Lampiran 1

**LEMBAR KUESIONER**

* + - 1. **IDENTITAS PEMBERI KUESIONER**

Nama : Ade Julhairi

NPM : 163114516

Jenis Kelamin : Laki-Laki

Jurusan : Manajemen

Fakultas : Ekonomi

Saya adalah mahasiswa Universitas Muslim Nusantara Al Washliyah Fakultas Ekonomi Manajemen yang sedang melakukan penelitian Pengaruh Tingkat Kepuasan Pegawai Terhadap Kualitas Pelayanan Kantor Koperasi Pegawai Republik Indonesia (KPRI) Pantai Cermin Serdang Bedagai.

Data dan Informasi yang Bapak/ibu berikan merupakan hal yang sangat berharga, oleh karena itu partisipasi dan kesediaan Bapak/ibu dalam menjawab kuesioner ini sangat saya hargai.

Akhir kata saya ucapkan terima kasih kepada responden yang telah bersedia meluangkan waktunya untuk mengisi kuesioner ini.

Medan, September 2020

Peneliti

Ade Julhairi

**II. IDENTITAS RESPONDEN**

Nama : ……………………………………..

Umur : …………… tahun

Jenis Kelamin : Laki-Laki / Perempuan

Pendidikan : ……………………………………..

Jabatan : ……………………………………..

**III. PETUNJUK PENGISIAN**

Pada setiap nomor pernyataan berilah tanda benar pada kolom yang tersedia sesuai dengan penilaian anda.

Keterangan jawaban:

**SS : Sangat Setuju TS : Tidak Setuju**

**S : Setuju STS : Sangat Tidak Setuju**

**KS : Kurang Setuju**

1. **Kepuasan Kerja (X)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **KS** | **TS** | **STS** |
| **1** | **2** | **3** | | | | |
| **Kepuasan finansial** | | **5** | **4** | **3** | **2** | **1** |
| 1. | Pegawai selalu menerima gaji tepat waktu |  |  |  |  |  |
| 2. | Gaji yang diberikan kepada pegawai sesuai dengan jabatan yang diduduki |  |  |  |  |  |
| 3. | Pegawai mendapatkan fasilitas yang layak untuk membantu pekerjaannya |  |  |  |  |  |
| **Kepuasan fisik** | | | | | | |
| 4. | Pegawai memiliki jam istirahat yang cukup |  |  |  |  |  |
| 5. | Pegawai selalu dalam keadaan sehat dalam melakukan pekerjaannnya |  |  |  |  |  |
| 6. | Keadaan ruangan sangat baik untuk pegawai dalam melakukan pekerjaan |  |  |  |  |  |
| **Kepuasan sosial** | |  |  |  |  |  |
| 7. | Pegawai selalu bekerjasama dalam menyelesaikan pekerjaannya |  |  |  |  |  |
| 8. | Pegawai saling membantu dalam menyelesaikan masalah dalam pekerjaan |  |  |  |  |  |
| **Kepuasan psikologi** | |  |  |  |  |  |
| 9. | Pegawai merasa nyaman bekerja di Kantor Koperasi Republik Indonesia |  |  |  |  |  |
| 10. | Pegawai tidak mengalami stres dalam melakukan pekerjaanya |  |  |  |  |  |

1. **Kualitas Layanan (Y)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **KS** | **TS** | **STS** |
| **1** | **2** | **3** | | | | |
| ***Tangibles* (berwujud fisik)** | | **5** | **4** | **3** | **2** | **1** |
| 1. | Karyawan selalu melayani masyarakat dengan baik |  |  |  |  |  |
| ***Reliability* (kehandalan)** | |  |  |  |  |  |
| 2. | Pegawai selalau memberikan pelayanan secara tepat |  |  |  |  |  |
| ***Responsiveness* (ketanggapan)** | |  |  |  |  |  |
| 3. | Pegawai selalu tanggap dalam melakukan pekerjaannya |  |  |  |  |  |
| ***Competence* (kompeten)** | |  |  |  |  |  |
| 4. | Pegawai selalu menjalankan tugasnya degan kompeten |  |  |  |  |  |
| ***Courtesy* (ramah)** | |  |  |  |  |  |
| 5. | Pegawai selalu memberikan pelayanan yang ramah kepada masyarakat |  |  |  |  |  |
| ***Credibility* (dapat dipercaya)** | |  |  |  |  |  |
| 6. | Pegawai yang bekerja selalu dapat dipercaya. |  |  |  |  |  |
| ***Security* (merasa aman)** | |  |  |  |  |  |
| 7. | Pegawai selalu memberikan rasa aman kepada masyarakat |  |  |  |  |  |
| ***Access* (akses)** | |  |  |  |  |  |
| 8. | Pegawai memberikan akses yang mudah bagi masyarakat dalam menyelesaikan masalahnya |  |  |  |  |  |
| ***Communication* (komunikasi)** | |  |  |  |  |  |
| 9. | Pegawai selalu berkomunikasi dengan baik kepada masyarakat |  |  |  |  |  |
| ***Understanding* (memahami)** | |  |  |  |  |  |
| 10. | Pegawai berusaha untuk memahami setiap masalah yang diajukan masyarakat |  |  |  |  |  |

**Lampiran**

**Tabulasi Variabel Kepuasan Pegawai (X)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No Responden** | **Nomor Item Pernyataan** | | | | | | | | | | **Jumlah** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
| 1 | 2 | 4 | 4 | 3 | 4 | 3 | 2 | 3 | 4 | 2 | 31 |
| 2 | 4 | 2 | 3 | 2 | 3 | 3 | 4 | 3 | 4 | 4 | 32 |
| 3 | 3 | 4 | 3 | 2 | 2 | 4 | 4 | 2 | 3 | 4 | 31 |
| 4 | 2 | 4 | 2 | 3 | 4 | 3 | 4 | 3 | 4 | 2 | 31 |
| 5 | 4 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 4 | 2 | 27 |
| 6 | 3 | 4 | 1 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 32 |
| 7 | 3 | 4 | 4 | 4 | 3 | 3 | 2 | 2 | 2 | 3 | 30 |
| 8 | 4 | 2 | 2 | 4 | 4 | 4 | 3 | 3 | 2 | 4 | 32 |
| 9 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 1 | 1 | 3 | 30 |
| 10 | 4 | 4 | 4 | 3 | 3 | 1 | 3 | 5 | 4 | 3 | 34 |
| 11 | 2 | 4 | 4 | 2 | 3 | 3 | 2 | 2 | 4 | 3 | 29 |
| 12 | 4 | 2 | 2 | 2 | 4 | 5 | 4 | 3 | 2 | 2 | 30 |
| 13 | 5 | 5 | 5 | 2 | 5 | 1 | 5 | 4 | 3 | 5 | 40 |
| 14 | 4 | 2 | 2 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 33 |
| 15 | 2 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 34 |
| 16 | 4 | 3 | 3 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 34 |
| 17 | 4 | 2 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 35 |
| 18 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 2 | 3 | 3 | 34 |
| 19 | 5 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 2 | 4 | 35 |
| 20 | 4 | 4 | 4 | 5 | 3 | 4 | 2 | 2 | 3 | 3 | 34 |
| 21 | 4 | 2 | 4 | 4 | 2 | 4 | 2 | 2 | 3 | 3 | 30 |
| 22 | 4 | 3 | 4 | 4 | 3 | 4 | 2 | 4 | 5 | 4 | 37 |
| 23 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 2 | 2 | 33 |
| 24 | 3 | 4 | 2 | 4 | 3 | 2 | 4 | 4 | 4 | 3 | 33 |
| 25 | 4 | 2 | 4 | 4 | 2 | 4 | 3 | 4 | 3 | 5 | 35 |
| 26 | 2 | 2 | 4 | 4 | 2 | 3 | 5 | 3 | 3 | 3 | 31 |
| 27 | 2 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 2 | 2 | 32 |
| 28 | 2 | 2 | 4 | 4 | 3 | 2 | 3 | 4 | 2 | 2 | 28 |
| 29 | 5 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 2 | 5 | 36 |
| 30 | 3 | 3 | 4 | 4 | 2 | 4 | 3 | 4 | 2 | 2 | 31 |
| 31 | 3 | 4 | 4 | 4 | 2 | 4 | 3 | 4 | 2 | 3 | 33 |
| 32 | 2 | 3 | 3 | 4 | 4 | 2 | 4 | 4 | 2 | 5 | 33 |
| 33 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 35 |
| 34 | 5 | 4 | 4 | 2 | 2 | 2 | 4 | 4 | 3 | 3 | 33 |
| 35 | 3 | 3 | 2 | 4 | 4 | 2 | 4 | 4 | 2 | 2 | 30 |
| 36 | 2 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 2 | 34 |
| 37 | 2 | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 2 | 3 | 31 |
| 38 | 2 | 2 | 1 | 4 | 4 | 2 | 4 | 4 | 1 | 5 | 29 |
| 39 | 3 | 4 | 2 | 4 | 4 | 4 | 4 | 3 | 2 | 3 | 33 |
| 40 | 5 | 2 | 4 | 4 | 2 | 2 | 4 | 4 | 2 | 2 | 31 |
| 41 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 35 |
| 42 | 4 | 3 | 3 | 4 | 4 | 2 | 2 | 4 | 5 | 4 | 35 |
| 43 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 2 | 3 | 3 | 32 |
| 44 | 3 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 2 | 4 | 33 |
| 45 | 4 | 3 | 4 | 3 | 4 | 2 | 4 | 2 | 3 | 4 | 33 |
|  | ∑X | | | | | | | | | | 1464 |

**Tabulasi Variabel Pelayanan Kantor (Y)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No Responden** | **Nomor Item Pernyataan** | | | | | | | | | | **Jumlah** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
| 1 | 4 | 4 | 2 | 4 | 4 | 3 | 4 | 4 | 4 | 2 | 35 |
| 2 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 33 |
| 3 | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 34 |
| 4 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 35 |
| 5 | 5 | 4 | 4 | 5 | 5 | 3 | 2 | 2 | 4 | 2 | 36 |
| 6 | 4 | 4 | 4 | 2 | 2 | 4 | 3 | 4 | 4 | 2 | 33 |
| 7 | 4 | 3 | 5 | 4 | 4 | 4 | 1 | 1 | 1 | 3 | 30 |
| 8 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 36 |
| 9 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 2 | 35 |
| 10 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 2 | 35 |
| 11 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 2 | 3 | 3 | 32 |
| 12 | 4 | 4 | 2 | 3 | 2 | 3 | 4 | 5 | 2 | 3 | 32 |
| 13 | 5 | 4 | 2 | 3 | 2 | 3 | 4 | 5 | 2 | 3 | 33 |
| 14 | 4 | 4 | 2 | 3 | 2 | 3 | 5 | 4 | 2 | 3 | 32 |
| 15 | 5 | 4 | 2 | 3 | 2 | 3 | 4 | 5 | 5 | 5 | 38 |
| 16 | 4 | 4 | 2 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 36 |
| 17 | 4 | 4 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 2 | 32 |
| 18 | 4 | 4 | 4 | 4 | 2 | 3 | 4 | 5 | 2 | 3 | 35 |
| 19 | 2 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 36 |
| 20 | 2 | 3 | 2 | 3 | 2 | 3 | 4 | 4 | 4 | 4 | 31 |
| 21 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 2 | 3 | 34 |
| 22 | 4 | 4 | 2 | 3 | 4 | 4 | 2 | 3 | 5 | 4 | 35 |
| 23 | 2 | 4 | 4 | 4 | 4 | 2 | 2 | 3 | 5 | 4 | 34 |
| 24 | 2 | 3 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 33 |
| 25 | 4 | 3 | 2 | 4 | 2 | 3 | 4 | 4 | 5 | 4 | 35 |
| 26 | 2 | 3 | 2 | 3 | 2 | 3 | 5 | 5 | 4 | 4 | 33 |
| 27 | 2 | 3 | 4 | 4 | 4 | 2 | 2 | 3 | 4 | 4 | 32 |
| 28 | 2 | 3 | 4 | 4 | 4 | 4 | 2 | 3 | 4 | 4 | 34 |
| 29 | 3 | 4 | 4 | 4 | 4 | 2 | 2 | 3 | 4 | 4 | 34 |
| 30 | 5 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 4 | 4 | 38 |
| 31 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 3 | 4 | 4 | 35 |
| 32 | 5 | 4 | 4 | 4 | 4 | 2 | 2 | 3 | 4 | 4 | 36 |
| 33 | 4 | 2 | 4 | 4 | 4 | 4 | 2 | 3 | 4 | 4 | 35 |
| 34 | 3 | 4 | 4 | 4 | 4 | 2 | 3 | 4 | 4 | 4 | 36 |
| 35 | 4 | 4 | 5 | 4 | 4 | 2 | 3 | 4 | 4 | 4 | 38 |
| 36 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 3 | 5 | 36 |
| 37 | 2 | 2 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 34 |
| 38 | 4 | 2 | 4 | 4 | 4 | 2 | 3 | 4 | 4 | 4 | 35 |
| 39 | 2 | 3 | 4 | 4 | 4 | 2 | 3 | 4 | 4 | 4 | 34 |
| 40 | 2 | 3 | 4 | 4 | 4 | 2 | 3 | 4 | 4 | 4 | 34 |
| 41 | 2 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 34 |
| 42 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 38 |
| 43 | 2 | 3 | 4 | 4 | 4 | 2 | 3 | 4 | 4 | 1 | 31 |
| 44 | 5 | 4 | 4 | 4 | 4 | 2 | 3 | 4 | 4 | 4 | 38 |
| 45 | 4 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 37 |
|  | ∑Y | | | | | | | | | | 1552 |

REGRESSION

/MISSING LISTWISE

/STATISTICS COEFF OUTS R ANOVA

/CRITERIA=PIN(.05) POUT(.10)

/NOORIGIN

/DEPENDENT VAR00002

/METHOD=ENTER VAR00001

/SCATTERPLOT=(\*ZRESID ,\*ZPRED)

/RESIDUALS HISTOGRAM(ZRESID) NORMPROB(ZRESID).

**Regression**

|  |  |  |
| --- | --- | --- |
| **Notes** | | |
| Output Created | | 24-OCT-2020 09:10:15 |
| Comments | |  |
| Input | Active Dataset | DataSet0 |
| Filter | <none> |
| Weight | <none> |
| Split File | <none> |
| N of Rows in Working Data File | 45 |
| Missing Value Handling | Definition of Missing | User-defined missing values are treated as missing. |
| Cases Used | Statistics are based on cases with no missing values for any variable used. |
| Syntax | | REGRESSION  /MISSING LISTWISE  /STATISTICS COEFF OUTS R ANOVA  /CRITERIA=PIN(.05) POUT(.10)  /NOORIGIN  /DEPENDENT VAR00002  /METHOD=ENTER VAR00001  /SCATTERPLOT=(\*ZRESID ,\*ZPRED)  /RESIDUALS HISTOGRAM(ZRESID) NORMPROB(ZRESID). |
| Resources | Processor Time | 00:00:01.14 |
| Elapsed Time | 00:00:01.22 |
| Memory Required | 1356 bytes |
| Additional Memory Required for Residual Plots | 912 bytes |

[DataSet0]

|  |  |  |  |
| --- | --- | --- | --- |
| **Variables Entered/Removeda** | | | |
| Model | Variables Entered | Variables Removed | Method |
| 1 | Kepuasan Pegawai (X)b | . | Enter |
| a. Dependent Variable: Kualitas Pelayanan (Y) | | | |
| b. All requested variables entered. | | | |

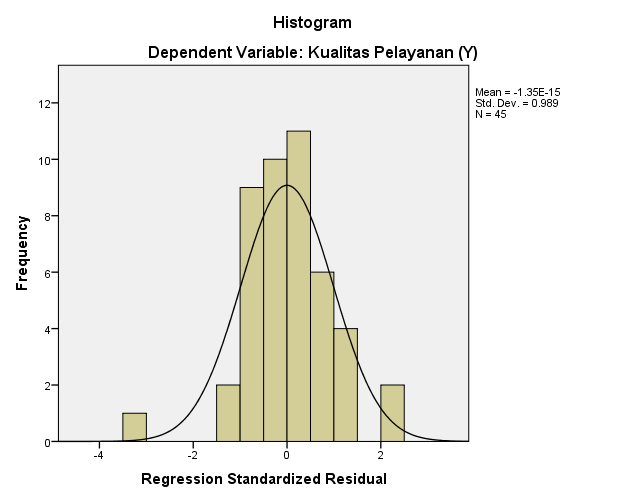
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Model Summaryb** | | | | |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .948a | .898 | .895 | .645 |
| a. Predictors: (Constant), Kepuasan Pegawai (X) | | | | |
| b. Dependent Variable: Kualitas Pelayanan (Y) | | | | |

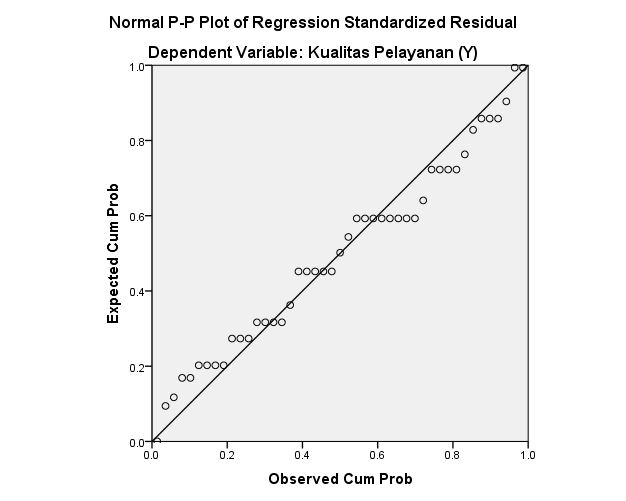
|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **ANOVAa** | | | | | | |
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 157.334 | 1 | 157.334 | 377.723 | .000b |
| Residual | 17.911 | 43 | .417 |  |  |
| Total | 175.244 | 44 |  |  |  |
| a. Dependent Variable: Kualitas Pelayanan (Y) | | | | | | |
| b. Predictors: (Constant), Kepuasan Pegawai (X) | | | | | | |

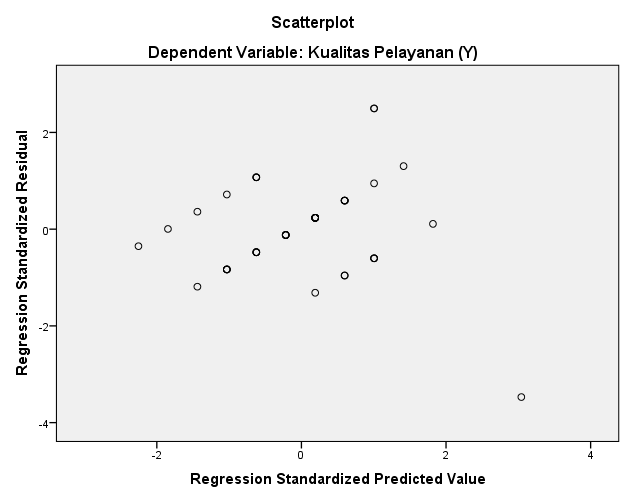
|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 9.431 | 1.293 |  | 7.294 | .000 |
| Kepuasan Pegawai (X) | .770 | .040 | .948 | 19.435 | .000 |
| a. Dependent Variable: Kualitas Pelayanan (Y) | | | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Residuals Statisticsa** | | | | | |
|  | Minimum | Maximum | Mean | Std. Deviation | N |
| Predicted Value | 30.23 | 40.24 | 34.49 | 1.891 | 45 |
| Residual | -2.240 | 1.611 | .000 | .638 | 45 |
| Std. Predicted Value | -2.254 | 3.041 | .000 | 1.000 | 45 |
| Std. Residual | -3.471 | 2.496 | .000 | .989 | 45 |
| a. Dependent Variable: Kualitas Pelayanan (Y) | | | | | |

**Charts**







FREQUENCIES VARIABLES=VAR00001 VAR00002 VAR00003 VAR00004 VAR00005 VAR00006 VAR00007 VAR00008 VAR00009 VAR00010

/ORDER=ANALYSIS.

**Frequencies**

|  |  |  |
| --- | --- | --- |
| **Notes** | | |
| Output Created | | 24-OCT-2020 09:17:08 |
| Comments | |  |
| Input | Active Dataset | DataSet1 |
| Filter | <none> |
| Weight | <none> |
| Split File | <none> |
| N of Rows in Working Data File | 45 |
| Missing Value Handling | Definition of Missing | User-defined missing values are treated as missing. |
| Cases Used | Statistics are based on all cases with valid data. |
| Syntax | | FREQUENCIES VARIABLES=VAR00001 VAR00002 VAR00003 VAR00004 VAR00005 VAR00006 VAR00007 VAR00008 VAR00009 VAR00010  /ORDER=ANALYSIS. |
| Resources | Processor Time | 00:00:00.03 |
| Elapsed Time | 00:00:00.05 |

[DataSet1]

**Frequency Table**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00001** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak Setuju | 12 | 26.7 | 26.7 | 26.7 |
| Kurang Setuju | 12 | 26.7 | 26.7 | 53.3 |
| Setuju | 16 | 35.6 | 35.6 | 88.9 |
| Sangat Setuju | 5 | 11.1 | 11.1 | 100.0 |
| Total | 45 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00002** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak Setuju | 12 | 26.7 | 26.7 | 26.7 |
| Kurang Setuju | 8 | 17.8 | 17.8 | 44.4 |
| Setuju | 24 | 53.3 | 53.3 | 97.8 |
| Sangat Setuju | 1 | 2.2 | 2.2 | 100.0 |
| Total | 45 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00003** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 2 | 4.4 | 4.4 | 4.4 |
| Tidak Setuju | 10 | 22.2 | 22.2 | 26.7 |
| Kurang Setuju | 5 | 11.1 | 11.1 | 37.8 |
| Setuju | 27 | 60.0 | 60.0 | 97.8 |
| Sangat Setuju | 1 | 2.2 | 2.2 | 100.0 |
| Total | 45 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00004** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak Setuju | 10 | 22.2 | 22.2 | 22.2 |
| Kurang Setuju | 8 | 17.8 | 17.8 | 40.0 |
| Setuju | 26 | 57.8 | 57.8 | 97.8 |
| Sangat Setuju | 1 | 2.2 | 2.2 | 100.0 |
| Total | 45 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00005** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak Setuju | 13 | 28.9 | 28.9 | 28.9 |
| Kurang Setuju | 12 | 26.7 | 26.7 | 55.6 |
| Setuju | 19 | 42.2 | 42.2 | 97.8 |
| Sangat Setuju | 1 | 2.2 | 2.2 | 100.0 |
| Total | 45 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00006** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 2 | 4.4 | 4.4 | 4.4 |
| Tidak Setuju | 11 | 24.4 | 24.4 | 28.9 |
| Kurang Setuju | 7 | 15.6 | 15.6 | 44.4 |
| Setuju | 24 | 53.3 | 53.3 | 97.8 |
| Sangat Setuju | 1 | 2.2 | 2.2 | 100.0 |
| Total | 45 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00007** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak Setuju | 9 | 20.0 | 20.0 | 20.0 |
| Kurang Setuju | 12 | 26.7 | 26.7 | 46.7 |
| Setuju | 22 | 48.9 | 48.9 | 95.6 |
| Sangat Setuju | 2 | 4.4 | 4.4 | 100.0 |
| Total | 45 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00008** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 1 | 2.2 | 2.2 | 2.2 |
| Tidak Setuju | 9 | 20.0 | 20.0 | 22.2 |
| Kurang Setuju | 12 | 26.7 | 26.7 | 48.9 |
| Setuju | 22 | 48.9 | 48.9 | 97.8 |
| Sangat Setuju | 1 | 2.2 | 2.2 | 100.0 |
| Total | 45 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00009** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 2 | 4.4 | 4.4 | 4.4 |
| Tidak Setuju | 17 | 37.8 | 37.8 | 42.2 |
| Kurang Setuju | 12 | 26.7 | 26.7 | 68.9 |
| Setuju | 12 | 26.7 | 26.7 | 95.6 |
| Sangat Setuju | 2 | 4.4 | 4.4 | 100.0 |
| Total | 45 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00010** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak Setuju | 12 | 26.7 | 26.7 | 26.7 |
| Kurang Setuju | 17 | 37.8 | 37.8 | 64.4 |
| Setuju | 11 | 24.4 | 24.4 | 88.9 |
| Sangat Setuju | 5 | 11.1 | 11.1 | 100.0 |
| Total | 45 | 100.0 | 100.0 |  |

FREQUENCIES VARIABLES=VAR00001 VAR00002 VAR00003 VAR00004 VAR00005 VAR00006 VAR00007 VAR00008 VAR00009 VAR00010

/ORDER=ANALYSIS.

**Frequencies**

|  |  |  |
| --- | --- | --- |
| **Notes** | | |
| Output Created | | 24-OCT-2020 09:18:03 |
| Comments | |  |
| Input | Active Dataset | DataSet1 |
| Filter | <none> |
| Weight | <none> |
| Split File | <none> |
| N of Rows in Working Data File | 45 |
| Missing Value Handling | Definition of Missing | User-defined missing values are treated as missing. |
| Cases Used | Statistics are based on all cases with valid data. |
| Syntax | | FREQUENCIES VARIABLES=VAR00001 VAR00002 VAR00003 VAR00004 VAR00005 VAR00006 VAR00007 VAR00008 VAR00009 VAR00010  /ORDER=ANALYSIS. |
| Resources | Processor Time | 00:00:00.02 |
| Elapsed Time | 00:00:00.02 |

[DataSet1]

**Frequency Table**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00001** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak Setuju | 14 | 31.1 | 31.1 | 31.1 |
| Kurang Setuju | 2 | 4.4 | 4.4 | 35.6 |
| Setuju | 22 | 48.9 | 48.9 | 84.4 |
| Sangat Setuju | 7 | 15.6 | 15.6 | 100.0 |
| Total | 45 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00002** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak Setuju | 4 | 8.9 | 8.9 | 8.9 |
| Kurang Setuju | 14 | 31.1 | 31.1 | 40.0 |
| Setuju | 27 | 60.0 | 60.0 | 100.0 |
| Total | 45 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00003** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak Setuju | 12 | 26.7 | 26.7 | 26.7 |
| Kurang Setuju | 4 | 8.9 | 8.9 | 35.6 |
| Setuju | 27 | 60.0 | 60.0 | 95.6 |
| Sangat Setuju | 2 | 4.4 | 4.4 | 100.0 |
| Total | 45 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00004** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak Setuju | 3 | 6.7 | 6.7 | 6.7 |
| Kurang Setuju | 10 | 22.2 | 22.2 | 28.9 |
| Setuju | 31 | 68.9 | 68.9 | 97.8 |
| Sangat Setuju | 1 | 2.2 | 2.2 | 100.0 |
| Total | 45 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00005** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak Setuju | 10 | 22.2 | 22.2 | 22.2 |
| Kurang Setuju | 5 | 11.1 | 11.1 | 33.3 |
| Setuju | 29 | 64.4 | 64.4 | 97.8 |
| Sangat Setuju | 1 | 2.2 | 2.2 | 100.0 |
| Total | 45 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00006** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak Setuju | 14 | 31.1 | 31.1 | 31.1 |
| Kurang Setuju | 16 | 35.6 | 35.6 | 66.7 |
| Setuju | 15 | 33.3 | 33.3 | 100.0 |
| Total | 45 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00007** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 1 | 2.2 | 2.2 | 2.2 |
| Tidak Setuju | 14 | 31.1 | 31.1 | 33.3 |
| Kurang Setuju | 10 | 22.2 | 22.2 | 55.6 |
| Setuju | 18 | 40.0 | 40.0 | 95.6 |
| Sangat Setuju | 2 | 4.4 | 4.4 | 100.0 |
| Total | 45 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00008** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 1 | 2.2 | 2.2 | 2.2 |
| Tidak Setuju | 4 | 8.9 | 8.9 | 11.1 |
| Kurang Setuju | 12 | 26.7 | 26.7 | 37.8 |
| Setuju | 23 | 51.1 | 51.1 | 88.9 |
| Sangat Setuju | 5 | 11.1 | 11.1 | 100.0 |
| Total | 45 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00009** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 1 | 2.2 | 2.2 | 2.2 |
| Tidak Setuju | 6 | 13.3 | 13.3 | 15.6 |
| Kurang Setuju | 3 | 6.7 | 6.7 | 22.2 |
| Setuju | 31 | 68.9 | 68.9 | 91.1 |
| Sangat Setuju | 4 | 8.9 | 8.9 | 100.0 |
| Total | 45 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00010** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 1 | 2.2 | 2.2 | 2.2 |
| Tidak Setuju | 8 | 17.8 | 17.8 | 20.0 |
| Kurang Setuju | 7 | 15.6 | 15.6 | 35.6 |
| Setuju | 26 | 57.8 | 57.8 | 93.3 |
| Sangat Setuju | 3 | 6.7 | 6.7 | 100.0 |
| Total | 45 | 100.0 | 100.0 |  |

Uji Validitas Variabel Kepuasan Pegawai (X)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item-Total Statistics** | | | | |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation |
| VAR00001 | 58.35 | 85.930 | .696 |
| VAR00002 | 57.93 | 73.730 | .527 |
| VAR00003 | 57.76 | 74.488 | .884 |
| VAR00004 | 58.44 | 76.667 | .802 |
| VAR00005 | 58.28 | 72.318 | .897 |
| VAR00006 | 58.28 | 73.487 | .758 |
| VAR00007 | 58.37 | 71.823 | .897 |
| VAR00008 | 58.26 | 86.724 | .884 |
| VAR00009 | 58.52 | 70.858 | .529 |
| VAR00010 | 57.85 | 78.204 | .758 |

Uji Reliabilitas Variabel Kepuasan Pegawai (X)

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .947 | 10 |

Uji Validitas Variabel Kepuasan Pegawai (X)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item-Total Statistics** | | | | |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation |
| VAR00001 | 58.35 | 85.930 | .878 |
| VAR00002 | 57.93 | 73.730 | .675 |
| VAR00003 | 57.76 | 74.488 | .878 |
| VAR00004 | 58.44 | 76.667 | .790 |
| VAR00005 | 58.28 | 72.318 | .846 |
| VAR00006 | 58.28 | 73.487 | .880 |
| VAR00007 | 58.37 | 71.823 | .885 |
| VAR00008 | 58.26 | 86.724 | .732 |
| VAR00009 | 58.52 | 70.858 | .675 |
| VAR00010 | 57.85 | 78.204 | .878 |

Uji Reliabilitas Variabel Kepuasan Pegawai (X)

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .963 | 10 |