

LAMPIRAN 1

KUESIONER PENELITIAN

Data Responden

Email:

Nama Lengkap:

Program Studi:

Angkatan:

NO	KARAKTERISTIK KUALITAS LAYANAN	SS (5)	S (4)	KS (3)	TS (2)	STS (1)
A	Tangible					
1.	Sarana pembelajaran bagus di ruang kelas					
2.	Kantin bersih dan nyaman					
3.	Referensi jurnal dan buku lengkap di perpustakaan					
B	Reliability					
4.	Dosen menguasai materi pembelajaran yang disampaikan					
5.	Dosen mampu menjawab dengan baik pertanyaan dari mahasiswa					
6.	Akademik menyampaikan informasi mengenai perkuliahan dengan jelas					
7.	Jadwal kuliah selaras dengan waktu yang sudah ditentukan					
8.	Waktu kelulusan selaras dengan yang sudah diprogramkan.					
C	Responsiveness					

9.	Dosen mudah dihubungi ketika di luar jam kelas.					
10.	Layanan SSC (Student Service Center) cepat dalam menanggapi permintaan dan permasalahan mahasiswa.					
11.	Peminjaman buku di perpustakaan yang mudah.					
D Assurance						
12.	Dosen yang professional dengan jenjang akademik yang memenuhi persyaratan.					
13.	Dosen selalu memuktakhirkan bahan ajar dan metode yang disampaikan.					
14.	Staff administrasi membantu menyelesaikan cepat dan tepat serta santun.					
15.	Politeknik WBI memiliki sistem informasi yang baik.					
E Empathy						
16.	Dosen membimbing aspek akademik dengan baik serta menyemangati mahasiswa dalam memecahkan masalah.					
17.	Karyawan administrasi melayani mahasiswa dengan sopan ramah.					
18.	Karyawan perpustakaan membantu mahasiswa saat mengalami kesulitan mencari buku dan referensi jurnal.					

NO	Kepuasan Mahasiswa	SS (5)	S (4)	KS (3)	TS (2)	STS (1)
Kesesuaian Harapan						
1.	Saya puas menyangkut penyelenggaraan akademik-perkuliahan.					
2.	Saya puas dengan kualitas pelayanan administrasi Politeknik WBI.					
3.	Saya puas dengan kualitas layanan secara keseluruhan Politeknik WBI sesuai dengan harapan saya.					
Kesediaan Merekomendasikan						
4.	Saya percaya bahwa lulusan dari Politeknik WBI mampu bersaing dalam dunia kerja.					
5.	Saya percaya bahwa tugas-tugas yang diberikan dosen selama kuliah dapat meningkatkan kualitas mahasiswa.					
6.	Saya percaya bahwa Politeknik WBI memiliki dosen-dosen yang berkompeten dibidangnya.					
7.	Saya percaya Politeknik WBI memiliki prosedur pelayanan yang jelas dan akurat.					

LAMPIRAN 2

Demografis Responden

		Gender			Cumulative Percent
		Frequency	Percent	Valid Percent	
Valid	pria	21	33,9	33,9	33,9
	wanita	41	66,1	66,1	100,0
	Total	62	100,0	100,0	

		Program Studi			Cumulative Percent
		Frequency	Percent	Valid Percent	
Valid	MPI	34	54,8	54,8	54,8
	AH	4	6,5	6,5	61,3
	AP	18	29,0	29,0	90,3
	PKA	6	9,7	9,7	100,0
	Total	62	100,0	100,0	

		Angkatan			Cumulative Percent
		Frequency	Percent	Valid Percent	
Valid	2018	51	82,3	82,3	82,3
	2019	4	6,5	6,5	88,7
	2020	7	11,3	11,3	100,0
	Total	62	100,0	100,0	

		Tangible_1			Cumulative Percent
		Frequency	Percent	Valid Percent	
Valid	1	1	1,6	1,6	1,6
	4	25	40,3	40,3	41,9
	5	36	58,1	58,1	100,0
	Total	62	100,0	100,0	

		Tangible_2			Cumulative Percent
		Frequency	Percent	Valid Percent	
Valid	3	1	1,6	1,6	1,6
	4	38	61,3	61,3	62,9

	5	23	37,1	37,1	100,0
	Total	62	100,0	100,0	

Tangible_3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	3,2	3,2	3,2
	2	1	1,6	1,6	4,8
	3	23	37,1	37,1	41,9
	4	30	48,4	48,4	90,3
	5	6	9,7	9,7	100,0
	Total	62	100,0	100,0	

Reliability_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	1,6	1,6	1,6
	4	40	64,5	64,5	66,1
	5	21	33,9	33,9	100,0
	Total	62	100,0	100,0	

Reliability_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	3,2	3,2	3,2
	4	45	72,6	72,6	75,8
	5	15	24,2	24,2	100,0
	Total	62	100,0	100,0	

Reliability_3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	14	22,6	22,6	22,6
	4	37	59,7	59,7	82,3
	5	11	17,7	17,7	100,0
	Total	62	100,0	100,0	

Reliability_4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1,6	1,6	1,6

	2	2	3,2	3,2	4,8
	3	9	14,5	14,5	19,4
	4	41	66,1	66,1	85,5
	5	9	14,5	14,5	100,0
	Total	62	100,0	100,0	

Reliability_5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	4,8	4,8	4,8
	2	6	9,7	9,7	14,5
	3	21	33,9	33,9	48,4
	4	27	43,5	43,5	91,9
	5	5	8,1	8,1	100,0
	Total	62	100,0	100,0	

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	3,2	3,2	3,2
	2	4	6,5	6,5	9,7
	3	23	37,1	37,1	46,8
	4	27	43,5	43,5	90,3
	5	6	9,7	9,7	100,0
	Total	62	100,0	100,0	

Responsiveness_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1,6	1,6	1,6
	2	10	16,1	16,1	17,7
	3	24	38,7	38,7	56,5
	4	25	40,3	40,3	96,8
	5	2	3,2	3,2	100,0
	Total	62	100,0	100,0	

Responsiveness_3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1,6	1,6	1,6
	2	7	11,3	11,3	12,9

	3	24	38,7	38,7	51,6
	4	24	38,7	38,7	90,3
	5	6	9,7	9,7	100,0
	Total	62	100,0	100,0	

Assurance_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1,6	1,6	1,6
	2	13	21,0	21,0	22,6
	3	24	38,7	38,7	61,3
	4	21	33,9	33,9	95,2
	5	3	4,8	4,8	100,0
	Total	62	100,0	100,0	

Assurance_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1,6	1,6	1,6
	2	11	17,7	17,7	19,4
	3	25	40,3	40,3	59,7
	4	18	29,0	29,0	88,7
	5	7	11,3	11,3	100,0
	Total	62	100,0	100,0	

Assurance_3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	3,2	3,2	3,2
	2	6	9,7	9,7	12,9
	3	31	50,0	50,0	62,9
	4	19	30,6	30,6	93,5
	5	4	6,5	6,5	100,0
	Total	62	100,0	100,0	

Assurance_4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	8	12,9	12,9	12,9
	3	18	29,0	29,0	41,9
	4	28	45,2	45,2	87,1
	5	8	12,9	12,9	100,0

Total	62	100,0	100,0
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Empathy_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1,6	1,6	1,6
	2	1	1,6	1,6	3,2
	3	4	6,5	6,5	9,7
	4	46	74,2	74,2	83,9
	5	10	16,1	16,1	100,0
	Total	62	100,0	100,0	

Empathy_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	3,2	3,2	3,2
	3	12	19,4	19,4	22,6
	4	37	59,7	59,7	82,3
	5	11	17,7	17,7	100,0
		Total	62	100,0	100,0

Empathy_3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	5	8,1	8,1	8,1
	4	40	64,5	64,5	72,6
	5	17	27,4	27,4	100,0
		Total	62	100,0	100,0

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1,6	1,6	1,6
	2	1	1,6	1,6	3,2
	3	6	9,7	9,7	12,9
	4	44	71,0	71,0	83,9
	5	10	16,1	16,1	100,0
		Total	62	100,0	100,0

Kepuasan2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	3,2	3,2	3,2
	3	12	19,4	19,4	22,6
	4	35	56,5	56,5	79,0
	5	13	21,0	21,0	100,0
	Total	62	100,0	100,0	

Kepuasan3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	7	11,3	11,3	11,3
	4	37	59,7	59,7	71,0
	5	18	29,0	29,0	100,0
	Total	62	100,0	100,0	

Kepuasan4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,6	1,6	1,6
	3	1	1,6	1,6	3,2
	4	38	61,3	61,3	64,5
	5	22	35,5	35,5	100,0
	Total	62	100,0	100,0	

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	3,2	3,2	3,2
	4	41	66,1	66,1	69,4
	5	19	30,6	30,6	100,0
	Total	62	100,0	100,0	

Kepuasan6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,6	1,6	1,6
	3	13	21,0	21,0	22,6
	4	37	59,7	59,7	82,3
	5	11	17,7	17,7	100,0

Total	62	100,0	100,0
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Kepuasan7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1,6	1,6	1,6
	2	1	1,6	1,6	3,2
	3	10	16,1	16,1	19,4
	4	39	62,9	62,9	82,3
	5	11	17,7	17,7	100,0
	Total	62	100,0	100,0	

Uji Validitas Tangible

Correlations

		Tangible_1	Tangible_2	Tangible_3	Total_Tangible
Tangible_1	Pearson Correlation	1	,488**	,308*	,755**
	Sig. (2-tailed)		,000	,015	,000
	N	62	62	62	62
Tangible_2	Pearson Correlation	,488**	1	,422**	,764**
	Sig. (2-tailed)	,000		,001	,000
	N	62	62	62	62
Tangible_3	Pearson Correlation	,308*	,422**	1	,799**
	Sig. (2-tailed)	,015	,001		,000
	N	62	62	62	62
Total_Tangible	Pearson Correlation	,755**	,764**	,799**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	62	62	62	62

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

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

Uji Validitas Reliability

Correlations

		Reliability_1	Reliability_2	Reliability_3	Reliability_4	Reliability_5	Total_Reliability
Reliability_1	Pearson Correlation	1	,793**	,405**	,315*	,340**	,703**
	Sig. (2-tailed)		,000	,001	,013	,007	,000
	N	62	62	62	62	62	62

Reliability_2	Pearson Correlation	,793**	1	,405**	,293*	,313*	,684**
	Sig. (2-tailed)	,000		,001	,021	,013	,000
	N	62	62	62	62	62	62
Reliability_3	Pearson Correlation	,405**	,405**	1	,297*	,466**	,702**
	Sig. (2-tailed)	,001	,001		,019	,000	,000
	N	62	62	62	62	62	62
Reliability_4	Pearson Correlation	,315*	,293*	,297*	1	,503**	,708**
	Sig. (2-tailed)	,013	,021	,019		,000	,000
	N	62	62	62	62	62	62
Reliability_5	Pearson Correlation	,340**	,313*	,466**	,503**	1	,802**
	Sig. (2-tailed)	,007	,013	,000	,000		,000
	N	62	62	62	62	62	62
Total_Reliability	Pearson Correlation	,703**	,684**	,702**	,708**	,802**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	
	N	62	62	62	62	62	62

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

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

Uji Validitas Responsiveness

		Responsiveness_1	Responsiveness_2	Responsiveness_3	Total_Responsiveness
Responsiveness_1	Pearson Correlation	1	,658**	,707**	,893**
	Sig. (2-tailed)		,000	,000	,000
	N	62	62	62	62

Responsiveness_2	Pearson Correlation	,658**	1	,662**	,868**
	Sig. (2-tailed)	,000		,000	,000
	N	62	62	62	62
Responsiveness_3	Pearson Correlation	,707**	,662**	1	,894**
	Sig. (2-tailed)	,000	,000		,000
	N	62	62	62	62
Total_Responsiveness	Pearson Correlation	,893**	,868**	,894**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	62	62	62	62

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

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

Uji Validitas Assurance

		Correlations				
		Assurance_1	Assurance_2	Assurance_3	Assurance_4	Total_Assurance
Assurance_1	Pearson Correlation	1	,728**	,581**	,233	,820**
	Sig. (2-tailed)		,000	,000	,069	,000
	N	62	62	62	62	62
Assurance_2	Pearson Correlation	,728**	1	,703**	,254*	,871**
	Sig. (2-tailed)	,000		,000	,046	,000
	N	62	62	62	62	62
Assurance_3	Pearson Correlation	,581**	,703**	1	,331**	,838**
	Sig. (2-tailed)	,000	,000		,009	,000
	N	62	62	62	62	62
Assurance_4	Pearson Correlation	,233	,254*	,331**	1	,579**
	Sig. (2-tailed)	,069	,046	,009		,000
	N	62	62	62	62	62
Total_Assurance	Pearson Correlation	,820**	,871**	,838**	,579**	1

	Sig. (2-tailed)	,000	,000	,000	,000
	N	62	62	62	62

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

Uji Validitas Empathy

		Correlations			Total_Empathy
		Empathy_1	Empathy_2	Empathy_3	y
Empathy_1	Pearson Correlation	1	,594**	,556**	,897**
	Sig. (2-tailed)		,000	,000	,000
	N	62	62	62	62
Empathy_2	Pearson Correlation	,594**	1	,243	,795**
	Sig. (2-tailed)	,000		,057	,000
	N	62	62	62	62
Empathy_3	Pearson Correlation	,556**	,243	1	,710**
	Sig. (2-tailed)	,000	,057		,000
	N	62	62	62	62
Total_Empathy	Pearson Correlation	,897**	,795**	,710**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	62	62	62	62

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

Uji Validitas Kepuasan

		Correlations							Total_ kepuasan
		Kepuasan1	Kepuasan2	Kepuasan3	Kepuasan4	Kepuasan5	Kepuasan6	Kepuasan7	asan
Kepuasan1	Pearson Correlation	1	,549**	,471**	,456**	,472**	,456**	,158	,766**
	Sig. (2-tailed)		,000	,000	,000	,000	,000	,221	,000
	N	62	62	62	62	62	62	62	62
Kepuasan2	Pearson Correlation	,549**	1	,237	,414**	,381**	,590**	,144	,728**
	Sig. (2-tailed)	,000		,063	,001	,002	,000	,263	,000
	N	62	62	62	62	62	62	62	62

Kepuasan3	Pearson Correlation	,471**	,237	1	,300*	,308*	,305*	-,046	,535**
	Sig. (2-tailed)	,000	,063		,018	,015	,016	,721	,000
	N	62	62	62	62	62	62	62	62
Kepuasan4	Pearson Correlation	,456**	,414**	,300*	1	,634**	,339**	,308*	,719**
	Sig. (2-tailed)	,000	,001	,018		,000	,007	,015	,000
	N	62	62	62	62	62	62	62	62
Kepuasan5	Pearson Correlation	,472**	,381**	,308*	,634**	1	,333**	,345**	,716**
	Sig. (2-tailed)	,000	,002	,015	,000		,008	,006	,000
	N	62	62	62	62	62	62	62	62
Kepuasan6	Pearson Correlation	,456**	,590**	,305*	,339**	,333**	1	,253*	,717**
	Sig. (2-tailed)	,000	,000	,016	,007	,008		,047	,000
	N	62	62	62	62	62	62	62	62
Kepuasan7	Pearson Correlation	,158	,144	-,046	,308*	,345**	,253*	1	,482**
	Sig. (2-tailed)	,221	,263	,721	,015	,006	,047		,000
	N	62	62	62	62	62	62	62	62
Total_kepuasan	Pearson Correlation	,766**	,728**	,535**	,719**	,716**	,717**	,482**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	
	N	62	62	62	62	62	62	62	62

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

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

Uji Reliabilitas Tangible

Reliability Statistics

Cronbach's	
Alpha	3
,640	

Uji Reliabilitas Reliability

Reliability Statistics

Cronbach's	
Alpha	N of Items
,749	5

Uji Reliabilitas Responsiness

Reliability Statistics

Cronbach's	
Alpha	N of Items
,862	3

Uji Reliabilitas Assurance

Reliability Statistics

Cronbach's	
Alpha	N of Items
,782	4

Uji Reliabilitas Empathy

Reliability Statistics

Cronbach's	
Alpha	N of Items
,722	3

Uji Reliabilitas Kepuasan

Reliability Statistics

Cronbach's	
Alpha	N of Items
,685	3

Cronbach's	
Alpha	N of Items
,678	4

Uji Regresi Linear Berganda

Model		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	,379	,270		1,405	,166
	Tangible	,166	,054	,199	3,070	,003
	Reliability	,114	,056	,128	2,030	,047
	responsiveness	,012	,035	,022	,354	,724
	Assurance	,046	,039	,074	1,176	,245
	Empathy	,584	,058	,703	10,081	,000

a. Dependent Variable: kepuasan

Hasil uji F

Model		ANOVA				
		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	9,384	5	1,877	51,783	,000 ^b
	Residual	2,030	56	,036		
	Total	11,413	61			

a. Dependent Variable: kepuasan

b. Predictors: (Constant), empathy, responsiveness, reliability, assurance, tangible

Hasil uji R2

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,907 ^a	,822	,806	,19037

a. Predictors: (Constant), empathy, responsiveness, reliability, assurance, tangible

b. Dependent Variable: kepuasan