

DAFTAR TABEL

Tabel 3. 1 Variabel Operasional	22
Tabel 3. 2 Skala Likert.....	27
Tabel 3. 3 Instrumen Kenyataan Skala Likert.....	28
Tabel 3. 4 Instrument Harapan Skala Likert	28
Tabel 3. 5 Interpretasi <i>Customer Satisfaction Index</i>	39
Tabel 3. 6 Kategori Interpretasi Skor.....	40
Tabel 4. 1 Hasil Uji Validitas Variabel Harapan	45
Tabel 4. 2 Hasil Uji Validitas Variabel Kenyataan.....	46
Tabel 4. 3 Hasil Uji Reliabilitas.....	47
Tabel 4. 4 Tabel Distribusi Tanggapan Responden Terhadap Nilai Kenyataan (Performance) Dimensi <i>Reliability</i>	47
Tabel 4. 5 Tabel Distribusi Tanggapan Responden Terhadap Nilai Kenyataan (Performance)Dimensi <i>Responsiveness</i>	49
Tabel 4. 6 Tabel Distribusi Tanggapan Responden Terhadap Nilai Kenyataan (Performance)Dimensi <i>Convidence</i>	50
Tabel 4. 7 Tabel Distribusi Tanggapan Responden Terhadap Nilai Kenyataan (Performance) Dimensi <i>Tengible</i>	51
Tabel 4. 8 Distribusi Tanggapan Responden Terhadap Nilai Kenyataan (Performance) Dimensi <i>Empathy</i>	52
Tabel 4. 9 Hasil Rata-Rata Data Kenyataan (Performance)	53
Tabel 4. 10 Tabel Distribusi Tanggapan Responden Terhadap Nilai Harapan (Performance) Dimensi <i>Reliability</i>	54
Tabel 4. 11 Tabel Distribusi Tanggapan Responden Terhadap Nilai Harapan (Performance) Dimensi <i>Responsiveness</i>	55
Tabel 4. 12 Tabel Distribusi Tanggapan Responden Terhadap Nilai Harapan (Performance) Dimensi <i>Convidence</i>	56
Tabel 4. 13 Tabel Distribusi Responden Terhadap Nilai Harapan (Performance) Dimensi <i>Tengible</i>	57
Tabel 4. 14 Tabel Distribusi Tanggapan Responden Terhadap Nilai Harapan (Performance) Dimensi <i>Empathy</i>	58
Tabel 4. 15 Hasil Rata-Rata Pengukuran Harapan (Performance)	59
Tabel 4. 16 Skor Rata-Rata <i>Customer Satisfaction Index</i>	60
Tabel 4. 17 Hasil Skor <i>Customer Satisfaction Index</i>	61
Tabel 4. 18 Tabel Rata-Rata <i>Importance Performance Analysis</i>	62

