

## LAMPIRAN 1

## KUESIONER UNTUK WP

**PENGUKURAN KINERJA KPP PRATAMA JAKARTA TEBET  
BERDASARKAN KONSEP *BALANCED SCORECARD***

Kepada :

Wajib Pajak KPP Pratama Jakarta Tebet

Hal : Permonohonan Pengisian Angket

Lampiran : 1 Berkas

Dengan Hormat,

Berikut kami sampaikan kuisisioner kepada bapak/ibu/saudara/I yang disusun sebagai sarana pengumpulan data tesis mahasiswa Universitas Indonesia jurusan MPKP (Magister Perencanaan dan Kebijakan Publik) dengan beberapa penjelasan sebagai berikut:

**Tujuan Kuisisioner**

Mengetahui bagaimana perspesi Wajib Pajak terhadap pelayanan yang diberikan oleh KPP Pratama Jakarta Tebet yang telah menerapkan Sistem Administrasi Modern (atau yang biasa disebut modernisasi) sejak Juni 2007.

**Petunjuk Pengisian**

1. Memilih satu jawaban dari kuisisioner dengan memberikan tanda silang (X) pada jawaban yang menurut bapak/ibu/saudara/I paling sesuai dengan keadaan.
2. Menilai pernyataan dengan skala jawaban yang ada. (skala sangat baik s.d. sangat tidak baik atau skala sangat setuju s.d. sangat tidak setuju)
3. Menuliskan jawaban pada pertanyaan terbuka sesuai dengan persepsi, pengalaman, atau harapan anda.

**Keterangan**

Segala data tentang WP yang menilai kuisisioner ini akan **dijaga kerahasiaannya** dan tidak akan diungkapkan dalam tesis, sehingga anda bisa memberikan penilaian dengan objektif.

Demikian pengantar kuisisioner ini, atas bantuan dan kerjasama yang diberikan saya ucapkan terima kasih.

**I. DATA PENGISI KUISISIONER**

|                            |  |
|----------------------------|--|
| Umur                       |  |
| Jenis Kelamin              | Laki/ Perempuan *)   |
| Pekerjaan/Jabatan          |  |
| Pendidikan Terakhir        |  |
| Status                     | WP Badan/ WP OP *)   |
| Jenis Usaha                |  |
| Status Penyampaian SPT **) | <ol style="list-style-type: none"> <li>1. Tidak pernah terlambat (selalu tepat waktu)</li> <li>2. Pernah Terlambat</li> <li>3. Selalu terlambat</li> </ol> |

\*) Coret yang tidak perlu

\*\*\*) Lingkari nomor yang sesuai

## II. DAFTAR PERTANYAAN TERTUTUP

Berilah Tanda silang (X) pada pernyataan berikut, dengan keterangan :

SS = Sangat Setuju

S = Setuju

C = Cukup

TS = Tidak Setuju

STS= Sangat Tidak Setuju

| PERSPEKTIF KEPUASAN PELANGGAN |  |    |   |   |    |     |
|-------------------------------|--|----|---|---|----|-----|
|                               |  | SS | S | C | TS | STS |
| <b>a.</b>                     | <b>Bukti Fisik (<i>Tangibles</i>)</b>  |    |   |   |    |     |
| 1.                            | Formulir pajak yang dibutuhkan tersedia dengan baik dan lengkap  |    |   |   |    |     |
| 2.                            | Tempat Pelayanan Pajak yang bersih dan rapi  |    |   |   |    |     |
| 3.                            | Tempat untuk menunggu antrian yang nyaman  |    |   |   |    |     |
| 4.                            | Lahan parkir kendaraan di KPP tersedia dengan baik dan aman  |    |   |   |    |     |
| <b>b.</b>                     | <b>Kepercayaan (<i>Reliability</i>)</b>  |    |   |   |    |     |
| 1.                            | Petugas pajak memberikan pelayanan sesuai dengan kebutuhan   |    |   |   |    |     |
| 2.                            | Petugas pajak membantu pengisian formulir dengan baik  |    |   |   |    |     |
| 3.                            | AR ( <i>Account Representative</i> ) banyak membantu Wajib Pajak dalam memenuhi kewajiban perpajakannya.   |    |   |   |    |     |
| <b>c.</b>                     | <b>Cepat Tanggap (<i>Responsiveness</i>)</b>   |    |   |   |    |     |
| 1.                            | Petugas pajak segera memberikan tanggapan ketika diminta bantuan   |    |   |   |    |     |
| 2.                            | Petugas pajak secara aktif memberikan informasi mengenai perpajakan kepada Wajib Pajak                     |    |   |   |    |     |
| 3.                            | Proses penyampaian formulir pajak cepat/tidak berbelit-belit   |    |   |   |    |     |
| 4.                            | Petugas pajak tanggap dalam memahami kesulitan Wajib Pajak   |    |   |   |    |     |
| <b>d.</b>                     | <b>Kepastian (<i>Assurance</i>)</b>  |    |   |   |    |     |
| 1.                            | Petugas pajak bersikap jujur dan profesional dalam bekerja.  |    |   |   |    |     |
| 2.                            | Petugas pajak menjaga keamanan data-data pajak yang disampaikan Wajib Pajak                                |    |   |   |    |     |
| 3.                            | Petugas pajak menguasai pengetahuan dan ketrampilan di bidang perpajakan dengan baik.                      |    |   |   |    |     |
| 4.                            | Wajib Pajak merasa aman dan nyaman dalam berkonsultasi hal-hal yang bersifat rahasia kepada Petugas pajak. |    |   |   |    |     |
| <b>e.</b>                     | <b>Empati (<i>Empathy</i>)</b>   |    |   |   |    |     |
| 1.                            | Petugas pajak peduli dengan masalah dan kesulitan yang dihadapi Wajib Pajak.                               |    |   |   |    |     |
| 2.                            | Petugas pajak memberikan perhatian khusus pada permasalahan yang berkaitan dengan pajak.                   |    |   |   |    |     |
| 3.                            | AR ( <i>Account Representative</i> ) melakukan konsultasi dengan baik                                      |    |   |   |    |     |
| 4.                            | Petugas pajak mudah dihubungi apabila ada kesulitan  |    |   |   |    |     |

### III. DAFTAR PERTANYAAN TERBUKA

1. Menurut anda pelayanan apakah yang masih kurang dilakukan oleh KPP Pratama Jakarta Tebet?  
a. ....  
b. ....
  
2. Menurut anda, apa saja yang masih harus ditingkatkan oleh KPP Pratama Jakarta Tebet?  
a. ....  
b. ....
  
3. Menurut Anda, sarana dan prasarana apa yang masih kurang diberikan KPP Pratama Jakarta Tebet  
a. ....  
b. ....
  
4. Menurut anda, Sistem Administrasi Modern (SAM) atau yang biasa disebut modernisasi pajak memberikan dampak positif bagi pelayanan dan profesionalisme Petugas Pajak?  

---

---
  
5. Apakah saran anda kepada Direktorat Jenderal Pajak pada umumnya, dan KPP Pratama Jakarta Tebet pada khususnya?  

---

---

#### **TERIMA KASIH ATAS BANTUAN YANG TELAH DIBERIKAN**

Penilaian dan saran anda sangat penting bagi DJP untuk dapat meningkatkan pelayanan dan profesionalisme dalam bekerja.

**LAMPIRAN 2****KUISIONER UNTUK PEGAWAI PAJAK****PENGUKURAN KINERJA KPP PRATAMA JAKARTA TEBET  
BERDASARKAN KONSEP *BALANCED SCORECARD***

Kepada :

Pegawai Pajak KPP Pratama Jakarta Tebet

Hal : Permonohonan Pengisian Angket

Lampiran : 1 Berkas

Dengan Hormat,

Berikut kami sampaikan kuisisioner kepada bapak/ibu/saudara/I yang disusun sebagai sarana pengumpulan data tesis mahasiswa Universitas Indonesia jurusan MPKP (Magister Perencanaan dan Kebijakan Publik) dengan beberapa penjelasan sebagai berikut:

**Tujuan Kuisisioner**

Mengetahui bagaimana persepsi Pegawai KPP Pratama Jakarta Tebet atas proses pembelajaran dan pertumbuhan yang terjadi pada KPP Pratama Jakarta Tebet.

**Petunjuk Pengisian**

1. Memilih satu jawaban dari kuisisioner dengan memberikan tanda silang (X) pada jawaban yang menurut bapak/ibu/saudara/I paling sesuai dengan keadaan.
2. Menilai pernyataan dengan skala jawaban yang ada. (skala sangat baik s.d. sangat tidak baik atau sangat setuju s.d. sangat tidak setuju)
3. Menuliskan jawaban pada pertanyaan terbuka sesuai dengan persepsi, pengalaman, atau harapan anda.

**Keterangan**

Segala data tentang WP yang menilai kuisisioner ini akan **dijaga kerahasiaannya** dan tidak akan diungkapkan dalam tesis, sehingga anda bisa memberikan penilaian dengan sangat objektif.

Demikian pengantar kuisisioner ini, atas bantuan dan kerjasama yang diberikan saya ucapkan terima kasih.

**I. DATA PENGISI KUISISIONER**

|   |                    |
|---|--------------------|
| Umur  |                    |
| Jenis Kelamin                                     | Laki/ Perempuan *) |
| Pangkat/Golongan                                  |                    |
| Pendidikan Terakhir                               |                    |
| Jabatan   |                    |
| Seksi/Bagian                                      |                    |
| Lama Bekerja pada<br>KPP Pratama Jakarta<br>Tebet |                    |

\*) Coret yang tidak perlu

## II. DAFTAR PERTANYAAN TERTUTUP (BAGI PEGAWAI PAJAK)

Berilah Tanda silang (X) pada pernyataan berikut, dengan keterangan :

|                           |                         |
|---------------------------|-------------------------|
| SS = Sangat Setuju        | SB = Sangat Baik        |
| S = Setuju                | B = Baik                |
| C = Cukup                 | CB = Cukup Baik         |
| TS = Tidak Setuju         | TB = Tidak Baik         |
| STS = Sangat Tidak Setuju | STB = Sangat Tidak Baik |

### Bagian 1

| PERSPEKTIF BISNIS INTERNAL |  |           |          |          |           |            |
|----------------------------|--|-----------|----------|----------|-----------|------------|
| <b>a.</b>                  | <b>Sarana dan Prasarana</b>  | <b>SS</b> | <b>S</b> | <b>C</b> | <b>TS</b> | <b>STS</b> |
| 1.                         | Peralatan dan alat tulis kantor yang dibutuhkan tersedia dan dalam kondisi baik.                           |           |          |          |           |            |
| 2.                         | Pengecekan dan perbaikan inventaris kantor dilakukan   |           |          |          |           |            |
| 3.                         | Data dan informasi yang dibutuhkan dalam pekerjaan dapat diperoleh dengan mudah dan lengkap.               |           |          |          |           |            |
| 4.                         | Komputerisasi telah berjalan dengan baik dalam menunjang efektifitas dan efisiensi bekerja.                |           |          |          |           |            |
| <b>b.</b>                  | <b>Proses</b>  | <b>SS</b> | <b>S</b> | <b>C</b> | <b>TS</b> | <b>STS</b> |
| 1.                         | Target dan waktu penyelesaian pekerjaan sesuai dengan kemampuan pegawai.                                   |           |          |          |           |            |
| 2.                         | Pegawai mampu mengatasi hambatan dalam pekerjaan   |           |          |          |           |            |
| 3.                         | Terdapat instruksi yang jelas dalam melakukan pekerjaan.   |           |          |          |           |            |
| 4.                         | Pegawai mampu memenuhi target pekerjaan dengan baik.   |           |          |          |           |            |
| <b>c.</b>                  | <b>Kepuasan Bekerja</b>  | <b>SS</b> | <b>S</b> | <b>C</b> | <b>TS</b> | <b>STS</b> |
| 1.                         | Pegawai merasa puas bekerja dan ditempatkan di KPP Pratama Jakarta Tebet.                                  |           |          |          |           |            |
| 2.                         | Terdapat penghargaan bagi pekerjaan yang baik, dan teguran bagi pekerjaan yang tidak sesuai dengan target. |           |          |          |           |            |
| 3.                         | Atasan memberikan apresiasi terhadap profesionalisme dalam bekerja.  |           |          |          |           |            |
| 4.                         | Kesungguhan dalam bekerja sangat berpengaruh pada peningkatan karir pegawai.                               |           |          |          |           |            |
|                            |  |           |          |          |           |            |

(bersambung Bagian 2...)

## Bagian 2

| PEMBELAJARAN DAN PERTUMBUHAN |  |           |          |           |           |            |
|------------------------------|--|-----------|----------|-----------|-----------|------------|
| <b>a.</b>                    | <b>Motivasi (<i>Rewards and Punishment</i>)</b>  | <b>SS</b> | <b>S</b> | <b>CS</b> | <b>TS</b> | <b>STS</b> |
| 1.                           | Kenaikan tunjangan sesuai renumerasi baru meningkatkan semangat kerja pegawai.                                 |           |          |           |           |            |
| 2.                           | Promosi jabatan berjalan baik sesuai ketentuan, sehingga menimbulkan motivasi untuk bekerja lebih profesional. |           |          |           |           |            |
| 3.                           | Penegakan kode etik telah dilaksanakan dengan baik.  |           |          |           |           |            |
| 4.                           | Sistem absensi berjalan baik dalam meningkatkan disiplin   |           |          |           |           |            |
| 5.                           | Pimpinan memberikan motivasi dalam bekerja.  |           |          |           |           |            |
| 6.                           | Dilakukan penyegaran ( <i>refreshing</i> ) secara bersama-sama, untuk mengurangi kejenuhan dalam bekerja.      |           |          |           |           |            |
| <b>b.</b>                    | <b>Kesempatan Pengembangan Diri</b>  | <b>SS</b> | <b>S</b> | <b>CS</b> | <b>TS</b> | <b>STS</b> |
| 1.                           | Terbuka kesempatan bagi setiap pegawai untuk belajar dan melanjutkan pendidikan.                               |           |          |           |           |            |
| 2.                           | Pimpinan memberikan dorongan kepada pegawai untuk terus belajar dan mengembangkan potensi.                     |           |          |           |           |            |
| 3.                           | Terdapat diklat-diklat pegawai dalam rangka meningkatkan pengetahuan dan keterampilan.                         |           |          |           |           |            |
| <b>c.</b>                    | <b>Inovasi</b>   | <b>SS</b> | <b>S</b> | <b>CS</b> | <b>TS</b> | <b>STS</b> |
| 1.                           | Pegawai termotivasi untuk selalu memikirkan hal-hal baru dalam bekerja.  |           |          |           |           |            |
| 2.                           | Pimpinan memberikan apresiasi terhadap pemikiran-pemikiran baru yang positif.                                  |           |          |           |           |            |
| <b>d.</b>                    | <b>Suasana dalam Bekerja</b>   | <b>S</b>  | <b>B</b> | <b>CB</b> | <b>T</b>  | <b>STB</b> |
| 1.                           | Keterbukaan dalam menyampaikan pendapat baik kepada rekan sekerja maupun pimpinan.                             |           |          |           |           |            |
| 2.                           | Hubungan keakraban antara pimpinan dengan bawahan.   |           |          |           |           |            |
| 3.                           | Kerjasama Tim dalam menyelesaikan pekerjaan yang   |           |          |           |           |            |

(bersambung IV...)

### III. DAFTAR PERTANYAAN TERBUKA

1. Menurut anda, apa kekurangan sarana dan prasarana penunjang dalam bekerja di KPP Pratama Jakarta Tebet?

a.

b.

2. Menurut anda, apakah pemberlakuan SAM telah sesuai dan berjalan dengan efektif dalam rangka meningkatkan motivasi kerja dan kualitas pelayanan?

a. Ya

b. Tidak

Mengapa demikian?

---

---

---

3. Apakah kendala terbesar dalam pelaksanaan pekerjaan?

a. ....

b. ....

4. Apakah kritik dan saran anda terhadap kinerja DJP pada umumnya dan KPP Pratama Jakarta Tebet pada khususnya?

---

---

---

**LAMPIRAN 3**  
**HASIL KUESIONER RESPONDEN WP**  
**PERSPEKTIF KEPUASAN PELANGGAN**

|              | Bukti Fisik |   |   |   | Kepercayaan |   |   | Cepat Tanggap |   |    |    | Kepastian |    |    |    | Empati |    |    |    | JUMLAH | RATA RATA |
|--------------|-------------|---|---|---|-------------|---|---|---------------|---|----|----|-----------|----|----|----|--------|----|----|----|--------|-----------|
|              | 1           | 2 | 3 | 4 | 5           | 6 | 7 | 8             | 9 | 10 | 11 | 12        | 13 | 14 | 15 | 16     | 17 | 18 | 19 |        |           |
| Responden 1  | 3           | 4 | 4 | 2 | 3           | 3 | 3 | 2             | 2 | 3  | 3  | 3         | 3  | 3  | 3  | 3      | 3  | 4  | 3  | 57     | 3.00      |
| Responden 2  | 4           | 4 | 5 | 5 | 4           | 3 | 3 | 2             | 2 | 2  | 4  | 3         | 5  | 4  | 5  | 2      | 2  | 3  | 2  | 64     | 3.37      |
| Responden 3  | 4           | 3 | 4 | 4 | 3           | 2 | 2 | 2             | 2 | 3  | 2  | 3         | 3  | 4  | 3  | 3      | 3  | 2  | 2  | 54     | 2.84      |
| Responden 4  | 4           | 4 | 4 | 3 | 3           | 3 | 3 | 3             | 3 | 3  | 3  | 3         | 3  | 3  | 3  | 3      | 3  | 3  | 3  | 60     | 3.16      |
| Responden 5  | 3           | 3 | 4 | 4 | 4           | 4 | 3 | 3             | 3 | 3  | 3  | 4         | 4  | 3  | 4  | 3      | 3  | 4  | 3  | 65     | 3.42      |
| Responden 6  | 5           | 4 | 5 | 4 | 4           | 4 | 4 | 3             | 3 | 4  | 3  | 2         | 4  | 4  | 3  | 3      | 3  | 3  | 2  | 67     | 3.53      |
| Responden 7  | 4           | 4 | 4 | 4 | 4           | 4 | 4 | 4             | 4 | 5  | 4  | 4         | 3  | 4  | 3  | 4      | 4  | 4  | 4  | 75     | 3.95      |
| Responden 8  | 2           | 3 | 3 | 3 | 3           | 2 | 2 | 2             | 2 | 2  | 2  | 3         | 3  | 3  | 3  | 2      | 2  | 3  | 2  | 47     | 2.47      |
| Responden 9  | 5           | 5 | 5 | 3 | 4           | 3 | 5 | 4             | 5 | 5  | 3  | 3         | 5  | 2  | 2  | 4      | 4  | 5  | 2  | 74     | 3.89      |
| Responden 10 | 3           | 4 | 4 | 4 | 3           | 3 | 2 | 3             | 3 | 4  | 3  | 3         | 3  | 3  | 3  | 3      | 3  | 2  | 3  | 59     | 3.11      |
| Responden 11 | 3           | 4 | 4 | 3 | 3           | 3 | 3 | 3             | 3 | 3  | 4  | 3         | 3  | 4  | 4  | 3      | 4  | 3  | 3  | 63     | 3.32      |
| Responden 12 | 4           | 3 | 4 | 1 | 4           | 4 | 2 | 4             | 4 | 3  | 3  | 4         | 3  | 3  | 3  | 3      | 3  | 2  | 3  | 60     | 3.16      |
| Responden 13 | 5           | 5 | 5 | 5 | 5           | 3 | 5 | 5             | 5 | 5  | 5  | 5         | 5  | 5  | 5  | 5      | 5  | 5  | 5  | 93     | 4.89      |
| Responden 14 | 3           | 4 | 5 | 3 | 4           | 3 | 5 | 3             | 3 | 3  | 3  | 4         | 4  | 4  | 3  | 4      | 4  | 5  | 3  | 70     | 3.68      |
| Responden 15 | 4           | 4 | 4 | 4 | 3           | 3 | 3 | 4             | 3 | 4  | 3  | 3         | 3  | 3  | 3  | 3      | 4  | 4  | 3  | 65     | 3.42      |
| Responden 16 | 4           | 4 | 4 | 2 | 4           | 4 | 4 | 4             | 4 | 4  | 4  | 4         | 4  | 3  | 4  | 4      | 4  | 4  | 3  | 72     | 3.79      |
| Responden 17 | 5           | 5 | 5 | 3 | 5           | 5 | 5 | 4             | 5 | 5  | 5  | 5         | 5  | 5  | 5  | 5      | 5  | 5  | 5  | 92     | 4.84      |
| Responden 18 | 4           | 5 | 4 | 3 | 3           | 3 | 4 | 4             | 4 | 4  | 4  | 4         | 4  | 4  | 3  | 3      | 4  | 3  | 3  | 70     | 3.68      |
| Responden 19 | 5           | 5 | 5 | 5 | 5           | 4 | 5 | 3             | 2 | 4  | 3  | 4         | 5  | 4  | 3  | 3      | 3  | 5  | 2  | 75     | 3.95      |
| Responden 20 | 4           | 4 | 4 | 4 | 3           | 3 | 4 | 4             | 3 | 4  | 3  | 2         | 4  | 2  | 4  | 3      | 2  | 3  | 2  | 62     | 3.26      |
| Responden 21 | 4           | 4 | 4 | 4 | 4           | 4 | 4 | 4             | 4 | 4  | 3  | 4         | 5  | 4  | 5  | 4      | 5  | 4  | 3  | 77     | 4.05      |
| Responden 22 | 5           | 5 | 3 | 3 | 4           | 3 | 4 | 5             | 5 | 5  | 5  | 5         | 5  | 4  | 5  | 5      | 5  | 5  | 5  | 86     | 4.53      |



|              |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |      |
|--------------|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|------|
| Responden 23 | 5 | 4 | 4 | 4 | 4 | 2 | 3 | 4 | 2 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 2 | 2 | 66 | 3.47 |
| Responden 24 | 5 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 73 | 3.84 |
| Responden 25 | 5 | 5 | 5 | 3 | 4 | 4 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 76 | 4.00 |
| Responden 26 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 76 | 4.00 |
| Responden 27 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 54 | 2.84 |
| Responden 28 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 65 | 3.42 |
| Responden 29 | 5 | 5 | 5 | 2 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 80 | 4.21 |
| Responden 30 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 77 | 4.05 |
| Responden 31 | 4 | 2 | 2 | 2 | 3 | 3 | 2 | 3 | 2 | 3 | 4 | 3 | 3 | 4 | 3 | 2 | 2 | 3 | 2 | 52 | 2.74 |
| Responden 32 | 5 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 74 | 3.89 |
| Responden 33 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 88 | 4.63 |
| Responden 34 | 3 | 5 | 5 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 77 | 4.05 |
| Responden 35 | 4 | 5 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 3 | 77 | 4.05 |
| Responden 36 | 4 | 4 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 63 | 3.32 |
| Responden 37 | 5 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 77 | 4.05 |
| Responden 38 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 3 | 4 | 5 | 4 | 5 | 3 | 5 | 4 | 3 | 3 | 3 | 81 | 4.26 |
| Responden 39 | 3 | 3 | 5 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 62 | 3.26 |
| Responden 40 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 58 | 3.05 |
| Responden 41 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 3 | 80 | 4.21 |
| Responden 42 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 91 | 4.79 |
| Responden 43 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 57 | 3.00 |
| Responden 44 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 82 | 4.32 |
| Responden 45 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 85 | 4.47 |
| Responden 46 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 56 | 2.95 |
| Responden 47 | 4 | 5 | 5 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 71 | 3.74 |
| Responden 48 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 72 | 3.79 |
| Responden 49 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 5 | 4 | 4 | 5 | 3 | 3 | 3 | 4 | 3 | 5 | 69 | 3.63 |
| Responden 50 | 5 | 5 | 5 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 92 | 4.84 |

|              |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |      |
|--------------|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|------|
| Responden 51 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 87 | 4.58 |
| Responden 52 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 67 | 3.53 |
| Responden 53 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 73 | 3.84 |
| Responden 54 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 3 | 3 | 83 | 4.37 |
| Responden 55 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 88 | 4.63 |
| Responden 56 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 71 | 3.74 |
| Responden 57 | 3 | 5 | 5 | 3 | 2 | 3 | 2 | 3 | 2 | 4 | 2 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 53 | 2.79 |
| Responden 58 | 3 | 4 | 3 | 3 | 3 | 2 | 4 | 4 | 2 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 57 | 3.00 |
| Responden 59 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 68 | 3.58 |
| Responden 60 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 79 | 4.16 |
| Responden 61 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 71 | 3.74 |
| Responden 62 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 78 | 4.11 |
| Responden 63 | 4 | 3 | 4 | 3 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 5 | 4 | 5 | 5 | 79 | 4.16 |
| Responden 64 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 78 | 4.11 |
| Responden 65 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 64 | 3.37 |
| Responden 66 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 61 | 3.21 |
| Responden 67 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 51 | 2.68 |
| Responden 68 | 4 | 4 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 52 | 2.74 |
| Responden 69 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 3 | 75 | 3.95 |
| Responden 70 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 90 | 4.74 |
| Responden 71 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 60 | 3.16 |
| Responden 72 | 4 | 3 | 3 | 1 | 2 | 2 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 43 | 2.26 |
| Responden 73 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 88 | 4.63 |
| Responden 74 | 4 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 62 | 3.26 |
| Responden 75 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 74 | 3.89 |
| Responden 76 | 5 | 5 | 4 | 3 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 88 | 4.63 |
| Responden 77 | 2 | 3 | 3 | 1 | 4 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 52 | 2.74 |
| Responden 78 | 4 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 4 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 52 | 2.74 |

|                  |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |      |
|------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|------|
| Responden 79     | 5           | 5           | 5           | 5           | 4           | 4           | 5           | 5           | 5           | 5           | 5           | 5           | 5           | 5           | 5           | 5           | 5           | 5           | 5           | 5           | 93          | 4.89 |
| Responden 80     | 4           | 4           | 4           | 4           | 5           | 4           | 4           | 4           | 3           | 4           | 3           | 3           | 4           | 4           | 4           | 3           | 4           | 3           | 3           | 3           | 71          | 3.74 |
| Responden 81     | 4           | 3           | 3           | 3           | 4           | 3           | 4           | 3           | 2           | 3           | 2           | 3           | 3           | 3           | 3           | 3           | 2           | 3           | 3           | 3           | 57          | 3.00 |
| Responden 82     | 4           | 4           | 4           | 4           | 3           | 3           | 3           | 3           | 4           | 4           | 3           | 3           | 3           | 3           | 3           | 3           | 3           | 3           | 3           | 3           | 63          | 3.32 |
| Responden 83     | 4           | 5           | 4           | 4           | 4           | 4           | 4           | 4           | 5           | 5           | 4           | 5           | 5           | 4           | 4           | 4           | 5           | 4           | 5           | 83          | 4.37        |      |
| Responden 84     | 4           | 3           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 3           | 4           | 4           | 4           | 3           | 4           | 4           | 71          | 3.74        |      |
| Responden 85     | 4           | 4           | 4           | 4           | 4           | 3           | 3           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 3           | 3           | 3           | 4           | 69          | 3.63        |      |
| Responden 86     | 5           | 5           | 5           | 5           | 4           | 3           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 3           | 3           | 3           | 4           | 4           | 4           | 75          | 3.95        |      |
| Responden 87     | 4           | 4           | 3           | 3           | 4           | 3           | 3           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 70          | 3.68        |      |
| Responden 88     | 5           | 5           | 5           | 5           | 4           | 4           | 4           | 3           | 4           | 4           | 3           | 5           | 4           | 5           | 5           | 5           | 4           | 4           | 4           | 82          | 4.32        |      |
| Responden 89     | 4           | 4           | 4           | 3           | 3           | 3           | 2           | 3           | 3           | 3           | 4           | 4           | 3           | 3           | 3           | 2           | 3           | 3           | 2           | 59          | 3.11        |      |
| Responden 90     | 4           | 5           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 3           | 3           | 4           | 4           | 3           | 3           | 4           | 4           | 3           | 71          | 3.74        |      |
| Responden 91     | 4           | 5           | 5           | 4           | 5           | 5           | 5           | 4           | 5           | 5           | 4           | 5           | 5           | 5           | 5           | 5           | 5           | 5           | 4           | 90          | 4.74        |      |
| Responden 92     | 4           | 4           | 3           | 2           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 3           | 3           | 3           | 4           | 3           | 68          | 3.58        |      |
| Responden 93     | 3           | 3           | 3           | 1           | 4           | 4           | 3           | 4           | 4           | 3           | 4           | 4           | 4           | 5           | 5           | 4           | 4           | 4           | 4           | 70          | 3.68        |      |
| Responden 94     | 5           | 4           | 4           | 4           | 5           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 3           | 4           | 4           | 4           | 4           | 75          | 3.95        |      |
| Responden 95     | 4           | 4           | 4           | 5           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 5           | 4           | 4           | 4           | 5           | 4           | 4           | 5           | 80          | 4.21        |      |
| Responden 96     | 4           | 5           | 4           | 3           | 3           | 4           | 3           | 3           | 3           | 4           | 4           | 3           | 4           | 3           | 3           | 3           | 3           | 4           | 4           | 67          | 3.53        |      |
| Responden 97     | 4           | 4           | 4           | 3           | 4           | 3           | 3           | 3           | 2           | 3           | 2           | 4           | 3           | 3           | 3           | 4           | 3           | 3           | 2           | 60          | 3.16        |      |
| Responden 98     | 5           | 4           | 3           | 3           | 3           | 3           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 3           | 3           | 4           | 4           | 70          | 3.68        |      |
| Responden 99     | 4           | 4           | 4           | 3           | 4           | 4           | 5           | 4           | 5           | 4           | 4           | 4           | 4           | 3           | 3           | 3           | 4           | 4           | 3           | 73          | 3.84        |      |
| Responden 100    | 2           | 2           | 2           | 3           | 4           | 4           | 3           | 3           | 4           | 4           | 3           | 3           | 4           | 3           | 3           | 4           | 3           | 3           | 3           | 60          | 3.16        |      |
| <b>JUMLAH</b>    | <b>410</b>  | <b>415</b>  | <b>406</b>  | <b>344</b>  | <b>388</b>  | <b>359</b>  | <b>371</b>  | <b>370</b>  | <b>356</b>  | <b>371</b>  | <b>354</b>  | <b>373</b>  | <b>385</b>  | <b>374</b>  | <b>363</b>  | <b>361</b>  | <b>358</b>  | <b>363</b>  | <b>338</b>  | <b>7059</b> | <b>3.72</b> |      |
| <b>RATA RATA</b> | <b>4.10</b> | <b>4.15</b> | <b>4.06</b> | <b>3.44</b> | <b>3.88</b> | <b>3.59</b> | <b>3.71</b> | <b>3.70</b> | <b>3.56</b> | <b>3.71</b> | <b>3.54</b> | <b>3.73</b> | <b>3.85</b> | <b>3.74</b> | <b>3.63</b> | <b>3.61</b> | <b>3.58</b> | <b>3.63</b> | <b>3.38</b> |             |             |      |

**LAMPIRAN 4**  
**HASIL KUESIONER WP PEGAWAI PAJAK**  
**PERSPEKTIF PROSES BISNIS INTERNAL**

|              | Sarana dan Prasarana |   |   |   | Proses |   |   |   | Kepuasan Bekerja |    |    |    | Jumlah Total | Rata Rata |
|--------------|----------------------|---|---|---|--------|---|---|---|------------------|----|----|----|--------------|-----------|
|              | 1                    | 2 | 3 | 4 | 5      | 6 | 7 | 8 | 9                | 10 | 11 | 12 |              |           |
| Responden 1  | 4                    | 3 | 4 | 4 | 4      | 4 | 4 | 4 | 3                | 4  | 3  | 3  | 44           | 3.67      |
| Responden 2  | 3                    | 3 | 3 | 4 | 3      | 3 | 3 | 3 | 3                | 3  | 3  | 3  | 37           | 3.08      |
| Responden 3  | 3                    | 3 | 2 | 4 | 3      | 3 | 2 | 3 | 2                | 4  | 3  | 4  | 36           | 3.00      |
| Responden 4  | 4                    | 4 | 3 | 4 | 3      | 3 | 3 | 3 | 3                | 3  | 3  | 4  | 40           | 3.33      |
| Responden 5  | 3                    | 2 | 1 | 1 | 3      | 2 | 2 | 1 | 1                | 1  | 1  | 3  | 21           | 1.75      |
| Responden 6  | 4                    | 4 | 4 | 4 | 4      | 4 | 4 | 5 | 4                | 4  | 4  | 3  | 48           | 4.00      |
| Responden 7  | 5                    | 4 | 4 | 2 | 4      | 4 | 3 | 3 | 4                | 2  | 2  | 3  | 40           | 3.33      |
| Responden 8  | 3                    | 2 | 3 | 3 | 4      | 3 | 3 | 3 | 4                | 3  | 3  | 5  | 39           | 3.25      |
| Responden 9  | 4                    | 3 | 4 | 4 | 3      | 4 | 3 | 4 | 3                | 4  | 4  | 4  | 44           | 3.67      |
| Responden 10 | 4                    | 4 | 4 | 4 | 4      | 4 | 4 | 4 | 4                | 4  | 5  | 4  | 49           | 4.08      |
| Responden 11 | 2                    | 4 | 4 | 1 | 4      | 4 | 4 | 4 | 4                | 4  | 4  | 4  | 43           | 3.58      |
| Responden 12 | 5                    | 5 | 5 | 3 | 5      | 5 | 5 | 5 | 5                | 5  | 4  | 5  | 57           | 4.75      |
| Responden 13 | 5                    | 5 | 4 | 3 | 5      | 5 | 5 | 5 | 5                | 5  | 5  | 4  | 56           | 4.67      |
| Responden 14 | 4                    | 4 | 3 | 3 | 3      | 4 | 2 | 3 | 4                | 4  | 3  | 3  | 40           | 3.33      |
| Responden 15 | 5                    | 4 | 4 | 4 | 3      | 4 | 4 | 4 | 4                | 5  | 4  | 4  | 49           | 4.08      |
| Responden 16 | 4                    | 4 | 4 | 4 | 4      | 4 | 4 | 3 | 4                | 4  | 4  | 5  | 48           | 4.00      |
| Responden 17 | 4                    | 3 | 3 | 4 | 4      | 3 | 3 | 3 | 2                | 3  | 2  | 4  | 38           | 3.17      |
| Responden 18 | 4                    | 2 | 4 | 4 | 4      | 4 | 4 | 4 | 4                | 4  | 4  | 2  | 44           | 3.67      |
| Responden 19 | 4                    | 4 | 2 | 2 | 3      | 3 | 2 | 3 | 3                | 2  | 3  | 3  | 34           | 2.83      |
| Responden 20 | 4                    | 3 | 4 | 3 | 4      | 4 | 3 | 4 | 4                | 4  | 4  | 4  | 45           | 3.75      |
| Responden 21 | 4                    | 4 | 4 | 4 | 4      | 4 | 3 | 4 | 4                | 5  | 4  | 4  | 48           | 4.00      |
| Responden 22 | 3                    | 4 | 4 | 4 | 4      | 4 | 4 | 4 | 3                | 4  | 5  | 4  | 47           | 3.92      |
| Responden 23 | 4                    | 3 | 3 | 4 | 4      | 4 | 4 | 4 | 4                | 4  | 4  | 4  | 46           | 3.83      |
| Responden 24 | 4                    | 1 | 2 | 5 | 4      | 4 | 4 | 4 | 4                | 4  | 4  | 4  | 44           | 3.67      |
| Responden 25 | 4                    | 3 | 3 | 4 | 4      | 4 | 3 | 4 | 3                | 4  | 3  | 3  | 42           | 3.50      |
| Responden 26 | 5                    | 4 | 3 | 4 | 4      | 4 | 4 | 3 | 4                | 4  | 4  | 4  | 47           | 3.92      |
| Responden 27 | 4                    | 4 | 4 | 4 | 4      | 5 | 4 | 4 | 4                | 4  | 4  | 4  | 49           | 4.08      |
| Responden 28 | 4                    | 3 | 3 | 4 | 4      | 4 | 3 | 3 | 3                | 4  | 4  | 4  | 43           | 3.58      |
| Responden 29 | 4                    | 3 | 3 | 3 | 2      | 2 | 2 | 3 | 3                | 1  | 1  | 1  | 28           | 2.33      |
| Responden 30 | 4                    | 4 | 4 | 5 | 4      | 4 | 4 | 5 | 4                | 4  | 3  | 4  | 49           | 4.08      |
| Responden 31 | 4                    | 4 | 4 | 5 | 4      | 4 | 4 | 5 | 4                | 4  | 3  | 4  | 49           | 4.08      |
| Responden 32 | 4                    | 5 | 3 | 3 | 4      | 5 | 2 | 3 | 4                | 4  | 4  | 3  | 44           | 3.67      |
| Responden 33 | 4                    | 4 | 1 | 4 | 4      | 4 | 4 | 4 | 3                | 3  | 3  | 3  | 41           | 3.42      |
| Responden 34 | 4                    | 4 | 3 | 3 | 4      | 4 | 3 | 4 | 3                | 3  | 3  | 4  | 42           | 3.50      |
| Responden 35 | 2                    | 2 | 2 | 2 | 2      | 2 | 3 | 2 | 2                | 4  | 4  | 2  | 29           | 2.42      |
| Responden 36 | 4                    | 4 | 4 | 1 | 1      | 4 | 4 | 1 | 1                | 1  | 2  | 1  | 28           | 2.33      |
| Responden 37 | 4                    | 2 | 3 | 4 | 4      | 4 | 3 | 4 | 2                | 2  | 2  | 2  | 36           | 3.00      |

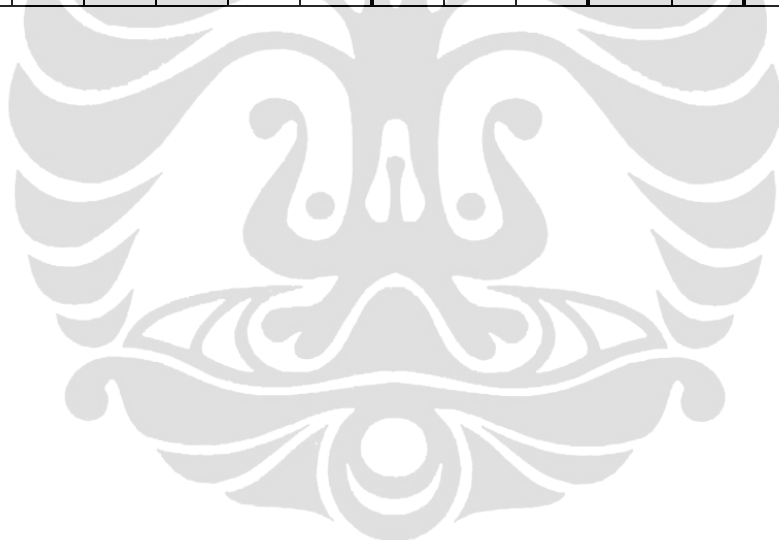
|                  |             |             |             |             |             |             |             |             |             |             |             |             |             |             |      |
|------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|------|
| Responden 38     | 4           | 5           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 3           | 4           | 3           | 46          | 3.83 |
| Responden 39     | 3           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 45          | 3.75 |
| Responden 40     | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 5           | 4           | 48          | 4.00 |
| Responden 41     | 4           | 4           | 4           | 5           | 4           | 4           | 4           | 4           | 4           | 3           | 3           | 3           | 4           | 46          | 3.83 |
| Responden 42     | 5           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 48          | 4.00 |
| Responden 43     | 4           | 4           | 5           | 5           | 4           | 4           | 5           | 4           | 3           | 5           | 3           | 4           | 4           | 50          | 4.17 |
| Responden 44     | 4           | 4           | 5           | 5           | 5           | 4           | 4           | 5           | 5           | 4           | 3           | 4           | 4           | 52          | 4.33 |
| Responden 45     | 4           | 4           | 5           | 5           | 5           | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 50          | 4.17 |
| Responden 46     | 4           | 4           | 4           | 4           | 4           | 4           | 5           | 4           | 4           | 4           | 3           | 4           | 4           | 48          | 4.00 |
| Responden 47     | 4           | 4           | 4           | 5           | 4           | 4           | 4           | 4           | 3           | 3           | 3           | 4           | 4           | 46          | 3.83 |
| Responden 48     | 5           | 5           | 5           | 5           | 4           | 5           | 5           | 5           | 5           | 5           | 5           | 5           | 5           | 59          | 4.92 |
| Responden 49     | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 3           | 47          | 3.92 |
| Responden 50     | 4           | 3           | 4           | 5           | 4           | 4           | 4           | 4           | 4           | 3           | 3           | 5           | 4           | 47          | 3.92 |
| Responden 51     | 4           | 4           | 3           | 3           | 4           | 3           | 3           | 4           | 3           | 3           | 3           | 4           | 4           | 41          | 3.42 |
| Responden 52     | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 3           | 3           | 3           | 3           | 3           | 43          | 3.58 |
| <b>JUMLAH</b>    | <b>205</b>  | <b>188</b>  | <b>185</b>  | <b>194</b>  | <b>197</b>  | <b>199</b>  | <b>187</b>  | <b>194</b>  | <b>181</b>  | <b>184</b>  | <b>178</b>  | <b>188</b>  | <b>2280</b> | <b>3.65</b> |      |
| <b>RATA RATA</b> | <b>3.94</b> | <b>3.62</b> | <b>3.56</b> | <b>3.73</b> | <b>3.79</b> | <b>3.83</b> | <b>3.60</b> | <b>3.73</b> | <b>3.48</b> | <b>3.54</b> | <b>3.44</b> | <b>3.62</b> |             |             |      |



**LAMPIRAN 5**  
**HASIL KUESIONER WP PEGAWAI PAJAK**  
**PERSPEKTIF PERTUMBUHAN DAN PEMBELAJARAN**

|              | Motivasi |   |   |   |   |   | Kesempatan |   |   | Inovasi |    | Suasana Kerja |    |    | Jumlah Total | Rata-Rata |
|--------------|----------|---|---|---|---|---|------------|---|---|---------|----|---------------|----|----|--------------|-----------|
|              | 1        | 2 | 3 | 4 | 5 | 6 | 7          | 8 | 9 | 10      | 11 | 12            | 13 | 14 |              |           |
| Responden 1  | 4        | 4 | 4 | 4 | 3 | 3 | 5          | 5 | 5 | 4       | 3  | 3             | 3  | 3  | 53           | 3.79      |
| Responden 2  | 4        | 4 | 4 | 4 | 3 | 3 | 3          | 3 | 4 | 3       | 3  | 3             | 3  | 3  | 47           | 3.36      |
| Responden 3  | 5        | 2 | 3 | 3 | 4 | 4 | 4          | 4 | 4 | 4       | 3  | 2             | 2  | 3  | 47           | 3.36      |
| Responden 4  | 4        | 3 | 4 | 3 | 3 | 4 | 4          | 4 | 4 | 3       | 3  | 4             | 3  | 3  | 49           | 3.50      |
| Responden 5  | 3        | 3 | 3 | 3 | 2 | 1 | 3          | 3 | 3 | 3       | 3  | 3             | 3  | 3  | 39           | 2.79      |
| Responden 6  | 4        | 4 | 4 | 4 | 4 | 4 | 4          | 3 | 3 | 3       | 3  | 4             | 4  | 4  | 52           | 3.71      |
| Responden 7  | 4        | 4 | 4 | 4 | 4 | 3 | 4          | 4 | 5 | 3       | 3  | 4             | 3  | 3  | 52           | 3.71      |
| Responden 8  | 5        | 4 | 4 | 4 | 4 | 3 | 4          | 4 | 4 | 5       | 3  | 4             | 4  | 3  | 55           | 3.93      |
| Responden 9  | 4        | 4 | 4 | 4 | 3 | 4 | 4          | 4 | 4 | 4       | 4  | 4             | 4  | 4  | 55           | 3.93      |
| Responden 10 | 5        | 5 | 4 | 4 | 4 | 5 | 5          | 4 | 5 | 4       | 4  | 4             | 4  | 4  | 61           | 4.36      |
| Responden 11 | 4        | 4 | 4 | 4 | 5 | 5 | 5          | 5 | 5 | 4       | 4  | 3             | 4  | 3  | 59           | 4.21      |
| Responden 12 | 5        | 5 | 5 | 4 | 5 | 5 | 5          | 4 | 5 | 5       | 5  | 5             | 5  | 5  | 68           | 4.86      |
| Responden 13 | 5        | 5 | 4 | 5 | 5 | 5 | 5          | 3 | 5 | 5       | 5  | 5             | 5  | 5  | 67           | 4.79      |
| Responden 14 | 4        | 4 | 4 | 3 | 5 | 4 | 4          | 4 | 3 | 4       | 4  | 3             | 4  | 4  | 54           | 3.86      |
| Responden 15 | 4        | 4 | 3 | 4 | 4 | 5 | 4          | 5 | 4 | 4       | 5  | 5             | 5  | 3  | 59           | 4.21      |
| Responden 16 | 4        | 4 | 4 | 4 | 4 | 2 | 4          | 4 | 4 | 4       | 4  | 4             | 4  | 4  | 54           | 3.86      |
| Responden 17 | 5        | 3 | 4 | 4 | 4 | 2 | 4          | 4 | 4 | 3       | 3  | 4             | 3  | 4  | 51           | 3.64      |
| Responden 18 | 4        | 4 | 4 | 4 | 4 | 2 | 4          | 4 | 4 | 4       | 4  | 4             | 4  | 4  | 54           | 3.86      |
| Responden 19 | 4        | 2 | 2 | 4 | 2 | 2 | 4          | 4 | 4 | 4       | 2  | 3             | 3  | 4  | 44           | 3.14      |
| Responden 20 | 4        | 3 | 4 | 4 | 3 | 3 | 4          | 4 | 4 | 4       | 4  | 4             | 4  | 4  | 53           | 3.79      |
| Responden 21 | 4        | 4 | 4 | 4 | 4 | 2 | 2          | 4 | 4 | 4       | 4  | 4             | 4  | 4  | 52           | 3.71      |
| Responden 22 | 3        | 3 | 4 | 4 | 4 | 3 | 4          | 4 | 4 | 4       | 4  | 4             | 4  | 4  | 53           | 3.79      |
| Responden 23 | 4        | 3 | 4 | 5 | 4 | 4 | 4          | 4 | 4 | 4       | 4  | 4             | 4  | 4  | 56           | 4.00      |
| Responden 24 | 4        | 2 | 5 | 5 | 5 | 2 | 5          | 5 | 5 | 4       | 4  | 5             | 5  | 5  | 61           | 4.36      |
| Responden 25 | 5        | 3 | 4 | 3 | 3 | 3 | 4          | 4 | 4 | 4       | 4  | 3             | 3  | 4  | 51           | 3.64      |
| Responden 26 | 4        | 4 | 5 | 5 | 5 | 3 | 4          | 4 | 4 | 3       | 4  | 4             | 4  | 4  | 57           | 4.07      |
| Responden 27 | 5        | 4 | 5 | 5 | 4 | 4 | 4          | 4 | 4 | 4       | 3  | 4             | 4  | 4  | 58           | 4.14      |
| Responden 28 | 3        | 3 | 3 | 4 | 4 | 4 | 4          | 3 | 4 | 3       | 3  | 3             | 2  | 3  | 46           | 3.29      |
| Responden 29 | 2        | 1 | 1 | 3 | 1 | 1 | 1          | 2 | 2 | 3       | 2  | 1             | 1  | 1  | 22           | 1.57      |
| Responden 30 | 5        | 4 | 4 | 5 | 4 | 4 | 4          | 4 | 4 | 4       | 3  | 4             | 4  | 4  | 57           | 4.07      |
| Responden 31 | 5        | 4 | 4 | 5 | 4 | 4 | 4          | 4 | 4 | 4       | 3  | 4             | 4  | 4  | 57           | 4.07      |
| Responden 32 | 5        | 4 | 4 | 4 | 4 | 5 | 4          | 4 | 4 | 4       | 4  | 3             | 3  | 5  | 57           | 4.07      |
| Responden 33 | 4        | 3 | 3 | 4 | 4 | 4 | 4          | 4 | 4 | 4       | 4  | 4             | 2  | 3  | 51           | 3.64      |
| Responden 34 | 4        | 4 | 4 | 4 | 4 | 3 | 3          | 3 | 3 | 4       | 4  | 4             | 4  | 4  | 52           | 3.71      |
| Responden 35 | 4        | 4 | 4 | 4 | 4 | 1 | 4          | 4 | 2 | 4       | 4  | 4             | 2  | 5  | 50           | 3.57      |
| Responden 36 | 3        | 3 | 3 | 3 | 2 | 2 | 2          | 2 | 2 | 2       | 2  | 2             | 2  | 2  | 32           | 2.29      |

|                  |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |             |      |
|------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|------|
| Responden 37     | 2           | 2           | 3           | 3           | 2           | 2           | 4           | 3           | 2           | 2           | 2           | 2           | 2           | 2           | 2           | 33          | 2.36 |
| Responden 38     | 4           | 3           | 4           | 4           | 4           | 4           | 5           | 4           | 4           | 3           | 4           | 3           | 3           | 3           | 52          | 3.71        |      |
| Responden 39     | 4           | 4           | 3           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 54          | 3.86        |      |
| Responden 40     | 4           | 4           | 4           | 4           | 4           | 5           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 57          | 4.07        |      |
| Responden 41     | 4           | 3           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 53          | 3.79        |      |
| Responden 42     | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 3           | 4           | 3           | 3           | 4           | 52          | 3.71        |      |
| Responden 43     | 4           | 4           | 4           | 5           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 56          | 4.00        |      |
| Responden 44     | 5           | 4           | 4           | 5           | 3           | 3           | 4           | 3           | 3           | 3           | 3           | 4           | 3           | 4           | 51          | 3.64        |      |
| Responden 45     | 5           | 4           | 4           | 5           | 3           | 3           | 4           | 3           | 3           | 3           | 3           | 4           | 4           | 4           | 52          | 3.71        |      |
| Responden 46     | 4           | 4           | 4           | 4           | 4           | 4           | 2           | 4           | 2           | 4           | 4           | 4           | 4           | 4           | 52          | 3.71        |      |
| Responden 47     | 4           | 3           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 53          | 3.79        |      |
| Responden 48     | 4           | 4           | 4           | 4           | 4           | 5           | 5           | 5           | 5           | 4           | 4           | 4           | 4           | 5           | 61          | 4.36        |      |
| Responden 49     | 4           | 3           | 3           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 54          | 3.86        |      |
| Responden 50     | 5           | 4           | 4           | 4           | 4           | 3           | 4           | 3           | 4           | 4           | 3           | 4           | 3           | 4           | 53          | 3.79        |      |
| Responden 51     | 3           | 4           | 4           | 4           | 4           | 3           | 3           | 3           | 3           | 3           | 4           | 3           | 3           | 4           | 48          | 3.43        |      |
| Responden 52     | 4           | 4           | 4           | 4           | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 3           | 3           | 3           | 52          | 3.71        |      |
| <b>JUMLAH</b>    | <b>213</b>  | <b>186</b>  | <b>198</b>  | <b>210</b>  | <b>194</b>  | <b>173</b>  | <b>203</b>  | <b>198</b>  | <b>199</b>  | <b>193</b>  | <b>185</b>  | <b>190</b>  | <b>182</b>  | <b>194</b>  | <b>2718</b> | <b>3.71</b> |      |
| <b>RATA RATA</b> | <b>4.13</b> | <b>3.58</b> | <b>3.81</b> | <b>4.04</b> | <b>3.73</b> | <b>3.33</b> | <b>3.90</b> | <b>3.81</b> | <b>3.83</b> | <b>3.71</b> | <b>3.56</b> | <b>3.65</b> | <b>3.50</b> | <b>3.73</b> |             |             |      |



LAMPIRAN 6  
HASIL SPSS 15.0  
CORRELATIONS KEPUASAN PELANGGAN

|       |                     | Puas1    | Puas2    | Puas3    | Puas4    | Puas5    | Puas6    | Puas7    | Puas8    | Puas9    | Puas10   | Puas11   | Puas12   | Puas13   | Puas14   | Puas15   | Puas16   | Puas17   | Puas18   | Puas19   | Total    |
|-------|---------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Puas1 | Pearson Correlation | 1        | .549(**) | .472(**) | .392(**) | .573(**) | .448(**) | .567(**) | .558(**) | .466(**) | .455(**) | .486(**) | .443(**) | .460(**) | .406(**) | .396(**) | .464(**) | .424(**) | .419(**) | .341(**) | .666(**) |
|       | Sig. (2-tailed)     |          | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .001     | .000     |
|       | N                   | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      |
| Puas2 | Pearson Correlation | .549(**) | 1        | .725(**) | .430(**) | .433(**) | .350(**) | .547(**) | .485(**) | .429(**) | .524(**) | .393(**) | .516(**) | .578(**) | .427(**) | .423(**) | .478(**) | .591(**) | .509(**) | .409(**) | .702(**) |
|       | Sig. (2-tailed)     | .000     |          | .000     | .000     | .000     | .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      | 100      | 100      | 100      | 100      |
| Puas3 | Pearson Correlation | .472(**) | .725(**) | 1        | .513(**) | .436(**) | .375(**) | .459(**) | .328(**) | .282(**) | .380(**) | .328(**) | .346(**) | .454(**) | .377(**) | .324(**) | .404(**) | .433(**) | .386(**) | .286(**) | .594(**) |
|       | Sig. (2-tailed)     | .000     | .000     |          | .000     | .000     | .000     | .000     | .001     | .004     | .000     | .001     | .000     | .000     | .000     | .001     | .000     | .000     | .000     | .004     | .000     |
|       | N                   | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      |
| Puas4 | Pearson Correlation | .392(**) | .430(**) | .513(**) | 1        | .311(**) | .262(**) | .356(**) | .235(*)  | .185     | .327(**) | .277(**) | .289(**) | .399(**) | .323(**) | .222(*)  | .319(**) | .281(**) | .243(*)  | .264(**) | .482(**) |
|       | Sig. (2-tailed)     | .000     | .000     | .000     |          | .002     | .008     | .000     | .018     | .066     | .001     | .005     | .004     | .000     | .001     | .027     | .001     | .005     | .015     | .008     | .000     |
|       | N                   | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      | 100      |
| Puas5 | Pearson Correlation | .573(**) | .433(**) | .436(**) | .311(**) | 1        | .699(**) | .622(**) | .578(**) | .525(**) | .522(**) | .494(**) | .608(**) | .626(**) | .583(**) | .547(**) | .645(**) | .570(**) | .568(**) | .516(**) | .776(**) |
|       | Sig. (2-tailed)     | .000     | .000     | .000     | .002     |          | .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      | 100      | 100      | 100      | 100      |
| Puas6 | Pearson Correlation | .448(**) | .350(**) | .375(**) | .262(**) | .699(**) | 1        | .579(**) | .524(**) | .549(**) | .445(**) | .498(**) | .482(**) | .485(**) | .500(**) | .457(**) | .499(**) | .434(**) | .470(**) | .496(**) | .683(**) |
|       | Sig. (2-tailed)     | .000     | .000     | .000     | .008     | .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      | 100      | 100      | 100      | 100      |
| Puas7 | Pearson Correlation | .567(**) | .547(**) | .459(**) | .356(**) | .622(**) | .579(**) | 1        | .606(**) | .570(**) | .539(**) | .497(**) | .495(**) | .586(**) | .477(**) | .473(**) | .600(**) | .562(**) | .678(**) | .444(**) | .767(**) |
|       | Sig. (2-tailed)     | .000     | .000     | .000     | .000     | .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      | 100      | 100      | 100      | 100      |
| Puas8 | Pearson Correlation | .558(**) | .485(**) | .328(**) | .235(*)  | .578(**) | .524(**) | .606(**) | 1        | .697(**) | .649(**) | .614(**) | .564(**) | .493(**) | .445(**) | .426(**) | .631(**) | .612(**) | .530(**) | .598(**) | .759(**) |
|       | Sig. (2-tailed)     | .000     | .000     | .001     | .018     | .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      | 100      | 100      | 100      | 100      |



|        |                     |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |      |
|--------|---------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|------|
| Puas9  | Pearson Correlation | .466(**) | .429(**) | .282(**) | .185     | .525(**) | .549(**) | .570(**) | .697(**) | 1        | .678(**) | .585(**) | .610(**) | .568(**) | .548(**) | .479(**) | .636(**) | .698(**) | .616(**) | .697(**) | .782(**) |      |
|        | Sig. (2-tailed)     | .000     | .000     | .004     | .066     | .000     | .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      | 100      | 100      | 100      | 100      | 100  |
| Puas10 | Pearson Correlation | .455(**) | .524(**) | .380(**) | .327(**) | .522(**) | .445(**) | .539(**) | .649(**) | .678(**) | 1        | .561(**) | .511(**) | .559(**) | .462(**) | .400(**) | .672(**) | .631(**) | .570(**) | .599(**) | .756(**) |      |
|        | Sig. (2-tailed)     | .000     | .000     | .000     | .001     | .000     | .000     | .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      | 100      | 100      | 100      | 100      | 100  |
| Puas11 | Pearson Correlation | .486(**) | .393(**) | .328(**) | .277(**) | .494(**) | .498(**) | .497(**) | .614(**) | .585(**) | .561(**) | 1        | .593(**) | .540(**) | .509(**) | .528(**) | .512(**) | .508(**) | .485(**) | .640(**) | .721(**) |      |
|        | Sig. (2-tailed)     | .000     | .000     | .001     | .005     | .000     | .000     | .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      | 100      | 100      | 100      | 100      | 100  |
| Puas12 | Pearson Correlation | .443(**) | .516(**) | .346(**) | .289(**) | .608(**) | .482(**) | .495(**) | .564(**) | .610(**) | .511(**) | .593(**) | 1        | .633(**) | .645(**) | .606(**) | .700(**) | .669(**) | .554(**) | .670(**) | .785(**) |      |
|        | Sig. (2-tailed)     | .000     | .000     | .000     | .004     | .000     | .000     | .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      | 100      | 100      | 100      | 100      | 100  |
| Puas13 | Pearson Correlation | .460(**) | .578(**) | .454(**) | .399(**) | .626(**) | .485(**) | .586(**) | .493(**) | .568(**) | .559(**) | .540(**) | .633(**) | 1        | .538(**) | .625(**) | .588(**) | .619(**) | .603(**) | .537(**) | .781(**) |      |
|        | Sig. (2-tailed)     | .000     | .000     | .000     | .000     | .000     | .000     | .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      | 100      | 100      | 100      | 100      | 100  |
| Puas14 | Pearson Correlation | .406(**) | .427(**) | .377(**) | .323(**) | .583(**) | .500(**) | .477(**) | .445(**) | .548(**) | .462(**) | .509(**) | .645(**) | .538(**) | 1        | .680(**) | .646(**) | .631(**) | .565(**) | .609(**) | .747(**) |      |
|        | Sig. (2-tailed)     | .000     | .000     | .000     | .001     | .000     | .000     | .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      | 100      | 100      | 100      | 100      | 100  |
| Puas15 | Pearson Correlation | .396(**) | .423(**) | .324(**) | .222(*)  | .547(**) | .457(**) | .473(**) | .426(**) | .479(**) | .400(**) | .528(**) | .606(**) | .625(**) | .680(**) | 1        | .620(**) | .555(**) | .452(**) | .510(**) | .701(**) |      |
|        | Sig. (2-tailed)     | .000     | .000     | .001     | .027     | .000     | .000     | .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      | 100      | 100      | 100      | 100      | 100  |
| Puas16 | Pearson Correlation | .464(**) | .478(**) | .404(**) | .319(**) | .645(**) | .499(**) | .600(**) | .631(**) | .636(**) | .672(**) | .512(**) | .700(**) | .588(**) | .646(**) | .620(**) | 1        | .769(**) | .667(**) | .716(**) | .836(**) |      |
|        | Sig. (2-tailed)     | .000     | .000     | .000     | .001     | .000     | .000     | .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      | 100      | 100      | 100      | 100      | 100  |
| Puas17 | Pearson Correlation | .424(**) | .591(**) | .433(**) | .281(**) | .570(**) | .434(**) | .562(**) | .612(**) | .698(**) | .631(**) | .508(**) | .669(**) | .619(**) | .631(**) | .555(**) | .769(**) | 1        | .694(**) | .665(**) | .819(**) |      |
|        | Sig. (2-tailed)     | .000     | .000     | .000     | .005     | .000     | .000     | .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      | 100      | 100      | 100      | 100      | 100  |

|        |                     |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |
|--------|---------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Puas18 | Pearson Correlation | .419(**) | .509(**) | .386(**) | .243(*)  | .568(**) | .470(**) | .678(**) | .530(**) | .616(**) | .570(**) | .485(**) | .554(**) | .603(**) | .565(**) | .452(**) | .667(**) | .694(**) | 1        | .609(**) | .765(**) |
|        | Sig. (2-tailed)     | .000     | .000     | .000     | .015     | .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      | 100      | 100      | 100      | 100      |
| Puas19 | Pearson Correlation | .341(**) | .409(**) | .286(**) | .264(**) | .516(**) | .496(**) | .444(**) | .598(**) | .697(**) | .599(**) | .640(**) | .670(**) | .537(**) | .609(**) | .510(**) | .716(**) | .665(**) | .609(**) | 1        | .769(**) |
|        | Sig. (2-tailed)     | .001     | .000     | .004     | .008     | .000     | .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      | 100      | 100      | 100      | 100      |
| Total  | Pearson Correlation | .666(**) | .702(**) | .594(**) | .482(**) | .776(**) | .683(**) | .767(**) | .759(**) | .782(**) | .756(**) | .721(**) | .785(**) | .781(**) | .747(**) | .701(**) | .836(**) | .819(**) | .765(**) | .769(**) | 1        |
|        | Sig. (2-tailed)     | .000     | .000     | .000     | .000     | .000     | .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      | 100      | 100      | 100      | 100      |

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

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



**LAMPIRAN 7**  
**HASIL SPSS 15.0**  
**CORRELATIONS PROSES BISNIS**

|         |                     | Proses1  | Proses2  | Proses3  | Proses4  | Proses5  | Proses6  | Proses7  | Proses8  | Proses9  | Proses10 | Proses11 | Proses12 | Total    |
|---------|---------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Proses1 | Pearson Correlation | 1        | .455(**) | .357(**) | .303(*)  | .312(*)  | .520(**) | .338(*)  | .371(**) | .426(**) | .180     | .112     | .172     | .507(**) |
|         | Sig. (2-tailed)     |          | .001     | .009     | .029     | .024     | .000     | .014     | .007     | .002     | .203     | .428     | .224     | .000     |
|         | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Proses2 | Pearson Correlation | .455(**) | 1        | .498(**) | .057     | .274(*)  | .519(**) | .366(**) | .365(**) | .394(**) | .278(*)  | .316(*)  | .243     | .548(**) |
|         | Sig. (2-tailed)     | .001     |          | .000     | .686     | .049     | .000     | .008     | .008     | .004     | .046     | .023     | .083     | .000     |
|         | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Proses3 | Pearson Correlation | .357(**) | .498(**) | 1        | .370(**) | .418(**) | .569(**) | .662(**) | .579(**) | .550(**) | .432(**) | .353(*)  | .325(*)  | .720(**) |
|         | Sig. (2-tailed)     | .009     | .000     |          | .007     | .002     | .000     | .000     | .000     | .000     | .001     | .010     | .019     | .000     |
|         | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Proses4 | Pearson Correlation | .303(*)  | .057     | .370(**) | 1        | .474(**) | .325(*)  | .437(**) | .637(**) | .355(**) | .447(**) | .254     | .430(**) | .614(**) |
|         | Sig. (2-tailed)     | .029     | .686     | .007     |          | .000     | .019     | .001     | .000     | .010     | .001     | .069     | .001     | .000     |
|         | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Proses5 | Pearson Correlation | .312(*)  | .274(*)  | .418(**) | .474(**) | 1        | .564(**) | .494(**) | .741(**) | .644(**) | .507(**) | .384(**) | .618(**) | .749(**) |
|         | Sig. (2-tailed)     | .024     | .049     | .002     | .000     |          | .000     | .000     | .000     | .000     | .000     | .005     | .000     | .000     |
|         | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Proses6 | Pearson Correlation | .520(**) | .519(**) | .569(**) | .325(*)  | .564(**) | 1        | .593(**) | .603(**) | .624(**) | .568(**) | .577(**) | .385(**) | .788(**) |
|         | Sig. (2-tailed)     | .000     | .000     | .000     | .019     | .000     |          | .000     | .000     | .000     | .000     | .000     | .005     | .000     |
|         | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Proses7 | Pearson Correlation | .338(*)  | .366(**) | .662(**) | .437(**) | .494(**) | .593(**) | 1        | .622(**) | .496(**) | .520(**) | .519(**) | .394(**) | .755(**) |
|         | Sig. (2-tailed)     | .014     | .008     | .000     | .001     | .000     | .000     |          | .000     | .000     | .000     | .000     | .004     | .000     |
|         | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |

|          |                     |          |          |          |          |          |          |          |          |          |          |          |          |          |
|----------|---------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Proses8  | Pearson Correlation | .371(**) | .365(**) | .579(**) | .637(**) | .741(**) | .603(**) | .622(**) | 1        | .720(**) | .619(**) | .493(**) | .527(**) | .858(**) |
|          | Sig. (2-tailed)     | .007     | .008     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     |
|          | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Proses9  | Pearson Correlation | .426(**) | .394(**) | .550(**) | .355(**) | .644(**) | .624(**) | .496(**) | .720(**) | 1        | .628(**) | .598(**) | .546(**) | .819(**) |
|          | Sig. (2-tailed)     | .002     | .004     | .000     | .010     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     |
|          | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Proses10 | Pearson Correlation | .180     | .278(*)  | .432(**) | .447(**) | .507(**) | .568(**) | .520(**) | .619(**) | .628(**) | 1        | .759(**) | .561(**) | .778(**) |
|          | Sig. (2-tailed)     | .203     | .046     | .001     | .001     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     |
|          | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Proses11 | Pearson Correlation | .112     | .316(*)  | .353(*)  | .254     | .384(**) | .577(**) | .519(**) | .493(**) | .598(**) | .759(**) | 1        | .468(**) | .695(**) |
|          | Sig. (2-tailed)     | .428     | .023     | .010     | .069     | .005     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     |
|          | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Proses12 | Pearson Correlation | .172     | .243     | .325(*)  | .430(**) | .618(**) | .385(**) | .394(**) | .527(**) | .546(**) | .561(**) | .468(**) | 1        | .674(**) |
|          | Sig. (2-tailed)     | .224     | .083     | .019     | .001     | .000     | .005     | .004     | .000     | .000     | .000     | .000     | .000     | .000     |
|          | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Total    | Pearson Correlation | .507(**) | .548(**) | .720(**) | .614(**) | .749(**) | .788(**) | .755(**) | .858(**) | .819(**) | .778(**) | .695(**) | .674(**) | 1        |
|          | Sig. (2-tailed)     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     |
|          | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |

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

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

**LAMPIRAN 8**  
**HASIL SPSS 15.0**  
**CORRELATIONS PERTUMBUHAN**

|         |                     | Tumbuh1  | Tumbuh2  | Tumbuh3  | Tumbuh4  | Tumbuh5  | Tumbuh6  | Tumbuh7  | Tumbuh8  | Tumbuh9  | Tumbuh10 | Tumbuh11 | Tumbuh12 | Tumbuh13 | Tumbuh14 | Total    |
|---------|---------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Tumbuh1 | Pearson Correlation | 1        | .513(**) | .513(**) | .450(**) | .463(**) | .430(**) | .459(**) | .329(*)  | .466(**) | .531(**) | .270     | .508(**) | .420(**) | .559(**) | .686(**) |
|         | Sig. (2-tailed)     |          | .000     | .000     | .001     | .001     | .001     | .001     | .017     | .001     | .000     | .053     | .000     | .002     | .000     | .000     |
|         | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Tumbuh2 | Pearson Correlation | .513(**) | 1        | .598(**) | .407(**) | .525(**) | .473(**) | .303(*)  | .178     | .308(*)  | .371(**) | .549(**) | .539(**) | .532(**) | .495(**) | .685(**) |
|         | Sig. (2-tailed)     | .000     |          | .000     | .003     | .000     | .000     | .029     | .208     | .026     | .007     | .000     | .000     | .000     | .000     | .000     |
|         | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Tumbuh3 | Pearson Correlation | .513(**) | .598(**) | 1        | .500(**) | .688(**) | .267     | .466(**) | .394(**) | .397(**) | .274(*)  | .456(**) | .598(**) | .587(**) | .621(**) | .727(**) |
|         | Sig. (2-tailed)     | .000     | .000     |          | .000     | .000     | .056     | .000     | .004     | .004     | .049     | .001     | .000     | .000     | .000     | .000     |
|         | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Tumbuh4 | Pearson Correlation | .450(**) | .407(**) | .500(**) | 1        | .453(**) | .221     | .339(*)  | .220     | .341(*)  | .290(*)  | .268     | .616(**) | .530(**) | .522(**) | .599(**) |
|         | Sig. (2-tailed)     | .001     | .003     | .000     |          | .001     | .115     | .014     | .116     | .013     | .037     | .054     | .000     | .000     | .000     | .000     |
|         | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Tumbuh5 | Pearson Correlation | .463(**) | .525(**) | .688(**) | .453(**) | 1        | .500(**) | .514(**) | .506(**) | .505(**) | .510(**) | .667(**) | .594(**) | .585(**) | .592(**) | .812(**) |
|         | Sig. (2-tailed)     | .001     | .000     | .000     | .001     |          | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     |
|         | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Tumbuh6 | Pearson Correlation | .430(**) | .473(**) | .267     | .221     | .500(**) | 1        | .484(**) | .360(**) | .484(**) | .390(**) | .481(**) | .337(*)  | .439(**) | .283(*)  | .646(**) |
|         | Sig. (2-tailed)     | .001     | .000     | .056     | .115     | .000     |          | .000     | .009     | .000     | .004     | .000     | .015     | .001     | .042     | .000     |
|         | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Tumbuh7 | Pearson Correlation | .459(**) | .303(*)  | .466(**) | .339(*)  | .514(**) | .484(**) | 1        | .599(**) | .702(**) | .369(**) | .365(**) | .444(**) | .407(**) | .453(**) | .694(**) |
|         | Sig. (2-tailed)     | .001     | .029     | .000     | .014     | .000     | .000     |          | .000     | .000     | .007     | .008     | .001     | .003     | .001     | .000     |
|         | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Tumbuh8 | Pearson Correlation | .329(*)  | .178     | .394(**) | .220     | .506(**) | .360(**) | .599(**) | 1        | .636(**) | .520(**) | .476(**) | .436(**) | .477(**) | .386(**) | .644(**) |
|         | Sig. (2-tailed)     | .017     | .208     | .004     | .116     | .000     | .009     | .000     |          | .000     | .000     | .000     | .001     | .000     | .005     | .000     |
|         | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |

|          |                     |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |
|----------|---------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Tumbuh9  | Pearson Correlation | .466(**) | .308(*)  | .397(**) | .341(*)  | .505(**) | .484(**) | .702(**) | .636(**) | 1        | .510(**) | .401(**) | .457(**) | .485(**) | .353(*)  | .707(**) |
|          | Sig. (2-tailed)     | .001     | .026     | .004     | .013     | .000     | .000     | .000     | .000     |          | .000     | .003     | .001     | .000     | .010     | .000     |
|          | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Tumbuh10 | Pearson Correlation | .531(**) | .371(**) | .274(*)  | .290(*)  | .510(**) | .390(**) | .369(**) | .520(**) | .510(**) | 1        | .568(**) | .539(**) | .581(**) | .541(**) | .691(**) |
|          | Sig. (2-tailed)     | .000     | .007     | .049     | .037     | .000     | .004     | .007     | .000     | .000     |          | .000     | .000     | .000     | .000     | .000     |
|          | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Tumbuh11 | Pearson Correlation | .270     | .549(**) | .456(**) | .268     | .667(**) | .481(**) | .365(**) | .476(**) | .401(**) | .568(**) | 1        | .584(**) | .603(**) | .572(**) | .729(**) |
|          | Sig. (2-tailed)     | .053     | .000     | .001     | .054     | .000     | .000     | .008     | .000     | .003     | .000     |          | .000     | .000     | .000     | .000     |
|          | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Tumbuh12 | Pearson Correlation | .508(**) | .539(**) | .598(**) | .616(**) | .594(**) | .337(*)  | .444(**) | .436(**) | .457(**) | .539(**) | .584(**) | 1        | .795(**) | .692(**) | .807(**) |
|          | Sig. (2-tailed)     | .000     | .000     | .000     | .000     | .000     | .015     | .001     | .001     | .001     | .000     | .000     |          | .000     | .000     | .000     |
|          | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Tumbuh13 | Pearson Correlation | .420(**) | .532(**) | .587(**) | .530(**) | .585(**) | .439(**) | .407(**) | .477(**) | .485(**) | .581(**) | .603(**) | .795(**) | 1        | .621(**) | .807(**) |
|          | Sig. (2-tailed)     | .002     | .000     | .000     | .000     | .000     | .001     | .003     | .000     | .000     | .000     | .000     | .000     |          | .000     | .000     |
|          | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Tumbuh14 | Pearson Correlation | .559(**) | .495(**) | .621(**) | .522(**) | .592(**) | .283(*)  | .453(**) | .386(**) | .353(*)  | .541(**) | .572(**) | .692(**) | .621(**) | 1        | .759(**) |
|          | Sig. (2-tailed)     | .000     | .000     | .000     | .000     | .000     | .042     | .001     | .005     | .010     | .000     | .000     | .000     | .000     |          | .000     |
|          | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |
| Total    | Pearson Correlation | .686(**) | .685(**) | .727(**) | .599(**) | .812(**) | .646(**) | .694(**) | .644(**) | .707(**) | .691(**) | .729(**) | .807(**) | .807(**) | .759(**) | 1        |
|          | Sig. (2-tailed)     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     | .000     |          |
|          | N                   | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       | 52       |

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

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

**LAMPIRAN 9**  
**HASIL UJI RELIABILITAS KEPUASAN PELANGGAN**

**Case Processing Summary**

|       |             | N   | %     |
|-------|-------------|-----|-------|
| Cases | Valid       | 100 | 100.0 |
|       | Excluded(a) | 0   | .0    |
|       | Total       | 100 | 100.0 |

a Listwise deletion based on all variables in the procedure.

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .951             | 19         |

**Item Statistics**

|        | Mean   | Std. Deviation | N   |
|--------|--------|----------------|-----|
| Puas1  | 4.1000 | .79772         | 100 |
| Puas2  | 4.1500 | .79614         | 100 |
| Puas3  | 4.0600 | .78907         | 100 |
| Puas4  | 3.4400 | .95685         | 100 |
| Puas5  | 3.8800 | .75585         | 100 |
| Puas6  | 3.5900 | .76667         | 100 |
| Puas7  | 3.7100 | .91337         | 100 |
| Puas8  | 3.7000 | .77198         | 100 |
| Puas9  | 3.5600 | .93550         | 100 |
| Puas10 | 3.7100 | .83236         | 100 |
| Puas11 | 3.5400 | .77094         | 100 |
| Puas12 | 3.7300 | .76350         | 100 |
| Puas13 | 3.8500 | .72995         | 100 |
| Puas14 | 3.7400 | .79924         | 100 |
| Puas15 | 3.6300 | .91734         | 100 |
| Puas16 | 3.6100 | .89775         | 100 |
| Puas17 | 3.5800 | .84303         | 100 |
| Puas18 | 3.6300 | .83672         | 100 |
| Puas19 | 3.3800 | .97214         | 100 |

**Item-Total Statistics**

|        | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|--------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Puas1  | 66.4900                    | 122.273                        | .625                             | .949                             |
| Puas2  | 66.4400                    | 121.643                        | .664                             | .948                             |
| Puas3  | 66.5300                    | 123.706                        | .548                             | .950                             |
| Puas4  | 67.1500                    | 124.189                        | .414                             | .953                             |
| Puas5  | 66.7100                    | 120.935                        | .748                             | .947                             |
| Puas6  | 67.0000                    | 122.404                        | .645                             | .949                             |
| Puas7  | 66.8800                    | 118.551                        | .732                             | .947                             |
| Puas8  | 66.8900                    | 120.968                        | .729                             | .947                             |
| Puas9  | 67.0300                    | 117.888                        | .747                             | .947                             |
| Puas10 | 66.8800                    | 120.066                        | .723                             | .947                             |
| Puas11 | 67.0500                    | 121.664                        | .687                             | .948                             |
| Puas12 | 66.8600                    | 120.647                        | .758                             | .947                             |
| Puas13 | 66.7400                    | 121.285                        | .754                             | .947                             |
| Puas14 | 66.8500                    | 120.755                        | .714                             | .948                             |
| Puas15 | 66.9600                    | 119.897                        | .657                             | .949                             |
| Puas16 | 66.9800                    | 117.373                        | .810                             | .946                             |
| Puas17 | 67.0100                    | 118.677                        | .792                             | .946                             |
| Puas18 | 66.9600                    | 119.817                        | .733                             | .947                             |
| Puas19 | 67.2100                    | 117.582                        | .731                             | .947                             |

**Scale Statistics**

| Mean    | Variance | Std. Deviation | N of Items |
|---------|----------|----------------|------------|
| 70.5900 | 133.941  | 11.57330       | 19         |



**LAMPIRAN 10**  
**HASIL UJI RELIABILITAS PROSES BISNIS**

**Case Processing Summary**

|       |             | N  | %     |
|-------|-------------|----|-------|
| Cases | Valid       | 52 | 100.0 |
|       | Excluded(a) | 0  | .0    |
|       | Total       | 52 | 100.0 |

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .908             | 12         |

a Listwise deletion based on all variables in the procedure.

**Item Statistics**

|          | Mean   | Std. Deviation | N  |
|----------|--------|----------------|----|
| Proses1  | 3.9423 | .63904         | 52 |
| Proses2  | 3.6154 | .86668         | 52 |
| Proses3  | 3.5577 | .91638         | 52 |
| Proses4  | 3.7308 | 1.03119        | 52 |
| Proses5  | 3.7885 | .72319         | 52 |
| Proses6  | 3.8269 | .67798         | 52 |
| Proses7  | 3.5962 | .79852         | 52 |
| Proses8  | 3.7308 | .84286         | 52 |
| Proses9  | 3.4808 | .89641         | 52 |
| Proses10 | 3.5385 | .95920         | 52 |
| Proses11 | 3.4231 | .89325         | 52 |
| Proses12 | 3.6154 | .86668         | 52 |

**Item-Total Statistics**

|          | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|----------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Proses1  | 39.9038                    | 47.304                         | .436                             | .908                             |
| Proses2  | 40.2308                    | 45.475                         | .455                             | .909                             |
| Proses3  | 40.2885                    | 42.915                         | .649                             | .899                             |
| Proses4  | 40.1154                    | 43.516                         | .512                             | .908                             |
| Proses5  | 40.0577                    | 44.291                         | .699                             | .898                             |
| Proses6  | 40.0192                    | 44.333                         | .748                             | .896                             |
| Proses7  | 40.2500                    | 43.525                         | .701                             | .897                             |
| Proses8  | 40.1154                    | 41.869                         | .822                             | .891                             |
| Proses9  | 40.3654                    | 41.805                         | .771                             | .893                             |
| Proses10 | 40.3077                    | 41.747                         | .716                             | .896                             |
| Proses11 | 40.4231                    | 43.425                         | .622                             | .901                             |
| Proses12 | 40.2308                    | 43.906                         | .600                             | .902                             |

**Scale Statistics**

| Mean    | Variance | Std. Deviation | N of Items |
|---------|----------|----------------|------------|
| 43.8462 | 51.544   | 7.17945        | 12         |

**LAMPIRAN 11**  
**HASIL UJI RELIABILITAS PERTUMBUHAN DAN PEMBELAJARAN**

**Case Processing Summary**

|       |             | N  | %     |
|-------|-------------|----|-------|
| Cases | Valid       | 52 | 100.0 |
|       | Excluded(a) | 0  | .0    |
|       | Total       | 52 | 100.0 |

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .923             | 14         |

a Listwise deletion based on all variables in the procedure.

**Item Statistics**

|          | Mean   | Std. Deviation | N  |
|----------|--------|----------------|----|
| Tumbuh1  | 4.0962 | .72110         | 52 |
| Tumbuh2  | 3.5769 | .80064         | 52 |
| Tumbuh3  | 3.8077 | .68709         | 52 |
| Tumbuh4  | 4.0385 | .59282         | 52 |
| Tumbuh5  | 3.7308 | .84286         | 52 |
| Tumbuh6  | 3.3269 | 1.09761        | 52 |
| Tumbuh7  | 3.9038 | .79852         | 52 |
| Tumbuh8  | 3.8077 | .65794         | 52 |
| Tumbuh9  | 3.8269 | .80977         | 52 |
| Tumbuh10 | 3.7115 | .63667         | 52 |
| Tumbuh11 | 3.5577 | .72527         | 52 |
| Tumbuh12 | 3.6538 | .78926         | 52 |
| Tumbuh13 | 3.5000 | .87447         | 52 |
| Tumbuh14 | 3.7308 | .79497         | 52 |

**Item-Total Statistics**

|          | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|----------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Tumbuh1  | 48.1731                    | 53.009                         | .632                             | .919                             |
| Tumbuh2  | 48.6923                    | 52.296                         | .624                             | .919                             |
| Tumbuh3  | 48.4615                    | 52.881                         | .681                             | .917                             |
| Tumbuh4  | 48.2308                    | 55.005                         | .546                             | .921                             |
| Tumbuh5  | 48.5385                    | 50.253                         | .770                             | .914                             |
| Tumbuh6  | 48.9423                    | 50.369                         | .551                             | .925                             |
| Tumbuh7  | 48.3654                    | 52.197                         | .635                             | .919                             |
| Tumbuh8  | 48.4615                    | 54.018                         | .590                             | .920                             |
| Tumbuh9  | 48.4423                    | 51.938                         | .648                             | .918                             |
| Tumbuh10 | 48.5577                    | 53.742                         | .644                             | .919                             |
| Tumbuh11 | 48.7115                    | 52.484                         | .681                             | .917                             |
| Tumbuh12 | 48.6154                    | 50.908                         | .766                             | .914                             |
| Tumbuh13 | 48.7692                    | 49.985                         | .761                             | .914                             |
| Tumbuh14 | 48.5385                    | 51.430                         | .710                             | .916                             |

**Scale Statistics**

| Mean    | Variance | Std. Deviation | N of Items |
|---------|----------|----------------|------------|
| 52.2692 | 60.161   | 7.75638        | 14         |