





KP10	Pea	.7	.7	.7	.6	.7	.7	.8	.9	.9	1	.9	.8	.7	.6	.6	.5	.5	.4	.5	.5	.6	.6	.5	.6	.851
	rs	.2	.1	.2	.9	.2	.6	.2	.1	.7	.3	.3	.5	.5	.0	.0	.2	.1	.9	.6	.8	.3	.1	.9	.6	
	Cor	.5	.6	.0	.6	.8	.6	.6	.4	.1	.4	.7	.6	.3	.2	.7	.8	.8	.8	.2	.7	.8	.8	.6	.2	
	rela	.5	.6	.0	.6	.8	.6	.6	.4	.1	.4	.7	.6	.3	.2	.7	.8	.8	.8	.2	.7	.8	.8	.6	.2	
	tion	.5	.6	.0	.6	.8	.6	.6	.4	.1	.4	.7	.6	.3	.2	.7	.8	.8	.8	.2	.7	.8	.8	.6	.2	
KP11	Pea	.7	.6	.6	.6	.6	.7	.7	.8	.9	.9	1	.9	.8	.7	.6	.5	.5	.5	.6	.6	.6	.6	.6	.6	.862
	rs	.0	.9	.9	.8	.8	.2	.4	.4	.0	.3	.3	.0	.1	.1	.5	.6	.6	.7	.3	.3	.2	.6	.4	.6	
	Cor	.0	.1	.8	.0	.7	.4	.7	.6	.4	.4	.4	.3	.9	.7	.7	.7	.3	.7	.0	.0	.0	.5	.8	.3	
	rela	.0	.1	.8	.0	.7	.4	.7	.6	.4	.4	.4	.3	.9	.7	.7	.7	.3	.7	.0	.0	.0	.5	.8	.3	
	tion	.0	.1	.8	.0	.7	.4	.7	.6	.4	.4	.4	.3	.9	.7	.7	.7	.3	.7	.0	.0	.0	.5	.8	.3	
KP12	Pea	.6	.6	.6	.6	.6	.6	.7	.8	.8	.9	1	.9	.8	.7	.6	.5	.5	.6	.6	.6	.6	.6	.6	.6	.844
	rs	.4	.4	.4	.1	.0	.3	.5	.4	.0	.3	.3	.0	.0	.2	.2	.3	.1	.0	.1	.1	.4	.8	.6	.6	
	Cor	.8	.5	.2	.6	.0	.7	.6	.0	.7	.7	.3	.9	.0	.7	.1	.1	.0	.6	.6	.4	.8	.9	.9	.9	
	rela	.8	.5	.2	.6	.0	.7	.6	.0	.7	.7	.3	.9	.0	.7	.1	.1	.0	.6	.6	.4	.8	.9	.9	.9	
	tion	.8	.5	.2	.6	.0	.7	.6	.0	.7	.7	.3	.9	.0	.7	.1	.1	.0	.6	.6	.4	.8	.9	.9	.9	
KP13	Pea	.6	.6	.6	.6	.6	.6	.7	.7	.7	.8	.9	1	.8	.8	.7	.6	.6	.5	.5	.5	.6	.6	.5	.6	.834
	rs	.6	.5	.5	.4	.0	.3	.5	.0	.3	.5	.1	.0	.9	.2	.3	.5	.3	.8	.8	.7	.2	.2	.9	.1	
	Cor	.0	.7	.5	.5	.2	.9	.8	.9	.9	.8	.9	.9	.3	.8	.1	.5	.5	.3	.3	.7	.0	.9	.6	.7	
	rela	.0	.7	.5	.5	.2	.9	.8	.9	.9	.8	.9	.9	.3	.8	.1	.5	.5	.3	.3	.7	.0	.9	.6	.7	
	tion	.0	.7	.5	.5	.2	.9	.8	.9	.9	.8	.9	.9	.3	.8	.1	.5	.5	.3	.3	.7	.0	.9	.6	.7	
KP14	Pea	.6	.6	.6	.6	.6	.6	.6	.6	.6	.7	.8	.8	1	.9	.8	.7	.6	.6	.5	.5	.6	.6	.6	.6	.824
	rs	.3	.3	.2	.3	.5	.3	.5	.5	.5	.6	.7	.8	.9	.1	.1	.3	.5	.5	.9	.9	.3	.4	.4	.2	
	Cor	.7	.4	.2	.2	.7	.3	.5	.5	.5	.6	.7	.8	.9	.3	.7	.6	.2	.9	.9	.3	.3	.2	.4	.9	
	rela	.7	.4	.2	.2	.7	.3	.5	.5	.5	.6	.7	.8	.9	.3	.7	.6	.2	.9	.9	.3	.3	.2	.4	.9	
	tion	.7	.4	.2	.2	.7	.3	.5	.5	.5	.6	.7	.8	.9	.3	.7	.6	.2	.9	.9	.3	.3	.2	.4	.9	

KP15	Pea rso n Cor rela tion Sig. (2- taile d) N	. 6 4 8	. 6 4 6	. 6 3 1	. 6 3 0	. 6 0 5	. 6 5 0	. 6 2 4	. 6 0 1	. 6 1 3	. 6 0 3	. 6 5 7	. 7 2 7	. 8 2 8	. 9 1 7	1 8 9	. 8 0 8	. 7 1 7	. 6 5 9	. 6 3 3	. 5 7 2	. 6 0 9	. 6 0 3	. 5 8 5	. 6 1 8	.817	.000	100
KP16	Pea rso n Cor rela tion Sig. (2- taile d) N	. 6 0 0	. 5 9 8	. 5 8 4	. 5 7 2	. 5 8 8	. 6 3 2	. 6 0 7	. 5 7 8	. 5 3 9	. 5 2 2	. 5 6 7	. 6 3 1	. 7 3 1	. 8 1 6	1 8 9	. 9 0 3	. 8 1 2	. 7 2 9	. 6 2 4	. 5 6 2	. 5 8 4	. 5 9 3	. 5 7 3	. 6 0 7	.786	.000	100
KP17	Pea rso n Cor rela tion Sig. (2- taile d) N	. 5 7 6	. 5 6 2	. 5 5 6	. 5 6 3	. 5 6 4	. 5 9 3	. 5 8 2	. 5 4 6	. 5 0 7	. 5 1 7	. 5 6 3	. 6 1 7	. 6 5 5	. 7 3 2	. 8 0 8	1 9 0	. 9 1 3	. 8 1 7	. 7 0 1	. 6 1 9	. 5 9 9	. 5 6 2	. 5 6 2	. 6 1 1	.776	.000	100
KP18	Pea rso n Cor rela tion Sig. (2- taile d) N	. 6 0 5	. 5 9 1	. 5 8 6	. 5 9 7	. 5 9 3	. 5 6 5	. 5 6 6	. 5 1 6	. 4 7 5	. 4 9 8	. 5 7 7	. 6 0 6	. 6 3 5	. 6 5 6	. 7 1 7	1 8 9	. 9 1 3	1 9 1	. 7 8 9	. 7 0 5	. 6 4 6	. 6 1 1	. 6 2 0	. 6 3 4	.786	.000	100
KP19	Pea rso n Cor rela tion Sig. (2- taile d) N	. 6 4 8	. 6 3 5	. 6 2 7	. 6 4 0	. 5 8 1	. 6 8 3	. 5 7 1	. 5 7 3	. 5 7 2	. 5 3 5	. 5 6 3	. 6 3 1	. 5 8 3	. 6 0 9	. 6 5 9	. 7 2 9	. 8 1 7	1 9 1	1 9 6	. 8 9 2	. 8 1 6	. 7 6 2	. 7 1 1	. 7 7 5	.823	.000	100





## Reliabilitas Kualitas Pelayanan

**Reliability Statistics**

Cronbach's Alpha	N of Items
.981	25

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
KP1	78.3600	622.940	.854	.980
KP2	78.3500	623.301	.847	.980
KP3	78.3200	622.806	.841	.980
KP4	78.2400	627.013	.837	.981
KP5	78.2600	629.326	.818	.981
KP6	78.2600	628.982	.847	.980
KP7	78.2600	627.063	.833	.981
KP8	78.1400	624.566	.837	.981
KP9	78.2200	622.678	.837	.981
KP10	78.1700	623.799	.835	.981
KP11	78.2500	624.371	.848	.980
KP12	78.2700	629.714	.830	.981
KP13	78.3200	630.745	.819	.981
KP14	78.3200	633.472	.809	.981
KP15	78.3200	634.280	.801	.981
KP16	78.3100	636.054	.768	.981
KP17	78.3800	633.147	.756	.981
KP18	78.4300	632.409	.767	.981
KP19	78.3500	626.634	.805	.981
KP20	78.2900	627.925	.807	.981
KP21	78.2400	630.002	.804	.981
KP22	78.3100	630.337	.825	.981
KP23	78.2700	631.755	.813	.981
KP24	78.2600	639.851	.785	.981
KP25	78.3000	635.727	.798	.981







Harga_Layanan	Pearson Correlation	.890**	.886**	.887**	.879**	.886**	.902**	.897**	.904**	.910**	.910**	.898**	.855**	.854**	.814**	.787**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

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

## Reliabilitas Harga Layanan

### Reliability Statistics

Cronbach's Alpha	N of Items
.979	15

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
HP1	45.9000	248.010	.872	.977
HP2	45.8900	248.159	.867	.977
HP3	45.8600	247.536	.867	.977
HP4	45.7800	250.396	.860	.977
HP5	45.7900	250.814	.868	.977
HP6	45.7900	251.056	.887	.977
HP7	45.7900	249.461	.880	.977
HP8	45.6900	247.933	.889	.977
HP9	45.7700	246.442	.895	.977
HP10	45.7400	246.538	.895	.977
HP11	45.8200	248.028	.881	.977
HP12	45.8400	252.580	.833	.978
HP13	45.8800	252.652	.832	.978
HP14	45.8600	256.101	.789	.978
HP15	45.8600	257.394	.758	.979















## Reliabilitas Kepuasan Masyarakat

**Reliability Statistics**

Cronbach's Alpha	N of Items
.913	25

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
KM1	98.5900	77.699	.241	.914
KM2	98.6500	77.018	.311	.913
KM3	98.6400	76.112	.374	.912
KM4	98.6700	76.890	.308	.913
KM5	98.7200	76.466	.338	.913
KM6	98.8500	76.977	.370	.912
KM7	98.7700	76.947	.314	.913
KM8	98.7400	75.326	.480	.911
KM9	98.7900	75.663	.448	.911
KM10	98.8200	74.836	.492	.910
KM11	98.8200	73.240	.568	.909
KM12	98.7600	76.225	.370	.912
KM13	98.8000	71.455	.654	.907
KM14	98.7800	70.396	.729	.905
KM15	98.6500	70.109	.782	.904
KM16	98.7400	70.477	.756	.905
KM17	98.7400	73.568	.543	.909
KM18	98.6800	72.200	.631	.908
KM19	98.6200	72.339	.666	.907
KM20	98.6700	72.526	.598	.908
KM21	98.4500	76.896	.358	.912
KM22	98.5400	73.160	.604	.908
KM23	98.7100	73.925	.604	.908
KM24	98.7100	73.925	.604	.908
KM25	98.7700	73.149	.617	.908

## Analisis Frekuensi kualitas pelayanan

KP1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	18	18.0	18.0	18.0
	TidakSetuju	10	10.0	10.0	28.0
	Netral	25	25.0	25.0	53.0
	Setuju	29	29.0	29.0	82.0
	SangatSetuju	18	18.0	18.0	100.0
	Total	100	100.0	100.0	

KP2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	18	18.0	18.0	18.0
	TidakSetuju	10	10.0	10.0	28.0
	Netral	24	24.0	24.0	52.0
	Setuju	30	30.0	30.0	82.0
	SangatSetuju	18	18.0	18.0	100.0
	Total	100	100.0	100.0	

KP3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	18	18.0	18.0	18.0
	TidakSetuju	10	10.0	10.0	28.0
	Netral	23	23.0	23.0	51.0
	Setuju	29	29.0	29.0	80.0
	SangatSetuju	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

KP4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	12	12.0	12.0	12.0
	TidakSetuju	14	14.0	14.0	26.0
	Netral	25	25.0	25.0	51.0
	Setuju	29	29.0	29.0	80.0
	SangatSetuju	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

KP5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	11	11.0	11.0	11.0
	TidakSetuju	14	14.0	14.0	25.0
	Netral	30	30.0	30.0	55.0
	Setuju	25	25.0	25.0	80.0
	SangatSetuju	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

**KP6**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	11	11.0	11.0	11.0
	TidakSetuju	13	13.0	13.0	24.0
	Netral	29	29.0	29.0	53.0
	Setuju	30	30.0	30.0	83.0
	SangatSetuju	17	17.0	17.0	100.0
	Total	100	100.0	100.0	

**KP7**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	11	11.0	11.0	11.0
	TidakSetuju	17	17.0	17.0	28.0
	Netral	25	25.0	25.0	53.0
	Setuju	26	26.0	26.0	79.0
	SangatSetuju	21	21.0	21.0	100.0
	Total	100	100.0	100.0	

**KP8**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	10	10.0	10.0	10.0
	TidakSetuju	19	19.0	19.0	29.0
	Netral	18	18.0	18.0	47.0
	Setuju	26	26.0	26.0	73.0
	SangatSetuju	27	27.0	27.0	100.0
	Total	100	100.0	100.0	

**KP9**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	13	13.0	13.0	13.0
	TidakSetuju	17	17.0	17.0	30.0
	Netral	21	21.0	21.0	51.0
	Setuju	22	22.0	22.0	73.0
	SangatSetuju	27	27.0	27.0	100.0
	Total	100	100.0	100.0	

**KP10**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	12	12.0	12.0	12.0
	TidakSetuju	16	16.0	16.0	28.0
	Netral	21	21.0	21.0	49.0
	Setuju	24	24.0	24.0	73.0
	SangatSetuju	27	27.0	27.0	100.0
	Total	100	100.0	100.0	

KP11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	12	12.0	12.0	12.0
	TidakSetuju	17	17.0	17.0	29.0
	Netral	23	23.0	23.0	52.0
	Setuju	25	25.0	25.0	77.0
	SangatSetuju	23	23.0	23.0	100.0
	Total	100	100.0	100.0	

KP12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	8	8.0	8.0	8.0
	TidakSetuju	19	19.0	19.0	27.0
	Netral	31	31.0	31.0	58.0
	Setuju	21	21.0	21.0	79.0
	SangatSetuju	21	21.0	21.0	100.0
	Total	100	100.0	100.0	

KP13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	7	7.0	7.0	7.0
	TidakSetuju	23	23.0	23.0	30.0
	Netral	30	30.0	30.0	60.0
	Setuju	20	20.0	20.0	80.0
	SangatSetuju	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

KP14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	4	4.0	4.0	4.0
	TidakSetuju	26	26.0	26.0	30.0
	Netral	33	33.0	33.0	63.0
	Setuju	17	17.0	17.0	80.0
	SangatSetuju	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

KP15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	5	5.0	5.0	5.0
	TidakSetuju	22	22.0	22.0	27.0
	Netral	38	38.0	38.0	65.0
	Setuju	15	15.0	15.0	80.0
	SangatSetuju	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

KP16

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	5	5.0	5.0	5.0
	TidakSetuju	22	22.0	22.0	27.0
	Netral	37	37.0	37.0	64.0
	Setuju	16	16.0	16.0	80.0
	SangatSetuju	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

KP17

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	12	12.0	12.0	12.0
	TidakSetuju	14	14.0	14.0	26.0
	Netral	39	39.0	39.0	65.0
	Setuju	15	15.0	15.0	80.0
	SangatSetuju	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

KP18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	12	12.0	12.0	12.0
	TidakSetuju	17	17.0	17.0	29.0
	Netral	37	37.0	37.0	66.0
	Setuju	15	15.0	15.0	81.0
	SangatSetuju	19	19.0	19.0	100.0
	Total	100	100.0	100.0	

KP19

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	16	16.0	16.0	16.0
	TidakSetuju	10	10.0	10.0	26.0
	Netral	34	34.0	34.0	60.0
	Setuju	18	18.0	18.0	78.0
	SangatSetuju	22	22.0	22.0	100.0
	Total	100	100.0	100.0	

KP20

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	14	14.0	14.0	14.0
	TidakSetuju	9	9.0	9.0	23.0
	Netral	37	37.0	37.0	60.0
	Setuju	17	17.0	17.0	77.0
	SangatSetuju	23	23.0	23.0	100.0
	Total	100	100.0	100.0	

KP21

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	13	13.0	13.0	13.0
	TidakSetuju	6	6.0	6.0	19.0
	Netral	40	40.0	40.0	59.0
	Setuju	19	19.0	19.0	78.0
	SangatSetuju	22	22.0	22.0	100.0
	Total	100	100.0	100.0	

KP22

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	9	9.0	9.0	9.0
	TidakSetuju	17	17.0	17.0	26.0
	Netral	35	35.0	35.0	61.0
	Setuju	19	19.0	19.0	80.0
	SangatSetuju	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

KP23

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	10	10.0	10.0	10.0
	TidakSetuju	11	11.0	11.0	21.0
	Netral	40	40.0	40.0	61.0
	Setuju	19	19.0	19.0	80.0
	SangatSetuju	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

KP24

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	3	3.0	3.0	3.0
	TidakSetuju	17	17.0	17.0	20.0
	Netral	45	45.0	45.0	65.0
	Setuju	18	18.0	18.0	83.0
	SangatSetuju	17	17.0	17.0	100.0
	Total	100	100.0	100.0	

KP25

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	9	9.0	9.0	9.0
	TidakSetuju	9	9.0	9.0	18.0
	Netral	47	47.0	47.0	65.0
	Setuju	18	18.0	18.0	83.0
	SangatSetuju	17	17.0	17.0	100.0
	Total	100	100.0	100.0	

## Analisis frekuensi HargaLayanan

HP1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	18	18.0	18.0	18.0
	TidakSetuju	10	10.0	10.0	28.0
	Netral	25	25.0	25.0	53.0
	Setuju	29	29.0	29.0	82.0
	SangatSetuju	18	18.0	18.0	100.0
	Total	100	100.0	100.0	

HP2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	18	18.0	18.0	18.0
	TidakSetuju	10	10.0	10.0	28.0
	Netral	24	24.0	24.0	52.0
	Setuju	30	30.0	30.0	82.0
	SangatSetuju	18	18.0	18.0	100.0
	Total	100	100.0	100.0	

HP3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	18	18.0	18.0	18.0
	TidakSetuju	10	10.0	10.0	28.0
	Netral	23	23.0	23.0	51.0
	Setuju	29	29.0	29.0	80.0
	SangatSetuju	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

HP4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	12	12.0	12.0	12.0
	TidakSetuju	14	14.0	14.0	26.0
	Netral	25	25.0	25.0	51.0
	Setuju	29	29.0	29.0	80.0
	SangatSetuju	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

HP5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	11	11.0	11.0	11.0
	TidakSetuju	14	14.0	14.0	25.0
	Netral	29	29.0	29.0	54.0
	Setuju	26	26.0	26.0	80.0
	SangatSetuju	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

**HP6**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	11	11.0	11.0	11.0
	TidakSetuju	13	13.0	13.0	24.0
	Netral	28	28.0	28.0	52.0
	Setuju	31	31.0	31.0	83.0
	SangatSetuju	17	17.0	17.0	100.0
	Total	100	100.0	100.0	

**HP7**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	11	11.0	11.0	11.0
	TidakSetuju	17	17.0	17.0	28.0
	Netral	24	24.0	24.0	52.0
	Setuju	27	27.0	27.0	79.0
	SangatSetuju	21	21.0	21.0	100.0
	Total	100	100.0	100.0	

**HP8**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	10	10.0	10.0	10.0
	TidakSetuju	19	19.0	19.0	29.0
	Netral	18	18.0	18.0	47.0
	Setuju	27	27.0	27.0	74.0
	SangatSetuju	26	26.0	26.0	100.0
	Total	100	100.0	100.0	

**HP9**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	13	13.0	13.0	13.0
	TidakSetuju	17	17.0	17.0	30.0
	Netral	21	21.0	21.0	51.0
	Setuju	23	23.0	23.0	74.0
	SangatSetuju	26	26.0	26.0	100.0
	Total	100	100.0	100.0	

**HP10**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	13	13.0	13.0	13.0
	TidakSetuju	16	16.0	16.0	29.0
	Netral	20	20.0	20.0	49.0
	Setuju	25	25.0	25.0	74.0
	SangatSetuju	26	26.0	26.0	100.0
	Total	100	100.0	100.0	



## HP11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	13	13.0	13.0	13.0
	TidakSetuju	17	17.0	17.0	30.0
	Netral	22	22.0	22.0	52.0
	Setuju	26	26.0	26.0	78.0
	SangatSetuju	22	22.0	22.0	100.0
	Total	100	100.0	100.0	

## HP12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	9	9.0	9.0	9.0
	TidakSetuju	19	19.0	19.0	28.0
	Netral	30	30.0	30.0	58.0
	Setuju	22	22.0	22.0	80.0
	SangatSetuju	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

## HP13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	8	8.0	8.0	8.0
	TidakSetuju	23	23.0	23.0	31.0
	Netral	29	29.0	29.0	60.0
	Setuju	20	20.0	20.0	80.0
	SangatSetuju	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

## HP14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	4	4.0	4.0	4.0
	TidakSetuju	26	26.0	26.0	30.0
	Netral	33	33.0	33.0	63.0
	Setuju	17	17.0	17.0	80.0
	SangatSetuju	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

## HP15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SangatTidakSetuju	5	5.0	5.0	5.0
	TidakSetuju	22	22.0	22.0	27.0
	Netral	38	38.0	38.0	65.0
	Setuju	15	15.0	15.0	80.0
	SangatSetuju	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

## Analisis Frekuensi Kepuasan Masyarakat

KM1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	6	6.0	6.0	6.0
	Baik	65	65.0	65.0	71.0
	Sangat Baik	29	29.0	29.0	100.0
	Total	100	100.0	100.0	

KM2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	8	8.0	8.0	8.0
	Baik	67	67.0	67.0	75.0
	Sangat Baik	25	25.0	25.0	100.0
	Total	100	100.0	100.0	

KM3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	10	10.0	10.0	10.0
	Baik	62	62.0	62.0	72.0
	Sangat Baik	28	28.0	28.0	100.0
	Total	100	100.0	100.0	

KM4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	10	10.0	10.0	10.0
	Baik	65	65.0	65.0	75.0
	Sangat Baik	25	25.0	25.0	100.0
	Total	100	100.0	100.0	

KM5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	13	13.0	13.0	13.0
	Baik	64	64.0	64.0	77.0
	Sangat Baik	23	23.0	23.0	100.0
	Total	100	100.0	100.0	

KM6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	13	13.0	13.0	13.0
	Baik	77	77.0	77.0	90.0
	Sangat Baik	10	10.0	10.0	100.0
	Total	100	100.0	100.0	

**KM7**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	13	13.0	13.0	13.0
	Baik	69	69.0	69.0	82.0
	Sangat Baik	18	18.0	18.0	100.0
	Total	100	100.0	100.0	

**KM8**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	12	12.0	12.0	12.0
	Baik	68	68.0	68.0	80.0
	Sangat Baik	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

**KM9**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	14	14.0	14.0	14.0
	Baik	69	69.0	69.0	83.0
	Sangat Baik	17	17.0	17.0	100.0
	Total	100	100.0	100.0	

**KM10**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	18	18.0	18.0	18.0
	Baik	64	64.0	64.0	82.0
	Sangat Baik	18	18.0	18.0	100.0
	Total	100	100.0	100.0	

**KM11**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Baik	1	1.0	1.0	1.0
	Netral	20	20.0	20.0	21.0
	Baik	57	57.0	57.0	78.0
	Sangat Baik	22	22.0	22.0	100.0
	Total	100	100.0	100.0	

**KM12**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	14	14.0	14.0	14.0
	Baik	66	66.0	66.0	80.0
	Sangat Baik	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

**KM13**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	27	27.0	27.0	27.0
	Baik	44	44.0	44.0	71.0
	Sangat Baik	29	29.0	29.0	100.0
	Total	100	100.0	100.0	

**KM14**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	27	27.0	27.0	27.0
	Baik	42	42.0	42.0	69.0
	Sangat Baik	31	31.0	31.0	100.0
	Total	100	100.0	100.0	

**KM15**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	20	20.0	20.0	20.0
	Baik	43	43.0	43.0	63.0
	Sangat Baik	37	37.0	37.0	100.0
	Total	100	100.0	100.0	

**KM16**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	23	23.0	23.0	23.0
	Baik	46	46.0	46.0	69.0
	Sangat Baik	31	31.0	31.0	100.0
	Total	100	100.0	100.0	

**KM17**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	19	19.0	19.0	19.0
	Baik	54	54.0	54.0	73.0
	Sangat Baik	27	27.0	27.0	100.0
	Total	100	100.0	100.0	

**KM18**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	19	19.0	19.0	19.0
	Baik	48	48.0	48.0	67.0
	Sangat Baik	33	33.0	33.0	100.0
	Total	100	100.0	100.0	

**KM19**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	14	14.0	14.0	14.0
	Baik	52	52.0	52.0	66.0
	Sangat Baik	34	34.0	34.0	100.0
	Total	100	100.0	100.0	

**KM20**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	19	19.0	19.0	19.0
	Baik	47	47.0	47.0	66.0
	Sangat Baik	34	34.0	34.0	100.0
	Total	100	100.0	100.0	

**KM21**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	1	1.0	1.0	1.0
	Baik	61	61.0	61.0	62.0
	Sangat Baik	38	38.0	38.0	100.0
	Total	100	100.0	100.0	

**KM22**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	11	11.0	11.0	11.0
	Baik	50	50.0	50.0	61.0
	Sangat Baik	39	39.0	39.0	100.0
	Total	100	100.0	100.0	

**KM23**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	12	12.0	12.0	12.0
	Baik	65	65.0	65.0	77.0
	Sangat Baik	23	23.0	23.0	100.0
	Total	100	100.0	100.0	

**KM24**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	12	12.0	12.0	12.0
	Baik	65	65.0	65.0	77.0
	Sangat Baik	23	23.0	23.0	100.0
	Total	100	100.0	100.0	

## KM25

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Netral	18	18.0	18.0	18.0
	Baik	59	59.0	59.0	77.0
	Sangat Baik	23	23.0	23.0	100.0
	Total	100	100.0	100.0	

## Analisis Regresi Sederhana Kualitas Layanan terhadap Kepuasan Masyarakat

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.396 <sup>a</sup>	.157	.148	.440

a. Predictors: (Constant), Kualitas

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

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3.530	1	3.530	18.228	.000 <sup>a</sup>
	Residual	18.980	98	.194		
	Total	22.510	99			

a. Predictors: (Constant), Kualitas

b. Dependent Variable: Kepuasan

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

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.481	.145		24.028	.000
	Kualitas	.178	.042	.396	4.269	.000

a. Dependent Variable: Kepuasan

## Analisis regresi sederhana Harga Layanan terhadap Kepuasan Masyarakat

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.387 <sup>a</sup>	.150	.141	.442

a. Predictors: (Constant), Harga

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

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3.380	1	3.380	17.315	.000 <sup>a</sup>
	Residual	19.130	98	.195		
	Total	22.510	99			

a. Predictors: (Constant), Harga

b. Dependent Variable: Kepuasan

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

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.439	.158		21.757	.000
	Harga	.186	.045	.387	4.161	.000

a. Dependent Variable: Kepuasan



## Analisis Regresi Berganda Kualitas Pelayanan dan Harga Layanan terhadap Kepuasan Masyarakat

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.442 <sup>a</sup>	.196	.179	.43207	1.858

a. Predictors: (Constant), Harga, Kualitas

b. Dependent Variable: Kepuasan

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

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4.402	2	2.201	11.789	.000 <sup>a</sup>
	Residual	18.108	97	.187		
	Total	22.510	99			

a. Predictors: (Constant), Harga, Kualitas

b. Dependent Variable: Kepuasan

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

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	3.294	.166		19.782	.000		
	Kualitas	.117	.050	.259	2.339	.021	.675	1.482
	Harga	.115	.053	.240	2.160	.033	.675	1.482

a. Dependent Variable: Kepuasan