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Berilah tanda (v) pada kolom yang anda pilih!

Keterangan :

STS	= Sangat tidak setuju	KS	= Kurang setuju
TS	= Tidak setuju	S	= Setuju
SS	= Sangat setuju		



## KUESIONER PERSEPSI MANAJEMEN

**Nama** :

**Umur** :

**Gender** :

Berilah tanda (v) pada kolom yang anda pilih!

Variable kualitas pelayanan	STS	TS	KS	S	SS
<b>A. Tangible</b>					
1. Tata letak ruangan pada foto copy cendana yang nyaman					
2. Ruang tunggu pada fotocopy cendana yang nyaman					
3. Ruang pada foto copy cendana selalu dijaga kebersihannya					
4. Kelengkapan fasilitas foto copy cendana cukup lengkap (mesin Fotocopy, pemotong kertas)					
5. Seragam yang digunakan oleh karyawan Foto Copy cendana terlihat rapi dan bersih					
<b>B. Keandalan</b>					
6. Karyawan pada foto copy cendana mengerjakan suatu layanan dengan baik					
7. Karyawan menyelesaikan pekerjaannya dengan tepat waktu					
8. Karyawan menyelesaikan pekerjaan sesuai dengan permintaan konsumen					
9. Kemampuan Fotocopy Cendana untuk melayani jasa Fotocopy diberbagai macam ukuran dan jenis kertas.					
<b>C. Daya Tanggap</b>					
10. Karyawan melayani konsumen sesuai dengan urutan kedatangan pelanggan					
11. Kecepatan Karyawan pada Foto copy cendana dalam mengatasi keluhan konsumen					
12. Karyawan bersedia menerima					

kritik dan saran dari konsumen					
<b>D. Jaminan</b>					
13. Kemampuan Karyawan Foto Copy cendana untuk mengerjakan semua jenis jasa yang ditawarkan					
14. Kelengkapan pelayanan Fotocopy Cendana Semarang					
15. Kemampuan karyawan mengerjakan dengan baik berbagai layanan Fotocopy					
<b>E. Emphaty</b>					
16. Kemampuan karyawan dalam menyampaikan informasi kepada konsumen.					
17. Keramahan karyawan terhadap konsumen					
18. Kesopanan karyawan terhadap konsumen					
19. Karyawan menjaga hubungan baik dengan pelanggan					

Keterangan :

STS = Sangat tidak setuju      KS = Kurang setuju  
 TS = Tidak setuju                S = Setuju  
 SS = Sangat setuju

## Reliabel Kinerja Tangible

Scale: ALL VARIABLES

**Case Processing Summary**

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.850	.840	7

**Item Statistics**

	Mean	Std. Deviation	N
T1	4.33	.622	75
T2	4.41	.496	75
T3	4.36	.483	75
T4	4.37	.487	75
T5	4.32	.470	75
T6	3.75	.438	75
T7	4.41	.496	75

## Reliabel Kinerja Reliability

**Scale: ALL VARIABLES**

**Case Processing Summary**

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.868	.886	4

**Item Statistics**

	Mean	Std. Deviation	N
REL1	3.69	.464	75
REL2	3.89	.421	75
REL3	3.64	.483	75
REL4	3.91	.720	75



## Reliabel Kinerja Responsiveness

Scale: ALL VARIABLES

**Case Processing Summary**

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.868	.886	4

**Item Statistics**

	Mean	Std. Deviation	N
REL1	3.69	.464	75
REL2	3.89	.421	75
REL3	3.64	.483	75
REL4	3.91	.720	75

## Reliabel Kinerja Assurance

Scale: ALL VARIABLES

**Case Processing Summary**

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.847	.858	3

**Item Statistics**

	Mean	Std. Deviation	N
A1	3.20	.593	75
A2	3.43	.873	75
A3	3.08	.712	75

## Reliabel Kinerja Emphaty

Scale: ALL VARIABLES

**Case Processing Summary**

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.950	.951	4

**Item Statistics**

	Mean	Std. Deviation	N
E1	3.55	.501	75
E2	3.60	.493	75
E3	3.55	.501	75
E4	3.49	.503	75

## Reliabel Harapan Tangible

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.765	.783	7

Item Statistics

	Mean	Std. Deviation	N
T1	4.40	.493	75
T2	4.56	.500	75
T3	4.47	.502	75
T4	4.44	.500	75
T5	4.41	.496	75
T6	3.93	.577	75
T7	4.43	.498	75

## Reliabel Harapan Reliability

Scale: ALL VARIABLES

**Case Processing Summary**

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.838	.837	4

**Item Statistics**

	Mean	Std. Deviation	N
REL1	3.99	.668	75
REL2	3.85	.608	75
REL3	3.93	.622	75
REL4	3.80	.637	75

## Reliabel Harapan Responsiveness

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.774	.790	3

Item Statistics

	Mean	Std. Deviation	N
RES1	3.75	.718	75
RES2	3.79	.599	75
RES3	3.83	.645	75

## Reliabel Harapan Assurance

Scale: ALL VARIABLES

**Case Processing Summary**

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.693	.695	3

**Item Statistics**

	Mean	Std. Deviation	N
A1	3.32	.720	75
A2	3.33	.827	75
A3	3.12	.770	75

## Reliabel Harapan Emphaty

Scale: ALL VARIABLES

**Case Processing Summary**

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.868	.873	4

**Item Statistics**

	Mean	Std. Deviation	N
E1	3.95	.837	75
E2	3.73	.794	75
E3	3.68	.738	75
E4	3.52	.795	75



## Uji Valid Harapan Pelanggan

### KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.504
Bartlett's Test of Sphericity	Approx. Chi-Square
	1693.203
	Df
	210
	Sig.
	.000

### Rotated Component Matrix<sup>a</sup>

	Component				
	1	2	3	4	5
T1	-.294	.790	-.037	-.037	-.148
T2	.014	.700	.412	.090	.162
T3	-.133	.743	.223	-.065	.122
T4	.095	.835	-.119	.038	-.157
T5	.057	.819	-.140	.039	-.174
T6	.922	-.128	.098	-.032	-.070
T7	-.281	.774	.021	.013	-.083
REL1	.894	-.189	.240	.094	.026
REL2	.754	-.090	-.078	.252	.064
REL3	.921	-.168	.168	.000	-.085
REL4	.567	.087	-.079	.055	.170
RES1	.358	-.075	.021	.545	.075
RES2	.016	.066	.081	.947	-.015
RES3	.038	.047	.144	.937	.049
A1	.013	-.095	.086	.143	.746
A2	-.038	.013	.220	-.139	.750
A3	.148	-.155	-.030	.071	.799
E1	.206	.055	.647	.243	-.024
E2	.088	-.010	.934	.142	.148
E3	.063	.014	.932	.063	.074
E4	-.079	.035	.802	-.125	.102

## Uji Valid Kinerja

Rotated Component Matrix<sup>a</sup>

	Component				
	1	2	3	4	5
T1	.852	-.249	-.055	.172	.184
T2	.858	-.174	-.097	.086	-.135
T3	.754	-.310	-.133	.021	-.293
T4	.881	.166	-.030	.106	-.193
T5	.784	.037	-.065	.040	-.360
T6	-.182	.899	.032	-.071	-.107
T7	.890	-.241	-.111	.146	.124
REL1	-.111	.955	.154	-.071	-.019
REL2	-.307	.634	.158	.374	-.152
REL3	-.274	.881	.010	-.123	.022
REL4	.191	.862	.242	.110	.006
RES1	.075	-.026	-.020	.947	-.171
RES2	.202	.041	-.014	.927	.054
RES3	.156	-.049	-.120	.958	-.015
A1	-.164	.044	.180	.127	.850
A2	.068	-.080	.128	-.278	.848
A3	-.393	-.162	.078	-.032	.817
E1	.081	.160	.889	-.060	.146
E2	-.007	.231	.943	.012	.109
E3	-.188	.104	.927	-.023	.153
E4	-.308	-.023	.891	-.088	.004