

TABEL PERFORMANCE FREQUENCIES

A. BERWUJUD (*Tangible*)

item1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	14	14.0	14.0	14.0
	4	35	35.0	35.0	49.0
	5	51	51.0	51.0	100.0
	Total	100	100.0	100.0	

item2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	9	9.0	9.0	9.0
	4	51	51.0	51.0	60.0
	5	40	40.0	40.0	100.0
	Total	100	100.0	100.0	

item3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	72	72.0	72.0	72.0
	5	28	28.0	28.0	100.0
	Total	100	100.0	100.0	

B. KEHANDALAN (*Reialibilty*)

item4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 4	70	70.0	70.0	70.0
5	30	30.0	30.0	100.0
Total	100	100.0	100.0	

item5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	1	1.0	1.0	1.0
4	69	69.0	69.0	70.0
5	30	30.0	30.0	100.0
Total	100	100.0	100.0	

item6

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	1	1.0	1.0	1.0
4	71	71.0	71.0	72.0
5	28	28.0	28.0	100.0
Total	100	100.0	100.0	

C. DAYA TANGGAP (*Responsiveness*)

item7

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	9	9.0	9.0	9.0
4	63	63.0	63.0	72.0
5	28	28.0	28.0	100.0
Total	100	100.0	100.0	

item8

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	17	17.0	17.0	17.0
4	46	46.0	46.0	63.0
5	37	37.0	37.0	100.0
Total	100	100.0	100.0	

item9

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	2	2.0	2.0	2.0
3	11	11.0	11.0	13.0
4	56	56.0	56.0	69.0
5	31	31.0	31.0	100.0
Total	100	100.0	100.0	

D. JAMINAN (*Assurance*)

item10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	4	4.0	4.0	4.0
	4	68	68.0	68.0	72.0
	5	28	28.0	28.0	100.0
	Total	100	100.0	100.0	

item11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	5	5.0	5.0	5.0
	4	58	58.0	58.0	63.0
	5	37	37.0	37.0	100.0
	Total	100	100.0	100.0	

item12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	3	3.0	3.0	3.0
	3	7	7.0	7.0	10.0
	4	63	63.0	63.0	73.0
	5	27	27.0	27.0	100.0
	Total	100	100.0	100.0	

E. EMPATI (*Emphaty*)

item13

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	5	5.0	5.0	5.0
3	10	10.0	10.0	15.0
4	66	66.0	66.0	81.0
5	19	19.0	19.0	100.0
Total	100	100.0	100.0	

item14

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	3	3.0	3.0	3.0
4	69	69.0	69.0	72.0
5	28	28.0	28.0	100.0
Total	100	100.0	100.0	

item15

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 4	70	70.0	70.0	70.0
5	30	30.0	30.0	100.0
Total	100	100.0	100.0	

