

# LAMPIRAN

## LAMPIRAN 1: ANGKET/KUESIONER UJI COBA INSTRUMEN

### A. 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:

SS : Sangat Setuju

S : Setuju

N : Netral

TS : Tidak Setuju

STS : Sangat Tidak Setuju

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

### B. Identitas responden

Nama :

Umur :

Jenis Kelamin :

Jenis Pelayanan :

### C. Daftar pernyataan

#### Kuesioner Disiplin Kerja

| No        | Pernyataan                                                                                             | SS | S | N | TS | STS |
|-----------|--------------------------------------------------------------------------------------------------------|----|---|---|----|-----|
| Indikator | Tujuan dan Kemampuan                                                                                   |    |   |   |    |     |
| 1         | Pegawai Kantor Desa Kesugihan Kidul bekerja sesuai dengan tujuan dan kemampuan sesuai dengan bidangnya |    |   |   |    |     |
| Indikator | Teladan pemimpin                                                                                       |    |   |   |    |     |
| 2         | Pegawai Kantor Desa Kesugihan Kidul dapat menjadi teladan bagi masyarakat.                             |    |   |   |    |     |
| Indikator | Balas Jasa                                                                                             |    |   |   |    |     |
| 3         | Pegawai Kantor Desa Kesugihan Kidul tidak pernah meminta balas jasa.                                   |    |   |   |    |     |
| Indikator | Keadilan                                                                                               |    |   |   |    |     |
| 4         | Pegawai Kantor Desa Kesugihan Kidul selalu bersikap adil kepada masyarakat.                            |    |   |   |    |     |
| Indikator | Waskat                                                                                                 |    |   |   |    |     |
| 5         | Instruksi dan arahan yang diberikan oleh sangat jelas dan mudah dipahami.                              |    |   |   |    |     |
| Indikator | Sanksi Hukum                                                                                           |    |   |   |    |     |
| 6         | Pegawai Kantor Desa Kesugihan Kidul yang melanggar aturan akan mendapatkan sanksi.                     |    |   |   |    |     |
| Indikator | Ketegasan                                                                                              |    |   |   |    |     |
| 7         | Pegawai Kantor Desa Kesugihan Kidul selalu bersemangat dan tegas dalam bekerja.                        |    |   |   |    |     |
| Indikator | Hubungan Kemanusiaan                                                                                   |    |   |   |    |     |
| 8         | Pegawai Kantor Desa Kesugihan Kidul selalu menjalin hubungan baik dengan masyarakat.                   |    |   |   |    |     |

### Kuesioner Kualitas Pelayanan

| No        | Pernyataan                                                                                                              | SS | S | N | TS | STS |
|-----------|-------------------------------------------------------------------------------------------------------------------------|----|---|---|----|-----|
| Indikator | Kemudahan Akses Layanan                                                                                                 |    |   |   |    |     |
| 1         | Saya merasa mudah dalam mengakses lokasi dan mendapatkan informasi awal mengenai pelayanan yang tersedia di kantor desa |    |   |   |    |     |
| Indikator | Kejelasan Prosedur                                                                                                      |    |   |   |    |     |
| 2         | Prosedur pelayanan yang diberikan disampaikan dengan jelas dan mudah dipahami                                           |    |   |   |    |     |
| Indikator | Waktu Penyelesaian                                                                                                      |    |   |   |    |     |
| 3         | Pelayanan diselesaikan dalam waktu yang sesuai dengan yang dijanjikan tanpa adanya penundaan                            |    |   |   |    |     |
| Indikator | Biaya Layanan                                                                                                           |    |   |   |    |     |
| 4         | Biaya yang dikenakan untuk setiap layanan transparan dan sesuai dengan ketentuan yang berlaku                           |    |   |   |    |     |
| Indikator | Kesopanan dan Keramahan Petugas                                                                                         |    |   |   |    |     |
| 5         | Petugas memberikan pelayanan dengan sikap yang sopan, ramah, dan menghargai masyarakat                                  |    |   |   |    |     |
| Indikator | Kompetensi Petugas                                                                                                      |    |   |   |    |     |
| 6         | Petugas mampu memberikan penjelasan yang baik dan memahami prosedur pelayanan dengan baik                               |    |   |   |    |     |
| Indikator | Ketersediaan Sarana dan Prasarana                                                                                       |    |   |   |    |     |
| 7         | Fasilitas pendukung pelayanan seperti kursi tunggu, ruang pelayanan, dan peralatan kerja tersedia dengan memadai        |    |   |   |    |     |
| Indikator | Ketepatan Informasi                                                                                                     |    |   |   |    |     |
| 8         | Informasi yang diberikan oleh petugas mengenai persyaratan dan prosedur layanan disampaikan dengan tepat dan akurat     |    |   |   |    |     |
| Indikator | Keamanan dan Kenyamanan                                                                                                 |    |   |   |    |     |
| 9         | Lingkungan kantor desa terasa aman dan nyaman saat saya menerima pelayanan                                              |    |   |   |    |     |
| Indikator | Hasil Layanan Sesuai Harapan                                                                                            |    |   |   |    |     |
| 10        | Saya merasa puas karena hasil dari pelayanan yang saya terima sesuai dengan harapan saya                                |    |   |   |    |     |

### Kuesioner Kepuasan Masyarakat

| No        | Pernyataan                                                                           | SS | S | N | TS | STS |
|-----------|--------------------------------------------------------------------------------------|----|---|---|----|-----|
| Indikator | Prosedur Pelayanan                                                                   |    |   |   |    |     |
| 1         | Prosedur pelayanan yang diberikan dijelaskan dengan jelas oleh pegawai.              |    |   |   |    |     |
| Indikator | Persyaratan Pelayanan                                                                |    |   |   |    |     |
| 2         | Persyaratan untuk mendapatkan layanan dijelaskan dengan jelas oleh pegawai.          |    |   |   |    |     |
| Indikator | Kejelasan Petugas Pelayanan                                                          |    |   |   |    |     |
| 3         | Secara keseluruhan, saya puas dengan kejelasan informasi yang diberikan oleh pegawai |    |   |   |    |     |
| Indikator | Kedisiplinan Petugas Pelayanan                                                       |    |   |   |    |     |
| 4         | Saya merasa tidak perlu menunggu terlalu lama untuk mendapatkan pelayanan.           |    |   |   |    |     |
| Indikator | Tanggung Jawab Petugas Pelayanan                                                     |    |   |   |    |     |
| 5         | Pegawai menyelesaikan tugas dengan baik.                                             |    |   |   |    |     |
| Indikator | Kemampuan Petugas Pelayanan                                                          |    |   |   |    |     |
| 6         | Pegawai dapat menangani masalah atau keluhan dengan cepat dan efektif                |    |   |   |    |     |
| Indikator | Kecepatan Pelayanan                                                                  |    |   |   |    |     |
| 7         | Proses pelayanan berlangsung dengan efisien.                                         |    |   |   |    |     |
| Indikator | Keadilan dan Mendapatkan Pelayanan                                                   |    |   |   |    |     |
| 8         | Pegawai memberikan perhatian yang sama kepada Masyarakat                             |    |   |   |    |     |
| Indikator | Kesopanan dan Keramahan Petugas                                                      |    |   |   |    |     |
| 9         | Pegawai menggunakan bahasa yang santun dan sopan selama proses pelayanan             |    |   |   |    |     |
| Indikator | Kewajaran Biaya Pelayanan                                                            |    |   |   |    |     |
| 10        | Biaya yang dikenakan sudah sesuai dengan peraturan yang berlaku                      |    |   |   |    |     |
| Indikator | Kepastian Biaya Pelayanan                                                            |    |   |   |    |     |

|           |                                                                                                        |  |  |  |  |  |
|-----------|--------------------------------------------------------------------------------------------------------|--|--|--|--|--|
| 11        | Semua rincian biaya yang dikenakan sudah dijelaskan secara transparan dan tidak ada yang disembunyikan |  |  |  |  |  |
| Indikator | Kepastian Jadwal Pelayanan                                                                             |  |  |  |  |  |
| 12        | Pelayanan selalu dimulai sesuai dengan jadwal yang telah ditentukan.                                   |  |  |  |  |  |
| Indikator | Kenyamanan Lingkungan                                                                                  |  |  |  |  |  |
| 13        | Fasilitas seperti kursi dan meja di area pelayanan nyaman digunakan                                    |  |  |  |  |  |
| Indikator | Keamanan Pelayanan                                                                                     |  |  |  |  |  |
| 14        | Petugas pelayanan menunjukkan sikap profesional dalam menangani keamanan pelanggan                     |  |  |  |  |  |

Lampiran 2. Data Jenis Pelayanan

| No. | Jenis Kelamin | Usia | Jenis Layanan         |
|-----|---------------|------|-----------------------|
| 1   | Laki-laki     | 50   | Surat Keterangan Umum |
| 2   | Perempuan     | 26   | Pengurusan KK         |
| 3   | Laki-laki     | 60   | Surat Keterangan Umum |
| 4   | Perempuan     | 32   | Pelayanan KTP         |
| 5   | Laki-laki     | 55   | Surat Keterangan Umum |
| 6   | Laki-laki     | 34   | Surat Keterangan Umum |
| 7   | Perempuan     | 27   | Pengurusan KK         |
| 8   | Laki-laki     | 47   | Surat Keterangan Umum |
| 9   | Laki-laki     | 30   | Akta Kelahiran        |
| 10  | Laki-laki     | 48   | Pengurusan KK         |
| 11  | Perempuan     | 31   | Surat Keterangan Umum |
| 12  | Perempuan     | 55   | Akta Kematian         |
| 13  | Laki-laki     | 34   | Pengurusan KK         |
| 14  | Laki-laki     | 28   | Pengurusan KK         |
| 15  | Perempuan     | 56   | Surat Keterangan Umum |
| 16  | Perempuan     | 29   | Akta Kelahiran        |
| 17  | Laki-laki     | 46   | Surat Keterangan Umum |
| 18  | Laki-laki     | 32   | Akta Kelahiran        |
| 19  | Perempuan     | 48   | Pengurusan KK         |
| 20  | Perempuan     | 26   | Surat Keterangan Umum |
| 21  | Laki-laki     | 59   | Surat Keterangan Umum |
| 22  | Perempuan     | 26   | Pelayanan KTP         |
| 23  | Laki-laki     | 29   | Akta Kelahiran        |
| 24  | Perempuan     | 52   | Pelayanan KTP         |
| 25  | Laki-laki     | 27   | Surat Keterangan Umum |
| 26  | Perempuan     | 49   | Akta Kematian         |
| 27  | Laki-laki     | 54   | Akta Kematian         |
| 28  | Laki-laki     | 42   | Surat Keterangan Umum |
| 29  | Perempuan     | 62   | Akta Kematian         |
| 30  | Laki-laki     | 43   | Akta Kematian         |
| 31  | Perempuan     | 38   | Surat Keterangan Umum |
| 32  | Laki-laki     | 49   | Akta Kematian         |
| 33  | Laki-laki     | 24   | Pelayanan KTP         |
| 34  | Perempuan     | 39   | Pengurusan KK         |
| 35  | Laki-laki     | 36   | Pengurusan KK         |
| 36  | Laki-laki     | 37   | Akta Kelahiran        |
| 37  | Perempuan     | 21   | Pelayanan KTP         |

| <b>No.</b> | <b>Jenis Kelamin</b> | <b>Usia</b> | <b>Jenis Layanan</b> |
|------------|----------------------|-------------|----------------------|
| 38         | Laki-laki            | 40          | Pengurusan KK        |
| 39         | Perempuan            | 17          | Pelayanan KTP        |
| 40         | Laki-laki            | 45          | Akta Kelahiran       |
| 41         | Perempuan            | 19          | Pelayanan KTP        |
| 42         | Laki-laki            | 18          | Pelayanan KTP        |
| 43         | Laki-laki            | 37          | Akta Kelahiran       |
| 44         | Perempuan            | 20          | Pelayanan KTP        |
| 45         | Laki-laki            | 23          | Akta Kelahiran       |
| 46         | Perempuan            | 21          | Pelayanan KTP        |
| 47         | Perempuan            | 36          | Akta Kelahiran       |
| 48         | Laki-laki            | 24          | Pelayanan KTP        |
| 49         | Laki-laki            | 37          | Akta Kematian        |
| 50         | Laki-laki            | 45          | Pelayanan KTP        |

### Lampiran 3. Tabulasi Responden

#### 1. Disiplin Kerja ( $X_1$ )

| No | DISIPLIN ( $X_1$ ) |           |           |           |           |           |           |           | Total<br>$X_1$ |
|----|--------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------------|
|    | $X_{1.1}$          | $X_{1.2}$ | $X_{1.3}$ | $X_{1.4}$ | $X_{1.5}$ | $X_{1.6}$ | $X_{1.7}$ | $X_{1.8}$ |                |
| 1  | 2                  | 3         | 2         | 3         | 3         | 1         | 2         | 3         | 19             |
| 2  | 3                  | 3         | 3         | 3         | 2         | 3         | 3         | 2         | 22             |
| 3  | 1                  | 2         | 1         | 2         | 1         | 2         | 2         | 2         | 13             |
| 4  | 2                  | 3         | 3         | 3         | 2         | 2         | 2         | 1         | 18             |
| 5  | 2                  | 2         | 2         | 3         | 3         | 3         | 3         | 2         | 20             |
| 6  | 3                  | 3         | 3         | 3         | 3         | 3         | 3         | 3         | 24             |
| 7  | 2                  | 3         | 3         | 3         | 3         | 3         | 3         | 3         | 23             |
| 8  | 1                  | 1         | 1         | 1         | 2         | 1         | 1         | 1         | 9              |
| 9  | 3                  | 3         | 2         | 3         | 3         | 3         | 3         | 3         | 23             |
| 10 | 2                  | 3         | 2         | 2         | 3         | 2         | 2         | 2         | 18             |
| 11 | 2                  | 3         | 2         | 1         | 1         | 1         | 1         | 1         | 12             |
| 12 | 1                  | 1         | 3         | 2         | 3         | 2         | 1         | 1         | 14             |
| 13 | 2                  | 2         | 2         | 2         | 2         | 2         | 2         | 3         | 17             |
| 14 | 3                  | 3         | 3         | 3         | 3         | 3         | 2         | 1         | 21             |
| 15 | 2                  | 3         | 3         | 3         | 3         | 3         | 3         | 4         | 24             |
| 16 | 2                  | 2         | 2         | 2         | 2         | 2         | 2         | 3         | 17             |
| 17 | 3                  | 3         | 3         | 3         | 2         | 3         | 1         | 1         | 19             |
| 18 | 2                  | 3         | 3         | 2         | 2         | 3         | 3         | 3         | 21             |
| 19 | 2                  | 2         | 2         | 2         | 2         | 2         | 1         | 2         | 15             |
| 20 | 3                  | 3         | 3         | 3         | 4         | 4         | 3         | 4         | 27             |
| 21 | 2                  | 3         | 3         | 3         | 3         | 3         | 3         | 3         | 23             |
| 22 | 4                  | 3         | 2         | 2         | 2         | 3         | 3         | 1         | 20             |
| 23 | 2                  | 3         | 2         | 3         | 3         | 2         | 4         | 3         | 22             |
| 24 | 4                  | 3         | 1         | 2         | 1         | 2         | 3         | 1         | 17             |
| 25 | 4                  | 2         | 4         | 1         | 3         | 2         | 4         | 1         | 21             |
| 26 | 4                  | 4         | 1         | 2         | 1         | 2         | 3         | 1         | 18             |
| 27 | 1                  | 4         | 3         | 1         | 2         | 2         | 4         | 1         | 18             |
| 28 | 4                  | 1         | 3         | 2         | 3         | 3         | 2         | 1         | 19             |
| 29 | 1                  | 4         | 3         | 2         | 1         | 1         | 4         | 1         | 17             |
| 30 | 2                  | 2         | 3         | 3         | 1         | 2         | 3         | 2         | 18             |
| 31 | 4                  | 1         | 2         | 2         | 2         | 1         | 3         | 4         | 19             |
| 32 | 2                  | 2         | 2         | 3         | 2         | 4         | 4         | 1         | 20             |
| 33 | 4                  | 1         | 1         | 4         | 2         | 2         | 4         | 1         | 19             |
| 34 | 2                  | 2         | 3         | 2         | 3         | 4         | 2         | 2         | 20             |
| 35 | 2                  | 3         | 2         | 3         | 3         | 3         | 3         | 4         | 23             |
| 36 | 2                  | 2         | 1         | 2         | 3         | 2         | 2         | 2         | 16             |
| 37 | 2                  | 2         | 2         | 3         | 3         | 3         | 2         | 3         | 20             |
| 38 | 1                  | 3         | 2         | 2         | 3         | 2         | 3         | 3         | 19             |
| 39 | 2                  | 2         | 2         | 3         | 2         | 2         | 1         | 4         | 18             |

| No | DISIPLIN (X1)    |                  |                  |                  |                  |                  |                  |                  | Total<br>X <sub>1</sub> |
|----|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|-------------------------|
|    | X <sub>1.1</sub> | X <sub>1.2</sub> | X <sub>1.3</sub> | X <sub>1.4</sub> | X <sub>1.5</sub> | X <sub>1.6</sub> | X <sub>1.7</sub> | X <sub>1.8</sub> |                         |
| 40 | 3                | 3                | 3                | 1                | 5                | 3                | 4                | 4                | 26                      |
| 41 | 3                | 3                | 3                | 2                | 2                | 3                | 3                | 3                | 22                      |
| 42 | 1                | 1                | 1                | 1                | 1                | 4                | 2                | 2                | 13                      |
| 43 | 3                | 3                | 3                | 2                | 3                | 2                | 3                | 3                | 22                      |
| 44 | 3                | 3                | 3                | 2                | 1                | 3                | 3                | 3                | 21                      |
| 45 | 1                | 1                | 1                | 1                | 3                | 2                | 3                | 2                | 14                      |
| 46 | 2                | 3                | 4                | 4                | 1                | 3                | 4                | 3                | 24                      |
| 47 | 3                | 4                | 2                | 2                | 4                | 4                | 4                | 2                | 25                      |
| 48 | 2                | 1                | 3                | 1                | 3                | 2                | 2                | 2                | 16                      |
| 49 | 3                | 1                | 2                | 3                | 2                | 3                | 4                | 3                | 21                      |
| 50 | 4                | 2                | 3                | 2                | 3                | 2                | 2                | 4                | 22                      |

## 2. Kualitas Pelayanan (X<sub>2</sub>)

| No        | Kualitas Pelayanan (X <sub>2</sub> ) |                  |                  |                  |                  |                  |                  |                  |                  |                   | Total          |
|-----------|--------------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|-------------------|----------------|
| Responden | X <sub>2.1</sub>                     | X <sub>2.2</sub> | X <sub>2.3</sub> | X <sub>2.4</sub> | X <sub>2.5</sub> | X <sub>2.6</sub> | X <sub>2.7</sub> | X <sub>2.8</sub> | X <sub>2.9</sub> | X <sub>2.10</sub> | X <sub>2</sub> |
| 1         | 3                                    | 2                | 3                | 3                | 3                | 3                | 4                | 1                | 1                | 2                 | 25             |
| 2         | 2                                    | 2                | 2                | 1                | 2                | 1                | 2                | 1                | 2                | 2                 | 17             |
| 3         | 3                                    | 2                | 3                | 1                | 3                | 2                | 3                | 2                | 3                | 1                 | 23             |
| 4         | 2                                    | 3                | 2                | 3                | 1                | 2                | 2                | 1                | 2                | 3                 | 21             |
| 5         | 1                                    | 2                | 1                | 3                | 2                | 3                | 2                | 3                | 1                | 1                 | 19             |
| 6         | 3                                    | 2                | 2                | 2                | 3                | 3                | 2                | 3                | 3                | 2                 | 25             |
| 7         | 3                                    | 2                | 1                | 2                | 1                | 3                | 2                | 1                | 3                | 1                 | 19             |
| 8         | 2                                    | 3                | 3                | 1                | 2                | 3                | 3                | 2                | 3                | 2                 | 24             |
| 9         | 1                                    | 1                | 1                | 3                | 1                | 2                | 2                | 2                | 1                | 1                 | 15             |
| 10        | 3                                    | 2                | 1                | 1                | 2                | 3                | 2                | 1                | 3                | 3                 | 21             |
| 11        | 2                                    | 2                | 3                | 1                | 2                | 3                | 3                | 2                | 1                | 2                 | 21             |
| 12        | 2                                    | 2                | 2                | 3                | 3                | 3                | 2                | 1                | 1                | 1                 | 20             |
| 13        | 3                                    | 2                | 2                | 1                | 2                | 3                | 3                | 1                | 1                | 2                 | 20             |
| 14        | 3                                    | 3                | 1                | 3                | 1                | 2                | 3                | 2                | 1                | 3                 | 22             |
| 15        | 2                                    | 1                | 1                | 3                | 1                | 2                | 1                | 2                | 2                | 1                 | 16             |
| 16        | 3                                    | 3                | 3                | 3                | 3                | 3                | 2                | 1                | 3                | 3                 | 27             |
| 17        | 3                                    | 3                | 4                | 4                | 2                | 3                | 2                | 2                | 1                | 1                 | 25             |
| 18        | 3                                    | 2                | 1                | 1                | 3                | 3                | 4                | 1                | 3                | 3                 | 24             |
| 19        | 3                                    | 2                | 3                | 3                | 3                | 3                | 3                | 2                | 3                | 2                 | 27             |
| 20        | 3                                    | 4                | 3                | 3                | 3                | 3                | 4                | 1                | 2                | 1                 | 27             |
| 21        | 3                                    | 2                | 1                | 4                | 2                | 3                | 3                | 2                | 1                | 2                 | 23             |
| 22        | 3                                    | 3                | 4                | 3                | 2                | 3                | 3                | 2                | 4                | 3                 | 30             |
| 23        | 2                                    | 1                | 1                | 1                | 1                | 2                | 1                | 2                | 2                | 1                 | 14             |
| 24        | 3                                    | 3                | 3                | 4                | 3                | 3                | 4                | 1                | 3                | 3                 | 30             |
| 25        | 3                                    | 2                | 1                | 2                | 2                | 3                | 2                | 1                | 4                | 3                 | 23             |
| 26        | 1                                    | 2                | 3                | 1                | 1                | 3                | 3                | 2                | 2                | 2                 | 20             |
| 27        | 2                                    | 2                | 2                | 4                | 3                | 3                | 2                | 1                | 2                | 1                 | 22             |
| 28        | 3                                    | 2                | 2                | 4                | 2                | 3                | 3                | 3                | 4                | 2                 | 28             |
| 29        | 4                                    | 3                | 1                | 4                | 1                | 2                | 1                | 1                | 1                | 3                 | 21             |
| 30        | 2                                    | 1                | 1                | 1                | 1                | 2                | 4                | 2                | 4                | 1                 | 19             |
| 31        | 3                                    | 3                | 3                | 4                | 3                | 3                | 3                | 4                | 3                | 3                 | 32             |
| 32        | 3                                    | 1                | 1                | 2                | 2                | 3                | 2                | 2                | 2                | 2                 | 20             |
| 33        | 3                                    | 3                | 3                | 4                | 3                | 3                | 4                | 4                | 4                | 3                 | 34             |
| 34        | 3                                    | 2                | 2                | 2                | 2                | 3                | 2                | 2                | 2                | 2                 | 22             |
| 35        | 3                                    | 2                | 3                | 1                | 2                | 3                | 4                | 4                | 4                | 3                 | 29             |
| 36        | 2                                    | 2                | 3                | 4                | 2                | 3                | 3                | 2                | 2                | 2                 | 25             |
| 37        | 2                                    | 2                | 1                | 3                | 3                | 3                | 2                | 1                | 1                | 1                 | 19             |
| 38        | 3                                    | 2                | 2                | 1                | 2                | 3                | 1                | 2                | 1                | 2                 | 19             |
| 39        | 3                                    | 3                | 1                | 4                | 2                | 2                | 4                | 4                | 1                | 3                 | 27             |
| 40        | 2                                    | 1                | 3                | 3                | 4                | 2                | 3                | 2                | 2                | 1                 | 23             |

| No        | Kualitas Pelayanan (X <sub>2</sub> ) |                  |                  |                  |                  |                  |                  |                  |                  |                   | Total<br>X <sub>2</sub> |
|-----------|--------------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|-------------------|-------------------------|
| Responden | X <sub>2.1</sub>                     | X <sub>2.2</sub> | X <sub>2.3</sub> | X <sub>2.4</sub> | X <sub>2.5</sub> | X <sub>2.6</sub> | X <sub>2.7</sub> | X <sub>2.8</sub> | X <sub>2.9</sub> | X <sub>2.10</sub> |                         |
| 41        | 3                                    | 3                | 3                | 3                | 3                | 3                | 2                | 3                | 4                | 3                 | 30                      |
| 42        | 3                                    | 2                | 2                | 1                | 2                | 3                | 4                | 2                | 2                | 2                 | 23                      |
| 43        | 2                                    | 1                | 2                | 1                | 1                | 2                | 3                | 4                | 4                | 2                 | 22                      |
| 44        | 3                                    | 2                | 3                | 2                | 2                | 3                | 2                | 1                | 3                | 3                 | 24                      |
| 45        | 2                                    | 2                | 3                | 4                | 1                | 3                | 4                | 2                | 4                | 2                 | 27                      |
| 46        | 1                                    | 4                | 1                | 3                | 3                | 3                | 1                | 1                | 4                | 3                 | 24                      |
| 47        | 3                                    | 2                | 2                | 3                | 2                | 3                | 4                | 1                | 1                | 2                 | 23                      |
| 48        | 3                                    | 3                | 3                | 4                | 4                | 4                | 3                | 4                | 1                | 3                 | 32                      |
| 49        | 2                                    | 1                | 1                | 3                | 1                | 2                | 4                | 2                | 4                | 1                 | 21                      |
| 50        | 3                                    | 3                | 3                | 1                | 3                | 3                | 4                | 4                | 3                | 3                 | 30                      |

### 3. Kepuasan Masyarakat (Y)

| No. | KEPUASAN MASYARAKAT (Y) |    |    |    |    |    |    |    |    |     |     |     |     |     | TOTAL |
|-----|-------------------------|----|----|----|----|----|----|----|----|-----|-----|-----|-----|-----|-------|
|     | Y1                      | Y2 | Y3 | Y4 | Y5 | Y6 | Y7 | Y8 | Y9 | Y10 | Y11 | Y12 | Y13 | Y14 |       |
| 1   | 3                       | 2  | 3  | 3  | 4  | 3  | 1  | 1  | 1  | 2   | 1   | 1   | 3   | 3   | 31    |
| 2   | 2                       | 2  | 2  | 1  | 2  | 1  | 2  | 1  | 2  | 4   | 1   | 2   | 4   | 4   | 30    |
| 3   | 3                       | 2  | 3  | 4  | 3  | 1  | 4  | 2  | 4  | 1   | 2   | 3   | 1   | 1   | 33    |
| 4   | 4                       | 3  | 4  | 3  | 3  | 2  | 2  | 1  | 4  | 3   | 1   | 4   | 3   | 3   | 40    |
| 5   | 1                       | 2  | 1  | 3  | 1  | 2  | 2  | 3  | 1  | 1   | 3   | 1   | 1   | 1   | 23    |
| 6   | 3                       | 2  | 2  | 4  | 3  | 3  | 2  | 3  | 3  | 2   | 3   | 3   | 2   | 2   | 37    |
| 7   | 3                       | 2  | 1  | 4  | 2  | 2  | 2  | 1  | 3  | 1   | 1   | 3   | 1   | 1   | 27    |
| 8   | 2                       | 3  | 3  | 2  | 2  | 2  | 1  | 4  | 3  | 4   | 4   | 3   | 4   | 4   | 41    |
| 9   | 1                       | 1  | 1  | 3  | 2  | 2  | 2  | 2  | 1  | 1   | 2   | 1   | 1   | 1   | 21    |
| 10  | 3                       | 2  | 1  | 4  | 4  | 3  | 2  | 1  | 3  | 3   | 1   | 3   | 3   | 3   | 36    |
| 11  | 4                       | 2  | 3  | 4  | 4  | 4  | 3  | 2  | 4  | 2   | 2   | 4   | 2   | 2   | 42    |
| 12  | 4                       | 4  | 3  | 3  | 3  | 2  | 2  | 1  | 3  | 3   | 1   | 2   | 3   | 3   | 37    |
| 13  | 3                       | 2  | 2  | 1  | 2  | 2  | 3  | 4  | 1  | 2   | 4   | 1   | 2   | 2   | 31    |
| 14  | 3                       | 3  | 1  | 3  | 4  | 4  | 3  | 4  | 1  | 3   | 4   | 1   | 3   | 3   | 40    |
| 15  | 2                       | 1  | 1  | 3  | 1  | 1  | 1  | 2  | 2  | 1   | 2   | 2   | 1   | 1   | 21    |
| 16  | 3                       | 3  | 3  | 4  | 3  | 3  | 2  | 1  | 3  | 3   | 1   | 3   | 3   | 3   | 38    |
| 17  | 3                       | 4  | 4  | 1  | 2  | 3  | 2  | 2  | 3  | 3   | 2   | 4   | 4   | 4   | 43    |
| 18  | 3                       | 2  | 1  | 4  | 4  | 3  | 2  | 1  | 3  | 3   | 1   | 3   | 3   | 3   | 36    |
| 19  | 4                       | 2  | 3  | 4  | 4  | 4  | 3  | 2  | 4  | 2   | 2   | 4   | 2   | 2   | 42    |
| 20  | 4                       | 4  | 1  | 3  | 2  | 2  | 2  | 1  | 1  | 1   | 1   | 2   | 2   | 2   | 28    |
| 21  | 3                       | 2  | 2  | 1  | 2  | 3  | 3  | 2  | 1  | 2   | 2   | 1   | 2   | 2   | 28    |
| 22  | 3                       | 3  | 1  | 3  | 2  | 4  | 3  | 4  | 1  | 3   | 4   | 1   | 3   | 3   | 38    |
| 23  | 2                       | 1  | 1  | 3  | 1  | 1  | 1  | 2  | 2  | 1   | 2   | 2   | 1   | 1   | 21    |
| 24  | 3                       | 3  | 3  | 2  | 3  | 3  | 2  | 1  | 3  | 3   | 4   | 3   | 3   | 3   | 39    |
| 25  | 3                       | 2  | 1  | 2  | 2  | 3  | 2  | 1  | 3  | 3   | 4   | 3   | 3   | 3   | 35    |
| 26  | 4                       | 2  | 3  | 4  | 4  | 4  | 3  | 2  | 2  | 2   | 2   | 4   | 2   | 2   | 40    |
| 27  | 4                       | 4  | 4  | 4  | 3  | 3  | 2  | 4  | 2  | 2   | 1   | 1   | 4   | 1   | 39    |
| 28  | 3                       | 2  | 2  | 4  | 2  | 2  | 3  | 3  | 1  | 2   | 3   | 3   | 2   | 2   | 33    |
| 29  | 3                       | 3  | 1  | 4  | 4  | 4  | 3  | 4  | 1  | 3   | 4   | 1   | 3   | 3   | 41    |
| 30  | 2                       | 1  | 1  | 4  | 1  | 1  | 1  | 3  | 2  | 1   | 2   | 2   | 1   | 1   | 22    |
| 31  | 3                       | 3  | 3  | 4  | 3  | 4  | 2  | 4  | 3  | 3   | 4   | 3   | 3   | 3   | 45    |
| 32  | 3                       | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4   | 4   | 4   | 4   | 4   | 54    |
| 33  | 3                       | 3  | 3  | 4  | 3  | 3  | 4  | 1  | 3  | 3   | 4   | 3   | 3   | 3   | 43    |
| 34  | 1                       | 4  | 1  | 4  | 4  | 3  | 2  | 4  | 4  | 4   | 4   | 4   | 4   | 4   | 47    |
| 35  | 3                       | 2  | 1  | 1  | 1  | 1  | 2  | 1  | 3  | 3   | 1   | 3   | 3   | 3   | 28    |
| 36  | 4                       | 2  | 3  | 2  | 4  | 3  | 3  | 2  | 1  | 2   | 4   | 2   | 3   | 2   | 37    |
| 37  | 4                       | 4  | 1  | 3  | 3  | 2  | 1  | 4  | 2  | 2   | 4   | 2   | 2   | 3   | 37    |
| 38  | 3                       | 2  | 2  | 1  | 2  | 3  | 3  | 2  | 1  | 2   | 4   | 1   | 2   | 2   | 30    |
| 39  | 3                       | 3  | 1  | 3  | 4  | 2  | 4  | 4  | 1  | 3   | 4   | 2   | 3   | 3   | 40    |
| 40  | 2                       | 1  | 1  | 2  | 1  | 2  | 1  | 4  | 2  | 1   | 1   | 2   | 4   | 1   | 25    |
| 41  | 3                       | 3  | 3  | 4  | 3  | 3  | 4  | 4  | 3  | 3   | 1   | 3   | 3   | 3   | 43    |
| 42  | 3                       | 4  | 4  | 4  | 4  | 3  | 2  | 4  | 4  | 4   | 4   | 4   | 4   | 4   | 52    |
| 43  | 2                       | 1  | 2  | 1  | 1  | 1  | 2  | 1  | 4  | 2   | 3   | 4   | 2   | 2   | 28    |
| 44  | 3                       | 2  | 1  | 4  | 2  | 3  | 1  | 4  | 3  | 3   | 4   | 4   | 3   | 3   | 39    |
| 45  | 4                       | 2  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 2   | 4   | 4   | 2   | 2   | 47    |
| 46  | 4                       | 4  | 2  | 3  | 3  | 2  | 2  | 4  | 2  | 2   | 4   | 2   | 1   | 1   | 36    |
| 47  | 3                       | 2  | 2  | 1  | 2  | 2  | 1  | 1  | 1  | 1   | 1   | 1   | 2   | 2   | 22    |
| 48  | 3                       | 3  | 1  | 3  | 4  | 1  | 3  | 4  | 1  | 3   | 4   | 3   | 3   | 3   | 39    |
| 49  | 2                       | 1  | 1  | 3  | 1  | 2  | 3  | 1  | 2  | 1   | 2   | 2   | 1   | 1   | 23    |
| 50  | 4                       | 3  | 3  | 4  | 3  | 3  | 3  | 4  | 3  | 3   | 4   | 3   | 3   | 3   | 45    |

## Lampiran 4 Tabel Nilai R

Tabel Nilai-nilai r Product Moment

| N  | Taraf Signifikansi |       | N    | Taraf Signifikansi |       |
|----|--------------------|-------|------|--------------------|-------|
|    | 5 %                | 1 %   |      | 5 %                | 1 %   |
| 3  | 0,997              | 0,999 | 38   | 0,320              | 0,413 |
| 4  | 0,950              | 0,990 | 39   | 0,316              | 0,408 |
| 5  | 0,878              | 0,959 | 40   | 0,312              | 0,403 |
| 6  | 0,811              | 0,917 | 41   | 0,308              | 0,398 |
| 7  | 0,754              | 0,874 | 42   | 0,304              | 0,393 |
| 8  | 0,707              | 0,834 | 43   | 0,301              | 0,389 |
| 9  | 0,666              | 0,798 | 44   | 0,297              | 0,384 |
| 10 | 0,632              | 0,765 | 45   | 0,294              | 0,380 |
| 11 | 0,602              | 0,735 | 46   | 0,291              | 0,376 |
| 12 | 0,576              | 0,708 | 47   | 0,288              | 0,372 |
| 13 | 0,553              | 0,684 | 48   | 0,284              | 0,368 |
| 14 | 0,532              | 0,661 | 49   | 0,281              | 0,364 |
| 15 | 0,514              | 0,641 | 50   | 0,279              | 0,361 |
| 16 | 0,497              | 0,623 | 55   | 0,266              | 0,345 |
| 17 | 0,482              | 0,606 | 60   | 0,254              | 0,330 |
| 18 | 0,468              | 0,590 | 65   | 0,244              | 0,317 |
| 19 | 0,456              | 0,575 | 70   | 0,235              | 0,306 |
| 20 | 0,444              | 0,561 | 75   | 0,227              | 0,296 |
| 21 | 0,433              | 0,549 | 80   | 0,220              | 0,286 |
| 22 | 0,423              | 0,537 | 85   | 0,213              | 0,278 |
| 23 | 0,413              | 0,526 | 90   | 0,207              | 0,270 |
| 24 | 0,404              | 0,515 | 95   | 0,202              | 0,263 |
| 25 | 0,396              | 0,505 | 100  | 0,195              | 0,256 |
| 26 | 0,388              | 0,496 | 125  | 0,176              | 0,230 |
| 27 | 0,381              | 0,487 | 150  | 0,159              | 0,210 |
| 28 | 0,374              | 0,478 | 175  | 0,148              | 0,194 |
| 29 | 0,367              | 0,470 | 200  | 0,138              | 0,181 |
| 30 | 0,361              | 0,463 | 300  | 0,113              | 0,148 |
| 31 | 0,355              | 0,456 | 400  | 0,098              | 0,128 |
| 32 | 0,349              | 0,449 | 500  | 0,088              | 0,115 |
| 33 | 0,344              | 0,442 | 600  | 0,080              | 0,105 |
| 34 | 0,339              | 0,436 | 700  | 0,074              | 0,097 |
| 35 | 0,334              | 0,430 | 800  | 0,070              | 0,091 |
| 36 | 0,329              | 0,424 | 900  | 0,065              | 0,086 |
| 37 | 0,325              | 0,418 | 1000 | 0,062              | 0,081 |

## Lampiran 5 HASIL SPSS

## 1. Hasil Uji Instrumen

a. Uji Validitas

Hasil Uji Validitas Disiplin Kerja ( $X_1$ )

| Cotelations                                                 |                    |        |        |        |        |        |        |        |        |        |
|-------------------------------------------------------------|--------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|                                                             |                    | X1.1   | X1.2   | X1.3   | X1.4   | X1.5   | X1.6   | X1.7   | X1.8   | TOTAL  |
| X1.1                                                        | Pearson Cotelation | 1      | .068   | .129   | .164   | .095   | .143   | .239   | .020   | .454** |
|                                                             | Sig. (2-tailed)    |        | .638   | .372   | .256   | .510   | .322   | .094   | .888   | .001   |
|                                                             | N                  | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |
| X1.2                                                        | Pearson Cotelation | .068   | 1      | .279*  | .149   | .020   | .112   | .329*  | .046   | .473** |
|                                                             | Sig. (2-tailed)    | .638   |        | .049   | .302   | .888   | .438   | .020   | .752   | .001   |
|                                                             | N                  | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |
| X1.3                                                        | Pearson Cotelation | .129   | .279*  | 1      | .148   | .220   | .230   | .184   | .159   | .542** |
|                                                             | Sig. (2-tailed)    | .372   | .049   |        | .304   | .125   | .108   | .201   | .269   | .000   |
|                                                             | N                  | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |
| X1.4                                                        | Pearson Cotelation | .164   | .149   | .148   | 1      | .000   | .280*  | .188   | .233   | .496** |
|                                                             | Sig. (2-tailed)    | .256   | .302   | .304   |        | 1.000  | .049   | .191   | .103   | .000   |
|                                                             | N                  | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |
| X1.5                                                        | Pearson Cotelation | .095   | .020   | .220   | .000   | 1      | .289*  | .106   | .364** | .513** |
|                                                             | Sig. (2-tailed)    | .510   | .888   | .125   | 1.000  |        | .042   | .463   | .009   | .000   |
|                                                             | N                  | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |
| X1.6                                                        | Pearson Cotelation | .143   | .112   | .230   | .280*  | .289*  | 1      | .259   | .162   | .572** |
|                                                             | Sig. (2-tailed)    | .322   | .438   | .108   | .049   | .042   |        | .069   | .262   | .000   |
|                                                             | N                  | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |
| X1.7                                                        | Pearson Cotelation | .239   | .329*  | .184   | .188   | .106   | .259   | 1      | .120   | .587** |
|                                                             | Sig. (2-tailed)    | .094   | .020   | .201   | .191   | .463   | .069   |        | .407   | .000   |
|                                                             | N                  | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |
| X1.8                                                        | Pearson Cotelation | .020   | .046   | .159   | .233   | .364** | .162   | .120   | 1      | .537** |
|                                                             | Sig. (2-tailed)    | .888   | .752   | .269   | .103   | .009   | .262   | .407   |        | .000   |
|                                                             | N                  | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |
| TOTAL                                                       | Pearson Cotelation | .454** | .473** | .542** | .496** | .513** | .572** | .587** | .537** | 1      |
|                                                             | Sig. (2-tailed)    | .001   | .001   | .000   | .000   | .000   | .000   | .000   | .000   |        |
|                                                             | N                  | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |
| **. Cotelation is significant at the 0.01 level (2-tailed). |                    |        |        |        |        |        |        |        |        |        |
| *. Cotelation is significant at the 0.05 level (2-tailed).  |                    |        |        |        |        |        |        |        |        |        |

## b. Hasil Uji Validitas Kualitas Pelayanan (X<sub>2</sub>)

### Correlations

|       |                     | X2.1   | X2.2   | X2.3   | X2.4   | X2.5   | X2.6   | X2.7   | X2.8   | X2.9  | X2.10  | TOTAL  |
|-------|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|--------|--------|
| X2.1  | Pearson Correlation | 1      | .296*  | .181   | -.023  | .234   | .245   | .182   | .060   | -.034 | .442** | .430** |
|       | Sig. (2-tailed)     |        | .037   | .207   | .875   | .102   | .086   | .206   | .680   | .815  | .001   | .002   |
|       | N                   | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50    | 50     | 50     |
| X2.2  | Pearson Correlation | .296*  | 1      | .368** | .288*  | .366** | .338*  | .078   | .027   | -.014 | .544** | .591** |
|       | Sig. (2-tailed)     | .037   |        | .009   | .043   | .009   | .016   | .591   | .854   | .922  | .000   | .000   |
|       | N                   | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50    | 50     | 50     |
| X2.3  | Pearson Correlation | .181   | .368** | 1      | .172   | .414** | .353*  | .329*  | .215   | .066  | .176   | .632** |
|       | Sig. (2-tailed)     | .207   | .009   |        | .231   | .003   | .012   | .020   | .134   | .651  | .221   | .000   |
|       | N                   | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50    | 50     | 50     |
| X2.4  | Pearson Correlation | -.023  | .288*  | .172   | 1      | .277   | .232   | .116   | .121   | -.092 | .003   | .451** |
|       | Sig. (2-tailed)     | .875   | .043   | .231   |        | .051   | .105   | .421   | .401   | .525  | .981   | .001   |
|       | N                   | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50    | 50     | 50     |
| X2.5  | Pearson Correlation | .234   | .366** | .414** | .277   | 1      | .464** | .156   | .096   | .083  | .162   | .605** |
|       | Sig. (2-tailed)     | .102   | .009   | .003   | .051   |        | .001   | .279   | .507   | .565  | .262   | .000   |
|       | N                   | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50    | 50     | 50     |
| X2.6  | Pearson Correlation | .245   | .338*  | .353*  | .232   | .464** | 1      | .134   | .077   | -.021 | .243   | .518** |
|       | Sig. (2-tailed)     | .086   | .016   | .012   | .105   | .001   |        | .353   | .597   | .885  | .090   | .000   |
|       | N                   | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50    | 50     | 50     |
| X2.7  | Pearson Correlation | .182   | .078   | .329*  | .116   | .156   | .134   | 1      | .292*  | .160  | .134   | .533** |
|       | Sig. (2-tailed)     | .206   | .591   | .020   | .421   | .279   | .353   |        | .040   | .268  | .354   | .000   |
|       | N                   | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50    | 50     | 50     |
| X2.8  | Pearson Correlation | .060   | .027   | .215   | .121   | .096   | .077   | .292*  | 1      | .142  | .201   | .479** |
|       | Sig. (2-tailed)     | .680   | .854   | .134   | .401   | .507   | .597   | .040   |        | .326  | .162   | .000   |
|       | N                   | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50    | 50     | 50     |
| X2.9  | Pearson Correlation | -.034  | -.014  | .066   | -.092  | .083   | -.021  | .160   | .142   | 1     | .155   | .345*  |
|       | Sig. (2-tailed)     | .815   | .922   | .651   | .525   | .565   | .885   | .268   | .326   |       | .282   | .014   |
|       | N                   | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50    | 50     | 50     |
| X2.10 | Pearson Correlation | .442** | .544** | .176   | .003   | .162   | .243   | .134   | .201   | .155  | 1      | .549** |
|       | Sig. (2-tailed)     | .001   | .000   | .221   | .981   | .262   | .090   | .354   | .162   | .282  |        | .000   |
|       | N                   | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50    | 50     | 50     |
| TOTAL | Pearson Correlation | .430** | .591** | .632** | .451** | .605** | .518** | .533** | .479** | .345* | .549** | 1      |
|       | Sig. (2-tailed)     | .002   | .000   | .000   | .001   | .000   | .000   | .000   | .000   | .014  | .000   |        |
|       | N                   | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50    | 50     | 50     |

\*. Correlation is significant at the 0.05 level (2-tailed).

\*\*. Correlation is significant at the 0.01 level (2-tailed).

c. Hasil Uji Validitas Kepuasan Masyarakat (Y)

|       |                     | Y1 | Y2     | Y3     | Y4     | Y5     | Y6     | Y7     | Y8     | Y9     | Y10    | Y11    | Y12    | Y13    | Y14    | TOTAL  |        |        |
|-------|---------------------|----|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Y1    | Pearson Correlation |    | 1      | .417** | .442** | .166   | .506** | .395** | .282   | -.012  | .119   | .083   | -.023  | .178   | .097   | .086   | .435** |        |
|       | Sig. (2-tailed)     |    |        | .003   | .001   | .256   | .000   | .005   | .050   | .935   | .414   | .571   | .873   | .221   | .508   | .558   | .002   |        |
|       | N                   |    | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |        |
| Y2    | Pearson Correlation |    | .417** |        | 1      | .398** | .178   | .481** | .289*  | .153   | .356*  | .186   | .593** | .251   | .165   | .517** | .687** |        |
|       | Sig. (2-tailed)     |    | .003   |        | .005   | .222   | .000   | .044   | .294   | .012   | .200   | .000   | .081   | .258   | .000   | .000   | .000   |        |
|       | N                   |    | 50     |        | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |        |
| Y3    | Pearson Correlation |    | .442** | .398** |        | 1      | .089   | .376** | .313*  | .254   | -.006  | .471** | .339*  | -.043  | .407** | .365** | .275   | .570** |
|       | Sig. (2-tailed)     |    | .001   | .005   |        | .545   | .008   | .029   | .078   | .967   | .001   | .017   | .770   | .004   | .010   | .056   | .000   |        |
|       | N                   |    | 50     | 50     |        | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |        |
| Y4    | Pearson Correlation |    | .166   | .178   | .089   |        | 1      | .490** | .355*  | .206   | .249   | .273   | .000   | .015   | .280   | -.058  | -.058  | .412** |
|       | Sig. (2-tailed)     |    | .256   | .222   | .545   |        | .000   | .012   | .156   | .084   | .058   |        | 1.000  | .920   | .051   | .692   | .691   | .003   |
|       | N                   |    | 50     | 50     | 50     |        | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |
| Y5    | Pearson Correlation |    | .506** | .481** | .376** | .490** |        | 1      | .600** | .436** | .238   | .199   | .445** | .227   | .320*  | .358*  | .435** | .758** |
|       | Sig. (2-tailed)     |    | .000   | .000   | .008   | .000   |        | .000   | .002   | .099   | .099   | .171   | .001   | .118   | .025   | .012   | .002   | .000   |
|       | N                   |    | 50     | 50     | 50     | 50     |        | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |
| Y6    | Pearson Correlation |    | .395** | .289*  | .313*  | .355*  | .600** |        | 1      | .342*  | .248   | .165   | .323*  | .271   | .156   | .303*  | .297*  | .627** |
|       | Sig. (2-tailed)     |    | .005   | .044   | .029   | .012   | .000   |        | .016   | .085   | .258   | .024   | .060   | .283   | .034   | .038   | .000   |        |
|       | N                   |    | 50     | 50     | 50     | 50     | 50     |        | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |
| Y7    | Pearson Correlation |    | .282   | .153   | .254   | .206   | .436** | .342*  |        | 1      | .183   | .023   | .166   | .284*  | .136   | .027   | .080   | .441** |
|       | Sig. (2-tailed)     |    | .050   | .294   | .078   | .156   | .002   | .016   |        | .207   | .876   | .256   | .048   | .353   | .852   | .584   | .002   |        |
|       | N                   |    | 50     | 50     | 50     | 50     | 50     | 50     |        | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |
| Y8    | Pearson Correlation |    | -.012  | .356*  | -.006  | .249   | .238   | .248   | .183   |        | 1      | -.108  | .225   | .587** | -.086  | .252   | .126   | .448** |
|       | Sig. (2-tailed)     |    | .935   | .012   | .967   | .084   | .099   | .085   | .207   |        | .460   | .121   | .000   | .555   | .081   | .390   | .001   |        |
|       | N                   |    | 50     | 50     | 50     | 50     | 50     | 50     | 50     |        | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |
| Y9    | Pearson Correlation |    | .119   | .186   | .471** | .273   | .199   | .165   | .023   | -.108  |        | 1      | .412** | -.058  | .892** | .250   | .338*  | .523** |
|       | Sig. (2-tailed)     |    | .414   | .200   | .001   | .058   | .171   | .258   | .876   | .460   |        | .003   | .690   | .000   | .083   | .017   | .000   |        |
|       | N                   |    | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |        | 50     | 50     | 50     | 50     | 50     | 50     | 50     |
| Y10   | Pearson Correlation |    | .083   | .593** | .339*  | .000   | .445** | .323*  | .166   | .225   | .412** |        | 1      | .316*  | .407** | .810** | .935** | .754** |
|       | Sig. (2-tailed)     |    | .571   | .000   | .017   | 1.000  | .001   | .024   | .256   | .121   | .003   |        | .027   | .004   | .000   | .000   | .000   | .000   |
|       | N                   |    | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |        | 50     | 50     | 50     | 50     | 50     | 50     |
| Y11   | Pearson Correlation |    | -.023  | .251   | -.043  | .015   | .227   | .271   | .284*  | .587** | -.058  | .316*  |        | 1      | .029   | .107   | .261   | .442** |
|       | Sig. (2-tailed)     |    | .873   | .081   | .770   | .920   | .118   | .060   | .048   | .000   | .690   | .027   |        | .845   | .465   | .070   | .001   |        |
|       | N                   |    | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |        | 50     | 50     | 50     | 50     | 50     |
| Y12   | Pearson Correlation |    | .178   | .165   | .407** | .280   | .320*  | .156   | .136   | -.086  | .892** | .407** | .029   |        | 1      | .222   | .367** | .563** |
|       | Sig. (2-tailed)     |    | .221   | .258   | .004   | .051   | .025   | .283   | .353   | .555   | .000   | .004   | .845   |        | .124   | .010   | .000   |        |
|       | N                   |    | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |        | 50     | 50     | 50     | 50     |
| Y13   | Pearson Correlation |    | .097   | .517** | .365** | -.058  | .358*  | .303*  | .027   | .252   | .250   | .810** | .107   | .222   |        | 1      | .783** | .621** |
|       | Sig. (2-tailed)     |    | .508   | .000   | .010   | .692   | .012   | .034   | .852   | .081   | .083   | .000   | .465   | .124   |        | .000   | .000   | .000   |
|       | N                   |    | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |        | 50     | 50     | 50     |
| Y14   | Pearson Correlation |    | .086   | .569** | .275   | -.058  | .435** | .297*  | .080   | .126   | .338*  | .935** | .261   | .367** | .783** |        | 1      | .679** |
|       | Sig. (2-tailed)     |    | .558   | .000   | .056   | .691   | .002   | .038   | .584   | .390   | .017   | .000   | .070   | .010   | .000   |        | .000   |        |
|       | N                   |    | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |        | 50     | 50     |
| TOTAL | Pearson Correlation |    | .435** | .687** | .570** | .412** | .758** | .627** | .441** | .448** | .523** | .754** | .442** | .563** | .621** | .679** |        | 1      |
|       | Sig. (2-tailed)     |    | .002   | .000   | .000   | .003   | .000   | .000   | .002   | .001   | .000   | .000   | .001   | .000   | .000   | .000   |        | .000   |
|       | N                   |    | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     | 50     |        | 50     |

## 2. Hasil Uji Realibilitas

### a. Uji Realibilitas Disiplin Kerja

| Reliability Statistics |            |
|------------------------|------------|
| Cronbach's Alpha       | N of Items |
| .613                   | 8          |

### b. Uji Realibilitas Kualitas Pelayanan

| Reliability Statistics |            |
|------------------------|------------|
| Cronbach's Alpha       | N of Items |
| .666                   | 10         |

### c. Uji Realibilitas Kepuasan Masyarakat

| Reliability Statistics |            |
|------------------------|------------|
| Cronbach's Alpha       | N of Items |
| .832                   | 14         |

## 2. Hasil Uji Normalitas

### One-Sample Kolmogorov-Smirnov Test

|                                  |                | Unstandardized Residual |
|----------------------------------|----------------|-------------------------|
| N                                |                | 50                      |
| Normal Parameters <sup>a,b</sup> | Mean           | .0000000                |
|                                  | Std. Deviation | 6.29101173              |
| Most Extreme Differences         | Absolute       | .089                    |
|                                  | Positive       | .089                    |
|                                  | Negative       | -.058                   |
| Test Statistic                   |                | .089                    |
| Asymp. Sig. (2-tailed)           |                | .200 <sup>c,d</sup>     |

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Cotection.

d. This is a lower bound of the true significance.

### 3. Hasil uji Multikolinearitas

#### Coefficients<sup>a</sup>

| Model |                    | Collinearity Statistics |       |
|-------|--------------------|-------------------------|-------|
|       |                    | Tolerance               | VIF   |
| 1     | DISIPLIN KERJA     | .989                    | 1.012 |
|       | KUALITAS PELAYANAN | .989                    | 1.012 |

a. Dependent Variable: KEPUASAN MASYARAKAT

### 4. Hasil Uji Heterokedastisitas

#### Coefficients<sup>a</sup>

| Model | Unstandardized Coefficients |           | Standardized Coefficients | t      | Sig. |
|-------|-----------------------------|-----------|---------------------------|--------|------|
|       | B                           | Std. Etor | Beta                      |        |      |
| 1     | (Constant)                  | 8.047     |                           | 1.887  | .065 |
|       | DISIPLIN KERJA              | .001      | .001                      | .005   | .996 |
|       | KUALITAS PELAYANAN          | -.131     | -.157                     | -1.082 | .285 |

a. Dependent Variable: ABS\_RES

### 5. Hasil Uji Regresi Lineaar Berganda

#### Coefficients<sup>a</sup>

| Model | Unstandardized Coefficients |           | Standardized Coefficients | t      | Sig. |
|-------|-----------------------------|-----------|---------------------------|--------|------|
|       | B                           | Std. Etor | Beta                      |        |      |
| 1     | (Constant)                  | 37.268    |                           | 5.171  | .000 |
|       | DISIPLIN KERJA              | -1.016    | -.457                     | -4.094 | .000 |
|       | KUALITAS PELAYANAN          | .762      | .416                      | 3.725  | .001 |

a. Dependent Variable: KEPUASAN MASYARAKAT

## 6. Hasil Uji T

| Coefficients <sup>a</sup> |                    |                             |            |                           |      |
|---------------------------|--------------------|-----------------------------|------------|---------------------------|------|
| Model                     |                    | Unstandardized Coefficients |            | Standardized Coefficients | Sig. |
|                           |                    | B                           | Std. Error | Beta                      |      |
| 1                         | (Constant)         | 37.268                      | 7.207      |                           | .000 |
|                           | DISIPLIN KERJA     | 1.016                       | .248       | .457                      | .000 |
|                           | KUALITAS PELAYANAN | .762                        | .204       | .416                      | .001 |

a. Dependent Variable: KEPUASAN MASYARAKAT

## 7. Hasil Uji F

| ANOVA <sup>a</sup> |            |                |    |             |                   |
|--------------------|------------|----------------|----|-------------|-------------------|
| Model              |            | Sum of Squares | df | Mean Square | Sig.              |
| 1                  | Regression | 1415.155       | 2  | 707.578     | .000 <sup>b</sup> |
|                    | Residual   | 1939.265       | 47 | 41.261      |                   |
|                    | Total      | 3354.420       | 49 |             |                   |

a. Dependent Variable: KEPUASAN MASYARAKAT

b. Predictors: (Constant), DISIPLIN KERJA, KUALITAS PELAYANAN

## 8. Hasil Koefisien Determinasi

| Model Summary <sup>b</sup> |                   |          |                   |                            |
|----------------------------|-------------------|----------|-------------------|----------------------------|
| Model                      | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1                          | .650 <sup>a</sup> | .422     | .397              | 6.423                      |

a. Predictors: (Constant), KUALITAS PELAYANAN, DISIPLIN KERJA

b. Dependent Variable: KEPUASAN MASYARAKAT

## Lampiran 6 Tabel UJI T Dan Uji F

Tabel Uji t

| Pr<br>df | 0.25<br>0.50 | 0.10<br>0.20 | 0.05<br>0.10 | 0.025<br>0.050 | 0.01<br>0.02 | 0.005<br>0.010 | 0.001<br>0.002 |
|----------|--------------|--------------|--------------|----------------|--------------|----------------|----------------|
| 41       | 0.68052      | 1.30254      | 1.68288      | 2.01954        | 2.42080      | 2.70118        | 3.30127        |
| 42       | 0.68038      | 1.30204      | 1.68195      | 2.01808        | 2.41847      | 2.69807        | 3.29595        |
| 43       | 0.68024      | 1.30155      | 1.68107      | 2.01669        | 2.41625      | 2.69510        | 3.29089        |
| 44       | 0.68011      | 1.30109      | 1.68023      | 2.01537        | 2.41413      | 2.69228        | 3.28607        |
| 45       | 0.67998      | 1.30065      | 1.67943      | 2.01410        | 2.41212      | 2.68959        | 3.28148        |
| 46       | 0.67986      | 1.30023      | 1.67866      | 2.01290        | 2.41019      | 2.68701        | 3.27710        |
| 47       | 0.67975      | 1.29982      | 1.67793      | 2.01174        | 2.40835      | 2.68456        | 3.27291        |
| 48       | 0.67964      | 1.29944      | 1.67722      | 2.01063        | 2.40658      | 2.68220        | 3.26891        |
| 49       | 0.67953      | 1.29907      | 1.67655      | 2.00958        | 2.40489      | 2.67995        | 3.26508        |
| 50       | 0.67943      | 1.29871      | 1.67591      | 2.00856        | 2.40327      | 2.67779        | 3.26141        |
| 51       | 0.67933      | 1.29837      | 1.67528      | 2.00758        | 2.40172      | 2.67572        | 3.25789        |
| 52       | 0.67924      | 1.29805      | 1.67469      | 2.00665        | 2.40022      | 2.67373        | 3.25451        |
| 53       | 0.67915      | 1.29773      | 1.67412      | 2.00575        | 2.39879      | 2.67182        | 3.25127        |
| 54       | 0.67906      | 1.29743      | 1.67356      | 2.00488        | 2.39741      | 2.66998        | 3.24815        |
| 55       | 0.67898      | 1.29713      | 1.67303      | 2.00404        | 2.39608      | 2.66822        | 3.24515        |
| 56       | 0.67890      | 1.29685      | 1.67252      | 2.00324        | 2.39480      | 2.66651        | 3.24226        |
| 57       | 0.67882      | 1.29658      | 1.67203      | 2.00247        | 2.39357      | 2.66487        | 3.23948        |
| 58       | 0.67874      | 1.29632      | 1.67155      | 2.00172        | 2.39238      | 2.66329        | 3.23680        |
| 59       | 0.67867      | 1.29607      | 1.67109      | 2.00100        | 2.39123      | 2.66176        | 3.23421        |
| 60       | 0.67860      | 1.29582      | 1.67065      | 2.00030        | 2.39012      | 2.66028        | 3.23171        |
| 61       | 0.67853      | 1.29558      | 1.67022      | 1.99962        | 2.38905      | 2.65886        | 3.22930        |
| 62       | 0.67847      | 1.29536      | 1.66980      | 1.99897        | 2.38801      | 2.65748        | 3.22696        |
| 63       | 0.67840      | 1.29513      | 1.66940      | 1.99834        | 2.38701      | 2.65615        | 3.22471        |
| 64       | 0.67834      | 1.29492      | 1.66901      | 1.99773        | 2.38604      | 2.65485        | 3.22253        |
| 65       | 0.67828      | 1.29471      | 1.66864      | 1.99714        | 2.38510      | 2.65360        | 3.22041        |
| 66       | 0.67823      | 1.29451      | 1.66827      | 1.99656        | 2.38419      | 2.65239        | 3.21837        |
| 67       | 0.67817      | 1.29432      | 1.66792      | 1.99601        | 2.38330      | 2.65122        | 3.21639        |
| 68       | 0.67811      | 1.29413      | 1.66757      | 1.99547        | 2.38245      | 2.65008        | 3.21446        |
| 69       | 0.67806      | 1.29394      | 1.66724      | 1.99495        | 2.38161      | 2.64898        | 3.21260        |
| 70       | 0.67801      | 1.29376      | 1.66691      | 1.99444        | 2.38081      | 2.64790        | 3.21079        |
| 71       | 0.67796      | 1.29359      | 1.66660      | 1.99394        | 2.38002      | 2.64686        | 3.20903        |
| 72       | 0.67791      | 1.29342      | 1.66629      | 1.99346        | 2.37926      | 2.64585        | 3.20733        |
| 73       | 0.67787      | 1.29326      | 1.66600      | 1.99300        | 2.37852      | 2.64487        | 3.20567        |
| 74       | 0.67782      | 1.29310      | 1.66571      | 1.99254        | 2.37780      | 2.64391        | 3.20406        |
| 75       | 0.67778      | 1.29294      | 1.66543      | 1.99210        | 2.37710      | 2.64298        | 3.20249        |
| 76       | 0.67773      | 1.29279      | 1.66515      | 1.99167        | 2.37642      | 2.64208        | 3.20096        |
| 77       | 0.67769      | 1.29264      | 1.66488      | 1.99125        | 2.37576      | 2.64120        | 3.19948        |
| 78       | 0.67765      | 1.29250      | 1.66462      | 1.99085        | 2.37511      | 2.64034        | 3.19804        |
| 79       | 0.67761      | 1.29236      | 1.66437      | 1.99045        | 2.37448      | 2.63950        | 3.19663        |
| 80       | 0.67757      | 1.29222      | 1.66412      | 1.99006        | 2.37387      | 2.63869        | 3.19526        |

Tabel Uji F

| Titik Persentase Distribusi F untuk Probabilita = 0,05 |                         |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|--------------------------------------------------------|-------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| df untuk penyebut (N2)                                 | df untuk pembilang (N1) |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|                                                        | 1                       | 2    | 3    | 4    | 5    | 6    | 7    | 8    | 9    | 10   | 11   | 12   | 13   | 14   | 15   |
| 46                                                     | 4.05                    | 3.20 | 2.81 | 2.57 | 2.42 | 2.30 | 2.22 | 2.15 | 2.09 | 2.04 | 2.00 | 1.97 | 1.94 | 1.91 | 1.89 |
| 47                                                     | 4.05                    | 3.20 | 2.80 | 2.57 | 2.41 | 2.30 | 2.21 | 2.14 | 2.09 | 2.04 | 2.00 | 1.96 | 1.93 | 1.91 | 1.88 |
| 48                                                     | 4.04                    | 3.19 | 2.80 | 2.57 | 2.41 | 2.29 | 2.21 | 2.14 | 2.08 | 2.03 | 1.99 | 1.96 | 1.93 | 1.90 | 1.88 |
| 49                                                     | 4.04                    | 3.19 | 2.79 | 2.56 | 2.40 | 2.29 | 2.20 | 2.13 | 2.08 | 2.03 | 1.99 | 1.96 | 1.93 | 1.90 | 1.88 |
| 50                                                     | 4.03                    | 3.18 | 2.79 | 2.56 | 2.40 | 2.29 | 2.20 | 2.13 | 2.07 | 2.03 | 1.99 | 1.95 | 1.92 | 1.89 | 1.87 |
| 51                                                     | 4.03                    | 3.18 | 2.79 | 2.55 | 2.40 | 2.28 | 2.20 | 2.13 | 2.07 | 2.02 | 1.98 | 1.95 | 1.92 | 1.89 | 1.87 |
| 52                                                     | 4.03                    | 3.18 | 2.78 | 2.55 | 2.39 | 2.28 | 2.19 | 2.12 | 2.07 | 2.02 | 1.98 | 1.94 | 1.91 | 1.89 | 1.86 |
| 53                                                     | 4.02                    | 3.17 | 2.78 | 2.55 | 2.39 | 2.28 | 2.19 | 2.12 | 2.06 | 2.01 | 1.97 | 1.94 | 1.91 | 1.88 | 1.86 |
| 54                                                     | 4.02                    | 3.17 | 2.78 | 2.54 | 2.39 | 2.27 | 2.18 | 2.12 | 2.06 | 2.01 | 1.97 | 1.94 | 1.91 | 1.88 | 1.86 |
| 55                                                     | 4.02                    | 3.16 | 2.77 | 2.54 | 2.38 | 2.27 | 2.18 | 2.11 | 2.06 | 2.01 | 1.97 | 1.93 | 1.90 | 1.88 | 1.85 |
| 56                                                     | 4.01                    | 3.16 | 2.77 | 2.54 | 2.38 | 2.27 | 2.18 | 2.11 | 2.05 | 2.00 | 1.96 | 1.93 | 1.90 | 1.87 | 1.85 |
| 57                                                     | 4.01                    | 3.16 | 2.77 | 2.53 | 2.38 | 2.26 | 2.18 | 2.11 | 2.05 | 2.00 | 1.96 | 1.93 | 1.90 | 1.87 | 1.85 |
| 58                                                     | 4.01                    | 3.16 | 2.76 | 2.53 | 2.37 | 2.26 | 2.17 | 2.10 | 2.05 | 2.00 | 1.96 | 1.92 | 1.89 | 1.87 | 1.84 |
| 59                                                     | 4.00                    | 3.15 | 2.76 | 2.53 | 2.37 | 2.26 | 2.17 | 2.10 | 2.04 | 2.00 | 1.96 | 1.92 | 1.89 | 1.86 | 1.84 |
| 60                                                     | 4.00                    | 3.15 | 2.76 | 2.53 | 2.37 | 2.25 | 2.17 | 2.10 | 2.04 | 1.99 | 1.95 | 1.92 | 1.89 | 1.86 | 1.84 |
| 61                                                     | 4.00                    | 3.15 | 2.76 | 2.52 | 2.37 | 2.25 | 2.16 | 2.09 | 2.04 | 1.99 | 1.95 | 1.91 | 1.88 | 1.86 | 1.83 |
| 62                                                     | 4.00                    | 3.15 | 2.75 | 2.52 | 2.36 | 2.25 | 2.16 | 2.09 | 2.03 | 1.99 | 1.95 | 1.91 | 1.88 | 1.85 | 1.83 |
| 63                                                     | 3.99                    | 3.14 | 2.75 | 2.52 | 2.36 | 2.25 | 2.16 | 2.09 | 2.03 | 1.98 | 1.94 | 1.91 | 1.88 | 1.85 | 1.83 |
| 64                                                     | 3.99                    | 3.14 | 2.75 | 2.52 | 2.36 | 2.24 | 2.16 | 2.09 | 2.03 | 1.98 | 1.94 | 1.91 | 1.88 | 1.85 | 1.83 |
| 65                                                     | 3.99                    | 3.14 | 2.75 | 2.51 | 2.36 | 2.24 | 2.15 | 2.08 | 2.03 | 1.98 | 1.94 | 1.90 | 1.87 | 1.85 | 1.82 |
| 66                                                     | 3.99                    | 3.14 | 2.74 | 2.51 | 2.35 | 2.24 | 2.15 | 2.08 | 2.03 | 1.98 | 1.94 | 1.90 | 1.87 | 1.84 | 1.82 |
| 67                                                     | 3.98                    | 3.13 | 2.74 | 2.51 | 2.35 | 2.24 | 2.15 | 2.08 | 2.02 | 1.98 | 1.93 | 1.90 | 1.87 | 1.84 | 1.82 |
| 68                                                     | 3.98                    | 3.13 | 2.74 | 2.51 | 2.35 | 2.24 | 2.15 | 2.08 | 2.02 | 1.97 | 1.93 | 1.90 | 1.87 | 1.84 | 1.82 |
| 69                                                     | 3.98                    | 3.13 | 2.74 | 2.50 | 2.35 | 2.23 | 2.15 | 2.08 | 2.02 | 1.97 | 1.93 | 1.90 | 1.86 | 1.84 | 1.81 |
| 70                                                     | 3.98                    | 3.13 | 2.74 | 2.50 | 2.35 | 2.23 | 2.14 | 2.07 | 2.02 | 1.97 | 1.93 | 1.89 | 1.86 | 1.84 | 1.81 |
| 71                                                     | 3.98                    | 3.13 | 2.73 | 2.50 | 2.34 | 2.23 | 2.14 | 2.07 | 2.01 | 1.97 | 1.93 | 1.89 | 1.86 | 1.83 | 1.81 |
| 72                                                     | 3.97                    | 3.12 | 2.73 | 2.50 | 2.34 | 2.23 | 2.14 | 2.07 | 2.01 | 1.96 | 1.92 | 1.89 | 1.86 | 1.83 | 1.81 |
| 73                                                     | 3.97                    | 3.12 | 2.73 | 2.50 | 2.34 | 2.23 | 2.14 | 2.07 | 2.01 | 1.96 | 1.92 | 1.89 | 1.86 | 1.83 | 1.81 |
| 74                                                     | 3.97                    | 3.12 | 2.73 | 2.50 | 2.34 | 2.22 | 2.14 | 2.07 | 2.01 | 1.96 | 1.92 | 1.89 | 1.85 | 1.83 | 1.80 |
| 75                                                     | 3.97                    | 3.12 | 2.73 | 2.49 | 2.34 | 2.22 | 2.13 | 2.06 | 2.01 | 1.96 | 1.92 | 1.88 | 1.85 | 1.83 | 1.80 |
| 76                                                     | 3.97                    | 3.12 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.06 | 2.01 | 1.96 | 1.92 | 1.88 | 1.85 | 1.82 | 1.80 |
| 77                                                     | 3.97                    | 3.12 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.06 | 2.00 | 1.96 | 1.92 | 1.88 | 1.85 | 1.82 | 1.80 |
| 78                                                     | 3.96                    | 3.11 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.06 | 2.00 | 1.95 | 1.91 | 1.88 | 1.85 | 1.82 | 1.80 |
| 79                                                     | 3.96                    | 3.11 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.06 | 2.00 | 1.95 | 1.91 | 1.88 | 1.85 | 1.82 | 1.79 |
| 80                                                     | 3.96                    | 3.11 | 2.72 | 2.49 | 2.33 | 2.21 | 2.13 | 2.06 | 2.00 | 1.95 | 1.91 | 1.88 | 1.84 | 1.82 | 1.79 |
| 81                                                     | 3.96                    | 3.11 | 2.72 | 2.48 | 2.33 | 2.21 | 2.12 | 2.05 | 2.00 | 1.95 | 1.91 | 1.87 | 1.84 | 1.82 | 1.79 |

## Lampiran 7. Sesi Dokumentasi



## **BIODATA PENULIS**

Penulis dilahirkan di Cilacap pada tanggal 15 September 2002 sebagai anak tunggal dari pasangan Bapak Sukirno dan Ibu Maryati. Saat ini Penulis bertempat tinggal di Jalan Kebon Sayur RT. 04 RW. 09 Kecamatan Kesugihan Kabupaten Cilacap HP. 085731067429 , Alamat E-Mail [deffiseptiani2002@gmail.com](mailto:deffiseptiani2002@gmail.com) Pendidikan SMK ditempuh di SMK Boedi Oetomo Cilacap, lulusan pada tahun 2020. Pada tahun 2020 penulis diterima di jurusan Manajemen Fakultas Ekonomi Universitas Nahdlatul Ulama Al-Ghazali Cilacap.