

LAMPIRAN- LAMPIRAN



FIFGROUP



member of ASTRA

SURAT KETERANGAN

Yang bertanda tangan dibawah ini Pimpinan PT FIF Cabang Kraksaan menerangkan bahwa :

Nama : Veri Indra Wijaya
NIM : 1942400018
Alamat :JL. Sentana blok Krajan RT 01 RW 02, Desa Kregen an Kec.
Kraksaan Kab. Probolinggo
Prodi : Ekonomi
Fakultas : Sosial dan Humaniora
Universitas Nurul Jadid Paiton Probolinggo

Telah melakukan penelitian di perusahaan kami guna mengumpulkan data untuk keperluan penyusunan skripsi dengan judul

"PENGARUH KUALITAS PELAYANAN TERHADAP KEPUASAN PELANGGAN PT FIF CABANG KRAKSAAN"

Demikian Surat Keterangan ini dibuat, untuk dapat dipergunakan sebagaimana mestinya.

Kraksaan, 16 Mei 2024

Pimpinan

Refanqqa Setyadi Putra

NIP. S000030177



PANITIA PELAKSANA PROGRAM
FAKULTAS SOSIAL DAN HUMANIORA
UNIVERSITAS NURUL JADID
 PROBOLINGGO JAWA TIMUR

PP. Nurul Jadid
 Karanganyar Paiton
 Probolinggo 67291
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 soshum@unuja.ac.id

BERITA ACARA BIMBINGAN SKRIPSI

1. Nama Mahasiswa : **VERI INDRA WIJAYA**
2. NIM : 1942400018
3. Prodi : Ekonomi
4. Judul Skripsi : Pengaruh Kualitas Pelayanan terhadap Kepuasan Nasabah Bank Jatim Cabang Kraksaan
5. Pembimbing I : **Deddy Junaedi, M.AB.**
6. Fokus Bimbingan : Aspek Relevansi Judul, Landasan Teori, Aktualisasi Data, Dan Ketajaman Analisis
7. Konsultasi :

TANGGAL	MATERI BIMBINGAN	KETERANGAN KONSULTASI/ARAHAN	PARAF
18/02/2023	Perbaikan bab 1,2,3		
21/03/2023	ACC Penelitian	masih harus selesai	
15/05/2023	Revisi Bab 3		
25/05/2023	Revisi Bab 4		
19/06/2023	Revisi Bab 5		
18/07/2023	ACC sedang skripsi		

8. Bimbingan telah selesai pada tanggal.....18 Juli.....2023.....
 Dosen Pembimbing I

Deddy Junaedi, M.AB.

Lampiran 1 KUESIONER

Kuesioner Penelitian

“Analisis Pengaruh Kualitas Pelayanan terhadap Kepuasan Pelanggan PT. FIF Cabang

Kraksaan”.

Kepada: Yth. Pelanggan PT. FIF Cabang Kraksaan Dengan hormat,
Dalam rangka meningkatkan kepuasan pelanggan, saya bermaksud mengadakan penelitian pengaruh kualitas pelayanan terhadap kepuasan pelanggan PT. FIF Cabang Kraksaan.

Demikian atas kerja sama, saya ucapkan terima kasih.

Peneliti,

Veri
Indra W.

Identitas Responden

Petunjuk : Jawablah pertanyaan berikut dengan mengisikan pada lembar isian dan berilah tanda ($\checkmark$) pada jawaban yang Anda pilih.

Nama :
Jenis Kelamin : Laki-laki/Perempuan
Usia : tahun
Pendidikan Terakhir :
Pekerjaan :
Pendapatan Perbulan : () < Rp 500.000,00

: () Rp. 501.000,00 – Rp. 1 000.000,00

: () Rp. 1.001.000,00 – Rp 2 000.000,00

: () Rp. 2.001.000,00 – Rp 3 000.000,00

: () > Rp. 3 000.000,00

KUESIONER

Petunjuk Pengisian : Isilah kolom-kolom dibawah ini dengan tanda (v) sesuai dengan pendapat Anda.

Keterangan:

SS : Sangat Setuju

S : Setuju

TS : Tidak Setuju

STS : Sangat Tidak Setuju

FIF : PT. FIF Cabang Kraksaan

I. Bukti Fisik (Tangible)

No.	Pernyataan	SS	S	TS	STS
1.	Kondisi gedung dan fasilitas yang disediakan FIF Baik				
2.	FIF menggunakan peralatan dan teknologi yang Modern				
3.	Tempat parkir pada FIF memadai dan aman				
4.	Penampilan karyawan FIF rapi dan menarik				

II. Keandalan (Reliability)

No.	Pernyataan	SS	S	TS	STS
1.	FIF memberikan pelayanan dengan cepat dan tepat				
2.	FIF menyelesaikan masalah sesuai waktu yang Dijanjikan				
3.	FIF menyelesaikan keluhan Anda dengan baik				
4.	Prosedur pelayanan FIF disampaikan dengan jelas dan mudah dimengerti.				

III. Daya Tanggap (Responsiveness)

NO	Pertanyaan	SS	S	TS	STS
1.	Karyawan FIF cepat tanggap dalam menyelesaikan keluhan Anda				
2.	Karyawan FIF selalu bersedia membantu mengatasi kesulitan yang Anda hadapi				
3.	Karyawan FIF melayani dengan cepat dan tepat				

4.	Karyawan FIF memberikan informasi dengan jelas dan mudah dimengerti				
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IV. Jaminan (Assurance)

No.	Pernyataan	SS	S	TS	STS
1.	FIF memberikan jaminan rasa aman atas jasa yang diberikan kepada Anda				
2.	Karyawan FIF menumbuhkan rasa aman dalam memberikan pelayanan				
3.	FIF memberikan keakuratan dalam setiap Pelayanan				
4.	Karyawan FIF selalu bersikap ramah dan sabar				

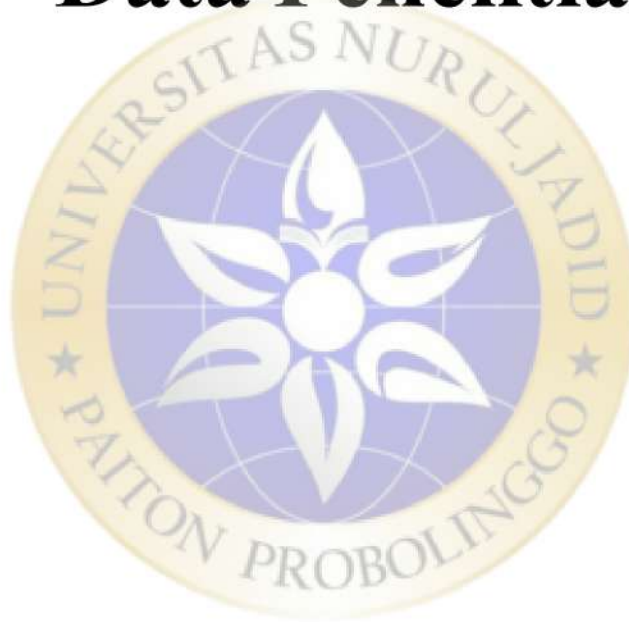
V. Empati (Empaty)

No.	Pernyataan	SS	S	TS	STS
1.	Karyawan FIF memahami kebutuhan dan harapan Anda				
2.	Karyawan FIF mempunyai kemampuan komunikasi yang baik dengan Anda				
3.	Karyawan FIF memberika perhatian khusus kepada Anda				
4.	Karyawan FIF sungguh-sungguh memperhatikan kepentingan Anda				

VI. Kepuasan Pelanggan

No.	Pernyataan	SS	S	TS	STS
1.	Pelayanan FIF memuaskan				
2.	Informasi yang diberikan FIF sesuai dengan harapan Anda				
3.	Anda akan merekomendasikan FIF kepada orang lain				
4	Anda akan menggunakan Kembali jasa FIF				

Lampiran 2 Tabulasi Data Penelitian



	Kualitas Pelayanan (x)																				Kepuasan Pelanggan (y)									
	Bukti Fisik					Keandalan					Daya Tanggap					Jaminan					Empati					Pelanggan				
No	1	2	3	4	Total	1	2	3	4	Total	1	2	3	4	Total	1	2	3	4	Total	1	2	3	4	Total	1	2	3	4	Total
1	4	3	4	3	14	3	2	3	3	11	3	3	3	3	12	3	3	2	2	10	4	3	3	3	13	4	2	3	3	12
2	2	2	3	3	10	4	2	3	3	12	3	1	3	4	11	3	4	3	2	12	4	3	3	4	14	4	3	3	3	13
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Lampiran 3

Hasil Perhitungan Uji

Validitas dan Uji Reliabilitas

The logo of Universitas Nurul Huda Probolinggo is a circular emblem. It features a yellow outer ring with the university's name in Indonesian. The center is a purple circle containing a white stylized flower or star-like symbol.

a. Correlations

Correlations						
Bukti Fisik (x1)		x1.1	x1.2	x1.3	x1.4	tot_x1
x1.1	Pearson Correlation	1	.704**	.647**	.734**	.871**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	93	93	93	93	93
x1.2	Pearson Correlation	.704**	1	.756**	.699**	.901**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	93	93	93	93	93
x1.3	Pearson Correlation	.647**	.756**	1	.662**	.879**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	93	93	93	93	93
x1.4	Pearson Correlation	.734**	.699**	.662**	1	.870**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	93	93	93	93	93
tot_x1	Pearson Correlation	.871**	.901**	.879**	.870**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	93	93	93	93	93

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

b. Correlations

Correlations						
Keandalan (x2)		x2.1	x2.2	x2.3	x2.4	tot_x2
x2.1	Pearson Correlation	1	.489**	.548**	.526**	.817**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	93	93	93	93	93
x2.2	Pearson Correlation	.489**	1	.487**	.471**	.774**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	93	93	93	93	93
x2.3	Pearson Correlation	.548**	.487**	1	.532**	.799**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	93	93	93	93	93
x2.4	Pearson Correlation	.526**	.471**	.532**	1	.788**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	93	93	93	93	93
tot_x2	Pearson Correlation	.817**	.774**	.799**	.788**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	93	93	93	93	93

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

c. Correlations

Correlations						
Daya Tanggap (x3)		x3.1	x3.2	x3.3	x3.4	tot_x3
x3.1	Pearson Correlation	1	.431**	.483**	.440**	.773**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	93	93	93	93	93
x3.2	Pearson Correlation	.431**	1	.317**	.500**	.751**
	Sig. (2-tailed)	.000		.002	.000	.000
	N	93	93	93	93	93
x3.3	Pearson Correlation	.483**	.317**	1	.450**	.725**
	Sig. (2-tailed)	.000	.002		.000	.000
	N	93	93	93	93	93
x3.4	Pearson Correlation	.440**	.500**	.450**	1	.790**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	93	93	93	93	93
tot_x3	Pearson Correlation	.773**	.751**	.725**	.790**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	93	93	93	93	93

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

d. Correlations

Correlations						
Jaminan (x4)		x4.1	x4.2	x4.3	x4.4	tot_x4
x4.1	Pearson Correlation	1	.395**	.588**	.448**	.795**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	93	93	93	93	93
x4.2	Pearson Correlation	.395**	1	.353**	.462**	.703**
	Sig. (2-tailed)	.000		.001	.000	.000
	N	93	93	93	93	93
x4.3	Pearson Correlation	.588**	.353**	1	.487**	.804**
	Sig. (2-tailed)	.000	.001		.000	.000
	N	93	93	93	93	93
x4.4	Pearson Correlation	.448**	.462**	.487**	1	.774**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	93	93	93	93	93
tot_x4	Pearson Correlation	.795**	.703**	.804**	.774**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	93	93	93	93	93

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

e. Correlations

Correlations						
Empati (x5)		x5.1	x5.2	x5.3	x5.4	tot_x5
x5.1	Pearson Correlation	1	.478**	.571**	.574**	.825**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	93	93	93	93	93
x5.2	Pearson Correlation	.478**	1	.462**	.532**	.748**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	93	93	93	93	93
x5.3	Pearson Correlation	.571**	.462**	1	.590**	.828**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	93	93	93	93	93
x5.4	Pearson Correlation	.574**	.532**	.590**	1	.824**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	93	93	93	93	93
tot_x5	Pearson Correlation	.825**	.748**	.828**	.824**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	93	93	93	93	93

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

f. Correlations

Correlations						
Kepuasan Pelanggan (y)		y.1	y.2	y.3	y.4	tot_y
y.1	Pearson Correlation	1	.256*	.356**	.229*	.684**
	Sig. (2-tailed)		.013	.000	.027	.000
	N	93	93	93	93	93
y.2	Pearson Correlation	.256*	1	.699**	.269**	.737**
	Sig. (2-tailed)	.013		.000	.009	.000
	N	93	93	93	93	93
y.3	Pearson Correlation	.356**	.699**	1	.270**	.781**
	Sig. (2-tailed)	.000	.000		.009	.000
	N	93	93	93	93	93
y.4	Pearson Correlation	.229*	.269**	.270**	1	.645**
	Sig. (2-tailed)	.027	.009	.009		.000
	N	93	93	93	93	93
tot_y	Pearson Correlation	.684**	.737**	.781**	.645**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	93	93	93	93	93

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

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

a. Reliability

Case Processing Summary

		N	%
Case s	Valid	93	100.0
	Excluded ^a	0	.0
	Total	93	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
.902	.903	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
x1.1	8.0108	5.946	.772	.617	.876
x1.2	8.1075	5.554	.814	.669	.861
x1.3	8.0538	5.508	.768	.613	.880
x1.4	8.1183	6.149	.778	.620	.876

b. Reliability

Case Processing Summary

		N	%
Case s	Valid	93	100.0
	Excluded a	0	.0
	Total	93	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
.804	.806	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
x2.1	8.6129	3.218	.638	.410	.746
x2.2	8.6452	3.471	.581	.338	.773
x2.3	8.6452	3.514	.641	.413	.745
x2.4	8.5484	3.533	.621	.389	.754

c. Reliability

Case Processing Summary

		N	%
Cases	Valid	93	100.0
	Excluded ^a	0	.0
	Total	93	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
.756	.756	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
x3.1	9.4194	2.637	.573	.338	.687
x3.2	9.3441	2.641	.524	.306	.715
x3.3	9.5484	2.859	.519	.304	.716
x3.4	9.3978	2.568	.596	.363	.674

d. Reliability

Case Processing Summary

		N	%
Case s	Valid	93	100.0
	Excluded ^a	0	.0
	Total	93	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
.771	.770	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
x4.1	7.8602	3.491	.611	.401	.695
x4.2	7.6774	3.960	.489	.260	.756
x4.3	7.9032	3.327	.607	.411	.697
x4.4	7.9140	3.623	.585	.349	.709

e. Reliability

Case Processing Summary

		N	%
Cases	Valid	93	100.0
	Excluded ^a	0	.0
	Total	93	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
.818	.821	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
x5.1	9.0860	2.775	.656	.434	.765
x5.2	9.2688	3.264	.576	.341	.800
x5.3	9.0323	2.727	.655	.440	.767
x5.4	8.9677	3.053	.692	.479	.752

f. Reliability

Case Processing Summary

		N	%
Case s	Valid	93	100.0
	Excluded ^a	0	.0
	Total	93	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
.658	.680	4

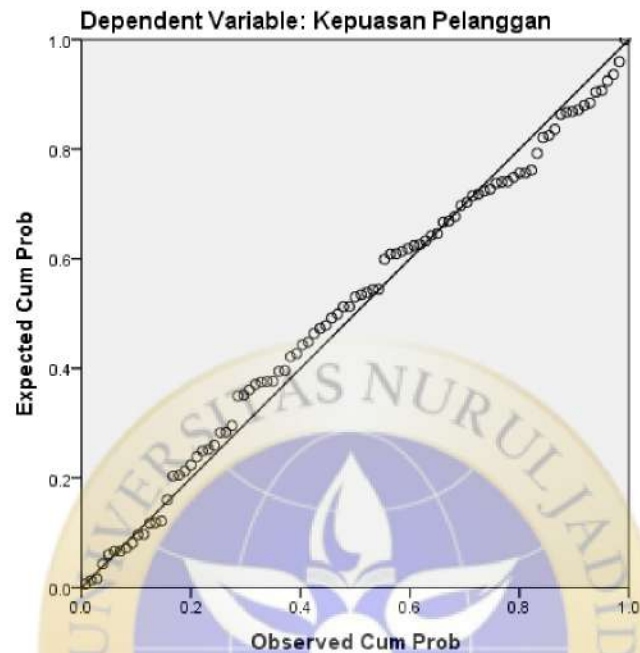
Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
y.1	8.6022	2.612	.359	.146	.656
y.2	8.3763	2.737	.537	.495	.536
y.3	8.2903	2.578	.595	.525	.493
y.4	8.6022	2.786	.324	.105	.673

Lampiran 4 Hasil Analisis
Regresi Berganda dan Uji
Asumsi Klasik

a. Uji normalitas

Normal P-P Plot of Regression Standardized Residual



regresi

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Empati, Daya Tanggap, Bukti Fisik, Keandalan, Jaminan ^b	.	Enter

a. Dependent Variable: Kepuasan Pelanggan

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.748 ^a	.559	.534	1.411

a. Predictors: (Constant), Empati, Daya Tanggap, Bukti Fisik, Keandalan, Jaminan

b. Dependent Variable: Kepuasan Pelanggan

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	219.959	5	43.992	22.097	.000 ^b
	Residual	173.203	87	1.991		
	Total	393.161	92			

a. Dependent Variable: Kepuasan Pelanggan

b. Predictors: (Constant), Empati, Daya Tanggap, Bukti Fisik, Keandalan, Jaminan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficient	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	1.501	1.077		1.393	.167		
	Bukti Fisik	.090	.056	.137	2.614	.011	.699	1.431
	Keandalan	.158	.074	.183	2.123	.037	.683	1.463
	Daya Tanggap	.100	.080	.101	2.254	.021	.776	1.288
	Jaminan	.286	.075	.337	3.818	.000	.649	1.542

Empati	.228	.089	.246	2.553	.012	.547	1.828
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a. Dependent Variable: Kepuasan Pelanggan



Riwayat Hidup



Veri Indra Wijaya dilahirkan di Desa Kregen probolinggo tanggal 21 Juni 2001, anak kedua dari pasangan Soheh dan Sunarsih. Peneliti menyelesaikan Sekolah Dasar di SDN Kregen II pada tahun 2013, dan Pendidikan menengah pertama ditempuh di SMPN 1 Pajarakan, tamat SMP pada tahun 2016. Kemudian peneliti melanjutkan di SMKN 1 Kraksaan, jurusan Akuntansi, tamat SMK pada tahun 2019.

Pendidikan selanjutnya ditempuh di Universitas Nurul Jadid Probolinggo dengan jurusan Ekonomi. Tamat pada tahun 2024 dengan Sarjana Ekonomi di Fakultas Sosial dan Humaniora.