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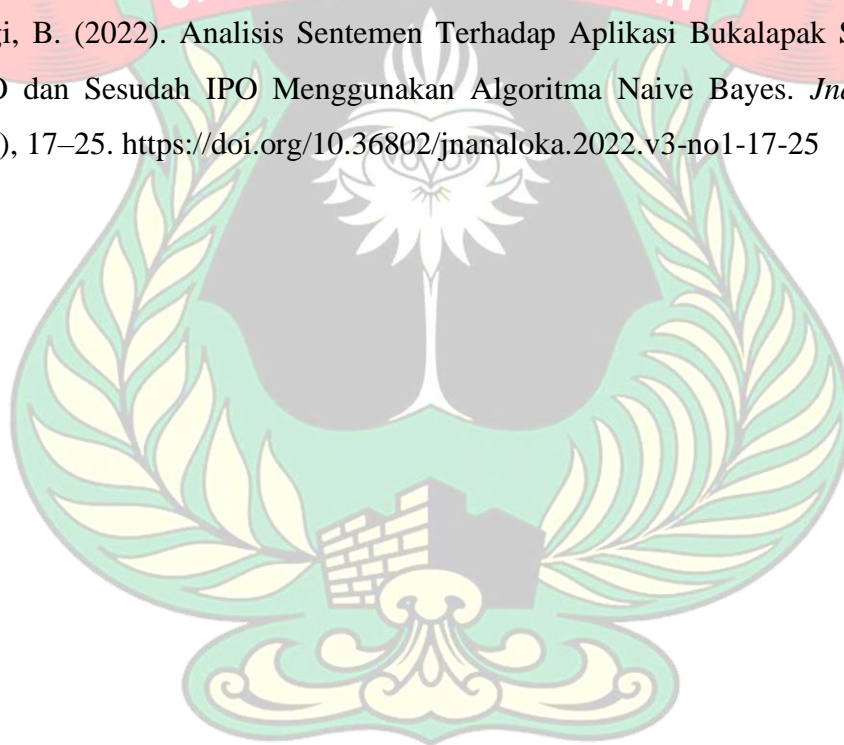
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LAMPIRAN

KUESIONER PENELITIAN

Kuesioner Penelitian Tugas Akhir


Assalamualaikum wr.wb.

Perkenalkan, saya Rosmaladewi, Mahasiswa S1 Departemen Teknik Industri Fakultas Teknik Universitas Hasanuddin. Saat ini saya sedang melakukan penelitian Tugas Akhir yang berjudul "Analisis Kepuasan Pelanggan Terhadap Layanan Aplikasi Lazada di Kota Makassar". Adapun kriteria responden yang dibutuhkan adalah pengguna aplikasi Lazada atau orang yang pernah menggunakan aplikasi Lazada di Kota Makassar.

Apabila memenuhi kriteria tersebut, saya berharap kesediaan Bapak/Ibu/Saudara(i) untuk mengisi kuisisioner ini. Kuisisioner ini bertujuan untuk mengetahui tingkat kepuasan pelanggan terhadap layanan aplikasi Lazada. Atas partisipasi dan perhatiannya saya ucapkan terima kasih.

Hormat saya,

Rosmaladewi

 rosmaladewifleurrose@gmail.com (not shared)
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Next

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117	4	4	4	4	5	4	3	4	4	4	4	4	4	4	4	4	64
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136	4	4	4	3	3	3	3	3	3	3	4	3	3	3	3	3	52
137	4	4	4	2	1	3	3	2	2	4	2	2	2	2	2	2	41
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143	4	4	4	3	3	3	3	3	3	4	4	3	3	3	3	3	53

DATA PENILAIAN TINGKAT HARAPAN

R	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	T
1	3	3	3	3	3	3	3	4	3	3	3	3	3	3	3	3	49
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3	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	80
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6	1	1	1	1	1	2	1	3	3	1	2	2	1	3	1	2	26
7	3	3	3	3	4	3	3	2	2	2	3	3	3	3	2	2	44
8	2	3	1	1	1	1	1	1	2	1	2	1	2	2	1	1	23
9	4	5	4	3	3	3	3	3	3	3	4	3	3	3	3	4	54
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11	3	4	4	4	4	4	3	4	4	4	3	4	4	4	4	4	61
12	4	5	5	4	5	5	5	5	5	5	5	5	5	4	3	5	75
13	5	5	5	5	5	4	5	5	5	5	4	5	5	5	5	5	78
14	2	3	3	3	3	2	3	1	1	1	3	3	3	1	1	3	36
15	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
16	4	5	5	4	5	4	4	5	5	5	5	5	5	4	5	5	75
17	4	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	78
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36	5	4	5	4	5	3	3	4	4	4	4	4	4	4	4	4	65
37	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	80
38	3	3	3	4	5	2	3	5	5	5	4	3	4	5	5	5	64
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42	3	4	5	5	5	4	4	5	5	5	4	4	5	5	5	5	73
43	3	4	5	5	5	5	3	5	5	5	3	5	5	4	4	4	70
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142	4	4	4	5	5	4	4	5	5	4	5	5	5	5	5	74	
143	4	4	4	5	5	5	5	5	5	4	4	5	5	5	5	75	

HASIL SPSS UJI VALIDITAS DATA KINERJA

		Correlations																
		P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	TOTAL
P1	Pearson Correlation	1	.792**	.523**	.388**	.285**	.419**	.457**	.411**	.392**	.448**	.504**	.353**	.376**	.338**	.278**	.381**	.596**
	Sig. (2-tailed)		.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P2	Pearson Correlation	.792**	1	.644**	.472**	.415**	.500**	.449**	.502**	.506**	.498**	.510**	.437**	.515**	.442**	.356**	.467**	.692**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P3	Pearson Correlation	.523**	.644**	1	.646**	.596**	.568**	.551**	.523**	.522**	.480**	.451**	.445**	.424**	.465**	.408**	.577**	.729**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P4	Pearson Correlation	.388**	.472**	.646**	1	.783**	.647**	.604**	.571**	.591**	.510**	.332**	.534**	.520**	.603**	.562**	.624**	.783**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P5	Pearson Correlation	.285**	.415**	.596**	.783**	1	.748**	.571**	.644**	.636**	.442**	.382**	.474**	.470**	.555**	.468**	.573**	.761**
	Sig. (2-tailed)	.001	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P6	Pearson Correlation	.419**	.500**	.568**	.647**	.748**	1	.811**	.641**	.626**	.559**	.418**	.494**	.443**	.546**	.509**	.599**	.792**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P7	Pearson Correlation	.457**	.449**	.551**	.604**	.571**	.811**	1	.596**	.576**	.530**	.438**	.508**	.461**	.545**	.536**	.648**	.764**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P8	Pearson Correlation	.411**	.502**	.523**	.571**	.644**	.641**	.596**	1	.955**	.723**	.522**	.543**	.604**	.648**	.546**	.628**	.835**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P9	Pearson Correlation	.392**	.506**	.522**	.591**	.636**	.626**	.576**	.955**	1	.740**	.516**	.550**	.639**	.649**	.559**	.612**	.836**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P10	Pearson Correlation	.448**	.498**	.480**	.510**	.442**	.559**	.530**	.723**	.740**	1	.554**	.565**	.546**	.600**	.563**	.591**	.771**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P11	Pearson Correlation	.504**	.510**	.451**	.332**	.382**	.418**	.438**	.522**	.516**	.554**	1	.643**	.623**	.561**	.404**	.594**	.680**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P12	Pearson Correlation	.353**	.437**	.445**	.534**	.474**	.494**	.508**	.543**	.550**	.565**	.643**	1	.823**	.792**	.669**	.720**	.769**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P13	Pearson Correlation	.376**	.515**	.424**	.520**	.470**	.443**	.461**	.604**	.639**	.546**	.623**	.823**	1	.765**	.694**	.686**	.773**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P14	Pearson Correlation	.338**	.442**	.465**	.603**	.555**	.546**	.545**	.648**	.649**	.600**	.561**	.792**	.765**	1	.876**	.801**	.825**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P15	Pearson Correlation	.278**	.356**	.408**	.562**	.468**	.509**	.536**	.546**	.559**	.563**	.404**	.669**	.694**	.876**	1	.792**	.745**
	Sig. (2-tailed)	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P16	Pearson Correlation	.381**	.467**	.577**	.624**	.573**	.599**	.648**	.628**	.612**	.591**	.594**	.720**	.686**	.801**	.792**	1	.834**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
TOTAL	Pearson Correlation	.596**	.692**	.729**	.783**	.761**	.792**	.764**	.835**	.836**	.771**	.680**	.769**	.773**	.825**	.745**	.834**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143

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



HASIL UJI VALIDITAS DATA HARAPAN

		Correlations																
		P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	TOTAL
P1	Pearson Correlation	1	.734**	.610**	.486**	.449**	.432**	.509**	.451**	.409**	.437**	.399**	.430**	.443**	.339**	.417**	.405**	.624**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P2	Pearson Correlation	.734**	1	.723**	.528**	.454**	.496**	.605**	.465**	.432**	.486**	.501**	.515**	.492**	.385**	.426**	.483**	.684**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P3	Pearson Correlation	.610**	.723**	1	.545**	.531**	.499**	.571**	.501**	.459**	.505**	.508**	.553**	.518**	.407**	.461**	.533**	.700**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P4	Pearson Correlation	.486**	.528**	.545**	1	.896**	.571**	.496**	.741**	.754**	.751**	.542**	.704**	.723**	.715**	.723**	.756**	.855**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P5	Pearson Correlation	.449**	.454**	.531**	.896**	1	.576**	.472**	.743**	.756**	.774**	.564**	.703**	.749**	.712**	.735**	.776**	.851**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P6	Pearson Correlation	.432**	.496**	.499**	.571**	.576**	1	.707**	.520**	.517**	.554**	.482**	.593**	.529**	.470**	.496**	.530**	.706**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P7	Pearson Correlation	.509**	.605**	.571**	.496**	.472**	.707**	1	.471**	.445**	.465**	.524**	.568**	.475**	.416**	.469**	.527**	.687**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P8	Pearson Correlation	.451**	.465**	.501**	.741**	.743**	.520**	.471**	1	.960**	.887**	.567**	.721**	.751**	.780**	.771**	.799**	.870**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P9	Pearson Correlation	.409**	.432**	.459**	.754**	.756**	.517**	.445**	.960**	1	.899**	.561**	.690**	.747**	.785**	.758**	.794**	.857**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P10	Pearson Correlation	.437**	.486**	.505**	.751**	.774**	.554**	.465**	.887**	.899**	1	.570**	.675**	.760**	.746**	.756**	.784**	.864**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P11	Pearson Correlation	.399**	.501**	.508**	.542**	.564**	.482**	.524**	.567**	.561**	.570**	1	.696**	.651**	.550**	.573**	.673**	.731**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P12	Pearson Correlation	.430**	.515**	.553**	.704**	.703**	.593**	.568**	.721**	.690**	.675**	.696**	1	.862**	.754**	.762**	.809**	.863**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P13	Pearson Correlation	.443**	.492**	.518**	.723**	.749**	.529**	.475**	.751**	.747**	.780**	.651**	.862**	1	.840**	.862**	.880**	.882**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P14	Pearson Correlation	.339**	.385**	.407**	.715**	.712**	.470**	.416**	.780**	.785**	.746**	.550**	.754**	.840**	1	.936**	.887**	.838**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P15	Pearson Correlation	.417**	.426**	.461**	.723**	.735**	.496**	.469**	.771**	.758**	.756**	.573**	.762**	.862**	.936**	1	.896**	.864**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
P16	Pearson Correlation	.405**	.483**	.533**	.756**	.776**	.530**	.527**	.799**	.794**	.784**	.673**	.809**	.880**	.887**	.896**	1	.901**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143
TOTAL	Pearson Correlation	.624**	.684**	.700**	.855**	.851**	.706**	.687**	.870**	.857**	.864**	.731**	.863**	.882**	.838**	.864**	.901**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143	143

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



HASIL UJI RELIABILITAS DATA KINERJA

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.842	.850	3

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.897	.901	4

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.925	.926	3

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.873	.873	3

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.933	.933	3

HASIL UJI RELIABILITAS DATA HARAPAN

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.868	.869	3

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.864	.867	4

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.969	.970	3

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.894	.893	3

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.966	.967	3