

Lampiran 1

Tabel 1 Nilai Rata-Rata Gap terhadap Pernyataan Kualitas Pelayanan

Variabel Pertanyaan	Kinerja		Harapan		Nilai Gap (Z)
	Nilai Pembobotan	Rata-rata Kenyataan (\bar{X}_i)	Nilai Pembobotan	Rata-rata Harapan (\bar{Y}_i)	
<i>Tangibles</i>					
1	261	3,729	300	4,286	-0,557
2	252	3,600	248	3,543	0,057
3	118	1,686	296	4,229	-2,543
4	118	1,686	239	3,414	-1,729
<i>Reliability</i>					
5	286	4,086	330	4,714	-0,629
6	297	4,243	312	4,457	-0,214
7	284	4,057	285	4,071	-0,014
<i>Responsiveness</i>					
8	246	3,514	271	3,871	-0,357
9	267	3,814	287	4,100	-0,286
<i>Assurance</i>					
10	276	3,943	249	3,557	0,386
11	230	3,286	282	4,029	-0,743
12	288	4,114	311	4,443	-0,329
<i>Emphaty</i>					
13	253	3,614	308	4,400	-0,786
14	251	3,586	237	3,386	0,200
15	244	3,486	247	3,529	-0,043
Jumlah		52,44		60,069	

Lampiran 2

Tabel 1 Rekapitulasi Perhitungan Indeks PGCV

No.	Rata-rata Kenyataan (\bar{X}_i)	Rata-rata Harapan (\bar{Y}_i)	Nilai ACV	Nilai UDCV	Index PGCV	Urutan Prioritas
			$\bar{X}_i \cdot \bar{Y}_i$	$\bar{Y}_i \cdot P_{max}$		
1	3,73	4,29	16,00	21,45	5,45	6
2	3,60	3,54	12,74	17,70	4,96	8
3	1,69	4,23	7,15	21,15	14,00	1
4	1,69	3,41	5,76	17,05	11,29	2
5	4,09	4,71	19,26	23,55	4,29	11
6	4,24	4,46	18,91	22,30	3,39	15
7	4,06	4,07	16,52	20,35	3,83	13
8	3,51	3,87	13,58	19,35	5,77	5
9	3,81	4,10	15,62	20,50	4,88	9
10	3,94	3,56	14,03	17,80	3,77	14
11	3,29	4,03	13,26	20,15	6,89	3
12	4,11	4,44	18,25	22,20	3,95	12
13	3,61	4,40	15,88	22,00	6,12	4
14	3,59	3,39	12,17	16,95	4,78	10
15	3,49	3,53	12,32	17,65	5,33	7