

DAFTAR TABEL

TABEL 2. 1 Penelitian Terdahulu.....	29
TABEL 3. 1 Variabel Operasional.....	36
TABEL 3. 2 Desain Pengukuran Skala Likert	45
TABEL 4. 1 Hasil Uji Validitas <i>Service Excellence</i>	60
TABEL 4. 2 Hasil Uji Validitas <i>Customer Satisfaction</i>	61
TABEL 4. 3 Hasil Uji Realibilitas <i>Service Excellence</i>	61
TABEL 4. 4 Hasil Uji Realibilitas <i>Customer Satisfaction</i>	62
TABEL 4. 5 <i>One-Sample Kolmogorov-Smirnov Test</i>	63
TABEL 4. 6 Kategori Penilaian Skor.....	64
TABEL 4. 7 Analisis Variabel <i>Service Excellence</i> (X)	66
TABEL 4. 8 Analisis Variabel <i>Customer Satisfaction</i> (Y)	69
TABEL 4. 9 Hasil Uji Linier Sederhana	71
TABEL 4. 10 Hasil Pengujian Hipotesis (Uji F)	72
TABEL 4. 11 Hasil Pengujian Hipotesis (Uji t).....	73
TABEL 4. 12 Hasil Pengujian Koefisien Determinasi	74