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KUISIONER

1. Identitas Responden

Nama

Umur

Asrama

Pekerjaan

Pelanggan Laundry

Frekuensi Berkunjung

- : _____
 : _____
 : _____
 : _____
 : a.) Pelajar b.) Mahasiswi
 : a.) **Likha** Laundry b.) **Kembar** Laundry
 : c.) **Alyn** Laundry
 : a.) Satu Kali b.) Dua Kali
 : c.) Lebih dari dua kali

2. Petunjuk

Kami menginginkan pendapat anda tentang Service Quality (Kualitas Pelayanan) yang diberikan jasa Laundry kepada Konsumen.

3. Cara pengisian

Berilah tanda Checklist (√) pada jawaban yang saudara pilih.

Kriteria Penilaian:

No.	Pernyataan	Skor
1.	Sangat Setuju	5
2.	Setuju	4
3.	Kurang Setuju	3
4.	Tidak Setuju	2
5.	Sangat Tidak Setuju	1

Indikator-indikator setiap variabel:

No.	Variabel Kehandalan (<i>Reability</i>)	SS	S	KS	TS	STS
1.	Tenaga Jasa Laundry memberikan kepuasan terhadap konsumen					
2.	Tenaga jasa Laundry memberikan pelayanan tepat waktu					
4.	Tenaga jasa Laundry bersedia menanggapi keluhan konsumen					

Hasil uji validitas

Correlations

		X1.1	X1.2	X1.3	X1.4	X2.1	X2.2	X2.3	X3.1	X3.2	X3.3
X1.1	Pearson Correlation	1	.597**	.502**	.447**	-.062	.443**	.131	.087	.159	.019
	Sig. (2-tailed)		.000	.000	.000	.469	.000	.124	.305	.061	.820
	N	140	140	140	140	140	140	140	140	140	140
X1.2	Pearson Correlation	.597**	1	.540**	.493**	.062	.507**	-.001	.033	.241**	.105
	Sig. (2-tailed)	.000		.000	.000	.468	.000	.988	.697	.004	.217
	N	140	140	140	140	140	140	140	140	140	140
X1.3	Pearson Correlation	.502**	.540**	1	.652**	.278**	.342**	.199	.103	.261**	.189
	Sig. (2-tailed)	.000	.000		.000	.001	.000	.019	.225	.002	.025
	N	140	140	140	140	140	140	140	140	140	140
X1.4	Pearson Correlation	.447**	.493**	.652**	1	.358**	.333**	.209	.019	.278**	.157
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.013	.827	.001	.064
	N	140	140	140	140	140	140	140	140	140	140
X2.1	Pearson Correlation	-.062	.062	.278**	.358**	1	.109	.295**	.014	.287**	.064
	Sig. (2-tailed)	.469	.468	.001	.000		.201	.000	.868	.001	.449

X3.4	Pearson Correlation	-.065	.023	.041	.120	.010	.188*	.106	.388**	.138	.724**
	Sig. (2-tailed)	.444	.783	.634	.157	.911	.026	.211	.000	.104	.000
	N	140	140	140	140	140	140	140	140	140	140
X3.5	Pearson Correlation	-.090	-.026	-.019	.020	.021	.115	.137	.425**	.052	.651**
	Sig. (2-tailed)	.288	.764	.828	.814	.809	.177	.106	.000	.545	.000
	N	140	140	140	140	140	140	140	140	140	140
X3.6	Pearson Correlation	.098	.035	.177*	.123	.367**	.332**	.246**	.331**	.436**	.313**
	Sig. (2-tailed)	.248	.679	.037	.148	.000	.000	.003	.000	.000	.000
	N	140	140	140	140	140	140	140	140	140	140
X3.7	Pearson Correlation	-.092	-.146	.089	.050	.292**	.177*	.373**	.376**	-.098	.345**
	Sig. (2-tailed)	.282	.085	.298	.559	.000	.036	.000	.000	.249	.000
	N	140	140	140	140	140	140	140	140	140	140
X4.1	Pearson Correlation	.259**	.221**	.091	.218**	.052	.164	.200*	.465**	-.112	.301**
	Sig. (2-tailed)	.002	.009	.288	.010	.540	.053	.018	.000	.187	.000
	N	140	140	140	140	140	140	140	140	140	140
X4.2	Pearson Correlation	.062	.082	.203*	.152	.295**	.070	.111	-.011	.291**	.189*

N	140	140	140	140	140	140	140	140	140	140
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** . Correlation is significant at the 0.01 level (2-tailed).

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

		Y6.1	Y6.2	Y6.3	Y6.4	Y6.5	TOTAL_Y
Y6.1	Pearson Correlation	1	-.092	.222**	.064	.109	.509**
	Sig. (2-tailed)		.281	.008	.450	.200	.000
	N	140	140	140	140	140	140
Y6.2	Pearson Correlation	-.092	1	-.061	.232**	-.028	.455**
	Sig. (2-tailed)	.281		.477	.006	.746	.000
	N	140	140	140	140	140	140
Y6.3	Pearson Correlation	.222**	-.061	1	-.120	.028	.372**
	Sig. (2-tailed)	.008	.477		.157	.742	.000
	N	140	140	140	140	140	140

Y6.4	Pearson Correlation	.064	.232**	-.120	1	.209*	.595**
	Sig. (2-tailed)	.450	.006	.157		.013	.000
	N	140	140	140	140	140	140
Y6.5	Pearson Correlation	.109	-.028	.028	.209*	1	.538**
	Sig. (2-tailed)	.200	.746	.742	.013		.000
	N	140	140	140	140	140	140
TOTAL_Y	Pearson Correlation	.509**	.455**	.372**	.595**	.538**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	140	140	140	140	140	140

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

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

Hasil Uji Reliabel

Variabel X

Reliability Statistics

Cronbach's Alpha	N of Items
.733	21

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	129.73	317.480	.375	.723
X1.2	129.77	318.365	.434	.723
X1.3	129.84	314.392	.521	.719
X1.4	130.25	311.513	.514	.717
X2.1	129.21	324.630	.346	.728
X2.2	130.04	315.092	.525	.720
X2.3	129.79	322.165	.343	.726
X3.1	129.56	320.536	.426	.724
X3.2	130.00	320.691	.382	.725
X3.3	129.95	311.487	.562	.717
X3.4	130.22	309.541	.538	.715
X3.5	130.34	312.397	.510	.718
X3.6	130.01	314.928	.518	.720
X3.7	129.81	316.296	.430	.722

X4.1	129.84	320.023	.405	.724
X4.2	129.61	323.017	.372	.727
X5.1	129.73	319.149	.404	.724
X5.2	130.08	319.238	.428	.724
X5.3	130.11	316.355	.511	.721
X5.4	129.79	318.957	.469	.723
TOTAL_X	66.61	83.276	1.000	.834

Variabel Y

Reliability Statistics

Cronbach's Alpha	N of Items
.657	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y6.1	33.31	4.821	.339	.633
Y6.2	33.56	4.910	.263	.652
Y6.3	33.34	5.191	.208	.664
Y6.4	33.59	4.560	.429	.607
Y6.5	33.33	4.740	.369	.625
TOTAL_Y	18.57	1.441	1.000	.237

REGRESSION /MISSING LISTWISE /STATISTICS COEFF OUTS R ANOVA COLLIN TOL CHANGE
 ZPP /CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT Y /METHOD=ENTER X
 /SCATTERPLOT=(*SRESID,*ZPRED) /RESIDUALS DURBIN HIST(ZRESID) NORM(ZRESID)
 /CASEWISE PLOT(ZRESID) OUTLIERS(3) /SAVE RESID.

Regression

Notes

	Output Created	26-Jun-2018 15:37:16
	Comments	
Input	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	140
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on cases with no missing values for any variable used.

Syntax

```

REGRESSION
/MISSING LISTWISE
/STATISTICS COEFF OUTS R
ANOVA COLLIN TOL CHANGE ZPP
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT Y
/METHOD=ENTER X
/SCATTERPLOT=(*SRESID,*ZPRED)
/RESIDUALS DURBIN HIST(ZRESID)
NORM(ZRESID)
/CASEWISE PLOT(ZRESID)
OUTLIERS(3)
/SAVE RESID.
    
```

Resources	Processor Time	0:00:02.437
	Elapsed Time	0:00:02.500
	Memory Required	1356 bytes
	Additional Memory Required for Residual Plots	912 bytes

Variables Created or Modified RES_1

Unstandardized Residual

[DataSet0]

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	X ^a		Enter

a. All requested variables entered.

b. Dependent Variable: Y

Model Summary^b

Model				
	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.333 ^a	.111	.104	1.136

a. Predictors: (Constant), X

b. Dependent Variable: Y

Model Summary^b

Model	Change Statistics					Durbin-Watson
	R Square Change	F Change	df1	df2	Sig. F Change	
1	.111	17.162	1	138	.000	1.099

b. Dependent Variable: Y

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	22.153	1	22.153	17.162	.000 ^a
	Residual	178.132	138	1.291		
	Total	200.286	139			

a. Predictors: (Constant), X

b. Dependent Variable: Y

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	9.841	2.110		4.665	.000
	X	.122	.030	.333	4.143	.000

a. Dependent Variable: Y

Coefficients^a

Model		Correlations			Collinearity Statistics	
		Zero-order	Partial	Part	Tolerance	VIF
1	X	.333	.333	.333	1.000	1.000

a. Dependent Variable: Y

Collinearity Diagnostics^a

Model	Dimensi on			Variance Proportions	
		Eigenvalue	Condition Index	(Constant)	X
1	1	1.999	1.000	.00	.00
	2	.001	43.917	1.00	1.00

a. Dependent Variable: Y

Residuals Statistics^a

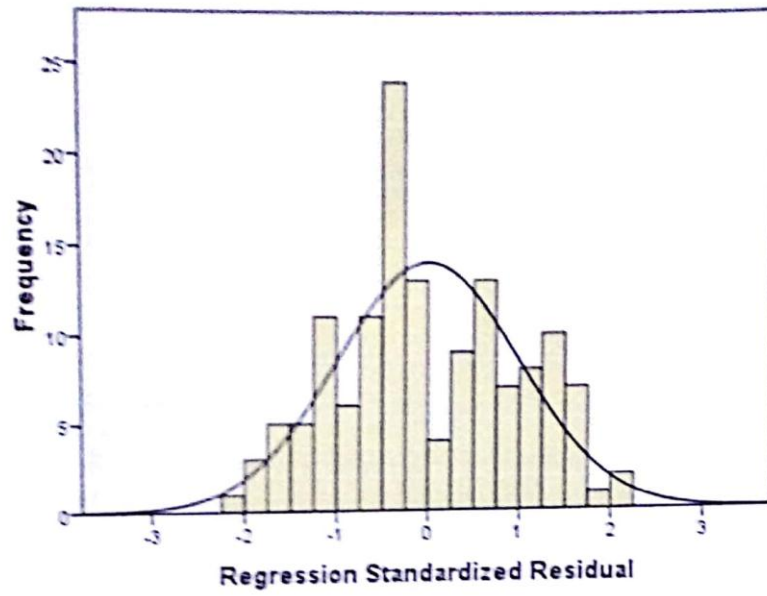
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	17.67	20.11	18.57	.399	140
Std. Predicted Value	-2.263	3.864	.000	1.000	140
Standard Error of Predicted Value	.097	.385	.127	.047	140
Adjusted Predicted Value	17.70	20.39	18.57	.403	140
Residual	-2.524	2.476	.000	1.132	140
Std. Residual	-2.222	2.179	.000	.996	140
Stud. Residual	-2.230	2.187	.000	1.005	140
Deleted Residual	-2.543	2.519	.001	1.153	140
Stud. Deleted Residual	-2.263	2.218	.001	1.010	140
Mahal. Distance	.014	14.933	.993	1.962	140
Cook's Distance	.000	.253	.009	.026	140
Centered Leverage Value	.000	.107	.007	.014	140

a. Dependent Variable: Y

Charts

Histogram

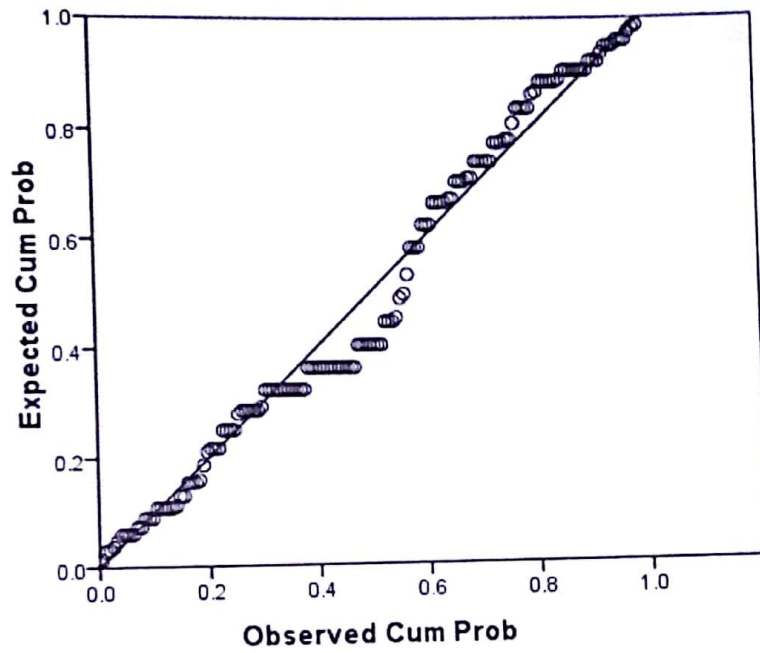
Dependent Variable: Y



Mean = -2.24E-15
Std. Dev. = 0.996
N = 140

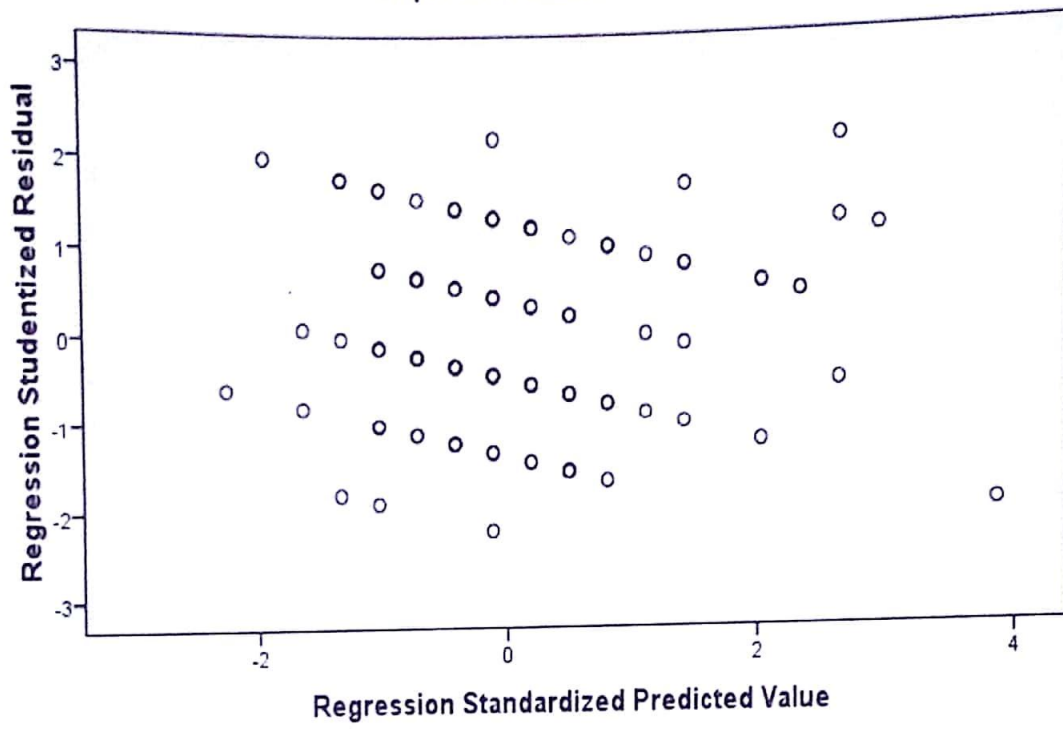
Normal P-P Plot of Regression Standardized Residual

Dependent Variable: Y



Scatterplot

Dependent Variable: Y



DOKUMENTASI

Jasa Likha Laundry



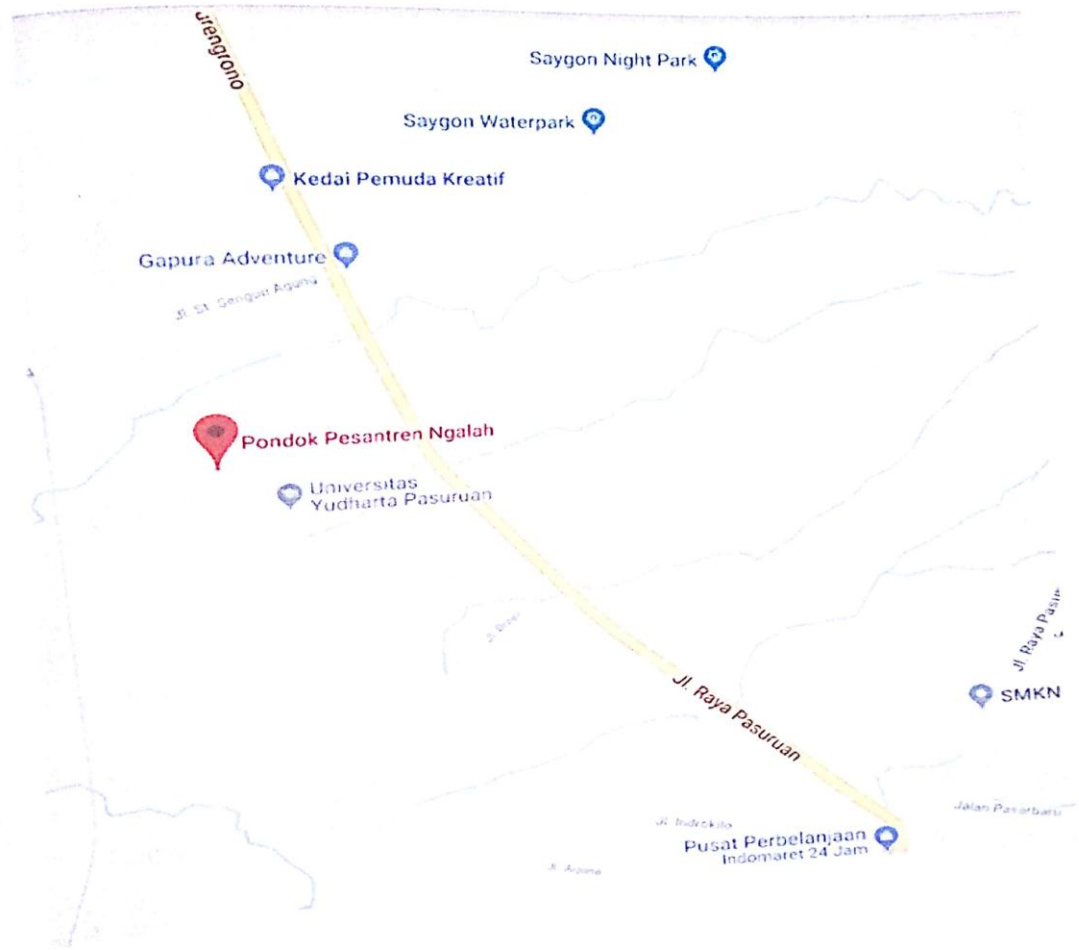
Jasa Kembar Laundry



Jasa Alyn Laundry



PETA LOKASI PENELITIAN



TENTANG PENULIS



Nama Lengkap : Siti Nuriyendra Alfiyah

Nama Panggilan : Alfi

TTL : Malang, 19 April 1996

Alamat : Jl. Kampung Baru Dsn. Krajan Ds. Sumbergepoh
RT/RW: 02/01 Kec, Lawang Kab. Malang

Contact Person : 085730185177

e-mail : alphie_albariky@yahoo.com

Pengalaman Pendidikan Formal:

- TK Kartini Sumbergepoh Lawang-Malang
- MI Nurul Huda Sumbergepoh Lawang-Malang
- MTs. Darut Taqwa 02 Sengonagung Purwosari-Pasuruan
- SMA Darut Taqwa Sengonagung Purwosari-Pasuruan
- Universitas Yudharta Sengonagung Purwosari-Pasuruan

Pengalaman Organisasi:

- OSIS
- PADUS SMA Darut Taqwa
- PSM SAC Universitas Yudharta Pasuruan
- PH Dev. Bendahara PSM SAC Universitas Yudharta Pasuruan
- Pengurus Kamtib Asrama PP. NGALAH