

Lampiran 1

KUISIONER PENELITIAN ANALISIS PENGUKURAN KUALITAS PELAYANAN PELANGGAN DENGAN METODE *SERVQUAL* (STUDI KASUS DEPOT AIR ISI ULANG SHOFI GRESIK)

Yang terhormat Bapak / Ibu

Dalam rangka pelaksanaan Tugas Akhir di Jurusan Teknik Industri Universitas Muhammadiyah Gresik, yang meneliti tentang Analisis Pengukuran Kualitas Pelayanan Pelanggan Dengan Metode *Servqual* (Studi Kasus Depot Air Isi Ulang Shofi Gresik), maka kami mengharapkan partisipasi Bapak / Ibu untuk meluangkan sedikit waktu guna mengisi kuisisioner berikut. Atas waktu dan partisipasi anda, kami mengucapkan terima kasih.

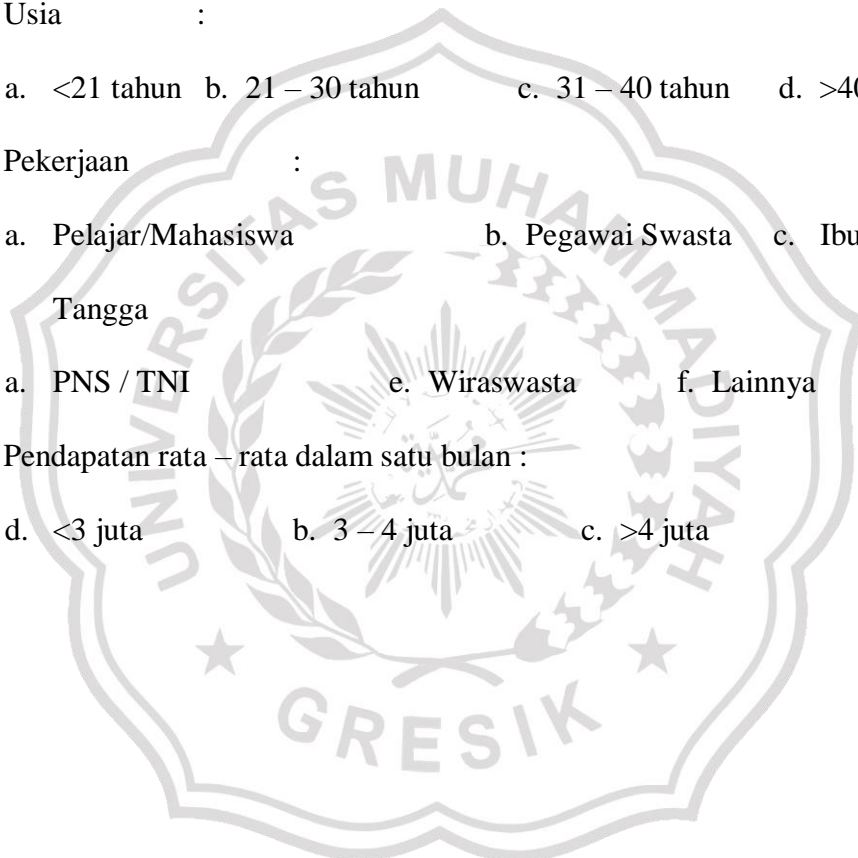
Hormat saya,

M. Reza Alfaroqi

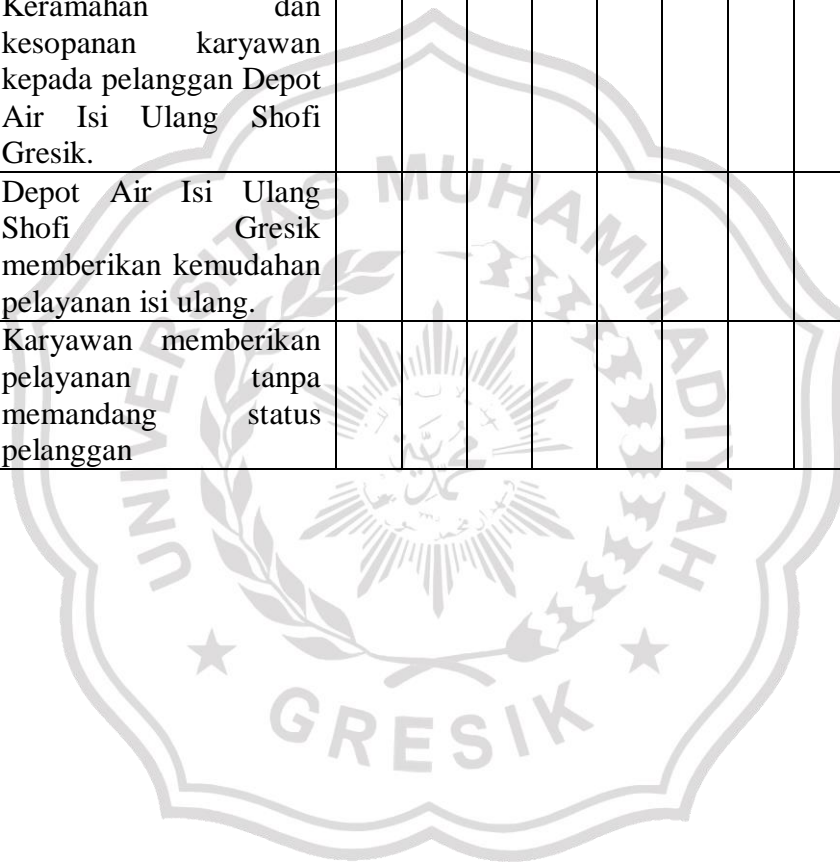
A. KUISIONER KARAKTERISTIK**Petunjuk Pengisian :**

Berilah tanda silang (X) pada pernyataan berikut ini sesuai dengan kondisi saat ini.

1. Nama : (boleh tidak diisi)
2. Jenis Kelamin : a. Pria b. Wanita
3. Usia :
a. <21 tahun b. 21 – 30 tahun c. 31 – 40 tahun d. >40 tahun
4. Pekerjaan :
a. Pelajar/Mahasiswa b. Pegawai Swasta c. Ibu Rumah
Tangga
a. PNS / TNI e. Wiraswasta f. Lainnya
5. Pendapatan rata – rata dalam satu bulan :
d. <3 juta b. 3 – 4 juta c. >4 juta



	cepat terhadap keluhan pelanggan												
11	Karyawan Depot Air Isi Ulang Shofi Gresik memiliki sifat sopan, ramah, jujur, dan dapat dipercaya.												
12	Karyawan mempunyai pengetahuan yang luas.												
13	Ketersediaan teknologi air isi ulang yang lengkap.												
14	Keramahan dan kesopanan karyawan kepada pelanggan Depot Air Isi Ulang Shofi Gresik.												
15	Depot Air Isi Ulang Shofi Gresik memberikan kemudahan pelayanan isi ulang.												
16	Karyawan memberikan pelayanan tanpa memandang status pelanggan												



No.	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14
39	5	3	3	5	5	5	4	4	4	5	4	4	5	4
40	5	3	3	5	5	5	4	5	5	5	5	5	5	5
41	5	4	4	5	4	5	5	4	4	4	5	4	5	4
42	4	3	2	5	5	5	3	3	4	4	4	5	4	5
43	4	3	3	4	4	5	3	3	3	4	5	5	3	4
44	5	4	4	5	5	5	4	4	4	4	5	5	4	5
45	5	4	4	5	5	5	3	3	3	3	5	5	3	5
46	2	4	2	4	4	4	2	2	3	3	4	4	2	3
47	5	4	4	5	5	5	4	4	4	4	5	5	4	5
48	5	4	4	5	5	5	4	4	4	4	5	5	4	5
49	4	4	3	4	4	4	3	3	3	3	4	4	3	4
50	5	3	5	5	5	5	5	5	5	5	5	5	5	5
51	5	4	2	5	5	5	3	4	3	4	5	5	3	5
52	5	4	4	5	5	5	4	4	4	4	5	5	4	5
53	4	3	3	5	4	5	4	3	4	3	4	5	4	5
54	5	3	3	5	5	5	5	3	4	4	5	5	4	5
55	4	4	3	4	4	4	4	4	4	4	4	4	4	5
56	5	3	4	5	5	5	3	3	3	4	5	5	3	5
57	5	3	3	5	5	5	3	3	3	3	5	5	4	5
58	5	3	2	5	5	5	4	4	4	4	5	5	3	5
59	5	3	3	5	5	5	4	3	3	4	5	5	3	5
60	5	3	3	5	5	5	4	4	4	4	5	5	4	5
X	4.67	3.52	3.18	4.78	4.72	4.78	3.75	3.65	3.78	3.87	4.72	4.75	3.73	4.73

No.	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14
40	3	5	5	4	4	4	4	4	4	5	5	5	5	4
41	5	5	5	5	3	4	5	5	5	5	5	4	5	5
42	2	4	4	4	4	4	4	5	5	5	3	4	5	5
43	3	4	4	3	3	3	5	5	5	5	3	3	4	3
44	4	5	5	4	4	4	5	5	5	5	4	4	5	4
45	3	5	5	4	3	4	5	5	5	5	3	4	5	4
46	3	2	3	3	4	2	4	3	3	4	2	2	3	3
47	4	5	5	4	5	4	5	5	5	5	4	4	5	4
48	4	5	5	4	4	4	5	5	5	5	4	4	5	4
49	3	4	4	3	4	4	4	4	4	4	3	3	4	3
50	5	5	5	5	4	5	5	5	5	5	5	5	5	5
51	4	5	5	2	4	3	5	5	5	5	4	4	5	4
52	4	5	5	4	4	4	5	5	5	5	4	4	5	4
53	3	4	4	4	3	4	5	4	5	4	3	4	5	4
54	4	5	5	4	5	5	5	5	5	5	3	4	5	4
55	4	4	4	4	3	3	5	4	4	4	3	4	4	4
56	3	5	5	4	4	3	5	5	5	5	4	4	5	3
57	3	5	5	3	3	3	5	5	5	5	3	3	5	4
58	3	5	5	3	3	3	5	5	5	5	4	3	5	3
59	3	5	5	5	5	4	5	5	5	5	4	4	5	3
60	3	5	5	4	4	4	5	5	5	5	4	4	5	4
X	3.43	4.55	4.70	3.75	3.73	3.73	4.73	4.63	4.65	4.70	3.73	3.80	4.73	3.85



LAMPIRAN 3

HASIL UJI VALIDITAS DAN RELIABILITAS

Reliability Dimensi *Tangibles*

Scale: ALL VARIABLES

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	N of Items
.810	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1	11.77	3.436	.730	.710
X2	12.33	3.853	.673	.739
X3	12.57	3.707	.645	.756
X4	11.28	5.427	.568	.814

Reliability Dimensi *Reliability*

Scale: ALL VARIABLES

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	N of Items
.730	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X5	8.35	1.113	.747	.376
X6	7.83	2.548	.574	.750
X7	9.15	1.452	.553	.662

Reliability Dimensi *Responsiveness*

Scale: ALL VARIABLES

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	N of Items
.872	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X8	7.40	.719	.804	.836
X9	7.15	1.079	.816	.777
X10	7.02	1.237	.759	.846

Reliability Dimensi Assurance

Scale: ALL VARIABLES

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	N of Items
.774	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X11	8.05	1.472	.886	.322
X12	8.05	1.506	.861	.360
X13	8.50	3.576	.233	.991

Reliability Dimensi *Emphaty*

Scale: ALL VARIABLES

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	N of Items
.850	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X14	8.13	1.101	.737	.785
X15	7.88	1.562	.846	.759
X16	9.25	1.174	.685	.838