



LAMPIRAN

Link Kuesioner Lili

KUESIONER

PENGARUH KUALITAS PELAYANAN
ADMINISTRASI AKADEMIK TERHADAP
KEPUASAN MAHASISWA UNIVERSITAS
FLORES ENDE.

Kepada :

Yth.Saudara/i

Di Tempat.

Saat ini saya sedang melakukan penelitian yang akan saya lakukan dalam rangka penyusunan tugas akhir yang berjudul "PENGARUH KUALITAS PELAYANAN ADMINISTRASI AKADEMIK TERHADAP KEPUASAN MAHASISWA UNIVERSITAS FLORES ENDE",

Sehubungan dengan hal tersebut di atas, saya memohon kesediaan saudara/i agar meluangkan waktu sejenak untuk mengisi kuesioner ini. Data kuesioner ini akan digabungkan dengan data lain untuk memperoleh hasil yang diinginkan dalam penelitian ini. Atas segala bantuan dan kesediaannya saya ucapkan terimakasih.

Alamat email *

Email Anda

Nama *

Jawaban Anda

Nim *

Jawaban Anda

Fakultas *

- FKIP
- EKONOMI
- HUKUM
- PERTANIAN
- TEKNIK
- BAHASA DAN SASTRA
- TEKNOLOGI INFORMASI

Petugas mengenakan seragam rapi. *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat Setuju

Petugas selalu berada di kantor layanan *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat Setuju

Petugas pasti langsung dapat ditemui *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat Setuju

Meja layanan mudah di jangkau *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat Setuju

Kesesuaian antara meja dan jenis layanannya *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat Setuju

Terdapat papan informasi alur pelayanan yang jelas *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat Setuju

Petugas selalu menanyakan apa kebutuhan mahasiswa. *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat Setuju

Petugas selalu menyambut pelanggan dengan senang *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat Setuju

Informasi yang dibutuhkan mahasiswa selalu ada dan jelas. *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat Setuju

Setiap kebutuhan mahasiswa cepat terselesaikan *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat Setuju

Petugas menyediakan informasi sesuai prosedur yang jelas. *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat Setuju

Petugas selalu mengutamakan antri dan kebutuhan pelanggan. *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat Setuju

Kejelasan informasi *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat Setuju

Kemudahan mendapatkan layanan *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat Setuju

Memberikan bantuan sepenuhnya jika mahasiswa kesulitan administrasi akademik *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat Setuju

Penjelasan petugas mudah dimengerti oleh mahasiswa. *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat Setuju

Bertanggung jawab dan memberikan jaminan layanan ulang jika belum sesuai *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat Setuju

Setiap layanan yang diminta selalu terpenuhi *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat Setuju

Selalu ada kejelasan tanggung jawab informasi di setiap layanan *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat Setuju

Anda merasa puas dengan Sarana dan prasarana yang disediakan oleh kampus Universitas Flores Ende. *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat Setuju

Anda merasa puas dengan Pelayanan yang cepat dan akurat. *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat Setuju

Anda merasa puas dengan Sikap dan tanggapan petugas terhadap komplain *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat Setuju

Anda merasa puas dengan Keramahan Petugas dalam memberikan layanan *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat



Minta akses pengeditan



Anda merasa puas dengan
Kebersihan dan kenyamanan ruangan

. *

- Sangat Tidak Setuju
- Tidak Setuju
- Kurang Setuju
- Setuju
- Sangat Setuju

Kirim salinan tanggapan saya.

Kirim

No Responden	Bukti Fisik			Kemampuan		Daya Tanggap			Jaminan		Kepedulian			Kepuasan Mahasiswa		
	1	2	3	1	2	1	2	3	1	2	1	2	3	1	2	3
1	4	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4
2	3	3	4	3	5	4	3	3	4	3	4	4	4	4	4	5
3	3	5	4	2	3	3	3	5	4	3	3	4	3	5	3	3
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
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11	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
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32	5	5	5	5	5	5	3	5	5	4	5	5	5	5	5	3
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34	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
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Bukti Fisik X1	Kemampuan X2	Daya Tangap X3	Jaminan X4	Kepedulian X5	Kepuasan Mahasiswa aY
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4	3	4	3	4	4
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4	4	4	4	4	4
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5	3	3	3	3	4
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4	5	4	4	4	5
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5	5	5	4	5	5
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5	5	3	5	3	5
5	5	5	5	5	5
5	4	4	4	4	4
5	4	4	4	4	4
5	3	3	3	3	5
5	3	3	3	3	5
5	4	4	4	4	5
5	4	4	4	4	5
5	5	3	5	3	5
5	5	5	5	5	5
4	4	4	4	4	5

```

DATASET ACTIVATE DataSet3.
REGRESSION
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS R ANOVA COLLIN TOL CHANGE ZPP
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT KepuasanMahasiswaY
  /METHOD=ENTER BuktiFisikX1 KemampuanX2 DayaTanggapX3 JaminanX4 KepedulianX5
  /RESIDUALS DURBIN
  /SAVE PRED SRESID.

```

Regression

		Notes
Output Created		24-OCT-2020 20:42:13
Comments		
Input	Data	D:\Bahannya Lili Lengga\Skrripsi Jadi Lili 1\Data Mentah Tahap 1 Lili.sav
	Active Dataset	DataSet3
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	99
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on cases with no missing values for any variable used.
Syntax		REGRESSION /MISSING LISTWISE /STATISTICS COEFF OUTS R ANOVA COLLIN TOL CHANGE ZPP /CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT KepuasanMahasiswaY /METHOD=ENTER BuktiFisikX1 KemampuanX2 DayaTanggapX3 JaminanX4 KepedulianX5 /RESIDUALS DURBIN /SAVE PRED SRESID.
Resources	Processor Time	00:00:00,03
	Elapsed Time	00:00:00,08
	Memory Required	2684 bytes
	Additional Memory Required for Residual Plots	0 bytes
Variables Created or Modified	PRE_1	Unstandardized Predicted Value
	SRE_1	Studentized Residual

[DataSet3] D:\Bahannya Lili Lengga\Skrripsi Jadi Lili 1\Data Mentah Tahap 1 Lili.sav

Variables Entered/Removed ^a			
Model	Variables Entered	Variables Removed	Method
1	KepedulianX5, BuktiFisikX1, JaminanX4, KemampuanX2, DayaTanggapX3 ^b	.	Enter

a. Dependent Variable: KepuasanMahasiswaY

b. All requested variables entered.

Model Summary ^b						
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics	
					R Square Change	F Change
1	,665 ^a	,442	,412	,580	,442	14,738

Model Summary ^b				
Model	Change Statistics			
	df1	df2	Sig. F Change	
1	5	93	,000	1,982

- a. Predictors: (Constant), KepedulianX5, BuktiFisikX1, JaminanX4, KemampuanX2, DayaTanggapX3
b. Dependent Variable: KepuasanMahasiswaY

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	24,757	5	4,951	14,738	,000 ^b
	Residual	31,243	93	,336		
	Total	56,000	98			

- a. Dependent Variable: KepuasanMahasiswaY
b. Predictors: (Constant), KepedulianX5, BuktiFisikX1, JaminanX4, KemampuanX2, DayaTanggapX3

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,141	,427		2,674	,009
	BuktiFisikX1	,611	,097	,579	6,280	,000
	KemampuanX2	,172	,135	,081	2,532	,001
	DayaTanggapX3	,327	,241	,128	3,526	,001
	JaminanX4	,105	,120	,005	3,044	,001
	KepedulianX5	,195	,263	,193	3,000	,001

Coefficients ^a						
Model		Correlations			Collinearity Statistics	
		Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)					
	BuktiFisikX1	,653	,546	,486	,705	1,419
	KemampuanX2	,437	,055	,041	,262	3,821
	DayaTanggapX3	,307	-,055	-,041	,102	9,846
	JaminanX4	,370	-,005	-,003	,396	2,528
	KepedulianX5	,361	,077	,057	,088	11,313

- a. Dependent Variable: KepuasanMahasiswaY

Collinearity Diagnostics ^a						
Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	BuktiFisikX1	KemampuanX2
1	1	5,927	1,000	,00	,00	,00
	2	,030	13,948	,18	,19	,02
	3	,021	16,748	,15	,01	,11
	4	,013	21,319	,38	,66	,01
	5	,007	29,236	,28	,13	,84
	6	,002	58,898	,01	,02	,01

Collinearity Diagnostics ^a					
Model	Dimension	Variance Proportions			
		DayaTangapX3	JaminanX4	KepedulianX5	
1	1	,00	,00	,00	
	2	,02	,00	,02	
	3	,03	,21	,01	
	4	,00	,25	,00	
	5	,01	,54	,01	
	6	,94	,00	,96	

a. Dependent Variable: KepuasanMahasiswaY

Residuals Statistics ^a					
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	3,37	5,00	4,33	,503	99
Std. Predicted Value	-1,917	1,327	,000	1,000	99
Standard Error of Predicted Value	,068	,256	,134	,049	99
Adjusted Predicted Value	3,40	5,00	4,33	,500	99
Residual	-1,874	1,080	,000	,565	99
Std. Residual	-3,232	1,864	,000	,974	99
Stud. Residual	-3,287	1,950	,003	,998	99
Deleted Residual	-1,937	1,182	,003	,592	99
Stud. Deleted Residual	-3,477	1,980	-,001	1,016	99
Mahal. Distance	,342	18,057	4,949	4,457	99
Cook's Distance	,000	,061	,008	,013	99
Centered Leverage Value	,003	,184	,051	,045	99

a. Dependent Variable: KepuasanMahasiswaY

```

REGRESSION
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS R ANOVA COLLIN TOL CHANGE ZPP
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT KepuasanMahasiswaY
  /METHOD=ENTER BuktiFisikX1
  /RESIDUALS DURBIN
  /SAVE PRED SRESID.

```

Regression

		Notes
Output Created		24-OCT-2020 20:47:42
Comments		
Input	Data	D:\Bahannya Lili Lengga\Skripsi Jadi Lili 1\Data Mentah Tahap 1 Lili.sav
	Active Dataset	DataSet3
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	99
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on cases with no missing values for any variable used.
Syntax		REGRESSION /MISSING LISTWISE /STATISTICS COEFF OUTS R ANOVA COLLIN TOL CHANGE ZPP /CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT KepuasanMahasiswaY /METHOD=ENTER BuktiFisikX1 /RESIDUALS DURBIN /SAVE PRED SRESID.
Resources	Processor Time	00:00:00,02
	Elapsed Time	00:00:00,07
	Memory Required	1476 bytes
	Additional Memory Required for Residual Plots	0 bytes
Variables Created or Modified	PRE_2	Unstandardized Predicted Value
	SRE_2	Studentized Residual

[DataSet3] D:\Bahannya Lili Lengga\Skripsi Jadi Lili 1\Data Mentah Tahap 1 Lili.sav

Variables Entered/Removed ^a			
Model	Variables Entered	Variables Removed	Method
1	BuktiFisikX1 ^b	.	Enter

- a. Dependent Variable: KepuasanMahasiswaY
 b. All requested variables entered.

Model Summary ^b						
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics	
					R Square Change	F Change
1	,653 ^a	,426	,421	,575	,426	72,122

Model Summary ^b				
Model	Change Statistics			
	df1	df2	Sig. F Change	
1	1	97	,000	1,792

- a. Predictors: (Constant), BuktiFisikX1
b. Dependent Variable: KepuasanMahasiswaY

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	23,881	1	23,881	72,122	,000 ^b
	Residual	32,119	97	,331		
	Total	56,000	98			

- a. Dependent Variable: KepuasanMahasiswaY
b. Predictors: (Constant), BuktiFisikX1

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,341	,357		3,757	,000
	BuktiFisikX1	,689	,081	,653	8,492	,000

Coefficients ^a						
Model		Correlations			Collinearity Statistics	
		Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)					
	BuktiFisikX1	,653	,653	,653	1,000	1,000

- a. Dependent Variable: KepuasanMahasiswaY

Collinearity Diagnostics ^a					
Model	Dimension	Eigenvalue	Condition Index	Variance Proportions	
				(Constant)	BuktiFisikX1
1	1	1,987	1,000	,01	,01
	2	,013	12,266	,99	,99

- a. Dependent Variable: KepuasanMahasiswaY

Residuals Statistics ^a					
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	3,41	4,79	4,33	,494	99
Std. Predicted Value	-1,875	,916	,000	1,000	99
Standard Error of Predicted Value	,064	,123	,080	,019	99
Adjusted Predicted Value	3,38	4,82	4,33	,493	99
Residual	-1,786	,903	,000	,572	99
Std. Residual	-3,103	1,570	,000	,995	99
Stud. Residual	-3,132	1,580	-,001	1,004	99
Deleted Residual	-1,820	,915	-,001	,583	99
Stud. Deleted Residual	-3,287	1,592	-,004	1,019	99
Mahal. Distance	,230	3,515	,990	1,068	99
Cook's Distance	,000	,093	,009	,015	99
Centered Leverage Value	,002	,036	,010	,011	99

- a. Dependent Variable: KepuasanMahasiswaY

```

REGRESSION
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS R ANOVA COLLIN TOL CHANGE ZPP
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT KepuasanMahasiswaY
  /METHOD=ENTER KemampuanX2
  /RESIDUALS DURBIN
  /SAVE PRED SRESID.

```

Regression

Notes		
Output Created		24-OCT-2020 20:48:06
Comments		
Input	Data	D:\Bahannya Lili Lengga\Skripsi Jadi Lili 1\Data Mentah Tahap 1 Lili.sav
	Active Dataset	DataSet3
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	99
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on cases with no missing values for any variable used.
Syntax		REGRESSION /MISSING LISTWISE /STATISTICS COEFF OUTS R ANOVA COLLIN TOL CHANGE ZPP /CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT KepuasanMahasiswaY /METHOD=ENTER KemampuanX2 /RESIDUALS DURBIN /SAVE PRED SRESID.
Resources	Processor Time	00:00:00,02
	Elapsed Time	00:00:00,16
	Memory Required	1516 bytes
	Additional Memory Required for Residual Plots	0 bytes
Variables Created or Modified	PRE_3	Unstandardized Predicted Value
	SRE_3	Studentized Residual

[DataSet3] D:\Bahannya Lili Lengga\Skripsi Jadi Lili 1\Data Mentah Tahap 1 Lili.sav

Variables Entered/Removed ^a			
Model	Variables Entered	Variables Removed	Method
1	KemampuanX2 ^b	.	Enter

a. Dependent Variable: KepuasanMahasiswaY

b. All requested variables entered.

Model Summary ^b						
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics	
					R Square Change	F Change
1	,637 ^a	,391	,382	,684	,191	22,857

Model Summary ^b				
Model	Change Statistics			
	df1	df2	Sig. F Change	
1	1	97	,000	1,825

- a. Predictors: (Constant), KemampuanX2
b. Dependent Variable: KepuasanMahasiswaY

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	10,679	1	10,679	22,857	,000 ^b
	Residual	45,321	97	,467		
	Total	56,000	98			

- a. Dependent Variable: KepuasanMahasiswaY
b. Predictors: (Constant), KemampuanX2

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,763	,336		8,231	,000
	KemampuanX2	,391	,082	,437	4,781	,000

Coefficients ^a						
Model		Correlations			Collinearity Statistics	
		Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)					
	KemampuanX2	,437	,437	,437	1,000	1,000

- a. Dependent Variable: KepuasanMahasiswaY

Collinearity Diagnostics ^a					
Model	Dimension	Eigenvalue	Condition Index	Variance Proportions	
				(Constant)	KemampuanX2
1	1	1,979	1,000	,01	,01
	2	,021	9,668	,99	,99

- a. Dependent Variable: KepuasanMahasiswaY

Residuals Statistics ^a					
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	3,54	4,72	4,33	,330	99
Std. Predicted Value	-2,391	1,160	,000	1,000	99
Standard Error of Predicted Value	,069	,179	,095	,022	99
Adjusted Predicted Value	3,44	4,76	4,33	,334	99
Residual	-1,716	1,456	,000	,680	99
Std. Residual	-2,511	2,130	,000	,995	99
Stud. Residual	-2,541	2,207	,001	1,008	99
Deleted Residual	-1,758	1,563	,002	,698	99
Stud. Deleted Residual	-2,617	2,253	,000	1,018	99
Mahal. Distance	,001	5,717	,990	,955	99
Cook's Distance	,000	,179	,013	,028	99
Centered Leverage Value	,000	,058	,010	,010	99

- a. Dependent Variable: KepuasanMahasiswaY

```

REGRESSION
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS R ANOVA COLLIN TOL CHANGE ZPP
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT KepuasanMahasiswaY
  /METHOD=ENTER DayaTangapX3
  /RESIDUALS DURBIN
  /SAVE PRED SRESID.

```

Regression

		Notes
Output Created		24-OCT-2020 20:49:15
Comments		
Input	Data	D:\Bahannya Lili Lengga\Skripsi Jadi Lili 1\Data Mentah Tahap 1 Lili.sav
	Active Dataset	DataSet3
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	99
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on cases with no missing values for any variable used.
Syntax		REGRESSION /MISSING LISTWISE /STATISTICS COEFF OUTS R ANOVA COLLIN TOL CHANGE ZPP /CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT KepuasanMahasiswaY /METHOD=ENTER DayaTangapX3 /RESIDUALS DURBIN /SAVE PRED SRESID.
Resources	Processor Time	00:00:00,03
	Elapsed Time	00:00:00,06
	Memory Required	1556 bytes
	Additional Memory Required for Residual Plots	0 bytes
Variables Created or Modified	PRE_4	Unstandardized Predicted Value
	SRE_4	Studentized Residual

[DataSet3] D:\Bahannya Lili Lengga\Skripsi Jadi Lili 1\Data Mentah Tahap 1 Lili.sav

Variables Entered/Removed ^a			
Model	Variables Entered	Variables Removed	Method
1	DayaTangapX3 ^b	.	Enter

- a. Dependent Variable: KepuasanMahasiswaY
b. All requested variables entered.

Model Summary ^b						
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics	
					R Square Change	F Change
1	,707 ^a	,494	,485	,723	,094	10,081

Model Summary ^b				
Model	Change Statistics			
	df1	df2	Sig. F Change	
1	1	97	,002	1,806

- a. Predictors: (Constant), DayaTangapX3
b. Dependent Variable: KepuasanMahasiswaY

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	5,272	1	5,272	10,081	,002 ^b
	Residual	50,728	97	,523		
	Total	56,000	98			

- a. Dependent Variable: KepuasanMahasiswaY
b. Predictors: (Constant), DayaTangapX3

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3,120	,389		8,019	,000
	DayaTangapX3	,304	,096	,307	3,175	,002

Coefficients ^a						
Model		Correlations			Collinearity Statistics	
		Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)					
	DayaTangapX3	,307	,307	,307	1,000	1,000

- a. Dependent Variable: KepuasanMahasiswaY

Collinearity Diagnostics ^a					
Model	Dimension	Eigenvalue	Condition Index	Variance Proportions	
				(Constant)	DayaTangapX3
1	1	1,982	1,000	,01	,01
	2	,018	10,612	,99	,99

- a. Dependent Variable: KepuasanMahasiswaY

Residuals Statistics ^a					
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	4,03	4,64	4,33	,232	99
Std. Predicted Value	-1,298	1,325	,000	1,000	99
Standard Error of Predicted Value	,073	,121	,100	,024	99
Adjusted Predicted Value	4,01	4,69	4,33	,233	99
Residual	-1,641	,968	,000	,719	99
Std. Residual	-2,269	1,338	,000	,995	99
Stud. Residual	-2,301	1,357	,001	1,006	99
Deleted Residual	-1,688	,995	,001	,736	99
Stud. Deleted Residual	-2,354	1,363	-,002	1,012	99
Mahal. Distance	,000	1,755	,990	,854	99
Cook's Distance	,000	,076	,011	,014	99
Centered Leverage Value	,000	,018	,010	,009	99

- a. Dependent Variable: KepuasanMahasiswaY

```

REGRESSION
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS R ANOVA COLLIN TOL CHANGE ZPP
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT KepuasanMahasiswaY
  /METHOD=ENTER JaminanX4
  /RESIDUALS DURBIN
  /SAVE PRED SRESID.

```

Regression

		Notes
Output Created		24-OCT-2020 20:50:22
Comments		
Input	Data	D:\Bahannya Lili Lengga\Skripsi Jadi Lili 1\Data Mentah Tahap 1 Lili.sav
	Active Dataset	DataSet3
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	99
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on cases with no missing values for any variable used.
Syntax		REGRESSION /MISSING LISTWISE /STATISTICS COEFF OUTS R ANOVA COLLIN TOL CHANGE ZPP /CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT KepuasanMahasiswaY /METHOD=ENTER JaminanX4 /RESIDUALS DURBIN /SAVE PRED SRESID.
Resources	Processor Time	00:00:00,03
	Elapsed Time	00:00:00,11
	Memory Required	1596 bytes
	Additional Memory Required for Residual Plots	0 bytes
Variables Created or Modified	PRE_5	Unstandardized Predicted Value
	SRE_5	Studentized Residual

[DataSet3] D:\Bahannya Lili Lengga\Skripsi Jadi Lili 1\Data Mentah Tahap 1 Lili.sav

Variables Entered/Removed ^a			
Model	Variables Entered	Variables Removed	Method
1	JaminanX4 ^b	.	Enter

a. Dependent Variable: KepuasanMahasiswaY

b. All requested variables entered.

Model Summary ^b						
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics	
					R Square Change	F Change
1	,670 ^a	,437	,428	,706	,137	15,389

Model Summary ^b				
Model	Change Statistics			
	df1	df2	Sig. F Change	
1	1	97	,000	1,742

- a. Predictors: (Constant), JaminanX4
b. Dependent Variable: KepuasanMahasiswaY

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	7,668	1	7,668	15,389	,000 ^b
	Residual	48,332	97	,498		
	Total	56,000	98			

- a. Dependent Variable: KepuasanMahasiswaY
b. Predictors: (Constant), JaminanX4

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,867	,381		7,532	,000
	JaminanX4	,359	,092	,370	3,923	,000

Coefficients ^a						
Model		Correlations			Collinearity Statistics	
		Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)					
	JaminanX4	,370	,370	,370	1,000	1,000

- a. Dependent Variable: KepuasanMahasiswaY

Collinearity Diagnostics ^a					
Model	Dimension	Eigenvalue	Condition Index	Variance Proportions	
				(Constant)	JaminanX4
1	1	1,982	1,000	,01	,01
	2	,018	10,635	,99	,99

- a. Dependent Variable: KepuasanMahasiswaY

Residuals Statistics ^a					
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	3,94	4,66	4,33	,280	99
Std. Predicted Value	-1,389	1,181	,000	1,000	99
Standard Error of Predicted Value	,071	,122	,098	,022	99
Adjusted Predicted Value	3,91	4,71	4,33	,280	99
Residual	-1,664	1,055	,000	,702	99
Std. Residual	-2,357	1,495	,000	,995	99
Stud. Residual	-2,386	1,518	,000	1,006	99
Deleted Residual	-1,705	1,088	,001	,718	99
Stud. Deleted Residual	-2,447	1,528	-,003	1,015	99
Mahal. Distance	,011	1,929	,990	,820	99
Cook's Distance	,000	,071	,011	,017	99
Centered Leverage Value	,000	,020	,010	,008	99

- a. Dependent Variable: KepuasanMahasiswaY

```

REGRESSION
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS R ANOVA COLLIN TOL CHANGE ZPP
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT KepuasanMahasiswaY
  /METHOD=ENTER KepedulianX5
  /RESIDUALS DURBIN
  /SAVE PRED SRESID.

```

Regression

Notes		
Output Created		24-OCT-2020 20:51:11
Comments		
Input	Data	D:\Bahannya Lili Lengga\Skripsi Jadi Lili 1\Data Mentah Tahap 1 Lili.sav
	Active Dataset	DataSet3
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	99
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on cases with no missing values for any variable used.
Syntax		REGRESSION /MISSING LISTWISE /STATISTICS COEFF OUTS R ANOVA COLLIN TOL CHANGE ZPP /CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT KepuasanMahasiswaY /METHOD=ENTER KepedulianX5 /RESIDUALS DURBIN /SAVE PRED SRESID.
Resources	Processor Time	00:00:00,03
	Elapsed Time	00:00:00,18
	Memory Required	1636 bytes
	Additional Memory Required for Residual Plots	0 bytes
Variables Created or Modified	PRE_6	Unstandardized Predicted Value
	SRE_6	Studentized Residual

[DataSet3] D:\Bahannya Lili Lengga\Skripsi Jadi Lili 1\Data Mentah Tahap 1 Lili.sav

Variables Entered/Removed ^a			
Model	Variables Entered	Variables Removed	Method
1	KepedulianX5 ^b	.	Enter

- a. Dependent Variable: KepuasanMahasiswaY
b. All requested variables entered.

Model Summary ^b						
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics	
					R Square Change	F Change
1	,761 ^a	,430	,421	,709	,130	14,505

Model Summary ^b				
Model	Change Statistics			
	df1	df2	Sig. F Change	
1	1	97	,000	1,788

- a. Predictors: (Constant), KepedulianX5
b. Dependent Variable: KepuasanMahasiswaY

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	7,285	1	7,285	14,505	,000 ^b
	Residual	48,715	97	,502		
	Total	56,000	98			

- a. Dependent Variable: KepuasanMahasiswaY
b. Predictors: (Constant), KepedulianX5

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,887	,386		7,475	,000
	KepedulianX5	,364	,096	,361	3,809	,000

Coefficients ^a						
Model		Correlations			Collinearity Statistics	
		Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)					
	KepedulianX5	,361	,361	,361	1,000	1,000

- a. Dependent Variable: KepuasanMahasiswaY

Collinearity Diagnostics ^a					
Model	Dimension	Eigenvalue	Condition Index	Variance Proportions	
				(Constant)	KepedulianX5
1	1	1,983	1,000	,01	,01
	2	,017	10,754	,99	,99

- a. Dependent Variable: KepuasanMahasiswaY

Residuals Statistics ^a					
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	3,98	4,71	4,33	,273	99
Std. Predicted Value	-1,295	1,376	,000	1,000	99
Standard Error of Predicted Value	,071	,122	,098	,024	99
Adjusted Predicted Value	3,95	4,76	4,33	,273	99
Residual	-1,709	1,020	,000	,705	99
Std. Residual	-2,411	1,439	,000	,995	99
Stud. Residual	-2,447	1,459	,001	1,006	99
Deleted Residual	-1,760	1,048	,001	,721	99
Stud. Deleted Residual	-2,513	1,468	-,001	1,014	99
Mahal. Distance	,002	1,895	,990	,892	99
Cook's Distance	,000	,091	,011	,016	99
Centered Leverage Value	,000	,019	,010	,009	99

- a. Dependent Variable: KepuasanMahasiswaY

NPAR TESTS

/K-S(NORMAL)=BuktiFisikX1 KemampuanX2 DayaTangapX3 JaminanX4 KepedulianX5
KepuasanMahasiswaY
/MISSING ANALYSIS.

NPar Tests

Notes		
Output Created		24-OCT-2020 20:52:47
Comments		
Input	Data	D:\Bahannya Lili Lengga\Skripsi Jadi Lili 1\Data Mentah Tahap 1 Lili.sav
	Active Dataset	DataSet3
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	99
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each test are based on all cases with valid data for the variable(s) used in that test.
Syntax		NPAR TESTS /K-S(NORMAL)=BuktiFisikX1 KemampuanX2 DayaTangapX3 JaminanX4 KepedulianX5 KepuasanMahasiswaY /MISSING ANALYSIS.
Resources	Processor Time	00:00:00,02
	Elapsed Time	00:00:00,02
	Number of Cases Allowed ^a	87381

a. Based on availability of workspace memory.

[DataSet3] D:\Bahannya Lili Lengga\Skripsi Jadi Lili 1\Data Mentah Tahap 1 Lili.sav

One-Sample Kolmogorov-Smirnov Test				
		BuktiFisikX1	KemampuanX2	DayaTangapX3
N		99	99	99
Normal Parameters ^{a,b}	Mean	4,34	4,02	3,99
	Std. Deviation	,717	,845	,763
Most Extreme Differences	Absolute	,305	,220	,212
	Positive	,199	,189	,212
	Negative	-,305	-,220	-,212
Kolmogorov-Smirnov Z		3,035	2,192	2,113
Asymp. Sig. (2-tailed)		,100	,170	,220

One-Sample Kolmogorov-Smirnov Test				
		JaminanX4	KepedulianX5	KepuasanMahasiswaY
N		99	99	99
Normal Parameters ^{a,b}	Mean	4,08	3,97	4,33
	Std. Deviation	,778	,749	,756
Most Extreme Differences	Absolute	,225	,223	,316
	Positive	,198	,221	,189
	Negative	-,225	-,223	-,316
Kolmogorov-Smirnov Z		2,235	2,221	3,146
Asymp. Sig. (2-tailed)		,110	,210	,230

a. Test distribution is Normal.

b. Calculated from data.

CORRELATIONS

```

/VARIABLES=BuktiFisikX1.1 BuktiFisikX1.2 BuktiFisikX1.3 KemampuanX2.1
KemampuanX2.2 DayaTangapX3.1 DayaTangapX3.2 DayaTangapX3.3 JaminanX4.1
JaminanX4.2 KepedulianX5.1 KepedulianX5.2 KepeduliaanX5.3
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWISE.

```

Correlations

Notes		
Output Created		24-OCT-2020 20:32:12
Comments		
Input	Data	D:\Bahannya Lili Lengga\Skripsi Jadi Lili 1\Datamentah Lili.sav
	Active Dataset	DataSet2
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	99
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.
Syntax		CORRELATIONS /VARIABLES=BuktiFisikX1.1 BuktiFisikX1.2 BuktiFisikX1.3 KemampuanX2.1 KemampuanX2.2 DayaTangapX3.1 DayaTangapX3.2 DayaTangapX3.3 JaminanX4.1 JaminanX4.2 KepedulianX5.1 KepedulianX5.2 KepeduliaanX5.3 /PRINT=TWOTAIL NOSIG /MISSING=PAIRWISE.
Resources	Processor Time	00:00:00,02
	Elapsed Time	00:00:00,08

[DataSet2] D:\Bahannya Lili Lengga\Skripsi Jadi Lili 1\Datamentah Lili.sav

JaminanX 4.1	Pearson Correlation	,582**	,642**	,966**	,498**	,323**	,357**	,516**	,607**	1	,474**	,410**	,933**	,410**
	Sig. (2-tailed)	,000	,000	,000	,000	,001	,000	,000	,000		,000	,000	,000	,000
	N	99	99	99	99	99	99	99	99	99	99	99	99	99
JaminanX 4.2	Pearson Correlation	,828**	,431**	,462**	,773**	,136	,552**	,710**	,398**	,474**	1	,600**	,395**	,600**
	Sig. (2-tailed)	,000	,000	,000	,000	,178	,000	,000	,000	,000		,000	,000	,000
	N	99	99	99	99	99	99	99	99	99	99	99	99	99
KepedulianX5.1	Pearson Correlation	,797**	,328**	,400**	,743**	,379**	,947**	,587**	,293**	,410**	,600**	1	,375**	1,000**
	Sig. (2-tailed)	,000	,001	,000	,000	,000	,000	,000	,003	,000	,000		,000	,000
	N	99	99	99	99	99	99	99	99	99	99	99	99	99
KepedulianX5.2	Pearson Correlation	,514**	,623**	,961**	,473**	,313**	,315**	,529**	,586**	,933**	,395**	,375**	1	,375**
	Sig. (2-tailed)	,000	,000	,000	,000	,002	,001	,000	,000	,000	,000	,000		,000
	N	99	99	99	99	99	99	99	99	99	99	99	99	99
KepedulianX5.3	Pearson Correlation	,797**	,328**	,400**	,743**	,379**	,947**	,587**	,293**	,410**	,600**	1,000**	,375**	1
	Sig. (2-tailed)	,000	,001	,000	,000	,000	,000	,000	,003	,000	,000	,000	,000	
	N	99	99	99	99	99	99	99	99	99	99	99	99	99
** . Correlation is significant at the 0.01 level (2-tailed).														
* . Correlation is significant at the 0.05 level (2-tailed).														

CORRELATIONS

```

/VARIABLES=KepuasanMahasiswaY1.1 KepuasanMahasiswaY1.2
KepuasanMahasiswaY1.3
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWISE.

```

Correlations

		Notes
Output Created		24-OCT-2020 20:33:20
Comments		
Input	Data	D:\Bahannya Lili Lengg\Skripsi Jadi Lili 1\Datamentah Lili.sav
	Active Dataset	DataSet2
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	99
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.
Syntax		CORRELATIONS /VARIABLES=KepuasanMahasiswaY1.1 KepuasanMahasiswaY1.2 KepuasanMahasiswaY1.3 /PRINT=TWOTAIL NOSIG /MISSING=PAIRWISE.
Resources	Processor Time	00:00:00,00
	Elapsed Time	00:00:00,06

[DataSet2] D:\Bahannya Lili Lengg\Skripsi Jadi Lili 1\Datamentah Lili.sav

Correlations				
		KepuasanMahasiswaY1.1	KepuasanMahasiswaY1.2	KepuasanMahasiswaY1.3
KepuasanMahasiswaY1.1	Pearson Correlation	1	,361**	,403
	Sig. (2-tailed)		,000	,044
	N	99	99	99
KepuasanMahasiswaY1.2	Pearson Correlation	,361**	1	,786**
	Sig. (2-tailed)	,000		,000
	N	99	99	99
KepuasanMahasiswaY1.3	Pearson Correlation	,403	,786**	1
	Sig. (2-tailed)	,044	,000	
	N	99	99	99
**. Correlation is significant at the 0.01 level (2-tailed).				
*. Correlation is significant at the 0.05 level (2-tailed).				

```

DATASET ACTIVATE DataSet3.
DATASET ACTIVATE DataSet3.
SAVE OUTFILE='D:\Bahannya Lili Lengg\Skripsi Jadi Lili 1\Data Mentah Tahap 1 Lili.sav'
/COMPRESSED.

```

RELIABILITY

```

/VARIABLES=BuktiFisikX1.1 BuktiFisikX1.2 BuktiFisikX1.3 KemampuanX2.1
KemampuanX2.2 DayaTangapX3.1 DayaTangapX3.2 DayaTangapX3.3 JaminanX4.1
JaminanX4.2 KepedulianX5.1 KepedulianX5.2 KepeduliaanX5.3
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.

```

Reliability

Notes		
Output Created		24-OCT-2020 20:38:18
Comments		
Input	Data	D:\Bahannya Lili Lengga\Skripsi Jadi Lili 1\Datamentah Lili.sav
	Active Dataset	DataSet2
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	99
	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=BuktiFisikX1.1 BuktiFisikX1.2 BuktiFisikX1.3 KemampuanX2.1 KemampuanX2.2 DayaTangapX3.1 DayaTangapX3.2 DayaTangapX3.3 JaminanX4.1 JaminanX4.2 KepedulianX5.1 KepedulianX5.2 KepeduliaanX5.3 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Resources	Processor Time	00:00:00,00
	Elapsed Time	00:00:00,01

[DataSet2] D:\Bahannya Lili Lengga\Skripsi Jadi Lili 1\Datamentah Lili.sav

Scale: ALL VARIABLES

Case Processing Summary			
		N	%
Cases	Valid	99	100,0
	Excluded ^a	0	,0
	Total	99	100,0
a. Listwise deletion based on all variables in the procedure.			

Reliability Statistics	
Cronbach's Alpha	N of Items
,936	13

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
BuktiFisikX1.1	49,68	47,384	,878	,925
BuktiFisikX1.2	49,43	49,003	,681	,932
BuktiFisikX1.3	49,37	48,992	,755	,929
KemampuanX2.1	49,70	46,928	,816	,927
KemampuanX2.2	49,65	50,884	,416	,942
DayaTangapX3.1	49,73	49,098	,693	,931
DayaTangapX3.2	49,74	49,359	,688	,931
DayaTangapX3.3	49,43	49,452	,637	,933
JaminanX4.1	49,41	48,714	,732	,930
JaminanX4.2	49,64	48,907	,695	,931
KepedulianX5.1	49,75	48,599	,759	,929
KepedulianX5.2	49,33	49,755	,697	,931
KepeduliaanX5.3	49,75	48,599	,759	,929

RELIABILITY

```

/VARIABLES=KepuasanMahasiswaY1.1 KepuasanMahasiswaY1.2
KepuasanMahasiswaY1.3
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.

```

Reliability

		Notes
Output Created		24-OCT-2020 20:38:45
Comments		
Input	Data	D:\Bahannya Lili Lengga\Skripsi Jadi Lili 1\Datamentah Lili.sav
	Active Dataset	DataSet2
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	99
	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=KepuasanMahasiswaY1.1 KepuasanMahasiswaY1.2 KepuasanMahasiswaY1.3 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Resources	Processor Time	00:00:00,00
	Elapsed Time	00:00:00,06

[DataSet2] D:\Bahannya Lili Lengga\Skripsi Jadi Lili 1\Datamentah Lili.sav

Scale: ALL VARIABLES

Case Processing Summary			
		N	%
Cases	Valid	99	100,0
	Excluded ^a	0	,0
	Total	99	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,711	3

Item-Total Statistics

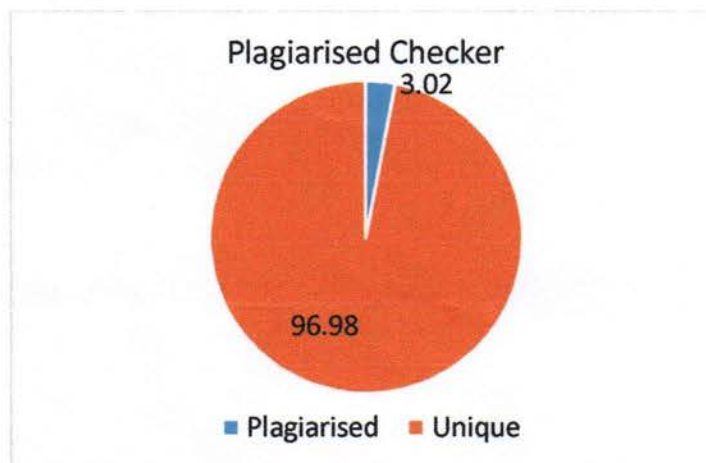
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
KepuasanMahasiswaY1.1	7,86	2,266	,293	,877
KepuasanMahasiswaY1.2	8,22	1,542	,336	,754
KepuasanMahasiswaY1.3	8,30	1,540	,398	,730

Kodecek: YL/56/14/21.DLL

Plagiarism Checker Report

Part	Plagiarised	Unique	Not Identified
1	5.62	94.38	0
2	8.25	91.75	0
3	1.25	98.75	0
4	0	100	0
5	0	100	0
Total Plagiasi	3.02	96.98	0

Grafik Persentase Plagiasi



Ende, 14 Januari 2021
 Kepala Bidang Klinik Riset



Santy Permata Sari, S.AB., MM.
 NIDN: 0829069001

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YAYASAN PERGURUAN TINGGI FLORES
UNIVERSITAS FLORES
LEMBAGA PENELITIAN DAN PENGABDIAN MASYARAKAT

Jalan: Sam Ratulangi, Kel. Paupire Telp. (0381) 21094 – Ende

email : lp2m.uniflor@yahoo.com : lp2m.uniflor@gmail.com ,website : www.lp2m-uniflor.ac.id

Nomor : 169/115/F12/N/2020
Lampiran : 1 Exemplar
Perihal : **Ijin Penelitian**

Kepada
Yth. Dekan Fakultas Ekonomi
Di-
Tempat

Dengan hormat,

Menindaklanjuti surat masuk dari Wakil Dekan Bidang Akademik dan Administrasi Fakultas Ekonomi tanggal 30 September 2020, nomor : 394/115/31/F6/N/IX/2020 perihal izin untuk mengadakan Penelitian, maka dengan ini kami memberi izin Penelitian kepada Mahasiswa atas nama :

Nama : Donimika Lilita Lengga
NIM : 2016 41 0864
Fakultas : Ekonomi
Program Studi : Manajemen

Untuk mengadakan Penelitian di Universitas Flores dengan Judul Penelitian : **“Pengaruh Kualitas Pelayanan Administrasi Akademik Terhadap Kepuasan Mahasiswa Universitas Flores”**. di sampaikan bahwa setelah selesai mengadakan penelitian yang bersangkutan wajib melaporkan kembali kepada LP2M Universitas Flores.

Demikian tindaklanjut kami, atas perhatian dan kerjasama yang baik diucapkan terima kasih.

Ende, 3 Oktober 2020
Ketua LP2M Universitas Flores


Dr. Willybrodus Lanamana, M.M.A
NIDN. 0009037101

Tembusan

1. Rektor Universitas Flores di tempat;
2. Para Dekan se-Lingkup Universitas Flores di tempat;
3. Ketua Program Manajemen di tempat;
4. Mahasiswa yang bersangkutan di tempat;
5. Arsip.



YAYASAN PERGURUAN TINGGI FLORES
UNIVERSITAS FLORES
LEMBAGA PENELITIAN DAN PENGABDIAN MASYARAKAT

Jalan: Sam Ratulangi, Kel. Paupire Telp. (0381) 21094 – Ende
email : lppm.niflor@yahoo.com : lppm@gmail.com ,website : www.lp2m-c.id

SURAT KETERANGAN

NO. 01/115/F12/N/2021

Yang bertanda tangan di bawah ini :

Nama : Dr. Willy Brordus Lanamana, SE.,M.M.A
NIDN : 0009037101
Jabatan : Ketua Lembaga Penelitian dan Pengabdian Masyarakat (LP2M)
Universitas Flores

Dengan ini menerangkan Bahwa:

Nama : Dominika Lilita Lengga
NIM : 2016 41 0864
Fakultas : Ekonomi
Program Studi : Manajemen

Telah selesai melaksanakan penelitian di Universitas Flores dengan judul **“Pengaruh Kualitas Pelayanan Administrasi Akademik Terhadap Kepuasan Mahasiswa Universitas Flores**, sejak tanggal 3 sampai dengan 7 Oktober 2020.

Demikian keterangan ini untuk dipergunakan seperlunya.

Ende, 7 Januari 2021

Ketua LP2M Universitas Flores

Dr. Willybrordus Lanamana, SE., M.M.A

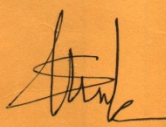
NIDN. NIDN. 0009037101



UNIVERSITAS FLORES
FAKULTAS EKONOMI
PRODI MANAJEMEN
KARTU BIMBINGAN SKRIPSI

1. Nama mahasiswa : DOMINIKA LILITA LENGGA
2. NIM : 2016410864
3. Bidang Kajian Skripsi :
4. Judul Skripsi : Pengaruh Kepuasan Mahasiswa Terhadap Layanan Administrasi Akademik
Fakultas Ekonomi Universitas Flores
5. Tanggal Pengajuan Skripsi :
6. Nama Pembimbing : 1. Dr. RAFAEL OCTAVIANUS BYRE, SE., MSc.
2. SANTY PERMATA SARI, S.AB., MM
7. Keterangan Konsultasi :

No.	Tanggal Konsultasi	Keterangan	Paraf	
			Pembimbing 1	Pembimbing 2
1.	8 April 2020	- Tulisan masih ambutadul fenomenanya tidak kelihatan - Penggunaan bahan Indonesia tidak ilmiah - pertanyaan riset membingun- kan.		
	17 APRIL 2020	- fenomenanya masih belum kelihatan		
	21 APRIL 2020	- pertanyaan riset masih salah		
	22 APRIL	- Pelayanan yang baik mencupakan suatu kecewa- han (Apa artinya kalimat ini) Dan masih banyak kalimat yg Membingungkan. - perbaiki bahasa Indonesia - tunculkan penelitian terdahulu yang ideal menceritakan kenapa penting kualitas jasa layanan.		

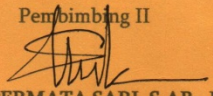
No.	Tanggal Konsultasi	Keterangan	Paraf	
			Pembimbing 1	Pembimbing 2
	1 Mei 2020	<ul style="list-style-type: none"> - Rumusan masalah lebih rinci lagi. - Masih banyak kesalahan bahasa Indonesia. Misalnya penelitian yang mengkreji bahwa. Ini apa artinya menbingungkan. \neq ⇒ Fenomenanya belum diceritakan - Rumusan masalahpun masih salah dan manfaatnya mana 		
	08 Jan. 2021	<ul style="list-style-type: none"> - Sistematika penulisan skripsi - Rujuklan Daftar pustaka - Lampiran. 		

8. Tanggal Selesai Penulisan Skripsi :
9. Telah dievaluasi dan Diuji dengan Nilai :

Pembimbing I

Ir. RAFAEL OCTAVIANUS BYRE, SE., MS
Nipy. 1980 2000 166

Pembimbing II


SANTY PERMATA SARI, S.AB., MM
Nipy. 1980 2016 680

Mengetahui
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LAMBERTUS LANGGA, SE., M.Sc
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