

LAMPIRAN

Lampiran 1. Kuesioner Penelitian

KUESIONER KUALITAS PELAYANAN PUBLIK TERHADAP KEPUASAN MASYARAKAT

Dengan hormat,

Saya Dian Mahendra Yusuf dari Universitas Muhammadiyah Yogyakarta (UMY) Fakultas Ekonomi dan Bisnis jurusan Ilmu Ekonomi Studi Pembangunan, yang sedang menyelesaikan skripsi sebagai syarat untuk memperoleh gelar sarjana. Penelitian ini bertujuan untuk memenuhi tugas skripsi dengan judul “*Analisis Pengaruh Kualitas Pelayanan Publik Terhadap Kepuasan Masyarakat Pada Kantor Kelurahan Kudaile Kabupaten Tegal*”, untuk itu para responden atau masyarakat dengan suka rela membantu mengisi kuesioner dibawah ini dengan jawaban yang sebenar-benarnya. Sebelumnya saya ucapkan terimakasih atas waktu dan ketersediaannya. Semoga penelitian ini dapat berguna untuk berbagai pihak.

Bantul, 13 Mei 2019

Dian Mahendra Yusuf

KUESIONER PENELITIAN

Keterangan penilaian dalam kuesioner berikut adalah sebagai berikut :

1. STS = Sangat Tidak Setuju
2. TS = Tidak Setuju
3. S = Setuju
4. SS = Sangat Setuju

Dalam mengisi kuesioner dibawah diharapkan responden mengisi pilihan pendidikan terakhir, pekerjaan dan kolom kuesioner dibawah dengan memberi tanda centang (✓)

A. Deskripsi Responden

1. Nama (Boleh di kosongi) :
2. Alamat :
3. Jenis kelamin :
4. Pendidikan terakhir :
L/P
 - SD
 - SLTP
 - SLTA/Sederajat
 - Diploma (D3)
 - Strata 1 (Sarjana)
 - Strata 2 (Master)
 - Strata 3 (Doktor)
5. Pekerjaan :
 - Pegawai Negeri Sipil (PNS)
 - Wiraswasta
 - Guru
 - Dokter
 - Polisi/TNI
 - Buruh
 - Dll

B. Kuesioner Kualitas Pelayanan

Tangible (Pelayanan Bukti Fisik)

No	Pertanyaan	STS	TS	S	SS
1	Petugas Kantor Kelurahan Kudaile berpenampilan rapi dan sopan				
2	Pada bagian pelayanan memiliki sarana prasarana yang cukup lengkap dan modern (telepon, komputer, dll)				
3	Ketersediaan ruangan pelayanan di Kantor Kelurahan Kudaile memiliki fasilitas yang nyaman (AC, papan informasi, dll)				
4	Kantor Kelurahan Kudaile menyediakan tempat parkir yang luas				
5	Kantor Kelurahan Kudaile memiliki <i>website</i> agar masyarakat dapat mengetahui alur atau berkas yang dibutuhkan untuk mengurus keperluan administrasi.				

Reliability (Kehandalan Pelayanan)

No	Pertanyaan	STS	TS	S	SS
1	Petugas Kantor Kelurahan Kudaile memberikan penjelasan mengenai alur administrasi dengan jelas.				
2	Petugas Kantor Kelurahan Kudaile menyelesaikan pelayanan administrasi dengan cepat dan efektif.				
3	Petugas Kantor Kelurahan Kudaile melayani masyarakat dengan sama, tidak membedakan.				
4	Petugas Kantor Kelurahan Kudaile melayani masyarakat dengan ramah dan selalu siap menolong.				
5	Saya tidak menunggu lama sebelum saya dilayani.				

Responsiveness (Ketanggapn Pelayanan)

No	Pertanyaan	STS	TS	S	SS
1	Petugas Kantor Kelurahan Kudaile melayani dengan ramah dan sabar.				
2	Petugas Kantor Kelurahan Kudaile mendengarkan dengan baik ketika masyarakat bertanya sesuatu yang belum dimengerti.				
3	Petugas Kantor Kelurahan Kudaile menangani masalah administrasi dengan cepat dan				

	memuaskan.				
4	Pelayanan yang diberikan oleh petugas Kantor Kelurahan Kudaile memuaskan.				

Empathy (Perhatian Pelayanan)

No	Pertanyaan	STS	TS	S	SS
1	Petugas Kantor Kelurahan Kudaile jujur dalam memberikan pelayanan kepada masyarakat.				
2	Petugas Kantor Kelurahan Kudaile dapat memahami apa yang dibutuhkan masyarakat.				
3	Petugas Kantor Kelurahan Kudaile selalu berbicara dengan santun dan menyenangkan.				
4	Saya merasa puas dengan cara petugas Kantor Kelurahan Kudaile memperlakukan saya.				

Kepuasan Masyarakat

No	Pertanyaan	STS	TS	S	SS
1	Kenyamanan tempat yang disediakan oleh pihak Kantor Kelurahan Kudaile memuaskan				
2	Kecepatan petugas Kantor Kelurahan Kudaile dalam melakukan pelayanan memuaskan				
3	Pelayanan petugas dalam memahami keinginan dan kebutuhan masyarakat memuaskan.				
4	Pelayanan Kantor Kelurahan Kudaile yang memiliki fasilitas yang modern memuaskan dan dapat mempermudah proses administrasi.				
5	Keramahan dan kesopanan pelayanan oleh petugas Kantor Kelurahan Kudaile memuaskan.				
6	Pelayanan Kantor Kelurahan Kudaile dalam memberikan syarat yang dibutuhkan untuk pengurusan administrasi melalui internet untuk mempermudah proses administrasi memuaskan.				
7	Kejelasan petugas dalam memberikan penjelasan kepada masyarakat memuaskan.				
8	Keamanan yang diberikan dan yang berada di sekitar Kantor Kelurahan Kudaile memuaskan.				
9	Fasilitas informasi yang diberikan Kantor Kelurahan Kudaile memuaskan.				

Lampiran 2. Jenis Kelamin Responden

No.	Jenis Kelamin	Frekuensi	Persentase
1	Laki laki	41	41%
2	Perempuan	59	59%
Total		100	100%

Lampiran 3. Pendidikan Responden

No.	Pendidikan	Frekuensi	Persentase
1	SD	8	8%
2	SMP	11	11%
3	SMA/Sederajat	58	58%
4	Diploma (D3)	7	7%
5	Strata 1 (Sarjana)	15	15%
6	Strata 2 (Magister)	1	1%
7	Strata 3 (Doktor)	0	0%
Total		100	100%

Lampiran 4. Pekerjaan Responden

No.	Pekerjaan	Frekuensi	Persentase
1	Pegawai Negeri Sipil	14	14%
2	Wiraswasta	24	24%
3	Guru	6	6%
4	Dokter	2	2%
5	Polisi/TNI	3	3%
6	Buruh	15	15%
7	Dll	36	36%
Total		100	100%

Lampiran 5. Data Hasil Kuesioner Penelitian Variabel Tangible (X1)

Responden	Tangible (X1)					Total	Mean
	q1	q2	q3	q4	q5		
1	4	3	4	3	4	18	3.6
2	4	4	3	3	4	18	3.6
3	4	4	3	4	3	18	3.6
4	4	4	3	3	4	18	3.6
5	4	4	4	4	4	20	4
6	3	4	4	3	3	17	3.4
7	3	4	4	3	4	18	3.6
8	4	4	3	3	4	18	3.6
9	4	3	3	4	4	18	3.6
10	3	4	4	3	4	18	3.6
11	4	4	3	4	3	18	3.6
12	3	2	2	2	2	11	2.2
13	2	3	3	2	2	12	2.4
14	4	4	4	4	4	20	4
15	4	4	4	4	4	20	4
16	3	3	4	4	4	18	3.6
17	2	3	3	2	2	12	2.4
18	4	4	4	4	4	20	4
19	4	4	4	3	4	19	3.8
20	4	4	4	4	4	20	4
21	3	3	4	3	3	16	3.2
22	4	4	4	4	4	20	4
23	4	4	4	4	4	20	4
24	3	2	3	2	2	12	2.4
25	4	4	4	3	4	19	3.8
26	4	4	3	4	4	19	3.8
27	3	4	4	4	4	19	3.8
28	4	4	4	4	4	20	4
29	2	3	3	2	2	12	2.4
30	4	4	4	4	3	19	3.8
31	4	4	4	4	4	20	4
32	4	4	4	4	4	20	4
33	3	3	4	3	4	17	3.4
34	2	2	2	2	2	10	2
35	3	4	4	4	4	19	3.8

36	4	4	4	4	4	20	4
37	3	4	4	4	4	19	3.8
38	4	4	4	4	4	20	4
39	4	4	4	4	4	20	4
40	2	3	3	2	2	12	2.4
41	4	4	4	4	4	20	4
42	4	4	4	4	4	20	4
43	3	3	4	4	4	18	3.6
44	2	3	3	2	2	12	2.4
45	3	4	4	4	4	19	3.8
46	4	4	4	4	4	20	4
47	3	3	3	3	4	16	3.2
48	4	4	4	4	4	20	4
49	4	4	3	4	4	19	3.8
50	4	4	4	4	4	20	4
51	3	4	4	3	3	17	3.4
52	4	4	4	4	4	20	4
53	3	3	3	3	3	15	3
54	4	4	3	4	4	19	3.8
55	4	4	4	4	4	20	4
56	4	4	4	4	4	20	4
57	3	3	3	4	3	16	3.2
58	4	4	4	4	4	20	4
59	4	4	4	4	4	20	4
60	4	4	3	4	4	19	3.8
61	2	3	3	2	2	12	2.4
62	4	4	4	4	4	20	4
63	4	4	4	4	4	20	4
64	4	4	4	4	4	20	4
65	2	3	3	2	2	12	2.4
66	4	4	4	4	4	20	4
67	4	4	4	4	4	20	4
68	4	4	4	4	4	20	4
69	4	4	3	4	4	19	3.8
70	2	3	2	2	3	12	2.4
71	4	4	4	4	4	20	4
72	4	4	4	4	4	20	4
73	4	4	4	4	4	20	4
74	4	4	4	4	4	20	4

75	4	4	4	4	4	20	4
76	3	3	3	3	3	15	3
77	4	3	4	4	4	19	3.8
78	4	4	3	4	4	19	3.8
79	4	4	4	3	4	19	3.8
80	3	4	4	3	3	17	3.4
81	4	4	3	4	4	19	3.8
82	4	3	4	4	4	19	3.8
83	4	4	3	4	4	19	3.8
84	3	4	4	4	4	19	3.8
85	4	3	4	4	4	19	3.8
86	2	2	3	3	3	13	2.6
87	4	4	3	4	4	19	3.8
88	4	4	3	4	4	19	3.8
89	4	4	3	4	4	19	3.8
90	4	4	4	4	4	20	4
91	4	4	3	4	4	19	3.8
92	3	3	3	4	4	17	3.4
93	4	4	4	4	4	20	4
94	3	4	3	4	4	18	3.6
95	4	4	4	4	4	20	4
96	4	3	4	4	4	19	3.8
97	2	1	2	2	2	9	1.8
98	4	4	4	3	4	19	3.8
99	4	4	4	3	4	19	3.8
100	4	4	4	4	4	20	4
Total							3.61

Lampiran 6. Data Hasil Kuesioner Penelitian Variabel Reliability (X2)

Responden	Reliability (X2)					Total	Mean
	q1	q2	q3	q4	q5		
1	4	4	3	3	4	18	3.6
2	3	3	3	3	4	16	3.2
3	4	4	3	3	4	18	3.6
4	4	3	3	3	4	17	3.4
5	3	3	4	3	3	16	3.2
6	3	4	3	3	3	16	3.2
7	4	4	3	3	4	18	3.6
8	4	4	3	3	4	18	3.6
9	4	4	3	3	4	18	3.6
10	4	4	3	3	4	18	3.6
11	4	4	3	3	4	18	3.6
12	4	4	3	3	4	18	3.6
13	2	3	3	2	2	12	2.4
14	4	4	4	4	4	20	4
15	4	4	4	4	4	20	4
16	4	4	4	4	4	20	4
17	2	2	3	3	3	13	2.6
18	4	4	4	4	4	20	4
19	4	4	3	4	4	19	3.8
20	4	4	4	4	4	20	4
21	3	4	4	3	4	18	3.6
22	4	4	4	4	4	20	4
23	3	3	3	4	3	16	3.2
24	2	2	2	2	2	10	2
25	4	4	3	4	4	19	3.8
26	4	4	3	4	4	19	3.8
27	4	4	3	4	4	19	3.8
28	4	4	4	4	4	20	4
29	2	2	1	1	2	8	1.6
30	4	4	3	4	4	19	3.8
31	4	4	4	4	4	20	4
32	2	2	1	1	2	8	1.6
33	3	4	4	3	4	18	3.6
34	4	4	3	4	4	19	3.8
35	4	4	3	4	4	19	3.8

36	2	2	3	2	2	11	2.2
37	4	4	3	4	4	19	3.8
38	4	4	4	4	4	20	4
39	4	4	4	4	4	20	4
40	2	3	3	2	4	14	2.8
41	3	3	2	2	2	12	2.4
42	4	4	4	4	4	20	4
43	3	3	4	4	2	16	3.2
44	3	2	2	2	2	11	2.2
45	4	4	3	4	4	19	3.8
46	3	2	2	3	3	13	2.6
47	3	3	3	3	4	16	3.2
48	4	4	4	4	4	20	4
49	4	4	3	4	4	19	3.8
50	4	4	4	4	4	20	4
51	3	4	4	3	3	17	3.4
52	4	4	4	4	4	20	4
53	3	3	2	3	3	14	2.8
54	4	4	3	4	2	17	3.4
55	2	2	2	3	2	11	2.2
56	4	4	4	4	4	20	4
57	3	3	3	4	4	17	3.4
58	4	4	4	4	4	20	4
59	4	4	4	4	4	20	4
60	4	4	3	4	4	19	3.8
61	2	3	3	2	2	12	2.4
62	4	4	3	4	4	19	3.8
63	3	3	2	3	3	14	2.8
64	4	4	3	4	4	19	3.8
65	2	3	3	3	2	13	2.6
66	4	4	4	4	4	20	4
67	4	4	3	4	4	19	3.8
68	4	4	3	4	4	19	3.8
69	4	3	3	4	4	18	3.6
70	2	3	2	2	3	12	2.4
71	4	4	4	3	4	19	3.8
72	4	4	4	3	4	19	3.8
73	4	4	3	4	4	19	3.8
74	4	3	4	4	4	19	3.8

75	4	4	3	4	4	19	3.8
76	3	3	3	3	3	15	3
77	4	4	4	3	4	19	3.8
78	4	4	4	3	4	19	3.8
79	4	4	3	4	4	19	3.8
80	3	4	3	3	3	16	3.2
81	4	4	4	4	4	20	4
82	4	4	4	3	4	19	3.8
83	3	3	2	3	3	14	2.8
84	3	4	3	4	4	18	3.6
85	4	4	4	4	4	20	4
86	2	3	3	3	3	14	2.8
87	4	4	3	4	4	19	3.8
88	4	4	4	4	4	20	4
89	4	4	4	4	3	19	3.8
90	4	4	4	3	4	19	3.8
91	4	4	4	3	4	19	3.8
92	3	2	3	2	2	12	2.4
93	4	4	4	3	4	19	3.8
94	4	4	3	3	4	18	3.6
95	4	4	4	4	3	19	3.8
96	4	4	4	4	3	19	3.8
97	4	4	3	4	4	19	3.8
98	4	4	4	3	4	19	3.8
99	4	4	4	3	4	19	3.8
100	4	4	3	4	4	19	3.8
Total							3.48

Lampiran 7. Data Hasil Kuesioner Penelitian Variabel Responsiveness (X3)

Responden	Responsiveness (X3)				Total	Mean
	q1	q2	q3	q4		
1	4	3	3	4	14	3.5
2	4	3	3	4	14	3.5
3	4	3	3	4	14	3.5
4	4	3	3	4	14	3.5
5	4	4	4	4	16	4
6	2	2	2	2	8	2
7	4	3	3	4	14	3.5
8	4	4	4	4	16	4
9	2	2	2	2	8	2
10	4	3	3	4	14	3.5
11	4	3	3	4	14	3.5
12	2	2	1	2	7	1.75
13	3	4	3	4	14	3.5
14	3	2	2	2	9	2.25
15	4	4	4	4	16	4
16	4	4	4	3	15	3.75
17	2	2	2	3	9	2.25
18	4	4	4	4	16	4
19	4	3	4	4	15	3.75
20	2	2	2	2	8	2
21	4	3	3	3	13	3.25
22	4	4	4	4	16	4
23	4	4	4	4	16	4
24	3	3	2	2	10	2.5
25	2	2	2	2	8	2
26	2	2	2	2	8	2
27	4	3	4	4	15	3.75
28	4	4	4	4	16	4
29	2	2	2	2	8	2
30	4	3	4	4	15	3.75
31	4	4	4	4	16	4
32	2	3	3	3	11	2.75
33	4	4	3	3	14	3.5
34	3	3	3	2	11	2.75
35	4	3	4	4	15	3.75

36	4	4	4	4	16	4
37	4	3	4	4	15	3.75
38	3	4	3	3	13	3.25
39	4	4	4	4	16	4
40	2	2	2	2	8	2
41	4	4	4	4	16	4
42	4	4	4	4	16	4
43	3	4	4	4	15	3.75
44	3	3	3	2	11	2.75
45	4	3	4	4	15	3.75
46	4	4	4	4	16	4
47	3	3	3	4	13	3.25
48	4	4	4	4	16	4
49	4	3	4	4	15	3.75
50	4	4	4	4	16	4
51	4	4	3	3	14	3.5
52	4	4	4	4	16	4
53	4	4	4	4	16	4
54	4	3	4	4	15	3.75
55	4	4	4	4	16	4
56	4	4	4	4	16	4
57	3	3	4	3	13	3.25
58	4	4	4	4	16	4
59	4	4	4	4	16	4
60	4	3	4	4	15	3.75
61	3	3	2	2	10	2.5
62	4	4	4	4	16	4
63	4	4	4	3	15	3.75
64	4	3	4	4	15	3.75
65	2	3	3	3	11	2.75
66	3	4	4	4	15	3.75
67	4	3	4	4	15	3.75
68	4	4	3	4	15	3.75
69	4	3	4	3	14	3.5
70	3	2	2	3	10	2.5
71	4	4	4	4	16	4
72	4	4	4	4	16	4
73	4	4	4	3	15	3.75
74	4	4	4	4	16	4

75	3	4	4	4	15	3.75
76	3	3	3	3	12	3
77	4	3	4	4	15	3.75
78	4	4	3	3	14	3.5
79	4	4	3	4	15	3.75
80	4	4	3	3	14	3.5
81	4	4	4	4	16	4
82	4	4	4	3	15	3.75
83	4	4	4	4	16	4
84	4	4	3	4	15	3.75
85	4	4	3	4	15	3.75
86	2	3	3	3	11	2.75
87	4	4	4	4	16	4
88	4	4	3	4	15	3.75
89	4	4	3	4	15	3.75
90	4	4	4	4	16	4
91	4	3	4	4	15	3.75
92	3	3	4	4	14	3.5
93	4	3	4	4	15	3.75
94	4	3	4	3	14	3.5
95	4	4	3	4	15	3.75
96	4	4	4	4	16	4
97	4	4	4	3	15	3.75
98	4	4	3	4	15	3.75
99	4	4	4	4	16	4
100	4	4	3	4	15	3.75
Total						3.50

Lampiran 8. Data Hasil Kuesioner Penelitian Variabel Empathy (X4)

Responden	Empathy (X4)				Total	Mean
	q1	q2	q3	q4		
1	4	3	4	4	15	3.75
2	4	4	3	4	15	3.75
3	4	4	3	3	14	3.5
4	4	4	4	4	16	4
5	4	4	4	4	16	4
6	4	4	4	4	16	4
7	4	4	3	4	15	3.75
8	4	4	3	3	14	3.5
9	4	4	3	3	14	3.5
10	4	4	3	3	14	3.5
11	4	4	3	3	14	3.5
12	4	4	3	3	14	3.5
13	2	3	3	2	10	2.5
14	4	4	4	4	16	4
15	4	4	4	4	16	4
16	4	4	4	4	16	4
17	2	2	2	2	8	2
18	4	4	4	4	16	4
19	4	4	3	4	15	3.75
20	4	4	4	4	16	4
21	3	4	3	3	13	3.25
22	4	4	4	4	16	4
23	4	4	4	4	16	4
24	2	3	3	2	10	2.5
25	4	4	3	4	15	3.75
26	4	4	3	4	15	3.75
27	4	4	3	4	15	3.75
28	4	4	4	4	16	4
29	2	3	3	3	11	2.75
30	4	4	3	4	15	3.75
31	4	4	4	4	16	4
32	4	4	4	4	16	4
33	3	4	4	3	14	3.5
34	4	4	3	4	15	3.75
35	4	4	3	4	15	3.75

36	4	4	4	4	16	4
37	4	4	3	4	15	3.75
38	4	4	4	4	16	4
39	4	4	4	4	16	4
40	2	3	3	2	10	2.5
41	4	4	4	4	16	4
42	4	4	4	4	16	4
43	3	3	4	4	14	3.5
44	2	2	3	3	10	2.5
45	4	4	3	4	15	3.75
46	4	4	4	4	16	4
47	3	3	3	3	12	3
48	4	4	4	4	16	4
49	4	4	3	4	15	3.75
50	4	4	4	4	16	4
51	3	3	4	3	13	3.25
52	4	4	4	4	16	4
53	4	4	4	4	16	4
54	4	4	3	4	15	3.75
55	3	2	2	2	9	2.25
56	4	4	4	4	16	4
57	3	3	3	4	13	3.25
58	4	4	4	4	16	4
59	4	4	4	4	16	4
60	4	4	3	4	15	3.75
61	2	3	3	2	10	2.5
62	4	4	4	4	16	4
63	4	4	4	4	16	4
64	4	4	4	4	16	4
65	2	2	2	3	9	2.25
66	4	4	4	4	16	4
67	4	4	4	4	16	4
68	4	4	4	4	16	4
69	4	4	3	4	15	3.75
70	2	3	2	2	9	2.25
71	4	4	4	4	16	4
72	3	3	2	3	11	2.75
73	4	4	3	4	15	3.75
74	4	3	4	4	15	3.75

75	4	4	4	4	16	4
76	3	3	3	3	12	3
77	4	3	4	4	15	3.75
78	2	3	3	3	11	2.75
79	4	3	3	3	13	3.25
80	3	3	4	3	13	3.25
81	3	4	4	3	14	3.5
82	3	4	3	4	14	3.5
83	4	3	3	4	14	3.5
84	4	3	4	4	15	3.75
85	4	3	4	4	15	3.75
86	2	2	3	3	10	2.5
87	4	4	4	3	15	3.75
88	4	4	4	4	16	4
89	4	3	3	3	13	3.25
90	4	3	4	4	15	3.75
91	4	4	4	3	15	3.75
92	3	3	3	3	12	3
93	4	3	4	4	15	3.75
94	3	3	3	4	13	3.25
95	3	3	4	4	14	3.5
96	4	3	4	4	15	3.75
97	3	3	4	4	14	3.5
98	4	4	3	4	15	3.75
99	4	4	3	4	15	3.75
100	4	3	4	4	15	3.75
Total						3.58

Lampiran 9. Data Hasil Kuesioner Penelitian Variabel Kepuasan Masyarakat (Y)

No.	Kepuasan Masyarakat (Y)									Total	Mean
	q1	q2	q3	q4	q5	q6	q7	q8	q9		
1	4	4	3	4	4	4	4	3	3	33	3.67
2	4	4	3	4	4	4	4	4	3	34	3.78
3	4	4	3	4	4	4	3	4	3	33	3.67
4	4	4	3	4	4	3	3	4	3	32	3.56
5	4	4	4	4	4	4	4	4	4	36	4.00
6	3	4	4	3	3	3	4	3	4	31	3.44
7	4	4	3	4	3	4	3	4	3	32	3.56
8	4	4	3	4	4	4	3	4	3	33	3.67
9	4	4	3	4	4	4	4	4	3	34	3.78
10	4	4	3	4	4	4	4	4	3	34	3.78
11	4	4	3	4	3	4	4	4	3	33	3.67
12	4	4	3	4	3	4	4	4	4	34	3.78
13	2	3	3	2	3	3	3	3	4	26	2.89
14	4	4	4	3	3	3	4	3	4	32	3.56
15	4	4	4	4	4	4	4	4	3	35	3.89
16	3	4	4	3	3	3	4	3	4	31	3.44
17	3	3	2	2	2	3	3	3	2	23	2.56
18	4	4	4	4	4	4	4	4	4	36	4.00
19	4	4	3	4	4	4	4	4	3	34	3.78
20	4	3	4	4	3	4	4	3	4	33	3.67
21	3	4	3	3	3	3	4	4	3	30	3.33
22	4	4	4	4	4	4	4	4	4	36	4.00
23	4	4	4	4	4	4	4	4	4	36	4.00
24	2	3	3	2	3	3	2	2	3	23	2.56
25	4	4	3	4	4	4	3	4	3	33	3.67
26	4	4	3	4	4	4	4	4	3	34	3.78
27	4	4	3	4	4	4	4	4	3	34	3.78
28	4	4	4	4	4	4	4	4	4	36	4.00
29	2	2	2	3	3	2	2	2	2	20	2.22
30	4	4	3	4	4	4	4	4	3	34	3.78
31	4	4	4	4	4	4	4	4	4	36	4.00
32	3	3	3	3	3	2	3	3	2	25	2.78
33	3	4	4	3	3	3	3	3	4	30	3.33
34	3	3	3	3	3	3	3	3	3	27	3.00
35	4	4	3	4	4	4	3	4	3	33	3.67

36	4	4	4	4	4	4	4	4	4	36	4.00
37	4	4	3	4	4	4	4	4	3	34	3.78
38	3	3	3	3	3	3	4	3	3	28	3.11
39	4	4	4	4	4	4	4	4	4	36	4.00
40	2	3	3	2	2	2	2	2	3	21	2.33
41	4	4	4	4	3	3	4	4	4	34	3.78
42	4	4	4	3	4	4	4	4	4	35	3.89
43	3	3	4	4	4	4	3	3	4	32	3.56
44	3	2	2	2	3	3	3	3	2	23	2.56
45	4	4	3	4	4	4	4	3	3	33	3.67
46	4	4	4	4	4	4	3	4	4	35	3.89
47	3	3	3	4	4	3	3	4	3	30	3.33
48	4	3	3	3	4	3	3	3	3	29	3.22
49	4	4	3	4	3	4	4	4	3	33	3.67
50	4	4	4	3	4	4	4	4	4	35	3.89
51	3	4	4	3	3	3	3	3	4	30	3.33
52	4	4	4	3	4	4	4	4	4	35	3.89
53	4	4	4	4	3	3	4	4	4	34	3.78
54	4	4	3	4	3	4	4	4	3	33	3.67
55	3	3	3	3	3	3	2	3	3	26	2.89
56	4	4	4	4	3	4	4	4	4	35	3.89
57	3	3	3	3	3	3	3	3	3	27	3.00
58	4	4	4	4	4	4	4	3	4	35	3.89
59	4	4	3	4	3	4	3	4	4	33	3.67
60	4	4	3	4	4	3	4	4	3	33	3.67
61	2	3	3	2	3	2	3	3	3	24	2.67
62	4	4	4	4	3	4	4	4	4	35	3.89
63	4	4	4	3	4	3	4	4	4	34	3.78
64	4	4	4	4	4	4	4	4	4	36	4.00
65	3	3	3	2	3	3	3	2	2	24	2.67
66	4	4	4	3	4	4	4	4	4	35	3.89
67	4	4	4	4	3	3	3	3	4	32	3.56
68	4	4	4	4	3	4	4	4	4	35	3.89
69	4	4	3	4	4	3	4	4	3	33	3.67
70	2	3	2	3	3	3	3	2	2	23	2.56
71	4	4	4	4	4	4	4	4	4	36	4.00
72	4	4	4	4	4	4	4	4	4	36	4.00
73	4	4	4	4	4	4	3	4	4	35	3.89
74	3	3	3	3	4	3	4	4	4	31	3.44

75	4	4	4	4	3	4	4	4	4	35	3.89
76	3	3	3	3	3	3	3	3	3	27	3.00
77	4	4	4	3	4	4	4	4	4	35	3.89
78	4	4	4	4	4	4	4	4	4	36	4.00
79	4	4	4	4	4	4	3	3	4	34	3.78
80	3	4	4	3	3	3	3	4	3	30	3.33
81	4	4	4	3	4	4	4	4	4	35	3.89
82	4	4	4	4	3	3	3	3	4	32	3.56
83	3	3	3	3	3	2	3	3	3	26	2.89
84	4	4	4	4	4	4	3	3	4	34	3.78
85	4	4	4	4	4	4	3	3	4	34	3.78
86	2	2	3	3	3	2	3	3	3	24	2.67
87	4	4	4	4	4	3	4	4	4	35	3.89
88	4	4	4	4	4	4	4	4	4	36	4.00
89	4	4	4	4	3	4	4	4	4	35	3.89
90	4	4	3	3	4	4	4	4	4	34	3.78
91	4	4	4	3	4	4	4	4	4	35	3.89
92	3	3	3	4	3	4	3	3	3	29	3.22
93	4	3	4	4	4	4	3	4	4	34	3.78
94	4	4	3	4	4	4	3	4	3	33	3.67
95	3	4	4	4	4	4	4	4	4	35	3.89
96	3	4	4	4	4	3	4	4	4	34	3.78
97	4	3	3	4	3	3	3	3	4	30	3.33
98	3	4	4	3	4	4	4	4	4	34	3.78
99	4	3	4	4	3	4	3	3	3	31	3.44
100	4	4	3	4	4	4	4	4	4	35	3.89
Total											3.57

Lampiran 10. Distribusi Jawaban Responden Variabel Tangible (X1)

Butir	Alternatif Jawaban							
	STS		TS		S		SS	
	F	%	F	%	F	%	F	%
X1.1	0	0	11	11	22	22	87	87
X1.2	1	1	4	4	23	23	72	72
X1.3	0	0	4	4	33	33	63	63
X1.4	0	0	12	12	20	20	68	68
X1.5	0	0	11	11	12	12	77	77

Lampiran 11. Distribusi Jawaban Responden Variabel Reliability (X2)

Butir	Alternatif Jawaban							
	STS		TS		S		SS	
	F	%	F	%	F	%	F	%
X2.1	0	0	12	12	20	20	68	68
X2.2	0	0	9	9	20	20	71	71
X2.3	2	2	9	9	49	49	40	40
X2.4	2	2	9	9	37	37	52	52
X2.5	0	0	13	13	16	16	71	71

Lampiran 12. Distribusi Jawaban Responden Variabel Responsiveness (X3)

Butir	Alternatif Jawaban							
	STS		TS		S		SS	
	F	%	F	%	F	%	F	%
X3.1	0	0	12	12	15	15	73	73
X3.2	0	0	11	11	35	35	54	54
X3.3	1	1	12	12	30	30	57	57
X3.4	0	0	13	13	20	20	67	67

Lampiran 13. Distribusi Jawaban Responden Variabel Empathy (X4)

Butir	Alternatif Jawaban							
	STS		TS		S		SS	
	F	%	F	%	F	%	F	%
X5.1	0	0	11	11	16	16	73	73
X5.2	0	0	5	5	30	30	65	65
X5.3	0	0	5	5	42	42	53	53
X5.4	0	0	7	7	24	24	69	69

Lampiran 14. Distribusi Jawaban Responden Variabel Kepuasan

Masyarakat (Y)

Butir	Alternatif Jawaban							
	STS		TS		S		SS	
	F	%	F	%	F	%	F	%
Y.1	0	0	7	7	23	23	70	70
Y.2	0	0	4	4	45	45	51	51
Y.3	0	0	8	8	33	33	59	59
Y.4	0	0	7	7	29	29	64	64
Y.5	0	0	2	2	41	41	57	57
Y.6	0	0	6	6	32	32	62	62
Y.7	0	0	4	4	37	37	59	59
Y.8	0	0	5	5	31	31	64	64
Y.9	0	0	6	6	39	39	55	55

Lampiran 15. Hasil Uji Validitas

1. Tangible (X1)

		Correlations					
		X1.1	X1.2	X1.3	X1.4	X1.5	TOTAL
X1.1	Pearson Correlation	1	.680**	.489**	.769**	.792**	.885**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100
X1.2	Pearson Correlation	.680**	1	.557**	.642**	.682**	.831**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100
X1.3	Pearson Correlation	.489**	.557**	1	.530**	.583**	.725**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100
X1.4	Pearson Correlation	.769**	.642**	.530**	1	.818**	.893**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100
X1.5	Pearson Correlation	.792**	.682**	.583**	.818**	1	.916**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100
X1	Pearson Correlation	.885**	.831**	.725**	.893**	.916**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

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

2. Reliability (X2)

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	TOTAL
X2.1	Pearson Correlation	1	.807**	.547**	.707**	.758**	.900**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100
X2.2	Pearson Correlation	.807**	1	.622**	.652**	.744**	.898**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100
X2.3	Pearson Correlation	.547**	.622**	1	.531**	.506**	.757**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100
X2.4	Pearson Correlation	.707**	.652**	.531**	1	.603**	.829**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100
X2.5	Pearson Correlation	.758**	.744**	.506**	.603**	1	.852**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100
X2	Pearson Correlation	.900**	.898**	.757**	.829**	.852**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

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

3. Responsiveness (X3)

Correlations

		X3.1	X3.2	X3.3	X3.4	TOTAL
X3.1	Pearson Correlation	1	.674**	.701**	.732**	.889**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
X3.2	Pearson Correlation	.674**	1	.646**	.612**	.837**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
X3.3	Pearson Correlation	.701**	.646**	1	.718**	.883**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
X3.4	Pearson Correlation	.732**	.612**	.718**	1	.879**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
X3	Pearson Correlation	.889**	.837**	.883**	.879**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

4. Empathy (X4)

Correlations

		X4.1	X4.2	X4.3	X4.4	TOTAL
X4.1	Pearson Correlation	1	.706**	.482**	.739**	.899**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
X4.2	Pearson Correlation	.706**	1	.383**	.526**	.793**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
X4.3	Pearson Correlation	.482**	.383**	1	.559**	.730**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
X4.4	Pearson Correlation	.739**	.526**	.559**	1	.862**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
X4	Pearson Correlation	.899**	.793**	.730**	.862**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

5. Kepuasan Masyarakat (Y)

Correlations

		Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8	Y.9	Y.10	Y
Y.1	Pearson Correlation	1	.707**	.411**	.585**	.715**	.530**	.723**	.554**	.667**	.407**	.840**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100
Y.2	Pearson Correlation	.411**	.528**	1	.573**	.315**	.297**	.365**	.401**	.336**	.830**	.673**
	Sig. (2-tailed)	.000	.000		.000	.001	.003	.000	.000	.001	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100
Y.3	Pearson Correlation	.585**	.509**	.573**	1	.602**	.523**	.476**	.517**	.559**	.540**	.789**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100
Y.4	Pearson Correlation	.715**	.548**	.315**	.602**	1	.470**	.614**	.384**	.561**	.320**	.742**
	Sig. (2-tailed)											
	N	100	100	100	100	100	100	100	100	100	100	100

	Sig. (2-tailed)	.000	.000	.001	.000		.000	.000	.000	.000	.001	.000
	N	100	100	100	100	100	100	100	100	100	100	100
Y. 5	Pearson Correlation	.530**	.468**	.297**	.523**	.470**	1	.561**	.416**	.560**	.308**	.678**
	Sig. (2-tailed)	.000	.000	.003	.000	.000		.000	.000	.000	.002	.000
	N	100	100	100	100	100	100	100	100	100	100	100
Y. 6	Pearson Correlation	.723**	.616**	.365**	.476**	.614**	.561**	1	.497**	.592**	.395**	.778**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100
Y. 7	Pearson Correlation	.554**	.608**	.401**	.517**	.384**	.416**	.497**	1	.644**	.432**	.722**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100
Y. 8	Pearson Correlation	.667**	.667**	.336**	.559**	.561**	.560**	.592**	.644**	1	.396**	.794**
	Sig. (2-tailed)	.000	.000	.001	.000	.000	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100
Y. 9	Pearson Correlation	.407**	.517**	.830**	.540**	.320**	.308**	.395**	.432**	.396**	1	.686**
	Sig. (2-tailed)	.000	.000	.000	.000	.001	.002	.000	.000	.000		.000
	N	100	100	100	100	100	100	100	100	100	100	100
Y	Pearson Correlation	.840**	.814**	.673**	.789**	.742**	.678**	.778**	.722**	.794**	.686**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	100	100

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

Lampiran 16. Hasil Uji Reliabilitas

1. Tangible (X1)

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	0.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.906	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	14.47	4.757	.808	.875
X1.2	14.37	5.225	.740	.890
X1.3	14.44	5.683	.602	.916
X1.4	14.47	4.676	.818	.873
X1.5	14.37	4.700	.859	.864

2. Reliability (X2)

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	0.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.900	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	13.86	5.556	.837	.860
X2.2	13.80	5.778	.839	.861
X2.3	14.15	6.129	.622	.906
X2.4	14.03	5.726	.721	.886
X2.5	13.84	5.712	.760	.877

3. Responsiveness (X3)

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	0.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.895	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X3.1	10.40	3.556	.799	.853
X3.2	10.58	3.761	.715	.883
X3.3	10.58	3.438	.779	.860
X3.4	10.47	3.524	.778	.860

4. Empathy (X4)

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	0.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.841	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X4.1	10.70	2.131	.791	.743
X4.2	10.72	2.608	.638	.814
X4.3	10.84	2.742	.541	.853
X4.4	10.70	2.374	.741	.769

5. Kepuasan Masyarakat (Y)

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	0.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.914	9

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y.1	32.00	15.475	.791	.899
Y.2	32.16	16.560	.592	.910
Y.3	32.12	15.581	.723	.903
Y.4	32.06	15.956	.667	.906
Y.5	32.08	16.721	.603	.910
Y.6	32.07	15.844	.714	.903
Y.7	32.08	16.317	.650	.907
Y.8	32.04	15.877	.736	.902
Y.9	32.14	16.324	.602	.910

Lampiran 17. Hasil Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		100
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	2.20626697
Most Extreme Differences	Absolute	.113
	Positive	.088
	Negative	-.113
Kolmogorov-Smirnov Z		1.127
Asymp. Sig. (2-tailed)		.158

a. Test distribution is Normal.

b. Calculated from data.

Lampiran 18. Hasil Uji Heteroskedastisitas

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	1.895	1.258		1.506	.135
Tangible	.071	.090	.123	.787	.433
Reliability	-.125	.067	-.233	-1.855	.067
Responsiveness	-.074	.080	-.115	-.915	.363
Empathy	.109	.117	.140	.936	.352

a. Dependent Variable: ABS_RES

Lampiran 19. Hasil Uji Multikolienaritas

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	5.817	1.787		3.256	.002		
Tangible	.481	.127	.300	3.775	.000	.413	2.422
Reliability	.466	.096	.312	4.867	.000	.634	1.578
Responsiveness	.284	.114	.159	2.484	.015	.640	1.564
Empathy	.631	.166	.290	3.813	.000	.449	2.225

a. Dependent Variable: Kepuasan Masyarakat

Lampiran 20. Hasil Uji-F (Simultan)

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	1465.416	4	366.354	72.223	.000 ^b
Residual	481.894	95	5.073		
Total	1947.310	99			

a. Dependent Variable: Kepuasan Masyarakat

b. Predictors: (Constant), Empathy, Responsiveness, Reliability, Tangible

Lampiran 21. Hasil Uji-T (Parsial)

Coefficients ^a						
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	5.817	1.787		3.256	.002
	Tangible	.481	.127	.300	3.775	.000
	Reliability	.466	.096	.312	4.867	.000
	Responsiveness	.284	.114	.159	2.484	.015
	Empathy	.631	.166	.290	3.813	.000

a. Dependent Variable: Kepuasan Masyarakat

Lampiran 22. Hasil Uji R-square (Koefisien Determinasi)

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.867 ^a	.753	.742	2.252

a. Predictors: (Constant), Empathy, Responsiveness, Reliability, Tangible

Perpustakaan Universitas Muhammadiyah Yogyakarta menyatakan bahwa Skripsi atas:

Nama : **DIAN MAHENDRA YUSUF**
NIM : **20150430033**
Prodi : **Ilmu Ekonomi**
Judul : **ANALISIS PENGARUH KUALITAS PELAYANAN PUBLIK
TERHADAP KEPUASAN MASYARAKAT PADA KANTOR
KELURAHAN KUDAILE KABUPATEN TEGAL**

Dosen Pembimbing : Dr. Lilies Setiartiti, SE., M.Si.

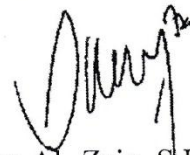
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Yogyakarta, 07-08-2019
yang melaksanakan pengecekan



Ikram Al-Zein, S.Kom.I