

Lampiran 1. (Kuesioner Penelitian) Lembar Penjelasan Penelitian

Kuesioner Penelitian dengan Judul Analisis Tingkat Kepuasan Pasien terhadap Pelayanan Kefarmasian di Apotek Pharm 24 di Kecamatan Gamping Kabupaten Sleman Provinsi Daerah Istimewa Yogyakarta

Bapak/Ibu/Saudara yang terhormat,

Saya Mahasiswi Program Studi S1 Farmasi Fakultas Kedokteran dan Ilmu Kesehatan Universitas Muhammadiyah Yogyakarta yang sedang menyelesaikan tugas akhir Skripsi. Tujuan penelitian ini untuk menganalisis tingkat kepuasan pasien terhadap pelayanan kefarmasian di apotek Pharm 24 di kecamatan gamping kabupaten sleman provinsi daerah istimewa yogyakarta. Saya memohon kesediaan Bapak/Ibu/Saudara untuk meluangkan waktu mengisi kuesioner ini. Kerahasiaan informasi yang telah diberikan akan dijaga dan akan hanya digunakan untuk keperluan penelitian . Saya mohon dengan sangat jawaban yang diberikan selengkap mungkin.

Atas kesediaan serta kerjasama Bapak/Ibu/Saudara, saya ucapkan terima kasih.

Hormat Saya,

Bella Urthamea

Lampiran 2. Kuesioner Penelitian (Inform Consent)

Lembar Persetujuan Sebagai Responden Penelitian

Dengan menandatangani lembar ini, saya :

Nama :

Tempat/ Tanggal lahir :

Pekerjaan :

Saya mengerti bahwa saya merupakan bagian dari penelitian ini yang bertujuan untuk menganalisis tingkat kepuasan pasien terhadap pelayanan kefarmasian di apotek di kecamatan gamping periode januari – juni 2019. Oleh karena itu saya memberikan persetujuan untuk mengisi kuesioner ini. Saya telah diberitahu peneliti bahwa jawaban yang diberikan bersifat sukarela dan hanya akan digunakan untuk keperluan penelitian .

Yogyakarta, 2019

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Lampiran 3. (Kuesioner Penelitian) Identitas Pasien

PETUNJUK : MOHON LINGKARI JAWABAN YANG ANDA PILIH

1. Jenis Kelamin :
 - a. Laki – laki
 - b. Perempuan
2. Usia Responden :
 - a. 18 – 25 Tahun
 - b. 26 – 35 Tahun
 - c. 36 – 45 Tahun
 - d. 46 – 55 Tahun
 - e. 55 – 65 Tahun
3. Pendidikan Terakhir :
 - a. SD/Sederajat
 - b. SMP/ Sederajat
 - c. SMA/Sederajat
 - d. Akademik/ Diploma
 - e. S1
 - f. Lain - Lain
4. Pekerjaan :
 - a. Pelajar / Mahasiswa
 - b. Pegawai Negri
 - c. Pegawai Swasta

d. Buruh

e. Tidak Bekerja

f. Lain – Lain

5. Jarak tempat tinggal dengan Apotek :

a. < 1 km

b. 1 - 2 km

c. 2 - 3 km

d. 3 – 4 km

e. 4 – 5 km

f. > 5 km

Lampiran 1. Kuesioner Penelitian

Petunjuk Pengisian Kuesioner :

Berikan tanda (√) untuk setiap pertanyaan dibawah ini sesuai dengan Harapan anda tentang pelayanan kefarmasian di apotek.

Keterangan :

1. Sangat Tidak Setuju (STS)
2. Tidak Setuju (TS)
3. Setuju (S)
4. Sangat Setuju (SS)

Berikan tanda (√) untuk setiap pertanyaan dibawah ini sesuai dengan Kinerja anda tentang pelayanan kefarmasian di apotek.

1. Sangat Tidak Puas
2. Tidak Puas
3. Puas
4. Sangat Puas

No	PERTANYAAN	Harapan				Kinerja			
		1	2	3	4	1	2	3	4
1	Petugas apotek berpenampilan rapi dan menarik								
2	Letak apotek mudah untuk dicapai								
3	Tempat duduk di apotek mencukupi								
4	Fasilitas seperti AC/kipas angin maupun TV ada diruang tunggu membuat nyaman								
5	Apotek memiliki fasilitas seperti toilet dan tempat parkir								
6	Ruang kamar obat tertata rapih dan bersih								
7	Arahan pada label obat mudah dipahami								
8	Petugas apotek cekatan dan serasi selama menjalankan pelayanan								
DIMENSI KEANDALAN (RELIABILITY)									
1	Petugas apotek menjelaskan tentang cara penggunaan obat								
2	Petugas apotek memberikan keterangan tentang kegunaan obat yang diberikan								
3	Petugas apotek menjelaskan tentang dosis obat dan kapan harus diminum								
4	Petugas apotek menjelaskan cara penyimpanan obat								
5	Petugas apotek menjelaskan efek samping obat								
6	Pemberian pelayanan terhadap pasien secara cepat dan teliti								
7	Prosedur administrasi dan pembayaran mudah								
8	Pelayanan apotek sesuai dengan biaya atau premi yang dibayar								
DIMENSI DAYA TANGGAP (RESPONSIVENESS)									
1	Obat diberikan tepat waktu oleh petugas apotek								
2	Prosedur penyampaian informasi jelas dan mudah dimengerti								
3	Petugas apotek memberikan tanggapan yang baik dan cepat terhadap keluhan pasien								
4	Petugas apotek nampak terampil selama pelayanan pasien								
5	Petugas apotek hadir pada waktu yang sudah ditetapkan dalam jadwal								
6	Petugas apotek siaga untuk membantu pasien								
7	Petugas apotek bersikap ramah dan sopan								
8	Tahap kedisiplinan petugas apotek memuaskan								

DIMENSI JAMINAN (<i>ASSURANCE</i>)									
1	Pasien yakin obat yang diberikan dapat menyembuhkan								
2	Pasien yakin dengan kebenaran obat yang diberikan								
3	Kualitas pelayanan diapotek dijamin mutunya								
4	Pelayanan yang diberikan cepat dan tepat								
5	Petugas apotek dapat dipercaya								
6	Petugas apotek mempunyai wawasan yang luas dan kecakapan dalam memberikan pelayanan								
7	Privasi informasi tentang pasien selalu dijaga oleh petugas apotek								
8	Petugas apotek bersifat ramah dan sopan kepada pasien saat memberikan obat								
DIMENSI EMPATI (<i>EMPATY</i>)									
1	Petugas apotek memahami keperluan pasien								
2	Petugas apotek memberikan perhatian yang baik kepada pasien								
3	Petugas apotek memantau keluhan pasien tentang pengobatan								
4	Petugas apotek berusaha menenangkan rasa cemas pasien terhadap penyakit yang diderita								
5	Petugas apotek tidak membiarkan pasien menunggu lama								
6	Komunikasi antara petugas apotek dengan pasien baik								
7	Petugas apotek tidak pilih-pilih dalam memberikan pelayanan								
8	Waktu untuk berkonsultasi dengan pasien terpenuhi								

LAMPIRAN

Lampiran 1 Karakteristik Responden

Frequency Table

Jenis Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-laki	140	36,8	36,8	36,8
	Perempuan	240	63,2	63,2	100,0
	Total	380	100,0	100,0	

Usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-25 Tahun	116	30,5	30,5	30,5
	26-35 Tahun	119	31,3	31,3	61,8
	36-45 Tahun	74	19,5	19,5	81,3
	46-55 Tahun	37	9,7	9,7	91,1
	55-65 Tahun	34	8,9	8,9	100,0
	Total	380	100,0	100,0	

Pendidikan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD/Sederajat	7	1,8	1,8	1,8
	SMP/Sederajat	24	6,3	6,3	8,2
	SMA/Sederajat	110	28,9	28,9	37,1
	S1	122	32,1	32,1	69,2
	Lain-lain	117	30,8	30,8	100,0
	Total	380	100,0	100,0	

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Pelajar / Mahasiswa	77	20,3	20,3	20,3
	Pegawai Negri	1	,3	,3	20,5
	Pegawai Swasta	129	33,9	33,9	54,5
	Tidak Bekerja	47	12,4	12,4	66,8
	Lain-lain	126	33,2	33,2	100,0
	Total	380	100,0	100,0	

Jarak

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid < 1 km	52	13,7	13,7	13,7
1 - 2 km	106	27,9	27,9	41,6
2 - 3 km	68	17,9	17,9	59,5
3 - 4 km	48	12,6	12,6	72,1
4 - 5 km	37	9,7	9,7	81,8
> 5 km	69	18,2	18,2	100,0
Total	380	100,0	100,0	

Lampiran 2 Hasil Uji Validitas dan Reliabilitas

Correlations

Correlations

	X.1.1	X.1.2	X.1.3	X.1.4	X.1.5	X.1.6	X.1.7	X.1.8	DTALX1
X.1.1 Pearson Cor	1	.598*	.457*	.200	.359	.339	.439*	.336	.644*
Sig. (2-tailed)		.000	.011	.290	.052	.067	.015	.069	.000
N	30	30	30	30	30	30	30	30	30
X.1.2 Pearson Cor	.598*	1	.222	.284	.431*	.654*	.209	.233	.682*
Sig. (2-tailed)	.000		.237	.129	.017	.000	.267	.216	.000
N	30	30	30	30	30	30	30	30	30
X.1.3 Pearson Cor	.457*	.222	1	.410*	.270	.239	.577*	.471*	.604*
Sig. (2-tailed)	.011	.237		.025	.148	.204	.001	.009	.000
N	30	30	30	30	30	30	30	30	30
X.1.4 Pearson Cor	.200	.284	.410*	1	.669*	.538*	.468*	.573*	.754*
Sig. (2-tailed)	.290	.129	.025		.000	.002	.009	.001	.000
N	30	30	30	30	30	30	30	30	30
X.1.5 Pearson Cor	.359	.431*	.270	.669*	1	.593*	.482*	.437*	.793*
Sig. (2-tailed)	.052	.017	.148	.000		.001	.007	.016	.000
N	30	30	30	30	30	30	30	30	30
X.1.6 Pearson Cor	.339	.654*	.239	.538*	.593*	1	.428*	.250	.761*
Sig. (2-tailed)	.067	.000	.204	.002	.001		.018	.183	.000
N	30	30	30	30	30	30	30	30	30
X.1.7 Pearson Cor	.439*	.209	.577*	.468*	.482*	.428*	1	.408*	.685*
Sig. (2-tailed)	.015	.267	.001	.009	.007	.018		.025	.000
N	30	30	30	30	30	30	30	30	30
X.1.8 Pearson Cor	.336	.233	.471*	.573*	.437*	.250	.408*	1	.636*
Sig. (2-tailed)	.069	.216	.009	.001	.016	.183	.025		.000
N	30	30	30	30	30	30	30	30	30
TOTAL Pearson Cor	.644*	.682*	.604*	.754*	.793*	.761*	.685*	.636*	1
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	
N	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).

Correlations

Correlations

	X1.2.1	X1.2.2	X1.2.3	X1.2.4	X1.2.5	X1.2.6	X1.2.7	X1.2.8	TOTALX1.
X1.2.1 Pearson Correlation	1	.705*	.765*	.373*	.179	.340	.299	.357	.677*
X1.2.1 Sig. (2-tailed)		.000	.000	.042	.343	.066	.109	.052	.000
X1.2.1 N	30	30	30	30	30	30	30	30	30
X1.2.2 Pearson Correlation	.705*	1	.753*	.101	.350	.348	.321	.389*	.666*
X1.2.2 Sig. (2-tailed)	.000		.000	.596	.058	.060	.084	.034	.000
X1.2.2 N	30	30	30	30	30	30	30	30	30
X1.2.3 Pearson Correlation	.765*	.753*	1	.285	.408*	.389*	.418*	.457*	.758*
X1.2.3 Sig. (2-tailed)	.000	.000		.127	.025	.034	.021	.011	.000
X1.2.3 N	30	30	30	30	30	30	30	30	30
X1.2.4 Pearson Correlation	.373*	.101	.285	1	.463*	.269	.290	.379*	.592*
X1.2.4 Sig. (2-tailed)	.042	.596	.127		.010	.150	.120	.039	.001
X1.2.4 N	30	30	30	30	30	30	30	30	30
X1.2.5 Pearson Correlation	.179	.350	.408*	.463*	1	.701*	.560*	.506*	.760*
X1.2.5 Sig. (2-tailed)	.343	.058	.025	.010		.000	.001	.004	.000
X1.2.5 N	30	30	30	30	30	30	30	30	30
X1.2.6 Pearson Correlation	.340	.348	.389*	.269	.701*	1	.642*	.510*	.741*
X1.2.6 Sig. (2-tailed)	.066	.060	.034	.150	.000		.000	.004	.000
X1.2.6 N	30	30	30	30	30	30	30	30	30
X1.2.7 Pearson Correlation	.299	.321	.418*	.290	.560*	.642*	1	.777*	.751*
X1.2.7 Sig. (2-tailed)	.109	.084	.021	.120	.001	.000		.000	.000
X1.2.7 N	30	30	30	30	30	30	30	30	30
X1.2.8 Pearson Correlation	.357	.389*	.457*	.379*	.506*	.510*	.777*	1	.758*
X1.2.8 Sig. (2-tailed)	.052	.034	.011	.039	.004	.004	.000		.000
X1.2.8 N	30	30	30	30	30	30	30	30	30
TOTALX1 Pearson Correlation	.677*	.666*	.758*	.592*	.760*	.741*	.751*	.758*	1
TOTALX1 Sig. (2-tailed)	.000	.000	.000	.001	.000	.000	.000	.000	
TOTALX1 N	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).

Correlations

Correlations

	X1.3.1	X1.3.2	X1.3.3	X1.3.4	X1.3.5	X1.3.6	X1.3.7	X1.3.8	TOTALX1
X1.3.1 Pearson Cor	1	.656*	.619*	.619*	.641*	.788*	.334	.445*	.802*
Sig. (2-tailed)		.000	.000	.000	.000	.000	.071	.014	.000
N	30	30	30	30	30	30	30	30	30
X1.3.2 Pearson Cor	.656*	1	.629*	.527*	.620*	.800*	.341	.417*	.769*
Sig. (2-tailed)	.000		.000	.003	.000	.000	.065	.022	.000
N	30	30	30	30	30	30	30	30	30
X1.3.3 Pearson Cor	.619*	.629*	1	.545*	.502*	.665*	.829*	.654*	.869*
Sig. (2-tailed)	.000	.000		.002	.005	.000	.000	.000	.000
N	30	30	30	30	30	30	30	30	30
X1.3.4 Pearson Cor	.619*	.527*	.545*	1	.659*	.766*	.407*	.374*	.777*
Sig. (2-tailed)	.000	.003	.002		.000	.000	.026	.042	.000
N	30	30	30	30	30	30	30	30	30
X1.3.5 Pearson Cor	.641*	.620*	.502*	.659*	1	.751*	.371*	.484*	.790*
Sig. (2-tailed)	.000	.000	.005	.000		.000	.044	.007	.000
N	30	30	30	30	30	30	30	30	30
X1.3.6 Pearson Cor	.788*	.800*	.665*	.766*	.751*	1	.380*	.456*	.874*
Sig. (2-tailed)	.000	.000	.000	.000	.000		.039	.011	.000
N	30	30	30	30	30	30	30	30	30
X1.3.7 Pearson Cor	.334	.341	.829*	.407*	.371*	.380*	1	.751*	.717*
Sig. (2-tailed)	.071	.065	.000	.026	.044	.039		.000	.000
N	30	30	30	30	30	30	30	30	30
X1.3.8 Pearson Cor	.445*	.417*	.654*	.374*	.484*	.456*	.751*	1	.727*
Sig. (2-tailed)	.014	.022	.000	.042	.007	.011	.000		.000
N	30	30	30	30	30	30	30	30	30
TOTAL Pearson Cor	.802*	.769*	.869*	.777*	.790*	.874*	.717*	.727*	1
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	
N	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).

Correlations

Correlations

	X1.4.1	X1.4.2	X1.4.3	X1.4.4	X1.4.5	X1.4.6	X1.4.7	X1.4.8	DTALX1
X1.4.1 Pearson Cor	1	.755*	.755*	.569*	.498*	.578*	.553*	.513*	.842*
Sig. (2-tailed)		.000	.000	.001	.005	.001	.002	.004	.000
N	30	30	30	30	30	30	30	30	30
X1.4.2 Pearson Cor	.755*	1	.544*	.401*	.339	.319	.478*	.233	.665*
Sig. (2-tailed)	.000		.002	.028	.067	.086	.008	.216	.000
N	30	30	30	30	30	30	30	30	30
X1.4.3 Pearson Cor	.755*	.544*	1	.579*	.339	.615*	.478*	.461*	.773*
Sig. (2-tailed)	.000	.002		.001	.067	.000	.008	.010	.000
N	30	30	30	30	30	30	30	30	30
X1.4.4 Pearson Cor	.569*	.401*	.579*	1	.614*	.819*	.671*	.614*	.838*
Sig. (2-tailed)	.001	.028	.001		.000	.000	.000	.000	.000
N	30	30	30	30	30	30	30	30	30
X1.4.5 Pearson Cor	.498*	.339	.339	.614*	1	.772*	.599*	.579*	.737*
Sig. (2-tailed)	.005	.067	.067	.000		.000	.000	.001	.000
N	30	30	30	30	30	30	30	30	30
X1.4.6 Pearson Cor	.578*	.319	.615*	.819*	.772*	1	.842*	.714*	.891*
Sig. (2-tailed)	.001	.086	.000	.000	.000		.000	.000	.000
N	30	30	30	30	30	30	30	30	30
X1.4.7 Pearson Cor	.553*	.478*	.478*	.671*	.599*	.842*	1	.509*	.814*
Sig. (2-tailed)	.002	.008	.008	.000	.000	.000		.004	.000
N	30	30	30	30	30	30	30	30	30
X1.4.8 Pearson Cor	.513*	.233	.461*	.614*	.579*	.714*	.509*	1	.719*
Sig. (2-tailed)	.004	.216	.010	.000	.001	.000	.004		.000
N	30	30	30	30	30	30	30	30	30
TOTAL Pearson Cor	.842*	.665*	.773*	.838*	.737*	.891*	.814*	.719*	1
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	
N	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).

Correlations

Correlations

	X1.5.1	X1.5.2	X1.5.3	X1.5.4	X1.5.5	X1.5.6	X1.5.7	X1.5.8	TOTALX1.
X1.5.1 Pearson Correlation	1	.670*	.441*	.714*	.584*	.751*	.493*	.573*	.823*
Sig. (2-tailed)		.000	.015	.000	.001	.000	.006	.001	.000
N	30	30	30	30	30	30	30	30	30
X1.5.2 Pearson Correlation	.670*	1	.471*	.644*	.650*	.684*	.488*	.684*	.845*
Sig. (2-tailed)	.000		.009	.000	.000	.000	.006	.000	.000
N	30	30	30	30	30	30	30	30	30
X1.5.3 Pearson Correlation	.441*	.471*	1	.426*	.219	.421*	.231	.245	.535*
Sig. (2-tailed)	.015	.009		.019	.245	.021	.220	.191	.002
N	30	30	30	30	30	30	30	30	30
X1.5.4 Pearson Correlation	.714*	.644*	.426*	1	.796*	.789*	.567*	.710*	.898*
Sig. (2-tailed)	.000	.000	.019		.000	.000	.001	.000	.000
N	30	30	30	30	30	30	30	30	30
X1.5.5 Pearson Correlation	.584*	.650*	.219	.796*	1	.684*	.401*	.611*	.796*
Sig. (2-tailed)	.001	.000	.245	.000		.000	.028	.000	.000
N	30	30	30	30	30	30	30	30	30
X1.5.6 Pearson Correlation	.751*	.684*	.421*	.789*	.684*	1	.708*	.621*	.896*
Sig. (2-tailed)	.000	.000	.021	.000	.000		.000	.000	.000
N	30	30	30	30	30	30	30	30	30
X1.5.7 Pearson Correlation	.493*	.488*	.231	.567*	.401*	.708*	1	.617*	.705*
Sig. (2-tailed)	.006	.006	.220	.001	.028	.000		.000	.000
N	30	30	30	30	30	30	30	30	30
X1.5.8 Pearson Correlation	.573*	.684*	.245	.710*	.611*	.621*	.617*	1	.808*
Sig. (2-tailed)	.001	.000	.191	.000	.000	.000	.000		.000
N	30	30	30	30	30	30	30	30	30
TOTALX Pearson Correlation	.823*	.845*	.535*	.898*	.796*	.896*	.705*	.808*	1
Sig. (2-tailed)	.000	.000	.002	.000	.000	.000	.000	.000	
N	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).

Correlations

Correlations

	Y1.1.1	Y1.1.2	Y1.1.3	Y1.1.4	Y1.1.5	Y1.1.6	Y1.1.7	Y1.1.8	TOTAL Y1
Y1.1.1 Pearson Correlation	1	.600*	.484*	.205	.535*	.816*	.761*	.874*	.821*
Y1.1.1 Sig. (2-tailed)		.000	.007	.277	.002	.000	.000	.000	.000
Y1.1.1 N	30	30	30	30	30	30	30	30	30
Y1.1.2 Pearson Correlation	.600*	1	.623*	.410*	.668*	.544*	.623*	.605*	.800*
Y1.1.2 Sig. (2-tailed)	.000		.000	.024	.000	.002	.000	.000	.000
Y1.1.2 N	30	30	30	30	30	30	30	30	30
Y1.1.3 Pearson Correlation	.484*	.623*	1	.461*	.434*	.480*	.435*	.526*	.703*
Y1.1.3 Sig. (2-tailed)	.007	.000		.010	.016	.007	.016	.003	.000
Y1.1.3 N	30	30	30	30	30	30	30	30	30
Y1.1.4 Pearson Correlation	.205	.410*	.461*	1	.480*	.314	.284	.345	.586*
Y1.1.4 Sig. (2-tailed)	.277	.024	.010		.007	.091	.128	.062	.001
Y1.1.4 N	30	30	30	30	30	30	30	30	30
Y1.1.5 Pearson Correlation	.535*	.668*	.434*	.480*	1	.600*	.675*	.665*	.801*
Y1.1.5 Sig. (2-tailed)	.002	.000	.016	.007		.000	.000	.000	.000
Y1.1.5 N	30	30	30	30	30	30	30	30	30
Y1.1.6 Pearson Correlation	.816*	.544*	.480*	.314	.600*	1	.791*	.934*	.857*
Y1.1.6 Sig. (2-tailed)	.000	.002	.007	.091	.000		.000	.000	.000
Y1.1.6 N	30	30	30	30	30	30	30	30	30
Y1.1.7 Pearson Correlation	.761*	.623*	.435*	.284	.675*	.791*	1	.870*	.849*
Y1.1.7 Sig. (2-tailed)	.000	.000	.016	.128	.000	.000		.000	.000
Y1.1.7 N	30	30	30	30	30	30	30	30	30
Y1.1.8 Pearson Correlation	.874*	.605*	.526*	.345	.665*	.934*	.870*	1	.910*
Y1.1.8 Sig. (2-tailed)	.000	.000	.003	.062	.000	.000	.000		.000
Y1.1.8 N	30	30	30	30	30	30	30	30	30
TOTAL Pearson Correlation	.821*	.800*	.703*	.586*	.801*	.857*	.849*	.910*	1
TOTAL Sig. (2-tailed)	.000	.000	.000	.001	.000	.000	.000	.000	
TOTAL N	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).

Correlations

Correlations

	Y1.2.1	Y1.2.2	Y1.2.3	Y1.2.4	Y1.2.5	Y1.2.6	Y1.2.7	Y1.2.8	TALY1
Y1.2.1 Pearson Co	1	.894*	.888*	.789*	.432*	.533*	.476*	.531*	.836*
Sig. (2-tailed)		.000	.000	.000	.017	.002	.008	.003	.000
N	30	30	30	30	30	30	30	30	30
Y1.2.2 Pearson Co	.894*	1	.769*	.683*	.432*	.412*	.353	.531*	.769*
Sig. (2-tailed)	.000		.000	.000	.017	.024	.056	.003	.000
N	30	30	30	30	30	30	30	30	30
Y1.2.3 Pearson Co	.888*	.769*	1	.769*	.486*	.736*	.675*	.598*	.885*
Sig. (2-tailed)	.000	.000		.000	.006	.000	.000	.000	.000
N	30	30	30	30	30	30	30	30	30
Y1.2.4 Pearson Co	.789*	.683*	.769*	1	.644*	.654*	.722*	.769*	.904*
Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000
N	30	30	30	30	30	30	30	30	30
Y1.2.5 Pearson Co	.432*	.432*	.486*	.644*	1	.755*	.714*	.725*	.773*
Sig. (2-tailed)	.017	.017	.006	.000		.000	.000	.000	.000
N	30	30	30	30	30	30	30	30	30
Y1.2.6 Pearson Co	.533*	.412*	.736*	.654*	.755*	1	.932*	.736*	.849*
Sig. (2-tailed)	.002	.024	.000	.000	.000		.000	.000	.000
N	30	30	30	30	30	30	30	30	30
Y1.2.7 Pearson Co	.476*	.353	.675*	.722*	.714*	.932*	1	.813*	.837*
Sig. (2-tailed)	.008	.056	.000	.000	.000	.000		.000	.000
N	30	30	30	30	30	30	30	30	30
Y1.2.8 Pearson Co	.531*	.531*	.598*	.769*	.725*	.736*	.813*	1	.847*
Sig. (2-tailed)	.003	.003	.000	.000	.000	.000	.000		.000
N	30	30	30	30	30	30	30	30	30
TOTAL Pearson Co	.836*	.769*	.885*	.904*	.773*	.849*	.837*	.847*	1
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	
N	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).

Correlations

Correlations

	Y1.3.1	Y1.3.2	Y1.3.3	Y1.3.4	Y1.3.5	Y1.3.6	Y1.3.7	Y1.3.8	TOTAL	Y1
Y1.3.1 Pearson Cor	1	.689*	.418*	.579*	.553*	.582*	.383*	.356	.718*	
Sig. (2-tailed)		.000	.021	.001	.002	.001	.037	.053	.000	
N	30	30	30	30	30	30	30	30	30	30
Y1.3.2 Pearson Cor	.689*	1	.526*	.689*	.524*	.664*	.573*	.470*	.810*	
Sig. (2-tailed)	.000		.003	.000	.003	.000	.001	.009	.000	
N	30	30	30	30	30	30	30	30	30	30
Y1.3.3 Pearson Cor	.418*	.526*	1	.657*	.591*	.749*	.754*	.530*	.814*	
Sig. (2-tailed)	.021	.003		.000	.001	.000	.000	.003	.000	
N	30	30	30	30	30	30	30	30	30	30
Y1.3.4 Pearson Cor	.579*	.689*	.657*	1	.553*	.711*	.766*	.475*	.858*	
Sig. (2-tailed)	.001	.000	.000		.002	.000	.000	.008	.000	
N	30	30	30	30	30	30	30	30	30	30
Y1.3.5 Pearson Cor	.553*	.524*	.591*	.553*	1	.860*	.433*	.536*	.774*	
Sig. (2-tailed)	.002	.003	.001	.002		.000	.017	.002	.000	
N	30	30	30	30	30	30	30	30	30	30
Y1.3.6 Pearson Cor	.582*	.664*	.749*	.711*	.860*	1	.565*	.554*	.877*	
Sig. (2-tailed)	.001	.000	.000	.000	.000		.001	.001	.000	
N	30	30	30	30	30	30	30	30	30	30
Y1.3.7 Pearson Cor	.383*	.573*	.754*	.766*	.433*	.565*	1	.699*	.820*	
Sig. (2-tailed)	.037	.001	.000	.000	.017	.001		.000	.000	
N	30	30	30	30	30	30	30	30	30	30
Y1.3.8 Pearson Cor	.356	.470*	.530*	.475*	.536*	.554*	.699*	1	.720*	
Sig. (2-tailed)	.053	.009	.003	.008	.002	.001	.000		.000	
N	30	30	30	30	30	30	30	30	30	30
TOTAL Pearson Cor	.718*	.810*	.814*	.858*	.774*	.877*	.820*	.720*	1	
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		
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).

Correlations

Correlations

	Y1.4.1	Y1.4.2	Y1.4.3	Y1.4.4	Y1.4.5	Y1.4.6	Y1.4.7	Y1.4.8	TOTALY1
Y1.4.1 Pearson Cor	1	.538*	.473*	.372*	.529*	.353	.470*	.329	.661*
Sig. (2-tailed)		.002	.008	.043	.003	.056	.009	.076	.000
N	30	30	30	30	30	30	30	30	30
Y1.4.2 Pearson Cor	.538*	1	.475*	.766*	.777*	.749*	.795*	.503*	.879*
Sig. (2-tailed)	.002		.008	.000	.000	.000	.000	.005	.000
N	30	30	30	30	30	30	30	30	30
Y1.4.3 Pearson Cor	.473*	.475*	1	.598*	.396*	.531*	.470*	.614*	.705*
Sig. (2-tailed)	.008	.008		.000	.031	.003	.009	.000	.000
N	30	30	30	30	30	30	30	30	30
Y1.4.4 Pearson Cor	.372*	.766*	.598*	1	.660*	.740*	.682*	.534*	.835*
Sig. (2-tailed)	.043	.000	.000		.000	.000	.000	.002	.000
N	30	30	30	30	30	30	30	30	30
Y1.4.5 Pearson Cor	.529*	.777*	.396*	.660*	1	.826*	.887*	.523*	.873*
Sig. (2-tailed)	.003	.000	.031	.000		.000	.000	.003	.000
N	30	30	30	30	30	30	30	30	30
Y1.4.6 Pearson Cor	.353	.749*	.531*	.740*	.826*	1	.840*	.511*	.860*
Sig. (2-tailed)	.056	.000	.003	.000	.000		.000	.004	.000
N	30	30	30	30	30	30	30	30	30
Y1.4.7 Pearson Cor	.470*	.795*	.470*	.682*	.887*	.840*	1	.591*	.891*
Sig. (2-tailed)	.009	.000	.009	.000	.000	.000		.001	.000
N	30	30	30	30	30	30	30	30	30
Y1.4.8 Pearson Cor	.329	.503*	.614*	.534*	.523*	.511*	.591*	1	.700*
Sig. (2-tailed)	.076	.005	.000	.002	.003	.004	.001		.000
N	30	30	30	30	30	30	30	30	30
TOTAL Pearson Cor	.661*	.879*	.705*	.835*	.873*	.860*	.891*	.700*	1
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	
N	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).

Correlations

Correlations

	Y1.5.1	Y1.5.2	Y1.5.3	Y1.5.4	Y1.5.5	Y1.5.6	Y1.5.7	Y1.5.8	TOTALY1
Y1.5.1 Pearson Cor	1	.740*	.726*	.352	.591*	.731*	.690*	.489*	.806*
Sig. (2-tailed)		.000	.000	.056	.001	.000	.000	.006	.000
N	30	30	30	30	30	30	30	30	30
Y1.5.2 Pearson Cor	.740*	1	.712*	.546*	.593*	.761*	.603*	.700*	.870*
Sig. (2-tailed)	.000		.000	.002	.001	.000	.000	.000	.000
N	30	30	30	30	30	30	30	30	30
Y1.5.3 Pearson Cor	.726*	.712*	1	.330	.373*	.755*	.635*	.479*	.763*
Sig. (2-tailed)	.000	.000		.075	.042	.000	.000	.007	.000
N	30	30	30	30	30	30	30	30	30
Y1.5.4 Pearson Cor	.352	.546*	.330	1	.738*	.498*	.395*	.705*	.728*
Sig. (2-tailed)	.056	.002	.075		.000	.005	.031	.000	.000
N	30	30	30	30	30	30	30	30	30
Y1.5.5 Pearson Cor	.591*	.593*	.373*	.738*	1	.722*	.573*	.575*	.803*
Sig. (2-tailed)	.001	.001	.042	.000		.000	.001	.001	.000
N	30	30	30	30	30	30	30	30	30
Y1.5.6 Pearson Cor	.731*	.761*	.755*	.498*	.722*	1	.793*	.614*	.896*
Sig. (2-tailed)	.000	.000	.000	.005	.000		.000	.000	.000
N	30	30	30	30	30	30	30	30	30
Y1.5.7 Pearson Cor	.690*	.603*	.635*	.395*	.573*	.793*	1	.609*	.802*
Sig. (2-tailed)	.000	.000	.000	.031	.001	.000		.000	.000
N	30	30	30	30	30	30	30	30	30
Y1.5.8 Pearson Cor	.489*	.700*	.479*	.705*	.575*	.614*	.609*	1	.812*
Sig. (2-tailed)	.006	.000	.007	.000	.001	.000	.000		.000
N	30	30	30	30	30	30	30	30	30
TOTAL Pearson Cor	.806*	.870*	.763*	.728*	.803*	.896*	.802*	.812*	1
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	
N	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).

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,845	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X.1.1	23,0333	9,689	,544	,832
X.1.2	23,0333	8,792	,539	,835
X.1.3	23,0333	9,826	,497	,837
X.1.4	22,9667	8,723	,651	,818
X.1.5	23,1333	8,051	,681	,815
X.1.6	23,0333	8,585	,655	,817
X.1.7	22,8667	9,568	,595	,827
X.1.8	22,7667	9,702	,533	,833

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,853	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.2.1	23,8333	8,833	,579	,838
X1.2.2	23,8667	8,671	,553	,840
X1.2.3	23,7000	8,562	,680	,828
X1.2.4	24,0333	8,516	,418	,864
X1.2.5	24,1000	7,817	,644	,830
X1.2.6	23,8667	8,395	,647	,830
X1.2.7	23,7667	8,323	,658	,828
X1.2.8	23,7000	8,562	,680	,828

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,910	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.3.1	23,9667	11,551	,727	,897
X1.3.2	23,7333	12,478	,708	,900
X1.3.3	23,9000	11,128	,815	,888
X1.3.4	23,9000	11,610	,693	,900
X1.3.5	24,0000	11,655	,713	,898
X1.3.6	23,7667	12,047	,837	,890
X1.3.7	23,8667	11,706	,606	,909
X1.3.8	23,9667	12,447	,650	,903

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,910	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.4.1	24,1333	9,706	,779	,892
X1.4.2	24,0000	10,552	,552	,913
X1.4.3	24,0000	10,069	,689	,901
X1.4.4	23,8667	9,706	,773	,893
X1.4.5	24,0000	10,759	,665	,903
X1.4.6	23,9333	9,789	,851	,886
X1.4.7	23,9000	10,093	,748	,895
X1.4.8	23,7333	10,823	,643	,904

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,914	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.5.1	23,4333	13,013	,769	,900
X1.5.2	23,6000	12,179	,782	,898
X1.5.3	23,6333	14,309	,421	,925
X1.5.4	23,7333	12,202	,859	,891
X1.5.5	23,6000	12,455	,718	,904
X1.5.6	23,5000	12,052	,854	,891
X1.5.7	23,3000	13,597	,624	,911
X1.5.8	23,5000	12,534	,736	,902

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,907	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1.1.1	24,5333	8,189	,758	,891
Y1.1.2	24,5333	8,257	,731	,893
Y1.1.3	24,6667	8,644	,614	,903
Y1.1.4	24,7000	8,562	,428	,927
Y1.1.5	24,5000	8,259	,733	,893
Y1.1.6	24,4333	8,116	,806	,887
Y1.1.7	24,4000	8,179	,797	,888
Y1.1.8	24,4667	7,913	,877	,881

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,938	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1.2.1	24,8000	9,752	,777	,930
Y1.2.2	24,8000	10,028	,690	,936
Y1.2.3	24,8000	9,890	,847	,925
Y1.2.4	24,8000	9,476	,867	,923
Y1.2.5	24,9000	10,024	,696	,936
Y1.2.6	24,7333	10,064	,803	,928
Y1.2.7	24,7000	10,148	,788	,929
Y1.2.8	24,8000	10,028	,798	,928

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,917	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1.3.1	25,0333	9,344	,621	,915
Y1.3.2	24,9667	8,999	,740	,905
Y1.3.3	24,9667	9,275	,754	,904
Y1.3.4	25,0333	8,792	,803	,899
Y1.3.5	24,9000	9,472	,706	,908
Y1.3.6	24,8333	9,247	,839	,899
Y1.3.7	25,0000	8,690	,744	,905
Y1.3.8	25,0000	9,586	,637	,913

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,915	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1.4.1	24,9000	10,231	,523	,927
Y1.4.2	24,8333	9,868	,834	,894
Y1.4.3	24,8000	10,855	,623	,911
Y1.4.4	24,8667	9,775	,769	,899
Y1.4.5	24,7667	10,254	,833	,896
Y1.4.6	24,7333	9,995	,809	,896
Y1.4.7	24,7667	9,840	,850	,893
Y1.4.8	24,6667	10,989	,622	,911

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,921	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1.5.1	24,7667	9,702	,746	,910
Y1.5.2	24,8333	9,454	,827	,904
Y1.5.3	24,8667	9,568	,680	,915
Y1.5.4	24,9333	9,513	,626	,921
Y1.5.5	24,8000	9,407	,732	,911
Y1.5.6	24,7000	9,459	,862	,901
Y1.5.7	24,6000	9,972	,748	,911
Y1.5.8	24,8333	9,109	,735	,911

Analisis Customer Satisfaction Index				
No Atribut	Tingkat Kinerja (Xi)	MSS	Tingkat Harapan (Yi)	MIS
1	1184	3,12	1275	3,36
2	1203	3,17	1288	3,39
3	1207	3,18	1284	3,38
4	1173	3,09	1277	3,36
5	1173	3,09	1288	3,39
6	1221	3,21	1302	3,43
7	1231	3,24	1296	3,41
8	1249	3,29	1310	3,45
9	1276	3,36	1317	3,46
10	1241	3,27	1314	3,46
11	1246	3,28	1315	3,46
12	1220	3,21	1302	3,43
13	1226	3,23	1301	3,42
14	1249	3,29	1333	3,51
15	1237	3,26	1324	3,49
16	1238	3,26	1320	3,48
17	1233	3,24	1304	3,43
18	1258	3,31	1319	3,47
19	1258	3,31	1318	3,47
20	1231	3,24	1308	3,44
21	1230	3,24	1296	3,41
22	1242	3,27	1306	3,44
23	1243	3,27	1319	3,47
24	1237	3,26	1313	3,46
25	1235	3,25	1299	3,42
26	1244	3,27	1319	3,47
27	1254	3,30	1309	3,45
28	1251	3,29	1314	3,46
29	1257	3,31	1326	3,49
30	1253	3,30	1327	3,50
31	1254	3,30	1323	3,49

32	1255	3,30	1334	3,51
33	1224	3,22	1319	3,47
34	1221	3,21	1304	3,44
35	1227	3,23	1308	3,44
36	1227	3,23	1306	3,44
37	1233	3,24	1321	3,48
38	1293	3,40	1328	3,50
39	1268	3,34	1346	3,55
40	1245	3,28	1318	3,47
Total		130,124		138,027

Analisis Customer Satisfaction Index		
No Atribut	MIS	Weight Factors (WF) %
1	3,36	2,43
2	3,39	2,45
3	3,38	2,45
4	3,36	2,43
5	3,39	2,46
6	3,43	2,48
7	3,41	2,47
8	3,45	2,50
9	3,46	2,51
10	3,46	2,51
11	3,46	2,51
12	3,43	2,48
13	3,42	2,48
14	3,51	2,54
15	3,49	2,53
16	3,48	2,52
17	3,43	2,49
18	3,47	2,52
19	3,47	2,52
20	3,44	2,49
21	3,41	2,47
22	3,44	2,49
23	3,47	2,52
24	3,46	2,50
25	3,42	2,48
26	3,47	2,51
27	3,45	2,50
28	3,46	2,51
29	3,49	2,53
30	3,50	2,53
31	3,49	2,53

32	3,51	2,54
33	3,47	2,52
34	3,44	2,49
35	3,44	2,49
36	3,44	2,49
37	3,48	2,52
38	3,50	2,54
39	3,55	2,57
40	3,47	2,51
Total	138,03	100,00

Analisis Customer Satisfaction Index			
No Atribut	Weight Factors (WF) %	MSS	Weight Score (WS)
1	2,43	3,12	0,08
2	2,45	3,17	0,08
3	2,45	3,18	0,08
4	2,43	3,09	0,08
5	2,46	3,09	0,08
6	2,48	3,21	0,08
7	2,47	3,24	0,08
8	2,50	3,29	0,08
9	2,51	3,36	0,08
10	2,51	3,27	0,08
11	2,51	3,28	0,08
12	2,48	3,21	0,08
13	2,48	3,23	0,08
14	2,54	3,29	0,08
15	2,53	3,26	0,08
16	2,52	3,26	0,08
17	2,49	3,24	0,08
18	2,52	3,31	0,08
19	2,52	3,31	0,08
20	2,49	3,24	0,08
21	2,47	3,24	0,08
22	2,49	3,27	0,08
23	2,52	3,27	0,08
24	2,50	3,26	0,08
25	2,48	3,25	0,08
26	2,51	3,27	0,08
27	2,50	3,30	0,08
28	2,51	3,29	0,08
29	2,53	3,31	0,08
30	2,53	3,30	0,08

31	2,53	3,30	0,08
32	2,54	3,30	0,08
33	2,52	3,22	0,08
34	2,49	3,21	0,08
35	2,49	3,23	0,08
36	2,49	3,23	0,08
37	2,52	3,24	0,08
38	2,54	3,40	0,09
39	2,57	3,34	0,08
40	2,51	3,28	0,08
Total	100,00	130,12	3,25

Hasil Perhitungan <i>CSI (Customer Satisfaction Index)</i> Tingkat Harapan dan Kinerja di Apotek Pharm 24							
Variabel	Atribut	Skor Kinerja (Xi)	Skor Harapan (Yi)	MSSi	MISi	WF%	WS
<i>RESPONSIVENESS</i>	R1	1184	1275	3,12	3,36	2,43	0,08
	R2	1203	1288	3,17	3,39	2,45	0,08
	R3	1207	1284	3,18	3,38	2,45	0,08
	R4	1173	1277	3,09	3,36	2,43	0,08
	R5	1173	1288	3,09	3,39	2,46	0,08
	R6	1221	1302	3,21	3,43	2,48	0,08
	R7	1231	1296	3,24	3,41	2,47	0,08
	R8	1249	1310	3,29	3,45	2,50	0,08
<i>TANGIBLE</i>	T1	1276	1317	3,36	3,46	2,51	0,08
	T2	1241	1314	3,27	3,46	2,51	0,08
	T3	1246	1315	3,28	3,46	2,51	0,08
	T4	1220	1302	3,21	3,43	2,48	0,08
	T5	1226	1301	3,23	3,42	2,48	0,08
	T6	1249	1333	3,29	3,51	2,54	0,08
	T7	1237	1324	3,26	3,49	2,53	0,08
	T8	1238	1320	3,26	3,48	2,52	0,08
<i>RELIABILITY</i>	R1	1233	1304	3,24	3,43	2,49	0,08
	R2	1258	1319	3,31	3,47	2,52	0,08
	R3	1258	1318	3,31	3,47	2,52	0,08
	R4	1231	1308	3,24	3,44	2,49	0,08
	R5	1230	1296	3,24	3,41	2,47	0,08
	R6	1242	1306	3,27	3,44	2,49	0,08
	R7	1243	1319	3,27	3,47	2,52	0,08
	R8	1237	1313	3,26	3,46	2,50	0,08
<i>ASSURANCE</i>	A1	1235	1299	3,25	3,42	2,48	0,08
	A2	1244	1319	3,27	3,47	2,51	0,08
	A3	1254	1309	3,30	3,45	2,50	0,08
	A4	1251	1314	3,29	3,46	2,51	0,08
	A5	1257	1326	3,31	3,49	2,53	0,08
	A6	1253	1327	3,30	3,50	2,53	0,08

	A7	1254	1323	3,30	3,49	2,53	0,08
	A8	1255	1334	3,30	3,51	2,54	0,08
<i>EMPATHY</i>	E1	1224	1319	3,22	3,47	2,52	0,08
	E2	1221	1304	3,21	3,44	2,49	0,08
	E3	1227	1308	3,23	3,44	2,49	0,08
	E4	1227	1306	3,23	3,44	2,49	0,08
	E5	1233	1321	3,24	3,48	2,52	0,08
	E6	1293	1328	3,40	3,50	2,54	0,09
	E7	1268	1346	3,34	3,55	2,57	0,08
	E8	1245	1318	3,28	3,47	2,51	0,08
		49447	52430	130,124	138,027	100,00	3,25

$$CSI = \frac{T}{4} \times 100\%$$

Keterangan :

T = Nilai Total Dari CSI

4 = Nilai Maksimum Pada Skala Pengukuran

Hasil Perhitungan Tingkat Kepuasan :

$$CSI = \frac{3,25}{4} \times 100\% = 81,33\%$$

No.	Nilai (CSI) (%)	Keterangan (CSI)
1	81 - 100%	Sangat Puas
2	66 - 80,99%	Puas
3	51 - 65,99%	Cukup Puas
4	35 - 50,99%	Kurang Puas
5	0 - 34,99%	Tidak Puas

Lampiran 4 Diagram Kartesius

