

Lampiran I
Jawaban Kuesioner tentang Kualitas Jasa Produk

NO. RESPONDEN	NOMOR PERTANYAAN															
	X1			X2			X3				X4			X5		
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
1	A	C	A	B	B	C	A	C	A	B	A	C	A	B	C	B
2	C	B	C	C	C	A	B	A	B	A	B	A	C	A	B	A
3	B	A	B	A	A	B	C	B	C	C	C	B	B	C	A	C
4	A	B	A	B	A	C	A	C	A	C	A	A	C	A	B	C
5	C	A	B	C	C	B	B	C	C	A	B	B	C	B	C	A
6	A	A	A	B	C	B	A	A	C	A	C	A	A	C	A	B
7	B	B	B	C	C	A	B	B	A	A	B	B	B	A	A	A
8	C	C	C	A	B	B	A	A	B	B	C	C	A	B	B	B
9	A	A	A	A	C	A	C	B	A	C	A	B	C	A	A	B
10	A	B	B	C	B	C	C	A	B	B	B	A	A	C	C	C
11	B	B	B	B	B	B	A	B	C	B	B	B	A	A	C	B
12	B	B	B	B	A	B	A	B	B	B	B	B	A	A	B	B
13	B	B	B	B	A	B	A	B	B	B	B	B	A	A	B	B
14	B	B	B	B	B	B	A	B	B	C	B	B	B	B	A	B
15	B	B	B	B	B	A	B	B	A	B	B	B	A	A	B	C
16	B	B	B	B	B	B	A	B	B	B	B	B	A	A	B	C
17	B	B	B	B	A	B	A	B	B	B	B	B	A	A	B	B
18	A	B	B	B	B	B	A	B	B	B	B	B	B	A	A	B
19	B	B	B	B	B	A	A	B	B	B	B	B	A	A	B	C
20	B	B	B	B	B	B	A	B	B	B	B	B	B	B	B	C
21	B	A	B	B	C	A	B	B	B	A	C	B	C	B	B	C
22	A	A	B	B	C	B	C	B	B	B	B	C	B	B	B	C
23	C	B	B	B	C	A	B	C	B	B	C	B	B	B	C	B
24	B	B	C	B	B	A	B	A	A	C	B	C	B	B	C	B
25	B	B	C	B	C	A	C	B	A	B	B	C	C	B	A	C
26	C	C	A	B	B	B	C	A	A	B	B	C	C	C	A	B
27	C	B	A	A	C	B	A	B	B	A	A	C	A	C	A	B
28	B	B	C	A	B	B	A	B	A	C	B	B	B	B	C	B
29	B	B	B	C	C	A	B	C	A	B	C	B	B	B	C	B
30	A	C	B	C	B	A	B	C	B	A	B	B	A	C	B	B
31	A	B	A	C	B	A	B	B	A	B	C	C	C	B	B	C
32	B	B	A	C	B	A	B	C	A	B	C	C	C	C	B	C
33	C	B	A	C	B	A	B	C	A	B	C	C	C	C	B	C
34	A	B	A	C	B	A	B	C	A	B	C	C	C	C	B	C
35	B	C	A	B	A	A	B	B	A	B	C	C	C	C	B	C
36	C	C	A	B	A	A	B	C	A	B	C	C	C	C	B	C
37	A	C	A	B	A	A	B	B	A	B	C	C	C	C	B	C
38	A	C	A	B	C	A	B	C	A	B	C	C	C	C	B	C
39	B	B	A	C	B	A	B	B	A	B	C	C	C	C	B	C
40	B	A	A	B	C	A	B	C	A	B	C	C	C	C	B	C
41	A	C	B	A	C	A	B	C	B	B	B	B	B	C	C	B
42	B	C	B	B	C	A	B	C	B	B	C	B	B	C	C	B
43	B	C	B	C	C	A	B	B	B	B	C	B	A	C	C	C
44	B	B	B	B	B	B	C	B	B	B	B	C	B	B	C	B
45	A	B	B	B	B	B	C	B	B	A	C	B	C	C	C	C
46	A	C	A	C	C	B	C	B	B	B	A	C	B	C	C	C
47	C	A	C	C	B	A	B	B	B	B	C	B	B	C	C	B
48	B	B	C	C	B	C	B	B	B	B	C	C	A	B	C	B
49	B	B	C	B	C	B	B	B	B	B	B	B	C	B	C	C
50	A	C	B	B	C	B	B	B	B	B	B	B	C	B	C	C
51	A	C	B	C	B	B	A	B	C	C	C	C	A	B	C	B
52	B	A	C	C	C	B	B	C	A	C	B	A	B	A	A	C
53	A	C	B	B	B	B	A	C	C	C	C	A	A	B	B	B
54	B	C	A	A	B	C	C	B	A	C	B	C	A	A	A	B
55	C	B	C	C	A	A	B	C	A	B	C	A	A	A	A	C
56	C	C	C	C	B	A	B	C	B	A	B	A	C	B	A	A
57	A	B	C	C	B	A	C	C	A	A	A	A	B	C	B	A
58	A	C	B	B	B	C	C	A	B	A	C	B	B	C	B	A
59	A	B	C	C	C	B	A	A	C	B	B	A	A	B	C	A
60	B	C	A	B	A	C	C	A	B	C	C	B	B	C	C	B
61	A	A	C	B	C	C	A	C	A	B	C	B	B	C	B	B
62	B	C	A	C	B	A	B	A	B	C	B	A	C	B	C	A
63	A	B	C	B	C	B	C	C	A	B	A	B	A	C	A	B
64	B	A	A	C	B	C	A	A	B	C	C	A	B	B	B	A
65	A	C	C	B	C	A	B	C	A	B	B	B	C	C	C	B
66	B	B	A	C	B	B	C	A	B	C	A	A	A	B	A	A
67	A	A	C	B	C	A	C	A	B	C	B	B	B	C	B	B
68	B	C	A	C	B	A	B	A	B	C	B	A	C	B	C	A
69	A	B	C	B	C	B	C	C	A	B	A	B	A	C	A	B
70	B	A	A	C	B	C	A	A	B	C	C	A	B	B	A	A
71	A	A	C	B	A	C	A	C	A	B	C	C	A	B	C	B
72	C	B	A	C	B	A	B	A	B	C	B	A	C	C	A	A
73	B	A	C	B	A	C	A	C	A	B	A	B	A	B	C	B
74	A	B	A	C	B	A	B	A	B	C	C	C	C	C	A	A
75	C	A	C	B	A	C	A	C	A	B	B	C	A	B	C	B
76	B	B	A	C	B	A	B	A	B	C	A	A	C	C	A	A
77	A	A	C	B	A	C	A	C	A	B	C	B	A	B	C	B
78	C	B	A	C	B	A	B	A	B	C	B	C	C	C	A	A
79	B	A	C	B	A	C	A	C	A	B	A	A	A	B	C	B
80	A	B	A	C	B	A	B	A	B	C	C	B	C	C	A	A
81	A	A	A	A	A	A	A	A	B	B	B	B	B	B	B	B
82	A	A	A	A	A	A	A	A	A	B	B	B	B	B	B	B
83	A	A	A	A	A	A	A	A	A	B	B	B	B	B	B	B
84	A	A	A	A	A	A	A	A	A	B	B	B	B	B	B	B
85	A	A	A	A	A	A	A	A	A	B	B	B	B	B	B	B
86	A	A	A	A	A	A	A	A	A	B	B	B	B	B	B	B
87	A	A	A	A	A	A	A	A	A	B	B	B	B	B	B	B
88	A	A	A	A	A	A	A	A	A	B	B	B	B	B	B	B
89	A	A	A	A	A	A	A	A	A	B	B	B	B	B	B	B
90	A	A	A	A	A	A	A	A	A	B	B	B	B	B	B	B
91	B	B	A	B	B	A	B	B	A	B	B	B	B	C	C	C
92	B	B	A	B	B	A	B	B	A	B	B	B	B	C	C	C
93	B	B	A	B	B	A	B	B	A	B	B	B	B	C	C	C
94	B	B	A	B	B	A	B	B	A	B	B	B	B	C	C	C
95	B	B	A	B	B	A	B	B	A	B	B	B	B	C	C	C
96	B	B	A	B	B	A	B	B	A	B	B	B	B	C	C	C
97	B	B	A	B	B	A	B	B	A	B	B	B	B	C	C	C
98	B	B	A	B	B	A	B	B	A	B	B	B	B	C	C	C

Lampiran II
 Jawaban Kuesioner tentang Kepuasan Pelanggan

NO RESPONDEN	KINERJA & HARAPAN									
	1	2	3	4	5	6	7	8	9	10
1	SM	M	CM	SM	M	SM	CM	M	M	SM
2	M	SM	SM	CM	SM	SM	M	M	SM	M
3	SM	CM	CM	M	SM	CM	CM	CM	M	SM
4	CM	SM	SM	M	SM	SM	SM	M	CM	M
5	M	M	M	CM	SM	CM	SM	M	SM	CM
6	SM	SM	SM	SM	CM	M	CM	CM	M	M
7	M	CM	SM	CM	M	SM	M	M	SM	CM
8	CM	M	CM	SM	CM	SM	M	M	SM	CM
9	SM	M	M	SM	SM	SM	CM	SM	SM	M
10	M	CM	CM	CM	SM	CM	M	CM	CM	SM
11	M	CM	M	SM	SM	CM	SM	CM	M	M
12	M	M	M	M	SM	M	M	CM	M	M
13	M	M	M	M	SM	M	M	CM	M	M
14	M	M	M	M	SM	M	M	CM	M	M
15	M	M	M	M	SM	M	M	CM	M	M
16	M	M	M	M	SM	M	M	M	M	M
17	M	M	M	CM	SM	M	M	M	M	M
18	M	M	M	M	SM	M	M	M	M	M
19	M	M	M	M	SM	M	M	M	M	M
20	M	CM	M	M	SM	M	M	M	M	M
21	M	M	CM	M	M	M	M	CM	M	M
22	CM	M	M	M	M	M	M	CM	M	M
23	CM	CM	M	M	M	SM	M	M	M	M
24	M	M	CM	M	SM	M	M	SM	M	M
25	SM	M	CM	M	SM	M	M	M	M	M
26	SM	M	CM	CM	SM	SM	M	CM	M	M
27	CM	M	M	SM	SM	CM	M	M	M	M
28	M	M	M	M	CM	M	M	SM	SM	CM
29	M	M	M	CM	SM	M	M	SM	SM	CM
30	SM	CM	CM	SM	SM	M	M	M	CM	CM
31	SM	SM	M	M	CM	SM	M	SM	SM	SM
32	M	SM	M	M	CM	SM	M	SM	SM	SM
33	SM	SM	M	M	CM	SM	M	SM	SM	SM
34	M	SM	M	M	M	SM	M	SM	SM	SM
35	SM	SM	M	M	M	SM	M	SM	SM	SM
36	M	SM	M	M	M	SM	M	SM	SM	SM
37	SM	SM	M	M	M	SM	M	SM	SM	SM
38	M	SM	M	M	CM	SM	M	SM	SM	SM
39	SM	SM	M	M	CM	SM	M	SM	SM	SM
40	M	SM	M	M	CM	SM	M	SM	SM	SM
41	SM	M	M	SM	M	SM	M	M	SM	SM
42	M	CM	M	SM	M	M	M	M	M	M
43	SM	M	M	SM	M	M	M	M	M	M
44	M	M	M	SM	M	SM	M	SM	CM	SM
45	M	M	M	SM	CM	SM	CM	CM	M	SM
46	SM	CM	M	M	CM	M	M	SM	SM	M
47	SM	M	M	SM	M	M	SM	SM	SM	SM
48	SM	SM	M	M	SM	M	CM	M	M	SM
49	M	M	M	SM	SM	M	SM	M	M	M
50	M	M	M	SM	SM	SM	M	SM	M	M
51	M	SM	M	CM	SM	CM	M	CM	SM	M
52	CM	CM	M	M	M	M	CM	M	SM	CM
53	M	M	SM	M	M	M	M	M	M	M
54	M	CM	CM	SM	M	M	M	M	M	M
55	M	CM	CM	M	M	M	M	M	M	M
56	CM	CM	M	CM	CM	M	M	CM	M	M
57	CM	CM	M	CM	CM	CM	CM	CM	M	M
58	M	M	CM	M	M	CM	CM	M	M	M
59	M	M	CM	M	M	CM	M	M	M	M
60	M	M	M	M	M	M	M	M	M	M
61	M	SM	CM	SM	M	CM	SM	M	M	CM
62	M	SM	CM	SM	M	CM	SM	M	M	CM
63	M	SM	CM	SM	M	CM	SM	M	M	CM
64	M	SM	CM	SM	M	CM	SM	M	M	CM
65	M	SM	CM	SM	M	CM	SM	M	M	CM
66	M	SM	CM	SM	M	CM	SM	M	M	CM
67	M	SM	CM	SM	M	CM	SM	M	M	CM
68	M	SM	CM	SM	M	CM	SM	M	M	CM
69	M	SM	CM	SM	M	CM	SM	M	M	CM
70	M	SM	CM	SM	M	CM	SM	M	M	CM
71	M	SM	CM	M	SM	CM	SM	M	M	CM
72	M	SM	CM	M	SM	CM	SM	M	M	CM
73	M	SM	CM	M	SM	CM	SM	M	M	CM
74	M	SM	CM	M	SM	CM	SM	M	M	CM
75	M	SM	CM	M	SM	CM	SM	M	M	CM
76	M	SM	CM	M	SM	CM	SM	M	M	CM
77	M	SM	CM	M	SM	CM	SM	M	M	CM
78	M	SM	CM	M	SM	CM	SM	M	M	CM
79	M	SM	CM	M	SM	CM	SM	M	M	CM
80	M	SM	CM	M	SM	CM	SM	M	M	CM
81	SM	SM	SM	SM	SM	SM	SM	SM	SM	SM
82	SM	SM	SM	SM	SM	SM	SM	SM	SM	SM
83	SM	SM	SM	SM	SM	SM	SM	SM	SM	SM
84	SM	SM	SM	SM	SM	SM	SM	SM	SM	SM
85	SM	SM	SM	SM	SM	SM	SM	SM	SM	SM
86	SM	SM	SM	SM	SM	SM	SM	SM	SM	SM
87	SM	SM	SM	SM	SM	SM	SM	SM	SM	SM
88	SM	SM	SM	SM	SM	SM	SM	SM	SM	SM
89	SM	SM	SM	SM	SM	SM	SM	SM	SM	SM
90	SM	SM	SM	SM	SM	SM	SM	SM	SM	SM
91	M	M	SM	SM	M	SM	M	M	M	M
92	M	M	SM	SM	M	SM	M	M	M	M
93	M	M	SM	SM	M	SM	M	M	M	M
94	M	M	SM	SM	M	SM	M	M	M	M
95	M	M	SM	SM	M	SM	M	M	M	M
96	M	M	SM	SM	M	SM	M	M	M	M
97	M	M	SM	SM	M	SM	M	M	M	M
98	M	M	SM	SM	M	SM	M	M	M	M