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Lampiran 1. Kuesioner

KUESIONER

PENGARUH PENERAPAN *TOTAL QUALITY MANAGEMENT* DALAM MENINGKATKAN KUALITAS PELAYANAN PUBLIK PADA DINAS KEPENDUDUKAN DAN PENCATATAN SIPIL BENGKULU TENGAH

PENGANTAR

Saya **PITRIA HARTATI**, mahasiswa Program Studi Manajemen Fakultas Ekonomi dan Bisnis Universitas Muhammadiyah Bengkulu, bersama ini dimohon dengan hormat bantuan Bapak/Ibu/Sdr/i untuk mengisi kuesioner dalam rangka penyelesaian tugas akhir. Penelitian ini bersifat ilmiah, independen dan tidak ada hubungannya dengan pekerjaan dan reputasi Bapak/Ibu/Sdr/i. Semua data yang diberikan hanya akan digunakan semata-mata untuk keperluan penelitian, kerahasiaan isi kuesioner ini sangat dijamin dan dijaga erat oleh peneliti. Saya berharap data yang diberikan benar-benar data yang sesuai dengan keadaan Bapak/Ibu/Sdr/i rasakan sendiri (tidak ada data yang diisikan oleh orang lain atau data yang direkayasa). Atas perhatian, waktu dan bantuan yang telah Bapak/Ibu berikan, diucapkan terima kasih.

B. IDENTITAS RESPONDEN

Isilah keterangan di bawah ini atau beri tanda centang/check list (✓) pada pertanyaan pilihan.

Nama/Inisial :

Usia : ☐ 18-30 tahun
☐ 31-50 tahun
☐ > 50 tahun

Jenis kelamin : ☐ Laki-laki ☐ Perempuan

Tingkat Pendidikan : ☐ SD, SMP, SMA
☐ Diploma
☐ S1
☐ S2

Masa Kerja : ☐ 5-10 tahun
☐ 11-20 tahun
☐ > 20 tahun

C. Petunjuk Pengisian

Isilah pertanyaan/ Pernyataan di bawah ini dengan cara memberi tanda centang/check list (✓) pada salah satu alternatif pilihan jawaban di bawah ini:

STS = Sangat Tidak Setuju

TS = Tidak Setuju

N = Netral

S = Setuju

SS = Sangat Setuju

D. DAFTAR PERNYATAAN

Variabel Total Quality Management

No	Pernyataan	STS	TS	N	S	SS
Fokus Pelanggan						
1.	Dukcapil mampu memenuhi kebutuhan dan harapan Masyarakat dalam pelayanan administrasi kependudukan					
2.	Dukcapil selalu mengidentifikasi dan menyelesaikan keluhan Masyarakat secara cepat dan tepat					
Obsesi Terhadap Kualitas						
3.	Dukcapil memiliki standar kualitas yang tinggi dalam proses pelayanan					
No	Pernyataan	STS	TS	N	S	SS

4.	Fasilitas dan peralatan yang digunakan Dukcapil memadai dan berkualitas					
Kerjasama Tim						
5.	Setiap karyawan/petugas di Dukcapil mampu menjalankan Kerjasama timnya dengan baik untuk mencapai tujuan pelayanan yang berkualitas					
6.	Karyawan/petugas saling mendukung dan membantu dalam menyelesaikan tugas pelayanan					
7.	Kerjasama yang baik antar karyawan/petugas membuat pelayanan menjadi cepat dan efektif					
Komitmen						
8.	Dukcapil memiliki komitmen jangka Panjang untuk meningkatkan kualitas pelayanan publik					
9.	Saya merasa senang bekerja di Dukcapil					
Keterlibatan dan Pemberdayaan Karyawan						
10.	Saya selalu terlibat dalam proses pengambilan keputusan					

Variabel Kualitas Pelayanan (Y)

No	Pernyataan	STS	TS	N	S	SS
Bukti Langsung						
1.	Karyawan/petugas di Dukcapil berpenambilan bersih dan rapi dalam melakukan pelayanan					
2.	Fasilitas fisik di Dukcapil (ruang tunggu, meja pelayanan, dll.) bersih dan nyaman					
Kehandalan						
3.	Karyawan/petugas cepat tanggap dalam merespon keluhan masyarakat					
4.	Karyawan/petugas selalu bersedia melayani masyarakat dengan tepat waktu					
Ketanggapan						
5.	Karyawan/petugas memiliki pengetahuan yang cukup menjawab pertanyaan dan keluhan masyarakat dengan ramah					
6.	Kemampuan karyawan/petugas sangat baik dalam melayani masyarakat					
Jaminan						
7.	Kenyamanan ruang tunggu pemohon saat melakukan pelayanan					
8.	Karyawan/petugas bersikap simpatik dan sanggup memberikan solusi kepada masyarakat setiap ada keluhan					
No	Pernyataan	STS	TS	N	S	SS

No	Pernyataan	STS	TS	N	S	SS
Empati						
9.	Karyawan/petugas jujur dan adil dalam melayani Masyarakat					
10.	Karyawan/petugas bersungguh- sungguh dalam memperhatikan kepentingan masyarakat					

Lampiran 2. Tabulasi Uji Coba Instrumen

TABULASI UJI COBA KUESIONER *TOTAL QUALITY MANAGEMENT*

Total Quality Management (X)										TOTAL
1	2	3	4	5	6	7	8	9	10	X
5	5	5	5	5	5	5	5	4	4	48
4	4	4	4	4	4	4	4	4	4	40
1	4	5	4	4	4	4	4	4	4	38
4	4	4	4	4	4	4	4	4	4	40
4	3	3	3	3	3	3	4	4	3	33
4	4	3	3	4	5	4	4	4	4	39
5	3	4	4	5	4	5	4	4	4	42
4	4	4	4	4	4	4	4	4	4	40
2	3	4	4	3	4	4	4	4	4	36
4	4	4	4	4	3	4	4	4	4	37
3	2	4	3	3	3	4	4	3	4	33
4	4	4	4	4	4	3	3	4	4	38
4	4	4	4	4	4	4	4	3	3	38
4	4	3	4	3	3	4	3	3	3	34
4	3	4	2	4	4	4	2	3	4	38
4	3	4	4	4	3	4	3	4	4	37
5	5	5	5	5	5	5	5	5	5	50
4	4	4	4	4	5	5	4	4	5	42
4	4	4	4	4	5	5	5	5	4	44
4	5	4	5	4	5	5	5	5	5	47

TABULASI UJI COBA KUESIONER KUALITAS PELAYANAN

Kualitas Pelayanan (Y)										TOTAL
1	2	3	4	5	6	7	8	9	10	Y
5	5	5	5	5	5	5	5	5	5	50
4	4	4	4	4	4	4	4	4	4	40
4	4	4	4	4	5	4	4	4	4	41
4	4	4	4	5	4	4	4	4	4	41
4	4	3	4	4	4	4	3	3	4	37
4	3	4	4	4	4	3	4	3	4	37
4	3	4	3	4	4	4	4	3	4	37
4	4	4	4	4	4	4	4	4	4	40
4	4	4	4	4	3	4	4	4	4	39
4	4	4	4	4	5	4	4	4	4	41
4	3	3	5	4	3	3	3	3	3	34
3	5	3	3	5	3	5	4	5	5	41
3	3	2	3	3	3	3	3	3	3	29
4	3	3	3	4	4	4	4	4	3	36
2	4	4	4	3	4	4	4	4	4	37
4	4	3	4	4	4	4	4	4	4	39
4	2	1	2	3	2	2	2	3	2	23
4	4	4	4	4	4	4	4	4	4	40
5	5	4	5	4	5	4	5	5	4	50
5	5	4	4	4	5	5	5	5	5	47

Lampiran 3. Output SPSS Uji Validitas

Variabel Total Quality Management (X)

Correlations

		Correlations										
		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	TTLX
X1.1	Pearson Correlation	1	.323	-.100	.212	.545*	.234	.330	.137	.172	.100	.481*
	Sig. (2-tailed)		.165	.674	.370	.013	.321	.156	.563	.467	.674	.032
	N	20	20	20	20	20	20	20	20	20	20	20
X1.2	Pearson Correlation	.323	1	.366	.725**	.544*	.650**	.423	.524*	.544*	.366	.755**
	Sig. (2-tailed)	.165		.113	.000	.013	.002	.063	.018	.013	.113	.000
	N	20	20	20	20	20	20	20	20	20	20	20
X1.3	Pearson Correlation	-.100	.366	1	.522*	.619**	.370	.456*	.370	.310	.500*	.597**
	Sig. (2-tailed)	.674	.113		.018	.004	.108	.043	.108	.184	.025	.005
	N	20	20	20	20	20	20	20	20	20	20	20
X1.4	Pearson Correlation	.212	.725**	.522*	1	.473*	.396	.524*	.666**	.594**	.391	.676**
	Sig. (2-tailed)	.370	.000	.018		.035	.084	.018	.001	.006	.088	.001
	N	20	20	20	20	20	20	20	20	20	20	20
X1.5	Pearson Correlation	.545*	.544*	.619**	.473*	1	.579**	.594**	.338	.424	.465*	.809**
	Sig. (2-tailed)	.013	.013	.004	.035		.007	.006	.145	.062	.039	.000
	N	20	20	20	20	20	20	20	20	20	20	20
X1.6	Pearson Correlation	.234	.650**	.370	.396	.579**	1	.653**	.553*	.579**	.617**	.830**
	Sig. (2-tailed)	.321	.002	.108	.084	.007		.002	.012	.007	.004	.000

	N	20	20	20	20	20	20	20	20	20	20	20
X1.7	Pearson Correlation	.330	.423	.456*	.524*	.594**	.653**	1	.586**	.452*	.609**	.785**
	Sig. (2-tailed)	.156	.063	.043	.018	.006	.002		.007	.045	.004	.000
	N	20	20	20	20	20	20	20	20	20	20	20
X1.8	Pearson Correlation	.137	.524*	.370	.666**	.338	.553*	.586**	1	.682**	.370	.644**
	Sig. (2-tailed)	.563	.018	.108	.001	.145	.012	.007		.001	.108	.002
	N	20	20	20	20	20	20	20	20	20	20	20
X1.9	Pearson Correlation	.172	.544*	.310	.594**	.424	.579**	.452*	.682**	1	.619**	.698**
	Sig. (2-tailed)	.467	.013	.184	.006	.062	.007	.045	.001		.004	.001
	N	20	20	20	20	20	20	20	20	20	20	20
X1.10	Pearson Correlation	.100	.366	.500*	.391	.465*	.617**	.609**	.370	.619**	1	.677**
	Sig. (2-tailed)	.674	.113	.025	.088	.039	.004	.004	.108	.004		.001
	N	20	20	20	20	20	20	20	20	20	20	20
TTLX	Pearson Correlation	.481*	.755**	.597**	.676**	.809**	.830**	.785**	.644**	.698**	.677**	1
	Sig. (2-tailed)	.032	.000	.005	.001	.000	.000	.000	.002	.001	.001	
	N	20	20	20	20	20	20	20	20	20	20	20

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

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

Correlations

[illegible]

Y1.7	Pearson Correlation	.203	.875**	.669**	.364	.652**	.612**	1	.796**	.796**	.898**	.826**
	Sig. (2-tailed)	.391	.000	.001	.115	.002	.004		.000	.000	.000	.000
	N	20	20	20	20	20	20	20	20	20	20	20
Y1.8	Pearson Correlation	.416	.784**	.834**	.561*	.522*	.790**	.796**	1	.796**	.796**	.932**
	Sig. (2-tailed)	.068	.000	.000	.010	.018	.000	.000		.000	.000	.000
	N	20	20	20	20	20	20	20	20	20	20	20
Y1.9	Pearson Correlation	.310	.875**	.504*	.364	.522*	.524*	.796**	.796**	1	.694**	.814**
	Sig. (2-tailed)	.184	.000	.023	.115	.018	.018	.000	.000		.001	.000
	N	20	20	20	20	20	20	20	20	20	20	20
Y1.10	Pearson Correlation	.203	.875**	.752**	.462*	.652**	.612**	.898**	.796**	.694**	1	.838**
	Sig. (2-tailed)	.391	.000	.000	.040	.002	.004	.000	.000	.001		.000
	N	20	20	20	20	20	20	20	20	20	20	20
TTLTY	Pearson Correlation	.519*	.896**	.828**	.704**	.649**	.811**	.826**	.932**	.814**	.838**	1
	Sig. (2-tailed)	.019	.000	.000	.001	.002	.000	.000	.000	.000	.000	
	N	20	20	20	20	20	20	20	20	20	20	20

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

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

Lampiran 4. Output SPSS Uji Reliabilitas

1. Hasil Uji Realibilitas

Variabel Total Quality Management (X)

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	20	100.0
	Excluded ^a	0	.0
	Total	20	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.882	10

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	35.8000	20.274	.293	.903
X1.2	35.8500	18.345	.711	.862
X1.3	35.6500	20.766	.493	.878
X1.4	35.7500	18.724	.703	.863
X1.5	35.7000	19.379	.725	.863
X1.6	35.6000	18.358	.718	.862
X1.7	35.4500	19.313	.724	.863
X1.8	35.7000	18.747	.652	.867
X1.9	35.7000	19.589	.682	.866
X1.10	35.6500	20.239	.604	.872

Kualitas Pelayanan (Y)

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	20	100.0
	Excluded ^a	0	.0
	Total	20	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.933	10

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1.1	34.8000	31.116	.396	.942
Y1.2	34.9000	26.726	.861	.920
Y1.3	35.2000	26.484	.805	.923
Y1.4	34.9000	29.147	.611	.933
Y1.5	34.7500	30.408	.628	.932
Y1.6	34.8000	27.432	.752	.926
Y1.7	34.8500	27.818	.830	.922
Y1.8	34.8500	27.292	.908	.918
Y1.9	34.8500	28.345	.753	.926
Y1.10	34.8500	27.713	.845	.921

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Lampiran 5. Analisis Hasil Pengujian Validitas dan Reliabilitas

Variabel	Item	R _{hitung}	R _{tabel}	Keterangan
Total Quality Management (X)	X1.1	0.481	0.444	Valid
	X1.2	0.755	0.444	Valid
	X1.3	0.597	0.444	Valid
	X1.4	0.676	0.444	Valid
	X1.5	0.809	0.444	Valid
	X1.6	0.830	0.444	Valid
	X1.7	0.785	0.444	Valid
	X1.8	0.644	0.444	Valid
	X1.9	0.698	0.444	Valid
	X1.10	0.677	0.444	Valid
Kualitas Pelayanan (Y)	Y1.1	0.519	0.444	Valid
	Y1.2	0.896	0.444	Valid
	Y1.3	0.828	0.444	Valid
	Y1.4	0.704	0.444	Valid
	Y1.5	0.649	0.444	Valid
	Y1.6	0.811	0.444	Valid
	Y1.7	0.826	0.444	Valid
	Y1.8	0.932	0.444	Valid
	Y1.9	0.814	0.444	Valid
	Y1.10	0.838	0.444	Valid

ANALISIS HASIL PENGUJIAN RELIABILITAS

Pertanyaan	Jumlah Item	Cronbach's Alpha	R _{tabel}	Keterangan
Total Quality Management	10	0.882	0.60	Reliabel
Kualitas Pelayanan	10	0.933	0.60	Reliabel

Lampiran 6. TABULASI DATA HASIL PENELITIAN

TABULASI DATA PENELITIAN

PENGARUH PENERAPAN *TOTAL QUALITY MANAGEMENT* DALAM MENINGKATKAN KUALITAS PELAYANAN PUBLIK PADA DINAS KEPENDUDUKAN DAN PENCATATAN SIPIL BENGKULU TENGAH

[illegible]

11	5	5	4	5	5	4	5	5	4	4	46	5	5	5	5	4	4	5	5	4	4	46
12	5	5	5	5	5	5	5	5	5	5	50	5	5	5	5	5	5	5	5	5	5	50
13	5	5	5	5	5	5	5	5	5	5	50	5	5	5	5	5	5	5	5	5	5	50
14	5	5	5	5	5	5	4	5	5	5	49	5	5	5	5	4	5	5	5	5	5	49
15	4	5	4	4	4	2	4	4	4	4	39	4	4	5	5	5	4	5	5	4	5	46
16	4	5	5	5	3	5	5	5	5	5	47	5	4	5	4	5	5	5	4	5	5	47
17	4	5	4	4	4	4	5	4	4	4	42	5	5	5	5	4	4	4	4	5	5	46
18	5	5	5	5	4	5	5	5	5	5	49	5	5	4	3	3	3	4	4	4	4	39
19	5	5	5	5	5	5	5	5	5	5	50	5	5	5	5	5	5	5	5	5	5	50
20	4	4	4	4	4	5	4	4	4	4	41	4	4	4	4	4	4	4	4	4	4	40
21	4	5	5	4	5	4	5	5	4	4	45	4	5	5	3	5	5	4	5	5	4	45
22	5	4	4	4	4	5	4	4	4	5	43	4	4	4	4	5	5	4	4	4	5	43
23	4	4	5	4	4	5	4	5	4	4	43	4	4	5	5	4	4	4	4	5	4	43
24	5	4	5	4	4	5	5	4	4	4	44	4	5	5	5	4	4	4	4	5	4	44
25	5	5	5	5	5	5	5	5	5	5	50	5	5	5	5	5	5	4	5	5	5	49
26	5	5	5	5	5	5	5	5	5	5	50	1	5	4	4	5	5	5	4	5	5	43

[illegible]

43	4	5	4	5	4	5	4	4	5	5	45	4	5	5	4	5	5	4	5	5	4	46
44	4	4	4	4	3	5	5	5	5	4	43	5	5	5	5	5	5	5	4	5	5	49
45	4	5	5	5	5	5	5	5	5	5	49	5	4	5	4	5	4	5	5	5	4	46
46	4	5	3	5	4	4	3	5	5	5	43	5	4	5	5	5	4	5	4	5	4	46
47	4	5	4	4	4	4	5	4	5	5	44	4	5	5	4	5	5	5	5	5	4	47
48	5	5	4	4	5	5	4	4	4	5	45	5	5	5	5	4	4	5	4	4	4	45

Lampiran 7. Hasil Output Uji Validitas Dan Reliabilitas Penelitian

		Correlations										
		XP1	XP2	XP3	XP4	XP5	XP6	XP7	XP8	XP9	XP10	Total_X
XP1	Pearson Correlation	1	.139	.288*	.416**	.266	.289*	.273	.365*	.211	.132	.604**
	Sig. (2-tailed)		.348	.047	.003	.068	.047	.061	.011	.149	.371	.000
	N	48	48	48	48	48	48	48	48	48	48	48
XP2	Pearson Correlation	.139	1	.033	.428**	.355*	-.018	.261	.196	.066	.315*	.451**
	Sig. (2-tailed)	.348		.823	.002	.013	.906	.073	.183	.657	.029	.001
	N	48	48	48	48	48	48	48	48	48	48	48
XP3	Pearson Correlation	.288*	.033	1	.323*	.336*	.306*	.285*	.438**	.275	.129	.607**
	Sig. (2-tailed)	.047	.823		.025	.019	.034	.050	.002	.059	.381	.000
	N	48	48	48	48	48	48	48	48	48	48	48
XP4	Pearson Correlation	.416**	.428**	.323*	1	.343*	.267	.119	.437**	.339*	.482**	.730**

[illegible]

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

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

Reliability

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.757	.764	10

Correlations

		YP1	YP2	YP3	YP4	YP5	YP6	YP7	YP8	YP9	YP10	Total_Y
YP1	Pearson Correlation	1	.075	.258	.389**	-.139	-.017	.101	.337*	.189	.133	.441**
	Sig. (2-tailed)		.613	.077	.006	.346	.906	.495	.019	.199	.368	.002
	N	48	48	48	48	48	48	48	48	48	48	48
YP2	Pearson Correlation	.075	1	.470**	.230	.243	.372**	.340*	.281	.293*	.216	.584**
	Sig. (2-tailed)	.613		.001	.116	.095	.009	.018	.053	.043	.140	.000
	N	48	48	48	48	48	48	48	48	48	48	48
YP3	Pearson Correlation	.258	.470**	1	.379**	.331*	.200	.577**	.298*	.360*	.221	.695**
	Sig. (2-tailed)	.077	.001		.008	.022	.174	.000	.039	.012	.131	.000

	N	48	48	48	48	48	48	48	48	48	48	48
YP4	Pearson Correlation	.389**	.230	.379**	1	.060	.165	.260	.281	.162	.379**	.575**
	Sig. (2-tailed)	.006	.116	.008		.688	.264	.075	.053	.272	.008	.000
	N	48	48	48	48	48	48	48	48	48	48	48
YP5	Pearson Correlation	-.139	.243	.331*	.060	1	.531**	.253	.205	.302*	.313*	.532**
	Sig. (2-tailed)	.346	.095	.022	.688		.000	.083	.163	.037	.030	.000
	N	48	48	48	48	48	48	48	48	48	48	48
YP6	Pearson Correlation	-.017	.372**	.200	.165	.531**	1	.103	.386**	.296*	.441**	.597**
	Sig. (2-tailed)	.906	.009	.174	.264	.000		.485	.007	.041	.002	.000
	N	48	48	48	48	48	48	48	48	48	48	48
YP7	Pearson Correlation	.101	.340*	.577**	.260	.253	.103	1	.304*	.257	.340*	.589**
	Sig. (2-tailed)	.495	.018	.000	.075	.083	.485		.036	.077	.018	.000
	N	48	48	48	48	48	48	48	48	48	48	48
YP8	Pearson Correlation	.337*	.281	.298*	.281	.205	.386**	.304*	1	.204	.196	.598**
	Sig. (2-tailed)	.019	.053	.039	.053	.163	.007	.036		.164	.182	.000
	N	48	48	48	48	48	48	48	48	48	48	48
YP9	Pearson Correlation	.189	.293*	.360*	.162	.302*	.296*	.257	.204	1	.368**	.591**
	Sig. (2-tailed)	.199	.043	.012	.272	.037	.041	.077	.164		.010	.000
	N	48	48	48	48	48	48	48	48	48	48	48
YP10	Pearson Correlation	.133	.216	.221	.379**	.313*	.441**	.340*	.196	.368**	1	.610**
	Sig. (2-tailed)	.368	.140	.131	.008	.030	.002	.018	.182	.010		.000
	N	48	48	48	48	48	48	48	48	48	48	48
Total_Y	Pearson Correlation	.441**	.584**	.695**	.575**	.532**	.597**	.589**	.598**	.591**	.610**	1

Sig. (2-tailed)	.002	.000	.000	.000	.000	.000	.000	.000	.000	.000	
N	48	48	48	48	48	48	48	48	48	48	48

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

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.769	.783	10

Lampiran 8. Hasil Output Tanggapan Responden Penelitian

Frequencies

		Statistics										
		Pernyataan 1	Pernyataan 2	Pernyataan 3	Pernyataan 4	Pernyataan 5	Pernyataan 6	Pernyataan 7	Pernyataan 8	Pernyataan 9	Pernyataan 10	Total X
N	Valid	48	48	48	48	48	48	48	48	48	48	48
	Missing	0	0	0	0	0	0	0	0	0	0	0
Mean		4.42	4.71	4.46	4.48	4.50	4.48	4.52	4.65	4.56	4.58	45.35

Std. Error of Mean	.088	.066	.084	.089	.094	.111	.084	.070	.089	.088	.489
Median	4.00	5.00	4.50	5.00	5.00	5.00	5.00	5.00	5.00	5.00	45.00
Mode	5	5	5	5	5	5	5	5	5	5	50
Std. Deviation	.613	.459	.582	.618	.652	.772	.583	.483	.616	.613	3.386
Variance	.376	.211	.339	.383	.426	.595	.340	.234	.379	.376	11.468
Range	2	1	2	2	2	3	2	1	2	2	12
Minimum	3	4	3	3	3	2	3	4	3	3	38
Maximum	5	5	5	5	5	5	5	5	5	5	50
Sum	212	226	214	215	216	215	217	223	219	220	2177

Frequency Table

Pernyataan 1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	3	6.3	6.3	6.3
	Setuju	22	45.8	45.8	52.1
	Sangat Setuju	23	47.9	47.9	100.0
	Total	48	100.0	100.0	

Pernyataan 2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Setuju	14	29.2	29.2	29.2
	Sangat Setuju	34	70.8	70.8	100.0
	Total	48	100.0	100.0	

Pernyataan 3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	2	4.2	4.2	4.2
	Setuju	22	45.8	45.8	50.0
	Sangat Setuju	24	50.0	50.0	100.0
	Total	48	100.0	100.0	

Pernyataan 4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	3	6.3	6.3	6.3
	Setuju	19	39.6	39.6	45.8
	Sangat Setuju	26	54.2	54.2	100.0
	Total	48	100.0	100.0	

Pernyataan 5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	4	8.3	8.3	8.3
	Setuju	16	33.3	33.3	41.7
	Sangat Setuju	28	58.3	58.3	100.0
	Total	48	100.0	100.0	

Pernyataan 6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	2	4.2	4.2	4.2
	Netral	2	4.2	4.2	8.3
	Setuju	15	31.3	31.3	39.6
	Sangat Setuju	29	60.4	60.4	100.0
	Total	48	100.0	100.0	

Pernyataan 7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	2	4.2	4.2	4.2
	Setuju	19	39.6	39.6	43.8
	Sangat Setuju	27	56.3	56.3	100.0
	Total	48	100.0	100.0	

Pernyataan 8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Setuju	17	35.4	35.4	35.4
	Sangat Setuju	31	64.6	64.6	100.0
	Total	48	100.0	100.0	

Pernyataan 9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	3	6.3	6.3	6.3
	Setuju	15	31.3	31.3	37.5
	Sangat Setuju	30	62.5	62.5	100.0
	Total	48	100.0	100.0	

Pernyataan 10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	3	6.3	6.3	6.3
	Setuju	14	29.2	29.2	35.4
	Sangat Setuju	31	64.6	64.6	100.0
	Total	48	100.0	100.0	

Total_X

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	38	1	2.1	2.1	2.1
	39	2	4.2	4.2	6.3
	41	3	6.3	6.3	12.5
	42	4	8.3	8.3	20.8
	43	6	12.5	12.5	33.3
	44	4	8.3	8.3	41.7
	45	5	10.4	10.4	52.1
	46	6	12.5	12.5	64.6
	47	2	4.2	4.2	68.8
	48	2	4.2	4.2	72.9
	49	5	10.4	10.4	83.3
	50	8	16.7	16.7	100.0
	Total	48	100.0	100.0	

Frequencies

		Statistics										
		Pernyataa n 1	Pernyataa n 2	Pernyataa n 3	Pernyataa n 4	Pernyataa n 5	Pernyataa n 6	Pernyataa n 7	Pernyataa n 8	Pernyataa n 9	Pernyataan 10	Total_Y
N	Valid	48	48	48	48	48	48	48	48	48	48	48
	Missing	0	0	0	0	0	0	0	0	0	0	0
Mean		4.54	4.60	4.67	4.58	4.50	4.44	4.54	4.54	4.63	4.60	45.65
Std. Error of Mean		.107	.071	.075	.083	.089	.089	.079	.073	.082	.071	.471
Median		5.00	5.00	5.00	5.00	5.00	4.50	5.00	5.00	5.00	5.00	46.00
Mode		5	5	5	5	5	5	5	5	5	5	46
Std. Deviation		.743	.494	.519	.577	.619	.616	.544	.504	.570	.494	3.265
Variance		.551	.244	.270	.333	.383	.379	.296	.254	.324	.244	10.659
Range		4	1	2	2	2	2	2	1	2	1	11
Minimum		1	4	3	3	3	3	3	4	3	4	39
Maximum		5	5	5	5	5	5	5	5	5	5	50
Sum		218	221	224	220	216	213	218	218	222	221	2191

Frequency Table

Pernyataan 1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Tidak Setuju	1	2.1	2.1	2.1
	Netral	1	2.1	2.1	4.2
	Setuju	16	33.3	33.3	37.5
	Sangat Setuju	30	62.5	62.5	100.0
	Total	48	100.0	100.0	

Pernyataan 2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Setuju	19	39.6	39.6	39.6
	Sangat Setuju	29	60.4	60.4	100.0
	Total	48	100.0	100.0	

Pernyataan 3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	1	2.1	2.1	2.1
	Setuju	14	29.2	29.2	31.3
	Sangat Setuju	33	68.8	68.8	100.0
	Total	48	100.0	100.0	

Pernyataan 4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	2	4.2	4.2	4.2
	Setuju	16	33.3	33.3	37.5
	Sangat Setuju	30	62.5	62.5	100.0
	Total	48	100.0	100.0	

Pernyataan 5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	3	6.3	6.3	6.3
	Setuju	18	37.5	37.5	43.8
	Sangat Setuju	27	56.3	56.3	100.0
	Total	48	100.0	100.0	

Pernyataan 6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	3	6.3	6.3	6.3
	Setuju	21	43.8	43.8	50.0
	Sangat Setuju	24	50.0	50.0	100.0
	Total	48	100.0	100.0	

Pernyataan 7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	1	2.1	2.1	2.1
	Setuju	20	41.7	41.7	43.8
	Sangat Setuju	27	56.3	56.3	100.0
	Total	48	100.0	100.0	

Pernyataan 8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Setuju	22	45.8	45.8	45.8
	Sangat Setuju	26	54.2	54.2	100.0
	Total	48	100.0	100.0	

Pernyataan 9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	2	4.2	4.2	4.2
	Setuju	14	29.2	29.2	33.3
	Sangat Setuju	32	66.7	66.7	100.0
	Total	48	100.0	100.0	

Pernyataan 10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Setuju	19	39.6	39.6	39.6
	Sangat Setuju	29	60.4	60.4	100.0
	Total	48	100.0	100.0	

Total_Y

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	39	1	2.1	2.1	2.1
	40	5	10.4	10.4	12.5
	41	2	4.2	4.2	16.7
	43	4	8.3	8.3	25.0
	44	4	8.3	8.3	33.3
	45	4	8.3	8.3	41.7
	46	8	16.7	16.7	58.3
	47	4	8.3	8.3	66.7
	48	5	10.4	10.4	77.1
	49	4	8.3	8.3	85.4
	50	7	14.6	14.6	100.0
	Total	48	100.0	100.0	

Jenis Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-Laki	26	54.2	54.2	54.2
	Perempuan	22	45.8	45.8	100.0

Total	48	100.0	100.0
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Usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-30 tahun	20	41.7	41.7	41.7
	31-50 tahun	28	58.3	58.3	100.0
	Total	48	100.0	100.0	

Tingkat Pendidikan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD, SMP, SMA	6	12.5	12.5	12.5
	Diploma	3	6.3	6.3	18.8
	S1	39	81.3	81.3	100.0
	Total	48	100.0	100.0	

Masa Kerja

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5-10 tahun	20	41.7	41.7	41.7
	11-20 tahun	27	56.3	56.3	97.9
	> 20 tahun	1	2.1	2.1	100.0
	Total	48	100.0	100.0	

Lampiran 9. Hasil Ouput SPSS

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Total Quality Management ^b	.	Enter

a. Dependent Variable: Kualitas Pelayanan

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.429 ^a	.184	.166	2.981

a. Predictors: (Constant), Total Quality Management

b. Dependent Variable: Kualitas Pelayanan

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	92.282	1	92.282	10.387	.002 ^b
	Residual	408.697	46	8.885		
	Total	500.979	47			

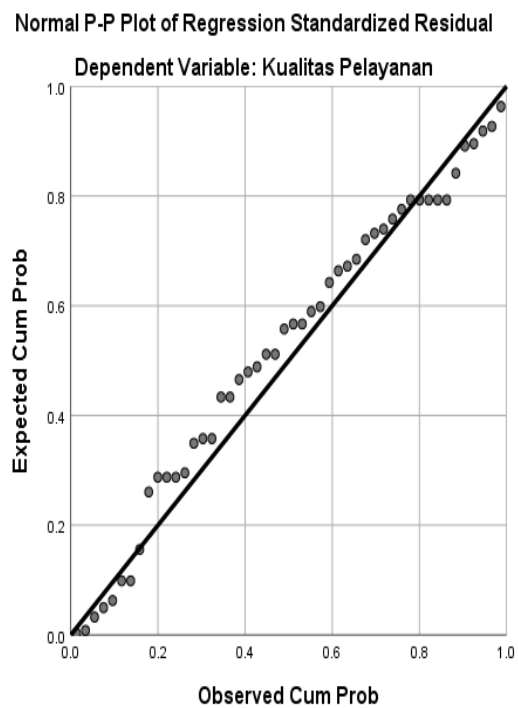
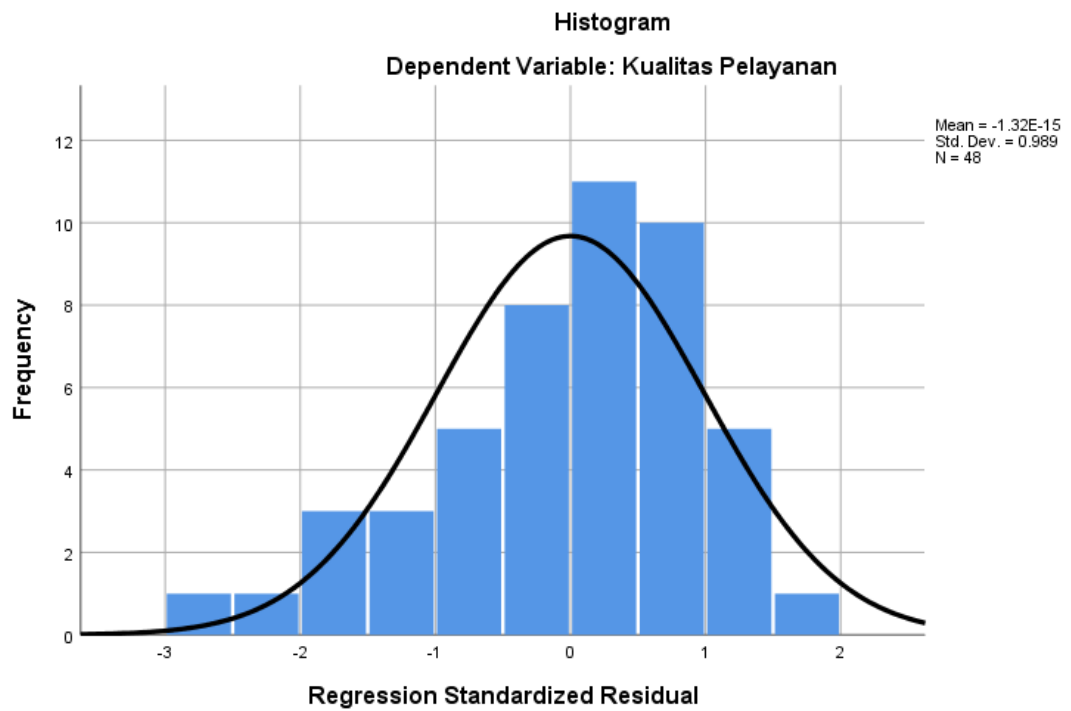
a. Dependent Variable: Kualitas Pelayanan

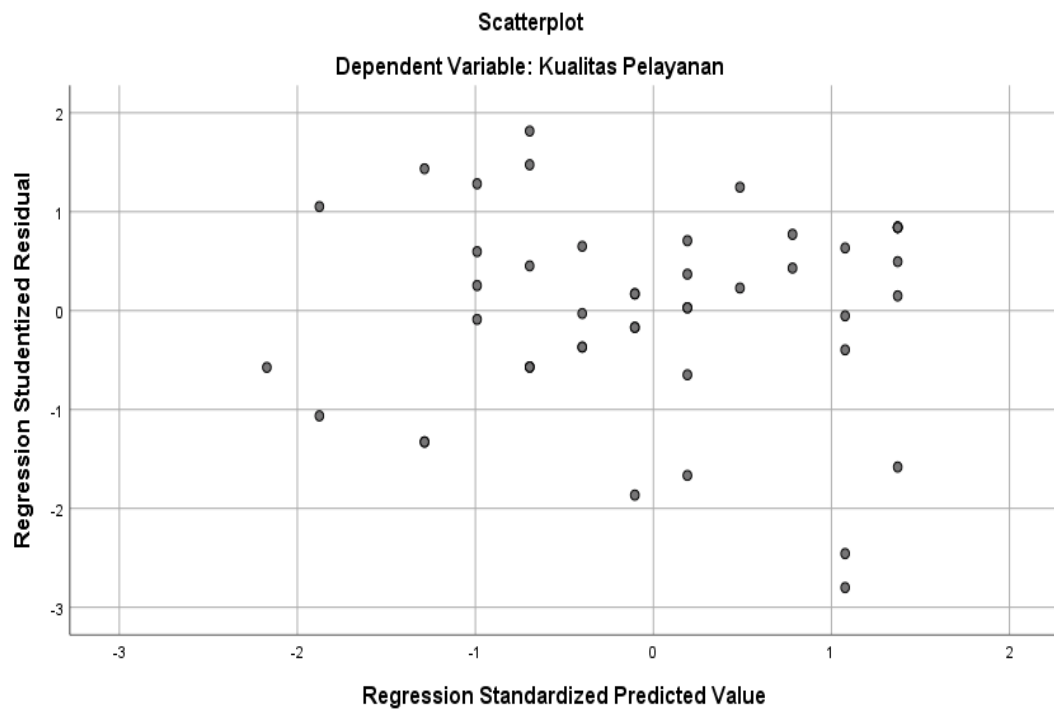
b. Predictors: (Constant), Total Quality Management

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	26.879	5.839		4.603	.000		
	Total Quality Management	.414	.128	.429	3.223	.002	1.000	1.000
								0

a. Dependent Variable: Kualitas Pelayanan





One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		48
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	2.94884314
Most Extreme Differences	Absolute	.099
	Positive	.080
	Negative	-.099
Test Statistic		.099
Asymp. Sig. (2-tailed)		.200 ^{c,d}

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

		Coefficients ^a					Collinearity Statistics	
		Unstandardized Coefficients		Standardized Coefficients				
Model		B	Std. Error	Beta	t	Sig.	Tolerance	VIF
1	(Constant)	1.632	3.681		.443	.660		
	Total Quality Management	.014	.081	.025	.172	.864	1.000	1.000

a. Dependent Variable: RES2

Lampiran 10. t tabel

Titik Persentase Distribusi t (df = 41 – 80)

Pr df	0.25 0.50	0.10 0.20	0.05 0.10	0.025 0.050	0.01 0.02	0.005 0.010	0.001 0.002
41	0.68052	1.30254	1.68288	2.01954	2.42080	2.70118	3.30127
42	0.68038	1.30204	1.68195	2.01808	2.41847	2.69807	3.29595
43	0.68024	1.30155	1.68107	2.01669	2.41625	2.69510	3.29089
44	0.68011	1.30109	1.68023	2.01537	2.41413	2.69228	3.28607
45	0.67998	1.30065	1.67943	2.01410	2.41212	2.68959	3.28148
46	0.67986	1.30023	1.67866	2.01290	2.41019	2.68701	3.27710
47	0.67975	1.29982	1.67793	2.01174	2.40835	2.68456	3.27291
48	0.67964	1.29944	1.67722	2.01063	2.40658	2.68220	3.26891
49	0.67953	1.29907	1.67655	2.00958	2.40489	2.67995	3.26508
50	0.67943	1.29871	1.67591	2.00856	2.40327	2.67779	3.26141
51	0.67933	1.29837	1.67528	2.00758	2.40172	2.67572	3.25789
52	0.67924	1.29805	1.67469	2.00665	2.40022	2.67373	3.25451
53	0.67915	1.29773	1.67412	2.00575	2.39879	2.67182	3.25127
54	0.67906	1.29743	1.67356	2.00488	2.39741	2.66998	3.24815
55	0.67898	1.29713	1.67303	2.00404	2.39608	2.66822	3.24515
56	0.67890	1.29685	1.67252	2.00324	2.39480	2.66651	3.24226
57	0.67882	1.29658	1.67203	2.00247	2.39357	2.66487	3.23948
58	0.67874	1.29632	1.67155	2.00172	2.39238	2.66329	3.23680
59	0.67867	1.29607	1.67109	2.00100	2.39123	2.66176	3.23421
60	0.67860	1.29582	1.67065	2.00030	2.39012	2.66028	3.23171
61	0.67853	1.29558	1.67022	1.99962	2.38905	2.65886	3.22930
62	0.67847	1.29536	1.66980	1.99897	2.38801	2.65748	3.22696
63	0.67840	1.29513	1.66940	1.99834	2.38701	2.65615	3.22471
64	0.67834	1.29492	1.66901	1.99773	2.38604	2.65485	3.22253
65	0.67828	1.29471	1.66864	1.99714	2.38510	2.65360	3.22041
66	0.67823	1.29451	1.66827	1.99656	2.38419	2.65239	3.21837

Lampiran 11. r tabel

Tabel r untuk df = 1 - 50

df = (N-2)	Tingkat signifikansi untuk uji satu arah				
	0.05	0.025	0.01	0.005	0.0005
	Tingkat signifikansi untuk uji dua arah				
	0.1	0.05	0.02	0.01	0.001
1	0.9877	0.9969	0.9995	0.9999	1.0000
2	0.9000	0.9500	0.9800	0.9900	0.9990
3	0.8054	0.8783	0.9343	0.9587	0.9911
4	0.7293	0.8114	0.8822	0.9172	0.9741
5	0.6694	0.7545	0.8329	0.8745	0.9509
6	0.6215	0.7067	0.7887	0.8343	0.9249
7	0.5822	0.6664	0.7498	0.7977	0.8983
8	0.5494	0.6319	0.7155	0.7646	0.8721
9	0.5214	0.6021	0.6851	0.7348	0.8470
10	0.4973	0.5760	0.6581	0.7079	0.8233
11	0.4762	0.5529	0.6339	0.6835	0.8010
12	0.4575	0.5324	0.6120	0.6614	0.7800
13	0.4409	0.5140	0.5923	0.6411	0.7604
14	0.4259	0.4973	0.5742	0.6226	0.7419
15	0.4124	0.4821	0.5577	0.6055	0.7247
16	0.4000	0.4683	0.5425	0.5897	0.7084
17	0.3887	0.4555	0.5285	0.5751	0.6932
18	0.3783	0.4438	0.5155	0.5614	0.6788
19	0.3687	0.4329	0.5034	0.5487	0.6652
20	0.3598	0.4227	0.4921	0.5368	0.6524
21	0.3515	0.4132	0.4815	0.5256	0.6402
22	0.3438	0.4044	0.4716	0.5151	0.6287
23	0.3365	0.3961	0.4622	0.5052	0.6178
24	0.3297	0.3882	0.4534	0.4958	0.6074
25	0.3233	0.3809	0.4451	0.4869	0.5974
26	0.3172	0.3739	0.4372	0.4785	0.5880
27	0.3115	0.3673	0.4297	0.4705	0.5790
28	0.3061	0.3610	0.4226	0.4629	0.5703
29	0.3009	0.3550	0.4158	0.4556	0.5620
30	0.2960	0.3494	0.4093	0.4487	0.5541
31	0.2913	0.3440	0.4032	0.4421	0.5465
32	0.2869	0.3388	0.3972	0.4357	0.5392
33	0.2826	0.3338	0.3916	0.4296	0.5322
34	0.2785	0.3291	0.3862	0.4238	0.5254
35	0.2746	0.3246	0.3810	0.4182	0.5189
36	0.2709	0.3202	0.3760	0.4128	0.5126
37	0.2673	0.3160	0.3712	0.4076	0.5066
38	0.2638	0.3120	0.3665	0.4026	0.5007
39	0.2605	0.3081	0.3621	0.3978	0.4950
40	0.2573	0.3044	0.3578	0.3932	0.4896
41	0.2542	0.3008	0.3536	0.3887	0.4843
42	0.2512	0.2973	0.3496	0.3843	0.4791
43	0.2483	0.2940	0.3457	0.3801	0.4742
44	0.2455	0.2907	0.3420	0.3761	0.4694
45	0.2429	0.2876	0.3384	0.3721	0.4647
46	0.2403	0.2845	0.3348	0.3683	0.4601
47	0.2377	0.2816	0.3314	0.3646	0.4557
48	0.2353	0.2787	0.3281	0.3610	0.4514
49	0.2329	0.2759	0.3249	0.3575	0.4473
50	0.2306	0.2732	0.3218	0.3542	0.4432