**Table 1: Showing the ANOVA of Customers overall Service Satisfaction**

| Model | Unstandardised Coefficients | Standardised Coefficients | T | Sig. |
| --- | --- | --- | --- | --- |
| B | Std. Error | Beta |
| 1 | (Constant) | -.276 | .135 |  | -2.051 | .042 |
| Comfortable | -.109 | .126 | -.078 | -.871 | .385 |
| Reliable | .165 | .073 | .162 | 2.252 | .026 |
| Safe | .571 | .067 | .601 | 8.487 | .000 |
| Security | .445 | .201 | .233 | 2.215 | .028 |
| Schedule | .150 | .057 | .146 | 2.602 | .010 |
| *Source: Computer Analysis (2019)*a. Dependent Variable: Are you satisfied with the operations? |  |  |  |

| **Table 2: Chi-Square Result** |
| --- |
|  | Ownership type | Daily income |
| Chi-Square | 6.860a | 25.200b |
| Df | 2 | 3 |
| Asymp. Sig. | .032 | .000 |

Sources: Computer analysis (2019)

output

Input

Transformation

Process

 Feedbacks

*Fig. 1: Showing the Production process.*

*Sources: Adapted from National Open University (2011).*