .097 | .024 | .120 | .048 | .078 | .843 | .075 | .346 | .145 | | .033 | .001 | .003 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X20 | Pearson Correlation | .242 | .226 | .418* | .396* | .254 | .349 | .223 | .362* | .330 | .286 | .254 | .438* | .233 | .377* | .356 | .618** | .150 | .128 | .391* | 1 | .384* | .626** | |
| | Sig. (2-tailed) | .198 | .229 | .022 | .030 | .175 | .059 | .237 | .049 | .075 | .126 | .175 | .016 | .215 | .040 | .053 | .000 | .429 | .501 | .033 | | .036 | .000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X21 | Pearson Correlation | .013 | .102 | .387* | .470** | .303 | .079 | .430* | .374* | .272 | .482** | .180 | .190 | .349 | .168 | -.077 | .153 | .145 | .280 | .570** | .384* | 1 | .531** | |
| | Sig. (2-tailed) | .947 | .592 | .035 | .009 | .104 | .679 | .018 | .042 | .146 | .007 | .341 | .315 | .059 | .376 | .685 | .419 | .445 | .134 | .001 | .036 | | .003 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| Total | Pearson Correlation | .576** | .546** | .509** | .514** | .617** | .510** | .540** | .646** | .558** | .545** | .5 | | | | | | | | | | | | |

C. Variabel Fasilitas

| | | Correlations | | | | | | | | | Total |
|-------|---------------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | | X01 | X02 | X03 | X04 | X05 | X06 | X07 | X08 | X09 | Total |
| X01 | Pearson Correlation | 1 | .210 | .490** | .099 | .163 | .332 | .148 | .412* | .148 | .565** |
| | Sig. (2-tailed) | | .266 | .006 | .603 | .390 | .073 | .436 | .024 | .434 | .001 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X02 | Pearson Correlation | .210 | 1 | .296 | .399* | .407* | .415* | .257 | .211 | .109 | .609** |
| | Sig. (2-tailed) | .266 | | .112 | .029 | .026 | .023 | .170 | .264 | .567 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X03 | Pearson Correlation | .490** | .296 | 1 | .060 | .326 | .124 | .274 | .315 | .315 | .622** |
| | Sig. (2-tailed) | .006 | .112 | | .754 | .079 | .514 | .143 | .090 | .090 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X04 | Pearson Correlation | .099 | .399* | .060 | 1 | .395* | .186 | .222 | .341 | .161 | .521** |
| | Sig. (2-tailed) | .603 | .029 | .754 | | .031 | .324 | .239 | .065 | .395 | .003 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X05 | Pearson Correlation | .163 | .407* | .326 | .395* | 1 | .190 | .242 | .301 | .416* | .621** |
| | Sig. (2-tailed) | .390 | .026 | .079 | .031 | | .315 | .197 | .105 | .022 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X06 | Pearson Correlation | .332 | .415* | .124 | .186 | .190 | 1 | .426* | .549** | .055 | .615** |
| | Sig. (2-tailed) | .073 | .023 | .514 | .324 | .315 | | .019 | .002 | .773 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X07 | Pearson Correlation | .148 | .257 | .274 | .222 | .242 | .426* | 1 | .314 | .132 | .576** |
| | Sig. (2-tailed) | .436 | .170 | .143 | .239 | .197 | .019 | | .091 | .488 | .001 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X08 | Pearson Correlation | .412* | .211 | .315 | .341 | .301 | .549** | .314 | 1 | .328 | .705** |
| | Sig. (2-tailed) | .024 | .264 | .090 | .065 | .105 | .002 | .091 | | .077 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X09 | Pearson Correlation | .148 | .109 | .315 | .161 | .416* | .055 | .132 | .328 | 1 | .502** |
| | Sig. (2-tailed) | .434 | .567 | .090 | .395 | .022 | .773 | .488 | .077 | | .005 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total | Pearson Correlation | .565** | .609** | .622** | .521** | .621** | .615** | .576** | .705** | .502** | 1 |
| | Sig. (2-tailed) | .001 | .000 | .000 | .003 | .000 | .000 | .001 | .000 | .005 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

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

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

D. Variabel Kepuasan Pelanggan

| | | Correlations | | | | | | | | | |
|-------|---------------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | | Y01 | Y02 | Y03 | Y04 | Y05 | Y06 | Y07 | Y08 | Y09 | Total |
| Y01 | Pearson Correlation | 1 | .097 | .317 | .176 | .404* | .308 | .307 | .439* | .077 | .582** |
| | Sig. (2-tailed) | | .611 | .088 | .352 | .027 | .098 | .098 | .015 | .687 | .001 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y02 | Pearson Correlation | .097 | 1 | .602** | .424* | .270 | .377* | .262 | .160 | .631** | .680** |
| | Sig. (2-tailed) | .611 | | .000 | .020 | .149 | .040 | .162 | .398 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y03 | Pearson Correlation | .317 | .602** | 1 | .167 | .332 | .206 | .102 | .152 | .330 | .582** |
| | Sig. (2-tailed) | .088 | .000 | | .377 | .073 | .274 | .591 | .422 | .075 | .001 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y04 | Pearson Correlation | .176 | .424* | .167 | 1 | .432* | .356 | .483** | .438* | .349 | .707** |
| | Sig. (2-tailed) | .352 | .020 | .377 | | .017 | .053 | .007 | .016 | .059 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y05 | Pearson Correlation | .404* | .270 | .332 | .432* | 1 | .245 | .343 | .054 | .091 | .594** |
| | Sig. (2-tailed) | .027 | .149 | .073 | .017 | | .193 | .064 | .776 | .634 | .001 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y06 | Pearson Correlation | .308 | .377* | .206 | .356 | .245 | 1 | .503** | .229 | .118 | .595** |
| | Sig. (2-tailed) | .098 | .040 | .274 | .053 | .193 | | .005 | .223 | .535 | .001 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y07 | Pearson Correlation | .307 | .262 | .102 | .483** | .343 | .503** | 1 | .315 | .306 | .635** |
| | Sig. (2-tailed) | .098 | .162 | .591 | .007 | .064 | .005 | | .090 | .100 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y08 | Pearson Correlation | .439* | .160 | .152 | .438* | .054 | .229 | .315 | 1 | .284 | .559** |
| | Sig. (2-tailed) | .015 | .398 | .422 | .016 | .776 | .223 | .090 | | .129 | .001 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y09 | Pearson Correlation | .077 | .631** | .330 | .349 | .091 | .118 | .306 | .284 | 1 | .569** |
| | Sig. (2-tailed) | .687 | .000 | .075 | .059 | .634 | .535 | .100 | .129 | | .001 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Total | Pearson Correlation | .582** | .680** | .582** | .707** | .594** | .595** | .635** | .559** | .569** | 1 |
| | Sig. (2-tailed) | .001 | .000 | .001 | .000 | .001 | .001 | .000 | .001 | .001 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

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

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

LAMPIRAN 4

Uji Reliabilitas

A. Variabel Kualitas Pelayanan (X1)

Reliability Statistics

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| .833 | 15 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item- Total Correlation | Cronbach's Alpha if Item Deleted |
|-----|-------------------------------|-----------------------------------|--------------------------------------|--|
| X01 | 53.5667 | 51.426 | .435 | .824 |
| X02 | 52.9667 | 52.240 | .474 | .821 |
| X03 | 53.4000 | 53.145 | .467 | .822 |
| X04 | 53.5667 | 53.702 | .591 | .819 |
| X05 | 53.2000 | 53.131 | .527 | .819 |
| X06 | 53.3000 | 49.045 | .565 | .815 |
| X07 | 53.3333 | 52.575 | .428 | .824 |
| X08 | 53.1000 | 50.852 | .422 | .826 |
| X09 | 53.0333 | 52.723 | .411 | .825 |
| X10 | 53.5000 | 53.086 | .610 | .817 |
| X11 | 53.3333 | 51.954 | .400 | .827 |
| X12 | 53.2667 | 52.892 | .523 | .819 |
| X13 | 53.2000 | 54.372 | .444 | .824 |
| X14 | 53.5000 | 49.914 | .407 | .830 |
| X15 | 53.1333 | 56.257 | .501 | .826 |

B. Variabel Lokasi (X2)**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| .888 | 21 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item- Total Correlation | Cronbach's Alpha if Item Deleted |
|-----|-------------------------------|-----------------------------------|--------------------------------------|--|
| X01 | 77.9667 | 95.551 | .504 | .883 |
| X02 | 78.2333 | 97.495 | .481 | .884 |
| X03 | 78.2000 | 97.890 | .438 | .885 |
| X04 | 77.9333 | 98.271 | .448 | .885 |
| X05 | 77.6667 | 98.713 | .575 | .882 |
| X06 | 78.2667 | 96.616 | .427 | .886 |
| X07 | 78.1333 | 98.602 | .483 | .884 |
| X08 | 77.6333 | 97.551 | .602 | .881 |
| X09 | 77.9333 | 97.099 | .493 | .883 |
| X10 | 77.7333 | 97.789 | .483 | .884 |
| X11 | 77.9333 | 97.237 | .540 | .882 |
| X12 | 77.9333 | 98.754 | .472 | .884 |
| X13 | 78.0000 | 94.414 | .555 | .882 |
| X14 | 77.9000 | 97.128 | .479 | .884 |
| X15 | 78.1000 | 96.714 | .455 | .885 |
| X16 | 78.0667 | 97.651 | .530 | .883 |
| X17 | 77.9000 | 98.093 | .470 | .884 |
| X18 | 77.8667 | 97.706 | .623 | .881 |
| X19 | 77.8667 | 97.706 | .456 | .885 |
| X20 | 78.0000 | 97.310 | .577 | .881 |
| X21 | 78.0667 | 96.202 | .451 | .885 |

C. Variabel Fasilitas (X3)

Reliability Statistics

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| .765 | 9 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-----|-------------------------------|-----------------------------------|--|--|
| X01 | 30.6000 | 21.283 | .427 | .745 |
| X02 | 30.4333 | 20.875 | .479 | .738 |
| X03 | 30.6667 | 19.678 | .451 | .743 |
| X04 | 30.6667 | 21.471 | .365 | .754 |
| X05 | 30.3667 | 21.344 | .514 | .736 |
| X06 | 30.6333 | 20.309 | .467 | .739 |
| X07 | 30.7667 | 20.737 | .420 | .747 |
| X08 | 30.4667 | 19.913 | .596 | .720 |
| X09 | 30.6000 | 21.490 | .333 | .760 |

D. Variabel Kepuasan Pelanggan (Y)**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| .785 | 9 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-----|-------------------------------|--------------------------------------|--|--|
| Y01 | 29.9333 | 17.857 | .423 | .772 |
| Y02 | 29.5333 | 18.120 | .585 | .752 |
| Y03 | 29.9000 | 18.162 | .440 | .768 |
| Y04 | 29.9667 | 16.378 | .569 | .749 |
| Y05 | 30.0333 | 17.826 | .442 | .769 |
| Y06 | 29.8333 | 18.144 | .459 | .766 |
| Y07 | 29.8000 | 18.717 | .541 | .759 |
| Y08 | 29.8667 | 18.533 | .422 | .771 |
| Y09 | 30.2000 | 18.166 | .418 | .772 |

LAMPIRAN 5
Hasil Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

| | | Unstandardized Residual |
|----------------------------------|----------------|----------------------------|
| N | | 385 |
| Normal Parameters ^{a,b} | Mean | .0000000 |
| | Std. Deviation | 3.13718833 |
| Most Extreme Differences | Absolute | .038 |
| | Positive | .038 |
| | Negative | -.024 |
| Test Statistic | | .038 |
| Asymp. Sig. (2-tailed) | | .200 ^{c,d} |

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

LAMPIRAN 6

Hasil Uji Multikolinearitas

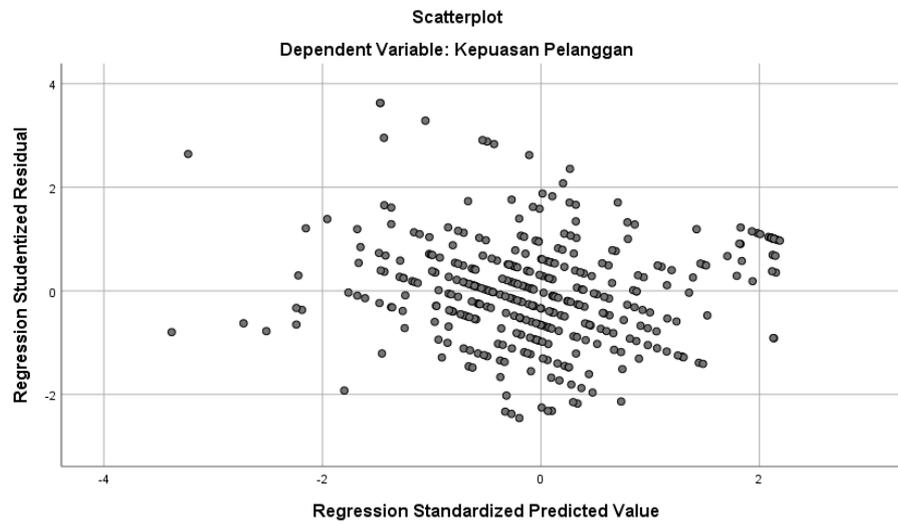
Coefficients^a

| Model | | Collinearity Statistics | |
|-------|--------------------|-------------------------|-------|
| | | Tolerance | VIF |
| 1 | (Constant) | | |
| | Kualitas Fasilitas | .677 | 1.478 |
| | Lokasi | .633 | 1.585 |
| | Fasilitas | .675 | 1.481 |

a. Dependent Variable: Kepuasan Pelanggan

LAMPIRAN 7

Hasil Uji Heterokedastisitas



LAMPIRAN 8

Hasil Uji Analisis Deskriptif

A. Tabel Analisis Deskriptif Kualitas Pelayanan

| No | Kode Indikator | Jawaban Responden | | | | | Jumlah | Skore | Mean | Kategori |
|------------|----------------|-------------------|---|-----|------|------|--------|-------|------|---------------|
| | | 1 | 2 | 3 | 4 | 5 | | | | |
| 1 | KPY1 | 0 | 0 | 27 | 176 | 182 | 385 | 1695 | 4,4 | Sangat Tinggi |
| 2 | KPY2 | 0 | 0 | 38 | 200 | 147 | 385 | 1649 | 4,28 | Sangat Tinggi |
| 3 | KPY3 | 0 | 0 | 42 | 204 | 139 | 385 | 1637 | 4,25 | Sangat Tinggi |
| 4 | KPY4 | 0 | 0 | 36 | 234 | 115 | 385 | 1619 | 4,21 | Sangat tinggi |
| 5 | KPY5 | 0 | 0 | 65 | 213 | 107 | 385 | 1582 | 4,11 | Tinggi |
| 6 | KPY6 | 0 | 0 | 56 | 222 | 107 | 385 | 1591 | 4,13 | Tinggi |
| 7 | KPY7 | 0 | 0 | 32 | 247 | 106 | 385 | 1614 | 4,19 | Tinggi |
| 8 | KPY8 | 0 | 0 | 40 | 203 | 142 | 385 | 1642 | 4,26 | Sangat Tinggi |
| 9 | KPY9 | 0 | 0 | 22 | 136 | 227 | 385 | 1745 | 4,53 | SangatTinggi |
| 10 | KPY10 | 0 | 0 | 32 | 252 | 101 | 385 | 1609 | 4,18 | Tinggi |
| 11 | KPY11 | 0 | 0 | 40 | 259 | 86 | 385 | 1586 | 4,12 | Tinggi |
| 12 | KPY12 | 0 | 0 | 52 | 245 | 88 | 385 | 1576 | 4,09 | Tinggi |
| 13 | KPY13 | 0 | 0 | 29 | 184 | 172 | 385 | 1683 | 4,37 | Sangat Tinggi |
| 14 | KPY14 | 0 | 0 | 32 | 231 | 122 | 385 | 1630 | 4,23 | Sangat Tinggi |
| 15 | KPY15 | 0 | 0 | 27 | 230 | 128 | 385 | 1641 | 4,26 | Sangat Tinggi |
| Total/Mean | | 0 | 0 | 570 | 3236 | 1969 | | 24499 | 4,24 | Sangat Tinggi |

B. Tabel Analisis Deskriptif Lokasi

| No | Kode Indikator | Jawaban Responden | | | | | Jumlah | Skore | Mean | Kategori |
|-------------------|----------------|-------------------|---|-----|------|------|--------|-------|------|---------------|
| | | 1 | 2 | 3 | 4 | 5 | | | | |
| 1 | LK1 | 0 | 0 | 23 | 200 | 162 | 385 | 1679 | 4,36 | Sangat Tinggi |
| 2 | LK2 | 0 | 0 | 49 | 216 | 120 | 385 | 1611 | 4,18 | Tinggi |
| 3 | LK3 | 0 | 0 | 67 | 204 | 114 | 385 | 1587 | 4,12 | Tinggi |
| 4 | LK4 | 0 | 0 | 36 | 221 | 128 | 385 | 1632 | 4,24 | Sangat Tinggi |
| 5 | LK5 | 0 | 0 | 46 | 230 | 109 | 385 | 1603 | 4,16 | Tinggi |
| 6 | LK6 | 0 | 0 | 45 | 242 | 98 | 385 | 1593 | 4,14 | Tinggi |
| 7 | LK7 | 0 | 0 | 32 | 215 | 138 | 385 | 1646 | 4,28 | Sangat Tinggi |
| 8 | LK8 | 0 | 0 | 45 | 214 | 126 | 385 | 1621 | 4,21 | Sangat Tinggi |
| 9 | LK9 | 0 | 0 | 36 | 248 | 101 | 385 | 1605 | 4,17 | Tinggi |
| 10 | LK10 | 0 | 0 | 31 | 246 | 108 | 385 | 1617 | 4,20 | Tinggi |
| 11 | LK11 | 0 | 0 | 80 | 223 | 82 | 385 | 1542 | 4,01 | Setuju |
| 12 | LK12 | 0 | 0 | 37 | 263 | 85 | 385 | 1588 | 4,12 | Tinggi |
| 13 | LK13 | 0 | 0 | 29 | 262 | 94 | 385 | 1605 | 4,17 | Tinggi |
| 14 | LK14 | 0 | 0 | 23 | 244 | 118 | 385 | 1635 | 4,25 | Sangat Tinggi |
| 15 | LK15 | 0 | 0 | 39 | 219 | 127 | 385 | 1628 | 4,23 | Sangat Tinggi |
| 16 | LK16 | 0 | 0 | 27 | 177 | 181 | 385 | 1694 | 4,40 | Sangat Tinggi |
| 17 | LK17 | 0 | 0 | 38 | 200 | 147 | 385 | 1649 | 4,28 | Sangat Tinggi |
| 18 | LK18 | 0 | 0 | 42 | 204 | 139 | 385 | 1637 | 4,25 | Sangat Tinggi |
| 19 | LK19 | 0 | 0 | 36 | 233 | 116 | 385 | 1620 | 4,21 | Sangat Tinggi |
| 20 | LK20 | 0 | 0 | 65 | 213 | 107 | 385 | 1582 | 4,11 | Tinggi |
| 21 | LK21 | | | 56 | 223 | 106 | 385 | 1590 | 4,13 | Tinggi |
| Total/Mean | | 0 | 0 | 882 | 4697 | 2506 | | 33964 | 4,20 | Tinggi |

C. Tabel Analisis Deskriptif Fasilitas

| No | Kode Indikator | Jawaban Responden | | | | | Jumlah | Skore | Mean | Kategori |
|-------------------|----------------|-------------------|---|-----|------|------|--------|-------|------|---------------|
| | | 1 | 2 | 3 | 4 | 5 | | | | |
| 1 | FS1 | 0 | 0 | 29 | 199 | 157 | 385 | 1668 | 4,33 | Sangat Tinggi |
| 2 | FS2 | 0 | 0 | 23 | 123 | 239 | 385 | 1756 | 4,56 | Sangat Tinggi |
| 3 | FS3 | 0 | 0 | 49 | 234 | 102 | 385 | 1593 | 4,14 | Tinggi |
| 4 | FS4 | 0 | 0 | 55 | 236 | 94 | 385 | 1579 | 4,10 | Tinggi |
| 5 | FS5 | 0 | 0 | 53 | 233 | 99 | 385 | 1586 | 4,12 | Tinggi |
| 6 | FS6 | 0 | 0 | 53 | 237 | 95 | 385 | 1582 | 4,11 | Tinggi |
| 7 | FS7 | 0 | 0 | 35 | 238 | 112 | 385 | 1617 | 4,20 | Tinggi |
| 8 | FS8 | 0 | 0 | 108 | 209 | 68 | 385 | 1500 | 3,90 | Tinggi |
| 9 | FS9 | 0 | 0 | 27 | 153 | 205 | 385 | 1718 | 4,46 | Sangat Tinggi |
| Total/Mean | | 0 | 0 | 432 | 1862 | 1171 | | 14599 | 4,21 | Sangat Tinggi |

D. Tabel Analisis Deskriptif Kepuasan Pelanggan

| No | Kode Indikator | Jawaban Responden | | | | | Jumlah | Skore | Mean | Kategori |
|-------------------|----------------|-------------------|----------|------------|-------------|-------------|--------|-------|------|---------------|
| | | 1 | 2 | 3 | 4 | 5 | | | | |
| 1 | KPG1 | 0 | 0 | 22 | 186 | 177 | 385 | 1695 | 4,40 | Sangat Tinggi |
| 2 | KPG2 | 0 | 0 | 19 | 200 | 166 | 385 | 1687 | 4,38 | Sangat Tinggi |
| 3 | KPG3 | 0 | 0 | 85 | 202 | 98 | 385 | 1553 | 4,03 | Tinggi |
| 4 | KPG4 | 0 | 0 | 53 | 217 | 115 | 385 | 1602 | 4,16 | Tinggi |
| 5 | KPG5 | 0 | 0 | 159 | 163 | 63 | 385 | 1444 | 3,75 | Tinggi |
| 6 | KPG6 | 0 | 0 | 59 | 225 | 101 | 385 | 1582 | 4,11 | Tinggi |
| 7 | KPG7 | 0 | 0 | 53 | 226 | 106 | 385 | 1593 | 4,14 | Tinggi |
| 8 | KPG8 | 0 | 0 | 74 | 208 | 103 | 385 | 1569 | 4,08 | Tinggi |
| 9 | KPG9 | 0 | 0 | 72 | 236 | 77 | 385 | 1545 | 4,01 | Sangat Tinggi |
| Total/Mean | | 0 | 0 | 596 | 1863 | 1006 | | 14270 | 4,12 | Tinggi |

LAMPIRAN 9

Uji Korelasi

Model Summary

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .736 ^a | .509 | .511 | 3.14952 |

a. Predictors: (Constant), Fasilitas, Lokasi, Kualitas Pelayanan

LAMPIRAN 10

Uji Regresi Linear Berganda

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|--------------------|-----------------------------|------------|---------------------------|-------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 9.980 | 2.834 | | 3.521 | .000 |
| | Kualitas Pelayanan | .129 | .032 | .206 | 4.060 | .000 |
| | Lokasi | .205 | .043 | .222 | 5.018 | .000 |
| | Fasilitas | .466 | .054 | .438 | 8.646 | .000 |

a. Dependent Variable: Kepuasan Pelanggan

LAMPIRAN 11

Hasil Uji Parsial

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|--------------------|-----------------------------|------------|---------------------------|-------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 9.980 | 2.834 | | 3.521 | .000 |
| | Kualitas Pelayanan | .129 | .032 | .206 | 4.060 | .000 |
| | Lokasi | .205 | .043 | .222 | 5.018 | .000 |
| | Fasilitas | .466 | .054 | .438 | 8.646 | .000 |

a. Dependent Variable: Kepuasan Pelanggan

LAMPIRAN 12

Hasil Uji Simultan

ANOVA^a

| Model | | Sum of Squares | Df | Mean Square | F | Sig. |
|-------|------------|----------------|-----|-------------|--------|-------------------|
| 1 | Regression | 1668.847 | 3 | 556.282 | 62.749 | .000 ^b |
| | Residual | 3377.657 | 381 | 8.865 | | |
| | Total | 5046.504 | 384 | | | |

a. Dependent Variable: Kepuasan Pelanggan

b. Predictors: (Constant), Fasilitas, Lokasi, Kualitas Pelayanan

LAMPIRAN 13

Hasil Koefisien Determinasi

Model Summary

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .736 ^a | .509 | .511 | 3.14952 |

a. Predictors: (Constant), Fasilitas, Lokasi, Kualitas Pelayanan