

Lampiran 1.

Jawaban responden terhadap pernyataan harapan pa

	var1	var2	var3	var4	var5	var6			
1	5.0	5.0	5.0	5.0	5.0	5.0			
2	4.0	4.0	4.0	4.0	4.0	5.0			
3	4.0	5.0	5.0	5.0	4.0	5.0	5.0	4.0	4.0
4	4.0	5.0	5.0	5.0	5.0	4.0	5.0	4.0	3.0
5	4.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
6	3.0	4.0	4.0	5.0	4.0	4.0	5.0	4.0	4.0
7	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
8	4.0	5.0	5.0	5.0	5.0	5.0	4.0	4.0	5.0
9	3.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
10	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
11	4.0	5.0	5.0	5.0	5.0	5.0	5.0	4.0	5.0
12	5.0	5.0	5.0	5.0	5.0	5.0	5.0	4.0	4.0
13	4.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
14	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0
15	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
16	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
17	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0
18	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	4.0
19	4.0	5.0	4.0	4.0	4.0	5.0	5.0	4.0	4.0

	var1	var2	var3	var4	var5	var6	var7	var8	var9
20	5.0	3.0	3.0	5.0	5.0	5.0	5.0	5.0	5.0
21	4.0	4.0	4.0	4.0	4.0	5.0	4.0	4.0	4.0
22	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
23	3.0	5.0	3.0	4.0	5.0	5.0	5.0	4.0	4.0
24	5.0	5.0	5.0	5.0	5.0	1.0	5.0	4.0	1.0
25	5.0	5.0	4.0	5.0	5.0	4.0	4.0	4.0	5.0
26	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
27	3.0	4.0	4.0	5.0	5.0	5.0	4.0	4.0	5.0
28	5.0	5.0	5.0	5.0	5.0	5.0	5.0	4.0	5.0
29	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
30	4.0	4.0	4.0	5.0	4.0	5.0	5.0	4.0	5.0
31	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	4.0
32	5.0	5.0	5.0	5.0	4.0	5.0	5.0	5.0	5.0
33	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
34	4.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
35	4.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
36	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
37	4.0	4.0	4.0	4.0	4.0	5.0	5.0	4.0	5.0
38	4.0	4.0	4.0	4.0	4.0	5.0	5.0	4.0	4.0

	var1	var2	var3	var4	var5	var6	var7	var8	var9
39	5.0	5.0	5.0	5.0	5.0	5.0	4.0	4.0	5.0
40	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
41	5.0	5.0	5.0	5.0	5.0	5.0	5.0	4.0	5.0
42	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
43	4.0	5.0	5.0	5.0	5.0	4.0	4.0	4.0	4.0
44	4.0	5.0	5.0	5.0	5.0	5.0	5.0	4.0	5.0
45	3.0	4.0	4.0	5.0	5.0	4.0	5.0	4.0	3.0
46	4.0	4.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
47	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
48	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
49	4.0	4.0	4.0	4.0	4.0	5.0	5.0	4.0	5.0
50	5.0	5.0	4.0	5.0	5.0	5.0	5.0	4.0	4.0
51	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	4.0
52	3.0	5.0	5.0	5.0	5.0	4.0	5.0	5.0	5.0
53	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
54	4.0	4.0	5.0	5.0	5.0	4.0	4.0	4.0	1.0
55	4.0	4.0	4.0	4.0	4.0	5.0	5.0	4.0	5.0
56	4.0	5.0	4.0	5.0	5.0	5.0	5.0	5.0	5.0

	var1	var2	var3	var4	var5	var6	var7	var8	var9
57	4.0	4.0	4.0	4.0	4.0	5.0	5.0	5.0	4.0
58	4.0	4.0	5.0	5.0	5.0	5.0	5.0	4.0	4.0
59	4.0	5.0	4.0	4.0	4.0	5.0	5.0	5.0	5.0
60	4.0	4.0	4.0	5.0	5.0	5.0	5.0	5.0	5.0
61	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
62	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
63	3.0	4.0	4.0	5.0	4.0	5.0	5.0	5.0	5.0
64	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
65	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
66	3.0	3.0	4.0	4.0	4.0	5.0	5.0	4.0	3.0
67	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
68	4.0	5.0	4.0	5.0	4.0	5.0	4.0	4.0	5.0
69	4.0	4.0	4.0	4.0	5.0	4.0	2.0	5.0	5.0
70	4.0	5.0	5.0	5.0	4.0	5.0	5.0	4.0	5.0
71	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
72	5.0	5.0	5.0	5.0	4.0	4.0	4.0	4.0	5.0
73	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
74	3.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	3.0
75	5.0	4.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0

	var1	var2	var3	var4	var5	var6	var7	var8	var9
76	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	4.0
77	5.0	5.0	5.0	5.0	5.0	5.0	5.0	4.0	5.0
78	4.0	4.0	4.0	4.0	4.0	5.0	5.0	4.0	5.0
79	4.0	5.0	4.0	5.0	4.0	5.0	4.0	4.0	5.0
80	4.0	4.0	4.0	4.0	4.0	5.0	5.0	5.0	5.0
81	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
82	4.0	4.0	3.0	4.0	4.0	3.0	4.0	4.0	4.0
83	3.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
84	4.0	5.0	5.0	5.0	5.0	5.0	5.0	4.0	5.0
85	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
86	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
87	4.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
88	5.0	5.0	5.0	4.0	5.0	5.0	5.0	5.0	5.0
89	4.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	4.0
90	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0
91	4.0	4.0	5.0	5.0	5.0	5.0	4.0	4.0	4.0
92	4.0	5.0	5.0	4.0	5.0	5.0	4.0	4.0	4.0
93	5.0	5.0	5.0	5.0	5.0	5.0	4.0	5.0	5.0
94	4.0	5.0	4.0	5.0	5.0	5.0	5.0	5.0	5.0

	var1	var2	var3	var4	var5	var6	var7	var8	var9
95	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
96	4.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
97	4.0	5.0	4.0	5.0	5.0	5.0	5.0	5.0	5.0
98	4.0	5.0	5.0	5.0	5.0	5.0	5.0	4.0	4.0
99	4.0	4.0	4.0	4.0	4.0	4.0	4.0	5.0	3.0
100	4.0	5.0	4.0	5.0	5.0	5.0	5.0	5.0	5.0



	var10	var11	var12	var13	var14	var15	var16	var17	var18
1	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
2	5.0	4.0	5.0	4.0	4.0	5.0	5.0	4.0	4.0
3	4.0	5.0	4.0	4.0	4.0	5.0	4.0	4.0	4.0
4	3.0	4.0	3.0	4.0	3.0	4.0	4.0	4.0	4.0
5	4.0	5.0	5.0	4.0	5.0	5.0	5.0	4.0	4.0
6	4.0	4.0	4.0	5.0	4.0	4.0	4.0	4.0	4.0
7	5.0	4.0	5.0	5.0	5.0	5.0	5.0	5.0	4.0
8	3.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0
9	3.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
10	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
11	3.0	4.0	5.0	5.0	5.0	4.0	5.0	5.0	5.0
12	4.0	4.0	4.0	4.0	4.0	5.0	5.0	5.0	5.0
13	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	4.0
14	5.0	5.0	5.0	5.0	5.0	5.0	4.0	4.0	4.0
15	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
16	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
17	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0
18	4.0	5.0	4.0	5.0	4.0	5.0	5.0	5.0	5.0
19	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0

	var10	var11	var12	var13	var14	var15	var16	var17	var18
20	5.0	5.0	5.0	5.0	3.0	5.0	5.0	5.0	5.0
21	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0
22	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
23	4.0	4.0	5.0	4.0	5.0	4.0	4.0	5.0	5.0
24	1.0	4.0	2.0	2.0	2.0	4.0	2.0	2.0	2.0
25	3.0	4.0	5.0	4.0	4.0	4.0	4.0	5.0	4.0
26	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
27	4.0	4.0	4.0	5.0	4.0	5.0	5.0	5.0	5.0
28	5.0	4.0	5.0	4.0	5.0	4.0	5.0	5.0	4.0
29	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
30	5.0	4.0	5.0	4.0	4.0	4.0	4.0	4.0	4.0
31	4.0	5.0	4.0	5.0	5.0	5.0	5.0	5.0	5.0
32	5.0	4.0	5.0	5.0	5.0	4.0	5.0	4.0	4.0
33	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
34	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
35	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
36	3.0	5.0	5.0	4.0	5.0	5.0	5.0	5.0	5.0
37	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0
38	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0

	var10	var11	var12	var13	var14	var15	var16	var17	var18
39	5.0	5.0	5.0	5.0	5.0	4.0	5.0	5.0	4.0
40	5.0	5.0	5.0	4.0	5.0	5.0	5.0	5.0	5.0
41	5.0	5.0	5.0	5.0	4.0	5.0	5.0	4.0	4.0
42	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
43	3.0	5.0	5.0	4.0	4.0	4.0	4.0	5.0	5.0
44	5.0	4.0	4.0	5.0	4.0	4.0	4.0	5.0	4.0
45	3.0	3.0	3.0	5.0	4.0	5.0	4.0	5.0	4.0
46	4.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	4.0
47	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
48	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
49	5.0	3.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0
50	4.0	4.0	5.0	5.0	5.0	5.0	5.0	4.0	4.0
51	3.0	4.0	4.0	5.0	5.0	5.0	5.0	5.0	5.0
52	5.0	5.0	3.0	5.0	4.0	5.0	5.0	5.0	4.0
53	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
54	2.0	5.0	4.0	4.0	4.0	5.0	5.0	5.0	4.0
55	4.0	5.0	5.0	4.0	4.0	5.0	5.0	5.0	5.0
56	4.0	4.0	5.0	4.0	5.0	4.0	4.0	4.0	4.0

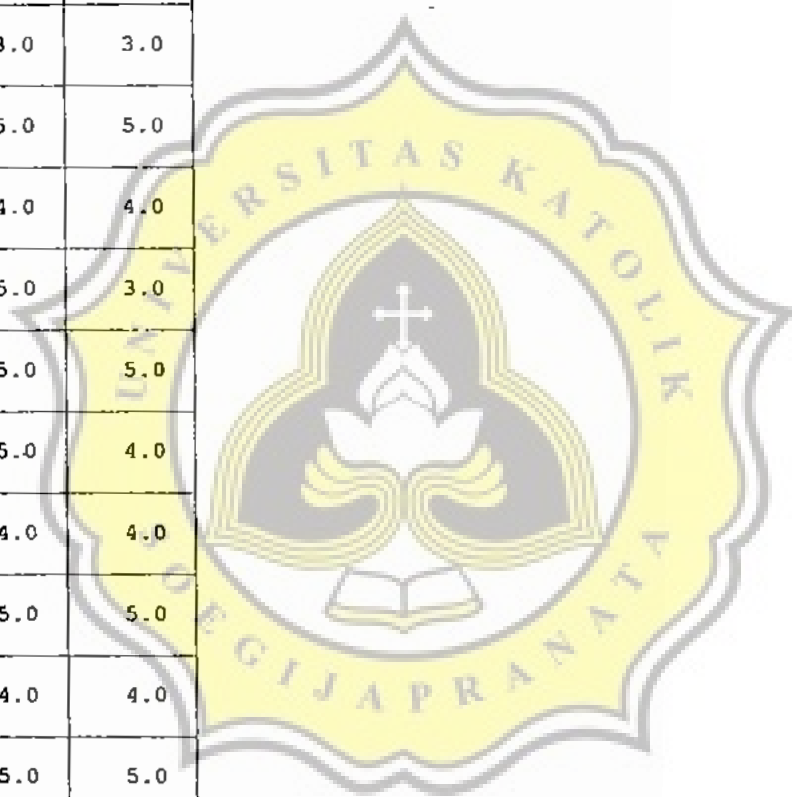
	var10	var11	var12	var13	var14	var15	var16	var17	var18
57	4.0	4.0	4.0	4.0	4.0	4.0	4.0	5.0	4.0
58	4.0	4.0	4.0	4.0	4.0	5.0	4.0	4.0	4.0
59	5.0	4.0	5.0	4.0	4.0	4.0	4.0	4.0	4.0
60	5.0	4.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
61	5.0	4.0	5.0	5.0	5.0	5.0	5.0	4.0	4.0
62	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
63	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
64	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
65	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
66	4.0	4.0	4.0	5.0	3.0	4.0	4.0	4.0	4.0
67	4.0	1.0	5.0	5.0	4.0	4.0	5.0	5.0	5.0
68	2.0	4.0	4.0	4.0	4.0	4.0	5.0	4.0	4.0
69	4.0	4.0	4.0	5.0	4.0	5.0	4.0	4.0	4.0
70	4.0	4.0	5.0	4.0	4.0	4.0	5.0	4.0	4.0
71	3.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
72	5.0	5.0	5.0	5.0	5.0	4.0	4.0	5.0	5.0
73	5.0	4.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
74	3.0	5.0	3.0	4.0	4.0	4.0	4.0	4.0	4.0
75	5.0	4.0	4.0	4.0	5.0	4.0	4.0	4.0	4.0

	var10	var11	var12	var13	var14	var15	var16	var17	var18
76	3.0	5.0	4.0	5.0	4.0	4.0	5.0	5.0	5.0
77	4.0	4.0	4.0	4.0	5.0	5.0	4.0	4.0	4.0
78	5.0	5.0	5.0	4.0	5.0	4.0	4.0	4.0	4.0
79	4.0	4.0	5.0	3.0	3.0	4.0	4.0	4.0	4.0
80	4.0	4.0	4.0	5.0	4.0	4.0	4.0	4.0	4.0
81	4.0	5.0	5.0	5.0	5.0	5.0	5.0	4.0	4.0
82	5.0	4.0	4.0	3.0	4.0	3.0	4.0	4.0	4.0
83	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
84	5.0	5.0	5.0	5.0	4.0	5.0	5.0	5.0	5.0
85	5.0	4.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
86	4.0	5.0	4.0	5.0	5.0	5.0	5.0	5.0	5.0
87	5.0	4.0	5.0	4.0	5.0	5.0	5.0	5.0	5.0
88	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
89	5.0	5.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0
90	4.0	5.0	4.0	4.0	4.0	5.0	5.0	4.0	4.0
91	3.0	4.0	5.0	5.0	4.0	5.0	4.0	5.0	3.0
92	3.0	4.0	4.0	5.0	5.0	4.0	4.0	5.0	4.0
93	5.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	5.0
94	5.0	4.0	5.0	5.0	4.0	4.0	5.0	5.0	4.0

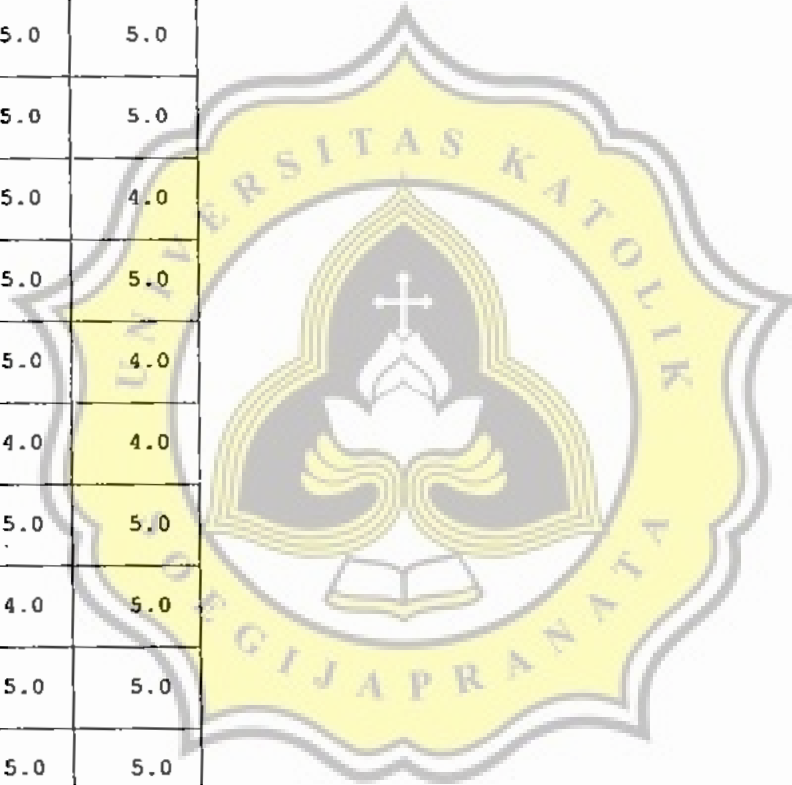
	var10	var11	var12	var13	var14	var15	var16	var17	var18
95	5.0	5.0	5.0	5.0	4.0	4.0	5.0	5.0	5.0
96	4.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
97	5.0	5.0	5.0	4.0	5.0	5.0	5.0	5.0	5.0
98	5.0	5.0	4.0	2.0	4.0	4.0	4.0	4.0	4.0
99	3.0	2.0	3.0	4.0	3.0	2.0	4.0	3.0	3.0
100	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0



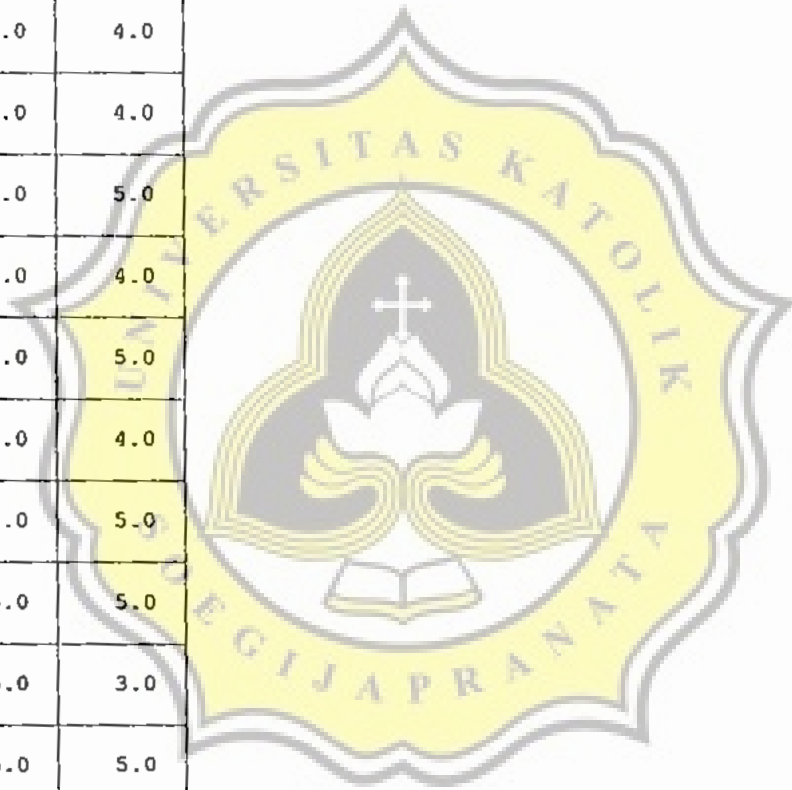
	var19	var20
1	5.0	5.0
2	5.0	5.0
3	5.0	4.0
4	4.0	4.0
5	5.0	4.0
6	3.0	3.0
7	5.0	5.0
8	4.0	4.0
9	5.0	3.0
10	5.0	5.0
11	5.0	4.0
12	4.0	4.0
13	5.0	5.0
14	4.0	4.0
15	5.0	5.0
16	5.0	5.0
17	4.0	4.0
18	5.0	5.0
19	4.0	4.0



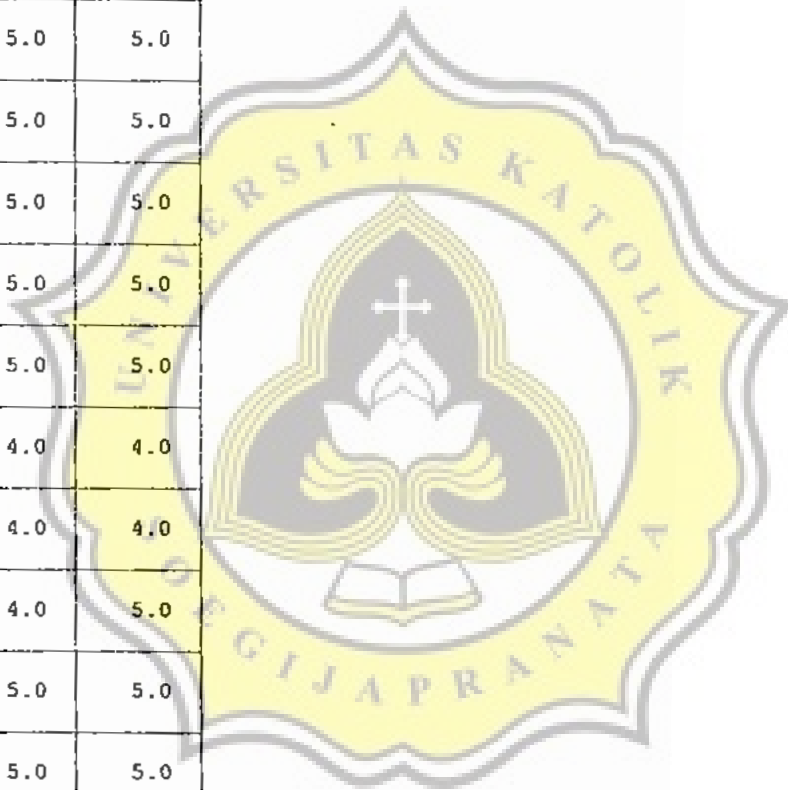
	var19	var20
20	5.0	5.0
21	4.0	4.0
22	5.0	5.0
23	5.0	5.0
24	2.0	5.0
25	5.0	5.0
26	5.0	5.0
27	5.0	4.0
28	5.0	5.0
29	5.0	4.0
30	4.0	4.0
31	5.0	5.0
32	4.0	5.0
33	5.0	5.0
34	5.0	5.0
35	5.0	5.0
36	5.0	5.0
37	4.0	4.0
38	4.0	4.0



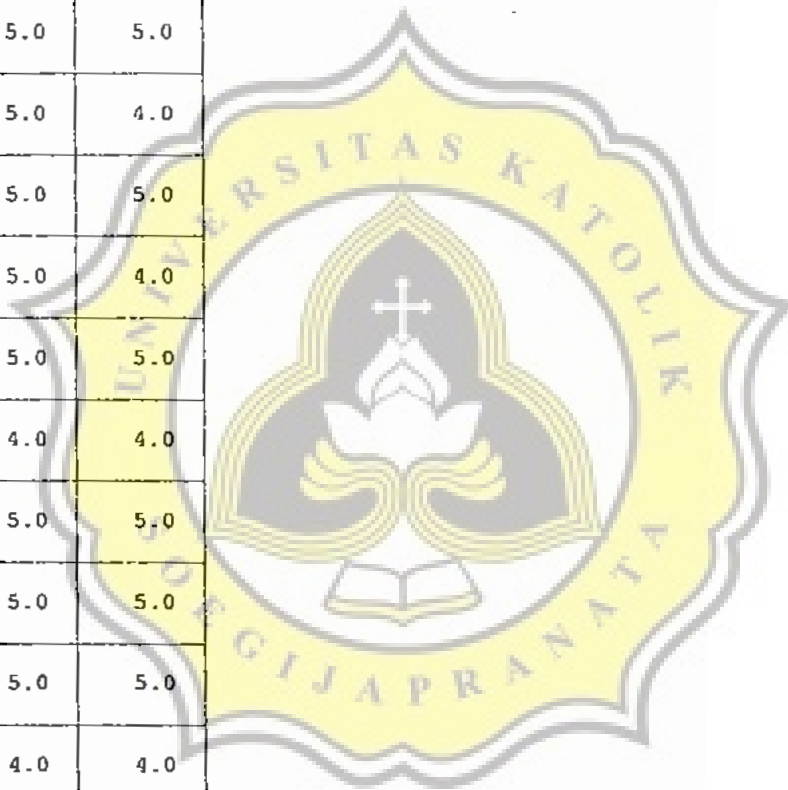
	var19	var20
39	5.0	4.0
40	5.0	5.0
41	4.0	3.0
42	5.0	5.0
43	5.0	5.0
44	5.0	4.0
45	4.0	4.0
46	5.0	5.0
47	5.0	4.0
48	5.0	5.0
49	5.0	4.0
50	5.0	5.0
51	5.0	5.0
52	5.0	3.0
53	5.0	5.0
54	5.0	5.0
55	4.0	4.0
56	4.0	5.0



	var19	var20
57	4.0	4.0
58	4.0	4.0
59	4.0	4.0
60	5.0	5.0
61	5.0	5.0
62	5.0	5.0
63	5.0	5.0
64	5.0	5.0
65	5.0	5.0
66	5.0	5.0
67	4.0	4.0
68	4.0	4.0
69	4.0	5.0
70	5.0	5.0
71	5.0	5.0
72	5.0	5.0
73	5.0	5.0
74	4.0	4.0
75	5.0	4.0



	var19	var20
76	5.0	5.0
77	5.0	4.0
78	4.0	5.0
79	5.0	4.0
80	5.0	3.0
81	5.0	5.0
82	5.0	4.0
83	5.0	5.0
84	5.0	4.0
85	5.0	5.0
86	4.0	4.0
87	5.0	5.0
88	5.0	5.0
89	5.0	5.0
90	4.0	4.0
91	4.0	4.0
92	4.0	3.0
93	5.0	5.0
94	5.0	4.0



	var19	var20
95	5.0	5.0
96	5.0	5.0
97	4.0	4.0
98	4.0	4.0
99	4.0	4.0
100	5.0	5.0



Lampiran 2.

Jawaban responden terhadap pernyataan hasil yang ditampilkan oleh PT TELKOM.

	var1	var2	var3	var4	var5	var6	var7	var8	var9
1	2.0	4.0	4.0	2.0	4.0	3.0	4.0	4.0	1.0
2	5.0	2.0	5.0	4.0	2.0	4.0	2.0	4.0	1.0
3	4.0	4.0	4.0	4.0	4.0	4.0	2.0	4.0	1.0
4	4.0	4.0	5.0	5.0	5.0	4.0	5.0	4.0	3.0
5	4.0	2.0	2.0	2.0	2.0	2.0	2.0	4.0	4.0
6	4.0	4.0	3.0	4.0	4.0	4.0	4.0	4.0	4.0
7	1.0	2.0	4.0	2.0	2.0	2.0	2.0	1.0	2.0
8	2.0	2.0	4.0	4.0	2.0	4.0	2.0	4.0	2.0
9	3.0	4.0	4.0	2.0	5.0	3.0	3.0	2.0	2.0
10	4.0	2.0	2.0	2.0	2.0	3.0	2.0	2.0	2.0
11	4.0	4.0	4.0	4.0	4.0	2.0	2.0	2.0	2.0
12	4.0	2.0	2.0	2.0	4.0	4.0	2.0	4.0	2.0
13	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
14	2.0	2.0	2.0	2.0	2.0	2.0	1.0	4.0	2.0
15	1.0	1.0	1.0	1.0	2.0	3.0	4.0	5.0	1.0
16	4.0	4.0	4.0	4.0	2.0	4.0	4.0	4.0	2.0
17	5.0	5.0	5.0	4.0	5.0	5.0	5.0	4.0	5.0
18	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	2.0
19	4.0	2.0	2.0	4.0	2.0	4.0	2.0	4.0	2.0

	var1	var2	var3	var4	var5	var6	var7	var8	var9
20	5.0	5.0	5.0	5.0	3.0	5.0	5.0	5.0	5.0
21	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	1.0
22	5.0	5.0	5.0	5.0	5.0	5.0	4.0	4.0	5.0
23	5.0	5.0	5.0	5.0	4.0	4.0	2.0	4.0	2.0
24	5.0	5.0	3.0	1.0	1.0	1.0	1.0	4.0	1.0
25	5.0	5.0	4.0	5.0	5.0	4.0	4.0	4.0	5.0
26	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
27	2.0	2.0	2.0	2.0	4.0	3.0	2.0	2.0	4.0
28	4.0	4.0	2.0	4.0	4.0	1.0	1.0	4.0	1.0
29	4.0	2.0	4.0	4.0	4.0	4.0	1.0	5.0	1.0
30	4.0	2.0	2.0	4.0	4.0	4.0	2.0	2.0	1.0
31	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	2.0
32	4.0	5.0	5.0	4.0	4.0	5.0	5.0	4.0	5.0
33	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	1.0
34	4.0	4.0	4.0	3.0	3.0	3.0	3.0	4.0	3.0
35	4.0	4.0	3.0	4.0	3.0	2.0	4.0	4.0	1.0
36	5.0	5.0	5.0	5.0	5.0	3.0	1.0	5.0	1.0
37	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	1.0
38	4.0	2.0	2.0	2.0	2.0	2.0	2.0	4.0	2.0

	var1	var2	var3	var4	var5	var6	var7	var8	var9
39	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	1.0
40	4.0	4.0	4.0	2.0	2.0	3.0	4.0	4.0	1.0
41	4.0	5.0	4.0	5.0	4.0	5.0	5.0	4.0	5.0
42	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	4.0
43	5.0	5.0	5.0	5.0	5.0	5.0	4.0	4.0	4.0
44	4.0	4.0	4.0	2.0	2.0	3.0	2.0	2.0	1.0
45	3.0	4.0	4.0	3.0	4.0	4.0	4.0	4.0	3.0
46	4.0	2.0	4.0	4.0	4.0	4.0	1.0	5.0	2.0
47	2.0	2.0	4.0	4.0	3.0	1.0	4.0	4.0	1.0
48	2.0	2.0	4.0	2.0	3.0	1.0	4.0	4.0	1.0
49	2.0	4.0	2.0	4.0	4.0	4.0	2.0	4.0	2.0
50	5.0	5.0	4.0	5.0	5.0	5.0	5.0	4.0	4.0
51	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	4.0
52	3.0	4.0	4.0	2.0	5.0	3.0	4.0	5.0	1.0
53	2.0	4.0	4.0	4.0	4.0	4.0	2.0	4.0	2.0
54	5.0	4.0	5.0	5.0	5.0	4.0	5.0	4.0	2.0
55	4.0	4.0	4.0	4.0	2.0	2.0	5.0	4.0	2.0
56	2.0	2.0	2.0	2.0	2.0	4.0	2.0	2.0	1.0

	var1	var2	var3	var4	var5	var6	var7	var8	var9
57	2.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	2.0
58	4.0	2.0	4.0	2.0	2.0	4.0	4.0	4.0	4.0
59	4.0	4.0	4.0	4.0	4.0	2.0	2.0	4.0	2.0
60	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
61	2.0	2.0	4.0	1.0	4.0	1.0	2.0	2.0	1.0
62	4.0	4.0	4.0	2.0	3.0	4.0	3.0	4.0	2.0
63	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
64	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
65	2.0	2.0	4.0	4.0	2.0	4.0	2.0	4.0	2.0
66	5.0	5.0	4.0	2.0	4.0	3.0	3.0	4.0	2.0
67	5.0	5.0	5.0	2.0	2.0	2.0	2.0	5.0	1.0
68	2.0	4.0	2.0	4.0	4.0	4.0	2.0	4.0	4.0
69	4.0	4.0	5.0	5.0	5.0	4.0	2.0	5.0	5.0
70	4.0	2.0	4.0	4.0	2.0	4.0	3.0	4.0	1.0
71	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
72	2.0	2.0	5.0	2.0	5.0	5.0	2.0	5.0	1.0
73	5.0	5.0	5.0	5.0	5.0	5.0	5.0	1.0	1.0
74	4.0	4.0	4.0	4.0	2.0	1.0	2.0	4.0	1.0
75	2.0	2.0	2.0	2.0	4.0	2.0	1.0	4.0	1.0

	var1	var2	var3	var4	var5	var6	var7	var8	var9
76	2.0	4.0	4.0	2.0	4.0	4.0	1.0	4.0	1.0
77	4.0	2.0	4.0	2.0	2.0	4.0	1.0	4.0	1.0
78	2.0	5.0	5.0	5.0	4.0	5.0	5.0	5.0	5.0
79	2.0	4.0	2.0	1.0	4.0	2.0	2.0	4.0	1.0
80	4.0	4.0	4.0	4.0	4.0	5.0	5.0	5.0	5.0
81	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
82	5.0	5.0	3.0	4.0	4.0	4.0	3.0	4.0	4.0
83	3.0	4.0	4.0	2.0	2.0	3.0	3.0	3.0	2.0
84	4.0	5.0	4.0	4.0	4.0	4.0	2.0	4.0	4.0
85	5.0	5.0	5.0	5.0	5.0	5.0	1.0	5.0	1.0
86	5.0	5.0	5.0	5.0	5.0	5.0	4.0	4.0	4.0
87	5.0	5.0	5.0	5.0	5.0	5.0	4.0	4.0	4.0
88	5.0	4.0	5.0	5.0	4.0	4.0	4.0	5.0	4.0
89	4.0	2.0	5.0	4.0	5.0	5.0	1.0	4.0	1.0
90	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0
91	4.0	4.0	2.0	2.0	2.0	2.0	4.0	4.0	2.0
92	4.0	5.0	5.0	4.0	5.0	5.0	4.0	4.0	4.0
93	4.0	4.0	4.0	4.0	5.0	5.0	5.0	5.0	2.0
94	4.0	5.0	5.0	5.0	5.0	5.0	5.0	4.0	5.0

	var1	var2	var3	var4	var5	var6	var7	var8	var9
95	4.0	2.0	4.0	4.0	4.0	4.0	4.0	4.0	1.0
96	4.0	4.0	4.0	5.0	4.0	2.0	2.0	4.0	1.0
97	4.0	4.0	2.0	3.0	2.0	1.0	2.0	4.0	1.0
98	4.0	4.0	2.0	4.0	2.0	3.0	2.0	3.0	2.0
99	4.0	1.0	1.0	1.0	1.0	3.0	2.0	4.0	3.0
100	4.0	4.0	4.0	2.0	4.0	4.0	2.0	4.0	2.0



	var10	var11	var12	var13	var14	var15	var16	var17	var18
1	1.0	2.0	1.0	4.0	4.0	4.0	4.0	4.0	4.0
2	4.0	1.0	1.0	4.0	2.0	2.0	2.0	4.0	4.0
3	4.0	1.0	1.0	4.0	2.0	2.0	4.0	4.0	4.0
4	3.0	4.0	5.0	4.0	3.0	4.0	4.0	4.0	4.0
5	4.0	1.0	1.0	4.0	2.0	2.0	4.0	4.0	4.0
6	4.0	4.0	3.0	4.0	3.0	3.0	3.0	4.0	4.0
7	2.0	2.0	1.0	1.0	2.0	4.0	4.0	4.0	4.0
8	2.0	4.0	2.0	4.0	2.0	4.0	4.0	4.0	4.0
9	3.0	1.0	3.0	5.0	3.0	3.0	3.0	3.0	3.0
10	2.0	2.0	2.0	4.0	2.0	4.0	2.0	4.0	3.0
11	2.0	4.0	4.0	4.0	2.0	4.0	4.0	5.0	5.0
12	4.0	2.0	2.0	4.0	4.0	4.0	2.0	4.0	4.0
13	4.0	5.0	5.0	5.0	5.0	4.0	5.0	5.0	5.0
14	1.0	2.0	1.0	3.0	2.0	3.0	2.0	3.0	4.0
15	1.0	1.0	1.0	4.0	5.0	2.0	2.0	5.0	5.0
16	3.0	4.0	4.0	2.0	4.0	4.0	4.0	4.0	4.0
17	5.0	4.0	5.0	5.0	5.0	4.0	5.0	5.0	5.0
18	2.0	5.0	2.0	5.0	1.0	5.0	4.0	5.0	5.0
19	2.0	4.0	4.0	2.0	4.0	2.0	2.0	4.0	4.0

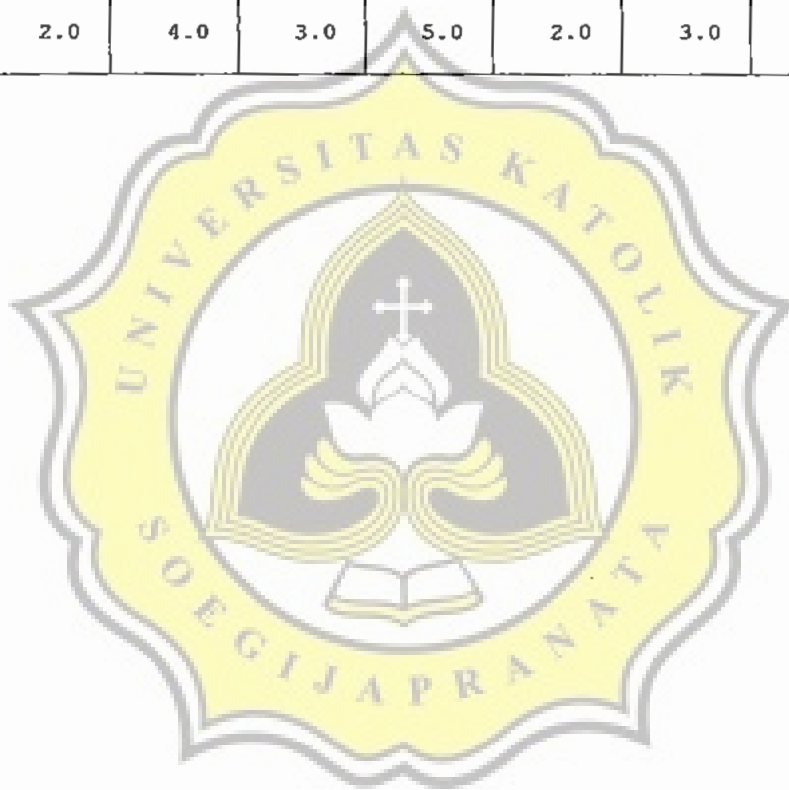
	var10	var11	var12	var13	var14	var15	var16	var17	var18
20	5.0	5.0	4.0	5.0	4.0	5.0	5.0	4.0	5.0
21	1.0	4.0	1.0	4.0	4.0	4.0	4.0	4.0	4.0
22	5.0	4.0	5.0	4.0	4.0	4.0	4.0	5.0	4.0
23	2.0	2.0	2.0	4.0	2.0	4.0	2.0	4.0	4.0
24	1.0	1.0	5.0	5.0	5.0	1.0	4.0	4.0	2.0
25	4.0	4.0	5.0	4.0	4.0	4.0	4.0	5.0	4.0
26	5.0	4.0	5.0	4.0	4.0	4.0	4.0	5.0	4.0
27	3.0	2.0	3.0	2.0	3.0	2.0	3.0	2.0	2.0
28	4.0	1.0	1.0	4.0	1.0	4.0	2.0	4.0	4.0
29	2.0	2.0	4.0	1.0	4.0	4.0	4.0	2.0	4.0
30	2.0	4.0	2.0	4.0	2.0	4.0	2.0	4.0	4.0
31	2.0	5.0	4.0	5.0	2.0	5.0	3.0	5.0	5.0
32	4.0	5.0	5.0	4.0	5.0	4.0	5.0	4.0	4.0
33	1.0	5.0	1.0	5.0	5.0	5.0	5.0	5.0	5.0
34	2.0	2.0	2.0	4.0	3.0	3.0	3.0	3.0	4.0
35	3.0	1.0	1.0	3.0	3.0	3.0	2.0	2.0	3.0
36	1.0	1.0	4.0	5.0	4.0	4.0	1.0	1.0	3.0
37	1.0	4.0	1.0	4.0	4.0	4.0	4.0	4.0	4.0
38	2.0	3.0	2.0	4.0	2.0	2.0	2.0	2.0	4.0

	var10	var11	var12	var13	var14	var15	var16	var17	var18
39	1.0	1.0	1.0	1.0	5.0	4.0	4.0	4.0	4.0
40	1.0	1.0	1.0	4.0	4.0	4.0	4.0	4.0	4.0
41	5.0	5.0	5.0	5.0	5.0	4.0	4.0	4.0	4.0
42	5.0	5.0	5.0	5.0	5.0	4.0	4.0	4.0	4.0
43	4.0	3.0	5.0	5.0	4.0	4.0	4.0	5.0	5.0
44	1.0	2.0	2.0	4.0	1.0	3.0	4.0	4.0	4.0
45	3.0	3.0	3.0	5.0	5.0	5.0	4.0	5.0	4.0
46	2.0	1.0	4.0	5.0	1.0	4.0	4.0	4.0	4.0
47	1.0	2.0	4.0	5.0	2.0	4.0	4.0	4.0	4.0
48	1.0	2.0	2.0	5.0	2.0	4.0	4.0	4.0	4.0
49	2.0	3.0	4.0	4.0	4.0	2.0	4.0	4.0	4.0
50	4.0	4.0	5.0	5.0	4.0	5.0	5.0	4.0	4.0
51	3.0	4.0	4.0	5.0	5.0	5.0	5.0	5.0	5.0
52	2.0	2.0	2.0	5.0	1.0	3.0	3.0	3.0	3.0
53	4.0	2.0	2.0	5.0	2.0	4.0	4.0	4.0	4.0
54	2.0	5.0	2.0	5.0	5.0	4.0	4.0	4.0	4.0
55	1.0	1.0	1.0	2.0	1.0	4.0	2.0	4.0	5.0
56	1.0	2.0	2.0	2.0	2.0	4.0	2.0	4.0	4.0

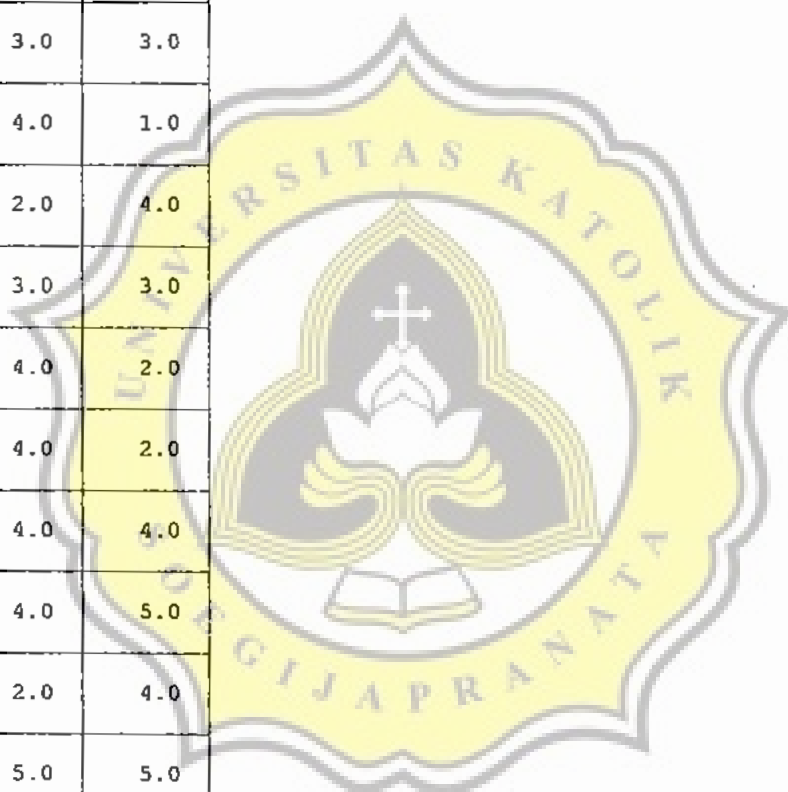
	var10	var11	var12	var13	var14	var15	var16	var17	var18
57	4.0	4.0	4.0	4.0	2.0	4.0	4.0	4.0	4.0
58	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0
59	3.0	4.0	5.0	5.0	4.0	2.0	4.0	4.0	4.0
60	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
61	1.0	1.0	1.0	4.0	1.0	1.0	1.0	4.0	4.0
62	4.0	2.0	3.0	4.0	2.0	4.0	3.0	4.0	4.0
63	5.0	5.0	5.0	5.0	5.0	4.0	5.0	5.0	5.0
64	5.0	5.0	5.0	4.0	5.0	5.0	5.0	4.0	4.0
65	4.0	2.0	2.0	4.0	2.0	4.0	4.0	4.0	4.0
66	2.0	2.0	2.0	3.0	3.0	2.0	2.0	3.0	4.0
67	1.0	1.0	2.0	5.0	2.0	4.0	3.0	4.0	4.0
68	2.0	4.0	4.0	2.0	2.0	4.0	4.0	4.0	4.0
69	5.0	4.0	4.0	4.0	4.0	2.0	4.0	4.0	4.0
70	1.0	4.0	3.0	5.0	4.0	4.0	4.0	4.0	4.0
71	4.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
72	1.0	1.0	1.0	5.0	1.0	1.0	1.0	1.0	5.0
73	1.0	5.0	1.0	5.0	5.0	5.0	5.0	5.0	5.0
74	1.0	1.0	1.0	5.0	1.0	2.0	2.0	4.0	4.0
75	2.0	2.0	1.0	4.0	4.0	2.0	3.0	4.0	4.0

	var10	var11	var12	var13	var14	var15	var16	var17	var18
76	2.0	1.0	2.0	4.0	4.0	2.0	4.0	2.0	5.0
77	2.0	2.0	4.0	4.0	2.0	2.0	4.0	3.0	4.0
78	4.0	5.0	5.0	4.0	4.0	4.0	4.0	4.0	4.0
79	2.0	2.0	2.0	4.0	4.0	2.0	2.0	3.0	4.0
80	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0
81	4.0	4.0	4.0	4.0	5.0	5.0	5.0	5.0	5.0
82	4.0	4.0	5.0	5.0	5.0	4.0	4.0	3.0	4.0
83	2.0	1.0	1.0	5.0	1.0	3.0	3.0	3.0	3.0
84	4.0	4.0	4.0	4.0	4.0	2.0	2.0	4.0	4.0
85	1.0	1.0	1.0	5.0	1.0	1.0	1.0	1.0	5.0
86	4.0	5.0	4.0	5.0	5.0	5.0	5.0	1.0	5.0
87	5.0	5.0	4.0	4.0	4.0	5.0	5.0	4.0	4.0
88	4.0	4.0	4.0	5.0	4.0	4.0	4.0	4.0	5.0
89	1.0	5.0	5.0	5.0	4.0	4.0	2.0	5.0	5.0
90	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0
91	1.0	2.0	4.0	5.0	4.0	4.0	5.0	5.0	3.0
92	3.0	4.0	4.0	5.0	5.0	4.0	4.0	5.0	4.0
93	2.0	2.0	2.0	4.0	4.0	4.0	4.0	4.0	4.0
94	5.0	4.0	4.0	5.0	4.0	4.0	4.0	4.0	4.0

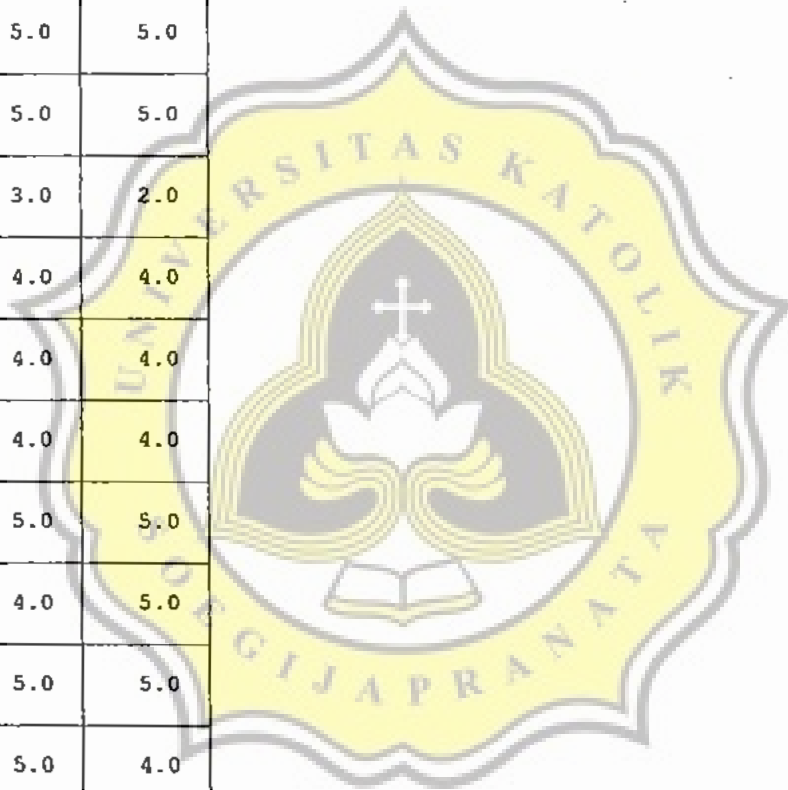
	var10	var11	var12	var13	var14	var15	var16	var17	var18
95	1.0	1.0	1.0	4.0	4.0	4.0	4.0	4.0	4.0
96	1.0	3.0	4.0	5.0	2.0	2.0	2.0	3.0	4.0
97	1.0	1.0	4.0	1.0	1.0	1.0	1.0	2.0	3.0
98	3.0	1.0	2.0	3.0	3.0	2.0	2.0	4.0	4.0
99	3.0	1.0	3.0	2.0	3.0	3.0	1.0	5.0	3.0
100	2.0	4.0	3.0	5.0	2.0	3.0	3.0	4.0	4.0



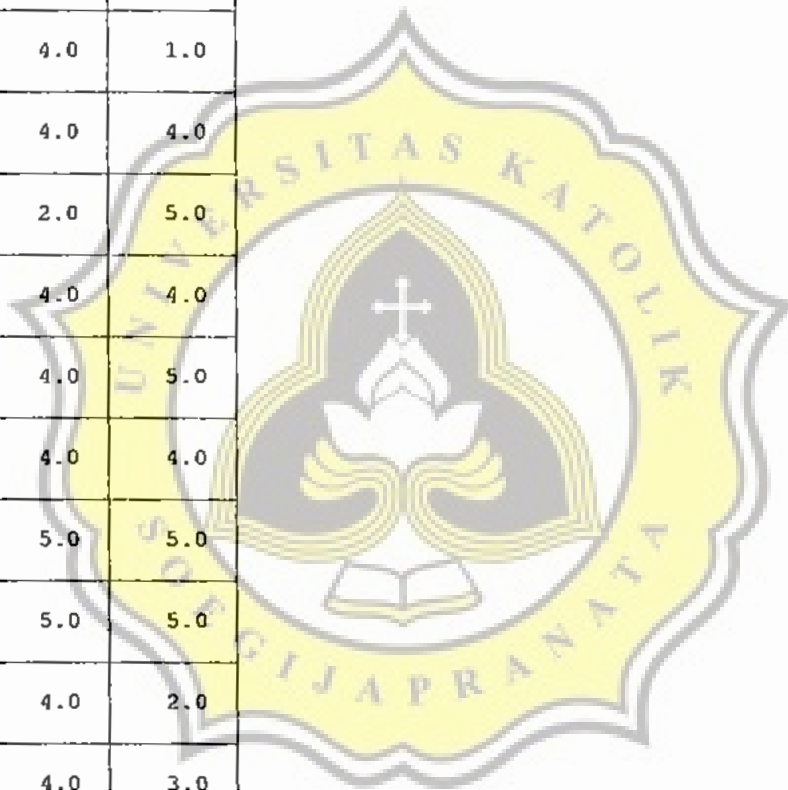
	var19	var20
1	4.0	4.0
2	4.0	4.0
3	4.0	4.0
4	4.0	4.0
5	4.0	4.0
6	3.0	3.0
7	4.0	1.0
8	2.0	4.0
9	3.0	3.0
10	4.0	2.0
11	4.0	2.0
12	4.0	4.0
13	4.0	5.0
14	2.0	4.0
15	5.0	5.0
16	4.0	4.0
17	4.0	4.0
18	5.0	5.0
19	4.0	4.0



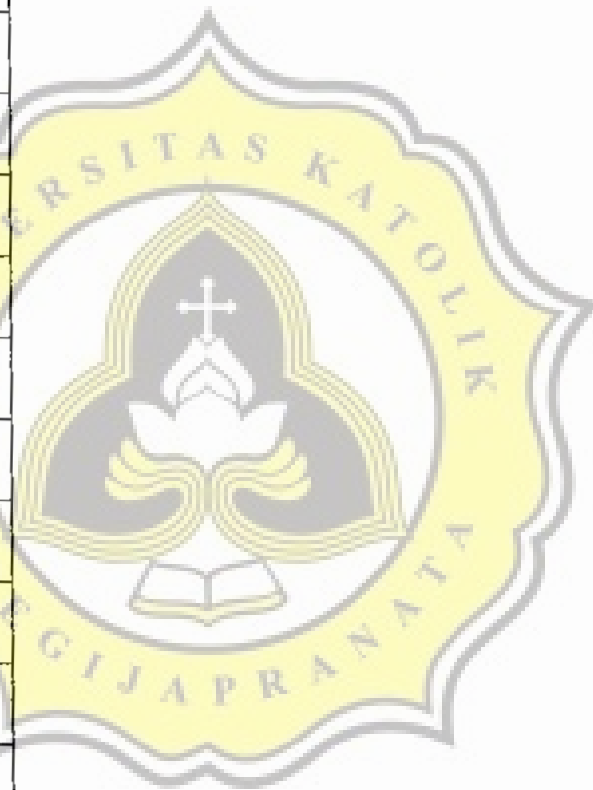
	var19	var20
20	4.0	5.0
21	2.0	4.0
22	5.0	5.0
23	2.0	2.0
24	1.0	5.0
25	5.0	5.0
26	5.0	5.0
27	3.0	2.0
28	4.0	4.0
29	4.0	4.0
30	4.0	4.0
31	5.0	5.0
32	4.0	5.0
33	5.0	5.0
34	5.0	4.0
35	3.0	1.0
36	1.0	4.0
37	2.0	4.0
38	4.0	4.0



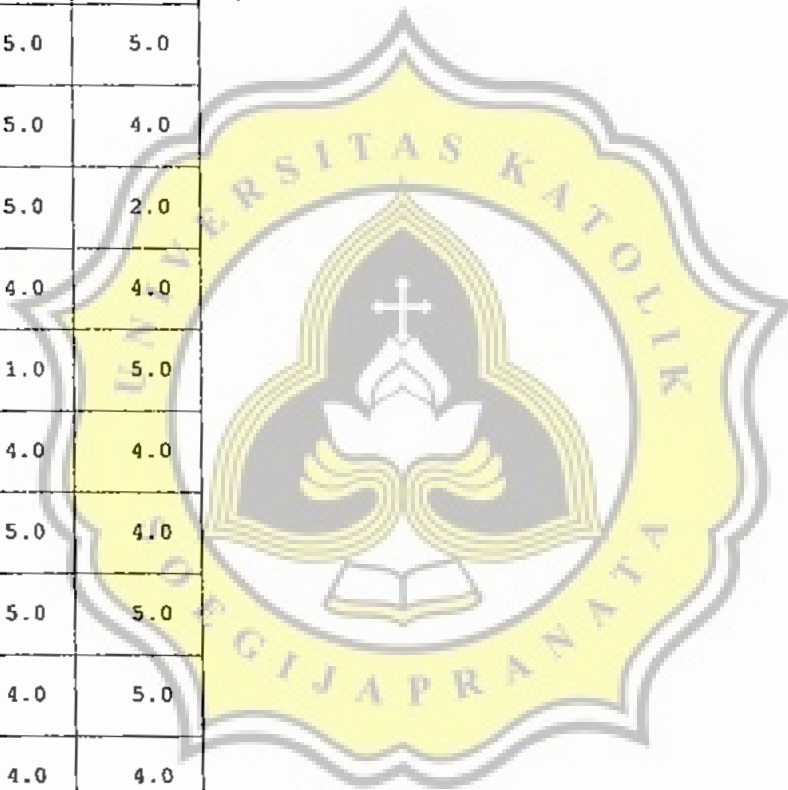
	var19	var20
39	4.0	4.0
40	4.0	4.0
41	4.0	4.0
42	4.0	5.0
43	5.0	5.0
44	4.0	1.0
45	4.0	4.0
46	2.0	5.0
47	4.0	4.0
48	4.0	5.0
49	4.0	4.0
50	5.0	5.0
51	5.0	5.0
52	4.0	2.0
53	4.0	3.0
54	4.0	4.0
55	2.0	1.0
56	4.0	4.0



	var19	var20
57	4.0	4.0
58	4.0	4.0
59	4.0	4.0
60	5.0	5.0
61	4.0	4.0
62	4.0	4.0
63	4.0	5.0
64	5.0	5.0
65	4.0	4.0
66	4.0	5.0
67	4.0	4.0
68	2.0	4.0
69	4.0	5.0
70	4.0	4.0
71	5.0	5.0
72	5.0	5.0
73	5.0	5.0
74	4.0	4.0
75	4.0	4.0



	var19	var20
76	2.0	5.0
77	2.0	4.0
78	4.0	5.0
79	4.0	5.0
80	5.0	3.0
81	5.0	5.0
82	5.0	4.0
83	5.0	2.0
84	4.0	4.0
85	1.0	5.0
86	4.0	4.0
87	5.0	4.0
88	5.0	5.0
89	4.0	5.0
90	4.0	4.0
91	1.0	4.0
92	4.0	3.0
93	4.0	5.0
94	4.0	4.0



	var19	var20
95	4.0	4.0
96	2.0	5.0
97	4.0	1.0
98	4.0	4.0
99	2.0	5.0
100	2.0	3.0



KUISISIONER A2

Pada bagian ini anda diminta untuk memberikan opini atau pendapat tentang kualitas pelayanan Telkom yang anda harapkan sebagai salah seorang pelanggannya. Berilah tanda X pada skala yang menurut pendapat Anda sesuai dengan keyakinan Anda. Dalam survai ini tidak ada jawaban benar dan salah, yang ingin diketahui adalah pendapat/opini anda tentang kualitas pelayanan PT Telkom yang Anda harapkan.

Keterangan:

SS = Sangat setuju;

S =Setuju;

TP =Tidak ada pendapat;

TS =Tidak setuju;

STS=Sangat tidak setuju.

No.	Harapan	STS	TS	TP	S	SS
1.	Scharusnya ketika Anda melakukan pemanggilan nomer telepon, tidak ada terjadi kekeliruan.					
2.	Anda ingin mudah melakukan hubungan telepon, tanpa gangguan.					
3.	Ketika anda menggunakan telepon anda berharap tidak terjadi putusnya hubungan telepon.					
4.	Ketika anda menggunakan telepon, scharusnya tidak terjadi kebocoran saluran telepon.					
5.	Anda ingin saluran telepon yang digunakan bernada jernih.					
6.	Kesalahan pencatatan pulsa telepon hendaknya tidak terjadi.					
7.	Jika terjadi pengaduan kerusakan, scharusnya Telkom dapat menyelesaikan kerusakan tersebut dengan segera.					
8.	Anda mudah memperoleh informasi rekening telepon.					
9.	Tarif telepon scharusnya murah.					
10.	Anda seharusnya mendapat potongan tarif telepon.					
11.	Anda mudah melakukan proses pemasangan telepon					
12.	Biaya pemasangan telepon seharusnya murah. ✓					
13.	Menurut Anda, Loket pembayaran tidak hanya di kantor Telkom					
14.	Antrian di tempat pembayaran seharusnya tidak panjang. ✓					
15.	Karyawan hendaknya menanggapi keluhan dengan simpatik.					
16.	Karyawan dapat melayani pelanggan dengan cepat.					
17.	Karyawan dapat menjaga citra berkomunikasi dengan pelanggan.					
18.	Pakaian karyawan hendaknya sopan & rapi.					
19.	Sebaiknya Telkom memberikan informasi seluas-luasnya kepada masyarakat, jika ada fasilitas-fasilitas kemudahan menggunakan telepon.					
20.	Dengan buku telepon, anda semakin mudah memperoleh informasi nomer telepon. X					

KUISIONER B2

Berikan penilaian anda terhadap kualitas pelayanan PT Telkom yang anda terima selama ini sebagai seorang pelanggannya, dengan memberikan tanda X pada skala yang menurut pendapat Anda sesuai dengan keyakinan/penilaian Anda. Dalam survai ini tidak ada jawaban benar dan salah, yang ingin diketahui adalah pengalaman anda tentang kualitas pelayanan PT Telkom yang Anda rasakan.

Keterangan :

SS = sangat setuju

S = setuju

TP = tidak ada pendapat.

TS = tidak setuju.

STS = sangat tidak setuju

No.	Kenyataan yang dirasakan.	STS	TS	TP	S	SS
1.	Ketika Anda melakukan penanggilan nomer telepon, tidak ada terjadi kekeliruan.					
2.	Anda mudah melakukan hubungan telepon, tanpa gangguan.					
3.	Ketika anda menggunakan telepon tidak terjadi putusanya hubungan telepon.					
4.	Ketika anda menggunakan telepon, tidak terjadi kebocoran saluran telepon.					
5.	Saluran telepon yang digunakan bernada jernih.					
6.	Kesalahan pencatatan pulsa telepon tidak terjadi.					
7.	Jika terjadi pengaduan kerusakan, Telkom dapat menyelesaikan kerusakan tersebut dengan segera.					
8.	Anda mudah memperoleh informasi rekening telepon..					
9.	Tarif telepon murah.					
10.	Anda mendapat potongan tarif telepon.					
11.	Anda mudah melakukan proses pemasangan telepon					
12.	Biaya pemasangan telepon murah.					
13.	Loket pembayaran tidak hanya di kantor Telkom					
14.	Antrian di tempat pembayaran tidak panjang,					
15.	Karyawan menanggapi keluhan dengan simpatik.					
16.	Karyawan dapat melayani pelanggan dengan cepat.					
17.	Karyawan dapat menjaga citra berkomunikasi dengan pelanggan.					
18.	Pakaian karyawan sopan & rapi.					
19.	Telkom memberikan informasi seluas-luasnya kepada masyarakat, jika ada fasilitas-fasilitas kemudahan menggunakan telepon.					
20.	Dengan buku telepon, anda semakin mudah memperoleh informasi nomer telepon .					

LAMPIRAN. 4

Untuk kuisisioner PT TELKOM pernyataan dibagi dalam lima kelompok berdasarkan evaluasi kualitas jasa yang bersifat intangible, yaitu :

Pernyataan tangibles (4 pernyataan) : pernyataan nomer 1,2,5 dan 13.

Pernyataan Reability (4 pernyataan) : pernyataan nomer 9,10,11 dan 12.

Pernyataan Responsiveness(5 pernyataan) : pernyataan nomer 14,15,16,17,18.

Pernyataan Assurance (5 pernyataan) : pernyataan nomer 3,4,6,7 dan 8.

Pernyataan Emphaty(2 pernyataan) : pernyataan nomer 19 dan 20.

Menghitung nilai harapan konsumen pada PT TELKOM.

Kelompok jasa	nilai rata-rata dari Seluruh pernyataan Harapan	nilai rata-rata dari pernyataan harapan	nilai harapan
Tangibles	1831/100	18,31/4	4,5775
Realibility	1792/100	17,92/4	4,480
Responsiveness	2262/100	22,62/5	4,524
Assurance	2355/100	23,55/5	4,710
Emphaty	914/100	9,14/2	4,570

Menghitung nilai hasil yang ditampilkan oleh PT TELKOM.

Kelompok jasa	nilai rata-rata dari Seluruh pernyataan Hasil yang ditampilkan	nilai rata-rata dari pernyataan hasil yang ditampilkan	nilai hasil yang ditam-pilkan
Tangibles	1546/100	15,46/4	3,865
Realibility	1118/100	11,18/4	3,795
Responsiveness	1818/100	18,18/5	3,636
Assurance	1846/100	18,46/5	3,692
Emphaty	782/100	7,82/2	3,910

Sedangkan selisih antara hasil yang ditampilkan oleh PT Telkom dengan harapan pelanggannya disajikan pada tabel 4.3.7.