

LAMPIRAN





**UNIVERSITAS INDONESIA
FAKULTAS ILMU SOSIAL DAN ILMU POLITIK
PROGRAM PASCA SARJANA
PROGRAM STUDI ILMU ADMINISTRASI
KEKHUSUSAN ADMINISTRASI DAN KEBIJAKAN PUBLIK**

Kepada Yth.

Bapak/Ibu/Sdr/i Responden.

Dalam rangka penyelesaian tugas akhir kami pada Program Pasca Sarjana Program Studi Administrasi kekhususan Administrasi dan Kebijakan Publik Fakultas Ilmu Sosial dan Ilmu Politik Universitas Indonesia, kami akan mengadakan penelitian mengenai ” *Kualitas Pelayanan Pemasangan Transmitter Vessel Monitoring System (vms) di Departemen Kelautan dan Perikanan* ”

Hasil penelitian tersebut selain dimaksudkan untuk memenuhi tugas akhir, juga sebagai masukan bagi Departemen Kelautan dan Perikanan dalam rangka meningkatkan kualitas pelayanan pemasangan transmitter VMS bagi para pemilik kapal perikanan.

Untuk kelancaran penelitian tersebut, kami mengharapkan bantuan Bapak/Ibu/Sdr/i untuk menjadi Responden dengan mengisi kuisisioner . Sebelum mengisi kuisisioner, dimohon agar membaca dan memahami petunjuk pengisian yang terdapat dalam kuisisioner, agar jawaban yang diberikan tepat dan akurat.

Pengisian kuisisioner ini tidak ada hubungannya dengan jabatan dan kemudahan dalam pengurusan pemasangan transmitter VMS, hanya semata-mata untuk kepentingan penelitian. Oleh karenanya dimohon kepada Bapak/Ibu/Sdr/i agar memberikan tanggapan sesuai dengan yang dirasakan serta harapan.

Apapun jawaban yang Bapak/Ibu/Sdr/i berikan akan sangat bermanfaat bagi kami untuk mengetahui tingkat kepuasan dari pelayanan yang dirasakan serta harapan yang diinginkan dari Bapak/Ibu/Sdr/i.

Kami sangat menjunjung tinggi komitmen dan memegang teguh kerahasiaan dan kepercayaan yang telah Bapak/Ibu/Sdr/i berikan. Atas perhatian dan kerjasamanya diucapkan terima kasih.

Jakarta, Maret 2008
Peneliti,

SUHARTA

PETUNJUK PENGISIAN

Bapak/Ibu/Sdr/i diminta untuk menilai pernyataan di bawah ini dengan cara memberi tanda X (silang) pada salah satu angka dalam kotak yang tersedia di sisi kanan setiap pernyataan. Untuk setiap pernyataan, bapak/Ibu/Sdr/i diminta untuk memberikan penilaian terhadap dua hal, yaitu : Yang dirasakan dan Yang diharapkan.

- ❖ **Yang dirasakan** : berkenaan dengan penilaian yang Bapak/Ibu/Sdr/i rasakan terhadap pelayanan pemasangan transmitter VMS di Ditjen P2SDKP. Bapak/Ibu/Sdr/i dimohon untuk menilai sesuai yang dirasakan.
- ❖ **Yang diharapkan** : berkenaan dengan harapan Bapak/Ibu/Sdr/i terhadap pelayanan yang diinginkan di Ditjen P2SDKP. Bapak/Ibu/Sdr/i dimohon untuk mengungkapkan sejauh mana pelayanan yang diinginkan dalam rangka pemasangan transmitter VMS.

Skala jawaban berkisar antara angka 1 (satu) sampai dengan 5 (lima).

- 1 = Sangat Tidak Puas : Bila pelayanan yang diberikan kepada bapak/Ibu/Sdr/i dirasakan/diharapkan **benar-benar sangat tidak memuaskan / tidak diharapkan.**
- 2 = Tidak Puas : Bila pelayanan yang diberikan kepada bapak/Ibu/Sdr/i dirasakan/diharapkan/tingkat kepentingannya **tidak memuaskan / tidak diharapkan.**
- 3 = Biasa Saja : Bila pelayanan yang diberikan kepada bapak/Ibu/Sdr/i dirasakan/diharapkan **biasa saja.**
- 4 = Puas : Bila pelayanan yang diberikan kepada bapak/Ibu/Sdr/i dirasakan/diharapkan **memuaskan / diinginkan.**
- 5 = Sangat Puas : Bila pelayanan yang diberikan kepada bapak/Ibu/Sdr/i dirasakan/diharapkan **benar-benar sangat memuaskan / sangat diharapkan.**

CONTOH PENGISIAN :

| NO. | PERNYATAAN | TINGKAT KEPUASAN | | | | | | | | | |
|-----|-----------------------|----------------------|---------------|---------------|---------|----------------|----------------------|---------------|---------------|---------|----------------|
| | | YANG DIRASAKAN | | | | | YANG DIHARAPKAN | | | | |
| | | 1. Sangat Tidak Puas | 2. Tidak Puas | 3. Biasa Saja | 4. Puas | 5. Sangat Puas | 1. Sangat Tidak Puas | 2. Tidak Puas | 3. Biasa Saja | 4. Puas | 5. Sangat Puas |
| 1 | Kelengkapan Peralatan | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

I. DATA RESPONDEN

NOMOR RESPONDEN :

NAMA RESPONDEN :

ALAMAT RESPONDEN :

DOMISILI :

JENIS KELAMIN : A. PRIA B. WANITA

USIA : A. < 25 TAHUN B. 25 - 40 TH
C. > 40 TH

PENDIDIKAN : A. SD B. SLTP
C. SLTA D. S-1
D. PASCA SARJANA

NAMA PERUSAHAAN :

JUMLAH KAPAL : A. < 5 B. 5 - 10
C. 11 - 20 D. > 20

II. PENGUKURAN PELAYANAN PEMASANGAN TRANSMITTER VMS DI DKP

| NO. | PERNYATAAN | TINGKAT KEPUASAN | | | | | | | | | |
|-----|-----------------------------------------------------------------------------------------|----------------------|---------------|---------------|---------|----------------|----------------------|---------------|---------------|---------|----------------|
| | | YANG DIRASAKAN | | | | | YANG DIHARAPKAN | | | | |
| | | 1. Sangat Tidak Puas | 2. Tidak Puas | 3. Biasa Saja | 4. Puas | 5. Sangat Puas | 1. Sangat Tidak Puas | 2. Tidak Puas | 3. Biasa Saja | 4. Puas | 5. Sangat Puas |
| | Tangibles (Tampilan Fisik) | | | | | | | | | | |
| 1 | Kondisi ruang pelayanan administrasi pemasangan transmitter VMS | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 2 | Kondisi tempat pelayanan pemasangan transmitter VMS di lapangan | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 3 | Penampilan pegawai / petugas dalam melayani (pakaian rapi) | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 4 | Kelengkapan sarana pelayanan (komputer dan alat komunikasi) | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 5 | Kelengkapan sarana pemasangan di lapangan (tool kit) | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| | Reliability (Keandalan) | | | | | | | | | | |
| 6 | Kecepatan proses pelayanan | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 7 | Tepat waktu pelayanan sesuai dengan standar waktu yang ditentukan | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 8 | Keakuratan penanganan / pengadministrasian dokumen dengan baik | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 9 | Kehandalan penyampaian jasa sejak awal sesuai dengan informasi yang disampaikan | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 10 | Ketersediaan informasi tentang prosedur dan tata cara pemasangan transmitter VMS | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| | Responsiveness (Daya Tanggap) | | | | | | | | | | |
| 11 | Kepastian pelayanan (pendelegasian kewenangan apabila pejabat yg berwenang berhalangan) | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 12 | Kesigapan pegawai dalam memberikan pelayanan | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 13 | Kesediaan waktu pegawai dalam membantu kesulitan | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 14 | Ketanggapan dalam menerima keluhan | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| | Assurance (Jaminan) | | | | | | | | | | |

| | | | | | | | | | | | |
|----|------------------------------------------------------------------------|---|---|---|---|---|---|---|---|---|---|
| 15 | Kesesuaian waktu pelayanan sebagaimana jam kerja yang telah ditentukan | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 16 | Kemampuan pegawai dalam pelayanan | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 17 | Pengetahuan pegawai dalam memberikan penjelasan | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 18 | Jam kerja sesuai dengan kebutuhan pemohon | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 19 | Ketepatan janji dalam pelayanan | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| | Empaty (Kepedulian) | | | | | | | | | | |
| 20 | Memahami kebutuhan pemohon | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 21 | Kesopanan pegawai dalam memberikan pelayanan | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 22 | Keramahan pegawai dalam memberikan pelayanan | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 23 | Kesabaran pegawai dalam memberikan pelayanan | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 24 | Kemudahan dalam menyampaikan saran | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 25 | Perhatian kepada pemohon yang mendapatkan masalah | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

RELIABILITAS PERSEPSI (P)

Case Processing Summary

| | | N | % |
|-------|-----------------------|-----|-------|
| Cases | Valid | 125 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 125 | 100.0 |

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
|------------------|----------------------------------------------|------------|
| .937 | .937 | 25 |

Item Statistics

| | Mean | Std. Deviation | N |
|---------------------------|------|----------------|-----|
| RUANG PELAYANAN | 2.64 | .766 | 125 |
| LAPANGAN | 2.81 | .644 | 125 |
| PENAMPILAN PEGAWAI | 2.94 | .681 | 125 |
| KELENGKAPAN KANTOR | 2.94 | .716 | 125 |
| TOOLKIT | 2.85 | .661 | 125 |
| KECEPATAN PELAYANAN | 3.01 | .690 | 125 |
| TEPAT WAKTU PELAYANAN | 2.95 | .705 | 125 |
| KEAKURATAN PELAYANAN | 2.97 | .751 | 125 |
| PENYAMPAIAN JASA | 2.94 | .796 | 125 |
| KETERSEDIAAN INFORMASI | 2.94 | .657 | 125 |
| PENDELEGASIAN | 3.12 | .747 | 125 |
| KESIGAPAN | 3.07 | .732 | 125 |
| KESEDIAAN WAKTU | 3.04 | .712 | 125 |
| MENERIMA KELUHAN | 3.09 | .762 | 125 |
| KESESUAIAN WAKTU | 3.25 | .604 | 125 |
| KEMAMPUAN PEGAWAI | 3.22 | .658 | 125 |
| PENGETAHUAN PEGAWAI | 3.22 | .670 | 125 |
| JAM KERJA | 2.66 | .851 | 125 |
| KETEPATAN JANJI | 3.14 | .656 | 125 |
| MEMAHAMI KEBUTUHAN | 3.13 | .684 | 125 |
| KESOPANAN | 3.09 | .752 | 125 |
| KERAMAHAN | 3.18 | .673 | 125 |
| KESABARAN | 2.88 | .714 | 125 |
| KEMUDAHAN | 3.13 | .635 | 125 |
| PERHATIAN | 3.06 | .651 | 125 |

RELIABILITAS HARAPAN(E)

Case Processing Summary

| | | N | % |
|-------|-----------------------|-----|-------|
| Cases | Valid | 125 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 125 | 100.0 |

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
|------------------|----------------------------------------------|------------|
| .864 | .863 | 25 |

Item Statistics

| | Mean | Std. Deviation | N |
|---------------------|------|----------------|-----|
| RUANG PELAYANAN | 4.36 | .574 | 125 |
| LAPANGAN | 4.47 | .617 | 125 |
| PENAMPILAN | 4.35 | .572 | 125 |
| KELENGKAPAN KANTOR | 4.50 | .548 | 125 |
| TOOLKIT | 4.46 | .547 | 125 |
| KECEPATAN PELAYANAN | 4.66 | .494 | 125 |
| TEPAT WAKTU | 4.62 | .550 | 125 |
| KEAKURATAN | 4.53 | .547 | 125 |
| PENYAMPAIAN JASA | 4.34 | .636 | 125 |
| KETERSEDIAAN | 4.54 | .561 | 125 |
| INFORMASI | | | |
| PENDELEGASIAN | 4.62 | .503 | 125 |
| KESIGAPAN | 4.52 | .548 | 125 |
| KESEDIAAN WAKTU | 4.44 | .588 | 125 |
| MENERIMA KELUHAN | 4.52 | .548 | 125 |
| KESESUAIAN WAKTU | 4.67 | .520 | 125 |
| KEMAMPUAN PEGAWAI | 4.50 | .533 | 125 |
| PENGETAHUAN PEGAWAI | 4.55 | .546 | 125 |
| JAM KERJA | 4.49 | .548 | 125 |
| KETEPATAN JANJI | 4.58 | .572 | 125 |
| MEMAHAMI KEBUTUHAN | 4.46 | .531 | 125 |
| KESOPANAN | 4.40 | .635 | 125 |
| KERAMAHAN | 4.43 | .573 | 125 |
| KESABARAN | 4.26 | .598 | 125 |
| KEMUDAHAN | 4.42 | .598 | 125 |
| PERHATIAN | 4.52 | .533 | 125 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item- Total Correlation | Squared Multiple Correlation | Cronbach's Alpha if Item Deleted |
|---------------------------|-------------------------------|-----------------------------------|--------------------------------------|---------------------------------|----------------------------------------|
| RUANG PELAYANAN | 107.86 | 43.350 | .341 | . | .861 |
| LAPANGAN | 107.74 | 42.321 | .442 | . | .858 |
| PENAMPILAN | 107.86 | 44.602 | .173 | . | .867 |
| KELENGKAPAN KANTOR | 107.72 | 42.542 | .477 | . | .857 |
| TOOLKIT | 107.75 | 43.623 | .322 | . | .862 |
| KECEPATAN PELAYANAN | 107.56 | 43.974 | .311 | . | .862 |
| TEPAT WAKTU | 107.60 | 44.435 | .206 | . | .865 |
| KEAKURATAN | 107.69 | 42.507 | .483 | . | .857 |
| PENYAMPAIAN JASA | 107.87 | 41.225 | .566 | . | .854 |
| KETERSEDIAAN INFORMASI | 107.67 | 42.206 | .512 | . | .856 |
| PENDELEGASIAN | 107.59 | 44.518 | .221 | . | .864 |
| KESIGAPAN | 107.70 | 42.746 | .448 | . | .858 |
| KESEDIAAN WAKTU | 107.78 | 41.869 | .531 | . | .855 |
| MENERIMA KELUHAN | 107.70 | 42.487 | .485 | . | .857 |
| KESESUAIAN WAKTU | 107.54 | 42.637 | .492 | . | .857 |
| KEMAMPUAN PEGAWAI | 107.71 | 42.997 | .425 | . | .859 |
| PENGETAHUAN PEGAWAI | 107.66 | 42.822 | .439 | . | .858 |
| JAM KERJA | 107.73 | 43.393 | .354 | . | .861 |
| KETEPATAN JANJI | 107.64 | 42.490 | .461 | . | .858 |
| MEMAHAMI KEBUTUHAN | 107.76 | 43.442 | .361 | . | .861 |
| KESOPANAN | 107.82 | 42.103 | .454 | . | .858 |
| KERAMAHAN | 107.78 | 42.267 | .491 | . | .857 |
| KESABARAN | 107.95 | 41.627 | .553 | . | .855 |
| KEMUDAHAN | 107.80 | 42.339 | .457 | . | .858 |
| PERHATIAN | 107.70 | 43.149 | .403 | . | .860 |



CROSSTABS ANTAR KRITERIA RESPONDEN PENELITIAN

Crosstabs

DOMISILI * JENIS KELAMIN Crosstabulation

| | | | JENIS KELAMIN | | |
|----------|--------|-------------------|---------------|-----------|--------|
| | | | LAKI-LAKI | PEREMPUAN | Total |
| DOMISILI | BARAT | Count | 6 | 1 | 7 |
| | | % within DOMISILI | 85.7% | 14.3% | 100.0% |
| | TENGAH | Count | 91 | 12 | 103 |
| | | % within DOMISILI | 88.3% | 11.7% | 100.0% |
| | TIMUR | Count | 8 | 7 | 15 |
| | | % within DOMISILI | 53.3% | 46.7% | 100.0% |
| Total | | Count | 105 | 20 | 125 |
| | | % within DOMISILI | 84.0% | 16.0% | 100.0% |

Crosstabs

DOMISILI * USIA Crosstabulation

| | | | USIA | | |
|----------|--------|-------------------|---------|-------|--------|
| | | | 25 - 40 | > 40 | Total |
| DOMISILI | BARAT | Count | 2 | 5 | 7 |
| | | % within DOMISILI | 28.6% | 71.4% | 100.0% |
| | TENGAH | Count | 30 | 73 | 103 |
| | | % within DOMISILI | 29.1% | 70.9% | 100.0% |
| | TIMUR | Count | 3 | 12 | 15 |
| | | % within DOMISILI | 20.0% | 80.0% | 100.0% |
| Total | | Count | 35 | 90 | 125 |
| | | % within DOMISILI | 28.0% | 72.0% | 100.0% |

Crosstabs

DOMISILI * PENDIDIKAN Crosstabulation

| | | | PENDIDIKAN | | | | | Total |
|----------|--------|-------------------|------------|-------|-------|-------|---------------|--------|
| | | | SD | SMP | SMA | D3/S1 | PASCA SARJANA | |
| DOMISILI | BARAT | Count | 0 | 2 | 3 | 2 | 0 | 7 |
| | | % within DOMISILI | .0% | 28.6% | 42.9% | 28.6% | .0% | 100.0% |
| | TENGAH | Count | 3 | 18 | 55 | 25 | 2 | 103 |
| | | % within DOMISILI | 2.9% | 17.5% | 53.4% | 24.3% | 1.9% | 100.0% |
| | TIMUR | Count | 0 | 1 | 5 | 9 | 0 | 15 |
| | | % within DOMISILI | .0% | 6.7% | 33.3% | 60.0% | .0% | 100.0% |
| Total | | Count | 3 | 21 | 63 | 36 | 2 | 125 |
| | | % within DOMISILI | 2.4% | 16.8% | 50.4% | 28.8% | 1.6% | 100.0% |

Crosstabs

DOMISILI * JENIS USAHA Crosstabulation

| | | | JENIS USAHA | | |
|----------|--------|-------------------|-------------|------------|--------|
| | | | PERUSAHAAN | PERORANGAN | Total |
| DOMISILI | BARAT | Count | 7 | 0 | 7 |
| | | % within DOMISILI | 100.0% | .0% | 100.0% |
| | TENGAH | Count | 69 | 34 | 103 |
| | | % within DOMISILI | 67.0% | 33.0% | 100.0% |
| | TIMUR | Count | 7 | 8 | 15 |
| | | % within DOMISILI | 46.7% | 53.3% | 100.0% |
| Total | | Count | 83 | 42 | 125 |
| | | % within DOMISILI | 66.4% | 33.6% | 100.0% |

Crosstabs

DOMISILI * JUMLAH KAPAL Crosstabulation

| | | | JUMLAH KAPAL | | | | Total |
|----------|--------|-------------------|--------------|-------|---------|-------|--------|
| | | | < 5 | 5-10 | 10 - 20 | > 20 | |
| DOMISILI | BARAT | Count | 5 | 2 | 0 | 0 | 7 |
| | | % within DOMISILI | 71.4% | 28.6% | .0% | .0% | 100.0% |
| | TENGAH | Count | 46 | 25 | 17 | 15 | 103 |
| | | % within DOMISILI | 44.7% | 24.3% | 16.5% | 14.6% | 100.0% |
| | TIMUR | Count | 5 | 5 | 5 | 0 | 15 |
| | | % within DOMISILI | 33.3% | 33.3% | 33.3% | .0% | 100.0% |
| Total | | Count | 56 | 32 | 22 | 15 | 125 |
| | | % within DOMISILI | 44.8% | 25.6% | 17.6% | 12.0% | 100.0% |

Crosstabs

JENIS KELAMIN * USIA Crosstabulation

| | | | USIA | | Total |
|---------------|-----------|------------------------|---------|-------|--------|
| | | | 25 - 40 | > 40 | |
| JENIS KELAMIN | LAKI-LAKI | Count | 26 | 79 | 105 |
| | | % within JENIS KELAMIN | 24.8% | 75.2% | 100.0% |
| | PEREMPUAN | Count | 9 | 11 | 20 |
| | | % within JENIS KELAMIN | 45.0% | 55.0% | 100.0% |
| Total | | Count | 35 | 90 | 125 |
| | | % within JENIS KELAMIN | 28.0% | 72.0% | 100.0% |

Crosstabs

JENIS KELAMIN * PENDIDIKAN Crosstabulation

| | | | PENDIDIKAN | | | | | Total |
|---------------|-----------|------------------------|------------|-------|-------|-------|---------------|--------|
| | | | SD | SMP | SMA | D3/S1 | PASCA SARJANA | |
| JENIS KELAMIN | LAKI-LAKI | Count | 3 | 18 | 53 | 29 | 2 | 105 |
| | | % within JENIS KELAMIN | 2.9% | 17.1% | 50.5% | 27.6% | 1.9% | 100.0% |
| | PEREMPUAN | Count | 0 | 3 | 10 | 7 | 0 | 20 |
| | | % within JENIS KELAMIN | .0% | 15.0% | 50.0% | 35.0% | .0% | 100.0% |
| Total | | Count | 3 | 21 | 63 | 36 | 2 | 125 |
| | | % within JENIS KELAMIN | 2.4% | 16.8% | 50.4% | 28.8% | 1.6% | 100.0% |

Crosstabs

JENIS KELAMIN * JENIS USAHA Crosstabulation

| | | | JENIS USAHA | | Total |
|---------------|-----------|------------------------|-------------|------------|--------|
| | | | PERUSAHAAN | PERORANGAN | |
| JENIS KELAMIN | LAKI-LAKI | Count | 69 | 36 | 105 |
| | | % within JENIS KELAMIN | 65.7% | 34.3% | 100.0% |
| | PEREMPUAN | Count | 14 | 6 | 20 |
| | | % within JENIS KELAMIN | 70.0% | 30.0% | 100.0% |
| Total | | Count | 83 | 42 | 125 |
| | | % within JENIS KELAMIN | 66.4% | 33.6% | 100.0% |

JENIS KELAMIN * JUMLAH KAPAL Crosstabulation

| | | | JUMLAH KAPAL | | | | |
|---------------|-----------|------------------------|--------------|-------|---------|-------|--------|
| | | | < 5 | 5-10 | 10 - 20 | > 20 | Total |
| JENIS KELAMIN | LAKI-LAKI | Count | 46 | 27 | 18 | 14 | 105 |
| | | % within JENIS KELAMIN | 43.8% | 25.7% | 17.1% | 13.3% | 100.0% |
| | PEREMPUAN | Count | 10 | 5 | 4 | 1 | 20 |
| | | % within JENIS KELAMIN | 50.0% | 25.0% | 20.0% | 5.0% | 100.0% |
| Total | | Count | 56 | 32 | 22 | 15 | 125 |
| | | % within JENIS KELAMIN | 44.8% | 25.6% | 17.6% | 12.0% | 100.0% |

Crosstabs

USIA * PENDIDIKAN Crosstabulation

| | | | PENDIDIKAN | | | | | |
|-------|---------|---------------|------------|-------|-------|-------|---------------|--------|
| | | | SD | SMP | SMA | D3/S1 | PASCA SARJANA | Total |
| USIA | 25 - 40 | Count | 1 | 14 | 10 | 10 | 0 | 35 |
| | | % within USIA | 2.9% | 40.0% | 28.6% | 28.6% | .0% | 100.0% |
| | > 40 | Count | 2 | 7 | 53 | 26 | 2 | 90 |
| | | % within USIA | 2.2% | 7.8% | 58.9% | 28.9% | 2.2% | 100.0% |
| Total | | Count | 3 | 21 | 63 | 36 | 2 | 125 |
| | | % within USIA | 2.4% | 16.8% | 50.4% | 28.8% | 1.6% | 100.0% |

USIA * JENIS USAHA Crosstabulation

| | | | JENIS USAHA | | |
|-------|---------|---------------|-------------|------------|--------|
| | | | PERUSAHAAN | PERORANGAN | Total |
| USIA | 25 - 40 | Count | 25 | 10 | 35 |
| | | % within USIA | 71.4% | 28.6% | 100.0% |
| | > 40 | Count | 58 | 32 | 90 |
| | | % within USIA | 64.4% | 35.6% | 100.0% |
| Total | | Count | 83 | 42 | 125 |
| | | % within USIA | 66.4% | 33.6% | 100.0% |

Crosstabs

USIA * JUMLAH KAPAL Crosstabulation

| | | | JUMLAH KAPAL | | | | Total |
|-------|---------|---------------|--------------|-------|---------|-------|--------|
| | | | < 5 | 5-10 | 10 - 20 | > 20 | |
| USIA | 25 - 40 | Count | 20 | 7 | 3 | 5 | 35 |
| | | % within USIA | 57.1% | 20.0% | 8.6% | 14.3% | 100.0% |
| | > 40 | Count | 36 | 25 | 19 | 10 | 90 |
| | | % within USIA | 40.0% | 27.8% | 21.1% | 11.1% | 100.0% |
| Total | | Count | 56 | 32 | 22 | 15 | 125 |
| | | % within USIA | 44.8% | 25.6% | 17.6% | 12.0% | 100.0% |

Crosstabs

PENDIDIKAN * JENIS USAHA Crosstabulation

| | | | JENIS USAHA | | |
|------------|---------------|---------------------|-------------|------------|--------|
| | | | PERUSAHAAN | PERORANGAN | Total |
| PENDIDIKAN | SD | Count | 2 | 1 | 3 |
| | | % within PENDIDIKAN | 66.7% | 33.3% | 100.0% |
| | SMP | Count | 17 | 4 | 21 |
| | | % within PENDIDIKAN | 81.0% | 19.0% | 100.0% |
| | SMA | Count | 49 | 14 | 63 |
| | | % within PENDIDIKAN | 77.8% | 22.2% | 100.0% |
| | D3/S1 | Count | 14 | 22 | 36 |
| | | % within PENDIDIKAN | 38.9% | 61.1% | 100.0% |
| | PASCA SARJANA | Count | 1 | 1 | 2 |
| | | % within PENDIDIKAN | 50.0% | 50.0% | 100.0% |
| Total | | Count | 83 | 42 | 125 |
| | | % within PENDIDIKAN | 66.4% | 33.6% | 100.0% |

Crosstabs

PENDIDIKAN * JUMLAH KAPAL Crosstabulation

| | | | JUMLAH KAPAL | | | | |
|------------|---------------|---------------------|--------------|-------|---------|-------|--------|
| | | | < 5 | 5-10 | 10 - 20 | > 20 | Total |
| PENDIDIKAN | SD | Count | 3 | 0 | 0 | 0 | 3 |
| | | % within PENDIDIKAN | 100.0% | .0% | .0% | .0% | 100.0% |
| | SMP | Count | 15 | 3 | 2 | 1 | 21 |
| | | % within PENDIDIKAN | 71.4% | 14.3% | 9.5% | 4.8% | 100.0% |
| | SMA | Count | 31 | 18 | 7 | 7 | 63 |
| | | % within PENDIDIKAN | 49.2% | 28.6% | 11.1% | 11.1% | 100.0% |
| | D3/S1 | Count | 7 | 10 | 12 | 7 | 36 |
| | | % within PENDIDIKAN | 19.4% | 27.8% | 33.3% | 19.4% | 100.0% |
| | PASCA SARJANA | Count | 0 | 1 | 1 | 0 | 2 |
| | | % within PENDIDIKAN | .0% | 50.0% | 50.0% | .0% | 100.0% |
| Total | | Count | 56 | 32 | 22 | 15 | 125 |
| | | % within PENDIDIKAN | 44.8% | 25.6% | 17.6% | 12.0% | 100.0% |

Crosstabs

JENIS USAHA * JUMLAH KAPAL Crosstabulation

| | | | JUMLAH KAPAL | | | | |
|-------------|------------|----------------------|--------------|-------|---------|-------|--------|
| | | | < 5 | 5-10 | 10 - 20 | > 20 | Total |
| JENIS USAHA | PERUSAHAAN | Count | 54 | 27 | 2 | 0 | 83 |
| | | % within JENIS USAHA | 65.1% | 32.5% | 2.4% | .0% | 100.0% |
| | PERORANGAN | Count | 2 | 5 | 20 | 15 | 42 |
| | | % within JENIS USAHA | 4.8% | 11.9% | 47.6% | 35.7% | 100.0% |
| Total | | Count | 56 | 32 | 22 | 15 | 125 |
| | | % within JENIS USAHA | 44.8% | 25.6% | 17.6% | 12.0% | 100.0% |

CROSS TABS ANTARA DOMISILI DENGAN GAP DIMENSI KUALITAS PELAYANAN

DOMISILI * Q TANGIBLES

Crosstab

| | | | Q TANGIBLES | | | |
|----------|--------|-------------------|-------------|----------------|------------|--------|
| | | | PUAS | KURANG PUAS | TIDAK PUAS | Total |
| DOMISILI | BARAT | Count | 1 | 4 | 2 | 7 |
| | | % within DOMISILI | 14.3% | 57.1% | 28.6% | 100.0% |
| | TENGAH | Count | 12 | 66 | 25 | 103 |
| | | % within DOMISILI | 11.7% | 64.1% | 24.3% | 100.0% |
| | TIMUR | Count | 0 | 9 | 6 | 15 |
| | | % within DOMISILI | .0% | 60.0% | 40.0% | 100.0% |
| Total | | Count | 13 | 79 | 33 | 125 |
| | | % within DOMISILI | 10.4% | 63.2% | 26.4% | 100.0% |

DOMISILI * Q REALIBILITY

Crosstab

| | | | Q REALIBILITY | | | | Total |
|----------------|-------------------|--|---------------|-------------|------------|-------------------|--------|
| | | | PUAS | KURANG PUAS | TIDAK PUAS | SANGAT TIDAK PUAS | |
| DOMISILI BARAT | Count | | 0 | 4 | 2 | 1 | 7 |
| | % within DOMISILI | | .0% | 57.1% | 28.6% | 14.3% | 100.0% |
| TENGAH | Count | | 4 | 48 | 36 | 15 | 103 |
| | % within DOMISILI | | 3.9% | 46.6% | 35.0% | 14.6% | 100.0% |
| TIMUR | Count | | 0 | 7 | 7 | 1 | 15 |
| | % within DOMISILI | | .0% | 46.7% | 46.7% | 6.7% | 100.0% |
| Total | Count | | 4 | 59 | 45 | 17 | 125 |
| | % within DOMISILI | | 3.2% | 47.2% | 36.0% | 13.6% | 100.0% |

DOMISILI * Q RESPONSIVENESS

Crosstab

| | | | Q RESPONSIVENESS | | | | | Total |
|----------------|-------------------|--|------------------|-------|-------|-------|------|--------|
| | | | 0 | 1 | 2 | 3 | 4 | |
| DOMISILI BARAT | Count | | 0 | 4 | 2 | 1 | 0 | 7 |
| | % within DOMISILI | | .0% | 57.1% | 28.6% | 14.3% | .0% | 100.0% |
| TENGAH | Count | | 7 | 55 | 36 | 4 | 1 | 103 |
| | % within DOMISILI | | 6.8% | 53.4% | 35.0% | 3.9% | 1.0% | 100.0% |
| TIMUR | Count | | 0 | 7 | 8 | 0 | 0 | 15 |
| | % within DOMISILI | | .0% | 46.7% | 53.3% | .0% | .0% | 100.0% |
| Total | Count | | 7 | 66 | 46 | 5 | 1 | 125 |
| | % within DOMISILI | | 5.6% | 52.8% | 36.8% | 4.0% | .8% | 100.0% |

DOMISILI * Q ASSURANCE

Crosstab

| | | | Q ASSURANCE | | | | |
|----------|--------|-------------------|-------------|-------|-------|-------|--------|
| | | | 0 | 1 | 2 | 3 | Total |
| DOMISILI | BARAT | Count | 0 | 2 | 4 | 1 | 7 |
| | | % within DOMISILI | .0% | 28.6% | 57.1% | 14.3% | 100.0% |
| | TENGAH | Count | 14 | 45 | 38 | 6 | 103 |
| | | % within DOMISILI | 13.6% | 43.7% | 36.9% | 5.8% | 100.0% |
| | TIMUR | Count | 0 | 2 | 12 | 1 | 15 |
| | | % within DOMISILI | .0% | 13.3% | 80.0% | 6.7% | 100.0% |
| Total | | Count | 14 | 49 | 54 | 8 | 125 |
| | | % within DOMISILI | 11.2% | 39.2% | 43.2% | 6.4% | 100.0% |

DOMISILI * Q EMPATHY

Crosstab

| | | | Q EMPATHY | | | | | |
|----------|--------|-------------------|-----------|-------|-------|-------|------|--------|
| | | | 0 | 1 | 2 | 3 | 4 | Total |
| DOMISILI | BARAT | Count | 1 | 2 | 3 | 1 | 0 | 7 |
| | | % within DOMISILI | 14.3% | 28.6% | 42.9% | 14.3% | .0% | 100.0% |
| | TENGAH | Count | 8 | 65 | 26 | 3 | 1 | 103 |
| | | % within DOMISILI | 7.8% | 63.1% | 25.2% | 2.9% | 1.0% | 100.0% |
| | TIMUR | Count | 0 | 7 | 8 | 0 | 0 | 15 |
| | | % within DOMISILI | .0% | 46.7% | 53.3% | .0% | .0% | 100.0% |
| Total | | Count | 9 | 74 | 37 | 4 | 1 | 125 |
| | | % within DOMISILI | 7.2% | 59.2% | 29.6% | 3.2% | .8% | 100.0% |

CROSS TABS ANTARA JENIS KELAMIN DENGAN GAP DIMENSI KUALITAS PELAYANAN

JENIS KELAMIN * Q TANGIBLES

Crosstab

| | | | Q TANGIBLES | | | |
|---------------|-----------|------------------------|-------------|----------------|---------------|--------|
| | | | PUAS | KURANG PUAS | TIDAK PUAS | Total |
| JENIS KELAMIN | LAKI-LAKI | Count | 13 | 66 | 26 | 105 |
| | | % within JENIS KELAMIN | 12.4% | 62.9% | 24.8% | 100.0% |
| | PEREMPUAN | Count | 0 | 13 | 7 | 20 |
| | | % within JENIS KELAMIN | .0% | 65.0% | 35.0% | 100.0% |
| Total | | Count | 13 | 79 | 33 | 125 |
| | | % within JENIS KELAMIN | 10.4% | 63.2% | 26.4% | 100.0% |

JENIS KELAMIN * Q REALIBILITY

Crosstab

| | | | Q REALIBILITY | | | | |
|---------------|-----------|------------------------|---------------|----------------|---------------|-------------------------|--------|
| | | | PUAS | KURANG PUAS | TIDAK PUAS | SANGAT TIDAK PUAS | Total |
| JENIS KELAMIN | LAKI-LAKI | Count | 4 | 49 | 36 | 16 | 105 |
| | | % within JENIS KELAMIN | 3.8% | 46.7% | 34.3% | 15.2% | 100.0% |
| | PEREMPUAN | Count | 0 | 10 | 9 | 1 | 20 |
| | | % within JENIS KELAMIN | .0% | 50.0% | 45.0% | 5.0% | 100.0% |
| Total | | Count | 4 | 59 | 45 | 17 | 125 |
| | | % within JENIS KELAMIN | 3.2% | 47.2% | 36.0% | 13.6% | 100.0% |

JENIS KELAMIN * Q RESPONSIVENESS

Crosstab

| | | | Q RESPONSIVENESS | | | | | Total |
|---------------|-----------|------------------------|------------------|-------|-------|------|------|--------|
| | | | 0 | 1 | 2 | 3 | 4 | |
| JENIS KELAMIN | LAKI-LAKI | Count | 7 | 55 | 38 | 4 | 1 | 105 |
| | | % within JENIS KELAMIN | 6.7% | 52.4% | 36.2% | 3.8% | 1.0% | 100.0% |
| | PEREMPUAN | Count | 0 | 11 | 8 | 1 | 0 | 20 |
| | | % within JENIS KELAMIN | .0% | 55.0% | 40.0% | 5.0% | .0% | 100.0% |
| Total | | Count | 7 | 66 | 46 | 5 | 1 | 125 |
| | | % within JENIS KELAMIN | 5.6% | 52.8% | 36.8% | 4.0% | .8% | 100.0% |

JENIS KELAMIN * Q ASSURANCE

Crosstab

| | | | Q ASSURANCE | | | | Total |
|---------------|-----------|------------------------|-------------|-------|-------|-------|--------|
| | | | 0 | 1 | 2 | 3 | |
| JENIS KELAMIN | LAKI-LAKI | Count | 14 | 42 | 43 | 6 | 105 |
| | | % within JENIS KELAMIN | 13.3% | 40.0% | 41.0% | 5.7% | 100.0% |
| | PEREMPUAN | Count | 0 | 7 | 11 | 2 | 20 |
| | | % within JENIS KELAMIN | .0% | 35.0% | 55.0% | 10.0% | 100.0% |
| Total | | Count | 14 | 49 | 54 | 8 | 125 |
| | | % within JENIS KELAMIN | 11.2% | 39.2% | 43.2% | 6.4% | 100.0% |

JENIS KELAMIN * Q EMPATHY

Crosstab

| | | | Q EMPATHY | | | | | |
|---------------|-----------|------------------------|-----------|-------|-------|------|------|--------|
| | | | 0 | 1 | 2 | 3 | 4 | Total |
| JENIS KELAMIN | LAKI-LAKI | Count | 9 | 63 | 28 | 4 | 1 | 105 |
| | | % within JENIS KELAMIN | 8.6% | 60.0% | 26.7% | 3.8% | 1.0% | 100.0% |
| | PEREMPUAN | Count | 0 | 11 | 9 | 0 | 0 | 20 |
| | | % within JENIS KELAMIN | .0% | 55.0% | 45.0% | .0% | .0% | 100.0% |
| Total | | Count | 9 | 74 | 37 | 4 | 1 | 125 |
| | | % within JENIS KELAMIN | 7.2% | 59.2% | 29.6% | 3.2% | .8% | 100.0% |

CROSS TABS ANTARA KELOMPOK USIA RESPONDEN DENGAN DIMENSI KUALITAS PELAYANAN

USIA * Q TANGIBLES

Crosstab

| | | | Q TANGIBLES | | | |
|-------|---------|---------------|-------------|-------------|------------|--------|
| | | | PUAS | KURANG PUAS | TIDAK PUAS | Total |
| USIA | 25 - 40 | Count | 2 | 24 | 9 | 35 |
| | | % within USIA | 5.7% | 68.6% | 25.7% | 100.0% |
| | > 40 | Count | 11 | 55 | 24 | 90 |
| | | % within USIA | 12.2% | 61.1% | 26.7% | 100.0% |
| Total | | Count | 13 | 79 | 33 | 125 |
| | | % within USIA | 10.4% | 63.2% | 26.4% | 100.0% |

USIA * Q REALIBILITY

Crosstab

| | | | Q REALIBILITY | | | | Total |
|-------|---------|---------------|---------------|-------------|------------|-------------------|--------|
| | | | PUAS | KURANG PUAS | TIDAK PUAS | SANGAT TIDAK PUAS | |
| USIA | 25 - 40 | Count | 2 | 16 | 12 | 5 | 35 |
| | | % within USIA | 5.7% | 45.7% | 34.3% | 14.3% | 100.0% |
| | > 40 | Count | 2 | 43 | 33 | 12 | 90 |
| | | % within USIA | 2.2% | 47.8% | 36.7% | 13.3% | 100.0% |
| Total | Count | | 4 | 59 | 45 | 17 | 125 |
| | | % within USIA | 3.2% | 47.2% | 36.0% | 13.6% | 100.0% |

USIA * Q RESPONSIVENESS

Crosstab

| | | | Q RESPONSIVENESS | | | | | Total |
|-------|---------|---------------|------------------|-------|-------|------|------|--------|
| | | | 0 | 1 | 2 | 3 | 4 | |
| USIA | 25 - 40 | Count | 3 | 18 | 13 | 1 | 0 | 35 |
| | | % within USIA | 8.6% | 51.4% | 37.1% | 2.9% | .0% | 100.0% |
| | > 40 | Count | 4 | 48 | 33 | 4 | 1 | 90 |
| | | % within USIA | 4.4% | 53.3% | 36.7% | 4.4% | 1.1% | 100.0% |
| Total | Count | | 7 | 66 | 46 | 5 | 1 | 125 |
| | | % within USIA | 5.6% | 52.8% | 36.8% | 4.0% | .8% | 100.0% |

USIA * Q ASSURANCE

Crosstab

| | | | Q ASSURANCE | | | | |
|-------|---------|---------------|-------------|-------|-------|------|--------|
| | | | 0 | 1 | 2 | 3 | Total |
| USIA | 25 - 40 | Count | 5 | 16 | 11 | 3 | 35 |
| | | % within USIA | 14.3% | 45.7% | 31.4% | 8.6% | 100.0% |
| | > 40 | Count | 9 | 33 | 43 | 5 | 90 |
| | | % within USIA | 10.0% | 36.7% | 47.8% | 5.6% | 100.0% |
| Total | | Count | 14 | 49 | 54 | 8 | 125 |
| | | % within USIA | 11.2% | 39.2% | 43.2% | 6.4% | 100.0% |

USIA * Q EMPATHY

Crosstab

| | | | Q EMPATHY | | | | | |
|-------|---------|---------------|-----------|-------|-------|------|------|--------|
| | | | 0 | 1 | 2 | 3 | 4 | Total |
| USIA | 25 - 40 | Count | 4 | 23 | 8 | 0 | 0 | 35 |
| | | % within USIA | 11.4% | 65.7% | 22.9% | .0% | .0% | 100.0% |
| | > 40 | Count | 5 | 51 | 29 | 4 | 1 | 90 |
| | | % within USIA | 5.6% | 56.7% | 32.2% | 4.4% | 1.1% | 100.0% |
| Total | | Count | 9 | 74 | 37 | 4 | 1 | 125 |
| | | % within USIA | 7.2% | 59.2% | 29.6% | 3.2% | .8% | 100.0% |

CROSS TABS ANTARA TINGKAT PENDIDIKAN RESPONDEN DENGAN GAP DIMENSI KUALITAS PELAYANAN

PENDIDIKAN * Q TANGIBLES

Crosstab

| | | | Q TANGIBLES | | | |
|------------|---------------|---------------------|-------------|----------------|------------|--------|
| | | | PUAS | KURANG PUAS | TIDAK PUAS | Total |
| PENDIDIKAN | SD | Count | 0 | 2 | 1 | 3 |
| | | % within PENDIDIKAN | .0% | 66.7% | 33.3% | 100.0% |
| | SMP | Count | 3 | 16 | 2 | 21 |
| | | % within PENDIDIKAN | 14.3% | 76.2% | 9.5% | 100.0% |
| | SMA | Count | 7 | 37 | 19 | 63 |
| | | % within PENDIDIKAN | 11.1% | 58.7% | 30.2% | 100.0% |
| | D3/S1 | Count | 3 | 23 | 10 | 36 |
| | | % within PENDIDIKAN | 8.3% | 63.9% | 27.8% | 100.0% |
| | PASCA SARJANA | Count | 0 | 1 | 1 | 2 |
| | | % within PENDIDIKAN | .0% | 50.0% | 50.0% | 100.0% |
| Total | | Count | 13 | 79 | 33 | 125 |
| | | % within PENDIDIKAN | 10.4% | 63.2% | 26.4% | 100.0% |

PENDIDIKAN * Q REALIBILITY

Crosstab

| | | | Q REALIBILITY | | | | Total |
|------------|---------------|---------------------|---------------|----------------|---------------|-------------------------|--------|
| | | | PUAS | KURANG PUAS | TIDAK PUAS | SANGAT TIDAK PUAS | |
| PENDIDIKAN | SD | Count | 0 | 1 | 2 | 0 | 3 |
| | | % within PENDIDIKAN | .0% | 33.3% | 66.7% | .0% | 100.0% |
| | SMP | Count | 0 | 12 | 8 | 1 | 21 |
| | | % within PENDIDIKAN | .0% | 57.1% | 38.1% | 4.8% | 100.0% |
| | SMA | Count | 3 | 29 | 24 | 7 | 63 |
| | | % within PENDIDIKAN | 4.8% | 46.0% | 38.1% | 11.1% | 100.0% |
| | D3/S1 | Count | 1 | 17 | 10 | 8 | 36 |
| | | % within PENDIDIKAN | 2.8% | 47.2% | 27.8% | 22.2% | 100.0% |
| | PASCA SARJANA | Count | 0 | 0 | 1 | 1 | 2 |
| | | % within PENDIDIKAN | .0% | .0% | 50.0% | 50.0% | 100.0% |
| Total | | Count | 4 | 59 | 45 | 17 | 125 |
| | | % within PENDIDIKAN | 3.2% | 47.2% | 36.0% | 13.6% | 100.0% |

PENDIDIKAN * Q RESPONSIVENESS

Crosstab

| | | | Q RESPONSIVENESS | | | | | Total |
|------------|---------------|---------------------|------------------|-------|-------|------|------|--------|
| | | | 0 | 1 | 2 | 3 | 4 | |
| PENDIDIKAN | SD | Count | 0 | 1 | 2 | 0 | 0 | 3 |
| | | % within PENDIDIKAN | .0% | 33.3% | 66.7% | .0% | .0% | 100.0% |
| | SMP | Count | 1 | 12 | 7 | 1 | 0 | 21 |
| | | % within PENDIDIKAN | 4.8% | 57.1% | 33.3% | 4.8% | .0% | 100.0% |
| | SMA | Count | 5 | 39 | 17 | 2 | 0 | 63 |
| | | % within PENDIDIKAN | 7.9% | 61.9% | 27.0% | 3.2% | .0% | 100.0% |
| | D3/S1 | Count | 1 | 13 | 19 | 2 | 1 | 36 |
| | | % within PENDIDIKAN | 2.8% | 36.1% | 52.8% | 5.6% | 2.8% | 100.0% |
| | PASCA SARJANA | Count | 0 | 1 | 1 | 0 | 0 | 2 |
| | | % within PENDIDIKAN | .0% | 50.0% | 50.0% | .0% | .0% | 100.0% |
| Total | | Count | 7 | 66 | 46 | 5 | 1 | 125 |
| | | % within PENDIDIKAN | 5.6% | 52.8% | 36.8% | 4.0% | .8% | 100.0% |

PENDIDIKAN * Q EMPATHY

Crosstab

| | | | Q EMPATHY | | | | | Total |
|------------|---------------|---------------------|-----------|--------|-------|------|------|--------|
| | | | 0 | 1 | 2 | 3 | 4 | |
| PENDIDIKAN | SD | Count | 0 | 2 | 1 | 0 | 0 | 3 |
| | | % within PENDIDIKAN | .0% | 66.7% | 33.3% | .0% | .0% | 100.0% |
| | SMP | Count | 1 | 11 | 7 | 2 | 0 | 21 |
| | | % within PENDIDIKAN | 4.8% | 52.4% | 33.3% | 9.5% | .0% | 100.0% |
| | SMA | Count | 4 | 46 | 13 | 0 | 0 | 63 |
| | | % within PENDIDIKAN | 6.3% | 73.0% | 20.6% | .0% | .0% | 100.0% |
| | D3/S1 | Count | 4 | 13 | 16 | 2 | 1 | 36 |
| | | % within PENDIDIKAN | 11.1% | 36.1% | 44.4% | 5.6% | 2.8% | 100.0% |
| | PASCA SARJANA | Count | 0 | 2 | 0 | 0 | 0 | 2 |
| | | % within PENDIDIKAN | .0% | 100.0% | .0% | .0% | .0% | 100.0% |
| Total | | Count | 9 | 74 | 37 | 4 | 1 | 125 |
| | | % within PENDIDIKAN | 7.2% | 59.2% | 29.6% | 3.2% | .8% | 100.0% |

CROSSTABS ANTARA JENIS USAHA RESPONDEN DENGAN GAP DIMENSI KUALITAS PELAYANAN

JENIS USAHA * Q TANGIBLES

Crosstab

| | | | Q TANGIBLES | | | |
|-------------|------------|----------------------|-------------|----------------|------------|--------|
| | | | PUAS | KURANG PUAS | TIDAK PUAS | Total |
| JENIS USAHA | PERUSAHAAN | Count | 9 | 53 | 21 | 83 |
| | | % within JENIS USAHA | 10.8% | 63.9% | 25.3% | 100.0% |
| | PERORANGAN | Count | 4 | 26 | 12 | 42 |
| | | % within JENIS USAHA | 9.5% | 61.9% | 28.6% | 100.0% |
| Total | | Count | 13 | 79 | 33 | 125 |
| | | % within JENIS USAHA | 10.4% | 63.2% | 26.4% | 100.0% |

JENIS USAHA * Q REALIBILITY

Crosstab

| | | | Q REALIBILITY | | | | |
|-------------|------------|----------------------|---------------|----------------|------------|----------------------|--------|
| | | | PUAS | KURANG PUAS | TIDAK PUAS | SANGAT TIDAK PUAS | Total |
| JENIS USAHA | PERUSAHAAN | Count | 3 | 39 | 31 | 10 | 83 |
| | | % within JENIS USAHA | 3.6% | 47.0% | 37.3% | 12.0% | 100.0% |
| | PERORANGAN | Count | 1 | 20 | 14 | 7 | 42 |
| | | % within JENIS USAHA | 2.4% | 47.6% | 33.3% | 16.7% | 100.0% |
| Total | | Count | 4 | 59 | 45 | 17 | 125 |
| | | % within JENIS USAHA | 3.2% | 47.2% | 36.0% | 13.6% | 100.0% |

JENIS USAHA * Q RESPONSIVENESS

Crosstab

| | | | Q RESPONSIVENESS | | | | | Total |
|-------------|------------|----------------------|------------------|-------|-------|------|------|--------|
| | | | 0 | 1 | 2 | 3 | 4 | |
| JENIS USAHA | PERUSAHAAN | Count | 5 | 48 | 27 | 3 | 0 | 83 |
| | | % within JENIS USAHA | 6.0% | 57.8% | 32.5% | 3.6% | .0% | 100.0% |
| | PERORANGAN | Count | 2 | 18 | 19 | 2 | 1 | 42 |
| | | % within JENIS USAHA | 4.8% | 42.9% | 45.2% | 4.8% | 2.4% | 100.0% |
| Total | | Count | 7 | 66 | 46 | 5 | 1 | 125 |
| | | % within JENIS USAHA | 5.6% | 52.8% | 36.8% | 4.0% | .8% | 100.0% |

JENIS USAHA * Q ASSURANCE

Crosstab

| | | | Q ASSURANCE | | | | Total |
|-------------|------------|----------------------|-------------|-------|-------|------|--------|
| | | | 0 | 1 | 2 | 3 | |
| JENIS USAHA | PERUSAHAAN | Count | 11 | 34 | 33 | 5 | 83 |
| | | % within JENIS USAHA | 13.3% | 41.0% | 39.8% | 6.0% | 100.0% |
| | PERORANGAN | Count | 3 | 15 | 21 | 3 | 42 |
| | | % within JENIS USAHA | 7.1% | 35.7% | 50.0% | 7.1% | 100.0% |
| Total | | Count | 14 | 49 | 54 | 8 | 125 |
| | | % within JENIS USAHA | 11.2% | 39.2% | 43.2% | 6.4% | 100.0% |

JENIS USAHA * Q EMPATHY

Crosstab

| | | | Q EMPATHY | | | | | |
|-------------|------------|----------------------|-----------|-------|-------|------|------|--------|
| | | | 0 | 1 | 2 | 3 | 4 | Total |
| JENIS USAHA | PERUSAHAAN | Count | 6 | 53 | 22 | 2 | 0 | 83 |
| | | % within JENIS USAHA | 7.2% | 63.9% | 26.5% | 2.4% | .0% | 100.0% |
| | PERORANGAN | Count | 3 | 21 | 15 | 2 | 1 | 42 |
| | | % within JENIS USAHA | 7.1% | 50.0% | 35.7% | 4.8% | 2.4% | 100.0% |
| Total | | Count | 9 | 74 | 37 | 4 | 1 | 125 |
| | | % within JENIS USAHA | 7.2% | 59.2% | 29.6% | 3.2% | .8% | 100.0% |

CROSSTABS ANTARA JUMLAH KAPAL RESPONDEN DENGAN GAP DIMENSI KUALITAS PELAYANAN

JUMLAH KAPAL * Q TANGIBLES

Crosstab

| | | | Q TANGIBLES | | | |
|------------------|--|-----------------------|-------------|----------------|---------------|--------|
| | | | PUAS | KURANG PUAS | TIDAK PUAS | Total |
| JUMLAH KAPAL < 5 | | Count | 7 | 36 | 13 | 56 |
| | | % within JUMLAH KAPAL | 12.5% | 64.3% | 23.2% | 100.0% |
| 5-10 | | Count | 1 | 22 | 9 | 32 |
| | | % within JUMLAH KAPAL | 3.1% | 68.8% | 28.1% | 100.0% |
| 10 - 20 | | Count | 1 | 15 | 6 | 22 |
| | | % within JUMLAH KAPAL | 4.5% | 68.2% | 27.3% | 100.0% |
| > 20 | | Count | 4 | 6 | 5 | 15 |
| | | % within JUMLAH KAPAL | 26.7% | 40.0% | 33.3% | 100.0% |
| Total | | Count | 13 | 79 | 33 | 125 |
| | | % within JUMLAH KAPAL | 10.4% | 63.2% | 26.4% | 100.0% |

JUMLAH KAPAL * Q REALIBILITY

Crosstab

| | | Q REALIBILITY | | | | |
|------------------|-----------------------|---------------|-------------|------------|-------------------|--------|
| | | PUAS | KURANG PUAS | TIDAK PUAS | SANGAT TIDAK PUAS | Total |
| JUMLAH KAPAL < 5 | Count | 2 | 29 | 20 | 5 | 56 |
| | % within JUMLAH KAPAL | 3.6% | 51.8% | 35.7% | 8.9% | 100.0% |
| 5-10 | Count | 1 | 15 | 12 | 4 | 32 |
| | % within JUMLAH KAPAL | 3.1% | 46.9% | 37.5% | 12.5% | 100.0% |
| 10 - 20 | Count | 0 | 9 | 8 | 5 | 22 |
| | % within JUMLAH KAPAL | .0% | 40.9% | 36.4% | 22.7% | 100.0% |
| > 20 | Count | 1 | 6 | 5 | 3 | 15 |
| | % within JUMLAH KAPAL | 6.7% | 40.0% | 33.3% | 20.0% | 100.0% |
| Total | Count | 4 | 59 | 45 | 17 | 125 |
| | % within JUMLAH KAPAL | 3.2% | 47.2% | 36.0% | 13.6% | 100.0% |

JUMLAH KAPAL * Q RESPONSIVENESS

Crosstab

| | | Q RESPONSIVENESS | | | | | |
|------------------|-----------------------|------------------|-------|-------|------|------|--------|
| | | 0 | 1 | 2 | 3 | 4 | Total |
| JUMLAH KAPAL < 5 | Count | 3 | 33 | 18 | 2 | 0 | 56 |
| | % within JUMLAH KAPAL | 5.4% | 58.9% | 32.1% | 3.6% | .0% | 100.0% |
| 5-10 | Count | 2 | 16 | 12 | 2 | 0 | 32 |
| | % within JUMLAH KAPAL | 6.2% | 50.0% | 37.5% | 6.2% | .0% | 100.0% |
| 10 - 20 | Count | 0 | 9 | 12 | 1 | 0 | 22 |
| | % within JUMLAH KAPAL | .0% | 40.9% | 54.5% | 4.5% | .0% | 100.0% |
| > 20 | Count | 2 | 8 | 4 | 0 | 1 | 15 |
| | % within JUMLAH KAPAL | 13.3% | 53.3% | 26.7% | .0% | 6.7% | 100.0% |
| Total | Count | 7 | 66 | 46 | 5 | 1 | 125 |
| | % within JUMLAH KAPAL | 5.6% | 52.8% | 36.8% | 4.0% | .8% | 100.0% |

JUMLAH KAPAL * Q ASSURANCE

Crosstab

| | | Q ASSURANCE | | | | |
|------------------|-----------------------|-------------|-------|-------|-------|--------|
| | | 0 | 1 | 2 | 3 | Total |
| JUMLAH KAPAL < 5 | Count | 6 | 23 | 23 | 4 | 56 |
| | % within JUMLAH KAPAL | 10.7% | 41.1% | 41.1% | 7.1% | 100.0% |
| 5-10 | Count | 4 | 15 | 12 | 1 | 32 |
| | % within JUMLAH KAPAL | 12.5% | 46.9% | 37.5% | 3.1% | 100.0% |
| 10 - 20 | Count | 1 | 5 | 13 | 3 | 22 |
| | % within JUMLAH KAPAL | 4.5% | 22.7% | 59.1% | 13.6% | 100.0% |
| > 20 | Count | 3 | 6 | 6 | 0 | 15 |
| | % within JUMLAH KAPAL | 20.0% | 40.0% | 40.0% | .0% | 100.0% |
| Total | Count | 14 | 49 | 54 | 8 | 125 |
| | % within JUMLAH KAPAL | 11.2% | 39.2% | 43.2% | 6.4% | 100.0% |

JUMLAH KAPAL * Q EMPATHY

Crosstab

| | | Q EMPATHY | | | | | |
|------------------|-----------------------|-----------|-------|-------|------|------|--------|
| | | 0 | 1 | 2 | 3 | 4 | Total |
| JUMLAH KAPAL < 5 | Count | 3 | 37 | 14 | 2 | 0 | 56 |
| | % within JUMLAH KAPAL | 5.4% | 66.1% | 25.0% | 3.6% | .0% | 100.0% |
| 5-10 | Count | 2 | 19 | 11 | 0 | 0 | 32 |
| | % within JUMLAH KAPAL | 6.2% | 59.4% | 34.4% | .0% | .0% | 100.0% |
| 10 - 20 | Count | 2 | 11 | 8 | 1 | 0 | 22 |
| | % within JUMLAH KAPAL | 9.1% | 50.0% | 36.4% | 4.5% | .0% | 100.0% |
| > 20 | Count | 2 | 7 | 4 | 1 | 1 | 15 |
| | % within JUMLAH KAPAL | 13.3% | 46.7% | 26.7% | 6.7% | 6.7% | 100.0% |
| Total | Count | 9 | 74 | 37 | 4 | 1 | 125 |
| | % within JUMLAH KAPAL | 7.2% | 59.2% | 29.6% | 3.2% | .8% | 100.0% |