

Lampiran 1 Prasurvey

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Pra survey Skripsi mahasiswa tentang **MASKAPAI LION AIR BANDAR LAMPUNG**

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* Menunjukkan pertanyaan yang wajib diisi

Apakah ada keluhan yang anda alami terkait maskapai lion air di bandar lampung *

Jawaban Anda _____

Apakah anda puas terhadap layanan maskapai lion air *

Puas

Tidak Puas

Kirim [Kosongkan formulir](#)

Lampiran 2 Kuesioner Penelitian**ANALISIS KEPUASAN PELANGGAN TERHADAP KUALITAS
PELAYANAN MASKAPAI LION AIR DI BANDAR LAMPUNG**

Hal : Pengisian kuisisioner

Lamp : 4 lembar

Yth.

Bapak/Ibu/Saudara/I Responden Penelitian

Dengan hormat,

Sehubungan dengan penyusunan skripsi dengan judul yang telah disebutkan diatas saya :

Nama : Felix Yaow

NPM : 1812110044

Memohon kesediaan Bapak/Ibu/Saudara/i untuk mengisi kuisisioner yang saya ajukan ini secara jujur dan terbuka. Daftar pernyataan ini akan saya gunakan untuk keperluan penelitian sebagai salah satu syarat dalam menyelesaikan jenjang Strata satu (S1), Jurusan Manajemen, Fakultas Ekonomi Institut Informatika Dan Bisnis Darmajaya Bandar Lampung.

Daftar pertanyaan ini berisi tentang (*tangibles*) bukti fisik, (*reliability*) keandalan, (*responsiveness*) daya tanggap, (*assurance*) jaminan dan (*empathy*) empati terhadap kepuasan pelanggan pada kepuasan pelanggan maskapai Lion Air di Bandar Lampung. Atas partisipasi Bapak/Ibu/Saudara/i dalam mengisi kuisisioner ini, saya ucapkan terima kasih.

Hormat Saya,

Felix Yaow

Lampiran 3 Pra-Uji

Respon den	X - 1	X - 2	X - 3	X - 4	X - 5	X - 6	X - 7	X - 8	X - 9	X - 10	X - 11	X - 12	X - 13	X - 14	X - 15	X - 16	X - 17	X - 18	X - 19	X - 20	Ju ml ah
1	4	2	3	4	4	4	4	4	4	4	3	2	4	4	4	4	2	1	4	4	69
2	4	4	4	1	1	4	1	4	1	1	1	1	1	4	4	1	1	1	1	1	41
3	4	1	3	4	4	4	4	2	4	4	1	4	4	3	4	4	2	2	4	4	66
4	3	2	1	4	4	4	3	3	3	2	4	4	3	4	3	3	2	1	3	3	59
5	4	4	4	4	4	3	4	3	4	4	3	3	3	3	4	3	2	2	2	3	66
6	4	2	2	4	4	4	4	4	4	2	4	2	4	3	4	4	3	3	3	4	68
7	4	2	3	4	4	4	4	3	4	2	1	4	4	4	4	2	2	2	3	3	63
8	3	3	2	4	3	4	4	3	4	1	4	4	4	3	3	2	3	1	2	4	61
9	4	4	4	4	4	1	4	4	4	4	4	2	4	3	4	4	1	2	1	4	66
10	4	2	3	4	2	3	4	3	4	1	3	2	4	3	3	3	4	2	3	3	60
11	4	3	3	4	4	2	4	3	4	3	1	3	4	3	3	4	2	1	4	4	63
12	4	4	4	4	4	4	4	3	4	2	4	4	4	4	4	4	1	2	4	4	72
13	4	2	3	4	4	4	4	4	4	3	4	4	3	4	3	3	3	1	3	2	66
14	4	1	1	4	4	4	4	4	4	2	4	4	4	4	3	3	2	1	4	1	62
15	4	2	3	4	4	3	4	4	4	3	4	2	4	4	4	3	2	1	4	4	67
16	3	3	4	4	4	3	4	3	4	4	4	4	4	4	4	4	2	4	2	2	70
17	4	1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	2	2	4	4	73
18	2	1	3	4	4	3	4	4	4	2	4	4	4	4	3	2	2	1	4	2	61
19	4	2	2	2	4	4	3	4	2	1	3	1	2	3	3	2	2	1	3	2	50
20	3	1	3	4	3	4	4	4	3	2	4	4	4	4	4	2	2	2	3	3	63
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26	3	3	5	5	5	5	3	4	3	4	4	3	4	4	3	5	5	5	5	5	83
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29	5	5	5	4	5	5	4	4	5	4	4	4	4	4	4	3	4	4	3	4	84
30	3	5	5	5	4	3	4	4	4	3	4	3	4	5	3	5	4	5	5	5	83

Y 1	Y 2	Y 3	Y 4	Y 5	Y 6	Y 7	Y 8	Y 9	Y 0	Y 1	Y 2	Y 3	Y 4	Y 5	Y 6	Y 7	Y 8	Y 9	Y 0	Ju ml ah
4	4	5	4	4	4	4	5	5	4	5	4	5	5	4	4	5	4	5	4	88
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	3	4	5	3	80
5	5	5	5	4	5	4	5	5	5	5	4	5	4	5	3	4	4	5	3	90
5	3	4	4	4	5	3	5	3	3	5	3	5	4	5	5	4	5	4	4	83
4	5	5	5	5	5	4	5	5	5	5	4	5	5	4	4	4	5	5	5	94
5	5	4	4	4	4	5	5	5	4	5	5	5	5	5	5	4	4	4	5	92
4	2	3	4	4	4	4	4	4	4	3	2	4	4	4	4	2	1	4	4	69
4	4	4	1	1	4	1	4	1	1	1	1	1	4	4	1	1	1	1	1	41
4	1	3	4	4	4	4	2	4	4	1	4	4	3	4	4	2	2	4	4	66
3	2	1	4	4	4	3	3	3	2	4	4	3	4	3	3	2	1	3	3	59
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4	2	3	4	4	4	4	3	4	2	1	4	4	4	4	2	2	2	3	3	63
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4	2	3	4	4	4	4	4	4	3	4	4	3	4	3	3	3	1	3	2	66
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4	2	3	4	4	3	4	4	4	3	4	2	4	4	4	3	2	1	4	4	67
3	3	4	4	4	3	4	3	4	4	4	4	4	4	4	4	2	4	2	2	70
4	1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	2	2	4	4	73
2	1	3	4	4	3	4	4	4	2	4	4	4	4	3	2	2	1	4	2	61
4	2	2	2	4	4	3	4	2	1	3	1	2	3	3	2	2	1	3	2	50
3	1	3	4	3	4	4	4	3	2	4	4	4	4	4	2	2	2	3	3	63
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5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	4	4	97
4	5	5	4	5	5	5	4	4	5	4	5	4	4	5	5	5	4	5	4	91

	Sig. (2-tailed)	.576	.440	.121		.000	.500	.000	.411	.000	.008	.002	.000	.000	.047	.558	.000	.011	.015	.011	.003	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
X_5	Pearson Correlation	.306	.171	.239	.701	1.080	.257	.531	.310	.600	.600	.493	.504	.625	.330	.242	.551	.253	.364	.466	.388	.697
	Sig. (2-tailed)	.000	.367	.203	.000		.134	.001	.074	.000	.000	.006	.005	.000	.075	.197	.002	.177	.048	.009	.034	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
X_6	Pearson Correlation	.334	.136	.202	.128	.280	1.011	.043	.104	.198	.174	.203	.429	.180	.480	.256	.058	.444	.353	.415	.137	.439
	Sig. (2-tailed)	.071	.475	.285	.500	.134		.963	.583	.294	.143	.027	.498	.007	.171	.761	.014	.056	.023	.071	.471	.015
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
X_7	Pearson Correlation	.241	.069	.175	.706	.557	1.111	.130	.893	.484	.445	.588	.789	.182	.306	.412	.271	.318	.406	.400	.400	.635
	Sig. (2-tailed)	.199	.719	.355	.000	.001		.495	.000	.007	.014	.001	.000	.335	.100	.024	.148	.087	.026	.028	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
X_8	Pearson Correlation	.386	.310	.279	.156	.331	.343	.130	1.168	.337	.583	.046	.244	.569	.405	.133	.176	.157	.275	.265	.065	.461

	Sig. (2-tailed)	.035	.095	.135	.411	.074	.063	.495	.375	.068	.001	.808	.195	.001	.026	.484	.353	.170	.141	.734	.010	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	
X_9	Pearson Correlation	.381	.271	.321	.736	.610	.104	.893	.168	1.98	.544	.408	.605	.882	.224	.300	.548	.382	.314	.481	.481	.745
	Sig. (2-tailed)	.038	.147	.083	.000	.000	.583	.000	.375	.000	.014	.000	.000	.132	.081	.005	.060	.037	.023	.007	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	
X_10	Pearson Correlation	.400	.446	.610	.473	.600	.198	.484	.337	.598	1.316	.401	.522	.349	.527	.687	.286	.604	.423	.527	.790	
	Sig. (2-tailed)	.029	.013	.000	.008	.000	.294	.007	.068	.000	.089	.028	.003	.059	.003	.000	.126	.000	.020	.003	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	
X_11	Pearson Correlation	.065	.231	.203	.553	.493	.274	.445	.583	.444	1.316	.401	.522	.349	.527	.687	.286	.604	.423	.527	.790	
	Sig. (2-tailed)	.733	.219	.282	.002	.006	.143	.014	.001	.014	.089	.029	.005	.014	.029	.055	.068	.044	.189	.228	.001	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	
X_12	Pearson Correlation	.077	.079	.181	.624	.504	.403	.588	.046	.608	.401	.400	1.14	.635	.432	.232	.210	.218	.333	.143	.569	

	Sig. (2-tailed)	.063	.228	.231	.428	.240		.925	.022	.691	.287	.071	.029	.250	.004	.019	.397	.003	.009	.004	.561	.009	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Y_7	Pearson Correlation	.061	.136	.167	.659	.564	.018	1.035	.001	.801	.440	.335	.630	.623	.186	.240	.555	.319	.260	.427	.468	.558	
	Sig. (2-tailed)	.484	.747	.377	.000	.001	.925	.853	.000	.015	.070	.000	.000	.030	.201	.001	.086	.065	.119	.019	.009	.001	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Y_8	Pearson Correlation	.507	.464	.501	.218	.305	.417	.035	1.037	.225	.490	.689	.025	.429	.679	.452	.280	.580	.592	.405	.209	.261	
	Sig. (2-tailed)	.004	.010	.005	.247	.101	.022	.853	.207	.019	.000	.638	.019	.000	.007	.179	.001	.001	.001	.026	.068	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Y_9	Pearson Correlation	.234	.343	.411	.857	.584	.076	.801	.237	1.047	.688	.407	.629	.808	.418	.274	.510	.580	.480	.564	.586	.753	
	Sig. (2-tailed)	.214	.064	.024	.000	.001	.691	.000	.207	.000	.006	.000	.000	.025	.248	.001	.004	.007	.001	.001	.001	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Y_10	Pearson Correlation	.458	.560	.748	.637	.675	.201	.440	.425	.647	1.031	.441	.607	.478	.545	.680	.500	.695	.622	.530	.530	.828	

	Sig. (2-tailed)	.02	.00	.00	.03	.08	.09	.165	.01	.07	.00	.01	.25	.00	.02	.00	.00	.00	.08	.08	.00
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Y_19	Pearson Correlation	.298	.197	.363	.540	.556	.515	.427	.405	.564	.522	.399	.485	.634	.537	.235	.535	.585	.473	1.32	.700
	Sig. (2-tailed)	.09	.297	.049	.002	.001	.004	.019	.026	.001	.003	.029	.007	.000	.002	.12	.002	.001	.008	.017	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Y_20	Pearson Correlation	.357	.394	.431	.573	.449	.111	.468	.209	.586	.530	.338	.257	.673	.253	.359	.641	.435	.477	1.32	.656
	Sig. (2-tailed)	.053	.031	.017	.001	.013	.561	.009	.268	.001	.003	.067	.171	.000	.177	.051	.000	.016	.008	.017	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Jumlah	Pearson Correlation	.537	.647	.725	.731	.667	.469	.558	.615	.753	.828	.687	.603	.828	.654	.613	.744	.767	.868	.700	.656
	Sig. (2-tailed)	.002	.000	.000	.000	.000	.009	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

Lampiran 5 Uji Reliabilitas 30 Responden

Hasil Uji Reliabilitas X “Kualitas Pelayanan”

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.915	.919	20

Hasil Uji Reliabilitas Y “Kepuasan Konsumen”

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.937	.940	20

Lampiran 6 100 kuesioner
Kualitas Pelayanan

No	Tingkat Kinerja/Kualitas Pelayanan																			
Responden	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
1	4	4	4	5	3	5	3	3	5	4	3	4	4	3	4	4	4	4	5	4
2	3	4	5	4	5	5	4	5	4	4	5	4	5	3	3	5	3	4	2	3
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7	3	4	5	3	4	3	4	5	3	4	4	5	3	5	4	4	2	5	3	5
8	2	3	2	4	5	5	4	4	2	3	5	3	4	4	3	4	3	3	4	4
9	5	2	4	5	4	5	3	3	3	3	4	4	5	3	3	5	5	5	4	3
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22	3	4	4	5	5	3	5	4	3	5	3	4	4	4	4	4	2	5	4	4
23	4	5	3	3	4	5	4	2	5	4	5	3	5	5	3	5	4	4	2	5
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28	2	2	5	4	5	3	5	4	4	2	5	4	4	2	4	4	5	5	3	4
29	5	3	5	5	3	4	4	3	3	4	3	3	5	4	4	5	4	3	4	3
30	4	4	3	5	4	5	4	2	5	3	4	4	4	3	3	3	3	4	5	4
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Kepuasan Pelanggan

No	Tingkat Kepentingan/Kepuasan konsumen																			
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99	5	4	4	4	5	5	5	5	4	4	5	5	5	5	5	5	4	5	5	4
100	4	5	5	5	4	5	4	3	4	5	5	5	5	5	5	4	3	4	5	4

Lampiran 7 Uji Validitas 100 Responden

Correlations

		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	Ju	
		1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6	7	8	9	0	ml
		1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6	7	8	9	0	ah
X_1	Pearson	1	.63	.46	.53	.54	.36	.47	.36	.42	.39	.21	.26	.30	.33	.30	.27	.28	.37	.19	.42	.628**
	Correlation		1*	2*	2*	1*	2*	4*	4*	8*	9*	4*	4*	9*	6*	2*	5*	1*	3*	4	6*	*
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.003	.000	.000	.000	.000	.000	.000	.000	.000	.005	.000
X_2	Pearson	.63	1	.49	.56	.52	.43	.55	.55	.43	.35	.22	.22	.33	.33	.33	.41	.35	.21	.25	.24	.668**
	Correlation	1*		2*	0*	6*	5*	7*	4*	7*	2*	4*	7*	3*	3*	8*	5*	0*	0*	5*	9*	*
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.007	.000	.000	.000	.000	.000	.000	.003	.001	.002
X_3	Pearson	.46	.49	1	.44	.46	.52	.51	.61	.40	.49	.34	.31	.33	.22	.25	.33	.43	.33	.29	.22	.652**
	Correlation	2*	2*		9*	8*	2*	9*	0*	1*	9*	9*	4*	8*	7*	4*	6*	8*	0*	6*	4*	*
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.000	.001	.000	.000	.000	.000	.003	.005

X_19	Pearson Correlation	.194	.215*	.219*	.307*	.278	.180	.307*	.213*	.294*	.244	.306*	.433*	.441*	.442*	.320*	.519*	.478*	1	.529*	.574**	
	Sig. (2-tailed)	.054	.031	.030	.006	.060	.022	.021	.012	.011	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	
X_20	Pearson Correlation	.426*	.249*	.242*	.400*	.288*	.288*	.317*	.172	.282	.188	.213	.431*	.441*	.477*	.353*	.399*	.393*	.513*	.532*	1	.579**
	Sig. (2-tailed)	.000	.012	.025	.004	.004	.002	.006	.074	.026	.063	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000
	N	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000
Jumah	Pearson Correlation	.628*	.688*	.652*	.700*	.608*	.665*	.672*	.603*	.661*	.601*	.608*	.666*	.666*	.665*	.659*	.694*	.684*	.678*	.577*	.577*	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

Y_19	Pearson Correlation	.186	.209	.149	.204	.106	.102	.007	.009	.002	.453	.503	.427	.506	.399	.529	.346	.406	1	.371	.576**
	Sig. (2-tailed)	.065	.044	.138	.059	.395	.253	.645	.708	.588	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000
Y_20	Pearson Correlation	.261	.199	.111	.115	.104	.202	.007	.004	-.006	.302	.408	.308	.309	.401	.407	.208	.402	.307	1	.511**
	Sig. (2-tailed)	.031	.048	.276	.259	.153	.023	.452	.644	.421	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000
Jumah	Pearson Correlation	.611	.607	.504	.606	.505	.602	.502	.404	.407	.502	.502	.600	.508	.503	.505	.407	.504	.507	1	.501
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

Lampiran 8 Reliabilitas 100 Responden
Kualitas Pelayanan

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.928	.929	20

Kepuasan Pelanggan

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.885	.887	20

