

Indonesian Service Satisfaction Index 2010

AFTER SALES SERVICE

AUTOMOTIVE 4W AFTER SALES SERVICES *)

	Service Center Accessibility	Service Process	People	Quality Of Repair Result	Service Complaint Handling	PSQ	PSV	Issi 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
Bengkel resmi Auto 2000	4.0316	4.0497	4.0372	4.0992	4.0503	4.0571	4.0726	4.0588	Diamond
Bengkel resmi Honda	4.0718	4.1131	3.9620	4.1337	4.0196	4.0607	4.0196	4.0563	Diamond
Bengkel resmi Daihatsu	4.0753	4.0184	3.9975	4.0715	3.9811	4.0321	4.0566	4.0348	Diamond
Bengkel resmi BMW	3.9047	3.9457	4.0732	3.9879	4.0571	3.9978	3.9429	3.9918	
Bengkel resmi Suzuki	3.8374	3.8297	3.8112	3.9365	3.8537	3.8585	3.8049	3.8526	
Bengkel resmi Mercedes Benz	3.6004	3.6511	3.7624	3.8667	3.8333	3.7540	3.8000	3.7590	
Lainnya	3.8871	3.9119	3.9663	4.0259	3.9559	3.9586	3.8529	3.9471	
Rata-rata industri	3.9642	3.9788	3.9781	4.0506	3.9934	3.9977	3.9803	3.9958	

*) Sampel random dan booster, Bengkel Resmi Automotive R4 lainnya dengan total respons setiap Bengkel Resmi kurang dari 30 respons

AUTOMOTIVE 2W AFTER SALES SERVICES

	Service Center Accessibility	Service Process	People	Quality Of Repair Result	Service Complaint Handling	PSQ	PSV	Issi 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
Bengkel Resmi Yamaha	3.9642	3.8476	3.8826	3.9969	3.9793	3.9320	3.9655	3.9427	Gold
Bengkel Resmi Honda	4.0091	3.8378	3.8611	3.9905	3.9515	3.9299	3.9394	3.9329	Gold
Bengkel Resmi Suzuki	3.9853	3.7784	3.8862	3.9610	3.9459	3.9091	3.9189	3.9122	
Lainnya	3.8601	3.6910	3.6544	3.4756	3.7143	3.6591	3.7143	3.6767	
Rata-rata industri	3.9853	3.8327	3.8684	3.9798	3.9576	3.9232	3.9435	3.9297	

Sumber:



Grafis WISNU



HANDPHONE AFTER SALES SERVICES*)

	Service Center Accessibility	Service Process	People	Quality Of Repair Result	Service Complaint Handling	PSQ	PSV	Issi 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
Nokia Care Center	3.8579	3.9283	3.9082	3.9968	3.9091	3.9472	3.9636	3.9555	Gold
Sony Ericsson Service Senter	3.7609	3.8630	3.8603	3.9839	3.9000	3.9104	4.0000	3.9553	Gold
Samsung Service Center	3.7697	3.9068	3.9203	3.9287	3.8333	3.9007	3.8571	3.8789	
LG Mobile Showroom & Service Center	3.6992	3.9192	3.8208	3.8595	3.8125	3.8455	3.7500	3.7977	
Black Berry Service Center (Multi Services Outlet)	3.7313	3.8465	3.8161	3.8331	3.8333	3.8234	3.7000	3.7616	
Motorola Service Center	3.5814	3.6357	3.7087	3.8332	3.6364	3.7328	3.7576	3.7452	
Lainnya	3.6691	4.0039	3.9579	4.1667	4.1667	4.0513	4.0000	4.0256	
Rata-rata industri	3.7817	3.8845	3.8704	3.9467	3.8609	3.8985	3.8905	3.8945	

*) Sampel random dan booster, Service Center Resmi lainnya dengan total respons setiap Service Center kurang dari 30 respons

HOME ENTERTAINMENT SERVICE CENTER*)

	Service Center Accessibility	Service Process	People	Quality Of Repair Result	Service Complaint Handling	PSQ	PSV	Issi 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
LG Service Center	3.8969	3.8927	4.0334	4.1441	4.0000	4.0129	3.9000	3.9830	Gold
Samsung Service Center	3.8332	3.8571	3.8970	3.9998	4.0333	3.9660	3.9667	3.9662	Gold
Toshiba Service Center	3.7867	4.0469	4.0066	4.1774	3.9667	4.0126	3.8333	3.9652	Gold
Sharp Service Center	3.7897	3.8501	3.9398	4.0445	3.9333	3.9352	3.9000	3.9259	Gold
Sony Service Center	3.7466	3.7949	3.8481	4.0114	3.9333	3.9029	3.9667	3.9197	
Panasonic Service Center	3.6971	3.8151	3.8706	3.9333	3.8333	3.8471	3.8333	3.8434	
Lainnya	3.7314	3.8552	3.8142	3.8786	3.8182	3.8280	3.8636	3.8374	
Rata-rata industri	3.7851	3.8738	3.9197	4.0329	3.9356	3.9332	3.8960	3.9234	

*) Sampel random dan booster, Service Center Resmi lainnya dengan total respons setiap Service Center kurang dari 30 respons

Sumber:



■ Segmen Utama

HOME APPLIANCES SERVICE CENTER*)

	Service Center Accessibility	Service Process	People	Quality Of Repair Result	Service Complaint Handling	PSQ	PSV	Issi 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
Samsung Service Center	3.9128	3.9410	3.9081	4.0390	4.0294	3.9913	4.0000	3.9940	Gold
Panasonic Service Center	3.7954	3.9284	3.9445	3.9826	4.0179	3.9649	3.9286	3.9536	Gold
Toshiba Service Center	3.6862	3.9193	4.0237	4.0313	3.9375	3.9373	3.9375	3.9373	Gold
Sharp Service Center	3.6801	3.8358	3.8807	3.9325	3.9667	3.8999	3.9333	3.9103	Gold
LG Service Center	3.8014	3.8210	3.8205	3.8600	3.8444	3.8367	3.8889	3.8529	
Lainnya	3.4908	3.6425	3.8176	3.9424	3.6522	3.7133	3.6522	3.6943	
Rata-rata Industri	3.7513	3.8645	3.9031	3.9623	3.9273	3.9035	3.9045	3.9039	

*) Sampel random dan booster, Service Center Resmi lainnya dengan total respons setiap Service Center kurang dari 30 respons

COMPUTER/LAPTOP SERVICE CENTER*)

	Service Center Accessibility	Service Process	People	Quality Of Repair Result	Service Complaint Handling	PSQ	PSV	Issi 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
HP Service Center	3.8595	3.8707	3.9617	3.9051	3.8750	3.9000	4.0000	3.9265	Gold
Toshiba Service Center	3.9032	3.9414	3.8725	3.9892	3.8082	3.9017	3.9863	3.9240	Gold
ACER Service Center	3.9845	3.7584	3.6579	3.8686	3.7500	3.7835	3.8750	3.8076	
Lainnya	3.9953	3.8877	3.8854	4.0134	3.9667	3.9444	4.0000	3.9591	
Rata-rata Industri	3.9238	3.8826	3.8559	3.9521	3.8400	3.8870	3.9714	3.9093	

*) Sampel random dan booster, Service Center Resmi lainnya dengan total respons setiap Service Center kurang dari 30 respons



Sumber:





SERVICE POINTS (BRANCH)

PRIORITY BANKING SERVICES*)

	Branch Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
PermataBank Priority	3.9887	4.1194	4.2033	4.1333	4.1373	4.2000	4.1612	Diamond
Mandiri Prioritas	4.0680	4.1126	4.1030	4.1220	4.1171	4.1463	4.1311	Diamond
BCA Prioritas	4.0563	4.1426	4.1566	4.1176	4.1267	4.0588	4.1008	Diamond
BRI Prioritas	4.0403	4.1014	4.1483	4.0625	4.0934	4.0938	4.0936	Diamond
Niaga Prefered	3.8458	3.9722	4.0399	4.1000	4.0325	4.1333	4.0709	Diamond
BNI Emerald	3.9726	4.1521	4.1169	4.0588	4.0809	4.0000	4.0501	
HSBC Premiere	3.9430	4.0562	4.0633	3.9667	4.0082	4.0333	4.0178	
Danamon Prima Gold	3.8618	4.0397	4.0341	4.0000	4.0037	4.0000	4.0023	
Citigold	3.7233	4.0231	4.0523	3.9063	3.9491	3.9375	3.9447	
Lainnya	4.0000	4.1463	4.5288	4.0000	4.1935	4.0000	4.1198	
Rata-rata Industri	3.9494	4.0826	4.1037	4.0539	4.0634	4.0673	4.0652	

*) Sampel random dan booster, Bank Prioritas lainnya dengan total respons setiap Bank Prioritas kurang dari 30 respons

REGULAR BANKING SERVICES - MULTINATIONAL BANKING*)

	Branch Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
The Hongkong & Shanghai B.C (HSBC)	4.0163	4.1613	4.1735	4.1333	4.1360	4.1111	4.1328	Diamond
Standard Chartered Bank	3.9693	4.0576	4.1206	4.0294	4.0578	4.0588	4.0580	Diamond
Citi Bank N.A	3.8495	3.9442	3.9364	3.8281	3.8914	3.9219	3.8954	
Commonwealth Bank	3.7268	3.9240	3.8644	3.8667	3.8573	3.8333	3.8542	
Lainnya	3.3333	3.3333	3.4168	3.6667	3.4672	3.6667	3.4930	
Rata-rata Industri	3.8856	4.0077	4.0115	3.9489	3.9731	3.9773	3.9736	

*) Sampel random dan booster, Bank Multinasional lainnya dengan total respons setiap Bank Multinasional kurang dari 30 respons

Sumber:



REGULAR BANKING SERVICES - DOMESTIC BANKING*)

	Branch Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
Bank Mandiri	4.0474	3.9853	4.0247	3.9489	4.0056	4.0255	4.0118	Diamond
Bank BNI	3.9935	3.9959	3.9999	3.9429	3.9871	3.9905	3.9882	Gold
Bank BII	3.9512	3.9699	3.9597	3.8868	3.9464	3.9245	3.9397	Gold
Bank Permata	3.7261	4.0374	3.9989	3.8421	3.9346	3.9298	3.9331	Gold
Bank Niaga	3.8096	4.1282	3.9681	3.9412	3.9710	3.8235	3.9254	Gold
Bank BCA	4.1049	3.8241	3.8883	3.8660	3.9043	3.9248	3.9107	
Bank BRI	3.9408	3.8353	3.9248	3.8542	3.8955	3.9063	3.8988	
Bank Danamon	3.9130	3.9414	3.9011	3.8065	3.8929	3.9032	3.8961	
Bank Bukopin	3.5562	3.8156	3.7924	3.9091	3.7832	3.7273	3.7659	
Lainnya	3.5607	3.5233	3.5780	3.5273	3.5545	3.5818	3.5629	
Rata-rata Industri	3.9781	3.9009	3.9305	3.8728	3.9207	3.9280	3.9230	

*) Sampel random dan booster, Bank Domestik lainnya dengan total respons setiap Bank Domestik kurang dari 30 respons

INTERNATIONAL AIRLINE SERVICES*)

	Branch Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
Singapore Airlines	4.1237	4.2255	4.2031	4.0333	4.1737	4.1333	4.1557	Diamond
Cathay Pasific Airway	4.0663	4.1972	4.0996	4.0789	4.1299	4.1053	4.1189	Diamond
Garuda Indonesia Airline	4.1349	4.0618	4.0909	4.1013	4.0862	4.1139	4.0986	Diamond
Saudi Airlines	4.0094	3.9886	3.9659	3.8667	3.9619	4.2667	4.0982	Diamond
China Airlines	3.9750	4.1904	4.0708	4.0278	4.0990	4.0556	4.0796	Diamond
Malaysian Airlines	4.0506	4.0490	4.0251	3.9032	4.0157	3.9355	3.9798	
Qantas Airlines	3.9574	3.9434	3.9641	3.9167	3.9472	3.9722	3.9584	
Air Asia	3.9013	3.5834	3.6258	3.5490	3.6252	3.5490	3.5912	
Lainnya	4.0688	4.0392	4.0228	3.8710	4.0075	4.0968	4.0474	
Rata-rata Industri	4.0370	4.0141	3.9991	3.9337	3.9975	4.0110	4.0035	

*) Sampel random dan booster, Penerbangan Internasional lainnya dengan total respons setiap Penerbangan Internasional kurang dari 30 respons



Sumber:

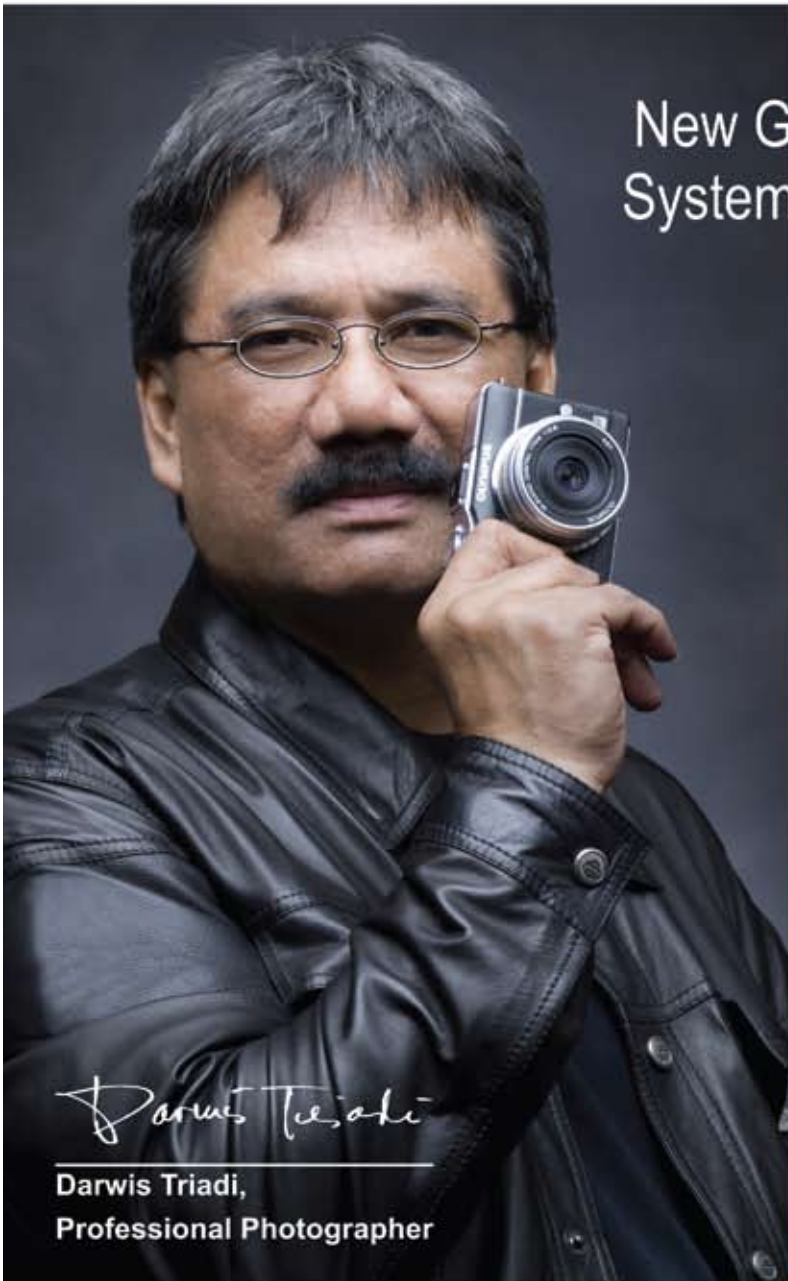


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DOMESTIC AIRLINE SERVICES*)

	Ticketing Service Accesibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
Garuda Indonesia Airline	4.1948	4.0987	4.1086	4.0710	4.1234	4.0651	4.0987	Diamond
Merpati Nusantara	4.0309	3.8927	3.8870	3.7292	3.8944	3.8125	3.8598	
Mandala Airlines	3.8599	3.7762	3.8336	3.7500	3.8124	3.7500	3.7860	
Lion Air	3.9239	3.6703	3.7854	3.6750	3.7805	3.7500	3.7676	
Air asia	3.8436	3.5771	3.7465	3.7636	3.7485	3.7636	3.7549	
Sriwijaya Air	3.8730	3.6359	3.7113	3.6935	3.7408	3.7419	3.7413	
Batavia Air	3.8531	3.6060	3.8302	3.6164	3.7496	3.7260	3.7396	
Lainnya	3.7772	3.5968	3.7653	3.8000	3.7467	3.2000	3.5155	
Rata-rata Industri	3.9825	3.7930	3.8806	3.7980	3.8762	3.8361	3.8592	

*) Sampel random dan booster, Penerbangan Domestik lainnya dengan total respons setiap Penerbangan Domestik kurang dari 30 respons

INTERNATIONAL AIRPORT SERVICES*)

	Branch Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
Changi Airport Singapore	4.1611	4.2016	4.1403	4.1860	4.1744	4.1786	4.1794	Diamond
Narita International Airport	4.0697	4.2289	4.0485	4.1667	4.1369	4.1667	4.1429	Diamond
Kuala Lumpur International Airport (KLIA)	4.0832	4.0832	4.0851	4.0702	4.0801	4.1579	4.0957	Diamond
Perth Airport	4.0354	4.1210	4.0144	4.0263	4.0523	4.0526	4.0523	Diamond
Hongkong International Airport	4.0357	4.0711	4.0831	3.8750	4.0105	4.0417	4.0169	Diamond
King Abdul Aziz International Airport	4.0368	4.0098	3.8366	3.9535	3.9547	4.0930	3.9781	Gold
Bandara Soekarno Hatta	3.8494	3.7704	3.8959	3.6974	3.7972	3.6718	3.7721	
Bandara Juanda	3.4228	3.4015	3.4580	3.5714	3.4665	3.6286	3.4990	
Lainnya	4.0776	4.0787	4.0833	3.9783	4.0587	4.1087	4.0652	
Rata-rata Industri	3.9642	3.9566	3.9661	3.9014	3.9449	3.9392	3.9429	

*) Sampel random dan booster, Bandara Internasional lainnya dengan total respons setiap Bandara Internasional kurang dari 30 respons

INDONESIAN DOMESTIC AIRPORT SERVICES*)

	Branch Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
Bandara Soekarno Hatta	3.9865	3.9167	3.9547	3.8622	3.9347	3.8622	3.9259	Gold
Bandara Juanda	3.9615	3.8998	3.8912	3.9486	3.9198	3.8972	3.9171	Gold
Bandara I Gusti Ngurah Rai	3.7808	3.6825	3.7585	3.6932	3.7308	3.6591	3.7221	
Bandara Sultan Hasanuddin	3.7405	3.7014	3.7352	3.7143	3.7233	3.6286	3.7119	
Bandara Sepinggan (Balikpapan)	3.6490	3.7177	3.7460	3.5313	3.6775	3.7813	3.6900	
Bandara Minangkabau	3.7303	3.5835	3.7035	3.6170	3.6608	3.6170	3.6555	
Bandara Adi Sucipto	3.6965	3.5916	3.5960	3.5610	3.6111	3.6585	3.6168	
Bandara Hang Nadim (Batam)	3.6144	3.4646	3.6977	3.4419	3.5683	3.4651	3.5559	
Bandara Polonia	3.6580	3.4243	3.4860	3.4000	3.4922	3.3429	3.4742	
Lainnya	3.4016	3.3085	3.4251	3.3267	3.3698	3.3069	3.3622	
Rata-rata industri	3.8467	3.7620	3.8113	3.7430	3.7933	3.7345	3.7862	

INTERNATIONAL AIRPORT IMMIGRATION SERVICES*)

	Branch Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
ICA Changi Airport Singapore	4.1854	4.2132	4.1803	4.1977	4.1921	4.1279	4.1732	Diamond
Narita Immigration	4.0006	4.1504	4.1208	4.0667	4.1012	4.0000	4.0715	Diamond
KLIA Immigration	4.1056	4.0707	4.0691	4.0526	4.0720	4.0702	4.0715	Diamond
King Abdul Aziz Immigration	4.0891	4.0433	4.0290	4.0000	4.0363	4.1220	4.0615	Diamond
Perth Immigration	4.0541	4.1257	4.0335	4.0789	4.0644	3.9474	4.0296	Diamond
Hongkong Immigration	4.0216	4.0437	4.0153	3.9783	4.0168	4.0000	4.0119	Diamond
Counter Imigrasi Soekarno Hatta	3.7928	3.6735	3.7957	3.6772	3.7448	3.6296	3.7109	
Counter Imigrasi Juanda	3.6474	3.5708	3.6426	3.6857	3.6331	3.6571	3.6402	
Lainnya	3.9030	4.0277	4.0184	3.8444	3.9738	3.9333	3.9619	
Rata-rata Industri	3.9519	3.9294	3.9576	3.9030	3.9400	3.8818	3.9228	

*) Sampel random dan booster, Kantor Imigrasi lainnya dengan total respons setiap Kantor Imigrasi kurang dari 30 respons

Sumber:



■ Segmen Utama

CAR RENTAL SERVICES*)

	Branch Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
TRAC (Toyota Rent Car)	3.9588	4.0745	4.0222	3.9818	4.0123	4.0000	4.0089	Diamond
Blue Bird	3.9386	3.9911	4.0272	3.9688	3.9858	4.0625	4.0066	Diamond
Cipaganti Rent Car	3.8883	3.9469	3.9031	3.9783	3.9330	3.9130	3.9276	Gold
Tunas Rental	3.5055	3.6439	3.6225	3.6000	3.6007	3.8000	3.6547	
Lainnya	3.5565	3.6404	3.5333	3.5000	3.5542	3.5000	3.5395	
Rata-rata Industri	3.8566	3.9415	3.9223	3.9055	3.9106	3.9552	3.9227	

*) Sampel random dan booster, Penyewaan Mobil lainnya dengan total respons setiap Penyewaan Mobil kurang dari 30 respons

TOL ROADS PROVIDER*)

	On Sign Info Services	Enjoying & Facility	Availability & Queuing System	People	Service Complaint Handling	PSQ	PSV	ISSI 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean		
Jasa Marga	3.8824	3.6578	3.7470	3.7384	3.6765	3.7493	3.7773	3.7588	Gold
Jalan Tol Lingkar Luar Jakarta	3.8049	3.6006	3.6771	3.5834	3.4878	3.6418	3.5854	3.6228	
Citra Marga Nusaphala Persada	3.8537	3.5817	3.6432	3.6075	3.4390	3.6352	3.4390	3.5690	
Lainnya	4.2000	3.5960	3.8407	3.6782	3.4000	3.7744	3.8000	3.7830	
Rata-rata Industri	3.8774	3.6476	3.7352	3.7171	3.6430	3.7334	3.7389	3.7353	

*) Sampel random, Ruas Tol lainnya dengan total respons setiap Ruas Tol kurang dari 30 respons

CELLULAR (GSM) SERVICE POINTS*)

	Branch Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
Grapari (Telkomsel)	3.9654	3.9824	3.9436	3.9781	3.9674	3.9781	3.9696	Gold
XL Center (XL Axiata)	3.8538	3.9059	3.9303	3.9655	3.9312	3.9483	3.9347	
Galeri Indosat (Indosat)	3.8762	3.8830	3.9027	3.9459	3.9139	4.0000	3.9314	
Lainnya	3.5726	3.6103	3.5331	3.5714	3.5675	3.4286	3.5393	
Rata-rata Industri	3.9081	3.9302	3.9194	3.9565	3.9353	3.9638	3.9411	

*) Sampel random dan booster, Service Point GSM lainnya dengan total respons setiap Service Point GSM kurang dari 30 respons

CELLULAR (CDMA) SERVICE POINTS*)

	Branch Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
Plasa Telkom	4.0410	4.0217	4.0006	3.9153	3.9560	3.9831	3.9615	Gold
Galeri Indosat	3.8139	3.7675	3.8430	3.9000	3.8635	3.9333	3.8777	
Esia	3.8294	3.8593	3.9057	3.8447	3.8559	3.9515	3.8753	
Lainnya	3.6593	3.8052	3.9439	4.0000	3.9332	3.9091	3.9283	
Rata-rata industri	3.8794	3.8900	3.9261	3.8818	3.8903	3.9557	3.9036	

*) Sampel random dan booster, Service Point CDMA lainnya dengan total respons setiap Service Point CDMA kurang dari 30 respons

AUTOMOTIVE FINANCING 4W SERVICES*)

	Branch Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
Adira Finance	3.9582	4.0002	4.0377	4.0000	4.0031	3.9362	3.9928	Gold
Oto Multiartha	3.8859	3.9539	3.9612	4.0250	3.9607	4.0500	3.9745	Gold
ACC (Astra Credit Companies)	3.9702	4.0043	3.9525	3.9333	3.9678	3.9667	3.9676	Gold
Tunas Financindo Sarana	3.8128	3.9570	3.9019	3.9667	3.9194	3.9000	3.9164	
Lainnya	3.8997	3.9501	3.8212	3.9655	3.9099	4.1034	3.9398	
Rata-rata industri	3.9094	3.9748	3.9470	3.9830	3.9578	3.9886	3.9626	

*) Sampel random dan booster, Perusahaan Pembiayaan Automotive R4 lainnya dengan total respons setiap Perusahaan Pembiayaan kurang dari 30 respons

AUTOMOTIVE FINANCING 2W SERVICES*)

	Branch Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
Adira Finance	3.8022	3.9171	3.9738	3.9808	3.9416	4.0192	3.9737	Gold
FIF	3.8894	3.9102	3.9157	3.9318	3.9136	4.0227	3.9587	Gold
BAF	3.8657	3.9864	3.8982	3.9231	3.9108	3.9744	3.9070	
WOM Finance	3.7091	3.8205	3.8533	3.7576	3.8149	3.7727	3.8024	
Lainnya	3.7246	3.8259	3.9124	3.8400	3.8610	3.9800	3.9101	
Rata-rata Industri	3.7874	3.8833	3.9080	3.8765	3.8828	3.9402	3.9081	

*) Sampel random dan booster, Perusahaan Pembiayaan Automotive R2 lainnya dengan total respons setiap Perusahaan Pembiayaan kurang dari 30 respons

Sumber:



■ Segmen Utama



CAR INSURANCE SERVICES*)

	Branch Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
Garda Oto	3.9278	3.9508	3.9024	4.0000	3.9634	4.0135	3.9763	Gold
Adira Insurance (Autocillin)	3.9086	4.0157	4.0163	3.9688	3.9784	3.9688	3.9759	Gold
ACA	3.8887	4.0399	3.9724	3.8889	3.9296	3.9778	3.9420	Gold
Simas Mobil	3.8547	3.9684	3.9575	3.9423	3.9386	3.9231	3.9346	Gold
Jasindo	3.7310	3.8736	3.9320	3.9375	3.9008	3.8438	3.8861	
Lainnya	3.7577	3.8520	3.7226	3.6512	3.7104	3.7674	3.7251	
Rata-rata Industri	3.8566	3.9518	3.9127	3.9065	3.9087	3.9281	3.9137	

*) Sampel random dan booster, Perusahaan Asuransi Mobil lainnya dengan total respons setiap Perusahaan Asuransi kurang dari 30 respons

LIFE INSURANCE SERVICES*)

	Branch Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
Prudential Life Insurance	3.9590	5.1726	2.8777	4.0333	3.9322	3.9889	3.9511	Gold
Asuransi Allianz Indonesia	3.8459	5.1408	2.8927	4.0000	3.9067	4.0000	3.9377	Gold
Jiwasraya	3.8622	5.0438	2.9172	4.0000	3.8881	4.0000	3.9253	Gold
Asuransi Jiwa Manulife Indonesia	3.9202	5.1722	2.8537	3.8909	3.8954	3.9818	3.9242	Gold
Asuransi AIG Lippo Life	3.7931	5.1043	2.8550	3.9762	3.8693	3.9762	3.9049	
AJB Bumiputera 1912	3.7926	5.0757	2.8354	3.8298	3.8302	3.9149	3.8584	
Lainnya	3.9041	5.0030	2.7905	4.0816	3.8446	4.0408	3.9098	
Rata-rata Industri	3.8818	5.1122	2.8599	3.9779	3.8868	3.9862	3.9198	

*) Sampel random dan booster, Perusahaan Asuransi Jiwa lainnya dengan total respons setiap Perusahaan Asuransi kurang dari 30 respons

HEALTH INSURANCE SERVICES*)

	Branch Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
Prudential	4.1100	4.1806	4.1601	4.1333	4.1482	4.0000	4.0888	Diamond
Manu Life	3.9910	4.1028	4.1030	4.0606	4.0761	4.0909	4.0820	Diamond
Sinarmas Sehat	3.6497	3.9769	3.9938	3.9667	3.9554	4.0333	3.9866	Gold
Jamsostek	3.8377	3.8729	3.9501	4.0303	3.9653	3.9697	3.9671	Gold
Asuransi Allianz Indonesia	3.8251	4.0542	4.0204	3.9429	3.9780	3.9143	3.9525	Gold
Mitra Sehat (Asuransi Kesehatan Bumiputera 1912)	3.8497	3.9143	3.8716	3.8667	3.8756	3.9333	3.8987	
Askes	3.6646	3.6140	3.5849	3.5000	3.5567	3.6250	3.5841	
Lainnya	3.8901	3.9381	3.9321	4.1429	4.0267	4.0000	4.0160	
Rata-rata Industri	3.8503	3.9574	3.9530	3.9467	3.9440	3.9426	3.9435	

*) Sampel random dan booster, Perusahaan Asuransi Kesehatan lainnya dengan total respons setiap Perusahaan Asuransi Kesehatan kurang dari 30 respons

MALL SERVICES - JAKARTA A*)

	Branch Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
Mall Taman Angrek	4.0391	4.0526	4.0514	4.0750	4.0506	4.1500	4.0829	Diamond
Plaza Indonesia	4.1571	4.2083	3.9076	3.8438	4.0850	4.0313	4.0676	Diamond
Plaza Senayan	4.0165	4.0007	3.9728	4.0571	4.0002	4.1143	4.0372	Diamond
Grand Indonesia	4.0343	4.0990	3.9703	3.8387	4.0291	3.9032	3.9883	Gold
Mall Pondok Indah	4.0298	4.0594	3.9132	3.9118	4.0003	3.9412	3.9811	
Mall Kelapa Gading	4.0407	3.9830	3.8691	3.8689	3.9561	3.9836	3.9650	
Mall Arta Gading	4.0625	3.9562	3.7730	3.8333	3.9201	3.8667	3.9028	
Senayan Citi	3.9210	3.9611	3.8178	4.0000	3.9131	3.8667	3.8980	
Pacific Place	3.8823	4.0192	3.9279	4.0000	3.9594	3.5000	3.8103	
Lainnya	3.9202	4.0010	3.8103	3.8889	3.9195	3.8889	3.9096	
Rata-rata industri	4.0319	4.0341	3.9087	3.9286	3.9903	3.9773	3.9861	

*) Sampel random, Mall lainnya dengan total respons setiap Mall kurang dari 30 respons



GRAFIK: WIKISUDU

■ Segmen Utama

MALL SERVICES - JAKARTA B*)

	Branch Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
Cilandak Town Square	3.8924	4.0307	3.9226	3.9032	3.9584	4.0968	4.0033	Diamond
Mall Puri Indah	4.0320	3.9529	3.8624	3.7188	3.9296	3.8438	3.9017	Gold
Blok M Plaza	3.7768	3.9114	3.7572	3.6333	3.8165	3.7667	3.8003	Gold
Blok M Mall	3.9121	3.8319	3.7039	3.6667	3.8027	3.7333	3.7802	Gold
Mall Ambassador	3.7874	3.7094	3.6981	3.6739	3.7221	3.6739	3.7064	
Lainnya	3.8486	3.7096	3.5941	3.5643	3.6992	3.6714	3.6902	
Rata-rata industri	3.8644	3.8000	3.6971	3.6481	3.7753	3.7469	3.7661	

*) Sampel random, Mall lainnya dengan total respons setiap Mall kurang dari 30 respons

MALL SHOPPING CENTER - SURABAYA*)

	Branch Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
Tunjungan Plaza	4.0314	4.1088	4.0293	4.0606	4.0644	4.0909	4.0730	Diamond
Galaxy Mall	4.0896	4.0730	3.9544	4.0244	4.0394	4.0976	4.0583	Diamond
Plaza Surabaya	4.0852	4.0831	3.8576	4.0638	4.0174	4.1064	4.0463	Diamond
Pakuwon Supermall	3.9817	4.0408	3.9512	3.8780	3.9901	4.0976	4.0250	
Royal Plaza Surabaya	3.9578	4.0419	3.8993	3.9692	3.9761	4.0462	3.9989	
Lainnya	4.0102	4.0757	3.8434	3.9200	3.9829	4.0000	3.9884	
Rata-rata industri	4.0229	4.0715	3.9330	3.9965	4.0151	4.0772	4.0352	

*) Sampel random, Mall lainnya dengan total respons setiap Mall kurang dari 30 respons

MODERN MARKET SERVICES

	Branch Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2010	SQA
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
Carrefour	4.1292	4.1305	3.9883	3.9518	4.0475	4.0843	4.0632	Diamond
Giant	3.9546	3.9451	3.9520	3.8925	3.9320	4.0108	3.9656	Gold
Hypermart	3.9639	3.9925	3.8656	3.7905	3.9014	3.9048	3.9029	
Super Indo	3.7830	3.8133	3.7141	3.6400	3.7363	3.7800	3.7549	
Makro	3.6901	3.7694	3.7263	3.7049	3.7294	3.7705	3.7469	
Lainnya	3.8195	3.6097	3.7066	3.7143	3.6921	3.7143	3.7016	
Rata-rata industri	3.9575	3.9631	3.8813	3.8330	3.9063	3.9443	3.9226	

*) Sampel random dan booster, Toko Ritel Furniture & bangunan lainnya dengan total respons setiap Toko kurang dari 30 respons

Keterangan

PSQ : Perceived Service Quality

PSV : Perceived Service Value

ISSI : Indonesian Service Satisfaction Index

■ : Diamond

■ : Gold

Sumber:

