

LAPORAN SURVEI KEPUASAN LAYANAN MANAJEMEN (PENGGUNA ADMINISTRASI)

SEMESTER GENAP
TAHUN 2024 / 2025
FAKULTAS KESEHATAN MASYARAKAT



**FAKULTAS KESEHATAN MASYARAKAT
INSTITUT KESEHATAN DELI HUSADA DELI TUA**

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KATA PENGANTAR

Puji syukur ke hadirat Tuhan Yang Maha Esa, atas rahmat dan karunia-Nya sehingga Laporan Survei Kepuasan Layanan Manajemen Institut Kesehatan Deli Husada Deli Tua dapat disusun dan diselesaikan dengan baik. Laporan ini disusun sebagai bentuk komitmen institusi dalam meningkatkan mutu layanan manajemen dan administrasi secara berkelanjutan, serta sebagai bagian dari pelaksanaan Sistem Penjaminan Mutu Internal (SPMI).

Survei kepuasan ini bertujuan untuk memperoleh gambaran objektif mengenai tingkat kepuasan pengguna terhadap layanan administrasi yang tersedia di lingkungan Institut Kesehatan Deli Husada Deli Tua. Ruang lingkup survei meliputi layanan Penerimaan Mahasiswa Baru, Sistem Administrasi Akademik, Layanan Administrasi Umum, Layanan Administrasi Keuangan, serta Pusat Layanan Karir. Hasil survei ini diharapkan dapat menjadi dasar evaluasi, pengendalian, dan peningkatan mutu layanan agar semakin efektif, responsif, dan sesuai dengan kebutuhan pengguna.

Penyusunan laporan ini dilakukan berdasarkan pengumpulan data melalui instrumen survei kepuasan, serta analisis terhadap masukan dan saran yang diberikan oleh pengguna layanan. Temuan dan rekomendasi dalam laporan ini menjadi bahan pertimbangan bagi pimpinan dan unit terkait dalam merumuskan langkah perbaikan serta rencana tindak lanjut yang terukur.

Kami menyadari bahwa laporan ini masih memiliki keterbatasan. Oleh karena itu, saran dan masukan yang konstruktif sangat diharapkan guna penyempurnaan pelaksanaan survei dan peningkatan kualitas layanan manajemen pada periode berikutnya. Kami mengucapkan terima kasih kepada seluruh pihak yang telah berpartisipasi dan mendukung pelaksanaan survei ini, sehingga laporan dapat tersusun dengan baik.

Akhir kata, semoga laporan ini dapat memberikan manfaat bagi penguatan tata kelola institusi serta peningkatan kualitas layanan manajemen dan administrasi di Institut Kesehatan Deli Husada Deli Tua.

Ditetapkan di : Deli Tua
Pada Tanggal : Agustus 2025

Dekan Fakultas Kesehatan Masyarakat,



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BAB I

PENDAHULUAN

1.1 LATAR BELAKANG

Institut Kesehatan Deli Husada Deli Tua sebagai institusi pendidikan tinggi di bidang kesehatan memiliki tanggung jawab untuk menyelenggarakan layanan pendidikan yang bermutu, transparan, akuntabel, dan berorientasi pada kepuasan pengguna. Mutu layanan tidak hanya ditentukan oleh kualitas proses pembelajaran dan capaian akademik, tetapi juga sangat dipengaruhi oleh kualitas layanan manajemen dan administrasi yang menjadi penunjang utama kelancaran kegiatan akademik maupun non-akademik. Oleh karena itu, penyelenggaraan layanan manajemen yang efektif merupakan bagian yang tidak terpisahkan dari upaya institusi dalam mewujudkan tata kelola perguruan tinggi yang baik (*good university governance*).

Dalam praktiknya, layanan manajemen di perguruan tinggi mencakup berbagai aktivitas yang berhubungan langsung dengan kebutuhan pengguna, baik mahasiswa, calon mahasiswa, dosen, tenaga kependidikan, maupun pemangku kepentingan lainnya. Layanan tersebut meliputi proses administrasi yang berlangsung sejak tahap awal penerimaan mahasiswa baru hingga layanan pasca kelulusan melalui pusat layanan karir. Keberhasilan institusi dalam memberikan layanan yang cepat, tepat, mudah diakses, dan responsif akan berdampak langsung pada tingkat kepuasan pengguna serta citra institusi secara keseluruhan.

Seiring dengan meningkatnya tuntutan masyarakat terhadap layanan pendidikan tinggi yang profesional, kebutuhan akan sistem administrasi yang terintegrasi, serta dinamika perubahan kebijakan pendidikan, Institut Kesehatan Deli Husada Deli Tua perlu memastikan bahwa seluruh layanan manajemen dan administrasi telah memenuhi standar mutu yang ditetapkan. Selain itu, adanya perkembangan teknologi informasi mendorong institusi untuk meningkatkan efektivitas layanan melalui digitalisasi dan penyederhanaan prosedur. Namun demikian, transformasi layanan seringkali menghadapi tantangan, seperti keterbatasan sumber daya, ketidakraturan alur layanan, ketidaksamaan informasi antar petugas, serta belum optimalnya sistem informasi yang digunakan.

Untuk menjamin peningkatan mutu layanan secara berkelanjutan, Institut Kesehatan Deli Husada Deli Tua perlu melakukan evaluasi berbasis data terhadap tingkat kepuasan pengguna layanan manajemen. Evaluasi tersebut dapat dilakukan melalui survei kepuasan sebagai salah satu instrumen penting dalam Sistem Penjaminan Mutu Internal (SPMI). Survei kepuasan memberikan gambaran objektif mengenai persepsi pengguna terhadap kualitas layanan, baik

dari aspek kemudahan akses, ketepatan prosedur, kecepatan pelayanan, keramahan petugas, kejelasan informasi, hingga kenyamanan sarana pendukung. Selain itu, survei kepuasan juga dapat menjadi media untuk menghimpun masukan, kritik, dan saran dari pengguna sehingga institusi memperoleh bahan perbaikan yang relevan dan terarah.

Pelaksanaan Survei Kepuasan Layanan Manajemen ini difokuskan pada layanan-layanan administrasi yang secara langsung berinteraksi dengan pengguna, yaitu: (1) Penerimaan Mahasiswa Baru (PMB), (2) Sistem Administrasi Akademik, (3) Layanan Administrasi Umum, (4) Layanan Administrasi Keuangan, dan (5) Pusat Layanan Karir. Kelima layanan tersebut merupakan bagian penting dari siklus layanan institusi yang menentukan pengalaman pengguna secara menyeluruh. Layanan PMB menjadi pintu awal interaksi calon mahasiswa dengan institusi, sehingga kualitas layanan pada tahap ini akan memengaruhi keputusan pendaftar dan citra institusi. Sistem administrasi akademik berperan dalam mendukung proses akademik mahasiswa, mulai dari registrasi, pengisian KRS, pengelolaan nilai, hingga penerbitan dokumen akademik. Layanan administrasi umum mendukung kelancaran administrasi kelembagaan dan kebutuhan surat-menyurat. Layanan administrasi keuangan menjadi aspek penting yang menuntut transparansi, ketepatan, dan kemudahan akses informasi pembayaran. Sementara itu, pusat layanan karir merupakan layanan strategis untuk mendukung kesiapan mahasiswa dan lulusan dalam memasuki dunia kerja serta meningkatkan daya saing lulusan.

Dalam konteks peningkatan mutu institusi, survei kepuasan layanan manajemen tidak hanya bertujuan untuk mengukur kepuasan pengguna semata, tetapi juga menjadi dasar dalam penyusunan rekomendasi dan Rencana Tindak Lanjut (RTL). Hasil survei akan digunakan untuk menilai tingkat efektivitas layanan yang telah berjalan, mengidentifikasi aspek yang sudah baik dan perlu dipertahankan, serta menemukan area layanan yang masih perlu diperbaiki. Dengan demikian, survei ini mendukung pelaksanaan siklus PPEPP (Penetapan, Pelaksanaan, Evaluasi, Pengendalian, dan Peningkatan) dalam SPMI secara sistematis dan berkelanjutan.

Melalui penyusunan Laporan Survei Kepuasan Layanan Manajemen ini, Institut Kesehatan Deli Husada Deli Tua diharapkan dapat memperkuat budaya mutu dan meningkatkan kinerja layanan administrasi secara konsisten. Laporan ini juga dapat digunakan sebagai dokumen pendukung dalam audit mutu internal (AMI), evaluasi kinerja unit, serta pemenuhan bukti akuntabilitas institusi dalam proses akreditasi. Dengan adanya survei dan tindak lanjut yang terukur, institusi dapat memastikan bahwa layanan manajemen terus berkembang sesuai kebutuhan pengguna dan tuntutan mutu pendidikan tinggi.

Fakultas Kesehatan Masyarakat Institut Kesehatan Deli Husada Deli Tua sebagai bagian dari sistem pendidikan tinggi dihadapkan pada berbagai tantangan baik perkembangan ilmu

pengetahuan dan teknologi, Globalisasi maupun persaingan dengan lembaga pendidikan lainnya. Oleh karena itu pembenahan manajemen, orientasi pelanggan, dan penerapan manajemen mutu semacam *Quality Assurance*, *Quality Management*, *Total Quality Management* hingga ke ISO 9001:2008 merupakan tuntutan untuk mampu tetap bertahan dan mampu bersaing di masa depan. Salahsatu langkah penting yang harus dilakukan untuk mulai melakukan perubahan itu adalah perlunya diketahui seberapa kepuasan mahasiswa terhadap layanan akademik maupun non akademik selama ini. Tanpa langkah awal tersebut, sulit dilakukan upaya- upaya perbaikan selanjutnya. Oleh karena itu Survei tentang kepuasan mahasiswa sangat penting untuk dilakukan.

Pentingnya penilaian kepuasan mahasiswa selaras dengan rumusan yang ditetapkan dalam prosedur akreditasi yang butir 3.1.3 yang menyatakan bahwa Perguruan tinggi wajib melakukan survei kepuasan mahasiswa terhadap layanan aktivitas kemahasiswaan dengan kriteria sebagai berikut :

- a. Sangat Puas: Memiliki instrumen untuk mengukur kepuasan mahasiswa dan hasilnya digunakan untuk perbaikan kinerja yang relevan secara berkelanjutan.
- b. Baik: Memiliki instrumen untuk mengukur kepuasan mahasiswa dan hasilnya digunakan untuk perbaikan kinerja yang relevan, tetapi tidak secara berkelanjutan.
- c. Cukup: Memiliki instrumen untuk mengukur kepuasan mahasiswa, tetapi hasilnya tidak digunakan untuk perbaikan kinerja yang relevan.
- d. Kurang: Tidak memiliki instrumen untuk mengukur kepuasan mahasiswa.

Mengingat pentingnya pelaksanaan survei ini sebagai stakeholder utama, Survei ini bermaksud menemukan gambaran kepuasan mahasiswa terhadap proses Pendidikan serta upaya yang perlu dilakukan dalam meningkatkan kepuasan mahasiswa. Dengan ditemukannya kepuasan mahasiswa maka langkah lanjutan semakin mudah dirumuskan.

1.2 Dasar Pelaksanaan Survei

Pelaksanaan Survei Kepuasan Layanan Manajemen ini mengacu pada prinsip peningkatan mutu berkelanjutan dalam Sistem Penjaminan Mutu Internal (SPMI), serta kebutuhan institusi dalam menyediakan layanan yang efektif dan efisien. Secara umum, survei ini dilaksanakan sebagai bagian dari:

1. Evaluasi layanan manajemen dan administrasi institusi secara periodik.
2. Penguatan budaya mutu dan kepuasan pengguna sebagai indikator kinerja layanan.

3. Penyediaan data dukung untuk audit mutu internal dan peningkatan standar layanan.
4. Penyusunan rekomendasi dan rencana tindak lanjut peningkatan mutu layanan.

1.3 Tujuan Survei

Survei Kepuasan Layanan Manajemen ini bertujuan untuk:

1.3.1 Tujuan Umum

Mengetahui tingkat kepuasan pengguna terhadap layanan manajemen dan administrasi di Institut Kesehatan Deli Husada Deli Tua sebagai dasar peningkatan mutu layanan secara berkelanjutan.

1.3.2 Tujuan Khusus

1. Mengukur tingkat kepuasan pengguna terhadap layanan Penerimaan Mahasiswa Baru (PMB).
2. Mengukur tingkat kepuasan pengguna terhadap Sistem Administrasi Akademik.
3. Mengukur tingkat kepuasan pengguna terhadap Layanan Administrasi Umum.
4. Mengukur tingkat kepuasan pengguna terhadap Layanan Administrasi Keuangan.
5. Mengukur tingkat kepuasan pengguna terhadap Pusat Layanan Karir.
6. Mengidentifikasi aspek layanan yang sudah efektif dan perlu dipertahankan.
7. Mengidentifikasi kelemahan layanan yang perlu diperbaiki melalui rekomendasi dan RTL.

1.4 Manfaat Survei

Hasil survei ini diharapkan memberikan manfaat sebagai berikut:

1. Bagi Pimpinan Institusi
Sebagai dasar pengambilan keputusan strategis terkait kebijakan peningkatan layanan manajemen.
2. Bagi Unit Pengelola Layanan
Sebagai bahan evaluasi untuk meningkatkan efektivitas proses layanan dan memperbaiki kendala yang terjadi.
3. Bagi Mahasiswa dan Pengguna Layanan
Sebagai bentuk perhatian institusi terhadap masukan pengguna serta peningkatan kualitas layanan yang lebih responsif.
4. Bagi Unit Penjaminan Mutu
Sebagai dokumen evaluasi mutu layanan manajemen dalam siklus PPEPP dan pendukung Audit Mutu Internal.

5. Bagi Institusi secara Umum

Sebagai bagian dari penguatan akuntabilitas dan citra institusi dalam penyelenggaraan layanan pendidikan tinggi.

1.5 Ruang Lingkup Survei

Ruang lingkup survei meliputi penilaian kepuasan pengguna terhadap:

1. Layanan Penerimaan Mahasiswa Baru (PMB)
meliputi informasi pendaftaran, alur seleksi, pelayanan petugas, dan kejelasan persyaratan.
2. Sistem Administrasi Akademik
meliputi akses sistem, kemudahan penggunaan, kelancaran layanan akademik, serta kejelasan prosedur akademik.
3. Layanan Administrasi Umum
meliputi pelayanan surat-menyurat, legalisasi, pengurusan dokumen, serta respons petugas.
4. Layanan Administrasi Keuangan
meliputi informasi pembayaran, transparansi biaya, ketepatan layanan administrasi keuangan, serta kemudahan konfirmasi pembayaran.
5. Pusat Layanan Karir
meliputi informasi lowongan kerja, bimbingan karir, pelatihan, tracer study, serta dukungan penempatan kerja.

1.2 KONTRIBUSI SURVEI KEPUASAN

Survei ini diharapkan dapat memberikan kontribusi positif dalam pemecahan masalah bidang pendidikan dengan perbaikan manajemen dan layanan sebagai upaya meningkatkan kualitas pendidikan. Hasil survei ini diharapkan merupakan masukan yang berharga dalam melakukan evaluasi diri guna peningkatan perannya dalam menghasilkan lulusan yang benar-benar dibutuhkan di lapangan kerja, yang berdaya saing. Hasil survei ini diharapkan dapat memberi umpan balik bagi evaluasi dan perbaikan kebijakan-kebijakan yang diterapkan selama initerutama yang berkaitan dengan layanan.

BAB II

METODE SURVEI

2.1 Desain dan Sampel Survei

Survei ini merupakan survei analitik dengan pendekatan kuantitatif. Data dikumpulkan setelah kejadian berlangsung. Populasi Survei ini adalah mahasiswa Fakultas Kesehatan Masyarakat Institut Kesehatan Deli Husada Deli Tua pada Semester Genap TS 2024/2025 dengan jumlah 987 mahasiswa. Sampel diambil dengan menggunakan rumus Slovin dari jumlah seluruh mahasiswa di Fakultas Kesehatan Masyarakat yang berjumlah 285. Sehingga besar sampel dalam penelitian ini dihitung dengan menggunakan rumus Slovin sebagai berikut :

Berikut rumus sampel yang digunakan (Arikunto, 2002):

$$\begin{aligned}n &= \frac{N}{1 + N(e)^2} \\&= \frac{987}{1 + 987(0,05)^2} \\&= \frac{987}{1 + 987(0,05)^2} \\&= \frac{987}{3,21} \\&= 285 \text{ orang}\end{aligned}$$

Jadi jumlah sampel pada survei ini adalah 285 orang.

Variabel dan atribut yang digunakan disesuaikan dengan kondisi di lingkungan Fakultas Kesehatan Masyarakat. Variabel dan atribut yang digunakan berisi butir-butir pertanyaan yang dikembangkan dari indikator yang disusun dengan referensi dari berbagai sumber yang meliputi aspek Penerimaan Mahasiswa Baru (PMB), Sistem Administrasi Akademik, Layanan Administrasi Umum, Layanan Administrasi Keuangan, dan Pusat Layanan Karir.

2.2 Metode dan Instrumen Pengumpulan Data

Metode pengumpulan data dalam survei ini menggunakan kuesioner yang mengungkap tingkat harapan/ekspektasi dan kepuasan mahasiswa terhadap berbagai aspek layanan. Instrumen pengumpul data dalam survei ini berupa kuisisioner. Kuesioner yang digunakan adalah kuesioner tertutup yaitu pertanyaan dan jawaban sudah ditentukan, jawaban-jawaban tersebut diberikan skor berdasarkan skala *likert*, sedangkan pertanyaannya berdasarkan atribut-atribut Survei yang telah ditentukan. Responden diminta untuk memberikan tanggapan pada setiap pertanyaan dengan memilih dari empat pilihan jawaban. Pemberian nilai jawaban antara 1 sampai 5 dengan rincian sebagai berikut :

1. Kuesioner I, untuk penilaian Penerimaan Mahasiswa Baru
 - Sangat Puas nilai: 5
 - Puas nilai: 4
 - Kurang Puas: 3
 - Tidak Puas nilai: 2
 - Sangat Tidak Puas nilai: 1

2. Kuesioner II, untuk penilaian Sistem Administrasi Akademik :
 - Sangat Puas nilai: 5
 - Puas nilai: 4
 - Kurang Puas: 3
 - Tidak Puas nilai: 2
 - Sangat Tidak Puas: 1

3. Kuesioner III, untuk penilaian Layanan Administrasi Umum :
 - Sangat Puas nilai: 5
 - Puas nilai: 4
 - Kurang Puas: 3
 - Tidak Puas nilai: 2
 - Sangat Tidak Puas: 1

4. Kuesioner IV, untuk penilaian Layanan Administrasi Keuangan :
 - Sangat Puas nilai: 5
 - Puas nilai: 4
 - Kurang Puas: 3
 - Tidak Puas nilai: 2

- Sangat Tidak Puas: 1

5. Kuesioner IV, untuk penilaian Pusat Layanan Karir :

- Sangat Puas nilai: 5
- Puas nilai: 4
- Kurang Puas: 3
- Tidak Puas nilai: 2
- Sangat Tidak Puas: 1

BAB III

HASIL DAN ANALISIS

3.1 Deskripsi Umum

Dari hasil analisis kuesioner yang telah diisi oleh mahasiswa Fakultas Kesehatan Masyarakat Institut Kesehatan DELI HUSADA Deli Tua, maka dapat dilakukan analisis terkait dengan kepuasan mahasiswa. Kepuasan mahasiswa yang dievaluasi meliputi aspek administrasi sebagaimana ditampilkan pada tabel 3.1.1

Tabel 3.1.1 Aspek yang Administrasi yang Diberi Penilaian

| NO | DESKRIPSI |
|----|-------------------------------------|
| 1 | Penerimaan Mahasiswa Baru (PMB) |
| 2 | Sistem Administrasi Akademik (SIAK) |
| 3 | Layanan Administrasi Umum |
| 4 | Layanan Administrasi Keuangan |
| 5 | Pusat Layanan Karir (PUSLAKA) |

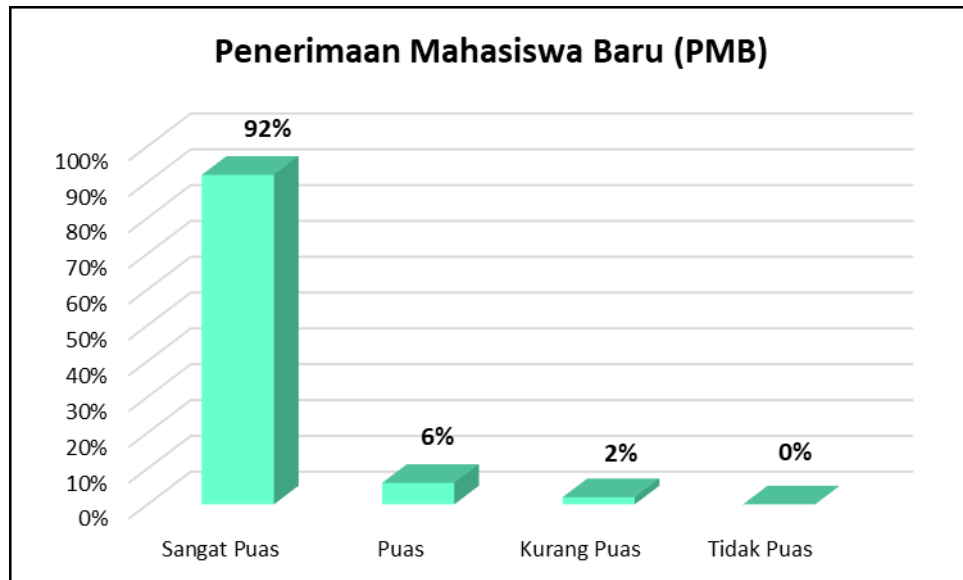
Responden diminta untuk melakukan penilaian terhadap tingkat kepuasan mahasiswa berdasarkan skala Likert. Dari hasil kuesioner atau angket hasil total skor penilaian tingkat kepuasan dibagi menjadi 4 kategori yaitu :

- Sangat Puas : presentasi total skor > 80%
- Puas : presentasi total skor 51 % - 80%
- Kurang Puas : presentasi total skor 21 % - 50 %
- Tidak Puas : presentasi 0 – 20%

3.2 Hasil Analisis Survei

Hasil survei pengukuran kepuasan mahasiswa dapat dilihat pada grafik dibawah ini:

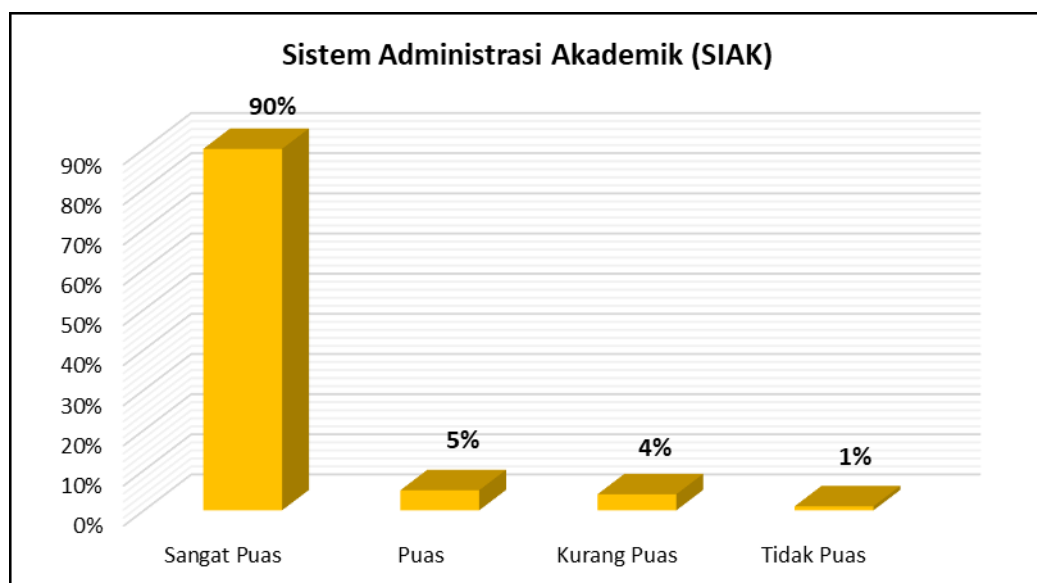
Penerimaan Mahasiswa Baru



Gambar 3.2.1 Tingkat Kepuasan Penerimaan Mahasiswa Baru

Gambar di atas menampilkan bahwa tingkat kepuasan mahasiswa terhadap Penerimaan Mahasiswa Baru (PMB). Dari gambar tersebut dapat dilihat bahwa secara umum tingkat kepuasan mahasiswa Sangat Puas (92%), Puas (6%), Kurang Puas (2%), dan Tidak Puas (0%). Gambar di atas juga menunjukkan bahwa mahasiswa sangat puas terhadap Penerimaan Mahasiswa Baru (PMB).

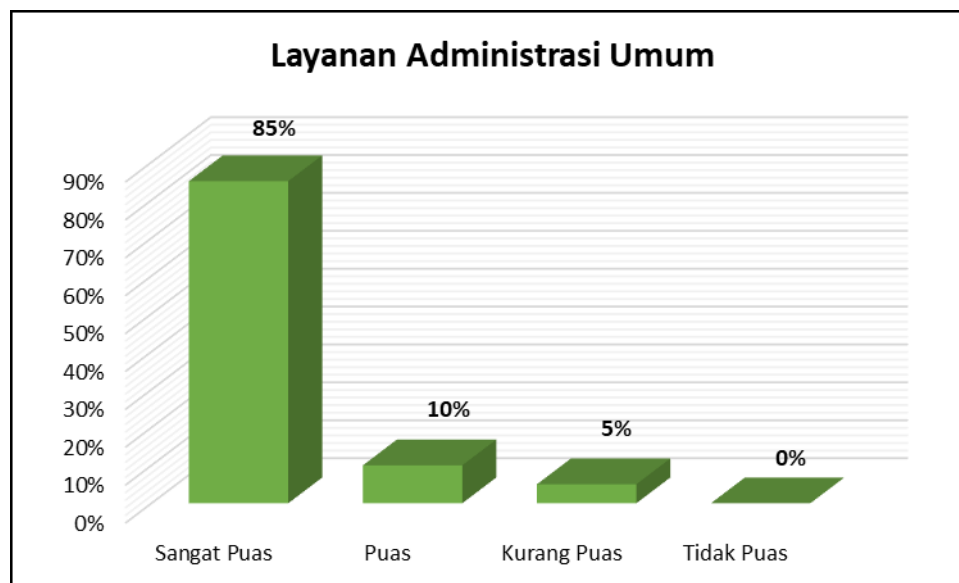
Sistem Administrasi Akademik



Gambar 3.2.2 Tingkat Kepuasan Terhadap Sistem Administrasi Akademik

Gambar di atas menampilkan bahwa tingkat kepuasan mahasiswa terhadap Sistem Administrasi Akademik (SIAK). Dari gambar tersebut dapat dilihat bahwa secara umum tingkat kepuasan mahasiswa Sangat Puas (90%), Puas (5%), Kurang Puas (4%), dan Tidak Puas (1%). Gambar di atas juga menunjukkan bahwa mahasiswa sangat puas terhadap Sistem Administrasi Akademik (SIAK).

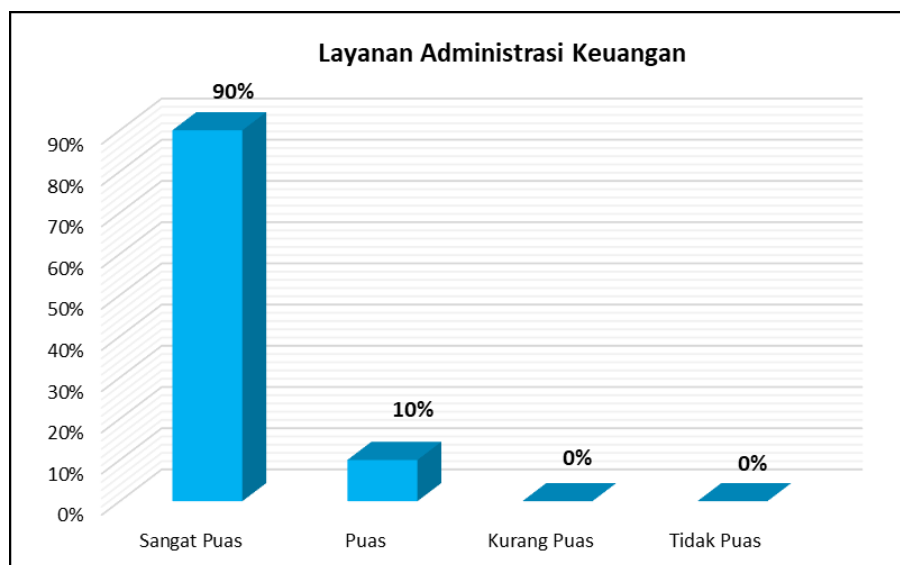
Layanan Administrasi Umum



Gambar 3.2.3 Tingkat Kepuasan Terhadap Layanan Administrasi Umum

Gambar di atas menampilkan bahwa tingkat kepuasan mahasiswa terhadap Layanan Administrasi Umum. Dari gambar tersebut dapat dilihat bahwa secara umum tingkat kepuasan mahasiswa Sangat Puas (85%), Puas (10%), Kurang Puas (5%), dan Tidak Puas (0%). Gambar di atas juga menunjukkan bahwa mahasiswa sangat puas terhadap Layanan Administrasi Umum.

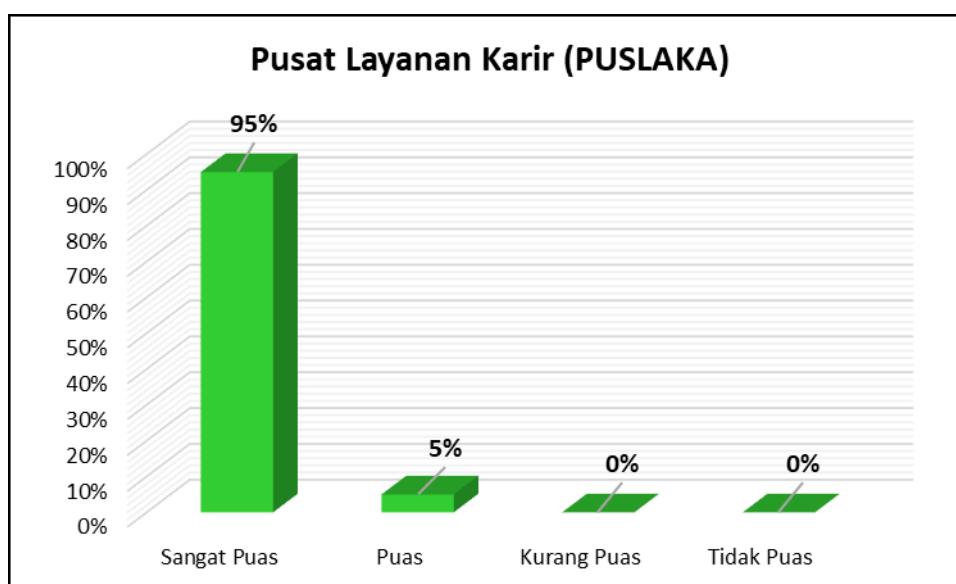
Layanan Administrasi Keuangan



Gambar 3.2.4 Tingkat Kepuasan Terhadap Layanan Administrasi Keuangan

Gambar di atas menampilkan bahwa tingkat kepuasan mahasiswa terhadap Layanan Administrasi Umum. Dari gambar tersebut dapat dilihat bahwa secara umum tingkat kepuasan mahasiswa Sangat Puas (90%), Puas (10%), Kurang Puas (0%), dan Tidak Puas (0%). Gambar di atas juga menunjukkan bahwa mahasiswa sangat puas terhadap Layanan Administrasi Keuangan.

Pusat Layanan Karir (PUSLAKA)



Gambar 3.2.5 Tingkat Kepuasan Terhadap Pusat Layanan Karir (PUSLAKA)

Gambar di atas menampilkan bahwa tingkat kepuasan mahasiswa terhadap Pusat Layanan Karir (PUSLAKA). Dari gambar tersebut dapat dilihat bahwa secara umum tingkat kepuasan mahasiswa Sangat Puas (95%), Puas (5%), Kurang Puas (0%), dan Tidak Puas (0%). Gambar di atas juga menunjukkan bahwa mahasiswa sangat puas terhadap Pusat Layanan Karir (PUSLAKA).

BAB IV

KESIMPULAN DAN REKOMENDASI

4.1 Kesimpulan

Berdasarkan hasil dan analisis data maka survey kepuasan Fakultas Kesehatan Masyarakat Institut Kesehatan DELI HUSADA Deli Tua dapat disimpulkan sebagai berikut:

- a) Tingkat kepuasan mahasiswa terhadap PMB sangat puas sebesar 92%
- b) Tingkat kepuasan mahasiswa terhadap SIAK sangat puas sebesar 90%
- c) Tingkat kepuasan mahasiswa terhadap Layanan Administrasi Umum sangat puas sebesar 85%
- d) Tingkat kepuasan mahasiswa terhadap Layanan Administrasi Keuangan sangat puas sebesar 90%
- e) Tingkat kepuasan mahasiswa terhadap PUSLAKA sangat puas sebesar 95%

Berdasarkan hasil Survei Kepuasan Layanan Manajemen yang dilaksanakan pada Institut Kesehatan Deli Husada Deli Tua, dapat disimpulkan bahwa secara umum layanan manajemen dan administrasi telah berjalan serta mampu mendukung kelancaran proses akademik dan non-akademik. Layanan-layanan yang disurvei mencakup Penerimaan Mahasiswa Baru (PMB), Sistem Administrasi Akademik, Layanan Administrasi Umum, Layanan Administrasi Keuangan, serta Pusat Layanan Karir.

Secara keseluruhan, survei menunjukkan bahwa pengguna layanan memberikan penilaian positif terhadap aspek keramahan petugas, ketersediaan layanan, dan kemudahan memperoleh bantuan saat dibutuhkan. Hal ini mencerminkan adanya komitmen institusi dan unit-unit layanan dalam memberikan pelayanan yang cukup responsif dan berorientasi pada kebutuhan pengguna.

Namun demikian, hasil survei juga mengidentifikasi beberapa aspek yang masih memerlukan perhatian dan peningkatan, terutama pada konsistensi informasi layanan, kecepatan proses layanan, serta optimalisasi sistem layanan berbasis digital. Pada beberapa layanan, pengguna masih mengalami kendala berupa keterlambatan penyelesaian administrasi, informasi yang belum tersosialisasi secara merata, serta prosedur layanan yang dianggap belum sepenuhnya sederhana. Selain itu, kebutuhan peningkatan integrasi layanan dan penguatan

sistem informasi menjadi faktor penting untuk meningkatkan efektivitas layanan secara menyeluruh.

Dengan demikian, dapat disimpulkan bahwa layanan manajemen di Institut Kesehatan Deli Husada Deli Tua telah berjalan dengan baik, namun masih diperlukan langkah perbaikan yang terencana, terukur, dan berkelanjutan agar layanan semakin efektif, efisien, serta memberikan pengalaman layanan yang lebih baik bagi pengguna.

4.2 Rekomendasi

Berdasarkan kesimpulan hasil survei dan analisis temuan, maka rekomendasi peningkatan mutu layanan manajemen di Institut Kesehatan Deli Husada Deli Tua adalah sebagai berikut:

1. Meningkatkan standardisasi layanan dan prosedur
 - a) Menyusun dan memperbarui SOP layanan untuk setiap unit layanan administrasi.
 - b) Menetapkan standar waktu layanan (service level) sebagai acuan penyelesaian administrasi.
2. Meningkatkan kejelasan dan pemerataan informasi layanan
 - a) Menyediakan informasi layanan secara lengkap melalui kanal resmi (website, media sosial, papan informasi).
 - b) Menyusun panduan layanan yang mudah dipahami, termasuk alur, persyaratan, waktu proses, dan kontak layanan.
3. Meningkatkan kecepatan dan ketepatan layanan
 - a) Melakukan evaluasi alur layanan untuk mengurangi proses berulang.
 - b) Menyesuaikan jadwal layanan pada masa puncak (PMB, registrasi, KRS, pembayaran) agar tidak terjadi penumpukan layanan.
4. Mengoptimalkan pemanfaatan teknologi informasi
 - a) Mengembangkan sistem layanan digital yang lebih terintegrasi antar unit.

- b) Menyediakan mekanisme pelaporan kendala sistem serta respon teknis yang lebih cepat.
5. Meningkatkan kompetensi dan konsistensi pelayanan petugas
- a) Melaksanakan pelatihan layanan prima dan komunikasi efektif.
 - b) Melakukan penyamaan persepsi agar informasi yang diberikan petugas seragam dan tidak menimbulkan kebingungan pengguna.
6. Memperkuat monitoring dan evaluasi berkala
- a) UPMF bersama unit terkait melaksanakan monitoring rutin terhadap pelaksanaan perbaikan layanan.
 - b) Melakukan survei kepuasan secara periodik sebagai dasar perbaikan berkelanjutan.

Lampiran :

**LAMPIRAN DATA PENGUKURAN KEPUASAN MAHASISWA TERHADAP
PENERIMAAN MAHASISWA BARU**

| No. | Penerimaan Mahasiswa Baru | | | | | | | | | | Total | Persen | Keterangan |
|-----|---------------------------|---|---|---|---|---|---|---|---|----|-------|--------|-------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | |
| 1 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 4 | 2 | 2 | 39 | 78% | Sangat Puas |
| 2 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 4 | 2 | 2 | 39 | 78% | Sangat Puas |
| 3 | 5 | 3 | 4 | 3 | 3 | 3 | 4 | 5 | 5 | 3 | 38 | 76% | Sangat Puas |
| 4 | 2 | 5 | 5 | 5 | 5 | 1 | 2 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 5 | 4 | 3 | 1 | 2 | 2 | 3 | 2 | 1 | 1 | 4 | 23 | 46% | Kurang Puas |
| 6 | 3 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 3 | 4 | 42 | 84% | Sangat Puas |
| 7 | 2 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 2 | 38 | 76% | Sangat Puas |
| 8 | 5 | 5 | 1 | 5 | 5 | 3 | 4 | 1 | 5 | 5 | 39 | 78% | Sangat Puas |
| 9 | 5 | 3 | 4 | 3 | 5 | 3 | 5 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 10 | 4 | 5 | 5 | 5 | 3 | 3 | 3 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 11 | 5 | 5 | 4 | 4 | 5 | 1 | 5 | 3 | 5 | 5 | 42 | 84% | Sangat Puas |
| 12 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 3 | 2 | 2 | 40 | 80% | Sangat Puas |
| 13 | 5 | 5 | 4 | 3 | 4 | 5 | 2 | 4 | 3 | 5 | 40 | 80% | Sangat Puas |
| 14 | 3 | 5 | 5 | 4 | 3 | 4 | 1 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 15 | 4 | 5 | 5 | 3 | 2 | 5 | 5 | 5 | 4 | 2 | 40 | 80% | Sangat Puas |
| 16 | 5 | 2 | 5 | 5 | 3 | 5 | 4 | 5 | 3 | 1 | 38 | 76% | Sangat Puas |
| 17 | 5 | 5 | 3 | 1 | 4 | 5 | 2 | 4 | 4 | 5 | 38 | 76% | Sangat Puas |
| 18 | 4 | 4 | 2 | 4 | 5 | 4 | 4 | 2 | 5 | 4 | 38 | 76% | Sangat Puas |
| 19 | 4 | 5 | 5 | 2 | 2 | 5 | 5 | 5 | 5 | 5 | 43 | 86% | Sangat Puas |
| 20 | 5 | 5 | 1 | 5 | 2 | 5 | 4 | 3 | 5 | 3 | 38 | 76% | Sangat Puas |
| 21 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 4 | 2 | 2 | 39 | 78% | Sangat Puas |
| 22 | 5 | 3 | 4 | 3 | 3 | 3 | 4 | 5 | 5 | 3 | 38 | 76% | Sangat Puas |
| 23 | 2 | 5 | 5 | 5 | 5 | 1 | 2 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 24 | 4 | 3 | 2 | 3 | 5 | 1 | 5 | 5 | 5 | 5 | 38 | 76% | Sangat Puas |
| 25 | 3 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 3 | 4 | 42 | 84% | Sangat Puas |
| 26 | 2 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 2 | 38 | 76% | Sangat Puas |
| 27 | 5 | 5 | 1 | 5 | 5 | 3 | 4 | 1 | 5 | 5 | 39 | 78% | Sangat Puas |
| 28 | 5 | 3 | 4 | 3 | 5 | 3 | 5 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 29 | 4 | 5 | 5 | 5 | 3 | 3 | 3 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 30 | 5 | 5 | 4 | 4 | 5 | 1 | 5 | 3 | 5 | 5 | 42 | 84% | Sangat Puas |
| 31 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 3 | 2 | 2 | 40 | 80% | Sangat Puas |
| 32 | 5 | 5 | 4 | 3 | 4 | 5 | 2 | 4 | 3 | 5 | 40 | 80% | Sangat Puas |
| 33 | 3 | 5 | 5 | 4 | 3 | 4 | 1 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 34 | 4 | 5 | 5 | 3 | 2 | 5 | 5 | 5 | 4 | 2 | 40 | 80% | Sangat Puas |
| 35 | 5 | 2 | 5 | 5 | 3 | 5 | 4 | 5 | 3 | 1 | 38 | 76% | Sangat Puas |
| 36 | 5 | 5 | 3 | 1 | 4 | 5 | 2 | 4 | 4 | 5 | 38 | 76% | Sangat Puas |
| 37 | 4 | 4 | 2 | 4 | 5 | 4 | 4 | 2 | 5 | 4 | 38 | 76% | Sangat Puas |
| 38 | 4 | 5 | 5 | 2 | 2 | 5 | 5 | 5 | 5 | 5 | 43 | 86% | Sangat Puas |

| | | | | | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|---|---|----|-----|-------------|
| 39 | 5 | 5 | 1 | 5 | 2 | 5 | 4 | 3 | 5 | 3 | 38 | 76% | Sangat Puas |
| 40 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 4 | 2 | 2 | 39 | 78% | Sangat Puas |
| 41 | 5 | 3 | 4 | 3 | 3 | 3 | 4 | 5 | 5 | 3 | 38 | 76% | Sangat Puas |
| 42 | 2 | 5 | 5 | 5 | 5 | 1 | 2 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 43 | 4 | 3 | 2 | 3 | 5 | 1 | 5 | 5 | 5 | 5 | 38 | 76% | Sangat Puas |
| 44 | 3 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 3 | 4 | 42 | 84% | Sangat Puas |
| 45 | 2 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 2 | 38 | 76% | Sangat Puas |
| 46 | 5 | 5 | 1 | 5 | 5 | 3 | 4 | 1 | 5 | 5 | 39 | 78% | Sangat Puas |
| 47 | 5 | 3 | 4 | 3 | 5 | 3 | 5 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 48 | 4 | 5 | 5 | 5 | 3 | 3 | 3 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 49 | 5 | 5 | 4 | 4 | 5 | 1 | 5 | 3 | 5 | 5 | 42 | 84% | Sangat Puas |
| 50 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 3 | 2 | 2 | 40 | 80% | Sangat Puas |
| 51 | 5 | 5 | 4 | 3 | 4 | 5 | 2 | 4 | 3 | 5 | 40 | 80% | Sangat Puas |
| 52 | 3 | 5 | 5 | 4 | 3 | 4 | 1 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 53 | 4 | 5 | 5 | 3 | 2 | 5 | 5 | 5 | 4 | 2 | 40 | 80% | Sangat Puas |
| 54 | 5 | 2 | 5 | 5 | 3 | 5 | 4 | 5 | 3 | 1 | 38 | 76% | Sangat Puas |
| 55 | 5 | 5 | 3 | 1 | 4 | 5 | 2 | 4 | 4 | 5 | 38 | 76% | Sangat Puas |
| 56 | 4 | 4 | 2 | 4 | 5 | 4 | 4 | 2 | 5 | 4 | 38 | 76% | Sangat Puas |
| 57 | 4 | 5 | 5 | 2 | 2 | 5 | 5 | 5 | 5 | 5 | 43 | 86% | Sangat Puas |
| 58 | 5 | 5 | 1 | 5 | 2 | 5 | 4 | 3 | 5 | 3 | 38 | 76% | Sangat Puas |
| 59 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 4 | 2 | 2 | 39 | 78% | Sangat Puas |
| 60 | 5 | 3 | 4 | 3 | 3 | 3 | 4 | 5 | 5 | 3 | 38 | 76% | Sangat Puas |
| 61 | 2 | 5 | 5 | 5 | 5 | 1 | 2 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 62 | 4 | 3 | 2 | 3 | 5 | 1 | 5 | 5 | 5 | 5 | 38 | 76% | Sangat Puas |
| 63 | 3 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 3 | 4 | 42 | 84% | Sangat Puas |
| 64 | 2 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 2 | 38 | 76% | Sangat Puas |
| 65 | 5 | 5 | 1 | 5 | 5 | 3 | 4 | 1 | 5 | 5 | 39 | 78% | Sangat Puas |
| 66 | 5 | 3 | 4 | 3 | 5 | 3 | 5 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 67 | 4 | 5 | 5 | 5 | 3 | 3 | 3 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 68 | 5 | 5 | 4 | 4 | 5 | 1 | 5 | 3 | 5 | 5 | 42 | 84% | Sangat Puas |
| 69 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 3 | 2 | 2 | 40 | 80% | Sangat Puas |
| 70 | 5 | 5 | 4 | 3 | 4 | 5 | 2 | 4 | 3 | 5 | 40 | 80% | Sangat Puas |
| 71 | 3 | 5 | 5 | 4 | 3 | 4 | 1 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 72 | 4 | 5 | 5 | 3 | 2 | 5 | 5 | 5 | 4 | 2 | 40 | 80% | Sangat Puas |
| 73 | 5 | 2 | 5 | 5 | 3 | 5 | 4 | 5 | 3 | 1 | 38 | 76% | Sangat Puas |
| 74 | 5 | 5 | 3 | 1 | 4 | 5 | 2 | 4 | 4 | 5 | 38 | 76% | Sangat Puas |
| 75 | 4 | 4 | 2 | 4 | 5 | 4 | 4 | 2 | 5 | 4 | 38 | 76% | Sangat Puas |
| 76 | 4 | 5 | 5 | 2 | 2 | 5 | 5 | 5 | 5 | 5 | 43 | 86% | Sangat Puas |
| 77 | 5 | 5 | 1 | 5 | 2 | 5 | 4 | 3 | 5 | 3 | 38 | 76% | Sangat Puas |
| 78 | 4 | 4 | 2 | 3 | 5 | 1 | 2 | 3 | 4 | 1 | 29 | 58% | Puas |
| 79 | 1 | 1 | 4 | 2 | 2 | 4 | 2 | 2 | 2 | 1 | 21 | 42% | Kurang Puas |
| 80 | 1 | 2 | 1 | 2 | 4 | 3 | 2 | 4 | 5 | 3 | 27 | 54% | Puas |
| 81 | 1 | 2 | 3 | 2 | 5 | 3 | 5 | 4 | 1 | 2 | 28 | 56% | Puas |
| 82 | 4 | 2 | 4 | 5 | 2 | 4 | 1 | 1 | 5 | 3 | 31 | 62% | Puas |
| 83 | 2 | 1 | 1 | 5 | 2 | 5 | 4 | 3 | 1 | 4 | 28 | 56% | Puas |
| 84 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 4 | 2 | 2 | 39 | 78% | Sangat Puas |

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|-----|---|---|---|---|---|---|---|---|---|---|----|-----|-------------|
| 85 | 5 | 3 | 4 | 3 | 3 | 3 | 4 | 5 | 5 | 3 | 38 | 76% | Sangat Puas |
| 86 | 2 | 5 | 5 | 5 | 5 | 1 | 2 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 87 | 4 | 3 | 2 | 3 | 5 | 1 | 5 | 5 | 5 | 5 | 38 | 76% | Sangat Puas |
| 88 | 3 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 3 | 4 | 42 | 84% | Sangat Puas |
| 89 | 2 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 2 | 38 | 76% | Sangat Puas |
| 90 | 5 | 5 | 1 | 5 | 5 | 3 | 4 | 1 | 5 | 5 | 39 | 78% | Sangat Puas |
| 91 | 5 | 3 | 4 | 3 | 5 | 3 | 5 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 92 | 4 | 5 | 5 | 5 | 3 | 3 | 3 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 93 | 5 | 5 | 4 | 4 | 5 | 1 | 5 | 3 | 5 | 5 | 42 | 84% | Sangat Puas |
| 94 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 3 | 2 | 2 | 40 | 80% | Sangat Puas |
| 95 | 5 | 5 | 4 | 3 | 4 | 5 | 2 | 4 | 3 | 5 | 40 | 80% | Sangat Puas |
| 96 | 3 | 5 | 5 | 4 | 3 | 4 | 1 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 97 | 4 | 5 | 5 | 3 | 2 | 5 | 5 | 5 | 4 | 2 | 40 | 80% | Sangat Puas |
| 98 | 5 | 2 | 5 | 5 | 3 | 5 | 4 | 5 | 3 | 1 | 38 | 76% | Sangat Puas |
| 99 | 5 | 5 | 3 | 1 | 4 | 5 | 2 | 4 | 4 | 5 | 38 | 76% | Sangat Puas |
| 100 | 4 | 4 | 2 | 4 | 5 | 4 | 4 | 2 | 5 | 4 | 38 | 76% | Sangat Puas |
| 101 | 4 | 5 | 5 | 2 | 2 | 5 | 5 | 5 | 5 | 5 | 43 | 86% | Sangat Puas |
| 102 | 5 | 5 | 1 | 5 | 2 | 5 | 4 | 3 | 5 | 3 | 38 | 76% | Sangat Puas |
| 103 | 4 | 5 | 5 | 3 | 1 | 5 | 3 | 1 | 4 | 5 | 36 | 72% | Puas |
| 104 | 1 | 1 | 1 | 5 | 1 | 1 | 1 | 2 | 5 | 2 | 20 | 40% | Kurang Puas |
| 105 | 3 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 3 | 4 | 42 | 84% | Sangat Puas |
| 106 | 5 | 2 | 2 | 2 | 4 | 3 | 3 | 4 | 1 | 1 | 27 | 54% | Puas |
| 107 | 5 | 5 | 5 | 5 | 2 | 5 | 3 | 5 | 1 | 1 | 37 | 74% | Puas |
| 108 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 5 | 35 | 70% | Puas |
| 109 | 2 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 2 | 38 | 76% | Sangat Puas |
| 110 | 1 | 2 | 1 | 1 | 4 | 1 | 5 | 5 | 3 | 3 | 26 | 52% | Puas |
| 111 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 4 | 2 | 2 | 39 | 78% | Sangat Puas |
| 112 | 5 | 3 | 4 | 3 | 3 | 3 | 4 | 5 | 5 | 3 | 38 | 76% | Sangat Puas |
| 113 | 2 | 5 | 5 | 5 | 5 | 1 | 2 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 114 | 4 | 3 | 2 | 3 | 5 | 1 | 5 | 5 | 5 | 5 | 38 | 76% | Sangat Puas |
| 115 | 3 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 3 | 4 | 42 | 84% | Sangat Puas |
| 116 | 2 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 2 | 38 | 76% | Sangat Puas |
| 117 | 5 | 5 | 1 | 5 | 5 | 3 | 4 | 1 | 5 | 5 | 39 | 78% | Sangat Puas |
| 118 | 5 | 3 | 4 | 3 | 5 | 3 | 5 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 119 | 4 | 5 | 5 | 5 | 3 | 3 | 3 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 120 | 5 | 5 | 4 | 4 | 5 | 1 | 5 | 3 | 5 | 5 | 42 | 84% | Sangat Puas |
| 121 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 3 | 2 | 2 | 40 | 80% | Sangat Puas |
| 122 | 5 | 5 | 4 | 3 | 4 | 5 | 2 | 4 | 3 | 5 | 40 | 80% | Sangat Puas |
| 123 | 3 | 5 | 5 | 4 | 3 | 4 | 1 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 124 | 4 | 5 | 5 | 3 | 2 | 5 | 5 | 5 | 4 | 2 | 40 | 80% | Sangat Puas |
| 125 | 5 | 2 | 5 | 5 | 3 | 5 | 4 | 5 | 3 | 1 | 38 | 76% | Sangat Puas |
| 126 | 5 | 5 | 3 | 1 | 4 | 5 | 2 | 4 | 4 | 5 | 38 | 76% | Sangat Puas |
| 127 | 4 | 4 | 2 | 4 | 5 | 4 | 4 | 2 | 5 | 4 | 38 | 76% | Sangat Puas |
| 128 | 4 | 5 | 5 | 2 | 2 | 5 | 5 | 5 | 5 | 5 | 43 | 86% | Sangat Puas |
| 129 | 5 | 5 | 1 | 5 | 2 | 5 | 4 | 3 | 5 | 3 | 38 | 76% | Sangat Puas |
| 130 | 1 | 4 | 5 | 3 | 2 | 2 | 4 | 2 | 4 | 2 | 29 | 58% | Puas |

| | | | | | | | | | | | | | |
|-----|---|---|---|---|---|---|---|---|---|---|----|-----|-------------|
| 131 | 5 | 4 | 5 | 1 | 3 | 4 | 4 | 2 | 3 | 4 | 35 | 70% | Puas |
| 132 | 4 | 2 | 4 | 2 | 3 | 1 | 5 | 4 | 1 | 4 | 30 | 60% | Puas |
| 133 | 4 | 1 | 3 | 5 | 3 | 2 | 2 | 3 | 1 | 4 | 28 | 56% | Puas |
| 134 | 3 | 4 | 2 | 4 | 1 | 3 | 5 | 2 | 2 | 1 | 27 | 54% | Puas |
| 135 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 4 | 2 | 2 | 39 | 78% | Sangat Puas |
| 136 | 5 | 3 | 4 | 3 | 3 | 3 | 4 | 5 | 5 | 3 | 38 | 76% | Sangat Puas |
| 137 | 2 | 5 | 5 | 5 | 5 | 1 | 2 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 138 | 4 | 3 | 2 | 3 | 5 | 1 | 5 | 5 | 5 | 5 | 38 | 76% | Sangat Puas |
| 139 | 3 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 3 | 4 | 42 | 84% | Sangat Puas |
| 140 | 2 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 2 | 38 | 76% | Sangat Puas |
| 141 | 5 | 5 | 1 | 5 | 5 | 3 | 4 | 1 | 5 | 5 | 39 | 78% | Sangat Puas |
| 142 | 5 | 3 | 4 | 3 | 5 | 3 | 5 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 143 | 4 | 5 | 5 | 5 | 3 | 3 | 3 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 144 | 5 | 5 | 4 | 4 | 5 | 1 | 5 | 3 | 5 | 5 | 42 | 84% | Sangat Puas |
| 145 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 3 | 2 | 2 | 40 | 80% | Sangat Puas |
| 146 | 5 | 5 | 4 | 3 | 4 | 5 | 2 | 4 | 3 | 5 | 40 | 80% | Sangat Puas |
| 147 | 3 | 5 | 5 | 4 | 3 | 4 | 1 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 148 | 4 | 5 | 5 | 3 | 2 | 5 | 5 | 5 | 4 | 2 | 40 | 80% | Sangat Puas |
| 149 | 5 | 2 | 5 | 5 | 3 | 5 | 4 | 5 | 3 | 1 | 38 | 76% | Sangat Puas |
| 150 | 5 | 5 | 3 | 1 | 4 | 5 | 2 | 4 | 4 | 5 | 38 | 76% | Sangat Puas |
| 151 | 4 | 4 | 2 | 4 | 5 | 4 | 4 | 2 | 5 | 4 | 38 | 76% | Sangat Puas |
| 152 | 4 | 5 | 5 | 2 | 2 | 5 | 5 | 5 | 5 | 5 | 43 | 86% | Sangat Puas |
| 153 | 5 | 5 | 1 | 5 | 2 | 5 | 4 | 3 | 5 | 3 | 38 | 76% | Sangat Puas |
| 154 | 2 | 4 | 1 | 5 | 2 | 3 | 4 | 1 | 2 | 3 | 27 | 54% | Puas |
| 155 | 1 | 1 | 1 | 1 | 4 | 1 | 1 | 3 | 1 | 5 | 19 | 38% | Kurang Puas |
| 156 | 1 | 2 | 5 | 2 | 5 | 1 | 1 | 4 | 4 | 4 | 29 | 58% | Puas |
| 157 | 5 | 5 | 1 | 5 | 5 | 3 | 4 | 1 | 5 | 5 | 39 | 78% | Sangat Puas |
| 158 | 5 | 3 | 4 | 3 | 5 | 3 | 5 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 159 | 4 | 5 | 5 | 5 | 3 | 3 | 3 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 160 | 5 | 5 | 4 | 4 | 5 | 1 | 5 | 3 | 5 | 5 | 42 | 84% | Sangat Puas |
| 161 | 4 | 5 | 5 | 3 | 2 | 5 | 5 | 5 | 4 | 2 | 40 | 80% | Sangat Puas |
| 162 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 4 | 2 | 2 | 39 | 78% | Sangat Puas |
| 163 | 5 | 3 | 4 | 3 | 3 | 3 | 4 | 5 | 5 | 3 | 38 | 76% | Sangat Puas |
| 164 | 2 | 5 | 5 | 5 | 5 | 1 | 2 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 165 | 4 | 3 | 2 | 3 | 5 | 1 | 5 | 5 | 5 | 5 | 38 | 76% | Sangat Puas |
| 166 | 3 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 3 | 4 | 42 | 84% | Sangat Puas |
| 167 | 2 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 2 | 38 | 76% | Sangat Puas |
| 168 | 5 | 5 | 1 | 5 | 5 | 3 | 4 | 1 | 5 | 5 | 39 | 78% | Sangat Puas |
| 169 | 5 | 3 | 4 | 3 | 5 | 3 | 5 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 170 | 4 | 5 | 5 | 5 | 3 | 3 | 3 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 171 | 5 | 5 | 4 | 4 | 5 | 1 | 5 | 3 | 5 | 5 | 42 | 84% | Sangat Puas |
| 172 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 3 | 2 | 2 | 40 | 80% | Sangat Puas |
| 173 | 5 | 5 | 4 | 3 | 4 | 5 | 2 | 4 | 3 | 5 | 40 | 80% | Sangat Puas |
| 174 | 3 | 5 | 5 | 4 | 3 | 4 | 1 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 175 | 4 | 5 | 5 | 3 | 2 | 5 | 5 | 5 | 4 | 2 | 40 | 80% | Sangat Puas |
| 176 | 5 | 2 | 5 | 5 | 3 | 5 | 4 | 5 | 3 | 1 | 38 | 76% | Sangat Puas |

| | | | | | | | | | | | | | |
|-----|---|---|---|---|---|---|---|---|---|---|----|-----|-------------|
| 177 | 5 | 5 | 3 | 1 | 4 | 5 | 2 | 4 | 4 | 5 | 38 | 76% | Sangat Puas |
| 178 | 4 | 4 | 2 | 4 | 5 | 4 | 4 | 2 | 5 | 4 | 38 | 76% | Sangat Puas |
| 179 | 4 | 3 | 1 | 2 | 2 | 3 | 2 | 1 | 1 | 4 | 23 | 46% | Kurang Puas |
| 180 | 5 | 5 | 1 | 5 | 2 | 5 | 4 | 3 | 5 | 3 | 38 | 76% | Sangat Puas |
| 181 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 4 | 2 | 2 | 39 | 78% | Sangat Puas |
| 182 | 5 | 3 | 4 | 3 | 3 | 3 | 4 | 5 | 5 | 3 | 38 | 76% | Sangat Puas |
| 183 | 2 | 5 | 5 | 5 | 5 | 1 | 2 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 184 | 4 | 3 | 2 | 3 | 5 | 1 | 5 | 5 | 5 | 5 | 38 | 76% | Sangat Puas |
| 185 | 3 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 3 | 4 | 42 | 84% | Sangat Puas |
| 186 | 2 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 2 | 38 | 76% | Sangat Puas |
| 187 | 5 | 5 | 1 | 5 | 5 | 3 | 4 | 1 | 5 | 5 | 39 | 78% | Sangat Puas |
| 188 | 5 | 3 | 4 | 3 | 5 | 3 | 5 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 189 | 4 | 5 | 5 | 5 | 3 | 3 | 3 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 190 | 5 | 5 | 4 | 4 | 5 | 1 | 5 | 3 | 5 | 5 | 42 | 84% | Sangat Puas |
| 191 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 3 | 2 | 2 | 40 | 80% | Sangat Puas |
| 192 | 5 | 5 | 4 | 3 | 4 | 5 | 2 | 4 | 3 | 5 | 40 | 80% | Sangat Puas |
| 193 | 3 | 5 | 5 | 4 | 3 | 4 | 1 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 194 | 4 | 5 | 5 | 3 | 2 | 5 | 5 | 5 | 4 | 2 | 40 | 80% | Sangat Puas |
| 195 | 5 | 2 | 5 | 5 | 3 | 5 | 4 | 5 | 3 | 1 | 38 | 76% | Sangat Puas |
| 196 | 5 | 5 | 3 | 1 | 4 | 5 | 2 | 4 | 4 | 5 | 38 | 76% | Sangat Puas |
| 197 | 4 | 4 | 2 | 4 | 5 | 4 | 4 | 2 | 5 | 4 | 38 | 76% | Sangat Puas |
| 198 | 4 | 5 | 5 | 2 | 2 | 5 | 5 | 5 | 5 | 5 | 43 | 86% | Sangat Puas |
| 199 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 4 | 2 | 2 | 39 | 78% | Sangat Puas |
| 200 | 5 | 3 | 4 | 3 | 3 | 3 | 4 | 5 | 5 | 3 | 38 | 76% | Sangat Puas |
| 201 | 2 | 5 | 5 | 5 | 5 | 1 | 2 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 202 | 4 | 3 | 2 | 3 | 5 | 1 | 5 | 5 | 5 | 5 | 38 | 76% | Sangat Puas |
| 203 | 3 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 3 | 4 | 42 | 84% | Sangat Puas |
| 204 | 2 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 2 | 38 | 76% | Sangat Puas |
| 205 | 5 | 5 | 1 | 5 | 5 | 3 | 4 | 1 | 5 | 5 | 39 | 78% | Sangat Puas |
| 206 | 5 | 3 | 4 | 3 | 5 | 3 | 5 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 207 | 4 | 5 | 5 | 5 | 3 | 3 | 3 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 208 | 5 | 5 | 4 | 4 | 5 | 1 | 5 | 3 | 5 | 5 | 42 | 84% | Sangat Puas |
| 209 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 3 | 2 | 2 | 40 | 80% | Sangat Puas |
| 210 | 5 | 5 | 4 | 3 | 4 | 5 | 2 | 4 | 3 | 5 | 40 | 80% | Sangat Puas |
| 211 | 3 | 5 | 5 | 4 | 3 | 4 | 1 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 212 | 4 | 5 | 5 | 3 | 2 | 5 | 5 | 5 | 4 | 2 | 40 | 80% | Sangat Puas |
| 213 | 5 | 2 | 5 | 5 | 3 | 5 | 4 | 5 | 3 | 1 | 38 | 76% | Sangat Puas |
| 214 | 5 | 5 | 3 | 1 | 4 | 5 | 2 | 4 | 4 | 5 | 38 | 76% | Sangat Puas |
| 215 | 4 | 4 | 2 | 4 | 5 | 4 | 4 | 2 | 5 | 4 | 38 | 76% | Sangat Puas |
| 216 | 4 | 5 | 5 | 2 | 2 | 5 | 5 | 5 | 5 | 5 | 43 | 86% | Sangat Puas |
| 217 | 5 | 5 | 1 | 5 | 2 | 5 | 4 | 3 | 5 | 3 | 38 | 76% | Sangat Puas |
| 218 | 5 | 5 | 1 | 5 | 5 | 3 | 4 | 1 | 5 | 5 | 39 | 78% | Sangat Puas |
| 219 | 4 | 5 | 5 | 5 | 3 | 3 | 3 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 220 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 4 | 2 | 2 | 39 | 78% | Sangat Puas |
| 221 | 5 | 3 | 4 | 3 | 3 | 3 | 4 | 5 | 5 | 3 | 38 | 76% | Sangat Puas |
| 222 | 2 | 5 | 5 | 5 | 5 | 1 | 2 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |

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| 223 | 4 | 3 | 2 | 3 | 5 | 1 | 5 | 5 | 5 | 5 | 38 | 76% | Sangat Puas |
| 224 | 3 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 3 | 4 | 42 | 84% | Sangat Puas |
| 225 | 2 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 2 | 38 | 76% | Sangat Puas |
| 226 | 5 | 5 | 1 | 5 | 5 | 3 | 4 | 1 | 5 | 5 | 39 | 78% | Sangat Puas |
| 227 | 5 | 3 | 4 | 3 | 5 | 3 | 5 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 228 | 4 | 5 | 5 | 5 | 3 | 3 | 3 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 229 | 5 | 5 | 4 | 4 | 5 | 1 | 5 | 3 | 5 | 5 | 42 | 84% | Sangat Puas |
| 230 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 3 | 2 | 2 | 40 | 80% | Sangat Puas |
| 231 | 5 | 5 | 4 | 3 | 4 | 5 | 2 | 4 | 3 | 5 | 40 | 80% | Sangat Puas |
| 232 | 3 | 5 | 5 | 4 | 3 | 4 | 1 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 233 | 4 | 5 | 5 | 3 | 2 | 5 | 5 | 5 | 4 | 2 | 40 | 80% | Sangat Puas |
| 234 | 5 | 2 | 5 | 5 | 3 | 5 | 4 | 5 | 3 | 1 | 38 | 76% | Sangat Puas |
| 235 | 5 | 5 | 3 | 1 | 4 | 5 | 2 | 4 | 4 | 5 | 38 | 76% | Sangat Puas |
| 236 | 4 | 4 | 2 | 4 | 5 | 4 | 4 | 2 | 5 | 4 | 38 | 76% | Sangat Puas |
| 237 | 4 | 5 | 5 | 2 | 2 | 5 | 5 | 5 | 5 | 5 | 43 | 86% | Sangat Puas |
| 238 | 5 | 5 | 1 | 5 | 2 | 5 | 4 | 3 | 5 | 3 | 38 | 76% | Sangat Puas |
| 239 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 4 | 2 | 2 | 39 | 78% | Sangat Puas |
| 240 | 5 | 3 | 4 | 3 | 3 | 3 | 4 | 5 | 5 | 3 | 38 | 76% | Sangat Puas |
| 241 | 2 | 5 | 5 | 5 | 5 | 1 | 2 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 242 | 4 | 3 | 2 | 3 | 5 | 1 | 5 | 5 | 5 | 5 | 38 | 76% | Sangat Puas |
| 243 | 3 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 3 | 4 | 42 | 84% | Sangat Puas |
| 244 | 2 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 2 | 38 | 76% | Sangat Puas |
| 245 | 5 | 5 | 1 | 5 | 5 | 3 | 4 | 1 | 5 | 5 | 39 | 78% | Sangat Puas |
| 246 | 5 | 3 | 4 | 3 | 5 | 3 | 5 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 247 | 4 | 5 | 5 | 5 | 3 | 3 | 3 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 248 | 5 | 5 | 4 | 4 | 5 | 1 | 5 | 3 | 5 | 5 | 42 | 84% | Sangat Puas |
| 249 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 3 | 2 | 2 | 40 | 80% | Sangat Puas |
| 250 | 5 | 5 | 4 | 3 | 4 | 5 | 2 | 4 | 3 | 5 | 40 | 80% | Sangat Puas |
| 251 | 3 | 5 | 5 | 4 | 3 | 4 | 1 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 252 | 4 | 5 | 5 | 3 | 2 | 5 | 5 | 5 | 4 | 2 | 40 | 80% | Sangat Puas |
| 253 | 5 | 2 | 5 | 5 | 3 | 5 | 4 | 5 | 3 | 1 | 38 | 76% | Sangat Puas |
| 254 | 5 | 5 | 3 | 1 | 4 | 5 | 2 | 4 | 4 | 5 | 38 | 76% | Sangat Puas |
| 255 | 4 | 4 | 2 | 4 | 5 | 4 | 4 | 2 | 5 | 4 | 38 | 76% | Sangat Puas |
| 256 | 4 | 5 | 5 | 2 | 2 | 5 | 5 | 5 | 5 | 5 | 43 | 86% | Sangat Puas |
| 257 | 5 | 5 | 1 | 5 | 2 | 5 | 4 | 3 | 5 | 3 | 38 | 76% | Sangat Puas |
| 258 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 4 | 2 | 2 | 39 | 78% | Sangat Puas |
| 259 | 5 | 3 | 4 | 3 | 3 | 3 | 4 | 5 | 5 | 3 | 38 | 76% | Sangat Puas |
| 260 | 2 | 5 | 5 | 5 | 5 | 1 | 2 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 261 | 4 | 3 | 2 | 3 | 5 | 1 | 5 | 5 | 5 | 5 | 38 | 76% | Sangat Puas |
| 262 | 3 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 3 | 4 | 42 | 84% | Sangat Puas |
| 263 | 2 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 2 | 38 | 76% | Sangat Puas |
| 264 | 5 | 5 | 1 | 5 | 5 | 3 | 4 | 1 | 5 | 5 | 39 | 78% | Sangat Puas |
| 265 | 5 | 3 | 4 | 3 | 5 | 3 | 5 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 266 | 4 | 5 | 5 | 5 | 3 | 3 | 3 | 5 | 2 | 5 | 40 | 80% | Sangat Puas |
| 267 | 5 | 5 | 4 | 4 | 5 | 1 | 5 | 3 | 5 | 5 | 42 | 84% | Sangat Puas |
| 268 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 3 | 2 | 2 | 40 | 80% | Sangat Puas |

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| 269 | 5 | 5 | 4 | 3 | 4 | 5 | 2 | 4 | 3 | 5 | 40 | 80% | Sangat Puas |
| 270 | 3 | 5 | 5 | 4 | 3 | 4 | 1 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 271 | 4 | 5 | 5 | 3 | 2 | 5 | 5 | 5 | 4 | 2 | 40 | 80% | Sangat Puas |
| 272 | 5 | 2 | 5 | 5 | 3 | 5 | 4 | 5 | 3 | 1 | 38 | 76% | Sangat Puas |
| 273 | 5 | 5 | 3 | 1 | 4 | 5 | 2 | 4 | 4 | 5 | 38 | 76% | Sangat Puas |
| 274 | 4 | 4 | 2 | 4 | 5 | 4 | 4 | 2 | 5 | 4 | 38 | 76% | Sangat Puas |
| 275 | 4 | 5 | 5 | 2 | 2 | 5 | 5 | 5 | 5 | 5 | 43 | 86% | Sangat Puas |
| 276 | 5 | 5 | 1 | 5 | 2 | 5 | 4 | 3 | 5 | 3 | 38 | 76% | Sangat Puas |
| 277 | 5 | 5 | 4 | 3 | 4 | 5 | 2 | 4 | 3 | 5 | 40 | 80% | Sangat Puas |
| 278 | 3 | 5 | 5 | 4 | 3 | 4 | 1 | 3 | 5 | 5 | 38 | 76% | Sangat Puas |
| 279 | 4 | 5 | 5 | 3 | 2 | 5 | 5 | 5 | 4 | 2 | 40 | 80% | Sangat Puas |
| 280 | 5 | 2 | 5 | 5 | 3 | 5 | 4 | 5 | 3 | 1 | 38 | 76% | Sangat Puas |
| 281 | 5 | 5 | 3 | 1 | 4 | 5 | 2 | 4 | 4 | 5 | 38 | 76% | Sangat Puas |
| 282 | 4 | 4 | 2 | 4 | 5 | 4 | 4 | 2 | 5 | 4 | 38 | 76% | Sangat Puas |
| 283 | 4 | 5 | 5 | 2 | 2 | 5 | 5 | 5 | 5 | 5 | 43 | 86% | Sangat Puas |
| 284 | 5 | 5 | 1 | 5 | 2 | 5 | 4 | 3 | 5 | 3 | 38 | 76% | Sangat Puas |
| 285 | 5 | 5 | 3 | 1 | 4 | 5 | 2 | 4 | 4 | 5 | 38 | 76% | Sangat Puas |

**LAMPIRAN DATA PENGUKURAN KEPUASAN MAHASISWA
TERHADAP SISTEM ADMINISTRASI AKADEMIK**

| No. | Sistem Administrasi Akademik (SIAK) | | | | | Total | Persen | Keterangan |
|-----|-------------------------------------|---|---|---|---|-------|--------|-------------|
| | 1 | 2 | 3 | 4 | 5 | | | |
| 1 | 5 | 4 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 2 | 2 | 5 | 5 | 4 | 4 | 20 | 80% | Sangat Puas |
| 3 | 5 | 5 | 3 | 2 | 5 | 20 | 80% | Sangat Puas |
| 4 | 3 | 5 | 5 | 3 | 4 | 20 | 80% | Sangat Puas |
| 5 | 4 | 5 | 3 | 4 | 5 | 21 | 84% | Sangat Puas |
| 6 | 5 | 2 | 5 | 3 | 4 | 19 | 76% | Sangat Puas |
| 7 | 3 | 5 | 5 | 4 | 2 | 19 | 76% | Sangat Puas |
| 8 | 5 | 5 | 4 | 5 | 1 | 20 | 80% | Sangat Puas |
| 9 | 2 | 3 | 5 | 5 | 5 | 20 | 80% | Sangat Puas |
| 10 | 5 | 3 | 5 | 1 | 5 | 19 | 76% | Sangat Puas |
| 11 | 5 | 1 | 3 | 2 | 1 | 12 | 48% | Kurang Puas |
| 12 | 1 | 1 | 2 | 5 | 2 | 11 | 44% | Kurang Puas |
| 13 | 2 | 5 | 5 | 5 | 5 | 22 | 88% | Sangat Puas |
| 14 | 4 | 5 | 5 | 3 | 5 | 22 | 88% | Sangat Puas |
| 15 | 5 | 5 | 1 | 5 | 4 | 20 | 80% | Sangat Puas |
| 16 | 4 | 1 | 5 | 4 | 5 | 19 | 76% | Sangat Puas |
| 17 | 5 | 5 | 4 | 3 | 3 | 20 | 80% | Sangat Puas |
| 18 | 5 | 3 | 4 | 4 | 4 | 20 | 80% | Sangat Puas |
| 19 | 5 | 3 | 3 | 4 | 4 | 19 | 76% | Sangat Puas |
| 20 | 3 | 4 | 4 | 4 | 5 | 20 | 80% | Sangat Puas |
| 21 | 5 | 5 | 2 | 5 | 4 | 21 | 84% | Sangat Puas |
| 22 | 4 | 5 | 3 | 4 | 4 | 20 | 80% | Sangat Puas |
| 23 | 5 | 5 | 3 | 1 | 5 | 19 | 76% | Sangat Puas |
| 24 | 3 | 4 | 5 | 5 | 5 | 22 | 88% | Sangat Puas |
| 25 | 3 | 5 | 2 | 5 | 5 | 20 | 80% | Sangat Puas |
| 26 | 5 | 1 | 5 | 4 | 4 | 19 | 76% | Sangat Puas |
| 27 | 2 | 1 | 1 | 1 | 1 | 6 | 24% | Tidak Puas |
| 28 | 2 | 5 | 4 | 4 | 5 | 20 | 80% | Sangat Puas |
| 29 | 1 | 1 | 2 | 1 | 1 | 6 | 24% | Tidak Puas |
| 30 | 1 | 5 | 5 | 4 | 5 | 20 | 80% | Sangat Puas |
| 31 | 5 | 5 | 4 | 5 | 3 | 22 | 88% | Sangat Puas |
| 32 | 4 | 5 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 33 | 1 | 2 | 1 | 1 | 1 | 6 | 24% | Tidak Puas |
| 34 | 4 | 3 | 5 | 5 | 5 | 22 | 88% | Sangat Puas |
| 35 | 5 | 5 | 1 | 5 | 5 | 21 | 84% | Sangat Puas |
| 36 | 5 | 5 | 5 | 5 | 2 | 22 | 88% | Sangat Puas |
| 37 | 2 | 5 | 5 | 5 | 3 | 20 | 80% | Sangat Puas |
| 38 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 39 | 5 | 3 | 5 | 5 | 1 | 19 | 76% | Sangat Puas |
| 40 | 5 | 4 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 41 | 4 | 5 | 5 | 3 | 4 | 21 | 84% | Sangat Puas |
| 42 | 5 | 5 | 3 | 2 | 5 | 20 | 80% | Sangat Puas |

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| 43 | 3 | 5 | 5 | 3 | 4 | 20 | 80% | Sangat Puas |
| 44 | 5 | 3 | 5 | 1 | 5 | 19 | 76% | Sangat Puas |
| 45 | 3 | 4 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 46 | 4 | 4 | 3 | 5 | 5 | 21 | 84% | Sangat Puas |
| 47 | 5 | 5 | 1 | 5 | 4 | 20 | 80% | Sangat Puas |
| 48 | 4 | 1 | 5 | 4 | 5 | 19 | 76% | Sangat Puas |
| 49 | 5 | 5 | 4 | 3 | 3 | 20 | 80% | Sangat Puas |
| 50 | 5 | 3 | 4 | 4 | 4 | 20 | 80% | Sangat Puas |
| 51 | 5 | 3 | 3 | 4 | 4 | 19 | 76% | Sangat Puas |
| 52 | 5 | 5 | 2 | 5 | 4 | 21 | 84% | Sangat Puas |
| 53 | 4 | 5 | 3 | 4 | 4 | 20 | 80% | Sangat Puas |
| 54 | 5 | 1 | 5 | 4 | 4 | 19 | 76% | Sangat Puas |
| 55 | 1 | 5 | 5 | 4 | 5 | 20 | 80% | Sangat Puas |
| 56 | 5 | 5 | 4 | 5 | 3 | 22 | 88% | Sangat Puas |
| 57 | 4 | 5 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 58 | 5 | 3 | 4 | 5 | 4 | 21 | 84% | Sangat Puas |
| 59 | 5 | 5 | 1 | 5 | 5 | 21 | 84% | Sangat Puas |
| 60 | 5 | 5 | 5 | 5 | 2 | 22 | 88% | Sangat Puas |
| 61 | 2 | 5 | 5 | 5 | 3 | 20 | 80% | Sangat Puas |
| 62 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 63 | 5 | 3 | 5 | 5 | 1 | 19 | 76% | Sangat Puas |
| 64 | 5 | 4 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 65 | 2 | 5 | 5 | 4 | 4 | 20 | 80% | Sangat Puas |
| 66 | 5 | 5 | 3 | 2 | 5 | 20 | 80% | Sangat Puas |
| 67 | 3 | 5 | 5 | 3 | 4 | 20 | 80% | Sangat Puas |
| | 5 | 5 | 5 | 5 | 5 | 25 | 100% | Sangat Puas |
| 69 | 3 | 4 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 70 | 2 | 5 | 5 | 5 | 5 | 22 | 88% | Sangat Puas |
| 71 | 5 | 5 | 1 | 5 | 4 | 20 | 80% | Sangat Puas |
| 72 | 4 | 1 | 5 | 4 | 5 | 19 | 76% | Sangat Puas |
| 73 | 5 | 5 | 4 | 3 | 3 | 20 | 80% | Sangat Puas |
| 74 | 5 | 3 | 4 | 4 | 4 | 20 | 80% | Sangat Puas |
| 75 | 5 | 3 | 3 | 4 | 4 | 19 | 76% | Sangat Puas |
| 76 | 5 | 5 | 2 | 5 | 4 | 21 | 84% | Sangat Puas |
| 77 | 4 | 5 | 3 | 4 | 4 | 20 | 80% | Sangat Puas |
| 78 | 5 | 1 | 5 | 4 | 4 | 19 | 76% | Sangat Puas |
| 79 | 1 | 5 | 5 | 4 | 5 | 20 | 80% | Sangat Puas |
| 80 | 5 | 5 | 4 | 5 | 3 | 22 | 88% | Sangat Puas |
| 81 | 4 | 5 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 82 | 5 | 3 | 4 | 5 | 4 | 21 | 84% | Sangat Puas |
| 83 | 5 | 5 | 1 | 5 | 5 | 21 | 84% | Sangat Puas |
| 84 | 5 | 5 | 5 | 5 | 2 | 22 | 88% | Sangat Puas |
| 85 | 2 | 5 | 5 | 5 | 3 | 20 | 80% | Sangat Puas |
| 86 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 87 | 5 | 3 | 5 | 5 | 1 | 19 | 76% | Sangat Puas |
| 88 | 5 | 1 | 3 | 2 | 1 | 12 | 48% | Kurang Puas |

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| 89 | 1 | 1 | 2 | 5 | 2 | 11 | 44% | Kurang Puas |
| 90 | 5 | 4 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 91 | 2 | 5 | 5 | 4 | 4 | 20 | 80% | Sangat Puas |
| 92 | 5 | 5 | 3 | 2 | 5 | 20 | 80% | Sangat Puas |
| 93 | 3 | 5 | 5 | 3 | 4 | 20 | 80% | Sangat Puas |
| 94 | 5 | 3 | 5 | 1 | 5 | 19 | 76% | Sangat Puas |
| 95 | 3 | 4 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 96 | 2 | 5 | 5 | 5 | 5 | 22 | 88% | Sangat Puas |
| 97 | 5 | 5 | 1 | 5 | 4 | 20 | 80% | Sangat Puas |
| 98 | 4 | 1 | 5 | 4 | 5 | 19 | 76% | Sangat Puas |
| 99 | 5 | 5 | 4 | 3 | 3 | 20 | 80% | Sangat Puas |
| 100 | 5 | 3 | 4 | 4 | 4 | 20 | 80% | Sangat Puas |
| 101 | 5 | 3 | 3 | 4 | 4 | 19 | 76% | Sangat Puas |
| 102 | 5 | 5 | 2 | 5 | 4 | 21 | 84% | Sangat Puas |
| 103 | 4 | 5 | 3 | 4 | 4 | 20 | 80% | Sangat Puas |
| 104 | 5 | 1 | 5 | 4 | 4 | 19 | 76% | Sangat Puas |
| 105 | 1 | 5 | 5 | 4 | 5 | 20 | 80% | Sangat Puas |
| 106 | 5 | 5 | 4 | 5 | 3 | 22 | 88% | Sangat Puas |
| 107 | 4 | 5 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 108 | 5 | 3 | 4 | 5 | 4 | 21 | 84% | Sangat Puas |
| 109 | 5 | 5 | 1 | 5 | 5 | 21 | 84% | Sangat Puas |
| 110 | 5 | 5 | 5 | 5 | 2 | 22 | 88% | Sangat Puas |
| 111 | 2 | 5 | 5 | 5 | 3 | 20 | 80% | Sangat Puas |
| 112 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 113 | 5 | 3 | 5 | 5 | 1 | 19 | 76% | Sangat Puas |
| 114 | 3 | 1 | 1 | 5 | 1 | 11 | 44% | Kurang Puas |
| 115 | 4 | 5 | 5 | 3 | 5 | 22 | 88% | Sangat Puas |
| 116 | 5 | 4 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 117 | 2 | 5 | 5 | 4 | 4 | 20 | 80% | Sangat Puas |
| 118 | 5 | 5 | 3 | 2 | 5 | 20 | 80% | Sangat Puas |
| 119 | 3 | 5 | 5 | 3 | 4 | 20 | 80% | Sangat Puas |
| 120 | 5 | 3 | 5 | 1 | 5 | 19 | 76% | Sangat Puas |
| 121 | 3 | 4 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 122 | 2 | 5 | 5 | 5 | 5 | 22 | 88% | Sangat Puas |
| 123 | 4 | 2 | 3 | 5 | 3 | 17 | 68% | Puas |
| 124 | 2 | 1 | 5 | 3 | 3 | 14 | 56% | Puas |
| 125 | 5 | 4 | 1 | 2 | 1 | 13 | 52% | Puas |
| 126 | 5 | 3 | 4 | 4 | 4 | 20 | 80% | Sangat Puas |
| 127 | 5 | 3 | 3 | 4 | 4 | 19 | 76% | Sangat Puas |
| 128 | 5 | 5 | 2 | 5 | 4 | 21 | 84% | Sangat Puas |
| 129 | 4 | 5 | 3 | 4 | 4 | 20 | 80% | Sangat Puas |
| 130 | 5 | 1 | 5 | 4 | 4 | 19 | 76% | Sangat Puas |
| 131 | 1 | 5 | 5 | 4 | 5 | 20 | 80% | Sangat Puas |
| 132 | 5 | 5 | 4 | 5 | 3 | 22 | 88% | Sangat Puas |
| 133 | 4 | 5 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 134 | 5 | 3 | 4 | 5 | 4 | 21 | 84% | Sangat Puas |

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| 135 | 5 | 5 | 1 | 5 | 5 | 21 | 84% | Sangat Puas |
| 136 | 5 | 5 | 5 | 5 | 2 | 22 | 88% | Sangat Puas |
| 137 | 2 | 5 | 5 | 5 | 3 | 20 | 80% | Sangat Puas |
| 138 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 139 | 5 | 3 | 5 | 5 | 1 | 19 | 76% | Sangat Puas |
| 140 | 5 | 4 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 141 | 2 | 5 | 5 | 4 | 4 | 20 | 80% | Sangat Puas |
| 142 | 5 | 5 | 3 | 2 | 5 | 20 | 80% | Sangat Puas |
| 143 | 3 | 5 | 5 | 3 | 4 | 20 | 80% | Sangat Puas |
| 144 | 5 | 3 | 5 | 1 | 5 | 19 | 76% | Sangat Puas |
| 145 | 3 | 4 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 146 | 2 | 5 | 5 | 5 | 5 | 22 | 88% | Sangat Puas |
| 147 | 5 | 5 | 1 | 5 | 4 | 20 | 80% | Sangat Puas |
| 148 | 4 | 1 | 5 | 4 | 5 | 19 | 76% | Sangat Puas |
| 149 | 5 | 5 | 4 | 3 | 3 | 20 | 80% | Sangat Puas |
| 150 | 5 | 3 | 4 | 4 | 4 | 20 | 80% | Sangat Puas |
| 151 | 5 | 3 | 3 | 4 | 4 | 19 | 76% | Sangat Puas |
| 152 | 5 | 5 | 2 | 5 | 4 | 21 | 84% | Sangat Puas |
| 153 | 4 | 5 | 3 | 4 | 4 | 20 | 80% | Sangat Puas |
| 154 | 5 | 1 | 5 | 4 | 4 | 19 | 76% | Sangat Puas |
| 155 | 1 | 5 | 5 | 4 | 5 | 20 | 80% | Sangat Puas |
| 156 | 5 | 5 | 4 | 5 | 3 | 22 | 88% | Sangat Puas |
| 157 | 4 | 5 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 158 | 5 | 3 | 4 | 5 | 4 | 21 | 84% | Sangat Puas |
| 159 | 5 | 5 | 1 | 5 | 5 | 21 | 84% | Sangat Puas |
| 160 | 5 | 5 | 5 | 5 | 2 | 22 | 88% | Sangat Puas |
| 161 | 2 | 5 | 5 | 5 | 3 | 20 | 80% | Sangat Puas |
| 162 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 163 | 5 | 3 | 5 | 5 | 1 | 19 | 76% | Sangat Puas |
| 164 | 3 | 5 | 2 | 2 | 2 | 14 | 56% | Puas |
| 165 | 5 | 3 | 4 | 4 | 4 | 20 | 80% | Sangat Puas |
| 166 | 1 | 1 | 5 | 4 | 1 | 12 | 48% | Kurang Puas |
| 167 | 3 | 4 | 2 | 2 | 4 | 15 | 60% | Puas |
| 168 | 4 | 3 | 5 | 1 | 1 | 14 | 56% | Puas |
| 169 | 1 | 2 | 1 | 3 | 1 | 8 | 32% | Kurang Puas |
| 170 | 3 | 5 | 3 | 5 | 1 | 17 | 68% | Puas |
| 171 | 2 | 2 | 1 | 3 | 1 | 9 | 36% | Kurang Puas |
| 172 | 2 | 4 | 1 | 3 | 3 | 13 | 52% | Puas |
| 173 | 2 | 4 | 1 | 5 | 3 | 15 | 60% | Puas |
| 174 | 5 | 3 | 3 | 4 | 4 | 19 | 76% | Sangat Puas |
| 175 | 2 | 1 | 3 | 4 | 3 | 13 | 52% | Puas |
| 176 | 5 | 3 | 3 | 4 | 4 | 19 | 76% | Sangat Puas |
| 177 | 5 | 3 | 3 | 4 | 4 | 19 | 76% | Sangat Puas |
| 178 | 5 | 3 | 3 | 4 | 4 | 19 | 76% | Sangat Puas |
| 179 | 2 | 4 | 4 | 3 | 3 | 16 | 64% | Puas |
| 180 | 3 | 4 | 4 | 4 | 5 | 20 | 80% | Sangat Puas |

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| 181 | 1 | 5 | 1 | 2 | 2 | 11 | 44% | Kurang Puas |
| 182 | 3 | 4 | 4 | 1 | 3 | 15 | 60% | Puas |
| 183 | 1 | 5 | 1 | 2 | 2 | 11 | 44% | Kurang Puas |
| 184 | 4 | 1 | 4 | 5 | 3 | 17 | 68% | Puas |
| 185 | 3 | 4 | 1 | 1 | 3 | 12 | 48% | Kurang Puas |
| 186 | 4 | 1 | 2 | 4 | 5 | 16 | 64% | Puas |
| 187 | 5 | 4 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 188 | 2 | 5 | 5 | 4 | 4 | 20 | 80% | Sangat Puas |
| 189 | 5 | 5 | 3 | 2 | 5 | 20 | 80% | Sangat Puas |
| 190 | 3 | 5 | 5 | 3 | 4 | 20 | 80% | Sangat Puas |
| 191 | 5 | 3 | 5 | 1 | 5 | 19 | 76% | Sangat Puas |
| 192 | 3 | 4 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 193 | 2 | 5 | 5 | 5 | 5 | 22 | 88% | Sangat Puas |
| 194 | 5 | 5 | 1 | 5 | 4 | 20 | 80% | Sangat Puas |
| 195 | 4 | 1 | 5 | 4 | 5 | 19 | 76% | Sangat Puas |
| 196 | 5 | 5 | 4 | 3 | 3 | 20 | 80% | Sangat Puas |
| 197 | 5 | 3 | 4 | 4 | 4 | 20 | 80% | Sangat Puas |
| 198 | 5 | 3 | 3 | 4 | 4 | 19 | 76% | Sangat Puas |
| 199 | 5 | 5 | 2 | 5 | 4 | 21 | 84% | Sangat Puas |
| 200 | 4 | 5 | 3 | 4 | 4 | 20 | 80% | Sangat Puas |
| 201 | 5 | 1 | 5 | 4 | 4 | 19 | 76% | Sangat Puas |
| 202 | 1 | 5 | 5 | 4 | 5 | 20 | 80% | Sangat Puas |
| 203 | 5 | 5 | 4 | 5 | 3 | 22 | 88% | Sangat Puas |
| 204 | 4 | 5 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 205 | 5 | 3 | 4 | 5 | 4 | 21 | 84% | Sangat Puas |
| 206 | 5 | 5 | 1 | 5 | 5 | 21 | 84% | Sangat Puas |
| 207 | 5 | 5 | 5 | 5 | 2 | 22 | 88% | Sangat Puas |
| 208 | 2 | 5 | 5 | 5 | 3 | 20 | 80% | Sangat Puas |
| 209 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 210 | 5 | 3 | 5 | 5 | 1 | 19 | 76% | Sangat Puas |
| 211 | 2 | 5 | 5 | 5 | 3 | 20 | 80% | Sangat Puas |
| 212 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 213 | 5 | 3 | 5 | 5 | 1 | 19 | 76% | Sangat Puas |
| 214 | 3 | 4 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 215 | 2 | 5 | 5 | 5 | 5 | 22 | 88% | Sangat Puas |
| 216 | 5 | 5 | 1 | 5 | 4 | 20 | 80% | Sangat Puas |
| 217 | 4 | 1 | 5 | 4 | 5 | 19 | 76% | Sangat Puas |
| 218 | 5 | 5 | 4 | 3 | 3 | 20 | 80% | Sangat Puas |
| 219 | 5 | 3 | 4 | 4 | 4 | 20 | 80% | Sangat Puas |
| 220 | 5 | 3 | 3 | 4 | 4 | 19 | 76% | Sangat Puas |
| 221 | 5 | 5 | 2 | 5 | 4 | 21 | 84% | Sangat Puas |
| 222 | 4 | 5 | 3 | 4 | 4 | 20 | 80% | Sangat Puas |
| 223 | 5 | 1 | 5 | 4 | 4 | 19 | 76% | Sangat Puas |
| 224 | 5 | 4 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 225 | 2 | 5 | 5 | 4 | 4 | 20 | 80% | Sangat Puas |
| 226 | 5 | 5 | 3 | 2 | 5 | 20 | 80% | Sangat Puas |

| | | | | | | | | |
|-----|---|---|---|---|---|----|-----|-------------|
| 227 | 3 | 5 | 5 | 3 | 4 | 20 | 80% | Sangat Puas |
| 228 | 5 | 3 | 5 | 1 | 5 | 19 | 76% | Sangat Puas |
| 229 | 3 | 4 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 230 | 2 | 5 | 5 | 5 | 5 | 22 | 88% | Sangat Puas |
| 231 | 5 | 5 | 1 | 5 | 4 | 20 | 80% | Sangat Puas |
| 232 | 4 | 1 | 5 | 4 | 5 | 19 | 76% | Sangat Puas |
| 233 | 5 | 5 | 4 | 3 | 3 | 20 | 80% | Sangat Puas |
| 234 | 5 | 3 | 4 | 4 | 4 | 20 | 80% | Sangat Puas |
| 235 | 5 | 3 | 3 | 4 | 4 | 19 | 76% | Sangat Puas |
| 236 | 5 | 5 | 2 | 5 | 4 | 21 | 84% | Sangat Puas |
| 237 | 4 | 5 | 3 | 4 | 4 | 20 | 80% | Sangat Puas |
| 238 | 5 | 1 | 5 | 4 | 4 | 19 | 76% | Sangat Puas |
| 239 | 1 | 5 | 5 | 4 | 5 | 20 | 80% | Sangat Puas |
| 240 | 5 | 5 | 4 | 5 | 3 | 22 | 88% | Sangat Puas |
| 241 | 4 | 5 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 242 | 5 | 3 | 4 | 5 | 4 | 21 | 84% | Sangat Puas |
| 243 | 5 | 5 | 1 | 5 | 5 | 21 | 84% | Sangat Puas |
| 244 | 5 | 5 | 5 | 5 | 2 | 22 | 88% | Sangat Puas |
| 245 | 2 | 5 | 5 | 5 | 3 | 20 | 80% | Sangat Puas |
| 246 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 247 | 5 | 3 | 5 | 5 | 1 | 19 | 76% | Sangat Puas |
| 248 | 5 | 5 | 2 | 5 | 4 | 21 | 84% | Sangat Puas |
| 249 | 4 | 5 | 3 | 4 | 4 | 20 | 80% | Sangat Puas |
| 250 | 5 | 1 | 5 | 4 | 4 | 19 | 76% | Sangat Puas |
| 251 | 1 | 5 | 5 | 4 | 5 | 20 | 80% | Sangat Puas |
| 252 | 5 | 5 | 4 | 5 | 3 | 22 | 88% | Sangat Puas |
| 253 | 4 | 5 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 254 | 5 | 3 | 4 | 5 | 4 | 21 | 84% | Sangat Puas |
| 255 | 5 | 5 | 1 | 5 | 5 | 21 | 84% | Sangat Puas |
| 256 | 5 | 5 | 5 | 5 | 2 | 22 | 88% | Sangat Puas |
| 257 | 2 | 5 | 5 | 5 | 3 | 20 | 80% | Sangat Puas |
| 258 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 259 | 5 | 3 | 5 | 5 | 1 | 19 | 76% | Sangat Puas |
| 260 | 5 | 5 | 1 | 5 | 4 | 20 | 80% | Sangat Puas |
| 261 | 4 | 1 | 5 | 4 | 5 | 19 | 76% | Sangat Puas |
| 262 | 5 | 5 | 4 | 3 | 3 | 20 | 80% | Sangat Puas |
| 263 | 5 | 3 | 4 | 4 | 4 | 20 | 80% | Sangat Puas |
| 264 | 5 | 3 | 3 | 4 | 4 | 19 | 76% | Sangat Puas |
| 265 | 5 | 5 | 2 | 5 | 4 | 21 | 84% | Sangat Puas |
| 266 | 4 | 5 | 3 | 4 | 4 | 20 | 80% | Sangat Puas |
| 267 | 5 | 1 | 5 | 4 | 4 | 19 | 76% | Sangat Puas |
| 268 | 1 | 5 | 5 | 4 | 5 | 20 | 80% | Sangat Puas |
| 269 | 5 | 5 | 4 | 5 | 3 | 22 | 88% | Sangat Puas |
| 270 | 4 | 5 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 271 | 5 | 3 | 4 | 5 | 4 | 21 | 84% | Sangat Puas |
| 272 | 5 | 5 | 1 | 5 | 5 | 21 | 84% | Sangat Puas |

| | | | | | | | | |
|-----|---|---|---|---|---|----|-----|-------------|
| 273 | 5 | 5 | 5 | 5 | 2 | 22 | 88% | Sangat Puas |
| 274 | 2 | 5 | 5 | 5 | 3 | 20 | 80% | Sangat Puas |
| 275 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 276 | 5 | 3 | 5 | 5 | 1 | 19 | 76% | Sangat Puas |
| 277 | 5 | 5 | 4 | 5 | 3 | 22 | 88% | Sangat Puas |
| 278 | 4 | 5 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 279 | 5 | 3 | 4 | 5 | 4 | 21 | 84% | Sangat Puas |
| 280 | 5 | 5 | 1 | 5 | 5 | 21 | 84% | Sangat Puas |
| 281 | 5 | 5 | 5 | 5 | 2 | 22 | 88% | Sangat Puas |
| 282 | 2 | 5 | 5 | 5 | 3 | 20 | 80% | Sangat Puas |
| 283 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 284 | 4 | 5 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 285 | 5 | 3 | 4 | 5 | 4 | 21 | 84% | Sangat Puas |

**LAMPIRAN DATA PENGUKURAN KEPUASAN MAHASISWA
TERHADAP LAYANAN ADMINISTRASI UMUM**

| No. | Layanan Administrasi Umum | | | | | Total | Persen | Keterangan |
|-----|---------------------------|---|---|---|---|-------|--------|-------------|
| | 1 | 2 | 3 | 4 | 5 | | | |
| 1 | 4 | 5 | 5 | 3 | 2 | 19 | 76% | Sangat Puas |
| 2 | 4 | 5 | 5 | 3 | 2 | 19 | 76% | Sangat Puas |
| 3 | 2 | 5 | 4 | 3 | 5 | 19 | 76% | Sangat Puas |
| 4 | 2 | 3 | 5 | 5 | 5 | 20 | 80% | Sangat Puas |
| 5 | 3 | 4 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 6 | 3 | 5 | 5 | 3 | 5 | 21 | 84% | Sangat Puas |
| 7 | 1 | 5 | 5 | 4 | 4 | 19 | 76% | Sangat Puas |
| 8 | 4 | 5 | 5 | 4 | 2 | 20 | 80% | Sangat Puas |
| 9 | 5 | 3 | 4 | 3 | 4 | 19 | 76% | Sangat Puas |
| 10 | 5 | 4 | 2 | 5 | 4 | 20 | 80% | Sangat Puas |
| 11 | 3 | 3 | 4 | 4 | 5 | 19 | 76% | Sangat Puas |
| 12 | 3 | 3 | 4 | 4 | 5 | 19 | 76% | Sangat Puas |
| 13 | 1 | 2 | 4 | 1 | 1 | 9 | 36% | Kurang Puas |
| 14 | 5 | 5 | 5 | 2 | 4 | 21 | 84% | Sangat Puas |
| 15 | 4 | 5 | 4 | 2 | 4 | 19 | 76% | Sangat Puas |
| 16 | 4 | 3 | 5 | 5 | 5 | 22 | 88% | Sangat Puas |
| 17 | 3 | 5 | 4 | 3 | 4 | 19 | 76% | Sangat Puas |
| 18 | 3 | 4 | 3 | 5 | 4 | 19 | 76% | Sangat Puas |
| 19 | 5 | 4 | 3 | 5 | 2 | 19 | 76% | Sangat Puas |
| 20 | 5 | 4 | 1 | 5 | 4 | 19 | 76% | Sangat Puas |
| 21 | 5 | 5 | 3 | 5 | 4 | 22 | 88% | Sangat Puas |
| 22 | 4 | 4 | 3 | 5 | 5 | 21 | 84% | Sangat Puas |
| 23 | 5 | 5 | 3 | 3 | 4 | 20 | 80% | Sangat Puas |
| 24 | 5 | 1 | 5 | 5 | 5 | 21 | 84% | Sangat Puas |
| 25 | 5 | 2 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 26 | 5 | 3 | 3 | 5 | 4 | 20 | 80% | Sangat Puas |
| 27 | 2 | 3 | 5 | 5 | 5 | 20 | 80% | Sangat Puas |
| 28 | 4 | 4 | 5 | 5 | 1 | 19 | 76% | Sangat Puas |
| 29 | 4 | 2 | 3 | 5 | 5 | 19 | 76% | Sangat Puas |
| 30 | 5 | 5 | 2 | 4 | 3 | 19 | 76% | Sangat Puas |
| 31 | 5 | 5 | 5 | 5 | 5 | 25 | 100% | Sangat Puas |
| 32 | 4 | 5 | 2 | 4 | 5 | 20 | 80% | Sangat Puas |
| 33 | 5 | 2 | 4 | 3 | 2 | 16 | 64% | Puas |
| 34 | 3 | 2 | 4 | 2 | 5 | 16 | 64% | Puas |
| 35 | 5 | 4 | 5 | 1 | 4 | 19 | 76% | Sangat Puas |
| 36 | 2 | 4 | 5 | 5 | 3 | 19 | 76% | Sangat Puas |
| 37 | 5 | 5 | 4 | 3 | 4 | 21 | 84% | Sangat Puas |
| 38 | 3 | 5 | 5 | 4 | 2 | 19 | 76% | Sangat Puas |
| 39 | 4 | 4 | 5 | 3 | 4 | 20 | 80% | Sangat Puas |

| | | | | | | | | |
|----|---|---|---|---|---|----|-----|-------------|
| 40 | 2 | 5 | 5 | 5 | 4 | 21 | 84% | Sangat Puas |
| 41 | 5 | 5 | 1 | 4 | 4 | 19 | 76% | Sangat Puas |
| 42 | 4 | 2 | 5 | 5 | 3 | 19 | 76% | Sangat Puas |
| 43 | 4 | 2 | 5 | 3 | 5 | 19 | 76% | Sangat Puas |
| 44 | 2 | 5 | 4 | 3 | 5 | 19 | 76% | Sangat Puas |
| 45 | 4 | 5 | 4 | 3 | 5 | 21 | 84% | Sangat Puas |
| 46 | 5 | 4 | 5 | 3 | 2 | 19 | 76% | Sangat Puas |
| 47 | 4 | 2 | 1 | 2 | 3 | 12 | 48% | Kurang Puas |
| 48 | 4 | 5 | 5 | 3 | 2 | 19 | 76% | Sangat Puas |
| 49 | 2 | 5 | 4 | 3 | 5 | 19 | 76% | Sangat Puas |
| 50 | 3 | 4 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 51 | 3 | 5 | 5 | 3 | 5 | 21 | 84% | Sangat Puas |
| 52 | 4 | 5 | 5 | 4 | 2 | 20 | 80% | Sangat Puas |
| 53 | 3 | 3 | 4 | 4 | 5 | 19 | 76% | Sangat Puas |
| 54 | 4 | 3 | 4 | 4 | 5 | 20 | 80% | Sangat Puas |
| 55 | 5 | 5 | 5 | 2 | 4 | 21 | 84% | Sangat Puas |
| 56 | 3 | 5 | 4 | 3 | 4 | 19 | 76% | Sangat Puas |
| 57 | 3 | 4 | 3 | 5 | 4 | 19 | 76% | Sangat Puas |
| 58 | 3 | 4 | 1 | 5 | 2 | 15 | 60% | Puas |
| 59 | 4 | 5 | 5 | 2 | 2 | 18 | 72% | Puas |
| 60 | 5 | 1 | 5 | 5 | 5 | 21 | 84% | Sangat Puas |
| 61 | 5 | 2 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 62 | 4 | 4 | 5 | 5 | 1 | 19 | 76% | Sangat Puas |
| 63 | 4 | 2 | 3 | 5 | 5 | 19 | 76% | Sangat Puas |
| 64 | 5 | 5 | 2 | 4 | 3 | 19 | 76% | Sangat Puas |
| 65 | 5 | 4 | 3 | 5 | 4 | 21 | 84% | Sangat Puas |
| 66 | 2 | 4 | 5 | 5 | 3 | 19 | 76% | Sangat Puas |
| 67 | 5 | 5 | 4 | 3 | 4 | 21 | 84% | Sangat Puas |
| 68 | 3 | 5 | 5 | 4 | 2 | 19 | 76% | Sangat Puas |
| 69 | 4 | 4 | 5 | 3 | 4 | 20 | 80% | Sangat Puas |
| 70 | 5 | 5 | 1 | 4 | 4 | 19 | 76% | Sangat Puas |
| 71 | 4 | 2 | 5 | 3 | 5 | 19 | 76% | Sangat Puas |
| 72 | 5 | 4 | 5 | 3 | 2 | 19 | 76% | Sangat Puas |
| 73 | 1 | 2 | 4 | 1 | 1 | 9 | 36% | Kurang Puas |
| 74 | 4 | 5 | 5 | 3 | 2 | 19 | 76% | Sangat Puas |
| 75 | 2 | 5 | 4 | 3 | 5 | 19 | 76% | Sangat Puas |
| 76 | 3 | 4 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 77 | 3 | 5 | 5 | 3 | 5 | 21 | 84% | Sangat Puas |
| 78 | 4 | 5 | 5 | 4 | 2 | 20 | 80% | Sangat Puas |
| 79 | 3 | 3 | 4 | 4 | 5 | 19 | 76% | Sangat Puas |
| 80 | 4 | 3 | 4 | 4 | 5 | 20 | 80% | Sangat Puas |
| 81 | 5 | 5 | 5 | 2 | 4 | 21 | 84% | Sangat Puas |
| 82 | 3 | 5 | 4 | 3 | 4 | 19 | 76% | Sangat Puas |
| 83 | 3 | 4 | 3 | 5 | 4 | 19 | 76% | Sangat Puas |
| 84 | 5 | 4 | 3 | 5 | 2 | 19 | 76% | Sangat Puas |
| 85 | 4 | 4 | 3 | 5 | 5 | 21 | 84% | Sangat Puas |

| | | | | | | | | |
|-----|---|---|---|---|---|----|-----|-------------|
| 86 | 5 | 1 | 5 | 5 | 5 | 21 | 84% | Sangat Puas |
| 87 | 5 | 2 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 88 | 4 | 4 | 5 | 5 | 1 | 19 | 76% | Sangat Puas |
| 89 | 4 | 2 | 3 | 5 | 5 | 19 | 76% | Sangat Puas |
| 90 | 5 | 5 | 2 | 4 | 3 | 19 | 76% | Sangat Puas |
| 91 | 5 | 4 | 3 | 5 | 4 | 21 | 84% | Sangat Puas |
| 92 | 2 | 4 | 5 | 5 | 3 | 19 | 76% | Sangat Puas |
| 93 | 5 | 5 | 4 | 3 | 4 | 21 | 84% | Sangat Puas |
| 94 | 3 | 5 | 5 | 4 | 2 | 19 | 76% | Sangat Puas |
| 95 | 4 | 4 | 5 | 3 | 4 | 20 | 80% | Sangat Puas |
| 96 | 5 | 5 | 1 | 4 | 4 | 19 | 76% | Sangat Puas |
| 97 | 4 | 2 | 5 | 3 | 5 | 19 | 76% | Sangat Puas |
| 98 | 5 | 4 | 5 | 3 | 2 | 19 | 76% | Sangat Puas |
| 99 | 4 | 1 | 1 | 4 | 2 | 12 | 48% | Kurang Puas |
| 100 | 2 | 1 | 2 | 3 | 2 | 10 | 40% | Kurang Puas |
| 101 | 4 | 5 | 5 | 3 | 2 | 19 | 76% | Sangat Puas |
| 102 | 2 | 5 | 4 | 3 | 5 | 19 | 76% | Sangat Puas |
| 103 | 3 | 4 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 104 | 3 | 5 | 5 | 3 | 5 | 21 | 84% | Sangat Puas |
| 105 | 4 | 5 | 5 | 4 | 2 | 20 | 80% | Sangat Puas |
| 106 | 3 | 3 | 4 | 4 | 5 | 19 | 76% | Sangat Puas |
| 107 | 4 | 3 | 4 | 4 | 5 | 20 | 80% | Sangat Puas |
| 108 | 5 | 5 | 5 | 2 | 4 | 21 | 84% | Sangat Puas |
| 109 | 3 | 5 | 4 | 3 | 4 | 19 | 76% | Sangat Puas |
| 110 | 3 | 4 | 3 | 5 | 4 | 19 | 76% | Sangat Puas |
| 111 | 5 | 4 | 3 | 5 | 2 | 19 | 76% | Sangat Puas |
| 112 | 4 | 4 | 3 | 5 | 5 | 21 | 84% | Sangat Puas |
| 113 | 5 | 1 | 5 | 5 | 5 | 21 | 84% | Sangat Puas |
| 114 | 5 | 2 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 115 | 1 | 2 | 4 | 1 | 1 | 9 | 36% | Kurang Puas |
| 116 | 4 | 2 | 3 | 5 | 5 | 19 | 76% | Sangat Puas |
| 117 | 5 | 5 | 2 | 4 | 3 | 19 | 76% | Sangat Puas |
| 118 | 5 | 4 | 3 | 5 | 4 | 21 | 84% | Sangat Puas |
| 119 | 2 | 4 | 5 | 5 | 3 | 19 | 76% | Sangat Puas |
| 120 | 5 | 5 | 4 | 3 | 4 | 21 | 84% | Sangat Puas |
| 121 | 3 | 5 | 5 | 4 | 2 | 19 | 76% | Sangat Puas |
| 122 | 4 | 4 | 5 | 3 | 4 | 20 | 80% | Sangat Puas |
| 123 | 5 | 5 | 1 | 4 | 4 | 19 | 76% | Sangat Puas |
| 124 | 4 | 2 | 5 | 3 | 5 | 19 | 76% | Sangat Puas |
| 125 | 5 | 4 | 5 | 3 | 2 | 19 | 76% | Sangat Puas |
| 126 | 4 | 4 | 3 | 5 | 5 | 21 | 84% | Sangat Puas |
| 127 | 4 | 5 | 5 | 3 | 2 | 19 | 76% | Sangat Puas |
| 128 | 2 | 5 | 4 | 3 | 5 | 19 | 76% | Sangat Puas |
| 129 | 3 | 4 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 130 | 3 | 5 | 5 | 3 | 5 | 21 | 84% | Sangat Puas |
| 131 | 4 | 5 | 5 | 4 | 2 | 20 | 80% | Sangat Puas |

| | | | | | | | | |
|-----|---|---|---|---|---|----|-----|-------------|
| 132 | 3 | 3 | 4 | 4 | 5 | 19 | 76% | Sangat Puas |
| 133 | 4 | 3 | 4 | 4 | 5 | 20 | 80% | Sangat Puas |
| 134 | 5 | 5 | 5 | 2 | 4 | 21 | 84% | Sangat Puas |
| 135 | 3 | 5 | 4 | 3 | 4 | 19 | 76% | Sangat Puas |
| 136 | 3 | 4 | 3 | 5 | 4 | 19 | 76% | Sangat Puas |
| 137 | 5 | 4 | 3 | 5 | 2 | 19 | 76% | Sangat Puas |
| 138 | 4 | 4 | 3 | 5 | 5 | 21 | 84% | Sangat Puas |
| 139 | 5 | 1 | 5 | 5 | 5 | 21 | 84% | Sangat Puas |
| 140 | 5 | 2 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 141 | 1 | 2 | 4 | 1 | 1 | 9 | 36% | Kurang Puas |
| 142 | 4 | 2 | 3 | 5 | 5 | 19 | 76% | Sangat Puas |
| 143 | 5 | 5 | 2 | 4 | 3 | 19 | 76% | Sangat Puas |
| 144 | 5 | 4 | 3 | 5 | 4 | 21 | 84% | Sangat Puas |
| 145 | 2 | 4 | 5 | 5 | 3 | 19 | 76% | Sangat Puas |
| 146 | 5 | 5 | 4 | 3 | 4 | 21 | 84% | Sangat Puas |
| 147 | 3 | 5 | 5 | 4 | 2 | 19 | 76% | Sangat Puas |
| 148 | 4 | 4 | 5 | 3 | 4 | 20 | 80% | Sangat Puas |
| 149 | 5 | 5 | 1 | 4 | 4 | 19 | 76% | Sangat Puas |
| 150 | 4 | 2 | 5 | 3 | 5 | 19 | 76% | Sangat Puas |
| 151 | 5 | 4 | 5 | 3 | 2 | 19 | 76% | Sangat Puas |
| 152 | 2 | 3 | 5 | 5 | 5 | 20 | 80% | Sangat Puas |
| 153 | 5 | 2 | 4 | 3 | 2 | 16 | 64% | Puas |
| 154 | 3 | 2 | 4 | 2 | 5 | 16 | 64% | Puas |
| 155 | 3 | 4 | 3 | 2 | 3 | 15 | 60% | Puas |
| 156 | 4 | 4 | 5 | 5 | 1 | 19 | 76% | Sangat Puas |
| 157 | 3 | 5 | 2 | 5 | 3 | 18 | 72% | Puas |
| 158 | 2 | 3 | 4 | 1 | 4 | 14 | 56% | Puas |
| 159 | 5 | 2 | 1 | 3 | 1 | 12 | 48% | Kurang Puas |
| 160 | 5 | 4 | 5 | 5 | 3 | 22 | 88% | Sangat Puas |
| 161 | 4 | 4 | 5 | 5 | 2 | 20 | 80% | Sangat Puas |
| 162 | 4 | 4 | 5 | 5 | 2 | 20 | 80% | Sangat Puas |
| 163 | 3 | 2 | 4 | 2 | 5 | 16 | 64% | Puas |
| 164 | 5 | 4 | 5 | 1 | 4 | 19 | 76% | Sangat Puas |
| 165 | 2 | 4 | 5 | 5 | 3 | 19 | 76% | Sangat Puas |
| 166 | 5 | 3 | 5 | 2 | 2 | 17 | 68% | Puas |
| 167 | 1 | 1 | 2 | 3 | 5 | 12 | 48% | Kurang Puas |
| 168 | 1 | 4 | 1 | 2 | 1 | 9 | 36% | Kurang Puas |
| 169 | 2 | 2 | 4 | 3 | 1 | 12 | 48% | Kurang Puas |
| 170 | 2 | 1 | 1 | 5 | 4 | 13 | 52% | Puas |
| 171 | 5 | 1 | 5 | 5 | 5 | 21 | 84% | Sangat Puas |
| 172 | 5 | 2 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 173 | 3 | 2 | 4 | 3 | 3 | 15 | 60% | Puas |
| 174 | 4 | 1 | 1 | 1 | 2 | 9 | 36% | Kurang Puas |
| 175 | 4 | 2 | 3 | 5 | 5 | 19 | 76% | Sangat Puas |
| 176 | 4 | 4 | 2 | 2 | 4 | 16 | 64% | Puas |
| 177 | 4 | 2 | 5 | 1 | 2 | 14 | 56% | Puas |

| | | | | | | | | |
|-----|---|---|---|---|---|----|-----|-------------|
| 178 | 5 | 3 | 2 | 4 | 2 | 16 | 64% | Puas |
| 179 | 1 | 2 | 3 | 1 | 5 | 12 | 48% | Kurang Puas |
| 180 | 1 | 4 | 5 | 1 | 4 | 15 | 60% | Puas |
| 181 | 4 | 5 | 5 | 4 | 2 | 20 | 80% | Sangat Puas |
| 182 | 3 | 3 | 4 | 4 | 5 | 19 | 76% | Sangat Puas |
| 183 | 4 | 3 | 4 | 4 | 5 | 20 | 80% | Sangat Puas |
| 184 | 2 | 3 | 5 | 1 | 3 | 14 | 56% | Puas |
| 185 | 5 | 5 | 1 | 4 | 4 | 19 | 76% | Sangat Puas |
| 186 | 4 | 2 | 5 | 5 | 3 | 19 | 76% | Sangat Puas |
| 187 | 2 | 3 | 2 | 5 | 5 | 17 | 68% | Puas |
| 188 | 4 | 5 | 5 | 4 | 2 | 20 | 80% | Sangat Puas |
| 189 | 3 | 3 | 4 | 4 | 5 | 19 | 76% | Sangat Puas |
| 190 | 4 | 3 | 4 | 4 | 5 | 20 | 80% | Sangat Puas |
| 191 | 1 | 4 | 5 | 1 | 4 | 15 | 60% | Puas |
| 192 | 1 | 5 | 1 | 4 | 4 | 15 | 60% | Puas |
| 193 | 3 | 4 | 3 | 5 | 4 | 19 | 76% | Sangat Puas |
| 194 | 5 | 4 | 3 | 5 | 2 | 19 | 76% | Sangat Puas |
| 195 | 4 | 5 | 5 | 2 | 2 | 18 | 72% | Puas |
| 196 | 3 | 2 | 4 | 3 | 3 | 15 | 60% | Puas |
| 197 | 5 | 2 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 198 | 4 | 4 | 5 | 5 | 1 | 19 | 76% | Sangat Puas |
| 199 | 4 | 2 | 3 | 5 | 5 | 19 | 76% | Sangat Puas |
| 200 | 5 | 5 | 2 | 4 | 3 | 19 | 76% | Sangat Puas |
| 201 | 5 | 4 | 3 | 5 | 4 | 21 | 84% | Sangat Puas |
| 202 | 2 | 4 | 5 | 5 | 3 | 19 | 76% | Sangat Puas |
| 203 | 5 | 5 | 4 | 3 | 4 | 21 | 84% | Sangat Puas |
| 204 | 3 | 5 | 5 | 4 | 2 | 19 | 76% | Sangat Puas |
| 205 | 4 | 4 | 5 | 3 | 4 | 20 | 80% | Sangat Puas |
| 206 | 5 | 5 | 1 | 4 | 4 | 19 | 76% | Sangat Puas |
| 207 | 4 | 2 | 5 | 3 | 5 | 19 | 76% | Sangat Puas |
| 208 | 5 | 4 | 5 | 3 | 2 | 19 | 76% | Sangat Puas |
| 209 | 4 | 5 | 5 | 3 | 2 | 19 | 76% | Sangat Puas |
| 210 | 2 | 5 | 4 | 3 | 5 | 19 | 76% | Sangat Puas |
| 211 | 3 | 4 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 212 | 3 | 5 | 5 | 3 | 5 | 21 | 84% | Sangat Puas |
| 213 | 4 | 5 | 5 | 4 | 2 | 20 | 80% | Sangat Puas |
| 214 | 3 | 3 | 4 | 4 | 5 | 19 | 76% | Sangat Puas |
| 215 | 4 | 3 | 4 | 4 | 5 | 20 | 80% | Sangat Puas |
| 216 | 5 | 5 | 5 | 2 | 4 | 21 | 84% | Sangat Puas |
| 217 | 3 | 5 | 4 | 3 | 4 | 19 | 76% | Sangat Puas |
| 218 | 3 | 4 | 3 | 5 | 4 | 19 | 76% | Sangat Puas |
| 219 | 5 | 4 | 3 | 5 | 2 | 19 | 76% | Sangat Puas |
| 220 | 4 | 4 | 3 | 5 | 5 | 21 | 84% | Sangat Puas |
| 221 | 5 | 1 | 5 | 5 | 5 | 21 | 84% | Sangat Puas |
| 222 | 5 | 2 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 223 | 4 | 4 | 5 | 5 | 1 | 19 | 76% | Sangat Puas |

| | | | | | | | | |
|-----|---|---|---|---|---|----|------|-------------|
| 224 | 4 | 2 | 3 | 5 | 5 | 19 | 76% | Sangat Puas |
| 225 | 5 | 5 | 2 | 4 | 3 | 19 | 76% | Sangat Puas |
| 226 | 5 | 4 | 3 | 5 | 4 | 21 | 84% | Sangat Puas |
| 227 | 2 | 4 | 5 | 5 | 3 | 19 | 76% | Sangat Puas |
| 228 | 5 | 5 | 4 | 3 | 4 | 21 | 84% | Sangat Puas |
| 229 | 3 | 5 | 5 | 4 | 2 | 19 | 76% | Sangat Puas |
| 230 | 4 | 4 | 5 | 3 | 4 | 20 | 80% | Sangat Puas |
| 231 | 5 | 5 | 1 | 4 | 4 | 19 | 76% | Sangat Puas |
| 232 | 4 | 2 | 5 | 3 | 5 | 19 | 76% | Sangat Puas |
| 233 | 5 | 4 | 5 | 3 | 2 | 19 | 76% | Sangat Puas |
| 234 | 3 | 5 | 5 | 3 | 5 | 21 | 84% | Sangat Puas |
| 235 | 1 | 5 | 5 | 4 | 4 | 19 | 76% | Sangat Puas |
| 236 | 4 | 5 | 5 | 4 | 2 | 20 | 80% | Sangat Puas |
| 237 | 5 | 3 | 4 | 3 | 4 | 19 | 76% | Sangat Puas |
| 238 | 1 | 5 | 1 | 4 | 4 | 15 | 60% | Puas |
| 239 | 3 | 1 | 4 | 4 | 1 | 13 | 52% | Puas |
| 240 | 4 | 5 | 5 | 1 | 3 | 18 | 72% | Puas |
| 241 | 3 | 5 | 4 | 5 | 4 | 21 | 84% | Sangat Puas |
| 242 | 5 | 5 | 5 | 2 | 4 | 21 | 84% | Sangat Puas |
| 243 | 4 | 5 | 4 | 2 | 4 | 19 | 76% | Sangat Puas |
| 244 | 4 | 3 | 5 | 5 | 5 | 22 | 88% | Sangat Puas |
| 245 | 3 | 5 | 4 | 3 | 4 | 19 | 76% | Sangat Puas |
| 246 | 3 | 4 | 3 | 5 | 4 | 19 | 76% | Sangat Puas |
| 247 | 5 | 4 | 3 | 5 | 2 | 19 | 76% | Sangat Puas |
| 248 | 5 | 4 | 1 | 5 | 4 | 19 | 76% | Sangat Puas |
| 249 | 5 | 5 | 3 | 5 | 4 | 22 | 88% | Sangat Puas |
| 250 | 4 | 4 | 3 | 5 | 5 | 21 | 84% | Sangat Puas |
| 251 | 5 | 5 | 3 | 3 | 4 | 20 | 80% | Sangat Puas |
| 252 | 5 | 1 | 5 | 5 | 5 | 21 | 84% | Sangat Puas |
| 253 | 5 | 2 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 254 | 5 | 3 | 3 | 5 | 4 | 20 | 80% | Sangat Puas |
| 255 | 2 | 3 | 5 | 5 | 5 | 20 | 80% | Sangat Puas |
| 256 | 4 | 4 | 5 | 5 | 1 | 19 | 76% | Sangat Puas |
| 257 | 4 | 2 | 3 | 5 | 5 | 19 | 76% | Sangat Puas |
| 258 | 5 | 5 | 2 | 4 | 3 | 19 | 76% | Sangat Puas |
| 259 | 5 | 5 | 5 | 5 | 5 | 25 | 100% | Sangat Puas |
| 260 | 4 | 5 | 2 | 4 | 5 | 20 | 80% | Sangat Puas |
| 261 | 5 | 3 | 4 | 3 | 5 | 20 | 80% | Sangat Puas |
| 262 | 5 | 4 | 3 | 5 | 4 | 21 | 84% | Sangat Puas |
| 263 | 5 | 4 | 5 | 1 | 4 | 19 | 76% | Sangat Puas |
| 264 | 2 | 4 | 5 | 5 | 3 | 19 | 76% | Sangat Puas |
| 265 | 5 | 5 | 4 | 3 | 4 | 21 | 84% | Sangat Puas |
| 266 | 3 | 5 | 5 | 4 | 2 | 19 | 76% | Sangat Puas |
| 267 | 4 | 2 | 3 | 4 | 4 | 17 | 68% | Puas |
| 268 | 4 | 3 | 2 | 4 | 2 | 15 | 60% | Puas |
| 269 | 5 | 5 | 1 | 4 | 4 | 19 | 76% | Sangat Puas |

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|-----|---|---|---|---|---|----|-----|-------------|
| 270 | 4 | 2 | 5 | 5 | 3 | 19 | 76% | Sangat Puas |
| 271 | 4 | 2 | 5 | 3 | 5 | 19 | 76% | Sangat Puas |
| 272 | 2 | 5 | 4 | 3 | 5 | 19 | 76% | Sangat Puas |
| 273 | 4 | 5 | 4 | 3 | 5 | 21 | 84% | Sangat Puas |
| 274 | 5 | 4 | 5 | 3 | 2 | 19 | 76% | Sangat Puas |
| 275 | 5 | 4 | 5 | 3 | 2 | 19 | 76% | Sangat Puas |
| 276 | 5 | 5 | 5 | 3 | 2 | 20 | 80% | Sangat Puas |
| 277 | 4 | 2 | 5 | 5 | 3 | 19 | 76% | Sangat Puas |
| 278 | 4 | 2 | 5 | 3 | 5 | 19 | 76% | Sangat Puas |
| 279 | 2 | 5 | 4 | 3 | 5 | 19 | 76% | Sangat Puas |
| 280 | 4 | 5 | 4 | 3 | 5 | 21 | 84% | Sangat Puas |
| 281 | 5 | 4 | 5 | 3 | 2 | 19 | 76% | Sangat Puas |
| 282 | 5 | 4 | 5 | 3 | 2 | 19 | 76% | Sangat Puas |
| 283 | 5 | 5 | 5 | 3 | 2 | 20 | 80% | Sangat Puas |
| 284 | 4 | 2 | 5 | 5 | 3 | 19 | 76% | Sangat Puas |
| 285 | 4 | 2 | 5 | 3 | 5 | 19 | 76% | Sangat Puas |

**LAMPIRAN DATA PENGUKURAN KEPUASAN MAHASISWA
TERHADAP LAYANAN ADMINISTRASI KEUANGAN**

| No. | Layanan Administrasi Keuangan | | | | | Total | Persen | Keterangan |
|-----|-------------------------------|---|---|---|---|-------|--------|-------------|
| | 1 | 2 | 3 | 4 | 5 | | | |
| 1 | 4 | 3 | 4 | 5 | 5 | 21 | 84% | Sangat Puas |
| 2 | 4 | 5 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 3 | 4 | 2 | 5 | 4 | 4 | 19 | 76% | Sangat Puas |
| 4 | 5 | 2 | 5 | 4 | 3 | 19 | 76% | Sangat Puas |
| 5 | 5 | 4 | 4 | 5 | 4 | 22 | 88% | Sangat Puas |
| 6 | 4 | 5 | 2 | 5 | 4 | 20 | 80% | Sangat Puas |
| 7 | 4 | 5 | 2 | 4 | 5 | 20 | 80% | Sangat Puas |
| 8 | 5 | 5 | 4 | 2 | 3 | 19 | 76% | Sangat Puas |
| 9 | 2 | 5 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 10 | 5 | 5 | 4 | 3 | 5 | 22 | 88% | Sangat Puas |
| 11 | 3 | 5 | 5 | 3 | 3 | 19 | 76% | Sangat Puas |
| 12 | 4 | 5 | 5 | 4 | 3 | 21 | 84% | Sangat Puas |
| 13 | 3 | 4 | 1 | 5 | 3 | 16 | 64% | Puas |
| 14 | 1 | 3 | 3 | 4 | 4 | 15 | 60% | Puas |
| 15 | 5 | 1 | 5 | 5 | 5 | 21 | 84% | Sangat Puas |
| 16 | 3 | 5 | 5 | 4 | 4 | 21 | 84% | Sangat Puas |
| 17 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 18 | 3 | 5 | 5 | 5 | 3 | 21 | 84% | Sangat Puas |
| 19 | 5 | 1 | 4 | 5 | 5 | 20 | 80% | Sangat Puas |
| 20 | 5 | 2 | 2 | 5 | 5 | 19 | 76% | Sangat Puas |
| 21 | 2 | 5 | 4 | 4 | 5 | 20 | 80% | Sangat Puas |
| 22 | 5 | 5 | 5 | 1 | 4 | 20 | 80% | Sangat Puas |
| 23 | 4 | 4 | 3 | 5 | 5 | 21 | 84% | Sangat Puas |
| 24 | 5 | 3 | 5 | 2 | 4 | 19 | 76% | Sangat Puas |
| 25 | 5 | 5 | 5 | 4 | 5 | 24 | 96% | Sangat Puas |
| 26 | 5 | 4 | 4 | 5 | 2 | 20 | 80% | Sangat Puas |
| 27 | 3 | 4 | 1 | 5 | 3 | 16 | 64% | Puas |
| 28 | 1 | 3 | 3 | 4 | 4 | 15 | 60% | Puas |
| 29 | 3 | 5 | 4 | 4 | 3 | 19 | 76% | Sangat Puas |
| 30 | 4 | 5 | 5 | 3 | 3 | 20 | 80% | Sangat Puas |
| 31 | 5 | 4 | 5 | 4 | 4 | 22 | 88% | Sangat Puas |
| 32 | 2 | 5 | 3 | 5 | 5 | 20 | 80% | Sangat Puas |
| 33 | 5 | 3 | 4 | 5 | 3 | 20 | 80% | Sangat Puas |
| 34 | 5 | 2 | 5 | 4 | 3 | 19 | 76% | Sangat Puas |
| 35 | 3 | 4 | 5 | 2 | 5 | 19 | 76% | Sangat Puas |
| 36 | 5 | 3 | 5 | 3 | 5 | 21 | 84% | Sangat Puas |
| 37 | 4 | 3 | 4 | 5 | 5 | 21 | 84% | Sangat Puas |
| 38 | 4 | 5 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 39 | 4 | 2 | 5 | 4 | 4 | 19 | 76% | Sangat Puas |
| 40 | 5 | 2 | 5 | 4 | 3 | 19 | 76% | Sangat Puas |
| 41 | 5 | 4 | 4 | 5 | 4 | 22 | 88% | Sangat Puas |
| 42 | 4 | 5 | 2 | 5 | 4 | 20 | 80% | Sangat Puas |

| | | | | | | | | |
|----|---|---|---|---|---|----|-----|-------------|
| 43 | 4 | 5 | 2 | 4 | 5 | 20 | 80% | Sangat Puas |
| 44 | 5 | 5 | 4 | 2 | 3 | 19 | 76% | Sangat Puas |
| 45 | 2 | 5 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 46 | 5 | 5 | 4 | 3 | 5 | 22 | 88% | Sangat Puas |
| 47 | 3 | 5 | 5 | 3 | 3 | 19 | 76% | Sangat Puas |
| 48 | 4 | 5 | 5 | 4 | 3 | 21 | 84% | Sangat Puas |
| 49 | 2 | 4 | 5 | 4 | 5 | 20 | 80% | Sangat Puas |
| 50 | 5 | 3 | 4 | 2 | 5 | 19 | 76% | Sangat Puas |
| 51 | 5 | 1 | 5 | 5 | 5 | 21 | 84% | Sangat Puas |
| 52 | 3 | 5 | 5 | 4 | 4 | 21 | 84% | Sangat Puas |
| 53 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 54 | 3 | 5 | 5 | 5 | 3 | 21 | 84% | Sangat Puas |
| 55 | 5 | 1 | 4 | 5 | 5 | 20 | 80% | Sangat Puas |
| 56 | 5 | 2 | 2 | 5 | 5 | 19 | 76% | Sangat Puas |
| 57 | 2 | 5 | 4 | 4 | 5 | 20 | 80% | Sangat Puas |
| 58 | 5 | 5 | 5 | 1 | 4 | 20 | 80% | Sangat Puas |
| 59 | 4 | 4 | 3 | 5 | 5 | 21 | 84% | Sangat Puas |
| 60 | 5 | 3 | 5 | 2 | 4 | 19 | 76% | Sangat Puas |
| 61 | 5 | 5 | 5 | 4 | 5 | 24 | 96% | Sangat Puas |
| 62 | 5 | 4 | 4 | 5 | 2 | 20 | 80% | Sangat Puas |
| 63 | 5 | 3 | 3 | 5 | 5 | 21 | 84% | Sangat Puas |
| 64 | 5 | 5 | 5 | 4 | 4 | 23 | 92% | Sangat Puas |
| 65 | 3 | 5 | 4 | 4 | 3 | 19 | 76% | Sangat Puas |
| 66 | 4 | 5 | 5 | 3 | 3 | 20 | 80% | Sangat Puas |
| 67 | 5 | 4 | 5 | 4 | 4 | 22 | 88% | Sangat Puas |
| 68 | 2 | 5 | 3 | 5 | 5 | 20 | 80% | Sangat Puas |
| 69 | 5 | 3 | 4 | 5 | 3 | 20 | 80% | Sangat Puas |
| 70 | 5 | 2 | 5 | 4 | 3 | 19 | 76% | Sangat Puas |
| 71 | 3 | 4 | 5 | 2 | 5 | 19 | 76% | Sangat Puas |
| 72 | 5 | 3 | 5 | 3 | 5 | 21 | 84% | Sangat Puas |
| 73 | 5 | 5 | 4 | 3 | 5 | 22 | 88% | Sangat Puas |
| 74 | 4 | 3 | 4 | 5 | 5 | 21 | 84% | Sangat Puas |
| 75 | 4 | 5 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 76 | 4 | 2 | 5 | 4 | 4 | 19 | 76% | Sangat Puas |
| 77 | 4 | 5 | 2 | 5 | 4 | 20 | 80% | Sangat Puas |
| 78 | 3 | 4 | 1 | 5 | 3 | 16 | 64% | Puas |
| 79 | 1 | 3 | 3 | 4 | 4 | 15 | 60% | Puas |
| 80 | 2 | 5 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 81 | 3 | 5 | 5 | 3 | 3 | 19 | 76% | Sangat Puas |
| 82 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 83 | 3 | 5 | 5 | 5 | 3 | 21 | 84% | Sangat Puas |
| 84 | 2 | 5 | 4 | 4 | 5 | 20 | 80% | Sangat Puas |
| 85 | 5 | 5 | 5 | 1 | 4 | 20 | 80% | Sangat Puas |
| 86 | 5 | 5 | 5 | 4 | 5 | 24 | 96% | Sangat Puas |
| 87 | 5 | 4 | 4 | 5 | 2 | 20 | 80% | Sangat Puas |
| 88 | 5 | 3 | 3 | 5 | 5 | 21 | 84% | Sangat Puas |

| | | | | | | | | |
|-----|---|---|---|---|---|----|-----|-------------|
| 89 | 3 | 5 | 4 | 4 | 3 | 19 | 76% | Sangat Puas |
| 90 | 4 | 5 | 5 | 3 | 3 | 20 | 80% | Sangat Puas |
| 91 | 5 | 4 | 5 | 4 | 4 | 22 | 88% | Sangat Puas |
| 92 | 2 | 5 | 3 | 5 | 5 | 20 | 80% | Sangat Puas |
| 93 | 5 | 3 | 4 | 5 | 3 | 20 | 80% | Sangat Puas |
| 94 | 5 | 2 | 5 | 4 | 3 | 19 | 76% | Sangat Puas |
| 95 | 5 | 3 | 5 | 3 | 5 | 21 | 84% | Sangat Puas |
| 96 | 4 | 3 | 4 | 5 | 5 | 21 | 84% | Sangat Puas |
| 97 | 4 | 5 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 98 | 4 | 2 | 5 | 4 | 4 | 19 | 76% | Sangat Puas |
| 99 | 5 | 2 | 5 | 4 | 3 | 19 | 76% | Sangat Puas |
| 100 | 5 | 4 | 4 | 5 | 4 | 22 | 88% | Sangat Puas |
| 101 | 4 | 5 | 2 | 4 | 5 | 20 | 80% | Sangat Puas |
| 102 | 2 | 5 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 103 | 3 | 5 | 5 | 3 | 3 | 19 | 76% | Sangat Puas |
| 104 | 5 | 3 | 4 | 2 | 5 | 19 | 76% | Sangat Puas |
| 105 | 5 | 1 | 5 | 5 | 5 | 21 | 84% | Sangat Puas |
| 106 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 107 | 3 | 5 | 5 | 5 | 3 | 21 | 84% | Sangat Puas |
| 108 | 5 | 1 | 4 | 5 | 5 | 20 | 80% | Sangat Puas |
| 109 | 2 | 5 | 4 | 4 | 5 | 20 | 80% | Sangat Puas |
| 110 | 5 | 3 | 5 | 2 | 4 | 19 | 76% | Sangat Puas |
| 111 | 5 | 5 | 5 | 4 | 5 | 24 | 96% | Sangat Puas |
| 112 | 3 | 5 | 4 | 4 | 3 | 19 | 76% | Sangat Puas |
| 113 | 4 | 5 | 5 | 3 | 3 | 20 | 80% | Sangat Puas |
| 114 | 2 | 5 | 3 | 5 | 5 | 20 | 80% | Sangat Puas |
| 115 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 116 | 3 | 2 | 1 | 3 | 4 | 13 | 52% | Puas |
| 117 | 5 | 3 | 4 | 5 | 3 | 20 | 80% | Sangat Puas |
| 118 | 5 | 2 | 5 | 4 | 3 | 19 | 76% | Sangat Puas |
| 119 | 2 | 3 | 3 | 4 | 3 | 15 | 60% | Puas |
| 120 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 121 | 2 | 5 | 4 | 1 | 5 | 17 | 68% | Puas |
| 122 | 5 | 3 | 4 | 5 | 3 | 20 | 80% | Sangat Puas |
| 123 | 5 | 2 | 5 | 4 | 3 | 19 | 76% | Sangat Puas |
| 124 | 2 | 4 | 4 | 1 | 5 | 16 | 64% | Puas |
| 125 | 2 | 1 | 5 | 5 | 5 | 18 | 72% | Puas |
| 126 | 5 | 3 | 4 | 5 | 3 | 20 | 80% | Sangat Puas |
| 127 | 5 | 2 | 5 | 4 | 3 | 19 | 76% | Sangat Puas |
| 128 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 129 | 4 | 2 | 2 | 1 | 5 | 14 | 56% | Puas |
| 130 | 5 | 3 | 4 | 5 | 3 | 20 | 80% | Sangat Puas |
| 131 | 5 | 2 | 5 | 4 | 3 | 19 | 76% | Sangat Puas |
| 132 | 4 | 5 | 1 | 3 | 5 | 18 | 72% | Puas |
| 133 | 5 | 3 | 4 | 5 | 3 | 20 | 80% | Sangat Puas |
| 134 | 5 | 2 | 5 | 4 | 3 | 19 | 76% | Sangat Puas |

| | | | | | | | | |
|-----|---|---|---|---|---|----|-----|-------------|
| 135 | 3 | 5 | 5 | 5 | 3 | 21 | 84% | Sangat Puas |
| 136 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 137 | 3 | 4 | 4 | 5 | 2 | 18 | 72% | Puas |
| 138 | 1 | 5 | 2 | 3 | 3 | 14 | 56% | Puas |
| 139 | 5 | 1 | 4 | 5 | 5 | 20 | 80% | Sangat Puas |
| 140 | 1 | 3 | 5 | 3 | 1 | 13 | 52% | Puas |
| 141 | 5 | 2 | 2 | 5 | 5 | 19 | 76% | Sangat Puas |
| 142 | 2 | 5 | 4 | 4 | 5 | 20 | 80% | Sangat Puas |
| 143 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 144 | 1 | 2 | 5 | 3 | 2 | 13 | 52% | Puas |
| 145 | 2 | 5 | 2 | 1 | 3 | 13 | 52% | Puas |
| 146 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 147 | 5 | 5 | 3 | 1 | 1 | 15 | 60% | Puas |
| 148 | 1 | 5 | 3 | 2 | 5 | 16 | 64% | Puas |
| 149 | 2 | 5 | 4 | 2 | 5 | 18 | 72% | Puas |
| 150 | 5 | 3 | 5 | 2 | 2 | 17 | 68% | Puas |
| 151 | 5 | 3 | 1 | 1 | 5 | 15 | 60% | Puas |
| 152 | 1 | 5 | 3 | 3 | 1 | 13 | 52% | Puas |
| 153 | 5 | 5 | 5 | 1 | 4 | 20 | 80% | Sangat Puas |
| 154 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 155 | 4 | 3 | 4 | 5 | 5 | 21 | 84% | Sangat Puas |
| 156 | 4 | 5 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 157 | 4 | 2 | 5 | 4 | 4 | 19 | 76% | Sangat Puas |
| 158 | 4 | 5 | 2 | 5 | 4 | 20 | 80% | Sangat Puas |
| 159 | 4 | 5 | 2 | 4 | 5 | 20 | 80% | Sangat Puas |
| 160 | 5 | 5 | 4 | 2 | 3 | 19 | 76% | Sangat Puas |
| 161 | 2 | 5 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 162 | 3 | 5 | 5 | 3 | 3 | 19 | 76% | Sangat Puas |
| 163 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 164 | 3 | 5 | 5 | 5 | 3 | 21 | 84% | Sangat Puas |
| 165 | 2 | 5 | 4 | 4 | 5 | 20 | 80% | Sangat Puas |
| 166 | 5 | 5 | 5 | 1 | 4 | 20 | 80% | Sangat Puas |
| 167 | 5 | 5 | 5 | 4 | 5 | 24 | 96% | Sangat Puas |
| 168 | 5 | 4 | 4 | 5 | 2 | 20 | 80% | Sangat Puas |
| 169 | 5 | 3 | 3 | 5 | 5 | 21 | 84% | Sangat Puas |
| 170 | 3 | 5 | 4 | 4 | 3 | 19 | 76% | Sangat Puas |
| 171 | 4 | 5 | 5 | 3 | 3 | 20 | 80% | Sangat Puas |
| 172 | 5 | 4 | 5 | 4 | 4 | 22 | 88% | Sangat Puas |
| 173 | 2 | 5 | 3 | 5 | 5 | 20 | 80% | Sangat Puas |
| 174 | 5 | 3 | 4 | 5 | 3 | 20 | 80% | Sangat Puas |
| 175 | 5 | 2 | 5 | 4 | 3 | 19 | 76% | Sangat Puas |
| 176 | 5 | 3 | 5 | 3 | 5 | 21 | 84% | Sangat Puas |
| 177 | 4 | 3 | 4 | 5 | 5 | 21 | 84% | Sangat Puas |
| 178 | 4 | 5 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 179 | 4 | 2 | 5 | 4 | 4 | 19 | 76% | Sangat Puas |
| 180 | 5 | 2 | 5 | 4 | 3 | 19 | 76% | Sangat Puas |

| | | | | | | | | |
|-----|---|---|---|---|---|----|-----|-------------|
| 181 | 5 | 4 | 4 | 5 | 4 | 22 | 88% | Sangat Puas |
| 182 | 4 | 5 | 2 | 4 | 5 | 20 | 80% | Sangat Puas |
| 183 | 2 | 5 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 184 | 3 | 5 | 5 | 3 | 3 | 19 | 76% | Sangat Puas |
| 185 | 5 | 3 | 4 | 2 | 5 | 19 | 76% | Sangat Puas |
| 186 | 5 | 1 | 5 | 5 | 5 | 21 | 84% | Sangat Puas |
| 187 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 188 | 3 | 5 | 5 | 5 | 3 | 21 | 84% | Sangat Puas |
| 189 | 5 | 1 | 4 | 5 | 5 | 20 | 80% | Sangat Puas |
| 190 | 2 | 5 | 4 | 4 | 5 | 20 | 80% | Sangat Puas |
| 191 | 5 | 3 | 5 | 2 | 4 | 19 | 76% | Sangat Puas |
| 192 | 5 | 5 | 5 | 4 | 5 | 24 | 96% | Sangat Puas |
| 193 | 3 | 5 | 4 | 4 | 3 | 19 | 76% | Sangat Puas |
| 194 | 4 | 5 | 5 | 3 | 3 | 20 | 80% | Sangat Puas |
| 195 | 2 | 5 | 3 | 5 | 5 | 20 | 80% | Sangat Puas |
| 196 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 197 | 4 | 3 | 4 | 5 | 5 | 21 | 84% | Sangat Puas |
| 198 | 4 | 5 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 199 | 4 | 2 | 5 | 4 | 4 | 19 | 76% | Sangat Puas |
| 200 | 4 | 5 | 2 | 5 | 4 | 20 | 80% | Sangat Puas |
| 201 | 4 | 5 | 2 | 4 | 5 | 20 | 80% | Sangat Puas |
| 202 | 5 | 5 | 4 | 2 | 3 | 19 | 76% | Sangat Puas |
| 203 | 2 | 5 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 204 | 3 | 5 | 5 | 3 | 3 | 19 | 76% | Sangat Puas |
| 205 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 206 | 3 | 5 | 5 | 5 | 3 | 21 | 84% | Sangat Puas |
| 207 | 2 | 5 | 4 | 4 | 5 | 20 | 80% | Sangat Puas |
| 208 | 5 | 5 | 5 | 1 | 4 | 20 | 80% | Sangat Puas |
| 209 | 5 | 5 | 5 | 4 | 5 | 24 | 96% | Sangat Puas |
| 210 | 5 | 4 | 4 | 5 | 2 | 20 | 80% | Sangat Puas |
| 211 | 5 | 3 | 3 | 5 | 5 | 21 | 84% | Sangat Puas |
| 212 | 3 | 5 | 4 | 4 | 3 | 19 | 76% | Sangat Puas |
| 213 | 4 | 5 | 5 | 3 | 3 | 20 | 80% | Sangat Puas |
| 214 | 5 | 4 | 5 | 4 | 4 | 22 | 88% | Sangat Puas |
| 215 | 2 | 5 | 3 | 5 | 5 | 20 | 80% | Sangat Puas |
| 216 | 5 | 3 | 4 | 5 | 3 | 20 | 80% | Sangat Puas |
| 217 | 5 | 2 | 5 | 4 | 3 | 19 | 76% | Sangat Puas |
| 218 | 5 | 3 | 5 | 3 | 5 | 21 | 84% | Sangat Puas |
| 219 | 4 | 3 | 4 | 5 | 5 | 21 | 84% | Sangat Puas |
| 220 | 4 | 5 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 221 | 4 | 2 | 5 | 4 | 4 | 19 | 76% | Sangat Puas |
| 222 | 5 | 2 | 5 | 4 | 3 | 19 | 76% | Sangat Puas |
| 223 | 5 | 4 | 4 | 5 | 4 | 22 | 88% | Sangat Puas |
| 224 | 4 | 5 | 2 | 4 | 5 | 20 | 80% | Sangat Puas |
| 225 | 2 | 5 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 226 | 3 | 5 | 5 | 3 | 3 | 19 | 76% | Sangat Puas |

| | | | | | | | | |
|-----|---|---|---|---|---|----|-----|-------------|
| 227 | 5 | 3 | 4 | 2 | 5 | 19 | 76% | Sangat Puas |
| 228 | 5 | 1 | 5 | 5 | 5 | 21 | 84% | Sangat Puas |
| 229 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 230 | 3 | 5 | 5 | 5 | 3 | 21 | 84% | Sangat Puas |
| 231 | 5 | 1 | 4 | 5 | 5 | 20 | 80% | Sangat Puas |
| 232 | 2 | 5 | 4 | 4 | 5 | 20 | 80% | Sangat Puas |
| 233 | 5 | 3 | 5 | 2 | 4 | 19 | 76% | Sangat Puas |
| 234 | 5 | 5 | 5 | 4 | 5 | 24 | 96% | Sangat Puas |
| 235 | 3 | 5 | 4 | 4 | 3 | 19 | 76% | Sangat Puas |
| 236 | 4 | 5 | 5 | 3 | 3 | 20 | 80% | Sangat Puas |
| 237 | 2 | 5 | 3 | 5 | 5 | 20 | 80% | Sangat Puas |
| 238 | 3 | 4 | 1 | 5 | 3 | 16 | 64% | Puas |
| 239 | 1 | 3 | 3 | 4 | 4 | 15 | 60% | Puas |
| 240 | 5 | 5 | 4 | 2 | 3 | 19 | 76% | Sangat Puas |
| 241 | 2 | 5 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 242 | 3 | 5 | 5 | 3 | 3 | 19 | 76% | Sangat Puas |
| 243 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 244 | 3 | 5 | 5 | 5 | 3 | 21 | 84% | Sangat Puas |
| 245 | 2 | 5 | 4 | 4 | 5 | 20 | 80% | Sangat Puas |
| 246 | 5 | 5 | 5 | 1 | 4 | 20 | 80% | Sangat Puas |
| 247 | 5 | 5 | 5 | 4 | 5 | 24 | 96% | Sangat Puas |
| 248 | 5 | 4 | 4 | 5 | 2 | 20 | 80% | Sangat Puas |
| 249 | 5 | 3 | 3 | 5 | 5 | 21 | 84% | Sangat Puas |
| 250 | 3 | 5 | 4 | 4 | 3 | 19 | 76% | Sangat Puas |
| 251 | 4 | 5 | 5 | 3 | 3 | 20 | 80% | Sangat Puas |
| 252 | 5 | 4 | 5 | 4 | 4 | 22 | 88% | Sangat Puas |
| 253 | 2 | 5 | 3 | 5 | 5 | 20 | 80% | Sangat Puas |
| 254 | 5 | 3 | 4 | 5 | 3 | 20 | 80% | Sangat Puas |
| 255 | 5 | 2 | 5 | 4 | 3 | 19 | 76% | Sangat Puas |
| 256 | 5 | 3 | 5 | 3 | 5 | 21 | 84% | Sangat Puas |
| 257 | 4 | 3 | 4 | 5 | 5 | 21 | 84% | Sangat Puas |
| 258 | 4 | 5 | 3 | 4 | 3 | 19 | 76% | Sangat Puas |
| 259 | 4 | 2 | 5 | 4 | 4 | 19 | 76% | Sangat Puas |
| 260 | 5 | 2 | 5 | 4 | 3 | 19 | 76% | Sangat Puas |
| 261 | 5 | 4 | 4 | 5 | 4 | 22 | 88% | Sangat Puas |
| 262 | 4 | 5 | 2 | 4 | 5 | 20 | 80% | Sangat Puas |
| 263 | 2 | 5 | 4 | 5 | 3 | 19 | 76% | Sangat Puas |
| 264 | 3 | 5 | 5 | 3 | 3 | 19 | 76% | Sangat Puas |
| 265 | 5 | 3 | 4 | 2 | 5 | 19 | 76% | Sangat Puas |
| 266 | 5 | 1 | 5 | 5 | 5 | 21 | 84% | Sangat Puas |
| 267 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 268 | 3 | 5 | 5 | 5 | 3 | 21 | 84% | Sangat Puas |
| 269 | 3 | 4 | 1 | 5 | 3 | 16 | 64% | Puas |
| 270 | 1 | 3 | 3 | 4 | 4 | 15 | 60% | Puas |
| 271 | 5 | 3 | 5 | 2 | 4 | 19 | 76% | Sangat Puas |
| 272 | 5 | 5 | 5 | 4 | 5 | 24 | 96% | Sangat Puas |

| | | | | | | | | |
|-----|---|---|---|---|---|----|-----|-------------|
| 273 | 3 | 5 | 4 | 4 | 3 | 19 | 76% | Sangat Puas |
| 274 | 4 | 5 | 5 | 3 | 3 | 20 | 80% | Sangat Puas |
| 275 | 2 | 5 | 3 | 5 | 5 | 20 | 80% | Sangat Puas |
| 276 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 277 | 1 | 3 | 3 | 4 | 4 | 15 | 60% | Puas |
| 278 | 5 | 3 | 5 | 2 | 4 | 19 | 76% | Sangat Puas |
| 279 | 5 | 5 | 5 | 4 | 5 | 24 | 96% | Sangat Puas |
| 280 | 3 | 5 | 4 | 4 | 3 | 19 | 76% | Sangat Puas |
| 281 | 4 | 5 | 5 | 3 | 3 | 20 | 80% | Sangat Puas |
| 282 | 2 | 5 | 3 | 5 | 5 | 20 | 80% | Sangat Puas |
| 283 | 4 | 4 | 4 | 5 | 2 | 19 | 76% | Sangat Puas |
| 284 | 1 | 3 | 3 | 4 | 4 | 15 | 60% | Puas |
| 285 | 5 | 5 | 5 | 4 | 5 | 24 | 96% | Sangat Puas |

**LAMPIRAN DATA PENGUKURAN KEPUASAN MAHASISWA
TERHADAP PUSAT LAYANAN KARIR (PUSLAKA)**

| No. | Pusat Layanan Karir (PUSLAKA) | | | | | | Total | Persen | Keterangan |
|-----|-------------------------------|---|---|---|---|---|-------|--------|-------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | | | |
| 1 | 1 | 5 | 5 | 4 | 5 | 3 | 23 | 77% | Sangat Puas |
| 2 | 4 | 4 | 4 | 5 | 2 | 5 | 24 | 80% | Sangat Puas |
| 3 | 3 | 5 | 4 | 5 | 4 | 3 | 24 | 80% | Sangat Puas |
| 4 | 1 | 5 | 5 | 4 | 3 | 5 | 23 | 77% | Sangat Puas |
| 5 | 4 | 2 | 5 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 6 | 5 | 4 | 4 | 3 | 4 | 3 | 23 | 77% | Sangat Puas |
| 7 | 5 | 2 | 5 | 5 | 5 | 4 | 26 | 87% | Sangat Puas |
| 8 | 5 | 5 | 4 | 4 | 4 | 1 | 23 | 77% | Sangat Puas |
| 9 | 4 | 5 | 3 | 5 | 5 | 5 | 27 | 90% | Sangat Puas |
| 10 | 5 | 4 | 3 | 2 | 4 | 5 | 23 | 77% | Sangat Puas |
| 11 | 5 | 5 | 5 | 1 | 5 | 3 | 24 | 80% | Sangat Puas |
| 12 | 4 | 4 | 5 | 3 | 4 | 5 | 25 | 83% | Sangat Puas |
| 13 | 4 | 3 | 4 | 4 | 4 | 5 | 24 | 80% | Sangat Puas |
| 14 | 5 | 5 | 1 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 15 | 5 | 3 | 3 | 5 | 4 | 5 | 25 | 83% | Sangat Puas |
| 16 | 5 | 3 | 5 | 4 | 2 | 5 | 24 | 80% | Sangat Puas |
| 17 | 5 | 1 | 4 | 3 | 5 | 5 | 23 | 77% | Sangat Puas |
| 18 | 5 | 5 | 1 | 4 | 4 | 4 | 23 | 77% | Sangat Puas |
| 19 | 2 | 4 | 5 | 4 | 3 | 5 | 23 | 77% | Sangat Puas |
| 20 | 5 | 5 | 5 | 3 | 5 | 5 | 28 | 93% | Sangat Puas |
| 21 | 5 | 4 | 4 | 4 | 4 | 3 | 24 | 80% | Sangat Puas |
| 22 | 5 | 4 | 2 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 23 | 5 | 3 | 5 | 2 | 5 | 5 | 25 | 83% | Sangat Puas |
| 24 | 5 | 4 | 1 | 5 | 5 | 3 | 23 | 77% | Sangat Puas |
| 25 | 5 | 2 | 5 | 4 | 4 | 5 | 25 | 83% | Sangat Puas |
| 26 | 5 | 3 | 5 | 2 | 5 | 5 | 25 | 83% | Sangat Puas |
| 27 | 5 | 4 | 1 | 5 | 5 | 3 | 23 | 77% | Sangat Puas |
| 28 | 5 | 2 | 5 | 4 | 4 | 5 | 25 | 83% | Sangat Puas |
| 29 | 1 | 5 | 5 | 4 | 5 | 3 | 23 | 77% | Sangat Puas |
| 30 | 4 | 4 | 4 | 5 | 2 | 5 | 24 | 80% | Sangat Puas |
| 31 | 3 | 5 | 4 | 5 | 4 | 3 | 24 | 80% | Sangat Puas |
| 32 | 1 | 5 | 5 | 4 | 3 | 5 | 23 | 77% | Sangat Puas |
| 33 | 4 | 2 | 5 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 34 | 5 | 4 | 4 | 3 | 4 | 3 | 23 | 77% | Sangat Puas |
| 35 | 5 | 2 | 5 | 5 | 5 | 4 | 26 | 87% | Sangat Puas |
| 36 | 5 | 5 | 4 | 4 | 4 | 1 | 23 | 77% | Sangat Puas |
| 37 | 4 | 5 | 3 | 5 | 5 | 5 | 27 | 90% | Sangat Puas |
| 38 | 5 | 4 | 3 | 2 | 4 | 5 | 23 | 77% | Sangat Puas |
| 39 | 5 | 5 | 5 | 1 | 5 | 3 | 24 | 80% | Sangat Puas |
| 40 | 4 | 4 | 5 | 3 | 4 | 5 | 25 | 83% | Sangat Puas |

| | | | | | | | | | |
|----|---|---|---|---|---|---|----|-----|-------------|
| 41 | 4 | 3 | 4 | 4 | 4 | 5 | 24 | 80% | Sangat Puas |
| 42 | 5 | 5 | 1 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 43 | 5 | 3 | 3 | 5 | 4 | 5 | 25 | 83% | Sangat Puas |
| 44 | 5 | 3 | 5 | 4 | 2 | 5 | 24 | 80% | Sangat Puas |
| 45 | 5 | 1 | 4 | 3 | 5 | 5 | 23 | 77% | Sangat Puas |
| 46 | 5 | 5 | 1 | 4 | 4 | 4 | 23 | 77% | Sangat Puas |
| 47 | 2 | 4 | 5 | 4 | 3 | 5 | 23 | 77% | Sangat Puas |
| 48 | 5 | 5 | 5 | 3 | 5 | 5 | 28 | 93% | Sangat Puas |
| 49 | 5 | 4 | 4 | 4 | 4 | 3 | 24 | 80% | Sangat Puas |
| 50 | 5 | 4 | 2 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 51 | 5 | 3 | 5 | 2 | 5 | 5 | 25 | 83% | Sangat Puas |
| 52 | 5 | 4 | 1 | 5 | 5 | 3 | 23 | 77% | Sangat Puas |
| 53 | 5 | 2 | 5 | 4 | 4 | 5 | 25 | 83% | Sangat Puas |
| 54 | 5 | 4 | 2 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 55 | 5 | 3 | 5 | 2 | 5 | 5 | 25 | 83% | Sangat Puas |
| 56 | 5 | 4 | 1 | 5 | 5 | 3 | 23 | 77% | Sangat Puas |
| 57 | 5 | 2 | 5 | 4 | 4 | 5 | 25 | 83% | Sangat Puas |
| 58 | 1 | 5 | 5 | 4 | 5 | 3 | 23 | 77% | Sangat Puas |
| 59 | 4 | 4 | 4 | 5 | 2 | 5 | 24 | 80% | Sangat Puas |
| 60 | 3 | 5 | 4 | 5 | 4 | 3 | 24 | 80% | Sangat Puas |
| 61 | 1 | 5 | 5 | 4 | 3 | 5 | 23 | 77% | Sangat Puas |
| 62 | 4 | 2 | 5 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 63 | 5 | 4 | 4 | 3 | 4 | 3 | 23 | 77% | Sangat Puas |
| 64 | 5 | 2 | 5 | 5 | 5 | 4 | 26 | 87% | Sangat Puas |
| 65 | 5 | 5 | 4 | 4 | 4 | 1 | 23 | 77% | Sangat Puas |
| 66 | 4 | 5 | 3 | 5 | 5 | 5 | 27 | 90% | Sangat Puas |
| 67 | 5 | 4 | 3 | 2 | 4 | 5 | 23 | 77% | Sangat Puas |
| 68 | 5 | 5 | 5 | 1 | 5 | 3 | 24 | 80% | Sangat Puas |
| 69 | 4 | 4 | 5 | 3 | 4 | 5 | 25 | 83% | Sangat Puas |
| 70 | 4 | 3 | 4 | 4 | 4 | 5 | 24 | 80% | Sangat Puas |
| 71 | 5 | 5 | 1 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 72 | 5 | 3 | 3 | 5 | 4 | 5 | 25 | 83% | Sangat Puas |
| 73 | 5 | 3 | 5 | 4 | 2 | 5 | 24 | 80% | Sangat Puas |
| 74 | 5 | 1 | 4 | 3 | 5 | 5 | 23 | 77% | Sangat Puas |
| 75 | 5 | 5 | 1 | 4 | 4 | 4 | 23 | 77% | Sangat Puas |
| 76 | 2 | 4 | 5 | 4 | 3 | 5 | 23 | 77% | Sangat Puas |
| 77 | 5 | 5 | 5 | 3 | 5 | 5 | 28 | 93% | Sangat Puas |
| 78 | 5 | 4 | 4 | 4 | 4 | 3 | 24 | 80% | Sangat Puas |
| 79 | 5 | 4 | 2 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 80 | 5 | 3 | 5 | 2 | 5 | 5 | 25 | 83% | Sangat Puas |
| 81 | 5 | 4 | 1 | 5 | 5 | 3 | 23 | 77% | Sangat Puas |
| 82 | 5 | 2 | 5 | 4 | 4 | 5 | 25 | 83% | Sangat Puas |
| 83 | 5 | 4 | 1 | 5 | 5 | 3 | 23 | 77% | Sangat Puas |
| 84 | 5 | 2 | 5 | 4 | 4 | 5 | 25 | 83% | Sangat Puas |
| 85 | 1 | 5 | 5 | 4 | 5 | 3 | 23 | 77% | Sangat Puas |
| 86 | 4 | 4 | 4 | 5 | 2 | 5 | 24 | 80% | Sangat Puas |

| | | | | | | | | | |
|-----|---|---|---|---|---|---|----|-----|-------------|
| 87 | 3 | 5 | 4 | 5 | 4 | 3 | 24 | 80% | Sangat Puas |
| 88 | 1 | 5 | 5 | 4 | 3 | 5 | 23 | 77% | Sangat Puas |
| 89 | 4 | 2 | 5 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 90 | 5 | 4 | 4 | 3 | 4 | 3 | 23 | 77% | Sangat Puas |
| 91 | 5 | 2 | 5 | 5 | 5 | 4 | 26 | 87% | Sangat Puas |
| 92 | 5 | 5 | 4 | 4 | 4 | 1 | 23 | 77% | Sangat Puas |
| 93 | 4 | 5 | 3 | 5 | 5 | 5 | 27 | 90% | Sangat Puas |
| 94 | 5 | 4 | 3 | 2 | 4 | 5 | 23 | 77% | Sangat Puas |
| 95 | 5 | 5 | 5 | 1 | 5 | 3 | 24 | 80% | Sangat Puas |
| 96 | 4 | 4 | 5 | 3 | 4 | 5 | 25 | 83% | Sangat Puas |
| 97 | 4 | 3 | 4 | 4 | 4 | 5 | 24 | 80% | Sangat Puas |
| 98 | 5 | 5 | 1 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 99 | 5 | 3 | 3 | 5 | 4 | 5 | 25 | 83% | Sangat Puas |
| 100 | 5 | 3 | 5 | 4 | 2 | 5 | 24 | 80% | Sangat Puas |
| 101 | 5 | 1 | 4 | 3 | 5 | 5 | 23 | 77% | Sangat Puas |
| 102 | 5 | 5 | 1 | 4 | 4 | 4 | 23 | 77% | Sangat Puas |
| 103 | 2 | 4 | 5 | 4 | 3 | 5 | 23 | 77% | Sangat Puas |
| 104 | 5 | 5 | 5 | 3 | 5 | 5 | 28 | 93% | Sangat Puas |
| 105 | 5 | 4 | 4 | 4 | 4 | 3 | 24 | 80% | Sangat Puas |
| 106 | 5 | 4 | 2 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 107 | 5 | 3 | 5 | 2 | 5 | 5 | 25 | 83% | Sangat Puas |
| 108 | 5 | 4 | 1 | 5 | 5 | 3 | 23 | 77% | Sangat Puas |
| 109 | 5 | 2 | 5 | 4 | 4 | 5 | 25 | 83% | Sangat Puas |
| 110 | 5 | 3 | 5 | 2 | 5 | 5 | 25 | 83% | Sangat Puas |
| 111 | 5 | 4 | 1 | 5 | 5 | 3 | 23 | 77% | Sangat Puas |
| 112 | 5 | 2 | 5 | 4 | 4 | 5 | 25 | 83% | Sangat Puas |
| 113 | 1 | 5 | 5 | 4 | 5 | 3 | 23 | 77% | Sangat Puas |
| 114 | 4 | 4 | 4 | 5 | 2 | 5 | 24 | 80% | Sangat Puas |
| 115 | 3 | 5 | 4 | 5 | 4 | 3 | 24 | 80% | Sangat Puas |
| 116 | 1 | 5 | 5 | 4 | 3 | 5 | 23 | 77% | Sangat Puas |
| 117 | 4 | 2 | 5 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 118 | 5 | 4 | 4 | 3 | 4 | 3 | 23 | 77% | Sangat Puas |
| 119 | 5 | 2 | 5 | 5 | 5 | 4 | 26 | 87% | Sangat Puas |
| 120 | 5 | 5 | 4 | 4 | 4 | 1 | 23 | 77% | Sangat Puas |
| 121 | 4 | 5 | 3 | 5 | 5 | 5 | 27 | 90% | Sangat Puas |
| 122 | 5 | 4 | 3 | 2 | 4 | 5 | 23 | 77% | Sangat Puas |
| 123 | 5 | 5 | 5 | 1 | 5 | 3 | 24 | 80% | Sangat Puas |
| 124 | 4 | 4 | 5 | 3 | 4 | 5 | 25 | 83% | Sangat Puas |
| 125 | 4 | 3 | 4 | 4 | 4 | 5 | 24 | 80% | Sangat Puas |
| 126 | 5 | 5 | 1 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 127 | 5 | 3 | 3 | 5 | 4 | 5 | 25 | 83% | Sangat Puas |
| 128 | 5 | 3 | 5 | 4 | 2 | 5 | 24 | 80% | Sangat Puas |
| 129 | 5 | 1 | 4 | 3 | 5 | 5 | 23 | 77% | Sangat Puas |
| 130 | 5 | 5 | 1 | 4 | 4 | 4 | 23 | 77% | Sangat Puas |
| 131 | 2 | 4 | 5 | 4 | 3 | 5 | 23 | 77% | Sangat Puas |
| 132 | 5 | 5 | 5 | 3 | 5 | 5 | 28 | 93% | Sangat Puas |

| | | | | | | | | | |
|-----|---|---|---|---|---|---|----|-----|-------------|
| 133 | 5 | 4 | 4 | 4 | 4 | 3 | 24 | 80% | Sangat Puas |
| 134 | 5 | 4 | 2 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 135 | 5 | 3 | 5 | 2 | 5 | 5 | 25 | 83% | Sangat Puas |
| 136 | 5 | 4 | 1 | 5 | 5 | 3 | 23 | 77% | Sangat Puas |
| 137 | 5 | 2 | 5 | 4 | 4 | 5 | 25 | 83% | Sangat Puas |
| 138 | 5 | 4 | 2 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 139 | 5 | 3 | 5 | 2 | 5 | 5 | 25 | 83% | Sangat Puas |
| 140 | 5 | 4 | 1 | 5 | 5 | 3 | 23 | 77% | Sangat Puas |
| 141 | 5 | 2 | 5 | 4 | 4 | 5 | 25 | 83% | Sangat Puas |
| 142 | 1 | 5 | 5 | 4 | 5 | 3 | 23 | 77% | Sangat Puas |
| 143 | 4 | 4 | 4 | 5 | 2 | 5 | 24 | 80% | Sangat Puas |
| 144 | 3 | 5 | 4 | 5 | 4 | 3 | 24 | 80% | Sangat Puas |
| 145 | 2 | 4 | 2 | 4 | 5 | 4 | 21 | 70% | Puas |
| 146 | 1 | 5 | 4 | 2 | 4 | 1 | 17 | 57% | Puas |
| 147 | 5 | 4 | 4 | 3 | 4 | 3 | 23 | 77% | Sangat Puas |
| 148 | 5 | 2 | 5 | 5 | 5 | 4 | 26 | 87% | Sangat Puas |
| 149 | 5 | 5 | 4 | 4 | 4 | 1 | 23 | 77% | Sangat Puas |
| 150 | 4 | 5 | 3 | 5 | 5 | 5 | 27 | 90% | Sangat Puas |
| 151 | 5 | 4 | 3 | 2 | 4 | 5 | 23 | 77% | Sangat Puas |
| 152 | 5 | 5 | 5 | 1 | 5 | 3 | 24 | 80% | Sangat Puas |
| 153 | 4 | 4 | 5 | 3 | 4 | 5 | 25 | 83% | Sangat Puas |
| 154 | 4 | 3 | 4 | 4 | 4 | 5 | 24 | 80% | Sangat Puas |
| 155 | 5 | 5 | 1 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 156 | 5 | 3 | 3 | 5 | 4 | 5 | 25 | 83% | Sangat Puas |
| 157 | 5 | 3 | 5 | 4 | 2 | 5 | 24 | 80% | Sangat Puas |
| 158 | 5 | 1 | 4 | 3 | 5 | 5 | 23 | 77% | Sangat Puas |
| 159 | 5 | 5 | 1 | 4 | 4 | 4 | 23 | 77% | Sangat Puas |
| 160 | 2 | 4 | 5 | 4 | 3 | 5 | 23 | 77% | Sangat Puas |
| 161 | 5 | 5 | 5 | 3 | 5 | 5 | 28 | 93% | Sangat Puas |
| 162 | 5 | 4 | 4 | 4 | 4 | 3 | 24 | 80% | Sangat Puas |
| 163 | 5 | 4 | 2 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 164 | 5 | 3 | 5 | 2 | 5 | 5 | 25 | 83% | Sangat Puas |
| 165 | 2 | 4 | 2 | 4 | 5 | 4 | 21 | 70% | Puas |
| 166 | 1 | 5 | 4 | 2 | 4 | 1 | 17 | 57% | Puas |
| 167 | 5 | 5 | 5 | 3 | 5 | 5 | 28 | 93% | Sangat Puas |
| 168 | 5 | 4 | 4 | 4 | 4 | 3 | 24 | 80% | Sangat Puas |
| 169 | 5 | 4 | 2 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 170 | 5 | 3 | 5 | 2 | 5 | 5 | 25 | 83% | Sangat Puas |
| 171 | 5 | 4 | 1 | 5 | 5 | 3 | 23 | 77% | Sangat Puas |
| 172 | 5 | 2 | 5 | 4 | 4 | 5 | 25 | 83% | Sangat Puas |
| 173 | 3 | 5 | 5 | 4 | 2 | 3 | 22 | 73% | Puas |
| 174 | 5 | 5 | 5 | 3 | 5 | 5 | 28 | 93% | Sangat Puas |
| 175 | 5 | 4 | 4 | 4 | 4 | 3 | 24 | 80% | Sangat Puas |
| 176 | 2 | 2 | 3 | 3 | 4 | 2 | 16 | 53% | Puas |
| 177 | 5 | 2 | 2 | 4 | 3 | 3 | 19 | 63% | Puas |
| 178 | 5 | 5 | 1 | 4 | 4 | 4 | 23 | 77% | Sangat Puas |

| | | | | | | | | | |
|-----|---|---|---|---|---|---|----|-----|-------------|
| 179 | 5 | 2 | 1 | 2 | 5 | 1 | 16 | 53% | Puas |
| 180 | 5 | 5 | 5 | 3 | 5 | 5 | 28 | 93% | Sangat Puas |
| 181 | 5 | 4 | 4 | 4 | 4 | 3 | 24 | 80% | Sangat Puas |
| 182 | 5 | 2 | 1 | 4 | 3 | 2 | 17 | 57% | Puas |
| 183 | 1 | 5 | 5 | 4 | 5 | 3 | 23 | 77% | Sangat Puas |
| 184 | 4 | 4 | 4 | 5 | 2 | 5 | 24 | 80% | Sangat Puas |
| 185 | 3 | 5 | 4 | 5 | 4 | 3 | 24 | 80% | Sangat Puas |
| 186 | 1 | 5 | 5 | 4 | 3 | 5 | 23 | 77% | Sangat Puas |
| 187 | 4 | 2 | 5 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 188 | 5 | 4 | 4 | 3 | 4 | 3 | 23 | 77% | Sangat Puas |
| 189 | 5 | 2 | 5 | 5 | 5 | 4 | 26 | 87% | Sangat Puas |
| 190 | 5 | 5 | 4 | 4 | 4 | 1 | 23 | 77% | Sangat Puas |
| 191 | 4 | 5 | 3 | 5 | 5 | 5 | 27 | 90% | Sangat Puas |
| 192 | 5 | 4 | 3 | 2 | 4 | 5 | 23 | 77% | Sangat Puas |
| 193 | 5 | 5 | 5 | 1 | 5 | 3 | 24 | 80% | Sangat Puas |
| 194 | 4 | 4 | 5 | 3 | 4 | 5 | 25 | 83% | Sangat Puas |
| 195 | 4 | 3 | 4 | 4 | 4 | 5 | 24 | 80% | Sangat Puas |
| 196 | 5 | 5 | 1 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 197 | 5 | 3 | 3 | 5 | 4 | 5 | 25 | 83% | Sangat Puas |
| 198 | 5 | 3 | 5 | 4 | 2 | 5 | 24 | 80% | Sangat Puas |
| 199 | 5 | 1 | 4 | 3 | 5 | 5 | 23 | 77% | Sangat Puas |
| 200 | 5 | 5 | 1 | 4 | 4 | 4 | 23 | 77% | Sangat Puas |
| 201 | 2 | 4 | 5 | 4 | 3 | 5 | 23 | 77% | Sangat Puas |
| 202 | 5 | 5 | 5 | 3 | 5 | 5 | 28 | 93% | Sangat Puas |
| 203 | 5 | 4 | 4 | 4 | 4 | 3 | 24 | 80% | Sangat Puas |
| 204 | 5 | 4 | 2 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 205 | 5 | 3 | 5 | 2 | 5 | 5 | 25 | 83% | Sangat Puas |
| 206 | 5 | 4 | 1 | 5 | 5 | 3 | 23 | 77% | Sangat Puas |
| 207 | 5 | 2 | 5 | 4 | 4 | 5 | 25 | 83% | Sangat Puas |
| 208 | 1 | 2 | 3 | 5 | 1 | 4 | 16 | 53% | Puas |
| 209 | 5 | 5 | 5 | 3 | 5 | 5 | 28 | 93% | Sangat Puas |
| 210 | 5 | 4 | 4 | 4 | 4 | 3 | 24 | 80% | Sangat Puas |
| 211 | 5 | 2 | 2 | 2 | 2 | 3 | 16 | 53% | Puas |
| 212 | 5 | 4 | 2 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 213 | 3 | 3 | 3 | 3 | 2 | 4 | 18 | 60% | Puas |
| 214 | 5 | 3 | 5 | 2 | 5 | 5 | 25 | 83% | Sangat Puas |
| 215 | 1 | 5 | 5 | 4 | 5 | 3 | 23 | 77% | Sangat Puas |
| 216 | 4 | 4 | 4 | 5 | 2 | 5 | 24 | 80% | Sangat Puas |
| 217 | 3 | 5 | 4 | 5 | 4 | 3 | 24 | 80% | Sangat Puas |
| 218 | 1 | 5 | 5 | 4 | 3 | 5 | 23 | 77% | Sangat Puas |
| 219 | 4 | 2 | 5 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 220 | 5 | 4 | 4 | 3 | 4 | 3 | 23 | 77% | Sangat Puas |
| 221 | 5 | 2 | 5 | 5 | 5 | 4 | 26 | 87% | Sangat Puas |
| 222 | 5 | 5 | 4 | 4 | 4 | 1 | 23 | 77% | Sangat Puas |
| 223 | 4 | 5 | 3 | 5 | 5 | 5 | 27 | 90% | Sangat Puas |
| 224 | 5 | 4 | 3 | 2 | 4 | 5 | 23 | 77% | Sangat Puas |

| | | | | | | | | | |
|-----|---|---|---|---|---|---|----|-----|-------------|
| 225 | 5 | 5 | 5 | 1 | 5 | 3 | 24 | 80% | Sangat Puas |
| 226 | 4 | 4 | 5 | 3 | 4 | 5 | 25 | 83% | Sangat Puas |
| 227 | 4 | 3 | 4 | 4 | 4 | 5 | 24 | 80% | Sangat Puas |
| 228 | 5 | 5 | 1 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 229 | 5 | 3 | 3 | 5 | 4 | 5 | 25 | 83% | Sangat Puas |
| 230 | 5 | 3 | 5 | 4 | 2 | 5 | 24 | 80% | Sangat Puas |
| 231 | 5 | 1 | 4 | 3 | 5 | 5 | 23 | 77% | Sangat Puas |
| 232 | 5 | 5 | 1 | 4 | 4 | 4 | 23 | 77% | Sangat Puas |
| 233 | 2 | 4 | 5 | 4 | 3 | 5 | 23 | 77% | Sangat Puas |
| 234 | 5 | 5 | 5 | 3 | 5 | 5 | 28 | 93% | Sangat Puas |
| 235 | 5 | 4 | 4 | 4 | 4 | 3 | 24 | 80% | Sangat Puas |
| 236 | 5 | 4 | 2 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 237 | 5 | 3 | 5 | 2 | 5 | 5 | 25 | 83% | Sangat Puas |
| 238 | 5 | 4 | 1 | 5 | 5 | 3 | 23 | 77% | Sangat Puas |
| 239 | 5 | 2 | 5 | 4 | 4 | 5 | 25 | 83% | Sangat Puas |
| 240 | 1 | 5 | 5 | 4 | 5 | 3 | 23 | 77% | Sangat Puas |
| 241 | 4 | 4 | 4 | 5 | 2 | 5 | 24 | 80% | Sangat Puas |
| 242 | 1 | 5 | 5 | 4 | 5 | 3 | 23 | 77% | Sangat Puas |
| 243 | 3 | 5 | 4 | 5 | 4 | 3 | 24 | 80% | Sangat Puas |
| 244 | 1 | 5 | 5 | 4 | 5 | 3 | 23 | 77% | Sangat Puas |
| 245 | 4 | 4 | 4 | 5 | 2 | 5 | 24 | 80% | Sangat Puas |
| 246 | 1 | 5 | 5 | 4 | 5 | 3 | 23 | 77% | Sangat Puas |
| 247 | 1 | 5 | 5 | 4 | 5 | 3 | 23 | 77% | Sangat Puas |
| 248 | 4 | 4 | 4 | 5 | 2 | 5 | 24 | 80% | Sangat Puas |
| 249 | 3 | 5 | 4 | 5 | 4 | 3 | 24 | 80% | Sangat Puas |
| 250 | 1 | 5 | 5 | 4 | 3 | 5 | 23 | 77% | Sangat Puas |
| 251 | 1 | 5 | 5 | 4 | 5 | 3 | 23 | 77% | Sangat Puas |
| 252 | 4 | 4 | 4 | 5 | 2 | 5 | 24 | 80% | Sangat Puas |
| 253 | 3 | 5 | 4 | 5 | 4 | 3 | 24 | 80% | Sangat Puas |
| 254 | 5 | 4 | 4 | 3 | 4 | 3 | 23 | 77% | Sangat Puas |
| 255 | 5 | 5 | 1 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 256 | 5 | 3 | 3 | 5 | 4 | 5 | 25 | 83% | Sangat Puas |
| 257 | 5 | 3 | 5 | 4 | 2 | 5 | 24 | 80% | Sangat Puas |
| 258 | 5 | 1 | 4 | 3 | 5 | 5 | 23 | 77% | Sangat Puas |
| 259 | 5 | 5 | 1 | 4 | 4 | 4 | 23 | 77% | Sangat Puas |
| 260 | 2 | 4 | 5 | 4 | 3 | 5 | 23 | 77% | Sangat Puas |
| 261 | 5 | 5 | 5 | 3 | 5 | 5 | 28 | 93% | Sangat Puas |
| 262 | 5 | 4 | 4 | 4 | 4 | 3 | 24 | 80% | Sangat Puas |
| 263 | 5 | 4 | 2 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 264 | 5 | 3 | 5 | 2 | 5 | 5 | 25 | 83% | Sangat Puas |
| 265 | 5 | 4 | 1 | 5 | 5 | 3 | 23 | 77% | Sangat Puas |
| 266 | 5 | 2 | 5 | 4 | 4 | 5 | 25 | 83% | Sangat Puas |
| 267 | 5 | 5 | 5 | 1 | 5 | 3 | 24 | 80% | Sangat Puas |
| 268 | 4 | 4 | 5 | 3 | 4 | 5 | 25 | 83% | Sangat Puas |
| 269 | 4 | 3 | 4 | 4 | 4 | 5 | 24 | 80% | Sangat Puas |
| 270 | 5 | 5 | 1 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |

| | | | | | | | | | |
|-----|---|---|---|---|---|---|----|-----|-------------|
| 271 | 5 | 3 | 3 | 5 | 4 | 5 | 25 | 83% | Sangat Puas |
| 272 | 5 | 3 | 5 | 4 | 2 | 5 | 24 | 80% | Sangat Puas |
| 273 | 2 | 4 | 2 | 4 | 5 | 4 | 21 | 70% | Puas |
| 274 | 1 | 5 | 4 | 2 | 4 | 1 | 17 | 57% | Puas |
| 275 | 5 | 4 | 4 | 4 | 4 | 3 | 24 | 80% | Sangat Puas |
| 276 | 5 | 1 | 4 | 3 | 5 | 5 | 23 | 77% | Sangat Puas |
| 277 | 5 | 4 | 2 | 5 | 5 | 3 | 24 | 80% | Sangat Puas |
| 278 | 5 | 3 | 5 | 2 | 5 | 5 | 25 | 83% | Sangat Puas |
| 279 | 5 | 4 | 1 | 5 | 5 | 3 | 23 | 77% | Sangat Puas |
| 280 | 5 | 2 | 5 | 4 | 4 | 5 | 25 | 83% | Sangat Puas |
| 281 | 5 | 5 | 5 | 1 | 5 | 3 | 24 | 80% | Sangat Puas |
| 282 | 4 | 4 | 5 | 3 | 4 | 5 | 25 | 83% | Sangat Puas |
| 283 | 4 | 3 | 4 | 4 | 4 | 5 | 24 | 80% | Sangat Puas |
| 284 | 4 | 4 | 5 | 3 | 4 | 5 | 25 | 83% | Sangat Puas |
| 285 | 4 | 3 | 4 | 4 | 4 | 5 | 24 | 80% | Sangat Puas |

UJI INSTRUMEN (UJI VALIDITAS DAN RELIABILITAS)

Instrumen yang dibuat diajukan kepada mahasiswa Fakultas Kesehatan Masyarakat telah diuji kesahihannya melalui uji validitas dengan SPSS V.26 dengan menggunakan nilai korelasi *Product Moment*, dengan kriteria dikatakan Valid jika r hitung $>$ r tabel, dimana r tabel menggunakan $df = n - 2 = 287 - 2 = 285$ dan taraf signifikan 5 % maka diperoleh sebesar 0,2199. Serta dengan uji reliabilitas (tingkat kehandalan) dengan menggunakan *Alpha Cronbach's*, uji reliabilitas dilakukan jika kriteria dikatakan Reliabel pada nilai *Alpha Cronbach's* $>$ 0,60

Hasil uji validitas dan reliabilitas dapat dilihat sebagai berikut :

PENGUKURAN KEPUASAN MAHASISWA

1. PENERIMAAN MAHASISWA BARU

Tabel 1. Hasil Uji Validitas

| No. | Pertanyaan | r hitung | r tabel (df,sig) | Keterangan |
|-----|---------------|----------|------------------|------------|
| 1. | Pertanyaan 1 | 0,333 | 0,2199 | Valid |
| 2. | Pertanyaan 2 | 0,352 | | Valid |
| 3. | Pertanyaan 3 | 0,288 | | Valid |
| 4. | Pertanyaan 4 | 0,384 | | Valid |
| 5. | Pertanyaan 5 | 0,390 | | Valid |
| 6. | Pertanyaan 6 | 0,359 | | Valid |
| 7. | Pertanyaan 7 | 0,426 | | Valid |
| 8. | Pertanyaan 8 | 0,379 | | Valid |
| 9. | Pertanyaan 9 | 0,406 | | Valid |
| 10 | Pertanyaan 10 | 0,399 | | Valid |

Tabel 2. Hasil Uji Reliabilitas

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's | |
| Alpha | N of Items |
| ,665 | 10 |

Dari hasil uji statistik reliabilitas maka dikatakan Reliabel dengan nilai *Alpha Cronbach's* sebesar $0,665 >$ $0,60$

2. SISTEM ADMINISTRASI AKADEMIK

Tabel 3. Hasil Uji Validitas

| No. | Pertanyaan | r hitung | r tabel (df,sig) | Keterangan |
|-----|--------------|----------|------------------|------------|
| 1. | Pertanyaan 1 | 0,415 | 0,2199 | Valid |
| 2. | Pertanyaan 2 | 0,339 | | Valid |
| 3. | Pertanyaan 3 | 0,353 | | Valid |
| 4. | Pertanyaan 4 | 0,312 | | Valid |
| 5. | Pertanyaan 5 | 0,391 | | Valid |

Tabel 4. Hasil Uji Reliabilitas

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| ,614 | 5 |

Dari hasil uji statistik reliabilitas maka dikatakan Reliabel dengan nilai *Alpha Cronbach's* sebesar $0,614 > 0,60$

3. LAYANAN ADMINISTRASI UMUM

Tabel 5. Hasil Uji Validitas

| No. | Pertanyaan | r hitung | r tabel (df,sig) | Keterangan |
|-----|--------------|----------|------------------|------------|
| 1. | Pertanyaan 1 | 0,396 | 0,2199 | Valid |
| 2. | Pertanyaan 2 | 0,476 | | Valid |
| 3. | Pertanyaan 3 | 0,416 | | Valid |
| 4. | Pertanyaan 4 | 0,465 | | Valid |
| 5. | Pertanyaan 5 | 0,451 | | Valid |

Tabel 6. Hasil Uji Reliabilitas

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| ,664 | 5 |

Dari hasil uji statistik reliabilitas maka dikatakan Reliabel dengan nilai *Alpha Cronbach's* sebesar $0,664 > 0,60$

4. LAYANAN ADMINISTRASI KEUANGAN

Tabel 7. Hasil Uji Validitas

| No. | Pertanyaan | r hitung | r tabel (df,sig) | Keterangan |
|-----|--------------|----------|------------------|------------|
| 1. | Pertanyaan 1 | 0,513 | 0,2199 | Valid |
| 2. | Pertanyaan 2 | 0,499 | | Valid |
| 3. | Pertanyaan 3 | 0,401 | | Valid |
| 4. | Pertanyaan 4 | 0,399 | | Valid |
| 5. | Pertanyaan 5 | 0,341 | | Valid |

Tabel 8. Hasil Uji Reliabilitas

| Reliability Statistics | |
|-------------------------------|------------|
| Cronbach's Alpha | N of Items |
| ,623 | 5 |

Dari hasil uji statistik reliabilitas maka dikatakan Reliabel dengan nilai *Alpha Cronbach's* sebesar $0,623 > 0,60$

5. PUSAT LAYANAN KARIR (PUSLAKA)

Tabel 9. Hasil Uji Validitas

| No. | Pertanyaan | r hitung | r tabel (df,sig) | Keterangan |
|-----|--------------|----------|------------------|------------|
| 1. | Pertanyaan 1 | 0,429 | 0,2199 | Valid |
| 2. | Pertanyaan 2 | 0,359 | | Valid |
| 3. | Pertanyaan 3 | 0,426 | | Valid |
| 4. | Pertanyaan 4 | 0,379 | | Valid |
| 5. | Pertanyaan 5 | 0,359 | | Valid |
| 6. | Pertanyaan 6 | 0,483 | | Valid |

Tabel 10. Hasil Uji Reliabilitas

| Reliability Statistics | |
|-------------------------------|------------|
| Cronbach's Alpha | N of Items |
| ,733 | 6 |

Dari hasil uji statistik reliabilitas maka dikatakan Reliabel dengan nilai *Alpha Cronbach's* sebesar $0,733 > 0,60$

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