

KUISIONER KONSUMEN

A. Profil responden:

Berilah tanda silang (X) pada pertanyaan-pertanyaan di bawah ini sesuai keadaan Anda!

1. Nama :
2. Jenis Kelamin:
 - a. Pria
 - b. Wanita
3. Usia Anda:
 - a. < 15th
 - b. 16th – 20th
 - c. 21th – 25th
 - d. >30th
4. Pekerjaan Anda:
 - a. Pelajar/Mahasiswa
 - b. Pegawai Negeri Sipil (PNS)
 - c. Wiraswasta
 - d. Lain-lain
5. Pendapatan/uang saku Anda per bulan:
 - a. < Rp500.000,00
 - b. Rp500.000,00 – Rp1.000.000,00
 - c. Rp1.000.001,00 – Rp1.500.000,00
 - d. > Rp1.500.000,00

B. Berilah jawaban pertanyaan-pertanyaan berikut sesuai dengan pendapat Anda, dengan cara memberi tanda silang (X) pada kolom yang tersedia!

No	Pertanyaan	SS	S	KS	TS	STS
	Keandalan Pelayanan					
1.	Ketepatan karyawan dalam melayani konsumen					
2.	Kesesuaian pelayanan dengan janji yang ditawarkan					
3.	Ketepatan solusi pemecahan masalah					
4.	Pelayanan sesuai harapan					
	Daya Tanggap					
5.	Kesigapan wiraniaga dalam bekerja					
6.	Penanganan keluhan konsumen baik					
7.	Kesediaan membantu pelanggan					
8.	Keadilan dalam melayani konsumen					
	Jaminan					
9.	Keramahan, perhatian dan kesopanan wiraniaga					
10.	Prestasi dan reputasi Siomay Kuah Segar baik					
11.	Kualitas produk yang disajikan baik					
12.	Perasaan aman saat melakukan transaksi					
	Empati					
13.	Kemudahan menghubungi manajemen Siomay Kuah Segar					
14.	Kemampuan wiraniaga berkomunikasi dengan konsumen baik					
15.	Mengetahui keinginan konsumen					

No	Pertanyaan	SS	S	KS	TS	STS
	Bukti Fisik					
16.	Penampilan fisik gedung baik					
17.	Lokasi/tempat parkir yang luas dan nyaman					
18.	Keserasian penataan ruang					

Keterangan: SS= Sangat Setuju; S=Setuju; KS=Kurang Setuju; TS=Tidak setuju;
STS=Sangat Tidak Setuju

C. Timbangan Atribut

Urutkan atribut dibawah ini yang Anda anggap paling penting sebelum melakukan pembelian di Siomay Kuah Segar Yogyakarta (berikan nomor 1-5)!

- () Keandalan Pelayanan
- () Daya Tanggap
- () Jaminan
- () Empati
- () Bukti Fisik

JAWABAN 30 RESPONDEN

No.	Keandalan						Ketanggapan						Jaminan						Empati						Bukti Fisik				
	1	2	3	4	= Σ	Rata2	1	2	3	4	= Σ	Rata2	1	2	3	4	= Σ	Rata2	1	2	3	= Σ	Rata2		1	2	3	= Σ	Rata2
1	2	2	3	3	10	2.5	2	2	2	3	9	2.3	3	3	2	3	11	2.8	3	4	2	9	3		3	3	3	9	3
2	2	3	2	2	9	2.3	3	3	2	2	10	2.5	2	2	3	2	9	2.3	4	4	4	12	4		4	4	4	12	4
3	1	2	2	2	7	1.8	2	2	1	1	6	1.5	2	2	2	1	7	1.8	4	2	2	8	2.7		3	3	3	9	3
4	3	4	3	4	14	3.5	4	4	3	3	14	3.5	3	4	4	3	14	3.5	3	3	3	9	3		3	3	2	8	2.7
5	1	2	1	1	5	1.3	2	2	1	1	6	1.5	1	1	2	1	5	1.3	5	5	5	15	5		5	4	4	13	4.3
6	1	3	2	2	8	2	3	2	1	1	7	1.8	2	2	2	1	7	1.8	4	4	4	12	4		5	3	5	13	4.3
7	3	3	3	4	13	3.3	3	4	3	3	13	3.3	3	4	4	3	14	3.5	3	5	3	11	3.7		5	4	4	13	4.3
8	2	3	2	3	10	2.5	3	3	2	3	11	2.8	2	3	3	3	11	2.8	4	4	4	12	4		4	4	3	11	3.7
9	3	3	3	3	12	3	3	4	3	2	12	3	3	3	4	2	12	3	4	4	4	12	4		4	3	3	10	3.3
10	2	2	2	2	8	2	2	2	2	2	8	2	2	2	2	2	8	2	3	3	3	9	3		4	4	3	11	3.7
11	3	3	3	3	12	3	3	3	3	3	12	3	3	3	3	3	12	3	5	5	5	15	5		5	5	4	14	4.7
12	2	2	3	2	9	2.3	2	1	2	2	7	1.8	3	2	1	2	8	2	4	5	4	13	4.3		5	5	5	15	5
13	2	2	2	2	8	2	2	2	2	1	7	1.8	2	2	2	1	7	1.8	3	3	3	9	3		4	4	4	12	4
14	2	3	2	3	10	2.5	3	3	2	2	10	2.5	2	3	3	2	10	2.5	3	3	3	9	3		3	4	3	10	3.3
15	1	2	1	1	5	1.3	2	2	1	1	6	1.5	1	1	2	1	5	1.3	3	3	3	9	3		3	3	3	9	3
16	1	4	1	5	11	2.8	4	3	1	1	9	2.3	1	5	3	1	10	2.5	4	4	4	12	4		3	3	3	9	3
17	2	3	3	3	11	2.8	3	3	2	2	10	2.5	3	3	3	2	11	2.8	4	4	4	12	4		3	3	3	9	3
18	1	3	1	3	8	2	3	3	1	1	8	2	1	3	3	1	8	2	4	4	4	12	4		3	3	3	9	3
19	3	3	3	3	12	3	3	3	3	3	12	3	3	3	3	3	12	3	3	3	3	9	3		5	4	4	13	4.3
20	2	4	3	3	12	3	4	3	2	3	12	3	3	3	3	3	12	3	4	5	5	14	4.7		5	5	4	14	4.7
21	2	2	3	3	10	2.5	2	2	2	2	8	2	3	3	2	2	10	2.5	4	4	4	12	4		3	3	3	9	3

22	3	1	3	1	8	2	1	1	3	3	8	2	3	1	1	3	8	2	5	4	4	13	4.3	4	4	4	12	4
23	2	4	2	2	10	2.5	4	4	2	2	12	3	2	2	4	2	10	2.5	4	4	4	12	4	5	4	4	13	4.3
24	3	3	2	3	11	2.8	3	3	3	3	12	3	2	3	3	3	11	2.8	5	4	4	13	4.3	4	4	3	11	3.7
25	2	3	1	3	9	2.3	3	3	2	2	10	2.5	1	3	3	2	9	2.3	4	5	3	12	4	3	5	3	11	3.7
26	2	4	4	2	12	3	4	4	2	2	12	3	4	2	4	2	12	3	4	4	4	12	4	3	3	4	10	3.3
27	2	1	2	2	7	1.8	1	1	2	2	6	1.5	2	2	1	2	7	1.8	4	4	4	12	4	5	4	4	13	4.3
28	3	3	3	3	12	3	3	3	3	3	12	3	3	3	3	3	12	3	4	3	4	11	3.7	4	4	2	10	3.3
29	2	3	2	2	9	2.3	3	3	2	2	10	2.5	2	2	3	2	9	2.3	4	4	3	11	3.7	4	4	4	12	4
30	2	3	3	4	12	3	3	3	2	3	11	2.8	3	4	3	3	13	3.3	4	4	4	12	4	4	4	4	12	4

UJI VALIDITAS DAN REALIBILITAS

1. Uji Validitas

1.1 Variabel Keandalan

		1	2	3	4	Total
1	Pearson Correlation	1	.089	.642*	.254	.674*
	Sig. (2-tailed)		.638	.000	.175	.000
	N	30	30	30	30	30
2	Pearson Correlation	.089	1	.123	.565*	.668*
	Sig. (2-tailed)	.638		.518	.001	.000
	N	30	30	30	30	30
3	Pearson Correlation	.642*	.123	1	.170	.689*
	Sig. (2-tailed)	.000	.518		.370	.000
	N	30	30	30	30	30
4	Pearson Correlation	.254	.565*	.170	1	.757*
	Sig. (2-tailed)	.175	.001	.370		.000
	N	30	30	30	30	30
Tot	Pearson Correlation	.674*	.668*	.669*	.757*	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	30	30	30	30	30

1.2 Variabel Ketanggapan

		1	2	3	4	Total
1	Pearson Correlation	1	.861*	.089	.159	.738*
	Sig. (2-tailed)		.000	.638	.400	.000
	N	30	30	30	30	30
2	Pearson Correlation	.861*	1	.318	.263	.842*
	Sig. (2-tailed)	.000		.086	.159	.000
	N	30	30	30	30	30
3	Pearson Correlation	.089	.318	1	.818*	.705*
	Sig. (2-tailed)	.638	.086		.000	.000
	N	30	30	30	30	30
4	Pearson Correlation	.159	.263	.818*	1	.715*
	Sig. (2-tailed)	.400	.159	.000		.000
	N	30	30	30	30	30
Tot	Pearson Correlation	.738*	.842*	.705*	.715*	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	30	30	30	30	30

1.3 Variabel Jaminan

		1	2	3	4	Total
1	Pearson Correlation	1	.082	.652*	.413*	.651*
	Sig. (2-tailed)		.665	.012	.023	.000
	N	30	30	30	30	30
2	Pearson Correlation	.082	1	.485	.500*	.652*
	Sig. (2-tailed)	.665		.007	.005	.000
	N	30	30	30	30	30
3	Pearson Correlation	.452*	.485*	1	.62*	.859*
	Sig. (2-tailed)	.012	.007		.000	.000
	N	30	30	30	30	30
4	Pearson Correlation	.413*	.500*	.602*	1	.845*
	Sig. (2-tailed)	.023	.005	.000		.000
	N	30	30	30	30	30
Tot	Pearson Correlation	.651*	.652*	.859*	.845*	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	30	30	30	30	30

1.4 Variabel Empati

		1	2	3	Total
1	Pearson Correlation	1	.477*	.699*	.830*
	Sig. (2-tailed)		.008	.000	.000
	N	30	30	30	30
2	Pearson Correlation	.477*	1	.599*	.826*
	Sig. (2-tailed)	.008		.000	.000
	N	30	30	30	30
3	Pearson Correlation	.699*	.599*	1	.902*
	Sig. (2-tailed)	.000	.000		.000
	N	30	30	30	30
Tot	Pearson Correlation	.830*	.826*	.902*	1
	Sig. (2-tailed)	.000	.000	.000	
	N	30	30	30	30

1.5 Variabel Bukti Fisik

		1	2	3	Total
1	Pearson Correlation	1	.585*	.684*	.916*
	Sig. (2-tailed)		.001	.000	.000
	N	30	30	30	30
2	Pearson Correlation	.585*	1	.382*	.766*
	Sig. (2-tailed)	.001		.000	.000
	N	30	30	30	30
3	Pearson Correlation	.684*	.382*	1	.827*
	Sig. (2-tailed)	.000	.037		.000
	N	30	30	30	30
Tot	Pearson Correlation	.916*	.766*	.827*	1
	Sig. (2-tailed)	.000	.000	.00	
	N	30	30	30	30

2. Uji Reliabilitas

2.1 Variabel Keandalan

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's	
Alpha	N of Items
.635	4

2.2 Variabel Ketanggapan

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's	
Alpha	N of Items
.742	4

2.3 Variabel Jaminan

Case Processing Summary		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's	
Alpha	N of Items
.690	4

2.4 Variabel Empati

Case Processing Summary		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's	
Alpha	N of Items
.809	3

2.5 Variabel Bukti Fisik

Case Processing Summary		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.742	3

REKAPITULASI DATA

HASIL PERNYATAAN TENTANG TIMBANGAN ATRIBUT

PADA SIOMAY KUAH SEGAR YOGYAKARTA

No	Keandalan	Ketanggapan	Jaminan	Empati	Bukti fisik
1	1	2	5	4	3
2	5	4	1	3	2
3	4	2	1	5	3
4	1	3	2	5	4
5	4	2	1	3	5
6	3	1	4	5	2
7	2	1	5	4	3
8	3	1	5	4	2
9	5	1	4	3	3
10	1	2	3	4	5
11	5	3	4	2	1
12	1	2	3	4	5
13	1	2	2	3	4
14	5	4	1	3	2
15	1	3	2	5	4
16	1	3	5	4	2
17	5	2	1	4	3
18	1	5	4	3	2
19	1	5	4	3	2
20	2	1	5	4	3
21	3	1	2	5	4
22	1	2	5	4	3
23	1	3	2	5	4
24	4	2	5	3	1
25	1	2	3	5	4
26	1	3	2	5	4
27	1	3	2	5	4
28	1	4	2	5	3

29	5	1	4	3	2
30	5	1	4	3	2
31	1	3	2	5	2
32	2	5	1	3	4
33	2	5	1	3	4
34	1	3	2	4	5
35	1	2	3	5	4
36	3	2	1	4	5
37	1	2	4	5	3
38	1	2	3	5	4
39	2	1	5	4	3
40	1	4	2	3	5
41	1	3	2	4	5
42	1	3	2	4	5
43	5	2	4	3	1
44	2	1	3	5	4
45	1	4	2	3	5
46	1	3	2	4	5
47	1	3	2	4	5
48	1	3	2	4	5
49	5	1	4	3	2
50	1	3	2	4	5
51	3	2	1	4	5
52	1	3	2	5	4
53	2	2	3	4	5
54	1	4	2	3	5
55	1	2	3	4	5
56	2	3	1	5	4
57	1	3	2	5	4
58	5	3	4	1	2
59	1	3	2	4	5
60	4	2	1	5	3
61	1	4	2	3	5
62	2	1	3	5	4
63	1	4	2	5	3
64	1	3	5	2	4
65	1	4	2	3	5
66	1	3	5	2	4
67	2	3	1	5	4
68	1	5	3	2	4

69	1	4	2	3	5
70	1	2	3	5	4
71	1	3	2	5	4
72	2	2	1	5	4
73	2	1	5	4	3
74	1	3	2	4	5
75	2	3	1	5	4
76	1	2	3	5	4
77	1	2	3	5	4
78	1	3	2	4	5
79	1	3	2	4	5
80	2	2	1	5	4
81	2	2	1	5	4
82	1	4	2	3	5
83	1	3	2	4	5
84	1	2	3	4	5
85	2	3	1	5	4
86	2	3	1	5	4
87	2	3	1	5	4
88	2	3	1	5	4
89	1	2	3	4	5
90	1	4	2	3	5
91	5	2	4	1	3
92	5	2	4	1	3
93	5	2	4	1	3
94	5	4	4	1	3
95	1	2	5	4	3
96	4	3	5	1	2
97	3	2	1	4	5
98	5	4	1	2	3
99	3	4	5	1	2
100	5	1	4	3	2

REKAPITULASI DATA IDENTITAS RESPONDEN

No	Jenis Kelamin		Umur (tahun)				Pekerjaan				Penghasilan/Saku per Bulan (Ribuan Rupiah)			
	P	L	<15th	16th–20th	21th-25th	>30th	P/M	PNS	W	LL	<500	501-1.000	1.001-1.500	>1.500
1		x		x			x					x		
2	x			x			x				x			
3	x			x			x				x			
4	x			x			x				x			
5	x			x						x		x		
6	x			x						x		x		
7	x			x			x					x		
8		x		x			x				x			
9		x			x		x					x		
10		x				x		x					x	
11	x			x			x				x			
12	x		x				x				x			
13		x			x			x						x
14	x				x		x					x		
15	x				x					x			x	
16	x					x		x					x	
17		x	x				x				x			
18		x		x			x					x		
19		x		x			x					x		
20		x		x			x					x		
21		x			x				x				x	

22	x				x				x			x		
23	x				x				x				x	
24		x			x		x					x		
25	x				x		x					x		
26	x				x				x				x	
27	x				x				x				x	
28	x			x			x					x		
29		x		x			x					x		
30		x		x			x					x		
31	x		x				x				x			
32	x		x			x	x				x			
33		x				x		x					x	
34		x				x		x						x
35		x				x		x						x
36	x				x					x			x	
37		x		x			x				x			
38		x			x					x			x	
39	x				x					x			x	
40	x			x			x				x			
41	x					x		x						x
42		x				x		x						x
43	x		x				x				x			
44	x		x				x				x			
45	x		x				x				x			
46	x			x			x				x			
47		x		x			x					x		
48		x		x			x					x		

49		x		x					x			x	
50		x				x		x				x	
51	x		x				x				x		
52	x					x		x					x
53		x			x		x					x	
54	x				x		x					x	
55		x			x				x			x	
56	x				x				x				x
57		x			x					x			x
58		x			x					x			x
59	x			x			x				x		
60		x		x			x				x		
61		x		x			x				x		
62	x				x					x			x
63	x				x				x				x
64	x				x					x		x	
65	x				x				x				x
66	x		x				x				x		
67	x		x				x				x		
68		x	x				x				x		
69		x				x		x					x
70		x				x			x				x
71	x					x			x				x
72		x				x				x			x
73	x					x		x					x
74	x		x				x				x		
75		x	x				x				x		

76	x				x					x		x		
77	x				x					x			x	
78	x				x					x		x		
79	x			x			x				x			
80	x			x			x				x			
81		x		x			x				x			
82	x			x			x					x		
83		x			x		x					x		
84		x			x				x			x		
85		x			x		x					x		
86	x				x					x	x			
87	x				x		x				x			
88		x			x		x					x		
89		x		x			x				x			
90		x		x			x				x			
91	x		x				x				x			
92	x					x		x						x
93	x			x			x				x			
94	x				x		x					x		
95	x			x		x		x						x
96	x			x			x				x			
97	x		x				x				x			
98		x			x		x					x		
99		x			x		x					x		
100		x			x		x					x		

REKAPITULASI DATA
HASIL TANGGAPAN KONSUMEN
PADA SIOMAY KUAH SEGAR YOGYAKARTA

No	Keandalan					Ketanggapan					Jaminan					Empati				Bukti fisik			
	1	2	3	4	= Σ	1	2	3	4	= Σ	1	2	3	4	= Σ	1	2	3	= Σ	1	2	3	= Σ
1	4	3	4	5	16	3	3	4	4	14	4	5	4	5	18	3	4	3	10	5	3	4	12
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