



LAMPIRAN

Lampiran 1

KUISIONER PENELITIAN

Quetioner Penelitian

**FAKTOR-FAKTOR YANG MEMPENGARUHI TINGKAT
KEPUASAN KONSUMEN DI SWALAYAN SURYA KECAMATAN JENANGAN
KABUPATEN PONOROGO**

A. Petunjuk Pengisian

1. Isilah Data Diri Responden dengan sebenar-benarnya,
2. Pertanyaan di jawab dengan memilih salah satu dari beberapa pilihan jawaban yang tersedia,
3. Beri tanda silang (X) pada pertanyaan dan pernyataan yang telah disediakan oleh peneliti.
4. Jika ada pertanyaan yang kurang jelas Bapak/Ibu dapat meminta penjelasan kepada peneliti.

Peneliti

Mina Widiawati

B. Data Diri Responden

1. Nama :
2. Alamat :
3. Usia :
4. Jenis Kelamin : a. Perempuan b. Laki-laki
5. Status : a. Menikah b. Belum Menikah c. Janda d. Duda

C. Variabel Bebas X

X1 = Kualitas Pelayanan

1. Apakah dengan jumlah kasir yang cukup dapat membantu meningkatkan pelayanan di Swalayan Surya?
 - a. Sangat membantu
 - b. Membantu
 - c. Tidak ada pendapat/ ragu-ragu
 - d. Tidak membantu
 - e. Sangat tidak membantu
2. Apakah staf bagian kasir mampu menghitung dengan teliti?
 - a. Sangat mampu
 - b. Mampu
 - c. Tidak ada pendapat/ ragu-ragu
 - d. Tidak mampu
 - e. Sangat tidak mampu

3. Apakah dari pihak karyawan membantu ketika ada keluhan dan saran dari konsumen?
 - a. Sangat membantu
 - b. Membantu
 - c. Tidak ada pendapat/ ragu-ragu
 - d. Tidak membantu
 - e. Sangat tidak membantu

X2= Kualitas Produk yang ditawarkan

4. Apakah Produk yang disediakan di Swalayan Surya lengkap?
 - a. Sangat Lengkap
 - b. Lengkap
 - c. Tidak ada pendapat/ragu-ragu
 - d. Tidak Lengkap
 - e. Sangat tidak lengkap
5. Apakah kualitas barang maupun jasa yang disediakan di Swalayan Surya bagus?
 - a. Sangat Bagus
 - b. Bagus
 - c. Tidak ada pendapat/ragu-ragu
 - d. Tidak bagus
 - e. Sangat tidak bagus

6. Apakah produk yang disediakan di Swalayan Surya bervariasi?

- a. Sangat bervariasi
- b. Bervariasi
- c. Tidak ada pendapat/ ragu-ragu
- d. Tidak bervariasi
- e. Sangat tidak bervariasi

X3= Harga

7. Apakah dari segi harga mampu bersaing dengan produk lain?

- a. Sangat mampu
- b. Mampu
- c. Tidak ada pendapat/ ragu-ragu
- d. Tidak mampu
- e. Sangat tidak mampu

8. Apakah sesuai harga yang tertera dengan produk yang ada?

- a. Sangat sesuai
- b. Sesuai
- c. Tidak ada pendapat/ ragu-ragu
- d. Tidak sesuai
- e. Sangat tidak sesuai

X4= Lokasi

9. Apakah lokasi Swalayan Surya berada di tempat yang mudah dijangkau?

- a. Sangat mudah dijangkau
- b. Mudah dijangkau

- c. Tidak ada pendapat/ragu-ragu
- d. Tidak mudah dijangkau
- e. Sangat tidak mudah dijangkau

10. Apakah tempat tinggal berdekatan dengan lokasi Swalayan Surya?

- a. Sangat berdekatan
- b. Berdekatan
- c. Tidak ada pendapat/ ragu-ragu
- d. Tidak berdekatan
- e. Sangat tidak berdekatan

11. Apakah akses transportasi menuju Swalayan Surya mudah didapatkan?

- a. Sangat mudah didapatkan
- b. Mudah didapatkan
- c. Tidak ada pendapat/ragu-ragu
- d. Tidak mudah didapatkan
- e. Sangat tidak mudah didapatkan

Variabel Dependen (Y)

Y= Tingkat Kepuasan Konsumen

12. Apakah produk yang diberikan kepada konsumen sudah sesuai dengan kebutuhan konsumen?

- a. Sangat sesuai
- b. Sesuai
- c. Tidak ada pendapat/ragu-ragu

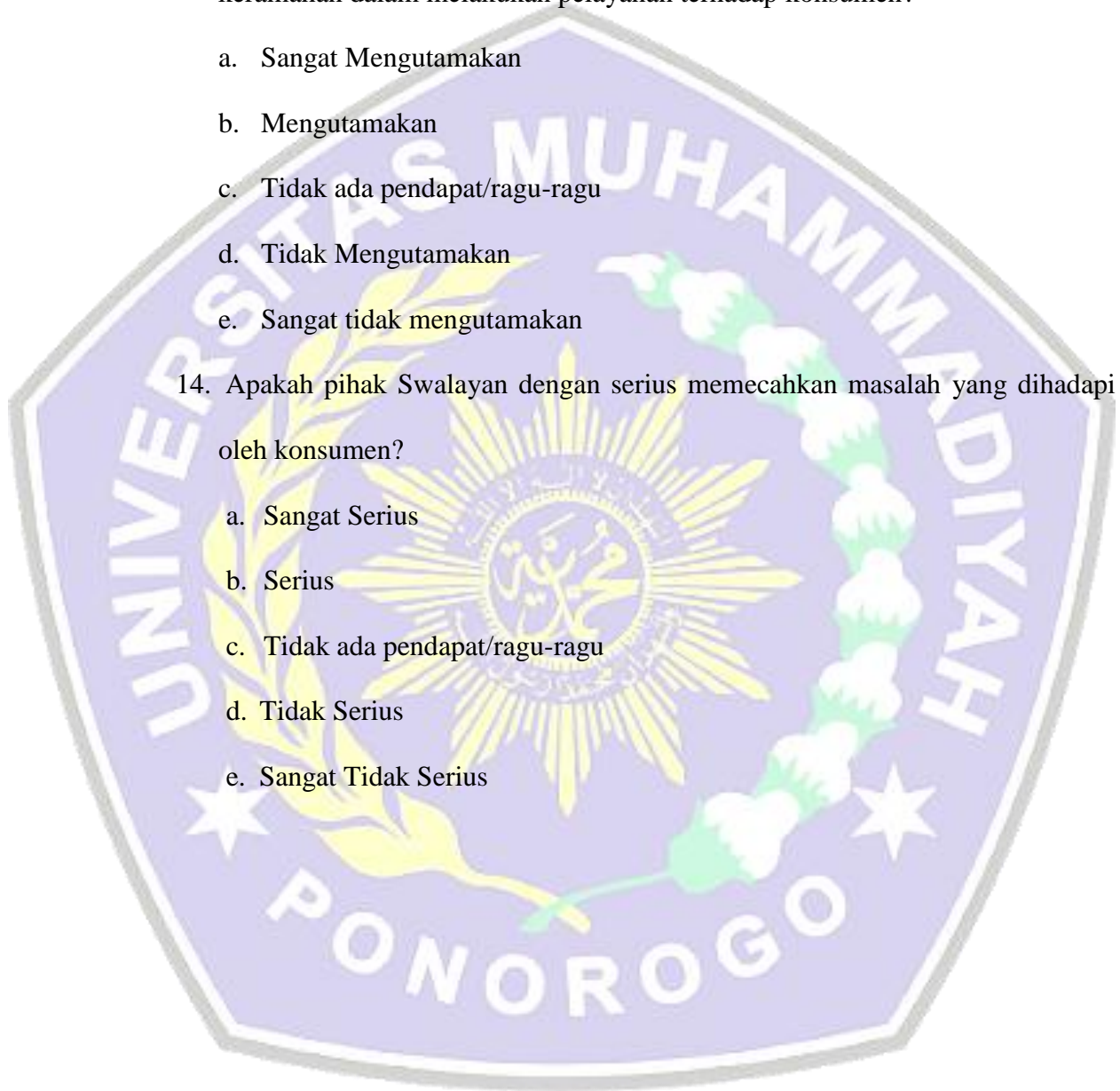
- d. Tidak sesuai
- e. Sangat tidak sesuai

13. Apakah pihak Swalayan mengutamakan kesopanan, perhatian, dan keramahan dalam melakukan pelayanan terhadap konsumen?

- a. Sangat Mengutamakan
- b. Mengutamakan
- c. Tidak ada pendapat/ragu-ragu
- d. Tidak Mengutamakan
- e. Sangat tidak mengutamakan

14. Apakah pihak Swalayan dengan serius memecahkan masalah yang dihadapi oleh konsumen?

- a. Sangat Serius
- b. Serius
- c. Tidak ada pendapat/ragu-ragu
- d. Tidak Serius
- e. Sangat Tidak Serius



Lampiran 2

Tabulasi Jawaban Responden

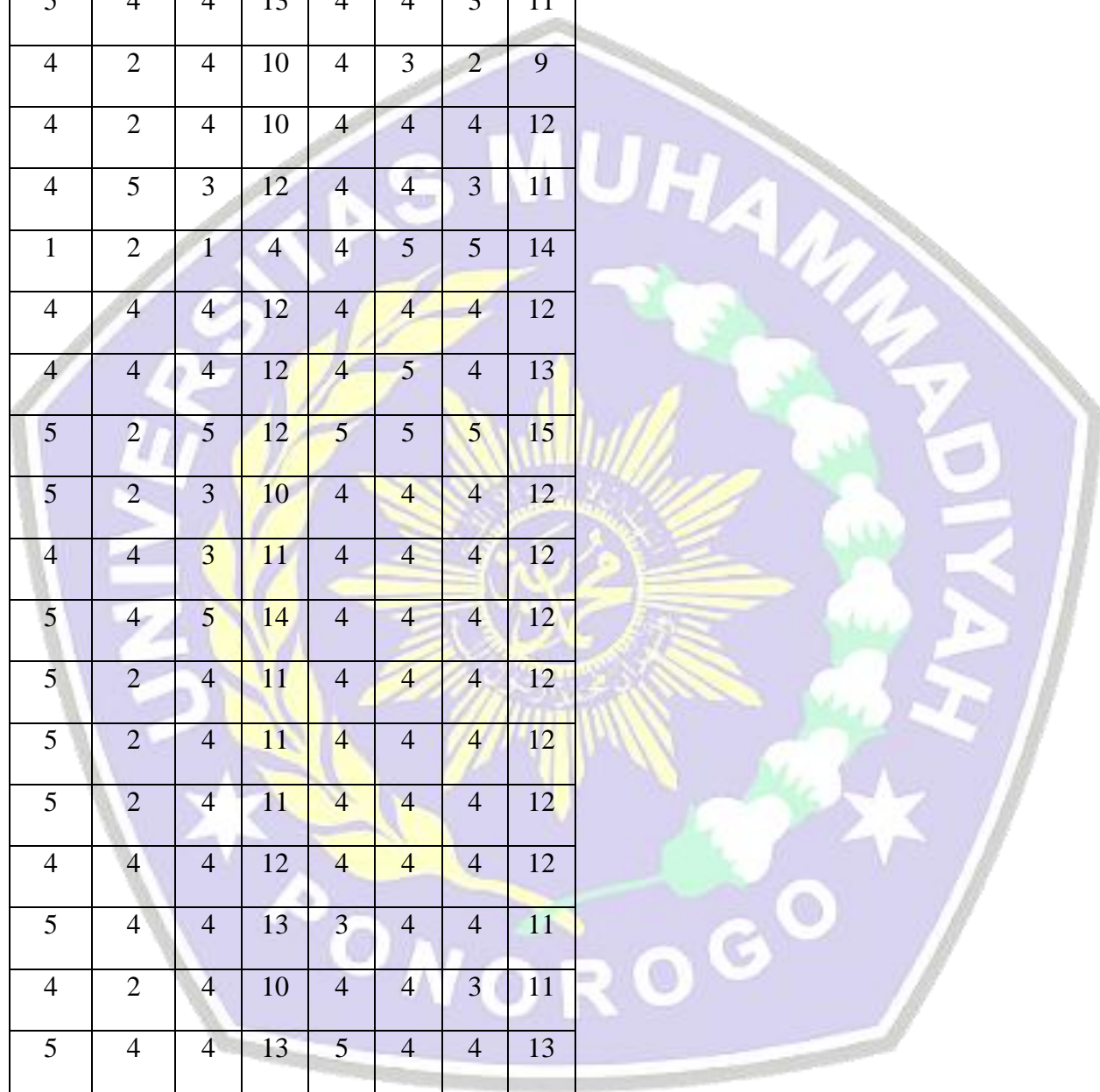
| Kualitas Pelayanan | | | | | Kualitas Produk yang ditawarkan | | | | Harga | | |
|--------------------|----|----|----|----|---------------------------------|----|----|----|-------|----|----|
| No | P1 | P2 | P3 | X1 | P1 | P2 | P3 | X2 | P1 | P2 | X3 |
| 1 | 4 | 4 | 4 | 12 | 2 | 3 | 4 | 9 | 5 | 4 | 9 |
| 2 | 4 | 4 | 4 | 12 | 2 | 4 | 4 | 10 | 5 | 4 | 9 |
| 3 | 4 | 4 | 4 | 12 | 2 | 4 | 4 | 10 | 5 | 4 | 9 |
| 4 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 5 | 4 | 9 |
| 5 | 5 | 4 | 4 | 13 | 4 | 4 | 4 | 12 | 5 | 4 | 9 |
| 6 | 5 | 4 | 4 | 13 | 4 | 5 | 4 | 13 | 5 | 5 | 10 |
| 7 | 5 | 5 | 5 | 15 | 2 | 4 | 4 | 10 | 3 | 4 | 7 |
| 8 | 5 | 4 | 5 | 14 | 4 | 4 | 4 | 12 | 4 | 4 | 8 |
| 9 | 5 | 5 | 5 | 15 | 2 | 4 | 4 | 10 | 3 | 4 | 7 |
| 10 | 5 | 4 | 5 | 14 | 2 | 4 | 4 | 10 | 4 | 4 | 8 |
| 11 | 5 | 4 | 5 | 14 | 3 | 4 | 3 | 10 | 4 | 5 | 9 |
| 12 | 4 | 5 | 5 | 14 | 4 | 4 | 4 | 12 | 5 | 4 | 9 |
| 13 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 8 |
| 14 | 5 | 4 | 5 | 14 | 4 | 4 | 4 | 12 | 4 | 4 | 8 |
| 15 | 4 | 5 | 4 | 13 | 4 | 5 | 4 | 13 | 4 | 4 | 8 |
| 16 | 5 | 5 | 4 | 14 | 4 | 4 | 4 | 12 | 4 | 4 | 8 |
| 17 | 5 | 4 | 5 | 14 | 4 | 4 | 4 | 12 | 4 | 4 | 8 |
| 18 | 5 | 4 | 4 | 13 | 4 | 4 | 4 | 12 | 5 | 4 | 9 |
| 19 | 5 | 4 | 5 | 14 | 2 | 3 | 3 | 8 | 3 | 2 | 5 |
| 20 | 5 | 4 | 4 | 13 | 2 | 4 | 4 | 10 | 3 | 4 | 7 |
| 21 | 5 | 5 | 4 | 14 | 4 | 4 | 4 | 12 | 3 | 4 | 7 |

| | | | | | | | | | | | |
|----|---|---|---|----|---|---|---|----|---|---|----|
| 22 | 4 | 4 | 4 | 12 | 2 | 4 | 4 | 10 | 4 | 4 | 8 |
| 23 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 8 |
| 24 | 5 | 4 | 5 | 14 | 2 | 4 | 2 | 8 | 4 | 4 | 8 |
| 25 | 4 | 4 | 4 | 12 | 4 | 4 | 1 | 9 | 5 | 5 | 10 |
| 26 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 8 |
| 27 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 5 | 4 | 9 |
| 28 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 | 5 | 5 | 10 |
| 29 | 5 | 4 | 4 | 13 | 4 | 4 | 4 | 12 | 4 | 4 | 8 |
| 30 | 4 | 4 | 4 | 12 | 2 | 4 | 4 | 10 | 4 | 4 | 8 |
| 31 | 4 | 4 | 4 | 12 | 3 | 4 | 4 | 11 | 4 | 4 | 8 |
| 32 | 5 | 5 | 5 | 15 | 3 | 4 | 4 | 11 | 4 | 4 | 8 |
| 33 | 5 | 4 | 4 | 13 | 3 | 4 | 3 | 10 | 3 | 4 | 7 |
| 34 | 4 | 4 | 4 | 12 | 2 | 4 | 4 | 10 | 5 | 5 | 10 |
| 35 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 | 4 | 4 | 8 |
| 36 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 | 5 | 4 | 9 |
| 37 | 4 | 4 | 4 | 12 | 5 | 4 | 4 | 13 | 4 | 5 | 9 |
| 38 | 5 | 4 | 4 | 13 | 4 | 5 | 5 | 14 | 5 | 5 | 10 |
| 39 | 4 | 4 | 4 | 12 | 4 | 4 | 5 | 13 | 4 | 4 | 8 |
| 40 | 5 | 4 | 4 | 13 | 4 | 4 | 4 | 12 | 5 | 4 | 9 |
| 41 | 5 | 4 | 4 | 13 | 4 | 4 | 4 | 12 | 4 | 5 | 9 |
| 42 | 4 | 4 | 3 | 11 | 4 | 4 | 3 | 11 | 3 | 4 | 7 |
| 43 | 5 | 4 | 4 | 13 | 2 | 3 | 3 | 8 | 5 | 2 | 7 |
| 44 | 5 | 4 | 4 | 13 | 4 | 4 | 4 | 12 | 4 | 4 | 8 |
| 45 | 5 | 5 | 5 | 15 | 2 | 2 | 2 | 6 | 5 | 5 | 10 |
| 46 | 4 | 4 | 4 | 12 | 2 | 4 | 4 | 10 | 4 | 4 | 8 |
| 47 | 4 | 4 | 4 | 12 | 3 | 4 | 3 | 10 | 4 | 4 | 8 |

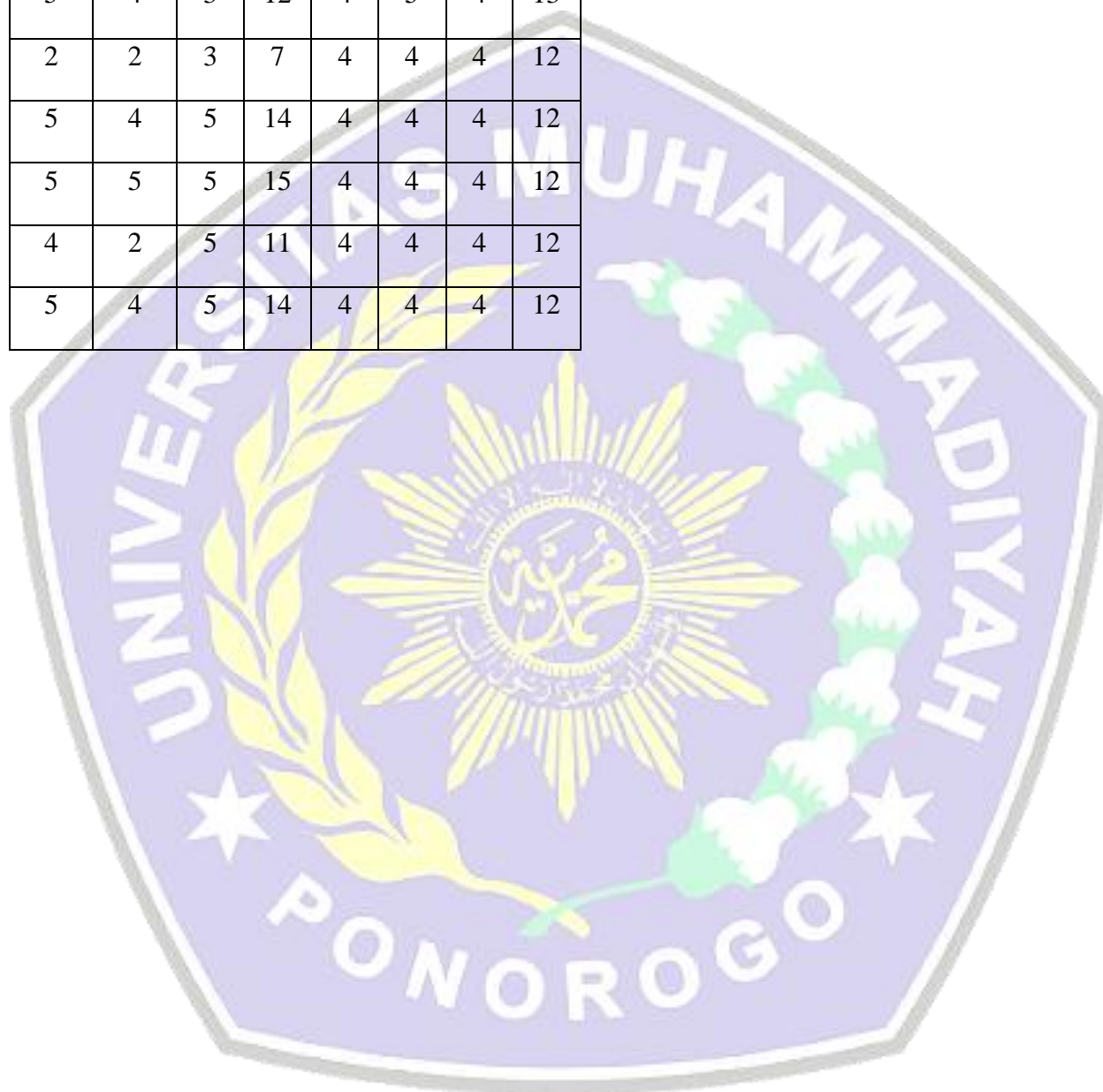
| | | | | | | | | | | | |
|----|---|---|---|----|---|---|---|----|---|---|---|
| 48 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 15 | 5 | 4 | 9 |
| 49 | 4 | 4 | 4 | 12 | 4 | 5 | 4 | 13 | 4 | 4 | 8 |
| 50 | 4 | 4 | 5 | 13 | 2 | 4 | 4 | 10 | 4 | 4 | 8 |

| Lokasi | | | | Tingkat Kepuasan Konsumen | | | |
|--------|----|----|----|---------------------------|----|----|----|
| P1 | P2 | P3 | X4 | P1 | P2 | P3 | Y |
| 5 | 4 | 4 | 13 | 3 | 4 | 4 | 11 |
| 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 |
| 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 |
| 4 | 2 | 4 | 10 | 4 | 4 | 3 | 11 |
| 5 | 4 | 4 | 13 | 4 | 4 | 3 | 11 |
| 5 | 2 | 5 | 12 | 4 | 4 | 4 | 12 |
| 5 | 4 | 4 | 13 | 4 | 4 | 5 | 13 |
| 4 | 1 | 4 | 9 | 4 | 5 | 4 | 13 |
| 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 |
| 5 | 4 | 4 | 13 | 4 | 4 | 4 | 12 |
| 5 | 5 | 5 | 15 | 4 | 5 | 4 | 13 |
| 4 | 4 | 3 | 11 | 4 | 4 | 4 | 12 |
| 4 | 2 | 4 | 10 | 4 | 4 | 4 | 12 |
| 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 |
| 4 | 2 | 4 | 10 | 4 | 4 | 4 | 12 |
| 5 | 2 | 4 | 11 | 4 | 4 | 5 | 13 |
| 4 | 2 | 4 | 10 | 4 | 4 | 5 | 13 |

| | | | | | | | |
|---|---|---|----|---|---|---|----|
| 4 | 4 | 5 | 13 | 4 | 5 | 5 | 14 |
| 4 | 2 | 2 | 8 | 4 | 4 | 4 | 12 |
| 4 | 2 | 4 | 10 | 4 | 4 | 3 | 11 |
| 5 | 4 | 4 | 13 | 4 | 4 | 3 | 11 |
| 4 | 2 | 4 | 10 | 4 | 3 | 2 | 9 |
| 4 | 2 | 4 | 10 | 4 | 4 | 4 | 12 |
| 4 | 5 | 3 | 12 | 4 | 4 | 3 | 11 |
| 1 | 2 | 1 | 4 | 4 | 5 | 5 | 14 |
| 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 |
| 4 | 4 | 4 | 12 | 4 | 5 | 4 | 13 |
| 5 | 2 | 5 | 12 | 5 | 5 | 5 | 15 |
| 5 | 2 | 3 | 10 | 4 | 4 | 4 | 12 |
| 4 | 4 | 3 | 11 | 4 | 4 | 4 | 12 |
| 5 | 4 | 5 | 14 | 4 | 4 | 4 | 12 |
| 5 | 2 | 4 | 11 | 4 | 4 | 4 | 12 |
| 5 | 2 | 4 | 11 | 4 | 4 | 4 | 12 |
| 5 | 2 | 4 | 11 | 4 | 4 | 4 | 12 |
| 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 |
| 5 | 4 | 4 | 13 | 3 | 4 | 4 | 11 |
| 4 | 2 | 4 | 10 | 4 | 4 | 3 | 11 |
| 5 | 4 | 4 | 13 | 5 | 4 | 4 | 13 |
| 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 |
| 5 | 4 | 5 | 14 | 4 | 4 | 4 | 12 |
| 4 | 2 | 3 | 9 | 4 | 4 | 4 | 12 |



| | | | | | | | |
|---|---|---|----|---|---|---|----|
| 4 | 2 | 4 | 10 | 4 | 4 | 4 | 12 |
| 4 | 4 | 1 | 9 | 4 | 4 | 4 | 12 |
| 4 | 4 | 4 | 12 | 4 | 4 | 4 | 12 |
| 5 | 4 | 3 | 12 | 4 | 5 | 4 | 13 |
| 2 | 2 | 3 | 7 | 4 | 4 | 4 | 12 |
| 5 | 4 | 5 | 14 | 4 | 4 | 4 | 12 |
| 5 | 5 | 5 | 15 | 4 | 4 | 4 | 12 |
| 4 | 2 | 5 | 11 | 4 | 4 | 4 | 12 |
| 5 | 4 | 5 | 14 | 4 | 4 | 4 | 12 |



Lampiran 3

Hasil Uji Validitas

CORRELATIONS

/VARIABLES=X1.1 X1.2 X1.3 X1
 /PRINT=TWOTAIL NOSIG
 /MISSING=PAIRWISE.

Correlations

[DataSet1]

Correlations

| | | X1.1 | X1.2 | X1.3 | Kualitas Pelayanan |
|--------------------|---------------------|--------|--------|--------|--------------------|
| X1.1 | Pearson Correlation | 1 | .296* | .474** | .778** |
| | Sig. (2-tailed) | | .037 | .001 | .000 |
| | N | 50 | 50 | 50 | 50 |
| X1.2 | Pearson Correlation | .296* | 1 | .454** | .715** |
| | Sig. (2-tailed) | .037 | | .001 | .000 |
| | N | 50 | 50 | 50 | 50 |
| X1.3 | Pearson Correlation | .474** | .454** | 1 | .838** |
| | Sig. (2-tailed) | .001 | .001 | | .000 |
| | N | 50 | 50 | 50 | 50 |
| Kualitas Pelayanan | Pearson Correlation | .778** | .715** | .838** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | |
| | N | 50 | 50 | 50 | 50 |

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

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

CORRELATIONS

/VARIABLES=X2.1 X2.2 X2.3 X2
 /PRINT=TWOTAIL NOSIG
 /MISSING=PAIRWISE.

[DataSet1]

Correlations

| | | X2.1 | X2.2 | X2.3 | Kualitas produk yang ditawarkan |
|------|---------------------|--------|--------|--------|---------------------------------|
| X2.1 | Pearson Correlation | 1 | .533** | .331* | .846** |
| | Sig. (2-tailed) | | .000 | .019 | .000 |
| | N | 50 | 50 | 50 | 50 |
| X2.2 | Pearson Correlation | .533** | 1 | .535** | .801** |

| | | | | | |
|---------------------------------|---------------------|--------|--------|--------|--------|
| | Sig. (2-tailed) | .000 | | .000 | .000 |
| | N | 50 | 50 | 50 | 50 |
| X2.3 | Pearson Correlation | .331* | .535** | 1 | .739** |
| | Sig. (2-tailed) | .019 | .000 | | .000 |
| | N | 50 | 50 | 50 | 50 |
| Kualitas produk yang ditawarkan | Pearson Correlation | .846** | .801** | .739** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | |
| | N | 50 | 50 | 50 | 50 |

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

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

CORRELATIONS

/VARIABLES=X3.1 X3.2 X3

/PRINT=TWOTAIL NOSIG

/MISSING=PAIRWISE.

Correlations

[DataSet1]

| | | X3.1 | X3.2 | Harga |
|-------|---------------------|--------|--------|--------|
| X3.1 | Pearson Correlation | 1 | .254 | .827** |
| | Sig. (2-tailed) | | .075 | .000 |
| | N | 50 | 50 | 50 |
| X3.2 | Pearson Correlation | .254 | 1 | .754** |
| | Sig. (2-tailed) | .075 | | .000 |
| | N | 50 | 50 | 50 |
| Harga | Pearson Correlation | .827** | .754** | 1 |
| | Sig. (2-tailed) | .000 | .000 | |
| | N | 50 | 50 | 50 |

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

CORRELATIONS

/VARIABLES=X4.1 X4.2 X4.3 X4

/PRINT=TWOTAIL NOSIG

/MISSING=PAIRWISE.

Correlations

[DataSet1]

Correlations

| | | X4.1 | X4.2 | X4.3 | Lokasi |
|--------|---------------------|--------|--------|--------|--------|
| X4.1 | Pearson Correlation | 1 | .273 | .558** | .758** |
| | Sig. (2-tailed) | | .055 | .000 | .000 |
| | N | 50 | 50 | 50 | 50 |
| X4.2 | Pearson Correlation | .273 | 1 | .141 | .703** |
| | Sig. (2-tailed) | .055 | | .330 | .000 |
| | N | 50 | 50 | 50 | 50 |
| X4.3 | Pearson Correlation | .558** | .141 | 1 | .700** |
| | Sig. (2-tailed) | .000 | .330 | | .000 |
| | N | 50 | 50 | 50 | 50 |
| Lokasi | Pearson Correlation | .758** | .703** | .700** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | |
| | N | 50 | 50 | 50 | 50 |

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

CORRELATIONS

/VARIABLES=Y.1 Y.2 Y.3 Y
 /PRINT=TWOTAIL NOSIG
 /MISSING=PAIRWISE.

Correlations

[DataSet1]

Correlations

| | | Y.1 | Y.2 | Y.3 | Tingkat Kepuasan KOnsumen |
|---------------------------|---------------------|--------|--------|--------|------------------------------|
| Y.1 | Pearson Correlation | 1 | .185 | .125 | .465** |
| | Sig. (2-tailed) | | .198 | .386 | .001 |
| | N | 50 | 50 | 50 | 50 |
| Y.2 | Pearson Correlation | .185 | 1 | .487** | .776** |
| | Sig. (2-tailed) | .198 | | .000 | .000 |
| | N | 50 | 50 | 50 | 50 |
| Y.3 | Pearson Correlation | .125 | .487** | 1 | .860** |
| | Sig. (2-tailed) | .386 | .000 | | .000 |
| | N | 50 | 50 | 50 | 50 |
| Tingkat Kepuasan KOnsumen | Pearson Correlation | .465** | .776** | .860** | 1 |
| | Sig. (2-tailed) | .001 | .000 | .000 | |
| | N | 50 | 50 | 50 | 50 |

Correlations

| | | Y.1 | Y.2 | Y.3 | Tingkat Kepuasan KONsumen |
|---------------------------|---------------------|--------|--------|--------|------------------------------|
| Y.1 | Pearson Correlation | 1 | .185 | .125 | .465** |
| | Sig. (2-tailed) | | .198 | .386 | .001 |
| | N | 50 | 50 | 50 | 50 |
| Y.2 | Pearson Correlation | .185 | 1 | .487** | .776** |
| | Sig. (2-tailed) | .198 | | .000 | .000 |
| | N | 50 | 50 | 50 | 50 |
| Y.3 | Pearson Correlation | .125 | .487** | 1 | .860** |
| | Sig. (2-tailed) | .386 | .000 | | .000 |
| | N | 50 | 50 | 50 | 50 |
| Tingkat Kepuasan KONsumen | Pearson Correlation | .465** | .776** | .860** | 1 |
| | Sig. (2-tailed) | .001 | .000 | .000 | |
| | N | 50 | 50 | 50 | 50 |

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



Lampiran 4

Hasil Uji Reliabilitas

RELIABILITY

/VARIABLES=X1.1 X1.2 X1.3 X1
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.

Reliability

[DataSet1]

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 50 | 84.7 |
| | Excluded ^a | 9 | 15.3 |
| | Total | 59 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .816 | 4 |

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 | 21.58 | 3.473 | .660 | .778 |
| X1.2 | 21.90 | 3.806 | .602 | .810 |
| X1.3 | 21.82 | 3.334 | .746 | .749 |
| Kualitas Pelayanan | 13.06 | 1.241 | 1.000 | .674 |

RELIABILITY

/VARIABLES=X2.1 X2.2 X2.3 X2
/SCALE('ALL VARIABLES') ALL

/MODEL=ALPHA
/SUMMARY=TOTAL.

Reliability

[DataSet1]

Scale: ALL VARIABLES

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 50 | 84.7 |
| | Excluded ^a | 9 | 15.3 |
| | Total | 59 | 100.0 |

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

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .815 | 4 |

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---------------------------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| X2.1 | 19.06 | 8.262 | .728 | .729 |
| X2.2 | 18.32 | 10.793 | .738 | .801 |
| X2.3 | 18.52 | 10.173 | .625 | .796 |
| Kualitas produk yang ditawarkan | 11.18 | 3.416 | 1.000 | .665 |

RELIABILITY

/VARIABLES=X3.1 X3.2 X3
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.

Reliability

[DataSet1]

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 50 | 84.7 |
| | Excluded ^a | 9 | 15.3 |
| | Total | 59 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .825 | 3 |

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 | 12.42 | 2.208 | .655 | .791 |
| X3.2 | 12.54 | 2.580 | .576 | .869 |
| Harga | 8.32 | .998 | 1.000 | .401 |

```
RELIABILITY
/VARIABLES=X4.1 X4.2 X4.3 X4
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.
```

Reliability

[DataSet1]

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 50 | 84.7 |
| | Excluded ^a | 9 | 15.3 |
| Total | | 59 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .784 | 4 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|--------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| X4.1 | 18.38 | 11.873 | .671 | .742 |
| X4.2 | 19.54 | 10.907 | .526 | .764 |
| X4.3 | 18.80 | 11.714 | .579 | .757 |
| Lokasi | 11.38 | 4.118 | .978 | .548 |

RELIABILITY

```
/VARIABLES=Y.1 Y.2 Y.3 Y  
/SCALE('ALL VARIABLES') ALL  
/MODEL=ALPHA  
/SUMMARY=TOTAL.
```

Reliability

[DataSet1]

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|--|--|---|---|
|--|--|---|---|

| | | | |
|-------|-----------------------|----|-------|
| Cases | Valid | 50 | 84.7 |
| | Excluded ^a | 9 | 15.3 |
| | Total | 59 | 100.0 |

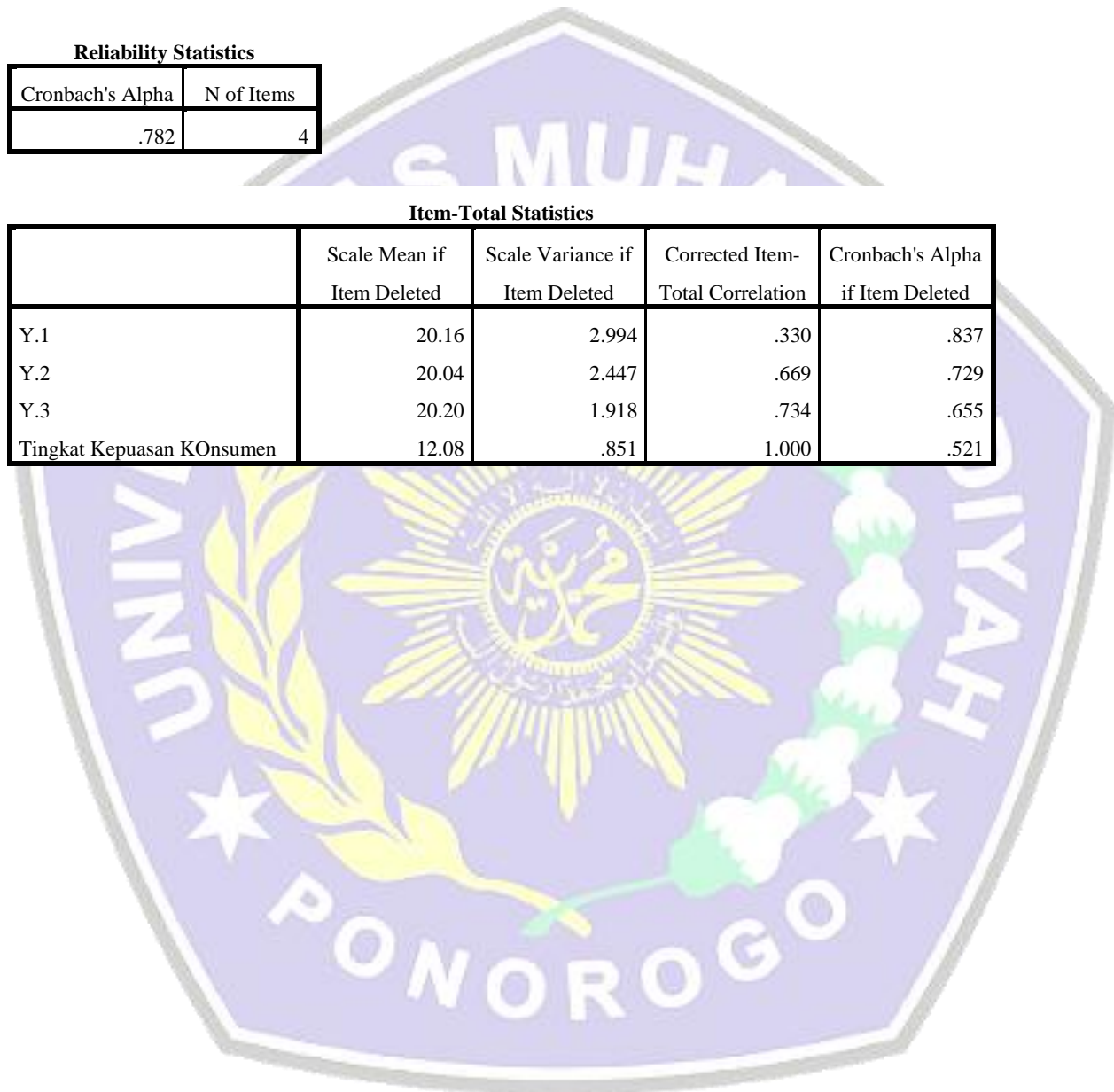
a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .782 | 4 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---------------------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Y.1 | 20.16 | 2.994 | .330 | .837 |
| Y.2 | 20.04 | 2.447 | .669 | .729 |
| Y.3 | 20.20 | 1.918 | .734 | .655 |
| Tingkat Kepuasan KOnsumen | 12.08 | .851 | 1.000 | .521 |



Lampiran 5

Hasil Uji Regresi Linier Berganda

REGRESSION
/MISSING LISTWISE
/STATISTICS COEFF OUTS R ANOVA
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT Y
/METHOD=ENTER X1 X2 X3 X4.

Regression

[DataSet1]

Variables Entered/Removed^b

| Model | Variables Entered | Variables Removed | Method |
|-------|---|-------------------|--------|
| 1 | Lokasi, Harga, Kualitas Pelayanan, Kualitas produk yang ditawarkan ^a | | Enter |

- a. All requested variables entered.
- b. Dependent Variable: Tingkat Kepuasan KOnsumen

Model Summary

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|---|----------|-------------------|----------------------------|
|-------|---|----------|-------------------|----------------------------|

| | | | | |
|---|-------------------|------|------|------|
| 1 | .434 ^a | .189 | .117 | .867 |
|---|-------------------|------|------|------|

a. Predictors: (Constant), Lokasi, Harga, Kualitas Pelayanan, Kualitas produk yang ditawarkan

ANOVA^b

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|-------|-------------------|
| 1 | Regression | 7.866 | 4 | 1.966 | 2.617 | .047 ^a |
| | Residual | 33.814 | 45 | .751 | | |
| | Total | 41.680 | 49 | | | |

a. Predictors: (Constant), Lokasi, Harga, Kualitas Pelayanan, Kualitas produk yang ditawarkan

b. Dependent Variable: Tingkat Kepuasan KONsumen

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|---------------------------------|-----------------------------|------------|---------------------------|--------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 6.912 | 1.871 | | 3.694 | .001 |
| | Kualitas Pelayanan | .274 | .117 | .331 | 2.344 | .024 |
| | Kualitas produk yang ditawarkan | .014 | .072 | .029 | .202 | .841 |
| | Harga | .302 | .131 | .328 | 2.308 | .026 |
| | Lokasi | -.097 | .068 | -.209 | -1.428 | .160 |

a. Dependent Variable: Tingkat Kepuasan Konsumen

Titik Persentase Distribusi t (df = 1 – 40)

| Pr | 0.25 | 0.10 | 0.05 | 0.025 | 0.01 | 0.005 | 0.001 |
|----|---------|---------|---------|----------|----------|----------|-----------|
| df | 0.50 | 0.20 | 0.10 | 0.050 | 0.02 | 0.010 | 0.002 |
| 1 | 1.00000 | 3.07768 | 6.31375 | 12.70620 | 31.82052 | 63.65674 | 318.30884 |
| 2 | 0.81650 | 1.88562 | 2.91999 | 4.30265 | 6.96456 | 9.92484 | 22.32712 |
| 3 | 0.76489 | 1.63774 | 2.35336 | 3.18245 | 4.54070 | 5.84091 | 10.21453 |
| 4 | 0.74070 | 1.53321 | 2.13185 | 2.77645 | 3.74695 | 4.60409 | 7.17318 |
| 5 | 0.72669 | 1.47588 | 2.01505 | 2.57058 | 3.36493 | 4.03214 | 5.89343 |
| 6 | 0.71756 | 1.43976 | 1.94318 | 2.44691 | 3.14267 | 3.70743 | 5.20763 |
| 7 | 0.71114 | 1.41492 | 1.89458 | 2.36462 | 2.99795 | 3.49948 | 4.78529 |
| 8 | 0.70639 | 1.39682 | 1.85955 | 2.30600 | 2.89646 | 3.35539 | 4.50079 |
| 9 | 0.70272 | 1.38303 | 1.83311 | 2.26216 | 2.82144 | 3.24984 | 4.29681 |
| 10 | 0.69981 | 1.37218 | 1.81246 | 2.22814 | 2.76377 | 3.16927 | 4.14370 |
| 11 | 0.69745 | 1.36343 | 1.79588 | 2.20099 | 2.71808 | 3.10581 | 4.02470 |
| 12 | 0.69548 | 1.35622 | 1.78229 | 2.17881 | 2.68100 | 3.05454 | 3.92963 |
| 13 | 0.69383 | 1.35017 | 1.77093 | 2.16037 | 2.65031 | 3.01228 | 3.85198 |
| 14 | 0.69242 | 1.34503 | 1.76131 | 2.14479 | 2.62449 | 2.97684 | 3.78739 |
| 15 | 0.69120 | 1.34061 | 1.75305 | 2.13145 | 2.60248 | 2.94671 | 3.73283 |
| 16 | 0.69013 | 1.33676 | 1.74588 | 2.11991 | 2.58349 | 2.92078 | 3.68615 |
| 17 | 0.68920 | 1.33338 | 1.73961 | 2.10982 | 2.56693 | 2.89823 | 3.64577 |
| 18 | 0.68836 | 1.33039 | 1.73406 | 2.10092 | 2.55238 | 2.87844 | 3.61048 |
| 19 | 0.68762 | 1.32773 | 1.72913 | 2.09302 | 2.53948 | 2.86093 | 3.57940 |
| 20 | 0.68695 | 1.32534 | 1.72472 | 2.08596 | 2.52798 | 2.84534 | 3.55181 |
| 21 | 0.68635 | 1.32319 | 1.72074 | 2.07961 | 2.51765 | 2.83136 | 3.52715 |
| 22 | 0.68581 | 1.32124 | 1.71714 | 2.07387 | 2.50832 | 2.81876 | 3.50499 |
| 23 | 0.68531 | 1.31946 | 1.71387 | 2.06866 | 2.49987 | 2.80734 | 3.48496 |
| 24 | 0.68485 | 1.31784 | 1.71088 | 2.06390 | 2.49216 | 2.79694 | 3.46678 |
| 25 | 0.68443 | 1.31635 | 1.70814 | 2.05954 | 2.48511 | 2.78744 | 3.45019 |
| 26 | 0.68404 | 1.31497 | 1.70562 | 2.05553 | 2.47863 | 2.77871 | 3.43500 |
| 27 | 0.68368 | 1.31370 | 1.70329 | 2.05183 | 2.47266 | 2.77068 | 3.42103 |
| 28 | 0.68335 | 1.31253 | 1.70113 | 2.04841 | 2.46714 | 2.76326 | 3.40816 |
| 29 | 0.68304 | 1.31143 | 1.69913 | 2.04523 | 2.46202 | 2.75639 | 3.39624 |
| 30 | 0.68276 | 1.31042 | 1.69726 | 2.04227 | 2.45726 | 2.75000 | 3.38518 |
| 31 | 0.68249 | 1.30946 | 1.69552 | 2.03951 | 2.45282 | 2.74404 | 3.37490 |
| 32 | 0.68223 | 1.30857 | 1.69389 | 2.03693 | 2.44868 | 2.73848 | 3.36531 |
| 33 | 0.68200 | 1.30774 | 1.69236 | 2.03452 | 2.44479 | 2.73328 | 3.35634 |
| 34 | 0.68177 | 1.30695 | 1.69092 | 2.03224 | 2.44115 | 2.72839 | 3.34793 |
| 35 | 0.68156 | 1.30621 | 1.68957 | 2.03011 | 2.43772 | 2.72381 | 3.34005 |
| 36 | 0.68137 | 1.30551 | 1.68830 | 2.02809 | 2.43449 | 2.71948 | 3.33262 |
| 37 | 0.68118 | 1.30485 | 1.68709 | 2.02619 | 2.43145 | 2.71541 | 3.32563 |
| 38 | 0.68100 | 1.30423 | 1.68595 | 2.02439 | 2.42857 | 2.71156 | 3.31903 |
| 39 | 0.68083 | 1.30364 | 1.68488 | 2.02269 | 2.42584 | 2.70791 | 3.31279 |
| 40 | 0.68067 | 1.30308 | 1.68385 | 2.02108 | 2.42326 | 2.70446 | 3.30688 |

Catatan: Probabilita yang lebih kecil yang ditunjukkan pada judul tiap kolom adalah luas daerah dalam satu ujung, sedangkan probabilitas yang lebih besar adalah luas daerah dalam kedua ujung

Titik Persentase Distribusi F untuk Probabilita = 0,05

| df untuk penyebut (N2) | df untuk pembilang (N1) | | | | | | | | | | | | | | |
|------------------------|-------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 1 | 161 | 199 | 216 | 225 | 230 | 234 | 237 | 239 | 241 | 242 | 243 | 244 | 245 | 245 | 246 |
| 2 | 18.51 | 19.00 | 19.16 | 19.25 | 19.30 | 19.33 | 19.35 | 19.37 | 19.38 | 19.40 | 19.40 | 19.41 | 19.42 | 19.42 | 19.43 |
| 3 | 10.13 | 9.55 | 9.28 | 9.12 | 9.01 | 8.94 | 8.89 | 8.85 | 8.81 | 8.79 | 8.76 | 8.74 | 8.73 | 8.71 | 8.70 |
| 4 | 7.71 | 6.94 | 6.59 | 6.39 | 6.26 | 6.16 | 6.09 | 6.04 | 6.00 | 5.96 | 5.94 | 5.91 | 5.89 | 5.87 | 5.86 |
| 5 | 6.61 | 5.79 | 5.41 | 5.19 | 5.05 | 4.95 | 4.88 | 4.82 | 4.77 | 4.74 | 4.70 | 4.68 | 4.66 | 4.64 | 4.62 |
| 6 | 5.99 | 5.14 | 4.76 | 4.53 | 4.39 | 4.28 | 4.21 | 4.15 | 4.10 | 4.06 | 4.03 | 4.00 | 3.98 | 3.96 | 3.94 |
| 7 | 5.59 | 4.74 | 4.35 | 4.12 | 3.97 | 3.87 | 3.79 | 3.73 | 3.68 | 3.64 | 3.60 | 3.57 | 3.55 | 3.53 | 3.51 |
| 8 | 5.32 | 4.46 | 4.07 | 3.84 | 3.69 | 3.58 | 3.50 | 3.44 | 3.39 | 3.35 | 3.31 | 3.28 | 3.26 | 3.24 | 3.22 |
| 9 | 5.12 | 4.26 | 3.86 | 3.63 | 3.48 | 3.37 | 3.29 | 3.23 | 3.18 | 3.14 | 3.10 | 3.07 | 3.05 | 3.03 | 3.01 |
| 10 | 4.96 | 4.10 | 3.71 | 3.48 | 3.33 | 3.22 | 3.14 | 3.07 | 3.02 | 2.98 | 2.94 | 2.91 | 2.89 | 2.86 | 2.85 |
| 11 | 4.84 | 3.98 | 3.59 | 3.36 | 3.20 | 3.09 | 3.01 | 2.95 | 2.90 | 2.85 | 2.82 | 2.79 | 2.76 | 2.74 | 2.72 |
| 12 | 4.75 | 3.89 | 3.49 | 3.26 | 3.11 | 3.00 | 2.91 | 2.85 | 2.80 | 2.75 | 2.72 | 2.69 | 2.66 | 2.64 | 2.62 |
| 13 | 4.67 | 3.81 | 3.41 | 3.18 | 3.03 | 2.92 | 2.83 | 2.77 | 2.71 | 2.67 | 2.63 | 2.60 | 2.58 | 2.55 | 2.53 |
| 14 | 4.60 | 3.74 | 3.34 | 3.11 | 2.96 | 2.85 | 2.76 | 2.70 | 2.65 | 2.60 | 2.57 | 2.53 | 2.51 | 2.48 | 2.46 |
| 15 | 4.54 | 3.68 | 3.29 | 3.06 | 2.90 | 2.79 | 2.71 | 2.64 | 2.59 | 2.54 | 2.51 | 2.48 | 2.45 | 2.42 | 2.40 |
| 16 | 4.49 | 3.63 | 3.24 | 3.01 | 2.85 | 2.74 | 2.66 | 2.59 | 2.54 | 2.49 | 2.46 | 2.42 | 2.40 | 2.37 | 2.35 |
| 17 | 4.45 | 3.59 | 3.20 | 2.96 | 2.81 | 2.70 | 2.61 | 2.55 | 2.49 | 2.45 | 2.41 | 2.38 | 2.35 | 2.33 | 2.31 |
| 18 | 4.41 | 3.55 | 3.16 | 2.93 | 2.77 | 2.66 | 2.58 | 2.51 | 2.46 | 2.41 | 2.37 | 2.34 | 2.31 | 2.29 | 2.27 |
| 19 | 4.38 | 3.52 | 3.13 | 2.90 | 2.74 | 2.63 | 2.54 | 2.48 | 2.42 | 2.38 | 2.34 | 2.31 | 2.28 | 2.26 | 2.23 |
| 20 | 4.35 | 3.49 | 3.10 | 2.87 | 2.71 | 2.60 | 2.51 | 2.45 | 2.39 | 2.35 | 2.31 | 2.28 | 2.25 | 2.22 | 2.20 |
| 21 | 4.32 | 3.47 | 3.07 | 2.84 | 2.68 | 2.57 | 2.49 | 2.42 | 2.37 | 2.32 | 2.28 | 2.25 | 2.22 | 2.20 | 2.18 |
| 22 | 4.30 | 3.44 | 3.05 | 2.82 | 2.66 | 2.55 | 2.46 | 2.40 | 2.34 | 2.30 | 2.26 | 2.23 | 2.20 | 2.17 | 2.15 |
| 23 | 4.28 | 3.42 | 3.03 | 2.80 | 2.64 | 2.53 | 2.44 | 2.37 | 2.32 | 2.27 | 2.24 | 2.20 | 2.18 | 2.15 | 2.13 |
| 24 | 4.26 | 3.40 | 3.01 | 2.78 | 2.62 | 2.51 | 2.42 | 2.36 | 2.30 | 2.25 | 2.22 | 2.18 | 2.15 | 2.13 | 2.11 |
| 25 | 4.24 | 3.39 | 2.99 | 2.76 | 2.60 | 2.49 | 2.40 | 2.34 | 2.28 | 2.24 | 2.20 | 2.16 | 2.14 | 2.11 | 2.09 |
| 26 | 4.23 | 3.37 | 2.98 | 2.74 | 2.59 | 2.47 | 2.39 | 2.32 | 2.27 | 2.22 | 2.18 | 2.15 | 2.12 | 2.09 | 2.07 |
| 27 | 4.21 | 3.35 | 2.96 | 2.73 | 2.57 | 2.46 | 2.37 | 2.31 | 2.25 | 2.20 | 2.17 | 2.13 | 2.10 | 2.08 | 2.06 |
| 28 | 4.20 | 3.34 | 2.95 | 2.71 | 2.56 | 2.45 | 2.36 | 2.29 | 2.24 | 2.19 | 2.15 | 2.12 | 2.09 | 2.06 | 2.04 |
| 29 | 4.18 | 3.33 | 2.93 | 2.70 | 2.55 | 2.43 | 2.35 | 2.28 | 2.22 | 2.18 | 2.14 | 2.10 | 2.08 | 2.05 | 2.03 |
| 30 | 4.17 | 3.32 | 2.92 | 2.69 | 2.53 | 2.42 | 2.33 | 2.27 | 2.21 | 2.16 | 2.13 | 2.09 | 2.06 | 2.04 | 2.01 |
| 31 | 4.16 | 3.30 | 2.91 | 2.68 | 2.52 | 2.41 | 2.32 | 2.25 | 2.20 | 2.15 | 2.11 | 2.08 | 2.05 | 2.03 | 2.00 |
| 32 | 4.15 | 3.29 | 2.90 | 2.67 | 2.51 | 2.40 | 2.31 | 2.24 | 2.19 | 2.14 | 2.10 | 2.07 | 2.04 | 2.01 | 1.99 |
| 33 | 4.14 | 3.28 | 2.89 | 2.66 | 2.50 | 2.39 | 2.30 | 2.23 | 2.18 | 2.13 | 2.09 | 2.06 | 2.03 | 2.00 | 1.98 |
| 34 | 4.13 | 3.28 | 2.88 | 2.65 | 2.49 | 2.38 | 2.29 | 2.23 | 2.17 | 2.12 | 2.08 | 2.05 | 2.02 | 1.99 | 1.97 |
| 35 | 4.12 | 3.27 | 2.87 | 2.64 | 2.49 | 2.37 | 2.29 | 2.22 | 2.16 | 2.11 | 2.07 | 2.04 | 2.01 | 1.99 | 1.96 |
| 36 | 4.11 | 3.26 | 2.87 | 2.63 | 2.48 | 2.36 | 2.28 | 2.21 | 2.15 | 2.11 | 2.07 | 2.03 | 2.00 | 1.98 | 1.95 |
| 37 | 4.11 | 3.25 | 2.86 | 2.63 | 2.47 | 2.36 | 2.27 | 2.20 | 2.14 | 2.10 | 2.06 | 2.02 | 2.00 | 1.97 | 1.95 |
| 38 | 4.10 | 3.24 | 2.85 | 2.62 | 2.46 | 2.35 | 2.26 | 2.19 | 2.14 | 2.09 | 2.05 | 2.02 | 1.99 | 1.96 | 1.94 |
| 39 | 4.09 | 3.24 | 2.85 | 2.61 | 2.46 | 2.34 | 2.26 | 2.19 | 2.13 | 2.08 | 2.04 | 2.01 | 1.98 | 1.95 | 1.93 |
| 40 | 4.08 | 3.23 | 2.84 | 2.61 | 2.45 | 2.34 | 2.25 | 2.18 | 2.12 | 2.08 | 2.04 | 2.00 | 1.97 | 1.95 | 1.92 |
| 41 | 4.08 | 3.23 | 2.83 | 2.60 | 2.44 | 2.33 | 2.24 | 2.17 | 2.12 | 2.07 | 2.03 | 2.00 | 1.97 | 1.94 | 1.92 |
| 42 | 4.07 | 3.22 | 2.83 | 2.59 | 2.44 | 2.32 | 2.24 | 2.17 | 2.11 | 2.06 | 2.03 | 1.99 | 1.96 | 1.94 | 1.91 |
| 43 | 4.07 | 3.21 | 2.82 | 2.59 | 2.43 | 2.32 | 2.23 | 2.16 | 2.11 | 2.06 | 2.02 | 1.99 | 1.96 | 1.93 | 1.91 |
| 44 | 4.06 | 3.21 | 2.82 | 2.58 | 2.43 | 2.31 | 2.23 | 2.16 | 2.10 | 2.05 | 2.01 | 1.98 | 1.95 | 1.92 | 1.90 |
| 45 | 4.06 | 3.20 | 2.81 | 2.58 | 2.42 | 2.31 | 2.22 | 2.15 | 2.10 | 2.05 | 2.01 | 1.97 | 1.94 | 1.92 | 1.89 |

Lampiran 8

Dokumentasi Penelitian di Swalayan Surya Kecamatan Jenangan Kabupaten Ponorogo



Pelayanan yang diberikan karyawan ketika konsumen membayar dikasir



Produk yang disediakan Swalayan Surya



Pelayanan dibagian kasir Swalayan Surya



Kesesuaian harga dengan produk yang disediakan



Produk yang disediakan dan dalam keadaan promo



Lokasi dan area parkir di Swalayan Surya



UNIVERSITAS MUHAMMADIYAH PONOROGO
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Kampus : Jl. Budi Utomo No. 10 Telp. (0352) 481124 Fax. (0352) 461796
PONOROGO - 63471

BERITA ACARA BIMBINGAN SKRIPSI

1. Nama Mahasiswa : **HANIFAH SYAHRA JIFATURROHMAH**
2. NIM : 13420470
3. Jurusan : Ekonomi Pembangunan
4. Bidang : ESDM
5. Alamat : Jl. H Aminah No 22 RT/RW 010/06 Kel. Bintaro,
Kec. Pesanggrahan Jakarta Selatan
6. Judul Skripsi : Faktor-faktor yang Mempengaruhi Tenaga Kerja
Indonesia (TKI) Purna Untuk Berwirausaha di
Ponorogo
7. Masa Pembimbingan : September 2016 s/d Agustus 2017
8. Tanggal Mengajukan Skripsi :
9. Konsultasi :

| Tanggal Disetujui | BAB | Paraf Pembimbing |
|-------------------|------------------|------------------|
| 1-2-2017 | Acc Proposal | |
| 13-3-2017 | Acc Bab I sd III | |
| 12-4-2017 | Revisi BAB IV-V | |
| 25-7-2017 | Acc Bab I-IV | |
| | | |
| | | |
| | | |
| | | |
| | | |

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

Pembimbing,

SAYID ABAS, SE M.Si
NIK 19720106 200103 12

Ponorogo, 2 Maret 2017
Dekan,



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



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P O N O R O G O – 63471

Nomor : 299/III.4/PN/2017
Lamp. : -
Hal : **Ijin Penelitian**

Ponorogo, 8 Mei 2017

Kepada :
Yth. **Pimpinan Swalayan Surya**
Kec. Jenangan Kab. Ponorogo
di-
PONOROGO

Assalaamualaikum w. w.

Yang bertanda tangan di bawah ini :

N a m a : **TITI RAPINI, SE, MM**
N I P : 19630505 199003 2 003
Jabatan : Dekan Fakultas Ekonomi
Universitas Muhammadiyah Ponorogo

Menerangkan bahwa mahasiswa :

N a m a : **MINA WIDIAWATI**
N I M : 13420445
Semester : VIII
Jurusan : Ekonomi Pembangunan
Lokasi/Obyek : Swalayan Surya
No. HP : 085855294985
Lama Penelitian : 2 bulan
Bidang : Ekonomi Mikro
Judul Skripsi : Faktor –faktor yang Mempengaruhi Tingkat Kepuasan Konsumen di
Swalayan Surya Kecamatan Jenangan Kabupaten Ponorogo

Adalah benar-benar mahasiswa Fakultas Ekonomi Universitas Muhammadiyah Ponorogo.
Dalam hal ini mohon diberi kesempatan untuk mengadakan penelitian pada Instansi yang
Saudara Pimpin guna menyusun skripsi.

Demikian atas perhatian dan kerjasamanya, kami sampaikan terima kasih.

Wassalaamualaikum w. w.



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

SURAT KETERANGAN

Yang bertanda tangan dibawah ini kami menerangkan dengan sesungguhnya bahwa :

Nama : Mina Widiawati
NIM : 13420445
Semester : VIII
Jurusan : Ekonomi Pembangunan
Judul Penelitian : Faktor-Faktor Yang Mempengaruhi Tingkat Kepuasan Konsumen
Di Swalayan Surya Kecamatan Jenangan Kabupaten Ponorogo

Mahasiswa yang bersangkutan telah melakukan penelitian di Swalayan Surya Kecamatan
Jenangan Kabupaten Ponorogo selama 2 hari.

Dengan demikian surat keterangan ini dibuat agar dipergunakan sebagaimana semestinya.

Ponorogo, 20 Juni 2017

Direktur Surya Jenangan



H. Sutrisno