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Lampiran 1

No. Responden : _____

KUESIONER RESPONDEN

PENGARUH KUALITAS PELAYANAN TERHADAP KEPUASAN MASYARAKAT DI KANTOR SAMSAT KOTA PALOPO

Assalamualaikum wr. wb bersama ini, saya mohon kesediaan anda untuk meluangkan waktu untuk mengisi kuesioner tentang **“Pengaruh Kualitas Pelayanan terhadap Kepuasan Masyarakat di Kantor Samsat Kota Palopo”**. Informasi yang anda berikan sangat berarti bagi penelitian saya. Atas bantuan anda, saya ucapkan terimakasih.

A. Identitas Responden

Pada pertanyaan di bawah ini, Anda di mohon untuk mengisi pertanyaan-pertanyaan dengan keadaan/ kondisi yang sebenarnya.

1. Nama :
2. Jenis kelamin : Laki-laki Perempuan
3. Usia saat ini : (pilih salah satu di bawah ini)

<input type="checkbox"/> < 17 thn	<input type="checkbox"/> 41 thn – 50 thn
<input type="checkbox"/> 17 thn – 30 thn	<input type="checkbox"/> > 50 thn
<input type="checkbox"/> 31 thn – 40 thn	
6. Alamat/ Domisili :
7. Tanggal Pengisian :

B. Pertanyaan Screening

1. Apakah anda pernah ke Kantor Samsat Kota Palopo?

- Ya Tidak

2. Sudah berapa kali anda mendatangi Kantor Samsat Kota Palopo?

- 1 2 3 4 > 5

C. Petunjuk Pengisian Kuesioner

Isilah pertanyaan di bawah ini dengan memberi tanda centang (√) atau tanda silang (x) pada salah satu kolom jawaban yang tersedia, adapun makna dari jawaban *Alternative* yang ada pada kuesioner ini adalah:

Tanda	Keterangan	Skor
SS	Sangat Setuju	5
S	Setuju	4
KS	Kurang Setuju	3
TS	Tidak Setuju	2
STS	Sangat Tidak Setuju	1

1. Pernyataan *Tangible* (Bukti Fisik)

No	Pernyataan	Jawaban				
		SS	S	KS	TS	STS
Variabel Tangibles (Bukti fisik)						
1	Lokasi dan tata letak Parkir Kantor Samsat yang strategis					
2	Kebersihan dan daya tarik tata ruang Kantor Samsat					
3	Fasilitas yang disiapkan Kantor Samsat lengkap dan sesuai harapan					
4	Petugas Kantor Samsat berpenampilan bersih, rapih dan menarik					

2.Pernyataan *Reliability* (Keandalan)

No	Pernyataan	Jawaban				
		SS	S	KS	TS	ST
Variabel Reliability (Kehandalan)						
1	Petugas Kantor Samsat cepat dalam melayani masyarakat					
2	Pelayanan yang diberikan Kantor Samsat sudah sesuai harapan/memuaskan					
3	Petugas Kantor Samsat dalam memberikan pelayanan memiliki tingkat akurasi ketepatan yang sesuai dengan prosedur Pelayanan					
4	Petugas Kantor Samsat memiliki kemampuan dalam menyelesaikan setiap masalah atau keluhan masyarakat					

3. Pernyataan *Responsiveness* (Daya Tanggap)

No	Pernyataan	Jawaban				
		SS	S	KS	TS	ST
Variabel Responsiveness (Daya tanggap)						
1	Petugas Kantor Samsat Palopo tanggap terhadap keluhan masyarakat					
2	Petugas Kantor Samsat selalu siap membantu masyarakat					
3	Petugas Kantor Samsat bersedia membantu/menerima keluhan masyarakat					
4	Petugas Kantor Samsat cepat dalam menyelesaikan masalah					

4. Pernyataan *Assurance* (Jaminan)

No	Pernyataan	Jawaban				
		SS	S	KS	TS	ST
Variabel Assurance (Jaminan)						
1	Petugas Kantor Samsat rama melayani tamu/ masyarakat					
2	Petugas Kantor Samsat berpenampilan meyakinkan masyarakat					
3	Pelayanan yang diberikan sesuai dengan jaminan yang dijanjikan yang diterima masyarakat					

5. Pernyataan *Empaty* (Empaty)

No	Pernyataan	Jawaban				
		SS	S	KS	TS	ST
Variabel Empati (Emphaty)						
1	Kemudahan petugas melakukan hubungan/komunikasi dengan masyarakat					
2	Kemampuan petugas Kantor samsat memberi perhatian pribadi kepada masyarakat seperti memberikan layanan jasa Baru					
3	Kepedulian petugas Kantor Samsat terhadap masyarakat tanpa ada perbedaan					
4	Petugas Kantor Samsat mengerti keinginan tamu/ masyarakat					

6. Pernyataan Kepuasan Masyarakat

No	Pernyataan	Jawaban				
		SS	S	KS	TS	ST
Variabel Empati (Emphaty)						
1	Kemudahan petugas melakukan hubungan/komunikasi dengan masyarakat					
2	Kemampuan petugas Kantor samsat memberi perhatian pribadi kepada masyarakat seperti memberikan layanan jasa baru					
3	Kepedulian petugas Kantor Samsat terhadap masyarakat tanpa ada perbedaan					
4	Petugas Kantor Samsat mengerti keinginan tamu/ masyarakat					

Lampiran 2: Hasil perhitungan kuesioner yang di kembalikan oleh responden sebanyak 60 orang

Bukti Fisik (X1)

No	X1.1	X1.2	X1.3	X1.4	Total X1
1	4	4	4	4	16
2	4	5	5	5	19
3	5	5	4	5	19
4	5	5	4	1	15
5	4	4	4	4	16
6	5	4	4	4	17
7	4	4	4	4	16
8	5	4	4	5	18
9	4	4	3	3	14
10	4	4	3	4	15
11	4	5	4	4	17
12	4	4	3	3	14
13	4	4	4	5	17
14	4	4	5	5	18
15	4	4	4	5	17
16	4	3	3	4	14
17	4	4	4	4	16
18	4	4	3	4	15
19	4	4	4	3	15
20	4	5	4	5	18
21	4	4	5	5	18
22	4	4	4	4	16
23	3	4	3	4	14
24	4	4	5	4	17
25	5	5	5	5	20
26	3	5	5	3	16
27	4	5	4	5	18
28	4	4	4	4	16
29	3	4	3	4	14
30	5	4	3	5	17
31	4	4	3	4	15
32	4	4	4	4	16
33	4	5	5	5	19
34	4	5	5	5	19
35	4	5	5	5	19
36	5	5	4	4	18
37	5	5	5	5	20
38	5	5	4	5	19
39	4	5	5	5	19
40	4	4	5	5	18
41	5	5	4	3	17

42	3	4	4	5	16
43	5	5	5	5	20
44	4	5	4	4	17
45	5	5	4	3	17
46	4	4	3	4	15
47	4	4	4	3	15
48	4	5	4	5	18
49	4	4	5	5	18
50	4	4	4	4	16
51	4	4	4	4	16
52	4	5	5	5	19
53	5	5	4	5	19
54	5	5	4	1	15
55	5	5	4	4	18
56	5	5	5	5	20
57	5	5	4	5	19
58	4	5	4	4	17
59	5	5	4	3	17
60	5	4	4	4	17

Keandalan (X2)

No	X2.1	X2.2	X2.3	X2.4	TOTAL X2
1	4	4	4	4	16
2	5	4	4	5	18
3	5	5	5	5	20
4	5	5	5	3	18
5	4	4	4	4	16
6	4	4	4	4	16
7	4	4	4	3	15
8	4	5	4	4	17
9	3	4	3	3	13
10	4	4	4	4	16
11	5	4	5	5	19
12	4	4	5	4	17
13	5	5	5	3	18
14	4	5	5	5	19
15	4	4	4	4	16
16	4	4	4	4	16
17	4	4	4	4	16
18	4	3	4	3	14
19	4	3	4	3	14
20	4	1	2	1	8
21	4	4	4	4	16
22	4	4	4	4	16
23	4	4	4	4	16
24	4	3	4	4	15
25	5	5	5	5	20
26	3	5	2	1	11

27	4	5	4	4	17
28	4	4	4	4	16
29	2	4	4	3	13
30	5	4	4	4	17
31	4	4	4	4	16
32	3	3	3	4	13
33	5	5	5	5	20
34	5	4	4	4	17
35	5	5	4	4	18
36	4	4	5	5	18
37	5	4	4	5	18
38	5	4	4	4	17
39	4	4	4	4	16
40	5	5	4	4	18
41	3	4	4	5	16
42	5	4	5	4	18
43	5	5	4	4	18
44	5	5	4	4	18
45	5	5	5	4	19
46	4	3	4	3	14
47	4	3	4	3	14
48	4	1	2	1	8
49	4	4	4	4	16
50	4	4	4	4	16
51	4	4	4	4	16
52	5	4	4	5	18
53	5	5	5	5	20
54	5	5	5	3	18
55	4	4	5	5	18
56	5	4	4	5	18
57	5	4	4	4	17
58	5	5	4	4	18
59	5	5	5	4	19
60	5	4	4	3	16

Daya Tanggap (X3)

1	4	4	4	4	16
2	4	4	5	4	17
3	5	5	5	5	20
4	3	4	3	4	14
5	4	4	4	4	16
6	4	4	4	4	16
7	3	4	4	3	14
8	5	4	4	4	17
9	4	4	3	3	14
10	4	4	4	4	16
11	4	4	5	4	17
12	3	4	4	3	14
13	4	5	4	5	18
14	5	5	5	5	20
15	4	4	4	4	16
16	4	4	4	4	16
17	3	5	4	5	17
18	4	4	4	3	15

19	3	3	4	4	14
20	3	4	2	3	12
21	4	5	5	5	19
22	4	4	4	4	16
23	4	4	4	4	16
24	5	5	4	4	18
25	5	5	5	5	20
26	4	2	4	5	15
27	4	4	4	4	16
28	4	4	4	4	16
29	3	3	3	2	11
30	3	4	4	4	15
31	4	4	4	4	16
32	3	4	4	3	14
33	5	5	5	5	20
34	5	5	5	5	20
35	4	4	4	4	16
36	5	5	4	5	19
37	4	4	4	5	17
38	5	5	5	5	20
39	3	3	4	4	14
40	4	4	4	5	17
41	5	5	4	3	17
42	4	4	4	5	17
43	4	5	4	4	17
44	4	5	4	5	18
45	5	5	4	4	18
46	4	4	4	3	15
47	3	3	4	4	14
48	3	4	2	3	12
49	4	5	5	5	19
50	4	4	4	4	16
51	4	4	4	4	16
52	4	4	5	4	17
53	5	5	5	5	20
54	3	4	3	4	14
55	5	5	4	5	19
56	4	4	4	5	17
57	5	5	5	5	20
58	4	5	4	5	18
59	5	5	4	4	18
60	4	4	3	4	15

Jaminan (X4)

No	X4.1	X4.2	X4.3	TOTAL X4
1	5	4	4	13
2	5	5	4	14
3	5	5	5	15
4	2	5	3	10
5	4	4	4	12
6	4	4	4	12
7	4	3	3	10
8	4	5	4	13
9	4	4	4	12
10	4	4	4	12
11	5	4	5	14
12	3	4	5	12
13	3	4	5	12
14	5	5	5	15
15	4	5	5	14
16	4	4	4	12
17	4	5	4	13
18	3	4	3	10
19	4	3	4	11
20	3	3	3	9
21	5	4	4	13
22	4	4	4	12
23	4	4	4	12
24	5	4	5	14
25	5	5	5	15
26	5	5	4	14
27	4	4	4	12
28	4	4	4	12
29	5	4	4	13
30	4	4	5	13
31	4	5	5	14
32	4	4	3	11
33	5	5	4	14
34	5	5	4	14
35	4	4	4	12
36	5	5	4	14
37	5	5	5	15
38	5	4	4	13
39	4	4	4	12

Empaty (X5)

No	X5.1	X5.2	X5.3	X5.4	Total
1	4	4	4	4	16
2	4	5	5	4	18
3	4	5	4	5	18
4	1	5	4	4	14
5	4	4	4	5	17
6	4	4	4	4	16
7	4	3	5	4	16
8	5	5	4	5	19
9	4	4	4	3	15
10	4	4	4	4	16
11	4	5	5	4	18
12	5	5	4	3	17
13	4	4	4	4	16
14	5	5	5	4	19
15	4	5	5	4	18
16	4	4	4	5	17
17	5	4	4	3	16
18	3	4	3	5	15
19	4	3	4	4	15
20	4	3	1	4	12
21	3	4	4	5	16

22	4	3	4	3	14
23	4	4	4	4	16
24	4	4	4	4	16
25	5	5	5	3	18
26	3	2	3	5	13
27	5	4	5	5	19
28	4	4	4	5	17
29	4	5	4	4	17
30	5	4	5	4	18
31	4	4	4	4	16
32	4	3	3	3	13
33	4	4	4	5	17
34	5	4	4	5	18
35	5	3	5	4	17
36	4	4	5	5	18
37	4	5	5	4	18
38	4	4	3	3	14
39	4	5	5	5	19
40	5	5	5	4	19
41	4	3	3	3	13
42	4	4	5	5	18
43	4	5	5	5	19
44	5	5	4	4	18
45	5	5	5	3	18
46	3	4	3	5	15
47	4	3	4	4	15
48	4	3	1	4	12
49	3	4	4	5	16
50	4	3	4	3	14
51	4	4	4	4	16
52	4	5	5	4	18
53	4	5	4	5	18
54	1	5	4	4	14
55	4	4	5	5	18
56	4	5	5	4	18
57	4	4	3	3	14
58	5	5	4	4	18
59	5	5	5	3	18
60	5	5	5	4	19

Kepuasan Masyarakat (Y)

no	Y1	Y2	Y3	Y4	Total
1	4	4	4	4	16
2	4	4	5	5	18
3	5	4	5	5	19
4	1	3	3	2	9
5	4	4	4	4	16
6	4	4	4	4	16
7	3	3	3	4	13
8	5	3	5	5	18
9	4	4	4	4	16
10	4	4	4	4	16
11	4	5	5	4	18
12	4	4	3	3	14
13	4	3	3	4	14
14	5	5	5	5	20
15	4	4	4	4	16
16	4	4	4	4	16
17	4	4	5	4	17
18	4	4	3	4	15
19	5	5	4	4	18
20	4	4	2	3	13
21	5	4	5	5	19
22	4	4	4	4	16
23	4	4	5	4	17
24	4	3	4	4	15
25	5	5	5	5	20
26	5	1	5	2	13
27	4	5	4	4	17
28	4	4	4	4	16
29	5	4	3	4	16
30	4	4	4	4	16
31	5	5	4	4	18
32	3	3	3	3	12
33	4	4	4	5	17
34	5	5	5	5	20
35	5	5	5	5	20
36	5	5	5	4	19
37	4	4	5	5	18
38	3	4	3	5	15
39	4	4	4	5	17
40	4	4	5	5	18
41	4	5	5	4	18
42	5	5	4	4	18

43	4	4	5	3	16
44	4	5	5	4	18
45	5	5	5	4	19
46	4	4	3	4	15
47	5	5	4	4	18
48	4	4	2	3	13
49	5	4	5	5	19
50	4	4	4	4	16
51	4	4	4	4	16
52	4	4	5	5	18
53	5	4	5	5	19
54	1	3	3	2	9
55	5	5	5	4	19
56	4	4	5	5	18
57	3	4	3	5	15
58	4	5	5	4	18
59	5	5	5	4	19
60	4	4	5	4	17

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

Lampiran 3: Uji Validitas

Bukti Fisik (X1)

Correlation

		X1.1	X1.2	X1.3	X1.4	Totak_X1
X1.1	Pearson Correlation	1	.403**	.113	-.065	.467**
	Sig. (2-tailed)		.001	.390	.623	.000
	N	60	60	60	60	60
X1.2	Pearson Correlation	.403	1	.450	.055	.646**
	Sig. (2-tailed)	.001		.000	.674	.000
	N	60	60	60	60	60
X1.3	Pearson Correlation	.113	.450**	1	.361**	.752**
	Sig. (2-tailed)	.390	.000		.005	.000
	N	60	60	60	60	60
X1.4	Pearson Correlation	-.065	.055	.361**	1	.667**
	Sig. (2-tailed)	.623	.674	.005		.000
	N	60	60	60	60	60
Totak_X1	Pearson Correlation	.467**	.646**	.752**	.667**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	60	60	60	60	60

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

Keandalan (X2)

Correlations

		X2.1	X2.2	X2.3	X2.4	Total_X2
X2.1	Pearson Correlation	1	.362**	.464**	.332**	.655**
	Sig. (2-tailed)		.004	.000	.010	.000
	N	60	60	60	60	60
X2.2	Pearson Correlation	.362**	1	.594**	.476**	.788**
	Sig. (2-tailed)	.004		.000	.000	.000
	N	60	60	60	60	60
X2.3	Pearson Correlation	.464**	.594**	1	.660**	.861**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	60	60	60	60	60
X2.4	Pearson Correlation	.332**	.476**	.660**	1	.816**
	Sig. (2-tailed)	.010	.000	.000		.000
	N	60	60	60	60	60
Total_X2	Pearson Correlation	.655**	.788**	.861**	.816**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	60	60	60	60	60

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

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

Daya Tanggap (X3)

Correlations

		X3.1	X3.2	X3.3	X3.4	Total_X3
X3.1	Pearson Correlation	1	.621**	.555**	.488**	.835**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	60	60	60	60	60
X3.2	Pearson Correlation	.621**	1	.392**	.437**	.763**
	Sig. (2-tailed)	.000		.002	.000	.000
	N	60	60	60	60	60
X3.3	Pearson Correlation	.555**	.392**	1	.566**	.787**
	Sig. (2-tailed)	.000	.002		.000	.000
	N	60	60	60	60	60
X3.4	Pearson Correlation	.488**	.437**	.566**	1	.796**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	60	60	60	60	60
Total_X3	Pearson Correlation	.835**	.763**	.787**	.796**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	60	60	60	60	60

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

Jaminan (X4)

Correlations

		X4.1	X4.2	X4.3	Total_X4
X4.1	Pearson Correlation	1	.241	.427**	.785**
	Sig. (2-tailed)		.063	.001	.000
	N	60	60	60	60
X4.2	Pearson Correlation	.241	1	.352**	.674**
	Sig. (2-tailed)	.063		.006	.000
	N	60	60	60	60
X4.3	Pearson Correlation	.427**	.352**	1	.781**
	Sig. (2-tailed)	.001	.006		.000
	N	60	60	60	60
Total_X4	Pearson Correlation	.785**	.674**	.781**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	60	60	60	60

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

Empaty (X5)

Correlations

		X5.1	X5.2	X5.3	X5.4	Total_X5
X5.1	Pearson Correlation	1	.117	.278	-.221	.511**
	Sig. (2-tailed)		.372	.031	.089	.000
	N	60	60	60	60	60
X5.2	Pearson Correlation	.117	1	.518**	.053	.709**
	Sig. (2-tailed)	.372		.000	.689	.000
	N	60	60	60	60	60
X5.3	Pearson Correlation	.278	.518**	1	.083	.814**
	Sig. (2-tailed)	.031	.000		.527	.000
	N	60	60	60	60	60
X5.4	Pearson Correlation	-.221	.053	.083	1	.341**
	Sig. (2-tailed)	.089	.689	.527		.008
	N	60	60	60	60	60
Total_X5	Pearson Correlation	.511**	.709**	.814**	.341**	1
	Sig. (2-tailed)	.000	.000	.000	.008	
	N	60	60	60	60	60

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

Kepuasan Masyarakat Y

Correlations

		Y1.1	Y1.2	Y1.3	Y1.4	Total_Y
Y1.1	Pearson Correlation	1	.419**	.510**	.460**	.798**
	Sig. (2-tailed)		.001	.000	.000	.000
	N	60	60	60	60	60
Y1.2	Pearson Correlation	.419**	1	.310*	.397**	.687**
	Sig. (2-tailed)	.001		.016	.002	.000
	N	60	60	60	60	60
Y1.3	Pearson Correlation	.510**	.310*	1	.456**	.771**
	Sig. (2-tailed)	.000	.016		.000	.000
	N	60	60	60	60	60
Y1.4	Pearson Correlation	.460**	.397**	.456**	1	.759**
	Sig. (2-tailed)	.000	.002	.000		.000
	N	60	60	60	60	60
Total_Y	Pearson Correlation	.798**	.687**	.771**	.759**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	60	60	60	60	60

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

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

LAMPIRAN 4 : UJI REABILITAS

Variabel Bukti Fisik X1

Case Processing Summary

		N	%
Cases	Valid	60	100.0
	Excluded ^a	0	.0
	Total	60	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.482	4

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	12.75	2.360	.150	.511
X1.2	12.55	2.048	.402	.330
X1.3	12.90	1.685	.490	.207
X1.4	12.80	1.688	.176	.574

Scale: ALL VARIABLES**Variabel Keandalan X2****Case Processing Summary**

		N	%
Cases	Valid	60	100.0
	Excluded ^a	0	.0
	Total	60	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.782	4

Item-Total Statistics

2	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	12.10	4.295	.449	.791
X2.2	12.32	3.474	.587	.729
X2.3	12.30	3.569	.752	.656
X2.4	12.53	3.168	.606	.725

Daya Tanggap X3w**Case Processing Summary**

		N	%
Cases	Valid	60	100.0
	Excluded ^a	0	.0
	Total	60	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.805	4

Item-Total Statistics

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	12.48	2.729	.686	.724
X3.2	12.27	3.012	.582	.774
X3.3	12.45	2.930	.618	.758
X3.4	12.35	2.740	.602	.768

Variabel Jaminan X4

Case Processing Summary

		N	%
Cases	Valid	60	100.0
	Excluded ^a	0	.0
	Total	60	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.602	3

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	8.45	1.065	.409	.520
X4.2	8.42	1.434	.344	.591
X4.3	8.53	1.202	.497	.381

Variabel Empaty X5

Case Processing Summary

		N	%
Cases	Valid	60	100.0
	Excluded ^a	0	.0
	Total	60	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.417	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X5.1	12.43	2.724	.106	.473
X5.2	12.32	2.152	.398	.167
X5.3	12.37	1.694	.523	-.045 ^a
X5.4	12.38	3.223	-.035	.572

a. The value is negative due to a negative average covariance among items. This violates reliability model assumptions. You may want to check item codings.

Variabel Kepuasan Masyarakat Y

Case Processing Summary

		N	%
Cases	Valid	60	100.0
	Excluded ^a	0	.0
	Total	60	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.748	4

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	12.43	3.301	.604	.653
Y.2	12.47	3.880	.463	.731
Y.3	12.38	3.325	.545	.689
Y.4	12.47	3.575	.562	.679

Lampiran 4 Hasil Uji Regresi Linier Berganda

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	-1.516	2.352		-.644	.522
	Bukti fisik (x1)	-.053	.155	-.038	-.342	.733
	Keandalan (X2)	-.414	.156	-.422	-2.660	.010
	Daya tanggap (X3)	.609	.182	.554	3.353	.001
	Jaminan (X4)	.259	.232	.164	1.112	.271
	Empati (X4)	.754	.178	.599	4.236	.000

a. Dependent Variable: Kepuasan masyarakat

b. Sumber data: lampiran 6 di olah menggunakan Spss, 2022

Lampiran 5 Hasil Uji T

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	-1.516	2.352		-.644	.522
	Bukti fisik (x1)	-.053	.155	-.038	-.342	.733
	Keandalan (X2)	-.414	.156	-.422	-2.660	.010
	Daya tanggap (X3)	.609	.182	.554	3.353	.001
	Jaminan (X4)	.259	.232	.164	1.112	.271
	Empati (X4)	.754	.178	.599	4.236	.000

a. Dependen variabel: Kepuasan Masyarakat