**BAB V**

**PENUTUP**

* 1. **Kesimpulan**

Berdasarkan hasil analisis dan perhitungan maka dapat di tarik kesimpulan sebagai berikut:

1. Berdasarkan tanggapan yang diberikan responden terhadap butir pernyataan yang diberikan pada kuisioner memperoleh nilai rata-rata skor sebesar 3,74. Oleh karena itu, dapat diperoleh kesimpulan bahwa tingkat kepuasan penumpang atau pengguna jasa terhadap kualitas pelayanan bus langsung indah jurusan Mataram-Bima dianggap puas berdasarkan (enam) dimensi pelayanan.
2. Berdasarkan hasil evaluasi pelayanan transportasi bus langsung indah jurusan Mataram-Bima terhadap Standar Pelayanan Angkutan Penumpang Umum pada Kawasan Strategis Nasional Menurut Peraturan Menteri Perhubungan Nomor 52 Tahun 2019 disimpulkan bahwa pelayanan bus langsung indah sudah cukup memenuhi kriteria Peraturan Menteri Perhubungan Nomor 52 Tahun 2019. Nilai persentase bus langsung indah 84% fasilitas yang telah ada dan 16% yang fasilitas yang belum tersedia.

* 1. **Saran**

Berdasarkan kesimpulan terdapat saran guna memperbaiki hal tersebut, seperti penyebaran kuisioner dapat dilakukan pada terminal keberangkatan dan pada lokasi penjemputan untuk mengetahui pengguna pelayanan jasa pada transportasi secara menyeluruh.

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**LAMPIRAN**

**LAMPIRAN I**

**JAWABAN PENUMPANG BERDASARKAN KINERJA/KEPUASAN DAN KEPENTINGAN**

**Lampiran 1**

**JAWABAN PENUMPANG BERDASARKAN KINERJA/KEPUASAN**

****

**JAWABAN PENUMPANG BERDASARKAN KINERJA/KEPENTINGAN**



**LAMPIRAN II**

**PERHITUNGAN NILAI RATA-RATA PENILAIAN KINERJA TERHADAP KEPUASAN**

**Lampiran 2 Perhitungan nilai rata-rata Penilaian Kinerja Terhadap Kepuasan**



**LAMPIRAN III**

**HASIL UJI VALIDITAS MENGGUNAKAN SPSS**

**Lampiran 3 Hasil Uji Validitas menggunakan SPSS**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | | | |
|  | | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 | P10 | P11 | P12 | P13 |
| P1 | Pearson Correlation | 1 | .158 | .233\* | .202\* | .122 | .163 | .077 | .078 | -.168 | .038 | .093 | -.023 | .048 |
| Sig. (2-tailed) |  | .116 | .019 | .044 | .225 | .105 | .445 | .440 | .095 | .706 | .356 | .821 | .638 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P2 | Pearson Correlation | .158 | 1 | .127 | .063 | .089 | .160 | .147 | .136 | .096 | .118 | .111 | .018 | .151 |
| Sig. (2-tailed) | .116 |  | .207 | .534 | .381 | .112 | .145 | .177 | .340 | .243 | .270 | .858 | .133 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P3 | Pearson Correlation | .233\* | .127 | 1 | -.030 | .111 | .283\*\* | .214\* | .096 | -.007 | .286\*\* | -.120 | .047 | .209\* |
| Sig. (2-tailed) | .019 | .207 |  | .764 | .272 | .004 | .032 | .340 | .941 | .004 | .236 | .641 | .037 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P4 | Pearson Correlation | .202\* | .063 | -.030 | 1 | .090 | .017 | .095 | .168 | -.075 | -.092 | .142 | .069 | .114 |
| Sig. (2-tailed) | .044 | .534 | .764 |  | .375 | .864 | .346 | .094 | .457 | .365 | .159 | .496 | .258 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P5 | Pearson Correlation | .122 | .089 | .111 | .090 | 1 | .208\* | .002 | .221\* | -.061 | .067 | .260\*\* | .135 | .149 |
| Sig. (2-tailed) | .225 | .381 | .272 | .375 |  | .038 | .987 | .027 | .544 | .505 | .009 | .181 | .138 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P6 | Pearson Correlation | .163 | .160 | .283\*\* | .017 | .208\* | 1 | .160 | .086 | -.154 | .181 | .152 | -.066 | .065 |
| Sig. (2-tailed) | .105 | .112 | .004 | .864 | .038 |  | .112 | .394 | .125 | .072 | .132 | .513 | .523 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P7 | Pearson Correlation | .077 | .147 | .214\* | .095 | .002 | .160 | 1 | .137 | .067 | .129 | .009 | .054 | .140 |
| Sig. (2-tailed) | .445 | .145 | .032 | .346 | .987 | .112 |  | .173 | .509 | .199 | .930 | .596 | .166 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P8 | Pearson Correlation | .078 | .136 | .096 | .168 | .221\* | .086 | .137 | 1 | -.054 | -.071 | .145 | .056 | .188 |
| Sig. (2-tailed) | .440 | .177 | .340 | .094 | .027 | .394 | .173 |  | .591 | .482 | .149 | .580 | .062 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P9 | Pearson Correlation | -.168 | .096 | -.007 | -.075 | -.061 | -.154 | .067 | -.054 | 1 | .271\*\* | .021 | .170 | .045 |
| Sig. (2-tailed) | .095 | .340 | .941 | .457 | .544 | .125 | .509 | .591 |  | .006 | .833 | .091 | .660 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P10 | Pearson Correlation | .038 | .118 | .286\*\* | -.092 | .067 | .181 | .129 | -.071 | .271\*\* | 1 | .041 | .190 | .117 |
| Sig. (2-tailed) | .706 | .243 | .004 | .365 | .505 | .072 | .199 | .482 | .006 |  | .685 | .059 | .246 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P11 | Pearson Correlation | .093 | .111 | -.120 | .142 | .260\*\* | .152 | .009 | .145 | .021 | .041 | 1 | .194 | .284\*\* |
| Sig. (2-tailed) | .356 | .270 | .236 | .159 | .009 | .132 | .930 | .149 | .833 | .685 |  | .053 | .004 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P12 | Pearson Correlation | -.023 | .018 | .047 | .069 | .135 | -.066 | .054 | .056 | .170 | .190 | .194 | 1 | .233\* |
| Sig. (2-tailed) | .821 | .858 | .641 | .496 | .181 | .513 | .596 | .580 | .091 | .059 | .053 |  | .020 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P13 | Pearson Correlation | .048 | .151 | .209\* | .114 | .149 | .065 | .140 | .188 | .045 | .117 | .284\*\* | .233\* | 1 |
| Sig. (2-tailed) | .638 | .133 | .037 | .258 | .138 | .523 | .166 | .062 | .660 | .246 | .004 | .020 |  |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P14 | Pearson Correlation | .035 | .133 | .037 | .185 | .066 | .036 | .205\* | .158 | .217\* | .138 | .151 | .220\* | .155 |
| Sig. (2-tailed) | .733 | .187 | .717 | .065 | .511 | .719 | .040 | .115 | .030 | .170 | .133 | .028 | .124 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P15 | Pearson Correlation | .130 | .060 | .133 | .139 | .083 | .343\*\* | .117 | .235\* | .094 | .081 | .035 | -.064 | -.114 |
| Sig. (2-tailed) | .197 | .556 | .188 | .169 | .413 | .000 | .245 | .018 | .351 | .422 | .730 | .526 | .258 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P16 | Pearson Correlation | .000 | .176 | -.104 | .000 | .066 | .010 | .074 | -.014 | .139 | .070 | .064 | -.085 | -.045 |
| Sig. (2-tailed) | 1.000 | .080 | .303 | 1.000 | .515 | .919 | .464 | .893 | .168 | .489 | .529 | .401 | .659 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| TOTAL | Pearson Correlation | .383\*\* | .441\*\* | .440\*\* | .335\*\* | .433\*\* | .459\*\* | .417\*\* | .397\*\* | .220\* | .416\*\* | .404\*\* | .334\*\* | .447\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .001 | .000 | .000 | .000 | .000 | .028 | .000 | .000 | .001 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | |
|  | | P14 | P15 | P16 | TOTAL |
| P1 | Pearson Correlation | .035 | .130 | .000 | .383\*\* |
| Sig. (2-tailed) | .733 | .197 | 1.000 | .000 |
| N | 100 | 100 | 100 | 100 |
| P2 | Pearson Correlation | .133 | .060 | .176 | .441\*\* |
| Sig. (2-tailed) | .187 | .556 | .080 | .000 |
| N | 100 | 100 | 100 | 100 |
| P3 | Pearson Correlation | .037 | .133 | -.104 | .440\*\* |
| Sig. (2-tailed) | .717 | .188 | .303 | .000 |
| N | 100 | 100 | 100 | 100 |
| P4 | Pearson Correlation | .185 | .139 | .000 | .335\*\* |
| Sig. (2-tailed) | .065 | .169 | 1.000 | .001 |
| N | 100 | 100 | 100 | 100 |
| P5 | Pearson Correlation | .066 | .083 | .066 | .433\*\* |
| Sig. (2-tailed) | .511 | .413 | .515 | .000 |
| N | 100 | 100 | 100 | 100 |
| P6 | Pearson Correlation | .036 | .343\*\* | .010 | .459\*\* |
| Sig. (2-tailed) | .719 | .000 | .919 | .000 |
| N | 100 | 100 | 100 | 100 |
| P7 | Pearson Correlation | .205\* | .117 | .074 | .417\*\* |
| Sig. (2-tailed) | .040 | .245 | .464 | .000 |
| N | 100 | 100 | 100 | 100 |
| P8 | Pearson Correlation | .158 | .235\* | -.014 | .397\*\* |
| Sig. (2-tailed) | .115 | .018 | .893 | .000 |
| N | 100 | 100 | 100 | 100 |
| P9 | Pearson Correlation | .217\* | .094 | .139 | .220\* |
| Sig. (2-tailed) | .030 | .351 | .168 | .028 |
| N | 100 | 100 | 100 | 100 |
| P10 | Pearson Correlation | .138 | .081 | .070 | .416\*\* |
| Sig. (2-tailed) | .170 | .422 | .489 | .000 |
| N | 100 | 100 | 100 | 100 |
| P11 | Pearson Correlation | .151 | .035 | .064 | .404\*\* |
| Sig. (2-tailed) | .133 | .730 | .529 | .000 |
| N | 100 | 100 | 100 | 100 |
| P12 | Pearson Correlation | .220\* | -.064 | -.085 | .334\*\* |
| Sig. (2-tailed) | .028 | .526 | .401 | .001 |
| N | 100 | 100 | 100 | 100 |
| P13 | Pearson Correlation | .155 | -.114 | -.045 | .447\*\* |
| Sig. (2-tailed) | .124 | .258 | .659 | .000 |
| N | 100 | 100 | 100 | 100 |
| P14 | Pearson Correlation | 1 | .143 | .053 | .445\*\* |
| Sig. (2-tailed) |  | .155 | .600 | .000 |
| N | 100 | 100 | 100 | 100 |
| P15 | Pearson Correlation | .143 | 1 | .095 | .404\*\* |
| Sig. (2-tailed) | .155 |  | .348 | .000 |
| N | 100 | 100 | 100 | 100 |
| P16 | Pearson Correlation | .053 | .095 | 1 | .218\* |
| Sig. (2-tailed) | .600 | .348 |  | .029 |
| N | 100 | 100 | 100 | 100 |
| TOTAL | Pearson Correlation | .445\*\* | .404\*\* | .218\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .029 |  |
| N | 100 | 100 | 100 | 100 |

|  |
| --- |
| \*. Correlation is significant at the 0.05 level (2-tailed). |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). |

RELIABILITY

/VARIABLES=P1 P2 P3 P4 P5 P6 P7 P8 P9 P10 P11 P12 P13 P14 P15 P16

/SCALE('ALL VARIABLES') ALL

/MODEL=ALPHA

/SUMMARY=TOTAl

**LAMPIRAN IV**

**HASIL UJI RELIABILITAS MENGGUNAKAN SPSS**

**Lampiran 4 Hasil Uji Reliabilitas Menggunakan SPSS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Case Processing Summary** | | | |
|  | | N | % |
| Cases | Valid | 100 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 100 | 100.0 |

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

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .626 | 16 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item-Total Statistics** | | | | |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| P1 | 56.18 | 32.998 | .214 | .616 |
| P2 | 56.62 | 32.581 | .297 | .603 |
| P3 | 56.51 | 32.192 | .276 | .606 |
| P4 | 56.04 | 33.837 | .180 | .620 |
| P5 | 56.41 | 32.467 | .278 | .605 |
| P6 | 56.83 | 31.900 | .296 | .602 |
| P7 | 56.31 | 33.024 | .279 | .606 |
| P8 | 56.23 | 33.532 | .271 | .608 |
| P9 | 56.03 | 35.363 | .085 | .631 |
| P10 | 55.68 | 32.866 | .269 | .607 |
| P11 | 55.92 | 33.266 | .269 | .607 |
| P12 | 55.73 | 33.936 | .185 | .619 |
| P13 | 56.12 | 32.349 | .295 | .603 |
| P14 | 55.64 | 32.940 | .320 | .601 |
| P15 | 56.21 | 33.056 | .258 | .609 |
| P16 | 55.89 | 35.331 | .076 | .633 |

CORRELATIONS

/VARIABLES=P1 P2 P3 P4 P5 P6 P7 P8 P9 P10 P11 P12 P13 P14 P15 P16 TOTAL

/PRINT=TWOTAIL NOSIG

/MISSING=PAIRWISE.

**Correlations**

|  |  |  |
| --- | --- | --- |
| **Notes** | | |
| Output Created | | 05-AUG-2021 06:43:55 |
| Comments | |  |
| Input | Active Dataset | DataSet0 |
| Filter | <none> |
| Weight | <none> |
| Split File | <none> |
| N of Rows in Working Data File | 100 |
| Missing Value Handling | Definition of Missing | User-defined missing values are treated as missing. |
| Cases Used | Statistics for each pair of variables are based on all the cases with valid data for that pair. |
| Syntax | | CORRELATIONS  /VARIABLES=P1 P2 P3 P4 P5 P6 P7 P8 P9 P10 P11 P12 P13 P14 P15 P16 TOTAL  /PRINT=TWOTAIL NOSIG  /MISSING=PAIRWISE. |
| Resources | Processor Time | 00:00:00.02 |
| Elapsed Time | 00:00:00.03 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | | | |
|  | | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 | P10 | P11 | P12 | P13 |
| P1 | Pearson Correlation | 1 | .158 | .233\* | .202\* | .122 | .163 | .077 | .078 | -.168 | .038 | .093 | -.023 | .048 |
| Sig. (2-tailed) |  | .116 | .019 | .044 | .225 | .105 | .445 | .440 | .095 | .706 | .356 | .821 | .638 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P2 | Pearson Correlation | .158 | 1 | .127 | .063 | .089 | .160 | .147 | .136 | .096 | .118 | .111 | .018 | .151 |
| Sig. (2-tailed) | .116 |  | .207 | .534 | .381 | .112 | .145 | .177 | .340 | .243 | .270 | .858 | .133 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P3 | Pearson Correlation | .233\* | .127 | 1 | -.030 | .111 | .283\*\* | .214\* | .096 | -.007 | .286\*\* | -.120 | .047 | .209\* |
| Sig. (2-tailed) | .019 | .207 |  | .764 | .272 | .004 | .032 | .340 | .941 | .004 | .236 | .641 | .037 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P4 | Pearson Correlation | .202\* | .063 | -.030 | 1 | .090 | .017 | .095 | .168 | -.075 | -.092 | .142 | .069 | .114 |
| Sig. (2-tailed) | .044 | .534 | .764 |  | .375 | .864 | .346 | .094 | .457 | .365 | .159 | .496 | .258 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P5 | Pearson Correlation | .122 | .089 | .111 | .090 | 1 | .208\* | .002 | .221\* | -.061 | .067 | .260\*\* | .135 | .149 |
| Sig. (2-tailed) | .225 | .381 | .272 | .375 |  | .038 | .987 | .027 | .544 | .505 | .009 | .181 | .138 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P6 | Pearson Correlation | .163 | .160 | .283\*\* | .017 | .208\* | 1 | .160 | .086 | -.154 | .181 | .152 | -.066 | .065 |
| Sig. (2-tailed) | .105 | .112 | .004 | .864 | .038 |  | .112 | .394 | .125 | .072 | .132 | .513 | .523 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P7 | Pearson Correlation | .077 | .147 | .214\* | .095 | .002 | .160 | 1 | .137 | .067 | .129 | .009 | .054 | .140 |
| Sig. (2-tailed) | .445 | .145 | .032 | .346 | .987 | .112 |  | .173 | .509 | .199 | .930 | .596 | .166 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P8 | Pearson Correlation | .078 | .136 | .096 | .168 | .221\* | .086 | .137 | 1 | -.054 | -.071 | .145 | .056 | .188 |
| Sig. (2-tailed) | .440 | .177 | .340 | .094 | .027 | .394 | .173 |  | .591 | .482 | .149 | .580 | .062 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P9 | Pearson Correlation | -.168 | .096 | -.007 | -.075 | -.061 | -.154 | .067 | -.054 | 1 | .271\*\* | .021 | .170 | .045 |
| Sig. (2-tailed) | .095 | .340 | .941 | .457 | .544 | .125 | .509 | .591 |  | .006 | .833 | .091 | .660 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P10 | Pearson Correlation | .038 | .118 | .286\*\* | -.092 | .067 | .181 | .129 | -.071 | .271\*\* | 1 | .041 | .190 | .117 |
| Sig. (2-tailed) | .706 | .243 | .004 | .365 | .505 | .072 | .199 | .482 | .006 |  | .685 | .059 | .246 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P11 | Pearson Correlation | .093 | .111 | -.120 | .142 | .260\*\* | .152 | .009 | .145 | .021 | .041 | 1 | .194 | .284\*\* |
| Sig. (2-tailed) | .356 | .270 | .236 | .159 | .009 | .132 | .930 | .149 | .833 | .685 |  | .053 | .004 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P12 | Pearson Correlation | -.023 | .018 | .047 | .069 | .135 | -.066 | .054 | .056 | .170 | .190 | .194 | 1 | .233\* |
| Sig. (2-tailed) | .821 | .858 | .641 | .496 | .181 | .513 | .596 | .580 | .091 | .059 | .053 |  | .020 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P13 | Pearson Correlation | .048 | .151 | .209\* | .114 | .149 | .065 | .140 | .188 | .045 | .117 | .284\*\* | .233\* | 1 |
| Sig. (2-tailed) | .638 | .133 | .037 | .258 | .138 | .523 | .166 | .062 | .660 | .246 | .004 | .020 |  |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P14 | Pearson Correlation | .035 | .133 | .037 | .185 | .066 | .036 | .205\* | .158 | .217\* | .138 | .151 | .220\* | .155 |
| Sig. (2-tailed) | .733 | .187 | .717 | .065 | .511 | .719 | .040 | .115 | .030 | .170 | .133 | .028 | .124 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P15 | Pearson Correlation | .130 | .060 | .133 | .139 | .083 | .343\*\* | .117 | .235\* | .094 | .081 | .035 | -.064 | -.114 |
| Sig. (2-tailed) | .197 | .556 | .188 | .169 | .413 | .000 | .245 | .018 | .351 | .422 | .730 | .526 | .258 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| P16 | Pearson Correlation | .000 | .176 | -.104 | .000 | .066 | .010 | .074 | -.014 | .139 | .070 | .064 | -.085 | -.045 |
| Sig. (2-tailed) | 1.000 | .080 | .303 | 1.000 | .515 | .919 | .464 | .893 | .168 | .489 | .529 | .401 | .659 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| TOTAL | Pearson Correlation | .383\*\* | .441\*\* | .440\*\* | .335\*\* | .433\*\* | .459\*\* | .417\*\* | .397\*\* | .220\* | .416\*\* | .404\*\* | .334\*\* | .447\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .001 | .000 | .000 | .000 | .000 | .028 | .000 | .000 | .001 | .000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | |
|  | | P14 | P15 | P16 | TOTAL |
| P1 | Pearson Correlation | .035 | .130 | .000 | .383\*\* |
| Sig. (2-tailed) | .733 | .197 | 1.000 | .000 |
| N | 100 | 100 | 100 | 100 |
| P2 | Pearson Correlation | .133 | .060 | .176 | .441\*\* |
| Sig. (2-tailed) | .187 | .556 | .080 | .000 |
| N | 100 | 100 | 100 | 100 |
| P3 | Pearson Correlation | .037 | .133 | -.104 | .440\*\* |
| Sig. (2-tailed) | .717 | .188 | .303 | .000 |
| N | 100 | 100 | 100 | 100 |
| P4 | Pearson Correlation | .185 | .139 | .000 | .335\*\* |
| Sig. (2-tailed) | .065 | .169 | 1.000 | .001 |
| N | 100 | 100 | 100 | 100 |
| P5 | Pearson Correlation | .066 | .083 | .066 | .433\*\* |
| Sig. (2-tailed) | .511 | .413 | .515 | .000 |
| N | 100 | 100 | 100 | 100 |
| P6 | Pearson Correlation | .036 | .343\*\* | .010 | .459\*\* |
| Sig. (2-tailed) | .719 | .000 | .919 | .000 |
| N | 100 | 100 | 100 | 100 |
| P7 | Pearson Correlation | .205\* | .117 | .074 | .417\*\* |
| Sig. (2-tailed) | .040 | .245 | .464 | .000 |
| N | 100 | 100 | 100 | 100 |
| P8 | Pearson Correlation | .158 | .235\* | -.014 | .397\*\* |
| Sig. (2-tailed) | .115 | .018 | .893 | .000 |
| N | 100 | 100 | 100 | 100 |
| P9 | Pearson Correlation | .217\* | .094 | .139 | .220\* |
| Sig. (2-tailed) | .030 | .351 | .168 | .028 |
| N | 100 | 100 | 100 | 100 |
| P10 | Pearson Correlation | .138 | .081 | .070 | .416\*\* |
| Sig. (2-tailed) | .170 | .422 | .489 | .000 |
| N | 100 | 100 | 100 | 100 |
| P11 | Pearson Correlation | .151 | .035 | .064 | .404\*\* |
| Sig. (2-tailed) | .133 | .730 | .529 | .000 |
| N | 100 | 100 | 100 | 100 |
| P12 | Pearson Correlation | .220\* | -.064 | -.085 | .334\*\* |
| Sig. (2-tailed) | .028 | .526 | .401 | .001 |
| N | 100 | 100 | 100 | 100 |
| P13 | Pearson Correlation | .155 | -.114 | -.045 | .447\*\* |
| Sig. (2-tailed) | .124 | .258 | .659 | .000 |
| N | 100 | 100 | 100 | 100 |
| P14 | Pearson Correlation | 1 | .143 | .053 | .445\*\* |
| Sig. (2-tailed) |  | .155 | .600 | .000 |
| N | 100 | 100 | 100 | 100 |
| P15 | Pearson Correlation | .143 | 1 | .095 | .404\*\* |
| Sig. (2-tailed) | .155 |  | .348 | .000 |
| N | 100 | 100 | 100 | 100 |
| P16 | Pearson Correlation | .053 | .095 | 1 | .218\* |
| Sig. (2-tailed) | .600 | .348 |  | .029 |
| N | 100 | 100 | 100 | 100 |
| TOTAL | Pearson Correlation | .445\*\* | .404\*\* | .218\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .029 |  |
| N | 100 | 100 | 100 | 100 |

|  |
| --- |
| \*. Correlation is significant at the 0.05 level (2-tailed). |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). |

**LAMPIRAN V**

**KUISIONER**

**Lampiran 5**

**KUISIONER**

**ANALISIS KEPUASAN PELAYANAN PADA ANGKUTAN UMUM**

**BUS LANGSUNG INDAH JURUSAN MATARAM – BIMA**

Saya selaku Mahasiswa Universitas Muhammadiyah Mataram sedang melakukan penelitian terhadap “Analisis Kepuasan Pelayanan Pada Angkutan Umum Bus Langsung Indah Jurusan Mataram-Bima”. Saya sangat mengharapkan bantuan anda untuk mengisi kuisioner ini. Bantuan anda sangat berharga bagi saya dalam proses pengumpulan data untuk menyelesaikan skripsi. Saya mengharapkan anda mengisi secara lengkap. Atas bantuannya saya ucapkan terima kasih.

1. **DATA RESPONDEN**

Mohon memberi tanda (X) pada pilihan ganda

1. Jenis Kelamin:

a. Laki- laki b. perempuan

1. Usia sesponden:
2. 20 tahun c. 21 – 30 tahun
3. 31 – 50 tahun d. 50 ke atas
4. Pendidikan terakhir responden:
5. SMA/SMK c. Strata 1 e. Strata 3
6. Diploma d. Strata 2 f. Lainnya
7. Pekerjaan responden:
8. Pelajar c. PNS/TNI/POLRI e. lainnya
9. Wiraswasta d. Karyawan
10. Penghasilan
11. Rp. 500.000 – Rp. 1.000.000 d. Rp. 3.000.000 – Rp. 4.000.000
12. Rp. 1.000.000 – Rp. 2.000.000 e. Rp. 4.000.000 - Rp. 5.000.000 (ke atas)
13. Rp. 2.000.000 – Rp. 3.000.000
14. Berapa kali anda melakukan perjalanan menggunakan bus langsung indah selama 3 tahun terakhir
15. 1 – 3 kali d. kali
16. 3 – 5 kali
17. 6 – 9 kali
18. **DAFTAR PERTANYAAN**

Petunjuk: berilah tanda centang () pada salah satu angka pada kolom **KEPUASAN** dan **KEPENTINGAN** sesuai dengan tingkat kesetujuan /penilaian anda atas pertanyaan yang disediakan.

|  |  |  |  |
| --- | --- | --- | --- |
| **KETERANGAN KOLOM PENILAIAN SEBELAH KIRI (KEPUASAN)** | | **KETERANGAN KOLOM PENILAIAN SEBELAH KANAN (KEPENTINGAN)** | |
| **Penilaian** | **Keterangan** | **Penilaian** | **Keterangan** |
| 5 | Sangat Puas (SP) | 5 | Sangat Puas (SP) |
| 4 | Puas (P) | 4 | Puas (P) |
| 3 | Cukup Puas (CP) | 3 | Cukup Puas (CP) |
| 2 | Kurang Puas (KP) | 2 | Kurang Puas (KP) |
| 1 | Tidak Puas (TP) | 1 | Tidak Puas (TP) |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Kepuasan** | | | | | **Pertanyaan** | | **Kepentingan** | | | | |
| **1** | **2** | **3** | **4** | **5** | **Tampilan Fisik** | | **1** | **2** | **3** | **4** | **5** |
|  |  |  |  |  | 1 | Petugas menyediakan beberapa fasilitas atau peralatan keamanan |  |  |  |  |  |
|  |  |  |  |  | 2 | Petugas menyediakan beberapa fasilitas atau peralatan keamanan |  |  |  |  |  |
|  |  |  |  |  | 3 | Pengemudi atau asisten pengemudi menguasai bahasa asing minimal bahasa inggris guna dalam berkomunikasi dengan orang asing terkait situasi/ kondisi keamanan |  |  |  |  |  |
|  |  |  |  |  | 4 | Pengemudi dalam keadaan sehat fisik maupun mental, dan juga pengemudi berkompeten dalam pengetahuan mengenali rute pelayanan tanggap darurat |  |  |  |  |  |
|  |  |  |  |  | 5 | Petugas memberikan beberapa fasilitas atau peralatan keselamatan penumpang |  |  |  |  |  |
|  |  |  |  |  | 6 | Petugas menyediakan fasilitas seperti P3K |  |  |  |  |  |
|  |  |  |  |  | 7 | Petugas memastikan jumlah penumpang sesuai dengan kapasitas angkut |  |  |  |  |  |
|  |  |  |  |  | 8 | Petugas menyediakan beberapa fasilitas utama seperti, tempat duduk, nomor tempat duduk, sirkulasi udara, dan rak bagasi pada bus tersebut |  |  |  |  |  |
|  |  |  |  |  | 9 | Petugas menyediakan beberapa fasilitas tambahan seperti bagasi bawah, bagasi dalam, fasilitas kebersihan, kaca film, pemutar audio video, gorden, AC, reclining seat (rs) |  |  |  |  |  |
|  |  |  |  |  | 10 | Petugas memberikan pelayanan sesuai dengan rute yang telah ditentukan (Aksesibilitas) |  |  |  |  |  |
|  |  |  |  |  | 11 | Petugas memberikan tarif tiket sesuai biaya yang dikenakan pengguna jasa untuk satu kali perjalanan |  |  |  |  |  |
|  |  |  |  |  | 12 | Petugas memberikan prioritas untuk membeli tiket dan memilih tempat duduk dan memberikan prioritas naik/ turun penumpang penyandang P12cacat, lansia, anak-anak, dan ibu hamil. |  |  |  |  |  |
|  |  |  |  |  | 13 | Petugas memberikan ruang khusus penyimpanan kursi roda |  |  |  |  |  |
|  |  |  |  |  | 14 | Petugas memberikan informasi pelayanan mulai dari informasi kedatangan/ keberangkatan bus, tarif tiket |  |  |  |  |  |
|  |  |  |  |  | 15 | Petugas memberikan informasi terhadap penumpang apabila terjadi gangguan perjalanan bus |  |  |  |  |  |
|  |  |  |  |  | 16 | Kinerja operasional kendaraan, agar kendaraan beroperasi dengan efisien dan ekonomis. |  |  |  |  |  |

**LAMPIRAN VI**

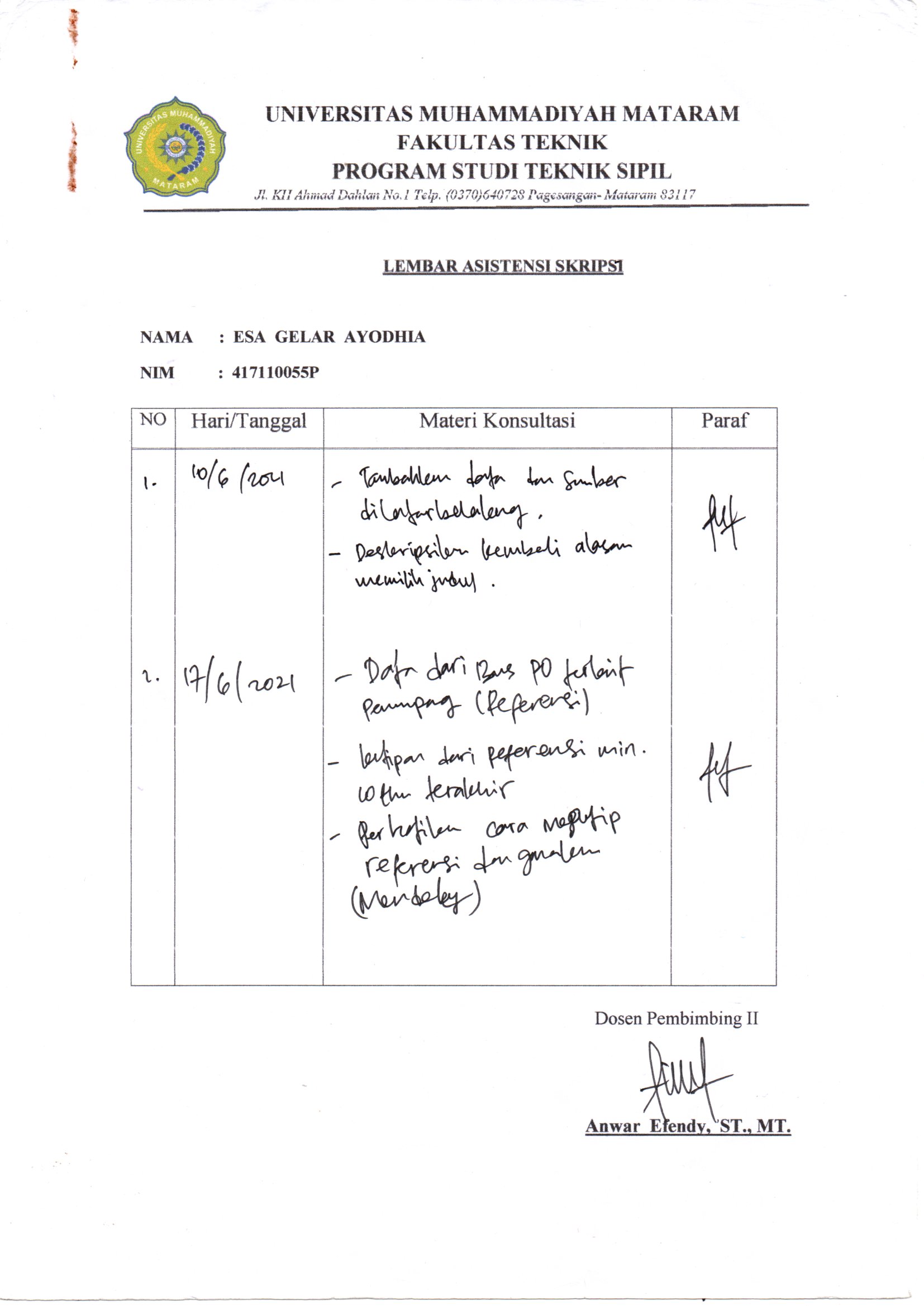
**DATA SEKUNDER DINAS PERHUBUNGAN KOTA MATARAM**

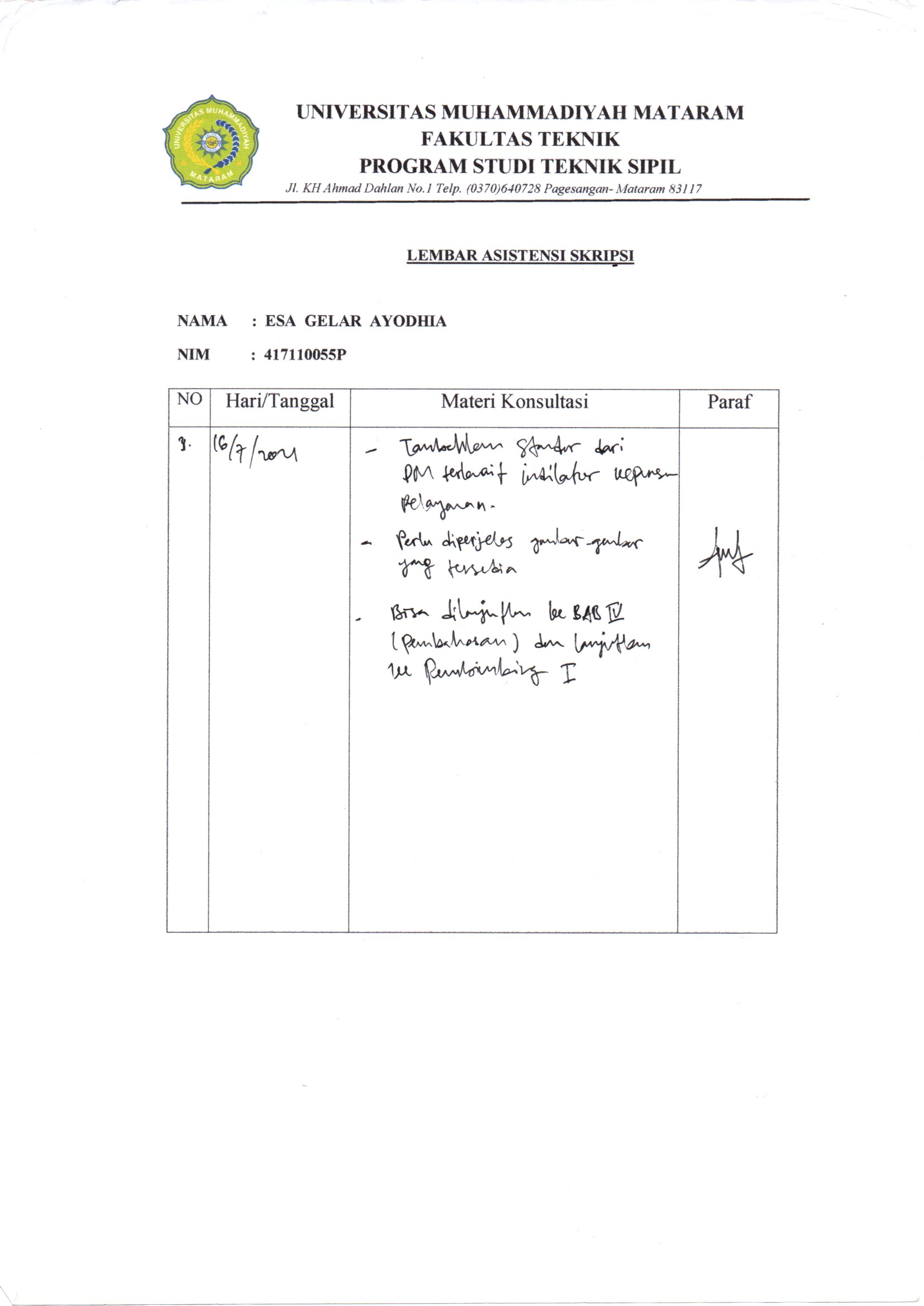
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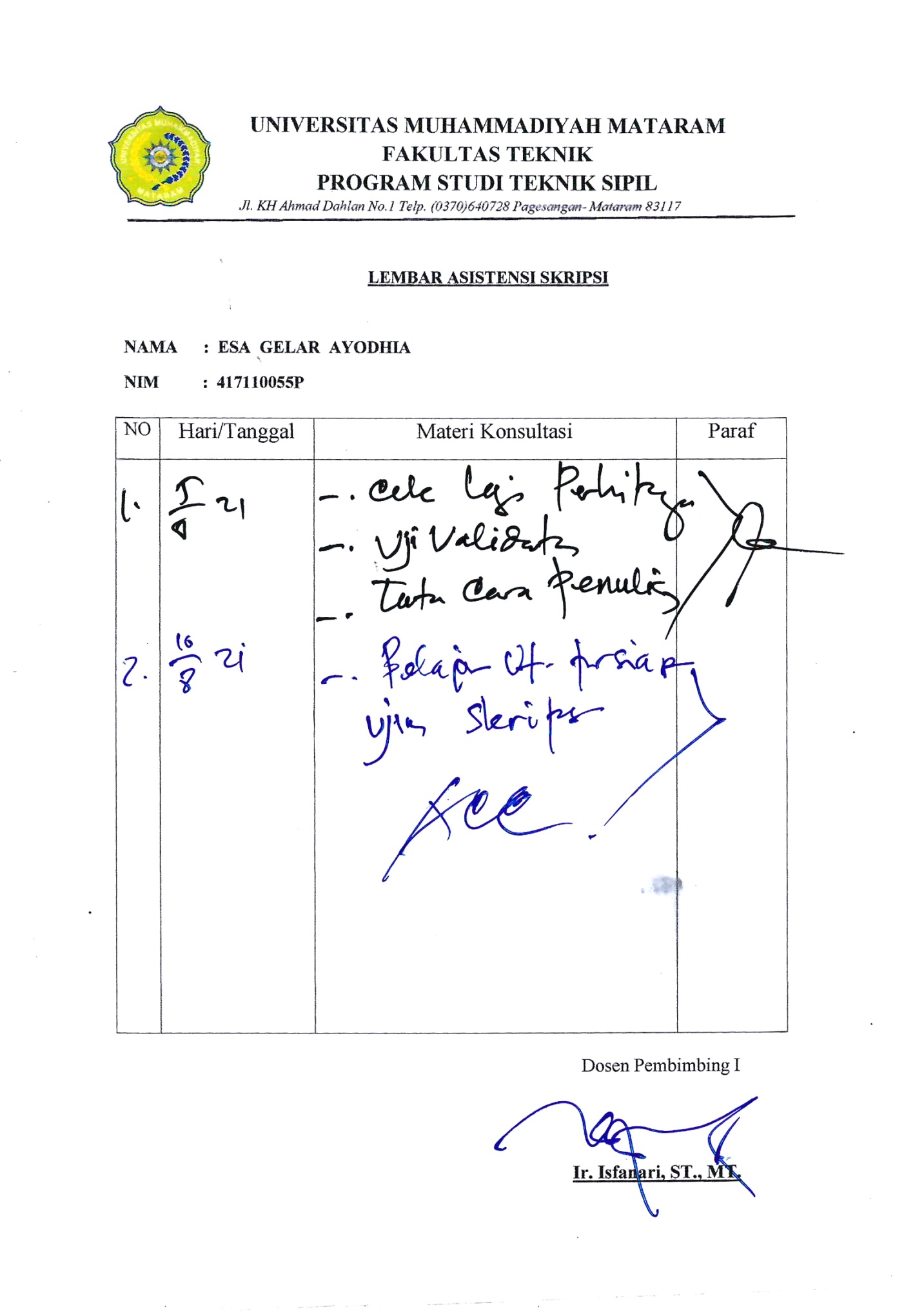


**LAMPIRAN VI**

**LEMBAR ASISTENSI**



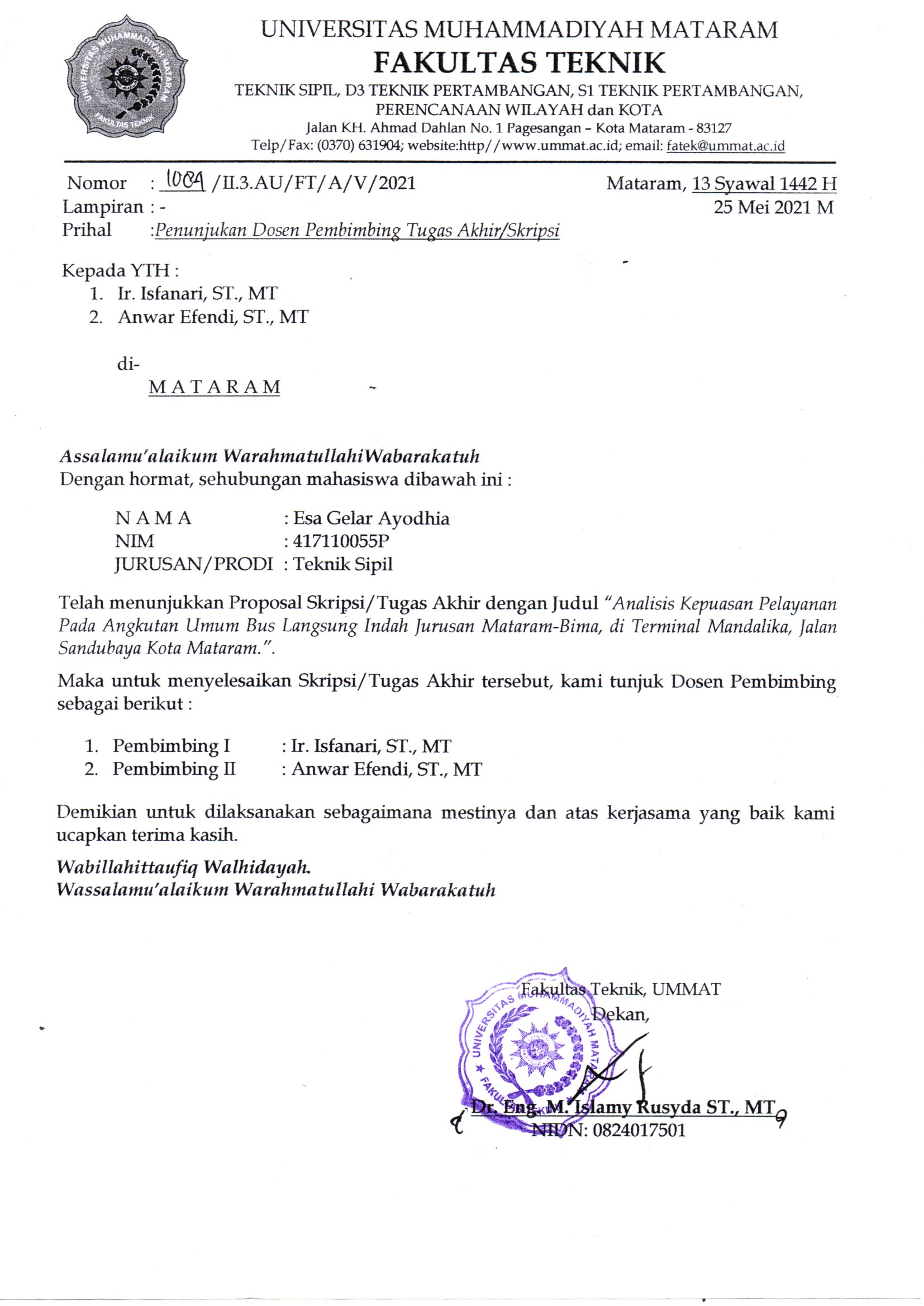


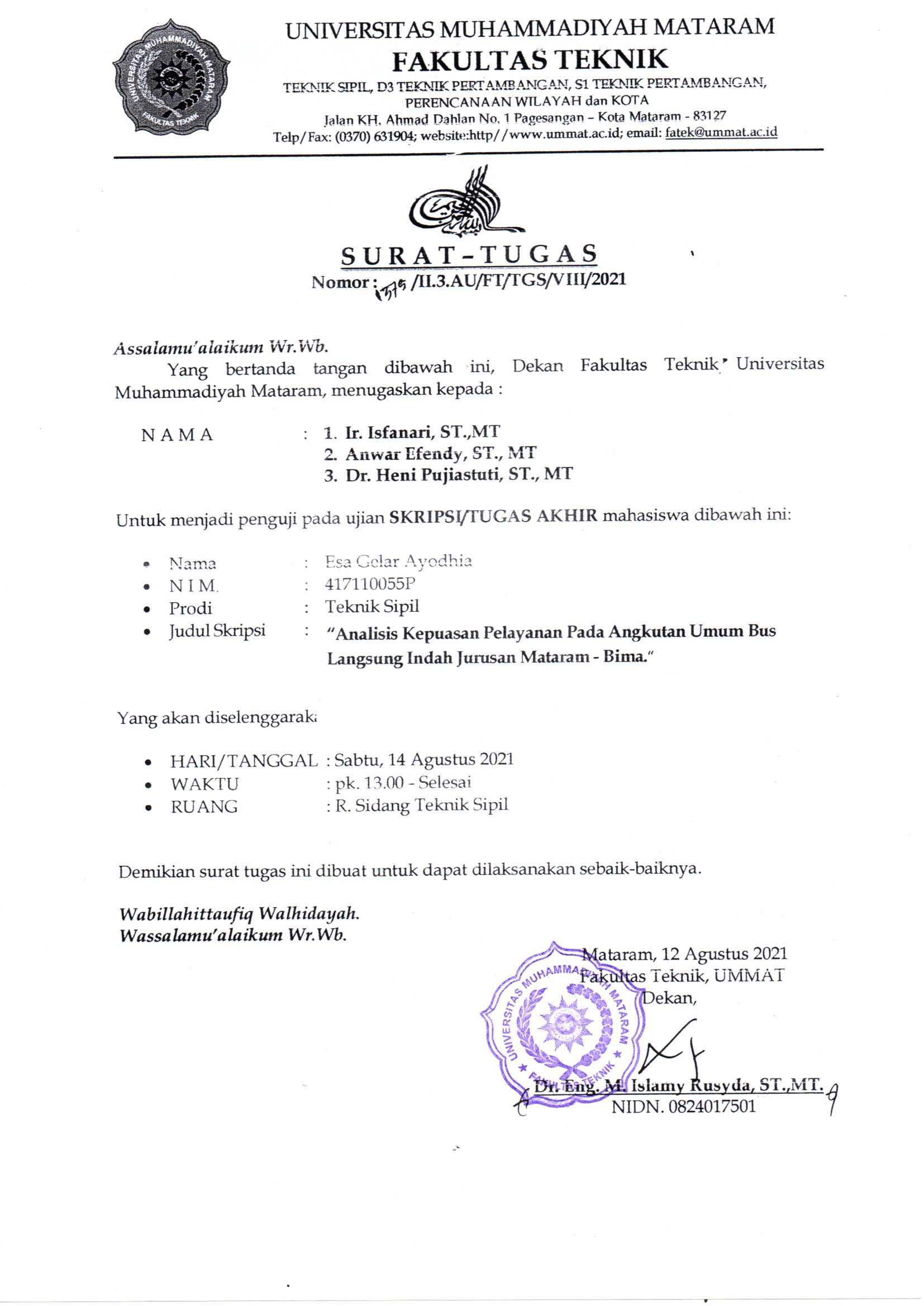


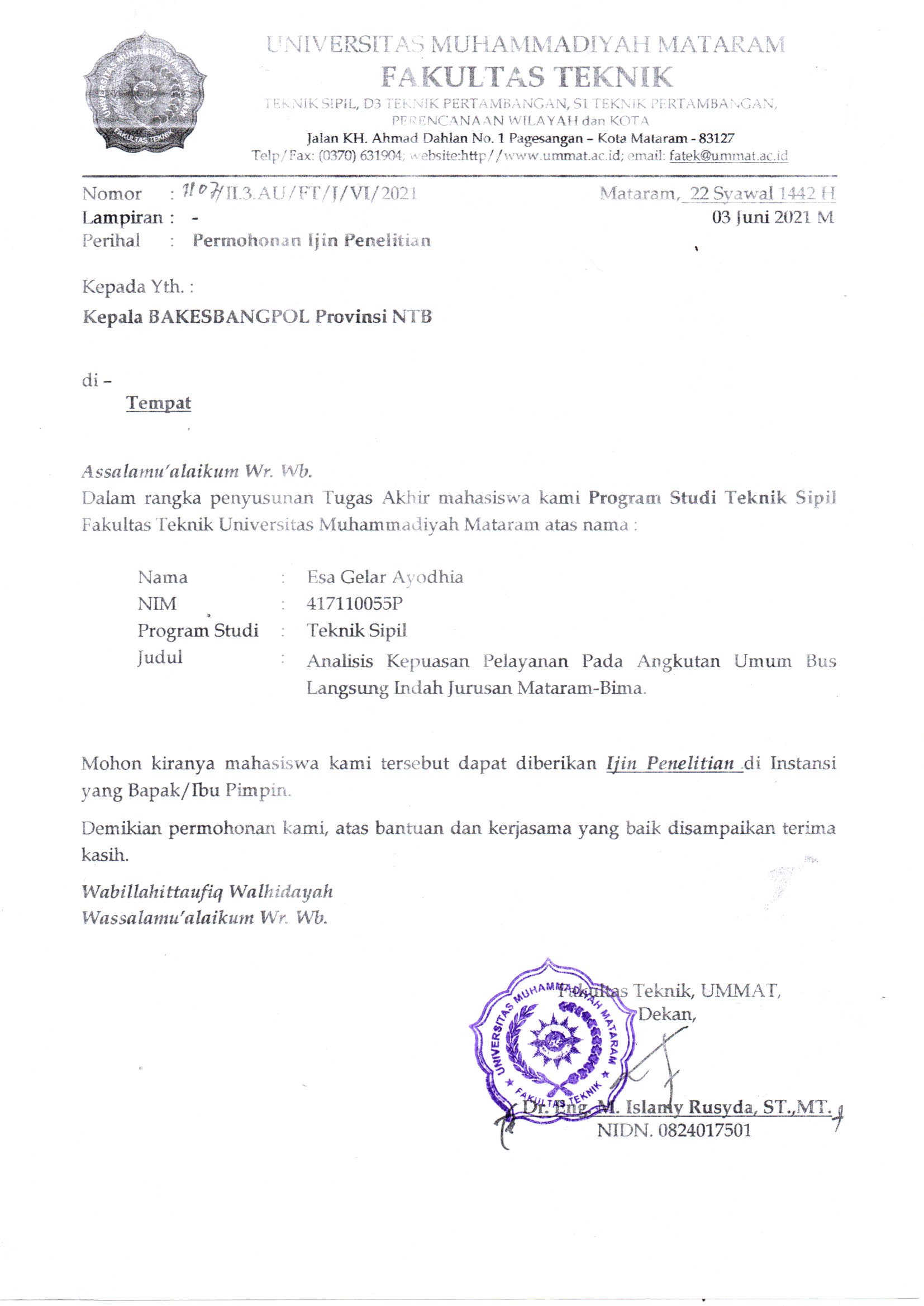
**LAMPIRAN VII**

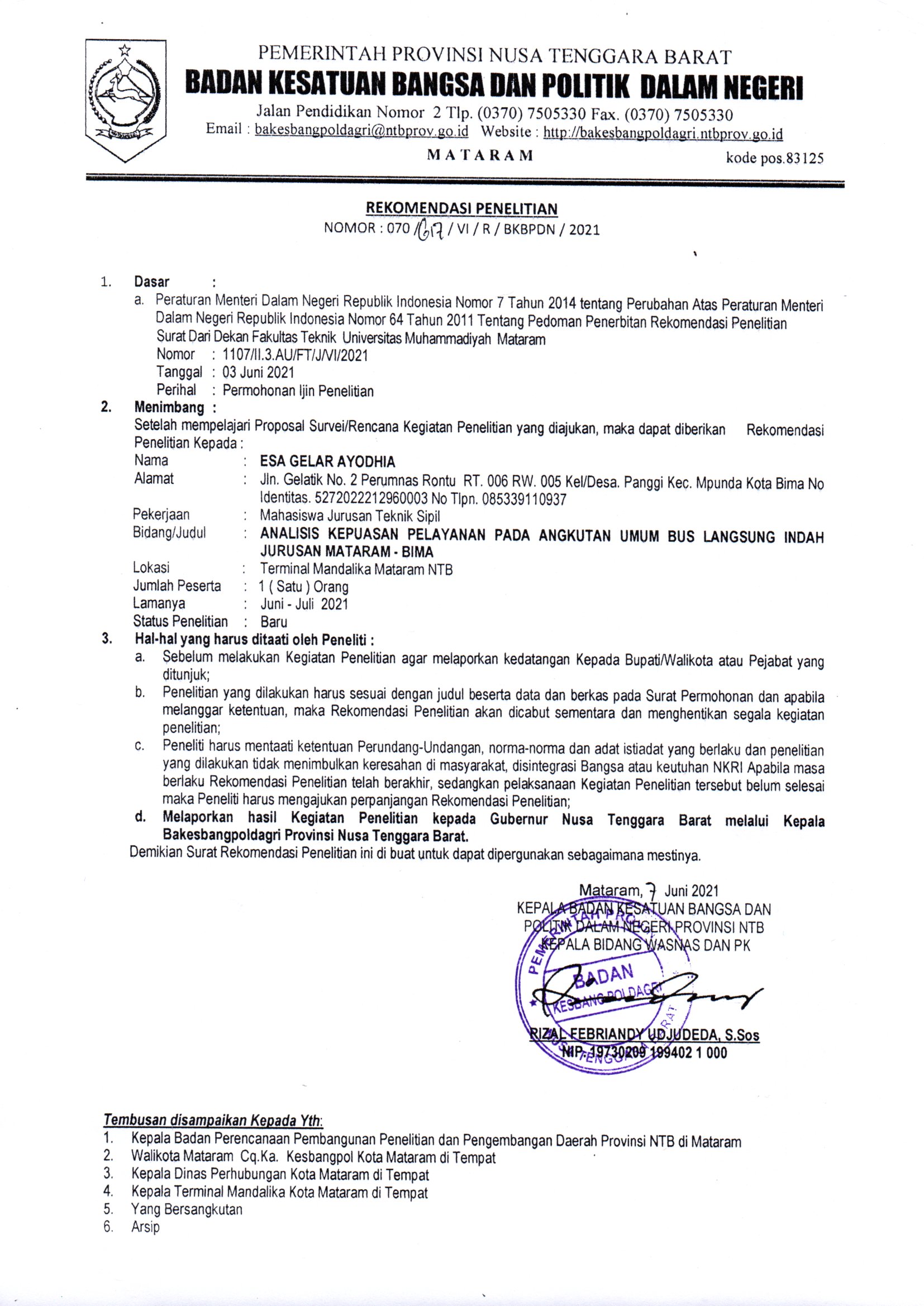
**SURAT DOSEN PEMBIMBING SKRIPSI**

**DAN SURAT PENELITIAN**









**LAMPIRAN VIII**

**DOKUMENTASI**

DOKUMENTASI











