

KUESIONER KEPUASAN PELANGGAN TERHADAP PELAYANAN DI STASIUN SIDAREJA

Jenis kelamin :

- () Pria
() Wanita

Umur Anda saat ini :

- () 17-24 tahun
() 25-34 tahun
() 35-49 tahun
() 50-64 tahun
() 65 tahun ke atas

Pekerjaan Anda saat ini :

- () pelajar/mahasiswa
() pegawai negeri
() pegawai swasta
() buruh
() pedagang
() tidak bekerja

Keterangan cara pengisian :

Berilah tanda X untuk setiap pernyataan ini sesuai dengan kenyataan diterima dalam pelayanan pada kolom :

1. Sangat tidak puas 2. Tidak puas 3. Cukup puas 4. Puas 5. Sangat puas

No.	PERNYATAAN	PENILAIAN				
A.	Tampilan Stasiun	1	2	3	4	5
1.	Bangunan stasiun terlihat indah dan bersih					
2.	Stasiun memiliki ruang tunggu yang cukup, nyaman, wc dan air					
3.	Stasiun memiliki fasilitas yang lengkap					
4.	Penampilan petugas/crew rapih dan bersih					
	TOTAL					
B.	Empati					
5.	Petugas stasiun memberikan waktu pelayanan yang cukup pada pelanggan					
6.	Petugas stasiun memberikan pelayanan sesuai keinginan dan kebutuhan pelanggan					
7.	Petugas memperhatikan sungguh-sungguh terhadap kebutuhan pelanggan					
8.	Petugas mendengarkan keluhan pelanggan serta memberikan solusi					
9.	Petugas bersikap sopan dan ramah					
	TOTAL					
C.	Reliability Atau Keandalan					
10.	Petugas memberikan pelayanan dengan teliti dan tepat waktu					
11.	Petugas stasiun dan seluruh crew lainnya membantu jika ada permasalahan pelanggan					
12.	Petugas menginformasikan jadwal keberangkatan dan kedatangan kereta setia saat					
13.	Petugas memberikan informasi kepada pelanggan sebelum naik kereta					
14.	Petugas bersedia menanggapi keluhan dan masukan pelanggan					
	TOTAL					
D.	Responsive Atau Ketanggapan					
15.	Petugas tanggap melayani kebutuhan pelanggan					
16.	Petugas menerima dan melayani pelanggan dengan baik					
17.	Petugas melayani pelanggan secara cepat dan tepat					
18.	Petugas melayani Pelanggan sesuai prosedur yang telah diatur dalam UU					
	TOTAL					
E.	Asurance Atau Kepastian					
19.	Petugas mempunyai skill dan pengetahuan dalam menjalankan tugasnya sehingga mampu melayani pelanggan dengan baik					
20.	Petugas melayani dengan sikap meyakinkan sehingga pelanggan merasa nyaman					
	TOTAL					

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Gilbert A. CHURCHILL



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