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LAMPIRAN 2
BERITA ACARA BIMBINGAN SKRIPSI

1. Nama Mahasiswa : Denik Tri Wulandika
2. NIM : 151500243
3. Program Studi : Manajemen
4. Tanggal Mengajukan Skripsi : 22/10/2018
5. Judul Skripsi : Pengaruh Tarif Pengiriman Lokasi Kualitas Pelayanan Terhadap Kepuasan Konsumen Lion Parcel Cabang Gubeng Surabaya
6. Dosen Pembimbing : Tony Susilo W,S.E.,M.Pd.,M.S.M
Vieqy Rakhma W, S.E.,M.MT
7. Konsultasi :

| No. | Tanggal | Paraf Pembimbing | Uraian/ Kegiatan |
|-----|------------|------------------|----------------------------|
| 1. | 22/10/2018 | | ACC konsep penelitian |
| 2. | 7/11/2018 | | Bab I revisi |
| 3. | 14/11/2018 | | Bab I ACC |
| 4. | 16/11/2018 | | Bab II revisi |
| 5. | 30/11/2018 | | Bab II ACC |
| 6. | 3/12/2018 | | Bab III |
| 7. | 6/12/2018 | | Bab III revisi |
| 8. | 7/12/2018 | | ACC sempro |
| 9. | 4/1/2019 | | Konsultasi kuisoner |
| 10. | 11/3/2019 | | Konsultasi Bab IV (revisi) |
| 11. | 12/3/2019 | | Bab IV ACC |
| 12. | 13/3/2019 | | Bab V revisi |
| 13. | 14/3/2019 | | Bab V ACC |

8. Tanggal selesai menulis skripsi :
9. Telah diuji dengan nilai :

Dosen Pembimbing I





Tony Susilo W, S.E.,M.Pd.,M.S.M
NIP/NPP: 0709494/DY

Dosen Pembimbing II

Vieqy Rakhma W, S.E.,M.M.T
NIP/NPP: 1512760/DY

LAMPIRAN 3
BERITA ACARA BIMBINGAN REVISI SKRIPSI

1. Nama Mahasiswa : Denik Tri Wulandika
2. NIM : 151500243
3. Program Studi : Manajemen
4. Tanggal Ujian Skripsi : 28/04/2019
5. Judul Skripsi : Pengaruh Tarif Pengiriman, Lokasi, & Kualitas Pelayanan Terhadap Kepuasan Konsumen Lion Parcel Cabang Gubeng Surabaya
6. Dosen Penguji : Dra. Christina Menuk S, SE, MM
Bayu Adi, SE, M.SA

| No. | Tanggal | Paraf Penguji | Uraian / Kegiatan |
|-----|------------|---|------------------------------------|
| 1. | 02/05/2019 |  | Bab III & IV Revisi |
| 2. | 07/05/2019 |  | Bab III, Pembahasan & Dapus Revisi |
| 3. | 08/05/2019 |  | Bab I & II |
| 4. | 09/05/2019 |  | ACC |

Dosen Penguji I



Dra. Christina Menuk S, SE, MM
NIP:195808081982032001

Dosen Penguji II



Bayu Adi, SE, M.SA
NPP:1108957/DY

LAMPIRAN 3
SURAT KETERANGAN IJIN PENELITIAN



Nomor : 001/SKR-MHS/XI/2018
Perihal : Balasan Permohonan Izin Penelitian

Kepada Yth.
Dekan Fakultas Ekonomi
Program Studi Manajemen
Universitas PGRI Adi Buana Surabaya
di
Tempat

Dengan hormat,

Sehubungan dengan surat saudara pada tanggal 08 Nopember 2018 perihal perizinan tempat penelitian dalam rangka penyusunan skripsi mahasiswa atas nama :

Nama : Denik Tri Wulandika
No.Reg : 151500243
Program Studi: Manajemen
Judul Skripsi : *"Pengaruh Tarif Pengiriman, Lokasi dan Kualitas Pealayan Terhadap Kepuasan Pelanggan Lion Parcel"*

Pada prinsipnya kami tidak keberatan dan dapat mengizinkan pelaksanaan penelitian tersebut di tempat kami yakni Lion Parcel dari CV. Berkah Trisula. Dan izin melakukan penelitian tersebut diberikan semata-mata untuk keperluan akademik.

Demikian surat balasan dari kami.

Hormat Kami,
Direktur, CV. Berkah Trisula



BERKAH TRISULA

(Ita Retno Pindarti)

DAFTAR HADIR SEMPRO

Nama : Denik Tri Wulandika
NIM : 151500243
Prodi : Manajemen
Judul : Pengaruh Tarif Pengiriman, Lokasi, dan Kualitas
Pelayanan Terhadap Kepuasan Konsumen Lion Parcel
Cabang Gubeng Surabaya
Tanggal : 14 Desember 2019
Jam : 09.00 WIB-selesai
Berikut daftar hadir sempro terlampir.

Mengetahui,
Dosen Pembimbing I




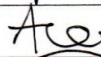

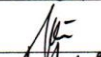
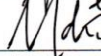
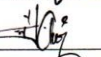







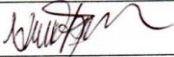

Tony Susilo W, S.E., M.Pd., M.S.M
NIP/NPP: 0709494/DY

Dosen Pembimbing II



Vieqy Rakhma W, S.E., M.M.T
NIP/NPP: 1512760/DY

Daftar Hadir

| No | Nama | NIM | Tanda Tangan |
|----|------------------------------|-------------|---|
| 1 | Rani Ayu A | 15 150 0105 |  |
| 2 | Moch ACDI FEBRIANSYAH | 15 150 0100 |  |
| 3 | Diyani Utari | 15-150-0070 |  |
| 4 | Puati Mia A. | 15-150-0058 |  |
| 5 | Moch. Ikhram Pratomo | 15.150.0149 |  |
| 6 | Yeni Andia Sari | 15-150-0059 |  |
| 7 | Dani Cahyaning A | 15-150-0181 |  |
| 8 | Rahim Romadon | 15-150-0222 |  |
| 9 | Lina Dwi Darma | 15-150-0181 |  |
| 10 | Citra Hayuningrat | 15-150-0194 |  |
| 11 | Wahid BACHRUL - A | 15-150-0185 |  |
| 12 | Putri rachmaniyar | 15-150-0182 |  |
| 13 | AMADI PUTRI | 15-150-0091 |  |
| 14 | Viridha Ayu M. J | 15-150-0111 |  |
| 15 | Meita fitriana | 15-150-0176 |  |
| | | | |
| | | | |
| | | | |

LAMPIRAN 5 KUESIONER

“ Pengaruh Tarif Pengiriman, Lokasi, & Kualitas Pelayanan Terhadap Kepuasan Konsumen Lion Parcel Cabang Gubeng Surabaya ”.

Kuesioner

A. UMUM

Kepada :

Saudara/I Responden

Dengan ini saya memohon kesediaan saudara/I dalam mengisi kuesioner penelitian yang berjudul “ Pengaruh Tarif Pengiriman, Lokasi, & Kualitas Pelayanan Terhadap Kepuasan Konsumen Cabang Gubeng Surabaya “. Jawaban yang saudara/I sangatlah bernilai dan membantu bagi saya dalam penyelesaian tugas skripsi sebagai salah satu syarat untuk menyelesaikan Program S-1 di Universitas PGRI Adi Buana Surabaya.

Hormat saya

Denik Tri Wulandika
NIM 151500243

a) Identitas Responden

Nama :

Jenis Kelamin : Laki-laki/Perempuan (lingkari salah satu)

Usia :

b) Petunjuk pengisian

1. Pernyataan yang diberikan mohon diisi dengan jujur sesuai keadaan dan kenyataan yang ada
2. Berikan tanda (√) pada salah satu jawaban disetiap pernyataan yang sesuai dengan apa yang saudara/I alami atau rasakan selama menggunakan jasa Lion Parcel cabang Gubeng. Berikut 5 pilihan jawaban atas pernyataan, yaitu sebagai berikut :

SS (Sangat Setuju)

S (Setuju)

KS (Kurang Setuju)

TS (Tidak Setuju)

STS (Sangat Tidak Setuju)

3. Mohon untuk mengisi semua pernyataan yang ada

➤ Variabel Tarif Pengiriman

| NO | PERNYATAAN | SS | S | KS | TS | STS |
|----------------------|--|----|---|----|----|-----|
| Keterjangkauan Harga | | | | | | |
| 1 | Menurut saya tarif pengiriman yang diberikan Lion Parcel terjangkau dan sesuai dengan kemampuan atau daya beli | | | | | |
| 2 | Menurut saya tarif pengeriman yang diberikan Lion Parcel cabang Gubeng dapat dikategorikan masih wajar (realistis) | | | | | |

| Kesesuaian Harga Dengan Kualitas | | | | | | |
|------------------------------------|---|--|--|--|--|--|
| 3 | Menurut saya tarif pengiriman yang diberikan sesuai dengan kualitas jasa yang diperoleh atau ditawarkan | | | | | |
| 4 | Menurut saya tarif pengiriman Lion Parcel cabang Gubeng sesuai dengan layanan pengiriman barang yang ditawarkan seperti, <i>onepack</i> , <i>regpack</i> , dan <i>ci-pack</i> | | | | | |
| Kesesuaian Harga dengan Daya Saing | | | | | | |
| 5 | Menurut saya tarif pengiriman Lion Parcel lebih terjangkau daripada jasa pengiriman lain | | | | | |
| 6 | menurut saya tarif pengiriman yang diberikan Lion Parcel cabang Gubeng bervariasi sesuai dengan layanan yang dipilih konsumen | | | | | |
| Kesesuaian Harga Dengan Manfaat | | | | | | |
| 7 | Menurut saya tarif yang diberikan Lion Parcel cabang Gubeng tidak mengecewakan | | | | | |
| 8 | Menurut saya tarif pengiriman Lion Parcel sesuai dengan manfaat yang diperoleh | | | | | |

➤ Variabel Lokasi

| NO | PERNYATAAN | SS | S | KS | TS | STS |
|--------------------------------|--|----|---|----|----|-----|
| Keterjangkauan Lokasi | | | | | | |
| 9 | Menurut saya lokasi Lion Parcel cabang Gubeng mudah dijangkau oleh transportasi umum | | | | | |
| 10 | Menurut saya lokasi Lion Parcel cabang Gubeng sering dilalui oleh masyarakat Surabaya | | | | | |
| Kelancaran Akses Menuju Lokasi | | | | | | |
| 11 | Menurut saya akses jalan menuju Lion Parcel cabang Gubeng mudah untuk dilalui mobil, sepeda motor ataupun pejalan kaki | | | | | |
| 12 | Menurut saya lokasi Lion Parcel cabang Gubeng dekat dengan jalan raya atau jalan utama | | | | | |
| Kedekatan Lokasi | | | | | | |
| 13 | Menurut saya lokasi Lion Parcel cabang Gubeng dekat dengan rumah atau tempat usaha | | | | | |
| 14 | Menurut saya lokasi Lion Parcel cabang Gubeng dekat dengan fasilitas umum seperti perkantoran, sekolah, dan pertokoan | | | | | |

➤ Variabel Kualitas Pelayanan

| NO | PERNYATAAN | SS | S | KS | TS | STS |
|-------------|---|----|---|----|----|-----|
| Bukti Fisik | | | | | | |
| 15 | Menurut saya kondisi ruangan Lion Parcel cabang Gubeng rapi, bersih dan nyaman | | | | | |
| 16 | Menurut saya Lion Parcel cabang Gubeng memiliki kondisi kendaraan angkutan yang baik dan terawat | | | | | |
| Kehandalan | | | | | | |
| 17 | Menurut saya Lion Parcel cabang Gubeng mampu untuk mengirimkan paket sesuai dengan estimasi waktu yang ditawarkan | | | | | |
| 18 | Menurut saya Lion Parcel cabang Gubeng mampu mengirimkan paket dengan tepat sesuai alamat tujuan | | | | | |
| Ketanggapan | | | | | | |
| 19 | Menurut saya Lion Parcel cabang Gubeng mampu membantu konsumen dalam melakukan transaksi dengan baik | | | | | |
| 20 | Menurut saya Lion Parcel cabang Gubeng mampu merespon pertanyaan ataupun keluhan secara cepat dan tepat | | | | | |

| Jaminan | | | | | | |
|---------|--|--|--|--|--|--|
| 21 | Menurut saya Lion Parcel cabang Gubeng memberikan jaminan keamanan untuk paket yang akan dikirim | | | | | |
| 22 | Menurut saya Lion Parcel cabang Gubeng akan memberikan ganti rugi atas kerusakan dan kehilangan paket dikarenakan kelalaian perusahaan | | | | | |
| Empati | | | | | | |
| 23 | Menurut saya Lion Parcel cabang Gubeng melayani dengan ramah, jelas, dan sabar dalam menjelaskan setiap pertanyaan yang diberikan konsumen | | | | | |
| 24 | Menurut saya Lion Parcel cabang Gubeng mampu menjalin komunikasi yang baik dalam memahami keinginan konsumen | | | | | |

➤ Variabel Kepuasan Konsumen

| NO | PERNYATAAN | SS | S | KS | TS | STS |
|-----------------------------|---|----|---|----|----|-----|
| <i>Overall Satisfaction</i> | | | | | | |
| 25 | Menurut saya Lion Parcel cabang Gubeng mampu memberikan kepuasan dalam hal pelayanan yang diberikan ketika bertransaksi | | | | | |

| | | | | | | |
|------------------------------------|---|--|--|--|--|--|
| 26 | Menurut saya Lion Parcel cabang Gubeng mampu memberikan kepuasan dalam sistem pengiriman yang efektif dan efisien | | | | | |
| <i>Confirmation Of Expectation</i> | | | | | | |
| 27 | Saya merasa puas telah menggunakan jasa Lion Parcel cabang Gubeng | | | | | |
| 28 | Saya yakin bahwa keputusan menggunakan jasa Lion Parcel cabang Gubeng merupakan keputusan yang tepat | | | | | |
| <i>Comparison To Ideal</i> | | | | | | |
| 29 | Menurut saya kinerja karyawan maupun pelayanan yang dilakukan oleh Lion Parcel cabang Gubeng sesuai dengan ekspektasi | | | | | |
| 30 | Saya merasa puas dengan manfaat yang diperoleh setelah menggunakan jasa Lion Parcel cabang Gubeng | | | | | |

LAMPIRAN 6
TABULASI DATA & DATA RESPONDEN

1. Tarif Pengiriman

| RESP | TARIF PENGIRIMAN (X1) | | | | | | | | TOTAL |
|------|-----------------------|--------|--------|--------|--------|--------|--------|--------|-------|
| | X1.1.1 | X1.1.2 | X1.2.1 | X1.2.2 | X1.3.1 | X1.3.2 | X1.4.1 | X1.4.2 | |
| 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 32 |
| 2 | 4 | 3 | 3 | 5 | 5 | 4 | 3 | 5 | 32 |
| 3 | 5 | 4 | 5 | 1 | 5 | 5 | 3 | 4 | 32 |
| 4 | 4 | 3 | 3 | 2 | 5 | 5 | 5 | 5 | 32 |
| 5 | 1 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 24 |
| 6 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 34 |
| 7 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 33 |
| 8 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 5 | 32 |
| 9 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 36 |
| 10 | 3 | 3 | 3 | 5 | 3 | 3 | 4 | 5 | 29 |
| 11 | 5 | 5 | 3 | 5 | 5 | 4 | 5 | 5 | 37 |
| 12 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 37 |
| 13 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 37 |
| 14 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 37 |
| 15 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 32 |
| 16 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 37 |
| 17 | 3 | 3 | 5 | 2 | 3 | 3 | 3 | 3 | 25 |
| 18 | 5 | 3 | 3 | 5 | 5 | 5 | 3 | 5 | 34 |
| 19 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 32 |
| 20 | 5 | 5 | 5 | 3 | 5 | 3 | 4 | 3 | 33 |
| 21 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 34 |
| 22 | 5 | 4 | 5 | 5 | 3 | 4 | 5 | 3 | 34 |
| 23 | 5 | 4 | 5 | 5 | 4 | 3 | 4 | 5 | 35 |

| | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|----|
| 24 | 5 | 2 | 2 | 2 | 2 | 2 | 1 | 4 | 20 |
| 25 | 5 | 3 | 5 | 5 | 5 | 4 | 4 | 5 | 36 |
| 26 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 3 | 37 |
| 27 | 4 | 3 | 5 | 4 | 3 | 2 | 4 | 5 | 30 |
| 28 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 31 |
| 29 | 4 | 4 | 1 | 3 | 3 | 2 | 4 | 4 | 25 |
| 30 | 4 | 5 | 2 | 2 | 5 | 2 | 3 | 3 | 26 |
| 31 | 4 | 4 | 5 | 4 | 5 | 3 | 5 | 5 | 35 |
| 32 | 4 | 3 | 3 | 3 | 4 | 2 | 5 | 4 | 28 |
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| 37 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 40 |
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| 39 | 4 | 3 | 3 | 5 | 3 | 2 | 4 | 3 | 27 |
| 40 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 3 | 37 |
| 41 | 5 | 4 | 4 | 3 | 4 | 4 | 2 | 4 | 30 |
| 42 | 3 | 1 | 2 | 4 | 5 | 4 | 2 | 4 | 25 |
| 43 | 5 | 4 | 4 | 5 | 4 | 4 | 2 | 4 | 32 |
| 44 | 5 | 4 | 4 | 5 | 4 | 4 | 2 | 4 | 32 |
| 45 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 38 |
| 46 | 3 | 4 | 5 | 3 | 4 | 4 | 4 | 5 | 32 |
| 47 | 4 | 4 | 5 | 3 | 5 | 5 | 5 | 5 | 36 |
| 48 | 4 | 3 | 2 | 2 | 3 | 4 | 3 | 5 | 26 |
| 49 | 5 | 5 | 3 | 4 | 4 | 5 | 3 | 4 | 33 |
| 50 | 4 | 3 | 2 | 5 | 5 | 3 | 5 | 4 | 31 |
| 51 | 4 | 4 | 3 | 4 | 3 | 5 | 3 | 1 | 27 |
| 52 | 4 | 5 | 5 | 5 | 3 | 4 | 3 | 4 | 33 |
| 53 | 5 | 5 | 5 | 1 | 2 | 2 | 2 | 5 | 27 |

| | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|----|
| 54 | 5 | 3 | 5 | 5 | 4 | 2 | 5 | 4 | 33 |
| 55 | 4 | 5 | 5 | 1 | 5 | 5 | 5 | 4 | 34 |
| 56 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 38 |
| 57 | 3 | 4 | 4 | 1 | 5 | 2 | 2 | 5 | 26 |
| 58 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 37 |
| 59 | 3 | 3 | 5 | 5 | 5 | 4 | 5 | 4 | 34 |
| 60 | 5 | 5 | 3 | 5 | 2 | 3 | 5 | 4 | 32 |
| 61 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 36 |
| 62 | 3 | 4 | 3 | 5 | 5 | 5 | 4 | 5 | 34 |
| 63 | 4 | 1 | 4 | 2 | 4 | 3 | 4 | 2 | 24 |
| 64 | 2 | 5 | 3 | 3 | 3 | 3 | 4 | 4 | 27 |
| 65 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 34 |
| 66 | 5 | 4 | 4 | 2 | 4 | 4 | 4 | 1 | 28 |
| 67 | 5 | 5 | 4 | 2 | 4 | 4 | 4 | 4 | 32 |
| 68 | 5 | 2 | 2 | 2 | 2 | 2 | 1 | 4 | 20 |
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| 70 | 5 | 5 | 5 | 2 | 4 | 4 | 4 | 4 | 33 |
| 71 | 5 | 5 | 1 | 2 | 4 | 4 | 4 | 2 | 27 |
| 72 | 2 | 4 | 4 | 1 | 4 | 2 | 4 | 2 | 23 |
| 73 | 5 | 5 | 4 | 5 | 1 | 2 | 5 | 2 | 29 |
| 74 | 5 | 2 | 4 | 5 | 4 | 4 | 5 | 5 | 34 |
| 75 | 2 | 4 | 2 | 2 | 2 | 2 | 1 | 4 | 19 |

2. LOKASI (X2)

| RESP | LOKASI (X2) | | | | | | TOTAL |
|------|-------------|--------|--------|--------|--------|--------|-------|
| | X2.1.1 | X2.1.2 | X2.2.1 | X2.2.2 | X2.3.1 | X2.3.2 | |
| 1 | 4 | 4 | 5 | 4 | 5 | 5 | 27 |
| 2 | 4 | 5 | 4 | 3 | 5 | 5 | 26 |
| 3 | 4 | 5 | 4 | 5 | 4 | 4 | 26 |

| | | | | | | | |
|----|---|---|---|---|---|---|----|
| 4 | 4 | 4 | 5 | 5 | 4 | 4 | 26 |
| 5 | 4 | 1 | 3 | 3 | 4 | 3 | 18 |
| 6 | 4 | 4 | 5 | 5 | 4 | 4 | 26 |
| 7 | 4 | 5 | 4 | 5 | 4 | 5 | 27 |
| 8 | 5 | 4 | 5 | 5 | 4 | 4 | 27 |
| 9 | 5 | 4 | 5 | 4 | 5 | 4 | 27 |
| 10 | 4 | 5 | 5 | 4 | 4 | 5 | 27 |
| 11 | 5 | 5 | 4 | 5 | 4 | 4 | 27 |
| 12 | 5 | 5 | 4 | 5 | 4 | 5 | 28 |
| 13 | 5 | 5 | 4 | 5 | 4 | 5 | 28 |
| 14 | 5 | 4 | 5 | 4 | 5 | 4 | 27 |
| 15 | 4 | 4 | 5 | 4 | 5 | 5 | 27 |
| 16 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| 17 | 4 | 5 | 4 | 5 | 4 | 4 | 26 |
| 18 | 5 | 4 | 5 | 4 | 5 | 4 | 27 |
| 19 | 5 | 4 | 5 | 4 | 4 | 4 | 26 |
| 20 | 4 | 4 | 5 | 4 | 5 | 5 | 27 |
| 21 | 4 | 5 | 4 | 5 | 4 | 4 | 26 |
| 22 | 1 | 3 | 3 | 4 | 3 | 4 | 18 |
| 23 | 4 | 5 | 4 | 5 | 4 | 5 | 27 |
| 24 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| 25 | 5 | 5 | 4 | 5 | 4 | 5 | 28 |
| 26 | 5 | 5 | 4 | 4 | 5 | 4 | 27 |
| 27 | 4 | 4 | 5 | 4 | 5 | 4 | 26 |
| 28 | 4 | 5 | 4 | 4 | 4 | 5 | 26 |
| 29 | 5 | 5 | 5 | 4 | 4 | 4 | 27 |
| 30 | 4 | 4 | 4 | 4 | 4 | 5 | 25 |
| 31 | 4 | 5 | 4 | 5 | 4 | 4 | 26 |
| 32 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| 33 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |

| | | | | | | | |
|----|---|---|---|---|---|---|----|
| 34 | 5 | 5 | 4 | 5 | 4 | 5 | 28 |
| 35 | 4 | 5 | 5 | 4 | 5 | 4 | 27 |
| 36 | 5 | 4 | 5 | 4 | 5 | 4 | 27 |
| 37 | 5 | 4 | 5 | 4 | 4 | 5 | 27 |
| 38 | 4 | 5 | 4 | 4 | 4 | 5 | 26 |
| 39 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| 40 | 4 | 5 | 4 | 5 | 5 | 5 | 28 |
| 41 | 5 | 4 | 5 | 4 | 4 | 5 | 27 |
| 42 | 4 | 5 | 4 | 5 | 5 | 5 | 28 |
| 43 | 5 | 5 | 5 | 4 | 4 | 4 | 27 |
| 44 | 4 | 4 | 5 | 5 | 5 | 4 | 27 |
| 45 | 5 | 5 | 4 | 4 | 5 | 5 | 28 |
| 46 | 4 | 4 | 4 | 4 | 5 | 5 | 26 |
| 47 | 5 | 4 | 5 | 5 | 5 | 5 | 29 |
| 48 | 3 | 3 | 4 | 3 | 4 | 1 | 18 |
| 49 | 5 | 4 | 5 | 5 | 3 | 4 | 26 |
| 50 | 5 | 4 | 5 | 5 | 4 | 4 | 27 |
| 51 | 4 | 5 | 5 | 4 | 5 | 4 | 27 |
| 52 | 5 | 4 | 5 | 4 | 5 | 4 | 27 |
| 53 | 4 | 4 | 4 | 5 | 4 | 5 | 26 |
| 54 | 5 | 5 | 4 | 4 | 5 | 5 | 28 |
| 55 | 4 | 4 | 5 | 5 | 5 | 4 | 27 |
| 56 | 5 | 4 | 5 | 4 | 4 | 5 | 27 |
| 57 | 5 | 4 | 5 | 5 | 4 | 4 | 27 |
| 58 | 4 | 4 | 4 | 4 | 5 | 5 | 26 |
| 59 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| 60 | 4 | 5 | 4 | 4 | 4 | 5 | 26 |
| 61 | 5 | 4 | 5 | 5 | 4 | 5 | 28 |
| 62 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| 63 | 4 | 4 | 5 | 5 | 4 | 4 | 26 |

| | | | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|---|---|----|
| 72 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 42 |
| 73 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 43 |
| 74 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 75 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |

4. KEPUASAN KONSUMEN

| RESP | KEPUASAN KONSUMEN (Y) | | | | | | TOTAL |
|------|-----------------------|--------|--------|--------|--------|--------|-------|
| | Y1.1.1 | Y1.1.2 | Y1.2.1 | Y1.2.2 | Y1.3.1 | Y1.3.2 | |
| 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 2 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 3 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 5 | 4 | 4 | 25 |
| 5 | 4 | 3 | 4 | 4 | 4 | 4 | 23 |
| 6 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 7 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 8 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 9 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 10 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 11 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 12 | 5 | 5 | 4 | 4 | 5 | 5 | 28 |
| 13 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 14 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 15 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 16 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 17 | 5 | 4 | 5 | 4 | 5 | 4 | 27 |
| 18 | 4 | 4 | 4 | 5 | 4 | 5 | 26 |
| 19 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 20 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 21 | 5 | 4 | 4 | 4 | 5 | 4 | 26 |
| 22 | 4 | 4 | 4 | 4 | 3 | 4 | 23 |

| | | | | | | | |
|----|---|---|---|---|---|---|----|
| 23 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 25 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 26 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 27 | 4 | 4 | 5 | 5 | 4 | 4 | 26 |
| 28 | 4 | 4 | 4 | 4 | 5 | 4 | 25 |
| 29 | 4 | 4 | 4 | 5 | 4 | 4 | 25 |
| 30 | 4 | 4 | 5 | 4 | 5 | 4 | 26 |
| 31 | 4 | 4 | 4 | 5 | 5 | 4 | 26 |
| 32 | 4 | 4 | 4 | 5 | 4 | 4 | 25 |
| 33 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 34 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 35 | 4 | 4 | 4 | 5 | 4 | 5 | 26 |
| 36 | 4 | 5 | 5 | 5 | 5 | 5 | 29 |
| 37 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 38 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 39 | 4 | 4 | 5 | 4 | 5 | 4 | 26 |
| 40 | 5 | 5 | 4 | 5 | 5 | 5 | 29 |
| 41 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 42 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 43 | 4 | 4 | 5 | 4 | 5 | 4 | 26 |
| 44 | 4 | 5 | 4 | 5 | 4 | 5 | 27 |
| 45 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 46 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 47 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 48 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 49 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |
| 50 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 51 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 52 | 4 | 5 | 5 | 4 | 5 | 5 | 28 |

| | | | | | | | |
|----|---|---|---|---|---|---|----|
| 53 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 54 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 55 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| 56 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 57 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 58 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 59 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 60 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 61 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 62 | 5 | 4 | 4 | 4 | 5 | 5 | 27 |
| 63 | 4 | 5 | 4 | 4 | 4 | 4 | 25 |
| 64 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 65 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 66 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 67 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 68 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 69 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 70 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| 71 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 72 | 4 | 4 | 4 | 4 | 4 | 5 | 25 |
| 73 | 4 | 4 | 4 | 4 | 4 | 5 | 25 |
| 74 | 4 | 4 | 4 | 4 | 4 | 5 | 25 |
| 75 | 3 | 3 | 3 | 4 | 3 | 3 | 19 |

5. DATA RESPONDEN

| NO | NAMA | JENIS KELAMIN | USIA |
|----|------------|---------------|--------|
| 1 | RETNO DEWI | PEREMPUAN | 41 THN |
| 2 | IA | PEREMPUAN | 22 THN |
| 3 | IWAN | LAKI-LAKI | 28 THN |
| 4 | RESTI | PEREMPUAN | 25 THN |

| | | | |
|----|-------------|-----------|--------|
| 5 | TETA | PEREMPUAN | 36 THN |
| 6 | TT | PEREMPUAN | 24 THN |
| 7 | VIA | PEREMPUAN | 22 THN |
| 8 | WIWID | PEREMPUAN | 36 THN |
| 9 | JOKO | LAKI-LAKI | 38 THN |
| 10 | HERU | LAKI-LAKI | 47 THN |
| 11 | IVANA | PEREMPUAN | 31 THN |
| 12 | RYAN | LAKI-LAKI | 28 THN |
| 13 | NIA | PEREMPUAN | 27 THN |
| 14 | FAJAR | LAKI-LAKI | 46 THN |
| 15 | DENI | LAKI-LAKI | 41 THN |
| 16 | RENDY | LAKI-LAKI | 25 THN |
| 17 | PUTRI | PEREMPUAN | 22 THN |
| 18 | ANITA EKA S | PEREMPUAN | 20 THN |
| 19 | SANTI | PEREMPUAN | 38 THN |
| 20 | RIRIN | PEREMPUAN | 25 THN |
| 21 | GHALIH | LAKI-LAKI | 30 THN |
| 22 | IKE | PEREMPUAN | 20 THN |
| 23 | DIDIK | LAKI-LAKI | 50 THN |
| 24 | REINA | PEREMPUAN | 21 THN |
| 25 | LIA | PEREMPUAN | 27 THN |
| 26 | DIANA | PEREMPUAN | 24 THN |
| 27 | AHMAD | LAKI-LAKI | 43 THN |
| 28 | ARIF | LAKI-LAKI | 25 THN |
| 29 | SUTRIS | LAKI-LAKI | 41 THN |
| 30 | NAY | PEREMPUAN | 23 THN |
| 31 | DESSY W | PEREMPUAN | 22 THN |
| 32 | ARDI | LAKI-LAKI | 25 THN |
| 33 | HENI | PEREMPUAN | 23 THN |
| 34 | ANDRI | LAKI-LAKI | 42 THN |

| | | | |
|----|-------------|-----------|--------|
| 35 | DONI | LAKI-LAKI | 35 THN |
| 36 | LULUK | PEREMPUAN | 28 THN |
| 37 | DEDY | LAKI-LAKI | 35 THN |
| 38 | USWATUN | PEREMPUAN | 37 THN |
| 39 | MACHFUD | LAKI-LAKI | 35 THN |
| 40 | SOFI | PEREMPUAN | 27 THN |
| 41 | DINA | PEREMPUAN | 25 THN |
| 42 | TOTOK | LAKI-LAKI | 41 THN |
| 43 | SRI WAHYUNI | PEREMPUAN | 23 THN |
| 44 | THOHIR | LAKI-LAKI | 38 THN |
| 45 | AWANG S | LAKI-LAKI | 32 THN |
| 46 | MOCH SAIFUL | LAKI-LAKI | 47 THN |
| 47 | SETYO | LAKI-LAKI | 40 THN |
| 48 | FERY S | LAKI-LAKI | 44 THN |
| 49 | NURYATI | PEREMPUAN | 45 THN |
| 50 | DITA | PEREMPUAN | 33 THN |
| 51 | IPAN | LAKI-LAKI | 30 THN |
| 52 | DINDA | PEREMPUAN | 25 THN |
| 53 | FITRIA | PEREMPUAN | 34 THN |
| 54 | ERVINA | PEREMPUAN | 27 THN |
| 55 | TARI | PEREMPUAN | 27 THN |
| 56 | RINI | PEREMPUAN | 21 THN |
| 57 | UTAMI | PEREMPUAN | 43 THN |
| 58 | HERI | LAKI-LAKI | 32 THN |
| 59 | KOMSIN | LAKI-LAKI | 50 THN |
| 60 | SOLIKHAN | LAKI-LAKI | 47 THN |
| 61 | RUDI | LAKI-LAKI | 39 THN |
| 62 | FEBY | PEREMPUAN | 26 THN |
| 63 | DYAH | PEREMPUAN | 21 THN |
| 64 | WIDIA | PEREMPUAN | 23 THN |

| | | | |
|----|--------|-----------|--------|
| 65 | SULTON | LAKI-LAKI | 20 THN |
| 66 | VIRDHA | PEREMPUAN | 22 THN |
| 67 | ABID | LAKI-LAKI | 24 THN |
| 68 | HENDI | LAKI-LAKI | 30 THN |
| 69 | JONO | LAKI-LAKI | 31 THN |
| 70 | HERU | LAKI-LAKI | 35 THN |
| 71 | DEWI | PEREMPUAN | 23 THN |
| 72 | RISMA | PEREMPUAN | 22 THN |
| 73 | ANGGA | LAKI-LAKI | 21 THN |
| 74 | HELINA | PEREMPUAN | 24 THN |
| 75 | ITA | PEREMPUAN | 20 THN |

LAMPIRAN 7
HASIL OLAH DATA SPSS
FREKUENSI JAWABAN RESPONDEN

1. Tarif Pengiriman

X1.1.1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | STS | 1 | 1,3 | 1,3 | 1,3 |
| | TS | 3 | 4 | 4 | 5,3 |
| | KS | 7 | 9,3 | 9,3 | 14,7 |
| | S | 30 | 40 | 40 | 54,7 |
| | SS | 34 | 45,3 | 45,3 | 100 |
| | Total | 75 | 100 | 100 | |

X1.1.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | STS | 2 | 2,7 | 2,7 | 2,7 |
| | TS | 5 | 6,7 | 6,7 | 9,3 |
| | KS | 13 | 17,3 | 17,3 | 26,7 |
| | S | 31 | 41,3 | 41,3 | 68 |
| | SS | 24 | 32 | 32 | 100 |
| | Total | 75 | 100 | 100 | |

X1.2.1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | STS | 2 | 2,7 | 2,7 | 2,7 |
| | TS | 9 | 12 | 12 | 14,7 |
| | KS | 13 | 17,3 | 17,3 | 32 |
| | S | 26 | 34,7 | 34,7 | 66,7 |
| | SS | 25 | 33,3 | 33,3 | 100 |
| | Total | 75 | 100 | 100 | |

X1.2.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | STS | 5 | 6,7 | 6,7 | 6,7 |
| | SS | 13 | 17,3 | 17,3 | 24,0 |
| | KS | 8 | 10,7 | 10,7 | 34,7 |
| | S | 18 | 24,0 | 24,0 | 58,7 |
| | SS | 31 | 41,3 | 41,3 | 100,0 |
| | Total | 75 | 100,0 | 100,0 | |

X1.3.1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | STS | 1 | 1,3 | 1,3 | 1,3 |
| | TS | 6 | 8 | 8 | 9,3 |
| | KS | 13 | 17,3 | 17,3 | 26,7 |
| | S | 25 | 33,3 | 33,3 | 60 |
| | SS | 30 | 40 | 40 | 100 |
| | Total | 75 | 100 | 100 | |

X1.3.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----|-----------|---------|---------------|--------------------|
| Valid | TS | 15 | 20 | 20 | 20 |
| | KS | 13 | 17,3 | 17,3 | 37,3 |
| | S | 28 | 37,3 | 37,3 | 74,7 |
| | SS | 19 | 25,3 | 25,3 | 100 |
| | | Total | 75 | 100 | 100 |

X1.4.1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | STS | 4 | 5,3 | 5,3 | 5,3 |
| | TS | 6 | 8 | 8 | 13,3 |
| | KS | 13 | 17,3 | 17,3 | 30,7 |
| | S | 29 | 38,7 | 38,7 | 69,3 |
| | SS | 23 | 30,7 | 30,7 | 100 |
| | Total | 75 | 100 | 100 | |

X1.4.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | STS | 2 | 2,7 | 2,7 | 2,7 |
| | TS | 4 | 5,3 | 5,3 | 8 |
| | KS | 9 | 12 | 12 | 20 |
| | S | 31 | 41,3 | 41,3 | 61,3 |
| | SS | 29 | 38,7 | 38,7 | 100 |
| | Total | 75 | 100 | 100 | |

2. Lokasi

X2.1.1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | STS | 1 | 1,3 | 1,3 | 1,3 |
| | KS | 1 | 1,3 | 1,3 | 2,7 |
| | S | 34 | 45,3 | 45,3 | 48 |
| | SS | 39 | 52 | 52 | 100 |
| | Total | 75 | 100 | 100 | |

X2.1.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | STS | 1 | 1,3 | 1,3 | 1,3 |
| | KS | 2 | 2,7 | 2,7 | 4 |
| | S | 41 | 54,7 | 54,7 | 58,7 |
| | SS | 31 | 41,3 | 41,3 | 100 |
| | Total | 75 | 100 | 100 | |

X2.2.1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | KS | 2 | 2,7 | 2,7 | 2,7 |
| | S | 31 | 41,3 | 41,3 | 44 |
| | SS | 42 | 56 | 56 | 100 |
| | Total | 75 | 100 | 100 | |

X2.2.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | KS | 3 | 4 | 4 | 4 |
| | S | 35 | 46,7 | 46,7 | 50,7 |
| | SS | 37 | 49,3 | 49,3 | 100 |
| | Total | 75 | 100 | 100 | |

X2.3.1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | KS | 2 | 2,7 | 2,7 | 2,7 |
| | S | 43 | 57,3 | 57,3 | 60 |
| | SS | 30 | 40 | 40 | 100 |
| | Total | 75 | 100 | 100 | |

X2.3.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | STS | 1 | 1,3 | 1,3 | 1,3 |
| | KS | 2 | 2,7 | 2,7 | 4 |
| | S | 37 | 49,3 | 49,3 | 53,3 |
| | SS | 35 | 46,7 | 46,7 | 100 |
| | Total | 75 | 100 | 100 | |

3. Kualitas Pelayanan**X3.1.1**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | KS | 5 | 6,7 | 6,7 | 6,7 |
| | S | 50 | 66,7 | 66,7 | 73,3 |
| | SS | 20 | 26,7 | 26,7 | 100 |
| | Total | 75 | 100 | 100 | |

X3.1.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | TS | 1 | 1,3 | 1,3 | 1,3 |
| | KS | 4 | 5,3 | 5,3 | 6,7 |
| | S | 51 | 68 | 68 | 74,7 |
| | SS | 19 | 25,3 | 25,3 | 100 |
| | Total | 75 | 100 | 100 | |

X3.2.1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | KS | 3 | 4 | 4 | 4 |
| | S | 37 | 49,3 | 49,3 | 53,3 |
| | SS | 35 | 46,7 | 46,7 | 100 |
| | Total | 75 | 100 | 100 | |

X3.2.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | KS | 1 | 1,3 | 1,3 | 1,3 |
| | S | 36 | 48 | 48 | 49,3 |
| | SS | 38 | 50,7 | 50,7 | 100 |
| | Total | 75 | 100 | 100 | |

X3.3.1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | KS | 1 | 1,3 | 1,3 | 1,3 |
| | S | 47 | 62,7 | 62,7 | 64 |
| | SS | 27 | 36 | 36 | 100 |
| | Total | 75 | 100 | 100 | |

X3.3.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | KS | 4 | 5,3 | 5,3 | 5,3 |
| | S | 41 | 54,7 | 54,7 | 60 |
| | SS | 30 | 40 | 40 | 100 |
| | Total | 75 | 100 | 100 | |

X3.4.1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | KS | 3 | 4 | 4 | 4 |
| | S | 41 | 54,7 | 54,7 | 58,7 |
| | SS | 31 | 41,3 | 41,3 | 100 |
| | Total | 75 | 100 | 100 | |

X3.4.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | KS | 2 | 2,7 | 2,7 | 2,7 |
| | S | 42 | 56 | 56 | 58,7 |
| | SS | 31 | 41,3 | 41,3 | 100 |
| | Total | 75 | 100 | 100 | |

X3.5.1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | KS | 1 | 1,3 | 1,3 | 1,3 |
| | S | 40 | 53,3 | 53,3 | 54,7 |
| | SS | 34 | 45,3 | 45,3 | 100 |
| | Total | 75 | 100 | 100 | |

X3.5.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | KS | 1 | 1,3 | 1,3 | 1,3 |
| | S | 44 | 58,7 | 58,7 | 60 |
| | SS | 30 | 40 | 40 | 100 |
| | Total | 75 | 100 | 100 | |

4. Kepuasan Konsumen**Y1.1.1**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | KS | 1 | 1,3 | 1,3 | 1,3 |
| | S | 42 | 56 | 56 | 57,3 |
| | SS | 32 | 42,7 | 42,7 | 100 |
| | Total | 75 | 100 | 100 | |

Y1.1.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | KS | 2 | 2,7 | 2,7 | 2,7 |
| | S | 41 | 54,7 | 54,7 | 57,3 |
| | SS | 32 | 42,7 | 42,7 | 100 |
| | Total | 75 | 100 | 100 | |

Y1.2.1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | KS | 1 | 1,3 | 1,3 | 1,3 |
| | S | 41 | 54,7 | 54,7 | 56 |
| | SS | 33 | 44 | 44 | 100 |
| | Total | 75 | 100 | 100 | |

Y1.2.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | S | 54 | 72 | 72 | 72 |
| | SS | 21 | 28 | 28 | 100 |
| | Total | 75 | 100 | 100 | |

Y1.3.1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | KS | 2 | 2,7 | 2,7 | 2,7 |
| | S | 35 | 46,7 | 46,7 | 49,3 |
| | SS | 38 | 50,7 | 50,7 | 100 |
| | Total | 75 | 100 | 100 | |

Y1.3.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | KS | 1 | 1,3 | 1,3 | 1,3 |
| | S | 37 | 49,3 | 49,3 | 50,7 |
| | SS | 37 | 49,3 | 49,3 | 100 |
| | Total | 75 | 100 | 100 | |

| | | | | | | | | | | |
|----------|---------------------|--------|-------|--------|--------|-------|-------|-------|-------|----|
| TOTAL_X1 | Pearson Correlation | ,395** | ,491* | ,627** | ,626** | ,636* | ,696* | ,664* | ,437* | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 |

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

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

2. Lokasi

| | | Correlations | | | | | | |
|----------|---------------------|--------------|--------|--------|--------|--------|--------|----------|
| | | X2.1.1 | X2.1.2 | X2.2.1 | X2.2.2 | X2.3.1 | X2.3.2 | TOTAL_X2 |
| X2.1.1 | Pearson Correlation | 1 | ,179 | ,416** | ,216 | ,073 | ,120 | ,645** |
| | Sig. (2-tailed) | | ,125 | ,000 | ,062 | ,534 | ,305 | ,000 |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 |
| X2.1.2 | Pearson Correlation | ,179 | 1 | -,032 | ,288* | ,086 | ,346** | ,623** |
| | Sig. (2-tailed) | ,125 | | ,787 | ,012 | ,463 | ,002 | ,000 |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 |
| X2.2.1 | Pearson Correlation | ,416** | -,032 | 1 | ,079 | ,139 | ,000 | ,476** |
| | Sig. (2-tailed) | ,000 | ,787 | | ,500 | ,235 | 1,000 | ,000 |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 |
| X2.2.2 | Pearson Correlation | ,216 | ,288* | ,079 | 1 | -,291* | ,152 | ,462** |
| | Sig. (2-tailed) | ,062 | ,012 | ,500 | | ,011 | ,192 | ,000 |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 |
| X2.3.1 | Pearson Correlation | ,073 | ,086 | ,139 | -,291* | 1 | ,140 | ,333** |
| | Sig. (2-tailed) | ,534 | ,463 | ,235 | ,011 | | ,230 | ,004 |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 |
| X2.3.2 | Pearson Correlation | ,120 | ,346** | ,000 | ,152 | ,140 | 1 | ,590** |
| | Sig. (2-tailed) | ,305 | ,002 | 1,000 | ,192 | ,230 | | ,000 |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 |
| TOTAL_X2 | Pearson Correlation | ,645** | ,623** | ,476** | ,462** | ,333** | ,590** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,004 | ,000 | |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 |

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

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

3. Kualitas Pelayanan

| | | Correlations | | | | | | | | | | |
|--------|-----------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------|
| | | X3.1.1 | X3.1.2 | X3.2.1 | X3.2.2 | X3.3.1 | X3.3.2 | X3.4.1 | X3.4.2 | X3.5.1 | X3.5.2 | TOTAL_X3 |
| X3.1.1 | Pearson | | | | | | | | | | | |
| | Correlation | 1 | ,660** | ,372** | ,449** | ,577** | ,589** | ,413** | ,420** | ,631** | ,633** | ,697** |
| | Sig. (2-tailed) | | 0 | 0,001 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 |
| X3.1.2 | Pearson | | | | | | | | | | | |
| | Correlation | ,660** | 1 | ,467** | ,555** | ,484** | ,663** | ,586** | ,516** | ,590** | ,586** | ,746** |
| | Sig. (2-tailed) | 0 | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 |
| X3.2.1 | Pearson | | | | | | | | | | | |
| | Correlation | ,372** | ,467** | 1 | ,766** | ,647** | ,645** | ,670** | ,679** | ,623** | ,575** | ,785** |
| | Sig. (2-tailed) | 0,001 | 0 | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 |
| X3.2.2 | Pearson | | | | | | | | | | | |
| | Correlation | ,449** | ,555** | ,766** | 1 | ,664** | ,666** | ,642** | ,597** | ,714** | ,676** | ,817** |
| | Sig. (2-tailed) | 0 | 0 | 0 | | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 |
| X3.3.1 | Pearson | | | | | | | | | | | |
| | Correlation | ,577** | ,484** | ,647** | ,664** | 1 | ,780** | ,771** | ,637** | ,738** | ,771** | ,855** |
| | Sig. (2-tailed) | 0 | 0 | 0 | 0 | | 0 | 0 | 0 | 0 | 0 | 0 |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 |
| X3.3.2 | Pearson | | | | | | | | | | | |
| | Correlation | ,589** | ,663** | ,645** | ,666** | ,780** | 1 | ,837** | ,726** | ,732** | ,717** | ,896** |

| | | | | | | | | | | | | |
|----------|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | Sig. (2-tailed) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 |
| X3.4.1 | Pearson Correlation | ,413** | ,586** | ,670** | ,642** | ,771** | ,837** | 1 | ,758** | ,714** | ,703** | ,863** |
| | Sig. (2-tailed) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 |
| X3.4.2 | Pearson Correlation | ,420** | ,516** | ,679** | ,597** | ,637** | ,726** | ,758** | 1 | ,674** | ,712** | ,817** |
| | Sig. (2-tailed) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 |
| X3.5.1 | Pearson Correlation | ,631** | ,590** | ,623** | ,714** | ,738** | ,732** | ,714** | ,674** | 1 | ,856** | ,881** |
| | Sig. (2-tailed) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 |
| X3.5.2 | Pearson Correlation | ,633** | ,586** | ,575** | ,676** | ,771** | ,717** | ,703** | ,712** | ,856** | 1 | ,874** |
| | Sig. (2-tailed) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 |
| TOTAL_X3 | Pearson Correlation | ,697** | ,746** | ,785** | ,817** | ,855** | ,896** | ,863** | ,817** | ,881** | ,874** | 1 |
| | Sig. (2-tailed) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 |

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

4. Kepuasan Konsumen

| | | Correlations | | | | | | |
|---------|-----------------|--------------|--------|--------|--------|--------|--------|---------|
| | | Y1.1.1 | Y1.1.2 | Y1.2.1 | Y1.2.2 | Y1.3.1 | Y1.3.2 | TOTAL_Y |
| Y1.1.1 | Pearson | | | | | | | |
| | Correlation | 1 | ,740** | ,680** | 0,19 | ,753** | ,690** | ,846** |
| | Sig. (2-tailed) | | 0 | 0 | 0,102 | 0 | 0 | 0 |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 |
| Y1.1.2 | Pearson | | | | | | | |
| | Correlation | ,740** | 1 | ,766** | ,307** | ,742** | ,824** | ,912** |
| | Sig. (2-tailed) | 0 | | 0 | 0,007 | 0 | 0 | 0 |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 |
| Y1.2.1 | Pearson | | | | | | | |
| | Correlation | ,680** | ,766** | 1 | ,230* | ,820** | ,664** | ,868** |
| | Sig. (2-tailed) | 0 | 0 | | 0,047 | 0 | 0 | 0 |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 |
| Y1.2.2 | Pearson | | | | | | | |
| | Correlation | 0,19 | ,307** | ,230* | 1 | 0,211 | ,334** | ,446** |
| | Sig. (2-tailed) | 0,102 | 0,007 | 0,047 | | 0,069 | 0,003 | 0 |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 |
| Y1.3.1 | Pearson | | | | | | | |
| | Correlation | ,753** | ,742** | ,820** | 0,211 | 1 | ,678** | ,879** |
| | Sig. (2-tailed) | 0 | 0 | 0 | 0,069 | | 0 | 0 |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 |
| Y1.3.2 | Pearson | | | | | | | |
| | Correlation | ,690** | ,824** | ,664** | ,334** | ,678** | 1 | ,871** |
| | Sig. (2-tailed) | 0 | 0 | 0 | 0,003 | 0 | | 0 |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 |
| TOTAL_Y | Pearson | | | | | | | |
| | Correlation | ,846** | ,912** | ,868** | ,446** | ,879** | ,871** | 1 |
| | Sig. (2-tailed) | 0 | 0 | 0 | 0 | 0 | 0 | |
| | N | 75 | 75 | 75 | 75 | 75 | 75 | 75 |

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

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

UJI RELIABILITAS

1. Tarif Pengiriman

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| 0,738 | 9 |

2. Lokasi

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| 0,701 | 7 |

3. Kualitas Pelayanan

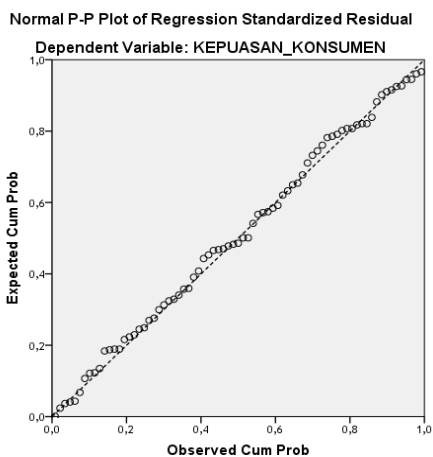
| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| 0,784 | 11 |

4. Kepuasan Konsumen

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| 0,801 | 7 |

UJI ASUMSI KLASIK & ANALISIS REGRESI BERGANDA

1. Uji Normalitas



2. Uji Heteroskedastisitas

| Model | Coefficien | | | | |
|--------------------|-----------------------------|------------|---------------------------|-------|-------|
| | Unstandardized Coefficients | | Standardized Coefficients | T | Sig. |
| | B | Std. Error | Beta | | |
| 1 (Constant) | 0,320 | 1,180 | | 0,271 | 0,787 |
| TARIF_PENGIRIMAN | 0,014 | 0,019 | 0,109 | 0,767 | 0,446 |
| LOKASI | 0,021 | 0,040 | 0,063 | 0,518 | 0,606 |
| KUALITAS PELAYANAN | -0,011 | 0,021 | -0,075 | -0,53 | 0,598 |

a. Dependent Variable: RES_2

3. Uji Autokorelasi & Analisis Regresi Berganda

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate | Model Summary ^b | | | | | Durbin-Watson |
|-------|-------------------|----------|-------------------|----------------------------|----------------------------|----------|-----|-----|---------------|---------------|
| | | | | | Change in R Square | F Change | df1 | df2 | Sig. F Change | |
| 1 | ,906 ^a | ,821 | ,813 | 1,100 | ,821 | 108,284 | 3 | 71 | ,000 | 1,605 |

a. Predictors: (Constant), KUALITAS_PELAYANAN, LOKASI, TARIF_PENGIRIMAN

b. Dependent Variable: KEPUASAN_KONSUMEN

4. Uji Multikolonieritas, Analisis Regresi Berganda & Uji T

| Model | Coefficients ^a | | | | | | | | | | | | |
|----------------------------|---------------------------|---------------|--------------|--------|------|---------------------------------------|----------------|----------------|---------|------|----------------------------|-------|--|
| | Unstandardize | | Standardized | T | Sig. | 95,0% Confidence Interval for B | | Correlations | | | Collinearity Statistics | | |
| | d Coefficients | Std. Error | Coefficients | | | Lower Bound | Upper Bound | Zero- order | Partial | Part | Tolera nce | VIF | |
| (Constan) | ,700 | 1,967 | | ,356 | ,723 | -3,222 | 4,621 | | | | | | |
| TARIF_P ENGIRIN | ,070 | ,031 | ,136 | 2,228 | ,029 | ,007 | ,132 | ,599 | ,256 | ,112 | ,683 | 1,465 | |
| 1 LOKASI | ,154 | ,067 | ,118 | 2,283 | ,025 | ,019 | ,288 | ,306 | ,261 | ,115 | ,945 | 1,059 | |
| KUALITA S_PELAY ANAN | ,448 | ,034 | ,791 | 13,034 | ,000 | ,379 | ,516 | ,890 | ,840 | ,655 | ,686 | 1,457 | |

a. Dependent Variable: KEPUASAN_KONSUMEN

5. Uji F

| Model | | ANOVA ^a | | | | |
|-------|------------|--------------------|----|-------------|---------|-------------------|
| | | Sum of Squares | Df | Mean Square | F | Sig. |
| 1 | Regression | 392,857 | 3 | 130,952 | 108,284 | ,000 ^b |
| | Residual | 85,863 | 71 | 1,209 | | |
| | Total | 478,720 | 74 | | | |

a. Dependent Variable: KEPUASAN_KONSUMEN

b. Predictors: (Constant), KUALITAS_PELAYANAN, LOKASI, TARIF_PENGIRIMAN

