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### **SUMBER –SUMBER LAIN DOKUMEN**

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Pemerintah Nomor 11 Tahun 2017 tentang Manajemen Pegawai Negeri  
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## **RUJUKAN ELEKTRONIK**

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## **Lampiran 1. Kuisisioner Penelitian**

### **KUISISIONER PENELITIAN**

Kepada

Yth. Bapak/Ibu Responden

Dinas Kesehatan Kabupaten Ciamis  
di Tempat

Dengan Hormat

Sehubungan dengan adanya penelitian dalam rangka penyusunan Tesis pada Program Pascasarjana Magister Manajemen Universitas Galuh Ciamis yang berjudul “PENGARUH KEMAMPUAN APARAT, PROSEDUR PELAYANAN DAN SARANA PRASARANA TERHADAP EFEKTIVITAS PELAYANAN PUBLIK PADA DINAS KESEHATAN KABUPATEN CIAMIS”, saya mohon kesediaan Bapak/Ibu meluangkan waktu sejenak untuk mengisi angket ini.

Jawaban Bapak/Ibu tidak mempengaruhi penilaian kinerja anda. Tidak ada jawaban yang benar atau salah dan sesuai dengan kode etik penelitian, maka semua data dijamin kerahasiaannya. Jangan berpikir terlalu rumit, saya berharap Bapak/Ibu menjawab dengan lebih leluasa sesuai dengan apa yang dirasakan dan dialami, bukan berdasarkan seharusnya.

Saya sangat menghargai atas segala partisipasi dan ketulusan Bapak/Ibu dalam menjawab kuesioner ini dan saya sangat berterima kasih atas semua kerjasamanya.

Petunjuk Penelitian

1. Isilah identitas dengan benar dan lengkap pada tempat yang telah disediakan
2. Isilah semua nomor dalam angket ini dan jangan sampai ada yang terlewatkan
3. Berilah tanda checklist (✓) pada jawaban yang menurut Bapak/Ibu paling dialami
4. Jawablah setiap bagian kuesioner sesuai dengan petunjuk pengisian yang ada

Peneliti

**PENDI SAPUTRA**

### **Identitas Responden**

1. Jenis Kelamin : (a) Laki-laki  
(b) Perempuan
2. Usia : (a) 21–30 Tahun  
(b) 31–40 Tahun  
(c) 41–50 Tahun  
(d) >50 Tahun
3. Pendidikan Terakhir : (a) SMA/ sederajat  
(b) D2/D3  
(c) Sarjana (S1)  
(d) Pascasarjana (S2)

### KUESIONER KEMAMPUAN APARAT (X1)

Mohon dijawab sesuai dengan keadaan yang sebenarnya dengan memberikan tanda ceklis (V) pada kolom yang sudah disediakan !

| No | Pernyataan                                                                                                                                                    | Jawaban |   |   |   |   |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|---|---|---|---|
|    |                                                                                                                                                               | 1       | 2 | 3 | 4 | 5 |
| 1  | Menurut penilaian Bapak/Ibu dalam menjalankan tugas yang diberikan, aparat Dinas Kesehatan dapat menyelesaikan pekerjaan sesuai standar yang telah ditentukan |         |   |   |   |   |
| 2  | Menurut penilaian Bapak/Ibu, aparat Dinas Kesehatan dapat mengerjakan tugas yang diberikan dan menyelesaikan pekerjaan dengan teliti                          |         |   |   |   |   |
| 3  | Menurut penilaian Bapak/Ibu, aparat Dinas Kesehatan mengetahui standar operasional prosedur (SOP) pelayanan publik                                            |         |   |   |   |   |
| 4  | Menurut penilaian Bapak/Ibu, aparat Dinas Kesehatan mengetahui tugas dan pokok fungsinya masing-masing                                                        |         |   |   |   |   |
| 5  | Menurut penilaian Bapak/Ibu Dinas Kesehatan, aparat Dinas Kesehatan selalu berkoordinasi memberikan pelayanan                                                 |         |   |   |   |   |
| 6  | Menurut penilaian Bapak/Ibu Dinas Kesehatan, aparat Dinas Kesehatan selalu bekerjasama dalam memberikan pelayanan                                             |         |   |   |   |   |

Keterangan :

5 : SS (Sangat Setuju)

4 : S (Setuju)

3 : R (Ragu-ragu)

2 : TS (Tidak Setuju)

1 : STS (Sangat Tidak Setuju)

### KUESIONER PROSEDUR PELAYANAN ( X2)

Mohon dijawab sesuai dengan keadaan yang sebenarnya dengan memberikan tanda ceklis (V) pada kolom yang sudah disediakan !

| No | Pernyataan                                                                                                                                                                                                                                                      | Jawaban |   |   |   |   |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|---|---|---|---|
|    |                                                                                                                                                                                                                                                                 | 1       | 2 | 3 | 4 | 5 |
| 1  | Pekerjaan akan dapat terselesaikan dengan prosedur kerja apabila dalam melaksanakan pekerjaan sesuai dengan petunjuk.<br>Aparat Dinas Kesehatan dalam melaksanakan pekerjaan sesuai dengan juklak dan juknis sehingga dapat menyelesaikan pekerjaan dengan baik |         |   |   |   |   |
| 2  | Aparat Dinas Kesehatan dapat menyelesaikan pekerjaan sesuai alur proses yang ditentukan                                                                                                                                                                         |         |   |   |   |   |
| 3  | Aparat Dinas Kesehatan dapat memberikan pelayanan sesuai dengan kebutuhan yang diperlukan                                                                                                                                                                       |         |   |   |   |   |
| 4  | Aparat Dinas Kesehatan dapat menyelesaikan pekerjaan sesuai dengan harapan                                                                                                                                                                                      |         |   |   |   |   |
| 5  | Aparat Dinas Kesehatan dapat menyelesaikan pekerjaan sesuai dengan sumber daya yang dibutuhkan                                                                                                                                                                  |         |   |   |   |   |
| 6  | Aparat Dinas Kesehatan dapat menyelesaikan pekerjaan sesuai dengan data pelayanan                                                                                                                                                                               |         |   |   |   |   |

Keterangan :

5 : SS (Sangat Setuju)

4 : S (Setuju)

3 : R (Ragu-ragu)

2 : TS (Tidak Setuju)

1 : STS (Sangat Tidak Setuju)

### KUESIONER SARANA PRASARANA ( X3)

Mohon dijawab sesuai dengan keadaan yang sebenarnya dengan memberikan tanda ceklis (V) pada kolom yang sudah disediakan !

| No | Pernyataan                                                                                                                                | Jawaban |   |   |   |   |
|----|-------------------------------------------------------------------------------------------------------------------------------------------|---------|---|---|---|---|
|    |                                                                                                                                           | 1       | 2 | 3 | 4 | 5 |
| 1  | Menurut bapak/ibu, peralatan administrasi (PC, Laptop, Printer, Scanner dan lain-lain) yang disediakan oleh Dinas Kesehatan sudah memadai |         |   |   |   |   |
| 2  | Menurut bapak/ibu, alat tulis kantor yang disediakan oleh Dinas Kesehatan sudah mencukupi kebutuhan kegiatan pelayanan publik             |         |   |   |   |   |
| 3  | Menurut bapak/ibu, gedung /ruangan pelayanan publik pada Dinas Kesehatan sudah memadai                                                    |         |   |   |   |   |
| 4  | Menurut bapak/ibu, ruangan pelayanan publik pada Dinas Kesehatan terasa nyaman                                                            |         |   |   |   |   |
| 5  | Menurut bapak/ibu, Biaya operasional di Dinas Kesehatan untuk peningkatan pelayanan sudah sesuai kebutuhan                                |         |   |   |   |   |
| 6  | Menurut bapak/ibu, Dinas Kesehatan sudah menyediakan pemeliharaan rutin untuk menjaga kondisi sarana dan prasarana                        |         |   |   |   |   |

Keterangan :

- 5 : SS (Sangat Setuju)
- 4 : S (Setuju)
- 3 : R (Ragu-ragu)
- 2 : TS (Tidak Setuju)
- 1 : STS (Sangat Tidak Setuju)

### KUESIONER EFEKTIVITAS PELAYANAN PUBLIK ( Y)

Mohon dijawab sesuai dengan keadaan yang sebenarnya dengan memberikan tanda ceklis ( V ) pada kolom yang sudah disediakan !

| No | Pernyataan                                                                                                                    | Jawaban |   |   |   |   |
|----|-------------------------------------------------------------------------------------------------------------------------------|---------|---|---|---|---|
|    |                                                                                                                               | 1       | 2 | 3 | 4 | 5 |
| 1  | Menurut bapak/ibu, efektivitas pelayanan publik pada Dinas Kesehatan dari segi ketepatan waktu sudah memuaskan                |         |   |   |   |   |
| 2  | Menurut bapak/ibu, efektivitas pelayanan publik pada Dinas Kesehatan sudah menggunakan teknologi untuk meningkatkan efisiensi |         |   |   |   |   |
| 3  | Menurut bapak/ibu, efektivitas pelayanan publik pada Dinas Kesehatan dari segi jumlah pelayanan sudah sesuai target           |         |   |   |   |   |
| 4  | Menurut bapak/ibu, kecermatan aparat Dinas Kesehatan dalam melakukan pelayanan sudah memuaskan                                |         |   |   |   |   |
| 5  | Menurut bapak/ibu , Efektivitas pelayanan publik pada Dinas Kesehatan pelayanannya sudah sesuai aturan                        |         |   |   |   |   |
| 6  | Menurut bapak/ibu, Dinas Kesehatan dalam memberikan pelayanan sudah menganut transparansi dan bertanggungjawab (akuntabel)    |         |   |   |   |   |

Keterangan :

5 : SS (Sangat Setuju)

4 : S (Setuju)

3 : R (Ragu-ragu)

2 : TS (Tidak Setuju)

1 : STS (Sangat Tidak Setuju)

### Variables Entered/Removed<sup>a</sup>

| Model | Variables Entered                               | Variables Removed | Method |
|-------|-------------------------------------------------|-------------------|--------|
| 1     | Total_X3,<br>Total_X2,<br>Total_X1 <sup>b</sup> | .                 | Enter  |

a. Dependent Variable: Total\_Y

b. All requested variables entered.

### Coefficients<sup>a</sup>

| Model |          | Collinearity Statistics |       |
|-------|----------|-------------------------|-------|
|       |          | Tolerance               | VIF   |
| 1     | Total_X1 | ,932                    | 1,073 |
|       | Total_X2 | ,955                    | 1,048 |
|       | Total_X3 | ,898                    | 1,113 |

a. Dependent Variable: Total\_Y

### Coefficient Correlations<sup>a</sup>

| Model |              | Total_X3 | Total_X2 | Total_X1 |
|-------|--------------|----------|----------|----------|
| 1     | Correlations | Total_X3 | 1,000    | -,210    |
|       |              | Total_X2 | -,210    | 1,000    |
|       |              | Total_X1 | -,258    | ,090     |
|       | Covariances  | Total_X3 | ,004     | -,001    |
|       |              | Total_X2 | -,001    | ,005     |
|       |              | Total_X1 | -,001    | ,005     |

a. Dependent Variable: Total\_Y

### Collinearity Diagnostics<sup>a</sup>

| Model | Dimensio<br>n | Eigenvalu<br>e | Condition<br>Index | (Constant<br>) | Variance Proportions |          |          |
|-------|---------------|----------------|--------------------|----------------|----------------------|----------|----------|
|       |               |                |                    |                | Total_X1             | Total_X2 | Total_X3 |
| 1     | 1             | 3,829          | 1,000              | ,00            | ,00                  | ,00      | ,01      |
|       | 2             | ,080           | 6,908              | ,00            | ,26                  | ,60      | ,07      |
|       | 3             | ,066           | 7,612              | ,03            | ,26                  | ,01      | ,91      |
|       | 4             | ,025           | 12,422             | ,97            | ,48                  | ,39      | ,02      |

a. Dependent Variable: Total\_Y

### Variables Entered/Removed<sup>a</sup>

| Model | Variables Entered                               | Variables Removed | Method |
|-------|-------------------------------------------------|-------------------|--------|
| 1     | Total_X3,<br>Total_X2,<br>Total_X1 <sup>b</sup> | .                 | Enter  |

a. Dependent Variable: Total\_Y

b. All requested variables entered.

### Model Summary<sup>b</sup>

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1     | ,809 <sup>a</sup> | ,654     | ,641              | 3,73585                    |

a. Predictors: (Constant), Total\_X3, Total\_X2, Total\_X1

b. Dependent Variable: Total\_Y

### ANOVA<sup>a</sup>

| Model |            | Sum of Squares | df | Mean Square | F      | Sig.               |
|-------|------------|----------------|----|-------------|--------|--------------------|
| 1     | Regression | 2008,990       | 3  | 669,663     | 47,982 | <,001 <sup>b</sup> |
|       | Residual   | 1060,697       | 76 | 13,957      |        |                    |
|       | Total      | 3069,688       | 79 |             |        |                    |

a. Dependent Variable: Total\_Y

b. Predictors: (Constant), Total\_X3, Total\_X2, Total\_X1

### Coefficients<sup>a</sup>

| Model |            | Unstandardized Coefficients |            | Standardized Coefficients | t      | Sig.  |
|-------|------------|-----------------------------|------------|---------------------------|--------|-------|
|       |            | B                           | Std. Error | Beta                      |        |       |
| 1     | (Constant) | -4,568                      | 2,238      |                           | -2,041 | ,045  |
|       | Total_X1   | ,332                        | ,072       | ,320                      | 4,577  | <,001 |
|       | Total_X2   | ,425                        | ,070       | ,421                      | 6,102  | <,001 |
|       | Total_X3   | ,452                        | ,067       | ,481                      | 6,759  | <,001 |

a. Dependent Variable: Total\_Y

### Residuals Statistics<sup>a</sup>

|                      | Minimum  | Maximum | Mean    | Std. Deviation | N  |
|----------------------|----------|---------|---------|----------------|----|
| Predicted Value      | 8,5306   | 30,8241 | 20,4375 | 5,04284        | 80 |
| Residual             | -7,72857 | 7,26554 | ,00000  | 3,66423        | 80 |
| Std. Predicted Value | -2,361   | 2,060   | ,000    | 1,000          | 80 |
| Std. Residual        | -2,069   | 1,945   | ,000    | ,981           | 80 |

a. Dependent Variable: Total\_Y

### One-Sample Kolmogorov-Smirnov Test

|                                          |                         |             | Unstandardized Residual |
|------------------------------------------|-------------------------|-------------|-------------------------|
| N                                        |                         |             | 80                      |
| Normal Parameters <sup>a,b</sup>         | Mean                    |             | ,0000000                |
|                                          | Std. Deviation          |             | 3,66422548              |
| Most Extreme Differences                 | Absolute                |             | ,067                    |
|                                          | Positive                |             | ,036                    |
|                                          | Negative                |             | -,067                   |
| Test Statistic                           |                         |             | ,067                    |
| Asymp. Sig. (2-tailed) <sup>c</sup>      |                         |             | ,200 <sup>d</sup>       |
| Monte Carlo Sig. (2-tailed) <sup>e</sup> | Sig.                    |             | ,483                    |
|                                          | 99% Confidence Interval | Lower Bound | ,470                    |
|                                          |                         | Upper Bound | ,496                    |

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.

## Case Processing Summary

|       |                       | N  | %     |
|-------|-----------------------|----|-------|
| Cases | Valid                 | 80 | 100,0 |
|       | Excluded <sup>a</sup> | 0  | ,0    |
|       | Total                 | 80 | 100,0 |

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

## Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,925             | 6          |

## Reliability

## Notes

|                        |                                |                                                                                                               |
|------------------------|--------------------------------|---------------------------------------------------------------------------------------------------------------|
| Output Created         |                                | 29-APR-2026 07:10:30                                                                                          |
| Comments               |                                |                                                                                                               |
| Input                  | Active Dataset                 | DataSet3                                                                                                      |
|                        | Filter                         | <none>                                                                                                        |
|                        | Weight                         | <none>                                                                                                        |
|                        | Split File                     | <none>                                                                                                        |
|                        | N of Rows in Working Data File | 80                                                                                                            |
|                        | Matrix Input                   |                                                                                                               |
| Missing Value Handling | Definition of Missing          | User-defined missing values are treated as missing.                                                           |
|                        | Cases Used                     | Statistics are based on all cases with valid data for all variables in the procedure.                         |
| Syntax                 |                                | RELIABILITY<br>/VARIABLES=X2_1 X2_2<br>X2_3 X2_4 X2_5 X2_6<br>/SCALE('ALL<br>VARIABLES') ALL<br>/MODEL=ALPHA. |
| Resources              | Processor Time                 | 00:00:00,00                                                                                                   |
|                        | Elapsed Time                   | 00:00:00,01                                                                                                   |

## Scale: ALL VARIABLES

### Case Processing Summary

|       |                       | N  | %     |
|-------|-----------------------|----|-------|
| Cases | Valid                 | 80 | 100,0 |
|       | Excluded <sup>a</sup> | 0  | ,0    |
|       | Total                 | 80 | 100,0 |

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

### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,919             | 6          |

### Notes

|                        |                                |                                                                                             |
|------------------------|--------------------------------|---------------------------------------------------------------------------------------------|
| Output Created         |                                | 29-APR-2026 07:10:46                                                                        |
| Comments               |                                |                                                                                             |
| Input                  | Active Dataset                 | DataSet3                                                                                    |
|                        | Filter                         | <none>                                                                                      |
|                        | Weight                         | <none>                                                                                      |
|                        | Split File                     | <none>                                                                                      |
|                        | N of Rows in Working Data File | 80                                                                                          |
| Missing Value Handling | Definition of Missing          | User-defined missing values are treated as missing.                                         |
|                        | Cases Used                     | Only cases with valid data for all analysis variables are used in computing any statistics. |
| Weight Handling        |                                | not applicable                                                                              |

|           |                |                                                                                                                                                                           |
|-----------|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Syntax    |                | FLEISS MULTIRATER<br>KAPPA X3_1 X3_2 X3_3<br>X3_4 X3_5 X3_6<br>/CRITERIA<br>IGNORE_CASE=FALSE<br><br>ASYMPTOTIC_CILEVEL=9<br>5<br>/MISSING<br>CLASSMISSING=EXCLUDE.<br>E. |
| Resources | Processor Time | 00:00:00,02                                                                                                                                                               |
|           | Elapsed Time   | 00:00:00,01                                                                                                                                                               |

## Reliability

### Notes

|                        |                                |                                                                                                               |
|------------------------|--------------------------------|---------------------------------------------------------------------------------------------------------------|
| Output Created         |                                | 29-APR-2026 07:11:02                                                                                          |
| Comments               |                                |                                                                                                               |
| Input                  | Active Dataset                 | DataSet3                                                                                                      |
|                        | Filter                         | <none>                                                                                                        |
|                        | Weight                         | <none>                                                                                                        |
|                        | Split File                     | <none>                                                                                                        |
|                        | N of Rows in Working Data File | 80                                                                                                            |
|                        | Matrix Input                   |                                                                                                               |
| Missing Value Handling | Definition of Missing          | User-defined missing values are treated as missing.                                                           |
|                        | Cases Used                     | Statistics are based on all cases with valid data for all variables in the procedure.                         |
| Syntax                 |                                | RELIABILITY<br>/VARIABLES=X3_1 X3_2<br>X3_3 X3_4 X3_5 X3_6<br>/SCALE('ALL<br>VARIABLES') ALL<br>/MODEL=ALPHA. |
| Resources              | Processor Time                 | 00:00:00,00                                                                                                   |
|                        | Elapsed Time                   | 00:00:00,00                                                                                                   |

## Scale: ALL VARIABLES

### Case Processing Summary

|       |                       | N  | %     |
|-------|-----------------------|----|-------|
| Cases | Valid                 | 80 | 100,0 |
|       | Excluded <sup>a</sup> | 0  | ,0    |
|       | Total                 | 80 | 100,0 |

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

### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,943             | 6          |

## Reliability

### Notes

|                        |                                |                                                                                       |
|------------------------|--------------------------------|---------------------------------------------------------------------------------------|
| Output Created         |                                | 29-APR-2026 07:11:26                                                                  |
| Comments               |                                |                                                                                       |
| Input                  | Active Dataset                 | DataSet3                                                                              |
|                        | Filter                         | <none>                                                                                |
|                        | Weight                         | <none>                                                                                |
|                        | Split File                     | <none>                                                                                |
|                        | N of Rows in Working Data File | 80                                                                                    |
|                        | Matrix Input                   |                                                                                       |
| Missing Value Handling | Definition of Missing          | User-defined missing values are treated as missing.                                   |
|                        | Cases Used                     | Statistics are based on all cases with valid data for all variables in the procedure. |

|           |                |                                                                                                         |
|-----------|----------------|---------------------------------------------------------------------------------------------------------|
| Syntax    |                | RELIABILITY<br>/VARIABLES=Y_1 Y_2<br>Y_3 Y_4 Y_5 Y_6<br>/SCALE('ALL<br>VARIABLES') ALL<br>/MODEL=ALPHA. |
| Resources | Processor Time | 00:00:00,00                                                                                             |
|           | Elapsed Time   | 00:00:00,00                                                                                             |

## Scale: ALL VARIABLES

### Case Processing Summary

|       |                       | N  | %     |
|-------|-----------------------|----|-------|
| Cases | Valid                 | 80 | 100,0 |
|       | Excluded <sup>a</sup> | 0  | ,0    |
|       | Total                 | 80 | 100,0 |

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

### Reliability Statistics

| Cronbach's<br>Alpha | N of Items |
|---------------------|------------|
| ,944                | 6          |

|          |                     | <b>Correlations</b> |        |        |        |        |        |          |
|----------|---------------------|---------------------|--------|--------|--------|--------|--------|----------|
|          |                     | X1_1                | X1_2   | X1_3   | X1_4   | X1_5   | X1_6   | Total_X1 |
| X1_1     | Pearson Correlation | 1                   | ,696** | ,660** | ,729** | ,715** | ,631** | ,868**   |
|          | Sig. (2-tailed)     |                     | <,001  | <,001  | <,001  | <,001  | <,001  | <,001    |
|          | N                   | 80                  | 80     | 80     | 80     | 80     | 80     | 80       |
| X1_2     | Pearson Correlation | ,696**              | 1      | ,566** | ,653** | ,742** | ,621** | ,833**   |
|          | Sig. (2-tailed)     | <,001               |        | <,001  | <,001  | <,001  | <,001  | <,001    |
|          | N                   | 80                  | 80     | 80     | 80     | 80     | 80     | 80       |
| X1_3     | Pearson Correlation | ,660**              | ,566** | 1      | ,694** | ,684** | ,666** | ,834**   |
|          | Sig. (2-tailed)     | <,001               | <,001  |        | <,001  | <,001  | <,001  | <,001    |
|          | N                   | 80                  | 80     | 80     | 80     | 80     | 80     | 80       |
| X1_4     | Pearson Correlation | ,729**              | ,653** | ,694** | 1      | ,682** | ,692** | ,869**   |
|          | Sig. (2-tailed)     | <,001               | <,001  | <,001  |        | <,001  | <,001  | <,001    |
|          | N                   | 80                  | 80     | 80     | 80     | 80     | 80     | 80       |
| X1_5     | Pearson Correlation | ,715**              | ,742** | ,684** | ,682** | 1      | ,668** | ,880**   |
|          | Sig. (2-tailed)     | <,001               | <,001  | <,001  | <,001  |        | <,001  | <,001    |
|          | N                   | 80                  | 80     | 80     | 80     | 80     | 80     | 80       |
| X1_6     | Pearson Correlation | ,631**              | ,621** | ,666** | ,692** | ,668** | 1      | ,835**   |
|          | Sig. (2-tailed)     | <,001               | <,001  | <,001  | <,001  | <,001  |        | <,001    |
|          | N                   | 80                  | 80     | 80     | 80     | 80     | 80     | 80       |
| Total_X1 | Pearson Correlation | ,868**              | ,833** | ,834** | ,869** | ,880** | ,835** | 1        |
|          | Sig. (2-tailed)     | <,001               | <,001  | <,001  | <,001  | <,001  | <,001  |          |
|          | N                   | 80                  | 80     | 80     | 80     | 80     | 80     | 80       |

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

## Correlations

### Notes

|                        |                                |                                                                                                                               |
|------------------------|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| Output Created         |                                | 29-APR-2026 07:04:57                                                                                                          |
| Comments               |                                |                                                                                                                               |
| Input                  | Active Dataset                 | DataSet3                                                                                                                      |
|                        | Filter                         | <none>                                                                                                                        |
|                        | Weight                         | <none>                                                                                                                        |
|                        | Split File                     | <none>                                                                                                                        |
|                        | N of Rows in Working Data File | 80                                                                                                                            |
| Missing Value Handling | Definition of Missing          | User-defined missing values are treated as missing.                                                                           |
|                        | Cases Used                     | Statistics for each pair of variables are based on all the cases with valid data for that pair.                               |
| Syntax                 |                                | CORRELATIONS<br>/VARIABLES=X2_1 X2_2<br>X2_3 X2_4 X2_5 X2_6<br>Total_X2<br>/PRINT=TWOTAIL NOSIG<br>FULL<br>/MISSING=PAIRWISE. |
| Resources              | Processor Time                 | 00:00:00,00                                                                                                                   |
|                        | Elapsed Time                   | 00:00:00,01                                                                                                                   |

### Correlations

|          |                     | X2_1   | X2_2   | X2_3   | X2_4   | X2_5   | X2_6   | Total_X2 |
|----------|---------------------|--------|--------|--------|--------|--------|--------|----------|
| X2_1     | Pearson Correlation | 1      | ,591** | ,631** | ,590** | ,626** | ,620** | ,798**   |
|          | Sig. (2-tailed)     |        | <,001  | <,001  | <,001  | <,001  | <,001  | <,001    |
|          | N                   | 80     | 80     | 80     | 80     | 80     | 80     | 80       |
| X2_2     | Pearson Correlation | ,591** | 1      | ,732** | ,680** | ,664** | ,597** | ,841**   |
|          | Sig. (2-tailed)     | <,001  |        | <,001  | <,001  | <,001  | <,001  | <,001    |
|          | N                   | 80     | 80     | 80     | 80     | 80     | 80     | 80       |
| X2_3     | Pearson Correlation | ,631** | ,732** | 1      | ,725** | ,706** | ,710** | ,891**   |
|          | Sig. (2-tailed)     | <,001  | <,001  |        | <,001  | <,001  | <,001  | <,001    |
|          | N                   | 80     | 80     | 80     | 80     | 80     | 80     | 80       |
| X2_4     | Pearson Correlation | ,590** | ,680** | ,725** | 1      | ,624** | ,678** | ,848**   |
|          | Sig. (2-tailed)     | <,001  | <,001  | <,001  |        | <,001  | <,001  | <,001    |
|          | N                   | 80     | 80     | 80     | 80     | 80     | 80     | 80       |
| X2_5     | Pearson Correlation | ,626** | ,664** | ,706** | ,624** | 1      | ,648** | ,845**   |
|          | Sig. (2-tailed)     | <,001  | <,001  | <,001  | <,001  |        | <,001  | <,001    |
|          | N                   | 80     | 80     | 80     | 80     | 80     | 80     | 80       |
| X2_6     | Pearson Correlation | ,620** | ,597** | ,710** | ,678** | ,648** | 1      | ,841**   |
|          | Sig. (2-tailed)     | <,001  | <,001  | <,001  | <,001  | <,001  |        | <,001    |
|          | N                   | 80     | 80     | 80     | 80     | 80     | 80     | 80       |
| Total_X2 | Pearson Correlation | ,798** | ,841** | ,891** | ,848** | ,845** | ,841** | 1        |
|          | Sig. (2-tailed)     | <,001  | <,001  | <,001  | <,001  | <,001  | <,001  |          |
|          | N                   | 80     | 80     | 80     | 80     | 80     | 80     | 80       |

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

## Correlations

### Notes

|                        |                                |                                                                                                                               |
|------------------------|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| Output Created         |                                | 29-APR-2026 07:05:08                                                                                                          |
| Comments               |                                |                                                                                                                               |
| Input                  | Active Dataset                 | DataSet3                                                                                                                      |
|                        | Filter                         | <none>                                                                                                                        |
|                        | Weight                         | <none>                                                                                                                        |
|                        | Split File                     | <none>                                                                                                                        |
|                        | N of Rows in Working Data File | 80                                                                                                                            |
| Missing Value Handling | Definition of Missing          | User-defined missing values are treated as missing.                                                                           |
|                        | Cases Used                     | Statistics for each pair of variables are based on all the cases with valid data for that pair.                               |
| Syntax                 |                                | CORRELATIONS<br>/VARIABLES=X3_1 X3_2<br>X3_3 X3_4 X3_5 X3_6<br>Total_X3<br>/PRINT=TWOTAIL NOSIG<br>FULL<br>/MISSING=PAIRWISE. |
| Resources              | Processor Time                 | 00:00:00,00                                                                                                                   |
|                        | Elapsed Time                   | 00:00:00,01                                                                                                                   |

|          |                     | Correlations |        |        |        |        |        |          |
|----------|---------------------|--------------|--------|--------|--------|--------|--------|----------|
|          |                     | X3_1         | X3_2   | X3_3   | X3_4   | X3_5   | X3_6   | Total_X3 |
| X3_1     | Pearson Correlation | 1            | ,754** | ,787** | ,720** | ,758** | ,705** | ,894**   |
|          | Sig. (2-tailed)     |              | <,001  | <,001  | <,001  | <,001  | <,001  | <,001    |
|          | N                   | 80           | 80     | 80     | 80     | 80     | 80     | 80       |
| X3_2     | Pearson Correlation | ,754**       | 1      | ,714** | ,741** | ,779** | ,712** | ,891**   |
|          | Sig. (2-tailed)     | <,001        |        | <,001  | <,001  | <,001  | <,001  | <,001    |
|          | N                   | 80           | 80     | 80     | 80     | 80     | 80     | 80       |
| X3_3     | Pearson Correlation | ,787**       | ,714** | 1      | ,693** | ,715** | ,727** | ,876**   |
|          | Sig. (2-tailed)     | <,001        | <,001  |        | <,001  | <,001  | <,001  | <,001    |
|          | N                   | 80           | 80     | 80     | 80     | 80     | 80     | 80       |
| X3_4     | Pearson Correlation | ,720**       | ,741** | ,693** | 1      | ,701** | ,740** | ,868**   |
|          | Sig. (2-tailed)     | <,001        | <,001  | <,001  |        | <,001  | <,001  | <,001    |
|          | N                   | 80           | 80     | 80     | 80     | 80     | 80     | 80       |
| X3_5     | Pearson Correlation | ,758**       | ,779** | ,715** | ,701** | 1      | ,763** | ,890**   |
|          | Sig. (2-tailed)     | <,001        | <,001  | <,001  | <,001  |        | <,001  | <,001    |
|          | N                   | 80           | 80     | 80     | 80     | 80     | 80     | 80       |
| X3_6     | Pearson Correlation | ,705**       | ,712** | ,727** | ,740** | ,763** | 1      | ,875**   |
|          | Sig. (2-tailed)     | <,001        | <,001  | <,001  | <,001  | <,001  |        | <,001    |
|          | N                   | 80           | 80     | 80     | 80     | 80     | 80     | 80       |
| Total_X3 | Pearson Correlation | ,894**       | ,891** | ,876** | ,868** | ,890** | ,875** | 1        |
|          | Sig. (2-tailed)     | <,001        | <,001  | <,001  | <,001  | <,001  | <,001  |          |
|          | N                   | 80           | 80     | 80     | 80     | 80     | 80     | 80       |

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

## Correlations

### Notes

|                        |                                |                                                                                                                     |
|------------------------|--------------------------------|---------------------------------------------------------------------------------------------------------------------|
| Output Created         |                                | 29-APR-2026 07:05:19                                                                                                |
| Comments               |                                |                                                                                                                     |
| Input                  | Active Dataset                 | DataSet3                                                                                                            |
|                        | Filter                         | <none>                                                                                                              |
|                        | Weight                         | <none>                                                                                                              |
|                        | Split File                     | <none>                                                                                                              |
|                        | N of Rows in Working Data File | 80                                                                                                                  |
| Missing Value Handling | Definition of Missing          | User-defined missing values are treated as missing.                                                                 |
|                        | Cases Used                     | Statistics for each pair of variables are based on all the cases with valid data for that pair.                     |
| Syntax                 |                                | CORRELATIONS<br>/VARIABLES=Y_1 Y_2<br>Y_3 Y_4 Y_5 Y_6 Total_Y<br>/PRINT=TWOTAIL NOSIG<br>FULL<br>/MISSING=PAIRWISE. |
| Resources              | Processor Time                 | 00:00:00,02                                                                                                         |
|                        | Elapsed Time                   | 00:00:00,02                                                                                                         |

|         |                     | Correlations |        |        |        |        |        |         |
|---------|---------------------|--------------|--------|--------|--------|--------|--------|---------|
|         |                     | Y_1          | Y_2    | Y_3    | Y_4    | Y_5    | Y_6    | Total_Y |
| Y_1     | Pearson Correlation | 1            | ,757** | ,747** | ,810** | ,771** | ,764** | ,913**  |
|         | Sig. (2-tailed)     |              | <,001  | <,001  | <,001  | <,001  | <,001  | <,001   |
|         | N                   | 80           | 80     | 80     | 80     | 80     | 80     | 80      |
| Y_2     | Pearson Correlation | ,757**       | 1      | ,690** | ,698** | ,742** | ,724** | ,868**  |
|         | Sig. (2-tailed)     | <,001        |        | <,001  | <,001  | <,001  | <,001  | <,001   |
|         | N                   | 80           | 80     | 80     | 80     | 80     | 80     | 80      |
| Y_3     | Pearson Correlation | ,747**       | ,690** | 1      | ,657** | ,772** | ,757** | ,873**  |
|         | Sig. (2-tailed)     | <,001        | <,001  |        | <,001  | <,001  | <,001  | <,001   |
|         | N                   | 80           | 80     | 80     | 80     | 80     | 80     | 80      |
| Y_4     | Pearson Correlation | ,810**       | ,698** | ,657** | 1      | ,741** | ,710** | ,869**  |
|         | Sig. (2-tailed)     | <,001        | <,001  | <,001  |        | <,001  | <,001  | <,001   |
|         | N                   | 80           | 80     | 80     | 80     | 80     | 80     | 80      |
| Y_5     | Pearson Correlation | ,771**       | ,742** | ,772** | ,741** | 1      | ,736** | ,897**  |
|         | Sig. (2-tailed)     | <,001        | <,001  | <,001  | <,001  |        | <,001  | <,001   |
|         | N                   | 80           | 80     | 80     | 80     | 80     | 80     | 80      |
| Y_6     | Pearson Correlation | ,764**       | ,724** | ,757** | ,710** | ,736** | 1      | ,885**  |
|         | Sig. (2-tailed)     | <,001        | <,001  | <,001  | <,001  | <,001  |        | <,001   |
|         | N                   | 80           | 80     | 80     | 80     | 80     | 80     | 80      |
| Total_Y | Pearson Correlation | ,913**       | ,868** | ,873** | ,869** | ,897** | ,885** | 1       |
|         | Sig. (2-tailed)     | <,001        | <,001  | <,001  | <,001  | <,001  | <,001  |         |
|         | N                   | 80           | 80     | 80     | 80     | 80     | 80     | 80      |

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

| X1_1 | X1_2 | X1_3 | X1_4 | X1_5 | X1_6 | Total_X1 | X2_1 | X2_2 |
|------|------|------|------|------|------|----------|------|------|
| 2    | 3    | 3    | 2    | 3    | 3    | 16       | 5    | 5    |
| 4    | 3    | 2    | 3    | 3    | 1    | 16       | 4    | 5    |
| 4    | 4    | 2    | 3    | 3    | 2    | 18       | 5    | 5    |
| 5    | 5    | 5    | 5    | 5    | 5    | 30       | 5    | 5    |
| 4    | 3    | 4    | 4    | 4    | 3    | 22       | 4    | 2    |
| 3    | 2    | 3    | 1    | 3    | 1    | 13       | 4    | 4    |
| 1    | 2    | 1    | 2    | 1    | 3    | 10       | 3    | 4    |
| 3    | 3    | 4    | 3    | 3    | 2    | 18       | 5    | 5    |
| 5    | 4    | 5    | 5    | 5    | 5    | 29       | 4    | 4    |
| 5    | 5    | 4    | 4    | 4    | 3    | 25       | 4    | 4    |
| 5    | 4    | 3    | 4    | 5    | 4    | 25       | 4    | 3    |
| 2    | 2    | 3    | 3    | 2    | 2    | 14       | 5    | 5    |
| 2    | 3    | 3    | 2    | 2    | 3    | 15       | 5    | 4    |
| 3    | 3    | 2    | 3    | 2    | 3    | 16       | 5    | 5    |
| 5    | 4    | 3    | 3    | 5    | 4    | 24       | 3    | 2    |
| 4    | 4    | 3    | 4    | 4    | 5    | 24       | 2    | 3    |
| 5    | 5    | 5    | 5    | 5    | 4    | 29       | 5    | 3    |
| 2    | 2    | 2    | 2    | 1    | 3    | 12       | 2    | 3    |
| 4    | 3    | 5    | 5    | 3    | 4    | 24       | 2    | 4    |
| 3    | 4    | 4    | 5    | 4    | 5    | 25       | 5    | 3    |
| 5    | 4    | 2    | 5    | 4    | 5    | 25       | 3    | 2    |
| 5    | 5    | 5    | 5    | 5    | 5    | 30       | 5    | 4    |
| 3    | 3    | 4    | 4    | 3    | 2    | 19       | 5    | 4    |
| 3    | 4    | 3    | 4    | 5    | 3    | 22       | 5    | 3    |
| 4    | 3    | 4    | 4    | 3    | 4    | 22       | 1    | 2    |
| 3    | 3    | 4    | 4    | 3    | 4    | 21       | 3    | 3    |
| 3    | 4    | 3    | 3    | 3    | 3    | 19       | 2    | 3    |
| 4    | 3    | 3    | 3    | 2    | 3    | 18       | 4    | 3    |
| 5    | 5    | 5    | 5    | 5    | 5    | 30       | 3    | 2    |
| 4    | 5    | 4    | 4    | 4    | 5    | 26       | 5    | 5    |
| 5    | 4    | 3    | 4    | 4    | 5    | 25       | 2    | 2    |
| 5    | 4    | 4    | 4    | 4    | 4    | 25       | 3    | 4    |
| 5    | 5    | 5    | 5    | 5    | 5    | 30       | 5    | 4    |
| 3    | 2    | 3    | 4    | 3    | 4    | 19       | 2    | 3    |
| 1    | 2    | 2    | 2    | 2    | 3    | 12       | 4    | 2    |
| 2    | 2    | 3    | 3    | 1    | 3    | 14       | 2    | 3    |
| 4    | 2    | 4    | 3    | 3    | 2    | 18       | 2    | 5    |
| 3    | 5    | 5    | 5    | 5    | 3    | 26       | 3    | 2    |
| 5    | 5    | 5    | 5    | 5    | 5    | 30       | 4    | 4    |
| 2    | 4    | 3    | 4    | 3    | 3    | 19       | 4    | 5    |
| 1    | 3    | 2    | 1    | 1    | 2    | 10       | 3    | 4    |
| 2    | 1    | 3    | 2    | 2    | 3    | 13       | 5    | 4    |
| 2    | 3    | 1    | 3    | 2    | 2    | 13       | 3    | 3    |
| 3    | 3    | 2    | 4    | 3    | 3    | 18       | 5    | 3    |
| 3    | 4    | 3    | 3    | 3    | 3    | 19       | 2    | 1    |
| 5    | 5    | 5    | 3    | 5    | 5    | 28       | 2    | 1    |

|   |   |   |   |   |   |    |   |   |
|---|---|---|---|---|---|----|---|---|
| 3 | 3 | 5 | 3 | 5 | 4 | 23 | 5 | 5 |
| 3 | 3 | 3 | 3 | 3 | 3 | 18 | 3 | 4 |
| 3 | 2 | 4 | 4 | 3 | 4 | 20 | 3 | 2 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 4 | 3 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 3 | 2 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 4 | 5 |
| 2 | 3 | 2 | 2 | 3 | 2 | 14 | 3 | 3 |
| 3 | 3 | 2 | 2 | 3 | 2 | 15 | 1 | 1 |
| 2 | 2 | 3 | 2 | 2 | 4 | 15 | 2 | 2 |
| 4 | 3 | 3 | 4 | 5 | 4 | 23 | 4 | 5 |
| 5 | 5 | 5 | 4 | 5 | 5 | 29 | 5 | 4 |
| 4 | 4 | 4 | 4 | 3 | 5 | 24 | 5 | 5 |
| 5 | 4 | 4 | 5 | 2 | 3 | 23 | 5 | 5 |
| 1 | 3 | 2 | 2 | 3 | 2 | 13 | 5 | 5 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 3 | 2 |
| 5 | 4 | 5 | 5 | 3 | 4 | 26 | 3 | 3 |
| 4 | 4 | 3 | 2 | 2 | 4 | 19 | 3 | 4 |
| 4 | 4 | 3 | 4 | 2 | 2 | 19 | 5 | 3 |
| 5 | 5 | 5 | 4 | 5 | 5 | 29 | 2 | 2 |
| 5 | 5 | 5 | 5 | 5 | 5 | 30 | 4 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 18 | 5 | 4 |
| 4 | 2 | 4 | 4 | 4 | 4 | 22 | 4 | 4 |
| 3 | 3 | 4 | 2 | 3 | 3 | 18 | 5 | 5 |
| 5 | 5 | 5 | 4 | 5 | 5 | 29 | 3 | 1 |
| 3 | 5 | 3 | 3 | 4 | 4 | 22 | 2 | 3 |
| 5 | 5 | 5 | 5 | 4 | 5 | 29 | 3 | 3 |
| 2 | 2 | 2 | 2 | 2 | 2 | 12 | 4 | 4 |
| 3 | 5 | 5 | 5 | 5 | 5 | 28 | 3 | 3 |
| 4 | 4 | 4 | 5 | 4 | 5 | 26 | 3 | 5 |
| 2 | 3 | 2 | 1 | 2 | 2 | 12 | 2 | 2 |
| 3 | 4 | 3 | 3 | 3 | 4 | 20 | 4 | 3 |
| 3 | 2 | 5 | 3 | 3 | 4 | 20 | 3 | 4 |
| 4 | 5 | 5 | 5 | 5 | 5 | 29 | 4 | 2 |
| 4 | 5 | 3 | 4 | 5 | 4 | 25 | 4 | 5 |

1. Menurut 2. Menurut 3. Menurut 4. Menurut 5. Menurut 6. Menurut 1. Pekerja 2. Aparat Di 3. Aparat Di

| X2_3 | X2_4 | X2_5 | X2_6 | Total_X2 | X3_1 | X3_2 | X3_3 | X3_4 |
|------|------|------|------|----------|------|------|------|------|
| 5    | 5    | 5    | 5    | 30       | 3    | 1    | 4    | 4    |
| 5    | 5    | 4    | 5    | 28       | 3    | 2    | 2    | 2    |
| 5    | 5    | 5    | 5    | 30       | 2    | 3    | 2    | 2    |
| 4    | 4    | 4    | 5    | 27       | 4    | 5    | 4    | 5    |
| 3    | 3    | 5    | 3    | 20       | 1    | 2    | 2    | 1    |
| 3    | 4    | 5    | 4    | 24       | 5    | 3    | 5    | 3    |
| 3    | 3    | 4    | 4    | 21       | 1    | 2    | 1    | 2    |
| 5    | 5    | 5    | 5    | 30       | 3    | 3    | 5    | 4    |
| 5    | 5    | 5    | 5    | 28       | 4    | 5    | 3    | 5    |
| 3    | 5    | 3    | 3    | 22       | 5    | 5    | 5    | 5    |
| 4    | 4    | 3    | 3    | 21       | 5    | 5    | 5    | 5    |
| 4    | 4    | 5    | 3    | 26       | 5    | 5    | 5    | 5    |
| 5    | 3    | 5    | 3    | 25       | 3    | 3    | 3    | 4    |
| 5    | 5    | 5    | 5    | 30       | 4    | 5    | 5    | 5    |
| 3    | 2    | 3    | 3    | 16       | 4    | 5    | 4    | 5    |
| 1    | 1    | 1    | 1    | 9        | 1    | 2    | 1    | 1    |
| 2    | 3    | 3    | 1    | 17       | 4    | 2    | 3    | 3    |
| 2    | 2    | 2    | 3    | 14       | 1    | 1    | 1    | 1    |
| 3    | 5    | 4    | 2    | 20       | 4    | 4    | 3    | 4    |
| 3    | 3    | 5    | 5    | 24       | 2    | 1    | 1    | 2    |
| 3    | 3    | 2    | 2    | 15       | 5    | 5    | 5    | 5    |
| 5    | 5    | 5    | 5    | 29       | 5    | 5    | 3    | 5    |
| 5    | 5    | 4    | 5    | 28       | 5    | 4    | 4    | 4    |
| 4    | 4    | 5    | 5    | 26       | 4    | 5    | 4    | 4    |
| 1    | 1    | 1    | 2    | 8        | 3    | 2    | 3    | 2    |
| 4    | 3    | 3    | 3    | 19       | 5    | 4    | 5    | 4    |
| 2    | 2    | 3    | 2    | 14       | 2    | 4    | 3    | 3    |
| 3    | 3    | 5    | 4    | 22       | 2    | 2    | 2    | 2    |
| 2    | 2    | 2    | 3    | 14       | 4    | 4    | 4    | 5    |
| 5    | 5    | 5    | 5    | 30       | 2    | 3    | 2    | 2    |
| 2    | 3    | 2    | 3    | 14       | 5    | 5    | 5    | 4    |
| 3    | 3    | 5    | 3    | 21       | 2    | 3    | 2    | 1    |
| 4    | 5    | 5    | 5    | 28       | 4    | 4    | 4    | 4    |
| 2    | 3    | 2    | 3    | 15       | 3    | 3    | 3    | 3    |
| 4    | 3    | 4    | 4    | 21       | 2    | 2    | 2    | 4    |
| 2    | 2    | 2    | 1    | 12       | 5    | 5    | 5    | 5    |
| 4    | 3    | 5    | 2    | 21       | 1    | 1    | 1    | 1    |
| 3    | 3    | 3    | 3    | 17       | 3    | 3    | 4    | 4    |
| 3    | 5    | 4    | 5    | 25       | 5    | 5    | 4    | 5    |
| 4    | 4    | 5    | 5    | 27       | 4    | 5    | 4    | 3    |
| 5    | 5    | 5    | 4    | 26       | 5    | 4    | 4    | 5    |
| 3    | 3    | 2    | 3    | 20       | 1    | 1    | 1    | 2    |
| 3    | 3    | 5    | 4    | 21       | 3    | 2    | 3    | 2    |
| 2    | 3    | 5    | 2    | 20       | 3    | 3    | 3    | 4    |
| 1    | 2    | 1    | 1    | 8        | 3    | 2    | 1    | 2    |
| 1    | 3    | 2    | 3    | 12       | 5    | 5    | 5    | 4    |

|   |   |   |   |    |   |   |   |   |
|---|---|---|---|----|---|---|---|---|
| 5 | 5 | 5 | 5 | 30 | 4 | 2 | 3 | 4 |
| 4 | 2 | 3 | 3 | 19 | 2 | 3 | 3 | 5 |
| 2 | 2 | 3 | 1 | 13 | 4 | 5 | 4 | 4 |
| 4 | 2 | 4 | 3 | 20 | 3 | 2 | 3 | 2 |
| 2 | 2 | 4 | 2 | 15 | 4 | 4 | 4 | 4 |
| 5 | 5 | 5 | 5 | 29 | 5 | 5 | 4 | 5 |
| 1 | 3 | 3 | 2 | 15 | 5 | 3 | 3 | 3 |
| 2 | 1 | 2 | 2 | 9  | 3 | 2 | 2 | 1 |
| 3 | 2 | 3 | 2 | 14 | 2 | 2 | 2 | 2 |
| 5 | 3 | 5 | 4 | 26 | 4 | 4 | 3 | 4 |
| 4 | 3 | 3 | 5 | 24 | 3 | 3 | 4 | 3 |
| 5 | 5 | 5 | 5 | 30 | 3 | 5 | 4 | 4 |
| 4 | 4 | 5 | 5 | 28 | 1 | 1 | 1 | 2 |
| 5 | 3 | 5 | 4 | 27 | 4 | 5 | 5 | 4 |
| 3 | 2 | 3 | 4 | 17 | 2 | 2 | 1 | 2 |
| 2 | 2 | 3 | 3 | 16 | 2 | 3 | 3 | 3 |
| 4 | 4 | 5 | 4 | 24 | 3 | 3 | 4 | 3 |
| 4 | 3 | 3 | 3 | 21 | 3 | 3 | 3 | 3 |
| 1 | 2 | 3 | 3 | 13 | 5 | 4 | 5 | 4 |
| 2 | 4 | 2 | 4 | 19 | 5 | 5 | 5 | 4 |
| 3 | 3 | 5 | 3 | 23 | 1 | 1 | 3 | 3 |
| 5 | 5 | 5 | 4 | 27 | 4 | 5 | 5 | 5 |
| 4 | 4 | 3 | 3 | 24 | 4 | 3 | 5 | 3 |
| 2 | 1 | 2 | 2 | 11 | 5 | 4 | 5 | 3 |
| 3 | 3 | 2 | 2 | 15 | 3 | 4 | 2 | 2 |
| 3 | 4 | 3 | 2 | 18 | 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 | 24 | 4 | 3 | 4 | 3 |
| 5 | 5 | 3 | 3 | 22 | 3 | 2 | 3 | 2 |
| 3 | 3 | 4 | 2 | 20 | 4 | 5 | 3 | 4 |
| 2 | 2 | 2 | 2 | 12 | 2 | 3 | 4 | 1 |
| 2 | 3 | 3 | 2 | 17 | 2 | 3 | 3 | 2 |
| 3 | 2 | 3 | 4 | 19 | 3 | 4 | 3 | 4 |
| 2 | 2 | 2 | 2 | 14 | 3 | 3 | 4 | 3 |
| 5 | 4 | 4 | 4 | 26 | 4 | 4 | 4 | 3 |

4. Aparat Di 5. Aparat Di 6. Aparat Di 1. Menurut 2. Menurut 3. Menurut 4. Menurut 5. Menurut 6. Menurut

| X3_5 | X3_6 | Total_X3 | Y_1 | Y_2 | Y_3 | Y_4 | Y_5 | Y_6 |
|------|------|----------|-----|-----|-----|-----|-----|-----|
| 1    | 3    | 16       | 3   | 4   | 3   | 4   | 4   | 4   |
| 2    | 1    | 12       | 3   | 4   | 3   | 3   | 4   | 3   |
| 2    | 3    | 14       | 3   | 2   | 2   | 2   | 2   | 2   |
| 3    | 4    | 25       | 5   | 5   | 5   | 5   | 5   | 5   |
| 3    | 2    | 11       | 4   | 3   | 4   | 4   | 4   | 3   |
| 4    | 3    | 23       | 3   | 3   | 3   | 4   | 4   | 5   |
| 2    | 2    | 10       | 3   | 2   | 2   | 2   | 3   | 3   |
| 4    | 5    | 24       | 3   | 4   | 4   | 5   | 3   | 4   |
| 5    | 5    | 27       | 5   | 5   | 5   | 5   | 5   | 5   |
| 5    | 5    | 30       | 5   | 5   | 5   | 5   | 5   | 5   |
| 5    | 5    | 30       | 5   | 5   | 5   | 5   | 4   | 5   |
| 5    | 5    | 30       | 3   | 4   | 2   | 3   | 3   | 4   |
| 3    | 4    | 20       | 5   | 4   | 3   | 4   | 4   | 4   |
| 5    | 5    | 29       | 5   | 5   | 5   | 5   | 5   | 5   |
| 3    | 4    | 25       | 4   | 4   | 5   | 4   | 5   | 3   |
| 2    | 1    | 8        | 1   | 2   | 1   | 1   | 1   | 1   |
| 2    | 3    | 17       | 3   | 2   | 4   | 3   | 3   | 4   |
| 1    | 2    | 7        | 1   | 1   | 1   | 1   | 1   | 1   |
| 4    | 3    | 22       | 2   | 4   | 2   | 3   | 4   | 3   |
| 1    | 1    | 8        | 2   | 1   | 2   | 2   | 2   | 2   |
| 5    | 5    | 30       | 4   | 3   | 4   | 4   | 4   | 3   |
| 5    | 4    | 27       | 5   | 5   | 5   | 5   | 5   | 5   |
| 4    | 4    | 25       | 5   | 4   | 4   | 4   | 4   | 4   |
| 5    | 5    | 27       | 5   | 5   | 5   | 5   | 5   | 5   |
| 3    | 3    | 16       | 2   | 2   | 2   | 2   | 2   | 1   |
| 5    | 3    | 26       | 4   | 4   | 4   | 4   | 3   | 4   |
| 4    | 4    | 20       | 1   | 1   | 3   | 1   | 2   | 1   |
| 2    | 3    | 13       | 3   | 3   | 3   | 3   | 3   | 3   |
| 3    | 4    | 24       | 4   | 3   | 3   | 3   | 4   | 3   |
| 2    | 2    | 13       | 4   | 4   | 4   | 4   | 4   | 4   |
| 4    | 4    | 27       | 2   | 3   | 2   | 3   | 3   | 2   |
| 2    | 2    | 12       | 3   | 3   | 2   | 4   | 2   | 2   |
| 3    | 5    | 24       | 5   | 5   | 5   | 5   | 5   | 5   |
| 3    | 2    | 17       | 3   | 4   | 3   | 3   | 2   | 4   |
| 3    | 2    | 15       | 4   | 4   | 4   | 3   | 4   | 3   |
| 4    | 5    | 29       | 2   | 2   | 3   | 3   | 3   | 2   |
| 1    | 2    | 7        | 4   | 2   | 3   | 4   | 3   | 2   |
| 3    | 3    | 20       | 4   | 4   | 4   | 2   | 3   | 3   |
| 4    | 4    | 27       | 5   | 5   | 5   | 5   | 5   | 5   |
| 4    | 3    | 23       | 5   | 5   | 5   | 5   | 5   | 4   |
| 4    | 5    | 27       | 3   | 4   | 3   | 4   | 4   | 3   |
| 2    | 2    | 9        | 1   | 2   | 1   | 1   | 1   | 2   |
| 3    | 4    | 17       | 1   | 2   | 1   | 2   | 2   | 1   |
| 3    | 3    | 19       | 3   | 2   | 3   | 3   | 3   | 3   |
| 2    | 1    | 11       | 1   | 1   | 2   | 1   | 2   | 1   |
| 4    | 5    | 28       | 3   | 3   | 2   | 4   | 3   | 4   |

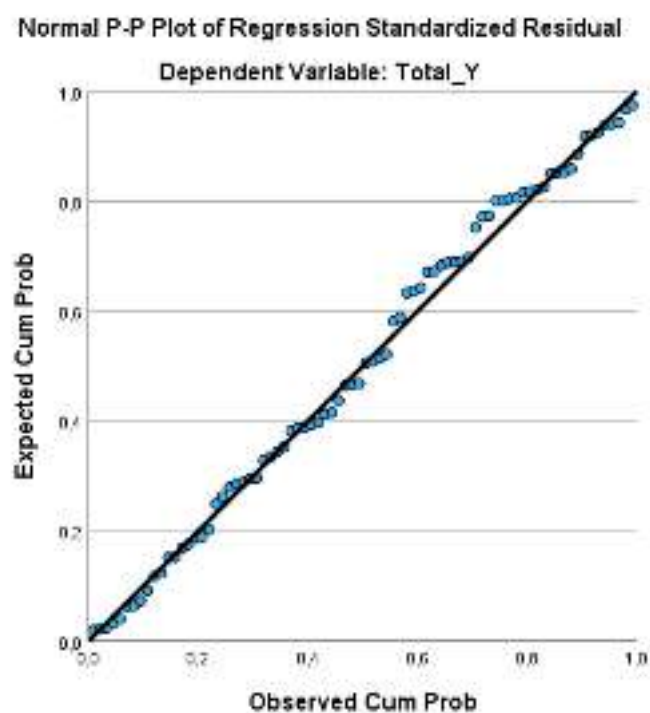
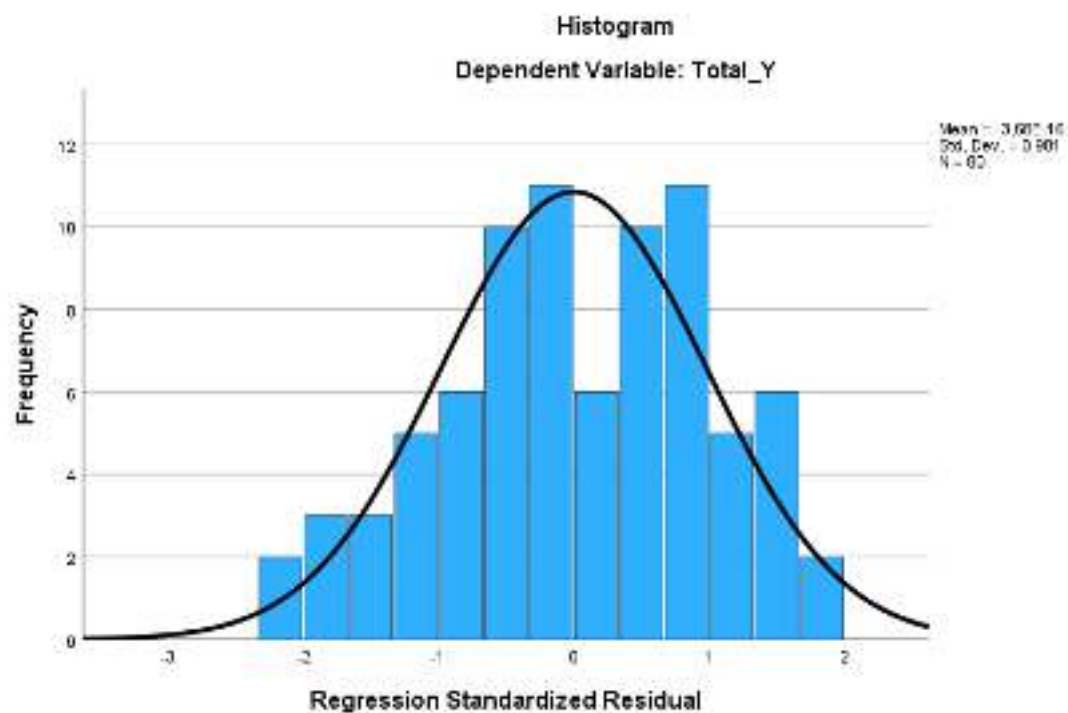
|   |   |    |   |   |   |   |   |   |
|---|---|----|---|---|---|---|---|---|
| 4 | 4 | 21 | 4 | 3 | 4 | 5 | 5 | 4 |
| 3 | 3 | 19 | 2 | 3 | 4 | 3 | 2 | 3 |
| 5 | 5 | 27 | 3 | 3 | 4 | 4 | 3 | 3 |
| 3 | 3 | 16 | 3 | 4 | 4 | 2 | 3 | 4 |
| 4 | 3 | 23 | 4 | 4 | 4 | 3 | 5 | 4 |
| 5 | 5 | 29 | 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 4 | 23 | 3 | 3 | 3 | 4 | 4 | 3 |
| 2 | 3 | 13 | 2 | 3 | 3 | 2 | 3 | 3 |
| 2 | 2 | 12 | 3 | 3 | 2 | 3 | 2 | 2 |
| 5 | 4 | 24 | 4 | 4 | 4 | 2 | 2 | 4 |
| 4 | 4 | 21 | 5 | 5 | 5 | 5 | 5 | 5 |
| 3 | 3 | 22 | 5 | 5 | 5 | 5 | 5 | 5 |
| 1 | 2 | 8  | 3 | 2 | 2 | 3 | 2 | 3 |
| 5 | 4 | 27 | 3 | 2 | 3 | 4 | 3 | 3 |
| 2 | 2 | 11 | 3 | 3 | 2 | 3 | 3 | 3 |
| 4 | 3 | 18 | 3 | 1 | 4 | 3 | 3 | 3 |
| 4 | 4 | 21 | 3 | 3 | 2 | 4 | 3 | 2 |
| 3 | 3 | 18 | 4 | 3 | 4 | 4 | 4 | 5 |
| 4 | 4 | 26 | 4 | 4 | 4 | 4 | 4 | 4 |
| 5 | 5 | 29 | 5 | 5 | 5 | 5 | 5 | 5 |
| 2 | 3 | 13 | 2 | 3 | 3 | 2 | 3 | 3 |
| 5 | 5 | 29 | 3 | 3 | 5 | 3 | 5 | 5 |
| 4 | 5 | 24 | 4 | 4 | 5 | 5 | 4 | 3 |
| 3 | 3 | 23 | 5 | 4 | 3 | 4 | 5 | 3 |
| 2 | 4 | 17 | 3 | 3 | 2 | 3 | 3 | 2 |
| 3 | 4 | 19 | 3 | 3 | 5 | 3 | 3 | 4 |
| 4 | 3 | 21 | 3 | 3 | 3 | 3 | 2 | 2 |
| 2 | 2 | 14 | 3 | 3 | 2 | 4 | 3 | 4 |
| 5 | 4 | 25 | 4 | 3 | 4 | 4 | 4 | 5 |
| 2 | 2 | 14 | 3 | 2 | 2 | 3 | 1 | 3 |
| 2 | 1 | 13 | 4 | 2 | 3 | 5 | 3 | 4 |
| 2 | 3 | 19 | 3 | 5 | 5 | 4 | 5 | 4 |
| 3 | 3 | 19 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | 3 | 22 | 3 | 2 | 4 | 2 | 4 | 4 |

1. Menurut 2. Menurut 3. Menurut 4. Menurut 5. Menurut 6. Menurut bapak/ibu, Dinas Kesehatan dalam me

| Total_Y |  |  |
|---------|--|--|
| 22      |  |  |
| 20      |  |  |
| 13      |  |  |
| 30      |  |  |
| 22      |  |  |
| 22      |  |  |
| 15      |  |  |
| 23      |  |  |
| 30      |  |  |
| 30      |  |  |
| 29      |  |  |
| 19      |  |  |
| 24      |  |  |
| 30      |  |  |
| 25      |  |  |
| 7       |  |  |
| 19      |  |  |
| 6       |  |  |
| 18      |  |  |
| 11      |  |  |
| 22      |  |  |
| 30      |  |  |
| 25      |  |  |
| 30      |  |  |
| 11      |  |  |
| 23      |  |  |
| 9       |  |  |
| 18      |  |  |
| 20      |  |  |
| 24      |  |  |
| 15      |  |  |
| 16      |  |  |
| 30      |  |  |
| 19      |  |  |
| 22      |  |  |
| 15      |  |  |
| 18      |  |  |
| 20      |  |  |
| 30      |  |  |
| 29      |  |  |
| 21      |  |  |
| 8       |  |  |
| 9       |  |  |
| 17      |  |  |
| 8       |  |  |
| 19      |  |  |

25  
17  
20  
20  
24  
30  
20  
16  
15  
20  
30  
30  
15  
18  
17  
17  
17  
24  
24  
30  
16  
24  
25  
24  
16  
21  
16  
19  
24  
14  
21  
26  
18  
19

emberikan pelayanan sudah menganu



### Variables Entered/Removed<sup>a</sup>

| Model | Variables Entered                               | Variables Removed | Method |
|-------|-------------------------------------------------|-------------------|--------|
| 1     | Total_X3,<br>Total_X2,<br>Total_X1 <sup>b</sup> | .                 | Enter  |

a. Dependent Variable: Total\_Y

b. All requested variables entered.

### UJI HIPOTESIS

### Model Summary

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1     | ,809 <sup>a</sup> | ,654     | ,641              | 3,73585                    |

a. Predictors: (Constant), Total\_X3, Total\_X2, Total\_X1

### UJI F

### ANOVA<sup>a</sup>

| Model |            | Sum of Squares | df | Mean Square | F      | Sig.               |
|-------|------------|----------------|----|-------------|--------|--------------------|
| 1     | Regression | 2008,990       | 3  | 669,663     | 47,982 | <,001 <sup>b</sup> |
|       | Residual   | 1060,697       | 76 | 13,957      |        |                    |
|       | Total      | 3069,688       | 79 |             |        |                    |

a. Dependent Variable: Total\_Y

b. Predictors: (Constant), Total\_X3, Total\_X2, Total\_X1

# Persamaan Regresi Berganda

| Coefficients <sup>a</sup> |            |                             |            |                           |        |
|---------------------------|------------|-----------------------------|------------|---------------------------|--------|
| Model                     |            | Unstandardized Coefficients |            | Standardized Coefficients |        |
|                           |            | B                           | Std. Error | Beta                      | t      |
| 1                         | (Constant) | -4,568                      | 2,238      |                           | -2,041 |
|                           | Total_X1   | ,332                        | ,072       | ,320                      | 4,577  |
|                           | Total_X2   | ,425                        | ,070       | ,421                      | 6,102  |
|                           | Total_X3   | ,452                        | ,067       | ,481                      | 6,759  |

a. Dependent Variable: Total\_Y



PEMERINTAH KABUPATEN CIAMIS  
**BADAN KESATUAN BANGSA DAN POLITIK**

Jl. R.A.A Kusumahsubrata No. 21 Kel. Kertasari Ciamis 46213  
Telp. (0265) 771101 e-mail: [kesbangpolciamis@gmail.com](mailto:kesbangpolciamis@gmail.com)

Nomor : 000.9.2/408-Bakesbangpol.01  
Sifat : Biasa  
Lampiran : -  
Perihal : Surat Keterangan Penelitian

Ciamis, 14 April 2026

Yth. **Kepala Dinas Kesehatan Kabupaten Ciamis**  
di

**TEMPAT**

- I **Memperhatikan** : Surat dari Wakil Dekan I Fakultas Ekonomi Universitas Galuh Nomor : 351/34/SP/AK/DI/IV/2026 Tanggal 13 April 2026 Perihal Penelitian Tesis.
- II **Mengingat** : 1 Peraturan Menteri Dalam Negeri Republik Indonesia Nomor 3 Tahun 2018 Tentang Penerbitan Surat Keterangan Penelitian;  
2 Peraturan Daerah Kabupaten Ciamis Nomor 13 tahun 2008 Tentang Urusan Pemerintah yang Menjadi Kewenangan Pemerintah Kabupaten Ciamis;  
3 Peraturan Daerah Kabupaten Ciamis Nomor 08 Tahun 2016 Tentang Pembentukan dan Susunan Perangkat Daerah.

**MAKA SETELAH KAMI MENGADAKAN WAWANCARA LANGSUNG  
DENGAN YANG BERSANGKUTAN PADA PRINSIPNYA KAMI TIDAK BERKEBERATAN DAN  
BERSAMA INI KAMI HADAPKAN :**

Nama : **PENDI SAPUTRA**  
NIDN/NIM/NIK : **3404250013**  
Pekerjaan : **Mahasiswa/i**  
Alamat : **Fakultas Ekonomi Universitas Galuh  
Jln. R.E Martadunata No 150 Ciamis**  
Maksud : **Melaksanakan Penelitian**  
Lokasi : **Dinas Kesehatan Kabupaten Ciamis**  
Judul : **\* PENGARUH KEMAMPUAN APARAT, PROSEDUR PELAYANAN  
DAN SARANA PRASARANA TERHADAP EFEKTIVITAS  
PELAYANAN PUBLIK PADA DINAS KESEHATAN KABUPATEN  
CIAMIS \***  
Lamanya : **14 April 2026 s.d 14 Juli 2026**  
Penanggung Jawab : **ELIN HERLINA, S.Pd., MM**

**KETENTUAN-KETENTUAN YANG PERLU DITAATI :**

- 1 Memperhatikan masalah ketertiban umum dan keamanan;
- 2 Tidak menyimpang dari ketentuan-ketentuan, sesuai prosedur/rencana yang ditetapkan;
- 3 Yang bersangkutan terlebih dahulu melapor kepada Kepala Wilayah/Instansi yang dikunjungi;
- 4 Setelah selesai melaksanakan kegiatan agar melaporkan hasilnya kepada Kepala Badan Kesatuan Bangsa dan Politik Kabupaten Ciamis;
- 5 Surat ini akan dicabut dan dinyatakan tidak berlaku lagi apabila kegiatan tersebut menyimpang dari ketentuan yang berlaku.

Demikian untuk dipergunakan sebagaimana mestinya.

Dikeluarkan di Ciamis  
Pada tanggal 14 April 2026  
**KEPALA BADAN KESATUAN BANGSA DAN  
POLITIK KABUPATEN CIAMIS**



**Dr. R. YADI TISYADI, SE., M.Si**  
Pembina Tk. I, IV/b  
NIP. 19680410 200112 1 003

**Tembusan :**

- Yth. : 1 **Bupati Ciamis;**  
2 **Kepala Badan Kesatuan Bangsa dan Politik Provinsi Jawa Barat;**  
3 **Asisten Pemerintahan dan Kesejahteraan Rakyat Setda Kabupaten Ciamis;**  
4 **Kepala Badan Perencanaan Pembangunan, Riset dan Inovasi Daerah Kabupaten Ciamis;**  
5 **Wakil Dekan I Fakultas Ekonomi Universitas Galuh;**  
6 **Yang bersangkutan.**

Dokumen ini telah ditandatangani secara elektronik menggunakan sertifikat elektronik yang diterbitkan oleh Balai Besar Sertifikasi Elektronik (BSrE), Badan Siber dan Sandi Negara (BSSN).



# UNIVERSITAS GALUH

## FAKULTAS EKONOMI

PRODI MAGISTER MANAJEMEN : AKREDITASI BAIK SEKALI LAMEMBA SK. NO. 2205/DE/A.5/AR.10/IV/2025  
Jl R.E. Martadinata No. 150 Tlp. (0265)776944 Fax. (0265)776030 Ciamis 46274 email: pascasarjana@unigal.ac.id

Nomor : 351/34/SP/AK/D/IV/2026  
Lampiran : -  
Perihal : Ijin Penelitian Tesis

Kepada

Yth.

Dinas Kesatuan Bangsa dan Politik (Kesbangpol) Kabupaten Ciamis  
di

Tempat

Dengan Hormat,

Berdasarkan Program Akademik Fakultas Ekonomi Universitas Galuh Ciamis, dalam rangka menyelesaikan studi mahasiswa Magister diwajibkan untuk menyusun tesis. Untuk keperluan tersebut kiranya Bapak/Ibu dapat membantu mahasiswa kami dalam melakukan penelitian dan pengumpulan data pada Perusahaan/Dinas/Instansi yang Bapak/Ibu Pimpin. Adapun mahasiswa yang dimaksud adalah:

Nama : Pendi Saputra

Nomor Pokok/NIM : 3404250013

Program Studi : Magister Manajemen

Konsentrasi : Pemerintahan

Tempat Tanggal Lahir : Karawang, 7 Maret 1983

Alamat : Jl. Kapten Murod Idrus No. 68 Cigembor - Ciamis

Lamanya Penelitian : 1 November 2025 - 31 Mei 2026

Judul Tesis : Pengaruh Kemampuan Aparat, Prosedur Pelayanan dan Sarana Prasarana Terhadap Efektivitas Pelayanan Publik pada Dinas Kesehatan Kabupaten Ciamis

Demikian permohonan ini kami sampaikan, atas perhatian dan kerjasamanya kami ucapkan terima kasih.

13 April 2026

a.n Dekan,

Wakil Dekan I



Elin Herlina, S.Pd., M.M.

NIK. 3112770081



PEMERINTAH KABUPATEN CIAMIS  
**DINAS KESEHATAN**

Jalan Mr. Iwa Kusumasomantri Nomor 12  
Telepon (0265) 771139, Faximile (0265) 773828  
Laman dinkes.ciamiskab.go.id, Pos 46213

Ciamis, 14 April 2026

Nomor : 000.9.2/0080-Dinkes.1/2026  
Sifat : Biasa  
Lampiran : -  
Hal : Surat Keterangan Penelitian

Yth. Wakil Dekan I Fakultas Ilmu Ekonomi  
Universitas Galuh  
di  
Ciamis

Berdasarkan Surat Wakil Dekan I Fakultas Ekonomi Universitas Galuh Ciamis Nomor 3130/34/SP/AK/D/XI/2025 tanggal 14 November 2025 perihal Izin Penelitian Tesis, serta Surat Kepala Badan Kesatuan Bangsa Dan Politik Kabupaten Ciamis Nomor 000.9.2/408-Bakesbangpol.01 tanggal 14 April 2026 perihal Surat Keterangan Penelitian, dengan ini pada prinsipnya kami tidak keberatan memberi izin kepada:

Nama Lengkap : **PENDI SAPUTRA**  
NIM : 3404250013  
Pekerjaan : Mahasiswa/i  
Alamat : Universitas Galuh Ciamis  
Jl. RE. Martadinata No. 150, Kab. Ciamis  
Maksud : Melaksanakan Penelitian  
Lokasi : Dinas Kesehatan Kabupaten Ciamis  
Lamanya : 14 April 2026 s/d 14 Juli 2026  
Penanggung Jawab : **ELIN HERLINA, S.Pd., M.M**  
Judul Penelitian : **"PENGARUH KEMAMPUAN APARAT, PROSEDUR PELAYANAN DAN SARANA PRASARANA TERHADAP EFEKTIVITAS PELAYANAN PUBLIK PADA DINAS KESEHATAN KABUPATEN CIAMIS"**

**KETENTUAN - KETENTUAN YANG PERLU DITAATI:**

1. Memperhatikan masalah ketertiban Umum dan Keamanan;
2. Tidak menyimpang dari ketentuan - ketentuan, sesuai prosedur/ rencana yang ditetapkan;
3. Setelah selesai melaksanakan kegiatan agar melaporkan hasilnya kepada Dinas Kesehatan Kab. Ciamis (Sub Bagian Perencanaan) atau Upload pada link : [s.id/uhpdkesciamis](https://s.id/uhpdkesciamis);
4. Surat ini akan dicabut dan dinyatakan tidak berlaku lagi apabila kegiatan tersebut menyimpang dari ketentuan yang berlaku.

Demikian agar maklum dan menjadi bahan seperlunya, atas perhatiannya kami sampaikan terima kasih.

an. Kepala Dinas Kesehatan  
Sekretaris,



Ilmayasa, S.STP., M.Si.  
Pembina Tk. I - IV/b  
NIP. 198112092000121002

**Tembusan :**

- Yth. 1. Kepala Dinas Kesehatan Kabupaten Ciamis (Sebagai Laporan);  
2. Kepala Subbagian Umum dan Kepegawaian;  
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### **IDENTITAS PENULIS**

Nama lengkap : PENDI SAPUTRA  
Tempat/tanggal lahir : Karawang, 7 Maret 1983  
Program Studi : MAGISTER MANAJAMEN  
Konsentrasi : PEMERINTAHAN  
NIM : 3404250013  
Alamat Rumah : Jl. Kapten Murod Idrus No. 68 Rt.004 Rw.001  
Kelurahan Cigembor Kecamatan Ciamis  
Kabupaten Ciamis

#### **Riwayat Pendidikan :**

1. SDN 1 Gempol- Banyusari – Karawang
2. SLTPN 1 Banyusari - Karawang
3. MAN 2 Ciamis
4. S1 Kesehatan Masyarakat Universitas Siliwangi – Tasikmalaya

Riwayat Pekerjaan : Staf Dinas Kesehatan Kabupaten Ciamis sejak  
2004 - sekarang

#### **Riwayat Keluarga :**

1. apt. Enung Nurhasanah, S,Farm. : Istri
2. Rija Rahma Nurmaulida : Anak
3. Rizqi Alfarizi Mubarak : Anak