

## IDENTITAS DIRI

No. Angket :  
Pekerjaan :

## PETUNJUK Pengerjaan

Berikut ini terdapat beberapa pernyataan mengenai kualitas pelayanan dan kepuasan pelanggan. Jawaban Anda (yang merupakan pendapat pribadi) akan dirahasiakan dan hanya digunakan sebagai data penelitian. Seluruh laporan hasil penelitian tidak akan menyangkut jawaban anda sebagai pribadi namun akan digabungkan dengan jawaban yang berasal dari jawaban pelanggan lain.

Mohon pernyataan-pernyataan berikut ini dibaca terlebih dahulu dan kemudian berikanlah tanda silang (X) pada angka penilaian yang paling akurat mencerminkan tingkat kepuasan atau ketidakpuasan maupun kesesuaian atau ketidaksesuaian Anda dengan pernyataan bersangkutan. Beberapa hal yang perlu diperhatikan, yaitu :

1. Bacalah masing-masing pernyataan dengan teliti dan jawablah sejujur-jujurnya, identitas diri dan jawaban anda dijamin kerahasiaannya.
2. Apabila anda ingin mengubah jawaban, anda dapat memberikan tanda sama dengan (=) pada tanda silang (X) yang merupakan jawaban yang akan anda ubah dan menggantinya dengan jawaban baru yang sesuai dengan memberi tanda silang (X)

**Contoh :**

	Sangat tidak memuaskan.....Memuaskan				
Adanya fasilitas yang disediakan di ruang tunggu	1	2	3	4	5

**Sangat tidak memuaskan.....Memuaskan**

Adanya fasilitas yang disediakan di ruang tunggu	1	2	3	4	5
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### Keterangan :

- Semakin ke kiri jawaban anda semakin tidak puas dengan pernyataan yang diajukan.
  - Semakin ke kanan jawaban anda semakin puas dengan pernyataan yang diajukan
3. Semua jawaban yang anda berikan adalah benar jika hal tersebut yang anda rasakan. Tidak ada jawaban yang salah.
  4. Jika telah selesai mengisi, mohon dilihat kembali agar tidak ada yang terlewat untuk diisi.

**SELAMAT MENGERJAKAN**

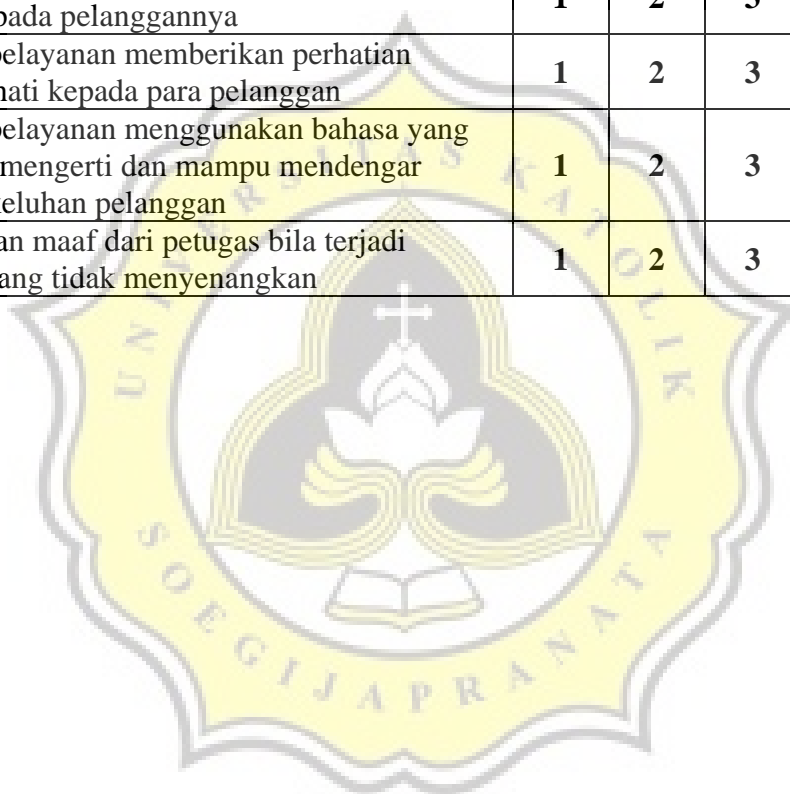


18	Waktu yang dibutuhkan oleh petugas pelayanan dalam memasukkan data pelanggan ke dalam komputer	1	2	3	4	5
19	Tindakan petugas pelayanan pada saat terjadi hal yang tidak menyenangkan pada pelanggan	1	2	3	4	5
20	Keahlian petugas dalam mengoperasikan komputer	1	2	3	4	5
21	Proses memasukkan data pelanggan yang mengurus perpanjangan SIM	1	2	3	4	5
22	Pelayanan petugas terhadap pelanggan yang masih pelajar	1	2	3	4	5
23	Sikap petugas pada saat menjawab pertanyaan pelanggan	1	2	3	4	5
24	Jumlah total keseluruhan yang harus dikeluarkan oleh pelanggan	1	2	3	4	5
25	Standarisasi biaya perpanjangan SIM	1	2	3	4	5
26	Kepastian jam buka kantor	1	2	3	4	5
27	Pendingin ruangan yang ada di ruang tunggu	1	2	3	4	5
28	Keamanan di tempat parkir	1	2	3	4	5
29	Pelayanan pendaftaran di loket pada proses perpanjangan SIM	1	2	3	4	5
30	Persyaratan yang tidak berbelit-belit	1	2	3	4	5
31	Informasi mengenai jabatan petugas pelayanan	1	2	3	4	5
32	Lamanya proses pengambilan foto	1	2	3	4	5
33	Tanggapan petugas pelayanan dalam melayani pelanggan yang mengeluh	1	2	3	4	5
34	Penguasaan petugas terhadap pekerjaan yang dihadapi	1	2	3	4	5
35	Lamanya proses akhir pencetakan SIM setelah berfoto	1	2	3	4	5
36	Pelayanan petugas terhadap pelanggan yang menggunakan seragam dinas	1	2	3	4	5
37	Sikap petugas pada saat menerima kritik dan saran dari pelanggan	1	2	3	4	5
38	Biaya yang dikeluarkan untuk pemeriksaan poliklinik	1	2	3	4	5
39	Kesesuaian biaya yang dikeluarkan pelanggan dengan informasi yang dicantumkan	1	2	3	4	5
40	Kepastian jam tutup kantor	1	2	3	4	5
41	Kebersihan toilet bagi pelanggan	1	2	3	4	5
42	Keamanan di ruang tunggu	1	2	3	4	5
43	Pelaksanaan pengambilan foto pada proses perpanjangan SIM	1	2	3	4	5
44	Kewajaran persyaratan yang harus dilampirkan	1	2	3	4	5

45	Informasi mengenai pembagian tugas dari petugas pelayanan bagian pendaftaran terhadap pelanggan	1	2	3	4	5
46	Waktu yang dibutuhkan oleh petugas pelayanan untuk mencetak hasil SIM	1	2	3	4	5
47	Respon petugas saat pelanggan ingin mendapatkan informasi mengenai proses perpanjangan SIM	1	2	3	4	5
48	Kecekatan petugas dalam memberikan pelayanan pada pelanggan	1	2	3	4	5
49	Lamanya proses keseluruhan dalam mengurus perpanjangan SIM	1	2	3	4	5
50	Pelayanan petugas terhadap pelanggan sesama anggota polisi	1	2	3	4	5
51	Sikap petugas pada saat mempersilahkan pelanggan yang baru datang	1	2	3	4	5
52	Biaya tambahan lain yang harus dikeluarkan oleh pelanggan	1	2	3	4	5
53	Keterbukaan petugas pelayanan mengenai biaya perpanjangan SIM	1	2	3	4	5
54	Informasi jadwal pelayanan yang diberikan kepada pelanggan	1	2	3	4	5
55	Luas lapangan parkir kendaraan bagi pelanggan	1	2	3	4	5
56	Jaminan keamanan bagi pelanggan	1	2	3	4	5



17	Setiap petugas memiliki kemampuan yang baik dalam melayani pelanggan	1	2	3	4	5
18	Adanya jaminan keamanan kepada pelanggan	1	2	3	4	5
19	Pelanggan merasa nyaman dengan pelayanan yang diberikan petugas	1	2	3	4	5
20	Setiap biaya yang dikeluarkan masih dalam batas kewajaran	1	2	3	4	5
<b>E</b>	<b>EMPATI</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
21	Petugas dapat menjalin komunikasi efektif dengan para pelanggan	1	2	3	4	5
22	Petugas pelayanan melayani dengan ramah dan sopan kepada pelanggannya	1	2	3	4	5
23	Petugas pelayanan memberikan perhatian sepenuh hati kepada para pelanggan	1	2	3	4	5
24	Petugas pelayanan menggunakan bahasa yang mudah dimengerti dan mampu mendengar aspirasi/keluhan pelanggan	1	2	3	4	5
25	Permintaan maaf dari petugas bila terjadi sesuatu yang tidak menyenangkan	1	2	3	4	5



## Reliability TANGIBLES/BUKTI FISIK

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.577	5

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1	11.4400	4.088	.187	.622
X2	11.5600	4.223	.354	.515
X3	11.3867	4.024	.265	.565
X4	11.1600	3.731	.476	.444
X5	11.2533	3.921	.475	.455

### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
14.2000	5.649	2.37669	5

## Reliability RELIABILITY/KEANDALAN

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.508	5

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X6	11.6000	4.649	.075	.610
X7	11.2667	4.604	.327	.431
X8	11.2267	4.340	.377	.397
X9	11.2400	3.888	.481	.321
X10	11.5200	4.307	.242	.478

### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
14.2133	6.062	2.46211	5



## Reliability RESPONSIVENESS/KETANGGAPAN

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.723	5

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X11	11.6533	4.067	.528	.659
X12	11.8667	4.658	.512	.665
X13	11.6533	4.932	.522	.667
X14	11.4133	4.759	.454	.687
X15	11.3867	4.646	.423	.700

### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
14.4933	6.740	2.59612	5

## Reliability ASSURANCE/JAMINAN

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.518	5

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X16	10.5867	3.651	.149	.540
X17	10.9600	3.552	.135	.556
X18	10.6933	3.134	.336	.431
X19	10.6533	2.851	.378	.397
X20	10.6000	2.973	.471	.350

### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
13.3733	4.507	2.12306	5

## Reliability EMPHATY/EMPATI

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.621	5

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X21	11.0667	2.955	.424	.547
X22	11.0000	3.000	.355	.577
X23	10.9200	2.669	.491	.506
X24	10.9467	2.430	.548	.466
X25	11.4267	3.248	.123	.702

### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
13.8400	4.082	2.02044	5

## Reliability PROSEDUR PELAYANAN

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.515	4

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	8.2933	2.507	.362	.388
VAR00015	8.5333	3.117	.377	.393
VAR00029	8.3733	3.480	.131	.587
VAR00043	8.4800	2.875	.386	.372

### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11.2267	4.583	2.14081	4

## Reliability PERSYARATAN PELAYANAN

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.194	4

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00002	8.5600	1.628	.073	.190
VAR00016	8.5333	1.577	.168	.034
VAR00030	8.2533	2.165	-.015	.272
VAR00044	8.4133	1.813	.152	.080

### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11.2533	2.516	1.58620	4

## Reliability PERSYARATAN PELAYANAN

**Case Processing Summary**

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.293	4

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00003	8.8000	2.081	.138	.254
VAR00017	8.5600	2.142	.244	.134
VAR00031	8.3867	2.240	.112	.284
VAR00045	8.3333	2.225	.119	.275

**Scale Statistics**

Mean	Variance	Std. Deviation	N of Items
11.3600	3.125	1.76788	4

## Reliability KEDISIPLINAN PETUGAS

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.524	4

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00004	8.3733	2.751	.290	.472
VAR00018	8.4667	2.658	.328	.438
VAR00032	8.5733	2.356	.518	.262
VAR00046	8.2667	3.198	.144	.587

### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11.2267	4.205	2.05053	4

## Reliability TANGGUNGJAWAB PETUGAS

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.347	4

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00005	8.3733	2.345	.078	.428
VAR00019	8.1467	2.127	.286	.160
VAR00033	8.6400	2.423	.214	.255
VAR00047	8.4000	2.486	.183	.287

### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11.1867	3.424	1.85044	4



## Reliability KEMAMPUAN PETUGAS

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.442	4

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00006	8.4133	1.705	.352	.253
VAR00020	8.3200	2.356	.496	.156
VAR00034	8.4133	3.273	.062	.516
VAR00048	8.5733	2.897	.154	.457

### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11.2400	3.834	1.95794	4

## Reliability KECEPATAN PELAYANAN

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.254	4

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00007	8.4267	2.140	.287	-.020 <sup>a</sup>
VAR00021	8.7067	2.399	.096	.250
VAR00035	8.1067	2.772	.034	.315
VAR00049	8.2800	2.664	.109	.225

a. The value is negative due to a negative average covariance among items. This violates reliability model assumptions. You may want to check item codings.

### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11.1733	3.551	1.88431	4

## Reliability KEADILAN PELAYANAN

**Case Processing Summary**

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.414	4

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00008	8.2667	2.333	.199	.376
VAR00022	8.5200	2.280	.233	.342
VAR00036	8.2667	2.063	.300	.268
VAR00050	8.6667	2.252	.186	.393

**Scale Statistics**

Mean	Variance	Std. Deviation	N of Items
11.2400	3.320	1.82209	4

## Reliability KESOPANAN DAN KERAMAHAN

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.451	4

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00009	8.8533	2.397	.210	.428
VAR00023	8.8133	2.965	.108	.497
VAR00037	8.6933	1.972	.352	.268
VAR00051	8.6000	2.270	.362	.277

### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11.6533	3.608	1.89945	4

## Reliability KEWAJARAN BIAYA

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.250	4

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00010	8.2400	1.942	.161	.158
VAR00024	8.2267	1.961	.116	.209
VAR00038	8.0267	1.891	.092	.243
VAR00052	8.2267	1.745	.132	.189

### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
10.9067	2.680	1.63718	4

## Reliability KEPASTIAN BIAYA

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.512	4

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00011	8.0933	2.302	.450	.290
VAR00025	8.0133	2.554	.432	.325
VAR00039	8.3600	3.477	.035	.652
VAR00053	7.8533	2.667	.342	.404

### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
10.7733	4.205	2.05053	4

## Reliability KEPASTIAN JADWAL

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.606	4

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00012	8.3333	2.441	.283	.616
VAR00026	8.3067	2.215	.571	.409
VAR00040	8.2000	2.622	.306	.590
VAR00054	8.2400	2.077	.424	.506

### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11.0267	3.675	1.91702	4

## Reliability KENYAMANAN

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.509	4

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00013	8.2933	2.264	.212	.512
VAR00027	8.5067	1.902	.370	.370
VAR00041	7.8267	1.740	.391	.343
VAR00055	8.2933	2.372	.236	.489

### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
10.9733	3.161	1.77804	4



## Reliability KEAMANAN PELAYANAN

### Case Processing Summary

		N	%
Cases	Valid	75	100.0
	Excluded <sup>a</sup>	0	.0
	Total	75	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.353	4

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00014	8.5867	1.759	.202	.273
VAR00028	8.5067	1.794	.276	.188
VAR00042	8.3067	2.134	.130	.348
VAR00056	8.6400	1.963	.146	.337

### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11.3467	2.797	1.67246	4