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Lampiran 1 Kuesioner Penelitian

Kuesioner Penelitian

**“PENGARUH KUALITAS PELAYANAN PUBLIK TERHADAP
EFEKTIVITAS PENYELESAIAN PERSELISIHAN PEMUTUSAN
HUBUNGAN KERJA (PHK) DINAS TENAGA KERJA KOTA DEPOK**

TAHUN 2022”

Assalamualaikum Warahmatullahi Wabarakatuh

Dengan hormat, perkenalkan Nama saya Iman Kurnianto. Saya merupakan mahasiswa aktif angkatan 2018 di Universitas Nasional. Dalam rangka menyelesaikan tugas akhir (skripsi). Bersama ini peneliti ingin membagikan kuesioner mengenai **“Pengaruh Kualitas Pelayanan Publik Terhadap Penyelesaian Perselisihan Pemutusan Hubungan Kerja (PHK) Dinas Tenaga Kerja Kota Depok Tahun 2022”**.

Oleh karena itu, saya meminta kerjasama serta kesediaan masyarakat untuk bisa membantu saya dalam mengisi kuesioner ini dengan sebaik-baiknya agar didapatkan data yang valid. Demikian kuesioner saya, atas perhatian dan kesediaan Saudara sekalian dalam mengisi kuesioner ini, saya mengucapkan Terima Kasih.

Waalaikumussalam Warahmatullahi Wabarakatuh

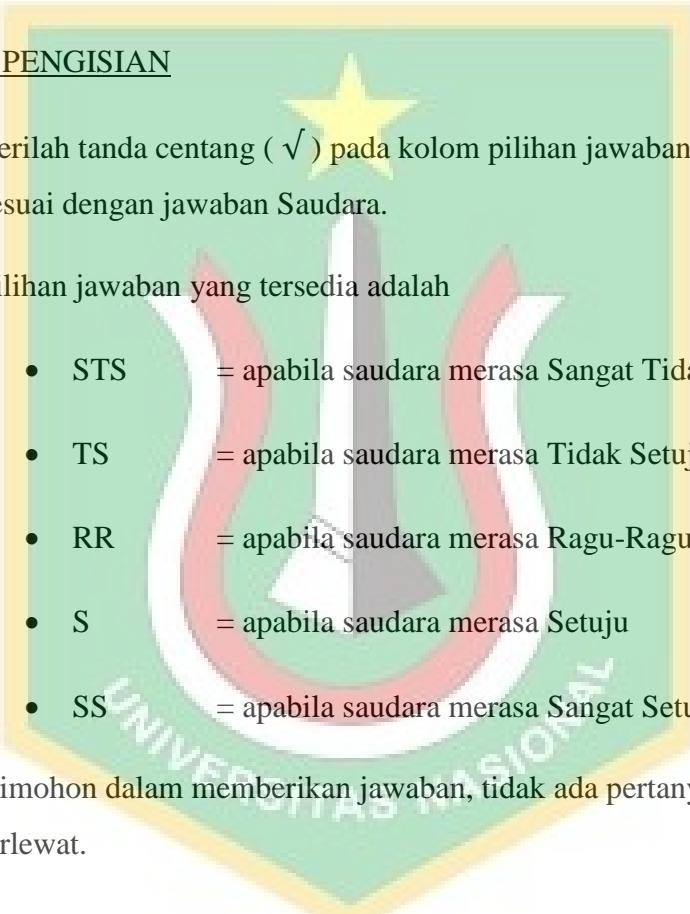
Identitas Responden

Nama : ...

Usia : ...

Jenis Kelamin : ...

PETUNJUK PENGISIAN

- 
1. Berilah tanda centang (✓) pada kolom pilihan jawaban yang tersedia sesuai dengan jawaban Saudara.
 2. Pilihan jawaban yang tersedia adalah
 - STS = apabila saudara merasa Sangat Tidak Setuju
 - TS = apabila saudara merasa Tidak Setuju
 - RR = apabila saudara merasa Ragu-Ragu
 - S = apabila saudara merasa Setuju
 - SS = apabila saudara merasa Sangat Setuju
 3. Dimohon dalam memberikan jawaban, tidak ada pertanyaan yang terlewat.
 4. Hasil dari penelitian ini bersifat rahasia dan hanya untuk kepentingan akademik saja Identitas diri Saudara akan dijaga kerahasiaannya dan hanya diketahui oleh peneliti.

Variable X (Kualitas Pelayanan)

| NO | Butir Pertanyaan | Alternatif Pilihan Jawaban | | | | |
|---------------------------------|---|----------------------------|----|----|---|----|
| | | STS | TS | RR | S | SS |
| Tangibles (Nyata) | | | | | | |
| 1 | Menurut saya, Kualitas pelayanan publik terkait penyelesaian perselisihan PHK sudah baik. | | | | | |
| 2 | Menurut saya, Kualitas dari administrasi sudah baik dalam penyelesaian perselisihan PHK. | | | | | |
| 3 | Menurut saya, Kualitas sarana serta prasarana dalam penyelesaian perselisihan PHK sudah baik. | | | | | |
| Reliability (kehandalan) | | | | | | |
| 4 | Menurut saya, Kualitas pegawai yang menjadi pelayan public dalam penyelesaian perselisihan PHK dapat di handalkan. | | | | | |
| 5 | Menurut saya, Kualitas pegawai dalam penanganan dalam penyelesaian perselisihan PHK sudah baik. | | | | | |
| 6 | Menurut saya, Kualitas pegawai dalam penyelesaian perselisihan PHK sudah sesuai dengan kinerjanya . | | | | | |
| Responsive (ketanggapan) | | | | | | |
| 7 | Menurut saya, Kualitas pelayanan publik terhadap laporan perselisihan PHK sudah optimal. | | | | | |
| 8 | Menurut saya, Kualitas pelayanan publik oleh pegawai sudah terkait perselisihan PHK sudah efisien. | | | | | |
| 9 | Menurut saya, Kualitas pelayanan publik oleh pegawai terkait perselisihan PHK sudah maksimal. dengan kemauan konsumen | | | | | |

| Assurance (jaminan) | | | | | | |
|----------------------------|---|--|--|--|--|--|
| 10 | Menurut saya, Penyelesaian perselisihan PHK dapat dipercaya untuk meningkatkan kualitas pelayanan publik. | | | | | |
| 11 | Menurut saya, Keamanan data atas penggunaan jasa penyelesaian perselisihan PHK sudah terjamin. | | | | | |
| 12 | Menurut saya, Penyelesaian perselisihan PHK sudah sesuai dengan SOP yang berlaku | | | | | |
| Emphaty (empati) | | | | | | |
| 13 | Menurut saya, Penyelesaian perselisihan PHK memenuhi kebutuhan saya akan sebuah keadilan. | | | | | |
| 14 | Menurut saya, Penyelesaian perselisihan PHK mengutamakan kepentingan masyarakat umum. | | | | | |
| 15 | Menurut saya, Penyelesaian perselisihan PHK memberikan jam operasional yang fleksibel. | | | | | |

Variable Y (Efektivitas)

| NO | Butir Pertanyaan | Alternatif Pilihan Jawaban | | | | |
|--------------------------|---|----------------------------|----|----|---|----|
| | | STS | TS | RR | S | SS |
| Pencapaian Tujuan | | | | | | |
| 16 | Menurut saya, Penanganan penyelesaian perselisihan PHK sesuai dengan waktu yang ditentukan. | | | | | |
| 17 | Menurut saya, Tahapan dalam menyelesaikan perkara perselisihan PHK sudah sesuai dengan peraturan yang diberlakukan. | | | | | |
| 18 | Menurut saya, Tahapan dalam menentukan keputusan terkait perkara perselisihan PHK sudah adil. | | | | | |

| | | | | | | |
|-------------------|--|--|--|--|--|--|
| 19 | Menurut saya, Pelaksanaan kegiatan penyelesaian perselisihan PHK sudah sesuai dengan hukum yang berlaku. | | | | | |
| Integritas | | | | | | |
| 20 | Menurut saya, Tingkat penanganan penyelesaian perselisihan PHK sesuai dengan peraturan yang diberikan. | | | | | |
| 21 | Menurut saya, Tingkat dalam membimbing terkait penyelesaian perselisihan PHK sesuai dengan prosedur yang diberikan. | | | | | |
| 22 | Menurut saya, Tingkat profesionalitas pelayan public terkait penyelesaian perselisihan PHK sangat baik dengan para client yang membutuhkan layanan tersebut. | | | | | |
| Adaptasi | | | | | | |
| 23 | Menurut saya, Pelaksana tugas (pegawai) ikut terlibat dalam pelatihan untuk meningkatkan kinerja mereka dalam penyelesaian perselisihan PHK. | | | | | |
| 24 | Menurut saya, Dalam menentukan putusan PHK sudah sesuai dengan kinerja yang mereka berikan dalam sidang penyelesaian Perselisihan PHK | | | | | |
| 25 | Menurut saya, Sarana serta prasarana (jumlah pelaksana, ruang sidang) masih terdapat kendala didalamnya. | | | | | |

Lampiran 2 Tabulasi Variabel Kualitas pelayanan (X)

| No | Kualitas Pelayanan (X) | | | | | | | | | | | | | | | Total X |
|----|------------------------|-----|-----|-----|-----|-----|-----|-----|-----|------|------|------|------|------|------|---------|
| | X.1 | X.2 | X.3 | X.4 | X.5 | X.6 | X.7 | X.8 | X.9 | X.10 | X.11 | X.12 | X.13 | X.14 | X.15 | |
| 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 60 |
| 2 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 67 |
| 3 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 70 |
| 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 3 | 5 | 67 |
| 5 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 67 |
| 6 | 3 | 4 | 5 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 3 | 5 | 5 | 63 |
| 7 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 60 |
| 8 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 73 |
| 9 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 72 |
| 10 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 70 |
| 11 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 68 |
| 12 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 65 |
| 13 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 65 |
| 14 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 69 |
| 15 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 71 |
| 16 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 68 |
| 17 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 72 |
| 18 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 3 | 5 | 4 | 5 | 4 | 4 | 5 | 66 |
| 19 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 5 | 4 | 4 | 3 | 4 | 54 |
| 20 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 68 |
| 21 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 68 |
| 22 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 75 |
| 23 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 5 | 4 | 4 | 57 |
| 24 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 5 | 4 | 61 |
| 25 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 66 |
| 26 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 65 |
| 27 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 68 |
| 28 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 69 |
| 29 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 70 |
| 30 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 70 |
| 31 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 69 |
| 32 | 4 | 5 | 3 | 5 | 4 | 3 | 5 | 4 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 62 |
| 33 | 5 | 4 | 4 | 5 | 3 | 5 | 4 | 5 | 5 | 4 | 3 | 5 | 5 | 5 | 4 | 66 |
| 34 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 69 |

| | | | | | | | | | | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|
| 35 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 69 |
| 36 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 69 |
| 37 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 64 |
| 38 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 66 |
| 39 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 67 |
| 40 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 71 |
| 41 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 72 |
| 42 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 72 |
| 43 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 3 | 5 | 4 | 5 | 4 | 4 | 5 | 3 | 3 | 66 |
| 44 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 70 |
| 45 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 3 | 3 | 65 |
| 46 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 68 |
| 47 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 68 |
| 48 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 68 |
| 49 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 68 |
| 50 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 69 |
| 51 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 73 |
| 52 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 64 |
| 53 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 67 |
| 54 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 64 |
| 55 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 66 |
| 56 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 61 |
| 57 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 5 | 59 |
| 58 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 64 |
| 59 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 65 |
| 60 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 66 |
| 61 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 5 | 4 | 4 | 3 | 4 | 3 | 55 |
| 62 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 47 |
| 63 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 75 |
| 64 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 4 | 5 | 4 | 3 | 4 | 4 | 3 | 56 |
| 65 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 67 |
| 66 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 68 |
| 67 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 67 |
| 68 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 68 |
| 69 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 61 |
| 70 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 60 |

Lampiran 3 Tabulasi Variabel Efektivitas (Y)

| No | Efektivitas (Y) | | | | | | | | | | Total Y |
|----|-----------------|-----|-----|-----|-----|-----|-----|-----|-----|------|---------|
| | Y.1 | Y.2 | Y.3 | Y.4 | Y.5 | Y.6 | Y.7 | Y.8 | Y.9 | Y.10 | |
| 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 2 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 45 |
| 3 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 46 |
| 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 3 | 5 | 5 | 46 |
| 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 45 |
| 6 | 5 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 43 |
| 7 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 8 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 43 |
| 9 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 45 |
| 10 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 47 |
| 11 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 46 |
| 12 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 46 |
| 13 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 3 | 5 | 5 | 44 |
| 14 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 44 |
| 15 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 45 |
| 16 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 45 |
| 17 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 18 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 45 |
| 19 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 5 | 3 | 3 | 35 |
| 20 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 45 |
| 21 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 45 |
| 22 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 45 |
| 23 | 2 | 3 | 3 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 36 |
| 24 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 41 |
| 25 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 43 |
| 26 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 3 | 42 |
| 27 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 46 |
| 28 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 45 |
| 29 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 46 |
| 30 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 48 |
| 31 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 49 |
| 32 | 4 | 3 | 5 | 4 | 5 | 5 | 3 | 4 | 3 | 5 | 41 |
| 33 | 5 | 4 | 3 | 5 | 5 | 4 | 4 | 5 | 3 | 5 | 43 |
| 34 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 48 |

| | | | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|---|---|----|
| 35 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 47 |
| 36 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 43 |
| 37 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 45 |
| 38 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 46 |
| 39 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 43 |
| 40 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 48 |
| 41 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 48 |
| 42 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 43 |
| 43 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 44 |
| 44 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 47 |
| 45 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 44 |
| 46 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 45 |
| 47 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 44 |
| 48 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 46 |
| 49 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 45 |
| 50 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 45 |
| 51 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 47 |
| 52 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 42 |
| 53 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 47 |
| 54 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 42 |
| 55 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 42 |
| 56 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 41 |
| 57 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 40 |
| 58 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 41 |
| 59 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 43 |
| 60 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 43 |
| 61 | 4 | 3 | 4 | 5 | 3 | 3 | 3 | 4 | 3 | 4 | 36 |
| 62 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 5 | 35 |
| 63 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 64 | 4 | 3 | 4 | 5 | 3 | 3 | 4 | 4 | 4 | 4 | 38 |
| 65 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 47 |
| 66 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 45 |
| 67 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 45 |
| 68 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 46 |
| 69 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 70 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |

Lampiran 4 Uji Validitas Variabel X

| | | Total X |
|------|---------------------|---------|
| X.1 | Pearson Correlaton | .672 ** |
| | Sig. (2-tailed) | <.001 |
| | N | 70 |
| X.2 | Pearson Correlation | .655 ** |
| | Sig. (2-tailed) | <.001 |
| | N | 70 |
| X.3 | Pearson Correlation | .662 ** |
| | Sig. (2-tailed) | <.001 |
| | N | 70 |
| X.4 | Pearson Correlation | .602 ** |
| | Sig. (2-tailed) | <.001 |
| | N | 70 |
| X.5 | Pearson Correlation | .660 ** |
| | Sig. (2-tailed) | <.001 |
| | N | 70 |
| X.6 | Pearson Correlation | .574 ** |
| | Sig. (2-tailed) | <.001 |
| | N | 70 |
| X.7 | Pearson Correlation | .597 ** |
| | Sig. (2-tailed) | <.001 |
| | N | 70 |
| X.8 | Pearson Correlation | .526 ** |
| | Sig. (2-tailed) | <.001 |
| | N | 70 |
| X.9 | Pearson Correlation | .548 ** |
| | Sig. (2-tailed) | <.001 |
| | N | 70 |
| X.10 | Pearson Correlation | .508 ** |
| | Sig. (2-tailed) | <.001 |

| | | |
|---------|---------------------|--------|
| | N | 70 |
| X.11 | Pearson Correlation | .345** |
| | Sig. (2-tailed) | .003 |
| | N | 70 |
| X.12 | Pearson Correlation | .542** |
| | Sig. (2-tailed) | <.001 |
| | N | 70 |
| X.13 | Pearson Correlation | .427** |
| | Sig. (2-tailed) | <.001 |
| | N | 70 |
| X.14 | Pearson Correlation | .547** |
| | Sig. (2-tailed) | <.001 |
| | N | 70 |
| X.15 | Pearson Correlation | .550** |
| | Sig. (2-tailed) | <.001 |
| | N | 70 |
| Total.X | Pearson Correlation | 1 |
| | Sig. (2-tailed) | |
| | N | 70 |

Lampiran 5 Uji Validitas Variabel Y

| | | Total.Y |
|-----|---------------------|---------|
| Y.1 | Pearson Correlation | .629 ** |
| | Sig. (2-tailed) | <.001 |
| | N | 70 |
| Y.2 | Pearson Correlation | .577 ** |
| | Sig. (2-tailed) | <.001 |
| | N | 70 |
| Y.3 | Pearson Correlation | .521 ** |
| | Sig. (2-tailed) | <.001 |
| | N | 70 |
| Y.4 | Pearson Correlation | .470 ** |
| | Sig. (2-tailed) | <.001 |
| | N | 70 |
| Y.5 | Pearson Correlation | .568 ** |
| | Sig. (2-tailed) | <.001 |
| | N | 70 |
| Y.6 | Pearson Correlation | .615 ** |
| | Sig. (2-tailed) | <.001 |
| | N | 70 |
| Y.7 | Pearson Correlation | .624 ** |
| | Sig. (2-tailed) | <.001 |
| | N | 70 |
| Y.8 | Pearson Correlation | .426 ** |
| | Sig. (2-tailed) | <.001 |
| | N | 70 |

| | | |
|---------|---------------------|---------|
| Y.9 | Pearson Correlation | .625 ** |
| | Sig. (2-tailed) | <.001 |
| | N | 70 |
| Y.10 | Pearson Correlation | .473 ** |
| | Sig. (2-tailed) | <.001 |
| | N | 70 |
| Total.Y | Pearson Correlation | 1 |
| | Sig. (2-tailed) | |
| | N | 70 |



Lampiran 6 Uji Reliabilitas X

Uji Reliabilitas X

**Reliability
Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .744 | 16 |

Lampiran 7 Uji Reliabilitas Y

Uji Reliabilitas Y

**Reliability
Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .736 | 11 |

Lampiran 8 Uji Statistik X dan Y

| statistic | | | |
|----------------|---------|------------------------|-----------------|
| | | Kualitas Pelayanan (X) | Efektivitas (Y) |
| N | Valid | 70 | 70 |
| | Missing | 0 | 0 |
| Mean | | 66.21 | 43.94 |
| Median | | 67.00 | 45.00 |
| Modus | | 68 | 45 |
| Std. Deviation | | 5.007 | 3.261 |
| Varience | | 25.069 | 10.634 |

Lampiran 9 Distribusi Frekuensi Variabel X

| Kualitas Pelayanan | | | | | |
|--------------------|--------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 47-50 | 1 | 1.4 | 1.4 | 1.4 |
| | 51-54 | 1 | 1.4 | 1.4 | 2.9 |
| | 55-58 | 3 | 4.3 | 4.3 | 7.1 |
| | 59-62 | 8 | 11.4 | 11.4 | 18.6 |
| | 63-66 | 17 | 24.3 | 24.3 | 42.9 |
| | 67-70 | 30 | 42.9 | 42.9 | 85.7 |
| | 71-74 | 8 | 11.4 | 11.4 | 97.1 |
| | 75-78 | 2 | 2.9 | 2.9 | 100.0 |
| | Total | 70 | 100.0 | 100.0 | |
| Missing | System | 0 | 0 | | |
| Total | | 70 | 100.0 | | |

Lampiran 10 Distribusi Frekuensi Variabel Y

| Efektivitas | | | | | |
|--------------------|--------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 35-36 | 4 | 5.7 | 5.7 | 5.7 |
| | 37-38 | 1 | 1.4 | 1.4 | 7.1 |
| | 39-40 | 5 | 7.1 | 7.1 | 14.3 |
| | 41-42 | 8 | 11.4 | 11.4 | 25.7 |
| | 43-44 | 14 | 20.0 | 20.0 | 45.7 |
| | 45-46 | 25 | 35.7 | 35.7 | 81.4 |
| | 47-48 | 10 | 14.3 | 14.3 | 95.7 |
| | 49-50 | 3 | 4.3 | 4.3 | 100.0 |
| | Total | 70 | 100.0 | 100.0 | |
| Missing | System | 0 | 0 | | |
| Total | | 70 | 100.0 | | |



Lampiran 11 Uji Normalitas

| One-Sample Kolmogorov-Smirnov Test | | | |
|--|-------------------------|-------------------------|------|
| | | Unstandardized Residual | |
| N | | 70 | |
| Normal Parameters ^{a,b} | Mean | .0000000 | |
| | Std. Deviation | 1.64458770 | |
| Most Extreme Differences | Absolute | .080 | |
| | Positive | .059 | |
| | Negative | -.080 | |
| Test Statistic | | .080 | |
| Asymp. Sig. (2-tailed) ^c | | .200 ^d | |
| Monte Carlo Sig. (2-tailed) ^e | Sig. | .313 | |
| | 99% Confidence Interval | Lower Bound | .301 |
| | | Upper Bound | .325 |
| a. Test distribution is Normal. | | | |
| b. Calculated from data. | | | |
| c. Lilliefors Significance Correction. | | | |
| d. This is a lower bound of the true significance. | | | |
| e. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 2000000. | | | |

Lampiran 12 Uji Linearitas

| ANOVA Table | | | | | | | |
|--|----------------|--------------------------|----------------|----|-------------|---------|-------|
| | | | Sum of Squares | df | Mean Square | F | Sig. |
| Efektivitas (Y)* Kualitas Pelayanan (X) | Between Groups | (Combined) | 602.323 | 20 | 30.116 | 11.226 | <.001 |
| | | Linearity | 547.149 | 1 | 547.149 | 203.961 | <.001 |
| | | Deviation from Linearity | 55.174 | 19 | 2.904 | 1.082 | .396 |
| | Within Groups | | 131.448 | 49 | 2.683 | | |
| | Total | | 733.771 | 69 | | | |

Lampiran 13 Uji Koefisien Korelasi Product Moment

| Correlations | | | |
|--------------|---------------------|---------|---------|
| | | Total.X | Total.Y |
| Total.X | Pearson Correlation | 1 | .864** |
| | Sig. (2-tailed) | | <.001 |
| | N | 70 | 70 |
| Total.Y | Pearson Correlation | .864** | 1 |
| | Sig. (2-tailed) | <.001 | |
| | N | 70 | 70 |

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

Lampiran 14 Uji Koefisien Determinan

| Model Summary ^b | | | | |
|------------------------------------|-------------------|----------|-------------------|----------------------------|
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .864 ^a | .746 | .742 | 1.657 |
| a. Predictors: (Constant), Total.X | | | | |
| b. Dependent Variable: Total.Y | | | | |

Lampiran 15 Uji Analisis Regresi Linear Sederhana

| Model | Coefficients ^a | | | | | |
|------------------------------------|-----------------------------|------------|---------------------------|------|--------|-------|
| | Unstandardized Coefficients | | Standardized Coefficients | | t | Sig. |
| | B | Std. Error | Beta | | | |
| 1 | (Constant) | 6.703 | 2.645 | | 2.534 | .014 |
| | Kualitas Pelayanan | .562 | .040 | .864 | 14.120 | <.001 |
| a. Dependent Variable: Efektivitas | | | | | | |

Lampiran 16 Uji Homogenitas

| Tests of Homogeneity of Variances | | | | | |
|-----------------------------------|--------------------------------------|--|------------------|-----|--------|
| | | | Levene Statistic | df1 | df2 |
| Total.Y | Based on Mean | | 4.596 | 12 | 49 |
| | Based on Median | | 2.459 | 12 | 49 |
| | Based on Median and with adjusted df | | 2.459 | 12 | 30.528 |
| | Based on trimmed mean | | 4.531 | 12 | 49 |

Lampiran 17 Uji Parsial (Uji T)

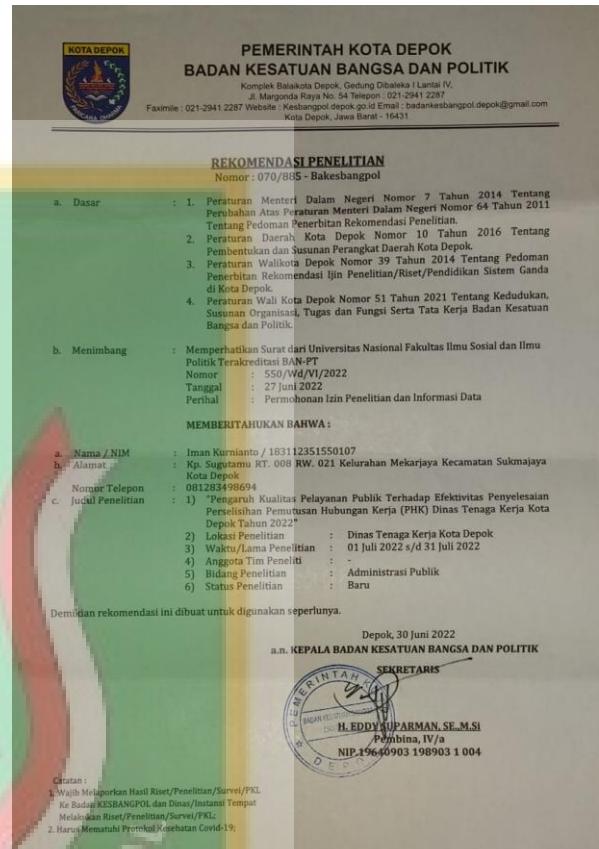
| Coefficients ^a | | | | | | |
|---------------------------|--------------------|-----------------------------|------------|---------------------------|--------|-------|
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 6.703 | 2.645 | | 2.534 | .014 |
| | Kualitas Pelayanan | .562 | .040 | .864 | 14.120 | <.001 |

a. Dependent Variable: Efektivitas

Lampiran 18 Dokumentasi Penelitian



Lampiran 19 Surat Pemohonan Izin dan Surat balasan



Lampiran 20 Surat Kesediaan Membimbing



Lampiran 21 Surat Tugas

| | | | | | | | | | | | | | | | | | | | | | | |
|--|---|--|---|--------------------------------------|-----|---|------------|------------------|---|------------|------------|---|----------------------------|------|---|----------------|-----|---|-----------------|---------------|---|--|
| | <p style="text-align: center;">UNIVERSITAS NASIONAL FAKULTAS ILMU SOSIAL DAN ILMU POLITIK TERAKREDITASI BAN-PT</p> <p>Jl. Sawo Manila No. 61, Pejaten, Pasar Minggu, Jakarta Selatan 12520 Telp. (021) 70737624, 7806700 Ext.146, Fax. 7802718-7802719 Homepage : http://www.unas.ac.id Email : info@unas.ac.id</p> | | | | | | | | | | | | | | | | | | | | | |
| <p style="text-align: center;">SURAT TUGAS</p> <p style="text-align: center;">Nomer : 60 /WD/IV/2022</p> <p>Wakil Dekan Fakultas Ilmu Sosial dan Ilmu Politik Universitas Nasional menugaskan kepada dosen berikut ini :</p> <table border="0"><tr><td>Nama</td><td>:</td><td>Prof. Dr. LP. Sinambela, M.M., M.Pd.</td></tr><tr><td>NID</td><td>:</td><td>0103890278</td></tr><tr><td>Pangkat Akademik</td><td>:</td><td>Guru Besar</td></tr><tr><td>Unit Kerja</td><td>:</td><td>FISIP Universitas Nasional</td></tr></table> <p>Untuk dapat bertindak sebagai Pembimbing Skripsi pada Semester Genap Tahun Akademik 2021/2022 atas nama mahasiswa :</p> <table border="0"><tr><td>Nama</td><td>:</td><td>Iman Kurnianto</td></tr><tr><td>NPM</td><td>:</td><td>183112351550107</td></tr><tr><td>Judul Skripsi</td><td>:</td><td>Pengaruh Kualitas Pelayanan Publik Terhadap Efektivitas Penyelesaian Perselisihan Pemutusan Hubungan Kerja (PHK) Dinas Tenaga Kerja Kota Depok Tahun 2022.</td></tr></table> <p>Dengan ketentuan sebagai berikut :</p> <ol style="list-style-type: none">1. Jangka waktu penulisan skripsi antara tiga sampai enam bulan.2. Memberikan bimbingan secara teratur minimum delapan kali konsultasi dengan mengisi formulir I.3. Penulisan Skripsi mengikuti pedoman sebagaimana tercantum dalam bukupedoman penulisan dan Ujian Skripsi yang dikeluarkan Fakultas. <p>Demikian surat tugas ini dibuat untuk dapat dilaksanakan sebagaimana mestinya sesuai dengan aturan yang berlaku.</p> <p style="text-align: right;">Jakarta, 25 April 2022 Wakil Dekan,</p> <p style="text-align: right;"> Dr. Bhakti Nur Avianto, M.Si</p> <p>VERSITAS NASI</p> <p>Program Studi : Ilmu Politik - Hubungan Internasional - Sosiologi - Administrasi Publik- Ilmu Komunikasi</p> | | Nama | : | Prof. Dr. LP. Sinambela, M.M., M.Pd. | NID | : | 0103890278 | Pangkat Akademik | : | Guru Besar | Unit Kerja | : | FISIP Universitas Nasional | Nama | : | Iman Kurnianto | NPM | : | 183112351550107 | Judul Skripsi | : | Pengaruh Kualitas Pelayanan Publik Terhadap Efektivitas Penyelesaian Perselisihan Pemutusan Hubungan Kerja (PHK) Dinas Tenaga Kerja Kota Depok Tahun 2022. |
| Nama | : | Prof. Dr. LP. Sinambela, M.M., M.Pd. | | | | | | | | | | | | | | | | | | | | |
| NID | : | 0103890278 | | | | | | | | | | | | | | | | | | | | |
| Pangkat Akademik | : | Guru Besar | | | | | | | | | | | | | | | | | | | | |
| Unit Kerja | : | FISIP Universitas Nasional | | | | | | | | | | | | | | | | | | | | |
| Nama | : | Iman Kurnianto | | | | | | | | | | | | | | | | | | | | |
| NPM | : | 183112351550107 | | | | | | | | | | | | | | | | | | | | |
| Judul Skripsi | : | Pengaruh Kualitas Pelayanan Publik Terhadap Efektivitas Penyelesaian Perselisihan Pemutusan Hubungan Kerja (PHK) Dinas Tenaga Kerja Kota Depok Tahun 2022. | | | | | | | | | | | | | | | | | | | | |

Lampiran 22 Lembar Konsultasi

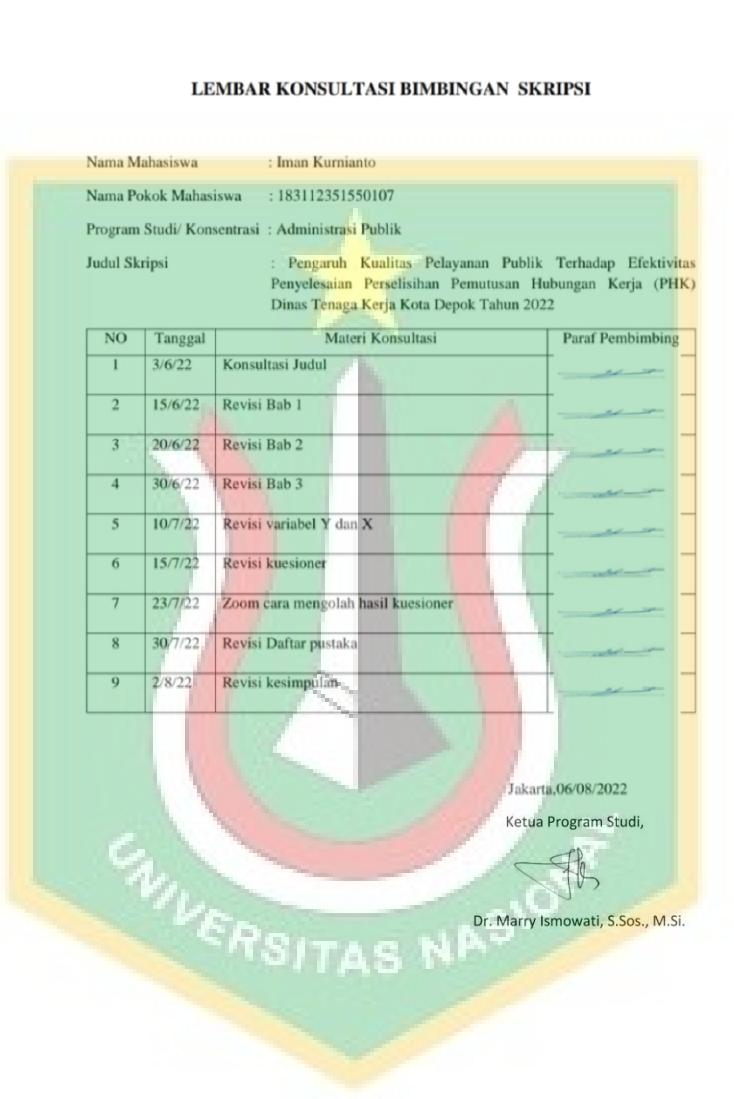
LEMBAR KONSULTASI BIMBINGAN SKRIPSI

Nama Mahasiswa : Iman Kurnianto
Nama Pokok Mahasiswa : 183112351550107
Program Studi/ Konsentrasi : Administrasi Publik
Judul Skripsi : Pengaruh Kualitas Pelayanan Publik Terhadap Efektivitas Penyelesaian Perselisihan Pemutusan Hubungan Kerja (PHK) Dinas Tenaga Kerja Kota Depok Tahun 2022

| NO | Tanggal | Materi Konsultasi | Paraf Pembimbing |
|----|---------|------------------------------------|------------------|
| 1 | 3/6/22 | Konsultasi Judul | [Signature] |
| 2 | 15/6/22 | Revisi Bab 1 | [Signature] |
| 3 | 20/6/22 | Revisi Bab 2 | [Signature] |
| 4 | 30/6/22 | Revisi Bab 3 | [Signature] |
| 5 | 10/7/22 | Revisi variabel Y dan X | [Signature] |
| 6 | 15/7/22 | Revisi kuesioner | [Signature] |
| 7 | 23/7/22 | Zoom cara mengolah hasil kuesioner | [Signature] |
| 8 | 30/7/22 | Revisi Daftar pustaka | [Signature] |
| 9 | 2/8/22 | Revisi kesimpulan | [Signature] |

Jakarta, 06/08/2022
Ketua Program Studi,

Dr. Marry Ismowati, S.Sos., M.Si.



Lampiran 23

Daftar Riwayat Hidup

| | | |
|-----------------------|--|---|
| Nama | : Iman Kurnianto |  |
| NPM | : 183112351550507 | |
| Tempat, Tanggal Lahir | : Jakarta, 1 April 2000 | |
| Agama | : Islam | |
| Kewarganegaraan | : Indonesia | |
| Nomor Telepon | : 081283498694 | |
| Email | : mankrn32@gmail.com | |
| Alamat | : Kampung Sugutamu, Gang Musholla 4, RT.08, RW.21, No. 139, Kelurahan Mekarjaya, Kecamatan Sukmajaya, Kota Depok, Jawa Barat, 16411. | |

Riwayat pendidikan

- 2006 – 2012 : SDN Mekarjaya 10
- 2012 – 2015 : SMP Negeri 3 Kota Depok
- 2015 – 2018 : SMA Yasasan Pendidikan Tugu Ibu Depok
- 2018 – 2022 : Universitas Nasional

Lampiran 24 Hasil Turnitin

