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*Undang-Undang Nomor 25 tahun 2009 tentang Pelayanan Publik.*

**LAMPIRAN**

**LAMPIRAN 1**

**KUISIONER PENELITIAN**

* + - * 1. **Identitas Peneliti**

Nama : Siti Nur Eliza

NPM : 163114294

Alamat : Pematang Kuing

Program Studi : Manajemen

Fakultas : Ekonomi

Asal Perguruan Tinggi :Universitas Muslim Nusantara (UMN) AL Washliyah Medan

Judul Skripsi : “**Pengaruh Kualitas Pelayanan Terhadap Kepuasan Masyarakat Desa Pada Kantor Kepala Desa Pematang Kuing Kecamatan Sei Suka Kabupaten Batu Bara”**

Saya adalah mahasiswi Universitas Muslim Nusantara Al Washliyah Medan Fakultas Ekonomi Program Studi Manajemen yang sedang melakukan penelitian tentang “ Pengaruh Kualitas Pelayanan Kantor Kelurahan Terhadap Kepuasan Masyarakat Desa Pematang Kuing Kecamatan Sei Suka-Batubara”.Data dan informasi yang Bapak/Ibu/Abang/Kakak berikan merupakan hal yang sangat berharga. Oleh karena itu, partipasi dan kesediaan Bapak/Ibu/Abang/Kakak dalam menjawab kuisoner ini sangat saya hargai.

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

Medan, Agustus2020

Peneliti

Siti Nur Eliza

NPM: 163114294

**II. Identitas Responden**

1. No. Responden :

2. Jenis Kelamin : Laki-laki Perempuan

3. Umur : < 30 Tahun 40-50 Tahun 30-40 Tahun > 50 Tahun

4. Pekerjaan :

5. Pendidikan Terakhir :

**III. Perhatian**

1. Tujuan survei ini adalah untuk memperoleh gambaran secara obyektif mengenai kepuasan masyarakat terhadap Kualitas Pelayanan Kantor Kelurahan Pematang Kuing.
2. Nilai yang diberikan oleh masyarakat diharapkan sebagai nilai yang dapat dipertanggungjawabkan.
3. Survei ini tidak ada hubungannya dengan **pajak ataupun politik**

**IV. Petunjuk Pengisian**

1. Bacalah setiap pernyataan dengan teliti
2. Pilihlah jawaban yang paling tepat dan benar menurut saudara/i
3. Isilah semua nomor dengan memilih satu diantara lima point alternatif jawaban dengan memberikan tanda **(X)** pada kolom yang sudah ditentukan.
4. Alternatif jawaban adalah sebagai berikut

|  |  |  |  |
| --- | --- | --- | --- |
| SS | = Sangat Setuju | S | = Setuju |
| KS | = Kurang Setuju | TS | = Tidak Setuju |
| STS | = Sangat Tidak Setuju |  |  |

**A. Kuisioner Variabel Bebas (X) Kualitas Pelayanan**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pertanyaan** | **Jawaban Responden** | | | | |
| **SS** | **S** | **KS** | **TS** | **STS** |
| **Profesional** | | | | | | |
| 1. | Pegawai melakukan tugasnya secara profesional |  |  |  |  |  |
| 2. | Prosedur pelayanan dan penerimaan masyarakat dilayani secara cepat dan tidak berbelit-belit. |  |  |  |  |  |
| 3. | Pegawai datang tepat waktu. |  |  |  |  |  |
| 4. | Pegawai menyelesaikan tugas dan pekerjaan dengan teliti dan tepat waktu |  |  |  |  |  |
| **Kesopanan dan Keramahan** | | | | | | |
| 5. | Pegawai bersikap kepada masyarakat dengan sangat sopan dan ramah |  |  |  |  |  |
| 6. | Pegawai secara pribadi memberikan perhatian dan keakraban pada masyarakat |  |  |  |  |  |
| 7. | Pegawai menerima dan melayani pelanggan dengan baik |  |  |  |  |  |
| 8 | Pegawai sangat menghargai semua pelanggan/masyarakat |  |  |  |  |  |
| **Jujur** | | | | | | |
| 9. | Pegawai menjunjung tinggi kejujuran |  |  |  |  |  |
| **Menepati Janji** | | | | | | |
| 10. | Pegawai menyelesaikan semua surat ataupun berkas- berkas keperluan masyarakat sesuai dengan waktu yang sudah dijanjikan. |  |  |  |  |  |

**B. Kuisioner Variabel Terikat (Y) Kepuasan Masyarakat**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pertanyaan** | **Jawaban Responden** | | | | |
| **SS** | **S** | **KS** | **TS** | **STS** |
| **Tingkat Kepuasan Pelanggan Secara Keseluruhan *(overall satisfaction)*** | | | | | | |
| 1. | Pelayanan yang diberikan pegawai memuaskan |  |  |  |  |  |
| 2. | Prosedur pelayanan yang ditawarkan pegawai sesuai dengan harapan. |  |  |  |  |  |
| 3. | Pegawai memprioritaskan kepuasan masyarakat. |  |  |  |  |  |
| 4. | Pegawai cekatan, peduli dan ramah kepada pelanggan |  |  |  |  |  |
| **Kesesuaian Produk dan atau Pelayanan yang ditawarkan dengan**  **Harapan Pelanggan *(expectitation)*** | | | | | | |
| 5. | Pelayanan yang dilakukan pegawai sudah sangat baik dan bertanggung jawab |  |  |  |  |  |
| 6. | Fasilitas dan layanan yang diberikan sudah sesuai dengan yang diinginkan |  |  |  |  |  |
| 7. | Pegawai mengerjakan tugasnya sesuai dengan apa yang dibutuhkan masyarakat |  |  |  |  |  |
| 8. | Hasil yang dikerjakan sesuai dengan permintaan dan kebutuhan masyarakat |  |  |  |  |  |
| **Tingkat Kepuasan Pelanggan selama Menjalin Hubungan dengan**  **Perusahaan *(exprerience)*** | | | | | | |
| 9. | Biaya yang dikenakan kepada masyarakat penerima layanan dalam mengurus dan memperoleh pelayanan sudah sangat standar |  |  |  |  |  |
| 10. | Pegawai kantor kepala desa sangat cepat tanggap dalam penanganan, pengaduan, saran dan masukan serta tindak lanjutnya |  |  |  |  |  |

**LAMPIRAN 2**

1. **Data Hasil Angket Kualitas Pelayanan (X)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No. Responden | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 | P10 | Total |
| 1 | 4 | 4 | 3 | 5 | 4 | 4 | 5 | 4 | 3 | 5 | 41 |
| 2 | 5 | 5 | 4 | 3 | 5 | 4 | 5 | 5 | 3 | 5 | 44 |
| 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 5 | 1 | 2 | 4 | 1 | 2 | 1 | 4 | 3 | 1 | 1 | 20 |
| 6 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 36 |
| 7 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 39 |
| 8 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 5 | 4 | 4 | 41 |
| 9 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 5 | 4 | 5 | 42 |
| 10 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 3 | 4 | 40 |
| 11 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 44 |
| 12 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 44 |
| 13 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 40 |
| 14 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 3 | 4 | 40 |
| 15 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 40 |
| 16 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 39 |
| 17 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 18 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 5 | 41 |
| 19 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 43 |
| 20 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 21 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 44 |
| 22 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 3 | 4 | 4 | 44 |
| 23 | 5 | 4 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 42 |
| 24 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 40 |
| 25 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 39 |
| 26 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 27 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 28 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 44 |
| 29 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 44 |
| 30 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 5 | 40 |
| 31 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 32 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 33 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 43 |
| 34 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 41 |
| 35 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 3 | 5 | 44 |
| 36 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 44 |
| 37 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 38 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 39 |
| 39 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 38 |
| 40 | 4 | 3 | 3 | 4 | 5 | 4 | 5 | 4 | 2 | 4 | 38 |
| 41 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 45 |
| 42 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 46 |
| 43 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 44 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 45 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 37 |
| 46 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 44 |
| 47 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 40 |
| 48 | 5 | 4 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 43 |
| 49 | 5 | 5 | 4 | 5 | 4 | 3 | 4 | 5 | 4 | 5 | 44 |
| 50 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 51 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 42 |
| 52 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 3 | 3 | 40 |
| 53 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 5 | 3 | 4 | 36 |
| 54 | 4 | 4 | 3 | 5 | 5 | 4 | 4 | 4 | 2 | 5 | 40 |
| 55 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 56 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 37 |
| 57 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 58 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 59 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 43 |
| 60 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 39 |
| 61 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 62 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 48 |
| 63 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 34 |
| 64 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 65 | 4 | 5 | 4 | 3 | 5 | 4 | 4 | 5 | 4 | 4 | 42 |
| 66 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 45 |
| 67 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 48 |
| 68 | 5 | 5 | 4 | 3 | 4 | 4 | 2 | 4 | 4 | 5 | 40 |
| 69 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 36 |
| 70 | 4 | 4 | 5 | 3 | 4 | 5 | 5 | 5 | 4 | 3 | 42 |
| 71 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 72 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 46 |
| 73 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 47 |
| 74 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 47 |
| 75 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 44 |
| 76 | 5 | 3 | 4 | 4 | 5 | 3 | 5 | 5 | 4 | 5 | 43 |
| 77 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 48 |
| 78 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 45 |
| 79 | 4 | 5 | 3 | 4 | 5 | 3 | 4 | 5 | 3 | 5 | 41 |
| 80 | 4 | 4 | 3 | 3 | 5 | 5 | 3 | 4 | 4 | 4 | 39 |
| 81 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 46 |
| 82 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 42 |
| 83 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 47 |
| 84 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 36 |
| 85 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 3 | 42 |
| 86 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 41 |
| 87 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 43 |
| 88 | 5 | 5 | 5 | 3 | 4 | 4 | 4 | 5 | 5 | 4 | 44 |
| 89 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 47 |
| 90 | 4 | 5 | 4 | 5 | 3 | 4 | 5 | 4 | 5 | 4 | 43 |
| 91 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 46 |
| 92 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 44 |
| 93 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 46 |
| 94 | 5 | 5 | 3 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 43 |
| 95 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 46 |
| 96 | 5 | 4 | 4 | 5 | 5 | 4 | 3 | 4 | 5 | 4 | 43 |
| 97 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 3 | 45 |

### 2. Data Hasil Angket Kepuasan Masyarakat (Y)

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No Responden | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 | P10 | Total |
| 1 | 5 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 39 |
| 2 | 5 | 5 | 3 | 3 | 2 | 4 | 3 | 5 | 5 | 5 | 40 |
| 3 | 5 | 5 | 5 | 5 | 4 | 3 | 4 | 4 | 4 | 5 | 44 |
| 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 36 |
| 5 | 3 | 2 | 2 | 2 | 2 | 1 | 1 | 1 | 1 | 1 | 16 |
| 6 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 35 |
| 7 | 4 | 4 | 5 | 5 | 4 | 3 | 4 | 5 | 5 | 4 | 43 |
| 8 | 5 | 5 | 5 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 39 |
| 9 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 40 |
| 10 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 5 | 5 | 4 | 38 |
| 11 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 42 |
| 12 | 5 | 5 | 5 | 4 | 3 | 3 | 4 | 4 | 4 | 5 | 42 |
| 13 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 41 |
| 14 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 38 |
| 15 | 4 | 3 | 4 | 3 | 3 | 2 | 3 | 4 | 4 | 5 | 35 |
| 16 | 4 | 4 | 5 | 5 | 4 | 4 | 3 | 3 | 3 | 3 | 38 |
| 17 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 18 | 5 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 39 |
| 19 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 46 |
| 20 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 21 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 42 |
| 22 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 23 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 43 |
| 24 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 25 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 38 |
| 26 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 3 | 3 | 37 |
| 27 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 42 |
| 28 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 42 |
| 29 | 4 | 4 | 4 | 3 | 5 | 3 | 5 | 5 | 4 | 4 | 41 |
| 30 | 4 | 4 | 5 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 31 | 5 | 5 | 3 | 3 | 5 | 4 | 4 | 4 | 5 | 5 | 43 |
| 32 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 39 |
| 33 | 5 | 5 | 5 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 40 |
| 34 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 35 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 41 |
| 36 | 5 | 5 | 5 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 40 |
| 37 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 38 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 39 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 37 |
| 40 | 3 | 4 | 4 | 2 | 4 | 4 | 4 | 3 | 5 | 4 | 37 |
| 41 | 4 | 4 | 5 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 39 |
| 42 | 5 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 43 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 44 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 38 |
| 45 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 36 |
| 46 | 5 | 5 | 4 | 3 | 3 | 3 | 5 | 5 | 4 | 4 | 41 |
| 47 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 38 |
| 48 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 42 |
| 49 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| 50 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 3 | 46 |
| 51 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 39 |
| 52 | 2 | 3 | 3 | 2 | 3 | 4 | 3 | 4 | 4 | 3 | 31 |
| 53 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 37 |
| 54 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 55 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 56 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 35 |
| 57 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 58 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 59 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 5 | 5 | 41 |
| 60 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 61 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 5 | 37 |
| 62 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| 63 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 35 |
| 64 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 46 |
| 65 | 5 | 3 | 3 | 3 | 5 | 4 | 4 | 4 | 5 | 5 | 41 |
| 66 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 42 |
| 67 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 4 | 4 | 4 | 45 |
| 68 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 69 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 32 |
| 70 | 5 | 4 | 5 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 42 |
| 71 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 5 | 5 | 39 |
| 72 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 44 |
| 73 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| 74 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 44 |
| 75 | 5 | 4 | 5 | 4 | 4 | 3 | 3 | 4 | 3 | 5 | 40 |
| 76 | 4 | 5 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 40 |
| 77 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 45 |
| 78 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 46 |
| 79 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 45 |
| 80 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 37 |
| 81 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 47 |
| 82 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 42 |
| 83 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 43 |
| 84 | 4 | 3 | 3 | 4 | 3 | 5 | 5 | 3 | 3 | 4 | 37 |
| 85 | 5 | 3 | 4 | 5 | 4 | 4 | 4 | 5 | 3 | 5 | 42 |
| 86 | 5 | 5 | 5 | 5 | 5 | 3 | 4 | 4 | 4 | 5 | 45 |
| 87 | 5 | 4 | 5 | 3 | 4 | 5 | 5 | 5 | 5 | 3 | 44 |
| 88 | 4 | 5 | 5 | 5 | 5 | 3 | 5 | 4 | 4 | 4 | 44 |
| 89 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 48 |
| 90 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 3 | 5 | 5 | 45 |
| 91 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 47 |
| 92 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 48 |
| 93 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 45 |
| 94 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 47 |
| 95 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 47 |
| 96 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 48 |
| 97 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 47 |

**3. Tabulasi Jawaban Responden X dan Y**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| No | X | Y | X2 | Y2 | XY |
| 1 | 41 | 39 | 1681 | 1521 | 1599 |
| 2 | 44 | 40 | 1936 | 1600 | 1760 |
| 3 | 50 | 44 | 2500 | 1936 | 2200 |
| 4 | 39 | 36 | 1521 | 1296 | 1404 |
| 5 | 20 | 16 | 400 | 256 | 320 |
| 6 | 36 | 35 | 1296 | 1225 | 1260 |
| 7 | 39 | 43 | 1521 | 1849 | 1677 |
| 8 | 41 | 39 | 1681 | 1521 | 1599 |
| 9 | 42 | 40 | 1764 | 1600 | 1680 |
| 10 | 40 | 38 | 1600 | 1444 | 1520 |
| 11 | 44 | 42 | 1936 | 1764 | 1848 |
| 12 | 44 | 42 | 1936 | 1764 | 1848 |
| 13 | 40 | 41 | 1600 | 1681 | 1640 |
| 14 | 40 | 38 | 1600 | 1444 | 1520 |
| 15 | 40 | 35 | 1600 | 1225 | 1400 |
| 16 | 39 | 38 | 1521 | 1444 | 1482 |
| 17 | 41 | 40 | 1681 | 1600 | 1640 |
| 18 | 41 | 39 | 1681 | 1521 | 1599 |
| 19 | 43 | 46 | 1849 | 2116 | 1978 |
| 20 | 30 | 30 | 900 | 900 | 900 |
| 21 | 44 | 42 | 1936 | 1764 | 1848 |
| 22 | 44 | 41 | 1936 | 1681 | 1804 |
| 23 | 42 | 43 | 1764 | 1849 | 1806 |
| 24 | 40 | 40 | 1600 | 1600 | 1600 |
| 25 | 39 | 38 | 1521 | 1444 | 1482 |
| 26 | 40 | 37 | 1600 | 1369 | 1480 |
| 27 | 40 | 42 | 1600 | 1764 | 1680 |
| 28 | 44 | 42 | 1936 | 1764 | 1848 |
| 29 | 44 | 41 | 1936 | 1681 | 1804 |
| 30 | 40 | 39 | 1600 | 1521 | 1560 |
| 31 | 50 | 43 | 2500 | 1849 | 2150 |
| 32 | 39 | 39 | 1521 | 1521 | 1521 |
| 33 | 43 | 40 | 1849 | 1600 | 1720 |
| 34 | 41 | 40 | 1681 | 1600 | 1640 |
| 35 | 44 | 41 | 1936 | 1681 | 1804 |
| 36 | 44 | 40 | 1936 | 1600 | 1760 |
| 37 | 40 | 39 | 1600 | 1521 | 1560 |
| 38 | 39 | 40 | 1521 | 1600 | 1560 |
| 39 | 38 | 37 | 1444 | 1369 | 1406 |
| 40 | 38 | 37 | 1444 | 1369 | 1406 |
| 41 | 45 | 39 | 2025 | 1521 | 1755 |
| 42 | 46 | 41 | 2116 | 1681 | 1886 |
| 43 | 39 | 40 | 1521 | 1600 | 1560 |
| 44 | 38 | 38 | 1444 | 1444 | 1444 |
| 45 | 37 | 36 | 1369 | 1296 | 1332 |
| 46 | 44 | 41 | 1936 | 1681 | 1804 |
| 47 | 40 | 38 | 1600 | 1444 | 1520 |
| 48 | 43 | 42 | 1849 | 1764 | 1806 |
| 49 | 44 | 49 | 1936 | 2401 | 2156 |
| 50 | 50 | 46 | 2500 | 2116 | 2300 |
| 51 | 42 | 39 | 1764 | 1521 | 1638 |
| 52 | 40 | 31 | 1600 | 961 | 1240 |
| 53 | 36 | 37 | 1296 | 1369 | 1332 |
| 54 | 40 | 40 | 1600 | 1600 | 1600 |
| 55 | 40 | 40 | 1600 | 1600 | 1600 |
| 56 | 37 | 35 | 1369 | 1225 | 1295 |
| 57 | 50 | 50 | 2500 | 2500 | 2500 |
| 58 | 40 | 40 | 1600 | 1600 | 1600 |
| 59 | 43 | 41 | 1849 | 1681 | 1763 |
| 60 | 39 | 40 | 1521 | 1600 | 1560 |
| 61 | 38 | 37 | 1444 | 1369 | 1406 |
| 62 | 48 | 49 | 2304 | 2401 | 2352 |
| 63 | 34 | 35 | 1156 | 1225 | 1190 |
| 64 | 50 | 46 | 2500 | 2116 | 2300 |
| 65 | 42 | 41 | 1764 | 1681 | 1722 |
| 66 | 45 | 42 | 2025 | 1764 | 1890 |
| 67 | 48 | 45 | 2304 | 2025 | 2160 |
| 68 | 40 | 40 | 1600 | 1600 | 1600 |
| 69 | 36 | 32 | 1296 | 1024 | 1152 |
| 70 | 42 | 42 | 1764 | 1764 | 1764 |
| 71 | 40 | 39 | 1600 | 1521 | 1560 |
| 72 | 46 | 44 | 2116 | 1936 | 2024 |
| 73 | 47 | 49 | 2209 | 2401 | 2303 |
| 74 | 47 | 44 | 2209 | 1936 | 2068 |
| 75 | 44 | 40 | 1936 | 1600 | 1760 |
| 76 | 43 | 40 | 1849 | 1600 | 1720 |
| 77 | 48 | 45 | 2304 | 2025 | 2160 |
| 78 | 45 | 46 | 2025 | 2116 | 2070 |
| 79 | 41 | 45 | 1681 | 2025 | 1845 |
| 80 | 39 | 37 | 1521 | 1369 | 1443 |
| 81 | 46 | 47 | 2116 | 2209 | 2162 |
| 82 | 42 | 42 | 1764 | 1764 | 1764 |
| 83 | 47 | 43 | 2209 | 1849 | 2021 |
| 84 | 36 | 37 | 1296 | 1369 | 1332 |
| 85 | 42 | 42 | 1764 | 1764 | 1764 |
| 86 | 41 | 45 | 1681 | 2025 | 1845 |
| 87 | 43 | 44 | 1849 | 1936 | 1892 |
| 88 | 44 | 44 | 1936 | 1936 | 1936 |
| 89 | 47 | 48 | 2209 | 2304 | 2256 |
| 90 | 43 | 45 | 1849 | 2025 | 1935 |
| 91 | 46 | 47 | 2116 | 2209 | 2162 |
| 92 | 44 | 48 | 1936 | 2304 | 2112 |
| 93 | 46 | 45 | 2116 | 2025 | 2070 |
| 94 | 43 | 47 | 1849 | 2209 | 2021 |
| 95 | 46 | 47 | 2116 | 2209 | 2162 |
| 96 | 43 | 48 | 1849 | 2304 | 2064 |
| 97 | 45 | 47 | 2025 | 2209 | 2115 |
| Total | 4067 | 3969 | 172347 | 164607 | 168106 |

**4. Tabulasi Jawaban Angket Responden Diluar Sampel**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No. Responden | **Pernyataan Variabel X (Kualitas Pelayanan)** | | | | | | | | | | Total |
| X1 | X2 | X3 | X4 | X5 | X6 | X7 | X8 | X9 | X10 |
| 1 | 4 | 4 | 3 | 5 | 4 | 4 | 5 | 4 | 3 | 5 | 41 |
| 2 | 5 | 5 | 4 | 3 | 5 | 4 | 5 | 5 | 3 | 5 | 44 |
| 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 5 | 1 | 2 | 4 | 1 | 2 | 1 | 4 | 3 | 1 | 1 | 20 |
| 6 | 4 | 4 | 5 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 38 |
| 7 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 39 |
| 8 | 4 | 4 | 5 | 3 | 5 | 4 | 4 | 5 | 4 | 4 | 42 |
| 9 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 5 | 4 | 5 | 42 |
| 10 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 3 | 4 | 40 |
| 11 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 45 |
| 12 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 44 |
| 13 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 42 |
| 14 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 3 | 4 | 42 |
| 15 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 40 |
| 16 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 39 |
| 17 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 18 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 5 | 4 | 5 | 42 |
| 19 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 43 |
| 20 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 21 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 45 |
| 22 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 3 | 4 | 4 | 44 |
| 23 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 44 |
| 24 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 40 |
| 25 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 41 |
| 26 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 27 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 28 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 45 |
| 29 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 45 |
| 30 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 5 | 40 |
| Total | 124 | 123 | 128 | 115 | 120 | 123 | 127 | 129 | 111 | 129 | 1229 |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No. Responden | **Pernyataan Variabel Y (Kepuasan Masyarakat)** | | | | | | | | | | Total |
| Y1 | Y2 | Y3 | Y4 | Y5 | Y6 | Y7 | Y8 | Y9 | Y10 |
| 1 | 5 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 39 |
| 2 | 5 | 5 | 3 | 3 | 2 | 4 | 3 | 5 | 5 | 5 | 40 |
| 3 | 5 | 5 | 5 | 5 | 4 | 3 | 4 | 4 | 4 | 5 | 44 |
| 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 36 |
| 5 | 3 | 2 | 2 | 2 | 2 | 1 | 1 | 1 | 1 | 1 | 16 |
| 6 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 35 |
| 7 | 4 | 4 | 5 | 5 | 4 | 3 | 4 | 5 | 5 | 4 | 43 |
| 8 | 5 | 5 | 5 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 39 |
| 9 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 40 |
| 10 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 5 | 5 | 4 | 38 |
| 11 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 42 |
| 12 | 5 | 5 | 5 | 4 | 3 | 3 | 4 | 4 | 4 | 5 | 42 |
| 13 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 41 |
| 14 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 38 |
| 15 | 4 | 3 | 4 | 3 | 3 | 2 | 3 | 4 | 4 | 5 | 35 |
| 16 | 4 | 4 | 5 | 5 | 4 | 4 | 3 | 3 | 3 | 3 | 38 |
| 17 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 18 | 5 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 39 |
| 19 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 46 |
| 20 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 21 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 42 |
| 22 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 23 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 43 |
| 24 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 25 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 38 |
| 26 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 3 | 3 | 37 |
| 27 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 42 |
| 28 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 42 |
| 29 | 4 | 4 | 4 | 3 | 5 | 3 | 5 | 5 | 4 | 4 | 41 |
| 30 | 4 | 4 | 5 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| Total | 127 | 121 | 122 | 110 | 112 | 108 | 109 | 118 | 120 | 119 | 1166 |

**LAMPIRAN 3**

1. **Persentase Responden Berdasarkan Jawaban Pernyataan**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan 1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | STS | 1 | 1.0 | 1.0 | 1.0 |
| KS | 1 | 1.0 | 1.0 | 2.1 |
| S | 55 | 56.7 | 56.7 | 58.8 |
| SS | 40 | 41.2 | 41.2 | 100.0 |
| Total | 97 | 100.0 | 100.0 |  |

**Kualitas Pelayanan (X)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan 2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | TS | 1 | 1.0 | 1.0 | 1.0 |
| KS | 6 | 6.2 | 6.2 | 7.2 |
| S | 55 | 56.7 | 56.7 | 63.9 |
| SS | 35 | 36.1 | 36.1 | 100.0 |
| Total | 97 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan 3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 23 | 23.7 | 23.7 | 23.7 |
| S | 55 | 56.7 | 56.7 | 80.4 |
| SS | 19 | 19.6 | 19.6 | 100.0 |
| Total | 97 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan 4** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | STS | 1 | 1.0 | 1.0 | 1.0 |
| KS | 20 | 20.6 | 20.6 | 21.6 |
| S | 53 | 54.6 | 54.6 | 76.3 |
| SS | 23 | 23.7 | 23.7 | 100.0 |
| Total | 97 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan 5** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | TS | 1 | 1.0 | 1.0 | 1.0 |
| KS | 9 | 9.3 | 9.3 | 10.3 |
| S | 52 | 53.6 | 53.6 | 63.9 |
| SS | 35 | 36.1 | 36.1 | 100.0 |
| Total | 97 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan 6** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | STS | 1 | 1.0 | 1.0 | 1.0 |
| KS | 7 | 7.2 | 7.2 | 8.2 |
| S | 58 | 59.8 | 59.8 | 68.0 |
| SS | 31 | 32.0 | 32.0 | 100.0 |
| Total | 97 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan 7** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | TS | 1 | 1.0 | 1.0 | 1.0 |
| KS | 6 | 6.2 | 6.2 | 7.2 |
| S | 55 | 56.7 | 56.7 | 63.9 |
| SS | 35 | 36.1 | 36.1 | 100.0 |
| Total | 97 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan 8** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 9 | 9.3 | 9.3 | 9.3 |
| S | 49 | 50.5 | 50.5 | 59.8 |
| SS | 39 | 40.2 | 40.2 | 100.0 |
| Total | 97 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan 9** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | STS | 1 | 1.0 | 1.0 | 1.0 |
| TS | 2 | 2.1 | 2.1 | 3.1 |
| KS | 16 | 16.5 | 16.5 | 19.6 |
| S | 59 | 60.8 | 60.8 | 80.4 |
| SS | 19 | 19.6 | 19.6 | 100.0 |
| Total | 97 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan 10** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | STS | 1 | 1.0 | 1.0 | 1.0 |
| KS | 7 | 7.2 | 7.2 | 8.2 |
| S | 49 | 50.5 | 50.5 | 58.8 |
| SS | 40 | 41.2 | 41.2 | 100.0 |
| Total | 97 | 100.0 | 100.0 |  |

**2. Kepuasan Masyarakat (Y)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan 1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | TS | 1 | 1.0 | 1.0 | 1.0 |
| KS | 11 | 11.3 | 11.3 | 12.4 |
| S | 44 | 45.4 | 45.4 | 57.7 |
| SS | 41 | 42.3 | 42.3 | 100.0 |
| Total | 97 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan 2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | TS | 1 | 1.0 | 1.0 | 1.0 |
| KS | 11 | 11.3 | 11.3 | 12.4 |
| S | 52 | 53.6 | 53.6 | 66.0 |
| SS | 33 | 34.0 | 34.0 | 100.0 |
| Total | 97 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan 3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | TS | 1 | 1.0 | 1.0 | 1.0 |
| KS | 7 | 7.2 | 7.2 | 8.2 |
| S | 54 | 55.7 | 55.7 | 63.9 |
| SS | 35 | 36.1 | 36.1 | 100.0 |
| Total | 97 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan 4** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | TS | 4 | 4.1 | 4.1 | 4.1 |
| KS | 30 | 30.9 | 30.9 | 35.1 |
| S | 41 | 42.3 | 42.3 | 77.3 |
| SS | 22 | 22.7 | 22.7 | 100.0 |
| Total | 97 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan 5** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | TS | 2 | 2.1 | 2.1 | 2.1 |
| KS | 20 | 20.6 | 20.6 | 22.7 |
| S | 53 | 54.6 | 54.6 | 77.3 |
| SS | 22 | 22.7 | 22.7 | 100.0 |
| Total | 97 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan 6** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | STS | 1 | 1.0 | 1.0 | 1.0 |
| TS | 1 | 1.0 | 1.0 | 2.1 |
| KS | 27 | 27.8 | 27.8 | 29.9 |
| S | 43 | 44.3 | 44.3 | 74.2 |
| SS | 25 | 25.8 | 25.8 | 100.0 |
| Total | 97 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan 7** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | STS | 1 | 1.0 | 1.0 | 1.0 |
| KS | 20 | 20.6 | 20.6 | 21.6 |
| S | 51 | 52.6 | 52.6 | 74.2 |
| SS | 25 | 25.8 | 25.8 | 100.0 |
| Total | 97 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan 8** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | STS | 1 | 1.0 | 1.0 | 1.0 |
| KS | 11 | 11.3 | 11.3 | 12.4 |
| S | 60 | 61.9 | 61.9 | 74.2 |
| SS | 25 | 25.8 | 25.8 | 100.0 |
| Total | 97 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan 9** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | STS | 1 | 1.0 | 1.0 | 1.0 |
| KS | 11 | 11.3 | 11.3 | 12.4 |
| S | 56 | 57.7 | 57.7 | 70.1 |
| SS | 29 | 29.9 | 29.9 | 100.0 |
| Total | 97 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan 10** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | STS | 1 | 1.0 | 1.0 | 1.0 |
| KS | 15 | 15.5 | 15.5 | 16.5 |
| S | 51 | 52.6 | 52.6 | 69.1 |
| SS | 30 | 30.9 | 30.9 | 100.0 |
| Total | 97 | 100.0 | 100.0 |  |

**LAMPIRAN 4**

**Uji Validitas dan Uji Reliabilitas**

**1. Uji Validitas**

**A. Uji Validitas Kualitas Pelayanan (X)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | |
|  | | X1 | X2 | X3 | X4 | X5 | X6 | X7 | X8 | X9 | X10 | total |
| X1 | Pearson Correlation | 1 | .620\*\* | .421\*\* | .527\*\* | .563\*\* | .538\*\* | .188 | .288\*\* | .585\*\* | .504\*\* | .799\*\* |
| Sig. (2-tailed) |  | .000 | .000 | .000 | .000 | .000 | .065 | .004 | .000 | .000 | .000 |
| N | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 |
| X2 | Pearson Correlation | .620\*\* | 1 | .407\*\* | .385\*\* | .436\*\* | .480\*\* | .173 | .358\*\* | .479\*\* | .422\*\* | .722\*\* |
| Sig. (2-tailed) | .000 |  | .000 | .000 | .000 | .000 | .090 | .000 | .000 | .000 | .000 |
| N | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 |
| X3 | Pearson Correlation | .421\*\* | .407\*\* | 1 | .300\*\* | .262\*\* | .400\*\* | .331\*\* | .180 | .533\*\* | .141 | .614\*\* |
| Sig. (2-tailed) | .000 | .000 |  | .003 | .010 | .000 | .001 | .078 | .000 | .168 | .000 |
| N | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 |
| X4 | Pearson Correlation | .527\*\* | .385\*\* | .300\*\* | 1 | .492\*\* | .468\*\* | .340\*\* | .156 | .366\*\* | .385\*\* | .681\*\* |
| Sig. (2-tailed) | .000 | .000 | .003 |  | .000 | .000 | .001 | .127 | .000 | .000 | .000 |
| N | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 |
| X5 | Pearson Correlation | .563\*\* | .436\*\* | .262\*\* | .492\*\* | 1 | .540\*\* | .285\*\* | .213\* | .257\* | .374\*\* | .670\*\* |
| Sig. (2-tailed) | .000 | .000 | .010 | .000 |  | .000 | .005 | .037 | .011 | .000 | .000 |
| N | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 |
| X6 | Pearson Correlation | .538\*\* | .480\*\* | .400\*\* | .468\*\* | .540\*\* | 1 | .380\*\* | .185 | .466\*\* | .416\*\* | .749\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 |  | .000 | .069 | .000 | .000 | .000 |
| N | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 |
| `X7 | Pearson Correlation | .188 | .173 | .331\*\* | .340\*\* | .285\*\* | .380\*\* | 1 | .306\*\* | .116 | .159 | .497\*\* |
| Sig. (2-tailed) | .065 | .090 | .001 | .001 | .005 | .000 |  | .002 | .258 | .120 | .000 |
| N | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 |
| X8 | Pearson Correlation | .288\*\* | .358\*\* | .180 | .156 | .213\* | .185 | .306\*\* | 1 | .206\* | .370\*\* | .486\*\* |
| Sig. (2-tailed) | .004 | . .000 | .078 | .127 | .037 | .069 | .002 |  | .043 | .000 | .000 |
| N | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 |
| X9 | Pearson Correlation | .585\*\* | .479\*\* | .533\*\* | .366\*\* | .257\* | .466\*\* | .116 | .206\* | 1 | .371\*\* | .678\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .011 | .000 | .258 | .043 |  | .000 | .000 |
| N | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 |
| X10 | Pearson Correlation | .504\*\* | .422\*\* | .141 | .385\*\* | .374\*\* | .416\*\* | .159 | .370\*\* | .371\*\* | 1 | .637\*\* |
| Sig. (2-tailed) | .000 | .000 | .168 | .000 | .000 | .000 | .120 | .000 | .000 |  | .000 |
| N | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 |
| total | Pearson Correlation | .799\*\* | .722\*\* | .614\*\* | .681\*\* | .670\*\* | .749\*\* | .497\*\* | .486\*\* | .678\*\* | .637\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  |
| N | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | | | | |
|  | | | | | | | | | | | | |

**B. Uji Validitas Kepuasan Masyarakat (Y)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | |
|  | | Y1 | Y2 | Y3 | Y4 | Y5 | Y6 | Y7 | Y8 | Y9 | Y10 | Total |
| Y1 | Pearson Correlation | 1 | .572\*\* | .381\*\* | .279\*\* | .318\*\* | .144 | .303\*\* | .280\*\* | .120 | .290\*\* | .549\*\* |
| Sig. (2-tailed) |  | .000 | .000 | .006 | .001 | .159 | .003 | .005 | .242 | .004 | .000 |
| N | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 |
| Y2 | Pearson Correlation | .572\*\* | 1 | .523\*\* | .360\*\* | .372\*\* | .215\* | .361\*\* | .268\*\* | .285\*\* | .261\*\* | .626\*\* |
| Sig. (2-tailed) | .000 |  | .000 | .000 | .000 | .034 | .000 | .008 | .005 | .010 | .000 |
| N | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 |
| Y3 | Pearson Correlation | .381\*\* | .523\*\* | 1 | .421\*\* | .397\*\* | .257\* | .446\*\* | .413\*\* | .234\* | .194 | .631\*\* |
| Sig. (2-tailed) | .000 | .000 |  | .000 | .000 | .011 | .000 | .000 | .021 | .057 | .000 |
| N | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 |
| Y4 | Pearson Correlation | .279\*\* | .360\*\* | .421\*\* | 1 | .537\*\* | .383\*\* | .376\*\* | .314\*\* | .135 | .256\* | .629\*\* |
| Sig. (2-tailed) | .006 | .000 | .000 |  | .000 | .000 | .000 | .002 | .186 | .011 | .000 |
| N | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 |
| Y5 | Pearson Correlation | .318\*\* | .372\*\* | .397\*\* | .537\*\* | 1 | .526\*\* | .540\*\* | .326\*\* | .296\*\* | .239\* | .695\*\* |
| Sig. (2-tailed) | .001 | .000 | .000 | .000 |  | .000 | .000 | .001 | .003 | .018 | .000 |
| N | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 |
| Y6 | Pearson Correlation | .144 | .215\* | .257\* | .383\*\* | .526\*\* | 1 | .647\*\* | .391\*\* | .402\*\* | .273\*\* | .659\*\* |
| Sig. (2-tailed) | .159 | .034 | .011 | .000 | .000 |  | .000 | .000 | .000 | .007 | .000 |
| N | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 |
| Y7 | Pearson Correlation | .303\*\* | .361\*\* | .446\*\* | .376\*\* | .540\*\* | .647\*\* | 1 | .633\*\* | .552\*\* | .465\*\* | .809\*\* |
| Sig. (2-tailed) | .003 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 |
| N | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 |
| Y8 | Pearson Correlation | .280\*\* | .268\*\* | .413\*\* | .314\*\* | .326\*\* | .391\*\* | .633\*\* | 1 | .648\*\* | .556\*\* | .724\*\* |
| Sig. (2-tailed) | .005 | .008 | .000 | .002 | .001 | .000 | .000 |  | .000 | .000 | .000 |
| N | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 |
| Y9 | Pearson Correlation | .120 | .285\*\* | .234\* | .135 | .296\*\* | .402\*\* | .552\*\* | .648\*\* | 1 | .669\*\* | .652\*\* |
| Sig. (2-tailed) | .242 | .005 | .021 | .186 | .003 | .000 | .000 | .000 |  | .000 | .000 |
| N | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 |
| Y10 | Pearson Correlation | .290\*\* | .261\*\* | .194 | .256\* | .239\* | .273\*\* | .465\*\* | .556\*\* | .669\*\* | 1 | .635\*\* |
| Sig. (2-tailed) | .004 | .010 | .057 | .011 | .018 | .007 | .000 | .000 | .000 |  | .000 |
| N | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 |
| Total | Pearson Correlation | .549\*\* | .626\*\* | .631\*\* | .629\*\* | .695\*\* | .659\*\* | .809\*\* | .724\*\* | .652\*\* | .635\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  |
| N | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 | 97 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | | | | |

1. **Uji Reliabilitas** 
   * + 1. **Uji Reliabilitas Kualitas Pelayanan (X)**

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .851 | 10 |

* + - 1. **Uji Reliabilitas Kepuasan Mastarakat (Y)**

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .855 | 10 |

**LAMPIRAN 5**

**Perhitungan Manual**

**1. Korelasi *Product Moment***

ƩX = 4.067

ƩY = 3.969

ƩX2 = 172.347

ƩY2 = 164.607

ƩXY = 168.106

**2. Uji Regresi Linier Sederhana**

a= (Σy)(Σx²) – (Σx)(Σxy)

n(Σx²) – (Σx)²

a= (3.969)(172.347) – (4.067)(168.106)

97(172.347) – (4.067)²

a= (684.045.243) – (683.687.102)

(16.717.659 – 16.540.489)

a= 358.141

177.170

a= 2,021

b= n(Σxy) – (Σx)(Σy)

n(Σx2) – (Σx)²

b= 97(168.106) – (4.067)(3.969)

97(172.347) – (4.067)²

b= (16.306.282) – (16.141.923)

(16.171.659) – (16.540.489)

b= 164.359

177.170

b= 0,928

**3. Uji t Parsial**

thit= 15,354

**4. Uji Koefisien Determinasi (R2)**

D = (r)2 x 100%

= (0,844)2 x 100%

= 0,712336 x 100%

= 71,3 %

**LAMPIRAN 6**

**Tabel Distribusi (t) dan tabel r untuk df**

**Tabel Distribusi t**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Pr** | **0.25** | **0.10** | **0.05** | **0.025** | **0.01** | **0.005** | **0.001** |
| **Df** | **0.50** | **0.20** | **0.10** | **0.050** | **0.02** | **0.010** | **0.002** |
| **81** | 0.67753 | 1.29209 | 1.66388 | 1.98969 | 2.37327 | 2.63790 | 3.19392 |
| **82** | 0.67749 | 1.29196 | 1.66365 | 1.98932 | 2.37269 | 2.63712 | 3.19262 |
| **83** | 0.67746 | 1.29183 | 1.66342 | 1.98896 | 2.37212 | 2.63637 | 3.19135 |
| **84** | 0.67742 | 1.29171 | 1.66320 | 1.98861 | 2.37156 | 2.63563 | 3.19011 |
| **85** | 0.67739 | 1.29159 | 1.66298 | 1.98827 | 2.37102 | 2.63491 | 3.18890 |
| **86** | 0.67735 | 1.29147 | 1.66277 | 1.98793 | 2.37049 | 2.63421 | 3.18772 |
| **87** | 0.67732 | 1.29136 | 1.66256 | 1.98761 | 2.36998 | 2.63353 | 3.18657 |
| **88** | 0.67729 | 1.29125 | 1.66235 | 1.98729 | 2.36947 | 2.63286 | 3.18544 |
| **89** | 0.67726 | 1.29114 | 1.66216 | 1.98698 | 2.36898 | 2.63220 | 3.18434 |
| **90** | 0.67723 | 1.29103 | 1.66196 | 1.98667 | 2.36850 | 2.63157 | 3.18327 |
| **91** | 0.67720 | 1.29092 | 1.66177 | 1.98638 | 2.36803 | 2.63094 | 3.18222 |
| **92** | 0.67717 | 1.29082 | 1.66159 | 1.98609 | 2.36757 | 2.63033 | 3.18119 |
| **93** | 0.67714 | 1.29072 | 1.66140 | 1.98580 | 2.36712 | 2.62973 | 3.18019 |
| **94** | 0.67711 | 1.29062 | 1.66123 | 1.98552 | 2.36667 | 2.62915 | 3.17921 |
| **95** | 0.67708 | 1.29053 | 1.66105 | 1.98525 | 2.36624 | 2.62858 | 3.17825 |
| **96** | 0.67705 | 1.29043 | 1.66088 | 1.98498 | 2.36582 | 2.62802 | 3.17731 |
| **97** | 0.67703 | 1.29034 | 1.66071 | 1.98472 | 2.36541 | 2.62747 | 3.17639 |
| **98** | 0.67700 | 1.29025 | 1.66055 | 1.98447 | 2.36500 | 2.62693 | 3.17549 |
| **99** | 0.67698 | 1.29016 | 1.66039 | 1.98422 | 2.36461 | 2.62641 | 3.17460 |
| **100** | 0.67695 | 1.29007 | 1.66023 | 1.98397 | 2.36422 | 2.62589 | 3.17374 |
| **101** | 0.67693 | 1.28999 | 1.66008 | 1.98373 | 2.36384 | 2.62539 | 3.17289 |
| **102** | 0.67690 | 1.28991 | 1.65993 | 1.98350 | 2.36346 | 2.62489 | 3.17206 |
| **103** | 0.67688 | 1.28982 | 1.65978 | 1.98326 | 2.36310 | 2.62441 | 3.17125 |
| **104** | 0.67686 | 1.28974 | 1.65964 | 1.98304 | 2.36274 | 2.62393 | 3.17045 |
| **105** | 0.67683 | 1.28967 | 1.65950 | 1.98282 | 2.36239 | 2.62347 | 3.16967 |
| **106** | 0.67681 | 1.28959 | 1.65936 | 1.98260 | 2.36204 | 2.62301 | 3.16890 |
| **107** | 0.67679 | 1.28951 | 1.65922 | 1.98238 | 2.36170 | 2.62256 | 3.16815 |
| **108** | 0.67677 | 1.28944 | 1.65909 | 1.98217 | 2.36137 | 2.62212 | 3.16741 |
| **109** | 0.67675 | 1.28937 | 1.65895 | 1.98197 | 2.36105 | 2.62169 | 3.16669 |
| **110** | 0.67673 | 1.28930 | 1.65882 | 1.98177 | 2.36073 | 2.62126 | 3.16598 |
| **111** | 0.67671 | 1.28922 | 1.65870 | 1.98157 | 2.36041 | 2.62085 | 3.16528 |
| **112** | 0.67669 | 1.28916 | 1.65857 | 1.98137 | 2.36010 | 2.62044 | 3.16460 |
| **113** | 0.67667 | 1.28909 | 1.65845 | 1.98118 | 2.35980 | 2.62004 | 3.16392 |
| **114** | 0.67665 | 1.28902 | 1.65833 | 1.98099 | 2.35950 | 2.61964 | 3.16326 |
| **115** | 0.67663 | 1.28896 | 1.65821 | 1.98081 | 2.35921 | 2.61926 | 3.16262 |
| **116** | 0.67661 | 1.28889 | 1.65810 | 1.98063 | 2.35892 | 2.61888 | 3.16198 |
| **117** | 0.67659 | 1.28883 | 1.65798 | 1.98045 | 2.35864 | 2.61850 | 3.16135 |
| **118** | 0.67657 | 1.28877 | 1.65787 | 1.98027 | 2.35837 | 2.61814 | 3.16074 |
| **119** | 0.67656 | 1.28871 | 1.65776 | 1.98010 | 2.35809 | 2.61778 | 3.16013 |

**Tabel Distribusi r**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Tingkat signifikansi untuk uji satu arah** | | | | | |
| **df = (N-2)** | **0.05** | **0.025** | **0.01** | **0.005** |  | **0.0005** |
| **Tingkat signifikansi untuk uji dua arah** | | | | |  |
|  |  |
|  | **0.1** | **0.05** | **0.02** | **0.01** |  | **0.001** |
| **1** | 0.9877 | 0.9969 | 0.9995 | 0.9999 |  | 1.0000 |
| **2** | 0.9000 | 0.9500 | 0.9800 | 0.9900 |  | 0.9990 |
| **3** | 0.8054 | 0.8783 | 0.9343 | 0.9587 |  | 0.9911 |
| **4** | 0.7293 | 0.8114 | 0.8822 | 0.9172 |  | 0.9741 |
| **5** | 0.6694 | 0.7545 | 0.8329 | 0.8745 |  | 0.9509 |
| **6** | 0.6215 | 0.7067 | 0.7887 | 0.8343 |  | 0.9249 |
| **7** | 0.5822 | 0.6664 | 0.7498 | 0.7977 |  | 0.8983 |
| **8** | 0.5494 | 0.6319 | 0.7155 | 0.7646 |  | 0.8721 |
| **9** | 0.5214 | 0.6021 | 0.6851 | 0.7348 |  | 0.8470 |
| **10** | 0.4973 | 0.5760 | 0.6581 | 0.7079 |  | 0.8233 |
| **11** | 0.4762 | 0.5529 | 0.6339 | 0.6835 |  | 0.8010 |
| **12** | 0.4575 | 0.5324 | 0.6120 | 0.6614 |  | 0.7800 |
| **13** | 0.4409 | 0.5140 | 0.5923 | 0.6411 |  | 0.7604 |
| **14** | 0.4259 | 0.4973 | 0.5742 | 0.6226 |  | 0.7419 |
| **15** | 0.4124 | 0.4821 | 0.5577 | 0.6055 |  | 0.7247 |
| **16** | 0.4000 | 0.4683 | 0.5425 | 0.5897 |  | 0.7084 |
| **17** | 0.3887 | 0.4555 | 0.5285 | 0.5751 |  | 0.6932 |
| **18** | 0.3783 | 0.4438 | 0.5155 | 0.5614 |  | 0.6788 |
| **19** | 0.3687 | 0.4329 | 0.5034 | 0.5487 |  | 0.6652 |
| **20** | 0.3598 | 0.4227 | 0.4921 | 0.5368 |  | 0.6524 |
| **21** | 0.3515 | 0.4132 | 0.4815 | 0.5256 |  | 0.6402 |
| **22** | 0.3438 | 0.4044 | 0.4716 | 0.5151 |  | 0.6287 |
| **23** | 0.3365 | 0.3961 | 0.4622 | 0.5052 |  | 0.6178 |
| **24** | 0.3297 | 0.3882 | 0.4534 | 0.4958 |  | 0.6074 |
| **25** | 0.3233 | 0.3809 | 0.4451 | 0.4869 |  | 0.5974 |
| **26** | 0.3172 | 0.3739 | 0.4372 | 0.4785 |  | 0.5880 |
| **27** | 0.3115 | 0.3673 | 0.4297 | 0.4705 |  | 0.5790 |
| **28** | 0.3061 | 0.3610 | 0.4226 | 0.4629 |  | 0.5703 |
| **29** | 0.3009 | 0.3550 | 0.4158 | 0.4556 |  | 0.5620 |
| **30** | 0.2960 | 0.3494 | 0.4093 | 0.4487 |  | 0.5541 |
| **31** | 0.2913 | 0.3440 | 0.4032 | 0.4421 |  | 0.5465 |