

Lampiran Kuesioner Survey Kepuasan Pelanggan GPFE Yogyakarta 2024.

| Nama Responden | Instansi | No Telepon | Kota Asal | Kualitas Produk-produk Chitose | Kenyamanan & Ketahanan Produk-Produk Chitose | Varian Produk-Produk Chitose | Desain & Ergonomi Produk-Produk Chitose | Keseharian Harga dengan Kualitas Produk Chitose | Kemudahan dalam Membeli Produk Chitose | Pelayanan Chitose | Media Promosi Chitose | Lokasi Kantor/Showroom/Distributor Chitose | Pengiriman Produk-Produk Chitose |
|-----------------------------|----------------------------|---------------|--------------------|--------------------------------|--|------------------------------|---|---|--|-------------------|-----------------------|--|----------------------------------|
| 1. Eva Verawati SH | Sekda Jawa Barat | 0813992770 | Jawa Barat | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 |
| 2. Sunarno | LPSE Sumed | 081367544173 | Banyuwangi | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 |
| 3. Rakhmadan Noor | Sekda Kota Samarinda | 0811536200 | Samarinda | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4. Aning Kusdiana | Dinas Mojokerto | 08519389582 | Mojokerto | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 |
| 5. Hanim Billah | UPTD Puskesmas Trawas | 08123059084 | Mojokerto | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 |
| 6. Denny | UKPBJ | 08524930459 | Tabalong Kaltes | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 7. Ratna M | Dinkes | 085771105401 | Jawa Timur | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 |
| 8. Hartini | UKPBJ | 08514930459 | Kalimantan | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 |
| 9. Evi Siswanti | UKPBJ | 085727138168 | Yogyakarta | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 10. M. Ammar Hakim | PT Ebelthos Indonesia | 083148477558 | Yogyakarta | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 11. Nurul Khoirah SIM | UKPBJ | 081335344025 | Gresik | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 12. Khumawaty | UKPBJ | 081321456511 | Jawa Timur | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 |
| 13. Bambang Setyo N | UKPBJ | 08180408040 | Yogyakarta | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 |
| 14. Abiyanto | Sekda Karawang | 08212529812 | Karawang | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 15. Khikayah | UKPBJ | 087738008007 | Yogyakarta | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 16. M. Rizqin | Pemda Kab. Gresik | 08233752605 | Gresik | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 |
| 17. Ahmad Yari | Swasta | 082012138042 | Yogyakarta | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 |
| 18. Pipit Wulandika | Universitas Sultan Maulana | 08179409199 | Banten | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 19. Lia Indriani | Pemda Bantul | 081393049923 | Bantul | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 |
| 20. Dewu Mulyani | Dinas Kabupaten Pangajene | 08233752605 | Medan | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 |
| 21. Tamsji | Dinas PU | 0823000504 | Semarang | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 |
| 22. Desi Novitasari | UKPBJ | 081300917879 | Yogyakarta | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 |
| 23. Tamsji | Dinas PU | 08982005058 | Semarang | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 |
| 24. Widya Septiani | Jula Food | 0852102308730 | Siemam | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 |
| 25. Sri Apeng | Dinas Koperasi dan UKM | 087812210565 | Bantul | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 |
| 26. Rahimah | Dinas Kabupaten Pangajene | 082216458821 | Sumatera Utara | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 |
| 27. Sri Riyanti | UKPBJ | 085311545652 | Jawa Tengah | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 |
| 28. Riska Yulanti | UKPBJ | 087877772277 | Jawa Timur | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 |
| 29. Widayati | UKPBJ | 08514930459 | Kalimantan Selatan | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 |
| 30. Tri Murni Andayani | UKPBJ | 081225782188 | Bantul | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 31. Gustik Lestama | Biro PWPP | 081328631167 | Yogyakarta | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 32. Ristanti Apriyani | UKPBJ | 081225790640 | Yogyakarta | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 |
| 33. Evina Puspahapsari | UKPBJ | 08214295044 | Bantul | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 |
| 34. Anifah Wulandari | UKPBJ | 0818278980 | Bantul | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 |
| 35. Dwi Ratna Susanti SH MM | Sekda Ngawi | 0895400734300 | Ngawi | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 |
| 36. Eki Nisa F. S.Sos. MPA | Biro PWPP | 082226282925 | Yogyakarta | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 37. Willy S | Sekda | 085110849995 | Gresik | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 |
| 38. Elvana | BPPI | 082178076644 | Muba Sumel | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 |
| 39. Anton Widianto | Perum Jasa Tirta I | 08213309399 | Malang | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 |
| JUMLAH | | | | 144 | 146 | 134 | 133 | 131 | 136 | 142 | 138 | 129 | 125 |
| MEAN | | | | 3,79 | 3,84 | 3,53 | 3,50 | 3,45 | 3,58 | 3,74 | 3,63 | 3,39 | 3,29 |



Lampiran Hasil Nilai Variabel Terendah

Nilai Variabel Terendah (Place)

3,34 Place

Berdasarkan hasil survey bahwa variabel place memiliki nilai terendah pada indikator:

1. Lokasi Kantor / Showroom / Distributor Chitose.
2. Pengiriman produk-produk Chitose.



Berdasarkan hasil survey terakhir diketahui jika variabel place memiliki nilai terendah, dengan indikator:

1. Lokasi Kantor / Showroom / Distributor Chitose = 3,39.
2. Pengiriman produk-produk Chitose = 3,29.

Lampiran Data Aktual Dari Mulai PO Hingga SJ (Barang Dikirim)

| CUST | TGL. PO MASUK | TYPE | SPESIFIKASI | | FIX ORDER | TOTAL PO | MAX. DELIVERY | 02-Dec | 04-Dec | 05-Dec |
|-------|---------------|--------------|-------------|-----------|-----------|----------|---------------|--------|--------|--------|
| | | | RANGKA | COVER | | | | QTY | QTY | QTY |
| YOGYA | 27-Aug-24 | OLIVE A - LM | | DARK GREY | 1.110 | 1.110 | | | | 408 |

PO: 27 Agustus 2024

SJ: 5 Desember 2024

Total Waktu: 3 Bulan 8 Hari

| CUST | TGL. PO MASUK | TYPE | SPESIFIKASI | | FIX ORDER | TOTAL PO | 05-Nov | 06-Nov | 07-Nov | 08-Nov |
|----------|---------------|-------|-------------|-------|-----------|----------|--------|--------|--------|--------|
| | | | RANGKA | COVER | | | QTY | QTY | QTY | QTY |
| SURABAYA | 04-Jun-24 | PRIDE | | BLACK | 7 | 7 | | | | 7 |

PO: 4 Juni 2024

SJ: 8 November 2024

Total Waktu: 5 Bulan 4 Hari

| CUST | TGL. PO MASUK | TYPE | SPESIFIKASI | | FIX ORDER | TOTAL PO | MAX. DELIVERY | 15-Oct |
|---------|---------------|----------|-------------|-------|-----------|----------|---------------|--------|
| | | | RANGKA | COVER | | | | QTY |
| TRIJATI | 24-Jun-24 | FITTO MH | | BLUE | 74 | 74 | | 50 |

PO: 24 Juni 2024

SJ: 15 Oktober 2024

Total Waktu: 3 Bulan 9 Hari

| CUST | TGL. PO MASUK | TYPE | SPESIFIKASI | | FIX ORDER | TOTAL PO | MAX. DELIVERY | 02-Dec | 04-Dec | 05-Dec |
|-------|---------------|---------------------|-------------|-------|-----------|----------|---------------|--------|--------|--------|
| | | | RANGKA | COVER | | | | QTY | QTY | QTY |
| MEDAN | 24-Sep-24 | CHIBA SW 1830 COM L | | | 10 | 10 | | | | 10 |

PO: 24 September 2024

SJ: 5 Desember 2024

Total Waktu: 2 Bulan 11 Hari

Berdasarkan Sampel data di atas, diketahui terdapat keterlambatan waktu dari tenggang waktu 2 bulan / 60 hari, dimana Chitose selalu memberikan informasi kepada DH maupun konsumen bahwa PO akan dilakukan selama 2 bulan / 60 hari.