

KUESIONER PENELITIAN

Berikut ini adalah kuesioner penelitian tentang:

ANALISIS PERBANDINGAN KUALITAS PELAYANAN DAN KEPUASAN PELANGGAN PADA RENTAL KIRANA DAN RENTAL JALAN BARU PRESS UNIVERSITAS TIMOR

Dengan hormat kesediaan anda untuk mengisi kuesioner berikut ini:

1. Identitas Responden

Nama :

Jenis kelamin :

Fakultas :

Semester :

2. Petunjuk pengisian kuesioner

Mohon dijawab dengan memberikan tanda (✓) pada kolom yang tersedia.

Sangat setuju :4

Setuju :3

Tidak setuju :2

Sangat tidak setuju :1

Kualitas pelayanan dan kepuasan pelanggan pada Rental Kirana dan Rental Jalan Baru Press

| No | Rental Kirana | | | | | | | | | | |
|----|-------------------------|------|------|------|------|------------------------|------|------|------|------|----------|
| | X1(Kualitas Pelayanan) | | | | | X2(Kepuasan Pelanggan) | | | | | |
| | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1 TOTAL | X2.1 | X2.2 | X2.3 | X2.4 | X2 TOTAL |
| 1 | 4 | 3 | 4 | 4 | 4 | 19 | 4 | 3 | 4 | 4 | 15 |
| 2 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |
| 3 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |
| 4 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |
| 5 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 12 |
| 6 | 3 | 2 | 3 | 3 | 3 | 14 | 2 | 2 | 2 | 2 | 8 |
| 7 | 3 | 2 | 3 | 3 | 3 | 14 | 1 | 2 | 2 | 2 | 7 |
| 8 | 3 | 2 | 3 | 3 | 3 | 14 | 1 | 1 | 1 | 1 | 4 |
| 9 | 3 | 3 | 3 | 3 | 3 | 15 | 2 | 2 | 3 | 3 | 10 |
| 10 | 2 | 3 | 3 | 3 | 3 | 14 | 1 | 1 | 1 | 1 | 4 |
| 11 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 4 | 4 | 14 |
| 12 | 3 | 3 | 3 | 4 | 4 | 17 | 3 | 3 | 3 | 3 | 12 |
| 13 | 2 | 3 | 4 | 2 | 2 | 13 | 3 | 2 | 4 | 4 | 13 |
| 14 | 2 | 3 | 3 | 3 | 3 | 14 | 3 | 3 | 3 | 3 | 12 |
| 15 | 4 | 4 | 4 | 3 | 3 | 18 | 4 | 3 | 3 | 3 | 13 |
| 16 | 4 | 3 | 4 | 4 | 4 | 19 | 3 | 4 | 4 | 4 | 15 |
| 17 | 2 | 2 | 3 | 3 | 3 | 13 | 2 | 3 | 3 | 3 | 11 |
| 18 | 3 | 2 | 3 | 3 | 3 | 14 | 3 | 3 | 3 | 3 | 12 |
| 19 | 4 | 3 | 4 | 3 | 3 | 17 | 4 | 4 | 4 | 4 | 16 |
| 20 | 3 | 3 | 4 | 3 | 3 | 16 | 4 | 4 | 4 | 4 | 16 |
| 21 | 3 | 3 | 4 | 3 | 3 | 16 | 4 | 4 | 4 | 4 | 16 |
| 22 | 4 | 3 | 4 | 3 | 3 | 17 | 4 | 4 | 4 | 4 | 16 |
| 23 | 4 | 3 | 4 | 3 | 3 | 17 | 4 | 4 | 4 | 4 | 16 |
| 24 | 3 | 3 | 4 | 3 | 3 | 16 | 3 | 4 | 4 | 4 | 15 |
| 25 | 4 | 3 | 4 | 3 | 3 | 17 | 3 | 4 | 4 | 4 | 15 |
| 26 | 3 | 3 | 4 | 3 | 3 | 16 | 3 | 4 | 4 | 4 | 15 |
| 27 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 4 | 4 | 4 | 15 |
| 28 | 3 | 4 | 4 | 3 | 3 | 17 | 3 | 4 | 4 | 4 | 15 |
| 29 | 4 | 4 | 4 | 3 | 3 | 18 | 4 | 4 | 4 | 4 | 16 |
| 30 | 4 | 3 | 4 | 4 | 4 | 19 | 4 | 4 | 4 | 4 | 16 |
| 31 | 3 | 3 | 3 | 3 | 3 | 15 | 4 | 4 | 4 | 4 | 16 |
| 32 | 3 | 3 | 3 | 3 | 3 | 15 | 4 | 4 | 4 | 4 | 16 |
| 33 | 3 | 3 | 3 | 3 | 3 | 15 | 4 | 4 | 4 | 4 | 16 |
| 34 | 3 | 4 | 4 | 3 | 3 | 17 | 4 | 4 | 4 | 4 | 16 |
| 35 | 3 | 4 | 3 | 3 | 3 | 16 | 3 | 4 | 4 | 4 | 15 |

| | | | | | | | | | | | |
|----|---|---|---|---|---|----|---|---|---|---|----|
| 36 | 3 | 3 | 3 | 3 | 3 | 15 | 4 | 4 | 4 | 4 | 16 |
| 37 | 4 | 4 | 4 | 4 | 4 | 20 | 3 | 4 | 4 | 4 | 15 |
| 38 | 4 | 3 | 3 | 3 | 3 | 16 | 3 | 4 | 4 | 4 | 15 |
| 39 | 4 | 3 | 4 | 4 | 4 | 19 | 3 | 4 | 4 | 4 | 15 |
| 40 | 4 | 3 | 3 | 3 | 3 | 16 | 3 | 4 | 4 | 4 | 15 |
| 41 | 3 | 3 | 4 | 3 | 3 | 16 | 3 | 3 | 4 | 4 | 14 |
| 42 | 3 | 3 | 4 | 3 | 3 | 16 | 3 | 3 | 4 | 4 | 14 |
| 43 | 3 | 3 | 4 | 3 | 3 | 16 | 3 | 4 | 4 | 4 | 15 |
| 44 | 4 | 3 | 4 | 3 | 3 | 17 | 4 | 4 | 4 | 4 | 16 |
| 45 | 3 | 3 | 4 | 4 | 4 | 18 | 3 | 4 | 4 | 4 | 15 |
| 46 | 4 | 3 | 4 | 3 | 3 | 17 | 3 | 4 | 4 | 4 | 15 |
| 47 | 4 | 3 | 4 | 4 | 4 | 19 | 3 | 4 | 4 | 4 | 15 |
| 48 | 3 | 4 | 4 | 3 | 3 | 17 | 3 | 4 | 4 | 4 | 15 |
| 49 | 4 | 3 | 4 | 3 | 3 | 17 | 3 | 4 | 4 | 4 | 15 |
| 50 | 3 | 3 | 4 | 3 | 3 | 16 | 3 | 4 | 4 | 4 | 15 |
| 51 | 3 | 3 | 4 | 3 | 3 | 16 | 3 | 4 | 4 | 4 | 15 |
| 52 | 3 | 3 | 4 | 3 | 3 | 16 | 3 | 4 | 4 | 4 | 15 |
| 53 | 3 | 3 | 4 | 3 | 3 | 16 | 3 | 4 | 4 | 4 | 15 |
| 54 | 2 | 2 | 3 | 2 | 2 | 11 | 2 | 2 | 3 | 3 | 10 |
| 55 | 4 | 3 | 3 | 4 | 4 | 18 | 3 | 3 | 4 | 4 | 14 |
| 56 | 3 | 3 | 3 | 4 | 4 | 17 | 2 | 2 | 3 | 3 | 10 |
| 57 | 3 | 4 | 2 | 4 | 4 | 17 | 3 | 4 | 4 | 4 | 15 |
| 58 | 4 | 4 | 4 | 4 | 4 | 20 | 3 | 3 | 3 | 3 | 12 |
| 59 | 3 | 3 | 3 | 3 | 3 | 15 | 4 | 3 | 3 | 3 | 13 |
| 60 | 3 | 3 | 3 | 4 | 4 | 17 | 4 | 4 | 4 | 4 | 16 |
| 61 | 4 | 3 | 3 | 4 | 4 | 18 | 3 | 3 | 3 | 3 | 12 |
| 62 | 4 | 4 | 3 | 4 | 4 | 19 | 3 | 4 | 4 | 4 | 15 |
| 63 | 4 | 3 | 4 | 3 | 3 | 17 | 3 | 4 | 4 | 4 | 15 |
| 64 | 4 | 3 | 4 | 4 | 4 | 19 | 4 | 3 | 4 | 4 | 15 |
| 65 | 4 | 3 | 4 | 3 | 3 | 17 | 3 | 4 | 4 | 4 | 15 |
| 66 | 3 | 4 | 3 | 4 | 4 | 18 | 4 | 3 | 4 | 4 | 15 |
| 67 | 4 | 4 | 4 | 4 | 4 | 20 | 3 | 4 | 4 | 4 | 15 |
| 68 | 4 | 3 | 4 | 3 | 3 | 17 | 3 | 4 | 4 | 4 | 15 |
| 69 | 4 | 4 | 3 | 3 | 3 | 17 | 3 | 3 | 3 | 3 | 12 |
| 70 | 4 | 3 | 4 | 3 | 3 | 17 | 3 | 4 | 4 | 4 | 15 |
| 71 | 4 | 3 | 3 | 4 | 4 | 18 | 3 | 3 | 3 | 3 | 12 |
| 72 | 4 | 3 | 4 | 4 | 4 | 19 | 3 | 3 | 3 | 3 | 12 |
| 73 | 4 | 3 | 4 | 4 | 4 | 19 | 4 | 4 | 4 | 4 | 16 |
| 74 | 4 | 3 | 3 | 3 | 3 | 16 | 3 | 4 | 4 | 4 | 15 |
| 75 | 3 | 2 | 3 | 3 | 3 | 14 | 3 | 3 | 3 | 3 | 12 |
| 76 | 4 | 3 | 4 | 4 | 4 | 19 | 4 | 3 | 4 | 4 | 15 |

| | | | | | | | | | | | |
|----|---|---|---|---|---|----|---|---|---|---|----|
| 77 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |
| 78 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |
| 79 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |
| 80 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 12 |
| 81 | 4 | 4 | 3 | 3 | 3 | 17 | 4 | 4 | 4 | 4 | 16 |
| 82 | 4 | 3 | 4 | 3 | 3 | 17 | 4 | 4 | 4 | 4 | 16 |
| 83 | 4 | 3 | 3 | 4 | 4 | 18 | 4 | 4 | 4 | 4 | 16 |
| 84 | 4 | 3 | 4 | 4 | 4 | 19 | 3 | 3 | 3 | 3 | 12 |
| 85 | 4 | 3 | 4 | 4 | 4 | 19 | 4 | 4 | 4 | 4 | 16 |
| 86 | 4 | 3 | 3 | 3 | 3 | 16 | 4 | 4 | 4 | 4 | 16 |
| 87 | 3 | 2 | 3 | 3 | 3 | 14 | 4 | 4 | 4 | 4 | 16 |
| 88 | 4 | 3 | 4 | 4 | 4 | 19 | 3 | 3 | 3 | 3 | 12 |

| No | Rental Jalan Baru Press | | | | | | | | | | |
|----|-------------------------|------|------|------|------|----------|------------------------|------|------|------|----------|
| | X1(Kualitas Pelayanan) | | | | | | X2(Kepuasan Pelanggan) | | | | |
| | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1 TOTAL | X2.1 | X2.2 | X2.3 | X2.4 | X2 TOTAL |
| 1 | 4 | 3 | 4 | 4 | 4 | 19 | 4 | 4 | 4 | 4 | 16 |
| 2 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |
| 3 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |
| 4 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 3 | 15 |
| 5 | 3 | 3 | 3 | 3 | 3 | 15 | 4 | 4 | 3 | 3 | 14 |
| 6 | 2 | 2 | 2 | 2 | 3 | 11 | 2 | 2 | 2 | 2 | 8 |
| 7 | 1 | 2 | 2 | 2 | 3 | 10 | 1 | 1 | 2 | 1 | 5 |
| 8 | 1 | 1 | 1 | 1 | 3 | 7 | 1 | 1 | 1 | 1 | 4 |
| 9 | 2 | 2 | 3 | 3 | 3 | 13 | 2 | 2 | 2 | 2 | 8 |
| 10 | 1 | 1 | 1 | 1 | 3 | 7 | 1 | 1 | 1 | 1 | 4 |
| 11 | 3 | 3 | 4 | 4 | 3 | 17 | 3 | 3 | 3 | 3 | 12 |
| 12 | 3 | 3 | 3 | 3 | 4 | 16 | 3 | 3 | 3 | 3 | 12 |
| 13 | 3 | 2 | 4 | 4 | 2 | 15 | 4 | 3 | 4 | 3 | 14 |
| 14 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 2 | 3 | 3 | 11 |
| 15 | 4 | 3 | 3 | 3 | 3 | 16 | 3 | 3 | 3 | 4 | 13 |
| 16 | 3 | 4 | 4 | 4 | 4 | 19 | 3 | 3 | 4 | 4 | 14 |
| 17 | 2 | 3 | 3 | 3 | 3 | 14 | 3 | 3 | 2 | 2 | 10 |
| 18 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 12 |
| 19 | 4 | 4 | 4 | 4 | 3 | 19 | 3 | 3 | 3 | 3 | 12 |
| 20 | 4 | 4 | 4 | 4 | 3 | 19 | 3 | 4 | 4 | 4 | 15 |
| 21 | 4 | 4 | 4 | 4 | 3 | 19 | 3 | 4 | 4 | 3 | 14 |
| 22 | 4 | 4 | 4 | 4 | 3 | 19 | 3 | 4 | 4 | 3 | 14 |

| | | | | | | | | | | | |
|----|---|---|---|---|---|----|---|---|---|---|----|
| 23 | 4 | 4 | 4 | 4 | 3 | 19 | 3 | 3 | 4 | 4 | 14 |
| 24 | 3 | 4 | 4 | 4 | 3 | 18 | 3 | 4 | 4 | 3 | 14 |
| 25 | 3 | 4 | 4 | 4 | 3 | 18 | 4 | 3 | 4 | 3 | 14 |
| 26 | 3 | 4 | 4 | 4 | 3 | 18 | 3 | 4 | 4 | 4 | 15 |
| 27 | 3 | 4 | 4 | 4 | 3 | 18 | 3 | 4 | 3 | 4 | 14 |
| 28 | 3 | 4 | 4 | 4 | 3 | 18 | 4 | 3 | 3 | 4 | 14 |
| 29 | 4 | 4 | 4 | 4 | 3 | 19 | 3 | 4 | 3 | 4 | 14 |
| 30 | 4 | 4 | 4 | 4 | 4 | 20 | 3 | 4 | 4 | 4 | 15 |
| 31 | 4 | 4 | 4 | 4 | 3 | 19 | 3 | 4 | 4 | 4 | 15 |
| 32 | 4 | 4 | 4 | 4 | 3 | 19 | 3 | 4 | 4 | 4 | 15 |
| 33 | 4 | 4 | 4 | 4 | 3 | 19 | 3 | 4 | 4 | 4 | 15 |
| 34 | 4 | 4 | 4 | 4 | 3 | 19 | 3 | 4 | 3 | 3 | 13 |
| 35 | 3 | 4 | 4 | 4 | 3 | 18 | 3 | 4 | 4 | 3 | 14 |
| 36 | 4 | 4 | 4 | 4 | 3 | 19 | 4 | 4 | 4 | 4 | 16 |
| 37 | 3 | 4 | 4 | 4 | 4 | 19 | 4 | 4 | 4 | 4 | 16 |
| 38 | 3 | 4 | 4 | 4 | 3 | 18 | 4 | 4 | 4 | 4 | 16 |
| 39 | 3 | 4 | 4 | 4 | 4 | 19 | 4 | 4 | 3 | 3 | 14 |
| 40 | 3 | 4 | 4 | 4 | 3 | 18 | 3 | 3 | 3 | 3 | 12 |
| 41 | 3 | 3 | 4 | 4 | 3 | 17 | 4 | 4 | 3 | 3 | 14 |
| 42 | 3 | 3 | 4 | 4 | 3 | 17 | 3 | 3 | 4 | 4 | 14 |
| 43 | 3 | 4 | 4 | 4 | 3 | 18 | 4 | 4 | 3 | 4 | 15 |
| 44 | 4 | 4 | 4 | 4 | 3 | 19 | 3 | 3 | 3 | 4 | 13 |
| 45 | 3 | 4 | 4 | 4 | 4 | 19 | 4 | 3 | 4 | 4 | 15 |
| 46 | 3 | 4 | 4 | 4 | 3 | 18 | 3 | 4 | 4 | 4 | 15 |
| 47 | 3 | 4 | 4 | 4 | 4 | 19 | 3 | 3 | 4 | 4 | 14 |
| 48 | 3 | 4 | 4 | 4 | 3 | 18 | 3 | 4 | 3 | 3 | 13 |
| 49 | 3 | 4 | 4 | 4 | 3 | 18 | 3 | 4 | 4 | 3 | 14 |
| 50 | 3 | 4 | 4 | 4 | 3 | 18 | 3 | 4 | 4 | 3 | 14 |
| 51 | 3 | 4 | 4 | 4 | 3 | 18 | 3 | 4 | 4 | 3 | 14 |
| 52 | 3 | 4 | 4 | 4 | 3 | 18 | 3 | 4 | 4 | 4 | 15 |
| 53 | 3 | 4 | 4 | 4 | 3 | 18 | 3 | 4 | 4 | 3 | 14 |
| 54 | 2 | 2 | 3 | 3 | 2 | 12 | 2 | 2 | 2 | 2 | 8 |
| 55 | 3 | 3 | 4 | 4 | 4 | 18 | 3 | 3 | 4 | 4 | 14 |
| 56 | 2 | 2 | 3 | 3 | 4 | 14 | 2 | 2 | 3 | 3 | 10 |
| 57 | 3 | 4 | 4 | 4 | 4 | 19 | 4 | 3 | 2 | 4 | 13 |
| 58 | 3 | 3 | 3 | 3 | 4 | 16 | 4 | 4 | 4 | 4 | 16 |
| 59 | 4 | 3 | 3 | 3 | 3 | 16 | 3 | 3 | 3 | 4 | 13 |
| 60 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |
| 61 | 3 | 3 | 3 | 3 | 4 | 16 | 3 | 3 | 3 | 4 | 13 |
| 62 | 3 | 4 | 4 | 4 | 4 | 19 | 3 | 4 | 4 | 4 | 15 |
| 63 | 3 | 4 | 4 | 4 | 3 | 18 | 3 | 4 | 4 | 4 | 15 |

| | | | | | | | | | | | |
|----|---|---|---|---|---|----|---|---|---|---|----|
| 64 | 4 | 3 | 4 | 4 | 4 | 19 | 4 | 4 | 3 | 4 | 15 |
| 65 | 3 | 4 | 4 | 4 | 3 | 18 | 4 | 3 | 3 | 4 | 14 |
| 66 | 4 | 3 | 4 | 4 | 4 | 19 | 3 | 4 | 4 | 3 | 14 |
| 67 | 3 | 4 | 4 | 4 | 4 | 19 | 3 | 3 | 4 | 3 | 13 |
| 68 | 3 | 4 | 4 | 4 | 3 | 18 | 3 | 3 | 4 | 3 | 13 |
| 69 | 3 | 3 | 3 | 3 | 3 | 15 | 4 | 3 | 4 | 4 | 15 |
| 70 | 3 | 4 | 4 | 4 | 3 | 18 | 4 | 3 | 4 | 3 | 14 |
| 71 | 3 | 3 | 3 | 3 | 4 | 16 | 3 | 4 | 3 | 4 | 14 |
| 72 | 3 | 3 | 3 | 3 | 4 | 16 | 4 | 4 | 4 | 4 | 16 |
| 73 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |
| 74 | 3 | 4 | 4 | 4 | 3 | 18 | 3 | 3 | 3 | 4 | 13 |
| 75 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 12 |
| 76 | 4 | 3 | 4 | 4 | 4 | 19 | 4 | 4 | 4 | 4 | 16 |
| 77 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |
| 78 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |
| 79 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 3 | 15 |
| 80 | 3 | 3 | 3 | 3 | 3 | 15 | 4 | 4 | 3 | 3 | 14 |
| 81 | 3 | 3 | 3 | 3 | 4 | 16 | 3 | 4 | 3 | 4 | 14 |
| 82 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |
| 83 | 3 | 4 | 4 | 4 | 3 | 18 | 4 | 4 | 4 | 4 | 16 |
| 84 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 4 | 13 |
| 85 | 4 | 3 | 4 | 4 | 4 | 19 | 3 | 3 | 3 | 3 | 12 |
| 86 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |
| 87 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |
| 88 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |

LAMPIRAN 1:

RENTAL KIRANA

A.Kualitas pelayanan

Case Processing Summary

| | N | % |
|-----------------------|----|-------|
| Cases Valid | 88 | 100.0 |
| Excluded ^a | 0 | .0 |
| Total | 88 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .887 | 5 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| RENTAL KIRANA | 13.3750 | 3.389 | .609 | .806 |
| RENTAL KIRANA | 13.6500 | 2.762 | .871 | .758 |
| RENTAL KIRANA | 13.2250 | 3.139 | .825 | .813 |
| RENTAL KIRANA | 13.4750 | 2.506 | .699 | .681 |
| RENTAL KIRANA | 13.4750 | 2.506 | .699 | .681 |

B. Kepuasan pelanggan

Case Processing Summary

| | N | % |
|---------------|----|-------|
| Cases Valid | 88 | 100.0 |
| Excluded a | 0 | .0 |
| Total | 88 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .741 | 4 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| RENTAL KIRANA | 10.8250 | 3.928 | .630 | .968 |
| RENTAL KIRANA | 10.5250 | 3.518 | .932 | .914 |
| RENTAL KIRANA | 10.3625 | 3.652 | .628 | .883 |
| RENTAL KIRANA | 10.3625 | 3.652 | .628 | .883 |

RENTAL JALAN BARU PRESS

A. Kualitas pelayanan

Case Processing Summary

| | N | % |
|---------------|----|-------|
| Cases Valid | 88 | 100.0 |
| Excluded a | 0 | .0 |
| Total | 88 | 100.0 |

Case Processing Summary

| | N | % |
|---------------|----|-------|
| Cases Valid | 88 | 100.0 |
| Excluded a | 0 | .0 |
| Total | 88 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .897 | 5 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-------------------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| RENTAL JALAN BARU PRESS | 14.1500 | 4.589 | .910 | .934 |
| RENTAL JALAN BARU PRESS | 13.8500 | 4.180 | .805 | .808 |
| RENTAL JALAN BARU PRESS | 13.6875 | 4.344 | .886 | .788 |
| RENTAL JALAN BARU PRESS | 13.6875 | 4.344 | .886 | .788 |
| RENTAL JALAN BARU PRESS | 14.0250 | 6.404 | .949 | .931 |

B.Kepuasan pelanggan

Case Processing Summa

| | | N | % |
|-------|---------------|----|-------|
| Cases | Valid | 88 | 100.0 |
| | Excluded a | 0 | .0 |
| | Total | 88 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .984 | 4 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-------------------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| RENTAL JALAN BARU PRESS | 10.2875 | 3.842 | .905 | .948 |
| RENTAL JALAN BARU PRESS | 10.1000 | 3.797 | .967 | .923 |
| RENTAL JALAN BARU PRESS | 10.0750 | 3.842 | .722 | .841 |
| RENTAL JALAN BARU PRESS | 10.1125 | 3.797 | .722 | .841 |

One-Sample Kolmogorov-Smirnov Test

| | | kualitas pelayanan (rental kirana) | kepuasan pelanggan (rental kirana) | kualitas pelayanan (rental jalan baru press) | kepuasan pelanggan (rental jalan baru press) |
|---------------------------------|----------------|------------------------------------|------------------------------------|--|--|
| N | | | 38 | 88 | 88 |
| Normal Parameters ^a | Mean | | 10.0250 | 19.3500 | 15.5250 |
| | Std. Deviation | 1.98348 | 2.53070 | 2.68187 | 2.55063 |
| Most Extreme Differences | Absolute | .235 | .325 | .283 | .261 |
| | Positive | .135 | .318 | .162 | .166 |
| | Negative | -.204 | -.325 | -.283 | -.261 |
| Kolmogorov-Smirnov Z | | 1.306 | 2.907 | 3.533 | 3.338 |
| Asymp. Sig. (2-tailed) | | .209 | .269 | .420 | .582 |
| a. Test distribution is Normal. | | | | | |

Uji beda

A).Kualitas Pelayanan Rental Kirana dan Rental Jalan Baru Press

Paired Samples Statistics

| | Mean | N | Std. Deviation | Std. Error Mean |
|--|---------|----|----------------|-----------------|
| Pair 1 Kualitas pelayanan (rental kirana) | 18.8000 | 88 | 2.98348 | .25176 |
| Kualitas pelayanan (rental jalan baru press) | 17.3500 | 88 | 2.68187 | .29984 |

Paired Samples Correlations

| | N | Correlation | Sig. |
|--|---|-------------|------|
| | | | |

Paired Samples Correlations

| | N | Correlation | Sig. |
|---|----|-------------|------|
| Pair 1 Kualitas pelayanan(rental kirana) & Kualitas pelayanan (rental jalan baru press) | 88 | .725 | .000 |

Paired Samples Test

| | Paired Differences | | | | | t | df | Sig. (2-tailed) |
|---|--------------------|----------------|-----------------|---|---------|--------|----|-----------------|
| | Mean | Std. Deviation | Std. Error Mean | 95% Confidence Interval of the Difference | | | | |
| | | | | Lower | Upper | | | |
| Pair 1 Kualitas pelayanan(rental kirana) - Kualitas pelayanan (rental jalan baru press) | .75000 | 2.11624 | .23660 | 1.02095 | -.08905 | -2.325 | 87 | .084 |

b.kepuasan pelanggan rental kirana dan rental jalan baru press

Paired Samples Statistics

| | Mean | N | Std. Deviation | Std. Error Mean |
|--|---------|----|----------------|-----------------|
| Pair 1 kepuasan pelanggan(rental kirana) | 18.3500 | 88 | 2.68187 | .29984 |

Paired Samples Statistics

| | Mean | N | Std. Deviation | Std. Error Mean |
|---|---------|----|----------------|-----------------|
| Pair 1 kepuasan pelanggan(rental kirana) | 18.3500 | 88 | 2.68187 | .29984 |
| kepuasan pelanggan(rental jalan baru press) | 16.8000 | 88 | 3.98348 | .22176 |

Paired Samples Correlations

| | N | Correlation | Sig. |
|--|----|-------------|------|
| Pair 1 kepuasan pelanggan(rental kirana) & kepuasan pelanggan(rental jalan baru press) | 88 | .725 | .000 |

Paired Samples Test

| | Paired Differences | | | | | t | Df | Sig. (2-tailed) |
|--|--------------------|----------------|-----------------|---|---------|-------|----|-----------------|
| | Mean | Std. Deviation | Std. Error Mean | 95% Confidence Interval of the Difference | | | | |
| | | | | Lower | Upper | | | |
| Pair 1 kepuasan pelanggan(rental kirana) - kepuasan pelanggan(rental jalan baru press) | .76000 | 2.11624 | .23660 | .07905 | 2.02095 | 4.246 | 87 | .002 |



**KEMENTERIAN RISET, TEKNOLOGI DAN PENDIDIKAN TINGGI
UNIVERSITAS TIMOR
FAKULTAS EKONOMI DAN BISNIS
PROGRAM STUDI MANAJEMEN**

Jalan Km. 09 Kelurahan Sasi, Kefamenanu

Laman: <http://unimor.ac.id>; e-mail: unimor.feb@gmail.com

Nomor : 97/UN60.41/KM/2022
Perihal : -
Permohonan : Ijin Penelitian

Kefamenanu, 11 Juli 2022

Yth. Dekan Fakultas Ekonomi dan Bisnis
Di _
Tempat

Dengan hormat,

Bersama ini kami sampaikan, bahwa dalam rangka menghadapi Ujian Skripsi Sarjana (S1), Para mahasiswa diwajibkan membuat Skripsi. Sehubungan dengan itu, mohon kiranya Bapak/Ibu dapat memberikan surat Ijin Penelitian bagi mahasiswa :

Nama : Aurelia Hanoe
NPM : 41180131
Semester : VIII (Delapan)
Program Studi : Ekonomi Manajemen
Fakultas : Ekonomi Dan Bisnis
Tempat Penelitian : **Rental Kirana Dan Rental Jalan Baru Press**

Untuk Mengumpulkan data yang diperlukan dalam penulisan Skripsi dengan Judul: **Analisis Perbandingan Kualitas Pelayanan Dan Kepuasan Pelanggan Pada Rental Kirana Dan Rental Jalan Barua Press**"

Demikian permohonan ini, atas bantuan Bapak/Ibu, kami ucapkan terima kasih.

Ketua Program Studi Manajemen

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