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LAMPIRAN

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1. Sekolah Dasar Negeri Sawahan 2 Surabaya
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3. Madrasah Muallimin Muallimat Tambakberas Jombang
4. Madrasah Aliyah Nurul Ulum Pungging Mojokerto
5. Universitas Narotama Surabaya



KUISIONER PENELITIAN

Analisis Tingkat Kepuasan Pelayanan Teller di Bank BNI Undaan Surabaya

Kepada Yth.

Bapak/Ibu/Sdr

Responden

Di Tempat

Dengan hormat,

Bersama ini saya memohon Bapak/Ibu/Sdr berkenan untuk mengisi kuesioner dalam rangka menyelesaikan tugas akhir (skripsi) dengan memberi tanda ☒ pada jawaban yang Bapak/Ibu/Sdr anggap paling sesuai. Seperti berikut:

- Sangat Tidak Puas
- Tidak Puas
- Kurang Puas
- Puas
- Sangat Puas

Segala data/informasi yang Bapak/Ibu/Sdr berikan adanya kami jaga kerahasiannya.

Demikian saya sampaikan atas bantuanya saya ucapkan terimakasih.

Surabaya,

Hormat Saya

Ahmad Ali Mahmud

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1	2020/12/13	yusnitasari	Wanita		22	5	5	5	5	5							
2	2021/01/24	Nabilla Irdaus	Wanita	82235021066	22	4	4	5	4	5							
3	2021/01/24	Mawar felin	Wanita	81230856563	20	4	5	5	5	5							
4	2021/01/24	MUCH NURIL ANWAR	Pria	85785878215	25	4	4	4	4	4							
5	2021/01/24	Dwi Jayanti	Wanita	82150505090	23	5	5	5	4	5							
6	2021/01/24	Amanda	Wanita	81332946567	32	5	5	5	5	5							
7	2021/01/24	Stefani	Wanita		27	5	5	5	5	5							
8	2021/01/24	Silvi	Wanita		35	5	5	5	5	5							
9	2021/01/25	Abul hadi	Pria	82336514664	24	5	5	5	5	5							
10	2021/01/25	betrik puspita sari	Wanita	85813835712	21	5	5	5	5	4							
11	2021/01/25	Tersiliana	Wanita	81249880226	31	5	5	5	5	5							
12	2021/01/25	Kawa Julianto	Pria	81553825366	47	4	5	5	5	5							
13	2021/01/25	in lukitaninguh	Wanita	85546617461	47	5	5	5	5	5							
14	2021/01/25	Emiliana Tintin	Wanita		47	5	5	5	5	5							
15	2021/01/25	Moch ifan malik	Pria	85781136163	25	5	5	5	5	5							
16	2021/01/26	Eko Amiyantbo	Pria	85707054194	26	4	4	4	4	4							
17	2021/01/26	Junianto	Pria		33	5	5	5	5	5							
18	2021/01/26	Antony	Pria	82234556694	27	5	5	5	5	5							
19	2021/01/26	Wahyu wayan	Pria		33	5	5	5	5	5							
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21	2021/01/27	RINA RAHAYANI	Wanita	85785431305	42 tahun	4	5	5	5	5							

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23	2021/01/28	Farid	Pria	82233019552	33	5	5	5	5	5							
24	2021/01/28	Bana	Wanita		23	5	5	5	5	5							
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27	2021/01/28	Nency yusnitasari	Wanita	87855587580	30	5	5	5	5	5							
28	2021/01/28	dilla nadhifa	Wanita		23	5	5	5	5	5							
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30	2021/01/28	audina bebrind	Wanita		23	5	5	5	5	5							
31	2021/01/28	Dini	Wanita		23	5	5	5	5	5							
32	2021/01/29	Sumarwan	Pria	85100797592	41	5	5	5	5	5							
33	2021/01/29	Tjiawelly tjiawjoko	Pria	82143072493	61	5	5	5	5	5							
34	2021/01/29	tan kian sing	Pria		60	5	5	5	5	5							
35	2021/01/29	teguh	Pria		61	5	5	5	5	5							
36	2021/01/30	Gunawan	Pria	81966335843	60	5	5	5	5	5							
37	2021/02/06	Qori aina mahmudah	Wanita		24	5	5	5	5	5							
38	2021/02/06	Fini Anggraeni	Wanita	81358576758	23	5	5	5	5	5							
39	2021/02/06	Amilatul Mitah	Wanita	82140952591	22	5	5	5	5	5							
40	2021/02/10	Ek eddi ekawardhana	Pria	85101250262	59	5	5	5	5	5							
41	2021/02/11	hendro gunawan	Pria		59	5	5	5	5	5							
42	2021/02/11	Wahyu Wayan	Pria	81325875390	33	4	4	4	4	4							

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45	2021/02/12	Sing Oe	Pria		64	5	5	5	5	5							
46	2021/02/12	Umar Baagil	Pria	+62 811-3278-850	56	5	5	5	5	5							
47	2021/02/12	Rudi Tri	Pria	88217880630	22	5	5	5	5	5							
48	2021/02/12	Abdul halim	Pria	+62 810-3465-8911	47	5	5	5	5	5							
49	2021/02/12	Steven	Pria	+62 895-2004-2229	24	5	5	5	5	5							
50	2021/02/12	Nizar Anwar Fuadi	Pria	85753474251	23	5	5	5	5	5							
51	2021/02/13	Ray wungkul	Pria	85721110601	22	5	5	5	5	5							
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**FAKULTAS
EKONOMI DAN BISNIS**

BERITA ACARA BIMBINGAN SKRIPSI

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2 NIM : 01217068

3 FAKULTAS : EKONOMI DAN BISNIS

4 PROGRAM STUDI : MANAJEMEN

5 TOPIK SKRIPSI : MANAJEMEN SDM

6 TANGGAL PENGHAJUAN : 17 September 2020

7 NAMA PEMBIMBING I : ELOK DAMAYANTI, SE., MM

8 NAMA PEMBIMBING II :

9 URAIAN KONSULTASI :

No. Dokumen : FIM-FEB-07-07

Tgl. Terbit : 01 Mei 2018

Revisi : 00

NO	TANGGAL	JADWAL KEGIATAN PENELITIAN	MONITORING	
			CATATAN	PARAF PEMBIMBING
1	18/10/20	Observasi obyek penelitian	Analisis wawancara masalah	OK
2	26/10/20	Observasi terhadap fenomena bisnis/manajemen	Fenomena yang sedang berkembang	OK
3	01/11/20	Menentukan masalah penelitian	Rumusan masalah	OK
4	15/11/20	Kajian teoritis & Empiris	Mencairkan teori jurnal	OK
5	30/11/20	Sintesa dan Rasionalisasi teori	menyusun persip konklusinya	OK
6	14/12/20	Pendekatan Metodologi penelitian	Tentukan analisisnya	OK
7	20/12/20	Pembuatan instrument penelitian	Membuatkan item kuesioner	
8	04/01/21	Pengumpulan data	Teknik pengumpulannya	
9	27/01/21	Tabulasi & Pengolahan Data	pengolahan data	
10	01/02/21	Deskripsi Hasil Penelitian	hasil data yg penting	
11	10/02/21	Interpretasi Hasil Penelitian	Kesimpulan dan saran yg baik	
12	13/02/21	Kelengkapan Data	lengkap	

10 TANGGAL SELESAI BIMBINGAN

11 TELAH DIEVALUASI DAN SIAP UNTUK DIBAHAS

DOSEN PEMBIMBING

ELOK DAMAYANTI, SE., MM

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SURABAYA Disusun Oleh : AHMAD ALI MAHMUD 01217068 PROGRAM STUDI
MANAJEMEN FAKULTAS EKONOMI DAN BISNIS UNIVERSITAS NAROTAMA SURABAYA
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TELLER SERVICE SATISFACTION LEVEL ANALYSIS AT BNI UNDAAN SURABAYA BRANCH
Ahmad Ali Mahmud 1, Elok Damayanti 2 alimahmud663@gmail.com,
elok.damayanti@narotama.ac.id Faculty of Economy and Business, Management Study
Program Narotama University Surabaya, Indonesia ABSTRACT This study aims to find
out the analysis of the level of satisfaction of teller services at BNI Undaan Surabaya
Branch by using the research dimension consisting of tangible (physical evidence),
reliability (reliability), responsiveness (responsiveness), assurance (guarantee) and
empathy (empathy).

This research is a research that uses the approach qualitative, the technique used in this
research is the method of questionnaires and data collection techniques through google
form. Then using the gap analysis method and managed to find the gap score is - 0,48
with an average score of -0.096. The research subjects used were customers at BNI
Undaan Surabaya Branch which amounted to 50 people.

The results showed from 50 respondents known analysis of the quality of teller services
to customers at BNI Undaan Surabaya Branch with a Very Dissatisfied attitude of 0%,
Dissatisfied 0%, Dissatisfied 0%, Satisfied 9.6% and Very Satisfied 90.4%. Based on the
results of the research can be interpreted the quality of service provided by the teller at
BNI Undaan Surabaya Branch is Very Satisfied.

Keywords: Service Quality, Customer Satisfaction, Gap Analysis 1. INTRODUCTION In this
increasingly advanced and sophisticated age, competition in the business world is
undeniable. Similarly, in the world of banking is getting tighter every day in the field of
business and services.