

KUISIONER PENELITIAN
PENGARUH KUALITAS DOSEN, PELAYANAN DAN FASILITAS
KAMPUS TERHADAP KEPUASAN MAHASISWA KAMPUS II
UNIVERSIITAS LABUHANBATU

I. Identitas Responden:

Nama :
 Jenis Kelamin :
 Usia :
 Semester :
 Jurusan/prodi :

II. Petunjuk Pengisian

Beri tanda check list (√) pada salah satu jawaban yang paling sesuai dengan pendapat saudara.

Kriteria Penilaian:

NO	PERTANYAAN	SKOR
1	SANGAT SETUJU(SS)	5
2	SETUJU(S)	4
3	NETRAL(N)	3
4	TIDAK SETUJU(TS)	2
5	SANGAT TIDAK SETUJU(STS)	1

KUISIONER KUALITAS DOSEN

NO	PERTANYAAN	STS	TS	N	S	SS
1	Dosen menyampaikan rancangan pengajaran dengan jelas di awal					

	perkuliahan					
2	Dosen memiliki pengalaman dan keahlian yang relevan dalam bidang studi yang diajarkan					
3	Dosen memanfaatkan alat bantu (missal; lcd proyektor/papan tulis dan lain-lain) secara efektif					
4	Materi perkuliahan disusun secara sistematis sehingga mahasiswa dapat melihat kaitan antar materinya					
5	Dosen bersedia membantu mahasiswa mengatasi kesulitan dalam perkuliahan					

KUISIONER PELAYANAN

NO	PERTANYAAN	STS	TS	N	S	SS
1	Kondisi prasarana seperti perpustakaan, mushollah, ruangan kelas dapat digunakan dengan baik					
2	Pelayanan sudah sesuai dengan yang diharapkan					
3	Penyampaian informasi diberikan dengan jelas dan cepat					
4	Apakah penanganan keluhan dilakukan dengan baik					
5	Pelayanan dibagian keuangan tidak berbelit-belit					

KUISIONER FASILITAS KAMPUS

NO	PERTANYAAN	STS	TS	N	S	SS
1	Ruang kuliah tertata rapi, nyaman dan bersih					
2	Ruang kuliah sejuk, kursi cukup dan nyaman					
3	Ketersediaan kamar kecil yang cukup dan bersih untuk mahasiswa ULB					
4	Ketersediaan parkir untuk roda dua dan roda empat di lingkungan Universitas					

5	Fasilitas ibadah yang dapat digunakan mahasiswa Universitas Labuhanbatu					
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KUESIONER KEPUASAN

NO	PERTANYAAN	STS	TS	N	S	SS
1	Dosen memperhatikan kehadiran mahasiswa					
2	Kampus memperhatikan pengembangan kreativitas, kapasitas, kepribadian dan kebutuhan mahasiswa					
3	Kampus menerapkan peraturan dan adil kepada mahasiswa/i					
4	Staff akademik membantu mahasiswa dalam layanan akademik					
5	Kampus menyediakan layanan sistem informasi akademik (SIKAD) online yang mudah diakses					

Tabel Jawaban Responden Variabel X1

Responden						Total
	X1.1	X1.2	X1.3	X1.4	X1.5	
1	5	4	4	5	5	23
2	2	2	2	2	1	9
3	3	2	2	3	2	12
4	2	1	2	2	1	8
5	2	2	3	3	3	13
6	2	2	3	2	2	11
7	2	4	5	5	4	20
8	3	2	3	4	3	15
9	2	1	1	2	1	7
10	2	3	3	2	2	12
12	3	2	1	2	2	10
13	3	2	2	2	1	10
14	2	1	1	1	2	7
15	2	3	2	3	2	12
16	2	2	1	2	2	9
17	4	2	4	4	4	18
18	2	2	3	2	2	11
19	2	2	1	2	2	9
20	2	2	3	3	2	12
21	4	4	5	5	4	22
22	2	2	1	2	2	9
23	3	2	3	4	3	15
24	2	3	2	3	2	12
25	5	4	4	4	5	22
26	4	4	3	4	4	19
27	3	2	2	4	2	13
28	4	3	4	5	3	19
29	3	4	4	5	3	19
30	2	3	4	3	2	14
31	4	4	5	5	5	23
32	5	5	4	5	4	23
33	4	4	4	4	5	21
34	5	5	3	4	4	21
35	4	4	4	4	5	21
36	4	4	4	4	4	20
37	5	4	4	4	4	21
38	4	4	4	5	4	21
39	5	5	4	4	5	23
40	5	5	4	5	5	24
41	5	5	4	5	5	24
42	4	5	5	4	5	23
43	4	5	5	4	5	23
44	5	4	5	4	5	23

45	4	5	4	5	5	23
46	4	5	4	5	5	23
47	4	5	5	4	5	23
48	4	4	5	4	5	22
49	4	5	5	4	5	23
50	4	5	5	5	4	23
51	5	5	4	5	4	23
52	5	5	4	5	5	24
53	5	3	4	3	3	18
54	4	4	4	3	3	18
55	4	4	4	4	4	20
56	4	4	5	4	4	21
57	5	4	3	4	3	19
58	5	5	5	5	5	25
59	5	5	5	5	5	25
60	5	5	4	4	4	22
61	5	4	5	4	4	22
62	4	4	4	4	4	20
63	5	4	4	4	4	21
64	5	4	5	5	5	24
65	5	5	5	5	4	24
66	5	5	5	5	4	24
67	5	4	4	4	4	21
68	4	4	5	5	4	22
69	4	4	4	4	5	21
70	5	5	5	5	5	25
71	5	5	5	5	4	24
72	4	4	4	4	5	21
73	5	4	4	5	5	23
74	5	5	5	5	5	25
75	4	3	3	2	3	15
76	4	4	5	4	4	21
77	4	3	3	2	2	14
78	4	3	4	3	3	17
79	4	4	4	4	4	20
80	4	5	5	4	5	23

Tabel Jawaban Responden Variabel X2

Responden						Total
	X2.1	X2.2	X2.3	X2.4	X2.5	
1	2	3	4	2	2	13
2	2	2	3	2	3	12
3	3	3	4	2	3	15
4	2	2	2	2	2	10
5	2	3	4	3	3	15

6	2	3	4	3	2	14
7	2	3	4	2	2	13
8	4	5	5	5	5	24
9	4	4	5	3	4	20
10	2	2	4	3	2	13
12	4	4	5	4	4	21
13	5	3	3	4	4	19
14	4	5	5	5	5	24
15	3	4	4	3	3	17
16	4	5	4	4	4	21
17	4	3	3	4	3	17
18	3	5	4	5	4	21
19	5	4	4	3	3	19
20	4	4	4	5	5	22
21	5	4	4	4	5	22
22	5	5	5	4	4	23
23	4	4	4	5	4	21
24	5	4	5	4	5	23
25	4	3	5	5	3	20
26	5	4	5	4	5	23
27	5	4	3	4	4	20
28	3	5	3	4	4	19
29	3	4	3	4	5	19
30	5	5	4	3	3	20
31	3	5	5	3	3	19
32	4	4	4	4	5	21
33	5	5	4	4	3	21
34	4	5	5	4	4	22
35	4	4	4	4	5	21
36	5	5	4	4	3	21
37	4	5	4	4	4	21
38	4	4	5	4	5	22
39	4	5	4	4	5	22
40	5	5	4	4	4	22
41	4	5	4	4	4	21
42	4	5	4	5	4	22
43	5	4	5	4	4	22
44	4	5	5	4	4	22
45	4	5	5	4	3	21
46	5	5	5	4	3	22
47	5	5	5	4	5	24
48	5	5	4	4	5	23
49	5	5	5	5	5	25
50	5	4	5	5	4	23
51	5	5	5	4	5	24
52	5	5	5	5	5	25

53	5	5	5	4	5	24
54	5	5	4	4	4	22
55	4	4	4	4	5	21
56	5	4	4	4	5	22
57	4	4	4	4	5	21
58	4	4	4	3	5	20
59	4	4	3	4	5	20
60	5	5	4	4	5	23
61	4	4	4	4	5	21
62	5	5	4	4	5	23
63	4	4	4	5	5	22
64	4	4	5	4	5	22
65	4	5	4	4	3	20
66	5	5	4	5	3	22
67	5	5	4	4	5	23
68	5	5	4	4	3	21
69	3	3	3	3	2	14
70	3	3	3	3	4	16
71	4	4	5	5	5	23
72	3	3	3	3	3	15
73	5	5	5	4	5	24
74	4	4	4	4	4	20
75	4	5	5	5	5	24
76	4	4	4	3	3	18
77	3	5	5	5	4	22
78	4	3	5	4	3	19
79	4	4	4	5	5	22
80	4	3	4	3	3	17

Tabel Jawaban Responden Variabel X3

Responden						Total
	X3.1	X3.2	X3.3	X3.4	X3.5	
1	5	4	4	5	5	23
2	2	2	2	2	1	9
3	3	2	2	3	2	12
4	2	1	2	2	1	8
5	2	2	3	3	3	13
6	2	2	3	2	2	11
7	2	4	5	5	4	20
8	3	2	3	4	3	15
9	2	1	1	2	1	7
10	2	3	3	2	2	12
12	3	2	1	2	2	10
13	3	2	2	2	1	10
14	2	1	1	1	2	7
15	2	3	2	3	2	12
16	2	2	1	2	2	9
17	4	2	4	4	4	18
18	2	2	3	2	2	11
19	2	2	1	2	2	9
20	2	2	3	3	2	12
21	4	4	5	5	4	22
22	2	2	1	2	2	9
23	3	2	3	4	3	15
24	2	3	2	3	2	12
25	5	4	4	4	5	22
26	4	4	3	4	4	19
27	3	2	2	4	2	13
28	4	3	4	5	3	19
29	3	4	4	5	3	19
30	2	3	4	3	2	14
31	4	4	5	5	5	23
32	4	4	4	3	3	18
33	4	4	3	4	3	18
34	3	3	4	4	4	18
35	3	3	3	3	3	15
36	3	3	4	4	4	18
37	3	3	3	3	3	15
38	3	3	2	2	3	13
39	3	3	3	3	3	15
40	4	4	3	4	3	18
41	4	4	4	3	3	18
42	3	3	3	3	3	15
43	3	3	3	3	3	15
44	3	3	3	3	3	15

45	3	3	3	3	3	15
46	3	3	2	3	3	14
47	4	4	4	4	4	20
48	4	4	3	4	4	19
49	3	3	4	3	3	16
50	3	3	3	4	3	16
51	3	3	3	3	3	15
52	3	3	3	3	3	15
53	3	3	4	4	3	17
54	3	3	3	4	3	16
55	3	3	4	4	3	17
56	4	4	4	4	4	20
57	3	3	3	3	3	15
58	4	4	3	3	3	17
59	4	4	3	3	3	17
60	3	3	3	3	3	15
61	3	3	3	3	3	15
62	4	4	3	3	4	18
63	3	4	4	4	4	19
64	4	3	4	4	4	19
65	3	3	3	3	3	15
66	4	3	3	4	4	18
67	3	3	3	3	3	15
68	2	3	3	3	3	14
69	3	3	3	3	4	16
70	3	4	4	4	4	19
71	4	4	4	4	4	20
72	3	3	3	3	3	15
73	3	3	3	3	3	15
74	3	3	3	3	4	16
75	3	3	3	3	3	15
76	2	3	3	3	3	14
77	4	4	3	3	4	18
78	3	4	3	3	3	16
79	4	3	4	4	4	19
80	3	3	3	3	4	16

Tabel Jawaban Responden Variabel X3

Responden						Total
	X3.1	X3.2	X3.3	X3.4	X3.5	
1	2	3	4	2	2	13
2	2	2	3	2	3	12
3	3	3	4	2	3	15
4	2	2	2	2	2	10
5	2	3	4	3	3	15
6	2	3	4	3	2	14

7	2	3	4	2	2	13
8	4	5	5	5	5	24
9	4	4	5	3	4	20
10	2	2	4	3	2	13
12	4	4	5	4	4	21
13	5	3	3	4	4	19
14	4	5	5	5	5	24
15	3	4	4	3	3	17
16	4	5	4	4	4	21
17	4	3	3	4	3	17
18	3	5	4	5	4	21
19	5	4	4	3	3	19
20	4	4	4	5	5	22
21	5	4	4	4	5	22
22	5	5	5	4	4	23
23	4	4	4	5	4	21
24	5	4	5	4	5	23
25	4	3	5	5	3	20
26	5	4	5	4	5	23
27	5	4	3	4	4	20
28	3	5	3	4	4	19
29	3	4	3	4	5	19
30	5	5	4	3	3	20
31	3	5	5	3	3	19
32	3	4	3	5	5	20
33	5	5	5	5	5	25
34	5	3	5	3	5	21
35	4	4	4	4	5	21
36	5	5	4	4	4	22
37	4	4	4	5	5	22
38	4	5	4	4	5	22
39	4	5	4	4	5	22
40	4	4	5	4	4	21
41	4	4	4	4	4	20
42	4	4	4	5	4	21
43	4	5	5	5	5	24
44	4	4	3	4	4	19
45	4	4	4	5	4	21
46	4	4	4	4	5	21
47	4	3	3	4	4	18
48	4	4	4	4	5	21
49	5	4	4	4	4	21
50	5	4	4	4	5	22
51	3	4	4	4	4	19
52	3	4	4	4	4	19
53	5	4	4	4	5	22

54	5	3	4	5	4	21
55	4	3	4	4	5	20
56	4	3	4	4	4	19
57	4	4	5	5	4	22
58	4	4	4	5	4	21
59	5	3	4	4	4	20
60	5	4	5	5	5	24
61	4	3	3	4	4	18
62	4	2	4	5	5	20
63	4	1	4	5	3	17
64	4	4	5	5	4	22
65	4	4	4	5	4	21
66	4	4	4	4	4	20
67	4	4	4	5	4	21
68	5	3	4	5	5	22
69	5	4	5	5	5	24
70	4	3	5	4	4	20
71	4	2	5	5	5	21
72	4	1	5	5	3	18
73	4	4	5	5	4	22
74	4	4	4	5	4	21
75	2	4	4	5	4	19
76	4	2	4	4	4	18
77	4	2	4	4	4	18
78	4	4	4	4	4	20
79	4	4	4	4	4	20
80	5	4	5	4	4	22

L-2

Uji Validitas Dan Realibitas Kualitas Dosen

Case Processing Summary

		N	%
Cases	Valid	81	100.0
	Excluded ^a	0	.0
	Total	81	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.937	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
KD1	14.91	18.605	.763	.935
KD2	15.06	17.234	.885	.913
KD3	15.00	17.700	.836	.922
KD4	14.90	18.590	.822	.925
KD5	15.04	17.011	.857	.918

Uji Validitas Dan Realibitas Pelayanan

Case Processing Summary

		N	%
Cases	Valid	80	98.8
	Excluded ^a	1	1.2
	Total	81	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.823	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PY1	16.34	6.758	.659	.775
PY2	16.19	6.964	.680	.769
PY3	16.20	8.339	.474	.824
PY4	16.49	7.164	.689	.768
PY5	16.39	6.696	.603	.796

Uji Validitas Dan Realibitas Fasilitas Kampus

Case Processing Summary

		N	%
Cases	Valid	80	98.8
	Excluded ^a	1	1.2
	Total	81	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.906	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
FK1	12.43	9.134	.697	.899
FK2	12.49	8.785	.751	.888
FK3	12.43	8.096	.769	.885
FK4	12.23	8.328	.779	.882
FK5	12.44	7.945	.831	.870

Hasil Uji Validitas Dan Realibilitas Kepuasan Mahasiswa

Case Processing Summary

		N	%
Cases	Valid	80	98.8
	Excluded ^a	1	1.2
	Total	81	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.724	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
KM1	15.99	5.304	.551	.648
KM2	16.23	5.873	.344	.738
KM3	15.80	6.643	.355	.720
KM4	15.81	5.521	.523	.661
KM5	15.88	5.047	.674	.597

Hasil uji asumsi klasik

Uji kolmogrov

		Unstandardized Residual
N		80
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	1.96137090
Most Extreme Differences	Absolute	.075
	Positive	.075
	Negative	-.069
Test Statistic		.075
Asymp. Sig. (2-tailed)		.200 ^{c,d}

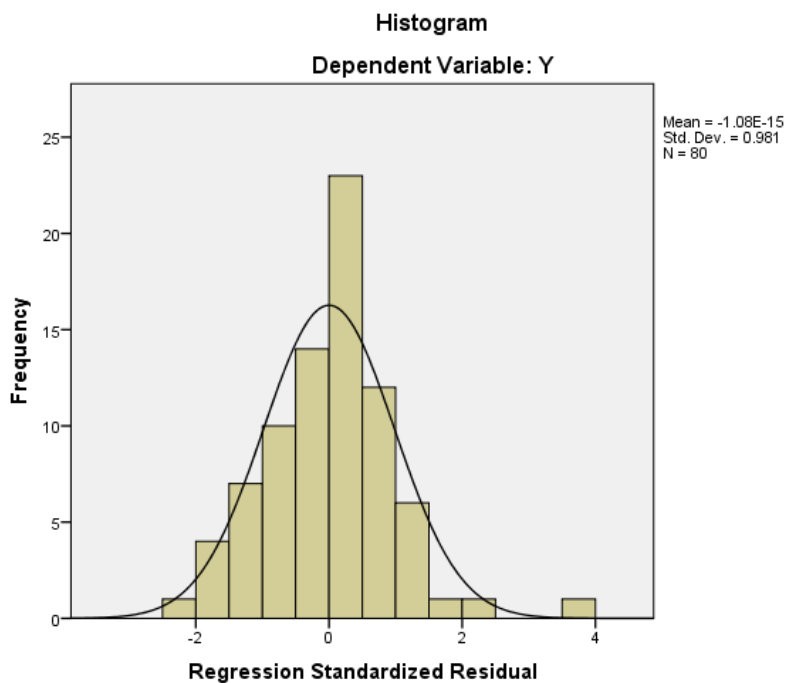
a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

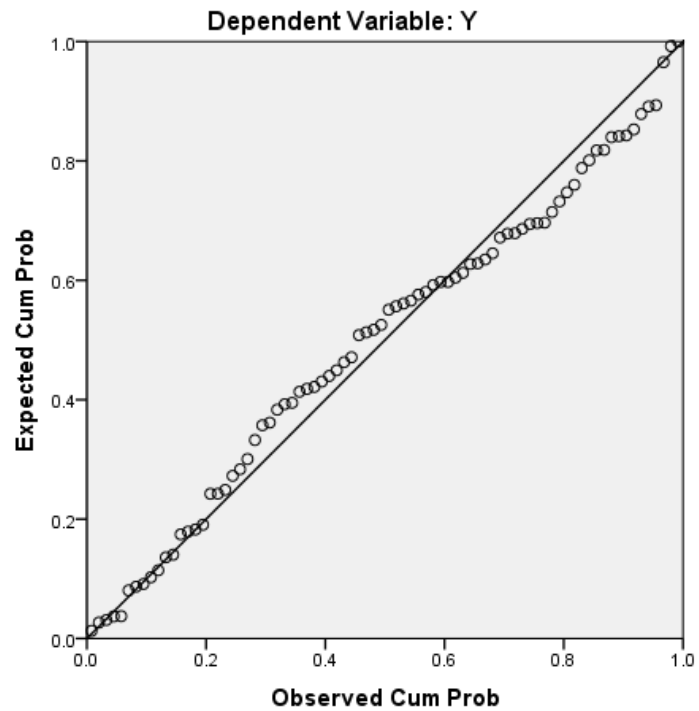
d. This is a lower bound of the true significance.

Uji histogram



Uji p plot

Normal P-P Plot of Regression Standardized Residual



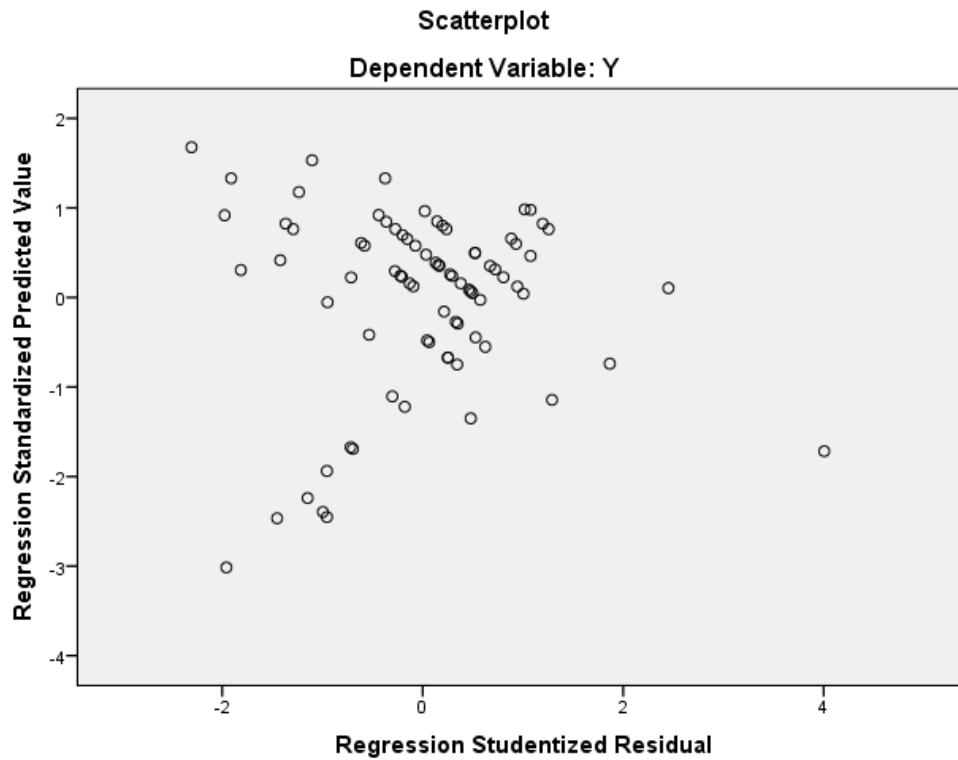
Uji multikolinearitas

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	7.900	1.618		4.882	.000		
X1	.133	.068	.243	1.975	.052	.402	2.488
X2	.599	.072	.682	8.345	.000	.914	1.094
X3	.174	.096	.217	1.813	.074	.425	2.353

a. Dependent Variable: Y

Uji heteroskedastisitas



Uji analisis linear berganda

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	7.900	1.618		4.882	.000		
X1	.133	.068	.243	1.975	.052	.402	2.488
X2	.599	.072	.682	8.345	.000	.914	1.094
X3	.174	.096	.217	1.813	.074	.425	2.353

a. Dependent Variable: Y

Uji f

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	351.639	3	117.213	29.312	.000 ^b
	Residual	303.911	76	3.999		
	Total	655.550	79			

a. Dependent Variable: Y

b. Predictors: (Constant), X3, X2, X1

Uji t

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	7.900	1.618		4.882	.000		
X1	.133	.068	.243	1.975	.052	.402	2.488
X2	.599	.072	.682	8.345	.000	.914	1.094
X3	.174	.096	.217	1.813	.074	.425	2.353

a. Dependent Variable: Y

Koefisien determinasi

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.732 ^a	.536	.518	2.000	1.580

a. Predictors: (Constant), X3, X2, X1

b. Dependent Variable: Y