

Data Tabulasi

[illegible]

No	KUALITAS PELAYANAN (X)										
	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	Total
27	4	5	4	5	5	5	5	5	5	5	48
28	3	4	5	5	4	5	5	4	5	5	45
29	4	4	5	3	5	5	5	5	5	5	46
30	4	5	5	4	3	5	5	5	5	5	46
31	3	5	3	5	5	5	5	4	5	5	45
32	5	5	5	5	5	5	5	5	5	5	50
33	5	5	5	5	5	5	5	2	5	5	47
34	3	5	5	5	5	5	5	5	4	5	47
35	4	5	5	3	5	5	5	2	5	5	44
36	4	4	4	4	4	4	4	4	5	3	40
37	4	5	5	4	2	3	2	3	4	4	36
38	5	3	5	5	4	5	5	5	4	2	43
39	4	4	4	4	4	4	4	2	4	4	38
40	4	3	3	4	3	4	4	4	4	4	37
41	4	3	4	4	4	3	4	4	3	4	37
42	5	5	5	4	5	5	4	4	5	5	47
43	4	4	5	5	5	5	5	5	3	5	46
44	5	5	5	5	5	4	4	5	5	5	48
45	5	5	5	5	5	3	5	5	3	5	46
46	5	5	5	5	5	5	5	5	5	5	50
47	5	5	5	5	3	3	3	5	5	5	44
48	5	5	5	5	3	5	4	5	4	4	45
49	5	5	5	5	5	5	5	5	5	5	50
50	5	2	5	2	5	5	5	5	4	5	43
51	5	5	5	4	5	5	4	5	5	5	48
52	2	2	5	5	5	5	5	5	5	5	44
53	5	5	5	4	5	5	5	5	5	5	49
54	5	5	5	4	5	5	4	5	5	5	48

No	KUALITAS PELAYANAN (X)										
	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	Total
55	2	3	5	4	5	5	3	3	4	4	38
56	5	5	5	5	5	5	5	5	5	5	50
57	5	5	4	4	5	4	4	4	4	4	43
58	3	4	3	3	3	4	3	3	4	3	33
59	4	4	4	4	4	4	4	4	4	4	40
60	4	4	4	4	5	5	4	5	5	5	45
61	5	5	5	5	5	5	4	4	3	5	46
62	5	4	4	4	4	4	4	4	4	5	42
63	4	4	4	4	4	4	4	4	4	4	40
64	4	4	4	4	4	4	4	4	4	4	40
65	5	5	5	5	5	5	5	5	5	5	50
66	5	5	5	5	4	4	4	4	5	5	46
67	4	4	4	4	4	4	4	3	5	4	40
68	4	4	4	4	5	4	5	5	4	5	44
69	5	4	4	5	4	5	4	3	3	5	42
70	5	4	4	4	4	4	4	4	5	5	43
71	5	4	5	5	5	5	3	5	4	4	45
72	5	5	4	5	5	4	5	5	4	4	46
73	4	5	5	5	4	5	4	3	5	5	45
74	5	4	4	5	5	4	5	4	5	4	45
75	5	5	5	5	5	5	5	5	5	5	50
76	4	4	4	4	4	4	4	5	5	4	42
77	5	5	4	4	4	4	4	4	4	4	42
78	4	5	5	4	5	4	5	4	5	4	45
79	4	4	4	4	4	4	4	4	4	4	40
80	5	5	5	4	5	5	5	5	5	5	49
81	5	5	4	5	4	4	4	5	5	5	46
82	5	5	5	4	5	5	4	5	5	5	48

No	KUALITAS PELAYANAN (X)										
	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	Total
83	4	5	5	5	5	5	5	5	5	5	49
84	4	4	4	4	4	5	5	4	4	4	42
85	5	5	4	4	5	5	5	5	4	5	47
86	5	5	5	4	5	5	4	4	4	5	46
87	4	4	3	4	4	4	3	4	3	4	37
88	5	5	5	5	5	4	5	5	5	5	49
89	5	5	5	5	5	4	5	5	5	5	49
90	5	5	5	5	4	5	5	5	5	5	49
91	5	5	5	5	5	5	4	5	4	4	47
92	5	5	4	5	3	3	5	4	4	4	42
93	5	5	5	2	5	4	4	4	4	5	43
94	5	4	4	4	5	4	5	5	4	4	44
95	5	4	5	5	5	4	3	3	3	5	42

No	Kepuasan Masyarakat (Y)																		Total
	Y 1	Y 2	Y 3	Y 4	Y 5	Y 6	Y 7	Y 8	Y 9	Y 10	Y 11	Y 12	Y 13	Y 14	Y 15	Y 16	Y 17	Y 18	
1	3	4	4	4	4	3	3	4	3	3	4	3	5	5	4	5	5	3	69
2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72
3	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	90
4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	90
5	5	4	5	3	4	4	4	4	4	4	5	5	5	5	4	4	4	4	77
6	4	4	4	4	4	4	5	5	4	4	4	4	5	5	3	4	4	4	75
7	4	4	4	4	5	5	5	5	5	5	5	5	5	5	4	3	3	4	80
8	4	4	4	4	5	4	5	5	4	5	4	4	4	4	4	4	4	5	77
9	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72
10	5	5	4	5	5	2	5	2	5	2	5	3	5	3	3	3	3	5	70
11	4	5	5	5	5	4	5	5	5	4	5	5	4	5	4	5	4	4	83
12	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	3	5	5	88
13	5	5	5	5	5	4	4	4	5	4	4	4	4	4	4	4	5	5	80
14	5	5	5	5	4	4	5	5	5	4	5	5	5	5	5	5	5	5	87
15	4	5	5	5	5	5	4	5	4	4	4	4	4	4	4	4	5	5	80
16	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	90
17	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	71
18	5	5	1	2	2	1	3	5	5	1	4	5	5	4	3	3	5	5	64
19	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72
20	5	5	5	5	5	5	5	5	5	5	5	5	4	4	5	5	5	5	88
21	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	90
22	4	3	4	4	4	5	3	5	5	5	5	5	4	4	4	4	5	5	78
23	4	2	4	4	4	5	5	5	5	5	5	5	5	2	5	5	5	5	80
24	4	5	5	3	5	3	3	5	3	4	5	5	5	3	3	5	5	5	76
25	5	4	5	4	5	5	5	5	5	5	5	4	5	4	4	4	5	5	84
26	4	3	4	4	5	3	3	5	5	5	4	5	5	5	5	5	5	5	80

27	4	5	4	4	5	5	5	5	5	5	5	5	5	4	5	4	4	5	84
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29	4	4	5	5	5	5	5	5	5	4	4	5	5	5	3	4	4	4	81
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31	3	3	3	5	4	5	4	4	4	4	4	4	5	5	5	5	5	5	77
32	3	3	5	5	5	5	5	4	4	4	4	5	5	5	5	5	5	5	83
33	4	5	5	5	5	4	4	4	4	4	4	5	5	5	5	5	5	5	83
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35	4	4	5	4	4	4	5	4	5	4	4	5	5	5	5	5	5	5	82
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37	4	4	4	3	5	3	4	3	4	4	4	5	5	5	5	5	4	3	74
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39	4	4	4	4	4	4	4	4	4	4	4	4	3	4	3	3	3	3	67
40	4	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4	5	74
41	3	3	4	4	3	3	5	5	4	4	4	4	4	4	4	4	4	4	70
42	3	3	4	4	4	4	3	3	3	3	5	3	4	4	4	4	5	5	68
43	4	5	5	5	5	5	5	5	4	4	4	4	4	5	4	5	5	5	83
44	5	5	5	5	3	4	3	4	4	5	5	5	4	4	5	5	5	5	81
45	4	5	3	5	5	3	5	3	3	3	3	5	5	5	5	5	5	5	77
46	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	1	86
47	4	4	4	5	3	5	5	5	5	4	4	5	5	5	5	5	5	5	83
48	4	4	3	2	5	5	5	5	5	1	5	5	5	5	1	5	5	5	75
49	1	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	1	81
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53	5	5	5	5	5	4	5	5	5	5	5	5	5	4	5	5	5	4	87
54	4	5	5	5	5	5	5	5	4	5	5	5	5	4	4	5	5	5	86

55	5	5	4	5	5	5	5	5	5	5	5	4	5	5	5	4	5	5	87
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67	4	4	4	3	4	3	5	5	4	4	4	4	5	4	4	3	4	4	72
68	4	5	3	5	2	5	5	4	4	3	4	1	4	4	4	4	4	4	69
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70	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	90
71	5	5	5	2	5	5	5	5	5	5	1	5	5	5	3	5	2	2	75
72	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	90
73	5	5	4	4	5	5	4	3	5	4	5	4	5	3	4	5	3	4	77
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75	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	90
76	5	5	5	5	5	5	5	3	5	5	4	5	5	5	5	5	5	5	87
77	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	90
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79	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72
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81	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	89
82	5	5	5	3	3	3	5	5	3	4	4	4	4	4	4	5	5	4	75

83	4	5	5	5	5	5	4	4	5	5	5	5	5	5	5	5	5	5	87
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85	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	89
86	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	5	5	88
87	3	4	4	4	5	5	5	3	4	4	4	4	4	4	5	5	5	5	77
88	4	5	5	5	4	5	5	5	5	5	3	5	5	5	5	5	5	5	86
89	5	5	5	3	5	5	5	5	5	5	5	5	5	5	5	5	5	5	88
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91	5	5	5	4	5	4	4	4	4	4	5	3	4	4	5	4	5	5	79
92	5	5	5	5	5	5	5	5	5	5	5	2	5	2	5	5	5	5	84
93	5	5	5	5	5	4	5	5	4	5	3	5	2	5	5	5	5	5	83
94	5	5	5	4	5	5	5	5	3	3	5	5	5	5	5	5	5	5	85
95	4	3	5	4	4	4	4	5	4	3	5	3	5	5	5	5	5	5	78

RELIABILITY

/VARIABLES=X1 X2 X3 X4 X5 X6 X7 X8 X9 X10

/SCALE('ALL VARIABLES') ALL

/MODEL=ALPHA

/SUMMARY=TOTAL.

Reliability Kualitas Pelayanan

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	95	100.0
	Excluded ^a	0	.0
	Total	95	100.0

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

RELIABILITY

/VARIABLES=Y1 Y2 Y3 Y4 Y5 Y6 Y7 Y8 Y9 Y10 Y11 Y12 Y13 Y14 Y15 Y16 Y17

Y18

/SCALE('ALL VARIABLES') ALL

/MODEL=ALPHA

/SUMMARY=TOTAL.

Reliability Kualitas Pelayanan

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	95	100.0

X1.2	Pearson Correlation	.453**	1	.322**	.166**	.199**	.133**	.148**	.130**	.318**	.333**	.582** [*]
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95	95
X1.3	Pearson Correlation	.252**	.322**	1	.057**	.382**	.334**	.138**	.143**	.144**	.297**	.544** [*]
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95	95
X1.4	Pearson Correlation	.226**	.166**	.057**	1	.036**	.070**	.140**	.245**	.038**	.110**	.381** [*]
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95	95
X1.5	Pearson Correlation	.123**	.199**	.382**	.036**	1	.357**	.312**	.185**	.273**	.308**	.589** [*]
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95	95
X1.6	Pearson Correlation	.031**	.133**	.334**	.070**	.357**	1	.449**	.281**	.230**	.400**	.574** [*]
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95	95
X1.7	Pearson Correlation	.103**	.148**	.138**	.140**	.312**	.449**	1	.434**	.278**	.403**	.613** [*]
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95	95
X1.8	Pearson Correlation	.310**	.130**	.143**	.245**	.185**	.281**	.434**	1	.157**	.291**	.587** [*]
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000

	N	95	95	95	95	95	95	95	95	95	95	95
X1.9	Pearson Correlation	.036**	.318**	.144**	.038**	.273**	.230**	.278**	.157**	1	.245**	.502** [*]
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000
	N	95	95	95	95	95	95	95	95	95	95	95
X1.10	Pearson Correlation	.179**	.333**	.297**	.110**	.308**	.400**	.403**	.291**	.245**	1	.624** [*]
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000
	N	95	95	95	95	95	95	95	95	95	95	95
Total	Pearson Correlation	.495**	.582**	.544**	.381**	.589**	.574**	.613**	.587**	.502**	.624**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	95	95	95	95	95	95	95	95	95	95	95
**. Correlation is significant at the 0.01 level (2-tailed).												

CORRELATIONS

Correlations Kepuasan Masyarakat

Correlations																				
		Y1. 1	Y1. 2	Y1. 3	Y1. 4	Y1. 5	Y1. 6	Y1. 7	Y1. 8	Y1. 9	Y1. 10	Y1. 11	Y1. 12	Y1. 13	Y1. 14	Y1. 15	Y1. 16	Y1. 17	Y1. 18	Tot al
Y1. 1	Pearson Correlation	1	.549 **	.361 **	.230 **	.329 **	.118 **	.240 **	.196 **	.229 **	.244 **	.231 **	.218 **	.141 **	.044 **	.191 **	.148 **	.131 **	.371 **	.489 **
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95
Y1. 2	Pearson Correlation	.549 **	1	.437 **	.404 **	.360 **	.195 **	.381 **	.167 **	.195 **	.264 **	.198 **	.242 **	.117 **	.152 **	.245 **	.288 **	.210 **	.117 **	.537 **
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95
Y1. 3	Pearson Correlation	.361 **	.437 **	1	.498 **	.497 **	.427 **	.472 **	.325 **	.170 **	.569 **	.329 **	.342 **	.133 **	.200 **	.441 **	.438 **	.323 **	.147 **	.700 **



KARTU KONSULTASI BIMBINGAN SKRIPSI

NAMA : YUYUN LESTARI
NIM : 20612010166
MATA KULIAH : SUMBER DAYA MANUSIA
JUDUL SKRIPSI : PENGARUH KUALITAS PELAYANAN DALAM PEMBUATAN
E- KTP TERHADAP KEPUASAN MASYARAKAT PADA UPTD
KEPENDUDUKAN DAN PENCATATAN SIPIL KECAMATAN
BETUNG
PEMBIMBING II : RIKKIE DEKAS, S.E., M.M

NO	TANGGAL	MATERI	KETERANGAN	PARAF PEMBIMBING
1	27/09/24	Bab 1.2.3	Perbaikan	
2	04/09/24	Bab 1.2.3	Perbaikan	
3	11/05/24	Bab 1.2.3	Perbaikan	
4	25/05/24	Bab 1.2.3	Acc / Langsung	
5	06/06/24	Bab 4	Perbaikan	
6	08/06/24	Bab 4	Perbaikan	
7	15/06/24	Bab 4	Perbaikan	
8	21/06/24	Bab 4	Acc / Langsung	
9	29/06/24	Bab 5	Perbaikan	
10	11/07/2024	Bab 5	Acc	

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KEPENDUDUKAN DAN PENCATATAN SIPIL KECAMATAN
BETUNG
PEMBIMBING II : RIKKIE DEKAS, S.E., M.M

NO	TANGGAL	MATERI	KETERANGAN	PARAF PEMBIMBING
1	27/09/24	Bab 1.2.3	Perbaikan	
2	04/09/24	Bab 1.2.3	Perbaikan	
3	11/05/24	Bab 1.2.3	Perbaikan	
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