Lampiran I

QUESIONER

82

Nama		....
Nama Perusahaan Pelayaran		....
Jumlah Kapal Kargo		....
Rute yang dilayani		☐Domestik
		☐Internasional
		☐Domestik & Internasional
Usia Perusahaan Pelayaran		……………. tahun
Alamat Perusahaan		....
		....
		....

Studi merupakan penilaian terhadap pelayanan pelabuhan Tanjung Priok dari aspek reliabilty, responsiveness, assurance, empathy dan tangible. Berikan penilaian terhadap aspek pelayanan pelabuhan dengan melingkari pada nilai 1-5.

No	Pernyataan/Atribut					
	Reliabilty	**Sangat Tidak Puas**	**Tidak Puas**	**Kurang Puas**	**Puas**	**Sangat Puas**
1	Tingkat kepuasan anda terhadap waiting time	1	2	3	4	5
2	Tingkat kepuasan terhadap approaching time	1	2	3	4	5
3	Tingkat kepuasan terhadap berthing time	1	2	3	4	5
	Responsiveness	**Sangat Tidak Setuju**	**Tidak Setuju**	**Kurang Setuju**	**Setuju**	**Sangat Setuju**
4	Anda tidak mendapatkan pelayanan-pelayanan yang sifatnya khusus berdasarkan permintaan anda dari pihak pelabuhan	1	2	3	4	5
5	Pelabuhan memiliki kemampuan memberikan nilai tambah (penggunaan teknologi IT, jasa pengepakan, dll)	1	2	3	4	5
6	Anda agak kesulitan melakukan pergantian antar moda ketika dipelabuhan.	1	2	3	4	5
	Assurance	**Sangat Tidak Puas**	**Tidak Puas**	**Kurang Puas**	**Puas**	**Sangat Puas**
7	Jaminan keamanan kapal ketika berada dipelabuhan	1	2	3	4	5
8	Jaminan keamanan atas hilangnya peralatan kapal ketika berada dipelabuhan	1	2	3	4	5
9	Tingkat kerusakan kargo ketika berada dipelabuhan	1	2	3	4	5
10	Tingkat kehilangan kargo ketika berada di pelabuhan	1	2	3	4	5
11	jaminan keamanan dalam alur pelayaran	1	2	3	4	5
12	jaminan keamanan dari gelombang/arus di kolam pelabuhan	1	2	3	4	5

	Empaty	Sangat Tidak Setuju	Tidak Setuju	Kurang Setuju	Setuju	Sangat Setuju
13	Pihak Pelabuhan belum menganggap anda/pengguna sebagai mitra strategis	1	2	3	4	5
14	Hubungan antara pelabuhan dan anda/pengguna didasarkan saling kepercayaan bukan berdasarkan hak dan kewajiban dalam kontrak/perjanjian	1	2	3	4	5
15	Anda selalu bekerja sama dengan pihak pelabuhan dalam menjamin kualitas pelayanan	1	2	3	4	5
16	Belum ada usaha pelabuhan dalam mengevaluasi kepuasan pengguna pelabuhan	1	2	3	4	5
17	Anda dengan pihak pelabuhan memiliki kesepahaman dalam bekerjasama	1	2	3	4	5
18	Sudah ada proses penyelesaian keluhan pelanggan yang disediakan oleh pihak pelabuhan	1	2	3	4	5
	Tangible/Fisik	Sangat Tidak Setuju	Tidak Setuju	Kurang Setuju	Setuju	Sangat Setuju
19	Panjang dermaga sudah cukup memenuhi kebutuhan	1	2	3	4	5
20	jumlah krane sudah cukup memenuhi kebutuhan	1	2	3	4	5
21	Lapangan penumpukan container cukup memenuhi kebutuhan	1	2	3	4	5
22	Sirkulasi/tata ruang pelabuhan tidak menghambat pergerakan barang	1	2	3	4	5
23	Pelabuhan belum terhubung dengan baik dengan jaringan moda transportasi lain (jaringan kereta, dan jalan)	1	2	3	4	5

Keterangan:

Waiting Time; adalah waktu berlabuh menunggu pelayanan pandu di perairan pelabuhan untuk merapat ke dermaga.

Approaching Time; adalah waktu pemanduan kapal dari tempat kapal berlabuh sampai merapat di dermaga.

Berthing time; adalah waktu mulai merapat di dermaga untuk melakukan bongkar muat sampai kapal keluar dari dermaga.

Researcher:

Ayiful Ramadhan Asit

Mahasiswa Program Magister Perencanaan dan Kebijakan Publik

Fakultas Ekonomi Universitas Indonesia

Judul Tesis: Identifikasi Persepsi Pengguna Jasa Pelabuhan Tanjung Priok Terhadap Pelayanan Pelabuhan Tanjung Priok dengan Menggunakan Analisis Faktor

Lampiran II

OUTPUT LISREL

```
                    L I S R E L  8.72

                          BY

              Karl G. Jöreskog & Dag Sörbom


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TI
DA NI=25 NO=94 MA=CM
RA FI='C:\olah1\iful\data2.psf'
SE
2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 /
MO NY=23 NE=5 NK=1 BE=FU GA=FI PS=SY TE=SY
LE
RLBT RSPV ASSR EMPT TNGB
LK
Y
VA 1 TE(1,1)  TE(7,7)  TE(19,19)
VA 1  TE(4,4)
VA 1 LY(1,1) LY(4,2) LY(7,3) LY(13,4) LY(19,5) LY(9,3)


FR  LY(2,1) LY(3,1)  LY(5,2) LY(6,2)  LY(8,3)
FR LY(10,3) LY(11,3) LY(12,3)  LY(14,4) LY(15,4) LY(16,4) LY(17,4) LY(18,4)
FR    LY(20,5) LY(21,5) LY(22,5) LY(23,5)
FR TE(2,2) TE(3,3)  TE(5,5) TE(6,6)  TE(8,8) TE(9,9) TE(10,10) TE(11,11)
FR TE(12,12) TE(13,13) TE(14,14) TE(15,15) TE(16,16) TE(17,17) TE(18,18)  TE(20,20)
FR TE(21,21) TE(22,22) TE(23,23)
FR GA(1,1) GA(2,1) GA(3,1) GA(4,1) GA(5,1)
FR TE(19,17) TE(22,13) TE(19,13) TE(10, 9) TE(7,4) TE(14,13) TE(13, 1) TE(4,3)
FR TE(12,11) TE(12,5) TE(11,10) TE(22,4) TE(20,18) TE(18,17) TE(18,16) TE(23,17)
FR TE(6,2) TE(17,13)
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☐ **Data Input yang dianalisis**

Covariance Matrix

	x1	x2	x3	x4	x5	x6
x1	0.53					
x2	0.22	0.47				
x3	0.26	0.28	0.67			
x4	-0.16	-0.12	-0.24	0.56		
x5	0.01	0.04	0.04	0.07	0.62	
x6	0.05	-0.14	0.02	0.09	-0.09	0.75
x7	0.11	0.10	0.22	0.07	0.06	-0.17
x8	0.16	0.06	0.10	0.06	0.08	0.01
x9	0.17	0.12	0.23	-0.05	0.00	0.00
x10	-0.01	0.11	0.10	-0.19	0.05	-0.15
x11	0.20	0.19	0.25	-0.17	0.08	-0.10
x12	0.16	0.12	0.07	0.01	-0.18	0.07
x13	-0.20	-0.09	-0.08	0.03	-0.15	0.10
x14	0.03	0.11	0.10	-0.06	0.07	-0.16
x15	0.06	0.15	0.15	-0.04	0.04	-0.15
x16	-0.05	-0.09	-0.04	0.08	0.02	0.01
x17	0.06	0.10	0.16	-0.05	0.04	-0.05
x18	0.00	0.12	0.11	0.07	-0.05	-0.18
x19	0.16	0.14	0.21	-0.01	0.20	-0.07
x20	0.19	0.19	0.31	-0.14	0.07	-0.05
x21	0.23	0.15	0.28	-0.16	-0.04	-0.05
x22	0.20	0.07	0.11	-0.18	0.17	-0.07
x23	0.10	0.11	0.08	-0.12	-0.05	-0.14

Covariance Matrix

	x7	x8	x9	x10	x11	x12
x7	0.76					
x8	0.41	0.86				
x9	0.27	0.32	0.77			
x10	0.12	0.10	0.42	0.84		
x11	0.25	0.13	0.23	0.31	0.81	
x12	0.05	-0.08	0.10	-0.08	0.25	0.92
x13	0.00	-0.04	-0.07	-0.02	-0.11	-0.02
x14	0.13	0.10	0.11	0.09	0.10	-0.07
x15	0.32	0.32	0.26	0.13	0.20	0.03
x16	0.05	0.07	0.02	0.01	-0.03	-0.07
x17	0.16	0.17	0.12	0.06	0.09	-0.04
x18	0.30	0.33	0.23	0.17	0.08	0.09
x19	0.21	0.28	0.23	0.17	0.20	-0.05
x20	0.20	0.17	0.25	0.20	0.31	0.08
x21	0.32	0.24	0.32	0.16	0.27	0.09
x22	0.09	0.03	0.15	0.12	0.07	-0.13
x23	-0.02	0.15	0.04	0.18	0.08	0.00

Covariance Matrix

	x13	x14	x15	x16	x17	x18
x13	0.46					
x14	-0.16	0.40				
x15	0.00	0.15	0.81			
x16	-0.02	0.03	-0.03	0.47		
x17	-0.10	0.04	0.08	-0.03	0.54	
x18	0.01	0.06	0.27	0.16	0.33	1.12
x19	-0.24	0.14	0.11	0.06	0.29	0.25
x20	-0.08	0.11	0.21	0.01	0.06	0.00
x21	-0.08	0.15	0.23	-0.03	0.06	0.16
x22	-0.28	0.09	0.14	-0.03	0.07	-0.12
x23	0.01	0.03	-0.04	0.03	-0.12	-0.02

Covariance Matrix

	x19	x20	x21	x22	x23
x19	0.61				
x20	0.25	0.57			
x21	0.21	0.35	0.83		
x22	0.18	0.19	0.23	0.83	
x23	0.10	0.11	0.17	-0.08	0.83

☐ *Parameter Specifications*

Parameter Specifications

LAMBDA-Y

	RLBT	RSPV	ASSR	EMPT	TNGB
x1	0	0	0	0	0
x2	1	0	0	0	0
x3	2	0	0	0	0
x4	0	0	0	0	0
x5	0	3	0	0	0
x6	0	4	0	0	0
x7	0	0	0	0	0
x8	0	0	5	0	0
x9	0	0	0	0	0
x10	0	0	6	0	0
x11	0	0	7	0	0
x12	0	0	8	0	0
x13	0	0	0	0	0
x14	0	0	0	9	0
x15	0	0	0	10	0
x16	0	0	0	11	0
x17	0	0	0	12	0
x18	0	0	0	13	0
x19	0	0	0	0	0
x20	0	0	0	0	14
x21	0	0	0	0	15
x22	0	0	0	0	16
x23	0	0	0	0	17

GAMMA

	Y
RLBT	18
RSPV	19
ASSR	20
EMPT	21
TNGB	22

PSI

RLBT	RSPV	ASSR	EMPT	TNGB
23	24	25	26	27

THETA-EPS

	x1	x2	x3	x4	x5	x6
x1	28					
x2	0	29				
x3	0	0	30			
x4	0	0	31	32		
x5	0	0	0	0	33	
x6	0	34	0	0	0	35
x7	0	0	0	36	0	0
x8	0	0	0	0	0	0
x9	0	0	0	0	0	0
x10	0	0	0	0	0	0
x11	0	0	0	0	0	0
x12	0	0	0	0	44	0
x13	47	0	0	0	0	0
x14	0	0	0	0	0	0
x15	0	0	0	0	0	0
x16	0	0	0	0	0	0
x17	0	0	0	0	0	0
x18	0	0	0	0	0	0
x19	0	0	0	0	0	0
x20	0	0	0	0	0	0
x21	0	0	0	0	0	0
x22	0	0	0	64	0	0
x23	0	0	0	0	0	0

THETA-EPS

	x7	x8	x9	x10	x11	x12
x7	37					
x8	0	38				
x9	0	0	39			
x10	0	0	40	41		
x11	0	0	0	42	43	
x12	0	0	0	0	45	46
x13	0	0	0	0	0	0
x14	0	0	0	0	0	0
x15	0	0	0	0	0	0
x16	0	0	0	0	0	0
x17	0	0	0	0	0	0
x18	0	0	0	0	0	0
x19	0	0	0	0	0	0
x20	0	0	0	0	0	0
x21	0	0	0	0	0	0
x22	0	0	0	0	0	0
x23	0	0	0	0	0	0

```
THETA-EPS
```

	x13	x14	x15	x16	x17	x18
x13	48					
x14	49	50				
x15	0	0	51			
x16	0	0	0	52		
x17	53	0	0	0	54	
x18	0	0	0	55	56	57
x19	58	0	0	0	59	0
x20	0	0	0	0	0	61
x21	0	0	0	0	0	0
x22	65	0	0	0	0	0
x23	0	0	0	0	67	0

```
THETA-EPS
```

	x19	x20	x21	x22	x23
x19	60				
x20	0	62			
x21	0	0	63		
x22	0	0	0	66	
x23	0	0	0	0	68

Banyaknya parameter yang diestimasi menentukan besar kecilnya derajat bebas *(degree of freedom,df)*. Besarnya derajat kebebasan dihitung dengan rumus:

$df = ½ (p+q)(p+q+1)-t$ (joreskog dan sorbom,1996:28)

Dimana (p + q) adalah jumlah variabel manifest *(observed variables)* yang dianalisis dan *t* adalah jumlah keseluruhan parameter yang diestimasi. Jadi, besarnya derajat kebebasan untuk model ini adalah:

$df = ½ (22) (22+1) - 68 = 208$ (lihat *goodness of statistic*)

□ **LISREL E*stimates***

```
Number of Iterations =116

 LISREL Estimates (Maximum Likelihood)

        LAMBDA-Y

            RLBT       RSPV       ASSR       EMPT       TNGB
          --------   --------   --------   --------   --------
    x1      1.00       - -        - -        - -        - -

    x2      1.07       - -        - -        - -        - -
          (0.24)
            4.44

    x3      1.40       - -        - -        - -        - -
          (0.31)
            4.58

    x4      - -        1.00       - -        - -        - -

    x5      - -       -0.06       - -        - -        - -
                     (0.32)
                     -0.20

    x6      - -       -0.07       - -        - -        - -
                     (0.36)
                     -0.20

    x7      - -        - -        1.00       - -        - -

    x8      - -        - -        0.97       - -        - -
                                (0.19)
                                  5.06

    x9      - -        - -        1.00       - -        - -

   x10      - -        - -        0.57       - -        - -
                                (0.17)
                                  3.42

   x11      - -        - -        0.87       - -        - -
                                (0.19)
                                  4.57

   x12      - -        - -        0.22       - -        - -
                                (0.20)
                                  1.11

   x13      - -        - -        - -        1.00       - -

   x14      - -        - -        - -       -2.20       - -
                                           (1.38)
                                           -1.59

   x15      - -        - -        - -       -4.59       - -
                                           (3.17)
                                           -1.45
```

```
        x16         - -         - -         - -        0.11         - -
                                                      (0.73)
                                                       0.15

        x17         - -         - -         - -       -1.96         - -
                                                      (1.39)
 -1.41

        x18         - -         - -         - -       -3.50         - -
                                                      (2.57)
                                                      -1.36

        x19         - -         - -         - -        - -         1.00

        x20         - -         - -         - -        - -         1.25
                                                                  (0.26)
                                                                   4.89

        x21         - -         - -         - -        - -         1.39
                                                                  (0.29)
                                                                   4.74

        x22         - -         - -         - -        - -         0.64
                                                                  (0.25)
                                                                   2.58

        x23         - -         - -         - -        - -         0.38
                                                                  (0.24)
                                                                   1.58
```

GAMMA

	Y
RLBT	0.31
	(0.07)
	4.47
RSPV	-0.16
	(0.08)
	-1.89
ASSR	0.52
	(0.07)
	7.07
EMPT	-0.10
	(0.07)
	-1.47
TNGB	0.40
	(0.08)
	4.99

Covariance Matrix of ETA and KSI

	RLBT	RSPV	ASSR	EMPT	TNGB	Y
RLBT	0.17					
RSPV	-0.05	-1.81				

ASSR	0.16	-0.08	0.30		
EMPT	-0.03	0.02	-0.05	0.01	
TNGB	0.12	-0.06	0.21	-0.04	0.20
Y	0.31	-0.16	0.52	-0.10	0.40	1.00

PHI

Y
1.00

PSI
Note: This matrix is diagonal.

RLBT	RSPV	ASSR	EMPT	TNGB
0.08	-1.84	0.03	0.00	0.04
(0.03)	(9.26)	(0.04)	(0.00)	(0.03)
2.27	-0.20	0.85	0.51	1.44

Squared Multiple Correlations for Structural Equations

RLBT	RSPV	ASSR	EMPT	TNGB
0.56	-0.01	0.88	0.84	0.81

THETA-EPS

	x1	x2	x3	x4	x5	x6
x1	0.34 (0.06) 5.73					
x2	- -	0.27 (0.05) 5.33				
x3	- -	- -	0.31 (0.07) 4.50			
x4	- -	- -	-0.15 (0.05) -3.17	2.41 (9.27) 0.26	0.62 (0.10) 6.31	
x5	- -	-0.12 (0.05) -2.29	- -	- -	- -	0.75 (0.12) 6.25
x6	- -	- -	- -	0.18 (0.05) 3.53	- -	
x7	- -	- -	- -	- -	- -	- -
x8	- -	- -	- -	- -	- -	- -
x9	- -	- -	- -	- -	- -	- -
x10	- -	- -	- -	- -	- -	- -
x11	- -	- -	- -	- -	- -	- -
x12	- -	- -	- -	- -	-0.20 (0.07)	- -

					-2.71	
x13	-0.14 (0.04) -3.81	- -	- -	- -	- -	- -
x14	- -	- -	- -	- -	- -	- -
x15	- -	- -	- -	- -	- -	- -
x16	- -	- -	- -	- -	- -	- -
x17	- -	- -	- -	- -	- -	- -
x18	- -	- -	- -	- -	- -	- -
x19	- -	- -	- -	- -	- -	- -
x20	- -	- -	- -	- -	- -	- -
x21	- -	- -	- -	- -	- -	- -
x22	- -	- -	- -	-0.17 (0.06) -3.03	- -	- -
x23	- -	- -	- -	- -	- -	- -

THETA-EPS

	x7	x8	x9	x10	x11	x12
x7	0.44 (0.08) 5.76					
x8	- -	0.57 (0.10) 6.02				
x9	- -	- -	0.48 (0.08) 5.90			
x10	- -	- -	0.27 (0.07) 3.77	0.76 (0.11) 6.78		
x11	- -	- -	- -	0.22 (0.07) 3.29	0.61 (0.10) 6.32	
x12	- -	- -	- -	- -	0.26 (0.08) 3.33	0.93 (0.14) 6.86
x13	- -	- -	- -	- -	- -	- -
x14	- -	- -	- -	- -	- -	- -
x15	- -	- -	- -	- -	- -	- -
x16	- -	- -	- -	- -	- -	- -
x17	- -	- -	- -	- -	- -	- -
x18	- -	- -	- -	- -	- -	- -
x19	- -	- -	- -	- -	- -	- -
x20	- -	- -	- -	- -	- -	- -
x21	- -	- -	- -	- -	- -	- -
x22	- -	- -	- -	- -	- -	- -
x23	- -	- -	- -	- -	- -	- -

THETA-EPS

	x13	x14	x15	x16	x17	x18
x13	0.42 (0.06) 7.37					
x14	-0.13 (0.04)	0.34 (0.05)				

	col1	col2	col3	col4	col5	col6
	-3.55	6.33				
x15	- -	- -	0.54 (0.11) 5.08			
x16	- -	- -	- -	0.47 (0.07) 6.82		
x17	-0.07 (0.04) -2.10	- -	- -	- -	0.46 (0.07) 6.75	
x18	- -	- -	- -	0.20 (0.07) 2.89	0.18 (0.06) 2.79	2.79 (0.15) 6.46
x19	-0.15 (0.04) -3.85	- -	- -	- -	0.19 (0.05) 3.96	- -
x20	- -	- -	- -	- -	- -	-0.16 (0.06) -2.87
x21	- -	- -	- -	- -	- -	- -
x22	-0.18 (0.05) -3.77	- -	- -	- -	- -	- -
x23	- -	- -	- -	- -	-0.13 (0.06) -2.37	- -

THETA-EPS

	x19	x20	x21	x22	x23
x19	0.41 (0.07) 6.08				
x20	- -	0.26 (0.05) 4.88			
x21	- -	- -	0.44 (0.08) 5.57		
x22	- -	- -	- -	0.76 (0.11) 6.76	
x23	- -	- -	- -	- -	0.80 (0.12) 6.77

Squared Multiple Correlations for Y - Variables

x1	x2	x3	x4	x5	x6
0.34	0.42	0.52	-3.02	-0.01	-0.01

Squared Multiple Correlations for Y - Variables

x7	x8	x9	x10	x11	x12
0.41	0.33	0.38	0.12	0.27	0.02

Squared Multiple Correlations for Y - Variables

x13	x14	x15	x16	x17	x18
0.03	0.16	0.34	0.00	0.10	0.14

Squared Multiple Correlations for Y - Variables

x19	x20	x21	x22	x23
0.03	0.16	0.34	0.00	0.10

Goodness of Fit Statistics

Degrees of Freedom = 208
Minimum Fit Function Chi-Square = 267.51 (P = 0.0034)
Normal Theory Weighted Least Squares Chi-Square = 239.99 (P = 0.063)
Estimated Non-centrality Parameter (NCP) = 31.99
90 Percent Confidence Interval for NCP = (0.0 ; 74.53)

Minimum Fit Function Value = 2.88
Population Discrepancy Function Value (F0) = 0.34
90 Percent Confidence Interval for F0 = (0.0 ; 0.80)
Root Mean Square Error of Approximation (RMSEA) = 0.041
90 Percent Confidence Interval for RMSEA = (0.0 ; 0.062)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.74

Expected Cross-Validation Index (ECVI) = 4.04
90 Percent Confidence Interval for ECVI = (3.70 ; 4.50)
ECVI for Saturated Model = 5.94
ECVI for Independence Model = 12.91

Chi-Square for Independence Model with 253 Degrees of Freedom = 1154.73
Independence AIC = 1200.73
Model AIC = 375.99
Saturated AIC = 552.00
Independence CAIC = 1282.23
Model CAIC = 616.93
Saturated CAIC = 1529.95

Normed Fit Index (NFI) = 0.77
Non-Normed Fit Index (NNFI) = 0.92
Parsimony Normed Fit Index (PNFI) = 0.63
Comparative Fit Index (CFI) = 0.93
Incremental Fit Index (IFI) = 0.94
Relative Fit Index (RFI) = 0.72

Critical N (CN) = 90.82

Root Mean Square Residual (RMR) = 0.064
Standardized RMR = 0.091
Goodness of Fit Index (GFI) = 0.82
Adjusted Goodness of Fit Index (AGFI) = 0.76
Parsimony Goodness of Fit Index (PGFI) = 0.62

Lampiran III

OUTPUT SPSS

```
GET   FILE='D:\Tesis Baru\Data Tambahan\Data.sav'. FREQUENCIES VARIABLES=X1
X2 X3 X4 X5 X6 X7 X8 X9 X10 X11 X12 X13 X14 X15 X16 X17 X18 X19 X20 X21 X22 X23
/ORDER=ANALYSIS.
```

Frequencies

[DataSet1] D:\Tesis Baru\Data Tambahan\Data.sav

Statistics

		X1	X2	X3	X4	X5	X6	X7
N	Valid	94	94	94	94	94	94	94
	Missing	0	0	0	0	0	0	0

Statistics

		X8	X9	X10	X11	X12	X13	X14
N	Valid	94	94	94	94	94	94	94
	Missing	0	0	0	0	0	0	0

Statistics

		X15	X16	X17	X18	X19	X20	X21
N	Valid	94	94	94	94	94	94	94
	Missing	0	0	0	0	0	0	0

Statistics

		X22	X23
N	Valid	94	94
	Missing	0	0

Frequency Table

X1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sanagt tidak puas	4	4.3	4.3	4.3
	tidak puas	7	7.4	7.4	11.7
	kurang puas	55	58.5	58.5	70.2
	puas	28	29.8	29.8	100.0
	Total	94	100.0	100.0	

X2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	tidak puas	13	13.8	13.8	13.8
	kurang puas	44	46.8	46.8	60.6
	puas	37	39.4	39.4	100.0
	Total	94	100.0	100.0	

X3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sanagt tidak puas	5	5.3	5.3	5.3
	tidak puas	13	13.8	13.8	19.1
	kurang puas	46	48.9	48.9	68.1
	puas	30	31.9	31.9	100.0
	Total	94	100.0	100.0	

X4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sanagt tidak puas	2	2.1	2.1	2.1
	tidak puas	11	11.7	11.7	13.8
	kurang puas	47	50.0	50.0	63.8
	puas	33	35.1	35.1	98.9
	sangat puas	1	1.1	1.1	100.0
	Total	94	100.0	100.0	

X5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sanagt tidak puas	1	1.1	1.1	1.1
	tidak puas	19	20.2	20.2	21.3
	kurang puas	37	39.4	39.4	60.6
	puas	37	39.4	39.4	100.0
	Total	94	100.0	100.0	

X6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sanagt tidak puas	4	4.3	4.3	4.3
	tidak puas	13	13.8	13.8	18.1
	kurang puas	42	44.7	44.7	62.8
	puas	32	34.0	34.0	96.8
	sangat puas	3	3.2	3.2	100.0
	Total	94	100.0	100.0	

X7

3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sanagt tidak puas	6	6.4	6.4	6.4
	tidak puas	5	5.3	5.3	11.7
	kurang puas	38	40.4	40.4	52.1
	puas	43	45.7	45.7	97.9
	sangat puas	2	2.1	2.1	100.0
	Total	94	100.0	100.0	

X8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sanagt tidak puas	5	5.3	5.3	5.3
	tidak puas	13	13.8	13.8	19.1
	kurang puas	41	43.6	43.6	62.8
	puas	30	31.9	31.9	94.7
	sangat puas	5	5.3	5.3	100.0
	Total	94	100.0	100.0	

X9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sanagt tidak puas	6	6.4	6.4	6.4
	tidak puas	8	8.5	8.5	14.9
	kurang puas	38	40.4	40.4	55.3
	puas	41	43.6	43.6	98.9
	sangat puas	1	1.1	1.1	100.0
	Total	94	100.0	100.0	

X10

4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sanagt tidak puas	1	1.1	1.1	1.1
	tidak puas	17	18.1	18.1	19.1
	kurang puas	31	33.0	33.0	52.1
	puas	37	39.4	39.4	91.5
	sangat puas	8	8.5	8.5	100.0
	Total	94	100.0	100.0	

X11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sanagt tidak puas	1	1.1	1.1	1.1
	tidak puas	17	18.1	18.1	19.1
	kurang puas	38	40.4	40.4	59.6
	puas	30	31.9	31.9	91.5
	sangat puas	8	8.5	8.5	100.0
	Total	94	100.0	100.0	

X12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	tidak puas	23	24.5	24.5	24.5
	kurang puas	35	37.2	37.2	61.7
	puas	25	26.6	26.6	88.3
	sangat puas	11	11.7	11.7	100.0
	Total	94	100.0	100.0	

X13

		Frequency	Percent	Valid Percent	Cumulative Percent

Valid					
Valid	sanagt tidak puas	1	1.1	1.1	1.1
	tidak puas	6	6.4	6.4	7.4
	kurang puas	38	40.4	40.4	47.9
	puas	48	51.1	51.1	98.9
	sangat puas	1	1.1	1.1	100.0
	Total	94	100.0	100.0	

X14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	tidak puas	4	4.3	4.3	4.3
	kurang puas	29	30.9	30.9	35.1
	puas	57	60.6	60.6	95.7
	sangat puas	4	4.3	4.3	100.0
	Total	94	100.0	100.0	

X15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sanagt tidak puas	1	1.1	1.1	1.1
	tidak puas	5	5.3	5.3	6.4
	kurang puas	26	27.7	27.7	34.0
	puas	39	41.5	41.5	75.5
	sangat puas	23	24.5	24.5	100.0
	Total	94	100.0	100.0	

X16

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	tidak puas	6	6.4	6.4	6.4
	kurang puas	45	47.9	47.9	54.3

		Frequency	Percent	Valid Percent	Cumulative Percent
	puas	38	40.4	40.4	94.7
	sangat puas	5	5.3	5.3	100.0
	Total	94	100.0	100.0	

X17

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sanagt tidak puas	2	2.1	2.1	2.1
	tidak puas	8	8.5	8.5	10.6
	kurang puas	50	53.2	53.2	63.8
	puas	32	34.0	34.0	97.9
	sangat puas	2	2.1	2.1	100.0
	Total	94	100.0	100.0	

X18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sanagt tidak puas	6	6.4	6.4	6.4
	tidak puas	21	22.3	22.3	28.7
	kurang puas	34	36.2	36.2	64.9
	puas	24	25.5	25.5	90.4
	sangat puas	9	9.6	9.6	100.0
	Total	94	100.0	100.0	

X19

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sanagt tidak puas	5	5.3	5.3	5.3
	tidak puas	2	2.1	2.1	7.4
	kurang puas	36	38.3	38.3	45.7
	puas	51	54.3	54.3	100.0

7

X19

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sanagt tidak puas	5	5.3	5.3	5.3
	tidak puas	2	2.1	2.1	7.4
	kurang puas	36	38.3	38.3	45.7
	puas	51	54.3	54.3	100.0
	Total	94	100.0	100.0	

X20

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sanagt tidak puas	3	3.2	3.2	3.2
	tidak puas	5	5.3	5.3	8.5
	kurang puas	37	39.4	39.4	47.9
	puas	48	51.1	51.1	98.9
	sangat puas	1	1.1	1.1	100.0
	Total	94	100.0	100.0	

X21

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sanagt tidak puas	3	3.2	3.2	3.2
	tidak puas	11	11.7	11.7	14.9
	kurang puas	31	33.0	33.0	47.9
	puas	42	44.7	44.7	92.6
	sangat puas	7	7.4	7.4	100.0
	Total	94	100.0	100.0	

X22

8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sanagt tidak puas	2	2.1	2.1	2.1
	tidak puas	10	10.6	10.6	12.8
	kurang puas	48	51.1	51.1	63.8
	puas	22	23.4	23.4	87.2
	sangat puas	12	12.8	12.8	100.0
	Total	94	100.0	100.0	

X23

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sanagt tidak puas	1	1.1	1.1	1.1
	tidak puas	12	12.8	12.8	13.8
	kurang puas	31	33.0	33.0	46.8
	puas	38	40.4	40.4	87.2
	sangat puas	12	12.8	12.8	100.0
	Total	94	100.0	100.0	

```
CROSSTABS   /TABLES=jmlhkapal rute usia BY X1 X2 X3 X4 X5 X6 X7 X8 X9 X10 X11
X12 X13 X14 X15 X16 X17 X18 X19 X20 X21 X22 X23   /FORMAT=AVALUE TABLES
/STATISTICS=CHISQ   /CELLS=COUNT   /COUNT ROUND CELL.
```

Crosstabs

[DataSet0] D:\Tesis Baru\Data Tambahan\Data.sav

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent

9

jmlhkapal * X1	94	100.0%	0	.0%	94	100.0%
jmlhkapal * X2	94	100.0%	0	.0%	94	100.0%
jmlhkapal * X3	94	100.0%	0	.0%	94	100.0%
jmlhkapal * X4	94	100.0%	0	.0%	94	100.0%
jmlhkapal * X5	94	100.0%	0	.0%	94	100.0%
jmlhkapal * X6	94	100.0%	0	.0%	94	100.0%
jmlhkapal * X7	94	100.0%	0	.0%	94	100.0%
jmlhkapal * X8	94	100.0%	0	.0%	94	100.0%
jmlhkapal * X9	94	100.0%	0	.0%	94	100.0%
jmlhkapal * X10	94	100.0%	0	.0%	94	100.0%
jmlhkapal * X11	94	100.0%	0	.0%	94	100.0%
jmlhkapal * X12	94	100.0%	0	.0%	94	100.0%
jmlhkapal * X13	94	100.0%	0	.0%	94	100.0%
jmlhkapal * X14	94	100.0%	0	.0%	94	100.0%
jmlhkapal * X15	94	100.0%	0	.0%	94	100.0%
jmlhkapal * X16	94	100.0%	0	.0%	94	100.0%
jmlhkapal * X17	94	100.0%	0	.0%	94	100.0%
jmlhkapal * X18	94	100.0%	0	.0%	94	100.0%
jmlhkapal * X19	94	100.0%	0	.0%	94	100.0%
jmlhkapal * X20	94	100.0%	0	.0%	94	100.0%
jmlhkapal * X21	94	100.0%	0	.0%	94	100.0%
jmlhkapal * X22	94	100.0%	0	.0%	94	100.0%
jmlhkapal * X23	94	100.0%	0	.0%	94	100.0%
rute * X1	94	100.0%	0	.0%	94	100.0%
rute * X2	94	100.0%	0	.0%	94	100.0%
rute * X3	94	100.0%	0	.0%	94	100.0%
rute * X4	94	100.0%	0	.0%	94	100.0%
rute * X5	94	100.0%	0	.0%	94	100.0%
rute * X6	94	100.0%	0	.0%	94	100.0%
rute * X7	94	100.0%	0	.0%	94	100.0%
rute * X8	94	100.0%	0	.0%	94	100.0%
rute * X9	94	100.0%	0	.0%	94	100.0%
rute * X10	94	100.0%	0	.0%	94	100.0%
rute * X11	94	100.0%	0	.0%	94	100.0%
rute * X12	94	100.0%	0	.0%	94	100.0%
rute * X13	94	100.0%	0	.0%	94	100.0%

10

rute * X14	94	100.0%	0	.0%	94	100.0%
rute * X15	94	100.0%	0	.0%	94	100.0%
rute * X16	94	100.0%	0	.0%	94	100.0%
rute * X17	94	100.0%	0	.0%	94	100.0%
rute * X18	94	100.0%	0	.0%	94	100.0%
rute * X19	94	100.0%	0	.0%	94	100.0%
rute * X20	94	100.0%	0	.0%	94	100.0%
rute * X21	94	100.0%	0	.0%	94	100.0%
rute * X22	94	100.0%	0	.0%	94	100.0%
rute * X23	94	100.0%	0	.0%	94	100.0%
usia * X1	94	100.0%	0	.0%	94	100.0%
usia * X2	94	100.0%	0	.0%	94	100.0%
usia * X3	94	100.0%	0	.0%	94	100.0%
usia * X4	94	100.0%	0	.0%	94	100.0%
usia * X5	94	100.0%	0	.0%	94	100.0%
usia * X6	94	100.0%	0	.0%	94	100.0%
usia * X7	94	100.0%	0	.0%	94	100.0%
usia * X8	94	100.0%	0	.0%	94	100.0%
usia * X9	94	100.0%	0	.0%	94	100.0%
usia * X10	94	100.0%	0	.0%	94	100.0%
usia * X11	94	100.0%	0	.0%	94	100.0%
usia * X12	94	100.0%	0	.0%	94	100.0%
usia * X13	94	100.0%	0	.0%	94	100.0%
usia * X14	94	100.0%	0	.0%	94	100.0%
usia * X15	94	100.0%	0	.0%	94	100.0%
usia * X16	94	100.0%	0	.0%	94	100.0%
usia * X17	94	100.0%	0	.0%	94	100.0%
usia * X18	94	100.0%	0	.0%	94	100.0%
usia * X19	94	100.0%	0	.0%	94	100.0%
usia * X20	94	100.0%	0	.0%	94	100.0%
usia * X21	94	100.0%	0	.0%	94	100.0%
usia * X22	94	100.0%	0	.0%	94	100.0%
usia * X23	94	100.0%	0	.0%	94	100.0%

jmlhkapal * X1

Crosstab

Count

		X1				Total
		sanagt tidak puas	tidak puas	kurang puas	puas	
jmlhkapal	1	0	0	0	1	1
	2	0	1	4	0	5
	3	0	1	13	6	20
	4	2	1	8	3	14
	5	2	0	10	6	18
	6	0	0	6	4	10
	7	0	1	3	1	5
	8	0	1	3	3	7
	9	0	0	1	0	1
	10	0	0	2	2	4
	12	0	2	1	1	4
	14	0	0	1	0	1
	15	0	0	0	1	1
	18	0	0	1	0	1
	20	0	0	1	0	1
	32	0	0	1	0	1
	Total	4	7	55	28	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	35.798[a]	45	.835
Likelihood Ratio	35.881	45	.832
Linear-by-Linear Association	.001	1	.974
N of Valid Cases	94		

12

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	35.798[a]	45	.835
Likelihood Ratio	35.881	45	.832
Linear-by-Linear Association	.001	1	.974
N of Valid Cases	94		

a. 58 cells (90,6%) have expected count less than 5. The minimum expected count is ,04.

jmlhkapal * X2

Crosstab

Count

		X2			Total
		tidak puas	kurang puas	puas	
jmlhkapal	1	0	0	1	1
	2	1	3	1	5
	3	2	8	10	20
	4	3	7	4	14
	5	3	8	7	18
	6	0	6	4	10
	7	1	3	1	5
	8	1	4	2	7
	9	0	1	0	1
	10	0	2	2	4
	12	2	0	2	4
	14	0	1	0	1
	15	0	1	0	1
	18	0	0	1	1
	20	0	0	1	1
	32	0	0	1	1
Total		13	44	37	94

13

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	21.884[a]	30	.858
Likelihood Ratio	26.648	30	.642
Linear-by-Linear Association	.873	1	.350
N of Valid Cases	94		

a. 42 cells (87,5%) have expected count less than 5. The minimum
expected count is ,14.

jmlhkapal * X3

Crosstab

Count

		X3				
		sanagt tidak puas	tidak puas	kurang puas	puas	Total
jmlhkapal	1	0	0	0	1	1
	2	0	1	1	3	5
	3	1	4	10	5	20
	4	2	2	8	2	14
	5	2	1	9	6	18
	6	0	0	5	5	10
	7	0	2	2	1	5
	8	0	2	3	2	7
	9	0	0	1	0	1
	10	0	0	3	1	4
	12	0	1	3	0	4
	14	0	0	1	0	1
	15	0	0	0	1	1
	18	0	0	0	1	1

14

	20	0	0	0	1	1
	32	0	0	0	1	1
	Total	5	13	46	30	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	33.148[a]	45	.905
Likelihood Ratio	37.904	45	.764
Linear-by-Linear Association	2.544	1	.111
N of Valid Cases	94		

a. 59 cells (92,2%) have expected count less than 5. The minimum expected count is ,05.

jmlhkapal * X4

Crosstab

Count

		X4			
		sanagt tidak puas	tidak puas	kurang puas	puas
jmlhkapal	1	0	0	1	0
	2	1	1	1	2
	3	0	2	12	6
	4	1	1	9	3
	5	0	2	8	7
	6	0	0	6	4
	7	0	1	2	2
	8	0	2	2	3
	9	0	0	0	1
	10	0	0	3	1
	12	0	2	1	1

15

	14	0	0	0	1
	15	0	0	0	1
	18	0	0	1	0
	20	0	0	0	1
	32	0	0	1	0
	Total	2	11	47	33

Crosstab

Count

		X4	
		sangat puas	Total
jmlhkapal	1	0	1
	2	0	5
	3	0	20
	4	0	14
	5	1	18
	6	0	10
	7	0	5
	8	0	7
	9	0	1
	10	0	4
	12	0	4
	14	0	1
	15	0	1
	18	0	1
	20	0	1
	32	0	1
	Total	1	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	39.778[a]	60	.980

16

Likelihood Ratio	36.239	60	.994
Linear-by-Linear Association	.406	1	.524
N of Valid Cases	94		

a. 74 cells (92,5%) have expected count less than 5. The minimum
expected count is ,01.

jmlhkapal * X5

Crosstab

Count

		X5				
		sanagt tidak puas	tidak puas	kurang puas	puas	Total
jmlhkapal	1	0	0	0	1	1
	2	0	1	2	2	5
	3	0	7	9	4	20
	4	0	2	4	8	14
	5	1	4	9	4	18
	6	0	3	2	5	10
	7	0	1	2	2	5
	8	0	0	2	5	7
	9	0	0	1	0	1
	10	0	0	2	2	4
	12	0	0	3	1	4
	14	0	1	0	0	1
	15	0	0	1	0	1
	18	0	0	0	1	1
	20	0	0	0	1	1
	32	0	0	0	1	1
	Total	1	19	37	37	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	33.761[a]	45	.890
Likelihood Ratio	36.695	45	.806
Linear-by-Linear Association	3.193	1	.074
N of Valid Cases	94		

a. 58 cells (90,6%) have expected count less than 5. The minimum expected count is ,01.

jmlhkapal * X6

Crosstab

Count

		X6			
		sanagt tidak puas	tidak puas	kurang puas	puas
jmlhkapal	1	0	0	0	1
	2	2	1	0	2
	3	0	4	9	7
	4	1	1	8	3
	5	1	1	9	5
	6	0	0	2	8
	7	0	0	5	0
	8	0	2	5	0
	9	0	0	1	0
	10	0	1	1	2
	12	0	2	0	2
	14	0	1	0	0
	15	0	0	1	0
	18	0	0	0	1
	20	0	0	1	0
	32	0	0	0	1
	Total	4	13	42	32

18

Crosstab

Count

		X6	Total
		sangat puas	
jmlhkapal	1	0	1
	2	0	5
	3	0	20
	4	1	14
	5	2	18
	6	0	10
	7	0	5
	8	0	7
	9	0	1
	10	0	4
	12	0	4
	14	0	1
	15	0	1
	18	0	1
	20	0	1
	32	0	1
Total		3	94
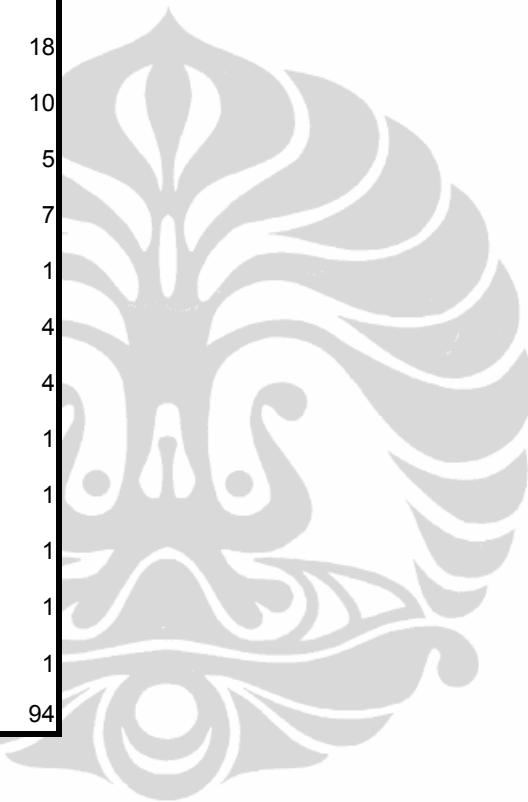
Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	71.258[a]	60	.152
Likelihood Ratio	69.588	60	.186
Linear-by-Linear Association	.243	1	.622
N of Valid Cases	94		

a. 75 cells (93,8%) have expected count less than 5. The minimum expected count is ,03.

jmlhkapal * X7

Crosstab

Count

		X7			
		sanagt tidak puas	tidak puas	kurang puas	puas
jmlhkapal	1	0	0	0	1
	2	1	1	2	1
	3	1	0	8	11
	4	2	2	3	6
	5	1	1	12	4
	6	0	0	2	8
	7	1	0	1	3
	8	0	0	5	1
	9	0	0	1	0
	10	0	0	2	2
	12	0	0	1	3
	14	0	1	0	0
	15	0	0	1	0
	18	0	0	0	1
	20	0	0	0	1
	32	0	0	0	1
	Total	6	5	38	43

Crosstab

Count

		X7	
		sangat puas	Total
jmlhkapal	1	0	1
	2	0	5
	3	0	20
	4	1	14

5		0	18
6		0	10
7		0	5
8		1	7
9		0	1
10		0	4
12		0	4
14		0	1
15		0	1
18		0	1
20		0	1
32		0	1
Total		2	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	62.390[a]	60	.391
Likelihood Ratio	52.441	60	.745
Linear-by-Linear Association	1.719	1	.190
N of Valid Cases	94		

a. 74 cells (92,5%) have expected count less than 5. The minimum

expected count is ,02.

jmlhkapal * X8

Crosstab

Count

		X8			
		sanagt tidak puas	tidak puas	kurang puas	puas
jmlhkapal	1	0	0	0	1

21

	1	2	1	1
2	1	2	1	1
3	0	1	8	9
4	2	4	4	4
5	1	3	9	5
6	0	1	7	2
7	1	1	1	1
8	0	0	4	2
9	0	0	1	0
10	0	0	2	2
12	0	0	3	0
14	0	1	0	0
15	0	0	0	1
18	0	0	0	1
20	0	0	1	0
32	0	0	0	1
Total	5	13	41	30

Crosstab

Count

		X8	
		sangat puas	Total
jmlhkapal	1	0	1
	2	0	5
	3	2	20
	4	0	14
	5	0	18
	6	0	10
	7	1	5
	8	1	7
	9	0	1
	10	0	4
	12	1	4
	14	0	1

15		0	1
18		0	1
20		0	1
32		0	1
Total		5	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	52.556[a]	60	.742
Likelihood Ratio	53.898	60	.697
Linear-by-Linear Association	1.391	1	.238
N of Valid Cases	94		

a. 75 cells (93,8%) have expected count less than 5. The minimum

expected count is ,05.

jmlhkapal * X9

Crosstab
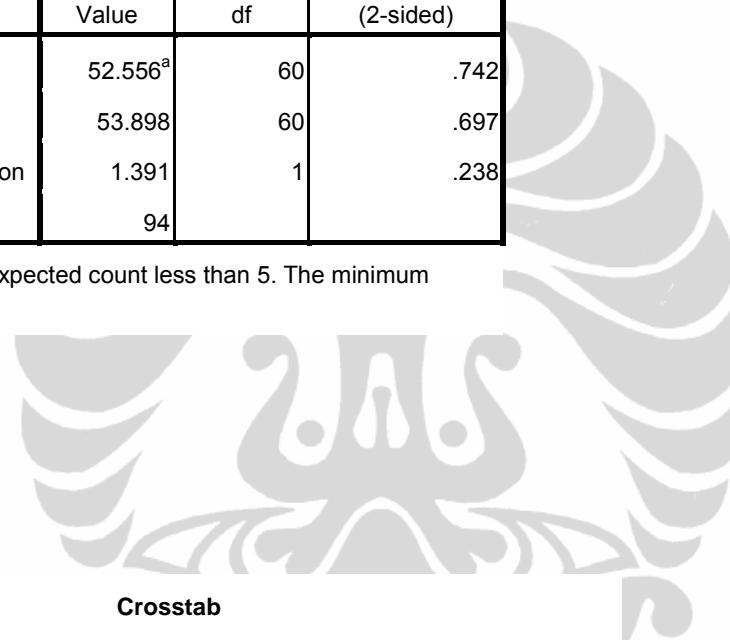
Count

		X9			
		sanagt tidak puas	tidak puas	kurang puas	puas
jmlhkapal	1	0	0	0	1
	2	0	1	2	2
	3	1	3	9	7
	4	2	3	6	3
	5	2	0	5	10
	6	0	0	8	2
	7	1	0	1	3
	8	0	0	1	6
	9	0	0	0	1

23

	10	0	1	1	2
	12	0	0	3	1
	14	0	0	0	1
	15	0	0	0	1
	18	0	0	1	0
	20	0	0	0	1
	32	0	0	1	0
	Total	6	8	38	41

Crosstab

Count

		X9	
		sangat puas	Total
jmlhkapal	1	0	1
	2	0	5
	3	0	20
	4	0	14
	5	1	18
	6	0	10
	7	0	5
	8	0	7
	9	0	1
	10	0	4
	12	0	4
	14	0	1
	15	0	1
	18	0	1
	20	0	1
	32	0	1
	Total	1	94

Chi-Square Tests

24

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	43.657[a]	60	.944
Likelihood Ratio	47.764	60	.873
Linear-by-Linear Association	1.299	1	.254
N of Valid Cases	94		

a. 74 cells (92,5%) have expected count less than 5. The minimum
expected count is ,01.

jmlhkapal * X10

Crosstab
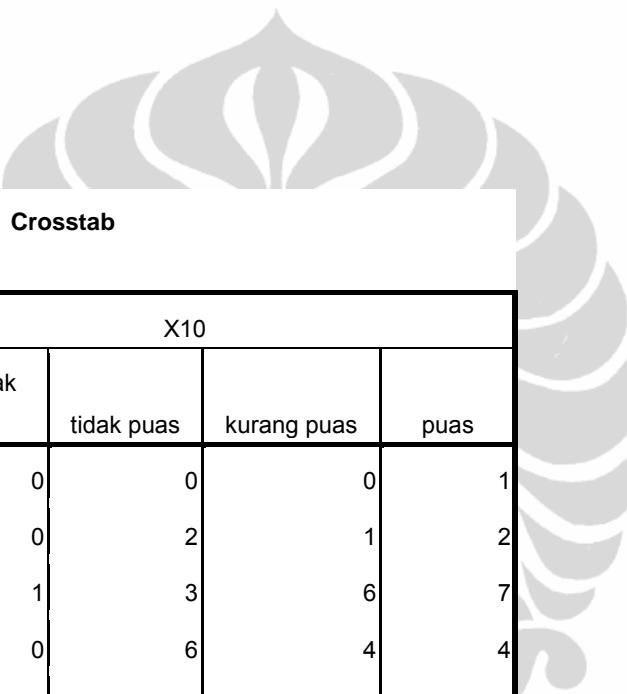
Count

		X10			
		sanagt tidak puas	tidak puas	kurang puas	puas
jmlhkapal	1	0	0	0	1
	2	0	2	1	2
	3	1	3	6	7
	4	0	6	4	4
	5	0	1	7	8
	6	0	2	4	4
	7	0	1	3	1
	8	0	1	2	4
	9	0	0	0	1
	10	0	1	0	2
	12	0	0	2	2
	14	0	0	0	1
	15	0	0	0	0
	18	0	0	1	0
	20	0	0	0	0
	32	0	0	1	0
	Total	1	17	31	37

Crosstab

Count

		X10	
		sangat puas	Total
jmlhkapal	1	0	1
	2	0	5
	3	3	20
	4	0	14
	5	2	18
	6	0	10
	7	0	5
	8	0	7
	9	0	1
	10	1	4
	12	0	4
	14	0	1
	15	1	1
	18	0	1
	20	1	1
	32	0	1
	Total	8	94
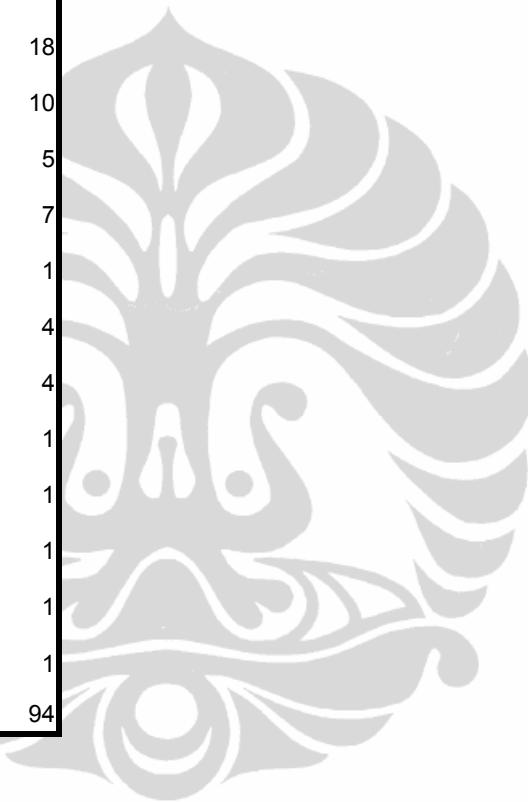
Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	54.163[a]	60	.688
Likelihood Ratio	47.150	60	.886
Linear-by-Linear Association	1.759	1	.185
N of Valid Cases	94		

a. 75 cells (93,8%) have expected count less than 5. The minimum
expected count is ,01.

26

jmlhkapal * X11

Crosstab

Count

		X11			
		sanagt tidak puas	tidak puas	kurang puas	puas
jmlhkapal	1	0	0	0	1
	2	0	2	2	0
	3	0	3	7	7
	4	0	3	6	5
	5	1	0	9	6
	6	0	5	2	3
	7	0	1	1	2
	8	0	2	4	0
	9	0	0	1	0
	10	0	0	2	2
	12	0	1	3	0
	14	0	0	1	0
	15	0	0	0	1
	18	0	0	0	1
	20	0	0	0	1
	32	0	0	0	1
	Total	1	17	38	30

Crosstab

Count

		X11	
		sangat puas	Total
jmlhkapal	1	0	1
	2	1	5
	3	3	20
	4	0	14

27

	5	2	18
	6	0	10
	7	1	5
	8	1	7
	9	0	1
	10	0	4
	12	0	4
	14	0	1
	15	0	1
	18	0	1
	20	0	1
	32	0	1
	Total	8	94

jmlhkapal * X12

Crosstab

Count

		X12				Total
		tidak puas	kurang puas	puas	sangat puas	
jmlhkapal	1	0	1	0	0	1
	2	0	3	2	0	5
	3	5	7	7	1	20
	4	4	3	5	2	14
	5	3	7	4	4	18
	6	4	3	2	1	10
	7	1	2	0	2	5
	8	2	3	1	1	7
	9	1	0	0	0	1
	10	0	3	1	0	4
	12	2	2	0	0	4

	14	0	0	1	0	1
	15	0	1	0	0	1
	18	0	0	1	0	1
	20	0	0	1	0	1
	32	1	0	0	0	1
	Total	23	35	25	11	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	38.261[a]	45	.751
Likelihood Ratio	41.904	45	.604
Linear-by-Linear Association	.838	1	.360
N of Valid Cases	94		

a. 60 cells (93,8%) have expected count less than 5. The minimum
expected count is ,12.

jmlhkapal * X13

Crosstab

Count

		X13			
		sanagt tidak puas	tidak puas	kurang puas	puas
jmlhkapal	1	0	0	0	1
	2	0	2	1	2
	3	0	1	10	8
	4	0	2	4	8
	5	1	0	7	10
	6	0	0	4	6
	7	0	0	2	3
	8	0	0	4	3

	9	0	0	1	0
	10	0	0	2	2
	12	0	0	2	2
	14	0	1	0	0
	15	0	0	0	1
	18	0	0	0	1
	20	0	0	0	1
	32	0	0	1	0
	Total	1	6	38	48

Crosstab

Count

		X13	
		sangat puas	Total
jmlhkapal	1	0	1
	2	0	5
	3	1	20
	4	0	14
	5	0	18
	6	0	10
	7	0	5
	8	0	7
	9	0	1
	10	0	4
	12	0	4
	14	0	1
	15	0	1
	18	0	1
	20	0	1
	32	0	1
	Total	1	94

Chi-Square Tests

30

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	45.800[a]	60	.912
Likelihood Ratio	35.131	60	.996
Linear-by-Linear Association	.019	1	.889
N of Valid Cases	94		

a. 73 cells (91,3%) have expected count less than 5. The minimum expected count is ,01.

jmlhkapal * X14

Crosstab

Count

		X14				Total
		tidak puas	kurang puas	puas	sangat puas	
jmlhkapal	1	0	1	0	0	1
	2	1	2	2	0	5
	3	0	6	14	0	20
	4	2	3	8	1	14
	5	1	4	13	0	18
	6	0	1	9	0	10
	7	0	3	2	0	5
	8	0	3	3	1	7
	9	0	0	1	0	1
	10	0	1	3	0	4
	12	0	2	1	1	4
	14	0	1	0	0	1
	15	0	1	0	0	1
	18	0	0	1	0	1
	20	0	0	0	1	1
	32	0	1	0	0	1
	Total	4	29	57	4	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	58.588[a]	45	.084
Likelihood Ratio	43.124	45	.552
Linear-by-Linear Association	.170	1	.680
N of Valid Cases	94		

a. 58 cells (90,6%) have expected count less than 5. The minimum expected count is ,04.

jmlhkapal * X15

Crosstab
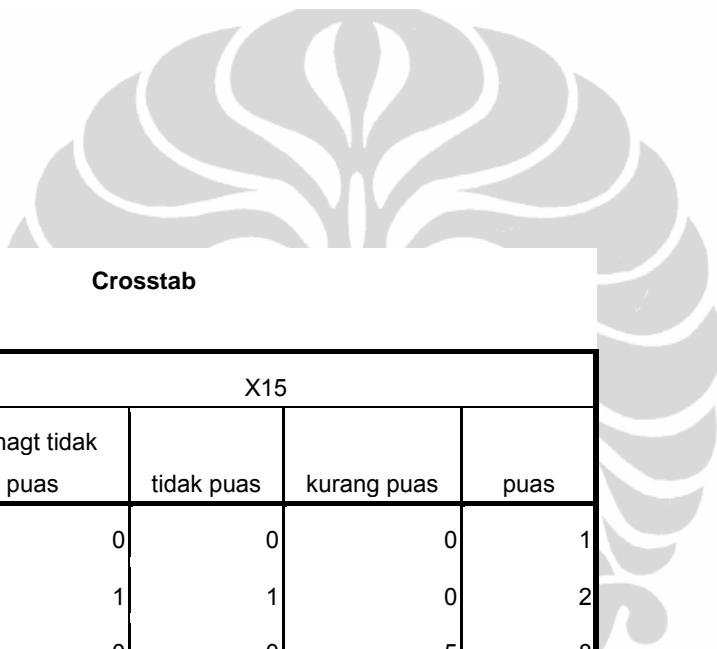
Count

		X15			
		sanagt tidak puas	tidak puas	kurang puas	puas
jmlhkapal	1	0	0	0	1
	2	1	1	0	2
	3	0	0	5	8
	4	0	1	5	6
	5	0	2	7	4
	6	0	0	4	4
	7	0	1	0	2
	8	0	0	1	4
	9	0	0	0	1
	10	0	0	0	3
	12	0	0	1	3
	14	0	0	1	0
	15	0	0	1	0
	18	0	0	1	0
	20	0	0	0	0

| | 32 | 0 | 0 | 0 | 1 |
| | Total | 1 | 5 | 26 | 39 |

Crosstab

Count

		X15	
		sangat puas	Total
jmlhkapal	1	0	1
	2	1	5
	3	7	20
	4	2	14
	5	5	18
	6	2	10
	7	2	5
	8	2	7
	9	0	1
	10	1	4
	12	0	4
	14	0	1
	15	0	1
	18	0	1
	20	1	1
	32	0	1
	Total	23	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	54.084[a]	60	.691
Likelihood Ratio	47.687	60	.875
Linear-by-Linear Association	.084	1	.771
N of Valid Cases	94		

33

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	54.084[a]	60	.691
Likelihood Ratio	47.687	60	.875
Linear-by-Linear Association	.084	1	.771
N of Valid Cases	94		

a. 76 cells (95,0%) have expected count less than 5. The minimum
expected count is ,01.

jmlhkapal * X16

Crosstab

Count

		X16				Total
		tidak puas	kurang puas	puas	sangat puas	
jmlhkapal	1	0	1	0	0	1
	2	0	2	3	0	5
	3	1	6	10	3	20
	4	0	8	6	0	14
	5	1	6	9	2	18
	6	0	9	1	0	10
	7	1	3	1	0	5
	8	1	3	3	0	7
	9	0	1	0	0	1
	10	0	2	2	0	4
	12	2	1	1	0	4
	14	0	0	1	0	1
	15	0	1	0	0	1
	18	0	1	0	0	1
	20	0	0	1	0	1
	32	0	1	0	0	1
Total		6	45	38	5	94

Identifikasi persepsi..., Ayiful Ramadhan Asit, FE UI, 2010.

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	43.185[a]	45	.549
Likelihood Ratio	41.795	45	.609
Linear-by-Linear Association	3.263	1	.071
N of Valid Cases	94		

a. 58 cells (90,6%) have expected count less than 5. The minimum
expected count is ,05.

jmlhkapal * X17

Crosstab

Count

		X17			
		sanagt tidak puas	tidak puas	kurang puas	puas
jmlhkapal	1	0	0	1	0
	2	0	1	4	0
	3	1	1	13	4
	4	0	2	6	6
	5	1	1	9	7
	6	0	2	2	6
	7	0	0	3	2
	8	0	1	4	1
	9	0	0	1	0
	10	0	0	3	1
	12	0	0	2	2
	14	0	0	1	0
	15	0	0	0	1
	18	0	0	0	1

35

			20	0	0	1	0
			32	0	0	0	1
			Total	2	8	50	32

Crosstab

Count

		X17	
		sangat puas	Total
jmlhkapal	1	0	1
	2	0	5
	3	1	20
	4	0	14
	5	0	18
	6	0	10
	7	0	5
	8	1	7
	9	0	1
	10	0	4
	12	0	4
	14	0	1
	15	0	1
	18	0	1
	20	0	1
	32	0	1
	Total	2	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	34.340[a]	60	.997
Likelihood Ratio	37.948	60	.988
Linear-by-Linear Association	2.849	1	.091
N of Valid Cases	94		

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Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	34.340[a]	60	.997
Likelihood Ratio	37.948	60	.988
Linear-by-Linear Association	2.849	1	.091
N of Valid Cases	94		

a. 74 cells (92,5%) have expected count less than 5. The minimum expected count is ,02.

jmlhkapal * X18

Crosstab

Count

		X18			
		sanagt tidak puas	tidak puas	kurang puas	puas
jmlhkapal	1	1	0	0	0
	2	1	2	2	0
	3	1	4	8	6
	4	2	4	5	2
	5	1	5	6	6
	6	0	1	4	5
	7	0	1	2	1
	8	0	3	2	1
	9	0	1	0	0
	10	0	0	2	2
	12	0	0	1	1
	14	0	0	1	0
	15	0	0	0	0
	18	0	0	0	0
	20	0	0	1	0
	32	0	0	0	0

37

Crosstab

Count

		X18			
		sanagt tidak puas	tidak puas	kurang puas	puas
jmlhkapal	1	1	0	0	0
	2	1	2	2	0
	3	1	4	8	6
	4	2	4	5	2
	5	1	5	6	6
	6	0	1	4	5
	7	0	1	2	1
	8	0	3	2	1
	9	0	1	0	0
	10	0	0	2	2
	12	0	0	1	1
	14	0	0	1	0
	15	0	0	0	0
	18	0	0	0	0
	20	0	0	1	0
	32	0	0	0	0
	Total	6	21	34	24

Crosstab

Count

		X18	
		sangat puas	Total
jmlhkapal	1	0	1
	2	0	5
	3	1	20
	4	1	14
	5	0	18
	6	0	10
	7	1	5

38

	8	1	7
	9	0	1
	10	0	4
	12	2	4
	14	0	1
	15	1	1
	18	1	1
	20	0	1
	32	1	1
	Total	9	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	78.384[a]	60	.056
Likelihood Ratio	58.313	60	.538
Linear-by-Linear Association	12.916	1	.000
N of Valid Cases	94		

a. 76 cells (95,0%) have expected count less than 5. The minimum

expected count is ,06.

jmlhkapal * X19

Crosstab

Count

		X19				Total
		sanagt tidak puas	tidak puas	kurang puas	puas	
jmlhkapal	1	0	0	0	1	1
	2	1	1	3	0	5
	3	1	1	8	10	20
	4	1	0	7	6	14

39

5	1	0	8	9	18
6	0	0	3	7	10
7	0	0	2	3	5
8	0	0	3	4	7
9	0	0	0	1	1
10	0	0	2	2	4
12	0	0	0	4	4
14	1	0	0	0	1
15	0	0	0	1	1
18	0	0	0	1	1
20	0	0	0	1	1
32	0	0	0	1	1
Total	5	2	36	51	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	44.609[a]	45	.488
Likelihood Ratio	35.768	45	.836
Linear-by-Linear Association	3.555	1	.059
N of Valid Cases	94		

a. 57 cells (89,1%) have expected count less than 5. The minimum

expected count is ,02.

jmlhkapal * X20

Crosstab

Count

		X20			
		sanagt tidak puas	tidak puas	kurang puas	puas
jmlhkapal	1	0	0	0	1

	2	0	0	3	2
	3	2	1	6	11
	4	0	2	8	4
	5	0	2	4	11
	6	0	0	4	6
	7	0	0	4	1
	8	0	0	2	5
	9	0	0	0	1
	10	0	0	3	1
	12	0	0	2	2
	14	1	0	0	0
	15	0	0	1	0
	18	0	0	0	1
	20	0	0	0	1
	32	0	0	0	1
	Total	3	5	37	48

Crosstab

Count

		X20	Total
		sangat puas	
jmlhkapal	1	0	1
	2	0	5
	3	0	20
	4	0	14
	5	1	18
	6	0	10
	7	0	5
	8	0	7
	9	0	1
	10	0	4
	12	0	4
	14	0	1

	15	0	1
	18	0	1
	20	0	1
	32	0	1
	Total	1	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	62.265[a]	60	.396
Likelihood Ratio	41.998	60	.963
Linear-by-Linear Association	.398	1	.528
N of Valid Cases	94		

a. 73 cells (91,3%) have expected count less than 5. The minimum
expected count is ,01.

jmlhkapal * X21

Crosstab
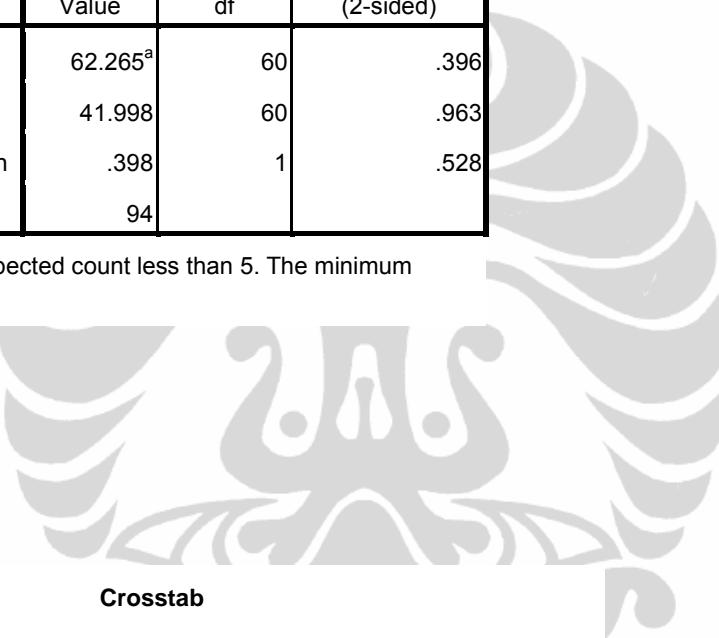
Count

		X21			
		sanagt tidak puas	tidak puas	kurang puas	puas
jmlhkapal	1	0	1	0	0
	2	0	2	1	2
	3	0	2	6	11
	4	2	2	4	5
	5	0	2	4	11
	6	0	0	5	5
	7	0	1	1	2
	8	0	0	2	3
	9	0	0	0	0

42

	10	0	1	2	1
	12	0	0	4	0
	14	1	0	0	0
	15	0	0	1	0
	18	0	0	0	1
	20	0	0	0	1
	32	0	0	1	0
	Total	3	11	31	42

Crosstab

Count

		X21	
		sangat puas	Total
jmlhkapal	1	0	1
	2	0	5
	3	1	20
	4	1	14
	5	1	18
	6	0	10
	7	1	5
	8	2	7
	9	1	1
	10	0	4
	12	0	4
	14	0	1
	15	0	1
	18	0	1
	20	0	1
	32	0	1
	Total	7	94

Chi-Square Tests

43

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	90.769[a]	60	.006
Likelihood Ratio	58.120	60	.545
Linear-by-Linear Association	.044	1	.834
N of Valid Cases	94		

a. 75 cells (93,8%) have expected count less than 5. The minimum expected count is ,03.

jmlhkapal * X22

Crosstab
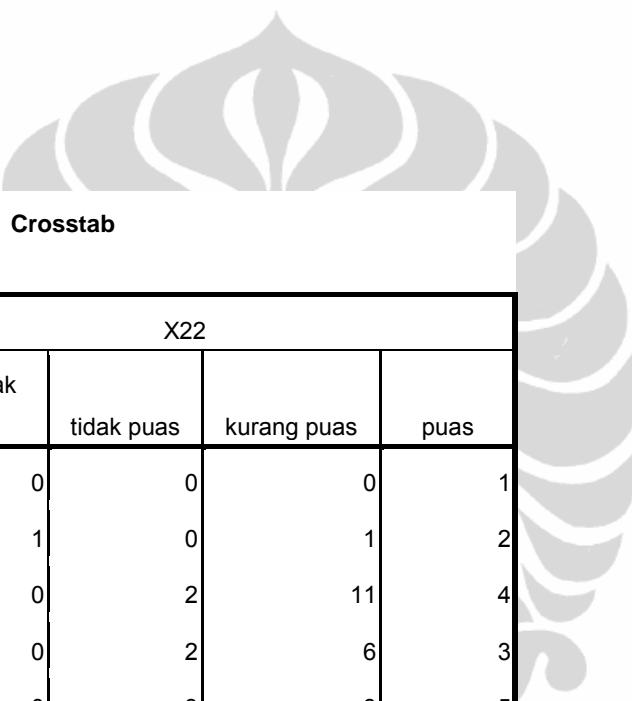
Count

		X22			
		sanagt tidak puas	tidak puas	kurang puas	puas
jmlhkapal	1	0	0	0	1
	2	1	0	1	2
	3	0	2	11	4
	4	0	2	6	3
	5	0	3	8	5
	6	0	1	6	2
	7	0	1	3	1
	8	0	0	3	3
	9	0	0	1	0
	10	0	1	1	1
	12	0	0	4	0
	14	1	0	0	0
	15	0	0	1	0
	18	0	0	1	0
	20	0	0	1	0
	32	0	0	1	0
	Total	2	10	48	22

Crosstab

Count

		X22	Total
		sangat puas	
jmlhkapal	1	0	1
	2	1	5
	3	3	20
	4	3	14
	5	2	18
	6	1	10
	7	0	5
	8	1	7
	9	0	1
	10	1	4
	12	0	4
	14	0	1
	15	0	1
	18	0	1
	20	0	1
	32	0	1
	Total	12	94
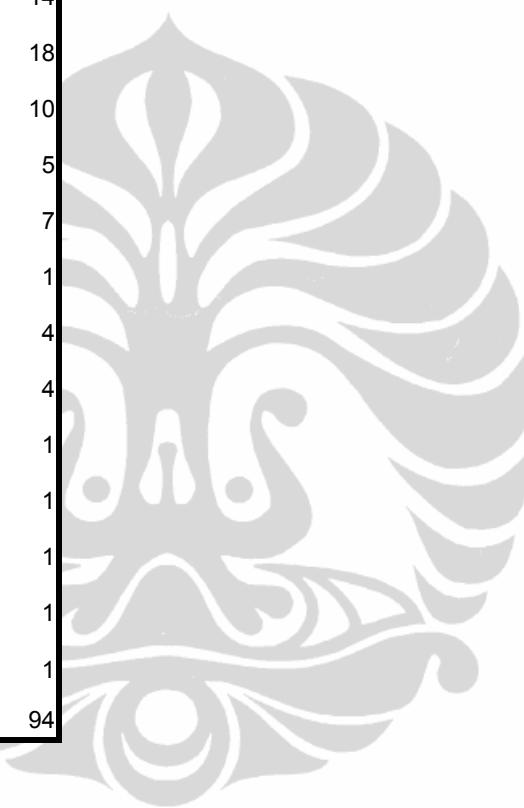
Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	76.926[a]	60	.070
Likelihood Ratio	39.903	60	.979
Linear-by-Linear Association	2.061	1	.151
N of Valid Cases	94		

a. 76 cells (95,0%) have expected count less than 5. The minimum
expected count is ,02.

jmlhkapal * X23

Crosstab

Count

		X23			
		sanagt tidak puas	tidak puas	kurang puas	puas
jmlhkapal	1	0	0	0	1
	2	0	0	2	2
	3	0	6	6	6
	4	0	1	3	7
	5	1	0	9	4
	6	0	2	2	6
	7	0	1	2	2
	8	0	0	1	4
	9	0	0	1	0
	10	0	0	2	2
	12	0	1	1	2
	14	0	0	0	1
	15	0	1	0	0
	18	0	0	1	0
	20	0	0	1	0
	32	0	0	0	1
	Total	1	12	31	38

Crosstab

Count

		X23	
		sangat puas	Total
jmlhkapal	1	0	1
	2	1	5
	3	2	20
	4	3	14

46

5		4	18
6		0	10
7		0	5
8		2	7
9		0	1
10		0	4
12		0	4
14		0	1
15		0	1
18		0	1
20		0	1
32		0	1
Total		12	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	46.614[a]	60	.897
Likelihood Ratio	49.810	60	.823
Linear-by-Linear Association	.082	1	.775
N of Valid Cases	94		

a. 75 cells (93,8%) have expected count less than 5. The minimum

expected count is ,01.

rute * X1

Crosstab

Count

		X1				Total
		sanagt tidak puas	tidak puas	kurang puas	puas	
rute	domestik	2	3	38	22	65

47

internasional	2	0	5	0	7
domestik&internasional	0	4	12	6	22
Total	4	7	55	28	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	18.250[a]	6	.006
Likelihood Ratio	15.400	6	.017
Linear-by-Linear Association	1.397	1	.237
N of Valid Cases	94		

a. 8 cells (66,7%) have expected count less than 5. The minimum
expected count is ,30.

rute * X2

Crosstab

Count

		X2			Total
		tidak puas	kurang puas	puas	
rute	domestik	7	30	28	65
	internasional	2	5	0	7
	domestik&internasional	4	9	9	22
	Total	13	44	37	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.914[a]	4	.206
Likelihood Ratio	8.291	4	.081
Linear-by-Linear Association	.794	1	.373

N of Valid Cases	94		

a. 4 cells (44,4%) have expected count less than 5. The minimum
expected count is ,97.

rute * X3

Crosstab

Count

		X3				
		sanagt tidak puas	tidak puas	kurang puas	puas	Total
rute	domestik	3	8	30	24	65
	internasional	2	1	4	0	7
	domestik&internasional	0	4	12	6	22
	Total	5	13	46	30	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.991[a]	6	.062
Likelihood Ratio	11.704	6	.069
Linear-by-Linear Association	.509	1	.476
N of Valid Cases	94		

a. 7 cells (58,3%) have expected count less than 5. The minimum
expected count is ,37.

rute * X4

Crosstab

Count

	X4

49

		sanagt tidak puas	tidak puas	kurang puas	puas
rute	domestik	2	3	37	22
	internasional	0	3	3	1
	domestik&internasional	0	5	7	10
	Total	2	11	47	33

Crosstab

Count

		X4	
		sangat puas	Total
rute	domestik	1	65
	internasional	0	7
	domestik&internasional	0	22
	Total	1	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.933[a]	8	.043
Likelihood Ratio	15.161	8	.056
Linear-by-Linear Association	.217	1	.641
N of Valid Cases	94		

a. 10 cells (66,7%) have expected count less than 5. The minimum
expected count is ,07.

rute * X5

Crosstab

Count

		X5				
		sanagt tidak puas	tidak puas	kurang puas	puas	Total

50

rute			1	18	23	23	65
	internasional		0	0	2	5	7
	domestik&internasional		0	1	12	9	22
	Total		1	19	37	37	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.192[a]	6	.117
Likelihood Ratio	12.490	6	.052
Linear-by-Linear Association	3.660	1	.056
N of Valid Cases	94		

a. 7 cells (58,3%) have expected count less than 5. The minimum

expected count is ,07.

rute * X6

Crosstab

Count

		X6			
		sanagt tidak puas	tidak puas	kurang puas	puas
rute	domestik	3	7	31	23
	internasional	1	1	0	3
	domestik&internasional	0	5	11	6
	Total	4	13	42	32

Crosstab

Count

		X6	
		sangat puas	Total
rute	domestik	1	65
	internasional	2	7

	domestik&internasional	0	22
	Total	3	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	23.588[a]	8	.003
Likelihood Ratio	18.766	8	.016
Linear-by-Linear Association	.205	1	.651
N of Valid Cases	94		

a. 10 cells (66,7%) have expected count less than 5. The minimum
expected count is ,22.

rute * X7
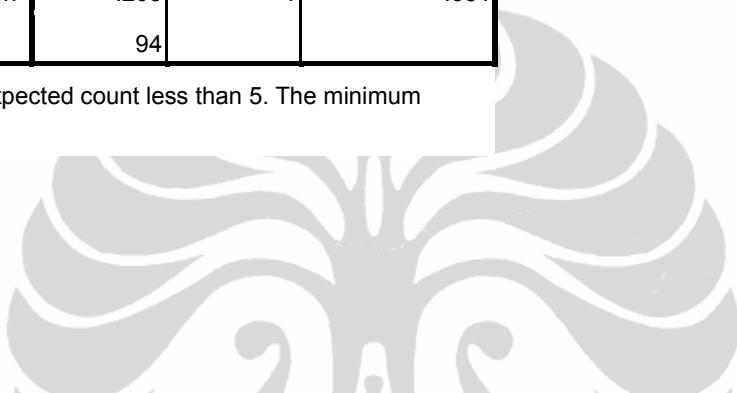
Crosstab

Count

		X7			
		sanagt tidak puas	tidak puas	kurang puas	puas
rute	domestik	4	2	28	30
	internasional	1	2	3	1
	domestik&internasional	1	1	7	12
	Total	6	5	38	43

Crosstab

Count

		X7	
		sangat puas	Total
rute	domestik	1	65
	internasional	0	7
	domestik&internasional	1	22
	Total	2	94

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Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.836[a]	8	.159
Likelihood Ratio	8.716	8	.367
Linear-by-Linear Association	.145	1	.703
N of Valid Cases	94		

a. 11 cells (73,3%) have expected count less than 5. The minimum
expected count is ,15.

rute * X8

Crosstab

Count

		X8			
		sanagt tidak puas	tidak puas	kurang puas	puas
rute	domestik	3	9	27	24
	internasional	1	3	2	1
	domestik&internasional	1	1	12	5
	Total	5	13	41	30

Crosstab

Count

		X8	
		sangat puas	Total
rute	domestik	2	65
	internasional	0	7
	domestik&internasional	3	22
	Total	5	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	13.432[a]	8	.098
Likelihood Ratio	11.882	8	.157
Linear-by-Linear Association	.133	1	.715
N of Valid Cases	94		

a. 10 cells (66,7%) have expected count less than 5. The minimum

expected count is ,37.

rute * X9

Crosstab

Count

		X9			
		sanagt tidak puas	tidak puas	kurang puas	puas
rute	domestik	5	7	23	29
	internasional	0	1	5	1
	domestik&internasional	1	0	10	11
	Total	6	8	38	41

Crosstab

Count

		X9	
		sangat puas	Total
rute	domestik	1	65
	internasional	0	7
	domestik&internasional	0	22
	Total	1	94

Chi-Square Tests

54

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	7.532[a]	8	.480
Likelihood Ratio	10.252	8	.248
Linear-by-Linear Association	.590	1	.442
N of Valid Cases	94		

a. 10 cells (66,7%) have expected count less than 5. The minimum
expected count is ,07.

rute * X10

Crosstab

Count

		X10			
		sanagt tidak puas	tidak puas	kurang puas	puas
rute	domestik	1	13	24	22
	internasional	0	1	1	4
	domestik&internasional	0	3	6	11
	Total	1	17	31	37

Crosstab

Count

		X10	
		sangat puas	Total
rute	domestik	5	65
	internasional	1	7
	domestik&internasional	2	22
	Total	8	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)

55

Identifikasi persepsi..., Ayiful Ramadhan Asit, FE UI, 2010.

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.171[a]	8	.841
Likelihood Ratio	4.550	8	.804
Linear-by-Linear Association	1.980	1	.159
N of Valid Cases	94		

a. 9 cells (60,0%) have expected count less than 5. The minimum expected count is ,07.

rute * X11

Crosstab

Count

		X11			
		sanagt tidak puas	tidak puas	kurang puas	puas
rute	domestik	1	11	24	22
	internasional	0	1	3	3
	domestik&internasional	0	5	11	5
	Total	1	17	38	30

Crosstab

Count

		X11	
		sangat puas	Total
rute	domestik	7	65
	internasional	0	7
	domestik&internasional	1	22
	Total	8	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.831[a]	8	.872
Likelihood Ratio	4.766	8	.782

	Value	df	Asymp. Sig. (2-sided)
Linear-by-Linear Association	1.373	1	.241
N of Valid Cases	94		

a. 9 cells (60,0%) have expected count less than 5. The minimum
expected count is ,07.

rute * X12

Crosstab

Count

		X12				Total
		tidak puas	kurang puas	puas	sangat puas	
rute	domestik	14	22	20	9	65
	internasional	0	5	1	1	7
	domestik&internasional	9	8	4	1	22
	Total	23	35	25	11	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	9.443[a]	6	.150
Likelihood Ratio	10.701	6	.098
Linear-by-Linear Association	4.129	1	.042
N of Valid Cases	94		

a. 5 cells (41,7%) have expected count less than 5. The minimum
expected count is ,82.

rute * X13

Crosstab

Count

	X13

57

	sanagt tidak puas	tidak puas	kurang puas	puas
rute domestik	1	5	25	33
internasional	0	0	2	5
domestik&internasional	0	1	11	10
Total	1	6	38	48

Crosstab

Count

	X13	
	sangat puas	Total
rute domestik	1	65
internasional	0	7
domestik&internasional	0	22
Total	1	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.139[a]	8	.925
Likelihood Ratio	4.108	8	.847
Linear-by-Linear Association	.001	1	.970
N of Valid Cases	94		

a. 11 cells (73,3%) have expected count less than 5. The minimum expected count is ,07.

rute * X14

Crosstab

Count

	X14				Total
	tidak puas	kurang puas	puas	sangat puas	
rute domestik	3	19	41	2	65

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	internasional	1	1	5	0	7
	domestik&internasional	0	9	11	2	22
	Total	4	29	57	4	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.338[a]	6	.386
Likelihood Ratio	6.765	6	.343
Linear-by-Linear Association	.030	1	.862
N of Valid Cases	94		

a. 8 cells (66,7%) have expected count less than 5. The minimum
expected count is ,30.

rute * X15

Crosstab

Count

		X15			
		sanagt tidak puas	tidak puas	kurang puas	puas
rute	domestik	1	4	15	27
	internasional	0	1	4	1
	domestik&internasional	0	0	7	11
	Total	1	5	26	39

Crosstab

Count

		X15	
		sangat puas	Total
rute	domestik	18	65
	internasional	1	7
	domestik&internasional	4	22

59

Crosstab

Count

		X15	
		sangat puas	Total
rute	domestik	18	65
	internasional	1	7
	domestik&internasional	4	22
	Total	23	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.151[a]	8	.419
Likelihood Ratio	9.252	8	.321
Linear-by-Linear Association	.099	1	.753
N of Valid Cases	94		

a. 9 cells (60,0%) have expected count less than 5. The minimum
expected count is ,07.

rute * X16

Crosstab

Count

		X16				Total
		tidak puas	kurang puas	puas	sangat puas	
rute	domestik	1	32	27	5	65
	internasional	1	2	4	0	7
	domestik&internasional	4	11	7	0	22
	Total	6	45	38	5	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.601[a]	6	.071
Likelihood Ratio	12.395	6	.054
Linear-by-Linear Association	5.804	1	.016
N of Valid Cases	94		

a. 8 cells (66,7%) have expected count less than 5. The minimum
expected count is ,37.

rute * X17

Crosstab

Count

		X17			
		sanagt tidak puas	tidak puas	kurang puas	puas
rute	domestik	2	5	35	22
	internasional	0	1	4	2
	domestik&internasional	0	2	11	8
	Total	2	8	50	32

Crosstab

Count

		X17	
		sangat puas	Total
rute	domestik	1	65
	internasional	0	7
	domestik&internasional	1	22
	Total	2	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.251[a]	8	.972
Likelihood Ratio	2.802	8	.946
Linear-by-Linear Association	.438	1	.508
N of Valid Cases	94		

a. 10 cells (66,7%) have expected count less than 5. The minimum
expected count is ,15.

rute * X18

Crosstab

Count

		X18			
		sanagt tidak puas	tidak puas	kurang puas	puas
rute	domestik	4	18	21	20
	internasional	1	2	2	2
	domestik&internasional	1	1	11	2
	Total	6	21	34	24

Crosstab

Count

		X18	
		sangat puas	Total
rute	domestik	2	65
	internasional	0	7
	domestik&internasional	7	22
	Total	9	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	24.381[a]	8	.002
Likelihood Ratio	23.663	8	.003

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Linear-by-Linear Association	4.847	1	.028
N of Valid Cases	94		

a. 9 cells (60,0%) have expected count less than 5. The minimum

expected count is ,45.

rute * X19

Crosstab

Count

		X19				
		sanagt tidak puas	tidak puas	kurang puas	puas	Total
rute	domestik	4	2	30	29	65
	internasional	0	0	3	4	7
	domestik&internasional	1	0	3	18	22
	Total	5	2	36	51	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.158[a]	6	.118
Likelihood Ratio	11.859	6	.065
Linear-by-Linear Association	5.354	1	.021
N of Valid Cases	94		

a. 8 cells (66,7%) have expected count less than 5. The minimum

expected count is ,15.

rute * X20

Crosstab

Count

		X20			
		sanagt tidak puas	tidak puas	kurang puas	puas
rute	domestik	2	3	26	33
	internasional	0	2	3	2
	domestik&internasional	1	0	8	13
	Total	3	5	37	48

Crosstab

Count

		X20	
		sangat puas	Total
rute	domestik	1	65
	internasional	0	7
	domestik&internasional	0	22
	Total	1	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.195[a]	8	.252
Likelihood Ratio	8.343	8	.401
Linear-by-Linear Association	.018	1	.892
N of Valid Cases	94		

a. 11 cells (73,3%) have expected count less than 5. The minimum

expected count is ,07.

rute * X21

Crosstab

Count

	X21

		sanagt tidak puas	tidak puas	kurang puas	puas
rute	domestik	1	8	17	34
	internasional	0	3	3	1
	domestik&internasional	2	0	11	7
	Total	3	11	31	42

Crosstab

Count

		X21	
		sangat puas	Total
rute	domestik	5	65
	internasional	0	7
	domestik&internasional	2	22
	Total	7	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	18.353[a]	8	.019
Likelihood Ratio	18.973	8	.015
Linear-by-Linear Association	1.509	1	.219
N of Valid Cases	94		

a. 10 cells (66,7%) have expected count less than 5. The minimum
expected count is ,22.

rute * X22

Crosstab

Count

		X22			
		sanagt tidak puas	tidak puas	kurang puas	puas

rute		1	10	27	17
	domestik	1	10	27	17
	internasional	0	0	5	2
	domestik&internasional	1	0	16	3
	Total	2	10	48	22

Crosstab

Count

		X22	
		sangat puas	Total
rute	domestik	10	65
	internasional	0	7
	domestik&internasional	2	22
	Total	12	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.729[a]	8	.164
Likelihood Ratio	15.479	8	.050
Linear-by-Linear Association	.515	1	.473
N of Valid Cases	94		

a. 9 cells (60,0%) have expected count less than 5. The minimum
expected count is ,15.

rute * X23

Crosstab

Count

		X23			
		sanagt tidak puas	tidak puas	kurang puas	puas
rute	domestik	1	9	22	25
	internasional	0	0	3	2

	domestik&internasional	0	3	6	11
	Total	1	12	31	38

Crosstab

Count

		X23	
		sangat puas	Total
rute	domestik	8	65
	internasional	2	7
	domestik&internasional	2	22
	Total	12	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.269[a]	8	.832
Likelihood Ratio	5.108	8	.746
Linear-by-Linear Association	.279	1	.597
N of Valid Cases	94		

a. 9 cells (60,0%) have expected count less than 5. The minimum
expected count is ,07.

usia * X1

Crosstab

Count

		X1				
		sanagt tidak puas	tidak puas	kurang puas	puas	Total
usia	2	0	0	2	2	4
	3	0	0	5	1	6
	4	0	0	3	1	4
	5	0	0	6	4	10

67

6	0	1	10	1	12
7	0	0	3	3	6
8	1	1	7	4	13
9	0	0	2	0	2
10	0	2	4	4	10
12	0	0	4	2	6
13	0	0	1	0	1
14	0	0	0	1	1
15	2	0	2	2	6
16	0	0	1	0	1
18	0	0	1	0	1
20	0	1	1	1	3
21	0	0	2	0	2
25	0	2	0	1	3
28	0	0	1	0	1
32	1	0	0	0	1
46	0	0	0	1	1
Total	4	7	55	28	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	80.004[a]	60	.043
Likelihood Ratio	56.895	60	.590
Linear-by-Linear Association	2.753	1	.097
N of Valid Cases	94		

a. 80 cells (95,2%) have expected count less than 5. The minimum
expected count is ,04.

usia * X2

Crosstab

Count

		X2			
		tidak puas	kurang puas	puas	Total
usia	2	0	1	3	4
	3	1	5	0	6
	4	0	0	4	4
	5	0	1	9	10
	6	1	8	3	12
	7	1	2	3	6
	8	3	5	5	13
	9	0	1	1	2
	10	2	6	2	10
	12	1	5	0	6
	13	0	1	0	1
	14	0	0	1	1
	15	0	4	2	6
	16	0	1	0	1
	18	0	0	1	1
	20	1	2	0	3
	21	0	1	1	2
	25	2	0	1	3
	28	0	1	0	1
	32	1	0	0	1
	46	0	0	1	1
	Total	13	44	37	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	58.435[a]	40	.030
Likelihood Ratio	65.773	40	.006
Linear-by-Linear Association	3.037	1	.081

69

N of Valid Cases	94		

a. 60 cells (95,2%) have expected count less than 5. The minimum
expected count is ,14.

usia * X3

Crosstab

Count

		X3				Total
		sanagt tidak puas	tidak puas	kurang puas	puas	
usia	2	0	0	3	1	4
	3	0	1	4	1	6
	4	0	0	4	0	4
	5	0	0	7	3	10
	6	1	2	3	6	12
	7	0	0	4	2	6
	8	1	2	6	4	13
	9	0	0	0	2	2
	10	0	1	3	6	10
	12	0	2	3	1	6
	13	0	0	1	0	1
	14	0	0	1	0	1
	15	2	1	2	1	6
	16	0	1	0	0	1
	18	0	0	1	0	1
	20	0	0	2	1	3
	21	0	1	0	1	2
	25	0	2	1	0	3
	28	0	0	1	0	1
	32	1	0	0	0	1
	46	0	0	0	1	1

Crosstab

Count

		X3				Total
		sanagt tidak puas	tidak puas	kurang puas	puas	
usia	2	0	0	3	1	4
	3	0	1	4	1	6
	4	0	0	4	0	4
	5	0	0	7	3	10
	6	1	2	3	6	12
	7	0	0	4	2	6
	8	1	2	6	4	13
	9	0	0	0	2	2
	10	0	1	3	6	10
	12	0	2	3	1	6
	13	0	0	1	0	1
	14	0	0	1	0	1
	15	2	1	2	1	6
	16	0	1	0	0	1
	18	0	0	1	0	1
	20	0	0	2	1	3
	21	0	1	0	1	2
	25	0	2	1	0	3
	28	0	0	1	0	1
	32	1	0	0	0	1
	46	0	0	0	1	1
	Total	5	13	46	30	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	75.950[a]	60	.080
Likelihood Ratio	63.725	60	.347

Linear-by-Linear Association	2.736	1	.098
N of Valid Cases	94		

a. 82 cells (97,6%) have expected count less than 5. The minimum

expected count is ,05.

usia * X4

Crosstab

Count

		X4					
		sanagt tidak puas	tidak puas	kurang puas	puas	sangat puas	Total
usia	2	0	0	3	1	0	4
	3	0	0	3	3	0	6
	4	0	0	3	1	0	4
	5	0	0	6	4	0	10
	6	0	1	9	2	0	12
	7	0	1	2	3	0	6
	8	0	1	8	3	1	13
	9	0	0	0	2	0	2
	10	1	2	2	5	0	10
	12	0	1	4	1	0	6
	13	0	0	0	1	0	1
	14	0	0	1	0	0	1
	15	0	3	3	0	0	6
	16	0	0	1	0	0	1
	18	0	0	0	1	0	1
	20	0	1	1	1	0	3
	21	0	0	0	2	0	2
	25	0	1	0	2	0	3
	28	0	0	0	1	0	1
	32	1	0	0	0	0	1

46	0	0	1	0	0	1
Total	2	11	47	33	1	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	100.493[a]	80	.060
Likelihood Ratio	65.325	80	.882
Linear-by-Linear Association	1.645	1	.200
N of Valid Cases	94		

a. 101 cells (96,2%) have expected count less than 5. The minimum

expected count is ,01.

usia * X5

Crosstab

Count

		X5				
		sanagt tidak puas	tidak puas	kurang puas	puas	Total
usia	2	0	1	1	2	4
	3	0	0	3	3	6
	4	0	2	1	1	4
	5	0	3	6	1	10
	6	0	3	5	4	12
	7	0	3	1	2	6
	8	1	3	5	4	13
	9	0	0	0	2	2
	10	0	1	3	6	10
	12	0	2	3	1	6
	13	0	0	1	0	1
	14	0	0	0	1	1

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	15	0	0	1	5	6
	16	0	0	0	1	1
	18	0	0	1	0	1
	20	0	0	1	2	3
	21	0	0	1	1	2
	25	0	0	3	0	3
	28	0	1	0	0	1
	32	0	0	0	1	1
	46	0	0	1	0	1
	Total	1	19	37	37	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	48.838[a]	60	.848
Likelihood Ratio	51.918	60	.762
Linear-by-Linear Association	1.011	1	.315
N of Valid Cases	94		

a. 82 cells (97,6%) have expected count less than 5. The minimum

expected count is ,01.

usia * X6

Crosstab

Count

		X6					
		sanagt tidak puas	tidak puas	kurang puas	puas	sangat puas	Total
usia	2	0	1	1	2	0	4
	3	1	0	2	3	0	6
	4	0	1	1	2	0	4
	5	0	0	6	4	0	10

74

6	0	3	6	3	0	12
7	1	1	3	1	0	6
8	1	0	7	4	1	13
9	0	0	1	1	0	2
10	1	2	3	4	0	10
12	0	0	4	2	0	6
13	0	0	1	0	0	1
14	0	0	1	0	0	1
15	0	2	0	2	2	6
16	0	0	1	0	0	1
18	0	0	0	1	0	1
20	0	1	1	1	0	3
21	0	0	2	0	0	2
25	0	1	1	1	0	3
28	0	1	0	0	0	1
32	0	0	1	0	0	1
46	0	0	0	1	0	1
Total	4	13	42	32	3	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	63.704[a]	80	.909
Likelihood Ratio	61.172	80	.942
Linear-by-Linear Association	.014	1	.907
N of Valid Cases	94		

a. 103 cells (98,1%) have expected count less than 5. The minimum

expected count is ,03.

usia * X7

Crosstab

75

Count

		X7					
		sanagt tidak puas	tidak puas	kurang puas	puas	sangat puas	Total
usia	2	0	0	2	2	0	4
	3	2	0	4	0	0	6
	4	0	0	1	3	0	4
	5	0	0	5	5	0	10
	6	0	0	5	7	0	12
	7	0	0	3	3	0	6
	8	2	0	3	8	0	13
	9	0	0	1	1	0	2
	10	0	1	5	4	0	10
	12	0	0	3	3	0	6
	13	0	0	1	0	0	1
	14	0	0	1	0	0	1
	15	0	2	2	2	0	6
	16	1	0	0	0	0	1
	18	0	0	0	1	0	1
	20	0	0	1	1	1	3
	21	1	0	0	1	0	2
	25	0	1	1	1	0	3
	28	0	1	0	0	0	1
	32	0	0	0	0	1	1
	46	0	0	0	1	0	1
	Total	6	5	38	43	2	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	144.525[a]	80	.000
Likelihood Ratio	74.538	80	.651
Linear-by-Linear Association	.017	1	.896

N of Valid Cases	94		

a. 102 cells (97,1%) have expected count less than 5. The minimum
expected count is ,02.

usia * X8

Crosstab

Count

		X8					
		sanagt tidak puas	tidak puas	kurang puas	puas	sangat puas	Total
usia	2	0	1	1	2	0	4
	3	2	0	2	2	0	6
	4	0	0	0	2	2	4
	5	0	0	6	4	0	10
	6	0	3	5	4	0	12
	7	0	0	4	2	0	6
	8	2	0	5	5	1	13
	9	0	0	1	1	0	2
	10	0	2	4	4	0	10
	12	0	2	4	0	0	6
	13	0	0	1	0	0	1
	14	0	0	1	0	0	1
	15	0	2	2	2	0	6
	16	1	0	0	0	0	1
	18	0	0	1	0	0	1
	20	0	0	1	1	1	3
	21	0	1	1	0	0	2
	25	0	1	1	0	1	3
	28	0	1	0	0	0	1
	32	0	0	1	0	0	1
	46	0	0	0	1	0	1

Crosstab

Count

		X8					
		sanagt tidak puas	tidak puas	kurang puas	puas	sangat puas	Total
usia	2	0	1	1	2	0	4
	3	2	0	2	2	0	6
	4	0	0	0	2	2	4
	5	0	0	6	4	0	10
	6	0	3	5	4	0	12
	7	0	0	4	2	0	6
	8	2	0	5	5	1	13
	9	0	0	1	1	0	2
	10	0	2	4	4	0	10
	12	0	2	4	0	0	6
	13	0	0	1	0	0	1
	14	0	0	1	0	0	1
	15	0	2	2	2	0	6
	16	1	0	0	0	0	1
	18	0	0	1	0	0	1
	20	0	0	1	1	1	3
	21	0	1	1	0	0	2
	25	0	1	1	0	1	3
	28	0	1	0	0	0	1
	32	0	0	1	0	0	1
	46	0	0	0	1	0	1
	Total	5	13	41	30	5	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	97.383[a]	80	.091
Likelihood Ratio	80.295	80	.470

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		.214	1	.644
Linear-by-Linear Association				
N of Valid Cases		94		

a. 103 cells (98,1%) have expected count less than 5. The minimum
expected count is ,05.

usia * X9

Crosstab

Count

		X9					
		sanagt tidak puas	tidak puas	kurang puas	puas	sangat puas	Total
usia	2	0	0	2	2	0	4
	3	1	1	2	2	0	6
	4	0	1	3	0	0	4
	5	0	0	2	7	1	10
	6	0	1	5	6	0	12
	7	1	1	3	1	0	6
	8	1	1	6	5	0	13
	9	0	0	2	0	0	2
	10	0	1	6	3	0	10
	12	0	0	1	5	0	6
	13	0	0	0	1	0	1
	14	0	0	0	1	0	1
	15	0	0	4	2	0	6
	16	1	0	0	0	0	1
	18	0	0	1	0	0	1
	20	0	0	1	2	0	3
	21	1	0	0	1	0	2
	25	0	1	0	2	0	3
	28	0	0	0	1	0	1
	32	1	0	0	0	0	1

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	46	0	1	0	0	0	1
	Total	6	8	38	41	1	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	91.132[a]	80	.186
Likelihood Ratio	68.902	80	.807
Linear-by-Linear Association	2.053	1	.152
N of Valid Cases	94		

a. 102 cells (97,1%) have expected count less than 5. The minimum

expected count is ,01.

usia * X10
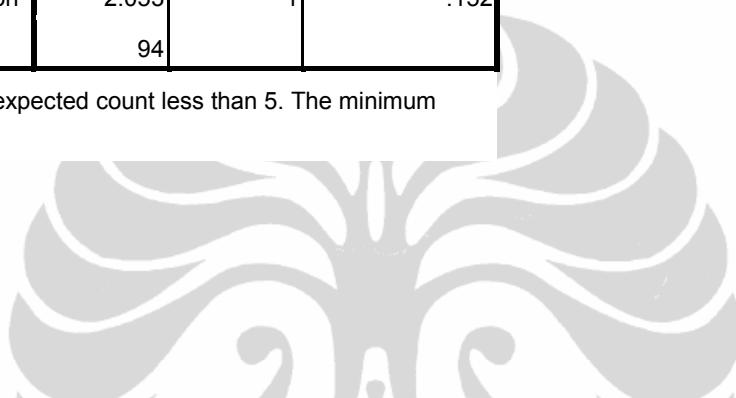
Crosstab

Count

		X10					Total
		sanagt tidak puas	tidak puas	kurang puas	puas	sangat puas	
usia	2	0	0	1	3	0	4
	3	0	2	2	1	1	6
	4	0	1	3	0	0	4
	5	0	1	1	7	1	10
	6	1	0	5	5	1	12
	7	0	1	1	4	0	6
	8	0	2	7	3	1	13
	9	0	0	2	0	0	2
	10	0	4	5	1	0	10
	12	0	0	2	4	0	6
	13	0	0	0	1	0	1
	14	0	0	0	0	1	1

	sanagt tidak puas	tidak puas	kurang puas	puas	sangat puas	Total
15	0	1	1	3	1	6
16	0	1	0	0	0	1
18	0	0	1	0	0	1
20	0	0	0	2	1	3
21	0	1	0	0	1	2
25	0	1	0	2	0	3
28	0	0	0	1	0	1
32	0	1	0	0	0	1
46	0	1	0	0	0	1
Total	1	17	31	37	8	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	44.760[a]	60	.929
Likelihood Ratio	54.026	60	.693
Linear-by-Linear Association	.252	1	.616
N of Valid Cases	94		

a. 104 cells (99,0%) have expected count less than 5. The minimum

expected count is ,01.

usia * X11

Crosstab

Count

		X11					
		sanagt tidak puas	tidak puas	kurang puas	puas	sangat puas	Total
usia	2	0	0	3	1	0	4
	3	0	2	0	2	2	6
	4	0	0	1	3	0	4
	5	0	2	5	2	1	10

						Total
6	0	1	4	5	2	12
7	0	1	3	1	1	6
8	1	3	6	3	0	13
9	0	0	0	2	0	2
10	0	3	4	3	0	10
12	0	2	0	3	1	6
13	0	0	1	0	0	1
14	0	0	0	0	1	1
15	0	0	4	2	0	6
16	0	0	1	0	0	1
18	0	0	1	0	0	1
20	0	1	1	1	0	3
21	0	1	0	1	0	2
25	0	1	1	1	0	3
28	0	0	1	0	0	1
32	0	0	1	0	0	1
46	0	0	1	0	0	1
Total	1	17	38	30	8	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	61.244[a]	80	.941
Likelihood Ratio	63.315	80	.915
Linear-by-Linear Association	1.402	1	.236
N of Valid Cases	94		

a. 104 cells (99,0%) have expected count less than 5. The minimum expected count is ,01.

usia * X12

Crosstab

Count

		X12				
		tidak puas	kurang puas	puas	sangat puas	Total
usia	2	0	2	2	0	4
	3	2	2	2	0	6
	4	0	2	1	1	4
	5	0	6	3	1	10
	6	3	4	3	2	12
	7	1	3	2	0	6
	8	7	1	3	2	13
	9	1	0	0	1	2
	10	2	4	4	0	10
	12	1	2	0	3	6
	13	1	0	0	0	1
	14	1	0	0	0	1
	15	0	4	1	1	6
	16	0	1	0	0	1
	18	0	1	0	0	1
	20	1	2	0	0	3
	21	1	0	1	0	2
	25	2	1	0	0	3
	28	0	0	1	0	1
	32	0	0	1	0	1
	46	0	0	1	0	1
	Total	23	35	25	11	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	62.315[a]	60	.394
Likelihood Ratio	70.690	60	.163
Linear-by-Linear Association	.123	1	.726

N of Valid Cases	94		

a. 84 cells (100,0%) have expected count less than 5. The minimum
expected count is ,12.

usia * X13

Crosstab

Count

		X13					
		sanagt tidak puas	tidak puas	kurang puas	puas	sangat puas	Total
usia	2	0	1	2	1	0	4
	3	0	0	1	5	0	6
	4	0	0	3	1	0	4
	5	0	0	4	6	0	10
	6	0	1	6	5	0	12
	7	0	0	2	3	1	6
	8	1	0	8	4	0	13
	9	0	0	0	2	0	2
	10	0	2	4	4	0	10
	12	0	0	2	4	0	6
	13	0	0	1	0	0	1
	14	0	0	1	0	0	1
	15	0	0	1	5	0	6
	16	0	0	0	1	0	1
	18	0	0	0	1	0	1
	20	0	0	1	2	0	3
	21	0	0	0	2	0	2
	25	0	0	1	2	0	3
	28	0	1	0	0	0	1
	32	0	1	0	0	0	1
	46	0	0	1	0	0	1

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Crosstab

Count

		X13					
		sanagt tidak puas	tidak puas	kurang puas	puas	sangat puas	Total
usia	2	0	1	2	1	0	4
	3	0	0	1	5	0	6
	4	0	0	3	1	0	4
	5	0	0	4	6	0	10
	6	0	1	6	5	0	12
	7	0	0	2	3	1	6
	8	1	0	8	4	0	13
	9	0	0	0	2	0	2
	10	0	2	4	4	0	10
	12	0	0	2	4	0	6
	13	0	0	1	0	0	1
	14	0	0	1	0	0	1
	15	0	0	1	5	0	6
	16	0	0	0	1	0	1
	18	0	0	0	1	0	1
	20	0	0	1	2	0	3
	21	0	0	0	2	0	2
	25	0	0	1	2	0	3
	28	0	1	0	0	0	1
	32	0	1	0	0	0	1
	46	0	0	1	0	0	1
	Total	1	6	38	48	1	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	79.571[a]	80	.493
Likelihood Ratio	54.575	80	.987

85

Linear-by-Linear Association	.306	1	.580
N of Valid Cases	94		

a. 100 cells (95,2%) have expected count less than 5. The minimum expected count is ,01.

usia * X14

Crosstab

Count

		X14				Total
		tidak puas	kurang puas	puas	sangat puas	
usia	2	0	2	2	0	4
	3	1	1	4	0	6
	4	0	0	4	0	4
	5	0	2	8	0	10
	6	0	4	7	1	12
	7	0	1	5	0	6
	8	2	4	7	0	13
	9	0	0	2	0	2
	10	1	4	5	0	10
	12	0	2	4	0	6
	13	0	0	1	0	1
	14	0	0	1	0	1
	15	0	2	4	0	6
	16	0	1	0	0	1
	18	0	0	0	1	1
	20	0	2	1	0	3
	21	0	1	0	1	2
	25	0	1	1	1	3
	28	0	1	0	0	1
	32	0	1	0	0	1
	46	0	0	1	0	1

Crosstab

Count

		X14				Total
		tidak puas	kurang puas	puas	sangat puas	
usia	2	0	2	2	0	4
	3	1	1	4	0	6
	4	0	0	4	0	4
	5	0	2	8	0	10
	6	0	4	7	1	12
	7	0	1	5	0	6
	8	2	4	7	0	13
	9	0	0	2	0	2
	10	1	4	5	0	10
	12	0	2	4	0	6
	13	0	0	1	0	1
	14	0	0	1	0	1
	15	0	2	4	0	6
	16	0	1	0	0	1
	18	0	0	0	1	1
	20	0	2	1	0	3
	21	0	1	0	1	2
	25	0	1	1	1	3
	28	0	1	0	0	1
	32	0	1	0	0	1
	46	0	0	1	0	1
	Total	4	29	57	4	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	70.006[a]	60	.177
Likelihood Ratio	50.163	60	.813
Linear-by-Linear Association	.008	1	.930

87

N of Valid Cases	94		

a. 80 cells (95,2%) have expected count less than 5. The minimum
expected count is ,04.

usia * X15

Crosstab

Count

		X15					Total
		sanagt tidak puas	tidak puas	kurang puas	puas	sangat puas	
usia	2	0	0	1	2	1	4
	3	0	1	3	1	1	6
	4	0	0	1	1	2	4
	5	0	0	3	2	5	10
	6	0	0	2	6	4	12
	7	0	1	1	2	2	6
	8	0	2	3	6	2	13
	9	0	0	1	0	1	2
	10	1	0	2	6	1	10
	12	0	0	3	3	0	6
	13	0	0	0	1	0	1
	14	0	0	0	0	1	1
	15	0	0	4	2	0	6
	16	0	1	0	0	0	1
	18	0	0	0	1	0	1
	20	0	0	1	0	2	3
	21	0	0	0	1	1	2
	25	0	0	0	3	0	3
	28	0	0	1	0	0	1
	32	0	0	0	1	0	1
	46	0	0	0	1	0	1

Crosstab

Count

		X15					
		sanagt tidak puas	tidak puas	kurang puas	puas	sangat puas	Total
usia	2	0	0	1	2	1	4
	3	0	1	3	1	1	6
	4	0	0	1	1	2	4
	5	0	0	3	2	5	10
	6	0	0	2	6	4	12
	7	0	1	1	2	2	6
	8	0	2	3	6	2	13
	9	0	0	1	0	1	2
	10	1	0	2	6	1	10
	12	0	0	3	3	0	6
	13	0	0	0	1	0	1
	14	0	0	0	0	1	1
	15	0	0	4	2	0	6
	16	0	1	0	0	0	1
	18	0	0	0	1	0	1
	20	0	0	1	0	2	3
	21	0	0	0	1	1	2
	25	0	0	0	3	0	3
	28	0	0	1	0	0	1
	32	0	0	0	1	0	1
	46	0	0	0	1	0	1
Total		1	5	26	39	23	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	75.522[a]	80	.621
Likelihood Ratio	66.117	80	.868

89

Linear-by-Linear Association	.057	1	.811	
N of Valid Cases	94			

a. 104 cells (99,0%) have expected count less than 5. The minimum
expected count is ,01.

usia * X16

Crosstab

Count

		X16				Total
		tidak puas	kurang puas	puas	sangat puas	
usia	2	0	2	1	1	4
	3	0	4	2	0	6
	4	0	2	2	0	4
	5	0	5	3	2	10
	6	1	6	4	1	12
	7	0	3	3	0	6
	8	1	6	5	1	13
	9	0	2	0	0	2
	10	1	4	5	0	10
	12	1	4	1	0	6
	13	0	1	0	0	1
	14	0	0	1	0	1
	15	0	3	3	0	6
	16	0	0	1	0	1
	18	0	1	0	0	1
	20	1	2	0	0	3
	21	0	0	2	0	2
	25	1	0	2	0	3
	28	0	0	1	0	1
	32	0	0	1	0	1
	46	0	0	1	0	1

Crosstab

Count

		X16				Total
		tidak puas	kurang puas	puas	sangat puas	
usia	2	0	2	1	1	4
	3	0	4	2	0	6
	4	0	2	2	0	4
	5	0	5	3	2	10
	6	1	6	4	1	12
	7	0	3	3	0	6
	8	1	6	5	1	13
	9	0	2	0	0	2
	10	1	4	5	0	10
	12	1	4	1	0	6
	13	0	1	0	0	1
	14	0	0	1	0	1
	15	0	3	3	0	6
	16	0	0	1	0	1
	18	0	1	0	0	1
	20	1	2	0	0	3
	21	0	0	2	0	2
	25	1	0	2	0	3
	28	0	0	1	0	1
	32	0	0	1	0	1
	46	0	0	1	0	1
	Total	6	45	38	5	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	41.362[a]	60	.968
Likelihood Ratio	45.703	60	.914
Linear-by-Linear Association	.009	1	.923

N of Valid Cases		94		

a. 81 cells (96,4%) have expected count less than 5. The minimum
expected count is ,05.

usia * X17

Crosstab

Count

		X17					
		sanagt tidak puas	tidak puas	kurang puas	puas	sangat puas	Total
usia	2	0	0	2	2	0	4
	3	0	0	4	2	0	6
	4	0	0	3	1	0	4
	5	0	1	4	5	0	10
	6	1	1	8	1	1	12
	7	0	0	3	3	0	6
	8	1	1	7	4	0	13
	9	0	0	1	1	0	2
	10	0	1	4	5	0	10
	12	0	2	2	2	0	6
	13	0	0	1	0	0	1
	14	0	0	1	0	0	1
	15	0	1	2	3	0	6
	16	0	0	1	0	0	1
	18	0	0	1	0	0	1
	20	0	0	1	1	1	3
	21	0	0	2	0	0	2
	25	0	0	2	1	0	3
	28	0	0	1	0	0	1
	32	0	1	0	0	0	1
	46	0	0	0	1	0	1

Crosstab

Count

		X17					
		sanagt tidak puas	tidak puas	kurang puas	puas	sangat puas	Total
usia	2	0	0	2	2	0	4
	3	0	0	4	2	0	6
	4	0	0	3	1	0	4
	5	0	1	4	5	0	10
	6	1	1	8	1	1	12
	7	0	0	3	3	0	6
	8	1	1	7	4	0	13
	9	0	0	1	1	0	2
	10	0	1	4	5	0	10
	12	0	2	2	2	0	6
	13	0	0	1	0	0	1
	14	0	0	1	0	0	1
	15	0	1	2	3	0	6
	16	0	0	1	0	0	1
	18	0	0	1	0	0	1
	20	0	0	1	1	1	3
	21	0	0	2	0	0	2
	25	0	0	2	1	0	3
	28	0	0	1	0	0	1
	32	0	1	0	0	0	1
	46	0	0	0	1	0	1
	Total	2	8	50	32	2	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	57.016[a]	80	.976
Likelihood Ratio	45.354	80	.999

93

		.002	1	.960
Linear-by-Linear Association				
N of Valid Cases		94		

a. 101 cells (96,2%) have expected count less than 5. The minimum
expected count is ,02.

usia * X18

Crosstab

Count

		X18					
		sanagt tidak puas	tidak puas	kurang puas	puas	sangat puas	Total
usia	2	1	0	2	1	0	4
	3	2	3	0	0	1	6
	4	0	0	4	0	0	4
	5	0	0	6	4	0	10
	6	1	3	3	5	0	12
	7	1	1	1	2	1	6
	8	1	4	3	3	2	13
	9	0	1	1	0	0	2
	10	0	3	2	4	1	10
	12	0	2	2	2	0	6
	13	0	1	0	0	0	1
	14	0	1	0	0	0	1
	15	0	0	4	1	1	6
	16	0	1	0	0	0	1
	18	0	0	0	1	0	1
	20	0	0	0	1	2	3
	21	0	0	2	0	0	2
	25	0	0	2	0	1	3
	28	0	0	1	0	0	1
	32	0	1	0	0	0	1

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	46	0	0	1	0	0	1
	Total	6	21	34	24	9	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	86.008[a]	80	.303
Likelihood Ratio	90.631	80	.195
Linear-by-Linear Association	1.408	1	.235
N of Valid Cases	94		

a. 105 cells (100,0%) have expected count less than 5. The minimum

expected count is ,06.

usia * X19

Crosstab

Count

		X19				
		sanagt tidak puas	tidak puas	kurang puas	puas	Total
usia	2	1	0	0	3	4
	3	0	0	4	2	6
	4	0	0	3	1	4
	5	0	0	6	4	10
	6	0	1	6	5	12
	7	0	0	2	4	6
	8	1	0	3	9	13
	9	0	0	0	2	2
	10	0	1	3	6	10
	12	0	0	4	2	6
	13	0	0	0	1	1
	14	0	0	0	1	1

15	0	0	1	5	6
16	0	0	1	0	1
18	0	0	0	1	1
20	0	0	0	3	3
21	1	0	0	1	2
25	0	0	2	1	3
28	1	0	0	0	1
32	1	0	0	0	1
46	0	0	1	0	1
Total	5	2	36	51	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	80.684[a]	60	.039
Likelihood Ratio	58.294	60	.538
Linear-by-Linear Association	2.818	1	.093
N of Valid Cases	94		

a. 80 cells (95,2%) have expected count less than 5. The minimum

expected count is ,02.

usia * X20

Crosstab

Count

		X20					
		sanagt tidak puas	tidak puas	kurang puas	puas	sangat puas	Total
usia	2	0	0	2	2	0	4
	3	0	0	4	2	0	6
	4	0	0	1	3	0	4
	5	0	0	3	7	0	10

96

Identifikasi persepsi..., Ayiful Ramadhan Asit, FE UI, 2010.

						Total
6	1	0	3	8	0	12
7	1	0	2	3	0	6
8	0	1	6	6	0	13
9	0	0	1	1	0	2
10	0	0	4	6	0	10
12	0	0	3	3	0	6
13	0	0	0	1	0	1
14	0	0	0	0	1	1
15	0	2	0	4	0	6
16	0	0	1	0	0	1
18	0	0	0	1	0	1
20	0	0	3	0	0	3
21	0	1	0	1	0	2
25	0	0	3	0	0	3
28	1	0	0	0	0	1
32	0	1	0	0	0	1
46	0	0	1	0	0	1
Total	3	5	37	48	1	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	190.844[a]	80	.000
Likelihood Ratio	72.151	80	.722
Linear-by-Linear Association	7.250	1	.007
N of Valid Cases	94		

a. 100 cells (95,2%) have expected count less than 5. The minimum
expected count is ,01.

usia * X21

Crosstab

Count

		X21					
		sanagt tidak puas	tidak puas	kurang puas	puas	sangat puas	Total
usia	2	0	1	2	1	0	4
	3	1	1	2	2	0	6
	4	0	0	1	3	0	4
	5	0	0	3	7	0	10
	6	0	1	4	7	0	12
	7	0	0	1	3	2	6
	8	0	2	5	4	2	13
	9	0	0	1	1	0	2
	10	0	1	3	5	1	10
	12	0	0	1	4	1	6
	13	0	0	0	0	1	1
	14	0	0	0	1	0	1
	15	0	2	2	2	0	6
	16	0	1	0	0	0	1
	18	0	0	1	0	0	1
	20	0	0	3	0	0	3
	21	0	1	0	1	0	2
	25	0	0	2	1	0	3
	28	1	0	0	0	0	1
	32	1	0	0	0	0	1
	46	0	1	0	0	0	1
	Total	3	11	31	42	7	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	132.247[a]	80	.000
Likelihood Ratio	75.966	80	.607
Linear-by-Linear Association	8.659	1	.003

N of Valid Cases		94					

a. 103 cells (98,1%) have expected count less than 5. The minimum
expected count is ,03.

usia * X22

Crosstab

Count

		X22					
		sanagt tidak puas	tidak puas	kurang puas	puas	sangat puas	Total
usia	2	0	0	1	3	0	4
	3	0	0	5	0	1	6
	4	0	0	3	1	0	4
	5	0	1	5	1	3	10
	6	0	4	4	3	1	12
	7	0	0	3	2	1	6
	8	0	1	7	2	3	13
	9	0	0	2	0	0	2
	10	1	0	3	6	0	10
	12	0	2	1	2	1	6
	13	0	0	1	0	0	1
	14	0	0	1	0	0	1
	15	0	0	6	0	0	6
	16	0	0	1	0	0	1
	18	0	0	1	0	0	1
	20	0	0	2	1	0	3
	21	0	0	1	1	0	2
	25	0	0	1	0	2	3
	28	1	0	0	0	0	1
	32	0	1	0	0	0	1
	46	0	1	0	0	0	1

Crosstab

Count

		X22					
		sanagt tidak puas	tidak puas	kurang puas	puas	sangat puas	Total
usia	2	0	0	1	3	0	4
	3	0	0	5	0	1	6
	4	0	0	3	1	0	4
	5	0	1	5	1	3	10
	6	0	4	4	3	1	12
	7	0	0	3	2	1	6
	8	0	1	7	2	3	13
	9	0	0	2	0	0	2
	10	1	0	3	6	0	10
	12	0	2	1	2	1	6
	13	0	0	1	0	0	1
	14	0	0	1	0	0	1
	15	0	0	6	0	0	6
	16	0	0	1	0	0	1
	18	0	0	1	0	0	1
	20	0	0	2	1	0	3
	21	0	0	1	1	0	2
	25	0	0	1	0	2	3
	28	1	0	0	0	0	1
	32	0	1	0	0	0	1
	46	0	1	0	0	0	1
	Total	2	10	48	22	12	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	125.431[a]	80	.001
Likelihood Ratio	82.857	80	.391

100

		X23					
Linear-by-Linear Association		3.053	1		.081		
N of Valid Cases		94					

a. 101 cells (96,2%) have expected count less than 5. The minimum expected count is ,02.

usia * X23

Crosstab

Count

		X23					
		sanagt tidak puas	tidak puas	kurang puas	puas	sangat puas	Total
usia	2	0	0	1	2	1	4
	3	0	2	2	2	0	6
	4	0	2	2	0	0	4
	5	0	0	5	5	0	10
	6	0	2	2	6	2	12
	7	0	0	2	4	0	6
	8	1	2	4	5	1	13
	9	0	1	0	1	0	2
	10	0	0	4	5	1	10
	12	0	1	2	2	1	6
	13	0	0	1	0	0	1
	14	0	0	0	1	0	1
	15	0	0	3	1	2	6
	16	0	0	1	0	0	1
	18	0	1	0	0	0	1
	20	0	1	1	0	1	3
	21	0	0	1	0	1	2
	25	0	0	0	2	1	3
	28	0	0	0	1	0	1
	32	0	0	0	0	1	1

	46	0	0	0	1	0	1
	Total	1	12	31	38	12	94

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	65.883[a]	80	.872
Likelihood Ratio	67.487	80	.840
Linear-by-Linear Association	3.860	1	.049
N of Valid Cases	94		

a. 104 cells (99,0%) have expected count less than 5. The minimum expected count is ,01.