



GRAFIS: WHISNU ANGGORO

I. GROUP CATEGORY : BANKING, FINANCING, INSURANCE (BFI) INDUSTRIES

1. PRIORITY BANKING

No.	BANK	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Mandiri Prioritas	4.1844	4.3436	4.2496	4.1915	4.2390	4.2766	4.2479	Diamond
2	BRI Prioritas	4.1954	4.2377	4.2324	4.2500	4.2299	4.2222	4.2281	Diamond
3	PermataBank Priority	4.1489	4.2359	4.1319	4.2500	4.1984	4.2188	4.2032	Diamond
4	BNI Emerald	4.1439	4.1963	4.0938	4.2571	4.1821	4.2571	4.1999	Diamond
5	BCA Prioritas	4.1076	4.2426	4.1741	4.1111	4.1553	4.1333	4.1501	-
6	Danamon Prima Gold	4.0147	4.1526	4.1198	4.0303	4.0743	4.0909	4.0783	-
	Others	3.9712	4.1639	4.0991	4.1250	4.0914	4.1250	4.0994	-
	INDUSTRY	4.1297	4.2389	4.1703	4.1780	4.1797	4.1992	4.1843	

2. REGULAR BANKING - DOMESTIC BANKING

No.	BANK	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Bank BNI	4.0916	4.0476	4.0328	3.9620	4.0276	4.0063	4.0221	Diamond
2	Bank Mandiri	4.0257	3.9999	4.0097	4.0118	4.0115	4.0089	4.0108	Diamond
3	Bank Permata	3.9462	4.1017	4.0858	3.9677	4.0229	3.9032	3.9921	Gold
4	Bank BCA	4.0694	3.9300	3.9794	3.9861	3.9894	3.9723	3.9850	Gold
5	Bank BII	3.6865	3.9014	4.0211	4.0667	3.9331	4.1000	3.9761	-
6	Bank Niaga	3.8778	3.9264	4.0100	3.9750	3.9504	3.9500	3.9503	-
7	Bank BRI	4.0019	3.8690	3.8907	3.9270	3.9210	3.9382	3.9254	-
8	Bank Danamon	3.8394	3.9340	3.9146	3.8065	3.8696	3.8387	3.8617	-
	Others	3.9123	3.8957	3.9682	3.8596	3.9054	3.7895	3.8755	-
	INDUSTRY	4.0213	3.9561	3.9840	3.9730	3.9822	3.9707	3.9792	

3. REGULAR BANKING - MULTINATIONAL BANKING

No.	BANK	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Standard Chartered Bank	3.9796	4.0809	4.1377	4.0000	4.0460	4.0909	4.0576	Diamond
2	ANZ Bank	3.7435	4.0317	4.0298	4.0909	3.9867	4.0303	3.9979	Gold
3	Commonwealth Bank	3.8282	4.0754	3.9975	4.0606	3.9987	3.9394	3.9835	Gold
4	HSBC Bank	3.8997	3.9249	4.0042	3.9355	3.9408	4.0000	3.9560	-
5	Citibank	3.7841	4.0084	3.9686	3.9500	3.9316	3.9000	3.9235	-
	Others	3.5436	3.7228	3.6667	3.6667	3.6529	3.6667	3.6564	-
	INDUSTRY	3.8386	4.0195	4.0192	4.0000	3.9736	3.9827	3.9759	

4. SHARIA BANKING

No.	BANK	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Bank Syariah Mandiri	3.9782	4.0741	3.9577	3.9412	3.9639	4.0588	3.9932	Gold
2	BRI Syariah	3.9522	3.9209	4.0401	3.9750	3.9834	3.9500	3.9730	Gold
3	BNI Syariah	3.7987	3.9441	4.0294	3.8372	3.8877	4.0000	3.9224	-
4	Bank Muamalat	3.8873	3.8817	3.9429	3.7714	3.8531	3.9429	3.8808	-
	Others	3.9346	3.9395	3.9466	3.8214	3.8905	4.0000	3.9243	-
	INDUSTRY	3.9114	3.9613	3.9859	3.8782	3.9211	3.9949	3.9439	



5. FINANCING AUTOMOTIVE 4W

No.	FINANCING	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	ACC (Astra Credit Companies)	3.9108	3.9628	4.0765	4.0000	3.9869	4.0000	3.9903	Gold
2	Toyota Astra Finance	3.9902	3.9516	4.0020	3.9833	3.9825	3.9833	3.9827	Gold
3	Adira Finance	3.8652	3.9949	3.9657	4.0382	3.9655	4.0229	3.9802	Gold
4	Oto Multiartha	3.8875	3.8975	3.9923	4.0000	3.9455	3.9028	3.9345	-
5	BCA Finance	3.7687	3.9824	3.9111	3.8485	3.8731	3.9394	3.8902	-
	Others	4.0093	4.0046	3.9694	3.9744	3.9891	3.9231	3.9722	-
INDUSTRY		3.9006	3.9658	3.9817	3.9945	3.9604	3.9727	3.9635	

6. FINANCING AUTOMOTIVE 2W

No.	FINANCING	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	FIF (Federal International Finance)	3.9800	3.9939	3.9492	3.9367	3.9623	4.0253	3.9793	Gold
2	Adira Finance	3.9635	3.9406	3.9453	3.9160	3.9385	4.0153	3.9592	Gold
3	BAF (Bussan Auto Finance)	3.9808	3.9387	3.9138	3.9023	3.9308	3.9774	3.9434	Gold
4	WOM Finance	3.8332	3.8457	3.8949	3.9348	3.8830	4.0000	3.9146	-
5	Oto Finance	3.7444	3.6839	3.8807	4.0000	3.8447	4.0667	3.9046	-
	Others	3.9304	3.9173	3.8408	3.7879	3.8609	3.8485	3.8576	-
INDUSTRY		3.9413	3.9210	3.9197	3.9137	3.9228	3.9956	3.9425	

7. LIFE INSURANCE

No.	INSURANCE	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Prudential	4.0172	4.0158	4.0144	3.9481	3.9968	3.9870	3.9946	Gold
2	AXA Mandiri	3.9820	4.0455	3.9310	3.8333	3.9434	4.0000	3.9563	Gold
3	Manulife	3.8715	4.0306	3.9527	3.9184	3.9440	3.9592	3.9475	Gold
4	Allianz	3.8291	3.9734	3.9605	3.8919	3.9149	3.8919	3.9096	-
5	Sun Life	3.9342	3.9606	3.9647	3.7667	3.9013	3.8667	3.8934	-
6	Bumiputera 1912	3.8445	3.8615	3.8287	3.8537	3.8473	3.8293	3.8432	-
	Others	3.8614	3.9945	3.9814	4.0417	3.9745	4.0417	3.9898	-
INDUSTRY		3.9196	3.9877	3.9535	3.8980	3.9387	3.9422	3.9395	

8. HEALTH INSURANCE

No.	INSURANCE	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Manulife	4.0659	4.0216	3.9361	3.9355	3.9878	4.0323	3.9982	Gold
2	Prudential	3.9699	3.9805	3.9629	4.0156	3.9825	3.9844	3.9829	Gold
3	Allianz	4.0303	4.0127	3.9373	4.0286	4.0016	3.9143	3.9812	Gold
4	CIGNA	3.9227	4.0106	3.9709	4.0000	3.9751	4.0000	3.9809	Gold
5	Simas Sehat	4.0555	3.9908	3.9710	3.8387	3.9620	3.7742	3.9181	-
6	AXA Mandiri	3.9241	3.9543	3.8381	3.9333	3.9106	3.9333	3.9159	-
7	Mitra Sehat (Bumiputera 1912)	3.9287	3.8286	3.9240	3.8919	3.8958	3.9189	3.9012	-
8	Sun Life	3.5099	3.9931	3.9766	4.0000	3.8677	3.9333	3.8831	-
9	Askes	3.7400	3.8058	3.8178	3.8545	3.8051	3.8727	3.8209	-
10	Jamsostek	3.9335	3.7609	3.8240	3.7667	3.8228	3.7333	3.8019	-
	Others	3.8837	3.8208	3.9533	3.9545	3.9068	4.0909	3.9498	-
INDUSTRY		3.9041	3.9245	3.9164	3.9316	3.9191	3.9241	3.9202	

9. CAR INSURANCE

No.	INSURANCE	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Autocillin	3.9380	3.9761	3.9698	4.0476	3.9882	4.0000	3.9912	Gold
2	Garda Oto	3.9490	3.9653	3.9641	4.0194	3.9782	4.0291	3.9910	Gold
3	Sinar Mas	3.7932	3.8323	3.9599	4.0000	3.9037	4.0000	3.9279	-
4	Jasindo	3.8449	3.7300	3.8688	3.9000	3.8408	4.0667	3.8975	-
5	ACA	4.0085	4.0053	3.8944	3.7941	3.9154	3.7941	3.8850	-
	Others	3.7063	3.8269	3.7781	3.8889	3.8073	3.8889	3.8278	-
INDUSTRY		3.8783	3.9043	3.9148	3.9612	3.9184	3.9741	3.9324	



II. GROUP CATEGORY : NON BFI INDUSTRIES

10. INTERNATIONAL AIRLINE

No.	AIRLINE	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Singapore	4.2035	4.0887	4.2116	4.2245	4.1920	4.2041	4.1942	Diamond
2	Garuda Indonesia	4.1761	4.1163	4.1471	4.0331	4.1255	4.0464	4.1108	Diamond
3	Qantas	4.1123	3.9521	3.9956	4.0000	4.0072	4.0000	4.0059	Diamond
4	Chatay Pasific	4.1887	3.8519	4.1981	3.7000	4.0470	3.7000	3.9825	Gold
5	Emirates	4.0006	3.8720	4.0211	3.9032	3.9712	4.0000	3.9765	-
6	Malaysian	3.9992	3.9829	3.9975	3.9250	3.9820	3.9250	3.9714	-
7	Saudi	4.0847	3.9512	3.9805	3.9737	3.9905	3.8421	3.9629	-
8	Air Asia	4.0054	3.8552	3.8173	3.8230	3.8546	3.9115	3.8650	-
9	China	3.9811	3.8610	3.7401	3.8788	3.8234	3.9091	3.8393	-
10	Lion Air	3.9521	3.8596	3.5928	3.9333	3.7561	3.9667	3.7953	-
	Others	3.9120	3.8493	3.7977	3.8205	3.8283	3.7949	3.8221	-
INDUSTRY		4.0752	3.9633	3.9810	3.9436	3.9861	3.9607	3.9814	

11. INTERNATIONAL AIRPORT

No.	AIRPORT	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Hongkong - Hongkong	4.2712	4.3320	4.2336	4.2188	4.2750	4.2188	4.2599	Diamond
2	Narita - Japan	4.2671	4.2202	4.0379	4.2667	4.1916	4.2667	4.2117	Diamond
3	Changi - Singapore	4.2472	4.2472	4.0992	4.1707	4.1984	4.2033	4.1997	Diamond
4	Kuala Lumpur - Malaysia	4.0779	4.0962	4.0500	3.9694	4.0622	4.0306	4.0537	Diamond
5	King Abdulaziz - Saudi Arabia	4.0341	3.9337	3.9904	4.0333	3.9885	3.9000	3.9648	-
6	Juanda - Indonesia	3.9842	3.9264	3.9478	4.0161	3.9594	3.9677	3.9617	-
7	Suvarnabhumi - Thailand	4.0300	4.0867	3.8654	3.7353	3.9665	3.8824	3.9440	-
8	Soekarno-Hatta - Indonesia	3.9271	3.8451	3.9146	3.7938	3.8779	3.8560	3.8721	-
9	Polonia - Indonesia	3.9256	3.7004	3.7861	3.6792	3.7794	3.8679	3.8032	-
	Others	4.0545	3.9811	3.8969	3.8980	3.9674	4.0408	3.9871	-
INDUSTRY		4.0466	3.9959	3.9730	3.9362	3.9953	3.9896	3.9938	

12. IMMIGRATION SERVICES COUNTER AT INTERNATIONAL AIRPORT

No.	SERVICE COUNTER	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Immigration Department of The Government of Hongkong SAR at Hongkong International Airport	3.9068	3.9662	4.2574	4.1563	4.0962	4.1875	4.1266	Diamond
2	Immigration and Checkpoints Authority of Singapore at Changi	4.1262	4.1448	4.1242	4.1220	4.1251	4.0569	4.1024	Diamond
3	Immigration Bureau of Japan at Narita International Airport	3.9891	4.0832	4.1676	4.1471	4.0959	4.0588	4.0835	Diamond
4	Malaysian Immigration Department at Kuala Lumpur International Airport	4.0610	4.0429	4.0050	4.0202	4.0302	4.0303	4.0302	Diamond
5	Immigration Bureau of Royal Thai at Suvarnabhumi International Airport	3.9569	3.8030	4.0158	4.0000	3.9832	3.8485	3.9384	-
6	The Saudi Arabia immigration Department at King Abdulaziz International Airport	4.0082	3.8633	3.8756	3.9333	3.9373	3.9333	3.9360	-
7	Dirjen Imigrasi Departemen Luar Negeri RI at Juanda International Airport	3.8880	3.9226	3.9074	3.8500	3.8861	3.9000	3.8907	-
8	Dirjen Imigrasi Departemen Luar Negeri RI at Soekarno Hatta International Airport	3.9288	3.8466	3.9000	3.8731	3.9014	3.8538	3.8855	-
9	Dirjen Imigrasi Departemen Luar Negeri RI at Polonia International Airport	3.8557	3.6925	3.7436	3.7170	3.7747	3.8113	3.7869	-
	Others	3.9879	3.9839	4.0048	3.9556	3.9852	3.8889	3.9531	-
INDUSTRY		3.9787	3.9371	3.9760	3.9558	3.9703	3.9376	3.9594	

13. DOMESTIC AIRLINE

No.	AIRPORT	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Garuda Indonesia	4.1809	4.1978	4.1461	4.0927	4.1652	4.2098	4.1741	Diamond
2	Air Asia	3.9850	3.8254	3.9207	3.8387	3.8725	3.8710	3.8722	-
3	Lion Air	3.9384	3.7202	3.8094	3.6754	3.7649	3.7985	3.7717	-
4	Batavia	3.8679	3.7165	3.7973	3.7010	3.7539	3.7010	3.7433	-
5	Sriwijaya Air	3.8444	3.7192	3.7942	3.6494	3.7405	3.6753	3.7273	-
	Others	3.9477	3.8344	3.9234	3.7222	3.8478	3.8889	3.8561	-
	INDUSTRY	3.9906	3.8653	3.9137	3.8067	3.8841	3.8966	3.8866	

14. DOMESTIC AIRPORT

No.	AIRPORT	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Bandara Soekarno Hatta	4.0759	4.0073	4.0395	3.9976	4.0149	4.0049	4.0134	Diamond
2	Bandara Juanda	3.9627	3.8818	3.9524	3.8219	3.8670	3.8904	3.8706	Gold
3	Bandara Adi Sucipto	3.8339	3.7490	3.8991	3.8889	3.8577	3.7778	3.8455	-
4	Bandara Polonia	3.8685	3.7199	3.7630	3.7407	3.7571	3.8296	3.7681	-
5	Bandara Achmad Yani	3.8816	3.6634	3.7248	3.7349	3.7410	3.7590	3.7438	-
6	Bandara Sultan Hasanuddin	3.8653	3.8415	3.8071	3.6000	3.7034	3.7333	3.7079	-
7	Bandara I Gusti Ngurah Rai	3.8222	3.6603	3.7778	3.6528	3.6918	3.6111	3.6796	-
8	Bandara Hang Nadim	3.6571	3.5510	3.5684	3.5333	3.5575	3.5667	3.5589	-
	Others	3.5585	3.5267	3.5448	3.5319	3.5361	3.5851	3.5436	-
	INDUSTRY	3.9264	3.8302	3.8780	3.8237	3.8452	3.8526	3.8463	

15. CELLULAR TELECOMMUNICATION SERVICE POINTS (GSM)

No.	SERVICE POINTS	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	XL Center	3.7259	3.7869	3.7952	3.9067	3.9929	3.8267	3.9837	Gold
2	3 Store	3.9223	3.9396	3.9201	3.8667	3.9796	3.8333	3.9715	Gold
3	GraPARI Telkomsel	3.8780	3.8945	3.8668	3.8464	3.9550	3.8750	3.9506	Gold
4	Galeri Indosat	3.8143	3.8435	3.8207	3.8092	3.9144	3.8397	3.9103	-
5	AXIS Center	3.4411	3.8003	3.7932	3.8000	3.8851	3.7333	3.8767	-
	INDUSTRY	3.8203	3.8648	3.8448	3.8443	3.9480	3.8498	3.9426	



16. CELLULAR TELECOMMUNICATION SERVICE POINTS (CDMA)

No.	SERVICE POINTS	Branch Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Plasa Telkom	3.9444	3.9084	3.0380	4.0250	3.9600	3.9250	3.9577	Gold
2	Gerai Esia	3.7649	3.8388	2.8993	3.8065	3.7554	3.8387	3.7609	-
3	Galeri Indosat	3.6646	3.7216	2.9524	3.7667	3.7132	3.9000	3.7256	-
4	Smartfren Center	3.6200	3.7502	2.8218	3.6333	3.5933	3.8000	3.6070	-
	INDUSTRY	3.7638	3.8179	2.9290	3.8210	3.7681	3.8642	3.7744	

17. AUTOMOTIVE 4W SERVICE CENTER

No.	SERVICE CENTER	Accessibility	Service Process	People	Quality of Repair Result	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Bengkel Resmi Auto 2000	4.0878	4.0724	4.0254	4.1114	4.0866	4.0775	3.9685	4.0514	Diamond
2	Bengkel Resmi Daihatsu	4.0288	4.0151	4.0064	4.0661	4.0654	4.0389	4.0187	4.0341	Diamond
3	Bengkel Resmi Honda	4.0479	4.0224	4.0044	4.0104	3.9479	4.0010	3.9688	3.9933	Gold
4	Bengkel Resmi Nissan	3.8420	3.8336	3.8329	3.8571	3.7857	3.8263	3.7500	3.8080	-
5	Bengkel Resmi Suzuki	3.7360	3.7851	3.7549	3.8786	3.7759	3.7860	3.8276	3.7960	-
	Others	3.7031	3.7070	3.7022	3.8595	3.7273	3.7392	3.9394	3.7871	-
	INDUSTRY	4.0008	3.9920	3.9633	4.0359	3.9931	3.9967	3.9514	3.9858	

18. AUTOMOTIVE 2W SERVICE CENTER

No.	SERVICE CENTER	Accessibility	Service Process	People	Quality of Repair Result	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Astra Honda Authorized Service Station	3.9795	3.8987	3.8927	3.9191	3.8811	3.9127	3.9262	3.9157	Gold
2	Bengkel Resmi Yamaha	3.8470	3.8239	3.8935	3.9854	3.9000	3.8905	3.9593	3.9058	Gold
3	Bengkel Resmi Kawasaki	3.5335	3.5918	3.8525	3.9649	4.0000	3.7995	4.0000	3.8442	-
4	Bengkel Resmi Suzuki	3.7667	3.5793	3.7572	3.8838	3.8214	3.7654	3.9464	3.8057	-
INDUSTRY		3.9144	3.8475	3.8831	3.9391	3.8853	3.8936	3.9396	3.9038	

19. HOME APPLIANCES SERVICE CENTER

No.	SERVICE CENTER	Accessibility	Service Process	People	Quality of Repair Result	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	LG Direct Service Center	4.0151	3.9781	3.9516	4.0379	4.0000	3.9958	4.0000	3.9967	Gold
2	Sharp Service Center	4.0228	3.9407	3.9443	3.9843	3.9310	3.9632	4.0000	3.9709	Gold
3	Samsung Customer Service Center	3.8638	3.8482	3.8813	4.0479	3.7742	3.8761	3.9677	3.8955	-
4	Panasonic Service Center	3.8693	3.8308	3.8318	3.9032	3.8611	3.8587	4.0000	3.8885	-
5	Toshiba Service Center	3.7552	3.8125	3.9077	3.9844	3.9697	3.8884	3.8485	3.8799	-
6	Electrolux Service Center	3.8151	3.8185	3.8859	3.9079	3.8889	3.8641	3.9259	3.8772	-
	Others	3.8727	3.8617	3.8723	3.8423	3.8400	3.8574	3.8600	3.8580	-
INDUSTRY		3.8898	3.8724	3.8951	3.9519	3.8943	3.8998	3.9390	3.9081	

20. HOME ENTERTAINMENT SERVICE CENTER

No.	SERVICE CENTER	Accessibility	Service Process	People	Quality of Repair Result	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	LG Direct Service Center	3.8963	3.9139	3.9825	4.1539	4.1282	4.0157	4.1026	4.0311	Diamond
2	Panasonic Service Center	3.9063	4.0331	4.0327	4.0217	4.0435	4.0079	3.9565	3.9988	Gold
3	Sharp Service Center	3.9186	3.9322	3.9643	4.1042	4.0000	3.9814	4.0000	3.9847	Gold
4	Samsung Customer Service Center	3.9837	3.9347	3.9185	3.9999	4.0000	3.9694	4.0000	3.9748	-
5	Polytron Service Center	4.0178	3.9492	3.9406	4.0228	4.0000	3.9870	3.8636	3.9651	-
6	Toshiba Service Center	3.9657	3.9724	3.8902	3.9839	3.9355	3.9510	3.9355	3.9482	-
7	Sony Service Center	3.8634	3.8329	3.8903	3.9584	3.9722	3.9042	3.8889	3.9015	-
	Others	4.0040	4.0614	4.1394	4.0750	3.9500	4.0376	4.0500	4.0398	-
INDUSTRY		3.9361	3.9427	3.9605	4.0409	4.0091	3.9776	3.9773	3.9776	

21. HANDPHONE SERVICE CENTER

No.	SERVICE CENTER	Accessibility	Service Process	People	Quality of Repair Result	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Nokia Care Center	3.9938	4.0136	3.9451	3.9882	3.9136	3.9641	3.9455	3.9600	Gold
2	Black Berry Service Center	3.9357	3.9302	3.9082	4.0391	3.9365	3.9490	3.8889	3.9358	Gold
3	Samsung Customer Service Center	3.8891	3.8556	3.9121	3.9837	3.9000	3.9101	3.9333	3.9152	-
4	Sony Mobile Service Center	3.8242	3.9069	3.9057	3.9871	3.8333	3.8879	3.7778	3.8637	-
5	LG Mobile Showroom & Service Center	3.5479	3.7671	3.8755	3.9355	3.9677	3.8362	3.8065	3.8297	-
	Others	3.6774	3.7467	3.7475	3.8100	3.6897	3.7317	3.7241	3.7300	-
INDUSTRY		3.9060	3.9421	3.9143	3.9790	3.8973	3.9250	3.8949	3.9183	

22. COMPUTER/LAPTOP SERVICE CENTER

No.	SERVICE CENTER	Accessibility	Service Process	People	Quality of Repair Result	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Apple	4.0353	3.9099	4.0684	4.1875	4.0000	4.1790	4.1250	4.1542	Diamond
2	Toshiba Service Center	3.9479	4.0622	3.9622	3.9982	3.9429	3.9969	3.9143	3.9591	Gold
3	ACER Service Center	3.7112	3.8041	3.8517	3.8962	3.8391	3.8914	3.9080	3.8990	-
4	HP Service Center	3.7929	3.8338	3.7904	3.8133	3.9189	3.8143	3.9459	3.8746	-
5	Axio Service Center	3.6683	3.7736	3.7977	3.8261	3.7826	3.8224	3.8696	3.8440	-
	Others	3.6495	3.7714	3.7803	3.9291	3.9512	3.9221	3.7805	3.8572	-
INDUSTRY		3.7655	3.8450	3.8555	3.9167	3.8912	3.9128	3.9038	3.9086	

23. PRINTER SERVICE CENTER

No.	SERVICE CENTER	Accessibility	Service Process	People	Quality of Repair Result	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	HP	3.9515	3.9307	3.9421	4.0801	4.0000	3.9650	4.0938	3.9839	Gold
2	Canon	3.8255	3.9077	4.0036	3.9725	3.8200	3.9394	3.9000	3.9337	Gold
3	Epson	3.8649	3.8377	3.9221	3.9679	3.9487	3.9133	4.0256	3.9297	-
	Others	3.2276	3.2095	3.3987	3.4791	3.6667	3.3992	3.3333	3.3896	-
INDUSTRY		3.8559	3.8747	3.9475	3.9869	3.9032	3.9248	3.9758	3.9322	

24. DIGITAL CAMERA / HANDYCAM SERVICE CENTER

No.	SERVICE CENTER	Accessibility	Service Process	People	Quality of Repair Result	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Canon Service Center	3.8153	3.9597	3.9292	3.9890	3.8605	3.9037	4.0000	3.9232	Gold
2	Sony Service Center	3.7673	3.8381	3.8680	3.9490	3.7742	3.8337	3.9355	3.8542	Gold
3	Nikon Service Center	3.5581	3.7867	3.7987	3.8862	3.7097	3.7409	3.9355	3.7802	
4	Kodak Service Center	3.5324	3.6919	3.6809	3.6612	3.5333	3.6089	3.7667	3.6408	
5	Olympus Service Center	3.3866	3.6466	3.6974	3.7483	3.5313	3.5918	3.7188	3.6174	
6	Others	3.7919	3.9120	3.8126	3.9045	3.8750	3.8577	4.0000	3.8864	
INDUSTRY		3.8559	3.8747	3.9475	3.9869	3.9032	3.9248	3.9758	3.9322	

25. TOLL ROADS OPERATOR

No.	OPERATOR	On Sign Info Services	Enjoying & Facility	Avalability & Queuing System	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Jasa Marga	3.9499	3.8786	3.8882	3.8991	3.8966	3.9009	3.8713	3.8934	Gold
2	Margabumi Matraraya	3.8486	3.7596	3.6731	3.8054	3.8269	3.7927	3.7308	3.7769	-
3	Jalan Tol Lingkar Luar Jakarta	3.8233	3.7352	3.6552	3.8101	3.6552	3.7364	3.7586	3.7420	-
4	Citra Marga Nusaphala Persada	3.7386	3.8000	3.6970	3.7467	3.6970	3.7404	3.6364	3.7139	-
INDUSTRY		3.9229	3.8566	3.8469	3.8779	3.8673	3.8742	3.8401	3.8655	

26. PUBLIC FUEL FILLING STATION OPERATOR

No.	OPERATOR	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Pertamina	4.1554	3.9373	3.9573	3.9465	3.9931	4.0150	3.9994	Gold
2	Petronas	3.9416	4.0285	4.0222	3.9677	3.9980	3.9677	3.9893	Gold
3	Shell	3.7666	3.7882	3.8039	3.8333	3.7944	3.7667	3.7864	-
INDUSTRY		4.1207	3.9342	3.9524	3.9413	3.9821	3.9981	3.9867	

27. TAXI SERVICE PROVIDER

No.	PROVIDER	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Blue Bird	4.0260	4.0174	3.9814	3.9362	3.9982	3.9929	3.9969	Gold
2	Cipaganti	3.5790	4.0927	3.9463	3.9333	3.8590	4.1333	3.9267	-
3	Express	3.9302	3.8890	3.8693	3.8889	3.8977	3.9444	3.9092	-
4	Kosti Jaya	3.8874	3.8521	3.8003	3.7813	3.8394	4.0313	3.8867	-
5	Others	3.7544	3.8923	3.9703	3.8286	3.8562	4.0000	3.8917	-
INDUSTRY		3.9136	3.9735	3.9403	3.8978	3.9331	4.0073	3.9514	

28. CAR RENTAL SERVICE PROVIDER

No.	PROVIDER	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	TRAC	3.9320	4.0079	3.9299	4.0000	3.9905	4.0256	3.9935	Gold
2	Blue Bird	3.8995	3.9779	3.9775	3.9835	3.9756	4.0248	3.9799	Gold
3	Europcar Indorent	3.8432	3.9207	3.8283	3.9310	3.9165	4.0345	3.9267	-
4	Cipaganti Rent Car	3.8667	3.9386	3.8297	3.8904	3.8881	3.9315	3.8919	-
5	Tunas Rental	3.6486	3.7925	3.8243	3.6875	3.7004	4.0938	3.7345	-
	Others	3.9175	3.9551	3.9053	3.9535	3.9476	4.0698	3.9581	-
INDUSTRY		3.8698	3.9474	3.9034	3.9288	3.9236	4.0178	3.9317	

29. GENERAL HOSPITAL

No.	HOSPITAL	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	RS Mitra Keluarga	4.0171	4.1047	3.9445	3.9677	3.9972	3.9818	3.9928	Gold
2	RS Cipto Mangunkusumo	4.0924	3.9659	3.8491	3.8634	3.9107	3.9677	3.9270	Gold
3	RS Dr. Pirngadi	3.9080	3.8141	3.7685	3.7974	3.8058	3.8667	3.8232	-
4	RS Dr. Soetomo	3.8673	3.6073	3.6095	3.7140	3.6759	3.8000	3.7113	-
5	RS Dr. Kariadi	3.8778	3.4272	3.5889	3.5854	3.5880	3.6774	3.6136	-
	Others	4.0293	3.9537	3.8560	3.9290	3.9238	3.8421	3.9004	-
INDUSTRY		3.9800	3.8609	3.7983	3.8436	3.8502	3.8643	3.8542	

30. MATERNITY / MOTHER AND KID HOSPITAL

No.	HOSPITAL	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	RSIA Hermina	4.1349	4.1354	4.1092	4.1531	4.1341	4.2755	4.1754	Diamond
2	RSIA Tambak	4.0370	4.1169	4.0788	4.2501	4.1288	3.9762	4.0843	Diamond
3	RSIA Bunda	3.8640	4.0108	3.9606	4.0332	3.9710	4.1000	4.0087	Diamond
4	RSIA IBI	3.8330	3.8468	3.8802	3.9668	3.8877	3.8000	3.8621	-
5	RSB Budi Kemuliaan	3.7677	3.8817	3.7912	3.9162	3.8432	3.8333	3.8403	-
	Others	3.8640	3.8499	3.8196	3.8534	3.8468	3.8537	3.8488	-
INDUSTRY		3.9602	3.9938	3.9621	4.0352	3.9905	4.0192	3.9989	

31. CLINICAL LABORATORY

No.	LABORATORY	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Prodia	3.9746	4.0452	3.7278	4.0526	3.9473	4.1053	3.9867	Gold
2	Cito	3.8799	3.8751	3.6738	4.0227	3.8468	4.1143	3.9136	-
3	Pramita	3.8529	3.9990	3.7143	3.9599	3.8856	3.9250	3.8955	-
4	Others	3.9297	4.0426	3.5995	3.9125	3.8802	3.8750	3.8789	-
INDUSTRY		3.9144	3.9922	3.6975	4.0054	3.8996	4.0338	3.9331	

32. OPTIC

No.	OPTIC	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Melawai	4.0346	4.0165	3.9316	3.8788	3.9660	3.9394	3.9596	Gold
2	Seis	3.8677	3.9622	3.9161	3.9024	3.9083	3.9024	3.9069	Gold
3	Optik Keluarga	3.7765	3.8043	3.8085	3.8000	3.7959	3.8333	3.8048	-
4	Lili Kasoem	3.5519	3.7900	3.8497	3.7879	3.7329	3.8182	3.7533	-
	Others	3.7778	3.7923	3.7810	3.8056	3.7892	3.8056	3.7931	-
INDUSTRY		3.8048	3.8770	3.8596	3.8382	3.8416	3.8613	3.8463	

33. EYE CLINIC

No.	CLINIC	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Klinik Mata Nusantara (KMN)	4.0714	4.2212	3.7866	4.2638	4.0795	4.2326	4.1157	Diamond
2	Jakarta Eye Center (JEC)	4.0230	4.1260	3.8105	4.0643	4.0047	4.0278	4.0101	Diamond
3	Klinik Mata Surabaya (Surabaya Eye Clinic)	3.9281	4.0403	3.8126	4.1587	3.9780	4.0000	3.9832	-
4	Sumatra Eye Center	3.9317	3.9712	3.7086	4.1601	3.9339	4.1064	3.9747	-
5	Semarang Eye Center	3.8885	4.0421	3.7741	4.1076	3.9474	4.0588	3.9738	-
6	RS Mata Prof.Dr. Isak Salim Aini	3.8380	4.0900	3.7633	4.1930	3.9628	4.0000	3.9716	-
7	Klinik Mata Medan	3.9775	4.0587	3.7746	4.0479	3.9621	4.0000	3.9711	-
8	RS Mata Undaan	3.9748	3.9445	3.6659	3.9895	3.8901	4.0500	3.9279	-
	Others	3.8661	3.9832	3.7541	4.1495	3.9296	4.0455	3.9570	-
INDUSTRY		3.9512	4.0553	3.7580	4.1287	3.9675	4.0665	3.9909	

34. BEAUTY CLINIC

No.	CLINIC	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Erha Clinic Group	4.0340	4.1842	3.8566	3.9836	4.0015	3.9118	3.9785	Gold
2	Miracle	3.8752	3.9491	3.7993	4.0519	3.9192	4.0667	3.9571	Gold
3	London Beauty	3.7450	3.9544	3.7917	4.0341	3.8891	4.0667	3.9347	-
4	Natasha	3.8700	4.0288	3.7348	4.0313	3.9117	4.0000	3.9343	-
	Others	3.7797	3.9265	3.6780	4.0013	3.8456	4.0000	3.8852	-
INDUSTRY		3.8632	4.0112	3.7714	4.0192	3.9139	4.0063	3.9376	

35. A. MALL SHOPPING CENTER IN JAKARTA CLASS A

No.	MALL	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Senayan City	4.0690	4.1673	3.8956	3.9756	4.0329	3.9756	4.0197	Diamond
2	Grand Indonesia	4.1076	4.1401	3.8085	3.8667	3.9797	4.0333	3.9921	Gold
3	Mall Taman Angrek	4.0774	4.0072	3.9066	3.9524	3.9797	3.9286	3.9679	-
4	Mall Kelapa Gading	3.9275	4.0515	3.9168	3.9556	3.9721	3.9333	3.9631	-
5	Pasar Raya	3.9457	4.0764	3.9624	3.8710	3.9704	3.9355	3.9623	-
6	Plaza Senayan	3.9276	4.0567	3.9219	3.8667	3.9503	4.0000	3.9618	-
7	Mall Pondok Indah	4.0585	4.0506	3.8479	3.9231	3.9682	3.9231	3.9578	-
8	Mall Arta Gading	4.0423	4.0187	3.8872	3.9706	3.9779	3.8235	3.9423	-
	Others	4.0506	4.0972	3.7380	3.9583	3.9652	3.9167	3.9540	-
INDUSTRY		4.0225	4.0718	3.8821	3.9304	3.9791	3.9399	3.9701	

B. MALL SHOPPING CENTER IN JAKARTA CLASS B

No.	MALL	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Blok M Mall	4.0725	3.8889	3.8556	3.9000	3.9147	4.0667	3.9498	Gold
2	Mall Ambassador	4.0168	4.0318	3.8744	3.9667	3.9737	3.8667	3.9490	Gold
3	Mall Ciputra	3.9102	3.9378	3.7154	3.8750	3.8627	3.8125	3.8511	-
4	Metropolitan Mall	3.9230	3.9818	3.6268	3.8333	3.8461	3.8333	3.8432	-
5	Blok M Plaza	3.9777	3.7556	3.6296	3.6563	3.7351	3.7813	3.7457	-
	Others	3.9851	3.8835	3.6995	3.6538	3.7929	3.7308	3.7785	-
INDUSTRY		3.9800	3.9124	3.7329	3.8167	3.8543	3.8500	3.8533	

C. MALL SHOPPING CENTER IN SURABAYA

No.	MALL	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Galaxy Mall	4.0167	4.2149	3.8875	3.9070	4.0183	4.0000	4.0141	Diamond
2	Tunjungan Plaza	4.0150	4.0667	3.9115	3.9245	3.9816	3.9811	3.9815	Gold
3	Plaza Surabaya	3.9828	3.9893	3.9206	4.0938	4.0008	3.8438	3.9645	-
4	Pakuwon Supermall	4.3349	4.0959	3.8648	3.7021	3.9715	3.9362	3.9633	-
5	Royal Plaza Surabaya	3.9032	3.9331	3.9053	4.0250	3.9470	4.0000	3.9592	-
	Others	4.1597	4.0976	3.7524	3.6667	3.9061	4.1111	3.9534	-
	INDUSTRY	4.0637	4.0676	3.8909	3.9063	3.9800	3.9643	3.9764	

D. MALL SHOPPING CENTER IN SEMARANG

No.	MALL	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Paragon Mall	3.9467	3.9733	3.9007	3.9091	3.9337	4.0909	3.9700	Gold
2	DP Plaza	3.8372	3.8592	3.7351	3.6875	3.7783	3.8750	3.8006	-
3	Java Supermall	3.7305	3.8528	3.6362	3.7027	3.7391	3.9730	3.7931	-
4	Citra Land Mall	3.7303	3.8299	3.6948	3.7843	3.7684	3.8431	3.7857	-
5	Simpang Lima Plaza	3.7966	3.7733	3.6730	3.7297	3.7412	3.8649	3.7697	-
	Others	3.8998	3.6896	3.4952	3.7143	3.6852	4.0000	3.7578	-
	INDUSTRY	3.8101	3.8540	3.7235	3.7692	3.7920	3.9327	3.8245	

E. MALL SHOPPING CENTER IN MEDAN

No.	MALL	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Sun Plaza	3.8898	3.9484	3.9786	4.0313	3.9688	4.0938	3.9976	Gold
2	Plaza Medan Fair	4.0968	4.0799	3.9143	3.8704	3.9851	3.9815	3.9843	Gold
3	Medan Mall	3.9497	3.9744	3.9619	3.9250	3.9536	3.9500	3.9528	-
4	Plaza Milenium	3.7453	3.8745	3.8591	3.9355	3.8662	3.9677	3.8896	-
	Others	3.7390	3.6663	3.8290	4.1250	3.8445	4.0000	3.8804	-
	INDUSTRY	3.9376	3.9702	3.9238	3.9394	3.9451	3.9939	3.9564	

36. DEPARTMENT STORE

No.	STORE	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Sogo	4.0788	4.1643	4.0704	3.9667	4.0286	3.9333	3.9932	Gold
2	Matahari	4.0973	4.0430	3.9235	3.9006	3.9471	4.0030	3.9679	Gold
3	Metro	3.9265	3.8670	3.8113	3.9024	3.8830	3.9024	3.8902	-
4	Centro	4.0556	4.0592	3.8428	3.7931	3.8715	3.8448	3.8616	-
5	Ramayana	3.9041	3.8816	3.8829	3.8098	3.8433	3.8732	3.8544	-
6	Robinson	3.7289	3.7981	3.7975	3.7755	3.7788	3.8367	3.8003	-
	Others	3.9270	3.8639	3.7413	3.8056	3.8158	3.9444	3.8636	-
	INDUSTRY	3.9991	3.9709	3.8890	3.8575	3.8954	3.9334	3.9095	

37. ELECTRONIC STORE

No.	STORE	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Electronic City	3.9997	4.0949	4.0017	4.0130	4.0232	4.0130	4.0205	Diamond
2	Agis Elektronik	3.9808	4.0451	3.9942	3.9118	3.9739	4.0000	3.9807	Gold
3	Global Elektronik	3.8130	3.9672	3.9623	3.9355	3.9130	3.9677	3.9273	-
4	Hartono Elektronika	3.8935	3.9329	3.9144	3.9074	3.9100	3.9444	3.9190	-
5	Electronic Solution	3.9567	3.9447	3.8310	3.9091	3.9137	3.8788	3.9046	-
	Others	3.6891	3.8111	3.7471	3.8667	3.7823	3.9333	3.8217	-
	INDUSTRY	3.8991	3.9776	3.9167	3.9343	3.9295	3.9635	3.9384	

38. BOOKSTORE

No.	STORE	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Gramedia	4.0567	4.0907	4.0061	4.0086	4.0384	4.0730	4.0472	Diamond
2	Gunung Agung	3.9548	4.0274	3.9591	3.9091	3.9607	4.0000	3.9707	-
3	Toga Mas	3.8219	3.8670	3.8957	3.8421	3.8576	3.8684	3.8603	-
	Others	3.6830	3.7320	3.7851	3.6774	3.7195	3.8387	3.7499	-
	INDUSTRY	3.9836	4.0260	3.9679	3.9468	3.9795	4.0196	3.9897	

39. KIDS AND GAME CENTER

No.	CENTER	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	TIMEZONE	4.0500	4.0105	3.9422	3.9022	3.9725	3.9783	3.9740	Gold
2	Fun World	4.0162	3.9037	3.8207	4.0000	3.9438	3.8125	3.9101	-
3	Amazone	3.8178	3.8106	3.7430	3.7778	3.7882	3.8056	3.7927	-
	Others	3.8574	3.8957	3.7818	3.9167	3.8692	3.9167	3.8813	-
	INDUSTRY	3.9817	3.9408	3.8667	3.8953	3.9214	3.9070	3.9177	

40. MODERN MARKET STORE

No.	STORE	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Carrefour	4.0700	4.0811	4.0060	4.0000	4.0242	4.0573	4.0364	Diamond
2	Super Indo	3.9380	3.9276	3.9250	3.9333	3.9322	4.0333	3.9694	Gold
3	Giant	3.9655	3.9358	3.8645	3.8077	3.8609	3.8974	3.8743	-
4	Hypermart	3.9077	3.8859	3.8343	3.8519	3.8638	3.8704	3.8662	-
5	Lotte Mart	3.7975	3.7700	3.6199	3.6061	3.6641	3.6667	3.6650	-
	Others	3.8368	3.8379	3.8508	3.7632	3.7986	3.9737	3.8631	-
INDUSTRY		3.9572	3.9481	3.8781	3.8582	3.8906	3.9338	3.9065	

41. MODERN HOME BUILDER STORE

No.	STORE	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	ACE Hardware	3.9569	3.9642	3.9429	4.0208	3.9752	3.8958	3.9544	Gold
2	Depo Bangunan	3.7451	3.9650	3.9034	3.9722	3.9062	3.9167	3.9090	Gold
3	AJBS	3.8360	3.9035	3.9045	4.0435	3.9365	3.7826	3.8961	-
4	Mitra 10	4.0978	3.9808	3.7673	3.7647	3.8710	3.9118	3.8817	-
	Others	3.8308	3.7969	3.8449	3.8929	3.8490	3.8214	3.8418	-
INDUSTRY		3.9028	3.9317	3.8777	3.9408	3.9134	3.8757	3.9035	

42. MINI MARKET STORE

No.	STORE	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Alfamart	4.0045	3.8918	3.8291	3.8813	3.8887	3.9750	3.9119	Gold
2	Indomaret	3.9437	3.8189	3.7609	3.8081	3.8193	3.8547	3.8288	-
3	Circle	3.9449	3.7692	3.7859	3.8000	3.8165	3.8333	3.8210	-
	Others	3.5806	3.6027	3.8372	3.8889	3.7743	3.8889	3.8051	-
INDUSTRY		3.9612	3.8411	3.7942	3.8410	3.8479	3.9057	3.8634	

43. PIZZA RESTAURANT

No.	RESTAURANT	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Pizza Hut	3.7949	3.9365	3.8702	3.8635	3.8731	3.9036	3.8825	Gold
2	Papa Rons	3.7595	3.7770	3.8401	3.8750	3.8090	3.9167	3.8420	-
3	Izzi Pizza	3.4605	3.6746	3.7129	3.5882	3.6231	3.7941	3.6756	-
	Others	3.6068	3.8902	3.6638	4.0000	3.7823	4.0000	3.8491	-
INDUSTRY		3.7545	3.8865	3.8486	3.8378	3.8378	3.8949	3.8553	

44. FASTFOOD RESTAURANT

No.	RESTAURANT	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Mc Donald	4.0276	4.0187	3.9508	3.9726	3.9874	4.0411	4.0033	Diamond
2	KFC	4.0621	3.9861	3.9507	3.9583	3.9832	3.9931	3.9862	Gold
3	A&W	4.0321	3.9494	3.9609	3.9000	3.9558	4.0333	3.9788	Gold
4	Hoka-Hoka Bento	3.8753	3.8734	3.8815	3.8305	3.8642	3.8814	3.8693	-
5	CFC	3.7492	3.7617	3.7636	3.7333	3.7518	3.7333	3.7463	-
	Others	3.9738	3.8751	3.9086	4.0000	3.9401	3.7778	3.8920	-
INDUSTRY		3.9555	3.9338	3.8796	3.8415	3.9007	3.9299	3.9085	

45. BAKMI RESTAURANT

No.	RESTAURANT	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Bakmi GM (Gajah Mada)	3.8895	3.8884	3.8916	3.9583	3.9198	3.9375	3.9251	Gold
2	Bakmi Naga	3.9979	3.9204	3.8411	3.8333	3.8908	3.8667	3.8836	Gold
3	Bakmi Golek	3.8173	3.7610	3.7161	3.9667	3.8595	3.7333	3.8218	-
4	Bakmi Gang Kelinci	3.7344	3.7065	3.8608	3.6563	3.6972	3.7813	3.7223	-
	Others	3.7267	3.7905	3.8844	3.8421	3.8075	3.9474	3.8493	-
INDUSTRY		3.8457	3.8221	3.8419	3.8616	3.8447	3.8553	3.8479	

46. PADANG RESTAURANT

No.	RESTAURANT	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	RM Padang Garuda	3.9591	4.0143	3.9967	3.9394	3.9767	4.0000	3.9833	Gold
2	RM Padang Sederhana	4.0004	4.0120	3.9566	4.0000	3.9949	3.9403	3.9794	Gold
3	RM Padang Simpang Raya	3.7244	3.8590	3.8613	3.8478	3.8278	3.9130	3.8520	-
	Others	3.9887	3.9430	3.9428	4.0000	3.9697	3.9730	3.9706	-
INDUSTRY		3.9212	3.9600	3.9371	3.9508	3.9445	3.9508	3.9463	

47. SUNDA RESTAURANT

No.	RESTAURANT	Accessibility	Service Process	People	Service Complaint Handling	PSQ	PSV	ISSI 2012	SQA 2012
		Mean	Mean	Mean	Mean	Mean	Mean	Mean	
1	Saung Kuring	3.8371	3.9611	3.9862	3.9355	3.9300	4.0968	3.9941	Gold
2	Dapur Sunda	3.9478	4.0279	3.9648	3.9545	3.9666	3.8636	3.9271	-
3	Bumbu Desa	3.8941	4.0911	3.9706	3.9063	3.9443	3.8438	3.9057	-
	Others	3.8808	3.9987	3.8612	3.9545	3.9315	3.9091	3.9229	-
INDUSTRY		3.8941	4.0191	3.9402	3.9404	3.9441	3.9205	3.9351	