

BAB V

KESIMPULAN DAN SARAN

5.1 Kesimpulan

Berdasarkan data penelitian analisis dan pembahasan dapat ditarik beberapa kesimpulan, yaitu sebagai berikut :

1. Tingkat kepuasan responden SKPD terhadap mutu pelayanan rata-rata sebesar 85,21% dengan tingkat kepuasan tertinggi kepastian atau *Assurance* (98,39%) dan terendah nyata atau *tangible* (76,26%).
2. Dimensi yang mempengaruhi kepuasan SKPD terhadap mutu pelayanan ULP Pemerintah kabupaten Halmahera Selatan adalah nyata (*tangible*), empati (*empathy*), keandalan (*reliability*), ketanggapan (*responsiveness*) dan kepastian (*assurance*).
3. Tingkat kepuasan responden Rekanan terhadap mutu pelayanan rata-rata sebesar 81,00% dengan tingkat kepuasan tertinggi kepastian atau *assurance* (84,01%) dan terendah empati atau *empathy* (77,48%).
4. Dimensi yang mempengaruhi kepuasan Rekanan terhadap mutu pelayanan ULP Pemerintah kabupaten Halmahera Selatan adalah nyata (*tangible*), empati (*empathy*), keandalan (*reliability*), ketanggapan (*responsiveness*) dan kepastian (*assurance*).

5.2 Saran

Berdasarkan kesimpulan diatas, maka penyusun mencoba memberikan saran yang mungkin dapat bermanfaat untuk peningkatan mutu layanan :

1. Hasil penelitian ini dapat dijadikan masukan sebagai kajian ilmiah untuk mengembangkan ULP Pemerintah khususnya dalam meningkatkan kualitas layanan.
2. ULP Pemerintah Kabupaten Halmahera Selatan harus meningkatkan mutu layanan berupa nyata, empati, keandalan, ketanggapan dan kepastian dalam rangka memperbaiki kepuasan SKPD maupun Rekanan agar menjadi lebih baik lagi. Peningkatan kualitas pelayanan dapat dilakukan dengan cara memenuhi ketepatan dan akurasi pelayanan, kesopanan dan keramahan, tanggung jawab, kelengkapan, pelayanan pribadi, kenyamanan dan atribut pendukung pelayanan lainnya yang berupa fisik.

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LAMPIRAN 1
DATA UJI COBA

Resp	A1	A2	A3	A4	A5	B1	B2	B3	B4	B5	C1	C2	C3	C4	C5	C6
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27	5	5	5	5	3	5	5	5	5	5	4	4	5	5	5	5
28	3	5	5	3	3	3	5	5	5	5	5	5	3	3	5	4
29	4	5	5	4	5	4	5	5	5	4	5	4	5	5	5	5
30	4	4	5	5	3	3	5	5	5	4	5	4	5	3	5	4

Resp	D1	D2	D3	D4	E1	E2	E3	E4	E5	E6	E7	E8	E9	E10	E11
1	5	5	5	5	4	5	5	5	5	5	5	5	4	5	4
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13	3	5	5	3	5	3	5	3	5	3	5	5	3	5	4
14	5	5	5	5	5	3	5	5	5	5	3	5	4	5	4
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17	5	5	5	5	4	3	3	5	5	3	3	3	4	5	5
18	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4
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28	5	5	5	5	3	5	3	5	5	3	5	5	5	5	5
29	5	4	5	4	4	5	5	5	5	3	3	5	3	5	5
30	5	5	5	4	4	3	4	3	5	3	3	4	4	3	4

LAMPIRAN 2

HASIL UJI VALIDITAS DAN RELIABILITAS

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,765	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
A1	18,07	2,892	,837	,607
A2	18,07	3,651	,505	,733
A3	18,10	3,886	,386	,769
A4	17,97	3,275	,632	,688
A5	18,07	3,513	,377	,788

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,775	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
B1	18,40	3,697	,404	,785
B2	18,03	3,482	,779	,674
B3	18,37	3,551	,408	,791
B4	18,07	3,720	,602	,723
B5	18,33	3,126	,668	,689

Reliability**Scale: ALL VARIABLES****Case Processing Summary**

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,802	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
C1	22,50	5,431	,638	,756
C2	22,53	5,775	,489	,786
C3	22,53	5,016	,643	,750
C4	22,67	4,713	,539	,788
C5	22,33	5,402	,731	,741
C6	22,77	5,909	,407	,802

Reliability
Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,884	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
D1	14,07	2,271	,752	,849
D2	14,03	2,309	,750	,850
D3	14,00	2,552	,728	,861
D4	14,20	2,166	,771	,842

Reliability
Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,856	11

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
E1	44,43	23,978	,403	,854
E2	44,20	21,338	,599	,840
E3	43,97	22,792	,571	,842
E4	43,97	22,309	,648	,836
E5	43,80	23,476	,615	,841
E6	44,30	22,976	,408	,857
E7	44,10	21,886	,581	,841
E8	43,97	22,516	,670	,835
E9	44,50	23,638	,493	,848
E10	43,97	22,309	,705	,832
E11	44,13	24,464	,397	,854

LAMPIRAN 3

DATA PENELITIAN

Resp	Karakteristik					
	DR1	DR2	DR3	DR4	DR5	DR6
1	1	41	1	3	3	4
2	1	40	1	3	3	4
3	1	45	1	4	4	4
4	1	38	1	3	3	4
5	1	43	1	3	3	4
6	1	43	1	3	3	4
7	1	39	1	3	3	4
8	1	45	1	3	4	4
9	1	38	1	3	3	4
10	1	41	1	3	3	4
11	1	43	1	3	3	4
12	1	40	1	3	3	4
13	1	37	1	3	3	4
14	1	41	1	4	3	4
15	1	39	1	3	3	4
16	1	35	1	3	2	4
17	1	40	1	3	3	4
18	1	38	1	3	3	4
19	1	38	1	3	2	4
20	1	40	1	3	3	4
21	1	43	1	4	3	4
22	1	40	1	3	3	4
23	1	39	1	3	3	4
24	1	37	1	3	2	4
25	2	42	2	3	3	4
26	2	42	1	3	3	4
27	2	42	2	2	3	4
28	2	38	2	3	2	4
29	2	36	2	3	3	4
30	2	43	2	3	3	4
31	2	35	2	2	2	4
32	2	41	2	2	3	4
33	2	40	1	3	3	4
34	2	39	2	3	3	4
35	2	45	2	2	3	4
36	2	45	1	3	4	4
37	2	37	1	3	2	4
38	2	39	2	2	2	4
39	2	37	1	3	2	4
40	2	36	2	2	1	4
41	2	40	1	2	3	4
42	2	38	1	3	3	4
43	2	37	2	3	2	4
44	2	39	1	3	2	4
45	2	44	2	3	3	4
46	2	40	2	2	3	4
47	2	42	1	4	3	4
48	2	41	2	2	3	4
49	2	38	1	3	3	4
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51	2	37	2	3	2	4
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53	2	44	1	3	3	4
54	2	42	1	3	3	4
55	2	41	1	4	4	4
56	2	38	2	3	2	4
57	2	36	2	3	2	4
58	2	38	2	2	3	4
59	2	43	2	3	3	4
60	2	40	1	3	3	4

LAMPIRAN 4

Kepuasan

Resp	A Nyata					B. Empati					C. Keandalan					
	KA1	KA2	KA3	KA4	KA5	KB1	KB2	KB3	KB4	KB5	KC1	KC2	KC3	KC4	KC5	KC6
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58	3	4	3	3	4	3	3	4	3	4	3	3	4	3	3	4
59	4	3	3	4	3	3	4	3	4	3	4	3	4	3	4	3
60	3	4	4	3	3	4	3	4	3	4	4	3	4	3	3	4

Resp	D. Ketangapan				E. Kepastian										
	KD1	KD2	KD3	KD4	KE1	KE2	KE3	KE4	KE5	KE6	KE7	KE8	KE9	KE10	KE11
1	4	4	4	3	4	4	4	4	5	4	4	4	4	4	5
2	4	4	4	3	4	4	4	4	5	4	4	4	4	5	5
3	3	4	4	3	4	3	4	4	5	5	4	5	4	5	5
4	4	4	4	3	4	4	4	4	5	5	5	4	4	5	5
5	3	4	4	3	4	3	4	4	4	5	4	5	4	5	4
6	4	3	4	3	4	4	4	4	5	4	4	4	5	5	5
7	4	3	4	3	4	4	4	4	5	4	4	4	5	5	5
8	4	4	4	4	4	4	4	5	5	3	4	4	4	4	4
9	4	4	4	3	3	4	3	5	5	3	4	4	4	4	4
10	4	4	4	4	4	4	4	5	5	3	4	4	4	4	4
11	4	4	4	4	4	4	4	5	5	4	4	4	4	4	4
12	4	4	4	4	4	4	4	5	5	3	4	4	4	4	4
13	4	4	4	4	3	4	3	5	5	4	5	4	5	4	5
14	3	3	4	4	3	4	3	4	5	5	4	5	4	5	4
15	4	4	4	3	4	4	3	4	5	4	5	4	5	5	5
16	3	4	4	3	3	4	3	4	5	5	4	5	4	5	4
17	4	3	4	3	4	4	4	4	5	4	5	4	5	4	5
18	3	4	4	3	4	4	3	5	4	4	5	5	4	4	5
19	4	4	4	3	4	3	4	4	5	4	4	4	4	5	4
20	4	3	3	4	4	3	4	4	4	5	4	5	4	5	4
21	4	3	3	4	4	4	4	4	5	5	4	4	5	5	5
22	4	4	4	4	4	4	4	4	5	5	5	4	5	5	5
23	4	4	3	3	4	4	4	4	5	4	4	4	5	5	5
24	4	3	3	4	4	4	4	4	5	4	4	4	5	5	5
25	4	3	4	3	3	4	4	4	3	4	4	4	4	3	3
26	4	3	3	4	3	3	4	3	4	3	4	4	3	3	4
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29	3	4	3	4	4	3	4	3	4	3	4	4	3	3	3
30	3	4	4	3	4	4	3	4	3	4	4	3	4	3	3
31	4	3	4	3	4	3	3	4	3	4	3	4	3	4	3
32	4	3	4	3	3	4	4	4	3	4	4	3	4	3	3
33	3	4	3	4	3	4	4	4	4	4	3	3	4	3	4
34	3	4	3	3	3	4	4	4	3	4	4	3	4	3	3
35	4	4	3	3	3	4	4	4	3	4	4	4	3	3	3
36	4	3	4	3	4	3	4	4	3	3	4	3	4	3	3
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39	4	4	4	3	4	4	4	4	4	4	4	3	3	4	4
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42	4	4	4	4	4	4	4	3	4	4	4	4	4	4	3
43	4	3	3	4	4	3	4	3	4	4	3	4	4	4	4
44	4	4	4	4	4	4	4	3	4	4	4	4	4	4	3
45	4	3	4	4	3	4	4	4	3	4	4	3	4	3	3
46	4	3	4	3	3	4	4	4	3	4	4	3	3	4	3
47	3	4	3	3	3	4	3	3	4	4	4	4	3	4	3
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49	3	4	3	4	3	4	3	3	4	4	3	4	4	3	4
50	4	4	4	3	3	4	4	4	3	3	4	3	4	4	3
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54	3	3	4	3	3	4	3	4	3	4	4	3	3	4	3
55	4	4	3	4	3	4	3	4	3	4	4	3	4	3	3
56	4	4	3	3	3	4	3	4	4	3	4	3	4	4	3
57	4	3	3	3	3	4	4	4	3	4	4	3	4	4	3
58	3	4	3	4	3	3	4	4	3	3	4	4	3	3	3
59	3	3	4	3	3	4	4	3	4	3	4	4	4	3	3
60	4	4	3	3	4	3	3	4	4	3	4	3	4	3	4

LAMPIRAN 5 KEPENTINGAN

Resp	A Nyata					B. Empati					C. Keandalan					
	PA1	PA2	PA3	PA4	PA5	PB1	PB2	PB3	PB4	PB5	PC1	PC2	PC3	PC4	PC5	PC6
1	5	4	5	5	5	5	4	5	5	5	5	4	5	5	5	4
2	5	5	4	5	4	5	5	5	5	4	5	4	5	5	5	4
3	4	4	5	5	5	4	5	5	4	5	5	4	5	5	4	4
4	5	4	5	4	4	5	4	5	5	5	4	4	5	5	5	4
5	5	4	5	5	4	4	5	5	4	5	5	5	4	5	4	4
6	5	4	5	5	4	5	4	5	5	5	4	5	5	5	5	4
7	5	4	5	4	4	5	4	5	5	5	5	4	5	5	5	4
8	5	5	5	4	4	4	5	4	5	5	4	4	4	5	4	4
9	5	5	5	4	4	5	5	4	5	5	4	5	4	5	4	5
10	5	5	5	4	4	4	4	4	5	5	4	4	4	5	4	4
11	5	5	4	4	4	4	4	4	5	5	4	4	4	5	4	4
12	5	5	5	4	4	4	4	4	5	5	4	4	4	5	4	4
13	4	5	5	4	4	4	4	4	5	5	4	4	4	5	4	4
14	4	5	4	5	4	4	5	4	5	4	5	5	4	4	5	4
15	5	4	5	4	4	5	4	5	5	5	5	4	5	5	4	4
16	5	4	5	5	4	5	5	5	4	4	5	5	4	5	4	4
17	5	4	5	5	4	5	4	5	5	5	4	5	5	5	5	4
18	4	5	5	4	4	5	4	4	5	5	4	4	4	5	5	5
19	5	5	5	4	4	5	4	5	5	5	5	5	4	5	5	4
20	5	4	5	4	4	4	5	5	4	5	5	5	4	4	5	4
21	5	4	5	5	4	5	5	5	5	5	4	5	5	5	5	4
22	5	5	5	5	5	5	4	5	5	5	5	5	5	5	4	4
23	5	5	5	5	5	5	5	5	5	5	4	4	5	4	4	4
24	5	4	5	5	5	5	4	5	5	4	5	4	5	5	5	4
25	4	5	4	4	4	5	4	5	5	4	5	4	4	4	4	4
26	5	5	4	5	5	4	5	5	5	4	4	4	4	5	4	4
27	4	5	4	4	4	5	4	5	5	5	5	4	4	5	4	5
28	4	5	4	4	4	4	4	5	5	4	5	4	5	4	4	4
29	5	4	5	5	5	4	5	4	4	4	4	4	4	4	5	4
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34	4	5	4	4	4	5	5	5	5	4	4	4	5	4	5	5
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36	4	5	4	5	4	5	4	5	4	5	4	5	4	5	4	4
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39	5	5	4	4	4	4	4	5	5	4	5	4	4	4	4	5
40	4	4	4	4	4	5	4	5	5	4	4	5	4	4	4	4
41	5	5	4	4	4	4	4	4	5	4	4	4	5	4	5	5
42	5	5	4	4	4	5	4	5	5	5	5	5	4	4	4	5
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44	5	5	4	4	4	4	5	5	5	4	5	4	4	4	4	4
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46	4	5	4	4	4	4	5	5	5	4	4	5	4	5	4	5
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50	4	5	4	4	4	4	5	5	5	5	4	4	5	4	5	4
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56	4	4	5	4	4	4	4	5	5	4	5	4	4	4	4	4
57	4	5	4	4	4	5	5	5	4	4	5	5	4	5	5	5
58	4	4	5	4	4	4	5	4	5	4	4	4	5	4	5	4
59	4	4	4	5	4	4	5	5	5	5	5	5	5	4	4	4
60	5	4	4	5	4	5	5	4	4	5	4	5	5	4	4	4

Resp	D. Ketangapan				E. Kepastian										
	PD1	PD2	PD3	PD4	PE1	PE2	PE3	PE4	PE5	PE6	PE7	PE8	PE9	PE10	PE11
1	4	4	4	4	4	4	4	4	4	5	4	4	4	4	5
2	4	4	4	4	4	4	4	4	4	5	4	4	4	4	5
3	4	4	4	4	4	4	4	4	4	5	5	4	5	4	5
4	4	4	4	4	4	4	4	4	4	5	5	5	4	4	5
5	4	4	4	4	4	4	4	4	4	4	5	4	5	4	5
6	4	4	4	4	4	4	4	4	4	5	4	4	4	5	5
7	4	5	4	4	4	4	4	4	4	5	4	4	4	5	5
8	4	4	5	4	4	4	4	5	5	4	4	4	4	4	4
9	4	4	4	4	5	4	4	5	4	4	4	4	4	4	4
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11	4	4	4	4	4	4	4	5	5	4	5	5	4	4	5
12	4	4	4	4	4	4	4	5	5	5	4	4	5	4	4
13	4	4	4	4	5	4	4	5	5	4	5	4	5	4	5
14	4	5	4	4	4	4	4	4	5	5	4	5	4	5	4
15	4	4	4	4	4	4	4	4	5	4	5	4	5	5	5
16	4	4	4	4	4	4	4	4	5	5	4	5	4	5	4
17	4	4	4	4	4	4	4	4	5	4	5	4	5	4	5
18	4	4	4	4	4	4	4	5	4	4	5	5	5	5	5
19	4	4	4	4	4	4	4	4	5	4	4	4	4	5	4
20	4	4	4	4	4	4	4	4	4	4	5	4	5	4	4
21	4	4	4	4	4	4	4	4	4	5	4	4	4	4	5
22	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5
23	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5
24	4	4	4	4	4	4	4	4	5	4	4	4	5	5	5
25	4	5	4	4	4	5	4	5	4	5	5	4	4	4	5
26	4	4	4	4	4	5	5	4	4	4	4	4	4	4	4
27	5	4	4	4	4	4	4	4	4	5	4	4	4	4	4
28	5	4	5	4	4	4	5	4	5	4	4	5	4	4	5
29	4	5	4	4	4	4	5	4	5	4	5	4	4	4	4
30	4	5	5	4	4	5	4	5	5	4	5	4	5	5	4
31	4	5	5	4	4	4	4	4	5	5	4	5	4	5	4
32	4	5	5	4	4	5	4	4	4	4	4	5	4	4	5
33	4	5	4	5	5	5	4	4	4	4	4	4	4	5	4
34	4	4	4	4	4	4	4	5	4	4	4	5	5	5	5
35	5	4	4	4	4	4	5	5	4	4	4	5	4	4	5
36	4	4	4	4	4	4	4	4	4	5	4	4	4	4	5
37	5	4	4	5	4	5	5	4	4	4	5	5	4	4	5
38	4	4	4	4	4	4	5	5	4	4	4	4	4	5	5
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40	4	5	5	4	4	4	4	4	5	5	4	4	4	4	5
41	4	5	4	5	4	4	4	4	5	4	4	4	4	4	5
42	4	5	4	4	4	5	4	5	4	4	4	4	4	5	5
43	4	4	4	5	4	4	5	5	4	4	4	4	4	5	5
44	4	4	4	4	4	4	4	4	4	4	4	5	4	4	5
45	4	5	5	5	4	4	4	4	4	5	4	4	5	4	5
46	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4
47	4	4	5	4	5	4	5	5	4	5	4	4	5	5	4
48	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
49	4	4	4	4	4	5	4	4	4	5	5	4	4	4	5
50	4	4	4	4	4	4	4	4	5	4	4	4	5	4	4
51	5	4	5	4	5	4	4	4	5	4	4	4	5	4	4
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53	5	4	5	5	4	4	4	5	4	5	4	4	5	4	4
54	4	4	5	4	4	4	4	5	5	4	4	4	4	4	5
55	4	4	5	4	4	4	5	4	5	4	4	5	4	4	4
56	5	4	4	4	4	4	4	4	5	4	5	5	4	4	5
57	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4
58	4	4	4	4	4	5	4	4	4	5	4	5	4	4	4
59	4	5	4	4	4	5	4	4	4	4	4	4	4	4	4
60	4	4	4	4	4	4	4	4	4	4	4	5	4	5	4

LAMPIRAN 6

Rata-rata

Resp	Kepuasan						Harapan					
	KA	KB	KC	KD	KE	K	PA	PB	PC	PD	PE	P
1	3,20	3,60	3,83	3,75	4,18	3,81	4,80	4,80	4,67	4,00	4,18	4,45
2	3,20	3,60	3,67	3,75	4,27	3,81	4,60	4,80	4,67	4,00	4,27	4,45
3	3,80	3,60	3,67	3,50	4,36	3,90	4,60	4,60	4,50	4,00	4,45	4,45
4	3,40	3,80	3,67	3,75	4,45	3,94	4,40	4,80	4,50	4,00	4,45	4,45
5	3,60	3,60	3,67	3,50	4,18	3,81	4,60	4,60	4,50	4,00	4,27	4,39
6	3,20	3,60	3,83	3,50	4,36	3,84	4,60	4,80	4,67	4,00	4,36	4,48
7	3,20	3,80	3,67	3,50	4,36	3,84	4,40	4,80	4,67	4,25	4,36	4,48
8	3,60	3,40	3,83	4,00	4,09	3,84	4,60	4,60	4,17	4,25	4,18	4,32
9	3,40	3,60	3,67	3,75	3,91	3,71	4,60	4,80	4,50	4,00	4,18	4,39
10	3,60	3,40	4,00	4,00	4,09	3,87	4,60	4,40	4,17	4,50	4,27	4,35
11	3,40	3,80	3,50	4,00	4,18	3,84	4,40	4,40	4,17	4,00	4,45	4,32
12	3,60	3,60	3,67	4,00	4,09	3,84	4,60	4,40	4,17	4,00	4,36	4,32
13	3,60	4,00	3,33	4,00	4,27	3,90	4,40	4,40	4,17	4,00	4,55	4,35
14	3,60	3,40	3,67	3,50	4,18	3,77	4,40	4,40	4,50	4,25	4,36	4,39
15	3,40	4,00	3,50	3,75	4,36	3,90	4,40	4,80	4,50	4,00	4,45	4,45
16	3,60	3,80	3,67	3,50	4,18	3,84	4,60	4,60	4,50	4,00	4,36	4,42
17	3,40	3,60	3,67	3,50	4,36	3,84	4,60	4,80	4,67	4,00	4,36	4,48
18	3,60	3,60	3,50	3,50	4,27	3,81	4,40	4,60	4,50	4,00	4,55	4,45
19	3,20	3,40	3,50	3,75	4,09	3,68	4,60	4,80	4,67	4,00	4,18	4,42
20	3,80	3,40	3,50	3,50	4,18	3,77	4,40	4,60	4,50	4,00	4,27	4,35
21	3,40	3,80	3,67	3,50	4,45	3,90	4,60	5,00	4,67	4,00	4,27	4,48
22	3,80	3,80	3,83	4,00	4,55	4,10	5,00	4,80	4,67	4,00	4,09	4,45
23	3,80	3,80	3,83	3,50	4,36	3,97	5,00	5,00	4,17	4,00	4,27	4,45
24	3,40	3,80	3,67	3,50	4,36	3,87	4,80	4,60	4,67	4,00	4,36	4,48
25	3,20	3,40	3,50	3,50	3,64	3,48	4,20	4,60	4,17	4,25	4,45	4,35
26	3,40	3,40	3,33	3,50	3,45	3,42	4,80	4,60	4,17	4,00	4,18	4,32
27	3,20	3,60	3,50	3,75	3,55	3,52	4,20	4,80	4,50	4,25	4,09	4,32
28	3,20	3,40	3,33	3,50	3,55	3,42	4,20	4,40	4,33	4,50	4,36	4,35
29	3,40	3,40	3,50	3,50	3,45	3,45	4,80	4,20	4,17	4,25	4,27	4,32
30	3,20	3,60	3,50	3,50	3,55	3,48	4,20	4,60	4,17	4,50	4,55	4,42
31	3,40	3,20	3,33	3,50	3,45	3,39	4,60	4,40	4,33	4,50	4,36	4,42
32	3,20	3,20	3,50	3,50	3,55	3,42	4,40	4,60	4,17	4,50	4,27	4,35
33	3,60	3,40	3,67	3,50	3,64	3,58	4,40	4,60	4,17	4,50	4,27	4,35
34	3,20	3,60	3,50	3,25	3,55	3,45	4,20	4,80	4,50	4,00	4,45	4,42
35	3,20	3,40	3,50	3,50	3,55	3,45	4,20	4,60	4,33	4,25	4,36	4,35
36	3,60	3,40	3,67	3,50	3,45	3,52	4,40	4,60	4,33	4,00	4,27	4,32
37	3,80	3,40	3,83	3,25	3,91	3,71	4,60	4,40	4,67	4,50	4,45	4,52
38	3,40	3,40	3,50	3,75	3,73	3,58	4,20	4,40	4,67	4,00	4,36	4,35
39	3,60	4,00	3,83	3,75	3,82	3,81	4,40	4,40	4,33	4,25	4,18	4,29
40	3,60	3,80	3,67	4,00	3,91	3,81	4,00	4,60	4,17	4,50	4,27	4,29
41	3,60	4,00	4,00	4,00	3,91	3,90	4,40	4,20	4,50	4,50	4,18	4,32
42	3,60	3,80	4,00	4,00	3,82	3,84	4,40	4,80	4,50	4,25	4,36	4,45
43	3,40	3,20	3,67	3,50	3,73	3,55	4,20	4,40	4,33	4,25	4,36	4,32
44	3,60	3,80	3,83	4,00	3,82	3,81	4,40	4,60	4,17	4,00	4,18	4,26
45	3,20	3,40	3,67	3,75	3,55	3,52	4,20	4,00	4,33	4,75	4,27	4,29
46	3,40	3,20	3,50	3,50	3,55	3,45	4,20	4,60	4,50	4,00	4,18	4,29
47	3,60	3,40	3,67	3,25	3,55	3,52	4,60	4,20	4,50	4,25	4,55	4,45
48	3,20	3,40	3,50	3,75	3,45	3,45	4,60	4,60	4,33	4,00	4,00	4,26
49	3,60	3,40	3,67	3,50	3,55	3,55	4,40	4,40	4,17	4,00	4,36	4,29
50	3,20	3,40	3,33	3,75	3,55	3,45	4,20	4,80	4,33	4,00	4,18	4,29
51	3,40	3,40	3,33	3,25	3,45	3,39	4,40	4,20	4,50	4,50	4,27	4,35
52	3,20	3,40	3,50	3,25	3,55	3,42	4,20	4,80	4,50	4,25	4,09	4,32
53	3,40	3,60	3,33	3,25	3,55	3,45	4,40	4,60	4,50	4,75	4,27	4,45
54	3,40	3,60	3,50	3,25	3,45	3,45	4,00	4,60	4,33	4,25	4,27	4,29
55	3,40	3,40	3,67	3,75	3,45	3,52	4,40	4,20	4,33	4,25	4,27	4,29
56	3,20	3,60	3,50	3,50	3,55	3,48	4,20	4,40	4,17	4,25	4,36	4,29
57	3,40	3,60	3,50	3,25	3,64	3,52	4,20	4,60	4,83	4,00	4,09	4,32
58	3,40	3,40	3,33	3,50	3,36	3,39	4,20	4,40	4,33	4,00	4,27	4,26
59	3,40	3,40	3,50	3,25	3,55	3,45	4,20	4,80	4,50	4,25	4,09	4,32
60	3,40	3,60	3,50	3,50	3,55	3,52	4,40	4,60	4,33	4,00	4,18	4,29

LAMPIRAN 7
ANALISIS TINGKAT KEPUASAN

Resp	Tingkat kepuasan					
	KA	KB	KC	KD	KE	Kep
1	66,67	75,00	82,14	93,75	100,00	85,51
2	69,57	75,00	78,57	93,75	100,00	85,51
3	82,61	78,26	81,48	87,50	97,96	87,68
4	77,27	79,17	81,48	93,75	100,00	88,41
5	78,26	78,26	81,48	87,50	97,87	86,76
6	69,57	75,00	82,14	87,50	100,00	85,61
7	72,73	79,17	78,57	82,35	100,00	85,61
8	78,26	73,91	92,00	94,12	97,83	88,81
9	73,91	75,00	81,48	93,75	93,48	84,56
10	78,26	77,27	96,00	88,89	95,74	88,89
11	77,27	86,36	84,00	100,00	93,88	88,81
12	78,26	81,82	88,00	100,00	93,75	88,81
13	81,82	90,91	80,00	100,00	94,00	89,63
14	81,82	77,27	81,48	82,35	95,83	86,03
15	77,27	83,33	77,78	93,75	97,96	87,68
16	78,26	82,61	81,48	87,50	95,83	86,86
17	73,91	75,00	78,57	87,50	100,00	85,61
18	81,82	78,26	77,78	87,50	94,00	85,51
19	69,57	70,83	75,00	93,75	97,83	83,21
20	86,36	73,91	77,78	87,50	97,87	86,67
21	73,91	76,00	78,57	87,50	104,26	87,05
22	76,00	79,17	82,14	100,00	111,11	92,03
23	76,00	76,00	92,00	87,50	102,13	89,13
24	70,83	82,61	78,57	87,50	100,00	86,33
25	76,19	73,91	84,00	82,35	81,63	80,00
26	70,83	73,91	80,00	87,50	82,61	79,10
27	76,19	75,00	77,78	88,24	86,67	81,34
28	76,19	77,27	76,92	77,78	81,25	78,52
29	70,83	80,95	84,00	82,35	80,85	79,85
30	76,19	78,26	84,00	77,78	78,00	78,83
31	73,91	72,73	76,92	77,78	79,17	76,64
32	72,73	69,57	84,00	77,78	82,98	78,52
33	81,82	73,91	88,00	77,78	85,11	82,22
34	76,19	75,00	77,78	81,25	79,59	78,10
35	76,19	73,91	80,77	82,35	81,25	79,26
36	81,82	73,91	84,62	87,50	80,85	81,34
37	82,61	77,27	82,14	72,22	87,76	82,14
38	80,95	77,27	75,00	93,75	85,42	82,22
39	81,82	90,91	88,46	88,24	91,30	88,72
40	90,00	82,61	88,00	88,89	91,49	88,72
41	81,82	95,24	88,89	88,89	93,48	90,30
42	81,82	79,17	88,89	94,12	87,50	86,23
43	80,95	72,73	84,62	82,35	85,42	82,09
44	81,82	82,61	92,00	100,00	91,30	89,39
45	76,19	85,00	84,62	78,95	82,98	81,95
46	80,95	69,57	77,78	87,50	84,78	80,45
47	78,26	80,95	81,48	76,47	78,00	78,99
48	69,57	73,91	80,77	93,75	86,36	81,06
49	81,82	77,27	88,00	87,50	81,25	82,71
50	76,19	70,83	76,92	93,75	84,78	80,45
51	77,27	80,95	74,07	72,22	80,85	77,78
52	76,19	70,83	77,78	76,47	86,67	79,10
53	77,27	78,26	74,07	68,42	82,98	77,54
54	85,00	78,26	80,77	76,47	80,85	80,45
55	77,27	80,95	84,62	88,24	80,85	81,95
56	76,19	81,82	84,00	82,35	81,25	81,20
57	80,95	78,26	72,41	81,25	88,89	81,34
58	80,95	77,27	76,92	87,50	78,72	79,55
59	80,95	70,83	77,78	76,47	86,67	79,85
60	77,27	78,26	80,77	87,50	84,78	81,95

LAMPIRAN 8
HASIL UJI NORMALITAS

NPar Tests - SKPD

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		24
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	,42476766
Most Extreme Differences	Absolute	,129
	Positive	,091
	Negative	-,129
Kolmogorov-Smirnov Z		,633
Asymp. Sig. (2-tailed)		,817

a. Test distribution is Normal.

b. Calculated from data.

NPar Tests - REKANAN

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		36
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	,96325939
Most Extreme Differences	Absolute	,112
	Positive	,096
	Negative	-,112
Kolmogorov-Smirnov Z		,669
Asymp. Sig. (2-tailed)		,761

a. Test distribution is Normal.

b. Calculated from data.

LAMPIRAN 9

HASIL UJI MULTIKOLINEARITAS

Regression - SKPD

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	X5, X3, X1, X4, X2 ^a	.	Enter

a. All requested variables entered.

b. Dependent Variable: Y

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,976 ^a	,952	,939	,48015

a. Predictors: (Constant), X5, X3, X1, X4, X2

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	82,965	5	16,593	71,972	,000 ^a
	Residual	4,150	18	,231		
	Total	87,115	23			

a. Predictors: (Constant), X5, X3, X1, X4, X2

b. Dependent Variable: Y

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	8,375	4,816		1,739	,099		
	X1	,284	,025	,595	11,455	,000	,981	1,020
	X2	,152	,039	,283	3,918	,001	,506	1,976
	X3	,142	,038	,215	3,726	,002	,796	1,257
	X4	,271	,026	,590	10,394	,000	,821	1,218
	X5	,205	,047	,312	4,376	,000	,521	1,921

a. Dependent Variable: Y

Collinearity Diagnostics³

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions					
				(Constant)	X1	X2	X3	X4	X5
1	1	5,991	1,000	,00	,00	,00	,00	,00	,00
	2	,003	42,209	,00	,11	,13	,01	,22	,03
	3	,003	43,445	,00	,53	,02	,00	,34	,00
	4	,002	52,241	,00	,27	,07	,32	,09	,01
	5	,000	117,151	,08	,05	,78	,55	,10	,57
	6	,000	135,330	,92	,04	,00	,12	,25	,39

a. Dependent Variable: Y

Regression - REKANAN**Variables Entered/Removed⁴**

Model	Variables Entered	Variables Removed	Method
1	X5, X4, X1, X2, X3	.	Enter

a. All requested variables entered.

b. Dependent Variable: Y

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,958 ^a	,918	,905	1,04044

a. Predictors: (Constant), X5, X4, X1, X2, X3

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	364,826	5	72,965	67,404	,000 ^a
	Residual	32,475	30	1,083		
	Total	397,302	35			

a. Predictors: (Constant), X5, X4, X1, X2, X3

b. Dependent Variable: Y

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	3,248	4,727		,687	,497		
	X1	,183	,072	,184	2,559	,016	,530	1,888
	X2	,229	,056	,272	4,060	,000	,609	1,643
	X3	,190	,088	,202	2,168	,038	,314	3,186
	X4	,291	,047	,407	6,188	,000	,631	1,584
	X5	,216	,097	,186	2,226	,034	,389	2,571

a. Dependent Variable: Y

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions					
				(Constant)	X1	X2	X3	X4	X5
1	1	5,993	1,000	,00	,00	,00	,00	,00	,00
	2	,003	43,866	,02	,12	,01	,00	,55	,00
	3	,002	59,064	,02	,04	,87	,01	,22	,00
	4	,001	67,466	,70	,08	,00	,13	,00	,00
	5	,001	92,065	,00	,69	,11	,25	,21	,25
	6	,000	116,579	,26	,07	,01	,60	,02	,75

a. Dependent Variable: Y

LAMPIRAN 10

HASIL UJI HETEROSKEDASTISITAS

Regression - SKPD

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	X5, X3, X1, X4, X2	.	Enter

a. All requested variables entered.

b. Dependent Variable: AbsUt

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,439 ^a	,193	-,031	,23965

a. Predictors: (Constant), X5, X3, X1, X4, X2

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	,247	5	,049	,860	,526 ^a
	Residual	1,034	18	,057		
	Total	1,281	23			

a. Predictors: (Constant), X5, X3, X1, X4, X2

b. Dependent Variable: AbsUt

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3,831	2,404		1,594	,128
	X1	-,005	,012	-,086	-,403	,692
	X2	-,025	,019	-,389	-1,306	,208
	X3	-,029	,019	-,362	-1,525	,145
	X4	,009	,013	,154	,659	,518
	X5	,002	,023	,030	,102	,920

a. Dependent Variable: AbsUt

Regression - REKANAN

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	X5, X4, X1, X2, X3	.	Enter

a. All requested variables entered.

b. Dependent Variable: AbsUt

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,383 ^a	,147	,005	,60352

a. Predictors: (Constant), X5, X4, X1, X2, X3

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1,881	5	,376	1,033	,416 ^a
	Residual	10,927	30	,364		
	Total	12,808	35			

a. Predictors: (Constant), X5, X4, X1, X2, X3

b. Dependent Variable: AbsUt

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-2,997	2,742		-1,093	,283
	X1	,012	,041	,069	,296	,769
	X2	,031	,033	,202	,935	,357
	X3	,019	,051	,115	,383	,705
	X4	-,040	,027	-,311	-1,463	,154
	X5	,031	,056	,147	,544	,590

a. Dependent Variable: AbsUt

LAMPIRAN 11

HASIL ANALISIS REGRESI LINEAR BERGANDA

Regression - SKPD

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	X5, X3, X1, X4, X2 ^a	.	Enter

a. All requested variables entered.

b. Dependent Variable: Y

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,976 ^a	,952	,939	,48015

a. Predictors: (Constant), X5, X3, X1, X4, X2

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	82,965	5	16,593	71,972	,000 ^a
	Residual	4,150	18	,231		
	Total	87,115	23			

a. Predictors: (Constant), X5, X3, X1, X4, X2

b. Dependent Variable: Y

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	8,375	4,816		1,739	,099
	X1	,284	,025	,595	11,455	,000
	X2	,152	,039	,283	3,918	,001
	X3	,142	,038	,215	3,726	,002
	X4	,271	,026	,590	10,394	,000
	X5	,205	,047	,312	4,376	,000

a. Dependent Variable: Y

Regression - REKANAN**Variables Entered/Removed^a**

Model	Variables Entered	Variables Removed	Method
1	X5, X4, X1, X2, X3	.	Enter

a. All requested variables entered.

b. Dependent Variable: Y

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,958 ^a	,918	,905	1,04044

a. Predictors: (Constant), X5, X4, X1, X2, X3

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	364,826	5	72,965	67,404	,000 ^a
	Residual	32,475	30	1,083		
	Total	397,302	35			

a. Predictors: (Constant), X5, X4, X1, X2, X3

b. Dependent Variable: Y

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3,248	4,727		,687	,497
	X1	,183	,072	,184	2,559	,016
	X2	,229	,056	,272	4,060	,000
	X3	,190	,088	,202	2,168	,038
	X4	,291	,047	,407	6,188	,000
	X5	,216	,097	,186	2,226	,034

a. Dependent Variable: Y

