

**ANALISIS PERBEDAAN KUALITAS PELAYANAN DAN KEPUASAN KONSUMEN PADA JASA PENGIRIMAN BARANG JNE DAN TIKI DI PONOROGO (Studi Kasus Pada JNE Jl. Niken Gandini N0.32 Ponorogo dan TIKI Jl. Batoro Katong No.49 Ponorogo)**

Terima kasih atas partisipasi anda menjadi salah satu peserta survey dan secara sukarela mengisi kuesioner ini. Kuesioner ini hanya untuk mengetahui perbandingan kepuasan anda dalam pelayanan paket ini. Saya sangat menghargai kejujuran anda dalam mengisi kuesioner ini, saya akan menjamin kerahasiaan data diri anda terkait dengan kuesioner ini. Hasil survey ini semata-mata akan digunakan untuk tujuan penelitian dan bukan untuk komersial.

**A. Data Diri Responden**

1. No Responden : ..... (diisi oleh peneliti)

2. Nama : ..... (boleh tidak diisi)

3. Jenis Kelamin :

Laki – Laki

Perempuan

4. Usia :

≤ 20 Tahun

21 – 35 Tahun

36 – 50 Tahun

51 – 65 Tahun

$\geq 60$  Tahun

5. Pendidikan :

$\leq$  SD

SMP

SMA

Perguruan Tinggi

6. Pekerjaan :

PNS

Swasta

Wiraswasta

Ibu Rumah Tangga

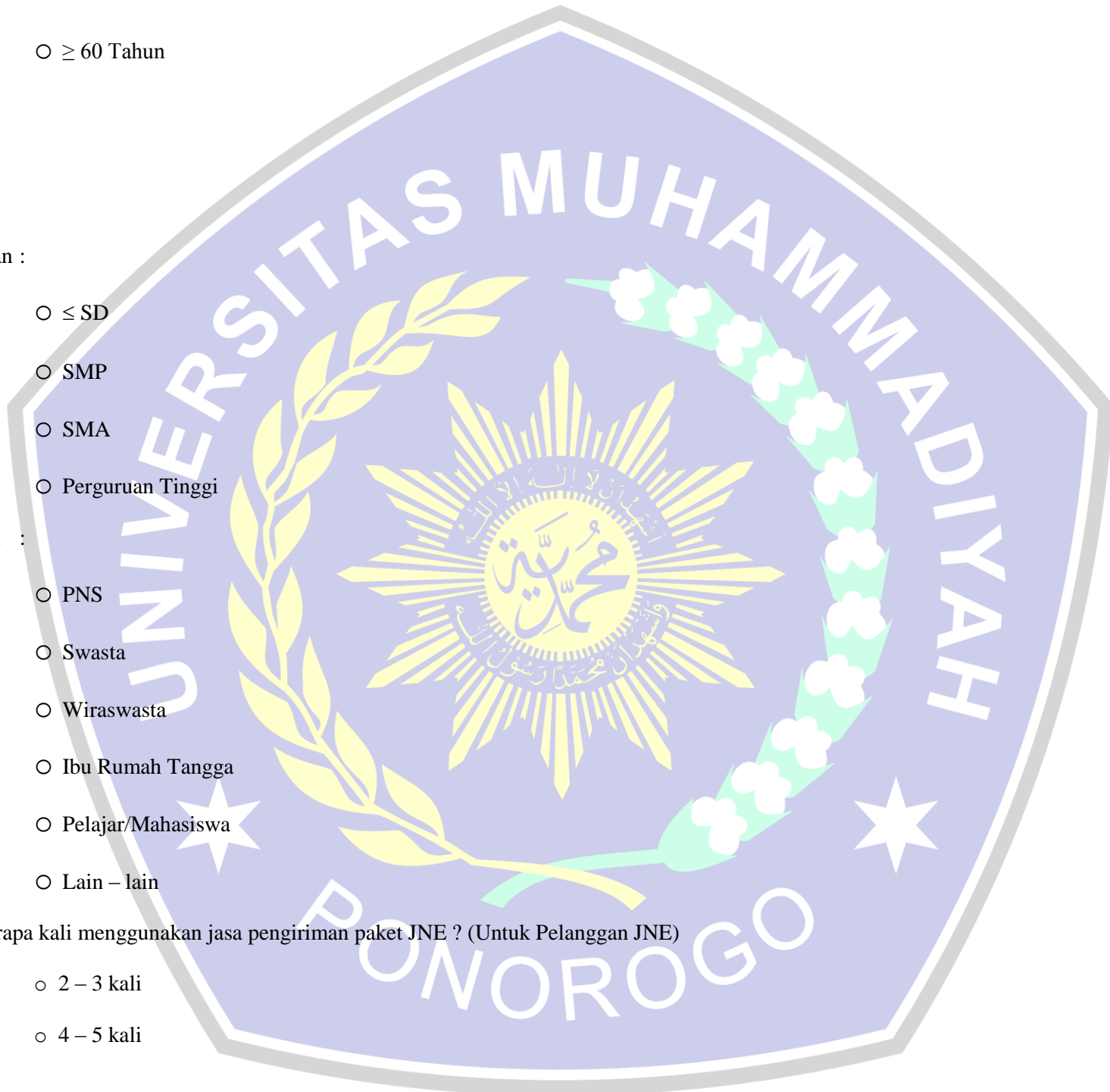
Pelajar/Mahasiswa

Lain – lain

7. Sudah berapa kali menggunakan jasa pengiriman paket JNE ? (Untuk Pelanggan JNE)

2 – 3 kali

4 – 5 kali



o  $\geq 5$  kali

8. Sudah berapa kali menggunakan jasa pengiriman paket TIKI ? (Untuk Pelanggan TIKI)

o 2 – 3 kali

o 4 – 5 kali

o  $\geq 5$  kali

**B. Petunjuk Pengisian Kuesioner**

1. Berilah tanda centang (  $\checkmark$  ) pertanyaan berikut yang sesuai dengan keadaan yang sesungguhnya pada kolom yang tersedia.

2. Ada 5 ( lima ) pilihan jawaban yang tersedia untuk masing – masing pertanyaan yang mempunyai arti :

Skor 1 = Sangat Tidak Setuju ( STS )

Skor 2 = Tidak Setuju ( TS )

Skor 3 = Netral ( N )

Skor 4 = Setuju ( S )

Skor 5 = Sangat Setuju ( SS )

**C. Pertanyaan Penelitian**

NO	PERTANYAAN	NILAI
A	Tangible (Bukti Langsung)	

1	Fasilitas Seperti Ruang Tunggu, Loket tertata dengan baik dan bersih	STS	TS	N	S	SS
2	Sistem Sarana teknologi yang digunakan canggih	STS	TS	N	S	SS
3	Karyawan berpenampilan bersih, rapi dan menarik	STS	TS	N	S	SS
4	Terdapat layanan pengaduan dan papan informasi yang berhubungan dengan pelayanan paket	STS	TS	N	S	SS
5	Anda dapat memahami informasi dari pelayanan paket melalui iklan / brosur	STS	TS	N	S	SS
B	Reliability (kehandalan)					
6	Pelaksanaan pelayanan jasa paket sesuai dengan jadwal	STS	TS	N	S	SS
7	Prosedur pelayanan jasa paket tidak berbelit-belit	STS	TS	N	S	SS
8	Pelayanan jasa paket memiliki harga yang terjangkau	STS	TS	N	S	SS
9	Pelaksanaan pelayanan jasa paket dilakukan oleh petugas yang terlatih	STS	TS	N	S	SS
10	Pelayanan jasa paket selalu membuka dan menutup loket pelayanan tepat pada waktu yang telah	STS	TS	N	S	SS

	dijadwalkan					
11	Waktu tunggu pelayanan jasa paket $\leq 15$ menit sampai dilayani oleh petugas	STS	TS	N	S	SS
12	Tidak pernah terjadi kesalahan pengiriman atau penerimaan barang	STS	TS	N	S	SS
13	Petugas pelayanan jasa paket selalu memberikan pelayanan yang sebaik-baiknya	STS	TS	N	S	SS
14	Tidak pernah terjadi kesalahan dalam pencatatan data	STS	TS	N	S	SS
C	Responsiveness (daya tangkap)					
15	Petugas pemberi layanan cepat dan tanggap dalam memberikan pelayanan	STS	TS	N	S	SS
16	Petugas pemberi layanan cekatan dalam memberikan pelayanan	STS	TS	N	S	SS
17	Petugas pemberi layanan tidak pernah menunda pelaksanaan pelayanan	STS	TS	N	S	SS
18	Petugas pemberi layanan selalu memberikan bantuan jika mengalami kendala	STS	TS	N	S	SS

19	Petugas pemberi layanan memberikan respon yang baik ketika mempunyai pengaduan pelayanan	STS	TS	N	S	SS
20	Penyelesaian pengaduan diselesaikan dengan tuntas	STS	TS	N	S	SS
D	Assurance (jaminan)					
21	Keluhan pelanggan dapat teratasi oleh petugas layanan paket dengan baik	STS	TS	N	S	SS
22	Kekeliruan yang terjadi dapat diatasi oleh petugas layanan paket	STS	TS	N	S	SS
23	Anda merasa aman dengan pelayanan jasa paket	STS	TS	N	S	SS
24	Petugas layanan paket dapat menjaga kerahasiaan pelanggan	STS	TS	N	S	SS
25	Seluruh petugas layanan paket selalu bersikap ramah dengan semua pelanggan	STS	TS	N	S	SS
E	Emphaty (perhatian)					
26	Petugas layanan paket dapat memberikan informasi yang dibutuhkan pelanggan	STS	TS	N	S	SS



27	Pelayanan yang diberikan petugas sesuai dengan kebutuhan pelanggan	STS	TS	N	S	SS
28	Petugas layanan paket tidak memandang status social pelanggan	STS	TS	N	S	SS
29	Petugas layanan paket berbicara dengan bahasa yang sopan	STS	TS	N	S	SS
30	Petugas layanan paket selalu tersenyum saat memberikan layanan	STS	TS	N	S	SS
F	Kepuasan Konsumen					
31	Anda merasa senang dengan pelayanan jasa paket	STS	TS	N	S	SS
32	Pelayanan jasa paket memenuhi harapan yang anda inginkan	STS	TS	N	S	SS
33	Pelayanan yang diberikan memuaskan konsumen	STS	TS	N	S	SS

Lampiran 2 data JNE

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5	3	4	5	3	<b>20</b>	4	3	4	5	4	3	3	4	5	<b>35</b>	5	5	3	4	4	5	<b>26</b>	4	3	3	4	4	<b>18</b>	3	3	3	4	4	<b>17</b>	4	4	3	<b>11</b>
3	4	4	3	4	<b>18</b>	4	4	5	4	3	5	5	2	4	<b>36</b>	5	4	5	5	4	4	<b>27</b>	3	5	5	2	4	<b>19</b>	3	4	5	3	4	<b>19</b>	4	3	5	<b>12</b>
5	5	4	5	5	<b>24</b>	4	2	5	4	4	5	4	4	5	<b>37</b>	4	3	4	5	3	4	<b>23</b>	4	5	4	4	3	<b>20</b>	5	2	4	5	5	<b>21</b>	3	4	5	<b>12</b>
4	5	3	4	5	<b>21</b>	3	4	4	5	5	3	4	5	5	<b>38</b>	4	4	4	4	4	4	<b>24</b>	5	3	4	5	4	<b>21</b>	4	4	4	5	5	<b>22</b>	4	5	3	<b>12</b>
4	4	4	4	4	<b>20</b>	4	4	5	5	5	3	4	5	4	<b>39</b>	5	5	4	5	4	5	<b>28</b>	5	3	4	5	4	<b>21</b>	5	4	4	4	4	<b>21</b>	4	5	3	<b>12</b>
3	4	4	3	4	<b>18</b>	4	3	3	5	4	4	5	4	5	<b>37</b>	5	5	5	3	4	4	<b>26</b>	4	4	5	4	3	<b>20</b>	3	3	5	5	5	<b>21</b>	3	4	4	<b>11</b>
5	5	5	5	5	<b>25</b>	5	4	4	4	4	4	4	4	3	<b>36</b>	5	4	4	4	2	2	<b>21</b>	4	4	4	4	4	<b>20</b>	4	4	4	4	5	<b>21</b>	4	4	4	<b>12</b>
4	3	5	4	3	<b>19</b>	5	3	4	3	5	5	4	4	4	<b>37</b>	4	4	4	4	3	3	<b>22</b>	5	5	4	4	4	<b>22</b>	3	3	4	3	4	<b>17</b>	4	5	5	<b>14</b>
4	4	4	4	4	<b>20</b>	4	3	4	4	3	5	3	3	4	<b>33</b>	3	5	3	4	4	5	<b>24</b>	3	5	3	3	4	<b>18</b>	3	3	3	4	3	<b>16</b>	4	3	5	<b>12</b>
5	3	4	5	3	<b>20</b>	4	4	3	5	4	4	4	4	4	<b>36</b>	4	3	4	3	4	4	<b>22</b>	4	4	4	4	5	<b>21</b>	5	4	4	5	4	<b>22</b>	5	4	4	<b>13</b>
3	3	3	3	3	<b>15</b>	3	3	3	4	3	4	3	4	3	<b>30</b>	5	4	3	3	2	3	<b>20</b>	3	4	3	4	4	<b>18</b>	3	3	3	3	4	<b>16</b>	4	3	4	<b>11</b>
4	3	3	4	3	<b>17</b>	3	4	3	2	3	3	3	4	3	<b>28</b>	4	3	3	3	3	4	<b>20</b>	3	3	3	4	4	<b>17</b>	4	4	3	3	4	<b>18</b>	4	3	3	<b>10</b>
4	4	4	4	4	<b>20</b>	4	3	5	4	3	3	4	3	3	<b>32</b>	2	3	4	5	4	5	<b>23</b>	3	3	4	3	2	<b>15</b>	3	3	4	4	3	<b>17</b>	2	3	3	<b>8</b>
4	3	3	4	3	<b>17</b>	3	4	4	4	4	4	5	4	5	<b>37</b>	4	3	5	4	4	3	<b>23</b>	4	4	5	4	4	<b>21</b>	4	4	5	2	4	<b>19</b>	4	4	4	<b>12</b>
5	5	4	5	5	<b>24</b>	4	3	5	4	3	3	3	5	4	<b>34</b>	4	4	3	5	3	3	<b>22</b>	3	3	3	5	4	<b>18</b>	3	3	3	4	5	<b>18</b>	4	3	3	<b>10</b>
4	5	5	4	5	<b>23</b>	5	3	5	5	5	4	3	3	5	<b>38</b>	4	3	3	5	5	4	<b>24</b>	5	4	3	3	3	<b>18</b>	3	3	3	4	3	<b>16</b>	3	5	4	<b>12</b>
5	3	4	5	3	<b>20</b>	4	4	4	3	5	5	4	5	5	<b>39</b>	5	5	4	4	2	2	<b>22</b>	5	5	4	5	4	<b>23</b>	5	4	4	2	5	<b>20</b>	4	5	5	<b>14</b>
5	4	4	5	4	<b>22</b>	4	4	4	5	4	3	4	4	4	<b>36</b>	3	5	4	4	4	4	<b>24</b>	4	3	4	4	4	<b>19</b>	4	4	4	5	4	<b>21</b>	4	4	3	<b>11</b>
5	5	4	5	5	<b>24</b>	4	5	4	5	4	5	5	5	4	<b>41</b>	5	4	5	4	4	4	<b>26</b>	4	5	5	5	4	<b>23</b>	5	5	5	4	5	<b>24</b>	4	4	5	<b>13</b>
5	5	5	5	5	<b>25</b>	5	4	4	4	5	5	5	4	4	<b>40</b>	5	4	5	4	2	2	<b>22</b>	5	5	5	4	5	<b>24</b>	5	4	5	5	4	<b>23</b>	5	5	5	<b>15</b>
4	4	3	4	4	<b>19</b>	3	2	4	4	5	4	4	4	4	<b>34</b>	4	5	4	4	4	5	<b>26</b>	5	4	4	4	3	<b>20</b>	3	2	4	3	4	<b>16</b>	3	5	4	<b>12</b>
5	5	5	5	5	<b>25</b>	5	4	4	4	5	4	5	4	4	<b>39</b>	4	5	5	4	4	4	<b>26</b>	5	4	5	4	4	<b>22</b>	3	4	5	4	4	<b>20</b>	4	5	4	<b>13</b>
5	5	5	5	5	<b>25</b>	5	5	3	3	3	5	5	4	4	<b>37</b>	4	5	5	3	2	5	<b>24</b>	3	5	5	4	4	<b>21</b>	5	5	5	4	4	<b>23</b>	4	3	5	<b>12</b>
4	4	4	4	4	<b>20</b>	4	2	4	5	4	5	4	5	3	<b>36</b>	3	3	4	4	4	5	<b>23</b>	4	5	4	5	2	<b>20</b>	3	2	4	2	5	<b>16</b>	2	4	5	<b>11</b>
3	4	4	3	4	<b>18</b>	4	2	4	5	4	3	4	5	4	<b>35</b>	5	4	4	4	4	4	<b>25</b>	4	3	4	5	4	<b>20</b>	4	2	4	4	5	<b>19</b>	4	4	3	<b>11</b>
5	5	5	5	5	<b>25</b>	5	4	4	3	4	4	5	4	4	<b>37</b>	5	4	5	4	3	3	<b>24</b>	4	4	5	4	4	<b>21</b>	5	4	5	4	4	<b>22</b>	4	4	4	<b>12</b>

5	5	3	5	5	<b>23</b>	3	4	4	4	5	4	5	3	4	<b>36</b>	3	4	5	4	5	4	<b>25</b>	5	4	5	3	3	<b>20</b>	4	4	5	3	3	<b>19</b>	3	5	4	<b>12</b>
4	5	5	4	5	<b>23</b>	5	3	4	4	5	3	5	4	4	<b>37</b>	4	5	5	4	5	4	<b>27</b>	5	3	5	4	5	<b>22</b>	4	3	5	5	4	<b>21</b>	5	5	3	<b>13</b>
5	4	4	5	4	<b>22</b>	4	4	5	4	5	4	4	5	4	<b>39</b>	4	5	4	5	4	5	<b>27</b>	5	4	4	5	3	<b>21</b>	3	4	4	3	5	<b>19</b>	3	5	4	<b>12</b>
5	5	5	5	5	<b>25</b>	5	2	3	3	2	2	3	3	5	<b>28</b>	4	5	3	3	3	3	<b>21</b>	2	2	3	3	5	<b>15</b>	3	2	3	5	3	<b>16</b>	5	2	2	<b>9</b>
4	4	4	4	4	<b>20</b>	4	3	4	4	3	3	4	4	3	<b>32</b>	3	2	4	4	4	4	<b>21</b>	3	3	4	4	4	<b>18</b>	4	3	4	4	4	<b>19</b>	4	3	3	<b>10</b>
5	5	5	5	5	<b>25</b>	5	4	4	3	4	4	3	4	4	<b>35</b>	4	3	3	4	3	4	<b>21</b>	4	4	3	4	5	<b>20</b>	3	4	3	5	4	<b>19</b>	5	4	4	<b>13</b>
5	4	4	3	4	<b>20</b>	4	4	3	2	4	4	5	4	5	<b>35</b>	5	5	5	4	3	3	<b>25</b>	5	5	5	5	5	<b>25</b>	4	3	3	5	5	<b>20</b>	5	5	5	<b>15</b>

Lampiran 3  
**PENGGUNA JNE**  
**VALIDITAS**

a. Validitas Tangible

Correlations						
	P.1	P.2	P.3	P.4	P.5	Tangible
P.1						
	Pearson Correlation	.490**	.374**	.202'	.390**	.723**
	Sig. (2-tailed)	.000	.000	.013	.000	.000
	N	150	150	150	150	150
P.2						
	Pearson Correlation	.490**	.661**	.295**	.183'	.788**
	Sig. (2-tailed)	.000	.000	.000	.025	.000
	N	150	150	150	150	150
P.3						
	Pearson Correlation	.374**	.661**	1	.377**	.759**
	Sig. (2-tailed)	.000	.000	.000	.124	.000
	N	150	150	150	150	150



	Pearson Correlation	.201*	.323**	.057	.201*	.339**	1	.144	.613**	.174*	.516**
P.11	Sig. (2-tailed)	.014	.000	.489	.014	.000		.078	.000	.033	.000
	N	150	150	150	150	150	150	150	150	150	150
	Pearson Correlation	.414**	.357**	.319**	.414**	.445**	.144	1	.410**	.408**	.658**
P.12	Sig. (2-tailed)	.000	.000	.000	.000	.000	.078		.000	.000	.000
	N	150	150	150	150	150	150	150	150	150	150
	Pearson Correlation	.606**	.345**	.335**	.606**	.278**	.613**	.410**	1	.473**	.792**
P.13	Sig. (2-tailed)	.000	.000	.000	.000	.001	.000	.000		.000	.000
	N	150	150	150	150	150	150	150	150	150	150
	Pearson Correlation	.436**	.495**	.586**	.436**	.299**	.174*	.408**	.473**	1	.707**
P.14	Sig. (2-tailed)	.000	.000	.000	.000	.000	.033	.000	.000		.000
	N	150	150	150	150	150	150	150	150	150	150
	Pearson Correlation	.778**	.586**	.532**	.778**	.597**	.516**	.658**	.792**	.707**	1
Reliability	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	150	150	150	150	150	150	150	150	150	150

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

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

### c. Validitas Responsivenes

		Correlations						
		P.15	P.16	P.17	P.18	P.19	P.20	Responsivenes
P.15	Pearson Correlation	1	.410**	.408**	.787**	.445**	.144	.782**
	Sig. (2-tailed)		.000	.000	.000	.000	.078	.000
	N	150	150	150	150	150	150	150
P.16	Pearson Correlation	.410**	1	.473**	.355**	.278**	.613**	.770**
	Sig. (2-tailed)	.000		.000	.000	.001	.000	.000
	N	150	150	150	150	150	150	150
P.17	Pearson Correlation	.408**	.473**	1	.313**	.299**	.174*	.640**



	Sig. (2-tailed)	.000	.000	.000	.000	.033	.000
	N	150	150	150	150	150	150
	Pearson Correlation	.787**	.355**	.313**	1	.216**	.093
P.18	Sig. (2-tailed)	.000	.000	.000	.008	.257	.000
	N	150	150	150	150	150	150
	Pearson Correlation	.445**	.278**	.299**	.216**	1	.339**
P.19	Sig. (2-tailed)	.000	.001	.000	.008	.000	.000
	N	150	150	150	150	150	150
	Pearson Correlation	.144	.613**	.174*	.093	.339**	1
P.20	Sig. (2-tailed)	.078	.000	.033	.257	.000	.000
	N	150	150	150	150	150	150
	Pearson Correlation	.782**	.770**	.640**	.674**	.635**	.585**
Respon	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
venes	N	150	150	150	150	150	150

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

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

#### d. Validitas Assurance

		Correlations					
		P.21	P.22	P.23	P.24	P.25	Asurance
P.21	Pearson Correlation	1	.487**	.408**	.386**	.440**	.772**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
P.22	Pearson Correlation	.487**	1	.247**	.293**	.483**	.706**
	Sig. (2-tailed)	.000		.002	.000	.000	.000
	N	150	150	150	150	150	150
P.23	Pearson Correlation	.408**	.247**	1	.367**	.458**	.677**

	Sig. (2-tailed)	.000	.002		.000	.000	.000
	N	150	150	150	150	150	150
P.24	Pearson Correlation	.386**	.293**	.367**	1	.465**	.675**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	150	150	150	150	150	150
P.25	Pearson Correlation	.440**	.483**	.458**	.465**	1	.782**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	150	150	150	150	150	150
P.25	Pearson Correlation	.772**	.706**	.677**	.675**	.782**	1
Asurance	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	150	150	150	150	150	150

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

#### e. Validitas Empati

		Correlations					
		P.26	P.27	P.28	P.29	P.30	Empati
P.26	Pearson Correlation	1	.226**	.319**	.247**	.302**	.516**
	Sig. (2-tailed)		.005	.000	.002	.000	.000
	N	150	150	150	150	150	150
P.27	Pearson Correlation	.226**	1	.617**	.357**	.591**	.790**
	Sig. (2-tailed)	.005		.000	.000	.000	.000
	N	150	150	150	150	150	150
P.28	Pearson Correlation	.319**	.617**	1	.444**	.717**	.858**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	150	150	150	150	150	150
P.29	Pearson Correlation	.247**	.357**	.444**	1	.429**	.643**
	Sig. (2-tailed)	.002	.000	.000		.000	.000

	N	150	150	150	150	150	150
P.30	Pearson Correlation	.302**	.591**	.717**	.429**	1	.853**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	150	150	150	150	150	150
Empati	Pearson Correlation	.516**	.790**	.858**	.643**	.853**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	150	150	150	150	150	150

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

#### f. Validitas Kepuasan Konsumen

		Correlations			
		P.31	P.32	P.33	KepuasanKonsumen
P.31	Pearson Correlation	1	.617**	.568**	.845**
	Sig. (2-tailed)		.000	.000	.000
	N	150	150	150	150
P.32	Pearson Correlation	.617**	1	.692**	.881**
	Sig. (2-tailed)	.000		.000	.000
	N	150	150	150	150
P.33	Pearson Correlation	.568**	.692**	1	.872**
	Sig. (2-tailed)	.000	.000		.000
	N	150	150	150	150
KepuasanKonsumen	Pearson Correlation	.845**	.881**	.872**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	150	150	150	150

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

### RELIABILITAS

#### a. Reliabilitas Tangible

Reliability Statistics	
Cronbach's Alpha	N of Items
.719	5

b. Reliabilitas Reliability

Reliability Statistics	
Cronbach's Alpha	N of Items
.841	9

c. Reliabilitas Responsiveness

Reliability Statistics	
Cronbach's Alpha	N of Items
.769	6

d. Reliabilitas Assurance

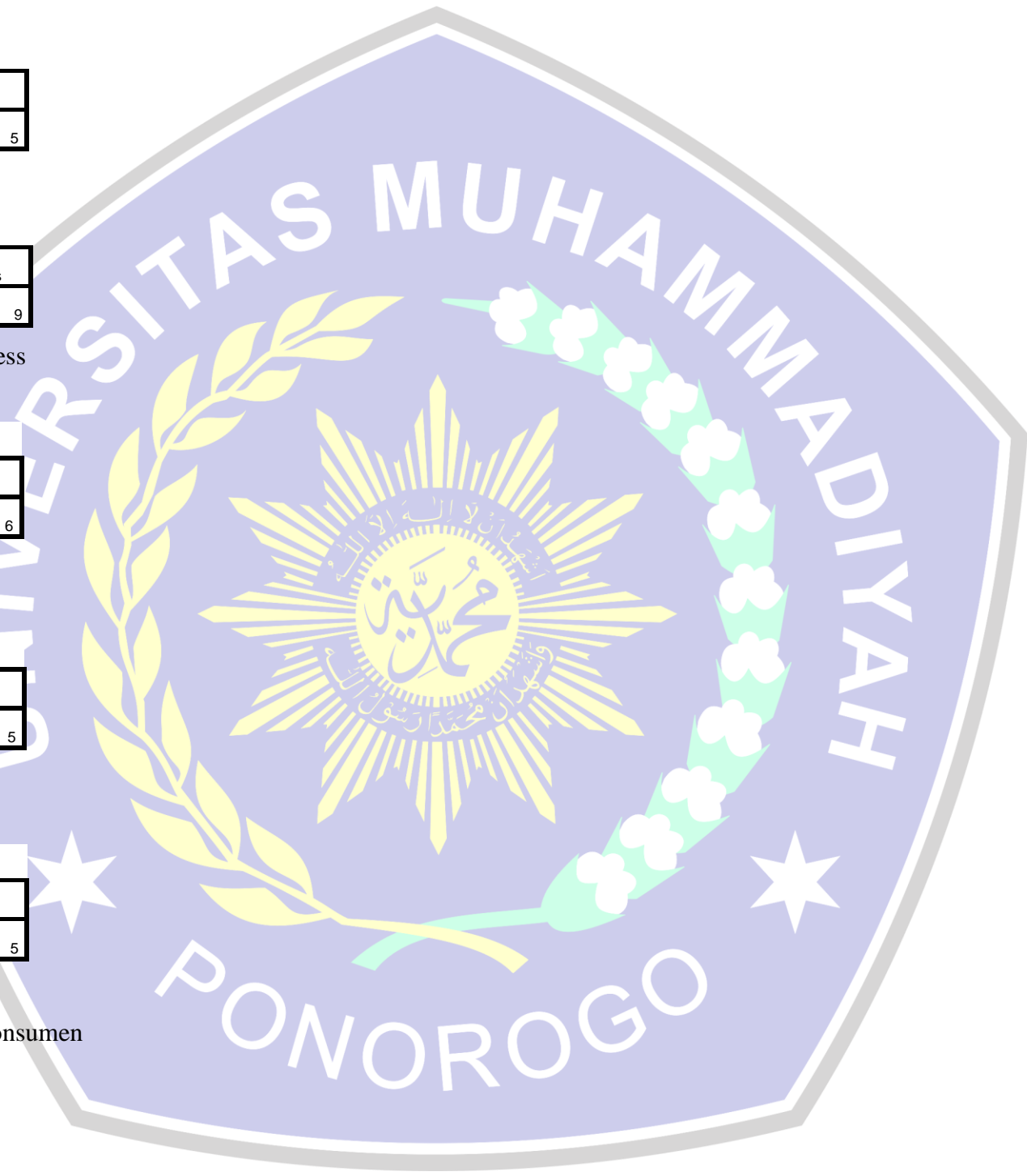
Reliability Statistics	
Cronbach's Alpha	N of Items
.771	5

e. Reliabilitas Emphaty

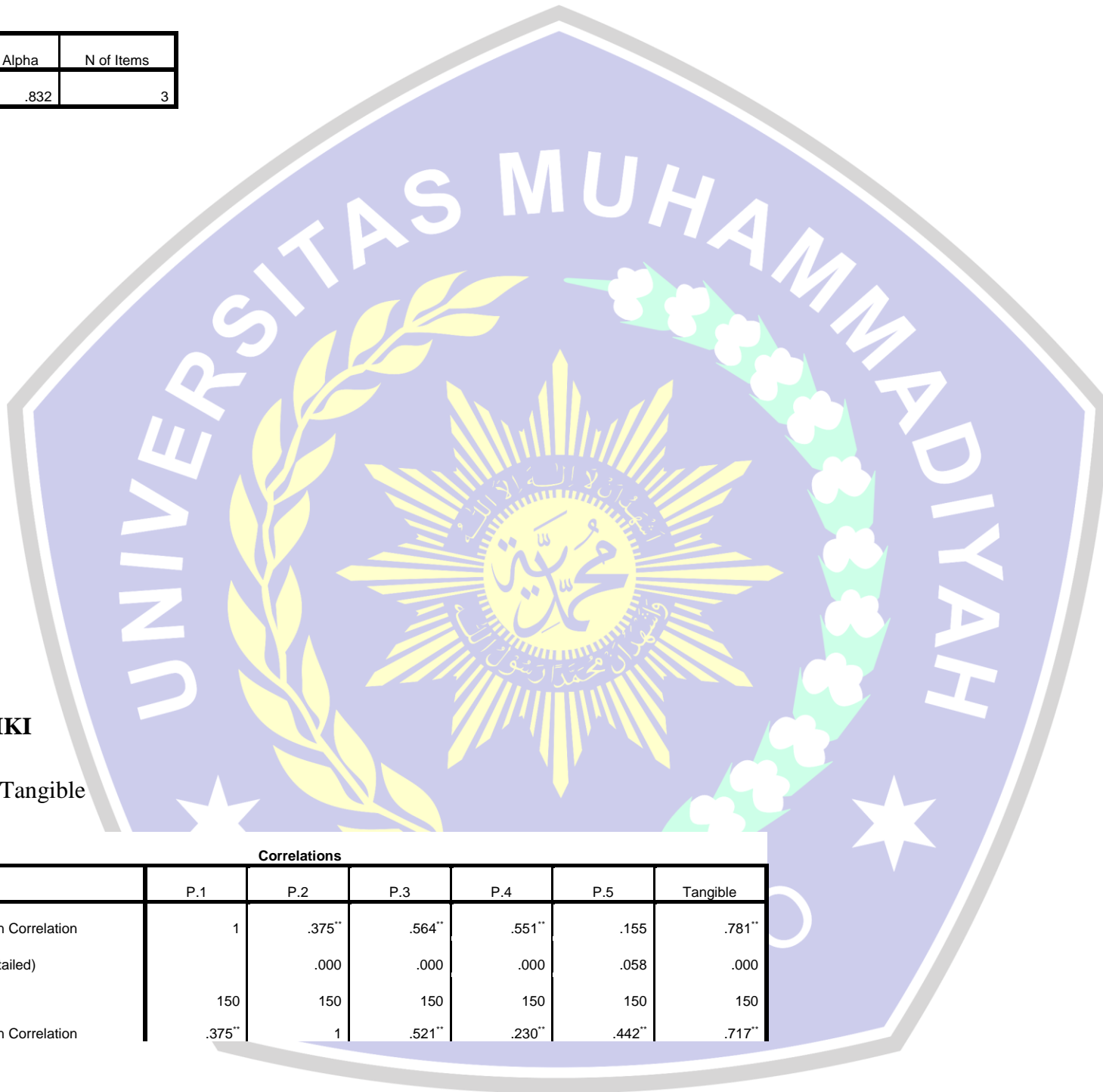
Reliability Statistics	
Cronbach's Alpha	N of Items
.796	5

f. Reliabilitas Kepuasan Konsumen

Reliability Statistics



Cronbach's Alpha	N of Items
.832	3



Lampiran 3  
**PENGGUNA TIKI**  
**VALIDITAS**

g. Validitas Tangible

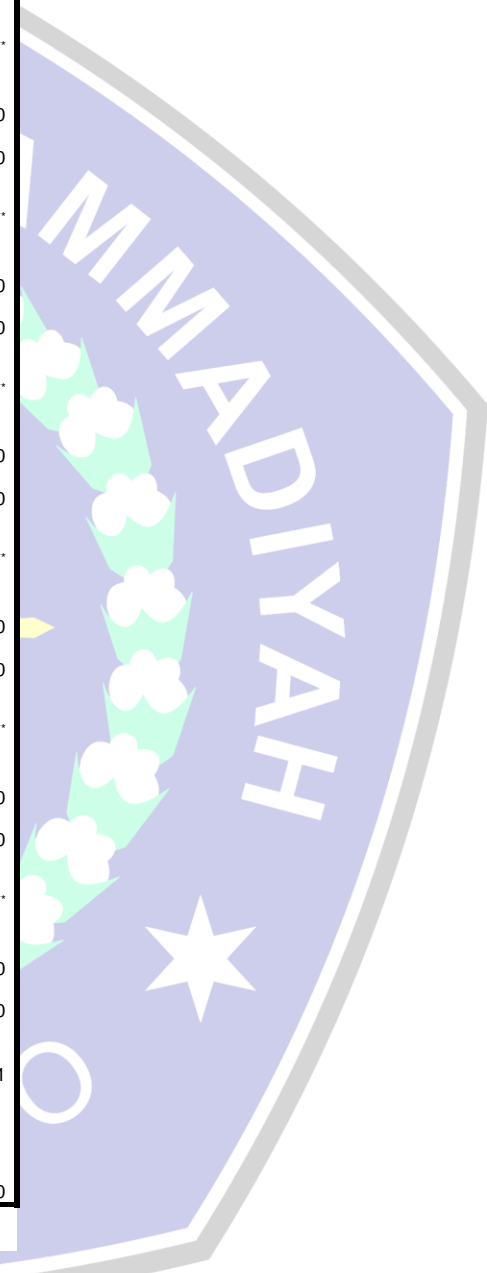
		Correlations					
		P.1	P.2	P.3	P.4	P.5	Tangible
P.1	Pearson Correlation	1	.375**	.564**	.551**	.155	.781**
	Sig. (2-tailed)		.000	.000	.000	.058	.000
	N	150	150	150	150	150	150
P.2	Pearson Correlation	.375**	1	.521**	.230**	.442**	.717**





	Sig. (2-tailed)	.000	.141		.005	.000	.019	.002	.001	.881	.000
	N	150	150	150	150	150	150	150	150	150	150
P.9	Pearson Correlation	.061	.070	.226**	1	.319**	.003	.077	.272**	.062	.427**
	Sig. (2-tailed)	.460	.395	.005	.000	.975	.350	.001	.449	.000	
	N	150	150	150	150	150	150	150	150	150	150
P.10	Pearson Correlation	.288**	.338**	.385**	.319**	1	.339**	.347**	.406**	.229**	.757**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.005	.000
	N	150	150	150	150	150	150	150	150	150	150
P.11	Pearson Correlation	.214**	.456**	.192*	.003	.339**	1	.323**	.118	.036	.566**
	Sig. (2-tailed)	.009	.000	.019	.975	.000	.000	.151	.666	.000	.000
	N	150	150	150	150	150	150	150	150	150	150
P.12	Pearson Correlation	.158	.186*	.248**	.077	.347**	.323**	1	.213**	.168*	.554**
	Sig. (2-tailed)	.054	.023	.002	.350	.000	.000	.009	.040	.000	.000
	N	150	150	150	150	150	150	150	150	150	150
P.13	Pearson Correlation	.116	.161*	.259**	.272**	.406**	.118	.213**	1	.049	.522**
	Sig. (2-tailed)	.158	.049	.001	.001	.000	.151	.009	.549	.000	.000
	N	150	150	150	150	150	150	150	150	150	150
P.14	Pearson Correlation	.420**	.123	.012	.062	.229**	.036	.168*	.049	1	.424**
	Sig. (2-tailed)	.000	.135	.881	.449	.005	.666	.040	.549	.000	.000
	N	150	150	150	150	150	150	150	150	150	150
Reliability	Pearson Correlation	.545**	.552**	.538**	.427**	.757**	.566**	.554**	.522**	.424**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150	150	150	150	150

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



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

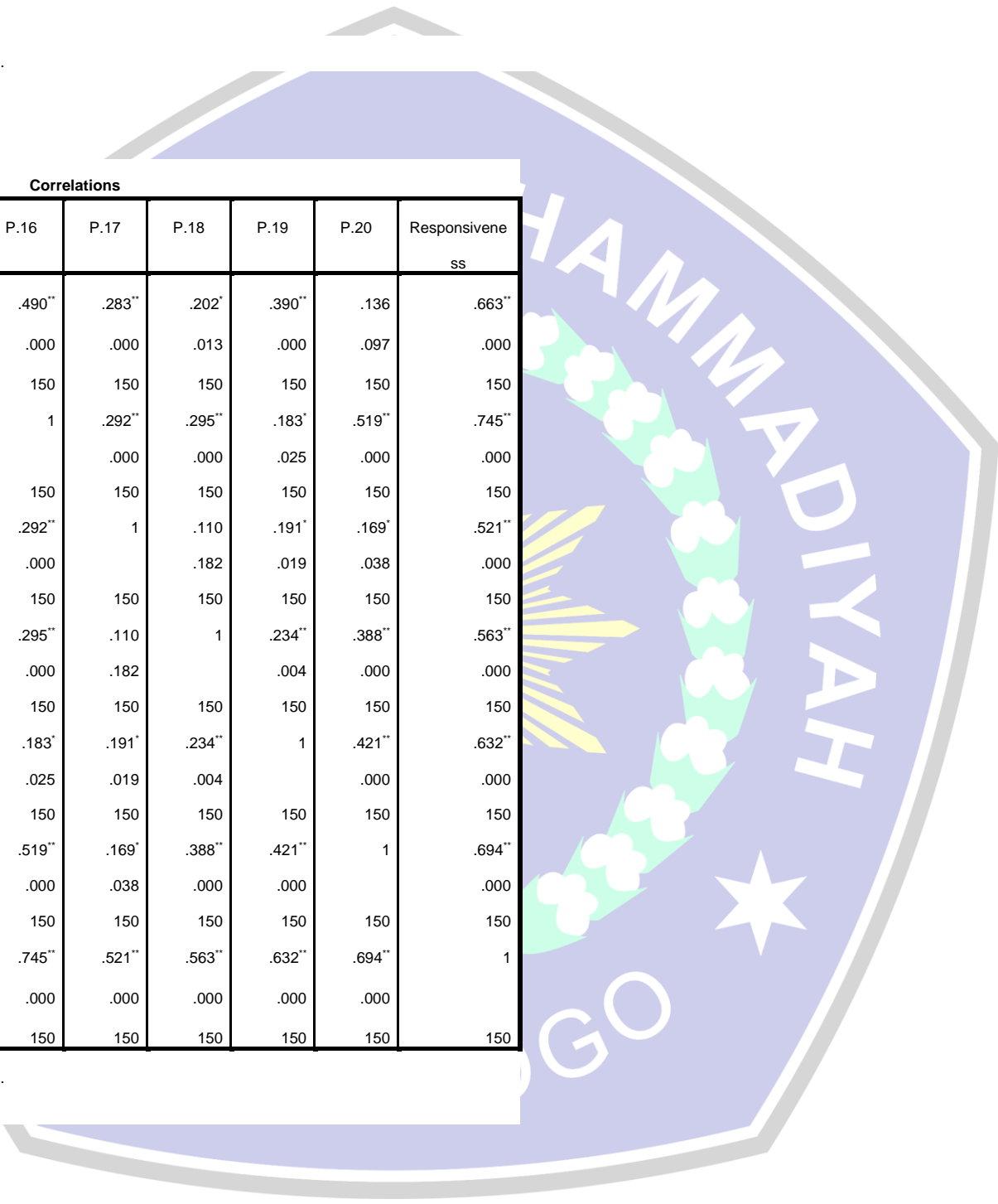
i. Validitas Responsiveness

Correlations

		P.15	P.16	P.17	P.18	P.19	P.20	Responsiveness
								ss
P.15	Pearson Correlation	1	.490**	.283**	.202*	.390**	.136	.663**
	Sig. (2-tailed)		.000	.000	.013	.000	.097	.000
	N	150	150	150	150	150	150	150
P.16	Pearson Correlation	.490**	1	.292**	.295**	.183*	.519**	.745**
	Sig. (2-tailed)	.000		.000	.000	.025	.000	.000
	N	150	150	150	150	150	150	150
P.17	Pearson Correlation	.283**	.292**	1	.110	.191*	.169*	.521**
	Sig. (2-tailed)	.000	.000		.182	.019	.038	.000
	N	150	150	150	150	150	150	150
P.18	Pearson Correlation	.202*	.295**	.110	1	.234**	.388**	.563**
	Sig. (2-tailed)	.013	.000	.182		.004	.000	.000
	N	150	150	150	150	150	150	150
P.19	Pearson Correlation	.390**	.183*	.191*	.234**	1	.421**	.632**
	Sig. (2-tailed)	.000	.025	.019	.004		.000	.000
	N	150	150	150	150	150	150	150
P.20	Pearson Correlation	.136	.519**	.169*	.388**	.421**	1	.694**
	Sig. (2-tailed)	.097	.000	.038	.000	.000		.000
	N	150	150	150	150	150	150	150
Responsive	Pearson Correlation	.663**	.745**	.521**	.563**	.632**	.694**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	150	150	150	150	150	150	150

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

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



j. Validitas Assurance

Correlations

		P.21	P.22	P.23	P.24	P.25	Asurance
P.21	Pearson Correlation	1	.410**	.408**	.787**	.381**	.794**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
P.22	Pearson Correlation	.410**	1	.473**	.355**	.668**	.776**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	150	150	150	150	150	150
P.23	Pearson Correlation	.408**	.473**	1	.313**	.445**	.688**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	150	150	150	150	150	150
P.24	Pearson Correlation	.787**	.355**	.313**	1	.381**	.754**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	150	150	150	150	150	150
P.25	Pearson Correlation	.381**	.668**	.445**	.381**	1	.762**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	150	150	150	150	150	150
Asurance	Pearson Correlation	.794**	.776**	.688**	.754**	.762**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	150	150	150	150	150	150

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

k. Validitas Emphaty

Correlations

		P.26	P.27	P.28	P.29	P.30	Emphaty
P.26	Pearson Correlation	1	.447**	.457**	.463**	.208*	.753**
	Sig. (2-tailed)		.000	.000	.000	.011	.000
	N	150	150	150	150	150	150
P.27	Pearson Correlation	.447**	1	.361**	.083	.388**	.683**

	Sig. (2-tailed)	.000		.000	.315	.000	.000
	N	150	150	150	150	150	150
P.28	Pearson Correlation	.457**	.361**	1	.202*	.319**	.696**
	Sig. (2-tailed)	.000	.000		.013	.000	.000
	N	150	150	150	150	150	150
P.29	Pearson Correlation	.463**	.083	.202*	1	.277**	.588**
	Sig. (2-tailed)	.000	.315	.013		.001	.000
	N	150	150	150	150	150	150
P.30	Pearson Correlation	.208*	.388**	.319**	.277**	1	.656**
	Sig. (2-tailed)	.011	.000	.000	.001		.000
	N	150	150	150	150	150	150
P.30	Pearson Correlation	.753**	.683**	.696**	.588**	.656**	1
Empati	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	150	150	150	150	150	150

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

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

## 1. Validitas Kepuasan Konsumen

		P.31	P.32	P.33	KepuasanKonsumen
P.31	Pearson Correlation	1	.381**	.668**	.837**
	Sig. (2-tailed)		.000	.000	.000
	N	150	150	150	150
P.32	Pearson Correlation	.381**	1	.410**	.738**
	Sig. (2-tailed)	.000		.000	.000
	N	150	150	150	150
P.33	Pearson Correlation	.668**	.410**	1	.858**
	Sig. (2-tailed)	.000	.000		.000
	N	150	150	150	150
KepuasanKonsumen	Pearson Correlation	.837**	.738**	.858**	1

Sig. (2-tailed)	.000	.000	.000	
N	150	150	150	150

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

## RELIABILITAS

### g. Reliabilitas Tangible

#### Reliability Statistics

Cronbach's Alpha	N of Items
.742	5

### h. Reliabilitas Reliability

#### Reliability Statistics

Cronbach's Alpha	N of Items
.703	9

### i. Reliabilitas Responsiveness

#### Reliability Statistics

Cronbach's Alpha	N of Items
.712	6

### j. Reliabilitas Assurance

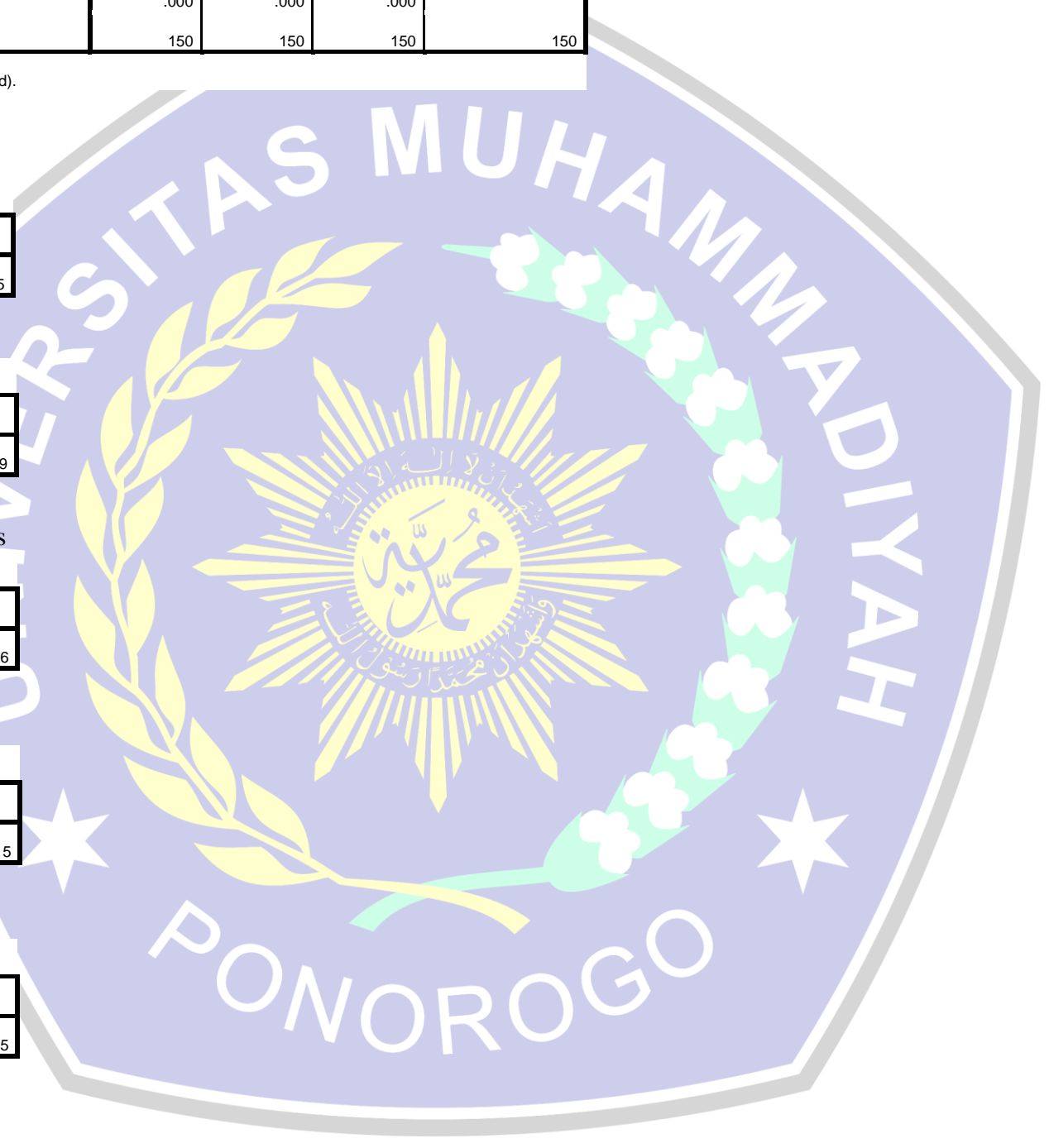
#### Reliability Statistics

Cronbach's Alpha	N of Items
.812	5

### k. Reliabilitas Empati

#### Reliability Statistics

Cronbach's Alpha	N of Items
.701	5



1. Reliabilitas Kepuasan Konsumen

Cronbach's Alpha	N of Items
.739	3



LAMPIRAN 4

a. Uji *Independent Samples T-test* Dimensi *Tangible* (bukti langsung)

Tabel 4.20



**Uji Independent Samples T-test**

**Group Statistics**

	VAR00002	N	Mean	Std. Deviation	Std. Error Mean
Tangible	JNE	150	18.7533	3.01881	.24649
	TIKI	150	19.5067	2.89815	.23663

**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	.107	.744	-2.205	298	.028	-.75333	.34169	-1.42576	-.08091
	Equal variances not assumed			-2.205	297.51	.028	-.75333	.34169	-1.42576	-.08090

Sumber: data menggunakan

diolah SPSS

**b. Uji Independent Samples T-test Reliability (kehandalan)**

**Tabel 4.21**

**Uji Independent Samples T-test**

**Group Statistics**

	VAR00002	N	Mean	Std. Deviation	Std. Error Mean
Reliability	JNE	150	33.8933	5.19182	.42391
	TIKI	150	34.8000	3.95783	.32316

**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
Equal variances assumed	16.324	.000	-1.701	298	.090	-.90667	.53304	-1.95566	.14233
Equal variances not assumed			-1.701	278.46	.090	-.90667	.53304	-1.95596	.14263

**c. Uji Independent Samples T-test Dimensi Responsivness (daya tanggap)**

**Tabel 4.22**

**Uji Independent Samples T-test**

**Group Statistics**

	VAR00002	N	Mean	Std. Deviation	Std. Error Mean
Responsiveness	JNE	150	22.6800	3.56026	.29069
	TIKI	150	22.6733	3.27590	.26748

**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	1.599	.207	.017	298	.987	.00667	.39503	-.77073	.78406
			.017	295.959	.987	.00667	.39503	-.77075	.78408

Sumber: data diolah menggunakan SPSS

**d. Uji Independent Samples T-test Dimensi Assurance (jaminan)**

**Tabel 4.23**

**Uji Independent Samples T-test**

**Group Statistics**

	VAR00002	N	Mean	Std. Deviation	Std. Error Mean
Assurance	JNE	150	18.7400	3.03322	.24766
	TIKI	150	18.5400	3.25149	.26548

**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	1.022	.313	.551	298	.582	.20000	.36307	-.51450	.91450
nce			.551	296.572	.582	.20000	.36307	-.51451	.91451

Sumber: data

diolah menggunakan SPSS

**e. Independent Samples T-test Dimensi Empati**

**Tabel 4.24**

**Uji Independent Samples T-test**

**Group Statistics**

	VAR00002	N	Mean	Std. Deviation	Std. Error Mean
Empathy	JNE	150	17.5267	3.86291	.31541

TIKI	150	18.6467	2.85473	.23309
------	-----	---------	---------	--------

**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
Emp haty Equal variances assumed	15.992	.000	-2.856	298	.005	-1.12000	.39219	-1.89181	-.34819
Emp haty Equal variances not assumed			-2.856	274.358	.005	-1.12000	.39219	-1.89208	-.34792

*Sumber: data diolah menggunakan SPSS*



f. *Independent Samples T-test* kepuasan konsumen

Tabel 4.25

Uji *Independent Samples T-test*

Group Statistics

	VAR00002	N	Mean	Std. Deviation	Std. Error Mean
Kepuasan_ko	JNE	150	10.0867	2.97402	.24283
nsumen	TIKI	150	10.9467	2.14503	.17514

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
Equal variances assumed	15.649	.000	-2.872	298	.004	-.86000	.29940	-1.44920	-.27080
Equal variances not assumed			-2.872	271.006	.004	-.86000	.29940	-1.44944	-.27056

Sumber: data menggunakan

diolah SPSS





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6. Judul Skripsi : Analisis Perbedaan Kualitas Pelayanan dan Kepuasan Konsumen Pada Jasa Pengiriman Barang JNE dan TIKI di Ponorogo. (Studi Kasus Pada JNE Jl. Niken Gandini No 32 Ponorogo dan TIKI Jl. Batoro Katong No. 49 Ponorogo)
7. Masa Pembimbingan : September 2017 s/d Agustus 2018
8. Tanggal Mengajukan Skripsi :
9. Konsultasi :

Tanggal Disetujui	BAB	Paraf Pembimbing
6/11-2017	Proposal Penelitian Revisi	el.
	Acc Proposal	el.
	Propo-1	/-/
	KC Proget 1	/-/
20/12-2017	Revisi Bab 1 & 2	el.
02/1-2018	Acc Bab 1 & 2 + Angket	el.
	Kids 1 - 111	/-
	Kids 1 - 111 KC	/-
22/1-2018	Revisi Bab 4 & 5	el.
29/1-2018	Acc Bab 4 & 5	el.
	Stab 1 - V	/-/
	Bab 1 - V ACC	/-/

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

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