



**LAMPIRAN 1**  
**PENGANTAR KUESIONER**



## Pengantar Kuesioner

### KUESIONER SURVEI KEPUASAN KONSUMEN KANTOR POS JEMBER

#### Petunjuk Pengisian :

Pilihlah jawaban berikut sesuai dengan jawaban yang ada yakini dengan cara memberikan tanda centang ( ✓ ) pada jawaban yang sesuai dengan pendapat anda.

1. Pendapat anda sangat tidak penting (STP) sangat tidak memuaskan (STM)
2. Pendapat anda tidak penting (TP) tidak memuaskan (TM)
3. Pendapat anda netral (N)
4. Pendapat anda penting (P) memuaskan (M)
5. Pendapat anda sangat penting (SP) sangat memuaskan (SM)

#### Identitas Responden

1. Nama : .....
2. Usia : .....
3. Jenis Kelamin : .....



15	Kesiapan karyawan dalam memenuhi kebutuhan,keinginan konsumen											
16	Bahasa yang digunakan karyawan ketika memberikan pelayanan harus baik dan sopan											



NO	X1.1	X1.2	X1.3	X1.4	X2.1	X2.2	X2.3	X3.1	X3.2	X3.3	X4.1	X4.2	X4.3	X5.1	X5.2	X5.3
1	4	4	3	3	3	3	3	3	4	3	5	5	5	5	5	5
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JUMLAH	358	347	349	351	348	348	341	340	352	358	397	400	414	402	400	388
RATA- RATA	3.58	3.47	3.49	3.51	3.48	3.48	3.41	3.4	3.52	3.58	3.97	4	4.14	4.02	4	3.88

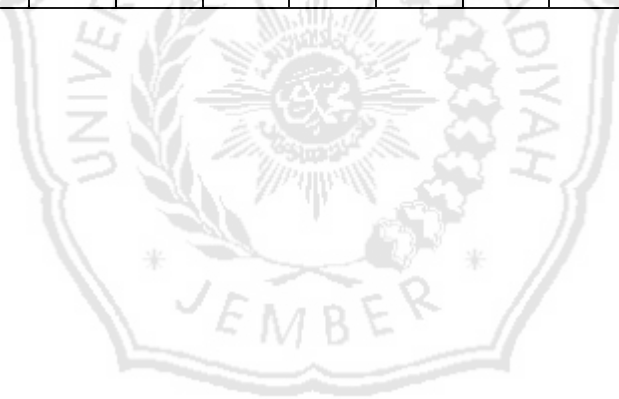


	Y1.1	Y1.2	Y1.3	Y1.4	Y2.1	Y2.2	Y2.3	Y3.1	Y3.2	Y3.3	Y4.1	Y4.2	Y4.3	Y5.1	Y5.2	Y5.3
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Jumlah	398	391	407	424	402	398	412	404	409	404	399	412	419	403	408	413
Rata-	3.98	3,91	4.07	4.24	4.02	3.98	4.12	4.04	4.09	4.04	3.99	4.12	4.19	4.03	4.08	4.13





**LAMPIRAN 2**  
**HASIL OUTPUT SPSS RESPONDEN**  
**KANTOR POS JEMBER**

**Statistics**

		jenis kelamin	usia
N	Valid	100	100
	Missing	0	0

**jenis kelamin**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	laki-laki	44	44.0	44.0	44.0
	perempuan	56	56.0	56.0	100.0
	Total	100	100.0	100.0	

**usia**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17 - 25 th	48	48.0	48.0	48.0
	26 - 35 th	43	43.0	43.0	91.0
	36 - 45 th	9	9.0	9.0	100.0
	Total	100	100.0	100.0	



### **LAMPIRAN 3**

**Hasil Output SPSS Frekuensi Pernyataan  
Responden Pernyataan Kinerja Dan Harapan**

Frekuensi Responden Kinerja

**A. Bukti Fisik (*Tangibles*)**

**Statistics**

		X1.1	x1.2	X1.3	X1.4
N	Valid	100	100	100	100
	Missing	0	0	0	0

**X1.1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TM	1	1.0	1.0	1.0
	N	41	41.0	41.0	42.0
	M	57	57.0	57.0	99.0
	SM	1	1.0	1.0	100.0
	Total	100	100.0	100.0	

**X1.2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TM	3	3.0	3.0	3.0
	N	47	47.0	47.0	50.0
	M	50	50.0	50.0	100.0
	Total	100	100.0	100.0	

**X1.3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TM	2	2.0	2.0	2.0
	N	47	47.0	47.0	49.0
	M	51	51.0	51.0	100.0
	Total	100	100.0	100.0	



**X1.4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TM	2	2.0	2.0	2.0
N	45	45.0	45.0	47.0
M	53	53.0	53.0	100.0
Total	100	100.0	100.0	

**B. Kehandalan (Reliability)****Statistics**

		X2.1	X2.2	X2.3
N	Valid	100	100	100
	Missing	0	0	0

**X2.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TM	3	3.0	3.0	3.0
N	47	47.0	47.0	50.0
M	49	49.0	49.0	99.0
SM	1	1.0	1.0	100.0
Total	100	100.0	100.0	

**X2.2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TM	2	2.0	2.0	2.0
N	50	50.0	50.0	52.0
M	46	46.0	46.0	98.0
SM	2	2.0	2.0	100.0
Total	100	100.0	100.0	

**X2.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TM	4	4.0	4.0	4.0
N	53	53.0	53.0	57.0
M	41	41.0	41.0	98.0
SM	2	2.0	2.0	100.0
Total	100	100.0	100.0	

**C. Daya Tanggap (Responsiveness)****Statistics**

		X3.1	X3.2	X3.3
N	Valid	100	100	100
	Missing	0	0	0

**X3.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TM	5	5.0	5.0	5.0
N	50	50.0	50.0	55.0
M	45	45.0	45.0	100.0
Total	100	100.0	100.0	

**X3.2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TM	3	3.0	3.0	3.0
N	43	43.0	43.0	46.0
M	53	53.0	53.0	99.0
SM	1	1.0	1.0	100.0
Total	100	100.0	100.0	

**X3.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
TM	1	1.0	1.0	1.0
N	43	43.0	43.0	44.0
Valid M	53	53.0	53.0	97.0
SM	3	3.0	3.0	100.0
Total	100	100.0	100.0	

**D. Jaminan (Assurance)****Statistics**

		X4.1	X4.2	X4.3
N	Valid	100	100	100
	Missing	0	0	0

**X4.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
TM	1	1.0	1.0	1.0
N	19	19.0	19.0	20.0
Valid M	62	62.0	62.0	82.0
SM	18	18.0	18.0	100.0
Total	100	100.0	100.0	

**X4.2**

	Frequency	Percent	Valid Percent	Cumulative Percent
TM	1	1.0	1.0	1.0
N	23	23.0	23.0	24.0
Valid M	51	51.0	51.0	75.0
SM	25	25.0	25.0	100.0
Total	100	100.0	100.0	

**X4.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	23	23.0	23.0	23.0
M	40	40.0	40.0	63.0
SM	37	37.0	37.0	100.0
Total	100	100.0	100.0	

**E. Empati (*Emphaty*)****Statistics**

		X5.1	X5.2	X5.3
N	Valid	100	100	100
	Missing	0	0	0

**X5.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TM	2	2.0	2.0	2.0
N	19	19.0	19.0	21.0
M	54	54.0	54.0	75.0
SM	25	25.0	25.0	100.0
Total	100	100.0	100.0	

**X5.2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TM	1	1.0	1.0	1.0
N	21	21.0	21.0	22.0
M	55	55.0	55.0	77.0
SM	23	23.0	23.0	100.0
Total	100	100.0	100.0	

**X5.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
TM	8	8.0	8.0	8.0
N	19	19.0	19.0	27.0
Valid M	50	50.0	50.0	77.0
SM	23	23.0	23.0	100.0
Total	100	100.0	100.0	

Frekuensi Responden Harapan

a. **Bukti fisik (*Tangible*)**

**Statistics**

		Y1.1	Y1.2	Y1.3	Y1.4
N	Valid	100	100	100	100
	Missing	0	0	0	0

**Y1.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
TP	6	6.0	6.0	6.0
N	15	15.0	15.0	21.0
Valid P	54	54.0	54.0	75.0
SP	25	25.0	25.0	100.0
Total	100	100.0	100.0	

**Y1.2**

	Frequency	Per cent	Valid Percent	Cumulative Percent
TP	2	2.0	2.0	2.0
N	19	19.0	19.0	21.0
Valid P	55	55.0	55.0	76.0
SP	24	24.0	24.0	100.0
Total	100	100.0	100.0	

**Y1.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	17	17.0	17.0	17.0
Valid P	59	59.0	59.0	76.0
SP	24	24.0	24.0	100.0
Total	100	100.0	100.0	

**Y1.4**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	13	13.0	13.0	13.0
Valid P	50	50.0	50.0	63.0
SP	37	37.0	37.0	100.0
Total	100	100.0	100.0	

## B. Keandalan (*Reliability*)

### Statistics

		Y2.1	Y2.2	Y2.3
N	Valid	100	100	100
	Missing	0	0	0

### Y2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	16	16.0	16.0	16.0
	P	66	66.0	66.0	82.0
	SP	18	18.0	18.0	100.0
	Total	100	100.0	100.0	

### Y2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TP	5	5.0	5.0	5.0
	N	17	17.0	17.0	22.0
	P	53	53.0	53.0	75.0
	SP	25	25.0	25.0	100.0
	Total	100	100.0	100.0	

### Y2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TP	2	2.0	2.0	2.0
	N	21	21.0	21.0	23.0
	P	40	40.0	40.0	63.0
	SP	37	37.0	37.0	100.0
	Total	100	100.0	100.0	

### C. Daya Tanggap (Responsiveness)

#### Statistics

		Y3.1	Y3.2	Y3.3
N	Valid	100	100	100
	Missing	0	0	0

#### Y3.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TP	3	3.0	3.0	3.0
	N	15	15.0	15.0	18.0
	P	57	57.0	57.0	75.0
	SP	25	25.0	25.0	100.0
	Total	100	100.0	100.0	

#### Y3.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TP	3	3.0	3.0	3.0
	N	16	16.0	16.0	19.0
	P	50	50.0	50.0	69.0
	SP	31	31.0	31.0	100.0
	Total	100	100.0	100.0	

#### Y3.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	22	22.0	22.0	22.0
	P	50	50.0	50.0	72.0
	SP	28	28.0	28.0	100.0
	Total	100	100.0	100.0	



### D. Jaminan (Assurance)

#### Statistics

		Y4.1	Y4.2	Y4.3
N	Valid	100	100	100
	Missing	0	0	0

#### Y4.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TP	1	1.0	1.0	1.0
	N	17	17.0	17.0	18.0
	P	64	64.0	64.0	82.0
	SP	18	18.0	18.0	100.0
	Total	100	100.0	100.0	

#### Y4.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	18	18.0	18.0	18.0
	P	54	54.0	54.0	72.0
	SP	28	28.0	28.0	100.0
	Total	100	100.0	100.0	

#### Y4.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	18	18.0	18.0	18.0
	P	45	45.0	45.0	63.0
	SP	37	37.0	37.0	100.0
	Total	100	100.0	100.0	

## E. Empati (*Emphaty*)

### Statistics

		Y5.1	Y5.2	Y5.3
N	Valid	100	100	100
	Missing	0	0	0

### Y5.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	18	18.0	18.0	18.0
	P	61	61.0	61.0	79.0
	SP	21	21.0	21.0	100.0
	Total	100	100.0	100.0	

### Y5.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TP	2	2.0	2.0	2.0
	N	20	20.0	20.0	22.0
	P	46	46.0	46.0	68.0
	SP	32	32.0	32.0	100.0
	Total	100	100.0	100.0	

### Y5.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	16	16.0	16.0	16.0
	P	55	55.0	55.0	71.0
	SP	29	29.0	29.0	100.0
	Total	100	100.0	100.0	



**LAMPIRAN 4**  
**Hasil Uji Validitas Pernyataan Kinerja dan**  
**Harapan**

- Uji Validitas Pernyataan Kinerja

**A. Bukti fisik (*Tangibles*)**

		Correlations				
		X1.1	X1.2	X1.3	X1.4	X1
X1.1	Pearson Correlation	1	.430**	.264**	.329**	.661**
	Sig. (2-tailed)		.000	.008	.001	.000
	N	100	100	100	100	100
X1.2	Pearson Correlation	.430**	1	.300**	.435**	.656**
	Sig. (2-tailed)	.000		.002	.000	.000
	N	100	100	100	100	100
X1.3	Pearson Correlation	.264**	.300**	1	.690**	.699**
	Sig. (2-tailed)	.008	.002		.000	.000
	N	100	100	100	100	100
X1.4	Pearson Correlation	.329**	.435**	.690**	1	.761**
	Sig. (2-tailed)	.001	.000	.000		.000
	N	100	100	100	100	100
X1	Pearson Correlation	.661**	.656**	.699**	.761**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

**B. Kehandalan (*Reliability*)**

		Correlations			
		X2.1	X2.2	X2.3	X2
X2.1	Pearson Correlation	1	.545**	.501**	.834**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
X2.2	Pearson Correlation	.545**	1	.444**	.809**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
X2.3	Pearson Correlation	.501**	.444**	1	.802**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
X2	Pearson Correlation	.834**	.809**	.802**	1

Sig. (2-tailed)	.000	.000	.000	
N	100	100	100	100

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

### C. Daya tanggap (*Responsiveness*)

		X3.1	X3.2	X3.3	X3
X3.1	Pearson Correlation	1	.364**	.326**	.739**
	Sig. (2-tailed)		.000	.001	.000
	N	100	100	100	100
X3.2	Pearson Correlation	.364**	1	.454**	.790**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
X3.3	Pearson Correlation	.326**	.454**	1	.771**
	Sig. (2-tailed)	.001	.000		.000
	N	100	100	100	100
X3	Pearson Correlation	.739**	.790**	.771**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

### D. Jaminan (*Assurance*)

		X4.1	X4.2	X4.3	X4
X4.1	Pearson Correlation	1	.694**	.542**	.842**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
X4.2	Pearson Correlation	.694**	1	.655**	.903**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
X4.3	Pearson Correlation	.542**	.655**	1	.858**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
X4	Pearson Correlation	.842**	.903**	.858**	1

Sig. (2-tailed)	.000	.000	.000	
N	100	100	100	100

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

### E. Empati (*Emphaty*)

		Correlations			
		X5.1	X5.2	X5.3	X5
X5.1	Pearson Correlation	1	.641**	.574**	.838**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
X5.2	Pearson Correlation	.641**	1	.695**	.886**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
X5.3	Pearson Correlation	.574**	.695**	1	.886**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
X5	Pearson Correlation	.838**	.886**	.886**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

- Uji Validitas Pernyataan Harapan

#### A. Bukti fisik (*Tangibles*)

		Correlations				
		Y1.1	Y1.2	Y1.3	Y1.4	Y1
Y1.1	Pearson Correlation	1	.561**	.337**	.441**	.823**
	Sig. (2-tailed)		.000	.001	.000	.000
	N	100	100	100	100	100
Y1.2	Pearson Correlation	.561**	1	.439**	.269**	.780**
	Sig. (2-tailed)	.000		.000	.007	.000
	N	100	100	100	100	100
Y1.3	Pearson Correlation	.337**	.439**	1	.244*	.665**
	Sig. (2-tailed)	.001	.000		.015	.000
	N	100	100	100	100	100

	Pearson Correlation	.441**	.269**	.244*	1	.658**
Y1.4	Sig. (2-tailed)	.000	.007	.015		.000
	N	100	100	100	100	100
	Pearson Correlation	.823**	.780**	.665**	.658**	1
Y1	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

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

### B. **Kehandalan (*Reliability*)**

#### Correlations

		Y2.1	Y2.2	Y2.3	Y2
	Pearson Correlation	1	.633**	.529**	.809**
Y2.1	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
	Pearson Correlation	.633**	1	.620**	.889**
Y2.2	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
	Pearson Correlation	.529**	.620**	1	.859**
Y2.3	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
	Pearson Correlation	.809**	.889**	.859**	1
Y2	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

### C. **Daya tanggap (*Responsiveness*)**

#### Correlations

		Y3.1	Y3.2	Y3.3	Y3
	Pearson Correlation	1	.649**	.646**	.881**
Y3.1	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
	Pearson Correlation	.649**	1	.585**	.866**
Y3.2	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100

	Pearson Correlation	.646**	.585**	1	.852**
Y3.3	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
	Pearson Correlation	.881**	.866**	.852**	1
Y3	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

#### D. Jaminan (*Assurance*)

##### Correlations

		Y4.1	Y4.2	Y4.3	Y4
	Pearson Correlation	1	.623**	.451**	.802**
Y4.1	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
	Pearson Correlation	.623**	1	.647**	.894**
Y4.2	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
	Pearson Correlation	.451**	.647**	1	.841**
Y4.3	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
	Pearson Correlation	.802**	.894**	.841**	1
Y4	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

#### E. Empati (*Emphaty*)

##### Correlations

		Y5.1	Y5.2	Y5.3	Y5
	Pearson Correlation	1	.619**	.453**	.794**
Y5.1	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
	Pearson Correlation	.619**	1	.709**	.922**
Y5.2	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
	Pearson Correlation	.453**	.709**	1	.844**
Y5.3	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100



	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
	Pearson Correlation	.794**	.922**	.844**	1
Y5	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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





## **LAMPIRAN 5**

# **Hasil Uji Reliabilitas Pernyataan Kinerja Dan Harapan**

- Uji Reliabilitas Penyataan Kinerja

**A. Bukti fisik (*Tangibles*)**

**Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.734	4

**B. Keandalan (*Reliability*)**

**Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.747	3

**C. Daya tanggap (*Responsiveness*)**

**Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.649	3

**D. Jaminan (*Assurance*)**

**Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.834	3

**E. Empati (*Emphaty*)**

**Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.835	3

- **Uji Reliabilitas Pernyataan Harapan**

**A. Bukti fisik (*Tangibles*)**

**Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.716	4

**B. Keandalan (*Reliability*)**

**Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.805	3

**C. Daya tanggap (*Responsiness*)**

**Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.834	3

**D. Jaminan (*Assurance*)****Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.800	3

**E. Empati (*Emphaty*)****Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.815	3

## LAMPIRAN 6

### Tabel r *Product Moment*

Tabel r product Moment (Sig = 0,05)							
df	r	Df	R	df	R	df	r
1	0.9969	26	0.3739	51	0.2706	76	0.2227
2	0.9500	27	0.3673	52	0.2681	77	0.2213
3	0.8783	28	0.3610	53	0.2656	78	0.2199
4	0.8114	29	0.3550	54	0.2632	79	0.2165
5	0.7545	30	0.3494	55	0.2609	80	0.2162
6	0.7067	31	0.3440	56	0.2586	81	0.2159
7	0.6664	32	0.3388	57	0.2564	82	0.2146
8	0.6319	33	0.3388	58	0.2542	83	0.2133
9	0.6021	34	0.3291	59	0.2521	84	0.2120
10	0.5760	35	0.3246	60	0.2500	85	0.2108
11	0.5529	36	0.3202	61	0.2480	86	0.2096
12	0.5324	37	0.3160	62	0.2461	87	0.2084
13	0.5140	38	0.3120	63	0.2441	88	0.2072
14	0.4973	39	0.3081	64	0.2423	89	0.2061
15	0.4821	40	0.3044	65	0.2404	90	0.2050
16	0.4683	41	0.3008	66	0.2387	91	0.2039
17	0.4555	42	0.2973	67	0.2369	92	0.2028
18	0.4438	43	0.2940	68	0.2352	93	0.2017
19	0.4329	44	0.2907	69	0.2335	94	0.2006
20	0.4227	45	0.2876	70	0.2319	95	0.1996
21	0.4132	46	0.2845	71	0.2303	96	0.1986
22	0.4044	47	0.2816	72	0.2287	97	0.1975
23	0.3961	48	0.2787	73	0.2272	98	0.1966
24	0.3882	49	0.2759	74	0.2257	99	0.1956
25	0.3809	50	0.2732	75	0.2242	100	0.1946

Sumber data primer di olah 2019

**LAMPIRAN 7**  
**METODE IPA**  
***(IMPORTANCE PERFORMANCE ANALYSIS)***





Rekapitulasi data perhitungan IPA

No	Atribut	kinerja	harapan
<b>Tangible (bukti fisik)</b>			
1	Kebersihan halaman dan lingkungan kantor pos	3,58	3,98
2.	Penampilan karyawan yang sopan,rapid dan bersih	3,47	3,91
3.	Peralatan dan perlengkapan yang digunakan memadai dan canggih	3,49	3,91
4.	Keakuratan dan ketepatan dalam pelayanan	3,51	4,24
<b>Reliability (kehandalan)</b>			
5	Keakuratan dan dan ketepatan dalam pelayanan	3,48	4,02
6	Ketelitian setiap karyawan dalam melayani konsumen	3,48	3,98
7.	Pelayanan yang ramah dan serius	3,41	4,12
<b>Responsiveness (daya tangap)</b>			
8	Selalu tanggap dalam melayani konsumen	3,40	4,04
9	Kejelasan informasi dalam penyampaian kepada konsumen	3,52	4,09
10	Karyawan harus memiliki kecepatan dalam memahami kebutuhan konsumen	3,58	4,04
<b>Assurance (Jaminan)</b>			
11	Karyawan sudah ahli dan berpengalaman dalam bidang pelayanan	3,97	3,99
12	Kejujuran dan tanggung jawab dalam memberikan pelayanan	4,00	4,12
13	Ruang pelayanan bebas dari serangga (semut,lalat)	4,14	4,19
<b>Emphaty (Empati)</b>			
14	Keramahan karyawan dalam memberikan pelayanan	4,02	4,03
15	Kesiapan karyawan dalam memenuhi kebutuhan,keinginan konsumen	4,00	4,08
16	Bahasa yang digunakan karyawan ketika memberikan pelayanan harus baik dan sopan	3,88	4,13
	Total	58,93	65,03
	Rata-rata	3,68	4,06

**LAMPIRAN 8**  
**DOKUMENTASI**





