

## DAFTAR TABEL

TABEL 2.1 IPA Quadrant.....	34
TABEL 2.3 Penelitian Terdahulu.....	37
TABEL 3.1 Tabel Operasional.....	44
TABEL 3.2 Skala Likert.....	47
TABEL 3.3 IPA <i>Quadrant</i> .....	55
TABEL 3.4 Kriteria CSI.....	59
TABEL 3.5 Kategori Interpretasi Skor.....	61
TABEL 4.1 Hasil Uji Validitas Kualitas Pelayanan ( <i>Importance</i> ).....	67
TABEL 4.2 Hasil Uji Validitas Kualitas Pelayanan ( <i>Performance</i> ).....	67
TABEL 4.3 Hasil Uji Reabilitas.....	68
TABEL 4.4 Distribusi Responden Terhadap Nilai Importance Dimensi <i>Tangible</i> .....	70
TABEL 4.5 Distribusi Responden Terhadap Nilai Performance Dimensi <i>Tangible</i> .....	71
TABEL 4.6 Distribusi Responden Terhadap Nilai Importance Dimensi <i>Reability</i> .....	72
TABEL 4.7 Distribusi Responden Terhadap Nilai Performance Dimensi <i>Reability</i> .....	73
TABEL 4.8 Distribusi Responden Terhadap Nilai Importance Dimensi <i>Responsiveness</i> .....	74
TABEL 4.9 Distribusi Responden Terhadap Nilai Performance Dimensi <i>Responsiveness</i> .....	75
TABEL 4.10 Distribusi Responden Terhadap Nilai Importance Dimensi <i>Assurance</i> .....	76
TABEL 4.11 Distribusi Responden Terhadap Nilai Performance Dimensi <i>Assurance</i> .....	77
TABEL 4.12 Distribusi Responden Terhadap Nilai Importance Dimensi <i>Empathy</i> .....	78
TABEL 4.13 Distribusi Responden Terhadap Nilai Performance Dimensi <i>Empathy</i> .....	79
TABEL 4.14 Hasil Rata-Rata Data <i>Importance</i> (Harapan).....	80
TABEL 4.15 Hasil Rata-Rata Data <i>Performance</i> (Kenyataan).....	81
TABEL 4.16 Hasil Rata-Rata Data <i>Customer Satisfaction Index</i> .....	82
TABEL 4.17 Hasil Skor <i>Customer Satisfaction Index</i> .....	83
TABEL 4.17 Rata-Rata <i>Importance Performance Analysis</i> .....	8