



**KOPERASI SERBA USAHA  
"ABDI JAYA SENTOSA"  
BADAN HUKUM No.218/BH/XVI.21 /2008  
JL WILIS NO.1 TELP.(0352) 461 186  
PONOROGO**

**SURAT KETERANGAN SELESAI MELAKSAKAN PENELITIAN**

Berdasarkan surat Pimpinan Ksu "Abdi Jaya Sentosa" Wilis Ponorogo tanggal 3 Desember 2017, yang menyatakan TIDAK KEBERATAN dilaksanakan Izin Penelitian yang diajukan oleh :

Nama : ENDANG WINARNI  
NIM : 12412769  
Semester : XII  
Universitas : Muhammadiyah Ponorogo  
Jurusan : Manajemen  
Bidang : Pemasaran  
Judul : "Analisis Perbandingan Tingkat Kepuasan Pelayanan Antar Cabang Pada Koperasi Serba Usaha "Abdi Jaya Sentosa" Ponorogo (Studi Kasus Pada Empat Cabang Kantor KSU"Abdi Jaya Sentosa" di Ponorogo).  
Nama Penanggung Jawab : Titi Rapini, SE , MM  
Jabatan : Dekan  
Alamat : Jl. Budi Utomo No. 10 Ponorogo  
Lokasi : Ksu" Abdi Jaya Sentosa" Jl Wilis, Ponorogo.

Bersama ini kami menerangkan bahwa yang bersangkutan telah selesai melaksanakan penelitian dengan judul tersebut diatas yang dilaksanakan pada bulan tanggal 2 Oktober sampai 3 Desember 2017.

Demikian surat keterangan ini dikeluarkan untuk dapat dipergunakan sebagaimana mestinya.

Ponorogo, 2 Januari 2018

Pimpinan

Nanang Khosim





**KOPERASI SERBA USAHA  
"ABDI JAYA SENTOSA"  
BADAN HUKUM No.218/BH/XVI.21 /2008  
JL LAWU NO.67 TELP. 058102935577  
P O N O R O G O**

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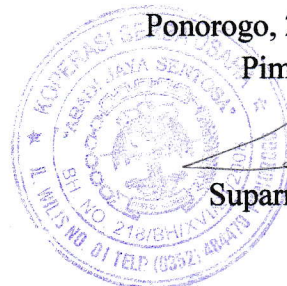
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Pimpinan



Suparno, SE



## KOPERASI SERBA USAHA

### "ABDI JAYA SENTOSA"

BADAN HUKUM No.218/BH/XVI.21 /2008

JL PARANG MENANG NO.38 TELP. 085103126777

P O N O R O G O

#### SURAT KETERANGAN SELESAI MELAKSAKAN PENELITIAN

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Ponorogo, 2 Januari 2018

Pimpinan



  
Gunadi





**KOPERASI SERBA USAHA**  
**"ABDI JAYA SENTOSA"**  
BADAN HUKUM No.218/BH/XVI.21 /2008  
JL HALIM PK NO.50 TELP.(0352) 483 824  
**PONOROGO**

**SURAT KETERANGAN SELESAI MELAKSAKAN PENELITIAN**

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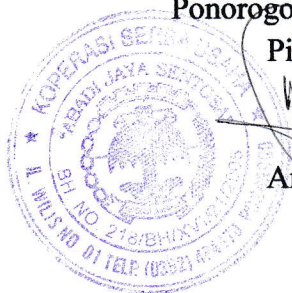
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Ponorogo, 2 Januari 2018

Pimpinan

Andi K



**KUESIONER ANALISIS PERBANDINGAN TINGKAT KEPUASAN  
ANGGOTA TERHADAP KUALITAS PELAYANAN PADA KANTOR  
KSU"ABDI JAYA SENTOSA" JL WILIS PONOROGO**

Kuesioner ini disusun dan disebarakan dalam rangka penyusunan Skripsi pada Program Studi Manajemen Fakultas Ekonomi Universitas Muhammadiyah Ponorogo untuk mengetahui penilaian tingkat kepuasan anggota terhadap kualitas pelayanan pada kantor KSU"Abdi Jaya Sentosa" Jl Wilis Ponorogo. Saya mengharapkan kesediaan Bapak/Ibu/Sdr/i untuk memberikan tanggapan atas pertanyaan kuesioner ini dengan baik dan benar, karena kuesioner ini digunakan hanya untuk keperluan penelitian ilmiah. Atas kesediaannya saya mengucapkan terima kasih.

Hormat saya  
Endang Winarni

| <b>I. DATA ANGGOTA (RESPONDEN)</b><br>(Isi dan Lingkari kode angka sesuai dengan identitas anggota/responden) |              |              |
|---|--------------|--------------|
| Nomor Responden   |              |              |
| Nama Responden  | .....        |              |
| Umur  | ..... tahun  |              |
| Jenis Kelamin   | 1. Laki-laki | 2. Perempuan |
| Jenis Usaha   |              |              |

**KUESIONER ANALISIS PERBANDINGAN TINGKAT KEPUASAN  
 ANGGOTA TERHADAP KUALITAS PELAYANAN PADA KANTOR  
 KSU"ABDI JAYA SENTOSA" JL LAWU PONOROGO**

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**KUESIONER ANALISIS PERBANDINGAN TINGKAT KEPUASAN  
ANGGOTA TERHADAP KUALITAS PELAYANAN PADA KANTOR  
KSU"ABDI JAYA SENTOSA" JL PARANG MENANG PONOROGO**

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ANGGOTA TERHADAP KUALITAS PELAYANAN PADA KANTOR  
KSU"ABDI JAYA SENTOSA" JL HALIM PERDANA K PONOROGO**

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| Nama Responden  | .....        |              |
| Umur  | ..... tahun  |              |
| Jenis Kelamin   | 1. Laki-laki | 2. Perempuan |
| Jenis Usaha   |              |              |



## II. Pelayanan Publik

Pertanyaan pada bagian ini berisi mengenai tingkat kepuasan anggota terhadap kualitas pelayanan kantor KSU”Abdi Jaya Sentosa” berdasarkan persepsi (apa yang dirasakan oleh responden) dan harapan (apa yang diharapkan oleh responden).

**Petunjuk:** (Lingkari kode huruf sesuai dengan jawaban masyarakat/responden).

| No                                | INDIKATOR   | HARAPAN   | PERSEPSI (KENYATAAN)   |
|-----------------------------------|---|---|--|
| <b>Berwujud (<i>Tangible</i>)</b> |   |   |  |
| 1                                 | Menurut saudara, bagaimana kebersihan ruang transaksi koperasi?           | a. Tidak bersih<br>b. Kurang bersih<br>c. Cukup bersih<br>d. Bersih<br>e. Sangat bersih           | a. Tidak bersih<br>b. Kurang bersih<br>c. Cukup bersih<br>d. Bersih<br>e. Sangat bersih          |
| 2                                 | Menurut saudara, bagaimana kenyamanan ruang transaksi ?                   | a. Tidak nyaman<br>b. Kurang nyaman<br>c. Cukup nyaman<br>d. Nyaman<br>e. Sangat Nyaman           | a. Tidak nyaman<br>b. Kurang nyaman<br>c. Cukup nyaman<br>d. Nyaman<br>e. Sangat nyaman          |
| 3                                 | Menurut saudara, bagaimana kelengkapan sarana dan prasarana?              | a. Tidak lengkap<br>b. Kurang lengkap<br>c. Cukup lengkap<br>d. Lengkap<br>e. Sangat lengkap      | a. Tidak lengkap<br>b. Kurang lengkap<br>c. Cukup lengkap<br>d. Lengkap<br>e. Sangat lengkap     |
| 4                                 | Menurut saudara, apakah ketersediaan brosur dan informasi lengkap?        | a. Tidak tersedia<br>b. Kurang tersedia<br>c. Cukup tersedia<br>d. Tersedia<br>e. Sangat tersedia | a. Tidak tersedia<br>b. Kurang tersedi<br>c. Cukup tersedia<br>d. Tersedia<br>e. Sangat tersedia |
| <b>Empati (<i>Emphaty</i>)</b>    |   |   |  |
| 5                                 | Menurut saudara, bagaimana petugas memberikan perhatian terhadap nasabah? | a. Tidak memberi<br>b. Kurang memberi<br>c. Cukup memberi<br>d. Memberi<br>e. Sangat memberi      | a. Tidak memberi<br>b. Kurang memberi<br>c. Cukup memberi<br>d. Memberi<br>e. Sangat memberi     |

|                                       |   |   |   |
|---------------------------------------|---|---|---|
| 6                                     | Menurut saudara, apakah petugas bertanggung jawab terhadap keamanan dan kenyamanan nasabah? | a. Tidak tanggung jawab<br>b. Kurang tanggung jawab<br>c. Cukup tanggung jawab<br>d. Tanggung jawab<br>e. Sangat tanggung jawab | a. Tidak tanggung jawab<br>b. Kurang tanggung jawab<br>c. Cukup tanggung jawab<br>d. Tanggung jawab<br>e. Sangat tanggung jawab |
| 7                                     | Menurut saudara, apakah petugas memberikan informasi yang jelas dan mudah dimengerti ?      | a. Tidak memberi<br>b. Kurang memberi<br>c. Cukup memberi<br>d. Memberi<br>e. Sangat memberi                                    | a. Tidak memberi<br>b. Kurang memberi<br>c. Cukup memberi<br>d. Memberi<br>e. Sangat memberi                                    |
| 8                                     | Menurut saudara, apakah karyawan bersikap ramah dan sopan dalam melayani?                   | a. Tidak bersikap<br>b. Kurang bersikap<br>c. Cukup bersikap<br>d. Bersikap<br>e. Sangat bersikap                               | a. Tidak bersikap<br>b. Kurang bersikap<br>c. Cukup bersikap<br>d. Bersikap<br>e. Sangat bersikap                               |
| <b>Keandalan (<i>Reliability</i>)</b> |   |   |   |
| 9                                     | Menurut saudara, bagaimana kemampuan petugas dalam administrasi?                            | a. Tidak mampu<br>b. Kurang mampu<br>c. Cukup mampu<br>d. Mampu<br>e. Sangat mampu  | a. Tidak mampu<br>b. Kurang mampu<br>c. Cukup mampu<br>d. Mampu<br>e. Sangat mampu  |
| 10                                    | Menurut saudara, bagaimana ketepatan petugas dalam memproses pencairan?                     | a. Tidak tepat<br>b. Kurang tepat<br>c. Cukup tepat<br>d. Tepat<br>e. Sangat tepat  | a. Tidak tepat<br>b. Kurang tepat<br>c. Cukup tepat<br>d. Tepat<br>e. Sangat tepat  |
| 11                                    | Menurut saudara, apakah petugas menguasai peraturan pinjaman dan terampil dalam tugasnya?   | a. Tidak menguasai<br>b. Kurang menguasai<br>c. Cukup menguasai<br>d. Menguasai<br>e. Sangat menguasai                          | a. Tidak menguasai<br>b. Kurang menguasai<br>c. Cukup menguasai<br>d. Menguasai<br>e. Sangat menguasai                          |
| 12                                    | Menurut saudara, bagaimana kecepatan petugas dalam melakukan transaksi?                     | a. Tidak cepat<br>b. Kurang cepat<br>c. Cukup cepat<br>d. Cepat<br>e. Sangat cepat  | a. Tidak cepat<br>b. Kurang cepat<br>c. Cukup cepat<br>d. Cepat<br>e. Sangat cepat  |

| <b>Ketanggapan (<i>Responsiveness</i>)</b> |   |  |  |
|--|---|--|--|
| 13   | Menurut saudara, apakah petugas cepat tanggap atas keluhan nasabah?                         | a. Tidak cepat<br>b. Kurang cepat<br>c. Cukup cepat<br>d. Cepat<br>e. Sangat cepat                               | a. Tidak cepat<br>b. Kurang cepat<br>c. Cukup cepat<br>d. Cepat<br>e. Sangat cepat                               |
| 14   | Menurut saudara, bagaimana kecepatan petugas memberikan solusi setiap permasalahan nasabah? | a. Tidak cepat<br>b. Kurang cepat<br>c. Cukup cepat<br>d. Cepat<br>e. Sangat cepat                               | a. Tidak cepat<br>b. Kurang cepat<br>c. Cukup cepat<br>d. Cepat<br>e. Sangat cepat                               |
| 15   | Menurut saudara, bagaimana kemauan petugas dalam membantu nasabah?                          | a. Tidak mau<br>b. Kurang mau<br>c. Cukup mau<br>d. Mau<br>e. Sangat mau   | a. Tidak mau<br>b. Kurang mau<br>c. Cukup mau<br>d. Mau<br>e. Sangat mau   |
| 16   | Menurut saudara, apakah petugas menunjukkan rasa percaya diri dan bersikap siap melayani?   | a. Tidak menunjukkan<br>b. Kurang menunjukkan<br>c. Cukup menunjukkan<br>d. Menunjukkan<br>e. Sangat menunjukkan | a. Tidak menunjukkan<br>b. Kurang menunjukkan<br>c. Cukup menunjukkan<br>d. Menunjukkan<br>e. Sangat menunjukkan |
| <b>Jaminan (<i>Anssurance</i>)</b>         |   |  |  |
| 17   | Menurut saudara, bagaimana keamanan tempat pelayanan?                                       | a. Tidak aman<br>b. Kurang aman<br>c. Cukup aman<br>d. Aman<br>e. Sangat aman                                    | a. Tidak aman<br>b. Kurang aman<br>c. Cukup aman<br>d. Aman<br>e. Sangat aman                                    |
| 18   | Menurut saudara, bagaimana keamanan dalam proses pelayanan?                                 | a. Tidak aman<br>b. Kurang aman<br>c. Cukup aman<br>d. Aman<br>e. Sangat aman                                    | a. Tidak aman<br>b. Kurang aman<br>c. Cukup aman<br>d. Aman<br>e. Sangat aman                                    |
| 19   | Menurut saudara, bagaimana keamanan pinjaman dan kepastian hukum?                           | a. Tidak aman<br>b. Kurang aman<br>c. Cukup aman<br>d. Aman<br>e. Sangat aman                                    | a. Tidak aman<br>b. Kurang aman<br>c. Cukup aman<br>d. Aman<br>e. Sangat aman                                    |
| 20   | Menurut saudara, bagaimana keamanan nasabah selama berada dikoperasi?                       | a. Tidak aman<br>b. Kurang aman<br>c. Cukup aman<br>d. Aman<br>e. Sangat aman                                    | a. Tidak aman<br>b. Kurang aman<br>c. Cukup aman<br>d. Aman<br>e. Sangat aman                                    |

Lampiran 6  
 Tabulasi Data Persepsi Ksu AJS Wilis

| Responden | Variabel  |    |    |    |    |    |    |    |    |     |     |     |     |     |     |     |     |     |     |     |
|-----------|-----------|----|----|----|----|----|----|----|----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
|           | Indikator |    |    |    |    |    |    |    |    |     |     |     |     |     |     |     |     |     |     |     |
|           | 1         |    |    |    | 2  |    |    |    | 3  |     |     |     | 4   |     |     |     | 5   |     |     |     |
| R         | P1        | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 | P10 | P11 | P12 | P13 | P14 | P15 | P16 | P17 | P18 | P19 | P20 |
| 1         | 4         | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4   | 3   | 4   | 4   | 4   | 3   | 3   | 4   | 4   | 4   | 4   |
| 2         | 4         | 3  | 3  | 3  | 3  | 3  | 3  | 4  | 4  | 3   | 3   | 4   | 3   | 3   | 3   | 3   | 4   | 4   | 4   | 4   |
| 3         | 4         | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 4   | 4   | 4   | 3   | 3   | 4   | 3   | 3   | 4   | 4   | 3   |
| 4         | 4         | 3  | 3  | 4  | 3  | 3  | 4  | 4  | 4  | 4   | 4   | 4   | 4   | 4   | 4   | 3   | 3   | 3   | 3   | 4   |
| 5         | 3         | 4  | 3  | 3  | 3  | 2  | 4  | 3  | 2  | 3   | 2   | 3   | 3   | 3   | 3   | 3   | 3   | 4   | 4   | 3   |
| 6         | 3         | 4  | 3  | 3  | 3  | 3  | 4  | 4  | 4  | 4   | 3   | 3   | 3   | 4   | 4   | 3   | 3   | 4   | 3   | 3   |
| 7         | 4         | 4  | 3  | 3  | 3  | 3  | 4  | 3  | 2  | 2   | 2   | 3   | 3   | 3   | 2   | 3   | 3   | 3   | 3   | 3   |
| 8         | 4         | 4  | 4  | 4  | 4  | 4  | 3  | 2  | 1  | 1   | 1   | 2   | 3   | 2   | 2   | 4   | 4   | 2   | 2   | 1   |
| 9         | 3         | 3  | 3  | 3  | 3  | 3  | 4  | 3  | 4  | 4   | 4   | 3   | 3   | 4   | 4   | 4   | 4   | 4   | 4   | 3   |
| 10        | 4         | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4   | 4   | 4   | 4   | 4   | 4   | 4   | 4   | 4   | 4   | 4   |
| 11        | 3         | 4  | 3  | 4  | 3  | 3  | 3  | 3  | 3  | 3   | 3   | 4   | 3   | 3   | 4   | 3   | 3   | 3   | 3   | 4   |
| 12        | 4         | 4  | 2  | 2  | 3  | 3  | 2  | 4  | 3  | 3   | 3   | 3   | 3   | 3   | 2   | 2   | 3   | 3   | 3   | 3   |
| 13        | 3         | 4  | 3  | 4  | 4  | 3  | 3  | 4  | 3  | 3   | 3   | 4   | 3   | 4   | 3   | 3   | 4   | 3   | 2   | 3   |
| 14        | 4         | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 3   | 3   | 4   | 3   | 3   | 3   | 4   | 3   | 3   | 3   | 3   |
| 15        | 2         | 2  | 2  | 2  | 2  | 2  | 3  | 3  | 3  | 3   | 3   | 3   | 3   | 3   | 3   | 2   | 2   | 2   | 2   | 2   |
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Lampiran 8  
 Tabulasi Data Persepsi Ksu AJS Lawu

| Responden | Variabel  |    |    |    |    |    |    |    |    |     |     |     |     |     |     |     |     |     |     |     |
|-----------|-----------|----|----|----|----|----|----|----|----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
|           | Indikator |    |    |    |    |    |    |    |    |     |     |     |     |     |     |     |     |     |     |     |
|           | 1         |    |    |    | 2  |    |    |    | 3  |     |     |     | 4   |     |     |     | 5   |     |     |     |
| R         | P1        | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 | P10 | P11 | P12 | P13 | P14 | P15 | P16 | P17 | P18 | P19 | P20 |
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| 27 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 28 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 |
| 29 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 30 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 31 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 32 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 2 |
| 33 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 2 | 2 | 3 | 3 | 3 | 3 | 3 |
| 34 | 3 | 4 | 3 | 4 | 3 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 |
| 35 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 |
| 36 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 |
| 37 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 |
| 38 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 2 | 2 | 3 | 3 | 3 | 4 | 3 | 2 | 2 |
| 39 | 3 | 3 | 4 | 4 | 3 | 2 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 40 | 2 | 3 | 3 | 4 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 |
| 41 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 4 | 3 | 3 | 3 |
| 42 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 43 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 44 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 |
| 45 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 2 | 3 | 4 | 4 | 3 | 3 |
| 46 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 |

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| 47 | 4 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 4 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 |
| 48 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 |
| 49 | 4 | 4 | 3 | 3 | 2 | 2 | 3 | 3 | 4 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 |
| 50 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 3 | 2 | 3 | 3 | 3 | 3 |
| 51 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 52 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 |
| 53 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 54 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 55 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 |
| 56 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 57 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 |
| 58 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 |
| 59 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 |
| 60 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 |
| 61 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 62 | 3 | 3 | 3 | 4 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 |
| 63 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 64 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 |
| 65 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 3 |
| 66 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 67 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 2 |
| 68 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 |
| 69 | 4 | 4 | 4 | 3 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 |
| 70 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 3 | 3 | 3 | 4 | 3 | 4 | 4 |
| 71 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 72 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 |

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| 73 | 5 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 74 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 75 | 3 | 3 | 4 | 3 | 3 | 2 | 4 | 4 | 3 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 76 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 77 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 78 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 |
| 79 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 2 |
| 80 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 |
| 81 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 82 | 4 | 4 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 2 | 3 | 2 | 3 | 2 |
| 83 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 84 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 |
| 85 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 |
| 86 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 87 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 2 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 |







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| 47 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 |
| 48 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 49 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 50 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 |
| 51 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 52 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 53 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 54 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 55 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 56 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 57 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 58 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 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 | 4 | 4 | 4 | 4 | 4 |
| 60 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 61 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 62 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 63 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 64 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 65 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 66 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 67 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 68 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 69 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 70 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 71 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 72 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 |







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| 47 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 2 |
| 48 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 49 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 3 |
| 50 | 2 | 2 | 3 | 3 | 4 | 4 | 2 | 3 | 3 | 4 | 2 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 4 | 3 |
| 51 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 52 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 |
| 53 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 54 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 55 | 4 | 4 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 3 |
| 56 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 3 | 3 | 4 | 4 | 4 |
| 57 | 4 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 4 | 3 |
| 58 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 59 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 60 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 61 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 62 | 3 | 4 | 2 | 2 | 2 | 3 | 3 | 5 | 3 | 3 | 2 | 5 | 5 | 5 | 5 | 5 | 3 | 4 | 4 | 3 |
| 63 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 3 | 4 | 2 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 |
| 64 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 65 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 66 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 3 |
| 67 | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 2 | 2 | 3 | 3 | 3 | 4 | 4 |
| 68 | 4 | 4 | 3 | 3 | 4 | 4 | 2 | 2 | 3 | 2 | 3 | 5 | 4 | 3 | 2 | 3 | 3 | 4 | 4 | 4 |
| 69 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 70 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 2 | 2 | 4 | 4 |
| 71 | 3 | 3 | 4 | 5 | 3 | 4 | 3 | 5 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 |
| 72 | 4 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 2 |

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| 73 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 |
| 74 | 3 | 4 | 3 | 2 | 2 | 2 | 2 | 2 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 2 |
| 75 | 3 | 4 | 3 | 4 | 2 | 2 | 2 | 3 | 2 | 2 | 3 | 3 | 2 | 2 | 3 | 4 | 4 | 4 | 4 | 4 |
| 76 | 4 | 3 | 3 | 2 | 3 | 3 | 4 | 2 | 3 | 4 | 4 | 2 | 3 | 3 | 2 | 4 | 3 | 3 | 4 | 4 |
| 77 | 4 | 4 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 78 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 2 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 79 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 |
| 80 | 4 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 3 | 4 | 2 | 3 | 1 | 1 | 3 | 1 |
| 81 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 |
| 82 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 2 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 |
| 83 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 |
| 84 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 85 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 4 | 3 | 3 | 2 | 3 | 3 | 4 | 3 | 3 |
| 86 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 5 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 |
| 87 | 4 | 5 | 5 | 5 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 2 | 2 | 3 | 4 | 3 | 4 | 4 | 4 |











Lampiran 14  
Jumlah Frekuensi Persepsi KSU AJS Jl. Wilis

| V                | I  | Frekuensi |    |    |    |    | Jumlah | Bobot |    |     |     |               | Jumlah       | Bobot Rata-Rata |
|------------------|----|-----------|----|----|----|----|--------|-------|----|-----|-----|---------------|--------------|-----------------|
|                  |    | A         | B  | C  | D  | E  |        | X1    | X2 | X3  | X4  | X5            |              |                 |
| 1                | 1  | 0         | 6  | 31 | 50 | 0  | 87     | 0     | 12 | 93  | 200 | 0             | 305          | 3,51            |
|                  | 2  | 0         | 6  | 30 | 50 | 1  | 87     | 0     | 12 | 90  | 200 | 5             | 307          | 3,53            |
|                  | 3  | 0         | 9  | 23 | 50 | 5  | 87     | 0     | 18 | 69  | 200 | 25            | 312          | 3,59            |
|                  | 4  | 0         | 9  | 32 | 41 | 5  | 87     | 0     | 18 | 96  | 164 | 25            | 303          | 3,49            |
| 2                | 5  | 0         | 8  | 44 | 30 | 5  | 87     | 0     | 16 | 132 | 120 | 25            | 293          | 3,37            |
|                  | 6  | 0         | 10 | 47 | 26 | 4  | 87     | 0     | 20 | 141 | 104 | 20            | 285          | 3,28            |
|                  | 7  | 0         | 6  | 26 | 49 | 6  | 87     | 0     | 12 | 78  | 196 | 30            | 316          | 3,63            |
|                  | 8  | 0         | 7  | 22 | 53 | 5  | 87     | 0     | 14 | 66  | 212 | 25            | 317          | 3,64            |
| 3                | 9  | 1         | 9  | 31 | 41 | 5  | 87     | 1     | 18 | 93  | 164 | 25            | 301          | 3,46            |
|                  | 10 | 1         | 6  | 37 | 33 | 10 | 87     | 1     | 12 | 111 | 132 | 50            | 306          | 3,52            |
|                  | 11 | 1         | 7  | 29 | 43 | 7  | 87     | 1     | 14 | 87  | 172 | 35            | 309          | 3,56            |
|                  | 12 | 0         | 5  | 32 | 41 | 9  | 87     | 0     | 10 | 96  | 164 | 45            | 315          | 3,62            |
| 4                | 13 | 0         | 6  | 46 | 32 | 3  | 87     | 0     | 12 | 138 | 128 | 15            | 293          | 3,37            |
|                  | 14 | 0         | 7  | 34 | 44 | 2  | 87     | 0     | 14 | 102 | 176 | 10            | 302          | 3,47            |
|                  | 15 | 0         | 9  | 43 | 30 | 5  | 87     | 0     | 18 | 129 | 120 | 25            | 292          | 3,36            |
|                  | 16 | 2         | 8  | 26 | 48 | 3  | 87     | 2     | 16 | 78  | 192 | 15            | 303          | 3,49            |
| 5                | 17 | 0         | 5  | 38 | 42 | 2  | 87     | 0     | 10 | 114 | 168 | 10            | 302          | 3,47            |
|                  | 18 | 1         | 9  | 47 | 27 | 3  | 87     | 1     | 18 | 141 | 108 | 15            | 283          | 3,25            |
|                  | 19 | 1         | 10 | 27 | 45 | 4  | 87     | 1     | 20 | 81  | 180 | 20            | 302          | 3,47            |
|                  | 20 | 1         | 6  | 33 | 44 | 3  | 87     | 1     | 12 | 99  | 176 | 15            | 303          | 3,49            |
| <b>JUMLAH</b>    |    |           |    |    |    |    |        |       |    |     |     | <b>6049</b>   | <b>69,57</b> |                 |
| <b>RATA-RATA</b> |    |           |    |    |    |    |        |       |    |     |     | <b>302,45</b> | <b>3,48</b>  |                 |

Lampiran 15  
Jumlah Frekuensi Harapan KSU AJS Jl. Wilis

| V                | I  | Frekuensi |   |   |    |    | Jumlah | Bobot |    |    |     |               | Jumlah       | Bobot Rata-Rata |
|------------------|----|-----------|---|---|----|----|--------|-------|----|----|-----|---------------|--------------|-----------------|
|                  |    | A         | B | C | D  | E  |        | X1    | X2 | X3 | X4  | X5            |              |                 |
| 1                | 1  | 0         | 0 | 1 | 41 | 45 | 87     | 0     | 0  | 3  | 164 | 225           | 392          | 4,51            |
|                  | 2  | 0         | 0 | 1 | 39 | 47 | 87     | 0     | 0  | 3  | 156 | 235           | 394          | 4,53            |
|                  | 3  | 0         | 0 | 2 | 36 | 49 | 87     | 0     | 0  | 6  | 144 | 245           | 395          | 4,54            |
|                  | 4  | 0         | 0 | 2 | 37 | 48 | 87     | 0     | 0  | 6  | 148 | 240           | 394          | 4,53            |
| 2                | 5  | 0         | 0 | 4 | 36 | 47 | 87     | 0     | 0  | 12 | 144 | 235           | 391          | 4,49            |
|                  | 6  | 0         | 0 | 5 | 36 | 46 | 87     | 0     | 0  | 15 | 144 | 230           | 389          | 4,47            |
|                  | 7  | 0         | 0 | 2 | 36 | 49 | 87     | 0     | 0  | 6  | 144 | 245           | 395          | 4,54            |
|                  | 8  | 0         | 0 | 3 | 35 | 49 | 87     | 0     | 0  | 9  | 140 | 245           | 394          | 4,53            |
| 3                | 9  | 0         | 0 | 2 | 40 | 45 | 87     | 0     | 0  | 6  | 160 | 225           | 391          | 4,49            |
|                  | 10 | 0         | 0 | 1 | 41 | 45 | 87     | 0     | 0  | 3  | 164 | 225           | 392          | 4,51            |
|                  | 11 | 0         | 0 | 4 | 38 | 45 | 87     | 0     | 0  | 12 | 152 | 225           | 389          | 4,47            |
|                  | 12 | 0         | 0 | 3 | 36 | 48 | 87     | 0     | 0  | 9  | 144 | 240           | 393          | 4,52            |
| 4                | 13 | 0         | 0 | 3 | 40 | 44 | 87     | 0     | 0  | 9  | 160 | 220           | 389          | 4,47            |
|                  | 14 | 0         | 0 | 2 | 47 | 38 | 87     | 0     | 0  | 6  | 188 | 190           | 384          | 4,41            |
|                  | 15 | 0         | 0 | 1 | 49 | 37 | 87     | 0     | 0  | 3  | 196 | 185           | 384          | 4,41            |
|                  | 16 | 0         | 0 | 3 | 38 | 46 | 87     | 0     | 0  | 9  | 152 | 230           | 391          | 4,49            |
| 5                | 17 | 0         | 0 | 3 | 50 | 34 | 87     | 0     | 0  | 9  | 200 | 170           | 379          | 4,36            |
|                  | 18 | 0         | 0 | 1 | 47 | 39 | 87     | 0     | 0  | 3  | 188 | 195           | 386          | 4,44            |
|                  | 19 | 0         | 0 | 5 | 37 | 45 | 87     | 0     | 0  | 15 | 148 | 225           | 388          | 4,46            |
|                  | 20 | 0         | 0 | 4 | 41 | 42 | 87     | 0     | 0  | 12 | 164 | 210           | 386          | 4,44            |
| <b>JUMLAH</b>    |    |           |   |   |    |    |        |       |    |    |     | <b>7796</b>   | <b>89,61</b> |                 |
| <b>RATA-RATA</b> |    |           |   |   |    |    |        |       |    |    |     | <b>389,80</b> | <b>4,48</b>  |                 |

Lampiran 16  
Jumlah Frekuensi Persepsi KSU AJS Jl. Lawu

| V                | I  | Frekuensi |    |    |    |   | Jumlah | Bobot |    |     |     |               | Jumlah       | Bobot Rata-Rata |
|------------------|----|-----------|----|----|----|---|--------|-------|----|-----|-----|---------------|--------------|-----------------|
|                  |    | A         | B  | C  | D  | E |        | X1    | X2 | X3  | X4  | X5            |              |                 |
| 1                | 1  | 0         | 11 | 30 | 45 | 1 | 87     | 0     | 22 | 90  | 180 | 5             | 297          | 3,41            |
|                  | 2  | 0         | 6  | 36 | 45 | 0 | 87     | 0     | 12 | 108 | 180 | 0             | 300          | 3,45            |
|                  | 3  | 0         | 6  | 44 | 34 | 3 | 87     | 0     | 12 | 132 | 136 | 15            | 295          | 3,39            |
|                  | 4  | 1         | 7  | 46 | 33 | 0 | 87     | 1     | 14 | 138 | 132 | 0             | 285          | 3,28            |
| 2                | 5  | 0         | 21 | 39 | 26 | 1 | 87     | 0     | 42 | 117 | 104 | 5             | 268          | 3,08            |
|                  | 6  | 0         | 27 | 47 | 13 | 0 | 87     | 0     | 54 | 141 | 52  | 0             | 247          | 2,84            |
|                  | 7  | 0         | 13 | 26 | 47 | 1 | 87     | 0     | 26 | 78  | 188 | 5             | 297          | 3,41            |
|                  | 8  | 0         | 13 | 41 | 32 | 1 | 87     | 0     | 26 | 123 | 128 | 5             | 282          | 3,24            |
| 3                | 9  | 0         | 13 | 45 | 28 | 1 | 87     | 0     | 26 | 135 | 112 | 5             | 278          | 3,20            |
|                  | 10 | 2         | 9  | 41 | 33 | 2 | 87     | 2     | 18 | 123 | 132 | 10            | 285          | 3,28            |
|                  | 11 | 1         | 8  | 45 | 32 | 1 | 87     | 1     | 16 | 135 | 128 | 5             | 285          | 3,28            |
|                  | 12 | 2         | 10 | 43 | 32 | 0 | 87     | 2     | 20 | 129 | 128 | 0             | 279          | 3,21            |
| 4                | 13 | 0         | 17 | 48 | 22 | 0 | 87     | 0     | 34 | 144 | 88  | 0             | 266          | 3,06            |
|                  | 14 | 0         | 14 | 45 | 27 | 1 | 87     | 0     | 28 | 135 | 108 | 5             | 276          | 3,17            |
|                  | 15 | 0         | 18 | 43 | 24 | 2 | 87     | 0     | 36 | 129 | 96  | 10            | 271          | 3,11            |
|                  | 16 | 1         | 24 | 48 | 14 | 0 | 87     | 1     | 48 | 144 | 56  | 0             | 249          | 2,86            |
| 5                | 17 | 1         | 11 | 48 | 26 | 1 | 87     | 1     | 22 | 144 | 104 | 5             | 276          | 3,17            |
|                  | 18 | 0         | 12 | 46 | 28 | 1 | 87     | 0     | 24 | 138 | 112 | 5             | 279          | 3,21            |
|                  | 19 | 1         | 13 | 55 | 16 | 2 | 87     | 1     | 26 | 165 | 64  | 10            | 266          | 3,06            |
|                  | 20 | 1         | 22 | 47 | 17 | 0 | 87     | 1     | 44 | 141 | 68  | 0             | 254          | 2,92            |
| <b>JUMLAH</b>    |    |           |    |    |    |   |        |       |    |     |     | <b>5535</b>   | <b>63,62</b> |                 |
| <b>RATA-RATA</b> |    |           |    |    |    |   |        |       |    |     |     | <b>276,75</b> | <b>3,18</b>  |                 |

Lampiran 17  
Jumlah Frekuensi Harapan KSU AJS Jl.Lawu

| V                | I  | Frekuensi |   |   |    |    | Jumlah | Bobot |    |    |     |               | Jumlah       | Bobot Rata-Rata |
|------------------|----|-----------|---|---|----|----|--------|-------|----|----|-----|---------------|--------------|-----------------|
|                  |    | A         | B | C | D  | E  |        | X1    | X2 | X3 | X4  | X5            |              |                 |
| 1                | 1  | 0         | 0 | 1 | 48 | 38 | 87     | 0     | 0  | 3  | 192 | 190           | 385          | 4,43            |
|                  | 2  | 0         | 0 | 0 | 50 | 37 | 87     | 0     | 0  | 0  | 200 | 185           | 385          | 4,43            |
|                  | 3  | 0         | 0 | 1 | 51 | 35 | 87     | 0     | 0  | 3  | 204 | 175           | 382          | 4,39            |
|                  | 4  | 0         | 0 | 1 | 50 | 36 | 87     | 0     | 0  | 3  | 200 | 180           | 383          | 4,40            |
| 2                | 5  | 0         | 0 | 0 | 50 | 37 | 87     | 0     | 0  | 0  | 200 | 185           | 385          | 4,43            |
|                  | 6  | 0         | 0 | 3 | 51 | 33 | 87     | 0     | 0  | 9  | 204 | 165           | 378          | 4,34            |
|                  | 7  | 0         | 0 | 0 | 55 | 32 | 87     | 0     | 0  | 0  | 220 | 160           | 380          | 4,37            |
|                  | 8  | 0         | 0 | 0 | 53 | 34 | 87     | 0     | 0  | 0  | 212 | 170           | 382          | 4,39            |
| 3                | 9  | 0         | 0 | 0 | 52 | 35 | 87     | 0     | 0  | 0  | 208 | 175           | 383          | 4,40            |
|                  | 10 | 0         | 0 | 0 | 53 | 34 | 87     | 0     | 0  | 0  | 212 | 170           | 382          | 4,39            |
|                  | 11 | 0         | 0 | 1 | 53 | 33 | 87     | 0     | 0  | 3  | 212 | 165           | 380          | 4,37            |
|                  | 12 | 0         | 0 | 2 | 49 | 36 | 87     | 0     | 0  | 6  | 196 | 180           | 382          | 4,39            |
| 4                | 13 | 0         | 0 | 3 | 54 | 30 | 87     | 0     | 0  | 9  | 216 | 150           | 375          | 4,31            |
|                  | 14 | 0         | 0 | 1 | 54 | 32 | 87     | 0     | 0  | 3  | 216 | 160           | 379          | 4,36            |
|                  | 15 | 0         | 0 | 3 | 53 | 31 | 87     | 0     | 0  | 9  | 212 | 155           | 376          | 4,32            |
|                  | 16 | 0         | 0 | 0 | 55 | 32 | 87     | 0     | 0  | 0  | 220 | 160           | 380          | 4,37            |
| 5                | 17 | 0         | 0 | 0 | 56 | 31 | 87     | 0     | 0  | 0  | 224 | 155           | 379          | 4,36            |
|                  | 18 | 0         | 0 | 0 | 57 | 30 | 87     | 0     | 0  | 0  | 228 | 150           | 378          | 4,34            |
|                  | 19 | 0         | 0 | 0 | 55 | 32 | 87     | 0     | 0  | 0  | 220 | 160           | 380          | 4,37            |
|                  | 20 | 0         | 0 | 3 | 52 | 32 | 87     | 0     | 0  | 9  | 208 | 160           | 377          | 4,33            |
| <b>JUMLAH</b>    |    |           |   |   |    |    |        |       |    |    |     | <b>7611</b>   | <b>87,48</b> |                 |
| <b>RATA-RATA</b> |    |           |   |   |    |    |        |       |    |    |     | <b>380,55</b> | <b>4,37</b>  |                 |



Lampiran 18  
Jumlah Frekuensi Persepsi KSU AJS Jl. Parang Menang

| V                | I  | Frekuensi |    |    |    |   | Jumlah | Bobot |    |     |     |               | Jumlah       | Bobot Rata-Rata |
|------------------|----|-----------|----|----|----|---|--------|-------|----|-----|-----|---------------|--------------|-----------------|
|                  |    | A         | B  | C  | D  | E |        | X1    | X2 | X3  | X4  | X5            |              |                 |
| 1                | 1  | 1         | 8  | 35 | 41 | 2 | 87     | 1     | 16 | 105 | 164 | 10            | 296          | 3,40            |
|                  | 2  | 1         | 2  | 42 | 41 | 1 | 87     | 1     | 4  | 126 | 164 | 5             | 300          | 3,45            |
|                  | 3  | 1         | 6  | 44 | 35 | 1 | 87     | 1     | 12 | 132 | 140 | 5             | 290          | 3,33            |
|                  | 4  | 1         | 4  | 11 | 40 | 1 | 57     | 1     | 8  | 33  | 160 | 5             | 207          | 2,38            |
| 2                | 5  | 1         | 9  | 48 | 28 | 1 | 87     | 1     | 18 | 144 | 112 | 5             | 280          | 3,22            |
|                  | 6  | 1         | 14 | 55 | 16 | 1 | 87     | 1     | 28 | 165 | 64  | 5             | 263          | 3,02            |
|                  | 7  | 1         | 5  | 43 | 36 | 2 | 87     | 1     | 10 | 129 | 144 | 10            | 294          | 3,38            |
|                  | 8  | 1         | 3  | 44 | 36 | 3 | 87     | 1     | 6  | 132 | 144 | 15            | 298          | 3,43            |
| 3                | 9  | 1         | 4  | 38 | 40 | 4 | 87     | 1     | 8  | 114 | 160 | 20            | 303          | 3,48            |
|                  | 10 | 1         | 2  | 31 | 51 | 2 | 87     | 1     | 4  | 93  | 204 | 10            | 312          | 3,59            |
|                  | 11 | 1         | 6  | 33 | 43 | 4 | 87     | 1     | 12 | 99  | 172 | 20            | 304          | 3,49            |
|                  | 12 | 1         | 6  | 37 | 36 | 7 | 87     | 1     | 12 | 111 | 144 | 35            | 303          | 3,48            |
| 4                | 13 | 1         | 8  | 45 | 31 | 2 | 87     | 1     | 16 | 135 | 124 | 10            | 286          | 3,29            |
|                  | 14 | 1         | 7  | 45 | 33 | 1 | 87     | 1     | 14 | 135 | 132 | 5             | 287          | 3,30            |
|                  | 15 | 1         | 7  | 53 | 25 | 1 | 87     | 1     | 14 | 159 | 100 | 5             | 279          | 3,21            |
|                  | 16 | 1         | 8  | 56 | 21 | 1 | 87     | 1     | 16 | 168 | 84  | 5             | 274          | 3,15            |
| 5                | 17 | 1         | 5  | 48 | 32 | 1 | 87     | 1     | 10 | 144 | 128 | 5             | 288          | 3,31            |
|                  | 18 | 1         | 7  | 34 | 44 | 1 | 87     | 1     | 14 | 102 | 176 | 5             | 298          | 3,43            |
|                  | 19 | 1         | 10 | 44 | 31 | 1 | 87     | 1     | 20 | 132 | 124 | 5             | 282          | 3,24            |
|                  | 20 | 1         | 11 | 44 | 30 | 1 | 87     | 1     | 22 | 132 | 120 | 5             | 280          | 3,22            |
| <b>JUMLAH</b>    |    |           |    |    |    |   |        |       |    |     |     | <b>5724</b>   | <b>65,79</b> |                 |
| <b>RATA-RATA</b> |    |           |    |    |    |   |        |       |    |     |     | <b>286,20</b> | <b>3,29</b>  |                 |

Lampiran 19  
Jumlah Frekuensi Harapan KSU AJS Jl. Parang Menang

| V                | I  | Frekuensi |   |   |    |    | Jumlah | Bobot |    |    |     |               | Jumlah       | Bobot Rata-Rata |
|------------------|----|-----------|---|---|----|----|--------|-------|----|----|-----|---------------|--------------|-----------------|
|                  |    | A         | B | C | D  | E  |        | X1    | X2 | X3 | X4  | X5            |              |                 |
| 1                | 1  | 0         | 0 | 0 | 51 | 36 | 87     | 0     | 0  | 0  | 204 | 180           | 384          | 4,41            |
|                  | 2  | 0         | 0 | 0 | 51 | 36 | 87     | 0     | 0  | 0  | 204 | 180           | 384          | 4,41            |
|                  | 3  | 0         | 0 | 0 | 52 | 35 | 87     | 0     | 0  | 0  | 208 | 175           | 383          | 4,40            |
|                  | 4  | 0         | 0 | 0 | 52 | 35 | 87     | 0     | 0  | 0  | 208 | 175           | 383          | 4,40            |
| 2                | 5  | 0         | 0 | 0 | 52 | 35 | 87     | 0     | 0  | 0  | 208 | 175           | 383          | 4,40            |
|                  | 6  | 0         | 0 | 0 | 52 | 35 | 87     | 0     | 0  | 0  | 208 | 175           | 383          | 4,40            |
|                  | 7  | 0         | 0 | 0 | 56 | 31 | 87     | 0     | 0  | 0  | 224 | 155           | 379          | 4,36            |
|                  | 8  | 0         | 0 | 0 | 53 | 34 | 87     | 0     | 0  | 0  | 212 | 170           | 382          | 4,39            |
| 3                | 9  | 0         | 0 | 0 | 54 | 33 | 87     | 0     | 0  | 0  | 216 | 165           | 381          | 4,38            |
|                  | 10 | 0         | 0 | 0 | 54 | 33 | 87     | 0     | 0  | 0  | 216 | 165           | 381          | 4,38            |
|                  | 11 | 0         | 0 | 1 | 53 | 33 | 87     | 0     | 0  | 3  | 212 | 165           | 380          | 4,37            |
|                  | 12 | 0         | 0 | 1 | 53 | 33 | 87     | 0     | 0  | 3  | 212 | 165           | 380          | 4,37            |
| 4                | 13 | 0         | 0 | 1 | 53 | 33 | 87     | 0     | 0  | 3  | 212 | 165           | 380          | 4,37            |
|                  | 14 | 0         | 0 | 1 | 52 | 34 | 87     | 0     | 0  | 3  | 208 | 170           | 381          | 4,38            |
|                  | 15 | 0         | 0 | 0 | 53 | 34 | 87     | 0     | 0  | 0  | 212 | 170           | 382          | 4,39            |
|                  | 16 | 0         | 0 | 0 | 54 | 33 | 87     | 0     | 0  | 0  | 216 | 165           | 381          | 4,38            |
| 5                | 17 | 0         | 0 | 0 | 55 | 32 | 87     | 0     | 0  | 0  | 220 | 160           | 380          | 4,37            |
|                  | 18 | 0         | 0 | 0 | 56 | 31 | 87     | 0     | 0  | 0  | 224 | 155           | 379          | 4,36            |
|                  | 19 | 0         | 0 | 0 | 56 | 31 | 87     | 0     | 0  | 0  | 224 | 155           | 379          | 4,36            |
|                  | 20 | 0         | 0 | 0 | 56 | 31 | 87     | 0     | 0  | 0  | 224 | 155           | 379          | 4,36            |
| <b>JUMLAH</b>    |    |           |   |   |    |    |        |       |    |    |     | <b>7624</b>   | <b>87,63</b> |                 |
| <b>RATA-RATA</b> |    |           |   |   |    |    |        |       |    |    |     | <b>381,20</b> | <b>4,38</b>  |                 |

Lampiran 20  
Jumlah Frekuensi Persepsi KSU AJS Jl. Halim Perdana Kusuma

| V                | I  | Frekuensi |    |    |    |    | Jumlah | Bobot |    |     |     |               | Jumlah       | Bobot Rata-Rata |
|------------------|----|-----------|----|----|----|----|--------|-------|----|-----|-----|---------------|--------------|-----------------|
|                  |    | A         | B  | C  | D  | E  |        | X1    | X2 | X3  | X4  | X5            |              |                 |
| 1                | 1  | 3         | 5  | 34 | 44 | 1  | 87     | 3     | 10 | 102 | 176 | 5             | 296          | 3,40            |
|                  | 2  | 1         | 10 | 36 | 34 | 6  | 87     | 1     | 20 | 108 | 136 | 30            | 295          | 3,39            |
|                  | 3  | 1         | 10 | 38 | 33 | 5  | 87     | 1     | 20 | 114 | 132 | 25            | 292          | 3,36            |
|                  | 4  | 0         | 18 | 30 | 28 | 11 | 87     | 0     | 36 | 90  | 112 | 55            | 293          | 3,37            |
| 2                | 5  | 0         | 15 | 32 | 34 | 6  | 87     | 0     | 30 | 96  | 136 | 30            | 292          | 3,36            |
|                  | 6  | 0         | 14 | 34 | 34 | 5  | 87     | 0     | 28 | 102 | 136 | 25            | 291          | 3,34            |
|                  | 7  | 0         | 8  | 32 | 42 | 5  | 87     | 0     | 16 | 96  | 168 | 25            | 305          | 3,51            |
|                  | 8  | 0         | 14 | 37 | 30 | 6  | 87     | 0     | 28 | 111 | 120 | 30            | 289          | 3,32            |
| 3                | 9  | 2         | 12 | 36 | 34 | 3  | 87     | 2     | 24 | 108 | 136 | 15            | 285          | 3,28            |
|                  | 10 | 0         | 10 | 32 | 35 | 10 | 87     | 0     | 20 | 96  | 140 | 50            | 306          | 3,52            |
|                  | 11 | 0         | 9  | 34 | 35 | 9  | 87     | 0     | 18 | 102 | 140 | 45            | 305          | 3,51            |
|                  | 12 | 0         | 5  | 32 | 33 | 17 | 87     | 0     | 10 | 96  | 132 | 85            | 323          | 3,71            |
| 4                | 13 | 2         | 11 | 42 | 30 | 2  | 87     | 2     | 22 | 126 | 120 | 10            | 280          | 3,22            |
|                  | 14 | 1         | 15 | 40 | 28 | 3  | 87     | 1     | 30 | 120 | 112 | 15            | 278          | 3,20            |
|                  | 15 | 1         | 18 | 40 | 25 | 3  | 87     | 1     | 36 | 120 | 100 | 15            | 272          | 3,13            |
|                  | 16 | 5         | 7  | 43 | 27 | 5  | 87     | 5     | 14 | 129 | 108 | 25            | 281          | 3,23            |
| 5                | 17 | 2         | 6  | 48 | 27 | 4  | 87     | 2     | 12 | 144 | 108 | 20            | 286          | 3,29            |
|                  | 18 | 2         | 3  | 44 | 34 | 4  | 87     | 2     | 6  | 132 | 136 | 20            | 296          | 3,40            |
|                  | 19 | 1         | 2  | 43 | 35 | 6  | 87     | 1     | 4  | 129 | 140 | 30            | 304          | 3,49            |
|                  | 20 | 2         | 5  | 41 | 34 | 5  | 87     | 2     | 10 | 123 | 136 | 25            | 296          | 3,40            |
| <b>JUMLAH</b>    |    |           |    |    |    |    |        |       |    |     |     | <b>5865</b>   | <b>67,41</b> |                 |
| <b>RATA-RATA</b> |    |           |    |    |    |    |        |       |    |     |     | <b>293,25</b> | <b>3,37</b>  |                 |

Lampiran 21  
Jumlah Frekuensi Harapan KSU AJS Jl. Halim Perdana Kusuma

| V                | I  | Frekuensi |   |   |    |    | Jumlah | Bobot |    |    |     |               | Jumlah       | Bobot Rata-Rata |
|------------------|----|-----------|---|---|----|----|--------|-------|----|----|-----|---------------|--------------|-----------------|
|                  |    | A         | B | C | D  | E  |        | X1    | X2 | X3 | X4  | X5            |              |                 |
| 1                | 1  | 0         | 0 | 1 | 26 | 60 | 87     | 0     | 0  | 3  | 104 | 300           | 407          | 4,68            |
|                  | 2  | 0         | 0 | 1 | 24 | 62 | 87     | 0     | 0  | 3  | 96  | 310           | 409          | 4,70            |
|                  | 3  | 0         | 0 | 1 | 25 | 61 | 87     | 0     | 0  | 3  | 100 | 305           | 408          | 4,69            |
|                  | 4  | 0         | 0 | 1 | 26 | 60 | 87     | 0     | 0  | 3  | 104 | 300           | 407          | 4,68            |
| 2                | 5  | 0         | 0 | 1 | 22 | 64 | 87     | 0     | 0  | 3  | 88  | 320           | 411          | 4,72            |
|                  | 6  | 0         | 0 | 1 | 22 | 64 | 87     | 0     | 0  | 3  | 88  | 320           | 411          | 4,72            |
|                  | 7  | 0         | 0 | 1 | 18 | 68 | 87     | 0     | 0  | 3  | 72  | 340           | 415          | 4,77            |
|                  | 8  | 0         | 0 | 1 | 20 | 66 | 87     | 0     | 0  | 3  | 80  | 330           | 413          | 4,75            |
| 3                | 9  | 0         | 0 | 1 | 19 | 67 | 87     | 0     | 0  | 3  | 76  | 335           | 414          | 4,76            |
|                  | 10 | 0         | 0 | 1 | 20 | 66 | 87     | 0     | 0  | 3  | 80  | 330           | 413          | 4,75            |
|                  | 11 | 0         | 0 | 1 | 10 | 76 | 87     | 0     | 0  | 3  | 40  | 380           | 423          | 4,86            |
|                  | 12 | 0         | 0 | 1 | 9  | 77 | 87     | 0     | 0  | 3  | 36  | 385           | 424          | 4,87            |
| 4                | 13 | 0         | 0 | 1 | 22 | 64 | 87     | 0     | 0  | 3  | 88  | 320           | 411          | 4,72            |
|                  | 14 | 0         | 0 | 1 | 20 | 66 | 87     | 0     | 0  | 3  | 80  | 330           | 413          | 4,75            |
|                  | 15 | 0         | 0 | 1 | 20 | 66 | 87     | 0     | 0  | 3  | 80  | 330           | 413          | 4,75            |
|                  | 16 | 0         | 0 | 1 | 21 | 65 | 87     | 0     | 0  | 3  | 84  | 325           | 412          | 4,74            |
| 5                | 17 | 0         | 0 | 1 | 21 | 65 | 87     | 0     | 0  | 3  | 84  | 325           | 412          | 4,74            |
|                  | 18 | 0         | 0 | 1 | 21 | 65 | 87     | 0     | 0  | 3  | 84  | 325           | 412          | 4,74            |
|                  | 19 | 0         | 0 | 1 | 18 | 68 | 87     | 0     | 0  | 3  | 72  | 340           | 415          | 4,77            |
|                  | 20 | 0         | 0 | 1 | 20 | 66 | 87     | 0     | 0  | 3  | 80  | 330           | 413          | 4,75            |
| <b>JUMLAH</b>    |    |           |   |   |    |    |        |       |    |    |     | <b>8256</b>   | <b>94,90</b> |                 |
| <b>RATA-RATA</b> |    |           |   |   |    |    |        |       |    |    |     | <b>412,80</b> | <b>4,74</b>  |                 |

**Lampiran 22 Penilaian Tingkat Kesenjangan dan Tingkat Kesesuaian  
Pada Indikator KSU Abdi Jaya Sentosa Jl Wilis**

| <b>V</b>                | <b>I</b> | <b>Tingkat Harapan</b> | <b>Tingkat Kinerja</b> | <b>Kesenjangan</b> | <b>Kesesuaian</b> |
|-------------------------|----------|------------------------|------------------------|--------------------|-------------------|
| <b>1.Tangible</b>       | 1        | 392                    | 305                    | -87                | 0.78              |
|                         | 2        | 394                    | 307                    | -87                | 0.78              |
|                         | 3        | 395                    | 312                    | -83                | 0.79              |
|                         | 4        | 394                    | 303                    | -91                | 0.77              |
| <b>2.Emphaty</b>        | 5        | 391                    | 293                    | -98                | 0.75              |
|                         | 6        | 389                    | 285                    | -104               | 0.73              |
|                         | 7        | 395                    | 316                    | -79                | 0.80              |
|                         | 8        | 394                    | 317                    | -77                | 0.80              |
| <b>3.Reliability</b>    | 9        | 391                    | 301                    | -90                | 0.77              |
|                         | 10       | 392                    | 306                    | -86                | 0.78              |
|                         | 11       | 389                    | 309                    | -80                | 0.79              |
|                         | 12       | 393                    | 315                    | -78                | 0.80              |
| <b>4.Responsiveness</b> | 13       | 389                    | 293                    | -96                | 0.75              |
|                         | 14       | 384                    | 302                    | -82                | 0.79              |
|                         | 15       | 384                    | 292                    | -92                | 0.76              |
|                         | 16       | 391                    | 303                    | -88                | 0.77              |
| <b>5.Ansurance</b>      | 17       | 379                    | 302                    | -77                | 0.80              |
|                         | 18       | 386                    | 283                    | -103               | 0.73              |
|                         | 19       | 388                    | 302                    | -86                | 0.78              |
|                         | 20       | 386                    | 303                    | -83                | 0.78              |
| <b>Jumlah</b>           |          |                        |                        | <b>-1747</b>       | <b>15.52</b>      |
| <b>Rata-Rata</b>        |          |                        |                        | <b>-87.35</b>      | <b>0.78</b>       |

**Lampiran 23 Penilaian Tingkat Kesenjangan dan Tingkat Kesesuaian  
Pada Indikator KSU Abdi Jaya Sentosa Jl Lawu**

| <b>V</b>                | <b>I</b> | <b>Tingkat Harapan</b> | <b>Tingkat Kinerja</b> | <b>Kesenjangan</b> | <b>Kesesuaian</b> |
|-------------------------|----------|------------------------|------------------------|--------------------|-------------------|
| <b>1.Tangible</b>       | 1        | 385                    | 297                    | -88                | 0.77              |
|                         | 2        | 385                    | 300                    | -85                | 0.78              |
|                         | 3        | 382                    | 295                    | -87                | 0.77              |
|                         | 4        | 383                    | 285                    | -98                | 0.74              |
| <b>2.Emphaty</b>        | 5        | 385                    | 268                    | -117               | 0.70              |
|                         | 6        | 378                    | 247                    | -131               | 0.65              |
|                         | 7        | 380                    | 297                    | -83                | 0.78              |
|                         | 8        | 382                    | 282                    | -100               | 0.74              |
| <b>3.Reliability</b>    | 9        | 383                    | 278                    | -105               | 0.73              |
|                         | 10       | 382                    | 285                    | -97                | 0.75              |
|                         | 11       | 380                    | 285                    | -95                | 0.75              |
|                         | 12       | 382                    | 279                    | -103               | 0.73              |
| <b>4.Responsiveness</b> | 13       | 375                    | 266                    | -109               | 0.71              |
|                         | 14       | 379                    | 276                    | -103               | 0.73              |
|                         | 15       | 376                    | 271                    | -105               | 0.72              |
|                         | 16       | 380                    | 249                    | -131               | 0.66              |
| <b>5.Ansurance</b>      | 17       | 379                    | 276                    | -103               | 0.73              |
|                         | 18       | 378                    | 279                    | -99                | 0.74              |
|                         | 19       | 380                    | 266                    | -114               | 0.70              |
|                         | 20       | 377                    | 254                    | -123               | 0.67              |
| <b>Jumlah</b>           |          |                        |                        | <b>-2076</b>       | <b>14.54</b>      |
| <b>Rata-Rata</b>        |          |                        |                        | <b>-103.80</b>     | <b>0.73</b>       |

**Lampiran 24 Penilaian Tingkat Kesenjangan dan Tingkat Kesesuaian  
Pada Indikator KSU Abdi Jaya Sentosa Ji Parang Menang**

| <b>V</b>                | <b>I</b> | <b>Tingkat Harapan</b> | <b>Tingkat Kinerja</b> | <b>Kesenjangan</b> | <b>Kesesuaian</b> |
|-------------------------|----------|------------------------|------------------------|--------------------|-------------------|
| <b>1.Tangible</b>       | 1        | 384                    | 296                    | -88                | 0.77              |
|                         | 2        | 384                    | 300                    | -84                | 0.78              |
|                         | 3        | 383                    | 290                    | -93                | 0.76              |
|                         | 4        | 383                    | 207                    | -176               | 0.54              |
| <b>2.Emphaty</b>        | 5        | 383                    | 280                    | -103               | 0.73              |
|                         | 6        | 383                    | 263                    | -120               | 0.69              |
|                         | 7        | 379                    | 294                    | -85                | 0.78              |
|                         | 8        | 382                    | 298                    | -84                | 0.78              |
| <b>3.Reliability</b>    | 9        | 381                    | 303                    | -78                | 0.80              |
|                         | 10       | 381                    | 312                    | -69                | 0.82              |
|                         | 11       | 380                    | 304                    | -76                | 0.80              |
|                         | 12       | 380                    | 303                    | -77                | 0.80              |
| <b>4.Responsiveness</b> | 13       | 380                    | 286                    | -94                | 0.75              |
|                         | 14       | 381                    | 287                    | -94                | 0.75              |
|                         | 15       | 382                    | 279                    | -103               | 0.73              |
|                         | 16       | 381                    | 274                    | -107               | 0.72              |
| <b>5.Ansurance</b>      | 17       | 380                    | 288                    | -92                | 0.76              |
|                         | 18       | 379                    | 298                    | -81                | 0.79              |
|                         | 19       | 379                    | 282                    | -97                | 0.74              |
|                         | 20       | 379                    | 280                    | -99                | 0.74              |
| <b>Jumlah</b>           |          |                        |                        | <b>-1900</b>       | <b>15.02</b>      |
| <b>Rata-Rata</b>        |          |                        |                        | <b>-95</b>         | <b>0.75</b>       |

**Lampiran 25 Penilaian Tingkat Kesenjangan dan Tingkat Kesesuaian  
Pada Indikator KSU Abdi Jaya Sentosa Jl Halim Perdana Kusuma**

| <b>V</b>                | <b>I</b> | <b>Tingkat Harapan</b> | <b>Tingkat Kinerja</b> | <b>Kesenjangan</b> | <b>Kesesuaian</b> |
|-------------------------|----------|------------------------|------------------------|--------------------|-------------------|
| <b>1.Tangible</b>       | 1        | 407                    | 296                    | -111               | 0.73              |
|                         | 2        | 409                    | 295                    | -114               | 0.72              |
|                         | 3        | 408                    | 292                    | -116               | 0.72              |
|                         | 4        | 407                    | 293                    | -114               | 0.72              |
| <b>2.Emphaty</b>        | 5        | 411                    | 292                    | -119               | 0.71              |
|                         | 6        | 411                    | 291                    | -120               | 0.71              |
|                         | 7        | 415                    | 305                    | -110               | 0.73              |
|                         | 8        | 413                    | 289                    | -124               | 0.70              |
| <b>3.Reliability</b>    | 9        | 414                    | 285                    | -129               | 0.69              |
|                         | 10       | 413                    | 306                    | -107               | 0.74              |
|                         | 11       | 423                    | 305                    | -118               | 0.72              |
|                         | 12       | 424                    | 323                    | -101               | 0.76              |
| <b>4.Responsiveness</b> | 13       | 411                    | 280                    | -131               | 0.68              |
|                         | 14       | 413                    | 278                    | -135               | 0.67              |
|                         | 15       | 413                    | 272                    | -141               | 0.66              |
|                         | 16       | 412                    | 281                    | -131               | 0.68              |
| <b>5.Anssurance</b>     | 17       | 412                    | 286                    | -126               | 0.69              |
|                         | 18       | 412                    | 296                    | -116               | 0.72              |
|                         | 19       | 415                    | 304                    | -111               | 0.73              |
|                         | 20       | 413                    | 296                    | -117               | 0.72              |
| <b>Jumlah</b>           |          |                        |                        | <b>-2391</b>       | <b>14.21</b>      |
| <b>Rata-Rata</b>        |          |                        |                        | <b>-119.55</b>     | <b>0.71</b>       |