

Lampiran 1

KUESIONER TENTANG KUALITAS PELAYANAN *CUSTOMER SERVICE*
TERHADAP KEPUASAN PELANGGAN PT ACW INDONESIA

Data Pribadi

1. Jenis Kelamin :
 - a. Laki- laki b. Perempuan
2. Berapa kali anda datang kepada PT. ACW Indonesia?
 - a. 1 kali b. 2 kali c. 3 kali
3. Berapakah usia anda saat ini :
 - a. 20- 25 tahun b.26-30 tahun c. 31- 38 tahun d 38-50
4. Apakah Pekerjaan anda saat ini :
 - a. Wiraswasta b. PNS c. Karyawan Swasta d. Ibu Rumah Tangga

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 |

Lampiran 3

Uji Validitas Dan Reliability (Kualitas Pelayanan)

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
.981	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	67.1000	165.472	.483	.983
reliability2	67.1000	159.197	.902	.980
reliability3	67.2333	159.151	.926	.979
reliability4	67.0667	161.857	.794	.980
reliability5	67.1000	164.714	.520	.983
emphaty1	67.1000	162.438	.774	.981
emphaty2	67.1000	158.162	.962	.979
emphaty3	67.0000	168.690	.365	.984
emphaty4	67.1333	158.947	.935	.979
emphaty5	67.1333	160.464	.915	.980
resposivenes1	67.1333	160.189	.863	.980
responsivenes2	67.1667	158.833	.964	.979
responsivenes3	67.1000	158.783	.926	.979
responsivenes4	67.1333	160.740	.897	.980
tangible1	67.2000	159.200	.967	.979
tangible2	67.0667	158.409	.931	.979
tangible3	67.1333	158.947	.935	.979
tangible4	67.1333	159.223	.859	.980
assurance1	67.1000	158.162	.962	.979
assurance2	67.1667	162.351	.820	.980
assurance3	67.2667	161.237	.902	.980
assurance4	67.3333	162.023	.846	.980

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
70.3333	176.299	13.27776	22

Uji Validitas Dan Reliability (Kepuasan Pelanggan)

[DataSet1] D:\November 2011 back up\cindar\new cindar\cindar.sav

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
.969	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	62.4000	206.248	.601	.969
reliability2	62.3000	202.907	.747	.968
reliability3	62.1667	208.351	.450	.971
reliability4	62.2333	210.392	.517	.970
reliability5	62.4333	206.461	.509	.970
emphaty1	62.3667	201.068	.781	.968
emphaty2	62.3000	198.907	.799	.967
emphaty3	62.4667	199.775	.778	.968
emphaty4	62.3667	199.344	.860	.967
emphaty5	62.3000	202.286	.731	.968
resposivenes1	62.3000	200.148	.713	.968
responsivenes2	62.4000	200.110	.902	.967
responsivenes3	62.3333	200.575	.829	.967
responsivenes4	62.4333	195.978	.841	.967
tangible1	62.5333	196.878	.869	.967
tangible2	62.5333	197.016	.826	.967
tangible3	62.5667	195.151	.854	.967
tangible4	62.4333	197.771	.742	.968
assurance1	62.5333	193.844	.852	.967
assurance2	62.6000	197.559	.854	.967
assurance3	62.6667	197.195	.848	.967
assurance4	62.7333	201.030	.711	.968

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
65.4000	219.628	14.81984	22

Lampiran 4

Regression

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	assurance, tangible, respon, reliabel, 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	.842 ^a	.709	.694	.321

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

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	23.617	5	4.723	45.804	.000 ^a
	Residual	9.693	94	.103		
	Total	33.310	99			

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

b. Dependent Variable: kepuasan

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	.466	.228		2.043	.044
	reliabel	.136	.073	.157	1.854	.047
	emphaty	-.063	.097	-.071	-.646	.520
	respon	.232	.078	.275	2.966	.004
	tangible	.155	.044	.077	1.249	.015
	assurance	.544	.100	.548	5.429	.000

a. Dependent Variable: kepuasan

LAMPIRAN 5

Descriptives

Descriptive kualitas pelayanan Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
reliability1	100	2.00	5.00	3.5800	.79366
reliability2	100	2.00	5.00	3.6200	.77564
reliability3	100	2.00	5.00	3.8500	.88048
reliability4	100	2.00	5.00	3.9000	.89330
reliability5	100	2.00	5.00	3.6700	.77921
emphaty1	100	2.00	5.00	3.6600	.85540
emphaty2	100	2.00	5.00	3.4700	.84632
emphaty3	100	2.00	5.00	3.6900	.96080
emphaty4	100	2.00	5.00	3.8600	1.01524
emphaty5	100	2.00	5.00	3.6600	1.02711
resposivenes1	100	2.00	5.00	3.1600	.82536
responsivenes2	100	2.00	5.00	3.6200	.80126
responsivenes3	100	2.00	5.00	3.6800	.95219
responsivenes4	100	2.00	5.00	3.4300	1.05653
tangible1	100	1.00	5.00	2.8200	.84543
tangible2	100	1.00	5.00	3.0600	1.02317
tangible3	100	1.00	5.00	2.9400	1.05237
tangible4	100	1.00	5.00	3.0000	.98473
assurance1	100	2.00	5.00	3.7300	.81470
assurance2	100	2.00	5.00	3.7700	.90849
assurance3	100	2.00	5.00	3.8600	.85304
assurance4	100	2.00	5.00	3.3400	.90140
Valid N (listwise)	100				

Descriptive kepuasan Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
reliability1	100	1.00	4.00	3.5300	.64283
reliability2	100	1.00	4.00	3.5300	.64283
reliability3	100	1.00	4.00	3.4800	.64322
reliability4	100	2.00	4.00	3.3900	.60126
reliability5	100	1.00	4.00	3.3100	.91778
emphaty1	100	1.00	5.00	3.2900	1.13969
emphaty2	100	1.00	5.00	3.3400	1.18253
emphaty3	100	1.00	5.00	3.0200	1.26315
emphaty4	100	1.00	5.00	3.1600	1.21206
emphaty5	100	1.00	5.00	3.3800	1.24544
responsiveness1	100	1.00	5.00	3.2800	1.33394
responsiveness2	100	1.00	5.00	3.2900	1.37286
responsiveness3	100	1.00	5.00	3.3200	1.37716
responsiveness4	100	1.00	5.00	3.1400	1.41436
tangible1	100	1.00	5.00	3.2300	1.59453
tangible2	100	1.00	5.00	3.4500	1.52007
tangible3	100	1.00	5.00	3.3900	1.31729
tangible4	100	1.00	5.00	3.2500	1.31330
assurance1	100	1.00	5.00	3.3200	1.20504
assurance2	100	1.00	5.00	3.5400	1.15837
assurance3	100	1.00	5.00	3.4800	1.16758
assurance4	100	1.00	5.00	3.5000	1.15032
Valid N (listwise)	100				

LAMPIRAN 6

Validitas Correlations Kepuasan

		reliability1	reliability2	reliability3	reliability4	reliability5	emphaty1	emphaty2	emphaty3	emphaty4	emphaty5	Resposivenes 1	responsivenes 2	responsivenes 3	responsivenes 4	tangible 1	tangible 2	tangible 3	tangible 4	assurance 1	assurance 2	assurance 3	assurance 4	kepuasan
reliabilit y1	Pearson Correlation	1	.612**	.511**	.157	.491**	.459	.577**	.748**	.517**	.462	.453	.688**	.591**	.433	.413	.495**	.424	.232	.401	.471**	.409	.473**	.570**
	Sig. (2-tailed)		.000	.004	.408	.006	.011	.001	.000	.003	.010	.012	.000	.001	.017	.023	.005	.020	.217	.028	.009	.025	.008	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
reliabilit y2	Pearson Correlation	.612**	1	.573**	.345	.433	.669**	.755**	.481**	.669**	.492**	.478**	.734**	.625**	.664**	.626**	.601**	.715**	.550**	.585**	.646**	.591**	.411	.698**
	Sig. (2-tailed)	.000		.001	.062	.017	.000	.000	.007	.000	.006	.008	.000	.000	.000	.000	.000	.000	.002	.001	.000	.001	.024	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
reliabilit y3	Pearson Correlation	.511**	.573**	1	.273	.061	.405	.587**	.314	.405	.436	.242	.511**	.566**	.404	.325	.267	.307	.390	.281	.305	.273	.207	.464**
	Sig. (2-tailed)	.004	.001		.144	.748	.026	.001	.091	.026	.016	.197	.004	.001	.027	.079	.154	.099	.033	.133	.102	.145	.273	.010
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
reliabilit y4	Pearson Correlation	.157	.345	.273	1	.217	.492**	.296	.358	.420	.326	.284	.314	.198	.614**	.691**	.352	.522**	.534**	.652**	.460	.535**	.373	.555**
	Sig. (2-tailed)	.408	.062	.144		.250	.006	.112	.052	.021	.078	.128	.091	.295	.000	.000	.056	.003	.002	.000	.011	.002	.042	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
reliabilit y5	Pearson Correlation	.491**	.433	.061	.217	1	.403	.509**	.557**	.503**	.308	.356	.601**	.417	.461	.445	.384	.446	.283	.384	.448	.390	.398	.503**
	Sig. (2-tailed)	.006	.017	.748	.250		.027	.004	.001	.005	.098	.054	.000	.022	.010	.014	.036	.014	.130	.036	.013	.033	.030	.005
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
emphat y1	Pearson Correlation	.459	.669**	.405	.492**	.403	1	.814**	.543**	.631**	.738**	.504**	.746**	.757**	.709**	.670**	.598**	.699**	.641**	.619**	.635**	.624**	.450	.909**
	Sig. (2-tailed)	.011	.000	.026	.006	.027		.000	.002	.000	.000	.005	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.013	.000

Correlations Kualitas Pelayanan

		Correlations					
		reliability1	reliability2	reliability3	reliability4	reliability5	reliability
reliability1	Pearson Correlation	1	.612**	.511**	.157	.491**	.435
	Sig. (2-tailed)		.000	.004	.408	.006	.071
	N	30	30	30	30	30	30
reliability2	Pearson Correlation	.612**	1	.573**	.345	.433*	.469
	Sig. (2-tailed)	.000		.001	.062	.017	.373
	N	30	30	30	30	30	30
reliability3	Pearson Correlation	.511**	.573**	1	.273	.061	.482
	Sig. (2-tailed)	.004	.001		.144	.748	.337
	N	30	30	30	30	30	30
reliability4	Pearson Correlation	.157	.345	.273	1	.217	.373*
	Sig. (2-tailed)	.408	.062	.144		.250	.042
	N	30	30	30	30	30	30
reliability5	Pearson Correlation	.491**	.433*	.061	.217	1	.405*
	Sig. (2-tailed)	.006	.017	.748	.250		.026
	N	30	30	30	30	30	30
reliability	Pearson Correlation	.435	.469	.482	.373*	.405*	1
	Sig. (2-tailed)	.071	.373	.337	.042	.026	
	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	.814**	.543**	.631**	.738**	.429
	Sig. (2-tailed)		.000	.002	.000	.000	.496
	N	30	30	30	30	30	30
emphaty2	Pearson Correlation	.814**	1	.592**	.718**	.665**	.453
	Sig. (2-tailed)	.000		.001	.000	.000	.420
	N	30	30	30	30	30	30
emphaty3	Pearson Correlation	.543**	.592**	1	.789**	.702**	.433
	Sig. (2-tailed)	.002	.001		.000	.000	.072
	N	30	30	30	30	30	30
emphaty4	Pearson Correlation	.631**	.718**	.789**	1	.791**	.405
	Sig. (2-tailed)	.000	.000	.000		.000	.101
	N	30	30	30	30	30	30
emphaty5	Pearson Correlation	.738**	.665**	.702**	.791**	1	.442
	Sig. (2-tailed)	.000	.000	.000	.000		.197
	N	30	30	30	30	30	30
emphaty	Pearson Correlation	.429	.453	.433	.405	.442	1
	Sig. (2-tailed)	.496	.420	.072	.101	.197	
	N	30	30	30	30	30	30

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

Correlations

		Correlations				
		responsiveness1	responsiveness2	responsiveness3	responsiveness4	responsive
responsiveness1	Pearson Correlation	1	.704**	.752**	.546**	.407
	Sig. (2-tailed)		.000	.000	.002	.099
	N	30	30	30	30	30
responsiveness2	Pearson Correlation	.704**	1	.887**	.722**	.418
	Sig. (2-tailed)	.000		.000	.000	.087
	N	30	30	30	30	30
responsiveness3	Pearson Correlation	.752**	.887**	1	.641**	.457
	Sig. (2-tailed)	.000	.000		.000	.170
	N	30	30	30	30	30
responsiveness4	Pearson Correlation	.546**	.722**	.641**	1	.469
	Sig. (2-tailed)	.002	.000	.000		.150
	N	30	30	30	30	30
responsive	Pearson Correlation	.407	.418	.457	.469	1
	Sig. (2-tailed)	.099	.087	.170	.150	
	N	30	30	30	30	30

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

Correlations

		Correlations				
		tangible1	tangible2	tangible3	tangible4	tangible
tangible1	Pearson Correlation	1	.674**	.830**	.762**	.391
	Sig. (2-tailed)		.000	.000	.000	.119
	N	30	30	30	30	30
tangible2	Pearson Correlation	.674**	1	.834**	.731**	.392
	Sig. (2-tailed)	.000		.000	.000	.117
	N	30	30	30	30	30
tangible3	Pearson Correlation	.830**	.834**	1	.869**	.463
	Sig. (2-tailed)	.000	.000		.000	.390
	N	30	30	30	30	30
tangible4	Pearson Correlation	.762**	.731**	.869**	1	.432
	Sig. (2-tailed)	.000	.000	.000		.217
	N	30	30	30	30	30
tangible	Pearson Correlation	.391	.392	.463	.432	1
	Sig. (2-tailed)	.119	.117	.390	.217	
	N	30	30	30	30	30

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

Correlations

		Correlations				
		assurance1	assurance2	assurance3	assurance4	assurance
assurance1	Pearson Correlation	1	.866**	.873**	.699**	.412
	Sig. (2-tailed)		.000	.000	.000	.260
	N	30	30	30	30	30
assurance2	Pearson Correlation	.866**	1	.960**	.748**	.443
	Sig. (2-tailed)	.000		.000	.000	.064
	N	30	30	30	30	30
assurance3	Pearson Correlation	.873**	.960**	1	.745**	.380*
	Sig. (2-tailed)	.000	.000		.000	.038
	N	30	30	30	30	30
assurance4	Pearson Correlation	.699**	.748**	.745**	1	.420*
	Sig. (2-tailed)	.000	.000	.000		.021
	N	30	30	30	30	30
assurance	Pearson Correlation	.412	.443	.380*	.420*	1
	Sig. (2-tailed)	.260	.064	.038	.021	
	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).