

Daftar Lampiran

Lampiran 1 Kuesioner/Angket

Lampiran 2 Jawaban atas Kuesioner

Lampiran 3 Uji validitas dan Reliabilitas

Lampiran 4 Uji Regresi

Lampiran 1

Perihal : Permohonan Pengisian Angket

Lampiran : Satu berkas

Kepada Yth. Bapak / Ibu / Sdr/i Konsumen
Sultan Agung & Travel Semarang
di Tempat

Dengan Hormat;

Perlu saya beritahukan bahwa saya adalah mahasiswa pada Program Studi Ekonomi Islam di UIN Walisongo Semarang yang sedang mengadakan penelitian dalam rangka menyusun karya ilmiah (Skripsi) dengan judul **“Pengaruh Total Quality Management (TQM) dan Kinerja Pelayanan Islami Terhadap Kepuasan Konsumen (Studi pada produk tour domestik SA Tour & Travel semarang)”**

Sehubungan dengan itu saya mohon dengan hormat atas kesediaannya untuk mengisi kuesioner penelitian sebagaimana terlampir. Semua data tersebut hanya untuk penyusunan skripsi, bukan untuk di publikasikan atau digunakan untuk kepentingan lainnya. Peran Bapak/ Ibu/ Saudara/ i sungguh sangat bermanfaat bagi keberhasilan penelitian yang dilaksanakan.

Atas kerjasama Bapak/ Ibu/ Sudara/ i saya ucapkan terima kasih.

Peneliti

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KUESIONER

Pengaruh Total Quality Management (TQM) dan Kinerja Pelayanan Islami Terhadap Kepuasan Konsumen (Studi pada produk tour domestik SA Tour & Travel Semarang)

A. Identitas Pribadi

Nama Responden:

Mohon dengan hormat kesediaan Bapak/Ibu/Sdr/i untuk menjawab pertanyaan dibawah ini dengan memberi tanda silang (X):

1. Jenis Kelamin : a. Laki-laki b. Perempuan

2. Berapa Usia Anda:
 - a. dibawah 20 th b. 20-29 th c. 30-39 th
 - d. 40-49 th e. 50 th keatas

3. Pekerjaan/profesi
 - a. Pelajar/Mahasiswa b. PNS c. Pegawai Swasta
 - d. Wiraswasta/Pedagang e. Lain-lain, Sebutkan....

4. Pendidikan Terakhir
 - a. SD b. SMP c. SMA d. Sarjana

5. Berapa kali menggunakan SA Tour & Travel dalam produk Tour
 - a. Satu b. Dua c. Tiga D. Empat

6. Kenapa memilih menggunakan SA Tour & Travel ?

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.....
.....

Tanda Tangan

.....

B. Petunjuk Pengisian Angket, Variabel Total Quality Management (TQM), Kinerja Pelayanan Islami dan Kepuasan Konsumen.

Berilah tanda (✓) pada kolom Bapak/Ibu/Sdr/i pilih sesuai keadaan yang sebenarnya, dengan alternatif jawaban sebagai berikut :

5 = SangatSetuju (SS)

4 = Setuju (S)

3 = Netral (N)

2 = TidakSetuju (TS)

1 = SangatTidakSetuju (STS)

Indikator	No	Daftar pertanyaan	Alternative jawaban				
			SS	S	N	TS	STS
1. Variabel TQM							
Komitmen	1.	SA Tour selalu memberikan kenyamanan bagi peserta tour					
	2.	SA Tour selalu menjadi biro perjalanan wisata religi dan wisata umum					
	3.	SA Tour selalu mengedepankan kualitas yang terbaik					
Konsisten	4.	SA Tour selalu tepat waktu di tempat tujuan wisata					
	5.	SA Tour selalu memanage waktu sebaik mungkin					
	6.	SA Tour dalam memberikan pelayanan sangat tepat waktu					
Kompetensi	7.	SA Tour mempunyai karyawan yang terampil					
	8.	SA Tour mempunyai karyawan yang ahli dalam bidang tour					
	9.	Kemampuan karyawan SA Tour dalam memberikan pelayanan sangat baik					
Hubungan	10.	SA Tour selalu menegur sapa kepada clien, pelanggan maupun mitra bisnis					
	11.	SA Tour selalu berhubungan dengan pihak yang bersangkutan dengan baik					
	12.	SA Tour selalu memberikan kemudahan dalam berhubungan dengan konsumen					
Komunikasi	13.	SA Tour selalu memberikan informasi yang jelas					
	14.	SA Tour selalu memberikan tanggapan yang baik terhadap konsumen					
	15.	SA Tour selalu respect terhadap konsumen					
Kredibilitas	16.	SA Tour percaya penuh terhadap karyawan dalam menjalankan tugasnya					
	17.	SA Tour selalu mengutamakan kualitas yang terbaik untuk konsumen					
	18.	Karyawan SA Tour selalu memberikan					

		pelayanan yang prima kepada konsumen					
Perasaan	19.	SA Tour selalu menerima evaluasi dari berbagai pihak					
	20.	SA Tour selalu memberikan pelayanan kepada konsumen tanpa memandang status, dan agama					
	21.	SA Tour selalu memberikan pelayanan prima					
Kesopanan	22.	Karyawan SA Tour selalu ramah terhadap konsumen					
	23.	Karyawan SA Tour selalu menanggapi permintaan konsumen					
	24.	SA Tour selalu menghormati keputusan konsumen					
Kerjasama	25.	SA Tour selalu mengedepankan visi dan misinya					
	26.	SA Tour selalu mengadakan kerja sama dengan pihak lain untuk mencapai tujuan yang diinginkan					
	27.	SA Tour selalu bekerja sama dengan para konsumen					
kemampuan	28.	SA Tour mampu memberikan pelayanan yang terbaik untuk konsumen					
	29.	SA Tour mampu menyelenggarakan kegiatan wisata yang bernuansa religious					
	30.	Karyawan SA Tour selalu bertindak cepat bila konsumen membutuhkan					
Kepercayaan	31.	SA Tour selalu mengedepankan kepercayaan terhadap konsumen					
	32.	Karyawan SA Tour melaksanakan pekerjaannya secara professional					
	33.	Karyawan SA Tour selalu melaksanakan tugasnya dengan penuh tanggung jawab					
Kritik	34.	SA Tour menerima kritik dari berbagai pihak					
	35.	SA Tour selalu menanggapi kritik dengan memperbaiki secara berkesinambungan					
	36.	SA Tour selalu menerima kritik guna meningkatkan pemahaman dan memperbaiki pekerjaan					
2. Variabel Kinerja Pelayanan Islami							
Sikap dan perilaku petugas yang Islami	37.	Karyawan SA Tour selalu memimpin doa setiap akan memulai perjalanan					
	38.	Karyawan SA Tour mempunyai akhlak yang Islami dan disiplin					
	39.	Karyawan SA Tour selalu mengucapkan salam ketika masuk dan keluar ruangan					
Fasilitas dan sarana pelayanan yang Islami	40.	SA Tour selalu memberikan waktu untuk ibadah					
	41.	SA Tour selalu memberikan tempat untuk sholat jika dalam perjalanan tour					

	42.	SA Tour selalu memberikan pariwisata yang Islami					
Prosedur, tata cara mekanisme pelayanan yang Islami	43.	Karyawan SA Tour Mengawasi tindakan dengan membaca basmalah dan mengakhiri dengan membaca hamdalah					
	44.	SA Tour selalu mengatur penginapan di hotel sesuai dengan gender					
	45.	SA Tour selalu melakukan pelayanan dengan ramah					
Pembiayaan pelayanan yang islami	46.	SA Tour selalu memberikan harga yang sangat terjangkau					
	47.	Proses transaksi pembayaran tidak ada unsur penipuan					
	48.	SA Tour selalu melayani konsumen dengan penuh tanggung jawab					
3. Variabel Kepuasan Konsumen							
Bukti langsung	49.	SA Tour selalu memberikan kualitas yang terbaik kepada konsumen					
	50.	SA Tour selalu mengedepankan kebutuhan konsumen					
	51.	SA Tour selalu memberikan hadiah kepada konsumen yang menjawab pertanyaan					
Keandalan	52.	SA Tour selalu memberikan prosedur layanan yang tidak berbelit-belit					
	53.	Karyawan SA Tour sangat pandai dalam wawasan pariwisata baik religi atau umum					
	54.	SA Tour selalu memberikan pelayanan yang maksimal.					
Daya tanggap	55.	Karyawan SA Tour selalu siap dalam memberikan pelayanan					
	56.	Karyawan SA Tour selalu memenuhi apa yang di inginkan konsumen					
	57.	Karyawan SA Tour selalu sedia obat-obatan untuk konsumen apabila ada yang sakit					
Jaminan	58.	SA Tour selalu mengutamakan keamanan bagi konsumen					
	59.	SA Tour selalu mengutamakan kualitas layanan yang baik untuk konsumen					
	60.	SA Tour memberikan jaminan berupa kenyamanan, keselamatan untuk wisata					
Empati	61.	SA Tour selalu peduli terhadap keluhan konsumen					
	62.	Karyawan SA Tour selalu memberikan perhatian pribadi kepada konsumen					
	63.	SA Tour selalu memberikan kemudahan bagi konsumen dalam menghubungi SA Tour					

Lampiran 2 Jawaban atas angket

Nama	Jk	usia	profesi	pendidikan	berapa	alasan
Milla huda Indiana	Perempuan	a. dibawah 20 th	siswa sma	b.SMP	a.1 kali	Nyaman
Muslim prayoga	laki-laki	a. dibawah 20 th	siswa sma	b.SMP	a.1 kali	Memuat Penumpang banyak
Taufiqi adhi nugroho	laki-laki	a. dibawah 20 th	siswa sma	b.SMP	a.1 kali	Kebijakan sekolah
Ahmad syaifudin	laki-laki	a. dibawah 20 th	siswa sma	b.SMP	a.1 kali	nyaman
Gestira	laki-laki	a. dibawah 20 th	siswa sma	b.SMP	a.1 kali	Kebijakan sekolah
Didik prasetyo	laki-laki	a. dibawah 20 th	siswa sma	b.SMP	a.1 kali	nyaman
Jihan amanah awalia	Perempuan	a. dibawah 20 th	siswa sma	b.SMP	a.1 kali	Kebijakan sekolah
Tri wahyu n	Perempuan	a. dibawah 20 th	siswa sma	b.SMP	a.1 kali	Kebijakan sekolah
Tri bagas sulisty	laki-laki	a. dibawah 20 th	siswa sma	b.SMP	a.1 kali	Kebijakan sekolah
Milla huda Indiana	Perempuan	a. dibawah 20 th	siswa sma	b.SMP	a.1 kali	Nyaman
Danang santo samiaji	laki-laki	b. 20-29 th	a. mahasiswa	c.SMA	a.1 kali	Kebijakan yayasan
Anisa	Perempuan	b. 20-29 th	a. mahasiswa	c.SMA	a.1 kali	nyaman
M. fajrin	laki-laki	b. 20-29 th	a. mahasiswa	c.SMA	a.1 kali	Kebijakan yayasan
Irwan dwi saputra	laki-laki	b. 20-29 th	a. mahasiswa	c.SMA	a.1 kali	Kebijakan yayasan
Elvera L.	Perempuan	b. 20-29 th	a. mahasiswa	c.SMA	a.1 kali	Kebijakan yayasan
Sekar dwi .S.	Perempuan	b. 20-29 th	a. mahasiswa	c.SMA	a.1 kali	Kebijakan yayasan
Lintang	Perempuan	b. 20-29 th	a. mahasiswa	c.SMA	a.1 kali	Kebijakan yayasan
Adi luthfi	laki-laki	b. 20-29 th	a. mahasiswa	c.SMA	a.1 kali	Kebijakan yayasan
Any	Perempuan	b. 20-29 th	a. mahasiswa	c.SMA	a.1 kali	Nyaman dan pelayanannya baik
Ilham muis	laki-laki	b. 20-29 th	a. mahasiswa	c.SMA	a.1 kali	Praktis dan hemat
Siti faizah rusmini,s.pd	Perempuan	c.30-39 th	Guru	d.sarjana	a.1 kali	Kebijakan yayasan
Erma	Perempuan	b.20-29 h	Guru	d.sarjana	a.1 kali	Kebijakan yayasan
Atiya rohmah	Perempuan	b.20-29 h	a. mahasiswa	c.SMA	a.1 kali	Kebijakan yayasan

Verra cristianti	Perempuan	b.20-29 h	c. pegawai swata	d.sarjana	a.1 kali	Kebijakan yayasan
Slamet widodo spdi	laki-laki	c.30-39 th	Guru	d.sarjana	b.2 kali	Ringkas,cepat,murah
Ana nafiatur	Perempuan	b. 20-29 th	Guru	d.sarjana	a.1 kali	Kebijakan yayasan
m. maisur	laki-laki	c.30-39 th	c. pegawai swata	c.SMA	a.1 kali	Kebijakan yayasan
Agus haryanto	laki-laki	c.30-39 th	Guru	d.sarjana	a.1 kali	Kebijakan yayasan
Afri utami, spd	Perempuan	c.30-39 th	Guru	d.sarjana	b.2 kali	Kebijakan yayasan
Dina indah M	Perempuan	b.20-29 h	Guru	d.sarjana	a.1 kali	Kebijakan yayasan
Siti aisyah	Perempuan	d.40-49 th	Guru	d.sarjana	d.4 kali/lebih	Kebijakan yayasan
Yanuar R	laki-laki	b.20-29 h	Guru	d.sarjana	c. 3 kali	Kebijakan yayasan
Saifurrohimi	laki-laki	c.30-39 th	c. pegawai swata	d.sarjana	b.2 kali	Kebijakan yayasan
Rina	Perempuan	d.40-49 th	Guru	d.sarjana	d.4 kali/lebih	Kebijakan yayasan
Rifai	laki-laki	c.30-39 th	Guru	d.sarjana	d.4 kali/lebih	Kebijakan yayasan
Fatkul alim	laki-laki	c.30-39 th	Guru	d.sarjana	d.4 kali/lebih	Pelayanan prima, professional biaya terjangkau armadanya baik
Banguri	laki-laki	b.20-29 h	Guru	d.sarjana	b.2 kali	Kebijakan yayasan
Siti aliyah	Perempuan	e.50 th ke atas	Guru	d.sarjana	d.4 kali/lebih	Kebijakan yayasan
Fatma	Perempuan	b.20-29 h	Guru	d.sarjana	d.4 kali/lebih	Kebijakan yayasan
erlina	Perempuan	d.40-49 th	c. pegawai swata	d.sarjana	d.4 kali/lebih	Kebijakan yayasan
Rian Prasetyo	laki-laki	b.20-29 h	Guru	d.sarjana	c. 3 kali	Kebijakan yayasan
Mafthuhul alim	laki-laki	c.30-39 th	Guru	d.sarjana	c. 3 kali	Kebijakan yayasan
Abdul Muis	laki-laki	c.30-39 th	c. pegawai swata	d.sarjana	d.4 kali/lebih	Pelayanannya maksimal
Sudar maji	laki-laki	e.50 th ke atas	c. pegawai swata	d.sarjana	d.4 kali/lebih	Dilayani sepenuh hati

Edi setiasih	Perempuan	e.50 th ke atas	guru	d.sarjana	d.4 kali/lebih	Kebijakan yayasan
maryono	laki-laki	d.40-49 th	guru	d.sarjana	b.2 kali	Kebijakan yayasan
Salimatin mufidah	Perempuan	d.40-49 th	Guru swasta	d.sarjana	d.4 kali/lebih	Pelayanannya cukup baik dan biro perjalanan khususnya bagi muslim
jumiati	Perempuan	c.30-39 th	guru	d.sarjana	d.4 kali/lebih	Kebijakan yayasan
saroni	laki-laki	c.30-39 th	c. pegawai swasta	c.SMA	b.2 kali	Kebijakan yayasan
Abdurrohimi	laki-laki	c.30-39 th	guru	d.sarjana	d.4 kali/lebih	Kebijakan yayasan
santi	Perempuan	b. 20-29 th	c. pegawai swasta	c.SMA	b.2 kali	dekat dengan tempat kerja
wahyu prayitno	laki-laki	d.40-49 th	c. pegawai swasta	c.SMA	c. 3 kali	dekat, murah/ terjangkau, tepat dalam pelayanan
muhammad zainal arifin	laki-laki	b. 20-29 th	c. pegawai swasta	d.sarjana	b.2 kali	yayasan
abadi tejokusumo	laki-laki	c.30-39 th	c. pegawai swasta	d.sarjana	a.1 kali	dekat dengan tempat kerja
fitriyanto	laki-laki	c.30-39 th	c. pegawai swasta	d.sarjana	a.1 kali	mitra kenal
fitri ani	Perempuan	c.30-39 th	c. pegawai swasta	d.sarjana	a.1 kali	mitra kenal
iwan	laki-laki	b. 20-29 th	c. pegawai swasta	c.SMA	a.1 kali	yayasan
arif sodikun	laki-laki	d.40-49 th	c. pegawai swasta	c.SMA	a.1 kali	mitra kenal
misri retnowati	Perempuan	c.30-39 th	c. pegawai swasta	d.sarjana	a.1 kali	dekat dengan tempat kerja
muh.zaki naf'an	laki-laki	a. dibawah 20 th	c. pegawai swasta	c.SMA	a.1 kali	mitra kenal
rizal	laki-laki	c.30-39 th	c. pegawai swasta	d.sarjana	d.4 kali/lebih	yayasan
amudi	laki-laki	c.30-39 th	c. pegawai swasta	d.sarjana	c. 3 kali	yayasan
dika	laki-laki	b. 20-29 th	c. pegawai swasta	c.SMA	b.2 kali	nyaman
dodok	laki-laki	c.30-39 th	c. pegawai swasta	d.sarjana	d.4 kali/lebih	selalu cepat
aji	laki-laki	b. 20-29 th	c. pegawai swasta	d.sarjana	c. 3 kali	fasilitas lengkap
rakhmad	laki-laki	b. 20-29 th	c. pegawai swasta	d.sarjana	b.2 kali	nyaman

dani	laki-laki	b. 20-29 th	c. pegawai swata	d.sarjana	c. 3 kali	fasilitas lengkap
adnan	laki-laki	b. 20-29 th	c. pegawai swata	c.SMA	b.2 kali	pelayanan baik
mulyono	laki-laki	c.30-39 th	c. pegawai swata	d.sarjana	c. 3 kali	nyaman
bambang	laki-laki	c.30-39 th	c. pegawai swata	d.sarjana	d.4 kali/lebih	pelayanannya memuaskan
ana azahroh	Perempuan	b. 20-29 th	a. mahasiswa	c.SMA	a.1 kali	nyaman
nur afni	Perempuan	b. 20-29 th	a. mahasiswa	c.SMA	a.1 kali	nyaman
aini melyana	Perempuan	b. 20-29 th	a. mahasiswa	c.SMA	a.1 kali	kebijakan kampus
kulsum indriani	Perempuan	b. 20-29 th	a. mahasiswa	c.SMA	a.1 kali	fasilitas lengkap
vivi cahyani	Perempuan	b. 20-29 th	a. mahasiswa	c.SMA	a.1 kali	dekat dengan kampus
eva puji lestari	Perempuan	b. 20-29 th	a. mahasiswa	c.SMA	a.1 kali	yayasan
santi rahmawati	Perempuan	b. 20-29 th	a. mahasiswa	c.SMA	a.1 kali	yayasan
nita rahayu	Perempuan	b. 20-29 th	a. mahasiswa	c.SMA	a.1 kali	nyaman
fita anggreaeni	Perempuan	b. 20-29 th	a. mahasiswa	c.SMA	a.1 kali	yayasan
dewi yulia	Perempuan	b. 20-29 th	a. mahasiswa	c.SMA	a.1 kali	yayasan
muhammad azril	laki-laki	c.30-39 th	d. wiraswata/pedagang	c.SMA	a.1 kali	fasilitas lengkap
surtanti	Perempuan	c.30-39 th	ibu rumah tangga	c.SMA	a.1 kali	nyaman
rahma	Perempuan	b. 20-29 th	c. pegawai swata	c.SMA	a.1 kali	cepat dan tepat
apriyadi	laki-laki	b. 20-29 th	d. wiraswata/pedagang	c.SMA	a.1 kali	murah dan nyaman
jamal	laki-laki	c.30-39 th	d. wiraswata/pedagang	b.SMP	a.1 kali	fasilitas lengkap
rudi	laki-laki	c.30-39 th	d. wiraswata/pedagang	c.SMA	a.1 kali	pelayanannya sangat ramah
riski susanti	Perempuan	c.30-39 th	d. wiraswata/pedagang	c.SMA	a.1 kali	fasilitas lengkap
ratno raharjo	laki-laki	c.30-39 th	c. pegawai swata	c.SMA	a.1 kali	murah dan nyaman
desi ratnasari	Perempuan	b. 20-29 th	d. wiraswata/pedagang	c. SMA	a.1 kali	pelayanannya memuaskan
nisa lestari	Perempuan	b. 20-29 th	d. wiraswata/pedagang	c.SMA	a.1 kali	fasilitas lengkap

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3	3	4	3	4	3	4	4	4	4	4	4	4	3	4	55
3	4	4	4	3	4	4	3	4	4	3	3	4	3	4	54
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60
4	4	2	4	4	4	4	4	4	4	4	4	4	4	4	58
4	4	4	4	4	4	4	4	4	4	4	5	4	4	4	61
4	4	3	4	3	4	4	4	5	5	5	4	4	4	5	62
4	4	3	4	4	4	4	4	5	4	4	4	4	4	4	60
4	4	3	4	3	4	4	3	4	4	4	4	4	4	4	57
5	5	4	4	4	4	4	4	5	5	5	4	4	4	5	66
4	3	4	4	3	4	4	3	4	4	4	4	3	3	4	55

3	4	5	4	3	4	4	3	4	4	4	4	3	3	4	56
4	5	5	4	4	5	4	5	4	5	4	4	4	3	4	64
4	4	4	4	3	4	4	3	3	4	4	4	3	3	4	55
4	4	4	4	4	4	4	3	4	4	3	3	4	4	4	57
5	5	5	4	4	5	4	4	4	5	4	5	5	3	5	67
4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	59
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60
3	3	4	3	4	3	4	4	4	4	4	4	4	3	4	55
3	3	4	3	4	3	4	4	4	4	4	4	4	3	4	55
3	4	4	4	3	4	4	3	4	4	3	3	4	3	4	54
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60
4	4	2	4	4	4	4	4	4	4	4	4	4	4	4	58
4	4	4	4	4	4	4	4	4	4	4	5	4	4	4	61
4	4	3	4	3	4	4	4	5	5	5	4	4	4	5	62
4	4	3	4	4	4	4	4	5	4	4	4	4	4	4	60
4	4	3	4	3	4	4	3	4	4	4	4	4	4	4	57
5	5	4	4	4	4	4	4	5	5	5	4	4	4	5	66
4	3	4	4	3	4	4	3	4	4	4	4	3	3	4	55
3	3	3	2	3	3	3	3	4	4	4	4	4	4	3	50

Lampiran 3 : Uji Validitas dan Reliabilitas

Pengaruh Total Quality Management dan Kinerja Pelayanan Islami terhadap Kepuasan Konsumen (Studi Kasus Pada Produk Tour Domestik Sultan Agung Tour dan Travel Semarang
 Uji Validitas

Variabel TQM

Correlations

	Q1.1	Q1.2	Q1.3	Q1.4	Q1.5	Q1.6	Q1.7	Q1.8	Q1.9	Q1.10	Q1.11	Q1.12	Q1.13	Q1.14	Q1.15	Q1.16	Q1.17	Q1.18	Q1.19	Q1.20
Q1.1 Pearson Correlation	1	.298**	.651**	-.021	.110	.018	.360**	.329**	.337**	.352**	.268**	.257**	.347**	.233*	.426**	.233*	.494**	.350**	-.094	.098
Sig. (2-tailed)		.003	.000	.835	.276	.863	.000	.001	.001	.000	.007	.010	.000	.019	.000	.019	.000	.000	.354	.331
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.2 Pearson Correlation	.298**	1	.254*	.200*	.378**	.324**	.191	.368**	.060	.359**	.227*	.252*	.208*	.259**	.261**	.301**	.281**	.193	.072	.175
Sig. (2-tailed)	.003		.011	.046	.000	.001	.057	.000	.553	.000	.023	.012	.038	.009	.009	.002	.005	.055	.476	.082
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.3 Pearson Correlation	.651**	.254*	1	-.024	.186	.057	.259**	.186	.343**	.313**	.366**	.255*	.311**	.143	.464**	.234*	.627**	.460**	.047	.024
Sig. (2-tailed)	.000	.011		.816	.064	.575	.009	.063	.000	.002	.000	.011	.002	.157	.000	.019	.000	.000	.643	.815
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.4 Pearson Correlation	-.021	.200*	-.024	1	.551**	.444**	.187	.177	.182	.082	.296**	.279**	.279**	.287**	.198*	.240*	.150	.391**	.104	.380**
Sig. (2-tailed)	.835	.046	.816		.000	.000	.063	.077	.069	.418	.003	.005	.005	.004	.049	.016	.136	.000	.304	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.5 Pearson Correlation	.110	.378**	.186	.551**	1	.740**	.262**	.411**	.327**	.430**	.556**	.444**	.514**	.422**	.304**	.471**	.545**	.588**	.376**	.266**
Sig. (2-tailed)	.276	.000	.064	.000		.000	.008	.000	.001	.000	.000	.000	.000	.000	.002	.000	.000	.000	.000	.008

N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.6 Pearson Correlation	.018	.324**	.057	.444**	.740**	1	.201*	.352**	.267**	.328**	.358**	.381**	.444**	.263**	.246*	.357**	.308**	.431**	.407**	.414**
Sig. (2-tailed)	.863	.001	.575	.000	.000		.045	.000	.007	.001	.000	.000	.000	.008	.014	.000	.002	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.7 Pearson Correlation	.360**	.191	.259**	.187	.262**	.201*	1	.671**	.673**	.258**	.231*	.438**	.256*	.351**	.264**	.125	.289**	.509**	.154	.326**
Sig. (2-tailed)	.000	.057	.009	.063	.008	.045		.000	.000	.009	.021	.000	.010	.000	.008	.217	.004	.000	.126	.001
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.8 Pearson Correlation	.329**	.368**	.186	.177	.411**	.352**	.671**	1	.605**	.424**	.230*	.388**	.157	.327**	.260**	.279**	.281**	.493**	.324**	.419**
Sig. (2-tailed)	.001	.000	.063	.077	.000	.000	.000		.000	.000	.022	.000	.119	.001	.009	.005	.005	.000	.001	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.9 Pearson Correlation	.337**	.060	.343**	.182	.327**	.267**	.673**	.605**	1	.215*	.361**	.364**	.346**	.200*	.371**	.251*	.362**	.551**	.217*	.423**
Sig. (2-tailed)	.001	.553	.000	.069	.001	.007	.000	.000		.032	.000	.000	.000	.047	.000	.012	.000	.000	.030	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.10 Pearson Correlation	.352**	.359**	.313**	.082	.430**	.328**	.258**	.424**	.215*	1	.636**	.510**	.461**	.513**	.292**	.371**	.474**	.502**	.436**	.065
Sig. (2-tailed)	.000	.000	.002	.418	.000	.001	.009	.000	.032		.000	.000	.000	.000	.003	.000	.000	.000	.000	.519
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.11 Pearson Correlation	.268**	.227*	.366**	.296**	.556**	.358**	.231*	.230*	.361**	.636**	1	.591**	.601**	.608**	.450**	.608**	.470**	.565**	.325**	.160
Sig. (2-tailed)	.007	.023	.000	.003	.000	.000	.021	.022	.000	.000		.000	.000	.000	.000	.000	.000	.000	.001	.112
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.12 Pearson Correlation	.257**	.252*	.255*	.279**	.444**	.381**	.438**	.388**	.364**	.510**	.591**	1	.602**	.603**	.257**	.353**	.444**	.600**	.487**	.205*

Q1.24 Pearson Correlation	.422**	.183	.511**	.025	.288**	.231*	.075	.377**	.191	.398**	.257**	.262**	.284**	.308**	.371**	.308*	.319**	.313**	.271**	.129
Sig. (2-tailed)	.000	.068	.000	.805	.004	.021	.458	.000	.057	.000	.010	.008	.004	.002	.000	.002	.001	.002	.006	.201
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.25 Pearson Correlation	.304**	.252*	.556**	.146	.444**	.558**	.278**	.299**	.315**	.287**	.406**	.342**	.397**	.303**	.499**	.403**	.482**	.507**	.336**	.318**
Sig. (2-tailed)	.002	.012	.000	.148	.000	.000	.005	.003	.001	.004	.000	.000	.000	.002	.000	.000	.000	.000	.001	.001
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.26 Pearson Correlation	.266**	.367**	.436**	.061	.321**	.255*	.262**	.259**	.189	.386**	.437**	.374**	.545**	.242*	.357**	.540**	.562**	.387**	.382**	.123
Sig. (2-tailed)	.008	.000	.000	.000	.001	.011	.008	.009	.060	.000	.000	.000	.000	.015	.000	.000	.000	.000	.000	.224
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.27 Pearson Correlation	.364**	.253*	.524**	.039	.302**	.337**	.174	.203*	.341**	.165	.181	.245*	.312**	.152	.431**	.315**	.405**	.325**	.044	.147
Sig. (2-tailed)	.000	.011	.000	.702	.002	.001	.083	.043	.000	.101	.071	.014	.002	.131	.000	.001	.000	.001	.666	.145
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.28 Pearson Correlation	.304**	.272**	.418**	.479**	.542**	.431**	.244*	.405**	.356**	.546**	.611**	.507**	.473**	.458**	.527**	.558**	.530**	.628**	.402**	.387**
Sig. (2-tailed)	.002	.006	.000	.000	.000	.000	.014	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.29 Pearson Correlation	.224*	.390**	.194	.276**	.271**	.304**	.059	.039	-.138	.416**	.322**	.315**	.460**	.355**	.301*	.406**	.205*	.280**	.272**	.104
Sig. (2-tailed)	.025	.000	.053	.005	.006	.002	.588	.703	.172	.000	.001	.001	.000	.000	.002	.000	.041	.005	.006	.305
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.30 Pearson Correlation	.112	.167	.254*	.059	.241*	.130	.345**	.243*	.285**	.209*	.187	.196	.091	.140	.324**	.310**	.369**	.373**	.261**	.149
Sig. (2-tailed)	.268	.097	.014	.557	.016	.196	.000	.015	.004	.037	.063	.051	.371	.164	.001	.002	.000	.000	.009	.138

N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.31 Pearson Correlation	.196	.144	.396**	.305*	.622**	.547**	.220*	.370**	.338**	.356**	.424**	.475**	.413**	.353**	.424*	.407**	.574**	.606**	.432**	.315**
Sig. (2-tailed)	.051	.152	.000	.002	.000	.000	.028	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.001
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.32 Pearson Correlation	.416**	.077	.349**	.307**	.376**	.314**	.535**	.379**	.527**	.341**	.304**	.434**	.496**	.273**	.402**	.377**	.438**	.611**	.422**	.348**
Sig. (2-tailed)	.000	.447	.000	.001	.000	.001	.000	.000	.000	.001	.002	.000	.000	.000	.000	.000	.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.33 Pearson Correlation	.323**	.131	.408**	.213*	.471**	.361**	.462**	.421**	.454**	.550**	.396**	.345**	.490**	.366**	.434**	.366**	.530**	.648**	.343**	.063
Sig. (2-tailed)	.001	.195	.000	.033	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.533
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.34 Pearson Correlation	.126	.188	.276**	.208*	.513**	.491**	.132	.121	.084	.352**	.434**	.336**	.417**	.234*	.250*	.295**	.459**	.369**	.360**	.305**
Sig. (2-tailed)	.211	.061	.005	.038	.000	.000	.192	.232	.403	.000	.000	.001	.000	.019	.012	.003	.000	.000	.000	.002
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.35 Pearson Correlation	.225*	.137	.365**	.365**	.585**	.560**	.276**	.360**	.417**	.337**	.556**	.431**	.517**	.343**	.494**	.630**	.560**	.568**	.548**	.447**
Sig. (2-tailed)	.024	.175	.000	.000	.000	.000	.005	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.36 Pearson Correlation	.147	-.008	.135	.385**	.545**	.435**	.525**	.533**	.452**	.325**	.392**	.592**	.322**	.432**	.343**	.334**	.366**	.570**	.485**	.299**
Sig. (2-tailed)	.146	.938	.179	.000	.000	.000	.000	.000	.000	.001	.000	.000	.001	.000	.000	.001	.000	.000	.000	.003
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
TQM Pearson Correlation	.485**	.424**	.549**	.414**	.717**	.600**	.515**	.585**	.551**	.653**	.707**	.695**	.675**	.587**	.613**	.640**	.719**	.796**	.512**	.413**

Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Correlations

	Q1.21	Q1.22	Q1.23	Q1.24	Q1.25	Q1.26	Q1.27	Q1.28	Q1.29	Q1.30	Q1.31	Q1.32	Q1.33	Q1.34	Q1.35	Q1.36	TQM
Q1.1 Pearson Correlation	.247*	.302**	.465**	.422**	.304**	.266**	.364**	.304**	.224*	.112	.196	.416**	.323**	.126	.225*	.147	.485**
Sig. (2-tailed)	.013	.002	.000	.000	.002	.008	.000	.002	.025	.268	.051	.000	.001	.211	.024	.146	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.2 Pearson Correlation	.373**	.209*	.258**	.183	.252*	.367**	.253*	.272**	.390**	.167	.144	.077	.131	.188	.137	-.008	.424**
Sig. (2-tailed)	.000	.037	.010	.068	.012	.000	.011	.006	.000	.097	.152	.447	.195	.061	.175	.938	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.3 Pearson Correlation	.330**	.167	.393**	.511**	.556**	.436**	.524**	.418**	.194	.245*	.396**	.349**	.408**	.276**	.365**	.135	.549**
Sig. (2-tailed)	.001	.097	.000	.000	.000	.000	.000	.000	.053	.014	.000	.000	.000	.005	.000	.179	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.4 Pearson Correlation	.455**	.207*	.049	.025	.146	.061	.039	.479**	.276**	.059	.305**	.317**	.213*	.208*	.365**	.385**	.414**
Sig. (2-tailed)	.000	.039	.626	.805	.148	.548	.702	.000	.005	.557	.002	.001	.033	.038	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.5 Pearson Correlation	.559**	.405**	.187	.288**	.444**	.321**	.302**	.542**	.271**	.241*	.622**	.376**	.471**	.513**	.585**	.545**	.717**
Sig. (2-tailed)	.000	.000	.062	.004	.000	.001	.002	.000	.006	.016	.000	.000	.000	.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.6 Pearson Correlation	.416**	.189	.179	.231*	.558**	.255*	.337**	.431**	.304**	.130	.547**	.314**	.361**	.491**	.560**	.435**	.600**
Sig. (2-tailed)	.000	.059	.074	.021	.000	.011	.001	.000	.002	.196	.000	.001	.000	.000	.000	.000	.000

N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.7 Pearson Correlation	.328**	.306**	.091	.075	.278**	.262**	.174	.244*	.059	.345**	.220*	.535**	.462**	.132	.276**	.525**	.515**
Sig. (2-tailed)	.001	.002	.368	.458	.005	.008	.083	.014	.558	.000	.028	.000	.000	.192	.005	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.8 Pearson Correlation	.429**	.293**	.330**	.377**	.299**	.259**	.203*	.405**	.039	.243*	.370**	.379**	.421**	.121	.360**	.533**	.585**
Sig. (2-tailed)	.000	.003	.001	.000	.003	.009	.043	.000	.703	.015	.000	.000	.000	.232	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.9 Pearson Correlation	.414**	.232*	.152	.191	.315**	.189	.341**	.365**	-.138	.285**	.338**	.527**	.454**	.084	.417**	.452**	.551**
Sig. (2-tailed)	.000	.020	.130	.057	.001	.060	.001	.000	.172	.004	.0012	.000	.000	.403	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.10 Pearson Correlation	.579**	.513**	.377**	.398**	.287**	.386**	.165	.546**	.416**	.209*	.356**	.341**	.550**	.352**	.337**	.325**	.653**
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.101	.000	.000	.037	.000	.001	.000	.000	.001	.001	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.11 Pearson Correlation	.646**	.567**	.379**	.257**	.406**	.437**	.181	.611**	.322**	.187	.424**	.304**	.396**	.434**	.556**	.392**	.707**
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.071	.000	.001	.063	.000	.002	.000	.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.12 Pearson Correlation	.565**	.668**	.403**	.262**	.342**	.374**	.245*	.507**	.315**	.196	.475**	.434**	.345**	.336**	.431**	.592**	.695**
Sig. (2-tailed)	.000	.000	.000	.008	.000	.000	.014	.000	.001	.051	.000	.000	.000	.001	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.13 Pearson Correlation	.437**	.454**	.256*	.284**	.397**	.545**	.312**	.473**	.460**	.091	.413**	.496**	.490**	.417**	.517**	.332**	.675**

Q1.20 Pearson Correlation	.364**	.115	.271**	.129	.318**	.123	.147	.387**	.104	.149	.315**	.348**	.063	.305**	.447**	.299**	.413**
Sig. (2-tailed)	.000	.253	.006	.201	.001	.224	.145	.000	.305	.138	.001	.000	.533	.002	.000	.003	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.21 Pearson Correlation	1	.390**	.306**	.198*	.268**	.466**	.148	.800**	.221*	.237*	.418**	.397**	.381**	.377**	.637**	.426**	.733**
Sig. (2-tailed)		.000	.002	.049	.007	.000	.143	.000	.027	.018	.000	.000	.000	.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.22 Pearson Correlation	.390**	1	.537**	.386**	.140	.305**	.253*	.364**	.364**	.140	.411**	.327**	.436**	.417**	.268**	.437**	.588**
Sig. (2-tailed)	.000		.000	.000	.166	.002	.011	.000	.000	.164	.000	.001	.000	.000	.007	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.23 Pearson Correlation	.306**	.537**	1	.708**	.403**	.151	.512**	.454**	.381**	.070	.476**	.320**	.337**	.210*	.292**	.315**	.552**
Sig. (2-tailed)	.002	.000		.000	.000	.133	.000	.000	.000	.87	.000	.001	.001	.036	.003	.001	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.24 Pearson Correlation	.198*	.386**	.708**	1	.592**	.242*	.595**	.407**	.395**	.126	.544**	.378**	.548**	.209*	.322**	.260**	.569**
Sig. (2-tailed)	.049	.000	.000		.000	.015	.000	.000	.000	.211	.000	.000	.000	.037	.001	.009	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.25 Pearson Correlation	.268**	.140	.403**	.592**	1	.430**	.603**	.413**	.410**	.196	.628**	.434**	.488**	.394**	.566**	.407**	.678**
Sig. (2-tailed)	.007	.166	.000	.000		.000	.000	.000	.000	.051	.000	.000	.000	.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.26 Pearson Correlation	.466**	.305**	.151	.242*	.430**	1	.331**	.443**	.388**	.213*	.315**	.289**	.465**	.444**	.501**	.244*	.593**
Sig. (2-tailed)	.000	.002	.133	.015	.000		.001	.000	.000	.033	.001	.004	.000	.000	.014	.015	.000

N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.27 Pearson Correlation	.148	.253*	.512**	.595**	.603**	.331**	1	.173	.279**	.104	.565**	.448**	.521**	.252*	.373**	.201*	.530**
Sig. (2-tailed)	.143	.011	.000	.000	.000	.001		.086	.005	.302	.000	.000	.000	.011	.000	.045	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.28 Pearson Correlation	.800**	.364**	.454**	.407**	.413**	.443**	.173	1	.327**	.267**	.454**	.416**	.457**	.311**	.568**	.478**	.757**
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.086		.001	.007	.000	.000	.000	.002	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.29 Pearson Correlation	.221*	.364**	.381**	.395**	.410**	.388**	.279**	.327**	1	.234**	.369**	.294**	.489**	.258**	.241**	.112	.493**
Sig. (2-tailed)	.027	.000	.000	.000	.000	.000	.005	.001		.019	.000	.003	.000	.010	.016	.267	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.30 Pearson Correlation	.237*	.140	.070	.126	.196	.213*	.104	.267**	.234*	1	.342**	.225*	.363**	.053	.172	.304**	.386**
Sig. (2-tailed)	.018	.164	.487	.211	.051	.033	.302	.007	.019		.000	.025	.000	.604	.088	.002	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.31 Pearson Correlation	.418**	.411**	.476**	.544**	.628**	.315**	.565**	.454**	.369**	.342*	1	.530**	.613**	.515**	.618**	.612**	.746**
Sig. (2-tailed)	.000	.000	.001	.000	.000	.001	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.32 Pearson Correlation	.397**	.327**	.320**	.378**	.434**	.289**	.448**	.416**	.294**	.225*	.530**	1	.680**	.206*	.597**	.502**	.674**
Sig. (2-tailed)	.000	.000	.001	.000	.000	.004	.000	.000	.003	.025	.000		.000	.000	.010	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q1.33 Pearson Correlation	.381**	.436**	.337**	.548**	.488**	.465**	.521**	.457**	.489**	.363**	.613**	.680**	1	.295**	.432**	.424**	.717**

Q2.3	Pearson Correlation	.568**	.538**	1	.444**	.339**	.345**	.624**	.280**	.318**	.427**	.262**	.240*	.649**
	Sig. (2-tailed)	.000	.000		.000	.001	.000	.000	.005	.001	.000	.009	.016	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100
Q2.4	Pearson Correlation	.294**	.524**	.444**	1	.685**	.452**	.532**	.644**	.473**	.223*	.265**	.413**	.697**
	Sig. (2-tailed)	.003	.000	.000		.000	.000	.000	.000	.000	.026	.008	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100
Q2.5	Pearson Correlation	.406**	.587**	.339**	.685**	1	.429**	.410**	.568**	.644**	.362**	.387**	.392**	.727**
	Sig. (2-tailed)	.000	.000	.001	.000		.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100
Q2.6	Pearson Correlation	.474**	.383**	.345**	.452**	.429**	1	.434**	.505**	.350**	.351**	.446**	.262**	.647**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.008	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100
Q2.7	Pearson Correlation	.634**	.418**	.624**	.532**	.410**	.434**	1	.457**	.425**	.495**	.348**	.463**	.741**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100
Q2.8	Pearson Correlation	.293**	.502**	.280**	.644**	.568**	.505**	.457**	1	.630**	.493**	.497**	.619**	.763**
	Sig. (2-tailed)	.003	.000	.005	.000	.000	.000	.000		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100
Q2.9	Pearson Correlation	.415**	.657**	.318**	.473**	.644**	.350**	.425**	.630**	1	.510**	.564**	.651**	.779**
	Sig. (2-tailed)	.000	.000	.001	.000	.000	.000	.000	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100
Q2.10	Pearson Correlation	.351**	.450**	.427**	.223*	.362**	.351**	.495**	.493**	.510**	1	.454**	.474**	.659**
	Sig. (2-tailed)	.000	.000	.000	.026	.000	.000	.000	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100
Q2.11	Pearson Correlation	.279**	.536**	.262**	.265**	.387**	.446**	.348**	.497**	.564**	.454**	1	.673**	.675**
	Sig. (2-tailed)	.005	.000	.009	.008	.000	.000	.000	.000	.000	.000		.000	.000

N		100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q2.12	Pearson Correlation	.180	.498**	.240*	.413**	.392**	.262**	.463**	.619**	.651**	.474**	.673**	1	.684**	
	Sig. (2-tailed)	.074	.000	.016	.000	.000	.008	.000	.000	.000	.000	.000		.000	
N		100	100	100	100	100	100	100	100	100	100	100	100	100	100
KPI	Pearson Correlation	.652**	.782**	.649**	.697**	.727**	.647**	.741**	.763**	.779**	.659**	.675**	.684**	1	
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		
N		100	100	100	100	100	100	100	100	100	100	100	100	100	100

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

OUTPUT SPSS KEPUASAN KONSUMEN

Correlations

	Q3.1	Q3.2	Q3.3	Q3.4	Q3.5	Q3.6	Q3.7	Q3.8	Q3.9	Q3.10	Q3.11	Q3.12	Q3.13	Q3.14	Q3.15	KEPUASAN
Q3.1	1	.676**	.438**	.722**	.562**	.475**	.472**	.520**	.447**	.428**	.667**	.695**	.594**	.548**	.563**	.837**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q3.2	.676**	1	.459**	.626**	.549**	.552**	.583**	.485**	.381**	.432**	.383**	.497**	.481**	.305**	.688**	.759**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.002	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q3.3	.438**	.459**	1	.519**	.560**	.354**	.434**	.501**	.388**	.156	.258**	.433**	.458**	.232*	.345**	.626**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.122	.009	.000	.000	.020	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q3.4	.722**	.626**	.519**	1	.473**	.449**	.459**	.533**	.349**	.288**	.466**	.414**	.405**	.314**	.471**	.711**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.004	.000	.000	.000	.001	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q3.5	.562**	.549**	.560**	.473**	1	.262**	.572**	.687**	.557**	.281**	.431**	.517**	.543**	.517**	.521**	.757**

Q3.14	Pearson Correlation	.548**	.305**	.232*	.314**	.517**	.303**	.283**	.434**	.417**	.108	.400**	.379**	.624**	1	.341**	.581**
	Sig. (2-tailed)	.000	.002	.020	.001	.000	.002	.004	.000	.000	.284	.000	.000	.000		.001	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Q3.15	Pearson Correlation	.563**	.688**	.345**	.471**	.521**	.486**	.626**	.482**	.458**	.546**	.541**	.571**	.477**	.341**	1	.757**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.001		.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
KEPUA SAN	Pearson Correlation	.837**	.759**	.626**	.711**	.757**	.610**	.731**	.710**	.677**	.609**	.722**	.756**	.768**	.581**	.757**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

Uji Reliabilitas : Pengaruh Total Quality Management dan Kinerja Pelayanan Islami terhadap Kepuasan Konsumen (Studi Kasus Pada Produk Tour Domestik Sultan Agung Tour dan Travel Semarang)

Scale: Total Quality Management

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	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
.951	.951	36

Scale: Kinerja Pelayanan Islami

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	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
.906	.908	12

Scale: KEPUASAN

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	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
.928	.929	15

Lampiran 4: Output Regresi

Correlations

		KEPUASAN	TQM	KPI
Pearson Correlation	KEPUASAN	1.000	.799	.764
	TQM	.799	1.000	.751
	KPI	.764	.751	1.000
Sig. (1-tailed)	KEPUASAN	.	.000	.000
	TQM	.000	.	.000
	KPI	.000	.000	.
N	KEPUASAN	100	100	100
	TQM	100	100	100
	KPI	100	100	100

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	KPI, TQM ^a		. Enter

a. All requested variables entered.

b. Dependent Variable: KEPUASAN

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.837 ^a	.701	.694	3.855	2.295

a. Predictors: (Constant), KPI, TQM

b. Dependent Variable: KEPUASAN

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3371.607	2	1685.804	113.460	.000 ^a
	Residual	1441.233	97	14.858		
	Total	4812.840	99			

a. Predictors: (Constant), KPI, TQM

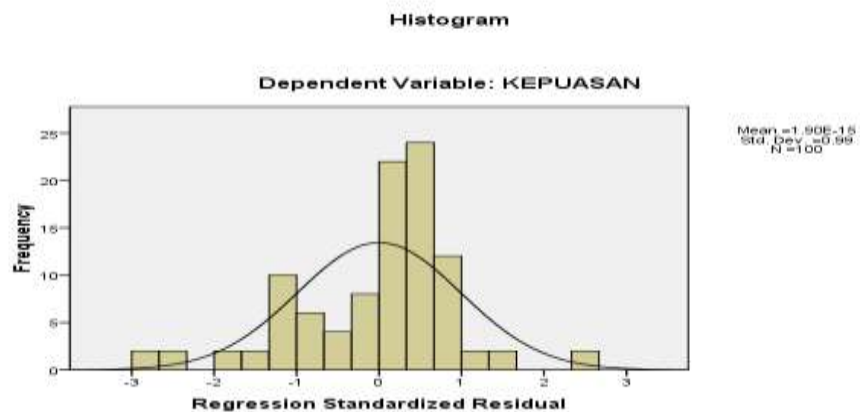
b. Dependent Variable: KEPUASAN

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	-.620	3.785		-.164	.870
TQM	.255	.041	.517	6.145	.000
KPI	.456	.102	.376	4.468	.000

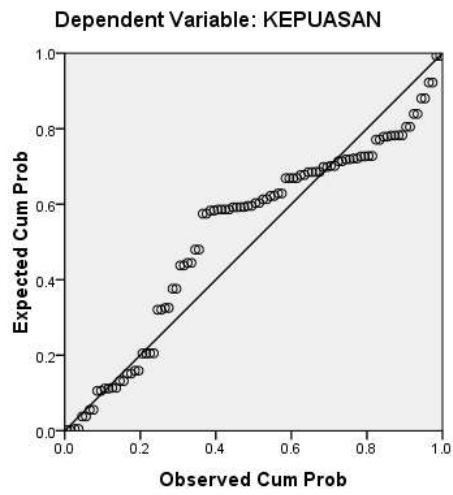
a. Dependent Variable: KEPUASAN

Grafik Histogram



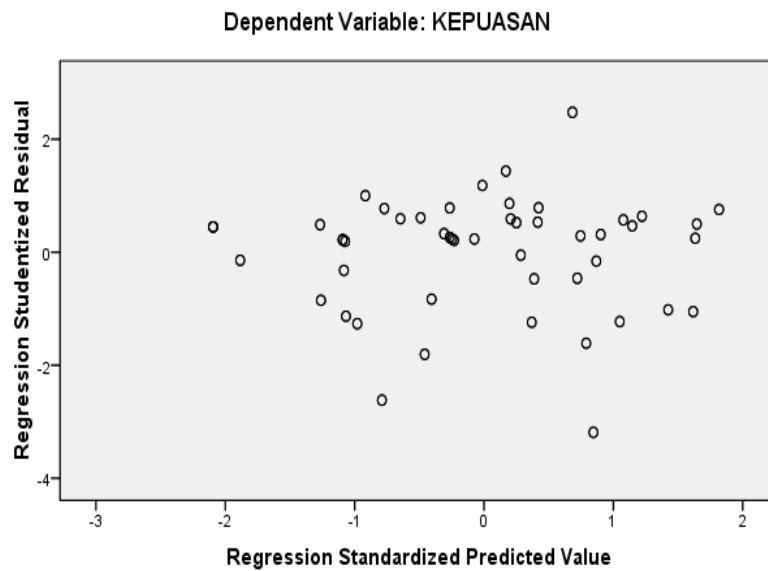
Normal P-P Plot

Normal P-P Plot of Regression Standardized Residual



Scatterplot

Scatterplot



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