

LAMPIRAN 1:

Pengantar Kuesioner



Pengantar Kuesioner



Analisis Servqual Kualitas Layanan Terhadap Kepuasan Pelanggan Jasa Pengiriman Barang Pada PT. BUAH CANDRA DEWI

Kepada Yth.
Sdr/i. Konsumen PT. BUAH CANDRA DEWI
di tempat

Berkaitan dengan kegiatan penelitian yang saya lakukan dengan judul “Analisis Metode Servqual Terhadap Kualitas Layanan Jasa Pengiriman Barang Pada Pt. Buah Candra Dewi” sebagai salah satu syarat untuk memperoleh gelar Sarjana Ekonomi pada Universitas Muhammadiyah Jember, maka dengan ini saya mengharapkan bantuan saudara untuk mengisi daftar Pernyataan yang saya sertakan di bawah ini.

Agar memperoleh masukan yang berarti, saya berharap kuesioner ini diisi dengan keadaan yang sebenarnya. Semua sumber dan data yang diperoleh dijamin kerahasiaannya.

Atas perhatian dan bantuannya saya mengucapkan banyak terima kasih.

Hilmy Madjid Azizi
NIM. 1510411079

Kuesioner Pernyataan kinerja terkait dengan dimensi *Servqual* pada PT. Buah Candra Dewi

| Dimensi <i>Servqual</i> | No | Pernyataan | STB | TB | KB | B | SB S |
|---|-----------|---|------------|-----------|-----------|----------|-----------------|
| <i>Tangible</i> (bukti fisik) | 1. | Kebersihan halaman dan lingkungan PT. Buah Candra Dewi | | | | | |
| | 2. | Ketersediaan kendaraan pengiriman | | | | | |
| | 3. | Kelengkapan perabot PT. Buah Candra Dewi | | | | | |
| | 4. | Ketersediaan peralatan di PT. Buah Candra Dewi | | | | | |
| <i>Reliability</i> (kehandalan) | 5. | Karyawan selalu datang siap dan datang dengan cepat saat dibutuhkan | | | | | |
| | 6. | Macam layanan yang disediakan PT. Buah Candra Dewi cukup banyak | | | | | |
| | 7. | Ketelitian karyawan dalam melayani pelanggan | | | | | |
| <i>Responsiveness</i> daya tanggap | 8. | Penjelasan karyawan tentang cara mendapatkan <i>service</i> | | | | | |
| | 9. | Tanggapan karyawan terhadap keluhan pelanggan | | | | | |
| | 10. | Petugas pelayanan PT. Buah Candra Dewi yang cepat tanggap | | | | | |
| <i>Assurance</i> (jaminan) | 11. | Kebersihan peralatan | | | | | |
| | 12. | Area PT. Buah Candra Dewi bersih | | | | | |
| | 13. | Membangun kepercayaan kepada pelanggan | | | | | |
| | 14. | Keramahan petugas yang memproses masuk pelanggan | | | | | |

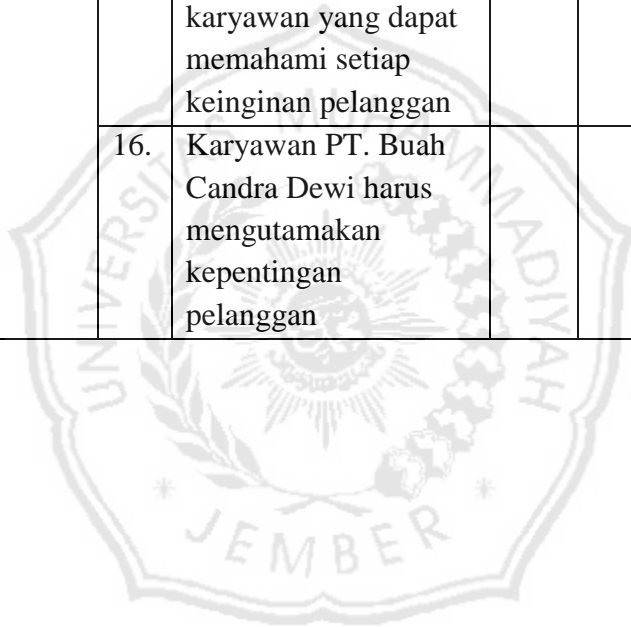
| | | | | | | | |
|-----------------------------|-----|--|--|--|--|--|--|
| Empathy (empati) | 15. | Sikap dan perilaku karyawan ramah saat melakukan pelayanan | | | | | |
| | 16. | Karyawan PT. Buah Candra Dewi mengutamakan kepentingan pelanggan | | | | | |

**Kuesioner Pernyataan Harapan terkait dengan dimensi *Servqual* pada PT.
Buah Candra Dewi**

| Dimensi <i>Servqual</i> | No | Pernyataan | STP | TP | KP | P | SPS |
|-------------------------------------|-----------|---|------------|-----------|-----------|----------|------------|
| Tangible (bukti fisik) | 1. | PT. Buah Candra Dewi harus memiliki peralatan dan truck yang siap lintas provinsi | | | | | |
| | 2. | PT. Buah Candra Dewi harus mempunyai situs online | | | | | |
| | 3. | karyawan PT. Buah Candra Dewi harus berpakaian dan berpenampilan rapi | | | | | |
| | 4. | Meterial dan fasilitas fisik lain yang terkait layanan di PT. Buah Candra Dewi harus tampak menarik | | | | | |
| Reliability (kehandalan) | 5. | Karyawan harus teliti pada saat melayani pelanggan | | | | | |
| | 6. | Bila pelanggan PT. Buah Candra Dewi mendapatkan | | | | | |

| | | | | | | | |
|--------------------------------------|-----|---|--|--|--|--|--|
| | | masalah, karyawan di PT. Buah Candra Dewi harus menunjukkan sikap simpatik untuk menyelesaikannya | | | | | |
| | 7. | PT. Buah Candra Dewi harus dapat diandalkan untuk memberikan layanan dengan tepat dan baik | | | | | |
| Responsiveness (daya tanggap) | 8. | Karyawan harus memberitahu pelanggan kapan pastinya layanan akan diberikan | | | | | |
| | 9. | Karyawan PT. Buah Candra Dewi harus memberikan layanan kepada pelanggan dengan cepat | | | | | |
| | 10. | Karyawan PT. Buah Candra Dewi harus selalu bersedia membantu para pelanggan | | | | | |
| Assurance (Jamininan) | 11. | Karyawan PT. Buah Candra Dewi harus memiliki skill dan sikap ramah | | | | | |
| | 12. | Prilaku Karyawan PT. Buah Candra Dewi harus selalu bersikap sopan | | | | | |
| | 13. | PT. Buah Candra Dewi harus mampu | | | | | |

| | | | | | | | |
|--|-----|---|--|--|--|--|--|
| | | membuat pelanggan merasa aman sewaktu melakukan transaksi | | | | | |
| <i>Empathy</i> (Empati) | 14. | PT. Buah Candra Dewi harus selalu memperhatikan kepentingan pelanggan | | | | | |
| | 15. | PT. Buah Candra Dewi harus memiliki karyawan yang dapat memahami setiap keinginan pelanggan | | | | | |
| | 16. | Karyawan PT. Buah Candra Dewi harus mengutamakan kepentingan pelanggan | | | | | |



LAMPIRAN 2:

Rekapitulasi Kuesioner



Rekapitulasi Kuesioner

| No | X1.1 | X1.2 | X1.3 | X1.4 | X1 | X2.1 | X2.2 | X2.3 | X2 | X3.1 | X3.2 | X3.3 | X3 | X4.1 | X4.2 | X4.3 | X4 | X5.1 | X5.2 | X5.3 | X5 |
|----|------|------|------|------|----|------|------|------|----|------|------|------|----|------|------|------|----|------|------|------|----|
| 1 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 14 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 |
| 2 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 3 | 11 | 4 | 4 | 4 | 12 |
| 4 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 4 | 5 | 4 | 13 | 5 | 4 | 4 | 13 | 4 | 4 | 4 | 12 |
| 4 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 3 | 3 | 10 | 4 | 4 | 4 | 12 |
| 5 | 5 | 4 | 4 | 4 | 17 | 5 | 4 | 4 | 13 | 4 | 4 | 5 | 13 | 4 | 4 | 4 | 12 | 5 | 4 | 4 | 13 |
| 6 | 4 | 5 | 5 | 5 | 19 | 4 | 5 | 5 | 14 | 4 | 4 | 5 | 13 | 4 | 4 | 5 | 13 | 4 | 5 | 5 | 14 |
| 7 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 | 5 | 5 | 4 | 14 |
| 8 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 5 | 4 | 4 | 13 | 4 | 4 | 5 | 13 | 4 | 4 | 4 | 12 |
| 9 | 5 | 4 | 5 | 5 | 19 | 4 | 4 | 5 | 13 | 5 | 4 | 4 | 13 | 4 | 4 | 5 | 13 | 4 | 4 | 4 | 12 |
| 10 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 3 | 4 | 4 | 11 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 |
| 11 | 4 | 5 | 5 | 5 | 19 | 5 | 5 | 4 | 14 | 5 | 4 | 4 | 13 | 4 | 4 | 5 | 13 | 4 | 4 | 5 | 13 |
| 12 | 4 | 5 | 5 | 5 | 19 | 5 | 5 | 5 | 15 | 5 | 5 | 4 | 14 | 4 | 5 | 5 | 14 | 5 | 4 | 4 | 13 |
| 13 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 5 | 4 | 4 | 13 |
| 14 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 |
| 15 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 4 | 4 | 5 | 13 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 |
| 16 | 4 | 4 | 4 | 4 | 16 | 4 | 5 | 3 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 5 | 13 |
| 17 | 5 | 5 | 4 | 4 | 18 | 5 | 4 | 5 | 14 | 5 | 5 | 4 | 14 | 5 | 5 | 5 | 15 | 5 | 4 | 4 | 13 |
| 18 | 4 | 5 | 5 | 5 | 19 | 4 | 5 | 5 | 14 | 4 | 4 | 5 | 13 | 4 | 4 | 5 | 13 | 4 | 5 | 5 | 14 |
| 19 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 | 5 | 5 | 4 | 14 |
| 20 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 5 | 4 | 4 | 13 | 4 | 4 | 5 | 13 | 4 | 4 | 4 | 12 |
| 21 | 5 | 4 | 5 | 5 | 19 | 4 | 4 | 5 | 13 | 5 | 4 | 4 | 13 | 4 | 4 | 5 | 13 | 4 | 4 | 4 | 12 |
| 22 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 3 | 4 | 4 | 11 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 |
| 23 | 4 | 5 | 5 | 5 | 19 | 5 | 5 | 4 | 14 | 5 | 4 | 4 | 13 | 4 | 4 | 5 | 13 | 4 | 4 | 5 | 13 |
| 24 | 4 | 5 | 5 | 5 | 19 | 5 | 5 | 5 | 15 | 5 | 5 | 4 | 14 | 4 | 5 | 5 | 14 | 5 | 4 | 4 | 13 |
| 25 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 5 | 4 | 4 | 13 |
| 26 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 |
| 27 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 4 | 4 | 5 | 13 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 |
| 28 | 4 | 4 | 4 | 4 | 16 | 4 | 5 | 3 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 5 | 13 |
| 29 | 5 | 5 | 4 | 4 | 18 | 5 | 4 | 5 | 14 | 5 | 5 | 4 | 14 | 5 | 5 | 5 | 15 | 5 | 4 | 4 | 13 |
| 30 | 5 | 4 | 4 | 4 | 17 | 4 | 5 | 4 | 13 | 4 | 4 | 4 | 12 | 5 | 4 | 4 | 13 | 4 | 4 | 5 | 13 |
| 31 | 4 | 4 | 5 | 5 | 18 | 5 | 5 | 5 | 15 | 4 | 5 | 5 | 14 | 4 | 5 | 5 | 14 | 5 | 5 | 4 | 14 |
| 32 | 3 | 3 | 3 | 3 | 12 | 4 | 3 | 3 | 10 | 3 | 3 | 3 | 9 | 3 | 3 | 4 | 10 | 4 | 3 | 3 | 10 |
| 33 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 9 | 3 | 3 | 3 | 4 | 10 | 3 | 3 | 4 | 10 | 3 | 3 | 9 |
| 34 | 4 | 5 | 5 | 5 | 19 | 4 | 5 | 4 | 13 | 5 | 4 | 4 | 13 | 4 | 4 | 5 | 13 | 4 | 4 | 5 | 13 |
| 35 | 4 | 5 | 5 | 5 | 19 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 |
| 36 | 4 | 5 | 5 | 5 | 19 | 5 | 5 | 4 | 14 | 5 | 5 | 5 | 15 | 4 | 5 | 5 | 14 | 5 | 4 | 5 | 14 |
| 37 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 5 | 13 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 |
| 38 | 4 | 3 | 3 | 3 | 13 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 5 | 5 | 12 |
| 39 | 4 | 5 | 4 | 4 | 17 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 |
| 40 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 5 | 13 | 4 | 4 | 5 | 13 | 4 | 4 | 4 | 12 | 5 | 4 | 4 | 13 |
| 41 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 5 | 13 | 4 | 4 | 4 | 12 |
| 42 | 5 | 5 | 4 | 4 | 18 | 4 | 4 | 4 | 12 | 4 | 5 | 5 | 14 | 4 | 5 | 5 | 14 | 4 | 5 | 4 | 13 |
| 43 | 4 | 4 | 5 | 5 | 18 | 4 | 5 | 4 | 13 | 4 | 4 | 4 | 12 | 4 | 4 | 5 | 13 | 4 | 5 | 4 | 13 |
| 44 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 |
| 45 | 4 | 3 | 4 | 4 | 15 | 4 | 3 | 4 | 11 | 3 | 4 | 4 | 11 | 3 | 3 | 3 | 9 | 3 | 4 | 3 | 10 |
| 46 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 5 | 4 | 4 | 13 | 4 | 5 | 3 | 12 | 4 | 4 | 4 | 12 |
| 47 | 5 | 4 | 4 | 4 | 17 | 4 | 5 | 4 | 13 | 4 | 4 | 4 | 12 | 5 | 4 | 4 | 13 | 4 | 4 | 5 | 13 |
| 48 | 4 | 4 | 5 | 5 | 18 | 5 | 5 | 5 | 15 | 4 | 5 | 5 | 14 | 4 | 5 | 5 | 14 | 5 | 5 | 4 | 14 |
| 49 | 3 | 3 | 3 | 3 | 12 | 4 | 3 | 3 | 10 | 3 | 3 | 3 | 9 | 3 | 3 | 4 | 10 | 4 | 3 | 3 | 10 |
| 50 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 9 | 3 | 3 | 3 | 4 | 10 | 3 | 3 | 4 | 10 | 3 | 3 | 9 |
| 51 | 4 | 5 | 5 | 5 | 19 | 4 | 5 | 4 | 13 | 5 | 4 | 4 | 13 | 4 | 4 | 5 | 13 | 4 | 4 | 5 | 13 |
| 52 | 4 | 5 | 5 | 5 | 19 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 |
| 53 | 4 | 5 | 5 | 5 | 19 | 5 | 5 | 4 | 14 | 5 | 5 | 5 | 15 | 4 | 5 | 5 | 14 | 5 | 4 | 5 | 14 |
| 54 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 5 | 13 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 |
| 55 | 4 | 3 | 3 | 3 | 13 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 5 | 3 | 12 |
| 56 | 4 | 5 | 4 | 4 | 17 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 |
| 57 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 5 | 13 | 4 | 5 | 5 | 13 | 4 | 4 | 5 | 13 | 4 | 4 | 4 | 12 |
| 58 | 4 | 5 | 4 | 4 | 17 | 4 | 4 | 5 | 13 | 4 | 4 | 5 | 14 | 4 | 5 | 4 | 13 | 4 | 4 | 4 | 12 |
| 59 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 |
| 60 | 5 | 4 | 4 | 4 | 17 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 5 | 13 | 4 | 4 | 4 | 12 |
| 61 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 4 | 14 | 5 | 5 | 5 | 15 | 4 | 5 | 5 | 14 | 5 | 5 | 4 | 14 |
| 62 | 4 | 5 | 5 | 5 | 19 | 4 | 5 | 5 | 14 | 4 | 4 | 4 | 12 | 4 | 5 | 5 | 14 | 4 | 5 | 5 | 14 |
| 63 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 3 | 11 | 4 | 4 | 4 | 12 |
| 64 | 4 | 5 | 5 | 5 | 19 | 5 | 5 | 4 | 14 | 5 | 5 | 5 | 15 | 5 | 5 | 4 | 14 | 4 | 5 | 5 | 14 |
| 65 | 4 | 5 | 5 | 5 | 19 | 5 | 4 | 5 | 14 | 5 | 4 | 4 | 13 | 5 | 5 | 4 | 14 | 4 | 5 | 4 | 13 |
| 66 | 5 | 5 | 4 | 4 | 18 | 5 | 5 | 5 | 15 | 4 | 5 | 5 | 14 | 5 | 5 | 5 | 15 | 5 | 5 | 4 | 14 |
| 67 | 5 | 5 | 4 | 4 | 18 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 |
| 68 | 4 | 4 | 5 | 5 | 18 | 4 | 4 | 5 | 13 | 4 | 4 | 4 | 12 | 4 | 4 | 5 | 13 | 5 | 4 | 4 | 13 |
| 69 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 |
| 70 | 5 | 4 | 4 | 4 | 17 | 4 | 5 | 4 | 13 | 4 | 5 | 4 | 13 | 4 | 4 | 5 | 13 | 4 | 4 | 5 | 13 |
| 71 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 |
| 72 | 4 | 4 | 3 | 3 | 14 | 3 | 4 | 4 | 11 | 3 | 4 | 4 | 11 | 4 | 3 | 3 | 10 | 4 | 4 | 3 | 11 |
| 73 | 3 | 3 | 4 | 4 | 14 | 2 | 3 | 3 | 8 | 3 | 3 | 3 | 9 | 3 | 4 | 3 | 10 | 3 | 3 | 3 | 9 |
| 74 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 4 | 4 | 5 | 13 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 |
| 75 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 |
| 76 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 5 | 13 | 4 | 4 | 4 | 12 |
| 77 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 15 | 4 | 5 | 5 | 14 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 |
| 78 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 4 | 4 | 5 | 13 | 4 | 3 | 3 | 10 | 4 | 4 | 4 | 12 |
| 79 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 3 | 4 | 4 | 11 | 4 | 4 | 3 | 11 | 4 | 4 | 4 | 12 |
| 80 | 5 | 5 | 4 | 4 | 18 | 5 | 4 | 4 | 13 | 4 | 4 | 5 | 13 | 5 | 4 | 4 | 13 | 4 | 5 | 5 | 14 |

Sumber; Data primer yang diolah 2019

LAMPIRAN 3:
Frekuensi Pernyataan Responden Pernyataan
Kinerja Dan Harapan



Frekuensi Pernyataan Responden

A. Bukti fisik

Statistics

| | | X1.1 | X1.2 | X1.3 | X1.4 |
|---|---------|------|------|------|------|
| N | Valid | 80 | 80 | 80 | 80 |
| | Missing | 0 | 0 | 0 | 0 |

X1.1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3 | 5 | 6.3 | 6.3 | 6.3 |
| | 4 | 54 | 67.5 | 67.5 | 73.8 |
| | 5 | 21 | 26.3 | 26.3 | 100.0 |
| | Total | 80 | 100.0 | 100.0 | |

X1.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3 | 8 | 10.0 | 10.0 | 10.0 |
| | 4 | 40 | 50.0 | 50.0 | 60.0 |
| | 5 | 32 | 40.0 | 40.0 | 100.0 |
| | Total | 80 | 100.0 | 100.0 | |

X1.3

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3 | 7 | 8.8 | 8.8 | 8.8 |
| | 4 | 44 | 55.0 | 55.0 | 63.7 |
| | 5 | 29 | 36.3 | 36.3 | 100.0 |
| | Total | 80 | 100.0 | 100.0 | |

X1.4

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|---------|---------------|--------------------|
| 3 | 7 | 8.8 | 8.8 | 8.8 |
| 4 | 44 | 55.0 | 55.0 | 63.7 |
| 5 | 29 | 36.3 | 36.3 | 100.0 |
| Total | 80 | 100.0 | 100.0 | |

B. Kehandalan**Statistics**

| | | X2.1 | X2.2 | X2.3 |
|---|---------|------|------|------|
| N | Valid | 80 | 80 | 80 |
| | Missing | 0 | 0 | 0 |

X2.1

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|---------|---------------|--------------------|
| 2 | 1 | 1.3 | 1.3 | 1.3 |
| 3 | 3 | 3.8 | 3.8 | 5.0 |
| 4 | 51 | 63.7 | 63.7 | 68.8 |
| 5 | 25 | 31.3 | 31.3 | 100.0 |
| Total | 80 | 100.0 | 100.0 | |

X2.2

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|---------|---------------|--------------------|
| 3 | 6 | 7.5 | 7.5 | 7.5 |
| 4 | 43 | 53.8 | 53.8 | 61.3 |
| 5 | 31 | 38.8 | 38.8 | 100.0 |
| Total | 80 | 100.0 | 100.0 | |

X2.3

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|---------|---------------|--------------------|
| Valid 3 | 7 | 8.8 | 8.8 | 8.8 |
| 4 | 45 | 56.3 | 56.3 | 65.0 |
| 5 | 28 | 35.0 | 35.0 | 100.0 |
| Total | 80 | 100.0 | 100.0 | |

C. Daya tanggap**Statistics**

| | | X3.1 | X3.2 | X3.3 |
|---|---------|------|------|------|
| N | Valid | 80 | 80 | 80 |
| | Missing | 0 | 0 | 0 |

X3.1

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|---------|---------------|--------------------|
| Valid 3 | 10 | 12.5 | 12.5 | 12.5 |
| 4 | 44 | 55.0 | 55.0 | 67.5 |
| 5 | 26 | 32.5 | 32.5 | 100.0 |
| Total | 80 | 100.0 | 100.0 | |

X3.2

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|---------|---------------|--------------------|
| Valid 3 | 5 | 6.3 | 6.3 | 6.3 |
| 4 | 51 | 63.7 | 63.7 | 70.0 |
| 5 | 24 | 30.0 | 30.0 | 100.0 |
| Total | 80 | 100.0 | 100.0 | |

X3.3

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|---------|---------------|--------------------|
| 3 | 3 | 3.8 | 3.8 | 3.8 |
| 4 | 49 | 61.3 | 61.3 | 65.0 |
| 5 | 28 | 35.0 | 35.0 | 100.0 |
| Total | 80 | 100.0 | 100.0 | |

D. Jaminan**Statistics**

| | | X4.1 | X4.2 | X4.3 |
|---|---------|------|------|------|
| N | Valid | 80 | 80 | 80 |
| | Missing | 0 | 0 | 0 |

X4.1

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|---------|---------------|--------------------|
| 3 | 6 | 7.5 | 7.5 | 7.5 |
| 4 | 56 | 70.0 | 70.0 | 77.5 |
| 5 | 18 | 22.5 | 22.5 | 100.0 |
| Total | 80 | 100.0 | 100.0 | |

X4.2

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|---------|---------------|--------------------|
| 3 | 8 | 10.0 | 10.0 | 10.0 |
| 4 | 47 | 58.8 | 58.8 | 68.8 |
| 5 | 25 | 31.3 | 31.3 | 100.0 |
| Total | 80 | 100.0 | 100.0 | |

X4.3

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|---------|---------------|--------------------|
| 3 | 9 | 11.3 | 11.3 | 11.3 |
| 4 | 34 | 42.5 | 42.5 | 53.8 |
| 5 | 37 | 46.3 | 46.3 | 100.0 |
| Total | 80 | 100.0 | 100.0 | |

E. Empati

Statistics

| | | X5.1 | X5.2 | X5.3 |
|---|---------|------|------|------|
| N | Valid | 80 | 80 | 80 |
| | Missing | 0 | 0 | 0 |

X5.1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3 | 4 | 5.0 | 5.0 | 5.0 |
| | 4 | 51 | 63.7 | 63.7 | 68.8 |
| | 5 | 25 | 31.3 | 31.3 | 100.0 |
| | Total | 80 | 100.0 | 100.0 | |

X5.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3 | 5 | 6.3 | 6.3 | 6.3 |
| | 4 | 52 | 65.0 | 65.0 | 71.3 |
| | 5 | 23 | 28.7 | 28.7 | 100.0 |
| | Total | 80 | 100.0 | 100.0 | |

X5.3

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3 | 9 | 11.3 | 11.3 | 11.3 |
| | 4 | 48 | 60.0 | 60.0 | 71.3 |
| | 5 | 23 | 28.7 | 28.7 | 100.0 |
| | Total | 80 | 100.0 | 100.0 | |

LAMPIRAN 4:
Hasil Uji Validitas Pernyataan Kinerja
dan Harapan



A. Bukti fisik

Correlations

| | | X1.1 | X1.2 | X1.3 | X1.4 | X1 |
|------|---------------------|--------|--------|---------|---------|--------|
| X1.1 | Pearson Correlation | 1 | .519** | .367** | .367** | .646** |
| | Sig. (2-tailed) | | .000 | .001 | .001 | .000 |
| | N | 80 | 80 | 80 | 80 | 80 |
| X1.2 | Pearson Correlation | .519** | 1 | .715** | .715** | .880** |
| | Sig. (2-tailed) | .000 | | .000 | .000 | .000 |
| | N | 80 | 80 | 80 | 80 | 80 |
| X1.3 | Pearson Correlation | .367** | .715** | 1 | 1.000** | .922** |
| | Sig. (2-tailed) | .001 | .000 | | .000 | .000 |
| | N | 80 | 80 | 80 | 80 | 80 |
| X1.4 | Pearson Correlation | .367** | .715** | 1.000** | 1 | .922** |
| | Sig. (2-tailed) | .001 | .000 | .000 | | .000 |
| | N | 80 | 80 | 80 | 80 | 80 |
| X1 | Pearson Correlation | .646** | .880** | .922** | .922** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | |
| | N | 80 | 80 | 80 | 80 | 80 |

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

B. Kehandalan

Correlations

| | | X2.1 | X2.2 | X2.3 | X2 |
|------|---------------------|--------|--------|--------|--------|
| X2.1 | Pearson Correlation | 1 | .632** | .558** | .866** |
| | Sig. (2-tailed) | | .000 | .000 | .000 |
| | N | 80 | 80 | 80 | 80 |
| X2.2 | Pearson Correlation | .632** | 1 | .458** | .832** |
| | Sig. (2-tailed) | .000 | | .000 | .000 |
| | N | 80 | 80 | 80 | 80 |
| X2.3 | Pearson Correlation | .558** | .458** | 1 | .804** |
| | Sig. (2-tailed) | .000 | .000 | | .000 |
| | N | 80 | 80 | 80 | 80 |
| X2 | Pearson Correlation | .866** | .832** | .804** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | |
| | N | 80 | 80 | 80 | 80 |

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

C. Daya tanggap

Correlations

| | | X3.1 | X3.2 | X3.3 | X3 |
|------|---------------------|--------|--------|--------|--------|
| X3.1 | Pearson Correlation | 1 | .607** | .363** | .816** |
| | Sig. (2-tailed) | | .000 | .001 | .000 |
| | N | 80 | 80 | 80 | 80 |
| X3.2 | Pearson Correlation | .607** | 1 | .632** | .893** |
| | Sig. (2-tailed) | .000 | | .000 | .000 |
| | N | 80 | 80 | 80 | 80 |
| X3.3 | Pearson Correlation | .363** | .632** | 1 | .780** |
| | Sig. (2-tailed) | .001 | .000 | | .000 |
| | N | 80 | 80 | 80 | 80 |
| X3 | Pearson Correlation | .816** | .893** | .780** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | |
| | N | 80 | 80 | 80 | 80 |

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

D. Jaminan

Correlations

| | | X4.1 | X4.2 | X4.3 | X4 |
|------|---------------------|--------|--------|--------|--------|
| X4.1 | Pearson Correlation | 1 | .644** | .346** | .774** |
| | Sig. (2-tailed) | | .000 | .002 | .000 |
| | N | 80 | 80 | 80 | 80 |
| X4.2 | Pearson Correlation | .644** | 1 | .553** | .887** |
| | Sig. (2-tailed) | .000 | | .000 | .000 |
| | N | 80 | 80 | 80 | 80 |
| X4.3 | Pearson Correlation | .346** | .553** | 1 | .802** |
| | Sig. (2-tailed) | .002 | .000 | | .000 |
| | N | 80 | 80 | 80 | 80 |
| X4 | Pearson Correlation | .774** | .887** | .802** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | |
| | N | 80 | 80 | 80 | 80 |

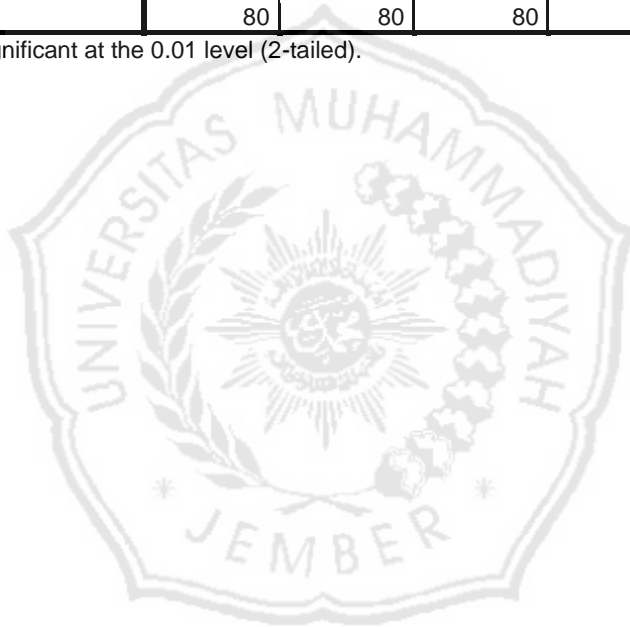
** . Correlation is significant at the 0.01 level (2-tailed).

E. Empati

Correlations

| | | X5.1 | X5.2 | X5.3 | X5 |
|------|---------------------|--------|--------|--------|--------|
| X5.1 | Pearson Correlation | 1 | .475** | .354** | .764** |
| | Sig. (2-tailed) | | .000 | .001 | .000 |
| | N | 80 | 80 | 80 | 80 |
| X5.2 | Pearson Correlation | .475** | 1 | .445** | .808** |
| | Sig. (2-tailed) | .000 | | .000 | .000 |
| | N | 80 | 80 | 80 | 80 |
| X5.3 | Pearson Correlation | .354** | .445** | 1 | .783** |
| | Sig. (2-tailed) | .001 | .000 | | .000 |
| | N | 80 | 80 | 80 | 80 |
| X5 | Pearson Correlation | .764** | .808** | .783** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | |
| | N | 80 | 80 | 80 | 80 |

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



LAMPIRAN 5:
Hasil Uji Reliabilitas Pernyataan Kinerja Dan
Harapan



A. Bukti fisik

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 80 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 80 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .869 | 4 |

B. Kehandalan

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 80 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 80 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .784 | 3 |

C. Daya tanggap

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 80 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 80 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .768 | 3 |

D. Jaminan

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 80 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 80 | 100.0 |

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

Reliability Statistics

| | |
|------------------|------------|
| Cronbach's Alpha | N of Items |
| .753 | 3 |

E. Empati

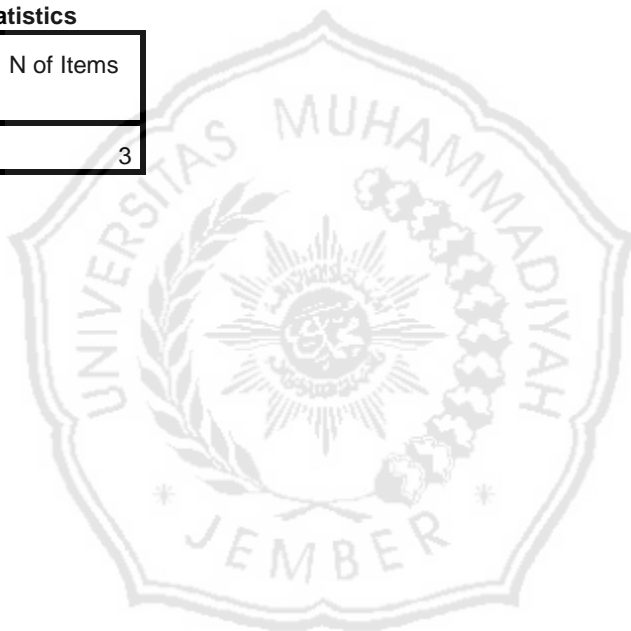
Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 80 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 80 | 100.0 |

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

Reliability Statistics

| | |
|------------------|------------|
| Cronbach's Alpha | N of Items |
| .686 | 3 |



LAMPIRAN 6:
EXCEL GAP



| No | Variabel | Total | Total | Skor | Skor | Gap | Gap |
|----|-----------|---------|---------|---------|---------|-------|---------|
| | Indikator | Kinerja | Harapan | Kinerja | Harapan | | dimensi |
| 1 | X1.1 | 323 | 339 | 4,03 | 4,23 | -0,2 | -0,21 |
| 2 | X1.2 | 329 | 336 | 4,11 | 4,2 | -0,09 | |
| 3 | X1.3 | 316 | 335 | 3,95 | 4,18 | -0,23 | |
| 4 | X1.4 | 323 | 351 | 4,03 | 4,38 | -0,35 | |
| 5 | X2.1 | 281 | 332 | 3,51 | 4,15 | -0,64 | -0,76 |
| 6 | X2.2 | 278 | 337 | 3,47 | 4,21 | -0,74 | |
| 7 | X2.3 | 275 | 348 | 3,43 | 4,35 | -0,92 | |
| 8 | X3.1 | 283 | 340 | 3,53 | 4,25 | -0,72 | -0,68 |
| 9 | X3.2 | 289 | 345 | 3,61 | 4,31 | -0,7 | |
| 10 | X3.3 | 291 | 341 | 3,63 | 4,26 | -0,63 | |
| 11 | X4.1 | 332 | 332 | 4,15 | 4,15 | 0 | -0,07 |
| 12 | X4.2 | 337 | 341 | 4,21 | 4,26 | -0,05 | |
| 13 | X4.3 | 348 | 350 | 4,35 | 4,37 | -0,02 | |
| 14 | X5.1 | 341 | 336 | 4,26 | 4,2 | -0,06 | -0,04 |
| 15 | X5.2 | 338 | 344 | 4,22 | 4,3 | -0,08 | |
| 16 | X5.3 | 334 | 342 | 4,17 | 4,27 | -0,1 | |
| | Jumlah | | | 62,72 | 68,1 | | |
| | Rata-rata | | | 3,92 | 4,25 | | |

LAMPIRAN 7:
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 yang diolah 2019



LAMPIRAN 8:
Dokumentasi Penelitian



