

## DATA MENTAH HASIL KUISIONER VARIABEL X1

| NO | x1.1 | x1.2 | x1.3 | x1.4 | x1.5 | X1.6 | x1.7 | x1.8 | Total |
|----|------|------|------|------|------|------|------|------|-------|
| 1  | 4    | 5    | 4    | 4    | 4    | 3    | 4    | 4    | 32    |
| 2  | 4    | 5    | 4    | 4    | 4    | 2    | 4    | 4    | 31    |
| 3  | 5    | 5    | 5    | 4    | 4    | 3    | 4    | 4    | 34    |
| 4  | 5    | 5    | 4    | 3    | 5    | 3    | 4    | 4    | 33    |
| 5  | 4    | 5    | 4    | 3    | 4    | 2    | 4    | 4    | 30    |
| 6  | 3    | 5    | 5    | 4    | 4    | 3    | 4    | 4    | 32    |
| 7  | 4    | 5    | 4    | 3    | 4    | 3    | 4    | 4    | 31    |
| 8  | 4    | 4    | 5    | 5    | 5    | 4    | 5    | 4    | 36    |
| 9  | 4    | 4    | 4    | 4    | 5    | 3    | 4    | 4    | 32    |
| 10 | 3    | 5    | 5    | 4    | 4    | 3    | 4    | 4    | 32    |
| 11 | 4    | 5    | 5    | 4    | 5    | 5    | 3    | 5    | 36    |
| 12 | 3    | 5    | 4    | 2    | 4    | 4    | 2    | 4    | 28    |
| 13 | 2    | 5    | 5    | 3    | 5    | 5    | 5    | 5    | 35    |
| 14 | 1    | 5    | 5    | 2    | 3    | 3    | 5    | 5    | 29    |
| 15 | 3    | 5    | 5    | 4    | 5    | 5    | 3    | 5    | 35    |
| 16 | 4    | 5    | 5    | 4    | 4    | 3    | 4    | 4    | 33    |
| 17 | 3    | 4    | 4    | 4    | 3    | 3    | 4    | 4    | 29    |
| 18 | 3    | 4    | 5    | 3    | 4    | 3    | 4    | 3    | 29    |
| 19 | 4    | 4    | 5    | 4    | 4    | 2    | 3    | 4    | 30    |
| 20 | 4    | 5    | 5    | 3    | 4    | 3    | 4    | 4    | 32    |
| 21 | 4    | 5    | 4    | 3    | 5    | 3    | 4    | 4    | 32    |
| 22 | 4    | 4    | 4    | 3    | 4    | 3    | 4    | 4    | 30    |
| 23 | 3    | 5    | 4    | 3    | 4    | 3    | 4    | 4    | 30    |
| 24 | 4    | 5    | 4    | 3    | 4    | 2    | 4    | 3    | 29    |
| 25 | 4    | 5    | 4    | 3    | 5    | 3    | 4    | 4    | 32    |
|    |      |      | 4.48 | 3.44 | 4.24 | 3.16 |      | 4.08 |       |



## DATA MENTAH HASIL KUISIONER VARIABEL X2

| NO | x2.9 | x2.10 | x2.11 | x2.12 | x2.13 | x2.14 | x2.15 | x2.16 | Total |
|----|------|-------|-------|-------|-------|-------|-------|-------|-------|
| 1  | 3    | 3     | 4     | 2     | 5     | 4     | 4     | 1     | 26    |
| 2  | 3    | 4     | 4     | 3     | 5     | 4     | 3     | 3     | 29    |
| 3  | 2    | 3     | 4     | 2     | 5     | 4     | 4     | 2     | 26    |
| 4  | 3    | 3     | 4     | 2     | 5     | 4     | 4     | 2     | 27    |
| 5  | 3    | 4     | 4     | 3     | 5     | 4     | 4     | 2     | 29    |
| 6  | 3    | 4     | 4     | 2     | 4     | 4     | 3     | 2     | 26    |
| 7  | 3    | 4     | 4     | 2     | 4     | 4     | 3     | 2     | 26    |
| 8  | 4    | 4     | 3     | 3     | 4     | 4     | 4     | 3     | 29    |
| 9  | 4    | 4     | 4     | 4     | 4     | 4     | 4     | 3     | 31    |
| 10 | 4    | 4     | 4     | 3     | 5     | 4     | 4     | 3     | 31    |
| 11 | 4    | 4     | 4     | 2     | 5     | 4     | 3     | 2     | 28    |
| 12 | 3    | 4     | 3     | 1     | 5     | 4     | 3     | 2     | 25    |
| 13 | 3    | 4     | 2     | 3     | 3     | 3     | 2     | 1     | 21    |
| 14 | 3    | 1     | 1     | 3     | 3     | 1     | 1     | 1     | 14    |
| 15 | 3    | 4     | 4     | 3     | 5     | 3     | 4     | 2     | 28    |
| 16 | 3    | 4     | 4     | 2     | 4     | 4     | 4     | 3     | 28    |
| 17 | 4    | 3     | 3     | 3     | 4     | 3     | 3     | 3     | 26    |
| 18 | 3    | 4     | 3     | 2     | 4     | 4     | 4     | 3     | 27    |
| 19 | 3    | 3     | 3     | 3     | 4     | 4     | 4     | 3     | 27    |
| 20 | 4    | 3     | 4     | 2     | 5     | 4     | 4     | 2     | 28    |
| 21 | 4    | 4     | 4     | 3     | 5     | 4     | 4     | 2     | 30    |
| 22 | 3    | 3     | 4     | 2     | 4     | 4     | 4     | 2     | 26    |
| 23 | 3    | 3     | 4     | 2     | 5     | 4     | 4     | 2     | 27    |
| 24 | 3    | 3     | 4     | 2     | 5     | 4     | 4     | 2     | 27    |
| 25 | 4    | 3     | 4     | 4     | 5     | 4     | 4     | 3     | 31    |
|    |      | 3.48  | 3.6   |       | 4.48  | 3.76  | 3.56  | 2.24  |       |

## DATA MENTAH HASIL KUISIONER VARIABEL Y

| NO | y.17 | y.18 | y.19 | y.20 | Total |
|----|------|------|------|------|-------|
| 1  | 5    | 5    | 4    | 4    | 18    |
| 2  | 4    | 4    | 4    | 4    | 16    |
| 3  | 5    | 5    | 4    | 4    | 18    |
| 4  | 4    | 5    | 4    | 4    | 17    |
| 5  | 5    | 5    | 4    | 4    | 18    |
| 6  | 4    | 5    | 4    | 4    | 17    |
| 7  | 4    | 5    | 4    | 4    | 17    |
| 8  | 4    | 4    | 4    | 4    | 16    |
| 9  | 5    | 3    | 4    | 4    | 16    |
| 10 | 4    | 5    | 5    | 4    | 18    |
| 11 | 4    | 5    | 4    | 4    | 17    |
| 12 | 4    | 5    | 3    | 3    | 15    |
| 13 | 4    | 5    | 3    | 4    | 16    |
| 14 | 3    | 5    | 1    | 1    | 10    |
| 15 | 4    | 5    | 4    | 4    | 17    |
| 16 | 5    | 5    | 4    | 4    | 18    |
| 17 | 4    | 4    | 4    | 4    | 16    |
| 18 | 4    | 5    | 4    | 4    | 17    |
| 19 | 4    | 5    | 4    | 4    | 17    |
| 20 | 4    | 5    | 4    | 4    | 17    |
| 21 | 5    | 5    | 4    | 4    | 18    |
| 22 | 4    | 4    | 4    | 4    | 16    |
| 23 | 4    | 5    | 4    | 4    | 17    |
| 24 | 4    | 5    | 4    | 4    | 17    |
| 25 | 4    | 5    | 4    | 4    | 17    |
|    | 4.2  |      | 3.84 | 3.84 |       |

## HASIL OLAH DATA SPSS VARIABEL X1

### Correlations

|      |                     | x1.3   | x1.4   | x1.5   | x1.6   | x1.8   | x1     |
|------|---------------------|--------|--------|--------|--------|--------|--------|
| x1.3 | Pearson Correlation | 1      | .312   | .016   | .392   | .338   | .597** |
|      | Sig. (2-tailed)     |        | .129   | .938   | .053   | .098   | .002   |
|      | N                   | 25     | 25     | 25     | 25     | 25     | 25     |
| x1.4 | Pearson Correlation | .312   | 1      | .231   | .085   | .014   | .523** |
|      | Sig. (2-tailed)     | .129   |        | .266   | .685   | .946   | .007   |
|      | N                   | 25     | 25     | 25     | 25     | 25     | 25     |
| x1.5 | Pearson Correlation | .016   | .231   | 1      | .495*  | .215   | .623** |
|      | Sig. (2-tailed)     | .938   | .266   |        | .012   | .302   | .001   |
|      | N                   | 25     | 25     | 25     | 25     | 25     | 25     |
| x1.6 | Pearson Correlation | .392   | .085   | .495*  | 1      | .663** | .833** |
|      | Sig. (2-tailed)     | .053   | .685   | .012   |        | .000   | .000   |
|      | N                   | 25     | 25     | 25     | 25     | 25     | 25     |
| x1.8 | Pearson Correlation | .338   | .014   | .215   | .663** | 1      | .657** |
|      | Sig. (2-tailed)     | .098   | .946   | .302   | .000   |        | .000   |
|      | N                   | 25     | 25     | 25     | 25     | 25     | 25     |
| x1   | Pearson Correlation | .597** | .523** | .623** | .833** | .657** | 1      |
|      | Sig. (2-tailed)     | .002   | .007   | .001   | .000   | .000   |        |
|      | N                   | 25     | 25     | 25     | 25     | 25     | 25     |

\*\* . 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 | N of Items |
|------------------|------------|
| .647             | 5          |

## HASIL OLAH DATA SPSS VARIABEL X2

**Correlations**

|                           | x2.10  | x2.11  | x2.13  | x2.14  | x2.15  | x2.16  | x2     |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|
| x2.10 Pearson Correlation | 1      | .443*  | .200   | .605** | .325   | .362   | .642** |
| Sig. (2-tailed)           |        | .027   | .338   | .001   | .113   | .075   | .001   |
| N                         | 25     | 25     | 25     | 25     | 25     | 25     | 25     |
| x2.11 Pearson Correlation | .443*  | 1      | .735** | .790** | .753** | .280   | .881** |
| Sig. (2-tailed)           | .027   |        | .000   | .000   | .000   | .176   | .000   |
| N                         | 25     | 25     | 25     | 25     | 25     | 25     | 25     |
| x2.13 Pearson Correlation | .200   | .735** | 1      | .565** | .605** | .108   | .702** |
| Sig. (2-tailed)           | .338   | .000   |        | .003   | .001   | .608   | .000   |
| N                         | 25     | 25     | 25     | 25     | 25     | 25     | 25     |
| x2.14 Pearson Correlation | .605** | .790** | .565** | 1      | .765** | .420*  | .908** |
| Sig. (2-tailed)           | .001   | .000   | .003   |        | .000   | .036   | .000   |
| N                         | 25     | 25     | 25     | 25     | 25     | 25     | 25     |
| x2.15 Pearson Correlation | .325   | .753** | .605** | .765** | 1      | .461*  | .861** |
| Sig. (2-tailed)           | .113   | .000   | .001   | .000   |        | .020   | .000   |
| N                         | 25     | 25     | 25     | 25     | 25     | 25     | 25     |
| x2.16 Pearson Correlation | .362   | .280   | .108   | .420*  | .461*  | 1      | .569** |
| Sig. (2-tailed)           | .075   | .176   | .608   | .036   | .020   |        | .003   |
| N                         | 25     | 25     | 25     | 25     | 25     | 25     | 25     |
| x2 Pearson Correlation    | .642** | .881** | .702** | .908** | .861** | .569** | 1      |
| Sig. (2-tailed)           | .001   | .000   | .000   | .000   | .000   | .003   |        |
| N                         | 25     | 25     | 25     | 25     | 25     | 25     | 25     |

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

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

**Reliability Statistics**

|                  |            |
|------------------|------------|
| Cronbach's Alpha | N of Items |
| .856             | 6          |

**HASIL OLAH DATA SPSS VARIABEL Y****Correlations**

|      |                     | y.17   | y.19   | y.20   | y      |
|------|---------------------|--------|--------|--------|--------|
| y.17 | Pearson Correlation | 1      | .460*  | .507** | .713** |
|      | Sig. (2-tailed)     |        | .021   | .010   | .000   |
|      | N                   | 25     | 25     | 25     | 25     |
| y.19 | Pearson Correlation | .460*  | 1      | .908** | .934** |
|      | Sig. (2-tailed)     | .021   |        | .000   | .000   |
|      | N                   | 25     | 25     | 25     | 25     |
| y.20 | Pearson Correlation | .507** | .908** | 1      | .945** |
|      | Sig. (2-tailed)     | .010   | .000   |        | .000   |
|      | N                   | 25     | 25     | 25     | 25     |
| y    | Pearson Correlation | .713** | .934** | .945** | 1      |
|      | Sig. (2-tailed)     | .000   | .000   | .000   |        |
|      | N                   | 25     | 25     | 25     | 25     |

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

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

**Reliability Statistics**

|                  |            |
|------------------|------------|
| Cronbach's Alpha | N of Items |
| .839             | 3          |

## REGRESI LINEAR BERGANDA

### Descriptive Statistics

|    | Mean    | Std. Deviation | N  |
|----|---------|----------------|----|
| y  | 11.8800 | 1.58955        | 25 |
| x1 | 19.4000 | 2.08167        | 25 |
| x2 | 21.1200 | 3.23161        | 25 |

### Correlations

|                     |    | Y     | x1    | x2    |
|---------------------|----|-------|-------|-------|
| Pearson Correlation | y  | 1.000 | .103  | .887  |
|                     | x1 | .103  | 1.000 | .005  |
|                     | x2 | .887  | .005  | 1.000 |
| Sig. (1-tailed)     | y  | .     | .312  | .000  |
|                     | x1 | .312  | .     | .491  |
|                     | x2 | .000  | .491  | .     |
| N                   | y  | 25    | 25    | 25    |
|                     | x1 | 25    | 25    | 25    |
|                     | x2 | 25    | 25    | 25    |

### Model Summary

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate | Change Statistics |          |     |     |               |
|-------|-------------------|----------|-------------------|----------------------------|-------------------|----------|-----|-----|---------------|
|       |                   |          |                   |                            | R Square Change   | F Change | df1 | df2 | Sig. F Change |
| 1     | .893 <sup>a</sup> | .797     | .778              | .74867                     | .797              | 43.094   | 2   | 22  | .000          |

a. Predictors: (Constant), x2, x1



**ANOVA<sup>b</sup>**

| Model |            | Sum of Squares | df | Mean Square | F      | Sig.              |
|-------|------------|----------------|----|-------------|--------|-------------------|
| 1     | Regression | 48.309         | 2  | 24.154      | 43.094 | .000 <sup>a</sup> |
|       | Residual   | 12.331         | 22 | .561        |        |                   |
|       | Total      | 60.640         | 24 |             |        |                   |

a. Predictors: (Constant), x2, x1

b. Dependent Variable: y

**Coefficients<sup>a</sup>**

| Model | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig. | Correlations |            |         | Collinearity Statistics |           |
|-------|-----------------------------|------------|---------------------------|-------|------|--------------|------------|---------|-------------------------|-----------|
|       | B                           | Std. Error |                           |       |      | Beta         | Zero-order | Partial | Part                    | Tolerance |
|       | 1 (Constant)                | 1.205      | 1.742                     |       |      |              | .692       | .496    |                         |           |
| x1    | .075                        | .073       | .099                      | 1.028 | .315 | .103         | .214       | .099    | 1.000                   | 1.000     |
| x2    | .436                        | .047       | .887                      | 9.221 | .000 | .887         | .891       | .887    | 1.000                   | 1.000     |

a. Dependent Variable:

y

TABEL DATA UJI F

| Tabel Persentase Distribusi F untuk Probabilitas = 0,05 |                         |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
|---|-------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| df untuk penyebut (N2)                                  | df untuk pembilang (N1) |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
|   | 1                       | 2     | 3     | 4     | 5     | 6     | 7     | 8     | 9     | 10    | 11    | 12    | 13    | 14    | 15    |
| 1   | 161                     | 199   | 216   | 225   | 230   | 234   | 237   | 239   | 241   | 242   | 243   | 244   | 245   | 245   | 246   |
| 2   | 18.51                   | 19.00 | 19.16 | 19.25 | 19.30 | 19.33 | 19.35 | 19.37 | 19.38 | 19.40 | 19.40 | 19.41 | 19.42 | 19.42 | 19.43 |
| 3   | 10.13                   | 9.55  | 9.28  | 9.12  | 9.01  | 8.94  | 8.89  | 8.85  | 8.81  | 8.79  | 8.78  | 8.74  | 8.73  | 8.71  | 8.70  |
| 4   | 7.71                    | 6.94  | 6.59  | 6.39  | 6.26  | 6.16  | 6.09  | 6.04  | 6.00  | 5.96  | 5.94  | 5.91  | 5.89  | 5.87  | 5.86  |
| 5   | 6.61                    | 5.79  | 5.41  | 5.19  | 5.05  | 4.95  | 4.88  | 4.82  | 4.77  | 4.74  | 4.70  | 4.68  | 4.66  | 4.64  | 4.62  |
| 6   | 5.99                    | 5.14  | 4.76  | 4.53  | 4.39  | 4.28  | 4.21  | 4.15  | 4.10  | 4.06  | 4.03  | 4.00  | 3.98  | 3.96  | 3.94  |
| 7   | 5.59                    | 4.74  | 4.35  | 4.12  | 3.97  | 3.87  | 3.79  | 3.73  | 3.68  | 3.64  | 3.60  | 3.57  | 3.55  | 3.53  | 3.51  |
| 8   | 5.32                    | 4.48  | 4.07  | 3.84  | 3.69  | 3.58  | 3.50  | 3.44  | 3.39  | 3.35  | 3.31  | 3.28  | 3.26  | 3.24  | 3.22  |
| 9   | 5.12                    | 4.26  | 3.86  | 3.63  | 3.48  | 3.37  | 3.29  | 3.23  | 3.18  | 3.14  | 3.10  | 3.07  | 3.05  | 3.03  | 3.01  |
| 10  | 4.95                    | 4.10  | 3.71  | 3.48  | 3.33  | 3.22  | 3.14  | 3.07  | 3.02  | 2.98  | 2.94  | 2.91  | 2.89  | 2.86  | 2.85  |
| 11  | 4.84                    | 3.98  | 3.59  | 3.36  | 3.20  | 3.09  | 3.01  | 2.95  | 2.90  | 2.85  | 2.82  | 2.79  | 2.76  | 2.74  | 2.72  |
| 12  | 4.75                    | 3.89  | 3.49  | 3.26  | 3.11  | 3.00  | 2.91  | 2.85  | 2.80  | 2.75  | 2.72  | 2.69  | 2.66  | 2.64  | 2.62  |
| 13  | 4.67                    | 3.81  | 3.41  | 3.18  | 3.03  | 2.92  | 2.83  | 2.77  | 2.71  | 2.67  | 2.63  | 2.60  | 2.58  | 2.55  | 2.53  |
| 14  | 4.60                    | 3.74  | 3.34  | 3.11  | 2.96  | 2.85  | 2.76  | 2.70  | 2.65  | 2.60  | 2.57  | 2.53  | 2.51  | 2.48  | 2.46  |
| 15  | 4.54                    | 3.68  | 3.29  | 3.06  | 2.90  | 2.79  | 2.71  | 2.64  | 2.59  | 2.54  | 2.51  | 2.48  | 2.45  | 2.42  | 2.40  |
| 16  | 4.49                    | 3.63  | 3.24  | 3.01  | 2.85  | 2.74  | 2.66  | 2.59  | 2.54  | 2.49  | 2.46  | 2.42  | 2.40  | 2.37  | 2.35  |
| 17  | 4.45                    | 3.59  | 3.20  | 2.96  | 2.81  | 2.70  | 2.61  | 2.55  | 2.49  | 2.45  | 2.41  | 2.38  | 2.35  | 2.33  | 2.31  |
| 18  | 4.41                    | 3.55  | 3.16  | 2.93  | 2.77  | 2.66  | 2.58  | 2.51  | 2.46  | 2.41  | 2.37  | 2.34  | 2.31  | 2.29  | 2.27  |
| 19  | 4.38                    | 3.52  | 3.13  | 2.90  | 2.74  | 2.63  | 2.54  | 2.48  | 2.42  | 2.38  | 2.34  | 2.31  | 2.28  | 2.26  | 2.23  |
| 20  | 4.35                    | 3.49  | 3.10  | 2.87  | 2.71  | 2.60  | 2.51  | 2.45  | 2.39  | 2.35  | 2.31  | 2.28  | 2.25  | 2.22  | 2.20  |
| 21  | 4.32                    | 3.47  | 3.07  | 2.84  | 2.68  | 2.57  | 2.49  | 2.42  | 2.37  | 2.32  | 2.28  | 2.25  | 2.22  | 2.20  | 2.18  |
| 22  | 4.30                    | 3.44  | 3.05  | 2.82  | 2.66  | 2.55  | 2.46  | 2.40  | 2.34  | 2.30  | 2.26  | 2.23  | 2.20  | 2.17  | 2.15  |
| 23  | 4.28                    | 3.42  | 3.03  | 2.80  | 2.64  | 2.53  | 2.44  | 2.37  | 2.32  | 2.27  | 2.24  | 2.20  | 2.18  | 2.15  | 2.13  |
| 24  | 4.26                    | 3.40  | 3.01  | 2.78  | 2.62  | 2.51  | 2.42  | 2.36  | 2.30  | 2.25  | 2.22  | 2.18  | 2.15  | 2.13  | 2.11  |
| 25  | 4.24                    | 3.39  | 2.99  | 2.76  | 2.60  | 2.49  | 2.40  | 2.34  | 2.28  | 2.24  | 2.20  | 2.16  | 2.14  | 2.11  | 2.09  |
| 26  | 4.23                    | 3.37  | 2.98  | 2.74  | 2.59  | 2.47  | 2.39  | 2.32  | 2.27  | 2.22  | 2.18  | 2.15  | 2.12  | 2.09  | 2.07  |
| 27  | 4.21                    | 3.35  | 2.96  | 2.73  | 2.57  | 2.46  | 2.37  | 2.31  | 2.25  | 2.20  | 2.17  | 2.13  | 2.10  | 2.08  | 2.06  |
| 28  | 4.20                    | 3.34  | 2.95  | 2.71  | 2.56  | 2.45  | 2.36  | 2.29  | 2.24  | 2.19  | 2.15  | 2.12  | 2.09  | 2.06  | 2.04  |
| 29  | 4.18                    | 3.33  | 2.93  | 2.70  | 2.55  | 2.43  | 2.35  | 2.28  | 2.22  | 2.18  | 2.14  | 2.10  | 2.08  | 2.05  | 2.03  |
| 30  | 4.17                    | 3.32  | 2.92  | 2.69  | 2.53  | 2.42  | 2.33  | 2.27  | 2.21  | 2.16  | 2.13  | 2.09  | 2.06  | 2.04  | 2.01  |
| 31  | 4.16                    | 3.30  | 2.91  | 2.68  | 2.52  | 2.41  | 2.32  | 2.25  | 2.20  | 2.15  | 2.11  | 2.08  | 2.05  | 2.03  | 2.00  |
| 32  | 4.15                    | 3.29  | 2.90  | 2.67  | 2.51  | 2.40  | 2.31  | 2.24  | 2.19  | 2.14  | 2.10  | 2.07  | 2.04  | 2.01  | 1.99  |
| 33  | 4.14                    | 3.28  | 2.89  | 2.66  | 2.50  | 2.39  | 2.30  | 2.23  | 2.18  | 2.13  | 2.09  | 2.06  | 2.03  | 2.00  | 1.98  |
| 34  | 4.13                    | 3.28  | 2.88  | 2.65  | 2.49  | 2.38  | 2.29  | 2.23  | 2.17  | 2.12  | 2.08  | 2.05  | 2.02  | 1.99  | 1.97  |
| 35  | 4.12                    | 3.27  | 2.87  | 2.64  | 2.49  | 2.37  | 2.29  | 2.22  | 2.16  | 2.11  | 2.07  | 2.04  | 2.01  | 1.99  | 1.96  |
| 36  | 4.11                    | 3.26  | 2.87  | 2.63  | 2.48  | 2.36  | 2.28  | 2.21  | 2.15  | 2.11  | 2.07  | 2.03  | 2.00  | 1.98  | 1.95  |
| 37  | 4.11                    | 3.25  | 2.86  | 2.63  | 2.47  | 2.36  | 2.27  | 2.20  | 2.14  | 2.10  | 2.06  | 2.02  | 2.00  | 1.97  | 1.95  |
| 38  | 4.10                    | 3.24  | 2.85  | 2.62  | 2.46  | 2.35  | 2.26  | 2.19  | 2.14  | 2.09  | 2.05  | 2.02  | 1.99  | 1.96  | 1.94  |
| 39  | 4.09                    | 3.24  | 2.85  | 2.61  | 2.46  | 2.34  | 2.26  | 2.19  | 2.13  | 2.08  | 2.04  | 2.01  | 1.98  | 1.95  | 1.93  |
| 40  | 4.08                    | 3.23  | 2.84  | 2.61  | 2.45  | 2.34  | 2.25  | 2.18  | 2.12  | 2.08  | 2.04  | 2.00  | 1.97  | 1.95  | 1.92  |
| 41  | 4.08                    | 3.23  | 2.83  | 2.60  | 2.44  | 2.33  | 2.24  | 2.17  | 2.12  | 2.07  | 2.03  | 2.00  | 1.97  | 1.94  | 1.92  |
| 42  | 4.07                    | 3.22  | 2.83  | 2.59  | 2.44  | 2.32  | 2.24  | 2.17  | 2.11  | 2.06  | 2.03  | 1.99  | 1.96  | 1.94  | 1.91  |
| 43  | 4.07                    | 3.21  | 2.82  | 2.59  | 2.43  | 2.32  | 2.23  | 2.16  | 2.11  | 2.06  | 2.02  | 1.99  | 1.96  | 1.93  | 1.91  |
| 44  | 4.06                    | 3.21  | 2.82  | 2.58  | 2.43  | 2.31  | 2.23  | 2.16  | 2.10  | 2.05  | 2.01  | 1.98  | 1.95  | 1.92  | 1.90  |
| 45  | 4.06                    | 3.20  | 2.81  | 2.58  | 2.42  | 2.31  | 2.22  | 2.15  | 2.10  | 2.05  | 2.01  | 1.97  | 1.94  | 1.92  | 1.89  |

**Titik Persentase Distribusi F untuk Probabilitas = 0,05**

| df untuk penyebut (N2) | df untuk pembilang (N1) |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|------------------------|-------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
|                        | 1                       | 2    | 3    | 4    | 5    | 6    | 7    | 8    | 9    | 10   | 11   | 12   | 13   | 14   | 15   |
| 46                     | 4.05                    | 3.20 | 2.81 | 2.57 | 2.42 | 2.30 | 2.22 | 2.15 | 2.09 | 2.04 | 2.00 | 1.97 | 1.94 | 1.91 | 1.89 |
| 47                     | 4.05                    | 3.20 | 2.80 | 2.57 | 2.41 | 2.30 | 2.21 | 2.14 | 2.09 | 2.04 | 2.00 | 1.96 | 1.93 | 1.91 | 1.88 |
| 48                     | 4.04                    | 3.19 | 2.80 | 2.57 | 2.41 | 2.29 | 2.21 | 2.14 | 2.08 | 2.03 | 1.99 | 1.96 | 1.93 | 1.90 | 1.88 |
| 49                     | 4.04                    | 3.19 | 2.79 | 2.56 | 2.40 | 2.29 | 2.20 | 2.13 | 2.08 | 2.03 | 1.99 | 1.96 | 1.93 | 1.90 | 1.88 |
| 50                     | 4.03                    | 3.18 | 2.79 | 2.56 | 2.40 | 2.29 | 2.20 | 2.13 | 2.07 | 2.03 | 1.99 | 1.95 | 1.92 | 1.89 | 1.87 |
| 51                     | 4.03                    | 3.18 | 2.79 | 2.55 | 2.40 | 2.28 | 2.20 | 2.13 | 2.07 | 2.02 | 1.98 | 1.95 | 1.92 | 1.89 | 1.87 |
| 52                     | 4.03                    | 3.18 | 2.78 | 2.55 | 2.39 | 2.28 | 2.19 | 2.12 | 2.07 | 2.02 | 1.98 | 1.94 | 1.91 | 1.89 | 1.86 |
| 53                     | 4.02                    | 3.17 | 2.78 | 2.55 | 2.39 | 2.28 | 2.19 | 2.12 | 2.06 | 2.01 | 1.97 | 1.94 | 1.91 | 1.88 | 1.86 |
| 54                     | 4.02                    | 3.17 | 2.78 | 2.54 | 2.39 | 2.27 | 2.18 | 2.12 | 2.06 | 2.01 | 1.97 | 1.94 | 1.91 | 1.88 | 1.86 |
| 55                     | 4.02                    | 3.16 | 2.77 | 2.54 | 2.38 | 2.27 | 2.18 | 2.11 | 2.06 | 2.01 | 1.97 | 1.93 | 1.90 | 1.88 | 1.85 |
| 56                     | 4.01                    | 3.16 | 2.77 | 2.54 | 2.38 | 2.27 | 2.18 | 2.11 | 2.05 | 2.00 | 1.96 | 1.93 | 1.90 | 1.87 | 1.85 |
| 57                     | 4.01                    | 3.16 | 2.77 | 2.53 | 2.38 | 2.26 | 2.18 | 2.11 | 2.05 | 2.00 | 1.96 | 1.93 | 1.90 | 1.87 | 1.85 |
| 58                     | 4.01                    | 3.16 | 2.76 | 2.53 | 2.37 | 2.26 | 2.17 | 2.10 | 2.05 | 2.00 | 1.96 | 1.92 | 1.89 | 1.87 | 1.84 |
| 59                     | 4.00                    | 3.15 | 2.76 | 2.53 | 2.37 | 2.26 | 2.17 | 2.10 | 2.04 | 2.00 | 1.96 | 1.92 | 1.89 | 1.86 | 1.84 |
| 60                     | 4.00                    | 3.15 | 2.76 | 2.53 | 2.37 | 2.25 | 2.17 | 2.10 | 2.04 | 1.99 | 1.95 | 1.92 | 1.89 | 1.86 | 1.84 |
| 61                     | 4.00                    | 3.15 | 2.76 | 2.52 | 2.37 | 2.25 | 2.16 | 2.09 | 2.04 | 1.99 | 1.95 | 1.91 | 1.88 | 1.86 | 1.83 |
| 62                     | 4.00                    | 3.15 | 2.75 | 2.52 | 2.36 | 2.25 | 2.16 | 2.09 | 2.03 | 1.99 | 1.95 | 1.91 | 1.88 | 1.85 | 1.83 |
| 63                     | 3.99                    | 3.14 | 2.75 | 2.52 | 2.36 | 2.25 | 2.16 | 2.09 | 2.03 | 1.98 | 1.94 | 1.91 | 1.88 | 1.85 | 1.83 |
| 64                     | 3.99                    | 3.14 | 2.75 | 2.52 | 2.36 | 2.24 | 2.16 | 2.08 | 2.03 | 1.98 | 1.94 | 1.91 | 1.88 | 1.85 | 1.83 |
| 65                     | 3.99                    | 3.14 | 2.75 | 2.51 | 2.36 | 2.24 | 2.15 | 2.08 | 2.03 | 1.98 | 1.94 | 1.90 | 1.87 | 1.85 | 1.82 |
| 66                     | 3.99                    | 3.14 | 2.74 | 2.51 | 2.35 | 2.24 | 2.15 | 2.08 | 2.03 | 1.98 | 1.94 | 1.90 | 1.87 | 1.84 | 1.82 |
| 67                     | 3.98                    | 3.13 | 2.74 | 2.51 | 2.35 | 2.24 | 2.15 | 2.08 | 2.02 | 1.98 | 1.93 | 1.90 | 1.87 | 1.84 | 1.82 |
| 68                     | 3.98                    | 3.13 | 2.74 | 2.51 | 2.35 | 2.24 | 2.15 | 2.08 | 2.02 | 1.97 | 1.93 | 1.90 | 1.87 | 1.84 | 1.82 |
| 69                     | 3.98                    | 3.13 | 2.74 | 2.50 | 2.35 | 2.23 | 2.15 | 2.08 | 2.02 | 1.97 | 1.93 | 1.90 | 1.86 | 1.84 | 1.81 |
| 70                     | 3.98                    | 3.13 | 2.74 | 2.50 | 2.35 | 2.23 | 2.14 | 2.07 | 2.02 | 1.97 | 1.93 | 1.89 | 1.86 | 1.84 | 1.81 |
| 71                     | 3.98                    | 3.13 | 2.73 | 2.50 | 2.34 | 2.23 | 2.14 | 2.07 | 2.01 | 1.97 | 1.93 | 1.89 | 1.86 | 1.83 | 1.81 |
| 72                     | 3.97                    | 3.12 | 2.73 | 2.50 | 2.34 | 2.23 | 2.14 | 2.07 | 2.01 | 1.96 | 1.92 | 1.89 | 1.86 | 1.83 | 1.81 |
| 73                     | 3.97                    | 3.12 | 2.73 | 2.50 | 2.34 | 2.23 | 2.14 | 2.07 | 2.01 | 1.96 | 1.92 | 1.89 | 1.86 | 1.83 | 1.81 |
| 74                     | 3.97                    | 3.12 | 2.73 | 2.50 | 2.34 | 2.22 | 2.14 | 2.07 | 2.01 | 1.96 | 1.92 | 1.89 | 1.85 | 1.83 | 1.80 |
| 75                     | 3.97                    | 3.12 | 2.73 | 2.49 | 2.34 | 2.22 | 2.13 | 2.06 | 2.01 | 1.96 | 1.92 | 1.88 | 1.85 | 1.83 | 1.80 |
| 76                     | 3.97                    | 3.12 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.06 | 2.01 | 1.96 | 1.92 | 1.88 | 1.85 | 1.82 | 1.80 |
| 77                     | 3.97                    | 3.12 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.06 | 2.00 | 1.96 | 1.92 | 1.88 | 1.85 | 1.82 | 1.80 |
| 78                     | 3.98                    | 3.11 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.08 | 2.00 | 1.95 | 1.91 | 1.88 | 1.85 | 1.82 | 1.80 |
| 79                     | 3.96                    | 3.11 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.06 | 2.00 | 1.95 | 1.91 | 1.88 | 1.85 | 1.82 | 1.79 |
| 80                     | 3.96                    | 3.11 | 2.72 | 2.49 | 2.33 | 2.21 | 2.13 | 2.06 | 2.00 | 1.95 | 1.91 | 1.88 | 1.84 | 1.82 | 1.79 |
| 81                     | 3.96                    | 3.11 | 2.72 | 2.48 | 2.33 | 2.21 | 2.12 | 2.05 | 2.00 | 1.95 | 1.91 | 1.87 | 1.84 | 1.82 | 1.79 |
| 82                     | 3.96                    | 3.11 | 2.72 | 2.48 | 2.33 | 2.21 | 2.12 | 2.05 | 2.00 | 1.95 | 1.91 | 1.87 | 1.84 | 1.81 | 1.79 |
| 83                     | 3.96                    | 3.11 | 2.71 | 2.48 | 2.32 | 2.21 | 2.12 | 2.05 | 1.99 | 1.95 | 1.91 | 1.87 | 1.84 | 1.81 | 1.79 |
| 84                     | 3.95                    | 3.11 | 2.71 | 2.48 | 2.32 | 2.21 | 2.12 | 2.05 | 1.99 | 1.95 | 1.90 | 1.87 | 1.84 | 1.81 | 1.79 |
| 85                     | 3.95                    | 3.10 | 2.71 | 2.48 | 2.32 | 2.21 | 2.12 | 2.05 | 1.99 | 1.94 | 1.90 | 1.87 | 1.84 | 1.81 | 1.79 |
| 86                     | 3.95                    | 3.10 | 2.71 | 2.48 | 2.32 | 2.21 | 2.12 | 2.05 | 1.99 | 1.94 | 1.90 | 1.87 | 1.84 | 1.81 | 1.78 |
| 87                     | 3.95                    | 3.10 | 2.71 | 2.48 | 2.32 | 2.20 | 2.12 | 2.05 | 1.99 | 1.94 | 1.90 | 1.87 | 1.83 | 1.81 | 1.78 |
| 88                     | 3.95                    | 3.10 | 2.71 | 2.48 | 2.32 | 2.20 | 2.12 | 2.05 | 1.99 | 1.94 | 1.90 | 1.86 | 1.83 | 1.81 | 1.78 |
| 89                     | 3.95                    | 3.10 | 2.71 | 2.47 | 2.32 | 2.20 | 2.11 | 2.04 | 1.99 | 1.94 | 1.90 | 1.86 | 1.83 | 1.80 | 1.78 |
| 90                     | 3.95                    | 3.10 | 2.71 | 2.47 | 2.32 | 2.20 | 2.11 | 2.04 | 1.99 | 1.94 | 1.90 | 1.86 | 1.83 | 1.80 | 1.78 |



**KUISIONER PELAYANAN SURAT KETERANGAN MISKIN (SKM) KOTA  
SURABAYA TAHUN 2018**

**Identitas Responden :**

Nama : Suhkrah  
 Umur : 35  
 Jenis Kelamin : Pesempuan  
 Pendidikan : smp  
 Pekerjaan : wiraswasta

**Penilaian Responden :**

\*) Beri tanda centang (v) pada kolom yang sesuai dengan penilaian Bapak/Ibu/Sdr/Sdri !

| No. | JENIS PELAYANAN   | SANGAT TIDAK PUAS | TIDAK PUAS | KURANG PUAS | PUAS | SANGAT PUAS |
|-----|---|-------------------|------------|-------------|------|-------------|
| 1   | Apakah anda puas dengan biaya transportasi yang dikeluarkan saat mengurus SKM/SKTM? |                   |            |             | v    |             |
| 2   | Apakah petugas Kelurahan tidak memungut biaya pengurusan SKM/SKTM?                  |                   |            |             |      | v           |
| 3   | Pembuatan SKM/SKTM dapat ditunggu di tempat   |                   |            |             | v    |             |
| 4   | Petugas Kelurahan memproses cepat pengurusan SKM/SKTM                               |                   |            | v           |      |             |
| 5   | Apakah SKM/SKTM dapat digunakan sesuai fungsinya?                                   |                   |            |             | v    |             |

| No. | JENIS PELAYANAN  | SANGAT TIDAK PUAS | TIDAK PUAS | KURANG PUAS | PUAS | SANGAT PUAS |
|-----|--|-------------------|------------|-------------|------|-------------|
| 6   | Apakah SKM/SKTM dapat menanggung keseluruhan jaminan biaya kesehatan/biaya Pendidikan? |                   | ✓          |             |      |             |
| 7   | Persyaratan yang mudah dalam pengurusan SKM/SKTM                                       |                   |            |             | ✓    |             |
| 8   | Apakah anda puas dengan masa berlaku SKM/SKTM?   |                   |            | ✓           |      |             |
| 9   | Petugas memberikan pelayanan dengan senyum, salam, sapa, sopan dan santun              |                   |            | ✓           |      |             |
| 10  | Petugas menggunakan teknologi komputer dalam mempermudah pelayanan pengurusan SKM/SKTM |                   |            | ✓           |      |             |
| 11  | Petugas jelas dalam memberikan Informasi pelayanan SKM/SKTM                            |                   |            |             | ✓    |             |
| 12  | Adanya papan pengumuman/layar monitor informasi terkini pada pelayanan di kelurahan    |                   | ✓          |             |      |             |
| 13  | Apakah data pemohon sesuai saat petugas mencetak SKM/SKTM?                             |                   |            |             |      | ✓           |
| 14  | Tanggung jawab petugas saat pemohon melakukan pelayanan pengurusan SKM/SKTM            |                   |            |             | ✓    |             |
| 15  | Kerjasama antar petugas Kelurahan dalam memberikan pelayanan SKM/SKTM                  |                   |            |             | ✓    |             |



| No. | JENIS PELAYANAN  | SANGAT TIDAK PUAS | TIDAK PUAS | KURANG PUAS | PUAS | SANGAT PUAS |
|-----|--|-------------------|------------|-------------|------|-------------|
| 16  | Adanya sarana penyampaian kritik dan saran pada kelurahan                              |                   | √          |             |      |             |
| 17  | Petugas memberikan pelayanan yang setara dengan pemohon SKM/SKTM lainnya               |                   |            |             | √    |             |
| 18  | Petugas melayani masyarakat sesuai dengan urutan/antrian                               |                   |            |             |      | √           |
| 19  | Petugas menanggapi respon keluhan masyarakat dalam pengurusan SKM/SKTM dengan baik     |                   |            |             | √    |             |
| 20  | Hasil pelayanan SKM/SKTM yang diterima pemohon sesuai dengan ketentuan yang ditetapkan |                   |            |             | √    |             |

**KUISIONER PELAYANAN SURAT KETERANGAN MISKIN (SKM) KOTA  
SURABAYA TAHUN 2018**

**Identitas Responden :**

Nama : Rery.P.  
 Umur : 46 th  
 Jenis Kelamin : Perempuan  
 Pendidikan : SMA  
 Pekerjaan :

**Penilaian Responden :**

\*) Beri tanda centang (v) pada kolom yang sesuai dengan penilaian Bapak/Ibu/Sdr/Sdri !

| No. | JENIS PELAYANAN   | SANGAT TIDAK PUAS | TIDAK PUAS | KURANG PUAS | PUAS | SANGAT PUAS |
|-----|---|-------------------|------------|-------------|------|-------------|
| 1   | Apakah anda puas dengan biaya transportasi yang dikeluarkan saat mengurus SKM/SKTM? |                   |            |             | ✓    |             |
| 2   | Apakah petugas Kelurahan tidak memungut biaya pengurusan SKM/SKTM?                  |                   |            |             | ✓    |             |
| 3   | Pembuatan SKM/SKTM dapat ditunggu di tempat   |                   |            |             | ✓    |             |
| 4   | Petugas Kelurahan memproses cepat pengurusan SKM/SKTM                               |                   |            |             | ✓    |             |
| 5   | Apakah SKM/SKTM dapat digunakan sesuai fungsinya?                                   |                   |            |             |      | ✓           |



| No. | JENIS PELAYANAN  | SANGAT TIDAK PUAS | TIDAK PUAS | KURANG PUAS | PUAS | SANGAT PUAS |
|-----|--|-------------------|------------|-------------|------|-------------|
| 6   | Apakah SKM/SKTM dapat menanggung keseluruhan jaminan biaya kesehatan/biaya Pendidikan? |                   |            | ✓           |      |             |
| 7   | Persyaratan yang mudah dalam pengurusan SKM/SKTM                                       |                   |            |             | ✓    |             |
| 8   | Apakah anda puas dengan masa berlaku SKM/SKTM?   |                   |            |             | ✓    |             |
| 9   | Petugas memberikan pelayanan dengan senyum, salam, sapa, sopan dan santun              |                   |            |             | ✓    |             |
| 10  | Petugas menggunakan teknologi komputer dalam mempermudah pelayanan pengurusan SKM/SKTM |                   |            |             | ✓    |             |
| 11  | Petugas jelas dalam memberikan Informasi pelayanan SKM/SKTM                            |                   |            |             | ✓    |             |
| 12  | Adanya papan pengumuman/layar monitor informasi terkini pada pelayanan di kelurahan    |                   |            |             | ✓    |             |
| 13  | Apakah data pemohon sesuai saat petugas mencetak SKM/SKTM?                             |                   |            |             | ✓    |             |
| 14  | Tanggung jawab petugas saat pemohon melakukan pelayanan pengurusan SKM/SKTM            |                   |            |             | ✓    |             |
| 15  | Kerjasama antar petugas Kelurahan dalam memberikan pelayanan SKM/SKTM                  |                   |            |             | ✓    |             |

| No. | JENIS PELAYANAN  | SANGAT TIDAK PUAS | TIDAK PUAS | KURANG PUAS | PUAS | SANGAT PUAS |
|-----|--|-------------------|------------|-------------|------|-------------|
| 16  | Adanya sarana penyampaian kritik dan saran pada kelurahan                              |                   |            | ✓           |      |             |
| 17  | Petugas memberikan pelayanan yang setara dengan pemohon SKM/SKTM lainnya               |                   |            |             |      | ✓           |
| 18  | Petugas melayani masyarakat sesuai dengan urutan/antrian                               |                   |            | ✓           |      |             |
| 19  | Petugas menanggapi respon keluhan masyarakat dalam pengurusan SKM/SKTM dengan baik     |                   |            |             | ✓    |             |
| 20  | Hasil pelayanan SKM/SKTM yang diterima pemohon sesuai dengan ketentuan yang ditetapkan |                   |            |             | ✓    |             |

**KUISIONER PELAYANAN SURAT KETERANGAN MISKIN (SKM) KOTA  
SURABAYA TAHUN 2018**

**Identitas Responden :**

Nama : Dwi Tjanjani.....  
 Umur : 47.....  
 Jenis Kelamin : Perempuan.....  
 Pendidikan : ST.....  
 Pekerjaan : Swasta.....

**Penilaian Responden :**

\*) Beri tanda centang (v) pada kolom yang sesuai dengan penilaian Bapak/Ibu/Sdr/Sdri !

| No. | JENIS PELAYANAN   | SANGAT TIDAK PUAS | TIDAK PUAS | KURANG PUAS | PUAS | SANGAT PUAS |
|-----|---|-------------------|------------|-------------|------|-------------|
| 1   | Apakah anda puas dengan biaya transportasi yang dikeluarkan saat mengurus SKM/SKTM? |                   |            |             |      | ✓           |
| 2   | Apakah petugas Kelurahan tidak memungut biaya pengurusan SKM/SKTM?                  |                   |            |             |      | ✓           |
| 3   | Pembuatan SKM/SKTM dapat ditunggu di tempat   |                   |            |             |      | ✓           |
| 4   | Petugas Kelurahan memproses cepat pengurusan SKM/SKTM                               |                   |            |             | ✓    |             |
| 5   | Apakah SKM/SKTM dapat digunakan sesuai fungsinya?                                   |                   |            |             | ✓    |             |

| No. | JENIS PELAYANAN  | SANGAT TIDAK PUAS | TIDAK PUAS | KURANG PUAS | PUAS | SANGAT PUAS |
|-----|--|-------------------|------------|-------------|------|-------------|
| 6   | Apakah SKM/SKTM dapat menanggung keseluruhan jaminan biaya kesehatan/biaya Pendidikan? |                   |            | ✓           |      |             |
| 7   | Persyaratan yang mudah dalam pengurusan SKM/SKTM                                       |                   |            |             | ✓    |             |
| 8   | Apakah anda puas dengan masa berlaku SKM/SKTM?   |                   |            |             | ✓    |             |
| 9   | Petugas memberikan pelayanan dengan senyum, salam, sapa, sopan dan santun              |                   | ✓          |             |      |             |
| 10  | Petugas menggunakan teknologi komputer dalam mempermudah pelayanan pengurusan SKM/SKTM |                   |            | ✓           |      |             |
| 11  | Petugas jelas dalam memberikan Informasi pelayanan SKM/SKTM                            |                   |            |             | ✓    |             |
| 12  | Adanya papan pengumuman/layar monitor informasi terkini pada pelayanan di kelurahan    |                   | ✓          |             |      |             |
| 13  | Apakah data pemohon sesuai saat petugas mencetak SKM/SKTM?                             |                   |            |             |      | ✓           |
| 14  | Tanggung jawab petugas saat pemohon melakukan pelayanan pengurusan SKM/SKTM            |                   |            |             | ✓    |             |
| 15  | Kerjasama antar petugas Kelurahan dalam memberikan pelayanan SKM/SKTM                  |                   |            |             | ✓    |             |



| No. | JENIS PELAYANAN  | SANGAT TIDAK PUAS | TIDAK PUAS | KURANG PUAS | PUAS | SANGAT PUAS |
|-----|--|-------------------|------------|-------------|------|-------------|
| 16  | Adanya sarana penyampaian kritik dan saran pada kelurahan                              |                   | ✓          |             |      |             |
| 17  | Petugas memberikan pelayanan yang setara dengan pemohon SKM/SKTM lainnya               |                   |            |             |      | ✓           |
| 18  | Petugas melayani masyarakat sesuai dengan urutan/antrian                               |                   | ✓          |             |      | ✓           |
| 19  | Petugas menanggapi respon keluhan masyarakat dalam pengurusan SKM/SKTM dengan baik     |                   |            |             | ✓    |             |
| 20  | Hasil pelayanan SKM/SKTM yang diterima pemohon sesuai dengan ketentuan yang ditetapkan |                   |            |             | ✓    |             |

**KUISIONER PELAYANAN SURAT KETERANGAN MISKIN (SKM) KOTA  
SURABAYA TAHUN 2018**

**Identitas Responden :**

Nama : Sujarwo  
 Umur : 40  
 Jenis Kelamin : Laki - laki  
 Pendidikan : §  
 Pekerjaan : Karyawan Swasta

**Penilaian Responden :**

\*) Beri tanda centang (v) pada kolom yang sesuai dengan penilaian Bapak/Ibu/Sdr/Sdri !

| No. | JENIS PELAYANAN   | SANGAT TIDAK PUAS | TIDAK PUAS | KURANG PUAS | PUAS | SANGAT PUAS |
|-----|---|-------------------|------------|-------------|------|-------------|
| 1   | Apakah anda puas dengan biaya transportasi yang dikeluarkan saat mengurus SKM/SKTM? |                   |            | ✓           |      |             |
| 2   | Apakah petugas Kelurahan tidak memungut biaya pengurusan SKM/SKTM?                  |                   |            |             | ✓    |             |
| 3   | Pembuatan SKM/SKTM dapat ditunggu di tempat   |                   |            |             | ✓    |             |
| 4   | Petugas Kelurahan memproses cepat pengurusan SKM/SKTM                               |                   |            |             | ✓    |             |
| 5   | Apakah SKM/SKTM dapat digunakan sesuai fungsinya?                                   |                   |            | ✓           |      |             |

| No. | JENIS PELAYANAN  | SANGAT TIDAK PUAS | TIDAK PUAS | KURANG PUAS | PUAS | SANGAT PUAS |
|-----|--|-------------------|------------|-------------|------|-------------|
| 6   | Apakah SKM/SKTM dapat menanggung keseluruhan jaminan biaya kesehatan/biaya Pendidikan? |                   |            | ✓           |      |             |
| 7   | Persyaratan yang mudah dalam pengurusan SKM/SKTM                                       |                   |            |             | ✓    |             |
| 8   | Apakah anda puas dengan masa berlaku SKM/SKTM?   |                   |            |             | ✓    |             |
| 9   | Petugas memberikan pelayanan dengan senyum, salam, sapa, sopan dan santun              |                   |            |             | ✓    |             |
| 10  | Petugas menggunakan teknologi komputer dalam mempermudah pelayanan pengurusan SKM/SKTM |                   |            | ✓           |      |             |
| 11  | Petugas jelas dalam memberikan Informasi pelayanan SKM/SKTM                            |                   |            | ✓           |      |             |
| 12  | Adanya papan pengumuman/layar monitor informasi terkini pada pelayanan di kelurahan    |                   |            | ✓           |      |             |
| 13  | Apakah data pemohon sesuai saat petugas mencetak SKM/SKTM?                             |                   |            |             | ✓    |             |
| 14  | Tanggung jawab petugas saat pemohon melakukan pelayanan pengurusan SKM/SKTM            |                   |            | ✓           |      |             |
| 15  | Kerjasama antar petugas Kelurahan dalam memberikan pelayanan SKM/SKTM                  |                   |            | ✓           |      |             |

| No. | JENIS PELAYANAN  | SANGAT TIDAK PUAS | TIDAK PUAS | KURANG PUAS | PUAS | SANGAT PUAS |
|-----|--|-------------------|------------|-------------|------|-------------|
| 16  | Adanya sarana penyampaian kritik dan saran pada kelurahan                              |                   |            | ✓           |      |             |
| 17  | Petugas memberikan pelayanan yang setara dengan pemohon SKM/SKTM lainnya               |                   |            |             | ✓    |             |
| 18  | Petugas melayani masyarakat sesuai dengan urutan/antrian                               |                   |            |             | ✓    |             |
| 19  | Petugas menanggapi respon keluhan masyarakat dalam pengurusan SKM/SKTM dengan baik     |                   |            |             | ✓    |             |
| 20  | Hasil pelayanan SKM/SKTM yang diterima pemohon sesuai dengan ketentuan yang ditetapkan |                   |            |             | ✓    |             |



**KUISIONER PELAYANAN SURAT KETERANGAN MISKIN (SKM) KOTA  
SURABAYA TAHUN 2018**

**Identitas Responden :**

Nama : Supriyatin.....  
 Umur : 51.....  
 Jenis Kelamin : Perempuan.....  
 Pendidikan : SMA.....  
 Pekerjaan : Karyawan Swasta.....

**Penilaian Responden :**

\*) Beri tanda centang (v) pada kolom yang sesuai dengan penilaian Bapak/Ibu/Sdr/Sdri !

| No. | JENIS PELAYANAN   | SANGAT TIDAK PUAS | TIDAK PUAS | KURANG PUAS | PUAS | SANGAT PUAS |
|-----|---|-------------------|------------|-------------|------|-------------|
| 1   | Apakah anda puas dengan biaya transportasi yang dikeluarkan saat mengurus SKM/SKTM? |                   |            |             |      | ✓           |
| 2   | Apakah petugas Kelurahan tidak memungut biaya pengurusan SKM/SKTM?                  |                   |            |             |      | ✓           |
| 3   | Pembuatan SKM/SKTM dapat ditunggu di tempat   |                   |            |             | ✓    |             |
| 4   | Petugas Kelurahan memproses cepat pengurusan SKM/SKTM                               |                   |            | ✓           |      |             |
| 5   | Apakah SKM/SKTM dapat digunakan sesuai fungsinya?                                   |                   |            |             |      | ✓           |

| No. | JENIS PELAYANAN  | SANGAT TIDAK PUAS | TIDAK PUAS | KURANG PUAS | PUAS | SANGAT PUAS |
|-----|--|-------------------|------------|-------------|------|-------------|
| 6   | Apakah SKM/SKTM dapat menanggung keseluruhan jaminan biaya kesehatan/biaya Pendidikan? |                   |            | ✓           |      |             |
| 7   | Persyaratan yang mudah dalam pengurusan SKM/SKTM                                       |                   |            |             | ✓    |             |
| 8   | Apakah anda puas dengan masa berlaku SKM/SKTM?   |                   |            |             | ✓    |             |
| 9   | Petugas memberikan pelayanan dengan senyum, salam, sapa, sopan dan santun              |                   |            | ✓           |      |             |
| 10  | Petugas menggunakan teknologi komputer dalam mempermudah pelayanan pengurusan SKM/SKTM |                   |            | ✓           |      |             |
| 11  | Petugas jelas dalam memberikan Informasi pelayanan SKM/SKTM                            |                   |            |             | ✓    |             |
| 12  | Adanya papan pengumuman/layar monitor informasi terkini pada pelayanan di kelurahan    |                   | ✓          |             |      |             |
| 13  | Apakah data pemohon sesuai saat petugas mencetak SKM/SKTM?                             |                   |            |             |      | ✓           |
| 14  | Tanggung jawab petugas saat pemohon melakukan pelayanan pengurusan SKM/SKTM            |                   |            |             | ✓    |             |
| 15  | Kerjasama antar petugas Kelurahan dalam memberikan pelayanan SKM/SKTM                  |                   |            |             | ✓    |             |

| No. | JENIS PELAYANAN  | SANGAT TIDAK PUAS | TIDAK PUAS | KURANG PUAS | PUAS | SANGAT PUAS |
|-----|--|-------------------|------------|-------------|------|-------------|
| 16  | Adanya sarana penyampaian kritik dan saran pada kelurahan                              |                   | ✓          |             |      |             |
| 17  | Petugas memberikan pelayanan yang setara dengan pemohon SKM/SKTM lainnya               |                   |            |             | ✓    |             |
| 18  | Petugas melayani masyarakat sesuai dengan urutan/antrian                               |                   |            |             |      | ✓           |
| 19  | Petugas menanggapi respon keluhan masyarakat dalam pengurusan SKM/SKTM dengan baik     |                   |            |             | ✓    |             |
| 20  | Hasil pelayanan SKM/SKTM yang diterima pemohon sesuai dengan ketentuan yang ditetapkan |                   |            |             | ✓    |             |