LAMPIRAN

KUISIONER

PENGARUH KUALITAS PELAYANAN TERHADAP KEPUASAN PENUMPANG DI PT. ANGKASA PURA I (PERSERO) BANDARA ADISUTJIPTO - YOGYAKARTA

Saya Fatmawati mahasiswa Universitas Negeri Yogyakarta dengan ini ingin mengadakan *survey* guna melengkapi Tugas Akhir. Maka perkenankanlah kesediaan Bapak/Ibu/Sdr/Sdri untuk mengisi kuisioner yang telah saya sediakan dengan keadaan yang sebenar-benarnya. Atas partisipasi Bpk/Ibu/Sdr/Sdri dalam pengisian kuisioner ini saya ucapkan terimakasih.

Berilah tanda (√) pada jawaban yang anda pilih.

A. Identitas Responden

1. Jenis kelamin
   a. ( ) Pria
   b. ( ) Wanita

2. Usia
   a. ( ) Kurang dari 20 tahun
   b. ( ) 20–29 tahun
   c. ( ) 30–39 tahun
   d. ( ) 40-49 tahun
   e. ( ) Lebih dari 50 tahun

3. Pendidikan
   a. ( ) SD
   b. ( ) SLPT/SMP
   c. ( ) SLTA/SMA
   d. ( ) Akademik/ Perguruan Tinggi
   e. ( ) Lain-lain

4. Pekerjaan
   a. ( ) Pelajar/Mahasiswa
   b. ( ) Pegawai Negeri Sipil
   c. ( ) Pegawai Swasta
   d. ( ) Petani
   e. ( ) Wiraswasta
   f. ( ) Lain-lain

5. Pendapatan Anda Perbulan
   a. ( ) dibawah Rp 1.000.000,00
   b. ( ) Rp 1000.000,00 – Rp. 2.500.000,00
   c. ( ) Rp 2.500.001,00 – Rp. 5.000.000,00
   d. ( ) Rp 5.000.001,00–Rp 7.500.000,00
   e. ( ) di atas Rp. 7.500.000,00

B. Kualitas Pelayanan PT. Angkasa Pura I (Persero) Bandara Adisutjipto – Yogyakarta

Keterangan :

SS : Sangat Setuju
S : Setuju
KS : Kurang Setuju
TS : Tidak Setuju
STS : Sangat Tidak Setuju

Berilah tanda (√) pada kolom sesuai dengan jawaban anda

No	PERTANYAAN	SS	S	KS	TS	STS
1.	**KEBERWUJUDAN**					
	1. Fasilitas fisik yang baik (gedung) Bandara Adisutjipto Yogyakarta					
	2. Ketersediaan tempat parkir yang luas.					
	3. Penampilan karyawan PT. Angkasa Pura I (Persero) Bandara Adisutjipto Yogyakarta					
	4. Kebersihan, kerapihan dan kenyamanan) Bandara Adisutjipto Yogyakarta					
2.	**KEANDALAN**					
	5. Ketersediaan layanan pendukung (toilet)					
	6. Ketepatan pelayanan					
	7. Jadwal penerbangan dijalankan dengan tepat dan tertib					
3.	**KETANGGAPAN**					
	8. Kesigapan karyawan dalam menangani pelanggan					
	9. Penanganan keluhan pelanggan PT. Angkasa Pura I (Persero) Bandara Adisutjipto Yogyakarta					
	10. Kemampuan Karyawan memberikan informasi yang dibutuhkan secara lengkap dan jelas					
4.	**KEPASTIAN**					
	11. Pengetahuan dan kemampuan yang dimiliki karyawan dalam melakukan tugasnya					
	12. Keramahan, perhatian, kesopanan karyawan PT. Angkasa Pura I (Persero) Bandara Adisutjipto Yogyakarta					

No	PERTANYAAN	SS	S	KS	TS	STS
4	**KEPASTIAN**					
	13. Sikap jujur, dapat dipercaya oleh para karyawan dalam memberikan pelayanan					
5	**EMPATI**					
	14. Pelanggan mudah untuk menghubungi pihak bandara					
	15. Kemampuan karyawan berkomunikasi dengan pelanggan					
	16. Karyawan memberikan perhatian penuh terhadap setiap complain pelanggan					

C. Kepuasan Pelanggan PT. Angkasa Pura I (Persero) Bandara Adisutjipto –Yogyakarta
Berilah tanda (√) pada kolom sesuai dengan jawaban anda!

No	PERTANYAAN	SS	S	KS	TS	STS
1	***REPEAT***					
	1. Pelanggan selalu datang kembali untuk bertransaksi					
2	***RETENTION***					
	2. Pelanggan tidak terpengaruh dengan pihak lain yang mengadakan layanan sejenis					
3	***REFERRAL***					
	3. Jika pelayanan baik maka pelanggan akan memberitahu orang/pihak lain					
	4. Jika pelayanan kurang baik maka akan memberitahu pihak pengelola PT. Angkasa Pura I (Persero) Bandara Adisutjipto Yogyakarta					

nilai kritis distribusi student-t

v	α				
	0,10	**0,05**	**0,025**	**0,01**	**0.005**
1	3,078	6,314	12,706	31,821	63,657
2	1,886	2,920	4,303	6,965	9,925
3	1,638	2,353	3,182	4,541	5,841
4	1,533	2,132	2,776	3,747	4,604
5	1,476	2,015	2,571	3,365	4,032
6	1,440	1,943	2,447	3,143	3,707
7	1,415	1,895	2,365	2,998	3,499
8	1,397	1,860	2,306	2,896	3,355
9	1,383	1,833	2,262	2,821	3,250
10	1,372	1,812	2,228	2,764	3,169
11	1,363	1,796	2,201	2,718	3,106
12	1,356	1,782	2,179	2,681	3,055
13	1,350	1,771	2,160	2,650	3,012
14	1,345	1,761	2,145	2,624	2,977
15	1,341	1,753	2,131	2,602	2,947
16	1,337	1,746	2,120	2,583	2,921
17	1,333	1,740	2,110	2,567	2,898
18	1,330	1,734	2,101	2,552	2,878
19	1,328	1,729	2,093	2,539	2,861
20	1,325	1,725	2,086	2,528	2,845
21	1,323	1,721	2,080	2,518	2,831
22	1,321	1,717	2,074	2,508	2,819
23	1,319	1,714	2,069	2,500	2,807
24	1,318	1,711	2,064	2,492	2,797
25	1,316	1,708	2,060	2,485	2,787
26	1,315	1,706	2,056	2,479	2,779
27	1,314	1,703	2,052	2,473	2,771
28	1,313	1,701	2,048	2,267	2,763
29	1,311	1,699	2,045	2,462	2,756
inf	1,282	1,645	1,960	2,326	2,576

```
RELIABILITY
  /VARIABLES=P1 P2 P3 P4 P5 P6 P7 P8 P9 P10 P11 P12 P13 P14 P15 P16
  /SCALE('ALL VARIABLES') ALL
  /MODEL=ALPHA
  /STATISTICS=DESCRIPTIVE SCALE CORR COV
  /SUMMARY=TOTAL MEANS VARIANCE COV CORR.
```

Reliability

[DataSet0]

Warnings

The determinant of the covariance matrix is zero or approximately zero. Statistics based on its inverse matrix cannot be computed and they are displayed as system missing values.

Scale: ALL VARIABLES

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	Cronbach's Alpha Based on Standardized Items	N of Items
.907	.912	16

Item Statistics

	Mean	Std. Deviation	N
P1	4.1667	.53067	30
P2	4.2333	.43018	30
P3	4.3000	.46609	30
P4	4.1333	.68145	30
P5	4.3667	.49013	30
P6	4.0000	.52523	30
P7	3.8667	.68145	30
P8	4.1667	.53067	30
P9	4.2333	.43018	30
P10	4.2000	.48423	30

Item Statistics

	Mean	Std. Deviation	N
P11	4.1667	.37905	30
P12	4.2667	.44978	30
P13	4.2333	.43018	30
P14	4.2333	.43018	30
P15	4.3000	.53498	30
P16	4.3667	.49013	30

Inter-Item Correlation Matrix

	P1	P2	P3	P4	P5	P6	P7	P8	P9
P1	1.000	.579	.209	.127	.155	.495	.445	1.000	.579
P2	.579	1.000	.327	.361	.234	.458	.580	.579	1.000
P3	.209	.327	1.000	.521	.257	.282	.347	.209	.327
P4	.127	.361	.521	1.000	.571	.482	.708	.127	.361
P5	.155	.234	.257	.571	1.000	.402	.461	.155	.234
P6	.495	.458	.282	.482	.402	1.000	.674	.495	.458
P7	.445	.580	.347	.708	.461	.674	1.000	.445	.580
P8	1.000	.579	.209	.127	.155	.495	.445	1.000	.579
P9	.579	1.000	.327	.361	.234	.458	.580	.579	1.000
P10	.671	.596	.336	.334	.116	.271	.502	.671	.596
P11	.714	.599	.293	.178	.217	.173	.356	.714	.599
P12	.530	.558	.428	.218	.323	.292	.345	.530	.558
P13	.428	.441	.155	.243	.234	.153	.227	.428	.441
P14	.428	.441	.155	.125	.234	.458	.110	.428	.441
P15	.304	.285	.318	.359	.355	.368	.208	.304	.285
P16	.420	.234	.106	.158	.282	.134	-.055	.420	.234

Inter-Item Correlation Matrix

	P10	P11	P12	P13	P14	P15	P16
P1	.671	.714	.530	.428	.428	.304	.420
P2	.596	.599	.558	.441	.441	.285	.234
P3	.336	.293	.428	.155	.155	.318	.106
P4	.334	.178	.218	.243	.125	.359	.158
P5	.116	.217	.323	.234	.234	.355	.282
P6	.271	.173	.292	.153	.458	.368	.134
P7	.502	.356	.345	.227	.110	.208	-.055
P8	.671	.714	.530	.428	.428	.304	.420
P9	.596	.599	.558	.441	.441	.285	.234
P10	1.000	.751	.380	.430	.099	.160	.262
P11	.751	1.000	.742	.599	.388	.425	.402
P12	.380	.742	1.000	.558	.558	.516	.323
P13	.430	.599	.558	1.000	.441	.285	.234
P14	.099	.388	.558	.441	1.000	.734	.562
P15	.160	.425	.516	.285	.734	1.000	.618
P16	.262	.402	.323	.234	.562	.618	1.000

Inter-Item Covariance Matrix

	P1	P2	P3	P4	P5	P6	P7	P8	P9
P1	.282	.132	.052	.046	.040	.138	.161	.282	.132
P2	.132	.185	.066	.106	.049	.103	.170	.132	.185

Inter-Item Covariance Matrix

	P10	P11	P12	P13	P14	P15	P16
P1	.172	.144	.126	.098	.098	.086	.109
P2	.124	.098	.108	.082	.082	.066	.049

Inter-Item Covariance Matrix

	P1	P2	P3	P4	P5	P6	P7	P8	P9
P3	.052	.066	.217	.166	.059	.069	.110	.052	.066
P4	.046	.106	.166	.464	.191	.172	.329	.046	.106
P5	.040	.049	.059	.191	.240	.103	.154	.040	.049
P6	.138	.103	.069	.172	.103	.276	.241	.138	.103
P7	.161	.170	.110	.329	.154	.241	.464	.161	.170
P8	.282	.132	.052	.046	.040	.138	.161	.282	.132
P9	.132	.185	.066	.106	.049	.103	.170	.132	.185
P10	.172	.124	.076	.110	.028	.069	.166	.172	.124
P11	.144	.098	.052	.046	.040	.034	.092	.144	.098
P12	.126	.108	.090	.067	.071	.069	.106	.126	.108
P13	.098	.082	.031	.071	.049	.034	.067	.098	.082
P14	.098	.082	.031	.037	.049	.103	.032	.098	.082
P15	.086	.066	.079	.131	.093	.103	.076	.086	.066
P16	.109	.049	.024	.053	.068	.034	-.018	.109	.049

Inter-Item Covariance Matrix

	P10	P11	P12	P13	P14	P15	P16
P3	.076	.052	.090	.031	.031	.079	.024
P4	.110	.046	.067	.071	.037	.131	.053
P5	.028	.040	.071	.049	.049	.093	.068
P6	.069	.034	.069	.034	.103	.103	.034
P7	.166	.092	.106	.067	.032	.076	-.018
P8	.172	.144	.126	.098	.098	.086	.109
P9	.124	.098	.108	.082	.082	.066	.049
P10	.234	.138	.083	.090	.021	.041	.062
P11	.138	.144	.126	.098	.063	.086	.075
P12	.083	.126	.202	.108	.108	.124	.071
P13	.090	.098	.108	.185	.082	.066	.049
P14	.021	.063	.108	.082	.185	.169	.118
P15	.041	.086	.124	.066	.169	.286	.162
P16	.062	.075	.071	.049	.118	.162	.240

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	4.202	3.867	4.367	.500	1.129	.016	16
Item Variances	.255	.144	.464	.321	3.232	.009	16
Inter-Item Covariances	.096	-.018	.329	.347	-17.875	.003	16
Inter-Item Correlations	.394	-.055	1.000	1.055	-18.161	.036	16

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
P1	63.0667	23.237	.710	.	.897

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
P2	63.0000	23.862	.738	.	.897
P3	62.9333	24.892	.439	.	.905
P4	63.1000	23.334	.509	.	.906
P5	62.8667	24.740	.445	.	.905
P6	63.2333	23.840	.592	.	.901
P7	63.3667	22.654	.622	.	.901
P8	63.0667	23.237	.710	.	.897
P9	63.0000	23.862	.738	.	.897
P10	63.0333	23.964	.623	.	.900
P11	63.0667	24.340	.713	.	.898
P12	62.9667	23.964	.678	.	.898
P13	63.0000	24.759	.516	.	.903
P14	63.0000	24.621	.549	.	.902
P15	62.9333	23.995	.547	.	.902
P16	62.8667	24.878	.416	.	.906

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
67.2333	27.151	5.21062	16

```
NEW FILE.
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RELIABILITY
  /VARIABLES=P1 P2 P3 P4
  /SCALE('ALL VARIABLES') ALL
  /MODEL-ALPHA
  /STATISTICS=DESCRIPTIVE SCALE CORR COV
  /SUMMARY=TOTAL MEANS VARIANCE COV CORR.
```

Reliability

```
[DataSet1]
```

Scale: ALL VARIABLES

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	Cronbach's Alpha Based on Standardized Items	N of Items
.871	.871	4

Item Statistics

	Mean	Std. Deviation	N
P1	4.3000	.46609	30
P2	4.3000	.46609	30
P3	4.4667	.50742	30
P4	4.6000	.49827	30

Inter-Item Correlation Matrix

	P1	P2	P3	P4
P1	1.000	.683	.700	.535
P2	.683	1.000	.554	.535
P3	.700	.554	1.000	.764
P4	.535	.535	.764	1.000

Inter-Item Covariance Matrix

	P1	P2	P3	P4
P1	.217	.148	.166	.124
P2	.148	.217	.131	.124
P3	.166	.131	.257	.193
P4	.124	.124	.193	.248

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	4.417	4.300	4.600	.300	1.070	.021	4
Item Variances	.235	.217	.257	.040	1.185	.000	4
Inter-Item Covariances	.148	.124	.193	.069	1.556	.001	4
Inter-Item Correlations	.628	.535	.764	.229	1.429	.009	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
P1	13.3667	1.620	.738	.621	.830
P2	13.3667	1.689	.666	.507	.858
P3	13.2000	1.476	.794	.703	.806
P4	13.0667	1.582	.704	.607	.844

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
17.6667	2.713	1.64701	4

```
DATASET ACTIVATE DataSet0.
NEW FILE.
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```
DATASET NAME DataSet2 WINDOW=FRONT.
REGRESSION
  /DESCRIPTIVES MEAN STDDEV CORR SIG N
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS CI BCOV R ANOVA COLLIN TOL CHANGE ZPP
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT kepuasan
  /METHOD=ENTER kualitas.
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Regression

[DataSet2]

Descriptive Statistics

	Mean	Std. Deviation	N
kepuasan	17.4700	1.56641	100
kualitas	69.4900	5.01411	100

Correlations

		kepuasan	kualitas
Pearson Correlation	kepuasan	1.000	.393
	kualitas	.393	1.000
Sig. (1-tailed)	kepuasan	.	.000
	kualitas	.000	.
N	kepuasan	100	100
	kualitas	100	100

Variables Entered/Removedb

Model	Variables Entered	Variables Removed	Method
1	kualitas a	.	Enter

a. All requested variables entered.

b. Dependent Variable: kepuasan

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics		
					R Square Change	F Change	df1
1	.393a	.155	.146	1.44737	.155	17.955	1

a. Predictors: (Constant), kualitas

Model Summary

Model	Change Statistics	
	df2	Sig. F Change
1	98	.000

a. Predictors: (Constant), kualitas

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	37.613	1	37.613	17.955	.000[a]
	Residual	205.297	98	2.095		
	Total	242.910	99			

a. Predictors: (Constant), kualitas

b. Dependent Variable: kepuasan

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95% Confidence Interval for B
		B	Std. Error	Beta			Lower Bound
1	(Constant)	8.928	2.021		4.417	.000	4.917
	kualitas	.123	.029	.393	4.237	.000	.065

a. Dependent Variable: kepuasan

Coefficients[a]

Model		95% Confidence Interval for B	Correlations			Collinearity Statistics	
		Upper Bound	Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)	12.939					
	kualitas	.181	.393	.393	.393	1.000	1.000

a. Dependent Variable: kepuasan

Coefficient Correlations[a]

Model			kualitas
1	Correlations	kualitas	1.000
	Covariances	kualitas	.001

a. Dependent Variable: kepuasan

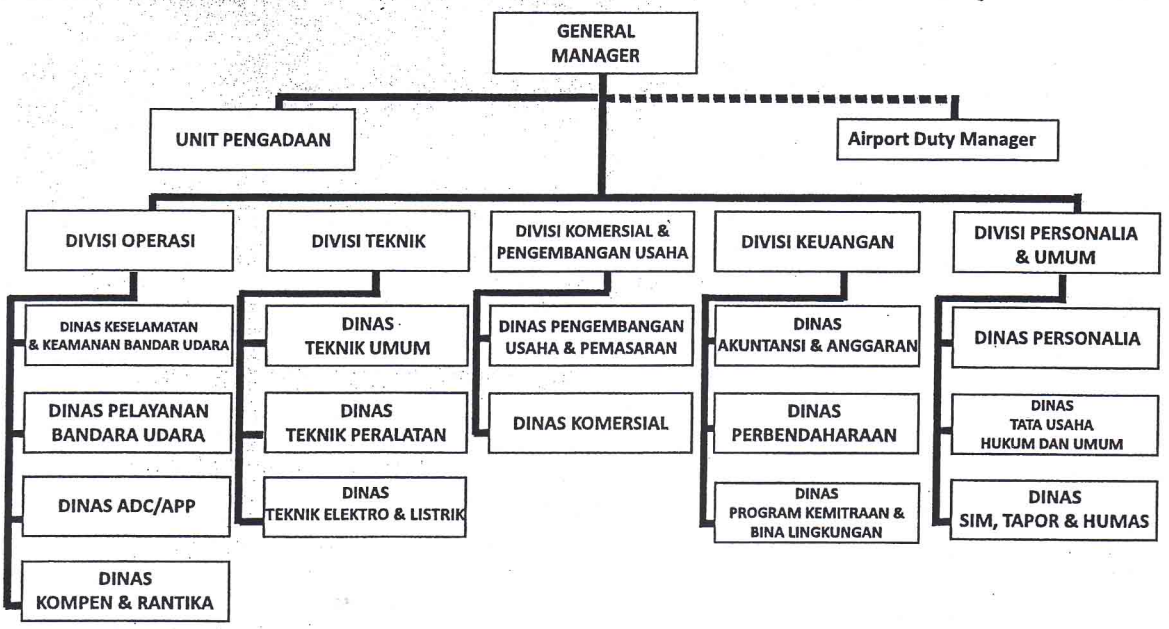
Collinearity Diagnostics[a]

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions	
				(Constant)	kualitas
1	1	1.997	1.000	.00	.00
	2	.003	27.893	1.00	1.00

a. Dependent Variable: kepuasan

IV.STRUKTUR ORGANISASI

STRUKTUR ORGANISASI
KANTOR CABANG PT ANGKASA PURA 1 (PERSERO)
BANDAR UDARA INTERNASIONAL ADISUTJIPTO-JOGJAKARTA
(Sesuai KEP Direksi No.36/OM.01/2010)



Duduk di kursi :
General Manager (Bpk. Agus Adriyanto)
Kiri ke kanan :
Manager Operasi, Mgr Pers. & Umum, Mgr Teknik, Mgr Keuangan, Mgr Komers & P.U