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Hasil Wawancara :

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Akbar selaku masyarakat Kelurahan Setia. Hasil Wawancara Pribadi: 6 Maret 2020, Bonjol

Hadi Kusuma selaku Lurah Kelurahan Setia. Hasil Wawancara Pribadi: 6 Maret 2020, Rambung Dalam

Ilham selaku masyarakat Kelurahan Setia. Hasil Wawancara Pribadi: 6 Maret 2020, Bonjol

***LAMPIRAN 1***

**ANGKET/KUESIONER UJI COBA INSTRUMEN**

* + 1. **Identitas Peneliti**

**Nama : Kiki Nurjanah**

**MPM : 163114051**

**Program Studi : Manajemen**

**Fakultas :Ekonomi**

**Asal Perguruan Tinggi :Universitas Muslim Nusantara Al-Washliyah**

**(UMN AW) Medan**

**Judul Skripsi :’’Pengaruh Kedisiplinan Pegawai Dan Kualitas Pelayanan Terhadap Kepuasan Masyarakat (Studi Kasus Pada Kantor Kelurahan Setia Kecamatan Binjai Kota, Kota Binjai)”**

Saya dalah mahasiswa Universits Muslim Nusantara Al-Washliyah Fakultas Ekonomi Jurusan Manajemen yang sedang melakukan penelitian tentang ‘Pengaruh Kedisiplinan Pegawai Dan Kualitas Pelayanan Terhadap Kepuasan Masyarakat (Studi Kasus Pada Kantor Kelurahan Setia Kecamatan Binjai Kota, Kota Binjai)”**.** Data dan informasi yang Bapak/Ibu berikan merupakan hal yang sangat berharga oleh karena itu, partisipasi dan kesediaan Bapak/Ibu dalammenjawab kuesioner ini sangat saya hargai

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

**Medan, Maret 2020**

**Peneliti**

**Kiki Nurjanah**

**163114051**

**II. Identitas Responden**

1. Nama Responden :

2. Jenis Kelamin :

3. Umur :

4. Pendidikan :

**III. Petunjuk pengisian angket:**

1. Tulislah terlebih dahulu identitas anda pada kolom yang sudah disediakan.

2. Isilah dengan jawaban yang paling sesuai dengan keadaan anda dengan memberikan tanda centang (√) dari pertanyaan-pernyataan di bawah ini.

Kriteria untuk seluruh pertanyaan adalah sebagai berikut :

|  |  |
| --- | --- |
| **Keterangan** | **Nilai** |
| Sangat Setuju (SS) | 5 |
| Setuju (S) | 4 |
| Kurang Setuju (KS) | 3 |
| Tidak Setuju (TS) | 2 |
| Sangat Tidak Setuju (STS) | 1 |

3. Tidak boleh ada jawaban atau tanda centang (√) lebih dari satu dalam satu nomor.

4. Mohon Bapak/Ibu memberikan jawaban yang sebenar-benarnya

**IV. Daftar Pertanyaan/Kuesioner**

1. **Kedisiplinan Pegawai (X1)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **PERNYATAAN** | **PILIH JAWABAN** | | | | |
| **SS** | **S** | **KS** | **TS** | **STS** |
| **I** | **Tujuan dan Kemampuan** | | | | | |
| 1 | Pegawai selalu datang pukul 07:30 dan pulang pukul 16:00 |  |  |  |  |  |
| 2 | Absensi yang digunakan manual |  |  |  |  |  |
| **II** | **Teladan Pimpinan** | | | | | |
| 3 | Pimpinan selalu datang tepat waktu |  |  |  |  |  |
| 4 | Pimpinan sudah memberikan teladan yang baik kepada bawahannya |  |  |  |  |  |
| **III** | **Balas Jasa** | | | | | |
| 5 | Ketidaksesuaian antara biaya yang dibayarkan dengan biaya yang telah ditetapkan |  |  |  |  |  |
| 6 | Adanya kewajaran biaya untuk mendapatkan pelayanan |  |  |  |  |  |
| **IV** | **Keadilan** | | | | | |
| 7 | Waktu pelayanan yang diberikan oleh pegawai cukup singkat |  |  |  |  |  |
| 8 | Ketepatan pelaksanaan pelayanan tidak sesuai dengan jadwal waktu pelayanan |  |  |  |  |  |
| **V** | **Waskat (Pengawasan Melekat)** | | | | | |
| 9 | Pengawasan yang diterapkan oleh atasan kepada pegawainya sudah berjalan dengan baik |  |  |  |  |  |
| 10 | Terlihat atasan sering melakukan pengawasan kepada para pegawainya |  |  |  |  |  |
| **VI** | **Sanksi Hukuman** | | | | | |
| 11 | Pegawai yang datang terlambat selalu diberi sanksi |  |  |  |  |  |
| 12 | Sanksi hukuman yang diterapkan ikut mempengaruhi kedisiplinan pegawai |  |  |  |  |  |
| **VII** | **Ketegasan** | | | | | |
| 13 | Pegawai Kantor Kelurahan Setia selalu menaati jam kerja yang telah ditentukan oleh Kantor Kelurahan Setia |  |  |  |  |  |
| 14 | Pegawai Kantor Kelurahan Setia bekerja sesuai aturan yaitu lima hari kerja dalam satu minggu. |  |  |  |  |  |
| **VIII** | **Hubungan Kemanusiaan** | | | | | |
| 15 | Pimpinan memperlakukan pegawai sesuai hak dan kewajiban |  |  |  |  |  |
| 16 | Adanya kebersamaan yang aktif antara atasan dan bawahan, |  |  |  |  |  |

1. **Kualitas Pelayanan (X2)**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **PERNYATAAN** | **PILIH JAWABAN** | | | | | | |
| **SS** | | **S** | **KS** | | **TS** | **STS** |
| **I** | **Kehandalan (*Reliability*)** | | | | | | | |
| 1 | Pegawai yang memberikan pelayanan masih terbatas | |  |  | |  |  |  |
| 2 | Pegawai tidak mampu memberikan pelayanan dengan cepat kepada masyarakat | |  |  | |  |  |  |
| **II** | **Daya Tanggap (*Responsiveness*)** | | | | | | | |
| 3 | Pegawai memberikan tindakan yang cepat saat masyarakat membutuhkan informasi. | |  |  | |  |  |  |
| 4 | Pegawai tidak memiliki daya tanggap yang baik terhadap keluhan masyarakat | |  |  | |  |  |  |
| **III** | **Jaminan (*Assurance*)** | | | | | | | |
| 5 | Pegawai memberikan pelayanan kepada masyarakat dengan pilih kasih | |  |  | |  |  |  |
| 6 | Pegawai memberikan rasa yang aman dan tertib saat masyarakat mengurus dokumen yang diperlukan | |  |  | |  |  |  |
| **IV** | **Perhatian (*Emphaty*)** | | | | | | | |
| 7 | Pegawai melayani masyarakat tanpa memandang status sosial masyarakat tersebut. | |  |  | |  |  |  |
| 8 | Pegawai Kantor Kelurahan Setia menerapkan 3S (Senyum, Sapa, Salam). | |  |  | |  |  |  |
| **V** | **Berwujud (*Tengibe*)** | | | | | | | |
| 9 | Tersedia papan informasi alur pelayan pada Kantor Kelurahan Setia | |  |  | |  |  |  |
| 10 | Kantor Kelurahan memiliki tempat parkir kendaraan yang cukup dan aman | |  |  | |  |  |  |

1. **Kepuasan Masyarakat (Y)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **PERNYATAAN** | **PILIH JAWABAN** | | | | |
| **SS** | **S** | **KS** | **TS** | **STS** |
| **I** | **Kecakapan Petugas** | | | | | |
| 1 | Pelayanan yang diberikan Kantor Kelurahan Setia cepat dan tanggap dalam melayani sesuai dengan permintaan saya. |  |  |  |  |  |
| 2 | Pegawai Kantor Kelurahan Setia memberikan informasi yang saya perlukan dengan cepat. |  |  |  |  |  |
| **II** | **Keramahan Pelayanan** | |  | | | |
| 3 | Pegawai tidak bersikap simpatik dalam memberikan pelayanan |  |  |  |  |  |
| 4 | Merasa puas atas perhatian yang diberikan pegawai |  |  |  |  |  |
| **III** | **Suasana Lingkungan yang Nyaman** | | | | | |
| 5 | Fasilitas yang disediakan lengkap |  |  |  |  |  |
| 6 | Merasa nyaman pada saat pegawai memberikan pelayaan |  |  |  |  |  |

***LAMPIRAN 2***

**TABULASI HASIL KUESIONER X1**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Kedisiplinan Pegawai (X1)** | | | | | | | | | | | | | | | | | | |
| **No** | **Skor Kuesioner** | | | | | | | | | | | | | | | | **Total Skor** | **Persentase** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **14** | **15** | **16** |
| 1 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 72 | 73,5% |
| 2 | 4 | 4 | 5 | 4 | 3 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 3 | 5 | 5 | 69 | 70,4% |
| 3 | 3 | 4 | 5 | 4 | 3 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 3 | 5 | 5 | 68 | 69,4% |
| 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 60 | 61,2% |
| 5 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 59 | 60,2% |
| 6 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 64 | 65,3% |
| 7 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 69 | 70,4% |
| 8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 64 | 65,3% |
| 9 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 76 | 77,6% |
| 10 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 74 | 75,5% |
| 11 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 68 | 69,4% |
| 12 | 4 | 3 | 4 | 5 | 3 | 3 | 4 | 3 | 4 | 5 | 3 | 4 | 5 | 3 | 3 | 4 | 60 | 61,2% |
| 13 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 65 | 66,3% |
| 14 | 5 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 63 | 64,3% |
| 15 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 73 | 74,5% |
| 16 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 75 | 76,5% |
| 17 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 65 | 66,3% |
| 18 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 66 | 67,3% |
| 19 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 67 | 68,4% |
| 20 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 77 | 78,6% |
| 21 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 63 | 64,3% |
| 22 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 69 | 70,4% |
| 23 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 70 | 71,4% |
| 24 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 68 | 69,4% |
| 25 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 70 | 71,4% |
| 26 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 61 | 62,2% |
| 27 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 70 | 71,4% |
| 28 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 69 | 70,4% |
| 29 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 78 | 79,6% |
| 30 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 80 | 81,6% |
| 31 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 74 | 75,5% |
| 32 | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 68 | 69,4% |
| 33 | 5 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 59 | 60,2% |
| 34 | 5 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 55 | 56,1% |
| 35 | 5 | 4 | 3 | 4 | 3 | 3 | 5 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 5 | 60 | 61,2% |
| 36 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 67 | 68,4% |
| 37 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 61 | 62,2% |
| 38 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 64 | 65,3% |
| 39 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 54 | 55,1% |
| 40 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 56 | 57,1% |
| 41 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 56 | 57,1% |
| 42 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 71 | 72,4% |
| 43 | 5 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 55 | 56,1% |
| 44 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 62 | 63,3% |
| 45 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 66 | 67,3% |
| 46 | 5 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 63 | 64,3% |
| 47 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 61 | 62,2% |
| 48 | 5 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 63 | 64,3% |
| 49 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 62 | 63,3% |
| 50 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 69 | 70,4% |
| 51 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 63 | 64,3% |
| 52 | 4 | 3 | 4 | 5 | 4 | 3 | 4 | 3 | 4 | 5 | 3 | 4 | 5 | 4 | 3 | 4 | 62 | 63,3% |
| 53 | 5 | 3 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 64 | 65,3% |
| 54 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 67 | 68,4% |
| 55 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 78 | 79,6% |
| 56 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 68 | 69,4% |
| 57 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 72 | 73,5% |
| 58 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 69 | 70,4% |
| 59 | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 68 | 69,4% |
| 60 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 76 | 77,6% |
| 61 | 5 | 4 | 3 | 5 | 4 | 4 | 5 | 4 | 3 | 5 | 4 | 3 | 5 | 4 | 4 | 5 | 67 | 68,4% |
| 62 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 65 | 66,3% |
| 63 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 69 | 70,4% |
| 64 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 69 | 70,4% |
| 65 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 4 | 3 | 5 | 4 | 3 | 5 | 4 | 5 | 5 | 68 | 69,4% |
| 66 | 5 | 4 | 5 | 4 | 3 | 3 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 3 | 3 | 5 | 66 | 67,3% |
| 67 | 4 | 3 | 3 | 4 | 3 | 2 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 2 | 3 | 50 | 51,0% |
| 68 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 4 | 3 | 5 | 4 | 3 | 5 | 4 | 5 | 5 | 68 | 69,4% |
| 69 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 70 | 71,4% |
| 70 | 5 | 4 | 4 | 5 | 4 | 3 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 3 | 5 | 68 | 69,4% |
| 71 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 70 | 71,4% |
| 72 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 61 | 62,2% |
| 73 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 64 | 65,3% |
| 74 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 64 | 65,3% |
| 75 | 4 | 3 | 5 | 4 | 3 | 4 | 5 | 3 | 5 | 4 | 3 | 5 | 4 | 3 | 4 | 5 | 64 | 65,3% |
| 76 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 66 | 67,3% |
| 77 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 66 | 67,3% |
| 78 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 73 | 74,5% |
| 79 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 66 | 67,3% |
| 80 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 80 | 81,6% |
| 81 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 73 | 74,5% |
| 82 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 80 | 81,6% |
| 83 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 77 | 78,6% |
| 84 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 80 | 81,6% |
| 85 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 77 | 78,6% |
| 86 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 80 | 81,6% |
| 87 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 80 | 81,6% |
| 88 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 75 | 76,5% |
| 89 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 64 | 65,3% |
| 90 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 64 | 65,3% |
| 91 | 4 | 3 | 5 | 4 | 3 | 4 | 5 | 3 | 5 | 4 | 3 | 5 | 4 | 3 | 4 | 5 | 64 | 65,3% |
| 92 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 66 | 67,3% |
| 93 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 66 | 67,3% |
| 94 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 73 | 74,5% |
| 95 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 66 | 67,3% |
| 96 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 80 | 81,6% |
| 97 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 73 | 74,5% |
| 98 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 80 | 81,6% |

**TABULASI HASIL KUESIONER X2**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Kualitas Pelayanan (X2)** | | | | | | | | | | | | |
| **No** | **Skor Kuesioner** | | | | | | | | | | **Total Skor** | **Persentase** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
| 1 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 46 | 46,9% |
| 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 40,8% |
| 3 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 | 41,8% |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 40,8% |
| 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 39 | 39,8% |
| 6 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 4 | 3 | 4 | 40 | 40,8% |
| 7 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 2 | 2 | 37 | 37,8% |
| 8 | 5 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 5 | 3 | 41 | 41,8% |
| 9 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 44 | 44,9% |
| 10 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 40,8% |
| 11 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 40,8% |
| 12 | 5 | 4 | 5 | 4 | 5 | 3 | 5 | 4 | 4 | 3 | 42 | 42,9% |
| 13 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 45 | 45,9% |
| 14 | 5 | 4 | 5 | 3 | 4 | 3 | 5 | 4 | 5 | 4 | 42 | 42,9% |
| 15 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 | 51,0% |
| 16 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 3 | 4 | 5 | 44 | 44,9% |
| 17 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 44 | 44,9% |
| 18 | 3 | 4 | 5 | 4 | 5 | 5 | 4 | 3 | 4 | 3 | 40 | 40,8% |
| 19 | 3 | 3 | 4 | 2 | 3 | 1 | 5 | 2 | 4 | 3 | 30 | 30,6% |
| 20 | 4 | 5 | 5 | 5 | 4 | 3 | 4 | 4 | 3 | 3 | 40 | 40,8% |
| 21 | 5 | 4 | 5 | 4 | 3 | 4 | 2 | 4 | 5 | 4 | 40 | 40,8% |
| 22 | 5 | 5 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 44 | 44,9% |
| 23 | 4 | 4 | 3 | 4 | 3 | 5 | 4 | 3 | 5 | 5 | 40 | 40,8% |
| 24 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 45 | 45,9% |
| 25 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 45 | 45,9% |
| 26 | 5 | 4 | 3 | 5 | 5 | 3 | 5 | 4 | 4 | 5 | 43 | 43,9% |
| 27 | 4 | 5 | 3 | 5 | 3 | 4 | 5 | 3 | 4 | 3 | 39 | 39,8% |
| 28 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 45 | 45,9% |
| 29 | 5 | 3 | 4 | 3 | 5 | 4 | 5 | 4 | 4 | 2 | 39 | 39,8% |
| 30 | 4 | 5 | 5 | 5 | 3 | 2 | 3 | 4 | 3 | 5 | 39 | 39,8% |
| 31 | 5 | 4 | 3 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 43 | 43,9% |
| 32 | 4 | 4 | 5 | 5 | 4 | 3 | 4 | 5 | 4 | 4 | 42 | 42,9% |
| 33 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 48 | 49,0% |
| 34 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 3 | 4 | 43 | 43,9% |
| 35 | 5 | 5 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 44 | 44,9% |
| 36 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 36 | 36,7% |
| 37 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 44 | 44,9% |
| 38 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 46 | 46,9% |
| 39 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 48 | 49,0% |
| 40 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 46 | 46,9% |
| 41 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 46 | 46,9% |
| 42 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 42 | 42,9% |
| 43 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 43 | 43,9% |
| 44 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 | 41,8% |
| 45 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 47 | 48,0% |
| 46 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 47 | 48,0% |
| 47 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 41 | 41,8% |
| 48 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 | 51,0% |
| 49 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 49 | 50,0% |
| 50 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 42 | 42,9% |
| 51 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 | 38,8% |
| 52 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 3 | 3 | 40 | 40,8% |
| 53 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 | 51,0% |
| 54 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 3 | 4 | 4 | 41 | 41,8% |
| 55 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 46 | 46,9% |
| 56 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 | 51,0% |
| 57 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 42 | 42,9% |
| 58 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 40,8% |
| 59 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 3 | 5 | 4 | 43 | 43,9% |
| 60 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 47 | 48,0% |
| 61 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 | 51,0% |
| 62 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 45 | 45,9% |
| 63 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 | 51,0% |
| 64 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 40,8% |
| 65 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 48 | 49,0% |
| 66 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 3 | 45 | 45,9% |
| 67 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 40,8% |
| 68 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 45 | 45,9% |
| 69 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 45 | 45,9% |
| 70 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 45 | 45,9% |
| 71 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 37 | 37,8% |
| 72 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 4 | 47 | 48,0% |
| 73 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 45 | 45,9% |
| 74 | 5 | 4 | 5 | 3 | 4 | 3 | 5 | 4 | 5 | 4 | 42 | 42,9% |
| 75 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 | 51,0% |
| 76 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 3 | 4 | 5 | 44 | 44,9% |
| 77 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 44 | 44,9% |
| 78 | 3 | 4 | 5 | 4 | 5 | 5 | 4 | 3 | 4 | 3 | 40 | 40,8% |
| 79 | 5 | 4 | 5 | 4 | 3 | 4 | 2 | 4 | 5 | 4 | 40 | 40,8% |
| 80 | 4 | 5 | 5 | 5 | 4 | 3 | 4 | 4 | 3 | 3 | 40 | 40,8% |
| 81 | 5 | 4 | 5 | 4 | 3 | 4 | 2 | 4 | 5 | 4 | 40 | 40,8% |
| 82 | 5 | 5 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 44 | 44,9% |
| 83 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 45 | 45,9% |
| 84 | 5 | 4 | 5 | 3 | 4 | 3 | 5 | 4 | 5 | 4 | 42 | 42,9% |
| 85 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 | 51,0% |
| 86 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 3 | 4 | 5 | 44 | 44,9% |
| 87 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 44 | 44,9% |
| 88 | 3 | 4 | 5 | 4 | 5 | 5 | 4 | 3 | 4 | 3 | 40 | 40,8% |
| 89 | 5 | 4 | 5 | 4 | 3 | 4 | 2 | 4 | 5 | 4 | 40 | 40,8% |
| 90 | 4 | 5 | 5 | 5 | 4 | 3 | 4 | 4 | 3 | 3 | 40 | 40,8% |
| 91 | 5 | 4 | 5 | 4 | 3 | 4 | 2 | 4 | 5 | 4 | 40 | 40,8% |
| 92 | 5 | 5 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 44 | 44,9% |
| 93 | 4 | 4 | 3 | 4 | 3 | 5 | 4 | 3 | 5 | 5 | 40 | 40,8% |
| 94 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 45 | 45,9% |
| 95 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 45 | 45,9% |
| 96 | 5 | 4 | 3 | 5 | 5 | 3 | 5 | 4 | 4 | 5 | 43 | 43,9% |
| 97 | 4 | 5 | 3 | 5 | 3 | 4 | 5 | 3 | 4 | 3 | 39 | 39,8% |
| 98 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 45 | 45,9% |

**TABULASI HASIL KUESIONER Y**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Kepuasan Masyarakat (Y)** | | | | | | | | |
| **No** | **Skor Kuesioner** | | | | | | **Total Skor** | **Persentase** |
| **1** | **2** | **3** | **4** | **5** | **6** |
| 1 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 2 | 4 | 5 | 5 | 5 | 4 | 4 | 27 | 27,6% |
| 3 | 3 | 5 | 4 | 5 | 5 | 4 | 26 | 26,5% |
| 4 | 4 | 5 | 4 | 5 | 4 | 4 | 26 | 26,5% |
| 5 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 24,5% |
| 6 | 2 | 4 | 4 | 4 | 4 | 4 | 22 | 22,4% |
| 7 | 4 | 5 | 5 | 5 | 5 | 5 | 29 | 29,6% |
| 8 | 5 | 4 | 5 | 4 | 4 | 4 | 26 | 26,5% |
| 9 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 10 | 5 | 4 | 4 | 4 | 4 | 4 | 25 | 25,5% |
| 11 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 12 | 5 | 4 | 4 | 3 | 4 | 3 | 23 | 23,5% |
| 13 | 5 | 5 | 4 | 4 | 5 | 4 | 27 | 27,6% |
| 14 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 15 | 4 | 5 | 5 | 5 | 5 | 5 | 29 | 29,6% |
| 16 | 4 | 5 | 5 | 5 | 4 | 4 | 27 | 27,6% |
| 17 | 4 | 5 | 4 | 5 | 4 | 5 | 27 | 27,6% |
| 18 | 5 | 4 | 4 | 5 | 4 | 5 | 27 | 27,6% |
| 19 | 5 | 5 | 5 | 5 | 4 | 4 | 28 | 28,6% |
| 20 | 4 | 5 | 5 | 5 | 5 | 5 | 29 | 29,6% |
| 21 | 5 | 4 | 4 | 4 | 4 | 4 | 25 | 25,5% |
| 22 | 5 | 5 | 4 | 4 | 4 | 4 | 26 | 26,5% |
| 23 | 5 | 5 | 4 | 4 | 4 | 4 | 26 | 26,5% |
| 24 | 5 | 5 | 4 | 4 | 4 | 4 | 26 | 26,5% |
| 25 | 5 | 5 | 4 | 4 | 4 | 4 | 26 | 26,5% |
| 26 | 5 | 5 | 4 | 4 | 4 | 3 | 25 | 25,5% |
| 27 | 5 | 4 | 4 | 4 | 4 | 4 | 25 | 25,5% |
| 28 | 5 | 5 | 4 | 4 | 4 | 4 | 26 | 26,5% |
| 29 | 5 | 4 | 4 | 3 | 3 | 4 | 23 | 23,5% |
| 30 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 31 | 4 | 5 | 5 | 5 | 5 | 5 | 29 | 29,6% |
| 32 | 5 | 4 | 4 | 4 | 5 | 4 | 26 | 26,5% |
| 33 | 5 | 4 | 4 | 3 | 3 | 4 | 23 | 23,5% |
| 34 | 5 | 4 | 4 | 4 | 4 | 4 | 25 | 25,5% |
| 35 | 5 | 4 | 4 | 4 | 4 | 4 | 25 | 25,5% |
| 36 | 5 | 5 | 4 | 4 | 5 | 4 | 27 | 27,6% |
| 37 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 38 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 39 | 5 | 4 | 4 | 4 | 4 | 5 | 26 | 26,5% |
| 40 | 5 | 4 | 4 | 4 | 5 | 5 | 27 | 27,6% |
| 41 | 5 | 4 | 3 | 3 | 4 | 5 | 24 | 24,5% |
| 42 | 5 | 5 | 5 | 5 | 5 | 4 | 29 | 29,6% |
| 43 | 5 | 4 | 4 | 4 | 4 | 3 | 24 | 24,5% |
| 44 | 3 | 4 | 4 | 4 | 4 | 4 | 23 | 23,5% |
| 45 | 5 | 5 | 5 | 5 | 5 | 4 | 29 | 29,6% |
| 46 | 4 | 5 | 5 | 5 | 5 | 4 | 28 | 28,6% |
| 47 | 3 | 5 | 4 | 4 | 4 | 3 | 23 | 23,5% |
| 48 | 5 | 5 | 4 | 5 | 4 | 4 | 27 | 27,6% |
| 49 | 5 | 4 | 4 | 5 | 5 | 4 | 27 | 27,6% |
| 50 | 4 | 5 | 4 | 5 | 5 | 5 | 28 | 28,6% |
| 51 | 4 | 5 | 5 | 5 | 5 | 4 | 28 | 28,6% |
| 52 | 4 | 5 | 4 | 4 | 4 | 4 | 25 | 25,5% |
| 53 | 3 | 5 | 5 | 5 | 5 | 4 | 27 | 27,6% |
| 54 | 5 | 5 | 4 | 4 | 5 | 4 | 27 | 27,6% |
| 55 | 5 | 5 | 5 | 5 | 4 | 4 | 28 | 28,6% |
| 56 | 5 | 4 | 5 | 5 | 5 | 5 | 29 | 29,6% |
| 57 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 58 | 3 | 4 | 4 | 4 | 4 | 4 | 23 | 23,5% |
| 59 | 4 | 4 | 4 | 5 | 4 | 4 | 25 | 25,5% |
| 60 | 3 | 5 | 4 | 4 | 4 | 4 | 24 | 24,5% |
| 61 | 4 | 5 | 5 | 5 | 5 | 5 | 29 | 29,6% |
| 62 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 24,5% |
| 63 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 64 | 4 | 4 | 4 | 4 | 5 | 4 | 25 | 25,5% |
| 65 | 3 | 5 | 5 | 5 | 5 | 5 | 28 | 28,6% |
| 66 | 4 | 4 | 4 | 5 | 5 | 4 | 26 | 26,5% |
| 67 | 4 | 4 | 4 | 3 | 3 | 3 | 21 | 21,4% |
| 68 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 69 | 4 | 4 | 5 | 5 | 4 | 4 | 26 | 26,5% |
| 70 | 4 | 4 | 5 | 4 | 4 | 5 | 26 | 26,5% |
| 71 | 4 | 5 | 5 | 5 | 5 | 5 | 29 | 29,6% |
| 72 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 73 | 5 | 4 | 5 | 5 | 5 | 5 | 29 | 29,6% |
| 74 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 75 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 76 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 77 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 78 | 5 | 5 | 5 | 5 | 5 | 4 | 29 | 29,6% |
| 79 | 4 | 5 | 4 | 4 | 4 | 5 | 26 | 26,5% |
| 80 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 81 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 82 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 83 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 84 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 85 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 86 | 4 | 5 | 4 | 5 | 5 | 5 | 28 | 28,6% |
| 87 | 5 | 5 | 5 | 4 | 4 | 4 | 27 | 27,6% |
| 88 | 5 | 5 | 5 | 5 | 5 | 4 | 29 | 29,6% |
| 89 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 90 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 91 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 92 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 30,6% |
| 93 | 4 | 5 | 4 | 5 | 5 | 5 | 28 | 28,6% |
| 94 | 5 | 5 | 5 | 4 | 4 | 4 | 27 | 27,6% |
| 95 | 5 | 5 | 5 | 5 | 5 | 4 | 29 | 29,6% |
| 96 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 24,5% |
| 97 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 24,5% |
| 98 | 5 | 4 | 5 | 5 | 4 | 5 | 28 | 28,6% |

***LAMPIRAN 3***

**OUTPUT SPSS**

**UJI VALIDITAS KEDISIPLINAN PEGAWAI**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | | | | | | | |
|  | | X1 1 | X1 2 | X1 3 | X1 4 | X1 5 | X1 6 | X1 7 | X1 8 | X1 9 | X1 10 | X1 11 | X1 12 | X1 13 | X1 14 | X1 15 | X1 16 | SKORTOTAL |
| X11 | Pearson Correlation | 1 | ,320\*\* | ,174 | ,342\*\* | ,311\*\* | ,156 | ,073 | ,320\*\* | ,174 | ,342\*\* | ,320\*\* | ,174 | ,342\*\* | ,311\*\* | ,156 | ,073 | ,406\*\* |
| Sig. (2-tailed) |  | ,001 | ,087 | ,001 | ,002 | ,125 | ,478 | ,001 | ,087 | ,001 | ,001 | ,087 | ,001 | ,002 | ,125 | ,478 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X12 | Pearson Correlation | ,320\*\* | 1 | ,487\*\* | ,492\*\* | ,613\*\* | ,458\*\* | ,454\*\* | 1,000\*\* | ,487\*\* | ,492\*\* | 1,000\*\* | ,487\*\* | ,492\*\* | ,613\*\* | ,458\*\* | ,454\*\* | ,833\*\* |
| Sig. (2-tailed) | ,001 |  | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X13 | Pearson Correlation | ,174 | ,487\*\* | 1 | ,287\*\* | ,359\*\* | ,406\*\* | ,293\*\* | ,487\*\* | 1,000\*\* | ,287\*\* | ,487\*\* | 1,000\*\* | ,287\*\* | ,359\*\* | ,406\*\* | ,293\*\* | ,695\*\* |
| Sig. (2-tailed) | ,087 | ,000 |  | ,004 | ,000 | ,000 | ,003 | ,000 | ,000 | ,004 | ,000 | ,000 | ,004 | ,000 | ,000 | ,003 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X14 | Pearson Correlation | ,342\*\* | ,492\*\* | ,287\*\* | 1 | ,567\*\* | ,435\*\* | ,275\*\* | ,492\*\* | ,287\*\* | 1,000\*\* | ,492\*\* | ,287\*\* | 1,000\*\* | ,567\*\* | ,435\*\* | ,275\*\* | ,712\*\* |
| Sig. (2-tailed) | ,001 | ,000 | ,004 |  | ,000 | ,000 | ,006 | ,000 | ,004 | ,000 | ,000 | ,004 | ,000 | ,000 | ,000 | ,006 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X15 | Pearson Correlation | ,311\*\* | ,613\*\* | ,359\*\* | ,567\*\* | 1 | ,516\*\* | ,222\* | ,613\*\* | ,359\*\* | ,567\*\* | ,613\*\* | ,359\*\* | ,567\*\* | 1,000\*\* | ,516\*\* | ,222\* | ,752\*\* |
| Sig. (2-tailed) | ,002 | ,000 | ,000 | ,000 |  | ,000 | ,028 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,028 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X16 | Pearson Correlation | ,156 | ,458\*\* | ,406\*\* | ,435\*\* | ,516\*\* | 1 | ,401\*\* | ,458\*\* | ,406\*\* | ,435\*\* | ,458\*\* | ,406\*\* | ,435\*\* | ,516\*\* | 1,000\*\* | ,401\*\* | ,719\*\* |
| Sig. (2-tailed) | ,125 | ,000 | ,000 | ,000 | ,000 |  | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X17 | Pearson Correlation | ,073 | ,454\*\* | ,293\*\* | ,275\*\* | ,222\* | ,401\*\* | 1 | ,454\*\* | ,293\*\* | ,275\*\* | ,454\*\* | ,293\*\* | ,275\*\* | ,222\* | ,401\*\* | 1,000\*\* | ,561\*\* |
| Sig. (2-tailed) | ,478 | ,000 | ,003 | ,006 | ,028 | ,000 |  | ,000 | ,003 | ,006 | ,000 | ,003 | ,006 | ,028 | ,000 | ,000 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X18 | Pearson Correlation | ,320\*\* | 1,000\*\* | ,487\*\* | ,492\*\* | ,613\*\* | ,458\*\* | ,454\*\* | 1 | ,487\*\* | ,492\*\* | 1,000\*\* | ,487\*\* | ,492\*\* | ,613\*\* | ,458\*\* | ,454\*\* | ,833\*\* |
| Sig. (2-tailed) | ,001 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 |  | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X19 | Pearson Correlation | ,174 | ,487\*\* | 1,000\*\* | ,287\*\* | ,359\*\* | ,406\*\* | ,293\*\* | ,487\*\* | 1 | ,287\*\* | ,487\*\* | 1,000\*\* | ,287\*\* | ,359\*\* | ,406\*\* | ,293\*\* | ,695\*\* |
| Sig. (2-tailed) | ,087 | ,000 | ,000 | ,004 | ,000 | ,000 | ,003 | ,000 |  | ,004 | ,000 | ,000 | ,004 | ,000 | ,000 | ,003 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X110 | Pearson Correlation | ,342\*\* | ,492\*\* | ,287\*\* | 1,000\*\* | ,567\*\* | ,435\*\* | ,275\*\* | ,492\*\* | ,287\*\* | 1 | ,492\*\* | ,287\*\* | 1,000\*\* | ,567\*\* | ,435\*\* | ,275\*\* | ,712\*\* |
| Sig. (2-tailed) | ,001 | ,000 | ,004 | ,000 | ,000 | ,000 | ,006 | ,000 | ,004 |  | ,000 | ,004 | ,000 | ,000 | ,000 | ,006 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X111 | Pearson Correlation | ,320\*\* | 1,000\*\* | ,487\*\* | ,492\*\* | ,613\*\* | ,458\*\* | ,454\*\* | 1,000\*\* | ,487\*\* | ,492\*\* | 1 | ,487\*\* | ,492\*\* | ,613\*\* | ,458\*\* | ,454\*\* | ,833\*\* |
| Sig. (2-tailed) | ,001 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 |  | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X112 | Pearson Correlation | ,174 | ,487\*\* | 1,000\*\* | ,287\*\* | ,359\*\* | ,406\*\* | ,293\*\* | ,487\*\* | 1,000\*\* | ,287\*\* | ,487\*\* | 1 | ,287\*\* | ,359\*\* | ,406\*\* | ,293\*\* | ,695\*\* |
| Sig. (2-tailed) | ,087 | ,000 | ,000 | ,004 | ,000 | ,000 | ,003 | ,000 | ,000 | ,004 | ,000 |  | ,004 | ,000 | ,000 | ,003 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X113 | Pearson Correlation | ,342\*\* | ,492\*\* | ,287\*\* | 1,000\*\* | ,567\*\* | ,435\*\* | ,275\*\* | ,492\*\* | ,287\*\* | 1,000\*\* | ,492\*\* | ,287\*\* | 1 | ,567\*\* | ,435\*\* | ,275\*\* | ,712\*\* |
| Sig. (2-tailed) | ,001 | ,000 | ,004 | ,000 | ,000 | ,000 | ,006 | ,000 | ,004 | ,000 | ,000 | ,004 |  | ,000 | ,000 | ,006 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X114 | Pearson Correlation | ,311\*\* | ,613\*\* | ,359\*\* | ,567\*\* | 1,000\*\* | ,516\*\* | ,222\* | ,613\*\* | ,359\*\* | ,567\*\* | ,613\*\* | ,359\*\* | ,567\*\* | 1 | ,516\*\* | ,222\* | ,752\*\* |
| Sig. (2-tailed) | ,002 | ,000 | ,000 | ,000 | ,000 | ,000 | ,028 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 |  | ,000 | ,028 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X115 | Pearson Correlation | ,156 | ,458\*\* | ,406\*\* | ,435\*\* | ,516\*\* | 1,000\*\* | ,401\*\* | ,458\*\* | ,406\*\* | ,435\*\* | ,458\*\* | ,406\*\* | ,435\*\* | ,516\*\* | 1 | ,401\*\* | ,719\*\* |
| Sig. (2-tailed) | ,125 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 |  | ,000 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X116 | Pearson Correlation | ,073 | ,454\*\* | ,293\*\* | ,275\*\* | ,222\* | ,401\*\* | 1,000\*\* | ,454\*\* | ,293\*\* | ,275\*\* | ,454\*\* | ,293\*\* | ,275\*\* | ,222\* | ,401\*\* | 1 | ,561\*\* |
| Sig. (2-tailed) | ,478 | ,000 | ,003 | ,006 | ,028 | ,000 | ,000 | ,000 | ,003 | ,006 | ,000 | ,003 | ,006 | ,028 | ,000 |  | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| SKORTOTAL | Pearson Correlation | ,406\*\* | ,833\*\* | ,695\*\* | ,712\*\* | ,752\*\* | ,719\*\* | ,561\*\* | ,833\*\* | ,695\*\* | ,712\*\* | ,833\*\* | ,695\*\* | ,712\*\* | ,752\*\* | ,719\*\* | ,561\*\* | 1 |
| Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 |  |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | | | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | | | | | | | | | | |

**UJI VALIDITAS KUALITAS PELAYANAN**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | |
|  | | X2 1 | X2 2 | X2 3 | X2 4 | X2 5 | X2 6 | X2 7 | X2 8 | X2 9 | X2 10 | SKOR TOTAL |
| X21 | Pearson Correlation | 1 | ,286\*\* | ,150 | ,206\* | ,198 | ,048 | ,190 | ,354\*\* | ,309\*\* | ,340\*\* | ,555\*\* |
| Sig. (2-tailed) |  | ,004 | ,140 | ,042 | ,051 | ,638 | ,061 | ,000 | ,002 | ,001 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X22 | Pearson Correlation | ,286\*\* | 1 | ,145 | ,453\*\* | ,237\* | ,157 | ,314\*\* | ,326\*\* | ,075 | ,228\* | ,573\*\* |
| Sig. (2-tailed) | ,004 |  | ,155 | ,000 | ,019 | ,122 | ,002 | ,001 | ,465 | ,024 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X23 | Pearson Correlation | ,150 | ,145 | 1 | ,128 | -,025 | ,045 | -,191 | ,360\*\* | ,077 | -,097 | ,280\*\* |
| Sig. (2-tailed) | ,140 | ,155 |  | ,209 | ,804 | ,663 | ,059 | ,000 | ,448 | ,341 | ,005 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X24 | Pearson Correlation | ,206\* | ,453\*\* | ,128 | 1 | ,389\*\* | ,333\*\* | ,260\*\* | ,370\*\* | ,038 | ,310\*\* | ,635\*\* |
| Sig. (2-tailed) | ,042 | ,000 | ,209 |  | ,000 | ,001 | ,010 | ,000 | ,714 | ,002 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X25 | Pearson Correlation | ,198 | ,237\* | -,025 | ,389\*\* | 1 | ,320\*\* | ,579\*\* | ,303\*\* | ,096 | ,178 | ,618\*\* |
| Sig. (2-tailed) | ,051 | ,019 | ,804 | ,000 |  | ,001 | ,000 | ,002 | ,349 | ,079 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X26 | Pearson Correlation | ,048 | ,157 | ,045 | ,333\*\* | ,320\*\* | 1 | ,072 | ,277\*\* | ,187 | ,195 | ,498\*\* |
| Sig. (2-tailed) | ,638 | ,122 | ,663 | ,001 | ,001 |  | ,484 | ,006 | ,065 | ,054 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X27 | Pearson Correlation | ,190 | ,314\*\* | -,191 | ,260\*\* | ,579\*\* | ,072 | 1 | ,183 | ,079 | ,221\* | ,520\*\* |
| Sig. (2-tailed) | ,061 | ,002 | ,059 | ,010 | ,000 | ,484 |  | ,072 | ,439 | ,029 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X28 | Pearson Correlation | ,354\*\* | ,326\*\* | ,360\*\* | ,370\*\* | ,303\*\* | ,277\*\* | ,183 | 1 | ,123 | ,262\*\* | ,651\*\* |
| Sig. (2-tailed) | ,000 | ,001 | ,000 | ,000 | ,002 | ,006 | ,072 |  | ,227 | ,009 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X29 | Pearson Correlation | ,309\*\* | ,075 | ,077 | ,038 | ,096 | ,187 | ,079 | ,123 | 1 | ,440\*\* | ,463\*\* |
| Sig. (2-tailed) | ,002 | ,465 | ,448 | ,714 | ,349 | ,065 | ,439 | ,227 |  | ,000 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| X210 | Pearson Correlation | ,340\*\* | ,228\* | -,097 | ,310\*\* | ,178 | ,195 | ,221\* | ,262\*\* | ,440\*\* | 1 | ,591\*\* |
| Sig. (2-tailed) | ,001 | ,024 | ,341 | ,002 | ,079 | ,054 | ,029 | ,009 | ,000 |  | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| SKORTOTAL | Pearson Correlation | ,555\*\* | ,573\*\* | ,280\*\* | ,635\*\* | ,618\*\* | ,498\*\* | ,520\*\* | ,651\*\* | ,463\*\* | ,591\*\* | 1 |
| Sig. (2-tailed) | ,000 | ,000 | ,005 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 |  |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | | | | |

**UJI VALIDITAS KEPUASAN MASYARAKAT**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | |
|  | | Y 1 | Y 2 | Y 3 | Y 4 | Y 5 | Y 6 | SKORTOTAL |
| Y1 | Pearson Correlation | 1 | ,085 | ,202\* | ,032 | ,133 | ,180 | ,428\*\* |
| Sig. (2-tailed) |  | ,404 | ,047 | ,755 | ,190 | ,076 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| Y2 | Pearson Correlation | ,085 | 1 | ,488\*\* | ,539\*\* | ,494\*\* | ,299\*\* | ,653\*\* |
| Sig. (2-tailed) | ,404 |  | ,000 | ,000 | ,000 | ,003 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| Y3 | Pearson Correlation | ,202\* | ,488\*\* | 1 | ,694\*\* | ,545\*\* | ,475\*\* | ,791\*\* |
| Sig. (2-tailed) | ,047 | ,000 |  | ,000 | ,000 | ,000 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| Y4 | Pearson Correlation | ,032 | ,539\*\* | ,694\*\* | 1 | ,709\*\* | ,558\*\* | ,822\*\* |
| Sig. (2-tailed) | ,755 | ,000 | ,000 |  | ,000 | ,000 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| Y5 | Pearson Correlation | ,133 | ,494\*\* | ,545\*\* | ,709\*\* | 1 | ,568\*\* | ,807\*\* |
| Sig. (2-tailed) | ,190 | ,000 | ,000 | ,000 |  | ,000 | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| Y6 | Pearson Correlation | ,180 | ,299\*\* | ,475\*\* | ,558\*\* | ,568\*\* | 1 | ,734\*\* |
| Sig. (2-tailed) | ,076 | ,003 | ,000 | ,000 | ,000 |  | ,000 |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| SKORTOTAL | Pearson Correlation | ,428\*\* | ,653\*\* | ,791\*\* | ,822\*\* | ,807\*\* | ,734\*\* | 1 |
| Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 |  |
| N | 98 | 98 | 98 | 98 | 98 | 98 | 98 |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | |

**UJI RELIABILITAS KEDISIPLINAN PEGAWAI**

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| ,930 | 16 |

**UJI RELIABILITAS KUALITAS PELAYANAN**

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| ,721 | 10 |

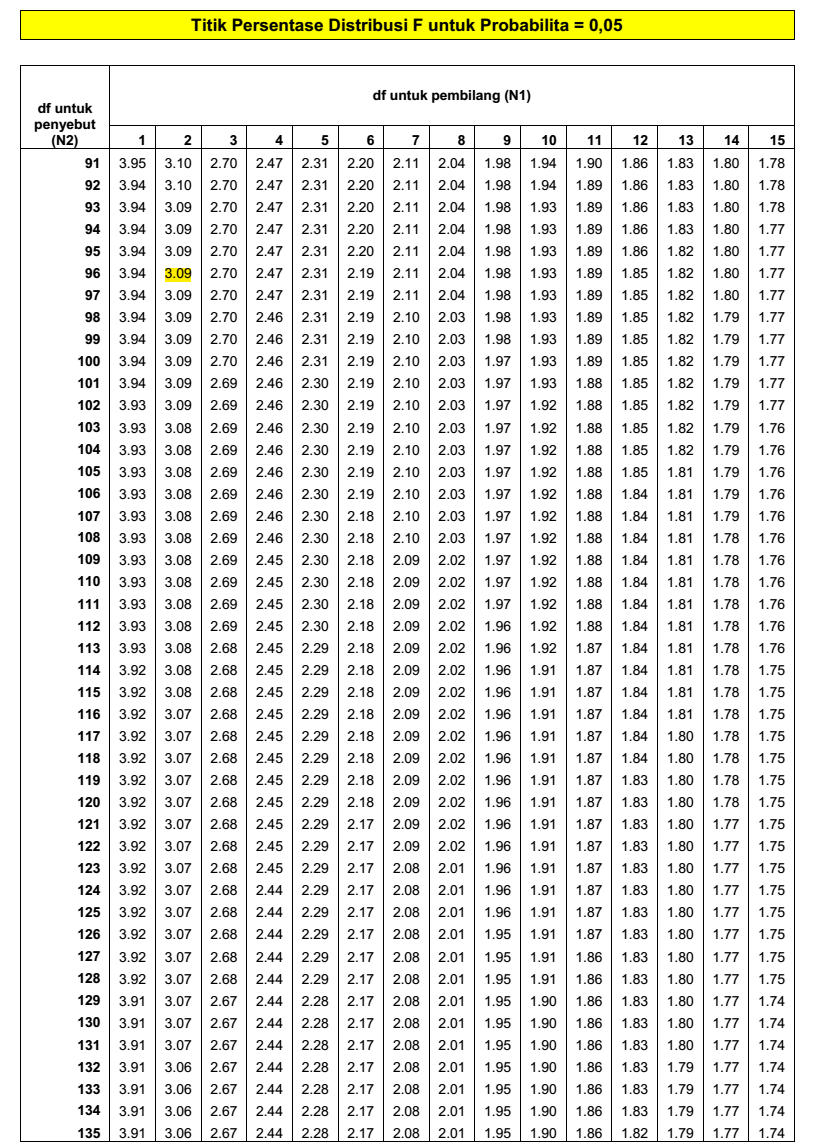
**UJI RELIABILITAS KEPUASAN MASYARAKAT**

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| ,785 | 6 |

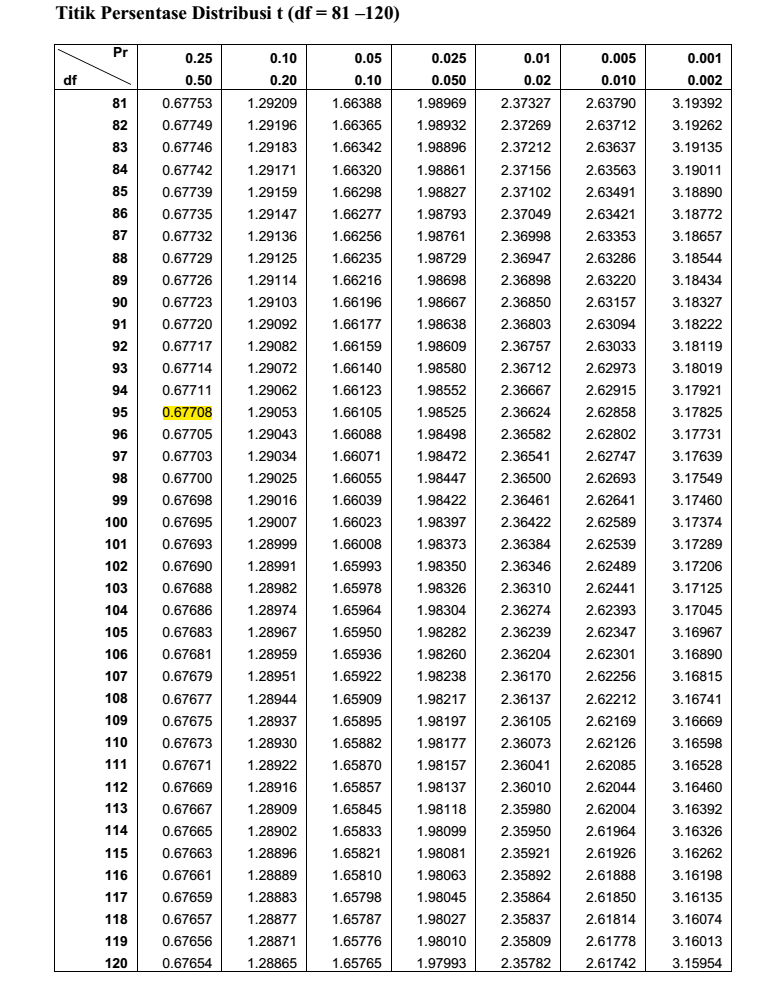
***LAMPIRAN 4***

**TABEL TEORI F, t, dan r**

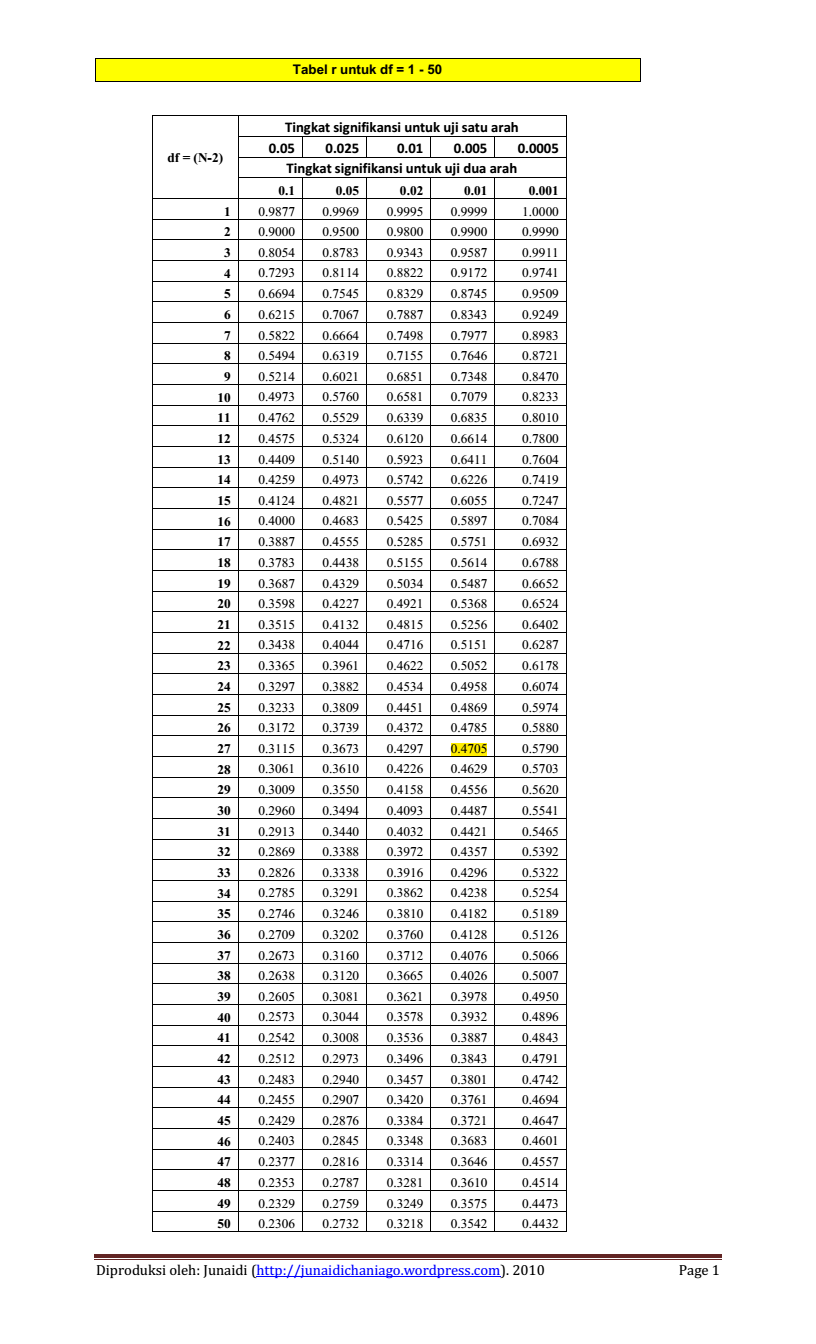
**TABEL F**

****

**TABEL t**

****

**TABEL r**

****