

## Lampiran

Dengan hormat,

Dalam rangka melengkapi data yang diperlukan untuk membuat skripsi yang berjudul “ Pengaruh kualitas pelayanan akademik terhadap kepuasan mahasiswa pada Fakultas Ekonomi Dan Bisnis Universitas Katolik Soegijapranata Semarang ditinjau melalui model SERVQUAL” , saya meminta untuk kesediaan Bapak/Ibu responden untuk mengisi dan menjawab seluruh pertanyaan pada kuesioner yang tersedia, data yang sudah diperoleh dari responden akan terjamin kerahasiaannya. Terimakasih atas kesediaan waktu untuk mengisi kuesioner agar pembuatan skripsi ini berjalan dengan lancar dan bermanfaat bagi kita semua.

Hormat saya,

Stephen Adrian Wijaya

### Identitas Responden

Nama : .....

NIM : .....

Jenis kelamin : Laki – Laki / Perempuan

Kota : .....

Jurusan/prodi : .....

Angkatan : .....

**Cara Pengisian**

Pilih salah satu dari lima jawaban yang ada dengan cara mencentang (V) pada kolom yang disediakan

Terdapat lima pilihan jawaban yang dapat dipilih yaitu

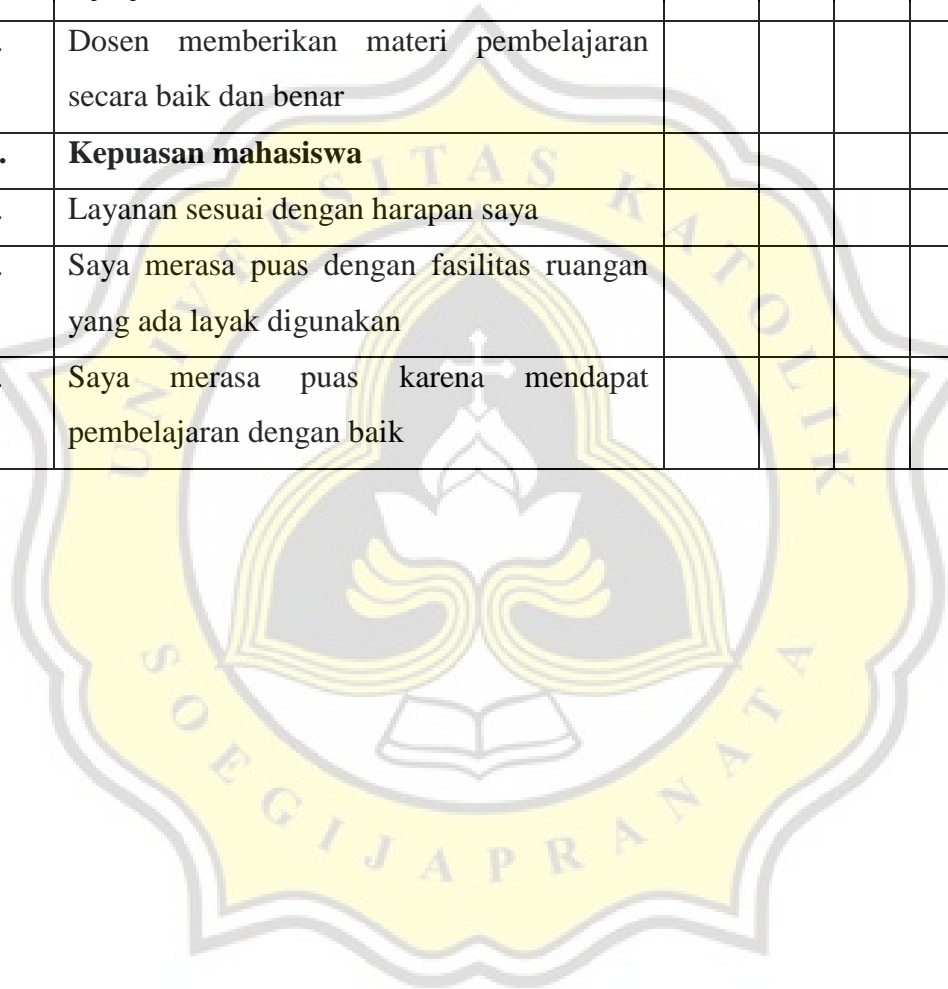
- STS = Sangat Tidak Setuju
- TS = Tidak Setuju
- N = Netral
- S = Setuju
- SS = Sangat Setuju

Pertanyaan kuesioner kualitas pelayanan administrasi terhadap kepuasan mahasiswa

| No       | Pertanyaan   | Jawaban Responden |    |   |   |    |
|----------|--|-------------------|----|---|---|----|
|          |  | STS               | TS | N | S | SS |
| <b>A</b> | <b>Dimensi berwujud (<i>tangibles</i>)</b>                             |                   |    |   |   |    |
| 1.       | Tersedianya meja yang memadai pada ruang administrasi dan ruang kelas  |                   |    |   |   |    |
| 2.       | Tersedianya kursi yang memadai pada ruang administrasi dan ruang kelas |                   |    |   |   |    |

|           |  |  |  |  |  |  |
|-----------|--|--|--|--|--|--|
| 3.        | Tersedianya AC untuk mahasiswa pada ruangan administrasi dan ruang kelas       |  |  |  |  |  |
| 4.        | Dosen dan tendik yang berpenampilan rapi                                       |  |  |  |  |  |
| 5.        | Toilet yang bersih pada setiap lantai gedung                                   |  |  |  |  |  |
| 6.        | Tersedianya LCD, papan tulis yang layak pakai                                  |  |  |  |  |  |
| <b>B.</b> | <b>Dimensi kehandalan (reliability)</b>  |  |  |  |  |  |
| 1.        | Tendik cepat dalam memberikan pelayanan yang dibutuhkan mahasiswa              |  |  |  |  |  |
| 2.        | Tendik tepat dalam memberikan informasi yang dibutuhkan mahasiswa              |  |  |  |  |  |
| 3.        | Dosen tepat waktu dalam proses pembelajaran                                    |  |  |  |  |  |
| 4.        | Dosen mampu membimbing dengan baik   |  |  |  |  |  |
| 5.        | Dosen mampu mengajar dengan baik   |  |  |  |  |  |
| <b>C.</b> | <b>Dimensi daya tanggap (responsiveness)</b>                                   |  |  |  |  |  |
| 1.        | Tendik sigap dalam membantu masalah pelayanan mahasiswa                        |  |  |  |  |  |
| 2.        | Dosen sigap dalam membantu masalah dalam proses pembelajaran                   |  |  |  |  |  |
| <b>D.</b> | <b>Dimensi Empati (empathy)</b>  |  |  |  |  |  |
| 1.        | Tendik selalu membantu mahasiswa pada saat melakukan meminta bantuan pelayanan |  |  |  |  |  |
| 2.        | Dosen yang selalu membantu kesulitan mahasiswa pada proses pembelajaran        |  |  |  |  |  |
| 3.        | Kepedulian dosen dalam meluangkan waktu untuk memberi bimbingan pada mahasiswa |  |  |  |  |  |
| <b>E.</b> | <b>Dimensi Jaminan (assurance)</b>   |  |  |  |  |  |

|           |  |  |  |  |  |  |
|-----------|--|--|--|--|--|--|
| 1.        | Tendik administrasi yang memberikan pelayanan sesuai hasil yang dijanjikan                 |  |  |  |  |  |
| 2.        | Pelayanan administrasi yang diminta mahasiswa dapat terpenuhi sesuai waktu yang dijanjikan |  |  |  |  |  |
| 3.        | Dosen memberikan materi pembelajaran secara baik dan benar                                 |  |  |  |  |  |
| <b>F.</b> | <b>Kepuasan mahasiswa</b>  |  |  |  |  |  |
| 1.        | Layanan sesuai dengan harapan saya   |  |  |  |  |  |
| 2.        | Saya merasa puas dengan fasilitas ruangan yang ada layak digunakan                         |  |  |  |  |  |
| 3.        | Saya merasa puas karena mendapat pembelajaran dengan baik                                  |  |  |  |  |  |



## Lampiran Hasil Pengolahan Data

### 1. Hasil Uji Statistik Descriptive

| <b>Descriptive Statistics</b> |     |         |         |      |                |
|-------------------------------|-----|---------|---------|------|----------------|
|                               | N   | Minimum | Maximum | Mean | Std. Deviation |
| x1.1                          | 220 | 2       | 5       | 3.83 | 0.779          |
| x1.2                          | 220 | 2       | 5       | 3.80 | 0.801          |
| x1.3                          | 220 | 1       | 5       | 4.14 | 0.766          |
| x1.4                          | 220 | 2       | 5       | 4.23 | 0.704          |
| x1.5                          | 220 | 1       | 5       | 3.20 | 0.938          |
| x1.6                          | 220 | 2       | 5       | 3.89 | 0.763          |
| x2.1                          | 220 | 1       | 5       | 3.65 | 0.670          |
| x2.2                          | 220 | 1       | 5       | 3.57 | 0.721          |
| x2.3                          | 220 | 1       | 5       | 3.80 | 0.714          |
| x2.4                          | 220 | 2       | 5       | 3.83 | 0.681          |
| x2.5                          | 220 | 2       | 5       | 4.16 | 0.734          |
| x3.1                          | 220 | 2       | 5       | 3.65 | 0.759          |
| x3.2                          | 220 | 2       | 5       | 3.66 | 0.769          |
| x4.1                          | 220 | 2       | 5       | 3.81 | 0.624          |
| x4.2                          | 220 | 1       | 5       | 3.74 | 0.683          |
| x4.3                          | 220 | 1       | 5       | 3.65 | 0.710          |
| x5.1                          | 220 | 1       | 5       | 3.74 | 0.649          |
| x5.2                          | 220 | 2       | 5       | 3.60 | 0.790          |
| x5.3                          | 220 | 2       | 5       | 3.95 | 0.624          |
| x5.4                          | 220 | 2       | 5       | 4.19 | 0.696          |
| y1                            | 220 | 1       | 5       | 3.82 | 0.698          |
| y2                            | 220 | 1       | 5       | 3.85 | 0.905          |
| y3                            | 220 | 1       | 5       | 3.95 | 0.700          |
| Valid N (listwise)            | 220 |         |         |      |                |

2. Uji Validitas Sebelum Eliminasi

| Item-Total Statistics |                            |                                |                                  |                                  |
|-----------------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
|                       | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| x1.1                  | 79.68                      | 75.279                         | 0.502                            | 0.891                            |
| x1.2                  | 79.70                      | 75.259                         | 0.487                            | 0.891                            |
| x1.3                  | 79.37                      | 78.462                         | 0.267                            | 0.897                            |
| x1.4                  | 79.28                      | 76.833                         | 0.433                            | 0.892                            |
| x1.5                  | 80.31                      | 75.257                         | 0.402                            | 0.894                            |
| x1.6                  | 79.62                      | 75.917                         | 0.464                            | 0.892                            |
| x2.1                  | 79.86                      | 74.968                         | 0.625                            | 0.888                            |
| x2.2                  | 79.94                      | 75.955                         | 0.493                            | 0.891                            |
| x2.3                  | 79.71                      | 76.498                         | 0.453                            | 0.892                            |
| x2.4                  | 79.68                      | 75.716                         | 0.548                            | 0.890                            |
| x2.5                  | 79.35                      | 74.939                         | 0.566                            | 0.889                            |
| x3.1                  | 79.86                      | 74.533                         | 0.577                            | 0.889                            |
| x3.2                  | 79.85                      | 74.009                         | 0.610                            | 0.888                            |
| x4.1                  | 79.70                      | 75.847                         | 0.592                            | 0.889                            |
| x4.2                  | 79.77                      | 75.439                         | 0.570                            | 0.889                            |
| x4.3                  | 79.86                      | 77.589                         | 0.366                            | 0.894                            |
| x5.1                  | 79.77                      | 75.731                         | 0.577                            | 0.889                            |
| x5.2                  | 79.90                      | 76.854                         | 0.375                            | 0.894                            |
| x5.3                  | 79.56                      | 76.758                         | 0.505                            | 0.891                            |
| y1                    | 79.69                      | 74.918                         | 0.601                            | 0.888                            |
| y2                    | 79.65                      | 73.588                         | 0.532                            | 0.890                            |
| y3                    | 79.56                      | 75.106                         | 0.583                            | 0.889                            |

### 3. Uji Validitas Setelah Eliminasi

| <b>Item-Total Statistics</b> |                            |                                |                                  |                                  |
|------------------------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
|                              | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| x1.1                         | 75.54                      | 71.227                         | 0.504                            | 0.892                            |
| x1.2                         | 75.56                      | 71.215                         | 0.488                            | 0.893                            |
| x1.4                         | 75.14                      | 72.852                         | 0.425                            | 0.894                            |
| x1.5                         | 76.17                      | 71.395                         | 0.390                            | 0.897                            |
| x1.6                         | 75.48                      | 71.995                         | 0.455                            | 0.894                            |
| x2.1                         | 75.72                      | 70.959                         | 0.625                            | 0.890                            |
| x2.2                         | 75.80                      | 71.951                         | 0.490                            | 0.893                            |
| x2.3                         | 75.57                      | 72.410                         | 0.456                            | 0.894                            |
| x2.4                         | 75.54                      | 71.619                         | 0.554                            | 0.891                            |
| x2.5                         | 75.20                      | 70.803                         | 0.576                            | 0.890                            |
| x3.1                         | 75.72                      | 70.514                         | 0.579                            | 0.890                            |
| x3.2                         | 75.71                      | 69.897                         | 0.620                            | 0.889                            |
| x4.1                         | 75.55                      | 71.764                         | 0.596                            | 0.890                            |
| x4.2                         | 75.63                      | 71.294                         | 0.581                            | 0.891                            |
| x4.3                         | 75.72                      | 73.516                         | 0.365                            | 0.896                            |

|      |       |            |       |       |
|------|-------|------------|-------|-------|
| x5.1 | 75.63 | 71.64<br>1 | 0.583 | 0.891 |
| x5.2 | 75.76 | 72.82<br>1 | 0.372 | 0.896 |
| x5.3 | 75.42 | 72.62<br>0 | 0.512 | 0.892 |
| y1   | 75.55 | 70.82<br>4 | 0.609 | 0.890 |
| y2   | 75.51 | 69.85<br>8 | 0.515 | 0.893 |
| y3   | 75.42 | 71.04<br>9 | 0.587 | 0.890 |

#### 4. Uji Reliabilitas

| Reliability Statistics |            |
|------------------------|------------|
| Cronbach's Alpha       | N of Items |
| 0.897                  | 21         |

#### 5. Linear Berganda

##### Coefficients<sup>a</sup>

| Model |            | Unstandardized Coefficients |            | Standardized Coefficients | t      | Sig.  |
|-------|------------|-----------------------------|------------|---------------------------|--------|-------|
|       |            | B                           | Std. Error | Beta                      |        |       |
| 1     | (Constant) | -0.410                      | 0.808      |                           | -0.508 | 0.612 |
|       | Total X1   | 0.189                       | 0.036      | 0.289                     | 5.185  | 0.000 |
|       | Total X2   | 0.175                       | 0.054      | 0.237                     | 3.259  | 0.001 |
|       | Total X3   | -0.057                      | 0.084      | -0.044                    | -0.679 | 0.498 |



|          |       |       |       |       |       |
|----------|-------|-------|-------|-------|-------|
| Total X4 | 0.331 | 0.079 | 0.274 | 4.200 | 0.000 |
| Total X5 | 0.163 | 0.075 | 0.138 | 2.182 | 0.030 |

## 2. Uji T

### Coefficients<sup>a</sup>

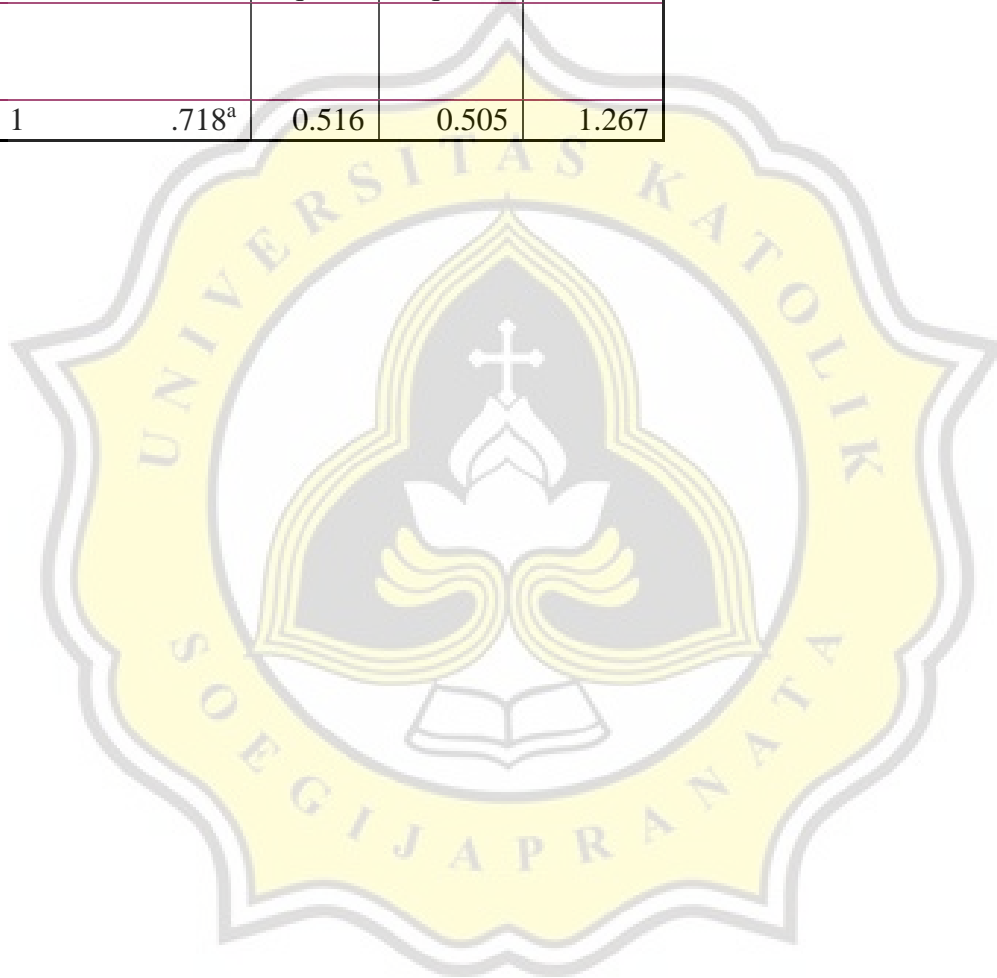
| Model |            | Unstandardized Coefficients |            | Standardized Coefficients | t      | Sig.  |
|-------|------------|-----------------------------|------------|---------------------------|--------|-------|
|       |            | B                           | Std. Error | Beta                      |        |       |
| 1     | (Constant) | -0.410                      | 0.808      |                           | -0.508 | 0.612 |
|       | Total X1   | 0.189                       | 0.036      | 0.289                     | 5.185  | 0.000 |
|       | Total X2   | 0.175                       | 0.054      | 0.237                     | 3.259  | 0.001 |
|       | Total X3   | -0.057                      | 0.084      | -0.044                    | -0.679 | 0.498 |
|       | Total X4   | 0.331                       | 0.079      | 0.274                     | 4.200  | 0.000 |
|       | Total X5   | 0.163                       | 0.075      | 0.138                     | 2.182  | 0.030 |

## 3. Uji F

| ANOVA |            |                |     |             |        |                   |
|-------|------------|----------------|-----|-------------|--------|-------------------|
| Model |            | Sum of Squares | df  | Mean Square | F      | Sig.              |
| 1     | Regression | 366.393        | 5   | 73.279      | 45.648 | .000 <sup>b</sup> |
|       | Residual   | 343.535        | 214 | 1.605       |        |                   |
|       | Total      | 709.927        | 219 |             |        |                   |

#### 4. Uji R

| <b>Model Summary</b> |                   |          |                   |                            |
|----------------------|-------------------|----------|-------------------|----------------------------|
| Model                | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1                    | .718 <sup>a</sup> | 0.516    | 0.505             | 1.267                      |



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