Lampiran 1 : Kuesioner

FAKULTAS EKONOMI

UNIVERSITAS MUSLIM NUSANTARA ALWASLIYAH

Lampiran : 1 (satu) set kuesioner

Hal : Permohonan menjadi responden penelitian

Kepada Yth.

Bapak / Ibu / Saudara Wajib Pajak

di

Dinas Samsat Medan Selatan.

Dengan Hormat,

Saya adalah mahasiswa Program Studi Manajemen Universitas Muslim Nusantara Alwasliyah. Saat ini saya sedang melakukan penelitian tentang “Pengaruh Kualitas Pelayanan Terhadap Kepuasan Wajib Pajak di Dinas Samsat Medan Selatan.”

Saya memohon kesediaan Bapak/Ibu/Saudara/i untuk berpartisipasi mengisi kuesioner ini. Adapun permohonan ini, sedikit banyak akan mengganggu aktivitas Bapak/Ibu/Saudara/i. Namun demikian semua jawaban yang Bapak/Ibu/Saudara/I berikan kerahasiaannya terjamin, dan semata-mata hanya untuk kepentingan penelitian ilmiah dalam penyelesaian skripsi.

Atas kesediaan dan partisipasi Bapak/Ibu/Saudara untuk mengisi dan mengembalikan kuesioner ini, tidak lupa saya mengucapkan terima kasih.

Hormat Saya,

Peneliti

SABRINA DITA SANDRIA

NIM: 173114092

**IDENTITAS RESPONDEN**

1. No Responden : (Diisi oleh peneliti)

26 –35 tahun

≤ 25 tahun

1. Umur :

≥ 56 tahun

36 - 55 tahun

S1

S2

1. Pendidikan Terakhir : :

SMA

D III

Berilah tanda **√**(centang) untuk setiap pernyataan yang anda pilih

Keterangan:

STS = Sangat Tidak Setuju (Skor 1)

TS = Tidak Setuju (Skor 2)

KS = Kurang Setuju (Skor 3)

S = Setuju (Skor 4)

SS = Sangat Setuju (Skor 5)

1. **KUALITAS PELAYANAN (X1)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **PERNYATAAN** | **SS** | **S** | **KS** | **TS** | **STS** |
|  | **Reliabilitas** |  |  |  |  |  |
| 1 | Pegawai di Dinas Samsat Medan Selatan tepat waktu dalam melayani wajib pajak |  |  |  |  |  |
| 2 | Pelayanan yang diberikan sesuai dengan apa yang dijanjikan Dinas Samsat Medan Selatan |  |  |  |  |  |
|  | **Daya tanggap** |  |  |  |  |  |
| 3 | Pegawai di Dinas Samsat Medan Selatan melayani dengan cepat sesuai dengan permintaan wajib pajak |  |  |  |  |  |
| 4 | Pegawai di Dinas Samsat Medan Selatan melayani dengan cepat terhadap keluhan pelanggan |  |  |  |  |  |
|  | **Jaminan** |  |  |  |  |  |
| 5 | Wajib pajak mendapatkan informasi mengenai pajak yang akurat |  |  |  |  |  |
| 6 | Pegawai di Dinas Samsat Medan Selatan berkompeten dalam mengurus perlengkapan administrasi wajib pajak |  |  |  |  |  |
|  | **Empati** |  |  |  |  |  |
| 7 | Pegawai di Dinas Samsat Medan Selatan memberikan pelayanan dengan tulus |  |  |  |  |  |
| 8 | Pegawai di Dinas Samsat Medan Selatan memberikan solusi atas keluhan pelanggan |  |  |  |  |  |
|  | **Bukti fisik** |  |  |  |  |  |
| 9 | Ruang tunggu Dinas Samsat Medan Selatan nyaman |  |  |  |  |  |
| 10 | Penampilan pegawai Dinas Samsat Medan Selatan rapi |  |  |  |  |  |

1. **KEPUASAN WAJIB PAJAK (Y)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **PERNYATAAN** | **SS** | **S** | **KS** | **TS** | **STS** |
|  | **Sistem penanganan keluhan dan saran wajib pajak** |  |  |  |  |  |
| 1 | Wajib pajak puas dengan adanya sistem penanganan keluhan dan wajib pajak yang ada di Samsat Medan Selatan |  |  |  |  |  |
| 2 | Wajib pajak puas dengan keramahan pegawai Samsat Medan Selatan dalam menanggapi keluhan yang disampaikan wajib pajak |  |  |  |  |  |
|  | **Sistem survei reputasi intansi** |  |  |  |  |  |
| 3 | Wajib pajak puas dengan diadakannya survei kualitas pelayanan yang dilakukan Samsat Medan Selatan |  |  |  |  |  |
| 4 | Wajib pajak puas dengan diberi kesempatan menjadi responden atas survei yang dilakukan Samsat Medan Selatan |  |  |  |  |  |
|  | **Sistem analisis wajib pajak** |  |  |  |  |  |
| 5 | Wajib pajak puas, karena Samsat Medan Selatan memiliki sistem analisis wajib pajak yang mampu mencari penyebab rendahnya minat wajib pajak untuk membayar pajak |  |  |  |  |  |
| 6 | Wajib pajak puas, Samsat Medan Selatan menganalisis keengganan wajib pajak dalam membayar pajak |  |  |  |  |  |

**LAMPIRAN 2**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| JAWABAN RESPONDEN DILUAR SAMPEL UNTUK UJI VALIDITAS | | | | | | | | | | | | | | | | |  |  |
| DAN RELIABILITAS | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |
| No | kualitas pelayanan | | | | | | | | | | Jlh | kepuasan wajib pajak | | | | | | Jlh |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | 4 | 2 | 3 | 3 | 2 | 2 | 2 | 3 | 2 | 3 | 26 | 3 | 2 | 3 | 2 | 3 | 2 | 15 |
| 2 | 3 | 4 | 3 | 2 | 4 | 3 | 3 | 3 | 2 | 2 | 29 | 3 | 4 | 3 | 3 | 4 | 5 | 22 |
| 3 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 21 | 2 | 3 | 2 | 2 | 3 | 2 | 14 |
| 4 | 3 | 3 | 3 | 2 | 3 | 3 | 1 | 3 | 3 | 3 | 27 | 3 | 2 | 3 | 3 | 3 | 3 | 17 |
| 5 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 20 | 4 | 3 | 3 | 4 | 3 | 4 | 21 |
| 6 | 4 | 3 | 2 | 4 | 4 | 2 | 2 | 2 | 3 | 3 | 29 | 3 | 3 | 3 | 3 | 3 | 4 | 19 |
| 7 | 2 | 2 | 2 | 4 | 2 | 2 | 2 | 2 | 2 | 2 | 22 | 3 | 4 | 3 | 3 | 3 | 3 | 19 |
| 8 | 4 | 3 | 3 | 3 | 3 | 2 | 1 | 3 | 3 | 3 | 28 | 4 | 3 | 4 | 3 | 4 | 4 | 22 |
| 9 | 3 | 3 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 34 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| 10 | 5 | 5 | 3 | 5 | 5 | 2 | 4 | 4 | 3 | 3 | 39 | 5 | 4 | 4 | 3 | 4 | 5 | 25 |
| 11 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 39 | 3 | 4 | 4 | 3 | 4 | 3 | 21 |
| 12 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 2 | 2 | 32 | 4 | 3 | 4 | 5 | 4 | 4 | 24 |
| 13 | 4 | 3 | 2 | 4 | 2 | 1 | 2 | 2 | 2 | 2 | 24 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| 14 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 1 | 3 | 27 | 5 | 3 | 5 | 4 | 3 | 5 | 25 |
| 15 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 21 | 4 | 3 | 4 | 3 | 4 | 4 | 22 |
| 16 | 5 | 2 | 5 | 5 | 2 | 5 | 5 | 5 | 2 | 1 | 37 | 5 | 3 | 5 | 3 | 3 | 5 | 24 |
| 17 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 | 3 | 2 | 3 | 3 | 1 | 3 | 15 |
| 18 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 2 | 4 | 34 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| 19 | 5 | 5 | 4 | 5 | 2 | 5 | 5 | 2 | 5 | 5 | 43 | 5 | 3 | 5 | 5 | 3 | 5 | 26 |
| 20 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 2 | 4 | 37 | 5 | 3 | 4 | 5 | 3 | 5 | 25 |
| 21 | 3 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 37 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| 22 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 31 | 5 | 3 | 5 | 3 | 3 | 5 | 24 |
| 23 | 2 | 3 | 5 | 3 | 4 | 4 | 2 | 2 | 3 | 4 | 32 | 3 | 5 | 3 | 5 | 5 | 3 | 24 |
| 24 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 39 | 3 | 4 | 3 | 4 | 4 | 3 | 21 |
| 25 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 31 | 4 | 5 | 4 | 3 | 3 | 5 | 24 |
| 26 | 2 | 2 | 2 | 1 | 1 | 2 | 1 | 4 | 1 | 1 | 17 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| 27 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 38 | 4 | 3 | 4 | 3 | 5 | 5 | 24 |
| 28 | 4 | 3 | 4 | 2 | 4 | 4 | 3 | 3 | 4 | 4 | 35 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| 29 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 29 | 2 | 2 | 2 | 2 | 2 | 2 | 12 |
| 30 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |

JAWABAN RESPONDEN

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No | KUALITAS PELAYANAN | | | | | | | | | | Jlh | KEPUASAN WAJIB PAJAK | | | | | | Jlh |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 2 | 2 | 34 | 4 | 3 | 3 | 3 | 2 | 2 | 17 |
| 2 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 2 | 4 | 35 | 2 | 3 | 4 | 3 | 4 | 4 | 20 |
| 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 38 | 2 | 4 | 3 | 4 | 4 | 4 | 21 |
| 4 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 29 | 2 | 3 | 3 | 3 | 3 | 3 | 17 |
| 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 | 2 | 3 | 3 | 3 | 3 | 3 | 17 |
| 6 | 4 | 3 | 4 | 4 | 4 | 2 | 4 | 4 | 5 | 4 | 38 | 2 | 2 | 4 | 5 | 4 | 4 | 21 |
| 7 | 5 | 3 | 4 | 2 | 5 | 4 | 4 | 4 | 2 | 4 | 37 | 2 | 4 | 2 | 5 | 2 | 5 | 20 |
| 8 | 4 | 4 | 2 | 4 | 2 | 4 | 2 | 3 | 4 | 4 | 33 | 2 | 4 | 4 | 4 | 4 | 2 | 20 |
| 9 | 5 | 2 | 4 | 2 | 4 | 3 | 4 | 4 | 4 | 2 | 34 | 2 | 3 | 4 | 5 | 2 | 4 | 20 |
| 10 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 2 | 2 | 32 | 2 | 3 | 2 | 3 | 4 | 4 | 18 |
| 11 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 3 | 2 | 4 | 34 | 3 | 4 | 3 | 4 | 4 | 4 | 22 |
| 12 | 4 | 2 | 5 | 2 | 3 | 4 | 4 | 4 | 2 | 2 | 32 | 3 | 4 | 4 | 4 | 2 | 5 | 22 |
| 13 | 4 | 4 | 4 | 4 | 2 | 2 | 3 | 3 | 5 | 2 | 33 | 2 | 4 | 3 | 4 | 4 | 4 | 21 |
| 14 | 4 | 3 | 4 | 3 | 4 | 4 | 1 | 1 | 3 | 3 | 30 | 2 | 4 | 1 | 4 | 3 | 4 | 18 |
| 15 | 4 | 2 | 4 | 2 | 3 | 4 | 5 | 4 | 5 | 3 | 36 | 4 | 4 | 4 | 4 | 2 | 1 | 19 |
| 16 | 5 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 37 | 5 | 5 | 2 | 5 | 4 | 4 | 25 |
| 17 | 5 | 3 | 3 | 3 | 3 | 5 | 2 | 2 | 3 | 3 | 32 | 3 | 5 | 2 | 5 | 3 | 3 | 21 |
| 18 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 2 | 4 | 4 | 35 | 3 | 5 | 2 | 5 | 4 | 4 | 23 |
| 19 | 5 | 2 | 3 | 2 | 3 | 4 | 2 | 3 | 3 | 3 | 30 | 2 | 5 | 3 | 5 | 2 | 3 | 20 |
| 20 | 4 | 2 | 4 | 2 | 4 | 4 | 5 | 4 | 4 | 4 | 37 | 2 | 4 | 4 | 4 | 2 | 4 | 20 |
| 21 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 39 | 4 | 4 | 5 | 4 | 4 | 4 | 25 |
| 22 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 32 | 2 | 3 | 4 | 3 | 3 | 3 | 18 |
| 23 | 5 | 4 | 4 | 4 | 4 | 5 | 2 | 3 | 4 | 4 | 39 | 4 | 5 | 3 | 5 | 4 | 4 | 25 |
| 24 | 4 | 2 | 2 | 2 | 2 | 4 | 3 | 4 | 4 | 4 | 31 | 4 | 4 | 4 | 4 | 2 | 2 | 20 |
| 25 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 2 | 2 | 34 | 4 | 3 | 4 | 3 | 4 | 4 | 22 |
| 26 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 48 | 2 | 4 | 5 | 4 | 5 | 5 | 25 |
| 27 | 2 | 3 | 4 | 2 | 5 | 2 | 4 | 4 | 4 | 4 | 34 | 2 | 2 | 4 | 2 | 2 | 5 | 17 |
| 28 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 48 | 4 | 4 | 5 | 4 | 5 | 5 | 27 |
| 29 | 4 | 2 | 5 | 2 | 5 | 4 | 5 | 5 | 3 | 3 | 38 | 4 | 4 | 5 | 4 | 2 | 5 | 24 |
| 30 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 33 | 4 | 4 | 3 | 4 | 3 | 3 | 21 |
| 31 | 4 | 3 | 3 | 2 | 5 | 4 | 5 | 3 | 5 | 5 | 39 | 2 | 4 | 3 | 4 | 2 | 5 | 20 |
| 32 | 4 | 2 | 5 | 2 | 5 | 4 | 5 | 5 | 3 | 3 | 38 | 2 | 4 | 5 | 4 | 2 | 5 | 22 |
| 33 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 48 | 2 | 4 | 5 | 4 | 5 | 5 | 25 |
| 34 | 3 | 2 | 5 | 2 | 5 | 3 | 5 | 5 | 4 | 4 | 38 | 2 | 3 | 5 | 3 | 2 | 5 | 20 |
| 35 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 36 | 2 | 4 | 4 | 4 | 2 | 2 | 18 |
| 36 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 37 | 2 | 3 | 4 | 3 | 4 | 4 | 20 |
| 37 | 5 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 4 | 4 | 40 | 2 | 5 | 3 | 5 | 4 | 4 | 23 |
| 38 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 32 | 2 | 4 | 3 | 4 | 3 | 3 | 19 |
| 39 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 37 | 2 | 4 | 4 | 4 | 4 | 4 | 22 |
| 40 | 2 | 3 | 3 | 3 | 3 | 2 | 4 | 4 | 3 | 3 | 30 | 2 | 2 | 4 | 2 | 3 | 3 | 16 |
| 41 | 2 | 5 | 3 | 2 | 4 | 2 | 4 | 2 | 3 | 5 | 32 | 4 | 2 | 2 | 2 | 5 | 3 | 18 |
| 42 | 2 | 2 | 5 | 2 | 5 | 2 | 5 | 5 | 5 | 2 | 35 | 2 | 2 | 5 | 2 | 2 | 5 | 18 |
| 43 | 4 | 3 | 2 | 2 | 2 | 4 | 4 | 5 | 4 | 4 | 34 | 3 | 4 | 5 | 4 | 3 | 2 | 21 |
| 44 | 4 | 2 | 4 | 4 | 4 | 4 | 5 | 4 | 2 | 2 | 35 | 3 | 4 | 4 | 4 | 2 | 4 | 21 |
| 45 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 2 | 1 | 36 | 2 | 4 | 5 | 4 | 4 | 4 | 23 |
| 46 | 4 | 2 | 3 | 3 | 3 | 4 | 4 | 4 | 1 | 3 | 31 | 3 | 4 | 4 | 4 | 2 | 3 | 20 |
| 47 | 2 | 3 | 3 | 3 | 3 | 2 | 5 | 4 | 4 | 3 | 32 | 2 | 2 | 4 | 2 | 3 | 3 | 16 |
| 48 | 4 | 3 | 5 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 40 | 3 | 4 | 4 | 4 | 3 | 5 | 23 |
| 49 | 4 | 4 | 2 | 4 | 1 | 4 | 3 | 3 | 2 | 4 | 31 | 3 | 4 | 3 | 4 | 4 | 2 | 20 |
| 50 | 4 | 3 | 4 | 4 | 1 | 4 | 4 | 5 | 3 | 4 | 36 | 2 | 4 | 5 | 4 | 3 | 4 | 22 |
| 51 | 4 | 3 | 4 | 2 | 4 | 4 | 4 | 3 | 3 | 1 | 32 | 2 | 4 | 3 | 4 | 3 | 4 | 20 |
| 52 | 2 | 4 | 2 | 2 | 4 | 2 | 2 | 2 | 4 | 4 | 28 | 2 | 2 | 2 | 2 | 4 | 2 | 14 |
| 53 | 4 | 3 | 2 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 36 | 2 | 4 | 5 | 4 | 3 | 2 | 20 |
| 54 | 4 | 4 | 2 | 2 | 5 | 4 | 4 | 3 | 3 | 4 | 35 | 2 | 4 | 3 | 4 | 4 | 2 | 19 |
| 55 | 4 | 3 | 5 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 34 | 4 | 4 | 3 | 4 | 3 | 5 | 23 |
| 56 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 35 | 3 | 3 | 3 | 3 | 4 | 3 | 19 |
| 57 | 4 | 3 | 5 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 35 | 2 | 4 | 3 | 4 | 3 | 5 | 21 |
| 58 | 2 | 3 | 4 | 4 | 4 | 2 | 3 | 4 | 3 | 3 | 32 | 3 | 2 | 4 | 2 | 3 | 4 | 18 |
| 59 | 5 | 4 | 4 | 5 | 4 | 3 | 3 | 4 | 4 | 4 | 40 | 2 | 3 | 4 | 3 | 4 | 3 | 19 |
| 60 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 2 | 2 | 34 | 3 | 3 | 4 | 3 | 4 | 4 | 21 |
| 61 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 4 | 4 | 29 | 3 | 2 | 3 | 2 | 2 | 3 | 15 |
| 62 | 3 | 4 | 4 | 4 | 4 | 3 | 2 | 3 | 2 | 5 | 34 | 2 | 3 | 3 | 3 | 4 | 4 | 19 |
| 63 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 5 | 37 | 3 | 3 | 4 | 3 | 4 | 3 | 20 |
| 64 | 3 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 5 | 33 | 2 | 3 | 3 | 3 | 5 | 3 | 19 |
| 65 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 5 | 35 | 4 | 3 | 3 | 3 | 3 | 4 | 20 |
| 66 | 4 | 3 | 4 | 4 | 2 | 4 | 5 | 4 | 3 | 3 | 36 | 4 | 4 | 4 | 4 | 3 | 4 | 23 |
| 67 | 3 | 5 | 2 | 2 | 4 | 3 | 4 | 2 | 1 | 3 | 29 | 2 | 3 | 2 | 3 | 5 | 2 | 17 |
| 68 | 1 | 3 | 5 | 5 | 5 | 1 | 2 | 2 | 3 | 4 | 31 | 2 | 1 | 2 | 1 | 3 | 5 | 14 |
| 69 | 3 | 5 | 4 | 4 | 5 | 3 | 3 | 2 | 2 | 5 | 36 | 2 | 3 | 2 | 3 | 5 | 4 | 19 |
| 70 | 5 | 4 | 5 | 5 | 5 | 5 | 2 | 3 | 4 | 5 | 43 | 2 | 5 | 3 | 5 | 4 | 5 | 24 |
| 71 | 5 | 2 | 4 | 3 | 5 | 5 | 3 | 3 | 4 | 2 | 36 | 2 | 5 | 3 | 5 | 2 | 3 | 20 |
| 72 | 5 | 3 | 4 | 3 | 3 | 5 | 5 | 5 | 4 | 4 | 41 | 2 | 5 | 5 | 5 | 3 | 3 | 23 |
| 73 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 2 | 2 | 41 | 2 | 5 | 4 | 5 | 4 | 5 | 25 |
| 74 | 5 | 2 | 3 | 3 | 5 | 5 | 2 | 3 | 2 | 2 | 32 | 2 | 5 | 3 | 5 | 2 | 3 | 20 |
| 75 | 4 | 3 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 2 | 42 | 3 | 4 | 5 | 4 | 3 | 5 | 24 |
| 76 | 2 | 4 | 4 | 4 | 5 | 2 | 2 | 4 | 2 | 3 | 32 | 3 | 2 | 4 | 2 | 4 | 4 | 19 |
| 77 | 4 | 3 | 4 | 5 | 5 | 4 | 3 | 2 | 3 | 3 | 36 | 3 | 4 | 2 | 4 | 3 | 2 | 18 |
| 78 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 39 | 2 | 4 | 2 | 4 | 5 | 4 | 21 |
| 79 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 2 | 2 | 34 | 2 | 4 | 4 | 4 | 4 | 4 | 22 |
| 80 | 4 | 3 | 4 | 4 | 4 | 2 | 2 | 2 | 2 | 4 | 31 | 2 | 2 | 2 | 2 | 1 | 3 | 12 |
| 81 | 3 | 5 | 3 | 4 | 4 | 3 | 3 | 3 | 2 | 2 | 32 | 2 | 3 | 3 | 3 | 5 | 3 | 19 |
| 82 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 29 | 2 | 3 | 3 | 3 | 4 | 3 | 18 |
| 83 | 3 | 4 | 4 | 5 | 4 | 3 | 2 | 3 | 2 | 4 | 34 | 2 | 3 | 3 | 3 | 4 | 3 | 18 |
| 84 | 4 | 2 | 5 | 2 | 5 | 4 | 3 | 2 | 2 | 2 | 31 | 2 | 4 | 2 | 4 | 2 | 5 | 19 |
| 85 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 2 | 4 | 34 | 2 | 3 | 4 | 3 | 4 | 4 | 20 |
| 86 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 1 | 3 | 31 | 3 | 3 | 3 | 3 | 4 | 2 | 18 |
| 87 | 4 | 2 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 35 | 3 | 4 | 4 | 4 | 2 | 4 | 21 |
| 88 | 2 | 2 | 4 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 23 | 2 | 2 | 4 | 2 | 4 | 2 | 16 |
| 89 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 2 | 3 | 36 | 3 | 4 | 4 | 4 | 4 | 4 | 23 |
| 90 | 2 | 2 | 2 | 4 | 2 | 4 | 2 | 2 | 2 | 1 | 23 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 91 | 3 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 35 | 4 | 3 | 3 | 3 | 5 | 2 | 20 |
| 92 | 2 | 3 | 4 | 4 | 2 | 2 | 2 | 2 | 4 | 4 | 29 | 2 | 2 | 2 | 2 | 3 | 3 | 14 |
| 93 | 3 | 3 | 1 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 25 | 4 | 3 | 3 | 3 | 3 | 1 | 17 |
| 94 | 4 | 4 | 4 | 4 | 3 | 2 | 2 | 2 | 3 | 3 | 31 | 3 | 2 | 2 | 2 | 4 | 2 | 15 |
| 95 | 2 | 4 | 2 | 3 | 2 | 2 | 2 | 2 | 4 | 4 | 27 | 3 | 2 | 4 | 2 | 4 | 4 | 19 |
| 96 | 2 | 2 | 4 | 4 | 3 | 2 | 2 | 2 | 2 | 4 | 27 | 4 | 2 | 2 | 4 | 2 | 3 | 17 |

LAMPIRAN 3

HASIL UJI VALIDITAS

VARIABEL KUALITAS PELAYANAN

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | |
|  | | X1 | X2 | X3 | X4 | X5 | X6 | X7 | X8 | X9 | X10 | Kualitas Pelayanan |
| X1 | Pearson Correlation | 1 | ,498\*\* | ,444\* | ,403\* | ,306 | ,221 | ,540\*\* | ,390\* | ,339 | ,332 | ,659\*\* |
| Sig. (2-tailed) |  | ,005 | ,014 | ,027 | ,100 | ,241 | ,002 | ,033 | ,067 | ,073 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X2 | Pearson Correlation | ,498\*\* | 1 | ,384\* | ,241 | ,705\*\* | ,384\* | ,643\*\* | ,341 | ,576\*\* | ,673\*\* | ,798\*\* |
| Sig. (2-tailed) | ,005 |  | ,036 | ,199 | ,000 | ,036 | ,000 | ,065 | ,001 | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X3 | Pearson Correlation | ,444\* | ,384\* | 1 | ,214 | ,381\* | ,661\*\* | ,558\*\* | ,433\* | ,352 | ,434\* | ,718\*\* |
| Sig. (2-tailed) | ,014 | ,036 |  | ,256 | ,038 | ,000 | ,001 | ,017 | ,056 | ,017 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X4 | Pearson Correlation | ,403\* | ,241 | ,214 | 1 | ,046 | ,158 | ,408\* | -,022 | ,305 | ,064 | ,437\* |
| Sig. (2-tailed) | ,027 | ,199 | ,256 |  | ,810 | ,403 | ,025 | ,907 | ,102 | ,737 | ,016 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X5 | Pearson Correlation | ,306 | ,705\*\* | ,381\* | ,046 | 1 | ,247 | ,427\* | ,370\* | ,470\*\* | ,622\*\* | ,663\*\* |
| Sig. (2-tailed) | ,100 | ,000 | ,038 | ,810 |  | ,188 | ,019 | ,044 | ,009 | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X6 | Pearson Correlation | ,221 | ,384\* | ,661\*\* | ,158 | ,247 | 1 | ,628\*\* | ,359 | ,473\*\* | ,408\* | ,677\*\* |
| Sig. (2-tailed) | ,241 | ,036 | ,000 | ,403 | ,188 |  | ,000 | ,051 | ,008 | ,025 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X7 | Pearson Correlation | ,540\*\* | ,643\*\* | ,558\*\* | ,408\* | ,427\* | ,628\*\* | 1 | ,558\*\* | ,464\*\* | ,473\*\* | ,848\*\* |
| Sig. (2-tailed) | ,002 | ,000 | ,001 | ,025 | ,019 | ,000 |  | ,001 | ,010 | ,008 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X8 | Pearson Correlation | ,390\* | ,341 | ,433\* | -,022 | ,370\* | ,359 | ,558\*\* | 1 | ,113 | ,125 | ,526\*\* |
| Sig. (2-tailed) | ,033 | ,065 | ,017 | ,907 | ,044 | ,051 | ,001 |  | ,551 | ,512 | ,003 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X9 | Pearson Correlation | ,339 | ,576\*\* | ,352 | ,305 | ,470\*\* | ,473\*\* | ,464\*\* | ,113 | 1 | ,759\*\* | ,720\*\* |
| Sig. (2-tailed) | ,067 | ,001 | ,056 | ,102 | ,009 | ,008 | ,010 | ,551 |  | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X10 | Pearson Correlation | ,332 | ,673\*\* | ,434\* | ,064 | ,622\*\* | ,408\* | ,473\*\* | ,125 | ,759\*\* | 1 | ,719\*\* |
| Sig. (2-tailed) | ,073 | ,000 | ,017 | ,737 | ,000 | ,025 | ,008 | ,512 | ,000 |  | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Kualitas Pelayanan | Pearson Correlation | ,659\*\* | ,798\*\* | ,718\*\* | ,437\* | ,663\*\* | ,677\*\* | ,848\*\* | ,526\*\* | ,720\*\* | ,719\*\* | 1 |
| Sig. (2-tailed) | ,000 | ,000 | ,000 | ,016 | ,000 | ,000 | ,000 | ,003 | ,000 | ,000 |  |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | | | | |

DATA VALID JIKA NILAI

Jika rhitung> rtabel, maka item pertanyaan *valid*

Jika rhitung< rtabel, maka item pertanyaan tidak *valid*

rtabel= 0,361

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | |
|  | | Y1 | Y2 | Y3 | Y4 | Y5 | Y6 | Kepuasan WP |
| Y1 | Pearson Correlation | 1 | ,131 | ,914\*\* | ,500\*\* | ,189 | ,868\*\* | ,848\*\* |
| Sig. (2-tailed) |  | ,489 | ,000 | ,005 | ,318 | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y2 | Pearson Correlation | ,131 | 1 | ,166 | ,336 | ,582\*\* | ,301 | ,547\*\* |
| Sig. (2-tailed) | ,489 |  | ,381 | ,070 | ,001 | ,106 | ,002 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y3 | Pearson Correlation | ,914\*\* | ,166 | 1 | ,427\* | ,238 | ,802\*\* | ,830\*\* |
| Sig. (2-tailed) | ,000 | ,381 |  | ,019 | ,205 | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y4 | Pearson Correlation | ,500\*\* | ,336 | ,427\* | 1 | ,327 | ,431\* | ,687\*\* |
| Sig. (2-tailed) | ,005 | ,070 | ,019 |  | ,078 | ,017 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y5 | Pearson Correlation | ,189 | ,582\*\* | ,238 | ,327 | 1 | ,285 | ,574\*\* |
| Sig. (2-tailed) | ,318 | ,001 | ,205 | ,078 |  | ,128 | ,001 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y6 | Pearson Correlation | ,868\*\* | ,301 | ,802\*\* | ,431\* | ,285 | 1 | ,868\*\* |
| Sig. (2-tailed) | ,000 | ,106 | ,000 | ,017 | ,128 |  | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Kepuasan WP | Pearson Correlation | ,848\*\* | ,547\*\* | ,830\*\* | ,687\*\* | ,574\*\* | ,868\*\* | 1 |
| Sig. (2-tailed) | ,000 | ,002 | ,000 | ,000 | ,001 | ,000 |  |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | |

NILAI RELIABILITAS

VARIABEL KUALITAS PELAYANAN

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| 0,867 | 10 |

VARIABEL KEPUASAN WAJIB PAJAK

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| 0,827 | 6 |

Lampiran 4

Frekuensi Jawaban Responden

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1,00 | 1 | 1,0 | 1,0 | 1,0 |
| 2,00 | 14 | 14,6 | 14,6 | 15,6 |
| 3,00 | 23 | 24,0 | 24,0 | 39,6 |
| 4,00 | 45 | 46,9 | 46,9 | 86,5 |
| 5,00 | 13 | 13,5 | 13,5 | 100,0 |
| Total | 96 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2,00 | 20 | 20,8 | 20,8 | 20,8 |
| 3,00 | 31 | 32,3 | 32,3 | 53,1 |
| 4,00 | 35 | 36,5 | 36,5 | 89,6 |
| 5,00 | 10 | 10,4 | 10,4 | 100,0 |
| Total | 96 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1,00 | 1 | 1,0 | 1,0 | 1,0 |
| 2,00 | 10 | 10,4 | 10,4 | 11,5 |
| 3,00 | 20 | 20,8 | 20,8 | 32,3 |
| 4,00 | 49 | 51,0 | 51,0 | 83,3 |
| 5,00 | 16 | 16,7 | 16,7 | 100,0 |
| Total | 96 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X4** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2,00 | 23 | 24,0 | 24,0 | 24,0 |
| 3,00 | 22 | 22,9 | 22,9 | 46,9 |
| 4,00 | 41 | 42,7 | 42,7 | 89,6 |
| 5,00 | 10 | 10,4 | 10,4 | 100,0 |
| Total | 96 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X5** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1,00 | 2 | 2,1 | 2,1 | 2,1 |
| 2,00 | 9 | 9,4 | 9,4 | 11,5 |
| 3,00 | 25 | 26,0 | 26,0 | 37,5 |
| 4,00 | 39 | 40,6 | 40,6 | 78,1 |
| 5,00 | 21 | 21,9 | 21,9 | 100,0 |
| Total | 96 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X6** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1,00 | 1 | 1,0 | 1,0 | 1,0 |
| 2,00 | 18 | 18,8 | 18,8 | 19,8 |
| 3,00 | 27 | 28,1 | 28,1 | 47,9 |
| 4,00 | 42 | 43,8 | 43,8 | 91,7 |
| 5,00 | 8 | 8,3 | 8,3 | 100,0 |
| Total | 96 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X7** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1,00 | 1 | 1,0 | 1,0 | 1,0 |
| 2,00 | 20 | 20,8 | 20,8 | 21,9 |
| 3,00 | 29 | 30,2 | 30,2 | 52,1 |
| 4,00 | 30 | 31,3 | 31,3 | 83,3 |
| 5,00 | 16 | 16,7 | 16,7 | 100,0 |
| Total | 96 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X8** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1,00 | 1 | 1,0 | 1,0 | 1,0 |
| 2,00 | 18 | 18,8 | 18,8 | 19,8 |
| 3,00 | 33 | 34,4 | 34,4 | 54,2 |
| 4,00 | 30 | 31,3 | 31,3 | 85,4 |
| 5,00 | 14 | 14,6 | 14,6 | 100,0 |
| Total | 96 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X9** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1,00 | 3 | 3,1 | 3,1 | 3,1 |
| 2,00 | 30 | 31,3 | 31,3 | 34,4 |
| 3,00 | 29 | 30,2 | 30,2 | 64,6 |
| 4,00 | 26 | 27,1 | 27,1 | 91,7 |
| 5,00 | 8 | 8,3 | 8,3 | 100,0 |
| Total | 96 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X10** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1,00 | 3 | 3,1 | 3,1 | 3,1 |
| 2,00 | 19 | 19,8 | 19,8 | 22,9 |
| 3,00 | 28 | 29,2 | 29,2 | 52,1 |
| 4,00 | 35 | 36,5 | 36,5 | 88,5 |
| 5,00 | 11 | 11,5 | 11,5 | 100,0 |
| Total | 96 | 100,0 | 100,0 |  |

**Variabel Kepuasan Wajib Pajak**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2,00 | 56 | 58,3 | 58,3 | 58,3 |
| 3,00 | 22 | 22,9 | 22,9 | 81,3 |
| 4,00 | 17 | 17,7 | 17,7 | 99,0 |
| 5,00 | 1 | 1,0 | 1,0 | 100,0 |
| Total | 96 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1,00 | 1 | 1,0 | 1,0 | 1,0 |
| 2,00 | 16 | 16,7 | 16,7 | 17,7 |
| 3,00 | 26 | 27,1 | 27,1 | 44,8 |
| 4,00 | 42 | 43,8 | 43,8 | 88,5 |
| 5,00 | 11 | 11,5 | 11,5 | 100,0 |
| Total | 96 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1,00 | 1 | 1,0 | 1,0 | 1,0 |
| 2,00 | 17 | 17,7 | 17,7 | 18,8 |
| 3,00 | 31 | 32,3 | 32,3 | 51,0 |
| 4,00 | 33 | 34,4 | 34,4 | 85,4 |
| 5,00 | 14 | 14,6 | 14,6 | 100,0 |
| Total | 96 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y4** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1,00 | 1 | 1,0 | 1,0 | 1,0 |
| 2,00 | 14 | 14,6 | 14,6 | 15,6 |
| 3,00 | 25 | 26,0 | 26,0 | 41,7 |
| 4,00 | 42 | 43,8 | 43,8 | 85,4 |
| 5,00 | 14 | 14,6 | 14,6 | 100,0 |
| Total | 96 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y5** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1,00 | 1 | 1,0 | 1,0 | 1,0 |
| 2,00 | 23 | 24,0 | 24,0 | 25,0 |
| 3,00 | 25 | 26,0 | 26,0 | 51,0 |
| 4,00 | 37 | 38,5 | 38,5 | 89,6 |
| 5,00 | 10 | 10,4 | 10,4 | 100,0 |
| Total | 96 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y6** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1,00 | 2 | 2,1 | 2,1 | 2,1 |
| 2,00 | 15 | 15,6 | 15,6 | 17,7 |
| 3,00 | 25 | 26,0 | 26,0 | 43,8 |
| 4,00 | 35 | 36,5 | 36,5 | 80,2 |
| 5,00 | 19 | 19,8 | 19,8 | 100,0 |
| Total | 96 | 100,0 | 100,0 |  |

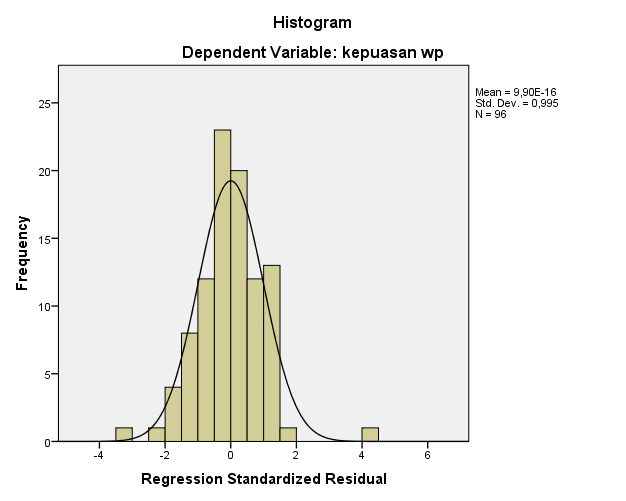
**Lampiran 5**

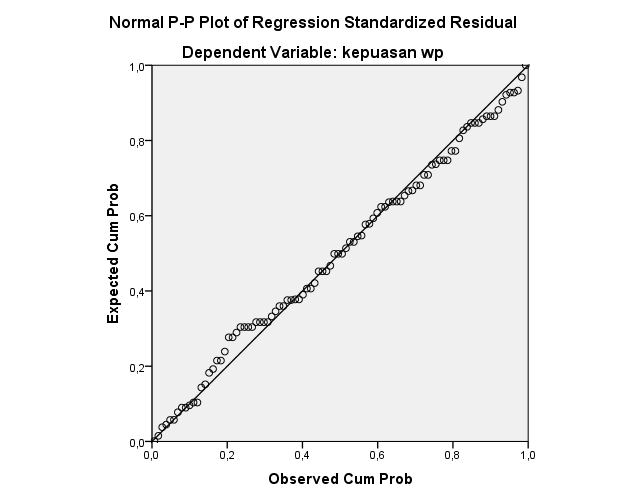
|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Descriptive Statistics** | | | | | |
|  | N | Minimum | Maximum | Mean | Std. Deviation |
| k.pelayanan | 96 | 23,00 | 48,00 | 34,3646 | 4,56559 |
| kepuasan wp | 96 | 12,00 | 27,00 | 19,9896 | 2,83398 |
| Valid N (listwise) | 96 |  |  |  |  |

**Lampiran 6**

**Hasil Uji Asumsi Klasik dengan Uji Normalitas**

|  |  |  |
| --- | --- | --- |
| **One-Sample Kolmogorov-Smirnov Test** | | |
|  | | Unstandardized Residual |
| N | | 96 |
| Normal Parametersa,b | Mean | -,0100987 |
| Std. Deviation | 2,10425174 |
| Most Extreme Differences | Absolute | ,078 |
| Positive | ,051 |
| Negative | -,078 |
| Test Statistic | | ,078 |
| Asymp. Sig. (2-tailed) | | ,187c |
| a. Test distribution is Normal. | | |
| b. Calculated from data. | | |
| c. Lilliefors Significance Correction. | | |





**Lampiran 7**

**Hasil Uji Hipotesis**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Model Summaryb** | | | | |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | ,670a | ,449 | ,443 | 2,11540 |
| a. Predictors: (Constant), k.pelayanan | | | | |
| b. Dependent Variable: kepuasan wp | | | | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 5,701 | 1,648 |  | 3,460 | ,001 |
| k.pelayanan | ,416 | ,048 | ,670 | 8,747 | ,000 |
| a. Dependent Variable: kepuasan wp | | | | | | |

**FAKULTAS EKONOMI**

**UNIVERSITAS MUSLIM NUSANTARA AL-WASLIYAH MEDAN**

**LEMBAR PENGESAHAN**

**PROPOSAL PENELITIAN SKRIPSI**

**NAMA : SABRINA DITA SANDRIA**

**NPM : 173114092**

**FAKULTAS : EKONOMI**

**PROGRAM STUDI : MANAJEMEN**

**JENJANG PENDIDIKAN : STRATA- 1**

**JUDUL : PENGARUH KUALITAS PELAYANAN TERHADAP KEPUASAN WAJIB PAJAK DI DINAS SAMSAT MEDAN SELATAN**

Disetujui oleh, Mengetahui,

**Toni Hidayat, S.E., M.Si Anggia Sari Lubis, S.E., M.Si**

**NIDN. 0102097201 NIDN. 0129078701**