

KUESIONER PENELITIAN

“Pengaruh Kualitas Pelayanan, Faktor Lingkungan , Dan Profesionalitas Terhadap Kepuasan Konsumen Sim Di Satpas Polres Ponorogo”

Petunjuk pengisian :

Isilah pernyataan berikut dengan memberikan tanda centang (√) pada kotak yang tersedia di bawah ini. Anda bisa memberikan jawaban yang menurut anda paling tepat sesuai keterangan sebagai berikut:

1 : Sangat tidak setuju

2 : Tidak setuju

3 : Netral

4 : Setuju

5 : Sangat setuju

Identitas Responden

Nama :
Umur :
Jenis Kelamin : L/P
Jenis permohonan :



NO	PERNYATAAN	1	2	3	4	5
Kualitas Pelayanan						
1.	Apakah alur pendaftaran mudah dipahami oleh setiap Masyarakat yang melakukan pelayanan di satpas polres Ponorogo.					
2.	Petugas Satpas Polres Ponorogo Tanggap terhadap keluhan Masyarakat dan melayani dengan tepat waktu					
3.	Alur indentifikasi yang disampaikan oleh petugas Satpas Polres Ponorogo mudah dipahami oleh masyarakat yang melakukan pelayanan.					
4.	Apakah dalam Prakter Ujian SuRat Izin Mengemudi (SIM) mudah dilakukan oleh setiap masyarakat					

5.	Cara petugas satpas polres ponorogo menyampaikan tata cara melaksanakan Tes Surat Izin Mengemudi apakah mudah dipahami.					
Total						
Lingkungan Pelayanan						
1.	Petugas Satpas Polres Ponorogo memiliki penampilan yang bersih dan rapi dalam melaksanakan tugasnya.					
2.	Kondisi kebersihan di Satpas Polres Ponorogo tetap terjaga dan tidak mengganggu pelayanan masyarakat					
3.	Apakah fasilitas yang diberikan di Satpas Polres Ponorogo memadai dan sesuai dengan keinginan masyarakat.					
4.	Satpas polres ponorogo menyediakan tempat sampah yang cukup disetiap titik pelayanan.					
5.	Apakah anda sebagai pengguna sarana prasarana di unit Satpas polres Ponorogo menjaga kebersihan sebelum dan sesudah melakukan pelayanan.					
Total						
Profesionalitas pelayanan						
1.	Petugas Satpas Polres Ponorogo mampu mengambil tindakan secara tepat dalam menyelesaikan masalah.					
2.	Petugas satpas polres ponorogo bertanggung jawab terhadap semua pelayanan yang diberikan serta adanya komplain					
3.	Apakah petugas Satpas Polres Ponorogo menggunakan bahasa Indonesia yang baik dan benar sehingga masyarakat faham dan mampu menerima informasi dengan baik.					
4.	Apakah petugas Satpas Polres Ponorogo memiliki kualitas dan benar-benar menguasai tugasnya terhadap pelayanan masyarakat					

5.	Apakah setiap petugas Satpas Polres Ponorogo menjalankan protokol kesehatan dalam melakukan pelayanan untuk masyarakat.					
Total						
Kepuasan Masyarakat						
1.	Saya puas dengan pelayanan petugas yang menyelesaikan tugas dengan tepat waktu					
2.	Saya puas dengan pelayanan petugas yang menyampaikan proses dan alur dalam proses Pelayanan Surat Izin Mengemudi					
3.	Saya puas dengan keahlian petugas dalam menyelesaikan pelayanan kepada masyarakat					
4.	Saya puas dengan kondisi sarana dan prasarana yang dapat memberikan rasa nyaman terhadap masyarakat penerima pelayanan.					
5.	Saya puas dengan pelayanan dan informasi alur yang diberikan , mudah dipahami dan tidak bertele tele.					
Total						

LAMPIRAN

TABULASI DATA PENELITIAN

Res	Kualitas Pelayanan					X1	Faktor Lingkungan					X2	Profesionalisme					X3	Kepuasan Konsumen					Y
	X1.1	X1.2	X1.3	X1.4	X1.5		X2.1	X2.2	X2.3	X2.4	X2.5		X3.1	X3.2	X3.3	X3.4	X3.5		Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	
1	3	5	5	4	3	20	4	4	4	4	5	21	4	5	4	4	5	22	5	3	3	5	3	19
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UJI VALIDITAS dan RELIABILITAS KUALITAS PELAYANAN (X1)

Correlations

		Correlations					
		X1.1	X1.2	X1.3	X1.4	X1.5	X1
X1.1	Pearson Correlation	1	.035	.106	.215*	-.097	.561**
	Sig. (2-tailed)		.730	.293	.032	.337	.000
	N	100	100	100	100	100	100
X1.2	Pearson Correlation	.035	1	-.042	.214*	-.138	.453**
	Sig. (2-tailed)	.730		.681	.033	.171	.000
	N	100	100	100	100	100	100
X1.3	Pearson Correlation	.106	-.042	1	.000	-.034	.394**
	Sig. (2-tailed)	.293	.681		1.000	.738	.000
	N	100	100	100	100	100	100
X1.4	Pearson Correlation	.215*	.214*	.000	1	-.028	.592**
	Sig. (2-tailed)	.032	.033	1.000		.785	.000
	N	100	100	100	100	100	100
X1.5	Pearson Correlation	-.097	-.138	-.034	-.028	1	.332**
	Sig. (2-tailed)	.337	.171	.738	.785		.001
	N	100	100	100	100	100	100
X1	Pearson Correlation	.561**	.453**	.394**	.592**	.332**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.001	
	N	100	100	100	100	100	100

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

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.097	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	17.1000	1.667	.119	-.027 ^a
X1.2	17.1500	1.907	.029	.093
X1.3	16.7100	2.026	.017	.104
X1.4	17.0600	1.633	.216	-.137 ^a
X1.5	17.2200	2.173	-.135	.287

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.

UJI VALIDITAS dan RELIABILITAS FAKTOR LINGKUNGAN (X2)

Correlations

		Correlations					
		X2.1	X2.2	X2.3	X2.4	X2.5	X2
X2.1	Pearson Correlation	1	.155	.040	.155	.135	.576 **
	Sig. (2-tailed)		.123	.691	.123	.181	.000
	N	100	100	100	100	100	100
X2.2	Pearson Correlation	.155	1	-.180	1.000 **	-.089	.675 **
	Sig. (2-tailed)	.123		.074	.000	.379	.000
	N	100	100	100	100	100	100
X2.3	Pearson Correlation	.040	-.180	1	-.180	.112	.311 **
	Sig. (2-tailed)	.691	.074		.074	.266	.002
	N	100	100	100	100	100	100
X2.4	Pearson Correlation	.155	1.000 **	-.180	1	-.089	.675 **
	Sig. (2-tailed)	.123	.000	.074		.379	.000
	N	100	100	100	100	100	100
X2.5	Pearson Correlation	.135	-.089	.112	-.089	1	.428 **
	Sig. (2-tailed)	.181	.379	.266	.379		.000
	N	100	100	100	100	100	100
X2	Pearson Correlation	.576 **	.675 **	.311 **	.675 **	.428 **	1
	Sig. (2-tailed)	.000	.000	.002	.000	.000	
	N	100	100	100	100	100	100

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

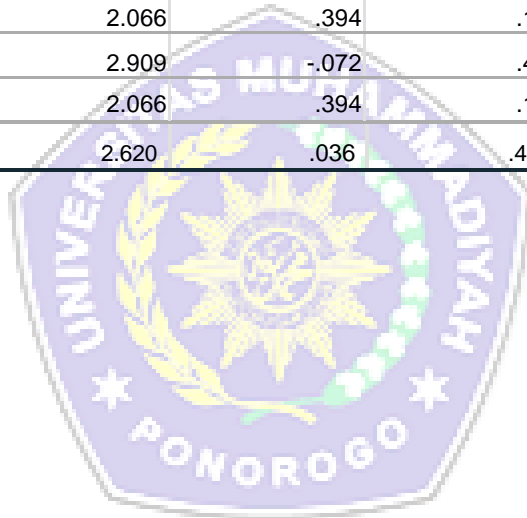
a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.357	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	17.0900	2.244	.215	.271
X2.2	16.8800	2.066	.394	.121
X2.3	16.8600	2.909	-.072	.495
X2.4	16.8800	2.066	.394	.121
X2.5	16.8100	2.620	.036	.423



UJI VALIDITAS dan RELIABILITAS PROFESIONALITAS (X3)

Correlations

		X3.1	X3.2	X3.3	X3.4	X3.5	X3
X3.1	Pearson Correlation	1	.120	-.080	.000	-.123	.399**
	Sig. (2-tailed)		.236	.428	1.000	.221	.000
	N	100	100	100	100	100	100
X3.2	Pearson Correlation	.120	1	-.261**	.024	-.154	.296**
	Sig. (2-tailed)	.236		.009	.815	.126	.003
	N	100	100	100	100	100	100
X3.3	Pearson Correlation	-.080	-.261**	1	-.388**	.109	.347**
	Sig. (2-tailed)	.428	.009		.000	.281	.000
	N	100	100	100	100	100	100
X3.4	Pearson Correlation	.000	.024	-.388**	1	-.088	.326**
	Sig. (2-tailed)	1.000	.815	.000		.385	.001
	N	100	100	100	100	100	100
X3.5	Pearson Correlation	-.123	-.154	.109	-.088	1	.418**
	Sig. (2-tailed)	.221	.126	.281	.385		.000
	N	100	100	100	100	100	100
X3	Pearson Correlation	.399**	.296**	.347**	.326**	.418**	1
	Sig. (2-tailed)	.000	.003	.000	.001	.000	
	N	100	100	100	100	100	100

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha ^a	N of Items
-.780	5

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.

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X3.1	17.2800	.870	-.068	-.893 ^a
X3.2	17.0300	.979	-.199	-.608 ^a
X3.3	17.5800	1.034	-.352	-.173 ^a
X3.4	17.3500	1.018	-.308	-.319 ^a
X3.5	17.1600	.863	-.122	-.804 ^a

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.

UJI VALIDITAS dan RELIABILITAS KEPUASAN KONSUMEN (Y)

Correlations

		Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1
Y1.1	Pearson Correlation	1	.340 **	-.314 **	-.048	.340 **	.427 **
	Sig. (2-tailed)		.001	.001	.636	.001	.000
	N	100	100	100	100	100	100
Y1.2	Pearson Correlation	.340 **	1	-.116	-.077	1.000 **	.855 **
	Sig. (2-tailed)	.001		.249	.444	.000	.000
	N	100	100	100	100	100	100
Y1.3	Pearson Correlation	-.314 **	-.116	1	-.008	-.116	.212 *
	Sig. (2-tailed)	.001	.249		.938	.249	.034
	N	100	100	100	100	100	100
Y1.4	Pearson Correlation	-.048	-.077	-.008	1	-.077	.249 *
	Sig. (2-tailed)	.636	.444	.938		.444	.012
	N	100	100	100	100	100	100
Y1.5	Pearson Correlation	.340 **	1.000 **	-.116	-.077	1	.855 **
	Sig. (2-tailed)	.001	.000	.249	.444		.000
	N	100	100	100	100	100	100
Y1	Pearson Correlation	.427 **	.855 **	.212 *	.249 *	.855 **	1
	Sig. (2-tailed)	.000	.000	.034	.012	.000	
	N	100	100	100	100	100	100

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

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.379	5



Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1.1	17.1500	2.755	.153	.354
Y1.2	17.4400	1.522	.647	-.180 ^a
Y1.3	17.1800	3.260	-.190	.612
Y1.4	17.2300	3.108	-.084	.503
Y1.5	17.4400	1.522	.647	-.180 ^a

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.



ANALISIS REGRESI SEDERHANA VARIABEL X TERHADAP VARIABEL Y

Regression

Variables Entered/Removed^a

Model	Variables	Variables	Method
	Entered	Removed	
1	Profesionalitas, Kualitas Pelayanan, Faktor Lingkungan ^b		Enter

a. Dependent Variable: Kepuasan Konsumen

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.242 ^a	.058	.029	1.78752

a. Predictors: (Constant), Profesionalitas, Kualitas Pelayanan, Faktor Lingkungan

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	19.049	3	6.350	1.987	.121 ^b
	Residual	306.741	96	3.195		
	Total	325.790	99			

a. Dependent Variable: Kepuasan Konsumen

b. Predictors: (Constant), Profesionalitas, Kualitas Pelayanan, Faktor Lingkungan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	14.974	4.292		3.489	.001
	Kualitas Pelayanan	.260	.124	.222	2.103	.038
	Faktor Lingkungan	.047	.107	.047	.441	.660
	Profesionalitas	.004	.183	.002	.022	.982

Dependent Variable: Kepuasan Konsumen







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(SK Nomor : 77/SK/BAN-PT/Ak-PPJ/PT/IV/2020)

BERITA ACARA BIMBINGAN SKRIPSI

1. Nama Mahasiswa : ILHAM GALI CANDRA
2. NIM : 18414798
3. Jurusan : Manajemen
4. Bidang : MSDM
5. Alamat : Dukuh Ringinsurup, Ds Kupuk, Kec Bungkal, Kab Ponorogo
6. Judul Skripsi : Pengaruh Kualitas Pelayanan, Faktor Lingkungan dan Profesionalitas terhadap Kepuasan Konsumen SIM di Satpas Ponorogo
7. Masa Pembimbingan : September 2022 s/d Agustus 2023
8. Tanggal Mengajukan Skripsi :
9. Konsultasi :

Tanggal Disetujui	BAB	Paraf Pembimbing
10/11 2021	Ace Judul	
5/1 2022	Revisi Proposal	
15/1 2022	Revisi Proposal	
3/4 2022	Ace Proposal	
24/5 2022	Revisi Bab 1-3	
20/8 2022	Revisi Bab 1-3	
1 Des 2022	Revisi Bab 1-3	
5 Feb 2023	Ace Questioner	



