

# **LAMPIRAN**

**Lampiran 1. Kuesioner Penelitian**

**PENGARUH KUALITAS LAYANAN, FASILITAS DAN TARIF  
TERHADAP KEPUASAN WAJIB PAJAK KENDARAAN BERMOTOR  
(Studi Empiris pada Samsat Klaten)**

**KUESIONER SKRIPSI**



**Disusun Oleh**

**INDAR KRISTIANI**

**20140420327**

**PROGRAM STUDI AKUNTANSI  
FAKULTAS EKONOMI DAN BISNIS  
UNIVERSITAS MUHAMMADIYAH YOGYAKARTA**

**2017**

Kepada Yth:

.....

Di Tempat

Dengan hormat,

Sehubungan dengan kegiatan penelitian untuk penyusunan tugas akhir skripsi dengan judul **“PENGARUH KUALITAS LAYANAN, FASILITAS DAN TARIF TERHADAP KEPUASAN WAJIB PAJAK KENDARAAN BERMOTOR” (Studi Empiris pada Samsat Klaten)**, yang merupakan salah satu persyaratan untuk memperoleh gelar Sarjana Ekonomi dari Program Studi Akuntansi Universitas Muhammadiyah Yogyakarta, peneliti mengharapkan kesediaan Bapak/Ibu/Saudara/Saudari untuk meluangkan waktunya mengisi kuesioner/daftar pertanyaan yang terlampir. Kegiatan penelitian ini ditujukan untuk kepentingan ilmiah dan daftar pertanyaan yang terlampir dalam kuesioner hanya digunakan sebagai sarana untuk mengumpulkan data. Peneliti menjamin kerahasiaan atas identitas seluruh jawaban Bapak/Ibu/Saudara/Saudari sesuai dengan etika penelitian. Dengan demikian, penulis sangat mengharapkan kejujuran Bapak/Ibu/Saudara/saudari dalam pengisian kuesioner, Atas kesediaan waktu dan bantuannya diucapkan banyak terimakasih.

Pembimbing

Hormat Saya

Alek Murtin., S.E., M.Si., Ak., CA  
NIK: 19690103199904143065

Indar Kristiani

## IDENTITAS RESPONDEN

- Nama Responden** : ..... (Boleh tidak diisi)
- Alamat Responden** : ..... (Boleh tidak diisi)
- Umur** :  <30 Tahun  
 30-50 Tahun  
 >50 Tahun
- Pendidikan Terakhir** :  SMA/K  
 D3  
 S1  
 S2  
 Lainnya ..... (Sebutkan)
- Jenis Kelamin** :  Laki-Laki  
 Perempuan
- Pekerjaan** :  Perdagangan  
 Jasa  
 Industri  
 Lainnya
- Agama** :  Islam  
 Kristen  
 Katolik  
 Hindu  
 Budha

## PERTANYAAN KUESIONER

Petunjuk Pengisian :

Berilah tanda (  $\surd$  ) pada kotak yang tersedia untuk masing-masing jawaban pernyataan kuesioner. Tiap pernyataan hanya boleh ada satu jawaban.

Skala yang digunakan dalam menjawab pernyataan yaitu:

NO	Keterangan	Skor
1	Sangat Setuju (SS)	5
2	Setuju (TS)	4
3	Netral (N)	3
4	Tidak Setuju (S)	2
5	Sangat Tidak Setuju (SS)	1

**KUESIONER, PENGARUH KUALITAS LAYANAN, FASILITAS DAN  
TARIF TERHADAP KEPUASAN WAJIB PAJAK KENDARAAN  
BERMOTOR  
(Studi Empiris pada Samsat Klaten)**

**1. KUALITAS LAYANAN**

NO	PERNYATAAN	STS	TS	N	S	SS
1	Pelayanan yang diberikan sesuai dengan yang dijanjikan					
2	Petugas memberikan layanan yang sama untuk setiap orang					
3	Petugas selalu sigap dalam menyelesaikan masalah yang dihadapi wajib pajak					
4	Petugas tanggap atas keluhan yang disampaikan oleh wajib pajak					
5	Informasi yang diberikan petugas pelayanan dapat dipercaya					
6	Penampilan petugas selalu rapi dan bersih					

**2. FASILITAS**

NO	PERNYATAAN	STS	TS	N	S	SS
7.	Ruang tunggu nyaman.					
8.	Akses internet gratis.					
9.	Perlengkapan dan peralatan berkualitas dan bagus.					
10.	Tempat parkir yang luas.					
11.	Toilet yang bersih.					
12.	Tersedianya tempat fotocopy.					
13.	Terdapat pendingin ruangan (AC).					
14.	Tersedianya TV ataupun audio/video.					
15.	Tersedianya musholla.					

<b>16.</b>	Tersedianya kantin.					
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### 3. TARIF

<b>NO</b>	<b>PERNYATAAN</b>	<b>STS</b>	<b>TS</b>	<b>N</b>	<b>S</b>	<b>SS</b>
<b>17.</b>	Keterjangkauan tarif oleh wajib pajak					
<b>18.</b>	Kesesuaian tarif dengan aturan					
<b>19.</b>	Dipungut berdasarkan prosedur					

### 4. KEPUASAN WAJIB PAJAK

<b>NO</b>	<b>PERNYATAAN</b>	<b>STS</b>	<b>TS</b>	<b>N</b>	<b>S</b>	<b>SS</b>
<b>20.</b>	Kepuasan pada pelayanan					
<b>21.</b>	Kepuasan pada keramah tamahan					
<b>22.</b>	Kepuasan pada ketepatan					
<b>23.</b>	Kepuasan pada fasilitas					
<b>24.</b>	Kepuasan pada biaya					

## Lampiran 2. Data Penelitian

### LAMPIRAN SKOR BUTIR VARIABEL

Skor Butir Variabel Kualitas Layanan

	Butir Soal							
	1	2	3	4	5	6	Jumlah	
RESPONDEN	1	4	4	4	4	4	4	24
	2	5	3	5	4	5	4	26
	3	4	4	4	5	4	4	25
	4	4	5	4	4	4	4	25
	5	5	4	4	5	4	5	27
	6	5	5	3	4	5	4	26
	7	3	4	5	3	5	5	25
	8	5	5	3	4	5	4	26
	9	4	4	5	4	5	4	26
	10	4	4	4	5	4	5	26
	11	4	4	4	3	4	4	23
	12	4	4	4	4	4	4	24
	13	3	3	4	5	4	5	24
	14	4	4	3	4	4	4	23
	15	4	4	4	4	4	4	24
	16	5	5	5	4	5	5	29
	17	5	5	5	5	5	5	30
	18	4	4	4	5	5	4	26
	19	5	5	5	4	4	5	28
	20	4	4	4	5	5	4	26
	21	5	5	5	4	5	5	29
	22	5	4	4	5	5	5	28
	23	4	4	4	4	4	4	24



<b>RESPONDEN</b>	<b>24</b>	3	3	5	5	5	5	26
	<b>25</b>	4	4	4	4	4	4	24
	<b>26</b>	5	5	5	3	5	5	28
	<b>27</b>	4	4	4	4	4	4	24
	<b>28</b>	5	4	4	4	4	4	25
	<b>29</b>	5	5	3	5	5	5	28
	<b>30</b>	4	4	4	4	4	4	24
	<b>31</b>	4	5	5	5	5	5	29
	<b>32</b>	4	4	4	4	4	4	24
	<b>33</b>	5	4	5	5	5	5	29
	<b>34</b>	4	4	4	4	4	4	24
	<b>35</b>	5	5	4	4	5	5	28
	<b>36</b>	4	4	4	4	4	4	24
	<b>37</b>	5	3	5	5	5	5	28
	<b>38</b>	4	4	4	4	4	4	24
	<b>39</b>	3	5	5	5	5	5	28
	<b>40</b>	4	4	4	4	4	4	24
	<b>41</b>	5	5	5	5	5	5	30
	<b>42</b>	4	4	4	4	4	4	24
	<b>43</b>	4	5	5	4	5	5	28
	<b>44</b>	4	4	4	4	4	4	24
	<b>45</b>	5	4	5	5	5	5	29
	<b>46</b>	4	4	4	4	4	4	24
	<b>47</b>	5	5	4	5	5	5	29
	<b>48</b>	4	4	4	4	4	4	24
	<b>49</b>	5	5	5	5	5	4	29
	<b>50</b>	4	4	4	3	4	4	23
	<b>51</b>	5	3	5	5	5	5	28
	<b>52</b>	4	4	4	3	4	4	23
	<b>53</b>	5	5	4	5	5	5	29

<b>RESPONDEN</b>	<b>54</b>	4	4	4	4	4	4	24
	<b>55</b>	3	5	5	4	5	5	27
	<b>56</b>	4	4	4	4	4	4	24
	<b>57</b>	5	5	5	5	5	3	28
	<b>58</b>	5	4	5	5	5	5	29
	<b>59</b>	5	4	4	4	5	4	26
	<b>60</b>	4	3	5	4	5	4	25
	<b>61</b>	5	5	4	5	5	5	29
	<b>62</b>	5	4	5	5	5	5	29
	<b>63</b>	4	5	5	4	5	4	27
	<b>64</b>	5	4	4	5	5	5	28
	<b>65</b>	5	5	5	4	5	5	29
	<b>66</b>	4	4	4	4	4	4	24
	<b>67</b>	4	4	4	4	4	4	24
	<b>68</b>	3	3	4	4	4	4	22
	<b>69</b>	4	4	4	5	4	4	25
	<b>70</b>	4	5	4	4	4	3	24
	<b>71</b>	4	4	5	4	4	4	25
	<b>72</b>	4	4	4	5	4	4	25
	<b>73</b>	4	4	4	4	4	4	24
	<b>74</b>	5	3	5	3	5	4	25
	<b>75</b>	4	4	4	4	4	4	24
	<b>76</b>	5	5	3	5	5	5	28
	<b>77</b>	4	4	4	4	4	4	24
	<b>78</b>	3	4	3	3	3	3	19
	<b>79</b>	5	5	5	5	5	5	30
	<b>80</b>	4	4	4	4	4	4	24
	<b>81</b>	5	5	5	4	5	4	28
	<b>82</b>	4	4	4	4	4	4	24
	<b>83</b>	5	5	4	3	5	5	27

<b>RESPONDEN</b>	<b>84</b>	4	4	4	4	4	4	24
	<b>85</b>	5	5	5	5	5	5	30
	<b>86</b>	4	3	4	4	4	3	22
	<b>87</b>	4	4	4	4	4	4	24
	<b>88</b>	3	4	4	3	4	4	22
	<b>89</b>	5	5	5	5	5	5	30
	<b>90</b>	4	4	4	4	4	4	24
	<b>91</b>	5	4	3	4	5	3	24
	<b>92</b>	4	4	4	4	4	4	24
	<b>93</b>	5	5	5	3	5	5	28
	<b>94</b>	4	4	4	4	4	4	24
	<b>95</b>	5	5	5	5	5	5	30
	<b>96</b>	4	4	4	4	4	4	24
	<b>97</b>	4	5	4	5	5	5	28
	<b>98</b>	4	4	4	4	4	4	24
	<b>99</b>	5	5	5	4	5	4	28
<b>100</b>	3	5	4	5	4	5	26	

## LAMPIRAN SKOR BUTIR VARIABEL

### Skor Butir Variabel Fasilitas

	Butir Soal										Jumlah
	1	2	3	4	5	6	7	8	9	10	
1	4	5	4	4	4	5	4	4	4	5	43
2	5	4	4	5	4	5	4	4	4	5	44
3	4	5	5	4	5	5	4	4	4	5	45
4	4	4	4	4	4	5	4	4	4	5	42
5	4	4	4	5	4	5	4	4	4	5	43
6	3	5	4	4	4	5	4	4	4	5	42
7	4	4	3	3	5	5	4	4	4	5	41
8	4	5	5	4	4	5	4	3	4	5	43
9	4	3	3	4	4	5	4	4	4	5	40
10	5	3	4	5	4	4	4	4	4	4	41
11	4	4	4	4	3	4	4	4	4	4	39
12	5	4	5	3	4	5	4	4	4	5	43
13	4	4	4	3	4	4	4	4	4	4	39
14	4	5	3	4	3	5	4	4	4	5	41
15	4	5	4	4	4	5	4	4	4	5	43
16	5	4	5	5	5	4	5	5	3	4	45
17	5	3	4	5	5	3	5	5	5	4	44
18	3	4	4	5	5	4	5	5	5	4	44
19	5	5	5	4	4	5	5	5	5	5	48
20	3	4	3	5	5	5	5	5	5	5	45
21	4	4	4	4	4	5	5	5	5	5	45
22	4	5	5	3	5	5	5	5	5	5	47
23	4	5	4	4	4	5	4	4	4	5	43
24	5	4	4	5	3	5	5	5	3	5	44

<b>RESPONDEN</b>	<b>25</b>	4	5	4	4	4	5	4	4	4	5	43
	<b>26</b>	3	4	3	5	4	5	5	5	5	5	44
	<b>27</b>	4	3	4	4	4	5	4	4	4	5	41
	<b>28</b>	4	5	5	3	3	5	4	4	4	5	42
	<b>29</b>	5	4	4	5	5	4	5	5	5	4	46
	<b>30</b>	4	4	4	4	4	4	4	4	4	4	40
	<b>31</b>	3	3	3	4	4	4	5	5	5	4	40
	<b>32</b>	4	4	4	4	4	4	4	4	4	4	40
	<b>33</b>	5	4	5	5	5	4	5	5	5	4	47
	<b>34</b>	4	5	4	4	4	4	4	4	4	4	41
	<b>35</b>	4	4	4	3	3	4	5	5	5	4	41
	<b>36</b>	4	5	4	4	4	4	4	4	4	4	41
	<b>37</b>	3	4	3	5	5	4	5	5	5	4	43
	<b>38</b>	4	4	4	4	4	4	4	4	4	4	40
	<b>39</b>	5	4	4	3	4	4	5	5	5	4	43
	<b>40</b>	4	3	4	4	4	5	4	4	4	5	41
	<b>41</b>	5	5	3	5	5	5	5	5	5	5	48
	<b>42</b>	4	4	4	4	4	4	4	4	4	4	40
	<b>43</b>	4	4	4	5	5	5	5	5	5	5	47
	<b>44</b>	4	5	3	4	4	5	4	4	4	5	42
	<b>45</b>	5	4	5	4	4	5	5	5	5	5	47
	<b>46</b>	4	5	4	4	4	5	4	4	4	5	43
	<b>47</b>	4	3	4	3	3	5	5	5	5	5	42
	<b>48</b>	4	5	4	4	4	5	4	4	4	5	43
	<b>49</b>	5	4	3	5	5	4	5	5	5	4	45
	<b>50</b>	4	4	4	4	4	5	4	4	4	5	42
	<b>51</b>	3	4	5	4	4	4	5	5	5	4	43
	<b>52</b>	4	5	4	3	3	5	4	4	4	5	41
	<b>53</b>	4	3	4	5	5	5	5	5	5	5	46
	<b>54</b>	4	3	4	4	4	3	4	4	4	3	37

RESPONDEN

<b>55</b>	5	4	3	4	4	4	5	5	5	4	43
<b>56</b>	4	4	4	4	4	4	4	4	4	4	40
<b>57</b>	5	5	5	5	5	4	5	5	5	4	48
<b>58</b>	5	4	4	3	4	4	5	5	5	4	43
<b>59</b>	4	4	5	5	5	4	5	5	5	4	46
<b>60</b>	4	4	5	3	4	4	5	5	5	4	43
<b>61</b>	5	3	5	5	5	5	5	5	5	5	48
<b>62</b>	4	5	5	4	4	5	5	5	5	5	47
<b>63</b>	5	4	5	5	5	5	5	5	5	5	49
<b>64</b>	4	5	5	4	3	5	5	5	5	5	46
<b>65</b>	5	4	5	5	5	5	5	5	5	5	49
<b>66</b>	4	5	4	4	4	5	4	4	4	5	43
<b>67</b>	4	3	4	4	3	5	4	4	4	5	40
<b>68</b>	3	4	4	3	3	5	4	4	4	5	39
<b>69</b>	4	4	4	4	4	4	4	4	4	4	40
<b>70</b>	4	5	4	4	4	4	4	4	4	4	41
<b>71</b>	5	4	4	5	4	4	4	4	4	4	42
<b>72</b>	4	4	4	4	5	4	4	4	4	4	41
<b>73</b>	4	5	4	4	4	5	4	4	4	5	43
<b>74</b>	5	4	5	5	5	5	5	5	5	5	49
<b>75</b>	4	5	4	4	4	5	4	4	4	5	43
<b>76</b>	3	4	5	5	3	4	5	5	5	4	43
<b>77</b>	4	3	4	4	4	4	4	4	4	4	39
<b>78</b>	3	4	3	3	3	4	3	3	3	4	33
<b>79</b>	5	5	5	5	5	5	5	5	5	5	50
<b>80</b>	4	4	4	4	4	5	4	4	4	5	42
<b>81</b>	5	5	5	5	5	5	5	5	5	5	50
<b>82</b>	4	4	4	4	4	5	4	4	4	5	42
<b>83</b>	4	3	5	5	5	4	5	5	5	4	45
<b>84</b>	4	5	4	4	4	5	4	4	4	5	43

<b>RESPONDEN</b>	<b>85</b>	5	4	5	5	5	4	5	5	5	4	47
	<b>86</b>	3	3	3	3	3	3	3	3	3	3	30
	<b>87</b>	4	4	4	4	4	4	4	4	4	4	40
	<b>88</b>	4	4	4	4	4	4	4	4	4	4	40
	<b>89</b>	3	5	5	3	3	4	5	5	5	4	42
	<b>90</b>	4	4	4	4	4	4	4	4	4	4	40
	<b>91</b>	4	4	5	5	5	4	5	5	5	4	46
	<b>92</b>	3	5	4	4	4	5	4	4	4	5	42
	<b>93</b>	5	4	5	5	5	4	5	5	5	4	47
	<b>94</b>	4	3	4	4	4	5	4	4	4	5	41
	<b>95</b>	4	4	5	5	5	4	5	5	5	4	46
	<b>96</b>	4	5	4	4	4	5	4	4	4	5	43
	<b>97</b>	4	4	5	5	5	4	5	5	5	4	46
	<b>98</b>	3	4	4	4	4	5	4	4	4	5	41
	<b>99</b>	5	4	5	5	5	4	5	5	5	4	47
	<b>100</b>	4	5	5	5	4	5	5	5	5	5	48

## LAMPIRAN SKOR BUTIR VARIABEL

Skor Butir Variabel Tarif

	Butir Soal				
	1	2	3	Jumlah	
RESPONDEN	1	5	5	5	15
	2	3	4	4	11
	3	4	3	4	11
	4	4	4	4	12
	5	3	3	3	9
	6	4	4	4	12
	7	4	4	4	12
	8	3	3	3	9
	9	4	4	4	12
	10	4	5	5	14
	11	4	4	4	12
	12	3	3	3	9
	13	4	4	4	12
	14	4	4	4	12
	15	4	3	4	11
	16	3	4	4	11
	17	4	4	4	12
	18	5	3	3	11
	19	4	4	4	12
	20	4	4	4	12
	21	4	4	4	12
	22	3	5	5	13
	23	4	4	4	12



<b>RESPONDEN</b>	<b>24</b>	4	4	4	12
	<b>25</b>	3	3	3	9
	<b>26</b>	4	4	4	12
	<b>27</b>	4	4	4	12
	<b>28</b>	4	4	4	12
	<b>29</b>	5	5	5	15
	<b>30</b>	4	4	3	11
	<b>31</b>	4	4	4	12
	<b>32</b>	4	4	4	12
	<b>33</b>	4	4	4	12
	<b>34</b>	3	4	4	11
	<b>35</b>	4	4	4	12
	<b>36</b>	4	3	3	10
	<b>37</b>	4	4	4	12
	<b>38</b>	4	4	4	12
	<b>39</b>	3	3	3	9
	<b>40</b>	4	4	4	12
	<b>41</b>	4	4	4	12
	<b>42</b>	3	3	3	9
	<b>43</b>	3	4	3	10
	<b>44</b>	5	5	5	15
	<b>45</b>	4	4	4	12
	<b>46</b>	5	3	3	11
	<b>47</b>	3	5	5	13
	<b>48</b>	4	4	4	12
	<b>49</b>	3	3	3	9
	<b>50</b>	5	5	5	15
	<b>51</b>	4	4	4	12
	<b>52</b>	3	3	3	9
	<b>53</b>	5	5	5	15

<b>RESPONDEN</b>	<b>54</b>	4	3	3	10
	<b>55</b>	4	4	4	12
	<b>56</b>	4	4	4	12
	<b>57</b>	3	4	4	11
	<b>58</b>	3	3	3	9
	<b>59</b>	4	4	4	12
	<b>60</b>	3	3	3	9
	<b>61</b>	5	5	5	15
	<b>62</b>	4	4	4	12
	<b>63</b>	5	5	5	15
	<b>64</b>	4	3	3	10
	<b>65</b>	4	4	4	12
	<b>66</b>	4	4	4	12
	<b>67</b>	4	3	4	11
	<b>68</b>	3	3	3	9
	<b>69</b>	4	4	4	12
	<b>70</b>	4	4	4	12
	<b>71</b>	4	4	4	12
	<b>72</b>	5	3	3	11
	<b>73</b>	4	4	4	12
	<b>74</b>	4	4	4	12
	<b>75</b>	4	4	4	12
	<b>76</b>	3	3	3	9
	<b>77</b>	4	4	4	12
	<b>78</b>	5	4	5	14
	<b>79</b>	3	3	3	9
	<b>80</b>	4	4	4	12
	<b>81</b>	4	4	4	12
	<b>82</b>	3	3	3	9
	<b>83</b>	5	5	5	15

<b>RESPONDEN</b>	<b>84</b>	4	4	4	12
	<b>85</b>	3	4	4	11
	<b>86</b>	5	5	5	15
	<b>87</b>	3	3	3	9
	<b>88</b>	4	4	4	12
	<b>89</b>	4	4	4	12
	<b>90</b>	5	5	5	15
	<b>91</b>	4	3	3	10
	<b>92</b>	3	4	3	10
	<b>93</b>	4	4	4	12
	<b>94</b>	4	4	4	12
	<b>95</b>	5	3	3	11
	<b>96</b>	4	4	4	12
	<b>97</b>	4	4	4	12
	<b>98</b>	5	5	5	15
	<b>99</b>	3	4	4	11
	<b>100</b>	3	3	3	9

## LAMPIRAN SKOR BUTIR VARIABEL

Skor Butir Variabel Kepuasan Wajib Pajak

RESPONDEN	Butir Soal						
		1	2	3	4	5	Jumlah
	<b>1</b>	5	5	4	5	5	24
	<b>2</b>	4	5	5	5	5	24
	<b>3</b>	5	5	5	5	5	25
	<b>4</b>	4	5	4	5	5	23
	<b>5</b>	4	5	5	4	5	23
	<b>6</b>	5	4	5	5	5	24
	<b>7</b>	4	5	5	4	5	23
	<b>8</b>	5	5	4	5	5	24
	<b>9</b>	3	5	5	4	5	22
	<b>10</b>	4	4	5	4	4	21
	<b>11</b>	4	4	5	4	4	21
	<b>12</b>	3	5	5	4	5	22
	<b>13</b>	4	4	5	4	4	21
	<b>14</b>	5	5	5	5	5	25
	<b>15</b>	4	5	5	5	5	24
	<b>16</b>	4	4	4	5	4	21
	<b>17</b>	4	4	4	4	4	20
	<b>18</b>	4	4	4	5	4	21
	<b>19</b>	4	5	5	4	5	23
	<b>20</b>	3	5	5	4	5	22
	<b>21</b>	5	5	4	5	5	24
	<b>22</b>	3	5	4	5	5	22
<b>23</b>	4	4	5	5	5	23	

## RESPONDEN

<b>24</b>	5	4	5	5	5	24
<b>25</b>	5	5	5	5	5	25
<b>26</b>	4	5	5	5	5	24
<b>27</b>	5	5	5	5	5	25
<b>28</b>	4	5	5	5	5	24
<b>29</b>	4	4	5	4	4	21
<b>30</b>	4	4	5	4	4	21
<b>31</b>	3	5	4	4	4	20
<b>32</b>	4	4	5	4	4	21
<b>33</b>	4	4	4	4	4	20
<b>34</b>	5	5	4	4	4	22
<b>35</b>	4	4	4	4	4	20
<b>36</b>	4	5	4	4	4	21
<b>37</b>	4	5	4	4	4	21
<b>38</b>	5	4	5	4	4	22
<b>39</b>	4	4	5	4	4	21
<b>40</b>	5	5	5	5	5	25
<b>41</b>	3	5	5	5	5	23
<b>42</b>	4	4	5	4	4	21
<b>43</b>	5	5	5	5	5	25
<b>44</b>	4	5	5	5	5	24
<b>45</b>	4	4	5	5	5	23
<b>46</b>	5	5	5	5	5	25
<b>47</b>	4	4	5	5	5	23
<b>48</b>	5	5	5	5	5	25
<b>49</b>	4	4	4	4	4	20
<b>50</b>	3	5	5	5	5	23
<b>51</b>	5	4	4	4	4	21
<b>52</b>	4	5	5	5	5	24
<b>53</b>	4	5	4	5	5	23

<b>RESPONDEN</b>	<b>54</b>	5	5	5	3	3	21
	<b>55</b>	4	4	4	4	4	20
	<b>56</b>	4	4	4	4	4	20
	<b>57</b>	4	4	4	4	4	20
	<b>58</b>	4	4	4	4	4	20
	<b>59</b>	4	4	4	4	4	20
	<b>60</b>	4	4	4	4	4	20
	<b>61</b>	3	5	5	5	5	23
	<b>62</b>	3	5	4	5	5	22
	<b>63</b>	4	5	5	5	5	24
	<b>64</b>	5	5	4	5	5	24
	<b>65</b>	4	5	5	5	5	24
	<b>66</b>	5	5	5	5	5	25
	<b>67</b>	5	5	5	5	5	25
	<b>68</b>	4	5	5	5	5	24
	<b>69</b>	4	4	4	4	4	20
	<b>70</b>	4	4	5	4	4	21
	<b>71</b>	5	4	4	4	4	21
	<b>72</b>	4	4	5	4	4	21
	<b>73</b>	3	5	5	5	5	23
	<b>74</b>	5	5	5	5	5	25
	<b>75</b>	3	5	5	5	5	23
	<b>76</b>	4	4	4	4	4	20
	<b>77</b>	5	4	4	4	4	21
	<b>78</b>	4	4	5	4	4	21
	<b>79</b>	4	5	5	5	5	24
	<b>80</b>	4	5	5	5	5	24
	<b>81</b>	3	5	5	5	5	23
	<b>82</b>	4	5	5	5	5	24
	<b>83</b>	5	4	4	4	4	21

<b>RESPONDEN</b>	<b>84</b>	5	5	5	5	5	25
	<b>85</b>	4	4	4	4	4	20
	<b>86</b>	4	3	5	3	3	18
	<b>87</b>	4	4	4	4	4	20
	<b>88</b>	5	4	4	4	4	21
	<b>89</b>	4	4	4	4	4	20
	<b>90</b>	4	4	4	4	4	20
	<b>91</b>	4	4	4	4	4	20
	<b>92</b>	5	5	5	5	5	25
	<b>93</b>	4	4	4	4	4	20
	<b>94</b>	5	5	5	5	5	25
	<b>95</b>	4	4	4	4	4	20
	<b>96</b>	5	5	5	5	5	25
	<b>97</b>	4	4	4	4	4	20
	<b>98</b>	3	5	5	5	5	23
	<b>99</b>	4	4	4	4	4	20
	<b>100</b>	5	5	5	5	5	25

### Lampiran 3. Uji Validitas

#### Hasil Uji Variabel Kualitas Layanan

**Correlations**

		KL1	KL2	KL3	KL4	KL5	KL6	Kualitas_Layanan
KL1	Pearson Correlation	1	.357**	.218*	.254*	.583**	.314**	.683**
	Sig. (2-tailed)		.000	.029	.011	.000	.001	.000
	N	100	100	100	100	100	100	100
KL2	Pearson Correlation	.357**	1	.121	.133	.390**	.342**	.586**
	Sig. (2-tailed)	.000		.231	.186	.000	.000	.000
	N	100	100	100	100	100	100	100
KL3	Pearson Correlation	.218*	.121	1	.154	.508**	.428**	.592**
	Sig. (2-tailed)	.029	.231		.127	.000	.000	.000
	N	100	100	100	100	100	100	100
KL4	Pearson Correlation	.254*	.133	.154	1	.365**	.430**	.588**
	Sig. (2-tailed)	.011	.186	.127		.000	.000	.000
	N	100	100	100	100	100	100	100
KL5	Pearson Correlation	.583**	.390**	.508**	.365**	1	.561**	.833**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100	100
KL6	Pearson Correlation	.314**	.342**	.428**	.430**	.561**	1	.756**
	Sig. (2-tailed)	.001	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100	100
Kualitas_Layanan	Pearson Correlation	.683**	.586**	.592**	.588**	.833**	.756**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100

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

\* . Correlation is significant at the 0.05 level (2-tailed).

#### Hasil Uji Variabel Fasilitas

**Correlations**

		F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	Fasilitas
F1	Pearson Correlation	1	-.025	.324**	.328**	.377**	-.003	.327**	.320**	.209	.023	.531**
	Sig. (2-tailed)		.803	.001	.001	.000	.973	.001	.001	.037	.822	.000
	N	100	100	100	100	100	100	100	100	100	100	100
F2	Pearson Correlation	-.025	1	.164	-.117	-.064	.361**	-.065	-.086	-.044	.340**	.276**
	Sig. (2-tailed)	.803		.104	.247	.529	.000	.520	.396	.667	.001	.005
	N	100	100	100	100	100	100	100	100	100	100	100
F3	Pearson Correlation	.324**	.164	1	.199*	.246*	.023	.418**	.382**	.361**	.019	.576**
	Sig. (2-tailed)	.001	.104		.047	.014	.820	.000	.000	.000	.854	.000
	N	100	100	100	100	100	100	100	100	100	100	100
F4	Pearson Correlation	.328**	-.117	.199*	1	.622**	-.045	.468**	.458**	.358**	-.024	.604**
	Sig. (2-tailed)	.001	.247	.047		.000	.656	.000	.000	.000	.811	.000
	N	100	100	100	100	100	100	100	100	100	100	100
F5	Pearson Correlation	.377**	-.064	.246*	.622**	1	-.088	.469**	.459**	.462**	-.067	.633**
	Sig. (2-tailed)	.000	.529	.014	.000		.383	.000	.000	.000	.508	.000
	N	100	100	100	100	100	100	100	100	100	100	100
F6	Pearson Correlation	-.003	.361**	.023	-.045	-.088	1	-.065	-.079	-.060	.984**	.345**
	Sig. (2-tailed)	.973	.000	.820	.656	.383		.521	.435	.552	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100
F7	Pearson Correlation	.327**	-.065	.418**	.468**	.469**	-.065	1	.984**	.871**	-.047	.772**
	Sig. (2-tailed)	.001	.520	.000	.000	.000	.521		.000	.000	.640	.000
	N	100	100	100	100	100	100	100	100	100	100	100
F8	Pearson Correlation	.320**	-.086	.382**	.458**	.459**	-.079	.984**	1	.857**	-.062	.749**
	Sig. (2-tailed)	.001	.396	.000	.000	.000	.435	.000		.000	.540	.000
	N	100	100	100	100	100	100	100	100	100	100	100
F9	Pearson Correlation	.209*	-.044	.361**	.358**	.462**	-.060	.871**	.857**	1	-.042	.701**
	Sig. (2-tailed)	.037	.667	.000	.000	.000	.552	.000	.000		.677	.000
	N	100	100	100	100	100	100	100	100	100	100	100
F10	Pearson Correlation	.023	.340**	.019	-.024	-.067	.984**	-.047	-.062	-.042	1	.362**
	Sig. (2-tailed)	.822	.001	.854	.811	.508	.000	.640	.540	.677		.000
	N	100	100	100	100	100	100	100	100	100	100	100
Fasilitas	Pearson Correlation	.531**	.276**	.576**	.604**	.633**	.345**	.772**	.749**	.701**	.362**	1
	Sig. (2-tailed)	.000	.005	.000	.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	100	100

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

\* . Correlation is significant at the 0.05 level (2-tailed).



## Hasil Uji Variabel Tarif

### Correlations

		T1	T2	T3	Tarif
T1	Pearson Correlation	1	.491**	.559**	.781**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
T2	Pearson Correlation	.491**	1	.913**	.912**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
T3	Pearson Correlation	.559**	.913**	1	.939**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
Tarif	Pearson Correlation	.781**	.912**	.939**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

## Hasil Uji Variabel Kepuasan Wajib Pajak

### Correlations

		KWP1	KWP2	KWP3	KWP4	KWP5	Kepuasan_Wajib_Pajak
KWP1	Pearson Correlation	1	.000	-.006	.113	.005	.372**
	Sig. (2-tailed)		.998	.949	.264	.963	.000
	N	100	100	100	100	100	100
KWP2	Pearson Correlation	.000	1	.362**	.629**	.768**	.777**
	Sig. (2-tailed)	.998		.000	.000	.000	.000
	N	100	100	100	100	100	100
KWP3	Pearson Correlation	-.006	.362**	1	.349**	.486**	.603**
	Sig. (2-tailed)	.949	.000		.000	.000	.000
	N	100	100	100	100	100	100
KWP4	Pearson Correlation	.113	.629**	.349**	1	.865**	.844**
	Sig. (2-tailed)	.264	.000	.000		.000	.000
	N	100	100	100	100	100	100
KWP5	Pearson Correlation	.005	.768**	.486**	.865**	1	.882**
	Sig. (2-tailed)	.963	.000	.000	.000		.000
	N	100	100	100	100	100	100
Kepuasan_Wajib_Pajak	Pearson Correlation	.372**	.777**	.603**	.844**	.882**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

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

## Lampiran 4. Uji Realibilitas

### Hasil Uji Variabel Kualitas Layanan

#### Reliability Statistics

Cronbach's Alpha	N of Items
.751	6

### Hasil Uji Variabel Fasilitas

#### Reliability Statistics

Cronbach's Alpha	N of Items
.743	10

### Hasil Uji Variabel Tarif

#### Reliability Statistics

Cronbach's Alpha	N of Items
.850	3

### Hasil Uji Variabel Kepuasan Wajib Pajak

#### Reliability Statistics

Cronbach's Alpha	N of Items
.713	5

## Lampiran 5. Uji Asumsi Klasik

### Hasil Uji Normalitas

#### One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		100
Normal Parameters <sup>a</sup>	Mean	.0000000
	Std. Deviation	1.58642999
Most Extreme Differences	Absolute	.081
	Positive	.072
	Negative	-.081
Kolmogorov-Smirnov Z		.806
Asymp. Sig. (2-tailed)		.535

a. Test distribution is Normal.

### Hasil Uji Multikolinearitas

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

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	20.141	2.499		8.060	.000		
	Kualitas_Layanan	-.539	.095	-.680	-5.681	.000	.522	1.915
	Fasilitas	.378	.068	.670	5.585	.000	.520	1.922
	Tarif	-.015	.097	-.014	-.157	.876	.995	1.005

a. Dependent Variable: Kepuasan\_Wajib\_Pajak

### Hasil Uji Variabel Heterokedastisitas

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

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.300	1.312		1.753	.083
	Kualitas_Layanan	-.080	.050	-.222	-1.612	.110
	Fasilitas	.046	.036	.180	1.304	.195
	Tarif	-.076	.051	-.150	-1.502	.136

a. Dependent Variable: ABS\_RES1

## Lampiran 6. Uji Regresi

### Hasil Regresi Linear Berganda

**Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	20.141	2.499		8.060	.000
	Kualitas_Layanan	-.539	.095	-.680	-5.681	.000
	Fasilitas	.378	.068	.670	5.585	.000
	Tarif	-.015	.097	-.014	-.157	.876

a. Dependent Variable: Kepuasan\_Wajib\_Pajak

### Hasil Uji Koefisien Determinasi

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.531 <sup>a</sup>	.282	.260	1.61103	1.517

a. Predictors: (Constant), Tarif, Kualitas\_Layanan, Fasilitas

b. Dependent Variable: Kepuasan\_Wajib\_Pajak

### Hasil Uji Nilai F

**ANOVA<sup>b</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	97.841	3	32.614	12.566	.000 <sup>a</sup>
	Residual	249.159	96	2.595		
	Total	347.000	99			

a. Predictors: (Constant), Tarif, Kualitas\_Layanan, Fasilitas

b. Dependent Variable: Kepuasan\_Wajib\_Pajak

## Hasil Uji Nilai T

Coefficients<sup>a</sup>

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	20.141	2.499		8.060	.000
	Kualitas_Layanan	-.539	.095	-.680	-5.681	.000
	Fasilitas	.378	.068	.670	5.585	.000
	Tarif	-.015	.097	-.014	-.157	.876

a. Dependent Variable: Kepuasan\_Wajib\_Pajak

## Lampiran 7. Hasil Cek Turnitin

### PENGARUH KUALITAS LAYANAN, FASILITAS DAN TARIF TERHADAP KEPUASAN WAJIB PAJAK KENDARAAN BERMOTOR (Studi Kasus Pada Wajib Pajak Kendaraan Bermotor di Samsat Klaten)

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