

LAMPIRAN

Lampiran 1

Kuesioner Penelitian

Bandar Lampung, Februari 2022

Hal : **Permohonan Bantuan Pengisian Kuisisioner**

Kepada Yth :
Bapak/ Ibu
Di
Tempat

Dengan Hormat,

Bersama ini saya sampaikan bahwa saya bermaksud mengadakan penelitian di Bandar Lampung. Penelitian ini dilaksanakan dalam rangka penulisan skripsi sebagai salah satu syarat dalam penyelesaian studi pada program Sarjana IIB Darmajaya. Konsentrasi Manajemen Pemasaran tentang **“Analisis Kepuasan Konsumen Terhadap Kualitas Pelayanan Pada Jasa Ekspedisi TIKI di Bandar Lampung”**.

Sehubungan dengan maksud di atas, saya mengharapkan bantuan saudara untuk bersedia mengisi instrument penelitian ini sesuai dengan pendapat dan pengalaman yang dimiliki. Bantuan dan partisipasi saudara merupakan sumbangan yang sangat berharga bagi terselenggaranya penelitian ilmiah ini. Untuk itu semuanya saya ucapkan terimakasih.

Hormat Saya,

KUESIONER

Pernyataan dibawah ini dalam rangka penelitian skripsi dengan judul:

Analisis Kepuasan Konsumen Terhadap Kualitas Pelayanan Pada Jasa Ekspedisi TIKI di Bandar Lampung

PETUNJUK PENGISISAN

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 : 17 – 25 tahun 36 - 45 tahun
 26 – 35 tahun 46 – 55 tahun
4. Pekerjaan : PNS Wirausaha
 Petani Mahasiswa
 Guru Karyawan
 Ibu Rumah Tangga
 Lainnya

Lampiran 2

Karakteristik Responden

Jenis_Kelamin

	Frequenc y	Percent	Valid Percent	Cumulative Percent
Laki-Laki	45	46.4	46.4	46.4
Valid Perempuan	52	53.6	53.6	100.0
Total	97	100.0	100.0	

USIA

	Frequenc y	Percent	Valid Percent	Cumulative Percent
Valid 17-25 tahun	36	37.1	37.1	37.1
26-35 tahun	30	30.9	30.9	68.0
36-45 tahun	23	23.7	23.7	91.8
46-55 tahun	8	8.2	8.2	100.0
Total	97	100.0	100.0	

PEKERJAAN

	Frequenc y	Percent	Valid Percent	Cumulative Percent
Valid PNS	11	11.3	11.3	11.3
Guru	1	1.0	1.0	12.4
Karyawan	21	21.6	21.6	34.0
Wirausaha	29	29.9	29.9	63.9
Petani	2	2.1	2.1	66.0
Mahasiswa	14	14.4	14.4	80.4
Ibu Rumah Tangga	12	12.4	12.4	92.8
Lainnya	7	7.2	7.2	100.0
Total	97	100.0	100.0	

Lampiran 3

Jawaban Responden

- Kepentingan

T1

	Frequenc y	Percent	Valid Percent	Cumulative Percent
1	3	3.1	3.1	3.1
2	3	3.1	3.1	6.2
Valid 3	26	26.8	26.8	33.0
4	50	51.5	51.5	84.5
5	15	15.5	15.5	100.0
Total	97	100.0	100.0	

T2

	Frequenc y	Percent	Valid Percent	Cumulative Percent
2	2	2.1	2.1	2.1
3	23	23.7	23.7	25.8
Valid 4	38	39.2	39.2	64.9
5	34	35.1	35.1	100.0
Total	97	100.0	100.0	

T3

	Frequenc y	Percent	Valid Percent	Cumulative Percent
1	1	1.0	1.0	1.0
2	9	9.3	9.3	10.3
Valid 3	34	35.1	35.1	45.4
4	35	36.1	36.1	81.4
5	18	18.6	18.6	100.0
Total	97	100.0	100.0	

R1

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.1	2.1	2.1
2	14	14.4	14.4	16.5
3	34	35.1	35.1	51.5
4	34	35.1	35.1	86.6
5	13	13.4	13.4	100.0
Total	97	100.0	100.0	

R2

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.0	1.0	1.0
2	7	7.2	7.2	8.2
3	37	38.1	38.1	46.4
4	33	34.0	34.0	80.4
5	19	19.6	19.6	100.0
Total	97	100.0	100.0	

R3

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.0	1.0	1.0
2	6	6.2	6.2	7.2
3	28	28.9	28.9	36.1
4	30	30.9	30.9	67.0
5	32	33.0	33.0	100.0
Total	97	100.0	100.0	

RES1

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.0	1.0	1.0
2	7	7.2	7.2	8.2
3	34	35.1	35.1	43.3
4	31	32.0	32.0	75.3
5	24	24.7	24.7	100.0
Total	97	100.0	100.0	

RES2

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.1	2.1	2.1
2	11	11.3	11.3	13.4
3	36	37.1	37.1	50.5
4	37	38.1	38.1	88.7
5	11	11.3	11.3	100.0
Total	97	100.0	100.0	

RES3

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.0	1.0	1.0
2	10	10.3	10.3	11.3
3	35	36.1	36.1	47.4
4	38	39.2	39.2	86.6
5	13	13.4	13.4	100.0
Total	97	100.0	100.0	

E1

	Frequency	Percent	Valid Percent	Cumulative Percent
2	11	11.3	11.3	11.3
3	32	33.0	33.0	44.3
Valid 4	49	50.5	50.5	94.8
5	5	5.2	5.2	100.0
Total	97	100.0	100.0	

E2

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.1	2.1	2.1
2	14	14.4	14.4	16.5
Valid 3	38	39.2	39.2	55.7
4	39	40.2	40.2	95.9
5	4	4.1	4.1	100.0
Total	97	100.0	100.0	

E3

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.1	2.1	2.1
2	10	10.3	10.3	12.4
Valid 3	45	46.4	46.4	58.8
4	32	33.0	33.0	91.8
5	8	8.2	8.2	100.0
Total	97	100.0	100.0	

A1

	Frequency	Percent	Valid Percent	Cumulative Percent
2	13	13.4	13.4	13.4
3	37	38.1	38.1	51.5
Valid 4	33	34.0	34.0	85.6
5	14	14.4	14.4	100.0
Total	97	100.0	100.0	

A2

	Frekuensi	Percent	Valid Percent	Cumulative Percent
2	1	1.0	1.0	1.0
3	30	30.9	30.9	32.0
Valid 4	56	57.7	57.7	89.7
5	10	10.3	10.3	100.0
Total	97	100.0	100.0	

A3

	Frekuensi	Percent	Valid Percent	Cumulative Percent
2	5	5.2	5.2	5.2
3	23	23.7	23.7	28.9
Valid 4	40	41.2	41.2	70.1
5	29	29.9	29.9	100.0
Total	97	100.0	100.0	

- **Kinerja**

TA1

	Frekuensi	Percent	Valid Percent	Cumulative Percent
2	1	1.0	1.0	1.0
3	20	20.6	20.6	21.6
Valid 4	38	39.2	39.2	60.8
5	38	39.2	39.2	100.0
Total	97	100.0	100.0	

TA2

	Frekuensi	Percent	Valid Percent	Cumulative Percent
1	2	2.1	2.1	2.1
2	3	3.1	3.1	5.2
Valid 3	19	19.6	19.6	24.7
4	42	43.3	43.3	68.0
5	31	32.0	32.0	100.0
Total	97	100.0	100.0	

TA3

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.1	2.1	2.1
3	32	33.0	33.0	35.1
Valid 4	38	39.2	39.2	74.2
5	25	25.8	25.8	100.0
Total	97	100.0	100.0	

RE1

	Frequency	Percent	Valid Percent	Cumulative Percent
2	8	8.2	8.2	8.2
3	26	26.8	26.8	35.1
Valid 4	33	34.0	34.0	69.1
5	30	30.9	30.9	100.0
Total	97	100.0	100.0	

RE2

	Frequency	Percent	Valid Percent	Cumulative Percent
1	4	4.1	4.1	4.1
2	10	10.3	10.3	14.4
Valid 3	32	33.0	33.0	47.4
4	41	42.3	42.3	89.7
5	10	10.3	10.3	100.0
Total	97	100.0	100.0	

RE3

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2.1	2.1	2.1
3	26	26.8	26.8	28.9
Valid 4	49	50.5	50.5	79.4
5	20	20.6	20.6	100.0
Total	97	100.0	100.0	

RESSP1

	Frequency	Percent	Valid Percent	Cumulative Percent
2	6	6.2	6.2	6.2
3	31	32.0	32.0	38.1
Valid 4	39	40.2	40.2	78.4
5	21	21.6	21.6	100.0
Total	97	100.0	100.0	

RESSP2

	Frequency	Percent	Valid Percent	Cumulative Percent
2	4	4.1	4.1	4.1
3	20	20.6	20.6	24.7
Valid 4	39	40.2	40.2	64.9
5	34	35.1	35.1	100.0
Total	97	100.0	100.0	

RESSP3

	Frequency	Percent	Valid Percent	Cumulative Percent
2	7	7.2	7.2	7.2
3	31	32.0	32.0	39.2
Valid 4	34	35.1	35.1	74.2
5	25	25.8	25.8	100.0
Total	97	100.0	100.0	

EM1

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.0	1.0	1.0
2	4	4.1	4.1	5.2
Valid 3	30	30.9	30.9	36.1
4	40	41.2	41.2	77.3
5	22	22.7	22.7	100.0
Total	97	100.0	100.0	

EM2

	Frequency	Percent	Valid Percent	Cumulative Percent
1	3	3.1	3.1	3.1
2	6	6.2	6.2	9.3
Valid 3	41	42.3	42.3	51.5
4	38	39.2	39.2	90.7
5	9	9.3	9.3	100.0
Total	97	100.0	100.0	

EM3

	Frequency	Percent	Valid Percent	Cumulative Percent
2	7	7.2	7.2	7.2
3	35	36.1	36.1	43.3
Valid 4	41	42.3	42.3	85.6
5	14	14.4	14.4	100.0
Total	97	100.0	100.0	

AN1

	Frequency	Percent	Valid Percent	Cumulative Percent
2	6	6.2	6.2	6.2
3	30	30.9	30.9	37.1
Valid 4	43	44.3	44.3	81.4
5	18	18.6	18.6	100.0
Total	97	100.0	100.0	

AN2

	Frequency	Percent	Valid Percent	Cumulative Percent
1	4	4.1	4.1	4.1
2	10	10.3	10.3	14.4
3	32	33.0	33.0	47.4
4	40	41.2	41.2	88.7
5	11	11.3	11.3	100.0
Total	97	100.0	100.0	

AN3

	Frequency	Percent	Valid Percent	Cumulative Percent
1	3	3.1	3.1	3.1
2	7	7.2	7.2	10.3
3	38	39.2	39.2	49.5
4	33	34.0	34.0	83.5
5	16	16.5	16.5	100.0
Total	97	100.0	100.0	

Lampiran 4

Uji Validitas

- Kepentingan

Correlations

	T1	T2	T3	R1	R2	R3	RES1	RES2	RES3	E1	E2	E3	A1	A2	A3	TOTAL_KE
T1 Pearson Correlation	1	.470**	.475**	.054	.185	.390*	-.125	.891**	.411*	.185	.168	.083	.333*	.385*	.121	.563**
T1 Sig. (1-tailed)		.004	.004	.389	.163	.017	.255	.000	.012	.164	.187	.332	.036	.018	.263	.001
T1 N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
T2 Pearson Correlation	.470**	1	.318*	.206	.527**	.379*	.248	.446**	.312*	.304	.453**	.136	.188	.288	.166	.584**
T2 Sig. (1-tailed)	.004		.043	.138	.001	.019	.093	.007	.047	.051	.006	.236	.159	.061	.191	.000
T2 N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
T3 Pearson Correlation	.475**	.318*	1	.218	.083	.338*	.134	.287	.444**	.255	.071	-.003	.623**	.372*	.095	.561**
T3 Sig. (1-tailed)	.004	.043		.123	.332	.034	.241	.062	.007	.087	.354	.493	.000	.021	.308	.001

TO	Pearson	.563**	.584**	.561**	.569**	.641**	.691**	.531**	.497**	.833**	.488**	.645**	.473**	.691**	.765**	.476**	1
TA	Correlation																
L_	Sig. (1-	.001	.000	.001	.001	.000	.000	.001	.003	.000	.003	.000	.004	.000	.000	.004	
KE	tailed)																
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

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

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

- KINERJA

Correlations

	T1a	T2a	T3a	R1a	R2a	R3a	RES1a	RES2a	RES3a	E1a	E2a	E3a	A1a	A2a	A3a	TOTAL_KINERJA	
T1a	Pearson Correlation	1	.027	.306	.175	.354*	.347*	.382*	-.130	.026	.093	.027	.306	.175	.339*	.347*	.415*
	Sig. (1-tailed)		.443	.050	.177	.027	.030	.019	.247	.445	.313	.443	.050	.177	.034	.030	.011
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
T2a	Pearson Correlation	.027	1	.083	.083	.378*	.472**	.174	.526**	.317*	.400*	1.000**	.083	.083	.366*	.472**	.666**
	Sig. (1-tailed)	.443		.331	.332	.020	.004	.178	.001	.044	.014	.000	.331	.332	.023	.004	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
T3a	Pearson Correlation	.306	.083	1	.374*	.255	.244	.154	-.056	.338*	.253	.083	1.000*	.374*	.324*	.244	.553**
	Sig. (1-tailed)	.050	.331		.021	.087	.097	.208	.384	.034	.089	.331	.000	.021	.040	.097	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R1a	Pearson Correlation	.175	.083	.374*	1	.067	-.126	.115	.307*	.175	.167	.083	.374*	1.000*	.116	-.126	.423**
	Sig. (1-tailed)	.177	.332	.021		.362	.253	.273	.049	.178	.189	.332	.021	.000	.271	.253	.010
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R2a	Pearson Correlation	.354*	.378*	.255	.067	1	.581**	.162	.171	.321*	.148	.378*	.255	.067	.984**	.581**	.685**

INNER JA N	Sig. (1-tailed)	.011	.000	.001	.010	.000	.000	.007	.005	.000	.000	.000	.001	.010	.000	.000		
	N	30	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).

Lampiran 5

Reliabilitas

Reliabel

Scale: KEPENTINGAN

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	N of Items
.872	15

Scale: KINERJA

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	N of Items
.850	15

Lampiran 6

Diagram Kartesius

