

Lampiran 1

Kuesioner Penelitian

PERBEDAAN PERSEPSI MAHASISWA KELAS PAGI DAN KELAS MALAM
TERHADAP KUALITAS LAYANAN KULIAH DI PROGRAM STUDI
MANAJEMEN UNIVERSITAS MUHAMMADIYAH PONOROGO

No Responden :

1. Identitas Responden

Nama :
Nim :
Alamat :
Jenis Kelamin : laki-laki / perempuan
Kelas Pagi : Ya / Tidak
Kelas Malam : Ya / Tidak

2. Petunjuk Pengisian

Berilah tanda *checklist* (✓) pada skala 1-5 dengan satu pilihan jawaban yang Anda anggap paling sesuai.

1. Sangat Setuju (SS)
2. Setuju (S)
3. Netral (N)
4. Tidak Setuju (TS)
5. Sangat Tidak Setuju (STS)

Tabel kuesioner berisi indikator-indikator perbedaan persepsi kualitas layanan mahasiswa kelas pagi dan kelas malam terhadap kuliah di program studi manajemen Universitas Muhammadiyah Ponorogo.

3. Variabel Kualitas Layanan

No	Pernyataan	Pilihan jawaban				
		1	2	3	4	5
		STS	TS	N	S	SS
A	Fasilitas Fisik					
1	Peralatan mutakhir / terbaru					
2	Fasilitas fisik yang berdaya tarik					
3	Karyawan yang berpenampilan rapi					
4	Fasilitas fisik sesuai dengan jenis jasa yang ditawarkan					
B	Kehandalan					
1	Bila menjanjikan akan melakukan sesuatu pada waktu yang telah ditentukan, pasti akan direalisasikan					
2	Sistem pencatatan yang akurat dan bebas kesalahan					
3	Pelayanan administrasi yang diberikan petugas sesuai dengan harapan mahasiswa					
C	Jaminan					
1	Karyawan yang selalu bersikap sopan dan ramah					

	terhadap mahasiswa					
2	Menghargai perasaan mahasiswa dalam penyampaian informasi					
3	Karyawan yang berpengetahuan luas sehingga dapat menjawab pertanyaan mahasiswa					
D.	Daya Tanggap					
1	Pelayanan petugas administrasi yang cepat dan tepat					
2	Adanya respon positif petugas Tata Usaha (TU) dalam memberikan pelayanan kepada mahasiswa					
3	Karyawan yang tidak terlampau sibuk sehingga sanggup menanggapi permintaan mahasiswa dengan cepat					
E	Empati					
1	Kesediaan pihak universitas untuk mendengar dan menanggapi pendapat, saran dan keluhan mahasiswa					
2	Karyawan yang memberikan perhatian personal					
3	Waktu beroperasi yang cocok dan nyaman bagi mahasiswa					

Lampiran 2

Tabulasi Hasil Kuesoner Mahasiswa Kelas Pagi																					
No	X1.1	X1.2	X1.3	X1.4	X1	X2.1	X2.2	X2.3	X2	X3.1	X3.2	X3.3	X3	X4.1	X4.2	X4.3	X4	X5.1	X5.2	X5.3	X5
1	4	4	4	3	15	3	3	4	10	5	3	5	13	3	5	3	11	5	4	4	13
2	4	4	4	2	14	2	2	3	7	3	3	3	9	2	2	2	6	2	3	2	7
3	3	2	2	2	9	1	2	3	6	3	2	2	7	3	3	2	8	2	3	2	7
4	3	4	5	5	17	3	3	4	10	3	3	1	7	3	4	4	11	3	4	4	11
5	1	1	4	5	11	4	4	3	11	4	4	4	12	2	2	3	7	2	2	3	7
6	2	2	2	2	8	4	2	2	8	3	4	4	11	2	1	3	6	4	4	4	12
7	2	3	4	4	13	2	2	2	6	2	3	2	7	2	2	3	7	4	3	2	9
8	2	2	4	3	11	2	2	2	6	4	2	3	9	2	3	3	8	2	3	3	8
9	4	4	4	3	15	4	4	4	12	4	4	4	12	4	5	5	14	4	3	4	11
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11	5	5	5	5	20	5	3	4	12	5	5	5	15	5	5	5	15	5	5	5	15
12	2	1	2	3	8	2	5	1	8	2	1	1	4	2	2	2	6	4	4	4	12
13	2	3	3	3	11	2	1	1	4	4	2	1	7	1	3	4	8	4	3	5	12
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85	3	3	3	3	12	4	3	3	10	3	4	3	10	3	4	4	11	4	2	2	8
86	3	3	2	3	11	4	4	4	12	3	3	3	9	3	4	4	11	4	3	4	11

Tabulasi Hasil Data Kuesoner Mahasiswa Kelas Malam

No	X1.1	X1.2	X1.3	X1.4	X1	X2.1	X2.2	X2.3	X2	X3.1	X3.2	X3.3	X3	X4.1	X4.2	X4.3	X4	X5.1	X5.2	X5.3	X5
1	4	3	3	4	14	3	3	3	9	4	3	3	10	4	3	4	11	4	3	4	11
2	2	2	2	2	8	2	2	2	6	2	2	2	6	2	2	2	6	2	2	2	6
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9	2	3	3	3	11	3	3	3	9	4	2	2	8	3	3	3	9	3	3	3	9
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53	2	2	2	1	7	3	3	1	7	2	2	1	5	3	3	2	8	1	1	1	3

Lampiran 3

Output pengujian validitas fasilitas fisik

Correlations

		Item1_X1	Item2_X1	Item3_X1	Item4_X1	Total_Skor_X1
Item1_X1	Pearson Correlation	1	.684	.406	.379	.809
	Sig. (2-tailed)		.000	.000	.000	.000
	N	127	127	127	127	127
Item2_X1	Pearson Correlation	.684	1	.343	.372	.782
	Sig. (2-tailed)	.000		.000	.000	.000
	N	127	127	127	127	127
Item3_X1	Pearson Correlation	.406	.343	1	.448	.730
	Sig. (2-tailed)	.000	.000		.000	.000
	N	127	127	127	127	127
Item4_X1	Pearson Correlation	.379	.372	.448	1	.722
	Sig. (2-tailed)	.000	.000	.000		.000
	N	127	127	127	127	127
Total_Skor_X1	Pearson Correlation	.809	.782	.730	.722	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	127	127	127	127	127

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

Output pengujian validitas kehandalan

Correlations

		Item1_X2	Item2_X2	Item3_X2	Total_Skor_X2
Item1_X2	Pearson Correlation	1	.440	.366	.761
	Sig. (2-tailed)		.000	.000	.000
	N	139	139	139	139
Item2_X2	Pearson Correlation	.440	1	.477	.795
	Sig. (2-tailed)	.000		.000	.000
	N	139	139	139	139
Item3_X2	Pearson Correlation	.366	.477	1	.801
	Sig. (2-tailed)	.000	.000		.000
	N	139	139	139	139
Total_Skor_X2	Pearson Correlation	.761	.795	.801	1
	Sig. (2-tailed)	.000	.000	.000	
	N	139	139	139	139

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

Output pengujian validitas jaminan

Correlations

		Item1_X3	Item2_X3	Item3_X3	Total_Skor_X3
Item1_X3	Pearson Correlation	1	.533	.505	.834
	Sig. (2-tailed)		.000	.000	.000
	N	139	139	139	139
Item2_X3	Pearson Correlation	.533	1	.479	.815
	Sig. (2-tailed)	.000		.000	.000
	N	139	139	139	139
Item3_X3	Pearson Correlation	.505	.479	1	.807
	Sig. (2-tailed)	.000	.000		.000
	N	139	139	139	139
Total_Skor_X3	Pearson Correlation	.834	.815	.807	1
	Sig. (2-tailed)	.000	.000	.000	
	N	139	139	139	139

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

Output pengujian validitas daya tanggap

Correlations

		Item1_X4	Item2_X4	Item3_X4	Total_Skor_X4
Item1_X4	Pearson Correlation	1	.588	.561	.861
	Sig. (2-tailed)		.000	.000	.000
	N	139	139	139	139
Item2_X4	Pearson Correlation	.588	1	.559	.857
	Sig. (2-tailed)	.000		.000	.000
	N	139	139	139	139
Item3_X4	Pearson Correlation	.561	.559	1	.813
	Sig. (2-tailed)	.000	.000		.000
	N	139	139	139	139
Total_Skor_X4	Pearson Correlation	.861	.857	.813	1
	Sig. (2-tailed)	.000	.000	.000	
	N	139	139	139	139

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

Output pengujian validitas empati

Correlations

		Item1_X5	Item2_X5	Item3_X5	Total_Skor_X5
Item1_X5	Pearson Correlation	1	.461**	.620**	.844**
	Sig. (2-tailed)		.000	.000	.000
	N	139	139	139	139
Item2_X5	Pearson Correlation	.461**	1	.542**	.776**
	Sig. (2-tailed)	.000		.000	.000
	N	139	139	139	139
Item3_X5	Pearson Correlation	.620**	.542**	1	.877**
	Sig. (2-tailed)	.000	.000		.000
	N	139	139	139	139
Total_Skor_X5	Pearson Correlation	.844**	.776**	.877**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	139	139	139	139

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



Lampiran 4

Output pengujian reabilitas fasilitas fisik

Reliability Statistics

Cronbach's Alpha	N of Items
.760	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Item1_X1	10.0144	5.014	.621	.668
Item2_X1	10.0072	5.065	.620	.669
Item3_X1	9.5899	5.302	.525	.721
Item4_X1	9.9928	5.616	.470	.749

Output pengujian reabilitas kehandalan

Reliability Statistics

Cronbach's Alpha	N of Items
.687	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Item1_X2	5.8201	3.178	.465	.640
Item2_X2	6.1151	3.146	.556	.534
Item3_X2	6.0216	2.804	.494	.610

Output pengujian reabilitas jaminan

Reliability Statistics

Cronbach's Alpha	N of Items
.754	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Item1_X3	6.5252	3.295	.603	.648
Item2_X3	6.5827	3.491	.583	.671
Item3_X3	6.6619	3.501	.563	.695

Output pengujian reabilitas daya tanggap

Reliability Statistics

Cronbach's Alpha	N of Items
.795	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Item1_X4	6.2302	2.976	.651	.709
Item2_X4	6.0216	3.036	.650	.708
Item3_X4	6.1511	3.709	.629	.740

Output pengujian reabilitas empati

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Item1_X5	6.1223	2.847	.623	.695
Item2_X5	6.3957	3.487	.558	.765
Item3_X5	6.2446	2.621	.683	.625

Lampiran 5

Hasil Uji Beda Independent T Tes

Hasil pengujian independent sample t test fasilitas fisik

Group Statistics

kelas	N	Mean	Std. Deviation	Std. Error Mean
nilai kelas pagi	86	3.0116	.78955	.08514
kelas malam	53	2.8868	.80049	.10996

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
nilai	Equal variances assumed	.054	.817	.901	137	.369	.12484	.13861	-.14925	.39892
	Equal variances not assumed			.898	109.062	.371	.12484	.13906	-.15078	.40046

Hasil pengujian independent sample t test kehandalan

Group Statistics

Kelas	N	Mean	Std. Deviation	Std. Error Mean
Nilai kelas pagi	86	2.7558	.85317	.09200
kelas malam	53	2.5660	.79686	.10946

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
nilai	Equal variances assumed	.237	.627	1.306	137	.194	.18978	.14534	-.09762	.47717
	Equal variances not assumed			1.327	116.006	.187	.18978	.14299	-.09342	.47298

Hasil pengujian independent sample t test daya tanggap

Group Statistics

Kelas		N	Mean	Std. Deviation	Std. Error Mean
Nilai	kelas pagi	86	3.0698	.90477	.09756
	kelas malam	53	2.9245	.97762	.13429

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
nilai	Equal variances assumed	.085	.770	.891	137	.374	.14524	.16295	-.17697	.46745
	Equal variances not assumed			.875	103.708	.384	.14524	.16599	-.18393	.47441

Hasil pengujian independent sample t test jaminan

Group Statistics

kelas		N	Mean	Std. Deviation	Std. Error Mean
nilai	kelas pagi	86	2.7674	.74635	.08048
	kelas malam	53	2.7547	.99818	.13711

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
nilai	Equal variances assumed	6.531	.012	.086	137	.932	.01272	.14857	-.28106	.30651
	Equal variances not assumed			.080	87.641	.936	.01272	.15899	-.30325	.32870

Hasil pengujian independent sample t test empati

Group Statistics

Kelas		N	Mean	Std. Deviation	Std. Error Mean
Nilai	kelas pagi	86	2.8837	.81772	.08818
	kelas malam	53	2.6415	.92184	.12662

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
nilai	Equal variances assumed	2.201	.140	1.615	137	.109	.24221	.14996	-.05432	.53875
	Equal variances not assumed			1.570	100.241	.120	.24221	.15430	-.06391	.54833