

LAMPIRAN

No Responden :

KUESIONER

Responden Yth,

Saya **Dera** selaku mahasiswa dari Universitas Katolik Soegijapranata Semarang dengan NIM 15.M1.0041, akan mengadakan penelitian mengenai kualitas pelayanan MINISO dan USUPSO di Kota Semarang. Untuk itu kami mohon kesediaan Saudara/Saudari untuk mengisi kuesioner ini. Segala informasi Saudara/Saudari berikan, akan kami jaga kerahasiaannya dan hanya dipakai untuk kepentingan akademis. Atas kesediaannya meluangkan waktu untuk mengisi kuesioner kami mengucapkan terimakasih.

1. IDENTITAS DIRI KARYAWAN

Berilah tanda (X) pada jawaban pilihan anda.

- a. Nama :
- b. No Telp :
- c. Jenis Kelamin
 - (a) Laki-laki
 - (b) Perempuan
- d. Status Pekerjaan
 - (a) Pelajar/ Mahasiswa
 - (b) PNS
 - (c) Karyawan swasta
 - (d) Wiraswasta
 - (e) Lain-lain,.....
- e. Usia
 - (a) <20 tahun
 - (b) >20-30 tahun
 - (c) >30-40 tahun
 - (d) >40 tahun

f. Pendidikan Terakhir

- (a) < SMA (c) Diploma
(b) SMA (d) S1

g. Frekuensi pembelian

- (a) <1 bulan sekali (c) >6 bulan-1 tahun sekali
(b) >1-6 bulan sekali (d) >1 tahun sekali

2. PERTANYAAN PENELITIAN MINISO

Berilah jawaban pada pertanyaan – pertanyaan berikut dengan cara memberi tanda (X) pada salah satu kolom tersedia sesuai dengan pendapat anda dan berdasarkan pada apa yang anda rasakan.

No	Pernyataan	STS	TS	S	SS
1	Saya merasa Miniso selalu tepat waktu dalam memberikan pelayanan kepada saya				
2	Saya merasa Miniso mampu untuk menyediakan pelayanan yang dijanjikan dengan akurat				
3	Saya merasa karyawan Miniso mengetahui kebutuhan saya				
4	Saya merasa informasi yang diberikan karyawan Miniso bermanfaat bagi saya				
5	Saya merasa pelayanan yang dilakukan karyawan Miniso cepat				
6	Saya merasa karyawan Miniso selalu tepat				

No	Pernyataan	STS	TS	S	SS
	dalam menanggapi kebutuhan pelanggan				
7	Saya merasa karyawan Miniso mampu untuk memberikan informasi yang diperlukan pelanggan				
8	Saya merasa bahwa selalu ada karyawan Miniso yang melayani saya pada jam sibuk				
9	Saya merasa karyawan Miniso memiliki pengetahuan yang baik mengenai produk yang dijual Miniso				
10	Saya merasa karyawan Miniso selalu sopan dalam melayani saya				
11	Saya merasa berbelanja di Miniso bebas dari bahaya, resiko dan keraguan				
12	Saya merasa mudah dalam melakukan hubungan komunikasi yang baik dengan karyawan Miniso				
13	Saya merasa karyawan Miniso mampu memberikan perhatian secara personal kepada pelanggan				
14	Saya merasa penampilan karyawan Miniso selalu sopan dan rapi				
15	Miniso menyediakan tempat duduk untuk pelanggannya				
16	Saya merasa toko Miniso selalu bersih				

No	Pernyataan	STS	TS	S	SS
17	Saya merasa peralatan yang digunakan dalam pelayanan Miniso sudah memadai				

3. PERTANYAAN PENELITIAN USUPSO

Berilah jawaban pada pertanyaan – pertanyaan berikut dengan cara memberi tanda (X) pada salah satu kolom tersedia sesuai dengan pendapat anda dan berdasarkan pada apa yang anda rasakan.

No	Pernyataan	STS	TS	S	SS
1	Saya merasa Usupso selalu tepat waktu dalam memberikan pelayanan kepada saya				
2	Saya merasa Usupso mampu untuk menyediakan pelayanan yang dijanjikan dengan akurat				
3	Saya merasa karyawan Usupso mengetahui kebutuhan saya				
4	Saya merasa informasi yang diberikan karyawan Usupso bermanfaat bagi saya				
5	Saya merasa pelayanan yang dilakukan karyawan Usupso cepat				
6	Saya merasa karyawan Usupso selalu tepat dalam menanggapi kebutuhan pelanggan				
7	Saya merasa karyawan Usupso mampu untuk memberikan informasi yang diperlukan pelanggan				

No	Pernyataan	STS	TS	S	SS
8	Saya merasa bahwa selalu ada karyawan Usupso yang melayani saya pada jam sibuk				
9	Saya merasa karyawan Usupso memiliki pengetahuan yang baik mengenai produk yang dijual Usupso				
10	Saya merasa karyawan Usupso selalu sopan dalam melayani saya				
11	Saya merasa berbelanja di Usupso bebas dari bahaya, resiko dan keraguan				
12	Saya merasa mudah dalam melakukan hubungan komunikasi yang baik dengan karyawan Usupso				
13	Saya merasa karyawan Usupso mampu memberikan perhatian secara personal kepada pelanggan				
14	Saya merasa penampilan karyawan Usupso selalu sopan dan rapi				
15	Usupso menyediakan tempat duduk untuk pelanggannya				
16	Saya merasa toko Usupso selalu bersih				
17	Saya merasa peralatan yang digunakan dalam pelayanan Usupso sudah memadai				

Frequency Table

Jenis Kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Laki-laki	40	35.7	35.7	35.7
Perempuan	72	64.3	64.3	100.0
Total	112	100.0	100.0	

Status Pekerjaan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Ibu rumah tangga	3	2.7	2.7	2.7
Karyawan swasta	27	24.1	24.1	26.8
Mengurus rumah tangga	1	.9	.9	27.7
Pelajar/ Mahasiswa	64	57.1	57.1	84.8
PNS	5	4.5	4.5	89.3
Polri/TNI	2	1.8	1.8	91.1
Wiraswasta	10	8.9	8.9	100.0
Total	112	100.0	100.0	

Usia

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid <20 tahun	45	40.2	40.2	40.2
>20-30 tahun	55	49.1	49.1	89.3
>30-40 tahun	8	7.1	7.1	96.4
>40 tahun	4	3.6	3.6	100.0
Total	112	100.0	100.0	

Pendidikan Terakhir

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid <SMA	6	5.4	5.4	5.4
Diploma	12	10.7	10.7	16.1
S1	29	25.9	25.9	42.0
SMA	65	58.0	58.0	100.0
Total	112	100.0	100.0	

Frekuensi pembelian

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid <1 bulan sekali	21	18.8	18.8	18.8
>1 tahun sekali	12	10.7	10.7	29.5
>1-6 bulan sekali	52	46.4	46.4	75.9
>6 bulan-1 tahun sekali	27	24.1	24.1	100.0
Total	112	100.0	100.0	

Validitas Miniso

		M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M13	M14	M15	M16	M17	Kualitas pelayanan Miniso
M1	Pearson Correlation	1	.614**	.437**	.526**	.465**	.402**	.383**	.339**	.491**	.500**	.327**	.527**	.348**	.439**	.335**	.450**	.405**	.699**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
M2	Pearson Correlation	.614**	1	.307**	.384**	.312**	.341**	.381**	.370**	.361**	.506**	.302**	.373**	.366**	.426**	.340**	.414**	.387**	.632**
	Sig. (2-tailed)	.000		.001	.000	.001	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
M3	Pearson Correlation	.437**	.307**	1	.428**	.242**	.321**	.240**	.276**	.339**	.323**	.211**	.329**	.326**	.281**	.258**	.313**	.139	.504**
	Sig. (2-tailed)	.000	.001		.000	.010	.001	.011	.003	.000	.001	.026	.000	.000	.003	.006	.001	.143	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
M4	Pearson Correlation	.526**	.384**	.428**	1	.268**	.218**	.318**	.238**	.383**	.422**	.276**	.418**	.325**	.299**	.159	.374**	.297**	.551**
	Sig. (2-tailed)	.000	.000	.000		.004	.021	.001	.012	.000	.000	.003	.000	.000	.001	.093	.000	.002	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
M5	Pearson Correlation	.465**	.312**	.242**	.268**	1	.533**	.333**	.311**	.455**	.429**	.372**	.448**	.341**	.372**	.449**	.499**	.444**	.644**
	Sig. (2-tailed)	.000	.001	.010	.004		.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
M6	Pearson Correlation	.402**	.341**	.321**	.218**	.533**	1	.502**	.372**	.359**	.526**	.433**	.391**	.330**	.452**	.312**	.421**	.342**	.643**
	Sig. (2-tailed)	.000	.000	.001	.021	.000		.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
M7	Pearson Correlation	.383**	.381**	.240**	.318**	.333**	.502**	1	.427**	.401**	.423**	.385**	.495**	.344**	.508**	.177	.453**	.409**	.633**
	Sig. (2-tailed)	.000	.000	.011	.001	.000	.000		.000	.000	.000	.000	.000	.000	.000	.062	.000	.000	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
M8	Pearson Correlation	.339**	.370**	.276**	.238**	.311**	.372**	.427**	1	.498**	.457**	.328**	.382**	.530**	.439**	.403**	.458**	.421**	.648**
	Sig. (2-tailed)	.000	.000	.003	.012	.001	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
M9	Pearson Correlation	.491**	.361**	.339**	.383**	.455**	.359**	.401**	.498**	1	.551**	.555**	.430**	.432**	.494**	.379**	.516**	.342**	.708**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112

M10	Pearson Correlation	.500 ^{**}	.506 ^{**}	.323 ^{**}	.422 ^{**}	.429 ^{**}	.526 ^{**}	.423 ^{**}	.457 ^{**}	.551 ^{**}	1	.528 ^{**}	.467 ^{**}	.444 ^{**}	.504 ^{**}	.404 ^{**}	.531 ^{**}	.455 ^{**}	.750 ^{**}
	Sig. (2-tailed)	.000	.000	.001	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
M11	Pearson Correlation	.327 ^{**}	.302 ^{**}	.211 ^{**}	.276 ^{**}	.372 ^{**}	.433 ^{**}	.385 ^{**}	.328 ^{**}	.555 ^{**}	.528 ^{**}	1	.529 ^{**}	.508 ^{**}	.495 ^{**}	.312 ^{**}	.427 ^{**}	.547 ^{**}	.667 ^{**}
	Sig. (2-tailed)	.000	.001	.026	.003	.000	.000	.000	.000	.000	.000		.000	.000	.000	.001	.000	.000	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
M12	Pearson Correlation	.527 ^{**}	.373 ^{**}	.329 ^{**}	.418 ^{**}	.448 ^{**}	.391 ^{**}	.495 ^{**}	.382 ^{**}	.430 ^{**}	.467 ^{**}	.529 ^{**}	1	.549 ^{**}	.430 ^{**}	.319 ^{**}	.584 ^{**}	.628 ^{**}	.732 ^{**}
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.001	.000	.000	
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
M13	Pearson Correlation	.348 ^{**}	.366 ^{**}	.326 ^{**}	.325 ^{**}	.341 ^{**}	.330 ^{**}	.344 ^{**}	.530 ^{**}	.452 ^{**}	.444 ^{**}	.508 ^{**}	.549 ^{**}	1	.571 ^{**}	.489 ^{**}	.471 ^{**}	.512 ^{**}	.698 ^{**}
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
M14	Pearson Correlation	.439 ^{**}	.426 ^{**}	.281 ^{**}	.299 ^{**}	.372 ^{**}	.452 ^{**}	.508 ^{**}	.439 ^{**}	.494 ^{**}	.504 ^{**}	.495 ^{**}	.430 ^{**}	.571 ^{**}	1	.315 ^{**}	.648 ^{**}	.566 ^{**}	.729 ^{**}
	Sig. (2-tailed)	.000	.000	.003	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000		.001	.000	.000	
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
M15	Pearson Correlation	.335 ^{**}	.340 ^{**}	.258 ^{**}	.159	.449 ^{**}	.312 ^{**}	.177	.403 ^{**}	.379 ^{**}	.404 ^{**}	.312 ^{**}	.319 ^{**}	.489 ^{**}	.315 ^{**}	1	.486 ^{**}	.395 ^{**}	.588 ^{**}
	Sig. (2-tailed)	.000	.000	.006	.093	.000	.001	.062	.000	.000	.000	.001	.001	.000	.001		.000	.000	
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
M16	Pearson Correlation	.450 ^{**}	.414 ^{**}	.313 ^{**}	.374 ^{**}	.499 ^{**}	.421 ^{**}	.453 ^{**}	.458 ^{**}	.516 ^{**}	.531 ^{**}	.427 ^{**}	.584 ^{**}	.471 ^{**}	.648 ^{**}	.486 ^{**}	1	.670 ^{**}	.775 ^{**}
	Sig. (2-tailed)	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
M17	Pearson Correlation	.405 ^{**}	.387 ^{**}	.139	.297 ^{**}	.444 ^{**}	.342 ^{**}	.409 ^{**}	.421 ^{**}	.342 ^{**}	.455 ^{**}	.547 ^{**}	.628 ^{**}	.512 ^{**}	.566 ^{**}	.395 ^{**}	.670 ^{**}	1	.704 ^{**}
	Sig. (2-tailed)	.000	.000	.143	.002	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
Kualitas pelayanan Miniso	Pearson Correlation	.699 ^{**}	.632 ^{**}	.504 ^{**}	.551 ^{**}	.644 ^{**}	.643 ^{**}	.633 ^{**}	.648 ^{**}	.708 ^{**}	.750 ^{**}	.667 ^{**}	.732 ^{**}	.698 ^{**}	.729 ^{**}	.588 ^{**}	.775 ^{**}	.704 ^{**}	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112

**.

Validitas Usupso

		US1	US2	US3	US4	US5	US6	US7	US8	US9	US10	US11	US12	US13	US14	US15	US16	US17	Kualitas pelayanan Usupso
US1	Pearson Correlation	1	.654**	.488**	.390**	.411**	.348**	.329**	.418**	.493**	.372**	.261**	.310**	.286**	.347**	.286**	.334**	.446**	.618**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.005	.001	.002	.000	.002	.000	.000	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
US2	Pearson Correlation	.654**	1	.636**	.397**	.312**	.231*	.388**	.389**	.414**	.209*	.321**	.353**	.235*	.197*	.255**	.375**	.249**	.573**
	Sig. (2-tailed)	.000		.000	.000	.001	.014	.000	.000	.000	.027	.001	.000	.012	.038	.007	.000	.008	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
US3	Pearson Correlation	.488**	.636**	1	.399**	.367**	.307**	.423**	.340**	.494**	.369**	.346**	.357**	.282**	.290**	.369**	.378**	.311**	.619**
	Sig. (2-tailed)	.000	.000		.000	.000	.001	.000	.000	.000	.000	.000	.000	.003	.002	.000	.000	.001	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
US4	Pearson Correlation	.390**	.397**	.399**	1	.543**	.450**	.465**	.384**	.490**	.367**	.388**	.366**	.258**	.305**	.292**	.418**	.375**	.632**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.006	.001	.002	.000	.000	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
US5	Pearson Correlation	.411**	.312**	.367**	.543**	1	.646**	.685**	.533**	.616**	.526**	.512**	.487**	.338**	.415**	.374**	.266**	.296**	.718**
	Sig. (2-tailed)	.000	.001	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.005	.002	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
US6	Pearson Correlation	.348**	.231*	.307**	.450**	.646**	1	.654**	.486**	.467**	.415**	.375**	.368**	.290**	.369**	.309**	.339**	.319**	.638**
	Sig. (2-tailed)	.000	.014	.001	.000	.000		.000	.000	.000	.000	.000	.000	.002	.000	.001	.000	.001	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
US7	Pearson Correlation	.329**	.388**	.423**	.465**	.685**	.654**	1	.575**	.590**	.449**	.572**	.547**	.398**	.457**	.415**	.525**	.356**	.762**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
US8	Pearson Correlation	.418**	.389**	.340**	.384**	.533**	.486**	.575**	1	.592**	.390**	.575**	.477**	.380**	.460**	.434**	.305**	.301**	.693**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.001	.001	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
US9	Pearson Correlation	.493**	.414**	.494**	.490**	.616**	.467**	.590**	.592**	1	.586**	.628**	.532**	.473**	.417**	.419**	.362**	.500**	.781**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112

US10	Pearson Correlation	.372**	.209*	.369**	.367**	.526**	.415**	.449**	.390**	.586**	1	.626**	.577**	.512**	.589**	.339**	.371**	.528**	.699**
	Sig. (2-tailed)	.000	.027	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
US11	Pearson Correlation	.261**	.321**	.346**	.388**	.512**	.375**	.572**	.575**	.628**	.626**	1	.730**	.521**	.641**	.537**	.505**	.589**	.780**
	Sig. (2-tailed)	.005	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
US12	Pearson Correlation	.310**	.353**	.357**	.366**	.487**	.368**	.547**	.477**	.532**	.577**	.730**	1	.607**	.615**	.474**	.534**	.544**	.759**
	Sig. (2-tailed)	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
US13	Pearson Correlation	.286**	.235*	.282**	.258**	.338**	.290**	.398**	.380**	.473**	.512**	.521**	.607**	1	.714**	.487**	.459**	.444**	.655**
	Sig. (2-tailed)	.002	.012	.003	.006	.000	.002	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
US14	Pearson Correlation	.347**	.197*	.290**	.305**	.415**	.369**	.457**	.460**	.417**	.589**	.641**	.615**	.714**	1	.532**	.514**	.512**	.713**
	Sig. (2-tailed)	.000	.038	.002	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
US15	Pearson Correlation	.286**	.285**	.369**	.292**	.374**	.309**	.415**	.434**	.419**	.339**	.537**	.474**	.487**	.532**	1	.474**	.518**	.644**
	Sig. (2-tailed)	.002	.007	.000	.002	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
US16	Pearson Correlation	.334**	.375**	.378**	.418**	.266**	.339**	.525**	.305**	.362**	.371**	.505**	.534**	.459**	.514**	.474**	1	.665**	.673**
	Sig. (2-tailed)	.000	.000	.000	.000	.005	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
US17	Pearson Correlation	.446**	.249*	.311**	.375**	.296**	.319**	.356**	.301**	.500**	.528**	.589**	.544**	.444**	.512**	.518**	.665**	1	.680**
	Sig. (2-tailed)	.000	.008	.001	.000	.002	.001	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112
Kualitas pelayanan Usupso	Pearson Correlation	.618**	.573**	.619**	.632**	.718**	.638**	.762**	.693**	.781**	.699**	.780**	.759**	.655**	.713**	.644**	.673**	.680**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112	112

Reliability Miniso

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	112	100.0
	Excluded ^a	0	.0
	Total	112	100.0

Reliability Statistics

Cronbach's Alpha	N of Items
.921	17

Reliability Usupso

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	112	100.0
	Excluded ^a	0	.0
	Total	112	100.0

Reliability Statistics

Cronbach's Alpha	N of Items
.929	17

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
M1	43.8214	51.013	.655	.915
M2	43.8750	51.209	.575	.917
M3	43.9732	52.657	.439	.921
M4	43.8571	52.142	.489	.919
M5	43.8482	51.049	.589	.917
M6	43.8393	50.749	.585	.917
M7	43.8750	51.191	.578	.917
M8	43.9196	50.399	.586	.917
M9	43.8482	50.166	.658	.915
M10	43.7321	49.856	.707	.914
M11	43.7589	50.689	.613	.916
M12	43.8571	49.889	.685	.914
M13	43.9107	50.713	.651	.915
M14	43.7500	49.973	.683	.914
M15	43.9732	50.801	.515	.919
M16	43.7679	49.153	.732	.913
M17	43.8214	50.689	.658	.915

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
US1	43.8929	60.817	.560	.926
US2	43.8929	61.448	.511	.927
US3	43.9107	60.532	.558	.927
US4	43.8571	60.340	.572	.926
US5	43.9464	59.457	.671	.924
US6	43.9643	60.377	.580	.926
US7	43.9375	58.960	.721	.922
US8	43.9464	59.889	.643	.924
US9	43.9821	58.594	.742	.922
US10	43.8214	60.905	.658	.924
US11	43.9196	59.102	.744	.922
US12	43.9286	59.310	.720	.922
US13	43.9464	60.574	.603	.925
US14	43.8125	60.226	.669	.924
US15	43.9375	60.600	.590	.926
US16	43.9196	59.966	.619	.925
US17	43.9554	60.259	.631	.925

Statistik deskriptif

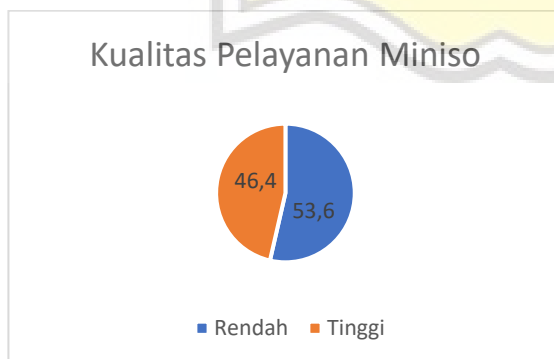
Statistics

		Kualitas pelayanan Miniso	Kualitas pelayanan Usupso
N	Valid	112	112
	Missing	0	0
Mean		2.7405	2.7447
Median		2.8240	2.8530
Mode		3.00	3.00
Std. Deviation		.44405	.48339
Minimum		1.24	1.00
Maximum		3.82	4.00

Frequency Table

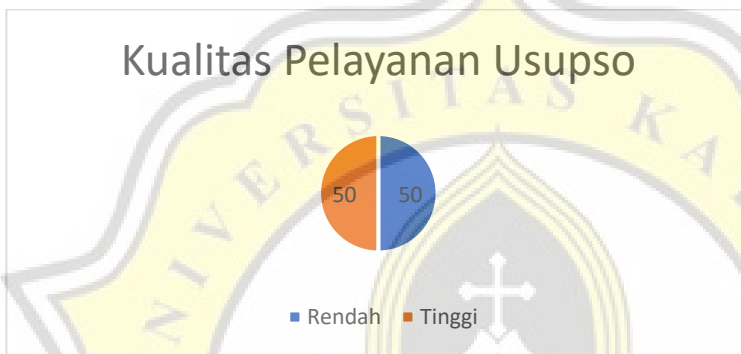
Kualitas pelayanan Miniso

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Rendah	60	53.6	53.6	53.6
	Tinggi	52	46.4	46.4	100.0
Total		112	100.0	100.0	



Kualitas pelayanan Usupso

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Rendah	56	50.0	50.0	50.0
	Tinggi	56	50.0	50.0	100.0
	Total	112	100.0	100.0	



Frequency Table

M1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	6	5.4	5.4	5.4
	2.00	18	16.1	16.1	21.4
	3.00	84	75.0	75.0	96.4
	4.00	4	3.6	3.6	100.0
	Total	112	100.0	100.0	

M2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	6	5.4	5.4	5.4
	2.00	26	23.2	23.2	28.6
	3.00	74	66.1	66.1	94.6
	4.00	6	5.4	5.4	100.0
	Total	112	100.0	100.0	

M3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	5	4.5	4.5	4.5
	2.00	36	32.1	32.1	36.6
	3.00	68	60.7	60.7	97.3
	4.00	3	2.7	2.7	100.0
	Total	112	100.0	100.0	

M4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	6	5.4	5.4	5.4
	2.00	23	20.5	20.5	25.9
	3.00	78	69.6	69.6	95.5
	4.00	5	4.5	4.5	100.0
	Total	112	100.0	100.0	

M5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	6	5.4	5.4	5.4
	2.00	24	21.4	21.4	26.8
	3.00	75	67.0	67.0	93.8
	4.00	7	6.3	6.3	100.0
	Total	112	100.0	100.0	

M6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	7	6.3	6.3	6.3
	2.00	23	20.5	20.5	26.8
	3.00	73	65.2	65.2	92.0
	4.00	9	8.0	8.0	100.0
	Total	112	100.0	100.0	

M7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	6	5.4	5.4	5.4
	2.00	26	23.2	23.2	28.6
	3.00	74	66.1	66.1	94.6
	4.00	6	5.4	5.4	100.0
	Total	112	100.0	100.0	

M8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	7	6.3	6.3	6.3
	2.00	33	29.5	29.5	35.7
	3.00	62	55.4	55.4	91.1
	4.00	10	8.9	8.9	100.0
	Total	112	100.0	100.0	

M9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	6	5.4	5.4	5.4
	2.00	26	23.2	23.2	28.6
	3.00	71	63.4	63.4	92.0
	4.00	9	8.0	8.0	100.0
	Total	112	100.0	100.0	

M10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	6	5.4	5.4	5.4
	2.00	16	14.3	14.3	19.6
	3.00	78	69.6	69.6	89.3
	4.00	12	10.7	10.7	100.0
	Total	112	100.0	100.0	

M11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	5	4.5	4.5	4.5
	2.00	21	18.8	18.8	23.2
	3.00	74	66.1	66.1	89.3
	4.00	12	10.7	10.7	100.0
	Total	112	100.0	100.0	

M12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	5	4.5	4.5	4.5
	2.00	30	26.8	26.8	31.3
	3.00	67	59.8	59.8	91.1
	4.00	10	8.9	8.9	100.0
	Total	112	100.0	100.0	

M13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	5	4.5	4.5	4.5
	2.00	31	27.7	27.7	32.1
	3.00	71	63.4	63.4	95.5
	4.00	5	4.5	4.5	100.0
	Total	112	100.0	100.0	

M14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	6	5.4	5.4	5.4
	2.00	18	16.1	16.1	21.4
	3.00	76	67.9	67.9	89.3
	4.00	12	10.7	10.7	100.0
	Total	112	100.0	100.0	

M15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	9	8.0	8.0	8.0
	2.00	35	31.3	31.3	39.3
	3.00	58	51.8	51.8	91.1
	4.00	10	8.9	8.9	100.0
	Total	112	100.0	100.0	

M16

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	5	4.5	4.5	4.5
	2.00	25	22.3	22.3	26.8
	3.00	67	59.8	59.8	86.6
	4.00	15	13.4	13.4	100.0
	Total	112	100.0	100.0	

M17

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	4	3.6	3.6	3.6
	2.00	26	23.2	23.2	26.8
	3.00	74	66.1	66.1	92.9
	4.00	8	7.1	7.1	100.0
	Total	112	100.0	100.0	



US1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	6	5.4	5.4	5.4
	2.00	26	23.2	23.2	28.6
	3.00	68	60.7	60.7	89.3
	4.00	12	10.7	10.7	100.0
	Total	112	100.0	100.0	

US2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	6	5.4	5.4	5.4
	2.00	25	22.3	22.3	27.7
	3.00	70	62.5	62.5	90.2
	4.00	11	9.8	9.8	100.0
	Total	112	100.0	100.0	

US3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	7	6.3	6.3	6.3
	2.00	27	24.1	24.1	30.4
	3.00	65	58.0	58.0	88.4
	4.00	13	11.6	11.6	100.0
	Total	112	100.0	100.0	

US4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	7	6.3	6.3	6.3
	2.00	23	20.5	20.5	26.8
	3.00	67	59.8	59.8	86.6
	4.00	15	13.4	13.4	100.0
	Total	112	100.0	100.0	

US5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	9	8.0	8.0	8.0
	2.00	23	20.5	20.5	28.6
	3.00	71	63.4	63.4	92.0
	4.00	9	8.0	8.0	100.0
	Total	112	100.0	100.0	

US6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	8	7.1	7.1	7.1
	2.00	28	25.0	25.0	32.1
	3.00	66	58.9	58.9	91.1
	4.00	10	8.9	8.9	100.0
	Total	112	100.0	100.0	

US7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	7	6.3	6.3	6.3
	2.00	28	25.0	25.0	31.3
	3.00	66	58.9	58.9	90.2
	4.00	11	9.8	9.8	100.0
	Total	112	100.0	100.0	

US8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	8	7.1	7.1	7.1
	2.00	25	22.3	22.3	29.5
	3.00	70	62.5	62.5	92.0
	4.00	9	8.0	8.0	100.0
	Total	112	100.0	100.0	

US9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	9	8.0	8.0	8.0
	2.00	27	24.1	24.1	32.1
	3.00	67	59.8	59.8	92.0
	4.00	9	8.0	8.0	100.0
	Total	112	100.0	100.0	

US10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	4	3.6	3.6	3.6
	2.00	19	17.0	17.0	20.5
	3.00	80	71.4	71.4	92.0
	4.00	9	8.0	8.0	100.0
	Total	112	100.0	100.0	

US11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	7	6.3	6.3	6.3
	2.00	24	21.4	21.4	27.7
	3.00	72	64.3	64.3	92.0
	4.00	9	8.0	8.0	100.0
	Total	112	100.0	100.0	

US12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	8	7.1	7.1	7.1
	2.00	22	19.6	19.6	26.8
	3.00	74	66.1	66.1	92.9
	4.00	8	7.1	7.1	100.0
	Total	112	100.0	100.0	

US13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	6	5.4	5.4	5.4
	2.00	29	25.9	25.9	31.3
	3.00	68	60.7	60.7	92.0
	4.00	9	8.0	8.0	100.0
	Total	112	100.0	100.0	

US14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	5	4.5	4.5	4.5
	2.00	19	17.0	17.0	21.4
	3.00	76	67.9	67.9	89.3
	4.00	12	10.7	10.7	100.0
	Total	112	100.0	100.0	

US15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	7	6.3	6.3	6.3
	2.00	26	23.2	23.2	29.5
	3.00	70	62.5	62.5	92.0
	4.00	9	8.0	8.0	100.0
	Total	112	100.0	100.0	

US16

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	9	8.0	8.0	8.0
	2.00	21	18.8	18.8	26.8
	3.00	72	64.3	64.3	91.1
	4.00	10	8.9	8.9	100.0
	Total	112	100.0	100.0	

US17

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	9	8.0	8.0	8.0
	2.00	21	18.8	18.8	26.8
	3.00	76	67.9	67.9	94.6
	4.00	6	5.4	5.4	100.0
	Total	112	100.0	100.0	

Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

		Kualitas pelayanan Miniso	Kualitas pelayanan Usupso
N		112	112
Normal Parameters ^{a,b}	Mean	2.7405	2.7447
	Std. Deviation	.44405	.48339
Most Extreme Differences	Absolute	.128	.128
	Positive	.128	.095
	Negative	-.121	-.128
Kolmogorov-Smirnov Z		1.352	1.351
Asymp. Sig. (2-tailed)		.052	.052

T-Test-Uji Beda

Group Statistics

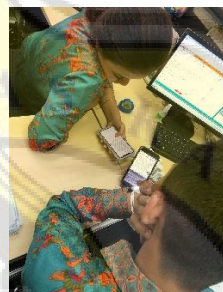
Toko	N	Mean	Std. Deviation	Std. Error Mean
Kualitas Pelayanan Miniso	112	2.7405	.44405	.04196
Usupso	112	2.7447	.48339	.04568

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
								Lower	Upper	
Kualitas Pelayanan	Equal variances assumed	.685	.409	-.067	222	.946	-.00418	.06202	-.12641	.11805
	Equal variances not assumed			-.067	220.419	.946	-.00418	.06202	-.12641	.11806



Lampiran Foto



PAPER NAME

15.M1.0041 Titania Deborah Raeny

WORD COUNT

5312 Words

PAGE COUNT

43 Pages

SUBMISSION DATE

Jul 20, 2022 3:46 PM GMT+7

CHARACTER COUNT

33812 Characters

FILE SIZE

74.6KB

REPORT DATE

Jul 20, 2022 3:49 PM GMT+7

● **16% Overall Similarity**

The combined total of all matches, including overlapping sources, for each database.

- 13% Internet database
- 5% Publications database
- Crossref database
- Crossref Posted Content database
- 10% Submitted Works database

● **Excluded from Similarity Report**

- Bibliographic material
- Quoted material
- Cited material
- Small Matches (Less than 10 words)
- Manually excluded text blocks

