

## KUESIONER

Pernyataan dibawah ini dalam rangka penelitian skripsi dengan judul:

### **Analisis Kepuasan Konsumen PT Bunda Asri Lestari (Menggunakan Metode *Importance Performance Analysis* dan *Customer Satisfaction Index*)**

#### PETUNJUK PENGISIAN

1. Jawablah pertanyaan yang diajukan dibawah ini dengan benar dan jujur.
2. Berilah tanda (√) pada salah satu jawaban yang paling benar.
3. Pertanyaan/ pernyataan harus dijawab semua.

#### **A. IDENTITAS RESPONDEN**

1. Nama Responden :
2. Jenis Kelamin :  Laki-Laki  Perempuan
3. Usia :  20-29 tahun  40-49 tahun  
 30-39 tahun  > 50 tahun
4. Pekerjaan :  
 PNS  Karyawan  
 TNI  Wirausaha  
 POLRI  Petani  
 Dokter  Pelajar/Mahasiswa  
 Guru  Lainnya :.....

#### **B. Kuisisioner tentang Kepuasan Konsumen Pada PT Bunda Asri Lestari Bandar Lampung. Berdasarkan Pengukuran Tingkat Kepentingan (harapan konsumen) dan Tingkat Kinerja (kenyataan yang diterima oleh konsumen).**

Dibawah ini terdapat pertanyaan – pertanyaan yang berkaitan dengan tingkat kepentingan dan tingkat kinerja atribut menurut anda sebagai konsumen pengguna jasa PT Bunda Asri Lestari. Dimohonkan anda memberi penilaian dengan memberi tanda checklist (√) pada pernyataan dibawah ini :



	<b>Assurance</b>										
13	Tepat waktu saat keberangkatan sesuai dengan yang di janjikan										
14	Merasa aman saat transaksi dengan karyawan										
15	Merasa aman dalam melaksanakan ibadah di tanah suci										

## 2. Karakteristik Responden

### Statistics

		Jenis_Kelamin	USIA	PEKERJAAN
N	Valid	92	92	92
	Missing	0	0	0

### Jenis\_Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-Laki	41	44.6	44.6	44.6
	Perempuan	51	55.4	55.4	100.0
	Total	92	100.0	100.0	

### USIA

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17-27 tahun	4	4.3	4.3	4.3
	28-38 tahun	7	7.6	7.6	12.0
	39-49 tahun	50	54.3	54.3	66.3
	>50 tahun	31	33.7	33.7	100.0
	Total	92	100.0	100.0	

### PEKERJAAN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	PNS	37	40.2	40.2	40.2
	TNI	8	8.7	8.7	48.9
	Polri	14	15.2	15.2	64.1

Dokter	7	7.6	7.6	71.7
Guru	7	7.6	7.6	79.3
Karyawan	10	10.9	10.9	90.2
Wirasaha	4	4.3	4.3	94.6
Petani	4	4.3	4.3	98.9
Lainnya	1	1.1	1.1	100.0
Total	92	100.0	100.0	

### 3. Jawaban Responden

#### a. Tingkat Kepentingan

**tangible1**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	3	3.3	3.3	3.3
2	3	3.3	3.3	6.5
Valid 3	26	28.3	28.3	34.8
4	46	50.0	50.0	84.8
5	14	15.2	15.2	100.0
Total	92	100.0	100.0	

**tangible2**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2.2	2.2	2.2
Valid 3	23	25.0	25.0	27.2
4	37	40.2	40.2	67.4
5	30	32.6	32.6	100.0
Total	92	100.0	100.0	

**tangible3**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.1	1.1	1.1
Valid 2	9	9.8	9.8	10.9
3	31	33.7	33.7	44.6
4	34	37.0	37.0	81.5
5	17	18.5	18.5	100.0
Total	92	100.0	100.0	

**reliability1**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.2	2.2	2.2
2	12	13.0	13.0	15.2
3	33	35.9	35.9	51.1
4	32	34.8	34.8	85.9
5	13	14.1	14.1	100.0
Total	92	100.0	100.0	

**reliability2**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.1	1.1	1.1
2	7	7.6	7.6	8.7
3	34	37.0	37.0	45.7
4	32	34.8	34.8	80.4
5	18	19.6	19.6	100.0
Total	92	100.0	100.0	

**reliability3**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.1	1.1	1.1
2	5	5.4	5.4	6.5
3	27	29.3	29.3	35.9
4	28	30.4	30.4	66.3
5	31	33.7	33.7	100.0
Total	92	100.0	100.0	

**emphaty1**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.1	1.1	1.1
2	7	7.6	7.6	8.7
3	31	33.7	33.7	42.4
4	31	33.7	33.7	76.1
5	22	23.9	23.9	100.0
Total	92	100.0	100.0	

**emphaty2**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.2	2.2	2.2
2	11	12.0	12.0	14.1
3	34	37.0	37.0	51.1
4	34	37.0	37.0	88.0
5	11	12.0	12.0	100.0
Total	92	100.0	100.0	

**emphaty3**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.1	1.1	1.1
2	10	10.9	10.9	12.0
3	35	38.0	38.0	50.0
4	34	37.0	37.0	87.0
5	12	13.0	13.0	100.0
Total	92	100.0	100.0	

**responsivness1**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	11	12.0	12.0	12.0
3	31	33.7	33.7	45.7
4	46	50.0	50.0	95.7
5	4	4.3	4.3	100.0
Total	92	100.0	100.0	

**responsivness2**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.2	2.2	2.2
2	14	15.2	15.2	17.4
3	38	41.3	41.3	58.7
4	36	39.1	39.1	97.8
5	2	2.2	2.2	100.0
Total	92	100.0	100.0	

**responsivness3**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.2	2.2	2.2
2	10	10.9	10.9	13.0
3	43	46.7	46.7	59.8
4	31	33.7	33.7	93.5
5	6	6.5	6.5	100.0
Total	92	100.0	100.0	

**ansurance1**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	13	14.1	14.1	14.1
3	36	39.1	39.1	53.3
4	31	33.7	33.7	87.0
5	12	13.0	13.0	100.0
Total	92	100.0	100.0	

**ansurance2**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.1	1.1	1.1
3	27	29.3	29.3	30.4
4	55	59.8	59.8	90.2
5	9	9.8	9.8	100.0
Total	92	100.0	100.0	

**ansurance3**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	5	5.4	5.4	5.4
3	22	23.9	23.9	29.3
4	38	41.3	41.3	70.7
5	27	29.3	29.3	100.0
Total	92	100.0	100.0	

- Tingkat Kinerja

**tangible1a**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.1	1.1	1.1
3	19	20.7	20.7	21.7
Valid 4	36	39.1	39.1	60.9
5	36	39.1	39.1	100.0
Total	92	100.0	100.0	

**tangible2a**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.2	2.2	2.2
2	3	3.3	3.3	5.4
Valid 3	19	20.7	20.7	26.1
4	38	41.3	41.3	67.4
5	30	32.6	32.6	100.0
Total	92	100.0	100.0	

**tangible3a**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.2	2.2	2.2
3	32	34.8	34.8	37.0
Valid 4	37	40.2	40.2	77.2
5	21	22.8	22.8	100.0
Total	92	100.0	100.0	

**reliability1a**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	8	8.7	8.7	8.7
3	23	25.0	25.0	33.7
Valid 4	32	34.8	34.8	68.5
5	29	31.5	31.5	100.0
Total	92	100.0	100.0	



**reliability2a**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	4	4.3	4.3	4.3
2	10	10.9	10.9	15.2
3	31	33.7	33.7	48.9
4	38	41.3	41.3	90.2
5	9	9.8	9.8	100.0
Total	92	100.0	100.0	

**reliability3a**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2.2	2.2	2.2
3	25	27.2	27.2	29.3
4	45	48.9	48.9	78.3
5	20	21.7	21.7	100.0
Total	92	100.0	100.0	

**emphaty1a**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	6	6.5	6.5	6.5
3	30	32.6	32.6	39.1
4	36	39.1	39.1	78.3
5	20	21.7	21.7	100.0
Total	92	100.0	100.0	

**emphaty2a**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	4	4.3	4.3	4.3
3	18	19.6	19.6	23.9
4	39	42.4	42.4	66.3
5	31	33.7	33.7	100.0
Total	92	100.0	100.0	

**emphaty3a**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	7	7.6	7.6	7.6
3	30	32.6	32.6	40.2
Valid 4	32	34.8	34.8	75.0
5	23	25.0	25.0	100.0
Total	92	100.0	100.0	

**responsivness1a**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.1	1.1	1.1
2	4	4.3	4.3	5.4
Valid 3	28	30.4	30.4	35.9
4	38	41.3	41.3	77.2
5	21	22.8	22.8	100.0
Total	92	100.0	100.0	

**responsivness2a**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	3	3.3	3.3	3.3
2	6	6.5	6.5	9.8
Valid 3	40	43.5	43.5	53.3
4	36	39.1	39.1	92.4
5	7	7.6	7.6	100.0
Total	92	100.0	100.0	

**responsivness3a**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	7	7.6	7.6	7.6
3	35	38.0	38.0	45.7
Valid 4	40	43.5	43.5	89.1
5	10	10.9	10.9	100.0
Total	92	100.0	100.0	

**ansurance1a**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	6	6.5	6.5	6.5
3	28	30.4	30.4	37.0
Valid 4	41	44.6	44.6	81.5
5	17	18.5	18.5	100.0
Total	92	100.0	100.0	

**ansurance2a**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	4	4.3	4.3	4.3
2	10	10.9	10.9	15.2
Valid 3	31	33.7	33.7	48.9
4	37	40.2	40.2	89.1
5	10	10.9	10.9	100.0
Total	92	100.0	100.0	

**ansurance3a**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	3	3.3	3.3	3.3
2	7	7.6	7.6	10.9
Valid 3	38	41.3	41.3	52.2
4	31	33.7	33.7	85.9
5	13	14.1	14.1	100.0
Total	92	100.0	100.0	

#### 4. UJI VALIDITAS

##### a. Tingkat Kepentingan

Correlations

	T1	T2	T3	R1	R2	R3	E1	E2	E3	RES1	RES2	RES3	A1	A2	A3	KEPENTIN GAN
T1 Pearson Correlation	1	.027	.306	.175	.354 <sup>*</sup>	.347 <sup>*</sup>	.382 <sup>*</sup>	-.130	.026	.093	.027	.306	.175	.339 <sup>*</sup>	.347 <sup>*</sup>	.415 <sup>*</sup>
T1 Sig. (1-tailed)		.443	.050	.177	.027	.030	.019	.247	.445	.313	.443	.050	.177	.034	.030	.011
T1 N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
T2 Pearson Correlation	.027	1	.083	.083	.378 <sup>*</sup>	.472 <sup>**</sup>	.174	.526 <sup>**</sup>	.317 <sup>*</sup>	.400 <sup>*</sup>	1.000 <sup>**</sup>	.083	.083	.366 <sup>*</sup>	.472 <sup>**</sup>	.666 <sup>**</sup>
T2 Sig. (1-tailed)	.443		.331	.332	.020	.004	.178	.001	.044	.014	.000	.331	.332	.023	.004	.000
T2 N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
T3 Pearson Correlation	.306	.083	1	.374 <sup>*</sup>	.255	.244	.154	-.056	.338 <sup>*</sup>	.253	.083	1.000 <sup>**</sup>	.374 <sup>*</sup>	.324 <sup>*</sup>	.244	.553 <sup>**</sup>
T3 Sig. (1-tailed)	.050	.331		.021	.087	.097	.208	.384	.034	.089	.331	.000	.021	.040	.097	.001
T3 N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R1 Pearson Correlation	.175	.083	.374 <sup>*</sup>	1	.067	-.126	.115	.307 <sup>*</sup>	.175	.167	.083	.374 <sup>*</sup>	1.000 <sup>**</sup>	.116	-.126	.423 <sup>**</sup>
R1 Sig. (1-tailed)	.177	.332	.021		.362	.253	.273	.049	.178	.189	.332	.021	.000	.271	.253	.010
R1 N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R2 Pearson Correlation	.354 <sup>*</sup>	.378 <sup>*</sup>	.255	.067	1	.581 <sup>**</sup>	.162	.171	.321 <sup>*</sup>	.148	.378 <sup>*</sup>	.255	.067	.984 <sup>**</sup>	.581 <sup>**</sup>	.685 <sup>**</sup>
R2 Sig. (1-tailed)	.027	.020	.087	.362		.000	.196	.183	.042	.217	.020	.087	.362	.000	.000	.000
R2 N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R3 Pearson Correlation	.347 <sup>*</sup>	.472 <sup>**</sup>	.244	-.126	.581 <sup>**</sup>	1	.266	.093	.313 <sup>*</sup>	.267	.472 <sup>**</sup>	.244	-.126	.537 <sup>**</sup>	1.000 <sup>**</sup>	.670 <sup>**</sup>
R3 Sig. (1-tailed)	.030	.004	.097	.253	.000		.078	.312	.046	.077	.004	.097	.253	.001	.000	.000
R3 N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E1 Pearson Correlation	.382 <sup>*</sup>	.174	.154	.115	.162	.266	1	.191	.152	.331 <sup>*</sup>	.174	.154	.115	.167	.266	.444 <sup>**</sup>
E1 Sig. (1-tailed)	.019	.178	.208	.273	.196	.078		.156	.211	.037	.178	.208	.273	.190	.078	.007
E1 N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E2 Pearson Correlation	-.130	.526 <sup>**</sup>	-.056	.307 <sup>*</sup>	.171	.093	.191	1	.231	.324 <sup>*</sup>	.526 <sup>**</sup>	-.056	.307 <sup>*</sup>	.190	.093	.459 <sup>**</sup>

	Sig. (1-tailed)	.247	.001	.384	.049	.183	.312	.156		.110	.040	.001	.384	.049	.157	.312	.005
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.026	.317 <sup>+</sup>	.338 <sup>+</sup>	.175	.321 <sup>+</sup>	.313 <sup>+</sup>	.152	.231	1	.573 <sup>**</sup>	.317 <sup>+</sup>	.338 <sup>+</sup>	.175	.297	.313 <sup>+</sup>	.586 <sup>**</sup>
E3	Sig. (1-tailed)	.445	.044	.034	.178	.042	.046	.211	.110		.000	.044	.034	.178	.055	.046	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.093	.400 <sup>+</sup>	.253	.167	.148	.267	.331 <sup>+</sup>	.324 <sup>+</sup>	.573 <sup>**</sup>	1	.400 <sup>+</sup>	.253	.167	.145	.267	.572 <sup>**</sup>
RES	Sig. (1-tailed)	.313	.014	.089	.189	.217	.077	.037	.040	.000		.014	.089	.189	.222	.077	.000
1	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.027	1.000 <sup>**</sup>	.083	.083	.378 <sup>+</sup>	.472 <sup>**</sup>	.174	.526 <sup>**</sup>	.317 <sup>+</sup>	.400 <sup>+</sup>	1	.083	.083	.366 <sup>+</sup>	.472 <sup>**</sup>	.666 <sup>**</sup>
RES	Sig. (1-tailed)	.443	.000	.331	.332	.020	.004	.178	.001	.044	.014		.331	.332	.023	.004	.000
2	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.306	.083	1.000 <sup>**</sup>	.374 <sup>+</sup>	.255	.244	.154	-.056	.338 <sup>+</sup>	.253	.083	1	.374 <sup>+</sup>	.324 <sup>+</sup>	.244	.553 <sup>**</sup>
RES	Sig. (1-tailed)	.050	.331	.000	.021	.087	.097	.208	.384	.034	.089	.331		.021	.040	.097	.001
3	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.175	.083	.374 <sup>+</sup>	1.000 <sup>**</sup>	.067	-.126	.115	.307 <sup>+</sup>	.175	.167	.083	.374 <sup>+</sup>	1	.116	-.126	.423 <sup>**</sup>
A1	Sig. (1-tailed)	.177	.332	.021	.000	.362	.253	.273	.049	.178	.189	.332	.021		.271	.253	.010
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.339 <sup>+</sup>	.366 <sup>+</sup>	.324 <sup>+</sup>	.116	.984 <sup>**</sup>	.537 <sup>**</sup>	.167	.190	.297	.145	.366 <sup>+</sup>	.324 <sup>+</sup>	.116	1	.537 <sup>**</sup>	.694 <sup>**</sup>
A2	Sig. (1-tailed)	.034	.023	.040	.271	.000	.001	.190	.157	.055	.222	.023	.040	.271		.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.347 <sup>+</sup>	.472 <sup>**</sup>	.244	-.126	.581 <sup>**</sup>	1.000 <sup>**</sup>	.266	.093	.313 <sup>+</sup>	.267	.472 <sup>**</sup>	.244	-.126	.537 <sup>**</sup>	1	.670 <sup>**</sup>
A3	Sig. (1-tailed)	.030	.004	.097	.253	.000	.000	.078	.312	.046	.077	.004	.097	.253	.001		.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KEP	Pearson Correlation	.415 <sup>+</sup>	.666 <sup>**</sup>	.553 <sup>**</sup>	.423 <sup>**</sup>	.685 <sup>**</sup>	.670 <sup>**</sup>	.444 <sup>**</sup>	.459 <sup>**</sup>	.586 <sup>**</sup>	.572 <sup>**</sup>	.666 <sup>**</sup>	.553 <sup>**</sup>	.423 <sup>**</sup>	.694 <sup>**</sup>	.670 <sup>**</sup>	1
ENTI	Sig. (1-tailed)	.011	.000	.001	.010	.000	.000	.007	.005	.000	.000	.000	.001	.010	.000	.000	.000
NGA	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
N	N																

\*. Correlation is significant at the 0.05 level (1-tailed).





AA1	Pearson	.162	.348*	.883**	.127	.127	.369*	.301	.127	.304	.248	.404*	.178	1	.483**	.235	.670**
	Correlation																
	Sig. (1-tailed)	.196	.030	.000	.251	.251	.022	.053	.251	.051	.094	.013	.173		.003	.106	.000
AA2	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson	.099	.327*	.469**	-.092	-.092	.682**	.069	-.092	.857**	.131	.386*	.187	.483**	1	.283	.637**
	Correlation																
AA3	Sig. (1-tailed)	.301	.039	.004	.314	.314	.000	.358	.314	.000	.245	.018	.161	.003		.065	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson	.188	.048	.183	.365*	.365*	.380*	-.096	.441**	.370*	.134	.292	.187	.235	.283	1	.546**
KINER	Correlation																
	Sig. (1-tailed)	.160	.401	.166	.024	.024	.019	.307	.007	.022	.240	.059	.162	.106	.065		.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
JA	Pearson	.430**	.566**	.647**	.453**	.453**	.633**	.343*	.359*	.703**	.487**	.608**	.412*	.670**	.637**	.546**	1
	Correlation																
	Sig. (1-tailed)	.009	.001	.000	.006	.006	.000	.032	.026	.000	.003	.000	.012	.000	.000	.001	
KINER	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

\*. Correlation is significant at the 0.05 level (1-tailed).

\*\* . Correlation is significant at the 0.01 level (1-tailed).



## 5. Reliabel

### Scale: KEPENTINGAN

#### Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

#### Reliability Statistics

Cronbach's Alpha	N of Items
.899	15

### Scale: KINERJA

#### Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

#### Reliability Statistics

Cronbach's Alpha	N of Items
.786	15

## 6. Rata – Rata Tingkat Kepentingan

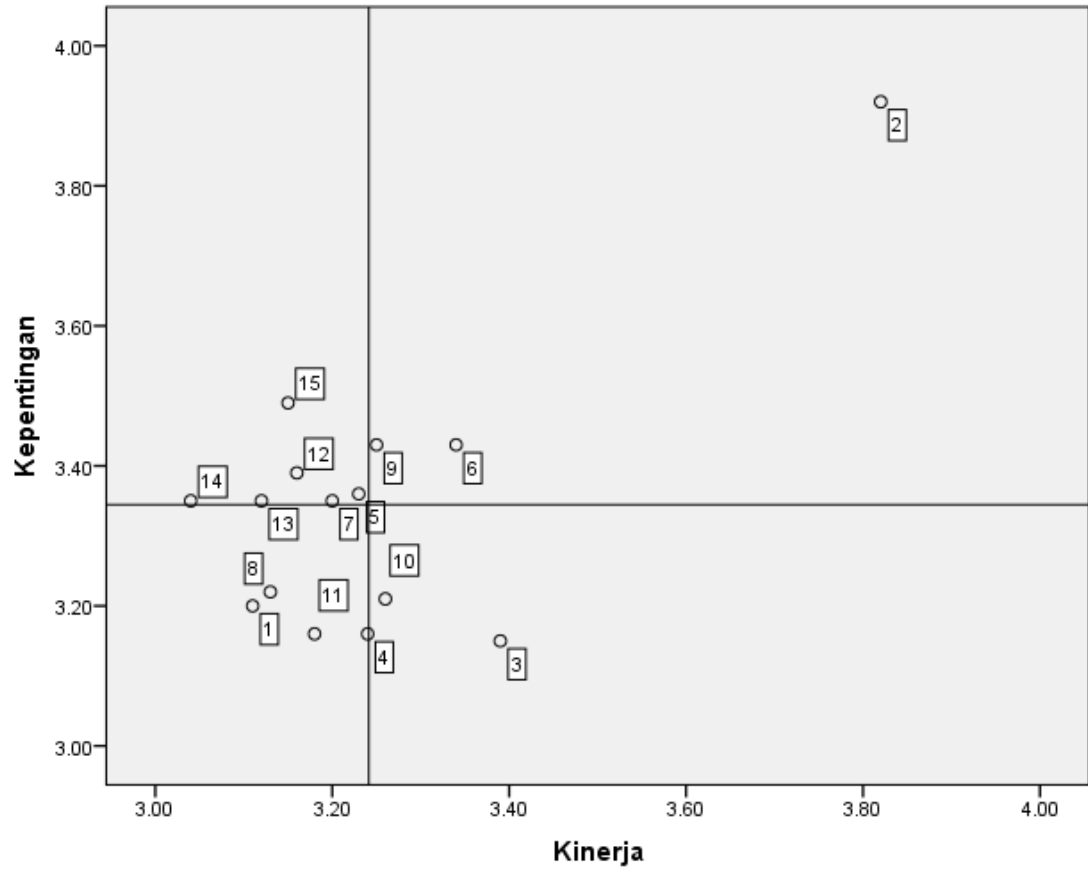
Indikator	Jumlah Skor Jawaban					Total	Rata-rata
	STP (1)	TP (2)	CP (3)	P (4)	SP (5)		
T1	8	12	35	28	9	294	3.20
T2	4	5	33	30	20	361	3.92
T3	9	15	31	27	10	290	3.15
R1	7	15	36	24	10	291	3.16
R2	9	12	34	25	12	295	3.36
R3	4	10	35	28	15	316	3.43
E1	10	7	31	29	15	308	3.35

E2	9	11	34	27	11	296	3.22
E3	8	12	32	28	12	316	3.43
RES1	8	11	35	30	8	295	3.21
RES2	7	14	37	25	9	291	3.16
RES3	9	10	38	28	7	290	3.39
A1	9	13	35	23	12	308	3.35
A2	7	11	28	35	11	308	3.35
A3	8	10	23	31	20	321	3.49
<b>Total Rata-rata</b>						<b>49.61</b>	<b>3.34</b>

### 7. Rata – Rata Tingkat Kinerja

Indikator	Jumlah Skor Jawaban					Total	Rata-rata
	STP (1)	TP (2)	CP (3)	P (4)	SP (5)		
T1	8	15	38	21	10	286	3.11
T2	7	12	35	24	14	351	3.82
T3	5	13	34	21	19	312	3.39
R1	7	11	39	23	12	298	3.24
R2	4	10	38	31	9	307	3.34
R3	8	14	27	25	18	307	3.34
E1	5	18	36	20	13	294	3.20
E2	9	13	38	21	11	288	3.13
E3	6	8	41	25	12	299	3.25
RES1	7	10	39	24	12	300	3.26
RES2	8	13	36	24	11	293	3.18
RES3	8	13	39	20	12	291	3.16
A1	9	12	41	19	11	287	3.12
A2	9	18	35	20	10	280	3.04
A3	8	13	38	23	10	290	3.15
<b>Total Rata-rata</b>						<b>48.73</b>	<b>3.25</b>

### 8. Diagram kartesius





**SURAT KEPUTUSAN**  
**REKTOR IBI DARMAJAYA**  
**NOMOR : SK.0268/DMJ/DFBE/BAAK/V-17**

**Tentang**  
**Dosen Pembimbing Skripsi**  
**Program Studi S1 Manajemen**

**REKTOR IBI DARMAJAYA**

- Memperhatikan :** 1. Bahwa dalam rangka usaha peningkatan mutu dan peranan IBI Darmajaya dalam melaksanakan Pendidikan Nasional perlu ditingkatkan kemampuan mahasiswa dalam **Skripsi**.
2. Laporan dan usulan Ketua Program Studi **S1 Manajemen**.
- Menimbang :** 1. Bahwa untuk mengefektifkan tenaga pengajar dalam Skripsi mahasiswa perlu ditetapkan **Dosen Pembimbing Skripsi**.
2. Bahwa untuk maksud tersebut dipandang perlu menerbitkan Surat Keputusan Rektor.
- Mengingat :** 1. UU No.20 Tahun 2003 Tentang Sistem Pendidikan Nasional.
2. Peraturan Pemerintah No.60 Tahun 2010 tentang Pendidikan Sekolah Tinggi
3. Surat Keputusan Menteri Pendidikan Nasional Republik Indonesia No.165/D/O/2008 tertanggal 20 Agustus 2008 tentang Perubahan Status STMIK-STIE Darmajaya menjadi Informatics and Business Institute (IBI) Darmajaya
4. STATUTA IBI Darmajaya
5. Surat Ketua Yayasan Pendidikan Alfian Husin No. IM.003/YP-AH/X-08 tentang Persetujuan Perubahan Struktur Organisasi
6. Surat Keputusan Rektor 0383/DMJ/REK/X-08 tentang Struktur Organisasi.
- Menetapkan**
- Pertama :** Mengangkat nama-nama seperti tersebut dalam lampiran Surat Keputusan ini sebagai Dosen Pembimbing Skripsi mahasiswa Program Studi S1 Manajemen.
- Kedua :** Pembimbing Skripsi berkewajiban melaksanakan tugasnya sesuai dengan jadwal yang telah ditetapkan.
- Ketiga :** Pembimbing Skripsi yang ditunjuk akan diberikan honorarium yang besarnya sesuai dengan ketentuan peraturan dan norma penggajian dan honorarium IBIDarmajaya.
- Keempat :** Surat Keputusan ini berlaku sejak tanggal ditetapkan dan apabila dikemudian hari terdapat kekeliruan dalam keputusan ini, maka keputusan ini akan ditinjau kembali.

Ditetapkan di : Bandar Lampung

Pada tanggal : 22 Mei 2017

a.n. Rektor IBI Darmajaya,  
Dekan Fakultas Bisnis & Ekonomi



Dr. R.Z. Abdul Aziz, M.Ts

NIK.01050304

1. Kabirol. SDM
2. Ketua Jurusan S1 Manajemen
3. Yang bersangkutan
4. Arsip

Lampiran : Surat Keputusan Rektor IBI Darmajaya  
Nomor : SK.0268/DMJ/DFBE/BAAK/V-17  
Tanggal : 06 September 2017  
Perihal : Pembimbing Penulisan Skripsi  
Program Studi Strata Satu (S1) Manajemen

Judul Penulisan Skripsi & Dosen Pembimbing  
Program Studi Strata Satu (S1) Manajemen

NO	NAMA	NPM	JUDUL	PEMBIMBING
1	Muhammad Mahbub	1312110018	Analisis Kepuasan Konsumen PT Bunda Asri Lestari Di Bandar Lampung	Aswin, S.E., M.M

An. Rektor IBI Darmajaya  
Dekan Fakultas Bisnis & Ekonomi

  
Dr. Anuar Sanusi, S.E., M.Si  
NIK. 30010203





BIRO ADMINISTRASI AKADEMIK KEMAHASISWAAN (BAAK)

FORM KONSULTASI/BIMBINGAN SKRIPSI/TUGAS AKHIR \*)

NAMA : MUHAMMAD MAHBUB  
 NPM : 1312110018  
 PEMBIMBING I : ASWIN, S.E., M.M  
 PEMBIMBING II :  
 JUDUL LAPORAN : Analisis kepuasan konsumen PT Bunda Asri Lestari  
 TANGGAL SK : ..... s.d ..... (6+2 bulan)

No	HARI/TANGGAL	HASIL KONSULTASI	PARAF
1	15/17/05 /senin	Tambahan dan rpp relevan.	h-
2	senin /17-5-17	Acc Semua	h-
3	Kamis /13-7-17	Revisi Bab I & II	h-
4	Senin /28-7-17	Sempurna lampir kelengkapan Cengki teori, Perguna Cara penulisan	h-
5	Rabu /9-8-17	Rumusan masalah diperket, Revisi penase small.	h-
6	Senin /10-8-17	Acc Bab I & II, Revisi Bab III	h-
7	Selasa /15-8-17	Sempurna teknik sampel, Revisi kuisioner	h-
8	Jumiat /16-8-17	Acc Bab III & Kuisioner	h-
9	Rabu /23-8-17	Revisi hasil & pembahasan	h-
10	seni /28-8-17	Sempurna kembali dan Bab V	h-

\*) Coret yang tidak perlu  
 4. Sabtu /29-8-17 Acc usman

Bandar Lampung, .....  
 Ketua Jurusan

*Aswin*

( ..... )  
 NIK. ....

