

DAFTAR TABEL

Tabel 2.1 Posisi Penelitian.....	14
Tabel 2.2 <i>Impact Symbol</i>	26
Tabel 2.3 <i>Degress Of Technical Impact</i>	27
Tabel 2.4 <i>Degress of Technical Impact with Direction of Impact</i>	27
Tabel 2.5 <i>Direction of Goodness in Technical Correlation</i>	27
Tabel 3.1 Rekomendasi Penentuan Sampel.....	33
Tabel 3.2 Skala <i>Likert</i> Tanggapan Responden	38
Tabel 3.3 Skala <i>Likert</i> Tanggapan Responden	38
Tabel 4.1 Lokasi Depot	47
Tabel 4.2 Indikator dan Variabel	52
Tabel 4.3 Hasil FGD dengan Pelanggan terkait proses RL	53
Tabel 4.4 Rekomendasi Pertanyaan Tingkat Kepuasan Pelanggan	56
Tabel 4.5 Penentuan Jumlah Sampel dari Populasi Tertentu	59
Tabel 4.6 Hasil Uji Validitas Instrumen Penelitian <i>RL Input</i>	61
Tabel 4.7 Hasil Uji Validitas Instrumen Penelitian <i>RI Process</i>	61
Tabel 4.8 Hasil Uji Validitas Instrumen Penelitian <i>RL Structure</i>	62
Tabel 4.9 Hasil Uji Validitas Instrumen Penelitian <i>RL Output</i>	63
Tabel 4.10 Hasil Uji Validitas Instrumen Penelitian <i>RL Social & Organization</i> .	64
Tabel 4.11 Uji Reliabilitas kuesioner Instrumen Penelitian	65
Tabel 4.12 <i>Customer Needs and Wants</i>	68
Tabel 4.13 Keterangan <i>Technical Response</i>	70
Tabel 4.13 <i>Technical Response</i>	71
Tabel 4.14 <i>Common Relationship Values</i>	72
Tabel 4.15 <i>Degrees of Technical Impact with Direction of Impact</i>	74
Tabel 4.16 <i>Direction of Goodness</i>	74
Tabel 4.17 <i>Five Point Scale Absolute Importance</i>	78
Tabel 4.18 Nilai rata-rata Tingkat Kepentingan Atribut	79
Tabel 4.19 Perhitungan <i>Customer Satisfaction Performance</i>	80
Tabel 4.20 Hasil Perhitungan <i>Goal</i>	82

Tabel 4.21 Nilai <i>Improvement Ratio</i>	82
Tabel 4.22 <i>Sales Point</i>	83
Tabel 4.23 Nilai <i>Sales Point</i>	84
Tabel 4.24 Hasil Perhitungan <i>Raw Weight</i>	85
Tabel 4.25 Nilai <i>Prioritized Technical Response</i>	87
Tabel 4.26 Target	88
Tabel 4.27 Hasil Uji Instrumen dengan <i>Pearson Correlation</i>	94
Tabel 4.28 Hasil Uji Reliabilitas dengan <i>Pearson Correlation</i>	94
Tabel 4.29 Hasil Uji Instrumen dengan <i>Pearson Correlation</i>	94
Tabel 4.30 Hasil Uji Reliabilitas dengan <i>Pearson Correlation</i>	95
Tabel 4.31 Hasil Uji Instrumen dengan <i>Pearson Correlation</i>	95
Tabel 4.32 Hasil Uji Reliabilitas dengan <i>Pearson Correlation</i>	96
Tabel 4.33 Hasil Uji Instrumen dengan <i>Pearson Correlation</i>	96
Tabel 4.34 Hasil Uji Reliabilitas dengan <i>Pearson Correlation</i>	96
Tabel 4.35 Hasil Uji Instrumen dengan <i>Pearson Correlation</i>	97
Tabel 4.36 Hasil Uji Instrumen dengan <i>Pearson Correlation</i>	97
Tabel 4.37 Verifikasi Hasil Perhitungan Persepsi dan Harapan	98
Tabel 4.38 Hasil Perhitungan <i>Importance To Customer</i>	99
Tabel 4.39 Hasil Perhitungan <i>Customer Satisfaction Performance</i>	100
Tabel 4.40 Hasil Perhitungan <i>Goal</i>	101
Tabel 4.41 Hasil Perhitungan <i>Improvement Ratio</i>	102
Tabel 4.42 Hasil Perhitungan <i>Sales Point</i>	103
Tabel 4.43 Hasil Perhitungan <i>Raw Weight</i>	104
Tabel 4.44 Hasil Perhitungan <i>Normalized Raw Weight</i>	105
Tabel 4.45 Hasil Perhitungan <i>Prioritized Technical Response</i>	106
Tabel 4.46 Hasil Perhitungan <i>Targets</i>	106