

UJI VALIDITAS DAN RELIABILIAS VARIABEL MUTU PELAYANAN

Case Processing Summary

		N	%
Cases	Valid	96	100.0
	Excluded ^a	0	.0
	Total	96	100.0

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

Reliability Statistics

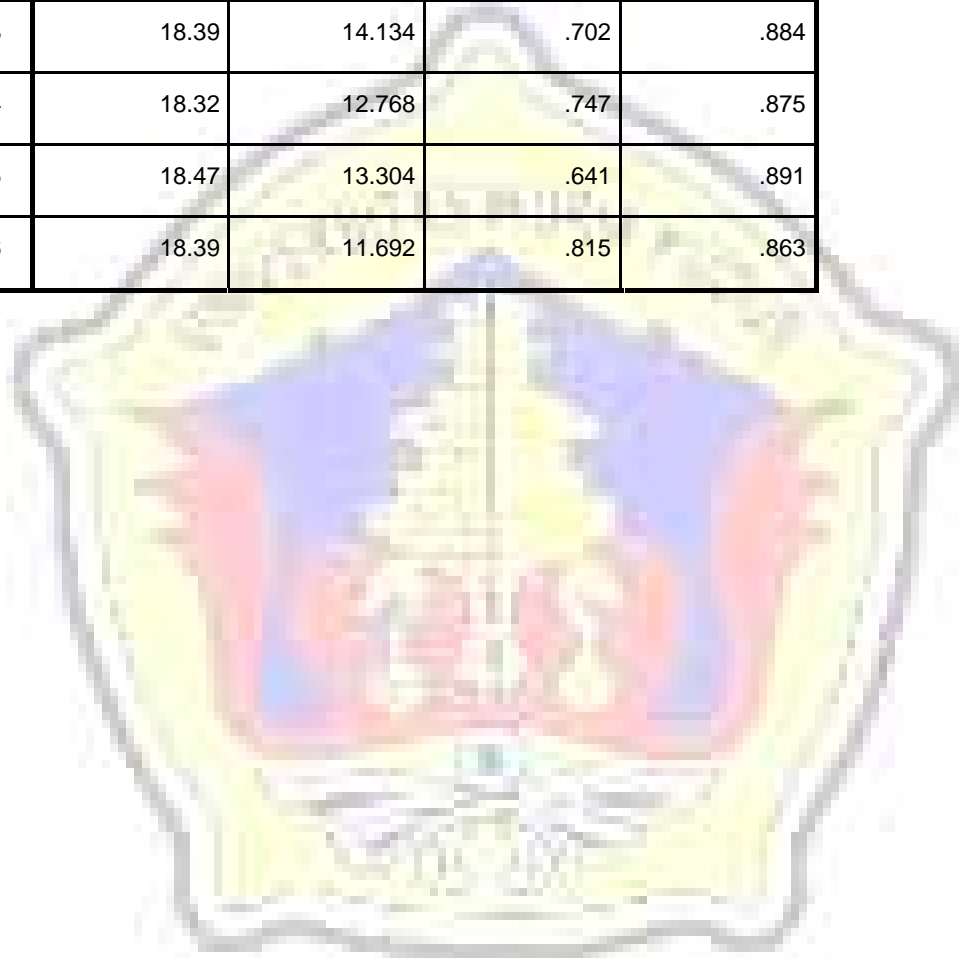
Cronbach's Alpha	N of Items
.897	6

Item Statistics

	Mean	Std. Deviation	N
X1_1	3.65	.894	96
X1_2	3.64	.822	96
X1_3	3.71	.710	96
X1_4	3.77	.900	96
X1_5	3.63	.909	96
X1_6	3.71	1.015	96

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	18.45	12.776	.752	.874
X1_2	18.46	13.493	.697	.882
X1_3	18.39	14.134	.702	.884
X1_4	18.32	12.768	.747	.875
X1_5	18.47	13.304	.641	.891
X1_6	18.39	11.692	.815	.863



UJI VALIDITAS DAN RELIABILITAS VARIABEL PROSEDUR PELAYANAN

Case Processing Summary

		N	%
Cases	Valid	96	100.0
	Excluded ^a	0	.0
	Total	96	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.941	8

Item Statistics

	Mean	Std. Deviation	N
X2_1	3.73	.900	96
X2_2	3.78	.897	96
X2_3	3.92	1.073	96
X2_4	3.89	1.065	96
X2_5	3.86	1.111	96
X2_6	3.63	.886	96
X2_7	3.82	.846	96
X2_8	3.93	.897	96

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	26.82	33.621	.727	.937
X2_2	26.77	33.021	.795	.932
X2_3	26.64	30.508	.874	.926
X2_4	26.67	30.456	.887	.925
X2_5	26.69	30.280	.859	.928
X2_6	26.93	34.005	.700	.938
X2_7	26.73	33.652	.779	.934
X2_8	26.63	34.005	.689	.939

UJI VALIDITAS DAN RELIABILITAS VARIABEL KEPUASAN MASYARAKAT

Case Processing Summary

		N	%
Cases	Valid	96	100.0
	Excluded ^a	0	.0
	Total	96	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.854	3

Item Statistics

	Mean	Std. Deviation	N
Y_1	3.65	.794	96
Y_2	3.70	.742	96
Y_3	3.79	.870	96

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	7.49	2.316	.641	.872
Y_2	7.44	2.207	.790	.743
Y_3	7.34	1.912	.761	.765



One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		96
Normal Parameters ^{a,b}	Mean	0E-7
	Std. Deviation	1.08988773
Most Extreme Differences	Absolute	.122
	Positive	.039
	Negative	-.122
Kolmogorov-Smirnov Z		1.199
Asymp. Sig. (2-tailed)		.113

a. Test distribution is Normal.

b. Calculated from data.

Descriptive Statistics

	Mean	Std. Deviation	N
Kepuasan Masyarakat (Y)	11.14	2.121	96
Mutu Pelayanan (X1)	22.09	4.287	96
Prosedur Pelayanan (X2)	30.55	6.482	96

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Mutu Pelayanan (X1)	.503	1.990
	Prosedur Pelayanan (X2)	.503	1.990

Descriptive Statistics

	Mean	Std. Deviation	N
Kepuasan Masyarakat (Y)	11.14	2.121	96
Mutu Pelayanan (X1)	22.09	4.287	96
Prosedur Pelayanan (X2)	30.55	6.482	96

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.858 ^a	.736	.730	1.102	1.619

a. Predictors: (Constant), Prosedur Pelayanan (X2), Mutu Pelayanan (X1)

b. Dependent Variable: Kepuasan Masyarakat (Y)



Descriptive Statistics

	Mean	Std. Deviation	N
Kepuasan Masyarakat (Y)	11.14	2.121	96
Mutu Pelayanan (X1)	22.09	4.287	96
Prosedur Pelayanan (X2)	30.55	6.482	96

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Prosedur Pelayanan (X2), Mutu Pelayanan (X1) ^b		Enter

a. Dependent Variable: Kepuasan Masyarakat (Y)

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.858 ^a	.736	.730	1.102

a. Predictors: (Constant), Prosedur Pelayanan (X2), Mutu Pelayanan (X1)

b. Dependent Variable: Kepuasan Masyarakat (Y)

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	314.393	2	157.197	129.551	.000 ^b
	Residual	112.846	93	1.213		
	Total	427.240	95			

a. Dependent Variable: Kepuasan Masyarakat (Y)

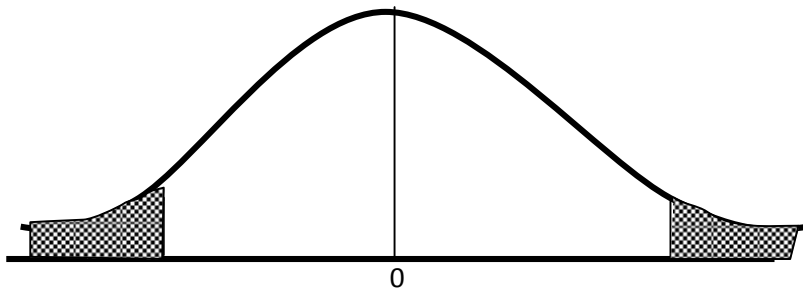
b. Predictors: (Constant), Prosedur Pelayanan (X2), Mutu Pelayanan (X1)

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.433	.618		2.321	.022
	Mutu Pelayanan (X1)	.221	.037	.448	5.953	.000
	Prosedur Pelayanan (X2)	.157	.025	.481	6.403	.000

a. Dependent Variable: Kepuasan Masyarakat (Y)

Cuplikan Tabel Distribusi t



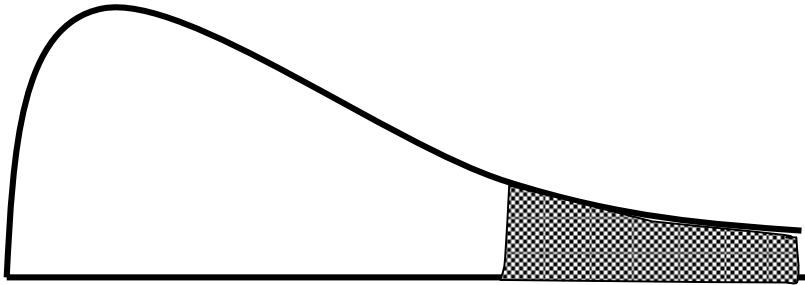
No	10%	5%	2,5%
1	3.078	6.314	12.706
2	1.886	2.920	4.303
3	1.638	2.353	3.182
4	1.533	2.132	2.776
5	1.476	2.015	2.571
6	1.440	1.943	2.447
7	1.415	1.895	2.365
8	1.397	1.860	2.306
9	1.383	1.833	2.262
10	1.372	1.812	2.228
11	1.363	1.796	2.201
12	1.356	1.782	2.179
13	1.350	1.771	2.160
14	1.345	1.761	2.145
15	1.341	1.753	2.131
16	1.337	1.746	2.120
17	1.333	1.740	2.110
18	1.330	1.734	2.101
19	1.328	1.729	2.093
20	1.325	1.725	2.086
21	1.323	1.721	2.080
22	1.321	1.717	2.074
23	1.319	1.714	2.069
24	1.318	1.711	2.064
25	1.316	1.708	2.060
26	1.315	1.706	2.056
27	1.314	1.703	2.052
28	1.313	1.701	2.048
29	1.311	1.699	2.045
30	1.310	1.697	2.042
31	1.309	1.696	2.040
32	1.309	1.694	2.037
33	1.308	1.692	2.035
34	1.307	1.691	2.032
35	1.306	1.690	2.030
36	1.306	1.688	2.028

37	1.305	1.687	2.026
38	1.304	1.686	2.024
39	1.304	1.685	2.023
40	1.303	1.684	2.021
41	1.303	1.683	2.020
42	1.302	1.682	2.018
43	1.302	1.681	2.017
44	1.301	1.680	2.015
45	1.301	1.679	2.014
46	1.300	1.679	2.013
47	1.300	1.678	2.012
48	1.299	1.677	2.011
49	1.299	1.677	2.010
50	1.299	1.676	2.009
51	1.298	1.675	2.008
52	1.298	1.675	2.007
53	1.298	1.674	2.006
54	1.297	1.674	2.005
55	1.297	1.673	2.004
56	1.297	1.673	2.003
57	1.297	1.672	2.002
58	1.296	1.672	2.002
59	1.296	1.671	2.001
60	1.296	1.671	2.000
61	1.296	1.670	2.000
62	1.295	1.670	1.999
63	1.295	1.669	1.998
64	1.295	1.669	1.998
65	1.295	1.669	1.997
66	1.295	1.668	1.997
67	1.294	1.668	1.996
68	1.294	1.668	1.995
69	1.294	1.667	1.995
70	1.294	1.667	1.994
71	1.294	1.667	1.994
72	1.293	1.666	1.993
73	1.293	1.666	1.993
74	1.293	1.666	1.993
75	1.293	1.665	1.992
76	1.293	1.665	1.992
77	1.293	1.665	1.991
78	1.292	1.665	1.991
79	1.292	1.664	1.990
80	1.292	1.664	1.990
81	1.292	1.664	1.990
82	1.292	1.664	1.989
83	1.292	1.663	1.989
84	1.292	1.663	1.989

85	1.292	1.663	1.988
86	1.291	1.663	1.988
87	1.291	1.663	1.988
88	1.291	1.662	1.987
89	1.291	1.662	1.987
90	1.291	1.662	1.987
91	1.291	1.662	1.986
92	1.291	1.662	1.986
93	1.291	1.661	1.986
94	1.291	1.661	1.986
95	1.291	1.661	1.985
96	1.290	1.661	1.985
97	1.290	1.661	1.985
98	1.290	1.661	1.984
99	1.290	1.660	1.984
100	1.290	1.660	1.984



Tabel F untuk $\alpha = 0.05$



0

df	1	2	3	4	5	6	7	8
1	161.448	199.500	215.707	224.583	230.162	233.986	236.768	238.883
2	18.513	19.000	19.164	19.247	19.296	19.330	19.353	19.371
3	10.128	9.552	9.277	9.117	9.013	8.941	8.887	8.845
4	7.709	6.944	6.591	6.388	6.256	6.163	6.094	6.041
5	6.608	5.786	5.409	5.192	5.050	4.950	4.876	4.818
6	5.987	5.143	4.757	4.534	4.387	4.284	4.207	4.147
7	5.591	4.737	4.347	4.120	3.972	3.866	3.787	3.726
8	5.318	4.459	4.066	3.838	3.687	3.581	3.500	3.438
9	5.117	4.256	3.863	3.633	3.482	3.374	3.293	3.230
10	4.965	4.103	3.708	3.478	3.326	3.217	3.135	3.072
11	4.844	3.982	3.587	3.357	3.204	3.095	3.012	2.948
12	4.747	3.885	3.490	3.259	3.106	2.996	2.913	2.849
13	4.667	3.806	3.411	3.179	3.025	2.915	2.832	2.767
14	4.600	3.739	3.344	3.112	2.958	2.848	2.764	2.699
15	4.543	3.682	3.287	3.056	2.901	2.790	2.707	2.641
16	4.494	3.634	3.239	3.007	2.852	2.741	2.657	2.591
17	4.451	3.592	3.197	2.965	2.810	2.699	2.614	2.548
18	4.414	3.555	3.160	2.928	2.773	2.661	2.577	2.510
19	4.381	3.522	3.127	2.895	2.740	2.628	2.544	2.477
20	4.351	3.493	3.098	2.866	2.711	2.599	2.514	2.447
21	4.325	3.467	3.072	2.840	2.685	2.573	2.488	2.420
22	4.301	3.443	3.049	2.817	2.661	2.549	2.464	2.397
23	4.279	3.422	3.028	2.796	2.640	2.528	2.442	2.375
24	4.260	3.403	3.009	2.776	2.621	2.508	2.423	2.355
25	4.242	3.385	2.991	2.759	2.603	2.490	2.405	2.337
26	4.225	3.369	2.975	2.743	2.587	2.474	2.388	2.321
27	4.210	3.354	2.960	2.728	2.572	2.459	2.373	2.305
28	4.196	3.340	2.947	2.714	2.558	2.445	2.359	2.291
29	4.183	3.328	2.934	2.701	2.545	2.432	2.346	2.278
30	4.171	3.316	2.922	2.690	2.534	2.421	2.334	2.266
31	4.160	3.305	2.911	2.679	2.523	2.409	2.323	2.255
32	4.149	3.295	2.901	2.668	2.512	2.399	2.313	2.244

33	4.139	3.285	2.892	2.659	2.503	2.389	2.303	2.235
34	4.130	3.276	2.883	2.650	2.494	2.380	2.294	2.225
35	4.121	3.267	2.874	2.641	2.485	2.372	2.285	2.217
36	4.113	3.259	2.866	2.634	2.477	2.364	2.277	2.209
37	4.105	3.252	2.859	2.626	2.470	2.356	2.270	2.201
38	4.098	3.245	2.852	2.619	2.463	2.349	2.262	2.194
39	4.091	3.238	2.845	2.612	2.456	2.342	2.255	2.187
40	4.085	3.232	2.839	2.606	2.449	2.336	2.249	2.180
41	4.079	3.226	2.833	2.600	2.443	2.330	2.243	2.174
42	4.073	3.220	2.827	2.594	2.438	2.324	2.237	2.168
43	4.067	3.214	2.822	2.589	2.432	2.318	2.232	2.163
44	4.062	3.209	2.816	2.584	2.427	2.313	2.226	2.157
45	4.057	3.204	2.812	2.579	2.422	2.308	2.221	2.152
46	4.052	3.200	2.807	2.574	2.417	2.304	2.216	2.147
47	4.047	3.195	2.802	2.570	2.413	2.299	2.212	2.143
48	4.043	3.191	2.798	2.565	2.409	2.295	2.207	2.138
49	4.038	3.187	2.794	2.561	2.404	2.290	2.203	2.134
50	4.034	3.183	2.790	2.557	2.400	2.286	2.199	2.130
51	4.030	3.179	2.786	2.553	2.397	2.283	2.195	2.126
52	4.027	3.175	2.783	2.550	2.393	2.279	2.192	2.122
53	4.023	3.172	2.779	2.546	2.389	2.275	2.188	2.119
54	4.020	3.168	2.776	2.543	2.386	2.272	2.185	2.115
55	4.016	3.165	2.773	2.540	2.383	2.269	2.181	2.112
56	4.013	3.162	2.769	2.537	2.380	2.266	2.178	2.109
57	4.010	3.159	2.766	2.534	2.377	2.263	2.175	2.106
58	4.007	3.156	2.764	2.531	2.374	2.260	2.172	2.103
59	4.004	3.153	2.761	2.528	2.371	2.257	2.169	2.100
60	4.001	3.150	2.758	2.525	2.368	2.254	2.167	2.097
61	3.998	3.148	2.755	2.523	2.366	2.251	2.164	2.094
62	3.996	3.145	2.753	2.520	2.363	2.249	2.161	2.092
63	3.993	3.143	2.751	2.518	2.361	2.246	2.159	2.089
64	3.991	3.140	2.748	2.515	2.358	2.244	2.156	2.087
65	3.989	3.138	2.746	2.513	2.356	2.242	2.154	2.084
66	3.986	3.136	2.744	2.511	2.354	2.239	2.152	2.082
67	3.984	3.134	2.742	2.509	2.352	2.237	2.150	2.080
68	3.982	3.132	2.740	2.507	2.350	2.235	2.148	2.078
69	3.980	3.130	2.737	2.505	2.348	2.233	2.145	2.076
70	3.978	3.128	2.736	2.503	2.346	2.231	2.143	2.074
71	3.976	3.126	2.734	2.501	2.344	2.229	2.142	2.072
72	3.974	3.124	2.732	2.499	2.342	2.227	2.140	2.070
73	3.972	3.122	2.730	2.497	2.340	2.226	2.138	2.068
74	3.970	3.120	2.728	2.495	2.338	2.224	2.136	2.066
75	3.968	3.119	2.727	2.494	2.337	2.222	2.134	2.064
76	3.967	3.117	2.725	2.492	2.335	2.220	2.133	2.063
77	3.965	3.115	2.723	2.490	2.333	2.219	2.131	2.061
78	3.963	3.114	2.722	2.489	2.332	2.217	2.129	2.059

79	3.962	3.112	2.720	2.487	2.330	2.216	2.128	2.058
80	3.960	3.111	2.719	2.486	2.329	2.214	2.126	2.056
81	3.959	3.109	2.717	2.484	2.327	2.213	2.125	2.055
82	3.957	3.108	2.716	2.483	2.326	2.211	2.123	2.053
83	3.956	3.107	2.715	2.482	2.324	2.210	2.122	2.052
84	3.955	3.105	2.713	2.480	2.323	2.209	2.121	2.051
85	3.953	3.104	2.712	2.479	2.322	2.207	2.119	2.049
86	3.952	3.103	2.711	2.478	2.321	2.206	2.118	2.048
87	3.951	3.101	2.709	2.476	2.319	2.205	2.117	2.047
88	3.949	3.100	2.708	2.475	2.318	2.203	2.115	2.045
89	3.948	3.099	2.707	2.474	2.317	2.202	2.114	2.044
90	3.947	3.098	2.706	2.473	2.316	2.201	2.113	2.043
91	3.946	3.097	2.705	2.472	2.315	2.200	2.112	2.042
92	3.945	3.095	2.704	2.471	2.313	2.199	2.111	2.041
93	3.943	3.094	2.703	2.470	2.312	2.198	2.110	2.040
94	3.942	3.093	2.701	2.469	2.311	2.197	2.109	2.038
95	3.941	3.092	2.700	2.467	2.310	2.196	2.108	2.037
96	3.940	3.091	2.699	2.466	2.309	2.195	2.106	2.036
97	3.939	3.090	2.698	2.465	2.308	2.194	2.105	2.035
98	3.938	3.089	2.697	2.465	2.307	2.193	2.104	2.034
99	3.937	3.088	2.696	2.464	2.306	2.192	2.103	2.033
100	3.936	3.087	2.696	2.463	2.305	2.191	2.103	2.032



TABEL R

DF	10%	5%	2,5%	1%
1	0.951	0.988	0.997	1.000
2	0.800	0.900	0.950	0.980
3	0.687	0.805	0.878	0.934
4	0.608	0.729	0.811	0.882
5	0.551	0.669	0.754	0.833
6	0.507	0.621	0.707	0.789
7	0.472	0.582	0.666	0.750
8	0.443	0.549	0.632	0.715
9	0.419	0.521	0.602	0.685
10	0.398	0.497	0.576	0.658
11	0.380	0.476	0.553	0.634
12	0.365	0.458	0.532	0.612
13	0.351	0.441	0.514	0.592
14	0.338	0.426	0.497	0.574
15	0.327	0.412	0.482	0.558
16	0.317	0.400	0.468	0.543
17	0.308	0.389	0.456	0.529
18	0.299	0.378	0.444	0.516
19	0.291	0.369	0.433	0.503
20	0.284	0.360	0.423	0.492
21	0.277	0.352	0.413	0.482
22	0.271	0.344	0.404	0.472
23	0.265	0.337	0.396	0.462
24	0.260	0.330	0.388	0.453
25	0.255	0.323	0.381	0.445
26	0.250	0.317	0.374	0.437
27	0.245	0.311	0.367	0.430
28	0.241	0.306	0.361	0.423
29	0.237	0.301	0.355	0.416
30	0.233	0.296	0.349	0.409
31	0.229	0.291	0.344	0.403
32	0.225	0.287	0.339	0.397
33	0.222	0.283	0.334	0.392
34	0.219	0.279	0.329	0.386
35	0.216	0.275	0.325	0.381
36	0.213	0.271	0.320	0.376
37	0.210	0.267	0.316	0.371
38	0.207	0.264	0.312	0.367
39	0.204	0.260	0.308	0.362
40	0.202	0.257	0.304	0.358
41	0.199	0.254	0.301	0.354
42	0.197	0.251	0.297	0.350
43	0.195	0.248	0.294	0.346

44	0.192	0.246	0.291	0.342
45	0.190	0.243	0.288	0.338
46	0.188	0.240	0.285	0.335
47	0.186	0.238	0.282	0.331
48	0.184	0.235	0.279	0.328
49	0.182	0.233	0.276	0.325
50	0.181	0.231	0.273	0.322
51	0.179	0.228	0.271	0.319
52	0.177	0.226	0.268	0.316
53	0.175	0.224	0.266	0.313
54	0.174	0.222	0.263	0.310
55	0.172	0.220	0.261	0.307
56	0.171	0.218	0.259	0.305
57	0.169	0.216	0.256	0.302
58	0.168	0.214	0.254	0.300
59	0.166	0.213	0.252	0.297
60	0.165	0.211	0.250	0.295
61	0.164	0.209	0.248	0.293
62	0.162	0.207	0.246	0.290
63	0.161	0.206	0.244	0.288
64	0.160	0.204	0.242	0.286
65	0.159	0.203	0.240	0.284
66	0.157	0.201	0.239	0.282
67	0.156	0.200	0.237	0.280
68	0.155	0.198	0.235	0.278
69	0.154	0.197	0.234	0.276
70	0.153	0.195	0.232	0.274
71	0.152	0.194	0.230	0.272
72	0.151	0.193	0.229	0.270
73	0.150	0.191	0.227	0.268
74	0.149	0.190	0.226	0.266
75	0.148	0.189	0.224	0.265
76	0.147	0.188	0.223	0.263
77	0.146	0.186	0.221	0.261
78	0.145	0.185	0.220	0.260
79	0.144	0.184	0.219	0.258
80	0.143	0.183	0.217	0.257
81	0.142	0.182	0.216	0.255
82	0.141	0.181	0.215	0.253
83	0.140	0.180	0.213	0.252
84	0.140	0.179	0.212	0.251
85	0.139	0.178	0.211	0.249
86	0.138	0.176	0.210	0.248
87	0.137	0.175	0.208	0.246
88	0.136	0.174	0.207	0.245
89	0.136	0.174	0.206	0.244

90	0.135	0.173	0.205	0.242
91	0.134	0.172	0.204	0.241
92	0.133	0.171	0.203	0.240
93	0.133	0.170	0.202	0.238
94	0.132	0.169	0.201	0.237
95	0.131	0.168	0.200	0.236
96	0.131	0.167	0.199	0.235
97	0.130	0.166	0.198	0.234
98	0.129	0.165	0.197	0.232
99	0.129	0.165	0.196	0.231
100	0.128	0.164	0.195	0.230



Frekuensi Identitas Responden

Statistics

		jenis kelamin	Usia	Pekerjaan	Pendidikan
N	Valid	96	96	96	96
	Missing	0	0	0	0

Frequency Table

jenis kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	perempuan	40	41.7	41.7	41.7
	Laki-laki	56	58.3	58.3	100.0
	Total	96	100.0	100.0	

Usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-25 tahun	20	20.8	20.8	20.8
	26-30 tahun	32	33.3	33.3	54.2
	31-40 tahun	18	18.8	18.8	72.9
	di atas 40 tahun	26	27.1	27.1	100.0
	Total	96	100.0	100.0	

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Lain-Lain	24	25.0	25.0	25.0
	Karyawan Swasta	33	34.4	34.4	59.4
	Wiraswasta/Pedagang	21	21.9	21.9	81.3
	Pegawai Negeri	18	18.8	18.8	100.0
	Total	96	100.0	100.0	

Pendidikan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SMP	17	17.7	17.7	17.7
	SMU	31	32.3	32.3	50.0
	Diploma-III	11	11.5	11.5	61.5
	S1	37	38.5	38.5	100.0
	Total	96	100.0	100.0	

Frekuensi Mutu Pelayanan

Statistics

	N		Mean	Median	Mode	Sum
	Valid	Missing				
X1_1	96	0	3.65	4.00	4	350
X1_2	96	0	3.64	4.00	4	349
X1_3	96	0	3.71	4.00	4	356
X1_4	96	0	3.77	4.00	4	362
X1_5	96	0	3.63	4.00	4	348
X1_6	96	0	3.71	4.00	4	356
Mutu Pelayanan (X1)	96	0	22.09	23.00	24	2121

Frequency Table

X1_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	2	12	12.5	12.5	13.5
	3	19	19.8	19.8	33.3
	4	52	54.2	54.2	87.5
	5	12	12.5	12.5	100.0
	Total	96	100.0	100.0	

X1_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	2	9	9.4	9.4	10.4
	3	23	24.0	24.0	34.4
	4	54	56.3	56.3	90.6
	5	9	9.4	9.4	100.0
	Total	96	100.0	100.0	

X1_3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	2	2	2.1	2.1	3.1
	3	30	31.3	31.3	34.4
	4	54	56.3	56.3	90.6
	5	9	9.4	9.4	100.0
	Total	96	100.0	100.0	

X1_4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	3.1	3.1	3.1
	2	2	2.1	2.1	5.2
	3	28	29.2	29.2	34.4
	4	44	45.8	45.8	80.2
	5	19	19.8	19.8	100.0
	Total	96	100.0	100.0	

X1_5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2.1	2.1	2.1
	2	11	11.5	11.5	13.5
	3	19	19.8	19.8	33.3
	4	53	55.2	55.2	88.5
	5	11	11.5	11.5	100.0
	Total	96	100.0	100.0	

X1_6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2.1	2.1	2.1
	2	11	11.5	11.5	13.5
	3	22	22.9	22.9	36.5
	4	39	40.6	40.6	77.1
	5	22	22.9	22.9	100.0
	Total	96	100.0	100.0	

Mutu Pelayanan (X1)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	10	1	1.0	1.0	1.0
	12	1	1.0	1.0	2.1
	14	5	5.2	5.2	7.3
	15	1	1.0	1.0	8.3
	16	2	2.1	2.1	10.4
	17	4	4.2	4.2	14.6
	18	10	10.4	10.4	25.0
	19	1	1.0	1.0	26.0
	20	8	8.3	8.3	34.4
	21	7	7.3	7.3	41.7

	22	6	6.3	6.3	47.9
	23	5	5.2	5.2	53.1
	24	15	15.6	15.6	68.8
	25	2	2.1	2.1	70.8
	26	11	11.5	11.5	82.3
	27	13	13.5	13.5	95.8
	28	2	2.1	2.1	97.9
	29	2	2.1	2.1	100.0
	Total	96	100.0	100.0	



Frekuensi Prosedur Pelayanan

Statistics

	N		Mean	Median	Mode	Sum
	Valid	Missing				
X2_1	96	0	3.73	4.00	4	358
X2_2	96	0	3.78	4.00	4	363
X2_3	96	0	3.92	4.00	5	376
X2_4	96	0	3.89	4.00	4	373
X2_5	96	0	3.86	4.00	4	371
X2_6	96	0	3.63	4.00	4	348
X2_7	96	0	3.82	4.00	4	367
X2_8	96	0	3.93	4.00	4	377
Prosedur Pelayanan (X2)	96	0	30.55	32.00	34	2933

Frequency Table

X2_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	2	9	9.4	9.4	10.4
	3	22	22.9	22.9	33.3
	4	47	49.0	49.0	82.3
	5	17	17.7	17.7	100.0
	Total	96	100.0	100.0	

X2_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	2	6	6.3	6.3	7.3
	3	27	28.1	28.1	35.4
	4	41	42.7	42.7	78.1
	5	21	21.9	21.9	100.0
	Total	96	100.0	100.0	

X2_3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	4.2	4.2	4.2
	2	5	5.2	5.2	9.4
	3	20	20.8	20.8	30.2
	4	33	34.4	34.4	64.6
	5	34	35.4	35.4	100.0
	Total	96	100.0	100.0	

X2_4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	4.2	4.2	4.2
	2	7	7.3	7.3	11.5
	3	15	15.6	15.6	27.1
	4	40	41.7	41.7	68.8
	5	30	31.3	31.3	100.0
	Total	96	100.0	100.0	

X2_5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	7	7.3	7.3	7.3
	2	3	3.1	3.1	10.4
	3	15	15.6	15.6	26.0
	4	42	43.8	43.8	69.8
	5	29	30.2	30.2	100.0
	Total	96	100.0	100.0	

X2_6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	2	11	11.5	11.5	12.5
	3	23	24.0	24.0	36.5
	4	49	51.0	51.0	87.5
	5	12	12.5	12.5	100.0
	Total	96	100.0	100.0	

X2_7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	2	4	4.2	4.2	5.2
	3	26	27.1	27.1	32.3
	4	45	46.9	46.9	79.2
	5	20	20.8	20.8	100.0
	Total	96	100.0	100.0	

X2_8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	3.1	3.1	3.1
	2	2	2.1	2.1	5.2
	3	18	18.8	18.8	24.0
	4	49	51.0	51.0	75.0
	5	24	25.0	25.0	100.0
	Total	96	100.0	100.0	

Prosedur Pelayanan (X2)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	15	3	3.1	3.1	3.1
	16	1	1.0	1.0	4.2
	18	2	2.1	2.1	6.3
	19	2	2.1	2.1	8.3
	20	3	3.1	3.1	11.5
	21	1	1.0	1.0	12.5
	22	2	2.1	2.1	14.6
	23	2	2.1	2.1	16.7
	24	3	3.1	3.1	19.8
	25	1	1.0	1.0	20.8

26	4	4.2	4.2	25.0
27	1	1.0	1.0	26.0
28	6	6.3	6.3	32.3
29	3	3.1	3.1	35.4
30	5	5.2	5.2	40.6
31	8	8.3	8.3	49.0
32	4	4.2	4.2	53.1
33	4	4.2	4.2	57.3
34	10	10.4	10.4	67.7
35	5	5.2	5.2	72.9
36	7	7.3	7.3	80.2
37	9	9.4	9.4	89.6
38	4	4.2	4.2	93.8
39	6	6.3	6.3	100.0
Total	96	100.0	100.0	

Frekuensi Kepuasan Masyarakat

Statistics

		Y_1	Y_2	Y_3	Kepuasan Masyarakat (Y)
N	Valid	96	96	96	96
	Missing	0	0	0	0
Mean		3.65	3.70	3.79	11.14
Median		4.00	4.00	4.00	12.00
Mode		4	4	4	12
Sum		350	355	364	1069

Frequency Table

Y_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	3.1	3.1	3.1
	2	7	7.3	7.3	10.4
	3	14	14.6	14.6	25.0
	4	69	71.9	71.9	96.9
	5	3	3.1	3.1	100.0
	Total	96	100.0	100.0	

Y_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	2	7	7.3	7.3	8.3
	3	18	18.8	18.8	27.1
	4	64	66.7	66.7	93.8
	5	6	6.3	6.3	100.0
	Total	96	100.0	100.0	

Y_3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	2	5	5.2	5.2	6.3
	3	27	28.1	28.1	34.4
	4	43	44.8	44.8	79.2
	5	20	20.8	20.8	100.0
	Total	96	100.0	100.0	

Kepuasan Masyarakat (Y)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	1	1.0	1.0	1.0
	6	4	4.2	4.2	5.2
	7	3	3.1	3.1	8.3
	8	6	6.3	6.3	14.6
	9	2	2.1	2.1	16.7
	10	11	11.5	11.5	28.1
	11	13	13.5	13.5	41.7
	12	35	36.5	36.5	78.1
	13	13	13.5	13.5	91.7
	14	8	8.3	8.3	100.0
	Total	96	100.0	100.0	