



KUESIONER PENELITIAN

IDENTITAS RESPONDEN

Nama :

Usia :

Jenis kelamin :

Mohon untuk memberikan tanda list (√) pada setiap pernyataan yang anda pilih :

No	Item Instrumen	Skor
1.	Sangat Setuju	5
2.	Setuju	4
3.	Netral	3
4.	Tidak Setuju	2
5.	Sangat Tidak Setuju	1



Kusioner

NO	INDIKATOR VARIABEL	STS (1)	TS (2)	RR (3)	S (4)	SS (5)
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Kualitas Pelayanan Payment (Pospay)

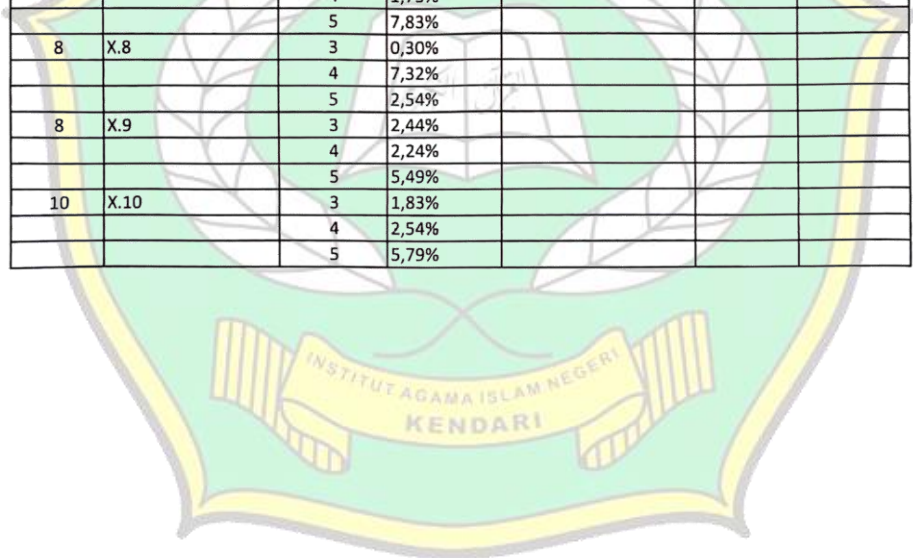
1.	Pegawai memberikan pelayanan serta informasi pada pelanggan dengan akurat					
2.	Keakuratan petugas/karyawan dalam melakukan pelayanan jasanya.					
3.	PT. Pos selalu memberikan / menyempatkan waktu bila ada keluhan dari pelanggan dan selalu berusaha memperbaikinya.					
4.	Pegawai membantu dengan tanggap apabila pelanggan memiliki suatu masalah mengenai pembayaran					
5.	Pihak Kantor Pos selalu menganjurkan pada pegawainya agar mampu memiliki pengetahuan dan keterampilan yang handal dalam melayani pelanggan.					
6.	Pegawai kantor pos bagian pembiayaan diperlukan sikap jujur dan dapat dipercaya					
7.	Pegawai pada bagian Loker Pelayanan selalu bersikap sopan santun, respek, perhatian dan penuh keramahan					
8.	Pegawai selalu memberikan salam dengan hangat saat mengunjungi kantor pembayaran pada Kantor pos					
9.	Kondisi ruangan Kantor Pos di tertata rapi, dan bersih					
10.	Produk Jasa Keuangan (PosPay) Yang ada					

Pada Kantor Pos Lengkap					
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Kepuasan Pelanggan

1.	Saya merasa puas dengan kualitas produk yang tersedia di Kantor Pos					
2.	Pelanggan mendapatkan pelayanan yang baik sesuai dengan harapannya dibanding dengan jasa lainnya.					
3.	Pelanggan merasa puas dengan pelayanan pada pembayaran loket angsuran yang diberikan pegawai Kantor Pos					
4.	Saya merasa puas dengan biaya administrasi pembayaran angsuran yang relative murah					
5.	Saya merasa puas dengan adanya promo yang ada di Kantor Pos					
6.	Pelanggan cenderung menggunakan jasa pengiriman Kantor Pos secara berulang					
7.	Saya merasa lebih senang Melakukan Transaksi di Kantor Pos karena sangat kondusif dan lengkap					
8.	Saya merasa nyaman menggunakan aplikasi PosPay karena bisa bertransaksi tanpa harus ke kantor Pos					

NO	Pernyataan kualitas pelayanan	Item instrumen	Persentase	Pernyataan kepuasan pelanggan	Item instrumen	Persentase
1	X.1	3	1,63%	Y.1	4	2,13%
		4	2,54%		5	10,38%
		5	4,17%		4	2,63%
2	x.2	3	0,20%	Y.2	5	9,88%
		4	1,52%		4	1,63%
		5	8,64%		5	10,88%
3	X.3	3	0,30%	Y.4	4	1,38%
		4	2,85%		5	11,13%
		5	7,01%		4	2,13%
4	X.4	3	1,42%	Y.5	5	10,38%
		4	4,57%		4	1,25%
		5	4,17%		5	11,25%
5	X.5	3	1,63%	Y.7	4	1,13%
		4	6,10%		5	11,38%
		5	2,44%		4	1,25%
6	X.6	3	2,44%	Y.8	5	11,25%
		4	3,96%			
		5	3,76%			
7	X.7	3	0,61%			
		4	1,73%			
		5	7,83%			
8	X.8	3	0,30%			
		4	7,32%			
		5	2,54%			
8	X.9	3	2,44%			
		4	2,24%			
		5	5,49%			
10	X.10	3	1,83%			
		4	2,54%			
		5	5,79%			



Titik Persentase Distribusi t (df = 81 – 120)

df \ Pr	0.25		0.10		0.05		0.025		0.01		0.005		0.001	
	0.50	0.20	0.10	0.05	0.025	0.01	0.005	0.002	0.010	0.002	0.001	0.0005	0.0002	0.0001
81	0.67753	1.29209	1.66388	1.98969	2.37327	2.63790	3.19392							
82	0.67749	1.29196	1.66365	1.98932	2.37269	2.63712	3.19262							
83	0.67746	1.29183	1.66342	1.98896	2.37212	2.63637	3.19135							
84	0.67742	1.29171	1.66320	1.98861	2.37156	2.63563	3.19011							
85	0.67739	1.29159	1.66298	1.98827	2.37102	2.63491	3.18890							
86	0.67735	1.29147	1.66277	1.98793	2.37049	2.63421	3.18772							
87	0.67732	1.29136	1.66256	1.98761	2.36998	2.63353	3.18657							
88	0.67729	1.29125	1.66235	1.98729	2.36947	2.63286	3.18544							
89	0.67726	1.29114	1.66216	1.98698	2.36898	2.63220	3.18434							
90	0.67723	1.29103	1.66196	1.98667	2.36850	2.63157	3.18327							
91	0.67720	1.29092	1.66177	1.98638	2.36803	2.63094	3.18222							
92	0.67717	1.29082	1.66159	1.98609	2.36757	2.63033	3.18119							
93	0.67714	1.29072	1.66140	1.98580	2.36712	2.62973	3.18019							
94	0.67711	1.29062	1.66123	1.98552	2.36667	2.62915	3.17921							
95	0.67708	1.29053	1.66105	1.98525	2.36624	2.62858	3.17825							
96	0.67705	1.29043	1.66088	1.98498	2.36582	2.62802	3.17731							
97	0.67703	1.29034	1.66071	1.98472	2.36541	2.62747	3.17639							
98	0.67700	1.29025	1.66055	1.98447	2.36500	2.62693	3.17549							
99	0.67698	1.29016	1.66039	1.98422	2.36461	2.62641	3.17460							
100	0.67695	1.29007	1.66023	1.98397	2.36422	2.62589	3.17374							
101	0.67693	1.28999	1.66008	1.98373	2.36384	2.62539	3.17289							
102	0.67690	1.28991	1.65993	1.98350	2.36346	2.62489	3.17206							
103	0.67688	1.28982	1.65978	1.98326	2.36310	2.62441	3.17125							
104	0.67686	1.28974	1.65964	1.98304	2.36274	2.62393	3.17045							
105	0.67683	1.28967	1.65950	1.98282	2.36239	2.62347	3.16967							
106	0.67681	1.28959	1.65936	1.98260	2.36204	2.62301	3.16890							
107	0.67679	1.28951	1.65922	1.98238	2.36170	2.62256	3.16815							
108	0.67677	1.28944	1.65909	1.98217	2.36137	2.62212	3.16741							
109	0.67675	1.28937	1.65895	1.98197	2.36105	2.62169	3.16669							
110	0.67673	1.28930	1.65882	1.98177	2.36073	2.62126	3.16598							
111	0.67671	1.28922	1.65870	1.98157	2.36041	2.62085	3.16528							
112	0.67669	1.28916	1.65857	1.98137	2.36010	2.62044	3.16460							
113	0.67667	1.28909	1.65845	1.98118	2.35980	2.62004	3.16392							
114	0.67665	1.28902	1.65833	1.98099	2.35950	2.61964	3.16326							
115	0.67663	1.28896	1.65821	1.98081	2.35921	2.61926	3.16262							
116	0.67661	1.28889	1.65810	1.98063	2.35892	2.61888	3.16198							
117	0.67659	1.28883	1.65798	1.98045	2.35864	2.61850	3.16135							
118	0.67657	1.28877	1.65787	1.98027	2.35837	2.61814	3.16074							
119	0.67656	1.28871	1.65776	1.98010	2.35809	2.61778	3.16013							
120	0.67654	1.28865	1.65765	1.97993	2.35782	2.61742	3.15954							

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

HASIL UJI INSTRUMEN**Analisis Statistic Deskriptif****Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
KEPUASAN PELANGGAN	100	36	48	42.62	2.569
KUALITAS PELAYANAN	100	30	38	33.94	1.791
Valid N (listwise)	100				



Uji Validitas Dan Reabilitas

Uji Validitas Kualitas Pelayanan

		Correlations					
		VAR00001	VAR00002	VAR00003	VAR00004	VAR00005	VAR00006
VAR00001	Pearson Correlation	1	-.026	.464**	.104	-.137	.102
	Sig. (2-tailed)		.800	.000	.304	.176	.315
	N	100	100	100	100	100	100
VAR00002	Pearson Correlation	-.026	1	.030	.062	-.184	-.022
	Sig. (2-tailed)	.800		.765	.541	.067	.825
	N	100	100	100	100	100	100
VAR00003	Pearson Correlation	.464**	.030	1	.358**	.141	.124
	Sig. (2-tailed)	.000	.765		.000	.162	.217
	N	100	100	100	100	100	100
VAR00004	Pearson Correlation	.104	.062	.358**	1	.019	.109
	Sig. (2-tailed)	.304	.541	.000		.848	.280
	N	100	100	100	100	100	100
VAR00005	Pearson Correlation	-.137	-.184	.141	.019	1	.292**
	Sig. (2-tailed)	.176	.067	.162	.848		.003
	N	100	100	100	100	100	100
VAR00006	Pearson Correlation	.102	-.022	.124	.109	.292**	1
	Sig. (2-tailed)	.315	.825	.217	.280	.003	
	N	100	100	100	100	100	100
VAR00007	Pearson Correlation	-.192	.000	-.217*	-.021	.161	.226*
	Sig. (2-tailed)	.056	1.000	.030	.837	.109	.024
	N	100	100	100	100	100	100
VAR00008	Pearson Correlation	-.065	-.304**	-.178	-.171	.112	.110
	Sig. (2-tailed)	.519	.002	.076	.089	.267	.277
	N	100	100	100	100	100	100
VAR00009	Pearson Correlation	-.223*	.003	-.221*	.120	-.027	.116
	Sig. (2-tailed)	.026	.975	.027	.233	.791	.249
	N	100	100	100	100	100	100
VAR00010	Pearson Correlation	-.168	.050	-.091	.290**	-.106	.090
	Sig. (2-tailed)	.095	.623	.369	.003	.296	.374
	N	100	100	100	100	100	100
VAR00011	Pearson Correlation	.215*	.197*	.316**	.505**	.306**	.606**
	Sig. (2-tailed)	.032	.050	.001	.000	.002	.000
	N	100	100	100	100	100	100

		Correlations				
		VAR00007	VAR00008	VAR00009	VAR00010	VAR00011
VAR00001	Pearson Correlation	-.192	-.065	-.223*	-.168	.215*
	Sig. (2-tailed)	.056	.519	.026	.095	.032
	N	100	100	100	100	100
VAR00002	Pearson Correlation	.000	-.304**	.003	.050	.197*
	Sig. (2-tailed)	1.000	.002	.975	.623	.050
	N	100	100	100	100	100
VAR00003	Pearson Correlation	-.217*	-.178	-.221*	-.091	.316**
	Sig. (2-tailed)	.030	.076	.027	.369	.001
	N	100	100	100	100	100
VAR00004	Pearson Correlation	-.021	-.171	.120	.290**	.505**
	Sig. (2-tailed)	.837	.089	.233	.003	.000
	N	100	100	100	100	100
VAR00005	Pearson Correlation	.161	.112	-.027	-.106	.306**
	Sig. (2-tailed)	.109	.267	.791	.296	.002
	N	100	100	100	100	100
VAR00006	Pearson Correlation	.226*	.110	.116	.090	.606**
	Sig. (2-tailed)	.024	.277	.249	.374	.000
	N	100	100	100	100	100
VAR00007	Pearson Correlation	1	.268**	.052	-.056	.344**
	Sig. (2-tailed)		.007	.606	.580	.000
	N	100	100	100	100	100
VAR00008	Pearson Correlation	.268**	1	.184	-.044	.259**
	Sig. (2-tailed)	.007		.067	.663	.009
	N	100	100	100	100	100
VAR00009	Pearson Correlation	.052	.184	1	.269**	.421**
	Sig. (2-tailed)	.606	.067		.007	.000
	N	100	100	100	100	100
VAR00010	Pearson Correlation	-.056	-.044	.269**	1	.389**
	Sig. (2-tailed)	.580	.663	.007		.000
	N	100	100	100	100	100
VAR00011	Pearson Correlation	.344**	.259**	.421**	.389**	1
	Sig. (2-tailed)	.000	.009	.000	.000	
	N	100	100	100	100	100

Reliability Statistics

Cronbach's Alpha	N of Items
.608	11

Uji Validitas Kepuasan Pelanggan

		Correlations				
		VAR00001	VAR00002	VAR00003	VAR00004	VAR00005
VAR00001	Pearson Correlation	1	.079	-.043	-.136	.080
	Sig. (2-tailed)		.437	.670	.179	.430
	N	100	100	100	100	100
VAR00002	Pearson Correlation	.079	1	.010	.032	.055
	Sig. (2-tailed)	.437		.920	.751	.586
	N	100	100	100	100	100
VAR00003	Pearson Correlation	-.043	.010	1	.041	-.082
	Sig. (2-tailed)	.670	.920		.683	.417
	N	100	100	100	100	100
VAR00004	Pearson Correlation	-.136	.032	.041	1	.143
	Sig. (2-tailed)	.179	.751	.683		.156
	N	100	100	100	100	100
VAR00005	Pearson Correlation	.080	.055	-.082	.143	1
	Sig. (2-tailed)	.430	.586	.417	.156	
	N	100	100	100	100	100
VAR00006	Pearson Correlation	.280**	.094	.006	-.049	.114
	Sig. (2-tailed)	.005	.354	.952	.628	.257
	N	100	100	100	100	100
VAR00007	Pearson Correlation	.099	.143	.045	.216*	.243*
	Sig. (2-tailed)	.329	.156	.657	.031	.015
	N	100	100	100	100	100
VAR00008	Pearson Correlation	-.019	.089	-.078	.397**	.276**
	Sig. (2-tailed)	.855	.377	.439	.000	.005
	N	100	100	100	100	100
VAR00009	Pearson Correlation	.434**	.265**	.344**	.440**	.493**
	Sig. (2-tailed)	.000	.008	.000	.000	.000
	N	100	100	100	100	100

Correlations
 VAR00006 | VAR00007 | VAR00008 | VAR00009

VAR00001	Pearson Correlation	.280**	.099	-.019	.434**
	Sig. (2-tailed)	.005	.329	.855	.000
	N	100	100	100	100
VAR00002	Pearson Correlation	.094	.143	.089	.265**
	Sig. (2-tailed)	.354	.156	.377	.008
	N	100	100	100	100
VAR00003	Pearson Correlation	.006	.045	-.078	.344**
	Sig. (2-tailed)	.952	.657	.439	.000
	N	100	100	100	100
VAR00004	Pearson Correlation	-.049	.216*	.397**	.440**
	Sig. (2-tailed)	.628	.031	.000	.000
	N	100	100	100	100
VAR00005	Pearson Correlation	.114	.243*	.276**	.493**
	Sig. (2-tailed)	.257	.015	.005	.000
	N	100	100	100	100
VAR00006	Pearson Correlation	1	.373**	-.017	.497**
	Sig. (2-tailed)		.000	.869	.000
	N	100	100	100	100
VAR00007	Pearson Correlation	.373**	1	.186	.604**
	Sig. (2-tailed)	.000		.063	.000
	N	100	100	100	100
VAR00008	Pearson Correlation	-.017	.186	1	.479**
	Sig. (2-tailed)	.869	.063		.000
	N	100	100	100	100
VAR00009	Pearson Correlation	.497**	.604**	.479**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

Reliability Statistics

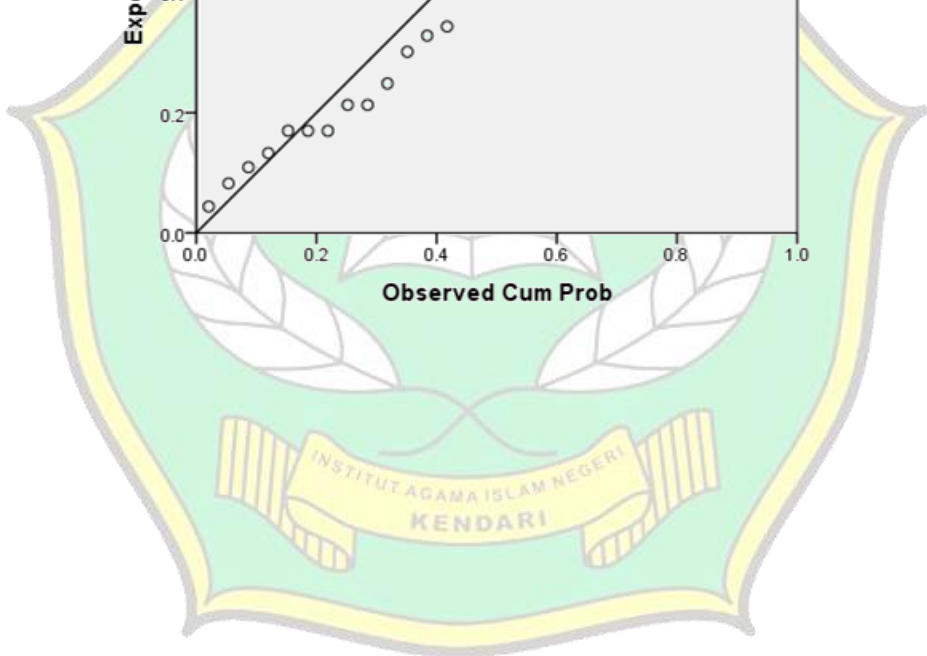
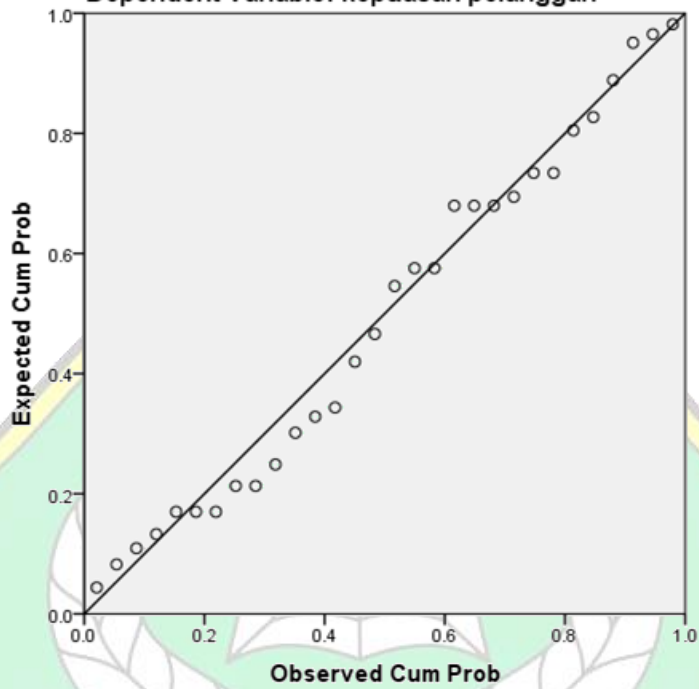
Cronbach's Alpha	N of Items
.659	9

Uji Asumsi Klasik

Uji Normalitas One-Sample Kolmogorov Smirnov Test

		Unstandardized Residual
N		100
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	1.78971190
Most Extreme Differences	Absolute	.094
	Positive	.071
	Negative	-.094
Test Statistic		.094
Asymp. Sig. (2-tailed)		.031 ^c

- a. Test distribution is Normal.
- b. Calculated from data.
- c. Lilliefors Significance Correction.

Normal P-P Plot of Regression Standardized Residual**Dependent Variable: kepuasan pelanggan**

Uji Multikolinieritas

Coefficient			
Model		Collineary statistics	
		Tolerance	VIF
1.	Kualitas Pelayanan	1.000	1.000
Dependen		Variabel:Kepuasan Pelanggan	

Uji Hipotesis

Uji Parsial (Uji t)

Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients		t	Sig.
		B	Std. Error	Beta			
1	(Constant)	32.719	3.004			10.891	.000
	KUALITAS PELAYANAN	.029	.070	.041		.407	.685

a. Dependent Variable: kepuasan pelanggan

DOKUMENTASI





CURRICULUM VITAE**Identitas Diri**

Nama : Mutia Dwi Wulandari
Tempat Tanggal Lahir : Kendari, 01 Mei 2002
Agama : Islam
Jenis Kelamin : Perempuan
Anak Ke : 2
Alamat : Jalan Ade Irma Nasution
E-mail : Mutiadwiwulandari106@gmail.com

Data Orang Tua

Ayah : Sudarman
Ibu : Sulpiah

Riwayat Pendidikan

- 2007 - 2013 : SD Sanggula
- 2013 - 2016 : SMP 21 Konsel
- 2016 - 2019 : SMA 5 Kendari
- 22019 - Sekarang : Institut Agama Islam Negeri Kendari

