

LAMPIRAN

Lampiran 1. Permohonan Izin Survey



USB
UNIVERSITAS SANGGA BUANA
Fakultas Ekonomi
YPKP
Terakreditasi BAN - PT

Jl. PHH. Mustopa No. 68 Telp. 022-7275489, 7202841 Fax. 022-7201756 BANDUNG 40124

Nomor : SK- 159/S1-Mnj/07/2020
Lampiran : 1 Lembar
Perihal : Permohonan Izin Survey

Kepada Yth.,
Bapak/Ibu Pimpinan
PT. BANGUN RASAGUNA LESTARI
Kawasan Industry Mekar Raya Kav 15c
Jl. Industri Mekar Raya Kav 15 C Soekarno Hatta - Bandung

Dengan hormat,

Dalam rangka memenuhi salah satu syarat kurikulum, setiap mahasiswa program studi S1 Manajemen jenjang pendidikan program Sarjana pada Fakultas Ekonomi Universitas Sangga Buana YPKP, diwajibkan untuk membuat skripsi sebagai tugas akhir studi. Sehubungan hal tersebut, dengan ini kami hadapkan:

Nama : Nunung Nurjanah
NPM : 1111161149

Untuk diperkenankan melaksanakan survey/penelitian pada perusahaan atau instansi yang Bapak/Ibu pimpin dengan lama penelitian ± 3 bulan. Perlu kami informasikan bahwa survey/penelitian dilakukan semata-mata untuk keperluan ilmiah (kepentingan akademik semata) dengan tetap menjaga etika akademik dan ketentuan peraturan yang berlaku.

Demikian surat permohonan ini kami sampaikan, atas perhatian dan bantuannya, kami ucapkan terima kasih.

Bandung, 07 Juli 2020
a.n Dekan Fakultas Ekonomi
Kaprosdi S1 Manajemen

Fitria Lilyana, SE., M.Si

Lampiran 2. Persetujuan Survey

PT. BANGUN RASAGUNA LESTARI

Kawasan Industri Mekar Raya

Jl. Industri Mekar Raya Kav. 15 C Soekarno Hatta - Bandung

Telp. 022 - 6372 2190 Website : www.wincheez.com

Bandung, 10 Juli 2020

Nomor : 085-HR/BRL/07-2020

Lamp : -

Hal : Persetujuan

Kepada Yth.,

Dekan Fakultas Ekonomi

Universitas Sangga Buana YPKP Bandung

Ketua Program Studi Manajemen

Universitas Sangga Buana YPKP

Jl. PHH. Mustopa No. 68 Bandung

Dengan hormat,

Berdasarkan Surat Nomor. SK-159/S1-Mnj/07/2020 Tanggal 07 Juli 2020, Perihal Permohonan survey/penelitian kepada mahasiswa :

Nama : Nunung Nurjanah

NPM : 1111161149

Prodi : Manajemen

Bersama ini kami sampaikan bahwa mahasiswa tersebut diatas dapat kami terima untuk melaksanakan survei/penelitian di tempat kami.

Demikian surat persetujuan ini kami sampaikan, Atas perhatian dan kerjasamanya kami ucapkan terima kasih.


Hormat Kami,



Paulus Amran Gultom

(HR & GA Manager)

Lampiran 3. Berita Acara Bimbingan Skripsi

	BERITA ACARA BIMBINGAN SKRIPSI Nomor : SK- /S1-MNJ/..... /2019
Ketua Program Studi Manajemen Jenjang Pendidikan Program SARJANA menerangkan bahwa :	
N a m a	: Nunung Nurjannah
N P M	: 1111 16 1149
Alamat	: _____
Diizinkan untuk menulis Laporan dengan judul :	
Nama Dosen Pembimbing :	Rusmin Nuryadin, SE., M.Si
Jangka waktu penulisan Skripsi : Periode ke-I (6 bulan) : tgl...s.d	
Perpanjangan : Periode ke-II (6 bulan) : s.d	
Tanda tangan Dosen Pembimbing ; 1. _____	
Mahasiswa yang bersangkutan harap memperhatikan segala ketentuan yang berlaku.	
Bandung, 20..... Ketua Program Studi,	
Fitria Lilyana, SE., Msi.	

Lampiran 5. Kuisisioner

KUESIONER PENELITIAN

Responden yang terhormat,

Saya Nunung Nurjanah mahasiswi Program studi S1 Jurusan Manajemen Fakultas Ekonomi Universitas Sangga Buana YPKP Bandung. Saat ini sedang menyusun skripsi yang berjudul “Pengaruh Kualitas Pelayanan *General Affair* Terhadap Kepuasan Kerja Karyawan Di PT Bangun Rasaguna Lestari”.

Mohon kesediaan Bapak/Ibu/Sdr untuk mengisi kuesioner ini. Kuesioner ini merupakan kuesioner yang penulis susun dalam rangka pelaksanaan penelitian. Jawaban yang Bapak/Ibu/Sdr berikan tidak akan mempengaruhi kedudukan maupun jabatan, mengingat kerahasiaan identitas Bapak/Ibu/Sdr akan kami jaga.

Atas ketersediaanya, dalam mengisi kuisisioner ini peneliti mengucapkan terima kasih.

Hormat Saya

Nunung Nurjanah

Petunjuk Pengisian

- Bacalah pertanyaan-pertanyaan dengan seksama.
- Isilah identitas anda secara lengkap dan benar
- Isilah data dibawah ini di tempat yang telah disediakan dan hanya boleh dengan satu pilihan
- Isilah semua pertanyaan dalam kuesioner sesuai dengan kenyataan, dengan cara memberikan tanda (√) pada kotak pilihan yang sudah tersedia.
- Kriteria penilaian :

STS = Sangat Tidak Setuju

TS = Tidak Setuju (TS)

N = Netral/Ragu-Ragu (N)

S = Setuju (S)

SS = Sangat Setuju (SS)

Data Responden

1. No. Responden :

2. Jenis Kelamin

Pria

Wanita

3. Usia

18- 21 Tahun

41- 50 Tahun

21- 30 Tahun

> 50 Tahun

31 – 40 Tahun

4. Pendidikan Terakhir ;

SMP

Sarjana Strata1

SMA/Sederajat

Sarjana Strata1I

DiplomaIII

5. Departemen :

6. Lama Bekerja : _____ Thn _____ Bln

KUALITAS PELAYANAN

No	Pernyataan	STS	TS	N	S	SS
<i>Tangibles</i> (Bukti Fisik)						
1	Apakah Fasilitas lingkungan kerja sangat memadai seperti adanya kantin atau pun jumlah <i>toilet</i> mendukung sudah sesuai dengan jumlah karyawan?					
2	Apakah fasilitas seperti tempat parkir, kebersihan lingkungan sangat nyaman,lengkap dan sangat baik?					
<i>Reliability</i> (Kehandalan)						
3	Apakah Kualitas layanan sesuai dengan yang diharapkan?					
4	Apakah respon dari <i>General Affair</i> cepat?					
<i>Responsiveness</i> (Daya Tanggap)						
5	Kesigapan <i>General Affair</i> dalam memberikan layanan sangat baik?					
6	Apakah kesigapan <i>General Affair</i> dalam merespon complain dari karyawan?					
<i>Assurance</i> (Jaminan)						
7	Apakah Keluhan karyawan ditangani dengan baik oleh <i>General Affair</i> terkait dengan kebersihan					
8	Apakah waktu yang digunakan dalam memberikan layanan sangat efektif?					
<i>Empathy</i> (Empati)						
9	Apakah pemahaman atas kebutuhan karyawan sangat baik?.					

10	Apakah kemudahan dalam mendapatkan layanan sangat baik?					
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KEPUASAN KERJA

No	Pernyataan	STS	TS	N	S	SS
1	Saya setia kepada perusahaan dimana saya bekerja.					
2	Saya mampu bekerja sesuai dengan target perusahaan					
3	Saya jujur dalam menyampaikan laporan dilapangan.					
4	Saya berani memberi ide -ide yang baru untuk memajukan Perusahaan					
5	Pimpinan selalu memberi pengarahan dan keputusan yang baik kepada karyawan dalam setiap pekerjaan untuk perusahaan					
6	Saya menerima gaji sesuai dengan standar yang berlaku dan kesepakatan kerja					
7	Saya senang menerima reward atas prestasi kerja dari perusahaan					
8	Fasilitas lingkungan kerja yang mendukung mendorong semangat saya dalam menyelesaikan pekerjaan					

Lampiran 6. Data Penelitian, Data Transformasi (MSI), Uji Validitas dan Reliabilitas (X), Uji Validitas dan Reliabilitas (Y), Uji Normalitas, Uji Heteroskedastisitas, Analisis Korelasi, Analisis Regresi

1. Data Penelitian

No	KUALITAS PELAYANAN GA (X)										KEPUASAN KERJA (Y)								X	Y
	X.1	X.2	X.3	X.4	X.5	X.6	X.7	X.8	X.9	X.10	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8		
1	3	2	2	1	2	1	3	2	2	3	1	2	3	1	2	3	3	2	21	17
2	3	4	3	4	5	5	3	3	5	5	3	5	5	3	5	4	5	3	40	33
3	4	3	4	4	3	5	5	5	3	3	4	4	4	4	5	3	5	5	39	34
4	2	4	4	3	3	2	3	3	3	2	3	2	3	3	2	4	2	3	29	22
5	2	2	4	3	3	3	4	3	4	4	2	3	4	4	3	4	2	3	32	25
6	3	3	4	4	4	3	4	5	3	3	5	5	5	5	4	5	3	5	36	37
7	1	2	1	1	2	1	2	3	3	3	3	2	2	3	2	3	3	2	19	20
8	5	5	5	5	5	5	5	5	5	5	5	3	4	5	5	5	3	4	50	34
9	3	4	5	3	4	3	5	3	3	5	3	3	3	5	3	3	5	5	38	30
10	5	5	3	4	3	5	5	5	4	4	4	3	5	5	4	5	4	4	43	34
11	4	4	4	5	3	3	3	4	3	4	4	3	4	3	5	5	3	3	37	30
12	5	3	3	5	3	3	3	5	5	5	3	4	3	3	4	3	5	4	40	29
13	4	5	3	5	3	3	3	3	4	3	4	4	4	3	3	5	4	4	36	31
14	4	5	4	5	5	3	3	3	4	4	3	4	4	5	5	3	5	4	40	33
15	5	4	5	3	5	5	5	4	4	4	4	4	5	4	5	3	3	3	44	31
16	3	2	3	3	1	3	3	1	2	2	2	1	1	1	1	2	1	1	23	10
17	3	3	2	3	4	3	3	3	4	2	2	3	2	3	2	3	2	2	30	19
18	3	3	3	2	3	2	3	2	4	3	4	3	4	2	4	2	4	4	28	27
19	4	4	3	4	3	3	3	4	3	3	3	4	5	3	5	4	5	3	34	32

No	KUALITAS PELAYANAN GA (X)										KEPUASAN KERJA (Y)								X	Y
	X.1	X.2	X.3	X.4	X.5	X.6	X.7	X.8	X.9	X.10	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8		
20	1	3	1	3	3	2	3	3	2	1	1	1	1	3	3	2	2	22	14	
21	2	1	3	1	2	2	2	1	3	1	2	3	1	2	1	1	3	1	18	14
22	4	4	4	5	4	3	3	5	5	3	3	3	3	4	3	4	3	40	26	
23	3	5	5	5	5	3	5	5	3	3	3	4	5	4	3	3	4	5	42	31
24	5	4	4	4	5	3	4	5	5	5	3	3	4	4	5	4	5	44	32	
25	1	3	3	2	2	1	1	2	1	2	3	3	3	1	1	3	1	18	16	
26	4	5	5	5	5	5	3	3	4	4	3	4	3	4	3	3	5	43	30	
27	1	2	1	1	1	2	3	3	2	3	1	3	1	2	3	1	2	19	14	
28	3	1	3	1	3	1	3	1	3	2	2	1	3	1	1	3	3	21	16	
29	3	3	5	5	5	4	3	4	5	4	5	4	5	4	4	3	3	41	31	
30	1	2	3	3	3	2	1	3	2	1	2	1	2	1	3	1	2	21	15	
31	3	3	2	1	2	1	2	3	2	3	2	3	1	1	1	1	1	22	12	
32	4	3	2	4	3	3	3	3	3	4	3	4	3	2	3	3	3	32	24	
33	1	2	2	1	2	2	2	3	1	1	3	3	1	3	1	2	3	17	18	
34	3	5	5	5	5	5	3	3	5	4	3	5	5	4	3	5	4	43	34	
35	2	4	3	4	2	2	4	3	2	3	3	3	2	4	2	2	3	29	21	
36	4	2	4	4	4	3	2	4	2	4	2	4	3	4	3	2	2	33	23	
37	3	1	2	2	2	2	1	1	3	3	5	5	5	5	5	5	5	20	40	
38	4	5	3	5	5	5	3	4	5	3	4	4	4	5	5	4	5	42	35	
39	2	2	2	2	4	4	2	4	2	4	4	2	4	4	2	4	4	28	27	
40	3	5	3	4	4	4	5	5	5	4	5	3	5	5	5	4	4	42	36	
41	3	4	3	5	3	3	4	3	4	4	5	3	3	4	4	3	3	36	28	
42	3	3	4	4	5	5	3	3	3	5	3	5	3	5	4	5	5	38	35	
43	5	3	5	3	4	3	4	3	5	3	4	3	5	5	3	3	3	38	29	
44	1	1	1	2	2	1	1	2	1	2	2	2	2	2	3	1	2	14	16	
45	4	2	4	2	3	3	2	3	4	4	4	4	2	4	4	3	2	31	27	

No	KUALITAS PELAYANAN GA (X)										KEPUASAN KERJA (Y)								X	Y
	X.1	X.2	X.3	X.4	X.5	X.6	X.7	X.8	X.9	X.10	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8		
46	3	4	5	3	5	3	4	4	3	5	3	5	5	3	3	5	5	5	39	34
47	3	3	2	4	2	3	2	3	4	3	3	3	4	3	3	2	4	3	29	25
48	3	4	4	3	4	3	5	3	5	4	4	3	3	3	5	5	5	3	38	31
49	4	5	3	5	5	4	4	3	4	5	4	5	4	4	3	3	3	4	42	30
50	3	3	2	3	1	1	3	1	3	2	1	1	1	1	2	1	1	3	22	11
51	5	4	5	5	5	4	3	5	3	5	5	3	3	4	3	3	5	3	44	29
52	5	4	4	3	5	5	5	3	3	5	5	4	3	5	5	3	4	4	42	33
53	3	4	5	5	5	3	4	5	3	5	5	5	4	5	5	3	5	5	42	37
54	3	4	3	3	4	2	3	4	4	4	4	4	3	2	2	4	4	3	34	26
55	5	3	5	3	5	3	3	5	5	3	5	5	4	4	5	5	3	3	40	34
56	4	3	5	3	3	5	4	5	4	5	3	3	4	3	3	4	4	4	41	28
57	3	1	2	1	1	3	1	2	1	3	3	3	3	2	3	2	1	1	18	18
58	2	4	2	3	4	2	3	2	4	2	4	3	4	3	4	3	4	3	28	28
59	3	4	5	4	4	4	4	4	3	3	5	5	3	5	5	4	3	5	38	35
60	4	3	4	4	5	5	5	3	3	3	4	3	5	4	5	3	5	3	39	32
61	3	5	4	3	3	4	4	4	3	3	4	3	3	5	5	4	4	5	36	33
62	4	4	2	3	3	2	3	3	2	2	2	4	2	4	3	4	4	2	28	25
63	3	5	3	3	4	5	5	4	3	3	4	4	4	3	4	5	5	5	38	34
64	5	4	4	4	4	3	4	4	4	4	4	3	4	3	4	5	3	4	40	30
65	5	3	5	5	5	4	4	5	3	5	5	4	4	5	3	4	4	3	44	32
66	3	5	3	3	5	4	5	3	5	5	4	3	3	5	5	3	3	4	41	30
67	5	4	4	4	4	4	4	3	3	3	3	4	5	4	3	3	5	4	38	31
68	5	5	4	3	4	5	3	4	5	5	4	5	4	4	5	5	3	5	43	35
69	3	4	2	2	2	3	4	4	4	4	2	4	4	4	2	2	3	4	32	25
70	3	3	4	4	3	3	5	3	4	4	4	4	4	3	5	3	3	3	36	29
71	2	1	3	2	1	3	3	3	2	1	2	1	1	2	2	3	2	2	21	15

No	KUALITAS PELAYANAN GA (X)										KEPUASAN KERJA (Y)								X	Y
	X.1	X.2	X.3	X.4	X.5	X.6	X.7	X.8	X.9	X.10	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8		
72	3	3	3	5	4	3	3	5	3	3	4	5	4	3	4	4	4	4	35	32
73	3	3	5	5	3	4	3	3	3	3	3	3	5	4	3	3	5	5	35	31
74	3	3	4	4	4	4	3	4	5	5	3	4	4	4	4	4	3	4	39	30
75	3	5	3	5	3	3	4	5	3	4	4	3	3	3	4	5	4	5	38	31
76	3	3	3	5	5	5	5	5	3	5	4	3	5	4	3	3	4	3	42	29
77	2	4	2	2	4	4	3	3	4	2	4	3	2	2	4	2	3	4	30	24
78	5	3	5	5	3	3	5	3	5	4	3	3	5	5	4	5	5	4	41	34
79	2	3	2	2	3	1	3	3	1	1	1	1	1	2	3	2	1	1	21	12
80	3	4	3	3	4	5	4	4	5	4	3	4	4	4	4	4	3	4	39	30
81	3	4	2	3	4	2	3	2	3	4	2	4	2	3	3	3	4	3	30	24
82	3	5	5	5	4	5	3	4	3	5	3	3	5	5	3	3	4	4	42	30
83	3	4	4	5	5	4	3	4	4	5	4	3	4	4	5	3	3	5	41	31
84	2	1	3	1	2	1	3	1	2	3	3	2	2	3	3	3	1	2	19	19
85	3	5	4	5	4	4	5	3	5	4	5	4	5	4	3	4	3	3	42	31
86	1	3	1	3	1	1	3	2	2	3	1	1	2	3	2	1	2	1	20	13

2. Data Transformasi (MSI)

No	KUALITAS PELAYANAN GA (X)										KEPUASAN KERJA (Y)								X	Y
	X.1	X.2	X.3	X.4	X.5	X.6	X.7	X.8	X.9	X.10	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8		
1	2,618	1,755	1,937	1,000	1,818	1,000	2,666	1,714	1,865	2,502	1,000	1,647	2,354	1,000	1,793	2,587	2,498	1,803	18,9	14,7
2	2,618	3,251	2,711	3,033	4,177	4,089	2,666	2,574	4,373	4,263	2,614	4,381	4,077	2,375	4,177	3,411	4,164	2,530	33,8	27,7
3	3,472	2,450	3,428	3,033	2,506	4,089	4,439	4,326	2,692	2,502	3,455	3,376	3,069	3,141	4,177	2,587	4,164	4,225	32,9	28,2
4	1,746	3,251	3,428	2,383	2,506	1,800	2,666	2,574	2,692	1,768	2,614	1,647	2,354	2,375	1,793	3,411	1,779	2,530	24,8	18,5
5	1,746	1,755	3,428	2,383	2,506	2,546	3,559	2,574	3,459	3,286	1,842	2,428	3,069	3,141	2,565	3,411	1,779	2,530	27,2	20,8

No	KUALITAS PELAYANAN GA (X)										KEPUASAN KERJA (Y)								X	Y
	X.1	X.2	X.3	X.4	X.5	X.6	X.7	X.8	X.9	X.10	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8		
6	2,618	2,450	3,428	3,033	3,206	2,546	3,559	4,326	2,692	2,502	4,470	4,381	4,077	4,163	3,282	4,290	2,498	4,225	30,4	31,4
7	1,000	1,755	1,000	1,000	1,818	1,000	1,729	2,574	2,692	2,502	2,614	1,647	1,763	2,375	1,793	2,587	2,498	1,803	17,1	17,1
8	4,301	4,257	4,373	3,938	4,177	4,089	4,439	4,326	4,373	4,263	4,470	2,428	3,069	4,163	4,177	4,290	2,498	3,280	42,5	28,4
9	2,618	3,251	4,373	2,383	3,206	2,546	4,439	2,574	2,692	4,263	2,614	2,428	2,354	4,163	2,565	2,587	4,164	4,225	32,3	25,1
10	4,301	4,257	2,711	3,033	2,506	4,089	4,439	4,326	3,459	3,286	3,455	2,428	4,077	4,163	3,282	4,290	3,230	3,280	36,4	28,2
11	3,472	3,251	3,428	3,938	2,506	2,546	2,666	3,429	2,692	3,286	3,455	2,428	3,069	2,375	4,177	4,290	2,498	2,530	31,2	24,8
12	4,301	2,450	2,711	3,938	2,506	2,546	2,666	4,326	4,373	4,263	2,614	3,376	2,354	2,375	3,282	2,587	4,164	3,280	34,1	24,0
13	3,472	4,257	2,711	3,938	2,506	2,546	2,666	2,574	3,459	2,502	3,455	3,376	3,069	2,375	2,565	4,290	3,230	3,280	30,6	25,6
14	3,472	4,257	3,428	3,938	4,177	2,546	2,666	2,574	3,459	3,286	2,614	3,376	3,069	4,163	4,177	2,587	4,164	3,280	33,8	27,4
15	4,301	3,251	4,373	2,383	4,177	4,089	4,439	3,429	3,459	3,286	3,455	3,376	4,077	3,141	4,177	2,587	2,498	2,530	37,2	25,8
16	2,618	1,755	2,711	2,383	1,000	2,546	2,666	1,000	1,865	1,768	1,842	1,000	1,000	1,000	1,000	1,755	1,000	1,000	20,3	9,6
17	2,618	2,450	1,937	2,383	3,206	2,546	2,666	2,574	3,459	1,768	1,842	2,428	1,763	2,375	1,793	2,587	1,779	1,803	25,6	16,4
18	2,618	2,450	2,711	1,741	2,506	1,800	2,666	1,714	3,459	2,502	3,455	2,428	3,069	1,746	3,282	1,755	3,230	3,280	24,2	22,2
19	3,472	3,251	2,711	3,033	2,506	2,546	2,666	3,429	2,692	2,502	2,614	3,376	4,077	2,375	4,177	3,411	4,164	2,530	28,8	26,7
20	1,000	2,450	1,000	2,383	2,506	1,800	2,666	2,574	1,865	1,000	1,000	1,000	1,000	1,000	2,565	2,587	1,779	1,803	19,2	12,7
21	1,746	1,000	2,711	1,000	1,818	1,800	1,729	1,000	2,692	1,000	1,842	2,428	1,000	1,746	1,000	1,000	2,498	1,000	16,5	12,5
22	3,472	3,251	3,428	3,938	3,206	2,546	2,666	4,326	4,373	2,502	2,614	2,428	2,354	2,375	3,282	2,587	3,230	2,530	33,7	21,4
23	2,618	4,257	4,373	3,938	4,177	2,546	4,439	4,326	2,692	2,502	2,614	3,376	4,077	3,141	2,565	2,587	3,230	4,225	35,9	25,8
24	4,301	3,251	3,428	3,033	4,177	2,546	3,559	4,326	4,373	4,263	2,614	2,428	3,069	3,141	4,177	3,411	4,164	3,280	37,3	26,3
25	1,000	2,450	2,711	1,741	1,818	1,000	1,000	1,714	1,000	1,768	2,614	2,428	2,354	1,000	1,000	2,587	1,000	1,000	16,2	14,0
26	3,472	4,257	4,373	3,938	4,177	4,089	2,666	2,574	3,459	3,286	2,614	3,376	2,354	3,141	2,565	2,587	4,164	4,225	36,3	25,0
27	1,000	1,755	1,000	1,000	1,000	1,800	2,666	2,574	1,865	2,502	1,000	2,428	1,000	1,746	2,565	1,000	1,779	1,000	17,2	12,5
28	2,618	1,000	2,711	1,000	2,506	1,000	2,666	1,000	2,692	1,768	1,842	1,000	2,354	1,000	1,000	2,587	2,498	1,803	19,0	14,1
29	2,618	2,450	4,373	3,938	4,177	3,257	2,666	3,429	4,373	3,286	4,470	3,376	4,077	3,141	3,282	2,587	2,498	2,530	34,6	26,0
30	1,000	1,755	2,711	2,383	2,506	1,800	1,000	2,574	1,865	1,000	1,842	1,000	1,763	1,000	2,565	1,000	1,779	2,530	18,6	13,5
31	2,618	2,450	1,937	1,000	1,818	1,000	1,729	2,574	1,865	2,502	1,842	2,428	1,000	1,000	1,000	1,000	1,000	1,803	19,5	11,1

No	KUALITAS PELAYANAN GA (X)										KEPUASAN KERJA (Y)								X	Y
	X.1	X.2	X.3	X.4	X.5	X.6	X.7	X.8	X.9	X.10	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8		
32	3,472	2,450	1,937	3,033	2,506	2,546	2,666	2,574	2,692	3,286	2,614	3,376	2,354	1,746	2,565	2,587	2,498	2,530	27,2	20,3
33	1,000	1,755	1,937	1,000	1,818	1,800	1,729	2,574	1,000	1,000	2,614	2,428	1,000	2,375	1,000	1,755	2,498	1,803	15,6	15,5
34	2,618	4,257	4,373	3,938	4,177	4,089	2,666	2,574	4,373	3,286	2,614	4,381	4,077	3,141	2,565	4,290	3,230	4,225	36,4	28,5
35	1,746	3,251	2,711	3,033	1,818	1,800	3,559	2,574	1,865	2,502	2,614	2,428	1,763	3,141	1,793	1,755	2,498	1,803	24,9	17,8
36	3,472	1,755	3,428	3,033	3,206	2,546	1,729	3,429	1,865	3,286	1,842	3,376	2,354	3,141	2,565	1,755	1,779	2,530	27,7	19,3
37	2,618	1,000	1,937	1,741	1,818	1,800	1,000	1,000	2,692	2,502	4,470	4,381	4,077	4,163	4,177	4,290	4,164	4,225	18,1	33,9
38	3,472	4,257	2,711	3,938	4,177	4,089	2,666	3,429	4,373	2,502	3,455	3,376	3,069	4,163	4,177	3,411	4,164	3,280	35,6	29,1
39	1,746	1,755	1,937	1,741	3,206	3,257	1,729	3,429	1,865	3,286	3,455	1,647	3,069	3,141	1,793	3,411	3,230	2,530	24,0	22,3
40	2,618	4,257	2,711	3,033	3,206	3,257	4,439	4,326	4,373	3,286	4,470	2,428	4,077	4,163	4,177	3,411	3,230	4,225	35,5	30,2
41	2,618	3,251	2,711	3,938	2,506	2,546	3,559	2,574	3,459	3,286	4,470	2,428	2,354	3,141	3,282	2,587	2,498	2,530	30,4	23,3
42	2,618	2,450	3,428	3,033	4,177	4,089	2,666	2,574	2,692	4,263	2,614	4,381	2,354	4,163	3,282	4,290	4,164	4,225	32,0	29,5
43	4,301	2,450	4,373	2,383	3,206	2,546	3,559	2,574	4,373	2,502	3,455	2,428	4,077	4,163	2,565	2,587	2,498	2,530	32,3	24,3
44	1,000	1,000	1,000	1,741	1,818	1,000	1,000	1,714	1,000	1,768	1,842	1,647	1,763	1,746	2,565	1,000	1,779	1,803	13,0	14,1
45	3,472	1,755	3,428	1,741	2,506	2,546	1,729	2,574	3,459	3,286	3,455	3,376	1,763	3,141	3,282	2,587	1,779	3,280	26,5	22,7
46	2,618	3,251	4,373	2,383	4,177	2,546	3,559	3,429	2,692	4,263	2,614	4,381	4,077	2,375	2,565	4,290	4,164	4,225	33,3	28,7
47	2,618	2,450	1,937	3,033	1,818	2,546	1,729	2,574	3,459	2,502	2,614	2,428	3,069	2,375	2,565	1,755	3,230	2,530	24,7	20,6
48	2,618	3,251	3,428	2,383	3,206	2,546	4,439	2,574	4,373	3,286	3,455	2,428	2,354	2,375	4,177	4,290	4,164	2,530	32,1	25,8
49	3,472	4,257	2,711	3,938	4,177	3,257	3,559	2,574	3,459	4,263	3,455	4,381	3,069	3,141	2,565	2,587	2,498	3,280	35,7	25,0
50	2,618	2,450	1,937	2,383	1,000	1,000	2,666	1,000	2,692	1,768	1,000	1,000	1,000	1,000	1,793	1,000	1,000	2,530	19,5	10,3
51	4,301	3,251	4,373	3,938	4,177	3,257	2,666	4,326	2,692	4,263	4,470	2,428	2,354	3,141	2,565	2,587	4,164	2,530	37,2	24,2
52	4,301	3,251	3,428	2,383	4,177	4,089	4,439	2,574	2,692	4,263	4,470	3,376	2,354	4,163	4,177	2,587	3,230	3,280	35,6	27,6
53	2,618	3,251	4,373	3,938	4,177	2,546	3,559	4,326	2,692	4,263	4,470	4,381	3,069	4,163	4,177	2,587	4,164	4,225	35,7	31,2
54	2,618	3,251	2,711	2,383	3,206	1,800	2,666	3,429	3,459	3,286	3,455	3,376	2,354	1,746	1,793	3,411	3,230	2,530	28,8	21,9
55	4,301	2,450	4,373	2,383	4,177	2,546	2,666	4,326	4,373	2,502	4,470	4,381	3,069	3,141	4,177	4,290	2,498	2,530	34,1	28,6
56	3,472	2,450	4,373	2,383	2,506	4,089	3,559	4,326	3,459	4,263	2,614	2,428	3,069	2,375	2,565	3,411	3,230	3,280	34,9	23,0
57	2,618	1,000	1,937	1,000	1,000	2,546	1,000	1,714	1,000	2,502	2,614	2,428	2,354	1,746	2,565	1,755	1,000	1,000	16,3	15,5

No	KUALITAS PELAYANAN GA (X)										KEPUASAN KERJA (Y)								X	Y
	X.1	X.2	X.3	X.4	X.5	X.6	X.7	X.8	X.9	X.10	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8		
58	1,746	3,251	1,937	2,383	3,206	1,800	2,666	1,714	3,459	1,768	3,455	2,428	3,069	2,375	3,282	2,587	3,230	2,530	23,9	23,0
59	2,618	3,251	4,373	3,033	3,206	3,257	3,559	3,429	2,692	2,502	4,470	4,381	2,354	4,163	4,177	3,411	2,498	4,225	31,9	29,7
60	3,472	2,450	3,428	3,033	4,177	4,089	4,439	2,574	2,692	2,502	3,455	2,428	4,077	3,141	4,177	2,587	4,164	2,530	32,9	26,6
61	2,618	4,257	3,428	2,383	2,506	3,257	3,559	3,429	2,692	2,502	3,455	2,428	2,354	4,163	4,177	3,411	3,230	4,225	30,6	27,4
62	3,472	3,251	1,937	2,383	2,506	1,800	2,666	2,574	1,865	1,768	1,842	3,376	1,763	3,141	2,565	3,411	3,230	1,803	24,2	21,1
63	2,618	4,257	2,711	2,383	3,206	4,089	4,439	3,429	2,692	2,502	3,455	3,376	3,069	2,375	3,282	4,290	4,164	4,225	32,3	28,2
64	4,301	3,251	3,428	3,033	3,206	2,546	3,559	3,429	3,459	3,286	3,455	2,428	3,069	2,375	3,282	4,290	2,498	3,280	33,5	24,7
65	4,301	2,450	4,373	3,938	4,177	3,257	3,559	4,326	2,692	4,263	4,470	3,376	3,069	4,163	2,565	3,411	3,230	2,530	37,3	26,8
66	2,618	4,257	2,711	2,383	4,177	3,257	4,439	2,574	4,373	4,263	3,455	2,428	2,354	4,163	4,177	2,587	2,498	3,280	35,1	24,9
67	4,301	3,251	3,428	3,033	3,206	3,257	3,559	2,574	2,692	2,502	2,614	3,376	4,077	3,141	2,565	2,587	4,164	3,280	31,8	25,8
68	4,301	4,257	3,428	2,383	3,206	4,089	2,666	3,429	4,373	4,263	3,455	4,381	3,069	3,141	4,177	4,290	2,498	4,225	36,4	29,2
69	2,618	3,251	1,937	1,741	1,818	2,546	3,559	3,429	3,459	3,286	1,842	3,376	3,069	3,141	1,793	1,755	2,498	3,280	27,6	20,8
70	2,618	2,450	3,428	3,033	2,506	2,546	4,439	2,574	3,459	3,286	3,455	3,376	3,069	2,375	4,177	2,587	2,498	2,530	30,3	24,1
71	1,746	1,000	2,711	1,741	1,000	2,546	2,666	2,574	1,865	1,000	1,842	1,000	1,000	1,746	1,793	2,587	1,779	1,803	18,9	13,6
72	2,618	2,450	2,711	3,938	3,206	2,546	2,666	4,326	2,692	2,502	3,455	4,381	3,069	2,375	3,282	3,411	3,230	3,280	29,7	26,5
73	2,618	2,450	4,373	3,938	2,506	3,257	2,666	2,574	2,692	2,502	2,614	2,428	4,077	3,141	2,565	2,587	4,164	4,225	29,6	25,8
74	2,618	2,450	3,428	3,033	3,206	3,257	2,666	3,429	4,373	4,263	2,614	3,376	3,069	3,141	3,282	3,411	2,498	3,280	32,7	24,7
75	2,618	4,257	2,711	3,938	2,506	2,546	3,559	4,326	2,692	3,286	3,455	2,428	2,354	2,375	3,282	4,290	3,230	4,225	32,4	25,6
76	2,618	2,450	2,711	3,938	4,177	4,089	4,439	4,326	2,692	4,263	3,455	2,428	4,077	3,141	2,565	2,587	3,230	2,530	35,7	24,0
77	1,746	3,251	1,937	1,741	3,206	3,257	2,666	2,574	3,459	1,768	3,455	2,428	1,763	1,746	3,282	1,755	2,498	3,280	25,6	20,2
78	4,301	2,450	4,373	3,938	2,506	2,546	4,439	2,574	4,373	3,286	2,614	2,428	4,077	4,163	3,282	4,290	4,164	3,280	34,8	28,3
79	1,746	2,450	1,937	1,741	2,506	1,000	2,666	2,574	1,000	1,000	1,000	1,000	1,000	1,746	2,565	1,755	1,000	1,000	18,6	11,1
80	2,618	3,251	2,711	2,383	3,206	4,089	3,559	3,429	4,373	3,286	2,614	3,376	3,069	3,141	3,282	3,411	2,498	3,280	32,9	24,7
81	2,618	3,251	1,937	2,383	3,206	1,800	2,666	1,714	2,692	3,286	1,842	3,376	1,763	2,375	2,565	2,587	3,230	2,530	25,6	20,3
82	2,618	4,257	4,373	3,938	3,206	4,089	2,666	3,429	2,692	4,263	2,614	2,428	4,077	4,163	2,565	2,587	3,230	3,280	35,5	24,9
83	2,618	3,251	3,428	3,938	4,177	3,257	2,666	3,429	3,459	4,263	3,455	2,428	3,069	3,141	4,177	2,587	2,498	4,225	34,5	25,6

No	KUALITAS PELAYANAN GA (X)										KEPUASAN KERJA (Y)								X	Y
	X.1	X.2	X.3	X.4	X.5	X.6	X.7	X.8	X.9	X.10	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8		
84	1,746	1,000	2,711	1,000	1,818	1,000	2,666	1,000	1,865	2,502	2,614	1,647	1,763	2,375	2,565	2,587	1,000	1,803	17,3	16,4
85	2,618	4,257	3,428	3,938	3,206	3,257	4,439	2,574	4,373	3,286	4,470	3,376	4,077	3,141	2,565	3,411	2,498	2,530	35,4	26,1
86	1,000	2,450	1,000	2,383	1,000	1,000	2,666	1,714	1,865	2,502	1,000	1,000	1,763	2,375	1,793	1,000	1,779	1,000	17,6	11,7

3. Uji Validitas dan Reliabilitas (X)

Reliability Statistics

Cronbach's Alpha	N of Items
,910	10

Correlations

		X.1	X.2	X.3	X.4	X.5	X.6	X.7	X.8	X.9	X.10	X
X.1	Pearson Correlation	1	,396**	,568**	,491**	,490**	,520**	,421**	,440**	,527**	,534**	,723**
	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	86	86	86	86	86	86	86	86	86	86	86
X.2	Pearson Correlation	,396**	1	,363**	,619**	,578**	,516**	,547**	,477**	,508**	,441**	,734**
	Sig. (2-tailed)	,000		,001	,000	,000	,000	,000	,000	,000	,000	,000
	N	86	86	86	86	86	86	86	86	86	86	86
X.3	Pearson Correlation	,568**	,363**	1	,553**	,608**	,551**	,456**	,453**	,432**	,498**	,739**
	Sig. (2-tailed)	,000	,001		,000	,000	,000	,000	,000	,000	,000	,000

N		86	86	86	86	86	86	86	86	86	86	86
X.4	Pearson Correlation	,491**	,619**	,553**	1	,582**	,550**	,412**	,563**	,468**	,500**	,780**
	Sig. (2-tailed)	,000	,000	,000		,000	,000	,000	,000	,000	,000	,000
N		86	86	86	86	86	86	86	86	86	86	86
X.5	Pearson Correlation	,490**	,578**	,608**	,582**	1	,635**	,442**	,532**	,543**	,573**	,809**
	Sig. (2-tailed)	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000
N		86	86	86	86	86	86	86	86	86	86	86
X.6	Pearson Correlation	,520**	,516**	,551**	,550**	,635**	1	,499**	,537**	,506**	,569**	,796**
	Sig. (2-tailed)	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000
N		86	86	86	86	86	86	86	86	86	86	86
X.7	Pearson Correlation	,421**	,547**	,456**	,412**	,442**	,499**	1	,428**	,436**	,433**	,676**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000
N		86	86	86	86	86	86	86	86	86	86	86
X.8	Pearson Correlation	,440**	,477**	,453**	,563**	,532**	,537**	,428**	1	,351**	,484**	,707**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000		,001	,000	,000
N		86	86	86	86	86	86	86	86	86	86	86
X.9	Pearson Correlation	,527**	,508**	,432**	,468**	,543**	,506**	,436**	,351**	1	,515**	,710**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,001		,000	,000
N		86	86	86	86	86	86	86	86	86	86	86
X.10	Pearson Correlation	,534**	,441**	,498**	,500**	,573**	,569**	,433**	,484**	,515**	1	,747**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000		,000
N		86	86	86	86	86	86	86	86	86	86	86
X	Pearson Correlation	,723**	,734**	,739**	,780**	,809**	,796**	,676**	,707**	,710**	,747**	1

Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	
N	86	86	86	86	86	86	86	86	86	86	86	86

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

4. Uji Validitas dan Reliabilitas (Y)

Reliability Statistics

Cronbach's Alpha	N of Items
,903	8

Correlations

		Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8	Y
Y.1	Pearson Correlation	1	,531**	,568**	,601**	,591**	,529**	,413**	,534**	,767**
	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000	,000	,000
	N	86	86	86	86	86	86	86	86	86
Y.2	Pearson Correlation	,531**	1	,545**	,542**	,478**	,483**	,501**	,581**	,748**
	Sig. (2-tailed)	,000		,000	,000	,000	,000	,000	,000	,000
	N	86	86	86	86	86	86	86	86	86
Y.3	Pearson Correlation	,568**	,545**	1	,585**	,505**	,573**	,581**	,592**	,805**
	Sig. (2-tailed)	,000	,000		,000	,000	,000	,000	,000	,000
	N	86	86	86	86	86	86	86	86	86

Y.4	Pearson Correlation	,601**	,542**	,585**	1	,557**	,471**	,524**	,625**	,796**
	Sig. (2-tailed)	,000	,000	,000		,000	,000	,000	,000	,000
	N	86	86	86	86	86	86	86	86	86
Y.5	Pearson Correlation	,591**	,478**	,505**	,557**	1	,478**	,473**	,583**	,756**
	Sig. (2-tailed)	,000	,000	,000	,000		,000	,000	,000	,000
	N	86	86	86	86	86	86	86	86	86
Y.6	Pearson Correlation	,529**	,483**	,573**	,471**	,478**	1	,474**	,550**	,735**
	Sig. (2-tailed)	,000	,000	,000	,000	,000		,000	,000	,000
	N	86	86	86	86	86	86	86	86	86
Y.7	Pearson Correlation	,413**	,501**	,581**	,524**	,473**	,474**	1	,628**	,747**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000		,000	,000
	N	86	86	86	86	86	86	86	86	86
Y.8	Pearson Correlation	,534**	,581**	,592**	,625**	,583**	,550**	,628**	1	,825**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000		,000
	N	86	86	86	86	86	86	86	86	86
Y	Pearson Correlation	,767**	,748**	,805**	,796**	,756**	,735**	,747**	,825**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	
	N	86	86	86	86	86	86	86	86	86

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

5. Uji Normalitas

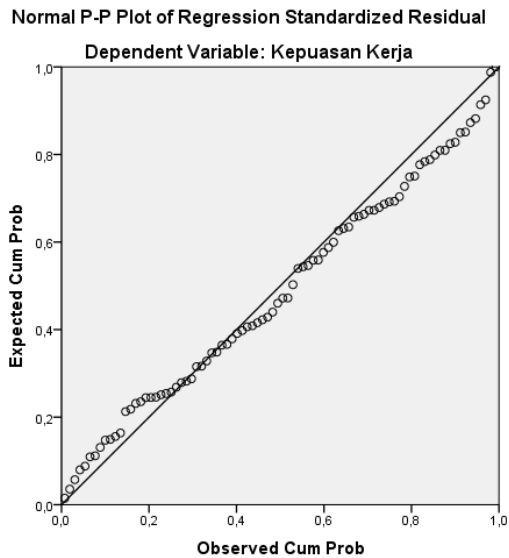
One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		86
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	3,37610918
Most Extreme Differences	Absolute	,078
	Positive	,078
	Negative	-,072
Test Statistic		,078
Asymp. Sig. (2-tailed)		,200 ^{c,d}

a. Test distribution is Normal.

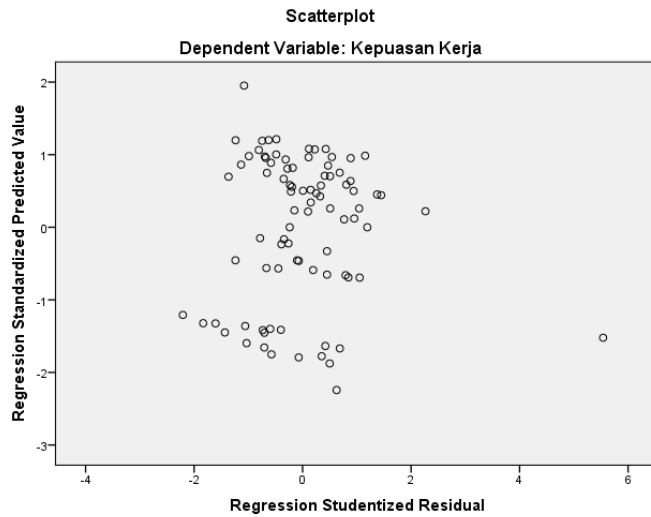
b. Calculated from data.

c. Lilliefors Significance Correction.

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



6. Uji Heteroskedatisitas



7. Analisis Korelasi

Correlations

		Kualitas Pelayanan GA	Kepuasan Kerja
Kualitas Pelayanan GA	Pearson Correlation	1	,814**
	Sig. (2-tailed)		,000
	N	86	86
Kepuasan Kerja	Pearson Correlation	,814**	1
	Sig. (2-tailed)	,000	
	N	86	86

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

8. Analisis Regresi

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method

1	Kualitas Pelayanan GA ^b		. Enter
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- a. Dependent Variable: Kepuasan Kerja
b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,814 ^a	,663	,658	3,39615

- a. Predictors: (Constant), Kualitas Pelayanan GA
b. Dependent Variable: Kepuasan Kerja

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1901,803	1	1901,803	164,890	,000 ^b
	Residual	968,840	84	11,534		
	Total	2870,643	85			

- a. Dependent Variable: Kepuasan Kerja
b. Predictors: (Constant), Kualitas Pelayanan GA

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3,321	1,553		2,138	,035
	Kualitas Pelayanan GA	,673	,052	,814	12,841	,000

- a. Dependent Variable: Kepuasan Kerja

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N

Predicted Value	12,0933	31,9340	22,7019	4,73013	86
Std. Predicted Value	-2,243	1,952	,000	1,000	86
Standard Error of Predicted Value	,366	,904	,503	,124	86
Adjusted Predicted Value	11,9369	32,1468	22,7076	4,73882	86
Residual	-7,38759	18,44495	,00000	3,37611	86
Std. Residual	-2,175	5,431	,000	,994	86
Stud. Residual	-2,207	5,540	-,001	1,009	86
Deleted Residual	-7,60678	19,19125	-,00565	3,47783	86
Stud. Deleted Residual	-2,261	6,913	,015	1,108	86
Mahal. Distance	,000	5,030	,988	1,045	86
Cook's Distance	,000	,621	,015	,067	86
Centered Leverage Value	,000	,059	,012	,012	86

a. Dependent Variable: Kepuasan Kerja

