

Lampiran 1

**KUESIONER**

**KUESIONER TENTANG PENGARUH KUALITAS PELAYANAN TERHADAP  
KEPUASAN KONSUMEN TRANS JAKARTA**

Data Pribadi

1. Jenis Kelamin :
  - a. Laki-laki
  - b. Perempuan
2. Berapakah usia anda saat ini :
  - a. 15 – 24 tahun
  - b. 25 – 34 tahun
  - c. 35 – 44 tahun
  - d. 45 – 54 tahun
  - e. > 55 tahun
3. Berapa kali anda menggunakan bus Trans Jakarta dalam 1 minggu :
  - a. <3 kali
  - b. 4 kali
  - c. 5 kali
  - d. >5 kali
4. Apakah pekerjaan anda saat ini :
  - a. PNS
  - b. Mahasiswa
  - c. Pegawai swasta
  - d. Lain-lain
  - e. Wiraswasta

Jawablah pertanyaan di bawah ini sesuai dengan pengaruh kualitas pelayanan terhadap kepuasan anda sebagai pengguna bus Trans Jakarta dengan memberi tanda (X) pada pilihan yang sesuai dengan pendapat anda.

- Keterangan :
- |                |   |
|----------------|---|
| 1. STB dan STP | = Sangat Tidak Baik dan Sangat Tidak Puas |
| 2. TB dan TP   | = Tidak Baik dan Tidak Puas               |
| 3. B dan P     | = Baik dan Puas                           |
| 4. SB dan SP   | = Sangat Baik dan Sangat Puas             |



Lampiran 2

## UJI VALIDITAS

### KUALITAS PELAYANAN

Scale: ALL VARIABLES

#### 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
.911	22

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
reliabilty1	67.5000	102.741	.793	.902
reliability2	67.6667	104.782	.654	.905
reliability3	67.4667	105.706	.571	.906
reliability4	67.6667	104.920	.645	.905
reliability5	67.7000	107.045	.522	.907
respon1	67.5333	104.464	.649	.905
respon2	67.5667	103.909	.687	.904
respon3	67.4333	104.254	.788	.902
respon4	68.0333	109.689	.426	.909
assurance1	68.0000	106.414	.553	.907
assurance2	67.8000	108.372	.374	.911
assurance3	67.7333	107.513	.474	.909
assurance4	67.7667	105.840	.553	.907
emphaty1	67.6667	108.989	.375	.911
emphaty2	67.8000	108.234	.554	.907
emphaty3	67.9000	106.438	.535	.907
emphaty4	67.8667	108.326	.392	.911
emphaty5	67.8000	107.476	.443	.909
tangible1	67.7000	108.493	.434	.909
tangible2	67.3667	105.895	.676	.905
tangible3	67.9000	108.369	.447	.909
tangible4	67.7333	108.271	.406	.910

### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
70.9333	116.547	10.79570	22

### KEPUASAN KONSUMEN

Scale: ALL VARIABLES

### 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
.964	22

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
reliabilty1	68.3000	449.666	.414	.965
reliability2	68.3333	450.161	.373	.965
reliability3	68.4333	415.426	.869	.961
reliability4	68.3667	451.344	.427	.965
reliability5	68.5333	438.878	.570	.964
respon1	68.5667	425.495	.719	.962
respon2	68.5333	426.395	.679	.963
respon3	68.7333	418.064	.833	.961
respon4	68.6000	419.214	.837	.961
assurance1	68.3333	417.816	.815	.961
assurance2	68.4333	415.564	.814	.961
assurance3	68.5000	411.086	.872	.960
assurance4	68.4333	412.392	.841	.961
emphaty1	68.6667	408.575	.865	.961
emphaty2	68.6333	404.378	.851	.961
emphaty3	68.5333	412.671	.729	.962
emphaty4	68.6000	409.972	.844	.961
emphaty5	68.6667	415.954	.791	.961
tangible1	68.6000	421.145	.699	.962
tangible2	68.4000	422.386	.698	.962
tangible3	68.4333	422.530	.698	.962
tangible4	68.4667	428.189	.582	.964

### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
71.7667	463.013	21.51773	22

Lampiran 3

**Regression**

**Variables Entered/Removed<sup>b</sup>**

Model	Variables Entered	Variables Removed	Method
1	<i>tangible, responsiveness, assurance, reliability, emphaty<sup>a</sup></i>		. Enter

a. All requested variables entered.

b. Dependent Variable: kepuasan

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.866 <sup>a</sup>	.749	.736	.283

a. Predictors: (Constant), *tangible, responsiveness, assurance, reliability, emphaty*

**ANOVA<sup>b</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	22.565	5	4.513	56.224	.000 <sup>a</sup>
	Residual	7.545	94	.080		
	Total	30.110	99			

a. Predictors: (Constant), *tangible, responsiveness, assurance, reliability, emphaty*

b. Dependent Variable: kepuasan



Coefficients<sup>a</sup>

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.203	.293		.692	.491
	<i>reliability</i>	.298	.057	.344	5.204	.000
	<i>responsiveness</i>	.071	.050	.083	1.431	.156
	<i>assurance</i>	.183	.050	.218	3.679	.000
	<i>emphaty</i>	.163	.060	.185	2.746	.007
	<i>tangible</i>	.353	.053	.421	6.695	.000

a. Dependent Variable: kepuasan







## Kualitas Layanan

No.	Rel1	Rel2	Rel3	Rel4	Rel5				Res1	Res2	Res3	Res4			Ass1	Ass2	Ass3	Ass4			Emp1	Emp2	Emp3	Emp4	Emp5			Tang1	Tang2	Tang3	Tang4			
1	2	3	3	4	3	15	3	3	2	2	2	3	9	2,25	4	3	3	3	3	12	3	2	3	2	2	11	2,2	3	2	3	4	12	3,0	
2	3	3	3	3	4	16	3,2	3	4	4	3	2	13	3,25	4	1	1	2	2	6	1,5	2	3	4	2	2	13	2,6	3	3	3	3	12	3,0
3	4	4	3	3	4	18	3,6	4	3	3	4	3	13	3,25	4	4	4	4	4	16	4	4	3	4	4	3	18	3,6	3	4	2	2	11	2,8
4	3	2	2	2	2	11	2,2	4	3	3	3	1	10	2,5	3	1	1	3	3	8	2	3	3	3	4	4	17	3,4	3	3	2	2	10	2,5
5	2	2	4	3	2	13	2,6	3	2	2	2	3	9	2,25	2	3	3	2	4	12	3	2	2	3	2	2	11	2,2	3	2	3	3	11	2,8
6	4	4	4	4	3	19	3,8	4	3	4	4	2	13	3,25	4	3	2	4	4	13	3,25	4	4	4	4	4	20	4,0	4	4	3	4	15	3,8
7	5	4	5	5	3	22	4,4	4	4	4	4	4	16	4	4	4	4	4	16	4	4	4	4	4	4	20	4,0	4	4	4	4	16	4,0	
8	4	4	4	4	2	18	3,6	4	3	4	4	3	14	3,5	4	3	4	2	2	11	2,75	2	2	2	2	4	12	2,4	4	4	3	4	15	3,8
9	4	3	3	3	4	17	3,4	4	4	4	4	3	15	3,75	4	3	3	3	4	13	3,25	2	3	2	2	2	11	2,2	4	4	4	4	16	4,0
10	2	3	2	2	3	12	2,4	3	3	3	2	2	10	2,5	3	2	3	3	2	10	2,5	4	3	2	2	2	13	2,6	2	2	2	2	8	2,0
11	4	4	4	4	3	19	3,8	4	3	2	4	2	11	2,75	3	2	2	2	2	8	2	4	2	4	4	4	18	3,6	2	4	3	2	11	2,8
12	4	4	4	4	4	20	4	4	4	3	4	3	14	3,5	4	3	3	3	2	11	2,75	4	3	4	4	4	19	3,8	4	4	4	3	15	3,8
13	4	4	4	4	4	20	4	4	4	4	4	4	16	4	4	2	3	2	2	9	2,25	2	4	2	2	2	12	2,4	4	4	3	3	14	3,5
14	4	2	4	2	4	16	3,2	3	4	4	4	3	15	3,75	4	3	4	4	4	15	3,75	4	4	2	2	2	14	2,8	2	4	4	4	14	3,5
15	3	3	4	3	3	16	3,2	4	4	3	3	3	13	3,25	3	3	3	2	2	10	2,5	2	2	2	4	2	12	2,4	4	3	2	3	12	3,0
16	4	4	4	4	4	20	4	4	4	4	4	3	15	3,75	4	3	4	4	4	15	3,75	4	4	4	4	4	20	4,0	2	4	4	4	14	3,5
17	4	4	4	4	4	20	4	4	4	4	4	3	15	3,75	4	3	3	4	4	14	3,5	4	3	4	4	4	19	3,8	4	4	2	2	12	3,0
18	4	4	4	4	4	20	4	4	4	4	4	2	14	3,5	4	3	2	3	3	11	2,75	4	3	3	3	4	17	3,4	4	4	4	4	16	4,0
19	3	4	3	3	3	16	3,2	5	4	4	3	4	15	3,75	4	4	4	4	4	16	4	4	3	3	3	3	16	3,2	4	3	4	4	15	3,8
20	3	3	4	3	4	17	3,4	4	4	4	3	3	14	3,5	4	4	3	4	4	15	3,75	4	4	3	3	3	17	3,4	3	3	2	4	12	3,0
21	4	4	4	3	4	19	3,8	4	4	4	4	3	15	3,75	4	3	4	3	3	13	3,25	3	3	4	4	4	18	3,6	3	4	4	4	15	3,8
22	3	3	3	3	4	16	3,2	4	4	4	3	3	14	3,5	4	4	4	4	4	16	4	4	3	3	3	3	16	3,2	3	3	4	2	12	3,0
23	2	2	2	3	3	12	2,4	3	2	2	2	3	9	2,25	3	3	4	4	2	13	3,25	2	3	2	2	2	11	2,2	3	2	2	2	9	2,3
24	4	3	3	4	3	17	3,4	3	4	3	4	2	13	3,25	4	2	2	2	3	9	2,25	3	3	2	2	2	12	2,4	2	4	4	3	13	3,3
25	3	4	2	2	2	13	2,6	3	2	2	3	3	10	2,5	4	3	4	3	3	13	3,25	4	3	3	4	4	18	3,6	3	3	2	2	10	2,5
26	4	4	4	4	4	20	4	4	4	4	4	4	16	4	4	4	4	4	4	16	4	3	4	3	3	3	16	3,2	3	4	3	4	14	3,5
27	4	4	4	4	4	20	4	4	4	4	4	3	15	3,75	4	3	4	4	4	15	3,75	3	4	4	3	4	18	3,6	4	4	3	3	14	3,5
28	3	2	2	2	2	11	2,2	3	2	3	3	3	11	2,75	3	2	2	4	3	11	2,75	3	3	3	4	4	17	3,4	2	3	2	3	10	2,5
29	4	3	3	4	3	17	3,4	3	3	3	4	4	14	3,5	4	4	4	4	4	16	4	4	4	4	4	20	4,0	4	4	3	3	14	3,5	
30	2	2	4	2	2	12	2,4	3	2	2	2	3	9	2,25	3	3	3	2	2	10	2,5	4	2	2	2	3	13	2,6	3	2	3	4	12	3,0

## Kepuasan Konsumen

No.	Rel1	Rel2	Rel3	Rel4	Rel5	Res1	Res2	Res3	Res4	Ass1	Ass2	Ass3	Ass4	Emp1	Emp2	Emp3	Emp4	Emp5	Tang1	Tang2	Tang3	Tang4			
1	3	3	3	3	3	3	3	3	3	4	4	3	3	3	3	1	1	1	1	1	1	1	54	2,5	3
2	3	2	4	2	2	2	2	3	3	4	4	3	4	1	1	3	1	2	1	2	2	3	54	2,5	3
3	3	4	4	3	3	4	4	3	3	4	4	3	4	4	3	3	4	4	3	3	3	1	74	3,4	4
4	1	1	1	3	3	1	1	1	1	1	1	1	1	1	1	1	1	2	1	1	1	1	27	1,2	3
5	3	3	4	3	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	31	1,4	3
6	3	3	4	4	3	3	4	4	4	4	4	3	3	4	4	3	3	4	4	2	2	3	75	3,4	4
7	3	3	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	85	3,9	5
8	2	3	4	4	2	3	4	4	4	4	4	4	3	4	4	2	3	4	4	4	4	2	76	3,5	4
9	3	2	2	3	3	2	2	3	3	3	4	3	4	4	4	4	4	2	4	4	4	4	71	3,2	4
10	3	3	4	2	3	3	4	2	3	3	2	3	3	1	1	1	1	1	1	2	1	2	49	2,2	3
11	3	3	4	3	3	3	4	2	2	2	2	3	3	4	3	3	3	4	2	2	2	2	62	2,8	4
12	4	4	4	3	4	4	4	3	3	3	2	4	4	4	4	4	4	4	3	3	3	2	77	3,5	4
13	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	88	4,0	4
14	4	3	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	86	3,9	4
15	4	4	3	4	4	4	3	4	4	4	4	4	4	3	1	1	2	2	1	2	2	4	68	3,1	3
16	4	4	3	4	4	4	3	3	3	4	3	4	4	3	4	4	4	3	3	3	4	3	78	3,5	4
17	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	88	4,0	4
18	4	4	4	4	4	4	4	4	4	3	3	3	3	2	2	2	2	2	4	4	4	4	74	3,4	4
19	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	88	4,0	5
20	4	4	3	3	4	4	3	3	4	4	3	4	4	3	3	4	4	3	3	4	4	3	78	3,5	4
21	4	4	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	86	3,9	4
22	4	4	3	3	4	4	3	3	4	4	4	4	4	3	3	4	4	3	2	2	2	4	75	3,4	4
23	4	4	3	3	4	4	1	1	1	1	1	1	1	1	1	2	2	2	3	4	4	4	52	2,4	3
24	4	4	3	3	4	4	3	3	3	4	3	4	4	3	3	4	4	3	3	3	4	3	76	3,5	4
25	4	4	4	4	1	1	4	1	1	1	1	1	1	2	1	1	2	1	4	4	4	4	51	2,3	4
26	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	88	4,0	4
27	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4	3	4	4	4	73	3,3	4
28	3	3	3	3	3	1	1	1	1	2	2	1	1	1	1	4	3	3	3	3	3	3	49	2,2	3
29	4	4	4	4	4	4	4	4	4	4	4	2	2	2	4	2	2	3	3	3	3	2	72	3,3	4
30	4	4	4	4	1	1	1	1	2	2	2	1	1	1	1	1	1	1	4	4	4	4	49	2,2	3