

Lampiran 1

KUESIONER TENTANG KUALITAS PELAYANAN FRONT LINER
SERVICE TERHADAP KEPUASAN PELANGGAN PT PLN (Persero) AREA
PELAYANAN GROGOL JAKARTA BARAT

Data Pribadi

1. Jenis Kelamin :
 - a. Laki- laki b. Perempuan
2. Berapa kali anda datang kepada pelayanan Front Liner Service PT PLN (Persero) :
 - a. 1 kali b. 2 kali c. 3 kali
3. Berapakah usia anda saat ini :
 - a. < 25 tahun b. > 25 tahun c. = 25 tahun
4. Apakah Pekerjaan anda saat ini :
 - a. SMU b. S1 c. S2 d. S3

Lampiran 2

Jawablah pertanyaan dibawah ini yang sesuai dengan kualitas pelayanan dan kepuasan anda dalam pelayanan petugas Front Liner Service dengan memberi tanda silang (X) pada pilihan yang sesuai dengan pendapat pelanggan PLN.

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

Quesioner Kualitas Pelayanan

No		Sangat baik	Baik	Tidak baik	Sangat Tidak baik
	Reliability				
1	Bagian Front liner selalu menepati janji mereka untuk melakukan sesuatu pada waktu yang ditentukan				
2	Bagian front liner bersungguh-sungguh untuk membantu memecahkan masalah pelanggan				
3	Bagian front liner memberikan layanan yang tepat sejak dari awal				
4	Bagian front liner menyediakan layanannya sesuai dengan waktu yang dijanjikan				
5	Bagian front liner selalu mengupayakan catatan yang bebas dari kesalahan				
	Emphaty				
1	Bagian front liner memberikan perhatian individual kepada para pelanggannya				
2	Front Liner memiliki jam operasional yang nyaman				
3	Kemudahan dalam berkomunikasi dengan pelanggan				

4	Bagian front liner selalu mengutamakan kepentingan para pelanggan				
5	Bagian front liner memahami kebutuhan spesifik para pelanggannya				
	Responsiveness				
1	Kesabaran dan perhatian dari Front Liner terhadap pelanggan				
2	Kecepatan respon mengenai keluhan pelanggan				
3	Penyelesaian keluhan yang dihadapi pelanggan dapat diselesaikan oleh Front Liner				
4	Kecepatan pemrosesan keluhan pelanggan				
	Tangible				
1	Ketersediaan ruang tunggu yang nyaman				
2	Kebersihan ruang tunggu dan loket pelayanan Front Liner				
3	Karyawan front liner berpenampilan rapi				
4	Meja bagian front liner berpenampilan rapi				
	Assurance				
1	Pengetahuan Front Liner mengenai produk PLN				
2	Pelanggan merasa aman dalam bertransaksi				
3	Bagian front liner secara konsisten bersikap sopan terhadap para pelanggan				
4	Bagian front liner memiliki pengetahuan memadai untuk menjawab pertanyaan – pertanyaan pelanggan				

Questioner Kepuasan Pelayanan

No		Sangat Puas	Puas	Tidak Puas	Sangat Tidak Puas
1	Kepuasan tanggapan (respon) bagian front liner				
2	Kepuasan kesigapan menyelesaikan masalah				
3	Kepuasan tampilan karyawan front liner				
4	Kepuasan kecakapan karyawan front liner				
5	Kepuasan hasil pelayanan secara keseluruhan				

Lampiran : 3

Uji Validitas dan Reliability

Scale: ALL VARIABLES

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
0.904	22

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
reliability1	66.7333	93.375	0.723	0.896
reliability2	66.7000	97.114	0.491	0.901
reliability3	66.7667	98.530	0.368	0.904
reliability4	66.9000	96.369	0.515	0.901
reliability5	66.8667	94.120	0.622	0.898
emphaty1	66.7667	95.289	0.556	0.900
emphaty2	66.8000	94.717	0.601	0.898
emphaty3	66.7333	93.375	0.723	0.896
emphaty4	67.2000	99.407	0.333	0.904
emphaty5	67.1667	96.144	0.482	0.901
responsive1	66.9667	97.551	0.366	0.906
responsive2	66.9000	94.852	0.550	0.900
responsive3	66.9333	94.271	0.566	0.899
responsive4	66.8333	96.557	0.430	0.903
tangible1	66.9667	95.826	0.626	0.898
tangible2	67.0667	94.547	0.567	0.899
tangible3	67.0333	96.240	0.426	0.903
tangible4	66.9667	95.757	0.459	0.902
assurance1	66.9667	97.551	0.455	0.902
assurance2	66.7333	93.375	0.723	0.896
assurance3	67.1000	97.403	0.400	0.903
assurance4	67.0000	94.828	0.625	0.898

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
70.1000	104.645	10.22961	22

Uji Validitas dan Reliability

Scale: ALL VARIABLES

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
0.888	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
kepuasan1	10.7333	12.409	0.737	0.862
kepuasan2	10.7000	12.631	0.766	0.855
kepuasan3	10.5667	11.702	0.872	0.828
kepuasan4	10.5667	12.461	0.813	0.844
kepuasan5	10.5000	14.534	0.474	0.918

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
13.2667	19.375	4.40167	5

Correlations

[DataSet0]

Correlations

		reliability1	reliability2	reliability3	reliability4	reliability5	reliability
reliability1	Pearson Correlation	1	.473**	.436*	.640**	.576**	.817**
	Sig. (2-tailed)		.008	.016	.000	.001	.000
	N	30	30	30	30	30	30
reliability2	Pearson Correlation	.473**	1	.440*	.601**	.245	.708**
	Sig. (2-tailed)	.008		.015	.000	.192	.000
	N	30	30	30	30	30	30
reliability3	Pearson Correlation	.436*	.440*	1	.657**	.371*	.755**
	Sig. (2-tailed)	.016	.015		.000	.044	.000
	N	30	30	30	30	30	30
reliability4	Pearson Correlation	.640**	.601**	.657**	1	.421*	.862**
	Sig. (2-tailed)	.000	.000	.000		.020	.000
	N	30	30	30	30	30	30
reliability5	Pearson Correlation	.576**	.245	.371*	.421*	1	.694**
	Sig. (2-tailed)	.001	.192	.044	.020		.000
	N	30	30	30	30	30	30
reliability	Pearson Correlation	.817**	.708**	.755**	.862**	.694**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30

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

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

Correlations

Correlations

		emphaty1	emphaty2	emphaty3	emphaty4	emphaty5	emphaty
emphaty1	Pearson Correlation	1	.812**	.637**	.060	.087	.768**
	Sig. (2-tailed)		.000	.000	.751	.649	.000
	N	30	30	30	30	30	30
emphaty2	Pearson Correlation	.812**	1	.607**	.116	.136	.790**
	Sig. (2-tailed)	.000		.000	.542	.472	.000
	N	30	30	30	30	30	30
emphaty3	Pearson Correlation	.637**	.607**	1	.070	.094	.707**
	Sig. (2-tailed)	.000	.000		.715	.620	.000
	N	30	30	30	30	30	30
emphaty4	Pearson Correlation	.060	.116	.070	1	.690**	.554**
	Sig. (2-tailed)	.751	.542	.715		.000	.001
	N	30	30	30	30	30	30
emphaty5	Pearson Correlation	.087	.136	.094	.690**	1	.589**
	Sig. (2-tailed)	.649	.472	.620	.000		.001
	N	30	30	30	30	30	30
emphaty	Pearson Correlation	.768**	.790**	.707**	.554**	.589**	1
	Sig. (2-tailed)	.000	.000	.000	.001	.001	
	N	30	30	30	30	30	30

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

Correlations

Correlations

		responsive1	responsive2	responsive3	responsive4	reponsive
responsive1	Pearson Correlation	1	.443*	.351	.167	.669**
	Sig. (2-tailed)		.014	.057	.379	.000
	N	30	30	30	30	30
responsive2	Pearson Correlation	.443*	1	.699**	.488**	.871**
	Sig. (2-tailed)	.014		.000	.006	.000
	N	30	30	30	30	30
responsive3	Pearson Correlation	.351	.699**	1	.348	.796**
	Sig. (2-tailed)	.057	.000		.059	.000
	N	30	30	30	30	30
responsive4	Pearson Correlation	.167	.488**	.348	1	.661**
	Sig. (2-tailed)	.379	.006	.059		.000
	N	30	30	30	30	30
reponsive	Pearson Correlation	.669**	.871**	.796**	.661**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	30	30	30	30	30

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

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

Correlations

		tangible1	tangible2	tangible3	tangible4	tangible
tangible1	Pearson Correlation	1	.290	.152	.139	.455
	Sig. (2-tailed)		.121	.421	.465	.012
	N	30	30	30	30	30
tangible2	Pearson Correlation	.290	1	.712**	.670**	.877**
	Sig. (2-tailed)	.121		.000	.000	.000
	N	30	30	30	30	30
tangible3	Pearson Correlation	.152	.712**	1	.749**	.875**
	Sig. (2-tailed)	.421	.000		.000	.000
	N	30	30	30	30	30
tangible4	Pearson Correlation	.139	.670**	.749**	1	.857**
	Sig. (2-tailed)	.465	.000	.000		.000
	N	30	30	30	30	30
tangible	Pearson Correlation	.455	.877**	.875**	.857**	1
	Sig. (2-tailed)	.012	.000	.000	.000	
	N	30	30	30	30	30

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

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

Correlations

Correlations

		assurance1	assurance2	assurance3	assurance4	assurance
assurance1	Pearson Correlation	1	.156	.057	.660**	.652**
	Sig. (2-tailed)		.409	.765	.000	.000
	N	30	30	30	30	30
assurance2	Pearson Correlation	.156	1	.434*	.410*	.724**
	Sig. (2-tailed)	.409		.016	.024	.000
	N	30	30	30	30	30
assurance3	Pearson Correlation	.057	.434*	1	.164	.620**
	Sig. (2-tailed)	.765	.016		.386	.000
	N	30	30	30	30	30
assurance4	Pearson Correlation	.660**	.410*	.164	1	.789**
	Sig. (2-tailed)	.000	.024	.386		.000
	N	30	30	30	30	30
assurance	Pearson Correlation	.652**	.724**	.620**	.789**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	30	30	30	30	30

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

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

Correlations

Correlations

		kepuasan1	kepuasan2	kepuasan3	kepuasan4	kepuasan5	kepuasan
kepuasan1	Pearson Correlation	1	.628**	.682**	.726**	.442*	.841**
	Sig. (2-tailed)		.000	.000	.000	.015	.000
	N	30	30	30	30	30	30
kepuasan2	Pearson Correlation	.628**	1	.857**	.717**	.350	.855**
	Sig. (2-tailed)	.000		.000	.000	.058	.000
	N	30	30	30	30	30	30
kepuasan3	Pearson Correlation	.682**	.857**	1	.816**	.485**	.925**
	Sig. (2-tailed)	.000	.000		.000	.007	.000
	N	30	30	30	30	30	30
kepuasan4	Pearson Correlation	.726**	.717**	.816**	1	.418	.884**
	Sig. (2-tailed)	.000	.000	.000		.021	.000
	N	30	30	30	30	30	30
kepuasan5	Pearson Correlation	.442*	.350	.485**	.418	1	.647**
	Sig. (2-tailed)	.015	.058	.007	.021		.000
	N	30	30	30	30	30	30
kepuasan	Pearson Correlation	.841**	.855**	.925**	.884**	.647**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30

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

Lampiran : 4

UJI REGRESI

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	assurance, responsive, reliabel, tangible, emphaty ^a		. 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	.874 ^a	.763	.751	.274

a. Predictors: (Constant), assurance, responsive, reliabel, tangible, emphaty

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	22.733	5	4.547	60.565	.000 ^a
	Residual	7.057	94	.075		
	Total	29.790	99			

a. Predictors: (Constant), assurance, responsive, reliabel, tangible, emphaty

b. Dependent Variable: kepuasan

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	-.767	.228		-3.368	.001
	reliabel	.181	.077	.195	2.367	.020
	emphaty	.460	.103	.444	4.468	.000
	responsive	.296	.052	.329	5.707	.000
	tangible	.110	.099	.097	1.111	.270
	assurance	.005	.050	.009	.098	.922

a. Dependent Variable: kepuasan