

LAMPIRAN 1

KUESIONER PENELITIAN

Saya mahasiswa Universitas Muhammadiyah Ponorogo sedang mengerjakan penyusunan skripsi yang berjudul, “analisis perbedaan kualitas pelayanan dan kepuasan konsumen pada pengguna mobil ELF dan non ELF di Travel Hazel. Saya mengharapkan saudara/i meluangkan waktu untuk menjawab pertanyaan-pertanyaan berikut ini.

Keberhasilan saya dalam melakukan penelitian ini tidak lepas dari partisipasi anda semua. Jawaban yang saudara/i akan saya jamin kerahasiaanya karena semata-mata hanya untuk kepentingan akademik.

DATA RESPONDEN

1. Jenis kendaraan : ELF Non ELF
2. Jenis kelamin : Laki-laki Perempuan
3. Umur : < 20 tahun 20-30 tahun
 30-40 tahun > 40 tahun
4. Pendidikan : SLTP SLTA
 Diploma Sarjana
 Lainnya...
5. Pekerjaan : Pelajar/mahasiswa TNI/POLRI
 Pegawai Swasta PNS
 Lainnya...
6. Jumlah Penggunaan : 2-3 kali 4-6 kali > 6 kali
3. Cara pengisian : Berilah tanda checklist (✓) pada jawaban yang saudara pilih.

Kriteria penilaian

No	Pernyataan	Skor
1	Sangat Setuju (SS)	5
2	Setuju (S)	4
3	Netral (N)	3
4	Tidak Setuju (TS)	2
5	Sangat Tidak Setuju (STS)	1

No	Variabel Bukti Fisik (Tangibles)					
1	Travel Hazel sudah menggunakan mobil yang baik dan layak digunakan sebagai transportasi travel	5	4	3	2	1
2	Travel Hazel selalu menjaga kebersihan mobil baik bagian luar maupun bagian dalam.	5	4	3	2	1
3	Kendaraan Travel Hazel memberikan fasilitas didalam mobil (AC, Wifi, pembuka jendela dll) dengan lengkap serta dapat berfungsi dengan baik.	5	4	3	2	1
4	Sopir/karyawan yang dimiliki oleh Travel Hazel selalu menjaga penampilan (bersih/rapi)	5	4	3	2	1
Variabel Keandalan (Reliability)						
5	Kemampuan pelayanan petugas/karyawan perusahaan dapat dipercaya (menjaga keselamatan saat menggunakan jasa travel)	5	4	3	2	1
6	Konsisten dalam pelayanan jasa (kesesuaian jadwal yang sudah ditentukan)	5	4	3	2	1
7	Keakuratan petugas/karyawan dalam melakukan pelayanan jasanya (jadwal pemberangkatan)	5	4	3	2	1
8	Perusahaan Travel Hazel selalu memberikan/menyempatkan waktu bila ada keluhan dari penumpang dan selalu berusaha memperbaikinya	5	4	3	2	1
Variabel Daya Tanggap (Responsiveness)						
9	Sejauh yang anda ketahui, sopir/karyawan selalu mengatakan dengan tepat kapan pelayanan akan diberikan (khususnya pemesanan melalui telepon/SMS)	5	4	3	2	1
10	Sejauh yang anda ketahui, perusahaan selalu memberikan pelayanan secara cepat dan tepat kepada penumpang	5	4	3	2	1
11	Sejauh yang anda ketahui, sopir/karyawan perusahaan selalu bersedia menolong penumpang kapan saja	5	4	3	2	1
12	Sopir/karyawan yang dimiliki oleh perusahaan selalu mempunyai waktu untuk menanggapi semua permintaan penumpang	5	4	3	2	1
Variabel Empati (Emphaty)						
13	Sejauh yang anda ketahui, perusahaan Travel Hazel selalu memberikan perhatian ekstra kepada penumpang yang memberikan keluhan dan masukan.	5	4	3	2	1
14	Sejauh yang anda ketahui, perusahaan Travel Hazel sudah mempunyai staff khusus untuk menangani keluhan-keluhan penumpang	5	4	3	2	1
15	Sejauh yang anda ketahui, perusahaan Travel Hazel selalu berusaha untuk mempunyai reputasi yang terbaik di mata penumpang.	5	4	3	2	1
16	Sejauh yang anda ketahui, sopir Travel Hazel selalu memberikan saran mengenai rute perjalanan terbaik	5	4	3	2	1

	bagi penumpang.					
Variabel Jaminan (Assurance)						
17	Sejauh yang anda ketahui, pengetahuan dan ketrampilan petugas dalam menjalankan tugasnya	5	4	3	2	1
18	Sejauh yang anda ketahui, sopir/karyawan dapat diandalkan (profesional dalam bekerja)	5	4	3	2	1
19	Sejauh yang anda ketahui, sopir/karyawan memiliki keahlian teknis yang bagus (dengan cepat dapat mengatasi masalah teknis)	5	4	3	2	1
20	Sopir/karyawan yang dimiliki oleh perusahaan selalu bersikap ramah dan sopan kepada penumpang	5	4	3	2	1
Variabel Kepuasan Konsumen						
21	Pelayanan petugas Travel Hazel sudah sesuai dengan harapan	5	4	3	2	1
22	Saya merasa puas, dan ingin menggunakan kembali jasa Travel Hazel	5	4	3	2	1
23	Saya merasa puas, dan ingin merekomendasi kepada konsumen lain untuk menggunakan jasa Travel Hazel	5	4	3	2	1

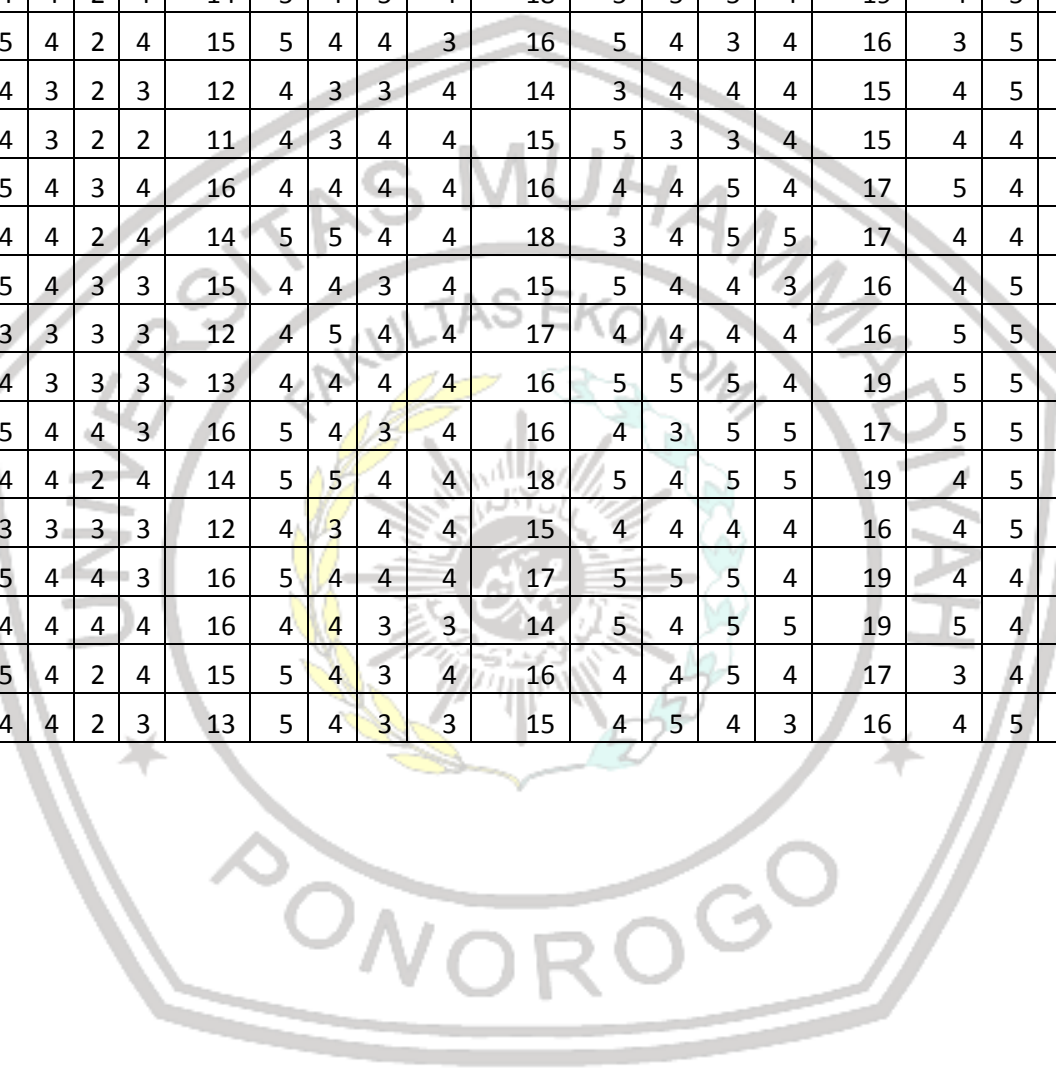


LAMPIRAN 2

TABULASI DATA RESPONDEN ELF

No	Tangible				total	Reliability				total	Responsiveness				total	emphaty				total	assurance				total	kepuasan			total
1	3	3	2	4	12	4	4	2	4	14	4	4	3	3	14	3	4	4	4	15	4	3	4	3	14	4	3	3	10
2	4	4	3	4	15	4	3	2	3	12	4	4	4	4	16	3	4	3	3	13	4	4	4	4	16	4	3	3	10
3	4	3	2	3	12	5	3	2	4	14	5	4	4	3	16	4	3	4	4	15	4	3	4	4	15	3	3	2	8
4	4	3	3	5	15	4	4	2	3	13	4	4	3	3	14	3	5	4	4	16	4	3	4	3	14	4	3	2	9
5	5	3	4	4	16	4	3	3	4	14	4	4	3	4	15	4	3	4	4	15	5	4	4	4	17	4	3	3	10
6	3	3	3	3	12	4	4	2	3	13	4	4	5	4	17	3	5	4	5	17	5	4	4	4	17	5	4	4	13
7	4	3	2	3	12	4	4	3	3	14	5	4	4	4	17	5	5	5	4	19	4	4	4	5	17	4	3	3	10
8	5	4	4	5	18	5	4	2	4	15	4	4	3	4	15	4	5	5	4	18	4	3	5	5	17	4	4	4	12
9	3	3	3	4	13	4	3	3	4	14	5	5	4	4	18	3	4	5	4	16	4	4	3	4	15	4	3	2	9
10	4	3	2	4	13	4	4	3	3	14	5	4	4	4	17	4	5	4	4	17	3	5	4	4	16	4	4	3	11
11	4	3	2	5	14	3	3	2	3	11	4	4	4	4	16	3	4	4	4	15	4	3	4	4	15	4	4	2	10
12	4	4	4	5	17	4	4	3	3	14	5	4	4	4	17	5	4	3	4	16	4	4	4	5	17	4	4	4	12
13	3	3	2	4	12	5	4	3	4	16	5	4	3	4	16	3	4	5	5	17	4	4	3	5	16	3	3	3	9
14	4	3	3	4	14	4	4	2	4	14	4	4	3	4	15	3	4	4	3	14	4	4	5	5	18	4	3	2	9
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17	5	4	3	5	17	5	4	3	3	15	5	5	4	5	19	5	4	5	5	19	4	5	5	5	19	4	4	3	11
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20	3	3	2	5	13	4	3	2	3	12	4	4	5	4	17	4	3	4	4	15	4	5	4	4	17	3	3	2	8

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22	3	3	2	4	12	4	4	2	4	14	5	4	5	4	18	5	5	5	4	19	4	5	5	5	19	3	3	3	9
23	5	4	4	5	18	5	4	2	4	15	5	4	4	3	16	5	4	3	4	16	3	5	4	4	16	4	3	3	10
24	3	3	2	3	11	4	3	2	3	12	4	3	3	4	14	3	4	4	4	15	4	5	4	5	18	3	3	2	8
25	4	2	2	4	12	4	3	2	2	11	4	3	4	4	15	5	3	3	4	15	4	4	4	4	16	3	3	3	9
26	4	3	3	5	15	5	4	3	4	16	4	4	4	4	16	4	4	5	4	17	5	4	4	5	18	4	4	3	11
27	4	3	3	3	13	4	4	2	4	14	5	5	4	4	18	3	4	5	5	17	4	4	4	4	16	4	3	3	10
28	4	3	4	3	14	5	4	3	3	15	4	4	3	4	15	5	4	4	3	16	4	5	4	5	18	4	3	4	11
29	4	3	2	4	13	3	3	3	3	12	4	5	4	4	17	4	4	4	4	16	5	5	3	5	18	3	4	2	9
30	4	4	3	5	16	4	3	3	3	13	4	4	4	4	16	5	5	5	4	19	5	5	5	4	19	4	3	2	9
31	4	5	4	5	18	5	4	4	3	16	5	4	3	4	16	4	3	5	5	17	5	5	4	4	18	4	4	3	11
32	3	3	2	4	12	4	4	2	4	14	5	5	4	4	18	5	4	5	5	19	4	5	4	4	17	4	3	3	10
33	4	3	2	4	13	3	3	3	3	12	4	3	4	4	15	4	4	4	4	16	4	5	4	4	17	3	3	3	9
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TABULASI DATA RESPONDEN NON ELF

No	Tangible				total	reliability				total	Responsiveness				total	Emphaty				total	Assurance				total	kepuasan			Total
1	4	5	4	4	17	4	4	4	3	15	4	4	4	4	16	4	4	5	3	16	4	5	4	5	18	5	4	4	13
2	4	4	3	4	15	4	3	4	3	14	4	5	3	3	15	4	4	4	3	15	4	4	4	5	17	4	4	4	12
3	5	4	4	3	16	5	5	3	3	16	4	4	3	3	14	4	4	4	4	16	4	4	4	4	16	4	4	3	11
4	4	4	4	3	15	4	5	4	4	17	5	5	5	4	19	4	4	4	3	15	4	5	5	5	19	5	4	3	12
5	5	5	4	4	18	4	4	5	2	15	4	4	4	4	16	4	4	3	3	14	3	4	4	4	15	4	3	3	10
6	5	5	5	4	19	3	4	4	3	14	5	4	4	2	15	4	4	4	4	16	5	4	4	4	17	4	4	4	12
7	4	5	4	3	16	5	5	4	4	18	4	4	4	3	15	4	4	5	4	17	4	4	3	4	15	3	3	3	9
8	4	4	3	4	15	3	3	4	4	14	5	5	5	4	19	5	5	5	4	19	5	5	4	5	19	5	5	4	14
9	4	4	4	4	16	5	5	5	4	19	4	5	4	4	17	4	4	4	3	15	4	4	4	5	17	4	3	3	10
10	4	5	5	4	18	5	5	5	4	19	3	5	5	2	15	4	4	4	4	16	4	5	3	4	16	4	3	2	9
11	5	5	4	4	18	4	3	3	3	13	4	3	4	3	14	5	5	5	4	19	4	5	5	5	19	5	4	4	13
12	4	4	4	3	15	3	4	4	3	14	4	5	5	3	17	4	4	4	4	16	5	5	4	5	19	4	3	4	11
13	4	4	5	4	17	5	5	5	4	19	4	4	4	3	15	4	5	5	5	19	4	5	4	5	18	4	3	3	10
14	4	4	4	4	16	4	4	5	2	15	5	5	5	4	19	4	4	5	4	17	3	4	4	4	15	4	3	2	9

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18	5	4	4	4	17	4	5	4	2	15	5	5	5	4	19	4	5	5	5	19	4	5	4	4	15	4	4	3	11
19	5	5	5	4	19	5	4	5	4	18	4	3	5	3	15	4	4	3	4	15	4	4	4	5	17	4	3	2	9
20	4	4	4	4	16	5	5	3	2	15	5	4	5	4	18	3	4	4	5	16	5	5	5	4	19	4	3	3	10
21	5	4	4	4	17	5	5	4	4	18	4	5	4	3	16	5	4	4	5	18	4	5	5	5	19	5	5	3	13
22	5	4	5	5	19	4	4	3	4	15	5	4	4	4	17	5	4	5	5	19	5	4	3	5	17	4	3	4	11
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24	4	4	5	4	16	4	4	4	2	14	4	5	5	4	18	4	5	5	5	19	5	4	4	4	17	4	3	3	10
25	5	5	5	4	19	4	4	4	5	17	4	4	4	4	16	4	4	4	3	15	5	5	4	4	18	4	4	3	11
26	5	5	4	5	19	4	5	5	5	19	5	4	5	4	18	4	4	4	4	16	4	4	5	4	17	3	3	3	9
27	4	4	5	4	17	3	4	5	5	17	5	5	4	4	18	4	4	5	5	18	4	5	5	4	18	4	3	4	11
28	4	5	4	4	17	4	4	4	3	15	4	4	3	5	16	5	4	5	5	19	5	5	5	4	19	5	4	3	12
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32	4	4	5	4	17	4	4	4	5	17	3	4	4	5	16	5	4	5	5	19	5	4	4	4	17	5	5	3	13
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35	5	5	4	5	19	3	5	5	5	18	4	4	5	4	17	4	4	4	4	16	4	5	4	4	17	4	4	3	11
36	4	4	5	4	17	4	3	4	4	15	5	5	4	4	18	3	4	4	4	15	5	4	4	4	17	4	3	3	10
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LAMPIRAN 3

Tanggapan Kuesioner ELF							Total	Rata-rata
No	Dimensi <i>Tangible</i>	Skor Kuesioner						
		5	4	3	2	1		
1	Pernyataan 1	5	22	10			143	3,86
2	Pernyataan 2	2	7	27	1		147	3,97
3	Pernyataan 3		12	11	14		109	2,95
4	Pernyataan 4	11	17	9			150	4,05
	<i>Dimensi Reliability</i>							
5	Pernyataan 1	11	22	4			155	4,19
6	Pernyataan 2		25	12			136	3,68
7	Pernyataan 3		4	14	19		96	2,59
8	Pernyataan 4		17	19	1		127	3,43
	<i>Dimensi Responsiveness</i>							
9	Pernyataan 1	18	19				166	4,49
10	Pernyataan 2	5	29	3			150	4,05
11	Pernyataan 3	3	19	15			136	3,68
12	Pernyataan 4	1	29	7			142	3,84
	<i>Dimensi Emphaty</i>							
13	Pernyataan 1	11	14	12			147	3,98
14	Pernyataan 2	11	21	5			154	4,16
15	Pernyataan 3	5	18	14			139	3,76
16	Pernyataan 4	10	23	4			154	4,16
	<i>Dimensi Assurance</i>							
17	Pernyataan 1	9	24	4			153	4,14
18	Pernyataan 2	17	15	5			160	4,32
19	Pernyataan 3	7	26	4			151	4,09
20	Pernyataan 4	15	20	2			161	4,35
	<i>Kepuasan Konsumen</i>							
21	Pernyataan 1	1	24	12			137	3,70
22	Pernyataan 2		13	24			124	3,35
23	Pernyataan 3		4	20	13		102	2,76

Tanggapan Kuesioner Non ELF							Total	Rata-rata
No	Dimensi <i>Tangible</i>	Skor Kuesioner						
		5	4	3	2	1		
1	Pernyataan 1	15	22				163	4,41
2	Pernyataan 2	13	24				161	4,35
3	Pernyataan 3	14	21	2			160	4,32
4	Pernyataan 4	7	26	4			151	4,08
	<i>Dimensi Reliability</i>							
5	Pernyataan 1	12	19	6			154	4,16
6	Pernyataan 2	16	15	6			158	4,27
7	Pernyataan 3	12	18	7			153	4,14
8	Pernyataan 4	7	17	8	5		137	3,70
	<i>Dimensi Responsiveness</i>							
9	Pernyataan 1	14	21	2			160	4,32
10	Pernyataan 2	15	19	3			160	4,32
11	Pernyataan 3	19	14	4			163	4,41
12	Pernyataan 4	5	19	11	2		138	3,73
	<i>Dimensi Emphaty</i>							
13	Pernyataan 1	11	24	2			157	4,24
14	Pernyataan 2	8	28	1			155	4,19
15	Pernyataan 3	15	20	2			161	4,35
16	Pernyataan 4	15	16	6			157	4,24
	<i>Dimensi Assurance</i>							
17	Pernyataan 1	14	20	3			159	4,30
18	Pernyataan 2	19	18				167	4,51
19	Pernyataan 3	11	22	5			158	4,27
20	Pernyataan 4	17	19	1			164	4,43
	<i>Kepuasan Konsumen</i>							
21	Pernyataan 1	12	23	2			158	4,27
22	Pernyataan 2	5	16	16			137	3,70
23	Pernyataan 3		13	21	3		121	3,27

LAMPIRAN 4

Hasil Output Validitas Pada ELF

1. Dimensi Tangible

Correlations

		pernyataan1	pernyataan2	pernyataan3	pernyataan4	total
pernyataan1	Pearson Correlation	1	.315	.494**	.194	.705**
	Sig. (2-tailed)		.057	.002	.251	.000
	N	37	37	37	37	37
pernyataan2	Pearson Correlation	.315	1	.547**	.213	.718**
	Sig. (2-tailed)	.057		.000	.206	.000
	N	37	37	37	37	37
pernyataan3	Pearson Correlation	.494**	.547**	1	.143	.794**
	Sig. (2-tailed)	.002	.000		.400	.000
	N	37	37	37	37	37
pernyataan4	Pearson Correlation	.194	.213	.143	1	.565**
	Sig. (2-tailed)	.251	.206	.400		.000
	N	37	37	37	37	37
total	Pearson Correlation	.705**	.718**	.794**	.565**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	37	37	37	37	37

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

2. Dimensi reliability

Correlations

		pernyataan1	pernyataan2	pernyataan3	pernyataan4	total
pernyataan1	Pearson Correlation	1	.500**	.154	.242	.764**
	Sig. (2-tailed)		.002	.364	.150	.000
	N	37	37	37	37	37
pernyataan2	Pearson Correlation	.500**	1	.044	.231	.660**
	Sig. (2-tailed)	.002		.797	.169	.000
	N	37	37	37	37	37
pernyataan3	Pearson Correlation	.154	.044	1	-.050	.518**
	Sig. (2-tailed)	.364	.797		.769	.001
	N	37	37	37	37	37
pernyataan4	Pearson Correlation	.242	.231	-.050	1	.548**
	Sig. (2-tailed)	.150	.169	.769		.000
	N	37	37	37	37	37
Total	Pearson Correlation	.764**	.660**	.518**	.548**	1
	Sig. (2-tailed)	.000	.000	.001	.000	

N	37	37	37	37	37
---	----	----	----	----	----

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

3. Dimensi responsiveness

Correlations

		pernyataan1	pernyataan2	pernyataan3	pernyataan4	total
pernyataan1	Pearson Correlation	1	.354*	.073	-.010	.563**
	Sig. (2-tailed)		.031	.666	.953	.000
	N	37	37	37	37	37
pernyataan2	Pearson Correlation	.354*	1	.156	.178	.650**
	Sig. (2-tailed)	.031		.356	.292	.000
	N	37	37	37	37	37
pernyataan3	Pearson Correlation	.073	.156	1	.307	.688**
	Sig. (2-tailed)	.666	.356		.065	.000
	N	37	37	37	37	37
pernyataan4	Pearson Correlation	-.010	.178	.307	1	.561**
	Sig. (2-tailed)	.953	.292	.065		.000
	N	37	37	37	37	37
Total	Pearson Correlation	.563**	.650**	.688**	.561**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	37	37	37	37	37

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

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

4. Dimensi empathy

Correlations

		pernyataan1	pernyataan2	pernyataan3	pernyataan4	total
pernyataan1	Pearson Correlation	1	.063	.069	.008	.560**
	Sig. (2-tailed)		.713	.686	.962	.000
	N	37	37	37	37	37
pernyataan2	Pearson Correlation	.063	1	.261	-.060	.526**
	Sig. (2-tailed)	.713		.119	.726	.001
	N	37	37	37	37	37
pernyataan3	Pearson Correlation	.069	.261	1	.453**	.728**
	Sig. (2-tailed)	.686	.119		.005	.000
	N	37	37	37	37	37
pernyataan4	Pearson Correlation	.008	-.060	.453**	1	.539**
	Sig. (2-tailed)	.962	.726	.005		.001
	N	37	37	37	37	37
Total	Pearson Correlation	.560**	.526**	.728**	.539**	1
	Sig. (2-tailed)	.000	.001	.000	.001	
	N	37	37	37	37	37

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

5. Dimensi assurance

Correlations

		pernyataan1	pernyataan2	pernyataan3	pernyataan4	total
pernyataan1	Pearson Correlation	1	.092	.117	.181	.550**
	Sig. (2-tailed)		.587	.489	.283	.000
	N	37	37	37	37	37
pernyataan2	Pearson Correlation	.092	1	.101	.319	.674**
	Sig. (2-tailed)	.587		.553	.054	.000
	N	37	37	37	37	37
pernyataan3	Pearson Correlation	.117	.101	1	.198	.532**
	Sig. (2-tailed)	.489	.553		.240	.001
	N	37	37	37	37	37
pernyataan4	Pearson Correlation	.181	.319	.198	1	.689**
	Sig. (2-tailed)	.283	.054	.240		.000
	N	37	37	37	37	37
total	Pearson Correlation	.550**	.674**	.532**	.689**	1
	Sig. (2-tailed)	.000	.000	.001	.000	
	N	37	37	37	37	37

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

6. Kepuasan Konsumen

Correlations

		pernyataan1	pernyataan2	pernyataan3	total
pernyataan1	Pearson Correlation	1	.316	.330*	.737**
	Sig. (2-tailed)		.057	.046	.000
	N	37	37	37	37
pernyataan2	Pearson Correlation	.316	1	.221	.658**
	Sig. (2-tailed)	.057		.188	.000
	N	37	37	37	37
pernyataan3	Pearson Correlation	.330*	.221	1	.772**
	Sig. (2-tailed)	.046	.188		.000
	N	37	37	37	37
total	Pearson Correlation	.737**	.658**	.772**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	37	37	37	37

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

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

Hasil Output Validitas Pada Non ELF

1. Dimensi Tangible

Correlations

		pernyataan1	pernyataan2	pernyataan3	pernyataan4	total
pernyataan1	Pearson Correlation	1	.430**	.205	.386*	.769**
	Sig. (2-tailed)		.008	.222	.018	.000
	N	37	37	37	37	37
pernyataan2	Pearson Correlation	.430**	1	.078	.099	.593**
	Sig. (2-tailed)	.008		.648	.559	.000
	N	37	37	37	37	37
pernyataan3	Pearson Correlation	.205	.078	1	.178	.569**
	Sig. (2-tailed)	.222	.648		.293	.000
	N	37	37	37	37	37
pernyataan4	Pearson Correlation	.386*	.099	.178	1	.649**
	Sig. (2-tailed)	.018	.559	.293		.000
	N	37	37	37	37	37
Total	Pearson Correlation	.769**	.593**	.569**	.649**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	37	37	37	37	37

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

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

2. Dimensi Reliability

Correlations

		pernyataan1	pernyataan2	pernyataan3	pernyataan4	total
pernyataan1	Pearson Correlation	1	.352	.011	-.009	.523**
	Sig. (2-tailed)		.033	.950	.956	.001
	N	37	37	37	37	37
pernyataan2	Pearson Correlation	.352*	1	.141	.080	.637**
	Sig. (2-tailed)	.033		.406	.639	.000
	N	37	37	37	37	37
pernyataan3	Pearson Correlation	.011	.141	1	.186	.553**
	Sig. (2-tailed)	.950	.406		.270	.000
	N	37	37	37	37	37
pernyataan4	Pearson Correlation	-.009	.080	.186	1	.622**
	Sig. (2-tailed)	.956	.639	.270		.000
	N	37	37	37	37	37
Total	Pearson Correlation	.523**	.637**	.553**	.622**	1
	Sig. (2-tailed)	.001	.000	.000	.000	
	N	37	37	37	37	37

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

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

3. Dimensi Responsiveness

Correlations

		pernyataan1	pernyataan2	pernyataan3	pernyataan4	total
pernyataan1	Pearson Correlation	1	.161	.289	.140	.616**
	Sig. (2-tailed)		.340	.083	.410	.000
	N	37	37	37	37	37
pernyataan2	Pearson Correlation	.161	1	.203	.014	.543**
	Sig. (2-tailed)	.340		.228	.934	.001
	N	37	37	37	37	37
pernyataan3	Pearson Correlation	.289	.203	1	.108	.664**
	Sig. (2-tailed)	.083	.228		.524	.000
	N	37	37	37	37	37
pernyataan4	Pearson Correlation	.140	.014	.108	1	.583**
	Sig. (2-tailed)	.410	.934	.524		.000
	N	37	37	37	37	37
Total	Pearson Correlation	.616**	.543**	.664**	.583**	1
	Sig. (2-tailed)	.000	.001	.000	.000	
	N	37	37	37	37	37

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

4. Dimensi Emphaty

Correlations

		pernyataan1	pernyataan2	pernyataan3	pernyataan4	total
pernyataan1	Pearson Correlation	1	.362	.331	.267	.679**
	Sig. (2-tailed)		.028	.045	.110	.000
	N	37	37	37	37	37
pernyataan2	Pearson Correlation	.362*	1	.465**	.191	.660**
	Sig. (2-tailed)	.028		.004	.257	.000
	N	37	37	37	37	37
pernyataan3	Pearson Correlation	.331*	.465**	1	.316	.746**
	Sig. (2-tailed)	.045	.004		.056	.000
	N	37	37	37	37	37
pernyataan4	Pearson Correlation	.267	.191	.316	1	.704**
	Sig. (2-tailed)	.110	.257	.056		.000
	N	37	37	37	37	37
Total	Pearson Correlation	.679**	.660**	.746**	.704**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	37	37	37	37	37

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

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

5. Dimensi Assurance

Correlations

		pernyataan1	pernyataan2	pernyataan3	pernyataan4	total
pernyataan1	Pearson Correlation	1	.120	.024	.101	.552**
	Sig. (2-tailed)		.479	.886	.553	.000
	N	37	37	37	37	37
pernyataan2	Pearson Correlation	.120	1	.310	.176	.577**
	Sig. (2-tailed)	.479		.061	.297	.000
	N	37	37	37	37	37
pernyataan3	Pearson Correlation	.024	.310	1	.093	.600**
	Sig. (2-tailed)	.886	.061		.584	.000
	N	37	37	37	37	37
pernyataan4	Pearson Correlation	.101	.176	.093	1	.573**
	Sig. (2-tailed)	.553	.297	.584		.000
	N	37	37	37	37	37
Total	Pearson Correlation	.552**	.577**	.600**	.573**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	37	37	37	37	37

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

6. Kepuasan Konsumen

Correlations

		pernyataan1	pernyataan2	pernyataan3	total
pernyataan1	Pearson Correlation	1	.578**	.351*	.768**
	Sig. (2-tailed)		.000	.033	.000
	N	37	37	37	37
pernyataan2	Pearson Correlation	.578**	1	.407*	.847**
	Sig. (2-tailed)	.000		.012	.000
	N	37	37	37	37
pernyataan3	Pearson Correlation	.351*	.407*	1	.708**
	Sig. (2-tailed)	.033	.012		.000
	N	37	37	37	37
Total	Pearson Correlation	.768**	.847**	.708**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	37	37	37	37

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

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

LAMPIRAN 5

Hasil Output Reliabilitas Pada ELF

1. Dimensi Tangible

Case Processing Summary

		N	%
Cases	Valid	37	100.0
	Excluded ^a	0	.0
	Total	37	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.775	5

2. Dimensi reliability

Case Processing Summary

		N	%
Cases	Valid	37	100.0
	Excluded ^a	0	.0
	Total	37	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.732	5

3. Dimensi responsiveness

Case Processing Summary

		N	%
Cases	Valid	37	100.0
	Excluded ^a	0	.0
	Total	37	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.731	5

4. Dimensi emphaty

Case Processing Summary

		N	%
Cases	Valid	37	100.0
	Excluded ^a	0	.0
	Total	37	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.709	5

5. Dimensi assurance

Case Processing Summary

		N	%
Cases	Valid	37	100.0
	Excluded ^a	0	.0
	Total	37	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.729	5

6. Kepuasan Konsumen

Case Processing Summary

		N	%
Cases	Valid	37	100.0
	Excluded ^a	0	.0
	Total	37	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.787	4

Hasil Output Reliabilitas Pada Non ELF

1. Dimensi Tangible

Case Processing Summary

		N	%
Cases	Valid	37	100.0
	Excluded ^a	0	.0
	Total	37	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.747	5

2. Dimensi Reliability

Case Processing Summary

		N	%
Cases	Valid	37	100.0
	Excluded ^a	0	.0
	Total	37	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.707	5

3. Dimensi Responsiveness

Case Processing Summary

		N	%
Cases	Valid	37	100.0
	Excluded ^a	0	.0
	Total	37	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.719	5

4. Dimensi Emphaty

Case Processing Summary

		N	%
Cases	Valid	37	100.0
	Excluded ^a	0	.0
	Total	37	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.774	5

5. Dimensi Assurance

Case Processing Summary

		N	%
Cases	Valid	37	100.0
	Excluded ^a	0	.0
	Total	37	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.701	5

6. Kepuasan Konsumen

Case Processing Summary

		N	%
Cases	Valid	37	100.0
	Excluded ^a	0	.0
	Total	37	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.820	4

LAMPIRAN 6

Hasil Output Normalitas Pada ELF

One-Sample Kolmogorov-Smirnov Test

		tangible	reliability	responsiv	emphaty	assurance	kepuasan
N		37	37	37	37	37	37
Normal Parameters ^{a,b}	Mean	14.11	13.84	16.05	16.59	16.95	9.78
	Std. Deviation	1.969	1.424	1.268	1.589	1.490	1.205
Most Extreme Differences	Absolute	.173	.167	.166	.159	.166	.186
	Positive	.173	.157	.166	.159	.116	.186
	Negative	-.115	-.167	-.132	-.124	-.166	-.139
Kolmogorov-Smirnov Z		1.050	1.015	1.008	.969	1.008	1.129
Asymp. Sig. (2-tailed)		.220	.254	.262	.304	.261	.156

a. Test distribution is Normal.

b. Calculated from data.

Hasil Output Normalitas Pada ELF

One-Sample Kolmogorov-Smirnov Test

		tangible	reliability	responsiv	emphaty	assurance	kepuasan
N		37	37	37	37	37	37
Normal Parameters ^{a,b}	Mean	17.14	16.27	16.78	17.03	17.43	11.41
	Std. Deviation	1.378	1.805	1.601	1.624	1.405	1.481
Most Extreme Differences	Absolute	.188	.192	.155	.196	.170	.170
	Positive	.188	.192	.147	.196	.132	.126
	Negative	-.182	-.155	-.155	-.185	-.170	-.170
Kolmogorov-Smirnov Z		1.142	1.166	.941	1.191	1.036	1.031
Asymp. Sig. (2-tailed)		.147	.132	.339	.117	.233	.238

a. Test distribution is Normal.

b. Calculated from data.

LAMPIRAN 7

HASIL OUTPUT SPSS UJI INDEPENDENT SAMPLES T TEST

Hasil Uji *Independent Samples T-test Tangible*

Group Statistics

	Mobil	N	Mean	Std. Deviation	Std. Error Mean
Tangible	ELF	37	14.11	1.969	.324
	NON ELF	37	17.14	1.378	.226

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
tangible	Equal variances assumed	5.473	.022	-7.662	72	.000	-3.027	.395	-3.815	-2.239
	Equal variances not assumed			-7.662	64.433	.000	-3.027	.395	-3.816	-2.238

Hasil Uji *Independent Samples T-test Reliability*

Group Statistics

	Mobil	N	Mean	Std. Deviation	Std. Error Mean
Reliability	ELF	37	13.84	1.424	.234
	NON ELF	37	16.27	1.805	.297

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
reliability	Equal variances assumed	5.813	.018	-6.435	72	.000	-2.432	.378	-3.186	-1.679
	Equal variances not assumed			-6.435	68.304	.000	-2.432	.378	-3.187	-1.678



Hasil Uji *Independent Samples T-test Responsiveness*

Group Statistics

	Mobil	N	Mean	Std. Deviation	Std. Error Mean
Responsiveness	ELF	37	16.05	1.268	.208
	NON ELF	37	16.78	1.601	.263

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
Responsiveness	4.305	.042	-2.173	72	.033	-.730	.336	-1.399	-.060
			-2.173	68.414	.033	-.730	.336	-1.400	-.060



Hasil Uji *Independent Samples T-test Emphaty*

Group Statistics

	Mobil	N	Mean	Std. Deviation	Std. Error Mean
Emphaty	ELF	37	16.59	1.589	.261
	NON ELF	37	17.03	1.624	.267

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	
emphaty	Equal variances assumed	.438	.510	-1.158	72	.251	-.432	.374	-1.177	.312
	Equal variances not assumed			-1.158	71.966	.251	-.432	.374	-1.177	.312



Hasil Uji *Independent Samples T-test Assurance*

Group Statistics

	Mobil	N	Mean	Std. Deviation	Std. Error Mean
assurance	ELF	37	16.95	1.490	.245
	NON ELF	37	17.43	1.405	.231

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
Assurance	Equal variances assumed	.018	.894	-1.445	72	.153	-.486	.337	-1.158	.185
	Equal variances not assumed			-1.445	71.756	.153	-.486	.337	-1.158	.185



Hasil Uji *Independent Samples T-test* Kepuasan Konsumen

Group Statistics

	Kendaraan	N	Mean	Std. Deviation	Std. Error Mean
Kepuasan	ELF	37	9.78	1.205	.198
	NON ELF	37	11.41	1.481	.243

Independent Samples Test

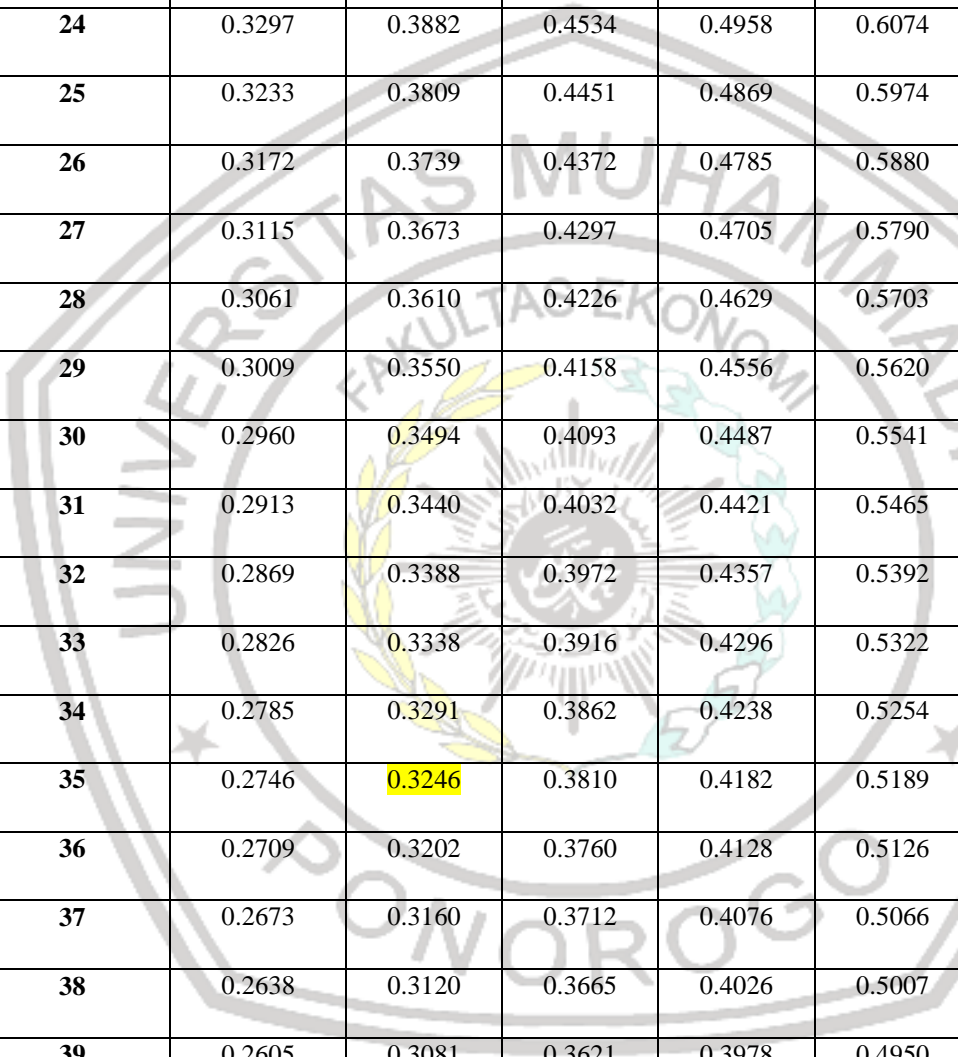
	Levene's Test for Equality of Variances	t-test for Equality of Means								
		F	Sig.	T	Df	Sig. (2- tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
kepuasan	Equal variances assumed	3.286	.074	-5.167	72	.000	-1.622	.314	-2.247	-.996
	Equal variances not assumed			-5.167	69.147	.000	-1.622	.314	-2.248	-.996



LAMPIRAN 8

Tabel Statistik r

df =(N-2)	Tingkat signifikansi untuk uji satu arah				
	0.05	0.025	0.01	0.005	0.0005
Tingkat signifikansi untuk uji dua arah					
	0.1	0.05	0.02	0.01	0.001
1	0.9877	0.9969	0.9995	0.9999	1.0000
2	0.9000	0.9500	0.9800	0.9900	0.9990
3	0.8054	0.8783	0.9343	0.9587	0.9911
4	0.7293	0.8114	0.8822	0.9172	0.9741
5	0.6694	0.7545	0.8329	0.8745	0.9509
6	0.6215	0.7067	0.7887	0.8343	0.9249
7	0.5822	0.6664	0.7498	0.7977	0.8983
8	0.5494	0.6319	0.7155	0.7646	0.8721
9	0.5214	0.6021	0.6851	0.7348	0.8470
10	0.4973	0.5760	0.6581	0.7079	0.8233
11	0.4762	0.5529	0.6339	0.6835	0.8010
12	0.4575	0.5324	0.6120	0.6614	0.7800
13	0.4409	0.5140	0.5923	0.6411	0.7604
14	0.4259	0.4973	0.5742	0.6226	0.7419
15	0.4124	0.4821	0.5577	0.6055	0.7247
16	0.4000	0.4683	0.5425	0.5897	0.7084
17	0.3887	0.4555	0.5285	0.5751	0.6932
18	0.3783	0.4438	0.5155	0.5614	0.6788



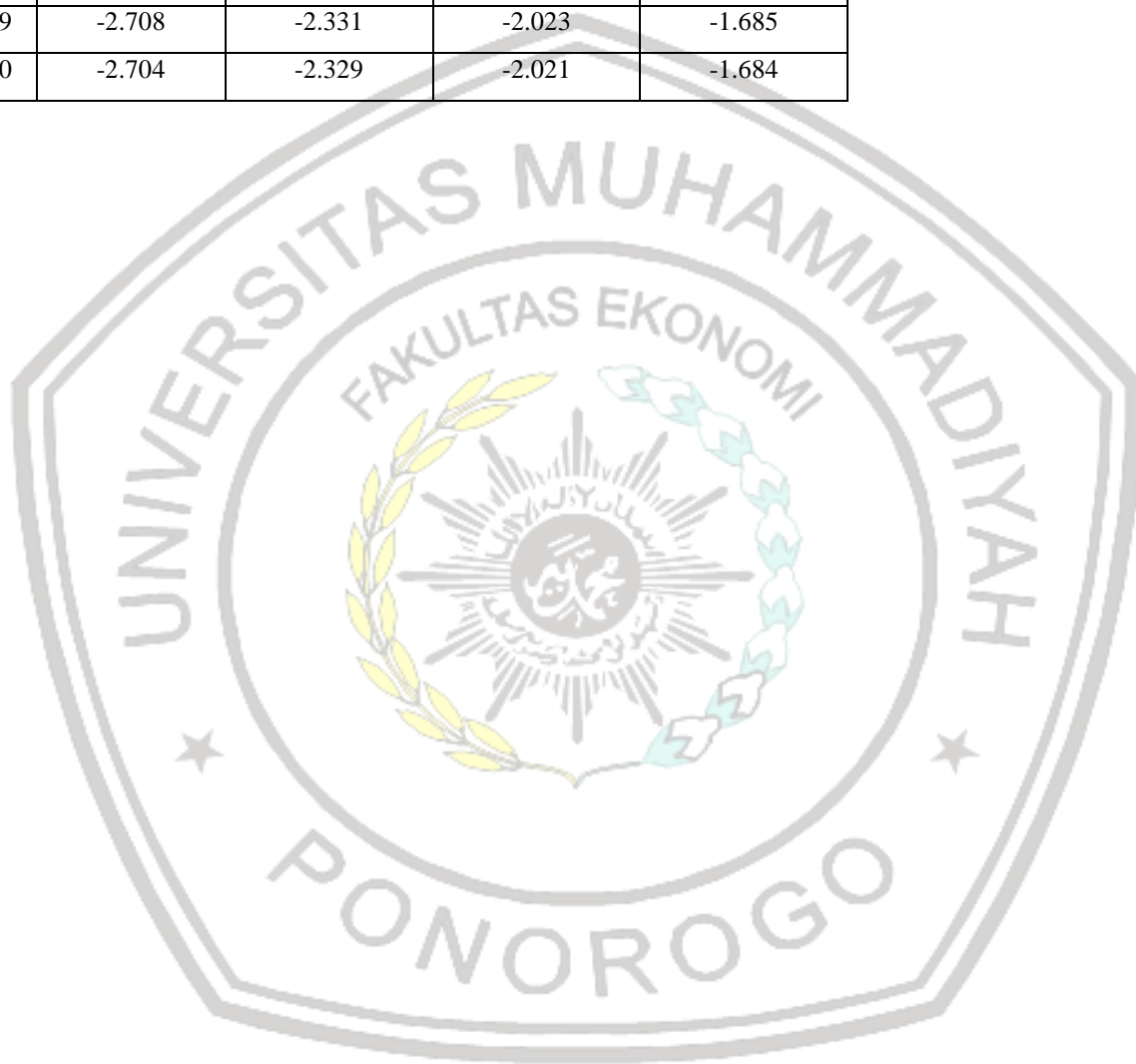
19	0.3687	0.4329	0.5034	0.5487	0.6652
20	0.3598	0.4227	0.4921	0.5368	0.6524
21	0.3515	0.4132	0.4815	0.5256	0.6402
22	0.3438	0.4044	0.4716	0.5151	0.6287
23	0.3365	0.3961	0.4622	0.5052	0.6178
24	0.3297	0.3882	0.4534	0.4958	0.6074
25	0.3233	0.3809	0.4451	0.4869	0.5974
26	0.3172	0.3739	0.4372	0.4785	0.5880
27	0.3115	0.3673	0.4297	0.4705	0.5790
28	0.3061	0.3610	0.4226	0.4629	0.5703
29	0.3009	0.3550	0.4158	0.4556	0.5620
30	0.2960	0.3494	0.4093	0.4487	0.5541
31	0.2913	0.3440	0.4032	0.4421	0.5465
32	0.2869	0.3388	0.3972	0.4357	0.5392
33	0.2826	0.3338	0.3916	0.4296	0.5322
34	0.2785	0.3291	0.3862	0.4238	0.5254
35	0.2746	0.3246	0.3810	0.4182	0.5189
36	0.2709	0.3202	0.3760	0.4128	0.5126
37	0.2673	0.3160	0.3712	0.4076	0.5066
38	0.2638	0.3120	0.3665	0.4026	0.5007
39	0.2605	0.3081	0.3621	0.3978	0.4950
40	0.2573	0.3044	0.3578	0.3932	0.4896

LAMPIRAN 9

Tabel Statistik t

Tingkat Signifikansi				
DF	0.005	0.01	0.025	0.05
1	-63.657	-25.452	-12.706	-6.314
2	-9.925	-6.205	-4.303	-2.920
3	-5.841	-4.177	-3.182	-2.353
4	-4.604	-3.495	-2.776	-2.132
5	-4.032	-3.163	-2.571	-2.015
6	-3.707	-2.969	-2.447	-1.943
7	-3.499	-2.841	-2.365	-1.895
8	-3.355	-2.752	-2.306	-1.860
9	-3.250	-2.685	-2.262	-1.833
10	-3.169	-2.634	-2.228	-1.812
11	-3.106	-2.593	-2.201	-1.796
12	-3.055	-2.560	-2.179	-1.782
13	-3.012	-2.533	-2.160	-1.771
14	-2.977	-2.510	-2.145	-1.761
15	-2.947	-2.490	-2.131	-1.753
16	-2.921	-2.473	-2.120	-1.746
17	-2.898	-2.458	-2.110	-1.740
18	-2.878	-2.445	-2.101	-1.734
19	-2.861	-2.433	-2.093	-1.729
20	-2.845	-2.423	-2.086	-1.725
21	-2.831	-2.414	-2.080	-1.721
22	-2.819	-2.405	-2.074	-1.717
23	-2.807	-2.398	-2.069	-1.714
24	-2.797	-2.391	-2.064	-1.711
25	-2.787	-2.385	-2.060	-1.708
26	-2.779	-2.379	-2.056	-1.706
27	-2.771	-2.373	-2.052	-1.703
28	-2.763	-2.368	-2.048	-1.701
29	-2.756	-2.364	-2.045	-1.699
30	-2.750	-2.360	-2.042	-1.697
31	-2.744	-2.356	-2.040	-1.696

32	-2.738	-2.352	-2.037	-1.694
33	-2.733	-2.348	-2.035	-1.692
34	-2.728	-2.345	-2.032	-1.691
35	-2.724	-2.342	-2.030	-1.690
36	-2.719	-2.339	-2.028	-1.688
37	-2.715	-2.336	-2.026	-1.687
38	-2.712	-2.334	-2.024	-1.686
39	-2.708	-2.331	-2.023	-1.685
40	-2.704	-2.329	-2.021	-1.684





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BERITA ACARA BIMBINGAN SKRIPSI

1. Nama Mahasiswa : **ARBITER RICO BIMBY PRATANTA**
2. NIM : **13413164**
3. Jurusan : **Manajemen**
4. Bidang : **Manajemen Pemasaran**
5. Alamat : **Jl. Sedap Malam No. 20 Purbosuman Ponorogo**
6. Judul Skripsi : **Analisis Perbedaan Kualitas Pelayanan dan Kepuasan Konsumen pada Pengguna Mobil ELF Dan Non ELF Di Travel HAZEL**

- Masa Pembimbingan : **September 2016 s/d Agustus 2017**
8. Tanggal Mengajukan Skripsi :
9. Konsultasi :

Tanggal Disetujui	BAB	Paraf Pembimbing
30/11-16	Usulan judul	cl.
6/1-17	Revisi Proposal	cl.
10/1-17	Acc. Proposal	cl.
7/1-17	Revisi Bab I, II, III & Angket	cl.
26-1-2017	Acc proposal	cl.
18-2-2017	Bab I - V	cl.
21/1-17	Acc. Bab II & Angket	cl.
22-2-2017	Bab I - V	cl.
15-2-2017	Revisi Bab IV & V	cl.
28-4-2017	Acc Bab IV & V	cl.
8-5-2017	Bab I - V	cl.
9-5-2017	Bab I - V Acc	cl.

10. Tanggal Selesai Penulisan Skripsi : _____
11. Keterangan Bimbingan Telah selesai : _____
12. Telah Di Evaluasi/Di Uji Dengan Nilai : _____ (angka)
_____ (huruf)

Pembimbing

HADI SUMARSONO, SE, M.Si
NIK. 19760508 200501 11

Ponorogo, 11 Nopember 2016
Dekan,

TITI RAPINI, SE, MM
NIP. 19630505 199003 2 003