

## DAFTAR TABEL

|                                                                                                                                            |    |
|--------------------------------------------------------------------------------------------------------------------------------------------|----|
| Table 1.1 Tabel Pelaksanaan Kerja.....                                                                                                     | 2  |
| Table 2.1 Number of Construction Companies According to Legal and Regency/City Agency in Banten Province (BPS Province Banten, 2024) ..... | 6  |
| Table 3.1 Variable Operationalization .....                                                                                                | 12 |
| Table 3.2 Scale Likert .....                                                                                                               | 13 |
| Table 3.3 Test of Validity of Service Quality of Expectations and Reality .....                                                            | 15 |
| Table 3.4 Reliable Test of Expected Service Quality .....                                                                                  | 15 |
| Table 3.5 Reliable Test of Reality Service Quality .....                                                                                   | 15 |
| Table 3.6 Calculation of Average Performance Assessment by Importance.....                                                                 | 16 |