

## Lampiran 1

### KUISIONER PENELITIAN

Petunjuk pengisian :

1. Jawablah pernyataan yang diajukan di bawah ini dengan benar dan jujur.
2. Berilah Tanda Silang (X) pada salah satu jawaban yang paling benar.
3. Semua pernyataan harus dijawab semua  
SS = Sangat Setuju      S = Setuju      RR = Ragu-ragu  
TS = Tidak Setuju      STS = Sangat Tidak Setuju

#### Identitas Responden

Nama : .....  
Jenis Kelamin : .....  
Pendidikan Terakhir : .....  
Usia : ..... Tahun  
Lama Bekerja : ..... Tahun

#### A. Pelayanan Perizinan (X<sub>1</sub>)

| No | PERNYATAAN                                                                                                            | STS | TS | RR | S | SS |
|----|-----------------------------------------------------------------------------------------------------------------------|-----|----|----|---|----|
| 1. | Anggota selalu tanggap dalam membantu masyarakat yang mengalami kesulitan tanpa dimintai bantuan                      |     |    |    |   |    |
| 2. | Anggota menyampaikan informasi mengenai pembuatan paspor secara jelas                                                 |     |    |    |   |    |
| 3. | Anggota selalu memberikan pelayanan kepada masyarakat secara akurat/tepat                                             |     |    |    |   |    |
| 4. | Anggota memberikan pelayanan yang sama kepada semua masyarakat tanpa membedakan status atau latar belakang masyarakat |     |    |    |   |    |
| 5. | Anggota selalu mengedepankan keramah tamahan dalam memberikan pelayanan kepada masyarakat                             |     |    |    |   |    |
| 6. | Anggota selalu mengedepankan kesopanan dalam memberikan pelayanan kepada masyarakat                                   |     |    |    |   |    |
| 7. | Anggota mampu memberikan layanan yang nyaman pada masyarakat                                                          |     |    |    |   |    |
| 8. | Anggota selalu berkomunikasi secara baik dengan masyarakat                                                            |     |    |    |   |    |
| 9. | Anggota mampu memberikan layanan secara profesional                                                                   |     |    |    |   |    |

|     |                                                                                                          |  |  |  |  |  |
|-----|----------------------------------------------------------------------------------------------------------|--|--|--|--|--|
| 10. | Halaman parkir luas dan dijaga oleh petugas sehingga masyarakat merasa aman ketika memarkirkan kendaraan |  |  |  |  |  |
|-----|----------------------------------------------------------------------------------------------------------|--|--|--|--|--|

## B. Pengawasan (X<sub>2</sub>)

| No  | PERNYATAAN                                                                    | STS | TS | RR | S | SS |
|-----|-------------------------------------------------------------------------------|-----|----|----|---|----|
| 1.  | Rencana pengawasan penggunaan telah disusun secara tepat                      |     |    |    |   |    |
| 2.  | Rencana yang dibuat sesuai dengan standar operasional                         |     |    |    |   |    |
| 3.  | Tugas pengawasan dapat diselesaikan sesuai dengan rencana                     |     |    |    |   |    |
| 4.  | Pengawasan yang optimal mampu memaksimalkan tugas di lapangan                 |     |    |    |   |    |
| 5.  | Pengawasan dimaksudkan untuk meminimalisir terjadinya penyalahgunaan wewenang |     |    |    |   |    |
| 6.  | Pengawasan mampu mengurangi tingkat kebocoran operasi senjata api             |     |    |    |   |    |
| 7.  | Adanya pengawasan dapat meminimalisir pungli dalam perizinan senjata api      |     |    |    |   |    |
| 8.  | Kualitas pengawasan yang maksimal akan mengurangi penyalahgunaan senjata api  |     |    |    |   |    |
| 9.  | Pengawasan dilakukan secara berkala dalam setiap bulannya                     |     |    |    |   |    |
| 10. | Pengawasan mampu mencegah terjadinya kesalahan dalam penggunaan senjata api   |     |    |    |   |    |

## C. Kinerja Anggota (Z)

| No | PERNYATAAN                                                                                                   | STS | TS | RR | S | SS |
|----|--------------------------------------------------------------------------------------------------------------|-----|----|----|---|----|
| 1. | Anggota sudah mampu memenuhi target kuantitas kerja yang telah ditetapkan                                    |     |    |    |   |    |
| 2. | Penetapan target kuantitas pekerjaan didasarkan pada jabatan yang saya emban                                 |     |    |    |   |    |
| 3. | Anggota yang berprestasi adalah anggota yang mampu menguraikan secara jelas tentang pekerjaan yang dilakukan |     |    |    |   |    |
| 4. | Anggota memiliki kualitas kerja yang dapat diandalkan                                                        |     |    |    |   |    |
| 5. | Anggota tidak menemui kesulitan dalam bekerja                                                                |     |    |    |   |    |

|     |                                                                             |  |  |  |  |  |
|-----|-----------------------------------------------------------------------------|--|--|--|--|--|
| 6.  | Anggota mempunyai tingkat kesalahan yang kecil dalam melaksanakan pekerjaan |  |  |  |  |  |
| 7.  | Tingkat kehadiran sangat dibutuhkan di tempat kerja                         |  |  |  |  |  |
| 8.  | Bekerja tepat waktu sesuai dengan waktu yang ditentukan                     |  |  |  |  |  |
| 9.  | Anggota mampu menciptakan hubungan kerjasama yang harmonis                  |  |  |  |  |  |
| 10. | Anggota mampu menempatkan dirinya dalam sebuah tim kerja                    |  |  |  |  |  |

#### **D. Kepuasan Pengguna Senjata Api (Y)**

| <b>No</b> | <b>PERNYATAAN</b>                                                                                  | <b>STS</b> | <b>TS</b> | <b>RR</b> | <b>S</b> | <b>SS</b> |
|-----------|----------------------------------------------------------------------------------------------------|------------|-----------|-----------|----------|-----------|
| 1.        | Saya merasa puas dengan perlakuan yang istimewa dari para anggota                                  |            |           |           |          |           |
| 2.        | Saya telah mendapat perlakuan pelayanan secara adil di Polda Lampung                               |            |           |           |          |           |
| 3.        | Pihak Polda Lampung selalu memperlakukan masyarakat secara istimewa                                |            |           |           |          |           |
| 4.        | Saya telah mendapatkan pelayanan yang sesuai dengan keinginan saya                                 |            |           |           |          |           |
| 5.        | Saya merasakan bahwa pelayanan yang diberikan oleh anggota telah tepat waktu                       |            |           |           |          |           |
| 6.        | Saya merasakan jika persyaratan pelayanan telah sesuai dengan mekanisme pelayanan di Polda Lampung |            |           |           |          |           |
| 7.        | Saya merasakan bahwa pelayanan yang dilakukan oleh anggota selalu sama setiap saat                 |            |           |           |          |           |
| 8.        | Konsistensi Anggota terhadap pelayanan sangat tinggi                                               |            |           |           |          |           |
| 9.        | Kondisi ruangan selalu terlihat indah dan tertata dengan rapih                                     |            |           |           |          |           |
| 10.       | Tersedia kursi tunggu yang memadai dilihat dari kapasitas masyarakat                               |            |           |           |          |           |

Lampiran 2. Rekapitulasi Jawaban Responden tentang Pelayanan Perizinan (X1)

| No<br>Resp | Skor Pernyataan |   |   |   |   |   |   |   |   |    | Jumla<br>h |
|------------|-----------------|---|---|---|---|---|---|---|---|----|------------|
|            | 1               | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |            |
| 1          | 3               | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3  | 30         |
| 2          | 3               | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4  | 32         |
| 3          | 3               | 2 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3  | 30         |
| 4          | 3               | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3  | 31         |
| 5          | 4               | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4  | 33         |
| 6          | 3               | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4  | 31         |
| 7          | 3               | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4  | 36         |
| 8          | 5               | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3  | 40         |
| 9          | 4               | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4  | 41         |
| 10         | 4               | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4  | 41         |
| 11         | 4               | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4  | 37         |
| 12         | 3               | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 4 | 3  | 29         |
| 13         | 4               | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4  | 34         |
| 14         | 4               | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 4  | 31         |
| 15         | 4               | 2 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4  | 34         |
| 16         | 3               | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3  | 28         |
| 17         | 4               | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5  | 41         |
| 18         | 3               | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3  | 33         |
| 19         | 4               | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5  | 39         |
| 20         | 4               | 3 | 5 | 4 | 4 | 3 | 4 | 4 | 5 | 4  | 40         |
| 21         | 5               | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5  | 43         |
| 22         | 4               | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5  | 42         |
| 23         | 5               | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4  | 39         |
| 24         | 4               | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5  | 41         |
| 25         | 5               | 3 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4  | 43         |
| 26         | 4               | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4  | 38         |
| 27         | 4               | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5  | 44         |
| 28         | 5               | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4  | 43         |
| 29         | 3               | 2 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4  | 36         |
| 30         | 5               | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5  | 44         |
| 31         | 4               | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5  | 39         |
| 32         | 3               | 3 | 4 | 4 | 4 | 4 | 2 | 3 | 4 | 4  | 35         |
| 33         | 4               | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5  | 44         |
| 34         | 3               | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3  | 36         |
| 35         | 3               | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3  | 34         |
| 36         | 4               | 4 | 3 | 4 | 3 | 4 | 1 | 3 | 4 | 5  | 35         |
| 37         | 3               | 4 | 3 | 4 | 4 | 3 | 2 | 4 | 4 | 4  | 35         |
| 38         | 4               | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5  | 40         |
| 39         | 4               | 5 | 4 | 3 | 3 | 4 | 2 | 2 | 3 | 5  | 35         |
| 40         | 2               | 3 | 4 | 4 | 4 | 4 | 1 | 2 | 3 | 3  | 30         |
| 41         | 3               | 4 | 3 | 4 | 5 | 3 | 3 | 3 | 4 | 4  | 36         |
| 42         | 4               | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4  | 35         |
| 43         | 4               | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5  | 44         |

|               |            |            |            |            |            |            |            |            |            |            |             |
|---------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| 44            | 5          | 5          | 5          | 4          | 5          | 4          | 3          | 3          | 3          | 3          | 40          |
| 45            | 3          | 3          | 3          | 3          | 4          | 4          | 2          | 3          | 4          | 3          | 32          |
| 46            | 5          | 3          | 4          | 4          | 5          | 5          | 5          | 4          | 5          | 5          | 45          |
| 47            | 4          | 4          | 5          | 4          | 3          | 4          | 4          | 4          | 5          | 5          | 42          |
| 48            | 3          | 3          | 4          | 4          | 2          | 4          | 4          | 4          | 3          | 4          | 35          |
| 49            | 4          | 4          | 4          | 5          | 4          | 5          | 4          | 5          | 4          | 5          | 44          |
| 50            | 3          | 4          | 4          | 4          | 3          | 4          | 4          | 3          | 3          | 4          | 36          |
| 51            | 3          | 4          | 4          | 3          | 3          | 3          | 4          | 3          | 4          | 3          | 34          |
| 52            | 4          | 4          | 4          | 4          | 1          | 4          | 3          | 5          | 3          | 3          | 35          |
| 53            | 3          | 4          | 4          | 4          | 2          | 3          | 3          | 4          | 4          | 4          | 35          |
| 54            | 4          | 4          | 4          | 4          | 3          | 4          | 4          | 5          | 4          | 4          | 40          |
| 55            | 4          | 3          | 5          | 3          | 2          | 4          | 4          | 5          | 2          | 3          | 35          |
| 56            | 2          | 3          | 4          | 4          | 1          | 3          | 4          | 3          | 2          | 4          | 30          |
| 57            | 3          | 4          | 4          | 4          | 3          | 3          | 3          | 4          | 3          | 5          | 36          |
| 58            | 4          | 4          | 3          | 4          | 3          | 3          | 4          | 4          | 3          | 3          | 35          |
| 59            | 4          | 5          | 5          | 4          | 4          | 4          | 4          | 5          | 4          | 5          | 44          |
| 60            | 5          | 3          | 5          | 4          | 3          | 4          | 5          | 3          | 3          | 5          | 40          |
| 61            | 3          | 3          | 4          | 3          | 2          | 4          | 3          | 3          | 3          | 4          | 32          |
| 62            | 4          | 4          | 4          | 4          | 2          | 3          | 4          | 4          | 3          | 4          | 36          |
| 63            | 2          | 3          | 5          | 4          | 2          | 4          | 2          | 3          | 2          | 3          | 30          |
| 64            | 2          | 4          | 3          | 4          | 2          | 3          | 2          | 4          | 2          | 2          | 28          |
| 65            | 1          | 3          | 4          | 3          | 1          | 1          | 1          | 3          | 1          | 4          | 22          |
| 66            | 3          | 3          | 4          | 3          | 2          | 3          | 3          | 3          | 3          | 3          | 30          |
| 67            | 3          | 3          | 4          | 3          | 3          | 3          | 4          | 3          | 3          | 3          | 32          |
| 68            | 3          | 3          | 4          | 3          | 2          | 3          | 3          | 3          | 4          | 3          | 31          |
| 69            | 3          | 3          | 3          | 3          | 2          | 4          | 3          | 3          | 3          | 4          | 31          |
| 70            | 3          | 3          | 4          | 3          | 3          | 3          | 4          | 4          | 4          | 3          | 34          |
| 71            | 3          | 3          | 4          | 3          | 2          | 4          | 3          | 3          | 3          | 3          | 31          |
| 72            | 4          | 4          | 4          | 4          | 3          | 4          | 4          | 3          | 4          | 3          | 37          |
| 73            | 4          | 4          | 5          | 4          | 3          | 4          | 3          | 5          | 3          | 4          | 39          |
| 74            | 4          | 4          | 4          | 5          | 3          | 4          | 5          | 4          | 5          | 4          | 42          |
| 75            | 4          | 4          | 4          | 4          | 4          | 5          | 4          | 4          | 4          | 4          | 41          |
| 76            | 4          | 3          | 4          | 4          | 4          | 4          | 5          | 4          | 4          | 5          | 41          |
| <b>Jumlah</b> | <b>274</b> | <b>254</b> | <b>293</b> | <b>284</b> | <b>252</b> | <b>282</b> | <b>261</b> | <b>281</b> | <b>277</b> | <b>299</b> | <b>2757</b> |
| <b>Maks</b>   | 380        | 380        | 380        | 380        | 380        | 380        | 380        | 380        | 380        | 380        | 380         |
| %             | 72,1<br>1  | 66,8<br>4  | 77,1<br>1  | 74,7<br>4  | 66,3<br>2  | 74,2<br>1  | 68,6<br>8  | 73,9<br>5  | 72,8<br>9  | 78,6<br>8  | 72,55       |

Lampiran 3. Rekapitulasi Jawaban Responden tentang Pengawasan (X2)

| No<br>Resp | Skor Pernyataan |   |   |   |   |   |   |   |   |    | Jumla<br>h |
|------------|-----------------|---|---|---|---|---|---|---|---|----|------------|
|            | 1               | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |            |
| 1          | 2               | 3 | 3 | 3 | 4 | 5 | 5 | 4 | 3 | 3  | 35         |
| 2          | 3               | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4  | 37         |
| 3          | 2               | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4  | 40         |
| 4          | 3               | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 3  | 38         |
| 5          | 4               | 4 | 4 | 3 | 3 | 5 | 4 | 3 | 3 | 3  | 36         |
| 6          | 3               | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3  | 37         |
| 7          | 2               | 4 | 3 | 4 | 3 | 4 | 5 | 4 | 3 | 3  | 35         |
| 8          | 3               | 3 | 2 | 2 | 5 | 2 | 4 | 4 | 4 | 2  | 31         |
| 9          | 2               | 3 | 4 | 2 | 2 | 3 | 3 | 5 | 3 | 3  | 30         |
| 10         | 3               | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3  | 34         |
| 11         | 3               | 5 | 4 | 5 | 2 | 5 | 4 | 3 | 4 | 3  | 38         |
| 12         | 3               | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3  | 34         |
| 13         | 2               | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4  | 40         |
| 14         | 3               | 4 | 4 | 4 | 5 | 5 | 5 | 3 | 4 | 4  | 41         |
| 15         | 2               | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4  | 44         |
| 16         | 3               | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3  | 35         |
| 17         | 3               | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 5  | 37         |
| 18         | 3               | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 5  | 38         |
| 19         | 3               | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4  | 39         |
| 20         | 3               | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 2  | 31         |
| 21         | 3               | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4  | 37         |
| 22         | 4               | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5  | 41         |
| 23         | 4               | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 3 | 4  | 39         |
| 24         | 4               | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4  | 44         |
| 25         | 4               | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4  | 48         |
| 26         | 4               | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4  | 40         |
| 27         | 4               | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4  | 45         |
| 28         | 4               | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 4  | 45         |
| 29         | 4               | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5  | 47         |
| 30         | 3               | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4  | 46         |
| 31         | 3               | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4  | 44         |
| 32         | 4               | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4  | 37         |
| 33         | 5               | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4  | 44         |
| 34         | 4               | 2 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4  | 35         |
| 35         | 3               | 4 | 4 | 5 | 3 | 3 | 4 | 4 | 5 | 3  | 38         |
| 36         | 3               | 3 | 4 | 3 | 3 | 3 | 4 | 2 | 3 | 3  | 31         |
| 37         | 4               | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4  | 38         |
| 38         | 5               | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4  | 47         |
| 39         | 3               | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3  | 31         |
| 40         | 4               | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3  | 33         |
| 41         | 3               | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3  | 32         |
| 42         | 3               | 3 | 4 | 3 | 2 | 3 | 4 | 3 | 3 | 3  | 31         |
| 43         | 4               | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4  | 35         |

|               |            |            |            |            |            |            |            |            |            |            |             |
|---------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| 44            | 3          | 3          | 3          | 3          | 3          | 3          | 4          | 3          | 4          | 3          | 32          |
| 45            | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 3          | 39          |
| 46            | 3          | 4          | 3          | 5          | 5          | 5          | 4          | 4          | 3          | 5          | 41          |
| 47            | 4          | 4          | 5          | 4          | 5          | 5          | 4          | 5          | 4          | 5          | 45          |
| 48            | 3          | 5          | 5          | 4          | 5          | 4          | 4          | 5          | 5          | 4          | 44          |
| 49            | 3          | 4          | 4          | 3          | 4          | 4          | 4          | 3          | 3          | 4          | 36          |
| 50            | 4          | 4          | 5          | 4          | 4          | 4          | 5          | 5          | 4          | 4          | 43          |
| 51            | 3          | 2          | 4          | 4          | 4          | 4          | 4          | 3          | 3          | 4          | 35          |
| 52            | 3          | 4          | 3          | 4          | 3          | 4          | 5          | 4          | 3          | 3          | 36          |
| 53            | 2          | 3          | 3          | 4          | 3          | 4          | 3          | 3          | 2          | 3          | 30          |
| 54            | 3          | 4          | 4          | 4          | 4          | 4          | 3          | 4          | 4          | 4          | 38          |
| 55            | 3          | 5          | 5          | 4          | 4          | 5          | 5          | 5          | 5          | 4          | 45          |
| 56            | 2          | 3          | 3          | 3          | 4          | 3          | 3          | 3          | 3          | 3          | 30          |
| 57            | 3          | 3          | 4          | 4          | 3          | 3          | 4          | 3          | 3          | 3          | 33          |
| 58            | 2          | 3          | 3          | 3          | 3          | 3          | 3          | 4          | 3          | 3          | 30          |
| 59            | 3          | 3          | 3          | 4          | 2          | 4          | 3          | 3          | 3          | 3          | 31          |
| 60            | 3          | 3          | 4          | 4          | 3          | 3          | 4          | 4          | 3          | 4          | 35          |
| 61            | 2          | 3          | 3          | 3          | 3          | 4          | 4          | 3          | 3          | 3          | 31          |
| 62            | 3          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 3          | 38          |
| 63            | 4          | 4          | 3          | 5          | 4          | 4          | 3          | 5          | 3          | 5          | 40          |
| 64            | 3          | 4          | 4          | 4          | 4          | 4          | 4          | 5          | 5          | 4          | 41          |
| 65            | 3          | 4          | 4          | 5          | 4          | 5          | 5          | 4          | 4          | 4          | 42          |
| 66            | 3          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 3          | 4          | 38          |
| 67            | 3          | 3          | 3          | 3          | 4          | 2          | 4          | 4          | 3          | 3          | 32          |
| 68            | 2          | 3          | 3          | 3          | 3          | 3          | 3          | 4          | 3          | 3          | 30          |
| 69            | 3          | 3          | 4          | 3          | 4          | 3          | 3          | 4          | 3          | 3          | 33          |
| 70            | 2          | 3          | 4          | 3          | 3          | 3          | 3          | 3          | 3          | 4          | 31          |
| 71            | 3          | 4          | 3          | 3          | 4          | 4          | 4          | 4          | 3          | 4          | 36          |
| 72            | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 4          | 3          | 4          | 32          |
| 73            | 3          | 4          | 4          | 3          | 3          | 3          | 4          | 4          | 4          | 3          | 35          |
| 74            | 3          | 4          | 4          | 3          | 3          | 4          | 4          | 4          | 3          | 3          | 35          |
| 75            | 3          | 4          | 4          | 3          | 3          | 4          | 4          | 4          | 3          | 3          | 35          |
| 76            | 3          | 4          | 4          | 4          | 4          | 5          | 4          | 4          | 4          | 4          | 40          |
| <b>Jumlah</b> | <b>238</b> | <b>282</b> | <b>288</b> | <b>286</b> | <b>283</b> | <b>297</b> | <b>301</b> | <b>299</b> | <b>281</b> | <b>275</b> | <b>2830</b> |
| <b>Maks</b>   | 380        | 380        | 380        | 380        | 380        | 380        | 380        | 380        | 380        | 380        | 380         |
| %             | 62,6<br>3  | 74,2<br>1  | 75,7<br>9  | 75,2<br>6  | 74,4<br>7  | 78,1<br>6  | 79,2<br>1  | 78,6<br>8  | 73,9<br>5  | 72,3<br>7  | 74,47       |

Lampiran 4. Rekapitulasi Jawaban Responden tentang Kinerja Anggota (Z)

| No<br>Resp | Skor Pernyataan |   |   |   |   |   |   |   |   |    | Jumla<br>h |
|------------|-----------------|---|---|---|---|---|---|---|---|----|------------|
|            | 1               | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |            |
| 1          | 2               | 2 | 1 | 2 | 2 | 3 | 2 | 3 | 2 | 3  | 22         |
| 2          | 2               | 2 | 1 | 4 | 3 | 3 | 2 | 3 | 3 | 3  | 26         |
| 3          | 3               | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 4  | 23         |
| 4          | 2               | 2 | 2 | 3 | 3 | 2 | 2 | 3 | 2 | 3  | 24         |
| 5          | 3               | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 2  | 27         |
| 6          | 3               | 2 | 2 | 2 | 3 | 2 | 2 | 3 | 2 | 2  | 23         |
| 7          | 3               | 2 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3  | 27         |
| 8          | 3               | 3 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 3  | 24         |
| 9          | 3               | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 2  | 25         |
| 10         | 3               | 2 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 3  | 25         |
| 11         | 2               | 2 | 2 | 3 | 2 | 2 | 3 | 3 | 3 | 2  | 24         |
| 12         | 2               | 3 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 2  | 22         |
| 13         | 3               | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 3 | 3  | 27         |
| 14         | 3               | 2 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 2  | 25         |
| 15         | 3               | 2 | 2 | 3 | 3 | 3 | 2 | 2 | 2 | 3  | 25         |
| 16         | 2               | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 2  | 21         |
| 17         | 2               | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 2  | 26         |
| 18         | 2               | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 2  | 21         |
| 19         | 3               | 3 | 2 | 4 | 2 | 3 | 3 | 3 | 3 | 3  | 29         |
| 20         | 4               | 3 | 3 | 4 | 3 | 3 | 2 | 2 | 4 | 3  | 31         |
| 21         | 4               | 3 | 3 | 3 | 4 | 4 | 3 | 2 | 4 | 3  | 33         |
| 22         | 3               | 4 | 2 | 3 | 4 | 4 | 2 | 3 | 3 | 4  | 32         |
| 23         | 3               | 3 | 2 | 3 | 3 | 4 | 3 | 3 | 2 | 4  | 30         |
| 24         | 3               | 3 | 2 | 4 | 4 | 4 | 3 | 3 | 3 | 4  | 33         |
| 25         | 3               | 3 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 4  | 31         |
| 26         | 3               | 3 | 2 | 3 | 3 | 2 | 3 | 4 | 3 | 4  | 30         |
| 27         | 4               | 4 | 2 | 3 | 4 | 4 | 4 | 4 | 3 | 3  | 35         |
| 28         | 4               | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4  | 37         |
| 29         | 4               | 3 | 2 | 3 | 3 | 3 | 4 | 3 | 3 | 3  | 31         |
| 30         | 3               | 4 | 2 | 4 | 4 | 4 | 3 | 3 | 3 | 4  | 34         |
| 31         | 3               | 3 | 2 | 3 | 4 | 3 | 3 | 4 | 3 | 3  | 31         |
| 32         | 4               | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4  | 36         |
| 33         | 4               | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4  | 36         |
| 34         | 3               | 2 | 2 | 3 | 2 | 2 | 3 | 2 | 2 | 3  | 24         |
| 35         | 4               | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4  | 37         |
| 36         | 2               | 3 | 2 | 3 | 4 | 4 | 3 | 3 | 3 | 3  | 30         |
| 37         | 3               | 2 | 2 | 3 | 3 | 4 | 3 | 2 | 3 | 3  | 28         |
| 38         | 2               | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 2  | 21         |
| 39         | 3               | 3 | 2 | 4 | 4 | 4 | 3 | 3 | 3 | 3  | 32         |
| 40         | 4               | 4 | 2 | 4 | 4 | 3 | 4 | 3 | 3 | 4  | 35         |
| 41         | 2               | 2 | 2 | 3 | 2 | 2 | 3 | 2 | 2 | 3  | 23         |
| 42         | 2               | 3 | 2 | 3 | 2 | 3 | 2 | 2 | 2 | 3  | 24         |



|               |            |            |            |            |            |            |            |            |            |            |             |
|---------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| 43            | 2          | 2          | 1          | 2          | 2          | 3          | 2          | 2          | 3          | 3          | 22          |
| 44            | 2          | 2          | 2          | 3          | 2          | 3          | 2          | 2          | 2          | 3          | 23          |
| 45            | 2          | 2          | 2          | 2          | 3          | 2          | 3          | 3          | 2          | 3          | 24          |
| 46            | 3          | 2          | 2          | 2          | 2          | 2          | 2          | 2          | 2          | 3          | 22          |
| 47            | 4          | 1          | 3          | 2          | 2          | 3          | 3          | 4          | 4          | 3          | 29          |
| 48            | 4          | 3          | 4          | 3          | 4          | 4          | 3          | 4          | 4          | 4          | 37          |
| 49            | 3          | 2          | 3          | 3          | 3          | 3          | 4          | 3          | 3          | 3          | 30          |
| 50            | 4          | 3          | 3          | 3          | 3          | 4          | 3          | 1          | 4          | 2          | 30          |
| 51            | 3          | 3          | 4          | 4          | 4          | 4          | 4          | 3          | 4          | 4          | 37          |
| 52            | 4          | 2          | 3          | 3          | 2          | 4          | 2          | 3          | 5          | 3          | 31          |
| 53            | 4          | 3          | 4          | 4          | 4          | 3          | 4          | 4          | 3          | 4          | 37          |
| 54            | 3          | 3          | 3          | 3          | 3          | 4          | 3          | 4          | 4          | 3          | 33          |
| 55            | 4          | 3          | 4          | 3          | 3          | 3          | 4          | 3          | 3          | 3          | 33          |
| 56            | 4          | 3          | 4          | 3          | 3          | 3          | 4          | 5          | 5          | 4          | 38          |
| 57            | 4          | 2          | 3          | 4          | 3          | 3          | 3          | 2          | 5          | 4          | 33          |
| 58            | 3          | 2          | 3          | 3          | 3          | 4          | 3          | 4          | 4          | 2          | 31          |
| 59            | 4          | 3          | 3          | 3          | 4          | 4          | 3          | 4          | 4          | 4          | 36          |
| 60            | 4          | 3          | 3          | 4          | 3          | 4          | 4          | 4          | 4          | 4          | 37          |
| 61            | 3          | 3          | 4          | 3          | 3          | 4          | 4          | 4          | 4          | 4          | 36          |
| 62            | 2          | 2          | 3          | 2          | 3          | 3          | 3          | 3          | 4          | 3          | 28          |
| 63            | 3          | 2          | 4          | 3          | 4          | 4          | 2          | 4          | 4          | 4          | 34          |
| 64            | 4          | 2          | 3          | 3          | 3          | 3          | 3          | 4          | 4          | 3          | 32          |
| 65            | 4          | 3          | 4          | 4          | 4          | 3          | 4          | 5          | 4          | 3          | 38          |
| 66            | 3          | 4          | 4          | 3          | 5          | 4          | 3          | 5          | 5          | 4          | 40          |
| 67            | 3          | 4          | 5          | 4          | 5          | 5          | 5          | 3          | 5          | 4          | 43          |
| 68            | 4          | 3          | 5          | 3          | 4          | 4          | 4          | 4          | 5          | 4          | 40          |
| 69            | 4          | 3          | 3          | 4          | 3          | 4          | 4          | 4          | 5          | 4          | 38          |
| 70            | 4          | 3          | 5          | 4          | 4          | 5          | 4          | 4          | 5          | 4          | 42          |
| 71            | 4          | 3          | 4          | 4          | 4          | 5          | 4          | 4          | 5          | 3          | 40          |
| 72            | 5          | 3          | 3          | 4          | 4          | 4          | 4          | 5          | 5          | 3          | 40          |
| 73            | 5          | 3          | 5          | 5          | 4          | 5          | 5          | 5          | 4          | 5          | 46          |
| 74            | 5          | 4          | 4          | 5          | 4          | 5          | 5          | 5          | 5          | 5          | 47          |
| 75            | 4          | 3          | 4          | 5          | 4          | 4          | 5          | 4          | 5          | 4          | 42          |
| 76            | 3          | 3          | 2          | 2          | 3          | 3          | 3          | 2          | 2          | 3          | 26          |
| <b>Jumlah</b> | <b>244</b> | <b>209</b> | <b>204</b> | <b>242</b> | <b>240</b> | <b>247</b> | <b>232</b> | <b>242</b> | <b>248</b> | <b>247</b> | <b>2355</b> |
| <b>Maks</b>   | 380        | 380        | 380        | 380        | 380        | 380        | 380        | 380        | 380        | 380        | 380         |
| %             | 64,21      | 55,00      | 53,68      | 63,68      | 63,16      | 65,00      | 61,05      | 63,68      | 65,26      | 65,00      | 61,97       |

Lampiran 5. Rekapitulasi Jawaban Responden tentang Kepuasan Pengguna Senjata Api (Y)

| No<br>Resp | Skor Pernyataan |   |   |   |   |   |   |   |   |    | Jumla<br>h |
|------------|-----------------|---|---|---|---|---|---|---|---|----|------------|
|            | 1               | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |            |
| 1          | 4               | 1 | 3 | 2 | 3 | 4 | 2 | 3 | 4 | 3  | 29         |
| 2          | 4               | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3  | 36         |
| 3          | 3               | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 4  | 32         |
| 4          | 3               | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 3  | 34         |
| 5          | 4               | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4  | 37         |
| 6          | 3               | 2 | 3 | 2 | 4 | 3 | 3 | 3 | 4 | 4  | 31         |
| 7          | 3               | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4  | 37         |
| 8          | 4               | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3  | 34         |
| 9          | 4               | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4  | 35         |
| 10         | 3               | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4  | 35         |
| 11         | 3               | 2 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3  | 33         |
| 12         | 4               | 2 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3  | 31         |
| 13         | 4               | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4  | 37         |
| 14         | 3               | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4  | 35         |
| 15         | 3               | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4  | 35         |
| 16         | 3               | 2 | 3 | 3 | 3 | 3 | 2 | 2 | 4 | 3  | 28         |
| 17         | 4               | 2 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 2  | 34         |
| 18         | 3               | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3  | 30         |
| 19         | 4               | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 4  | 39         |
| 20         | 4               | 4 | 4 | 5 | 4 | 4 | 3 | 3 | 5 | 5  | 41         |
| 21         | 4               | 4 | 4 | 5 | 5 | 5 | 4 | 3 | 4 | 5  | 43         |
| 22         | 5               | 3 | 4 | 4 | 5 | 5 | 3 | 4 | 5 | 4  | 42         |
| 23         | 4               | 3 | 4 | 3 | 4 | 5 | 4 | 4 | 5 | 4  | 40         |
| 24         | 4               | 3 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4  | 43         |
| 25         | 4               | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4  | 41         |
| 26         | 4               | 3 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 4  | 40         |
| 27         | 5               | 3 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5  | 45         |
| 28         | 5               | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5  | 47         |
| 29         | 4               | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5  | 41         |
| 30         | 5               | 3 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4  | 44         |
| 31         | 4               | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4  | 41         |
| 32         | 3               | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4  | 34         |
| 33         | 4               | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 47         |
| 34         | 4               | 2 | 5 | 3 | 4 | 5 | 3 | 3 | 4 | 4  | 37         |
| 35         | 3               | 3 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5  | 41         |
| 36         | 4               | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2  | 29         |
| 37         | 4               | 3 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5  | 42         |
| 38         | 4               | 3 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 3  | 41         |
| 39         | 2               | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3  | 31         |
| 40         | 3               | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3  | 30         |
| 41         | 3               | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3  | 32         |
| 42         | 3               | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4  | 31         |

|               |            |            |            |            |            |            |            |            |            |            |             |
|---------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| 43            | 4          | 3          | 3          | 4          | 3          | 4          | 3          | 4          | 4          | 4          | 36          |
| 44            | 3          | 3          | 3          | 3          | 3          | 3          | 4          | 3          | 3          | 4          | 32          |
| 45            | 3          | 3          | 4          | 4          | 3          | 4          | 4          | 4          | 4          | 3          | 36          |
| 46            | 5          | 4          | 5          | 4          | 4          | 5          | 4          | 5          | 5          | 5          | 46          |
| 47            | 4          | 3          | 5          | 4          | 4          | 5          | 4          | 5          | 4          | 4          | 42          |
| 48            | 5          | 3          | 4          | 4          | 4          | 4          | 4          | 4          | 5          | 4          | 41          |
| 49            | 5          | 4          | 5          | 4          | 4          | 4          | 5          | 5          | 5          | 5          | 46          |
| 50            | 5          | 4          | 4          | 5          | 4          | 5          | 5          | 5          | 5          | 5          | 47          |
| 51            | 3          | 3          | 3          | 4          | 3          | 3          | 3          | 3          | 5          | 4          | 34          |
| 52            | 4          | 4          | 4          | 5          | 5          | 5          | 5          | 5          | 5          | 4          | 46          |
| 53            | 4          | 2          | 5          | 4          | 4          | 5          | 3          | 3          | 3          | 4          | 37          |
| 54            | 3          | 3          | 5          | 4          | 4          | 4          | 4          | 4          | 5          | 4          | 40          |
| 55            | 4          | 2          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 4          | 31          |
| 56            | 4          | 3          | 5          | 4          | 4          | 5          | 4          | 4          | 4          | 4          | 41          |
| 57            | 4          | 3          | 4          | 5          | 4          | 5          | 5          | 4          | 4          | 4          | 42          |
| 58            | 2          | 3          | 3          | 4          | 3          | 3          | 3          | 4          | 3          | 3          | 31          |
| 59            | 3          | 2          | 4          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 30          |
| 60            | 3          | 3          | 3          | 3          | 4          | 3          | 3          | 3          | 4          | 3          | 32          |
| 61            | 3          | 2          | 3          | 3          | 3          | 3          | 3          | 3          | 4          | 3          | 30          |
| 62            | 4          | 3          | 3          | 4          | 3          | 4          | 3          | 4          | 4          | 3          | 35          |
| 63            | 3          | 3          | 3          | 3          | 3          | 3          | 4          | 3          | 3          | 3          | 31          |
| 64            | 3          | 3          | 4          | 4          | 3          | 4          | 4          | 4          | 4          | 3          | 36          |
| 65            | 4          | 3          | 4          | 4          | 3          | 4          | 3          | 4          | 4          | 3          | 36          |
| 66            | 4          | 3          | 4          | 4          | 3          | 4          | 4          | 3          | 4          | 3          | 36          |
| 67            | 4          | 2          | 4          | 3          | 3          | 4          | 4          | 3          | 4          | 4          | 35          |
| 68            | 3          | 1          | 3          | 4          | 4          | 3          | 3          | 4          | 3          | 3          | 31          |
| 69            | 4          | 1          | 4          | 2          | 3          | 2          | 3          | 4          | 3          | 3          | 29          |
| 70            | 4          | 3          | 4          | 3          | 4          | 4          | 3          | 4          | 4          | 4          | 37          |
| 71            | 3          | 2          | 3          | 3          | 3          | 3          | 4          | 3          | 3          | 3          | 30          |
| 72            | 4          | 3          | 3          | 3          | 3          | 4          | 3          | 1          | 4          | 2          | 30          |
| 73            | 3          | 3          | 4          | 4          | 4          | 4          | 4          | 3          | 4          | 4          | 37          |
| 74            | 4          | 2          | 3          | 3          | 4          | 2          | 4          | 3          | 3          | 3          | 31          |
| 75            | 4          | 3          | 4          | 4          | 4          | 3          | 4          | 3          | 4          | 4          | 37          |
| 76            | 4          | 4          | 5          | 4          | 5          | 4          | 5          | 5          | 5          | 5          | 46          |
| <b>Jumlah</b> | <b>281</b> | <b>213</b> | <b>289</b> | <b>277</b> | <b>284</b> | <b>289</b> | <b>276</b> | <b>281</b> | <b>308</b> | <b>284</b> | <b>2782</b> |
| <b>Maks</b>   | 380        | 380        | 380        | 380        | 380        | 380        | 380        | 380        | 380        | 380        | 380         |
| <b>%</b>      | 73,9<br>5  | 56,0<br>5  | 76,0<br>5  | 72,8<br>9  | 74,7<br>4  | 76,0<br>5  | 72,6<br>3  | 73,9<br>5  | 81,0<br>5  | 74,7<br>4  | 73,21       |

## Lampiran 5. Uji Validitas dan Reliabilitas Instrumen Penelitian

### Reliability X<sub>1</sub>

#### Case Processing Summary

|       |                       | N  | %     |
|-------|-----------------------|----|-------|
| Cases | Valid                 | 30 | 100.0 |
|       | Excluded <sup>a</sup> | 0  | .0    |
|       | Total                 | 30 | 100.0 |

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

#### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .888             | 10         |

#### Item-Total Statistics

|               | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| pernyataan_1  | 33.43                      | 33.357                         | .555                             | .883                             |
| pernyataan_2  | 33.63                      | 27.964                         | .800                             | .863                             |
| pernyataan_3  | 33.63                      | 27.964                         | .800                             | .863                             |
| pernyataan_4  | 33.33                      | 32.989                         | .547                             | .883                             |
| pernyataan_5  | 33.37                      | 32.102                         | .561                             | .882                             |
| pernyataan_6  | 33.37                      | 32.930                         | .590                             | .881                             |
| pernyataan_7  | 33.53                      | 27.637                         | .782                             | .865                             |
| pernyataan_8  | 33.73                      | 28.685                         | .699                             | .873                             |
| pernyataan_9  | 33.13                      | 34.602                         | .399                             | .891                             |
| pernyataan_10 | 33.33                      | 32.299                         | .514                             | .885                             |

## Reliability X2

### Case Processing Summary

|       |                       | N  | %     |
|-------|-----------------------|----|-------|
| Cases | Valid                 | 30 | 100.0 |
|       | Excluded <sup>a</sup> | 0  | .0    |
|       | Total                 | 30 | 100.0 |

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

### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .900             | 10         |

### Item-Total Statistics

|               | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| pernyataan_1  | 35.73                      | 27.237                         | .691                             | .888                             |
| pernyataan_2  | 35.23                      | 29.426                         | .732                             | .885                             |
| pernyataan_3  | 35.33                      | 29.609                         | .720                             | .886                             |
| pernyataan_4  | 35.20                      | 32.372                         | .364                             | .905                             |
| pernyataan_5  | 35.77                      | 26.254                         | .762                             | .882                             |
| pernyataan_6  | 35.37                      | 29.757                         | .626                             | .891                             |
| pernyataan_7  | 35.33                      | 31.264                         | .598                             | .894                             |
| pernyataan_8  | 35.23                      | 29.426                         | .732                             | .885                             |
| pernyataan_9  | 35.77                      | 26.254                         | .762                             | .882                             |
| pernyataan_10 | 35.33                      | 31.264                         | .598                             | .894                             |

## Reliability Z

### Case Processing Summary

|       |                       | N  | %     |
|-------|-----------------------|----|-------|
| Cases | Valid                 | 30 | 100.0 |
|       | Excluded <sup>a</sup> | 0  | .0    |
|       | Total                 | 30 | 100.0 |

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

### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .877             | 10         |

### Item-Total Statistics

|               | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| pernyataan_1  | 35.70                      | 24.493                         | .706                             | .860                             |
| pernyataan_2  | 35.60                      | 24.110                         | .631                             | .863                             |
| pernyataan_3  | 36.13                      | 21.430                         | .666                             | .863                             |
| pernyataan_4  | 35.70                      | 24.493                         | .706                             | .860                             |
| pernyataan_5  | 35.80                      | 23.407                         | .596                             | .866                             |
| pernyataan_6  | 35.67                      | 25.333                         | .482                             | .873                             |
| pernyataan_7  | 35.60                      | 24.110                         | .631                             | .863                             |
| pernyataan_8  | 36.13                      | 21.430                         | .666                             | .863                             |
| pernyataan_9  | 35.70                      | 24.493                         | .706                             | .860                             |
| pernyataan_10 | 35.57                      | 26.185                         | .387                             | .879                             |

## Reliability Y

### Case Processing Summary

|       |                       | N  | %     |
|-------|-----------------------|----|-------|
| Cases | Valid                 | 30 | 100.0 |
|       | Excluded <sup>a</sup> | 0  | .0    |
|       | Total                 | 30 | 100.0 |

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

### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .904             | 10         |

### Item-Total Statistics

|               | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| pernyataan_1  | 34.86                      | 28.787                         | .784                             | .885                             |
| pernyataan_2  | 34.70                      | 29.215                         | .715                             | .891                             |
| pernyataan_3  | 34.43                      | 33.197                         | .569                             | .899                             |
| pernyataan_4  | 34.46                      | 34.033                         | .606                             | .898                             |
| pernyataan_5  | 34.84                      | 28.473                         | .819                             | .883                             |
| pernyataan_6  | 34.49                      | 33.090                         | .551                             | .900                             |
| pernyataan_7  | 34.46                      | 34.033                         | .606                             | .898                             |
| pernyataan_8  | 34.35                      | 33.012                         | .579                             | .899                             |
| pernyataan_9  | 34.84                      | 28.473                         | .819                             | .883                             |
| pernyataan_10 | 34.46                      | 34.033                         | .606                             | .898                             |

## Lampiran 7. Hasil Uji Regresi Linier Berganda

### Descriptive Statistics

|                     | Mean  | Std. Deviation | N  |
|---------------------|-------|----------------|----|
| kepuasan_pengguna   | 36.61 | 5.339          | 76 |
| pelayanan_perizinan | 36.28 | 4.971          | 76 |
| pengawasan          | 37.24 | 4.942          | 76 |

### Correlations

|                     |                     | kepuasan_pengguna | pelayanan_perizinan | pengawasan |
|---------------------|---------------------|-------------------|---------------------|------------|
| Pearson Correlation | kepuasan_pengguna   | 1.000             | .519                | .540       |
|                     | pelayanan_perizinan | .519              | 1.000               | .208       |
|                     | pengawasan          | .540              | .208                | 1.000      |
| Sig. (1-tailed)     | kepuasan_pengguna   | .                 | .000                | .000       |
|                     | pelayanan_perizinan | .000              | .                   | .035       |
|                     | pengawasan          | .000              | .035                | .          |
| N                   | kepuasan_pengguna   | 76                | 76                  | 76         |
|                     | pelayanan_perizinan | 76                | 76                  | 76         |
|                     | pengawasan          | 76                | 76                  | 76         |

### Variables Entered/Removed

| Model | Variables Entered                            | Variables Removed | Method |
|-------|----------------------------------------------|-------------------|--------|
| 1     | pengawasan, pelayanan_perizinan <sup>a</sup> |                   | Enter  |

a. All requested variables entered.

### Model Summary<sup>b</sup>

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate | Durbin-Watson |
|-------|-------------------|----------|-------------------|----------------------------|---------------|
| 1     | .682 <sup>a</sup> | .465     | .450              | 3.960                      | 1.739         |

a. Predictors: (Constant), pengawasan, pelayanan\_perizinan

b. Dependent Variable: kepuasan\_pengguna



ANOVA<sup>b</sup>

| Model |            | Sum of Squares | df | Mean Square | F      | Sig.              |
|-------|------------|----------------|----|-------------|--------|-------------------|
| 1     | Regression | 993.330        | 2  | 496.665     | 31.670 | .000 <sup>a</sup> |
|       | Residual   | 1144.828       | 73 | 15.683      |        |                   |
|       | Total      | 2138.158       | 75 |             |        |                   |

a. Predictors: (Constant), pengawasan, pelayanan\_perizinan

b. Dependent Variable: kepuasan\_pengguna

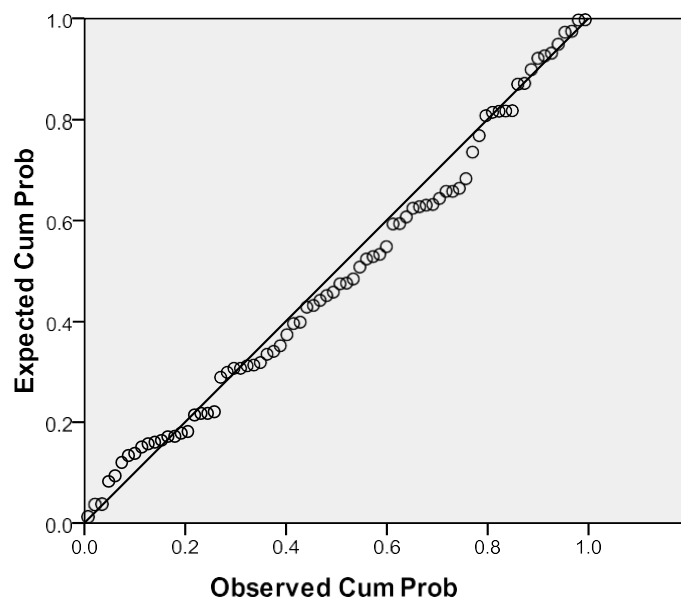
Coefficients<sup>a</sup>

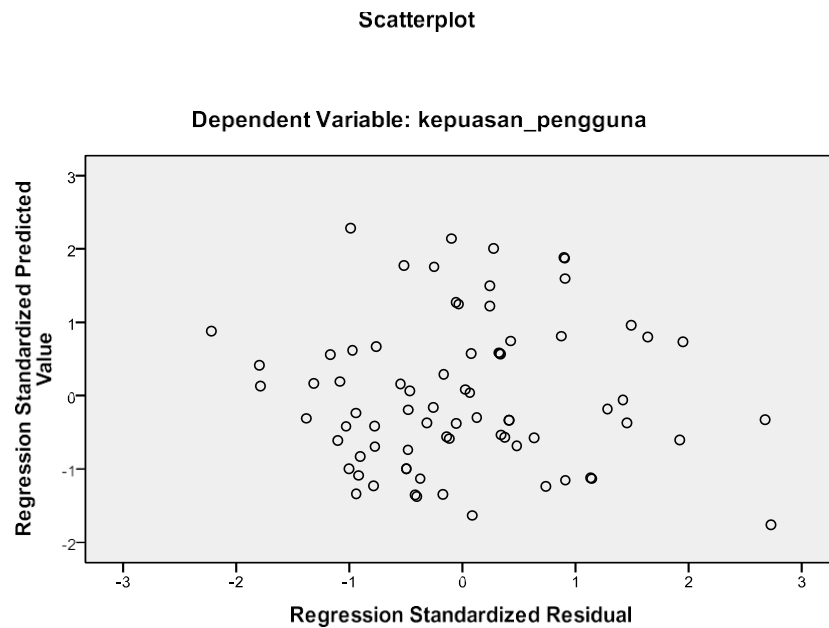
| Model               | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig. | Collinearity Statistics |       |
|---------------------|-----------------------------|------------|---------------------------|-------|------|-------------------------|-------|
|                     | B                           | Std. Error | Beta                      |       |      | Tolerance               | VIF   |
| 1 (Constant)        | 1.877                       | 4.387      |                           | .428  | .670 |                         |       |
| pelayanan_perizinan | .456                        | .094       | .425                      | 4.853 | .000 | .957                    | 1.045 |
| pengawasan          | .488                        | .095       | .452                      | 5.158 | .000 | .957                    | 1.045 |

a. Dependent Variable: kepuasan\_pengguna

Normal P-P Plot of Regression Standardized Residual

Dependent Variable: kepuasan\_pengguna





### Regression Moderate

#### Descriptive Statistics

|                                                     | Mean    | Std. Deviation | N  |
|-----------------------------------------------------|---------|----------------|----|
| kepuasan_pengguna                                   | 36.61   | 5.339          | 76 |
| pelayanan_perizinan                                 | 36.28   | 4.971          | 76 |
| pengawasan                                          | 37.24   | 4.942          | 76 |
| moderasi_pelayanan_perizinan_dengan_kinerja_anggota | 1124.25 | 283.931        | 76 |
| moderasi_pengawasan_dengan_kinerja_anggota          | 1150.37 | 268.212        | 76 |

#### Variables Entered/Removed

| Model | Variables Entered                                                                                                                             | Variables Removed | Method |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------|
| 1     | moderasi_pengawasan_dengan_kinerja_anggota, pelayanan_perizinan, pengawasan, moderasi_pelayanan_perizinan_dengan_kinerja_anggota <sup>a</sup> |                   | Enter  |

a. All requested variables entered.

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

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1     | .704 <sup>a</sup> | .496     | .468              | 3.895                      |

a. Predictors: (Constant), moderasi\_pengawasan\_dengan\_kinerja\_anggota, pelayanan\_perizinan, pengawasan, moderasi\_pelayanan\_perizinan\_dengan\_kinerja\_anggota

b. Dependent Variable: kepuasan\_pengguna

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

| Model        | Sum of Squares | df | Mean Square | F      | Sig.              |
|--------------|----------------|----|-------------|--------|-------------------|
| 1 Regression | 1060.789       | 4  | 265.197     | 17.477 | .000 <sup>a</sup> |
| Residual     | 1077.368       | 71 | 15.174      |        |                   |
| Total        | 2138.158       | 75 |             |        |                   |

a. Predictors: (Constant), moderasi\_pengawasan\_dengan\_kinerja\_anggota, pelayanan\_perizinan, pengawasan, moderasi\_pelayanan\_perizinan\_dengan\_kinerja\_anggota

b. Dependent Variable: kepuasan\_pengguna

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

| Model                                               | Unstandardized Coefficients |            | Standardized Coefficients | t      | Sig. |
|-----------------------------------------------------|-----------------------------|------------|---------------------------|--------|------|
|                                                     | B                           | Std. Error | Beta                      |        |      |
| 1 (Constant)                                        | 1.752                       | 4.322      |                           | .405   | .686 |
| pelayanan_perizinan                                 | 1.024                       | .355       | .953                      | 2.888  | .005 |
| pengawasan                                          | -.144                       | .355       | -.133                     | -.404  | .687 |
| moderasi_pelayanan_perizinan_dengan_kinerja_anggota | -.019                       | .011       | -.984                     | -1.672 | .099 |
| moderasi_pengawasan_dengan_kinerja_anggota          | .021                        | .011       | 1.042                     | 1.869  | .066 |

a. Dependent Variable: kepuasan\_pengguna

Lampiran 8. Tabel Uji R

| Taraf Siginifikan |       |       | Taraf Siginifikan |       |       | Taraf Siginifikan |       |       |
|-------------------|-------|-------|-------------------|-------|-------|-------------------|-------|-------|
| N                 | 5%    | 1%    | N                 | 5%    | 1%    | N                 | 5%    | 1%    |
| 3                 | 0,997 | 0,999 | 26                | 0,388 | 0,496 | 55                | 0,266 | 0,345 |
| 4                 | 0,950 | 0,990 | 27                | 0,381 | 0,487 | 60                | 0,254 | 0,330 |
| 5                 | 0,878 | 0,959 | 28                | 0,374 | 0,478 | 65                | 0,244 | 0,317 |
| 6                 | 0,811 | 0,917 | 29                | 0,367 | 0,470 | 70                | 0,235 | 0,306 |
| 7                 | 0,754 | 0,974 | 30                | 0,361 | 0,463 | 75                | 0,227 | 0,296 |
| 8                 | 0,707 | 0,824 | 31                | 0,355 | 0,456 | 80                | 0,220 | 0,286 |
| 9                 | 0,666 | 0,798 | 32                | 0,349 | 0,449 | 85                | 0,213 | 0,278 |
| 10                | 0,632 | 0,765 | 33                | 0,344 | 0,442 | 90                | 0,207 | 0,270 |
| 11                | 0,602 | 0,735 | 34                | 0,339 | 0,436 | 95                | 0,202 | 0,263 |
| 12                | 0,576 | 0,708 | 35                | 0,334 | 0,430 | 100               | 0,195 | 0,256 |
| 13                | 0,553 | 0,684 | 36                | 0,329 | 0,424 | 125               | 0,176 | 0,230 |
| 14                | 0,532 | 0,641 | 37                | 0,325 | 0,418 | 150               | 0,159 | 0,210 |
| 15                | 0,514 | 0,641 | 38                | 0,320 | 0,413 | 175               | 0,148 | 0,194 |
| 16                | 0,497 | 0,623 | 39                | 0,316 | 0,408 | 200               | 0,138 | 0,181 |
| 17                | 0,482 | 0,606 | 40                | 0,312 | 0,403 | 300               | 0,113 | 0,148 |
| 18                | 0,468 | 0,590 | 41                | 0,308 | 0,398 | 400               | 0,198 | 0,128 |
| 19                | 0,456 | 0,575 | 42                | 0,304 | 0,393 | 500               | 0,088 | 0,115 |
| 20                | 0,444 | 0,561 | 43                | 0,301 | 0,389 | 600               | 0,080 | 0,105 |
| 21                | 0,433 | 0,549 | 44                | 0,297 | 0,384 | 700               | 0,074 | 0,097 |
| 22                | 0,432 | 0,537 | 45                | 0,294 | 0,380 | 800               | 0,070 | 0,091 |
| 23                | 0,413 | 0,526 | 46                | 0,291 | 0,376 | 900               | 0,065 | 0,086 |
| 24                | 0,404 | 0,515 | 47                | 0,288 | 0,372 | 1000              | 0,062 | 0,081 |
| 25                | 0,396 | 0,505 | 48                | 0,284 | 0,368 |                   |       |       |
|                   |       |       | 49                | 0,281 | 0,364 |                   |       |       |
|                   |       |       | 50                | 0,279 | 0,361 |                   |       |       |
|                   |       |       |                   |       |       |                   |       |       |
|                   |       |       |                   |       |       |                   |       |       |

Lampiran 9. Tabel Uji t

| Sampel | Nilai t<br>tabel | Sampel | Nilai t<br>tabel | Sampel | Nilai t<br>tabel | Sampel | Nilai t<br>tabel |
|--------|------------------|--------|------------------|--------|------------------|--------|------------------|
| 1      | 12.706           | 31     | 2.040            | 61     | 2.000            | 91     | 1.986            |
| 2      | 4.303            | 32     | 2.037            | 62     | 1.999            | 92     | 1.986            |
| 3      | 3.182            | 33     | 2.035            | 63     | 1.998            | 93     | 1.986            |
| 4      | 2.776            | 34     | 2.032            | 64     | 1.998            | 94     | 1.986            |
| 5      | 2.571            | 35     | 2.030            | 65     | 1.997            | 95     | 1.985            |
| 6      | 2.447            | 36     | 2.028            | 66     | 1.997            | 96     | 1.985            |
| 7      | 2.365            | 37     | 2.026            | 67     | 1.996            | 97     | 1.985            |
| 8      | 2.306            | 38     | 2.024            | 68     | 1.995            | 98     | 1.984            |
| 9      | 2.262            | 39     | 2.023            | 69     | 1.995            | 99     | 1.984            |
| 10     | 2.228            | 40     | 2.021            | 70     | 1.994            | 100    | 1.984            |
| 11     | 2.201            | 41     | 2.020            | 71     | 1.994            | 101    | 1.984            |
| 12     | 2.179            | 42     | 2.018            | 72     | 1.993            | 102    | 1.983            |
| 13     | 2.160            | 43     | 2.017            | 73     | 1.993            | 103    | 1.983            |
| 14     | 2.145            | 44     | 2.015            | 74     | 1.993            | 104    | 1.983            |
| 15     | 2.131            | 45     | 2.014            | 75     | 1.992            | 105    | 1.983            |
| 16     | 2.120            | 46     | 2.013            | 76     | 1.992            | 106    | 1.983            |
| 17     | 2.110            | 47     | 2.012            | 77     | 1.991            | 107    | 1.982            |
| 18     | 2.101            | 48     | 2.011            | 78     | 1.991            | 108    | 1.982            |
| 19     | 2.093            | 49     | 2.010            | 79     | 1.990            | 109    | 1.982            |
| 20     | 2.086            | 50     | 2.009            | 80     | 1.990            | 110    | 1.982            |
| 21     | 2.080            | 51     | 2.008            | 81     | 1.990            | 111    | 1.982            |
| 22     | 2.074            | 52     | 2.007            | 82     | 1.989            | 112    | 1.981            |
| 23     | 2.069            | 53     | 2.006            | 83     | 1.989            | 113    | 1.981            |
| 24     | 2.064            | 54     | 2.005            | 84     | 1.989            | 114    | 1.981            |
| 25     | 2.060            | 55     | 2.004            | 85     | 1.988            | 115    | 1.981            |
| 26     | 2.056            | 56     | 2.003            | 86     | 1.988            | 116    | 1.981            |
| 27     | 2.052            | 57     | 2.002            | 87     | 1.988            | 117    | 1.980            |
| 28     | 2.048            | 58     | 2.002            | 88     | 1.987            | 118    | 1.980            |
| 29     | 2.045            | 59     | 2.001            | 89     | 1.987            | 119    | 1.980            |
| 30     | 2.042            | 60     | 2.000            | 90     | 1.987            | 120    | 1.980            |