

## LAMPIRAN

### Lampiran 1

#### Data Variabel Tangible

No	Vtang_1	Vtang_2	Vtang_3	Vtang_4	Vtang_5	Total	Rata-rata
1	4	4	3	4	3	18	3,6
2	3	3	3	3	3	15	3
3	3	3	3	2	4	15	3
4	3	3	3	3	3	15	3
5	3	3	3	4	4	17	3,4
6	3	3	3	3	3	15	3
7	3	3	3	3	3	15	3
8	3	3	3	3	3	15	3
9	3	3	4	3	4	17	3,4
10	4	4	4	4	4	20	4
11	3	3	3	4	3	16	3,2
12	3	3	3	3	2	14	2,8
13	3	4	3	3	3	16	3,2
14	3	3	4	4	2	16	3,2
15	4	3	3	2	3	15	3
16	3	3	3	3	3	15	3
17	3	3	4	4	3	17	3,4
18	4	4	4	4	4	20	4
19	3	3	3	3	3	15	3
20	3	3	3	2	3	14	2,8
21	3	3	3	3	3	15	3
22	3	3	3	3	3	15	3
23	3	3	3	4	3	16	3,2
24	3	4	4	3	3	17	3,4
25	3	3	3	3	3	15	3
26	3	4	4	3	3	17	3,4
27	3	3	4	4	4	18	3,6
28	3	3	3	3	3	15	3
29	4	4	3	3	4	18	3,6
30	4	4	4	3	4	19	3,8
31	3	3	3	4	4	17	3,4
32	3	3	3	3	3	15	3
33	4	4	3	3	3	17	3,4

34	3	3	3	3	3	15	3
35	3	3	4	3	4	17	3,4
36	3	3	4	3	3	16	3,2
37	3	3	4	3	4	17	3,4
38	4	4	3	4	4	19	3,8
39	3	3	4	3	3	16	3,2
40	4	3	3	4	3	17	3,4
41	3	4	4	3	2	16	3,2
42	3	3	4	3	3	16	3,2
43	3	3	4	3	3	16	3,2
44	3	3	3	4	3	16	3,2
45	3	3	3	4	4	17	3,4
46	3	3	3	4	3	16	3,2
47	3	3	3	4	3	16	3,2
48	3	3	3	4	3	16	3,2
49	3	3	3	3	3	15	3
50	3	3	3	2	3	14	2,8
51	3	3	3	3	2	14	2,8
52	3	3	4	3	4	17	3,4
53	3	3	4	3	3	16	3,2
54	3	3	3	4	3	16	3,2
55	3	4	3	3	2	15	3
56	3	3	4	3	4	17	3,4
57	3	3	4	4	3	17	3,4
58	3	3	4	4	3	17	3,4
59	3	3	3	4	4	17	3,4
60	3	3	4	3	4	17	3,4
61	3	3	3	4	4	17	3,4
62	3	3	3	3	4	16	3,2
63	3	3	4	3	3	16	3,2
64	4	4	3	3	2	16	3,2
65	3	3	3	3	3	15	3
66	3	3	3	3	4	16	3,2
67	3	3	3	3	4	16	3,2
68	3	3	4	4	3	17	3,4
69	3	4	3	4	4	18	3,6
70	3	4	4	3	3	17	3,4
71	3	3	3	3	3	15	3
72	3	3	4	3	3	16	3,2
73	3	3	3	3	3	15	3
74	3	4	4	4	2	17	3,4

75	3	3	3	3	2	14	2,8
76	3	3	3	3	2	14	2,8
77	3	3	4	4	4	18	3,6
78	3	4	4	3	3	17	3,4
79	3	3	3	3	3	15	3
80	3	3	3	4	4	17	3,4
81	3	3	3	3	2	14	2,8
82	3	3	4	3	4	17	3,4
83	3	3	3	3	2	14	2,8
84	4	3	4	3	2	16	3,2
85	4	3	3	3	3	16	3,2
86	4	4	4	3	4	19	3,8
87	3	4	3	3	3	16	3,2
88	4	3	3	3	3	16	3,2
89	4	3	3	3	4	17	3,4
90	3	4	4	3	4	18	3,6
91	4	4	3	3	3	17	3,4
92	4	4	4	4	4	20	4
93	3	3	4	4	3	17	3,4
94	3	2	3	3	4	15	3
95	3	3	3	4	4	17	3,4
96	4	4	4	2	3	17	3,4
97	4	4	4	3	4	19	3,8
98	3	3	3	4	4	17	3,4
99	3	4	4	3	3	17	3,4
100	4	4	4	2	3	17	3,4

## Lampiran 2

### Data Variabel Reliability

No	Vrel_1	Vrel_2	Vrel_3	Vrel_4	Total	Rata-rata
1	4	4	3	4	15	3,75
2	3	3	3	3	12	3
3	3	4	3	3	13	3,25
4	3	4	3	3	13	3,25
5	3	3	4	3	13	3,25
6	3	3	3	3	12	3,75
7	4	4	3	4	15	3,75
8	3	3	3	3	12	3
9	3	3	3	3	12	3,75

10	4	4	3	4	15	3,75
11	3	3	3	4	13	3,25
12	3	3	3	3	12	3
13	3	3	3	3	12	3
14	3	3	3	3	12	3
15	4	4	3	3	14	3
16	3	3	3	3	12	3
17	3	4	4	4	15	3,75
18	4	4	4	4	16	3
19	3	3	3	3	12	3
20	3	2	4	4	13	3,25
21	3	3	3	3	12	3
22	3	3	3	3	12	3
23	3	3	3	3	12	3
24	3	3	3	3	12	3
25	3	3	3	3	12	3
26	3	3	3	4	13	3,25
27	3	4	4	3	14	3
28	3	3	3	3	12	3
29	4	4	4	4	16	4
30	4	3	4	4	15	3,5
31	3	4	4	3	14	3,5
32	3	4	3	3	13	3,25
33	4	3	3	4	14	3,5
34	3	3	4	4	14	3,5
35	3	3	4	4	14	3,5
36	3	3	4	3	13	3,25
37	3	3	3	4	13	3,25
38	3	3	3	3	12	3
39	4	3	3	4	14	3,25
40	3	3	3	4	13	3,25
41	3	3	3	3	12	3
42	3	3	3	3	12	3,25
43	3	3	3	4	13	3,25
44	3	3	3	3	12	3
45	3	3	3	3	12	3
46	3	3	3	3	12	3
47	3	3	3	3	12	3
48	3	3	3	3	12	3
49	3	3	3	3	12	3
50	3	3	3	3	12	3

51	3	3	3	3	12	3,5
52	3	4	3	4	14	3,5
53	3	3	3	3	12	3
54	3	4	3	4	14	3
55	3	3	3	3	12	3
56	3	3	4	4	14	3,5
57	4	3	4	3	14	4
58	4	4	4	4	16	4
59	3	3	3	3	12	3
60	3	3	3	3	12	3,25
61	3	3	3	4	13	3,25
62	3	3	3	3	12	3
63	3	3	3	3	12	3
64	3	3	3	3	12	3
65	4	3	3	4	14	3,5
66	3	3	4	3	13	3,25
67	3	3	3	4	13	3,25
68	4	3	3	3	13	3,25
69	3	4	3	4	14	3,25
70	4	3	3	3	13	3,25
71	3	4	3	4	14	3,5
72	3	3	4	3	13	3
73	3	2	4	3	12	3
74	3	3	3	3	12	3
75	3	3	3	3	12	3
76	3	3	3	3	12	3
77	3	3	3	4	13	3,25
78	4	3	3	3	13	3,75
79	4	4	4	3	15	3,75
80	3	4	3	4	14	3,5
81	4	4	3	4	15	3,25
82	4	3	3	3	13	3,25
83	3	3	3	3	12	3
84	3	3	3	3	12	4
85	4	4	4	4	16	4
86	4	4	3	4	15	3,75
87	3	4	4	4	15	3
88	3	2	3	4	12	3
89	4	4	3	3	14	3,5
90	4	4	4	4	16	3,5
91	3	3	4	4	14	3,5

92	3	3	3	4	13	3,25
93	3	3	4	4	14	3
94	4	3	2	3	12	3
95	4	4	3	3	14	3,5
96	3	3	4	4	14	3,75
97	4	4	4	3	15	3,75
98	3	4	3	4	14	3,5
99	3	3	3	3	12	3
100	3	3	3	3	12	3

### Lampiran 3

#### Data Variabel Responsiveness

No	Vrep_1	Vrep_2	Vrep_3	Vrep_4	Vrep_5	Rata-rata
1	3	3	3	3	12	3
2	3	3	3	3	12	3
3	3	3	3	3	12	3
4	3	3	4	3	13	3,25
5	3	3	3	3	12	3
6	3	3	3	3	12	3
7	3	3	3	3	12	3
8	3	3	3	3	12	3
9	3	3	3	3	12	3
10	4	4	4	3	15	3,75
11	3	3	3	3	12	3
12	3	3	3	3	12	3
13	3	3	3	3	12	3
14	3	3	2	2	10	2,5
15	3	3	4	4	14	3,5
16	3	3	3	3	12	3
17	3	3	3	4	13	3,25
18	3	3	4	3	13	3,25
19	3	4	3	3	13	3,25
20	4	3	4	3	14	3,5
21	4	3	3	3	13	3,25
22	3	3	3	3	12	3
23	3	3	3	3	12	3
24	3	3	3	3	12	3
25	3	3	3	3	12	3
26	3	3	3	3	12	3

27	3	3	3	3	12	3
28	3	4	4	4	15	3,75
29	4	4	4	3	15	3,75
30	3	3	3	3	12	3
31	4	3	4	4	15	3,75
32	3	3	4	3	13	3,25
33	3	3	3	3	12	3
34	3	4	3	3	13	3,25
35	3	3	3	3	12	3
36	3	3	4	4	14	3,5
37	3	3	3	3	12	3
38	3	3	3	3	12	3
39	4	4	4	4	16	4
40	3	3	3	4	13	3,25
41	3	4	3	2	12	3
42	4	3	3	3	13	3,25
43	3	4	3	4	14	3,5
44	3	3	3	4	13	3,25
45	3	3	3	4	13	3,25
46	3	3	4	4	14	3,5
47	3	3	3	4	13	3,25
48	3	3	4	4	14	3,5
49	3	4	3	3	13	3,25
50	3	4	3	3	13	3,25
51	3	4	4	3	14	3,5
52	3	3	3	3	12	3
53	3	3	3	4	13	3,25
54	3	3	4	4	14	3,5
55	3	3	4	4	14	3,5
56	3	4	4	4	15	3,75
57	3	4	4	4	15	3,75
58	4	4	4	4	16	4
59	3	4	3	3	13	3,25
60	3	3	3	3	12	3
61	3	3	3	4	13	3,25
62	3	3	3	3	12	3
63	3	3	3	3	12	3
64	3	3	3	3	12	3
65	3	3	4	4	14	3,5
66	3	3	3	3	12	3
67	3	3	4	4	14	3,5

68	3	3	3	4	13	3,25
69	3	3	3	3	12	3
70	3	3	4	3	13	3,25
71	4	4	3	4	15	3,75
72	3	3	4	3	13	3,25
73	3	3	3	3	12	3
74	3	3	3	3	12	3
75	3	3	4	3	13	3,25
76	3	3	3	3	12	3
77	3	3	4	3	13	3,25
78	3	3	3	3	12	3
79	3	3	4	4	14	3,5
80	4	4	3	3	14	3,5
81	4	4	3	4	15	3,75
82	3	4	3	2	12	3
83	3	2	3	3	11	2,75
84	3	3	3	3	12	3
85	4	3	3	3	13	3,25
86	3	4	3	3	13	3,25
87	4	3	3	4	14	3,5
88	3	3	4	2	12	3
89	4	3	3	4	14	3,5
90	4	4	4	3	15	3,75
91	3	4	3	3	13	3,25
92	3	3	3	4	13	3,25
93	3	4	4	3	14	3,5
94	4	3	3	3	13	3,25
95	4	4	3	3	14	3,5
96	4	4	3	4	15	3,75
97	4	4	4	4	16	4
98	3	3	4	4	14	3,5
99	3	3	3	3	12	3
100	3	4	3	3	13	3,25



Lampiran 4

Data Variabel Assurance

No	Vass_1	Vass_2	Vass_3	Vass_4	Vass_5	Total	Reta-rata
1	3	4	4	3	3	17	3,4
2	3	3	3	3	3	15	3
3	3	3	3	3	3	15	3
4	3	3	3	3	3	15	3
5	3	3	3	3	3	15	3
6	3	3	3	3	3	15	3
7	4	3	3	3	3	16	3,2
8	3	3	4	3	3	16	3,2
9	3	3	3	3	3	15	3
10	4	4	4	4	4	20	4
11	4	3	3	3	4	17	3,4
12	3	3	3	3	3	15	3
13	3	4	4	3	3	17	3,4
14	4	4	3	2	2	15	3
15	4	4	4	4	4	20	4
16	3	3	3	3	3	15	3
17	3	4	4	3	4	18	3,6
18	3	4	4	4	4	19	3,8
19	3	4	4	3	3	17	3,4
20	3	4	3	3	3	16	3,2
21	3	3	4	3	3	16	3,2
22	3	3	3	3	3	15	3
23	3	4	3	3	3	16	3,2
24	3	3	4	3	3	16	3,2
25	3	3	3	3	3	15	3
26	3	4	3	3	3	16	3,2
27	3	3	3	3	3	15	3
28	4	4	4	4	3	19	3,8
29	3	3	4	4	4	18	3,6
30	3	4	4	4	4	19	3,8
31	4	4	3	3	3	17	3,4
32	4	4	3	4	4	19	3,8
33	3	3	3	3	3	15	3
34	3	3	3	3	3	15	3
35	3	4	3	4	3	17	3,4
36	3	3	4	3	4	17	3,4

37	3	3	4	4	3	17	3,4
38	3	3	3	3	3	15	3
39	3	4	4	3	4	18	3,6
40	3	4	3	4	4	18	3,6
41	3	3	4	3	3	16	3,2
42	3	3	3	4	3	16	3,2
43	3	4	3	4	4	18	3,6
44	3	3	3	4	3	16	3,2
45	3	3	3	3	3	15	3
46	3	3	4	4	4	18	3,6
47	3	3	3	4	3	16	3,2
48	3	3	4	3	3	16	3,2
49	3	3	3	3	4	16	3,2
50	4	3	3	3	3	16	3,2
51	3	4	4	3	4	18	3,6
52	3	3	3	3	3	15	3
53	3	3	4	3	4	17	3,4
54	3	3	4	4	4	18	3,6
55	3	3	3	4	3	16	3,2
56	3	4	3	4	4	18	3,6
57	3	3	4	3	4	17	3,4
58	4	4	4	4	4	20	4
59	3	4	3	4	3	17	3,4
60	4	4	4	3	4	19	3,8
61	3	3	3	3	3	15	3
62	3	3	3	3	4	16	3,2
63	3	3	3	3	3	15	3
64	3	3	3	3	3	15	3
65	3	3	3	4	3	16	3,2
66	3	3	3	3	4	16	3,2
67	3	3	4	4	4	18	3,6
68	3	3	3	3	4	16	3,2
69	4	4	4	4	4	20	4
70	3	4	3	3	3	16	3,2
71	3	4	4	3	4	18	3,6
72	3	3	4	4	3	17	3,4
73	3	3	3	4	4	17	3,4
74	3	4	3	3	3	16	3,2
75	3	3	4	3	3	16	3,2
76	3	4	4	3	3	17	3,4
77	3	3	3	3	4	16	3,2

78	3	3	3	3	3	15	3
79	3	4	4	4	3	18	3,6
80	3	3	3	3	3	15	3
81	3	3	4	4	3	17	3,4
82	3	3	4	4	4	18	3,6
83	3	2	3	4	3	15	3
84	3	3	3	3	4	16	3,2
85	4	4	4	4	4	20	4
86	3	3	3	3	4	16	3,2
87	3	4	3	3	4	17	3,4
88	3	4	4	2	3	16	3,2
89	4	4	3	2	4	17	3,4
90	3	4	3	4	4	18	3,6
91	3	4	3	3	3	16	3,2
92	3	3	3	4	3	16	3,2
93	3	4	4	3	4	18	3,6
94	4	2	3	4	4	17	3,4
95	4	3	3	4	4	18	3,6
96	4	4	3	3	4	18	3,6
97	3	4	4	4	3	18	3,6
98	3	4	4	3	3	17	3,4
99	3	3	3	3	3	15	3
100	3	3	3	3	3	15	3

## Lampiran 5

### Data Variabel Empathy

No	Vemp_1	Vemp_2	Vemp_3	Vemp_4	Vemp_5	Total	Rata-rata
1	3	3	3	3	4	16	3,2
2	3	3	3	3	3	15	3
3	3	3	3	3	3	15	3
4	3	3	4	3	3	16	3,2
5	3	3	4	3	3	16	3,2
6	3	3	4	3	3	16	3,2
7	4	3	3	3	3	16	3,2
8	3	3	3	3	3	15	3
9	3	3	3	3	3	15	3
10	4	4	4	3	4	19	3,8
11	3	3	4	4	3	17	3,4
12	3	3	3	3	3	15	3

13	3	3	3	3	3	15	3
14	2	2	3	3	3	13	2,6
15	3	4	4	4	4	19	3,8
16	3	3	3	3	3	15	3
17	4	3	4	4	3	18	3,6
18	4	4	4	4	4	20	4
19	3	3	3	3	3	15	3
20	2	3	3	3	3	14	2,8
21	3	4	3	3	3	16	3,2
22	3	3	3	3	3	15	3
23	3	3	3	3	3	15	3
24	3	4	3	3	3	16	3,2
25	3	3	4	3	3	16	3,2
26	3	3	4	3	4	17	3,4
27	3	4	3	3	4	17	3,4
28	4	4	4	4	3	19	3,8
29	4	4	3	4	4	19	3,8
30	3	4	4	4	4	19	3,8
31	3	3	3	3	4	16	3,2
32	3	3	4	4	3	17	3,4
33	3	3	4	3	3	16	3,2
34	3	3	3	3	3	15	3
35	3	3	3	4	3	16	3,2
36	3	4	3	4	3	17	3,4
37	3	4	4	4	3	18	3,6
38	3	4	4	3	3	17	3,4
39	4	4	3	4	4	19	3,8
40	3	4	3	4	3	17	3,4
41	3	3	3	4	3	16	3,2
42	3	3	3	3	3	15	3
43	3	3	3	3	4	16	3,2
44	3	3	4	4	3	17	3,4
45	3	4	3	4	3	17	3,4
46	3	3	4	3	3	16	3,2
47	3	3	3	3	3	15	3
48	3	3	3	4	4	17	3,4
49	3	3	3	3	4	16	3,2
50	3	4	4	3	3	17	3,4
51	3	4	3	4	4	18	3,6
52	4	3	3	3	3	16	3,2
53	3	3	3	4	4	17	3,4

54	3	3	3	3	4	16	3,2
55	3	3	3	3	3	15	3
56	3	3	3	4	4	17	3,4
57	3	4	3	3	3	16	3,2
58	4	4	4	3	4	19	3,8
59	3	4	3	3	3	16	3,2
60	3	3	3	3	4	16	3,2
61	3	4	4	3	3	17	3,4
62	3	3	3	3	3	15	3
63	3	3	3	3	3	15	3
64	3	3	3	3	4	16	3,2
65	3	4	3	4	3	17	3,4
66	3	3	3	3	3	15	3
67	3	3	4	4	3	17	3,4
68	3	3	4	3	4	17	3,4
69	3	3	3	4	4	17	3,4
70	3	3	3	3	3	15	3
71	4	3	4	4	3	18	3,6
72	3	3	3	4	3	16	3,2
73	4	4	4	3	3	18	3,6
74	3	3	3	3	3	15	3
75	3	3	3	4	4	17	3,4
76	3	3	3	3	3	15	3
77	4	4	4	4	4	20	4
78	4	3	3	3	4	17	3,4
79	3	3	4	4	3	17	3,4
80	4	3	4	4	3	18	3,6
81	3	4	3	3	3	16	3,2
82	3	3	4	4	4	18	3,6
83	3	3	3	3	3	15	3
84	3	3	3	3	3	15	3
85	4	4	4	4	4	20	4
86	3	4	4	3	4	18	3,6
87	3	4	3	4	3	17	3,4
88	3	3	3	3	3	15	3
89	2	3	4	3	4	16	3,2
90	3	4	4	4	3	18	3,6
91	4	4	3	4	4	19	3,8
92	3	3	3	3	3	15	3
93	3	4	3	3	4	17	3,4
94	3	3	4	3	4	17	3,4

95	3	4	3	4	3	17	3,4
96	3	4	4	3	3	17	3,4
97	4	4	4	4	4	20	4
98	3	3	4	4	3	17	3,4
99	3	3	4	3	3	16	3,2
100	3	3	3	4	3	16	3,2

## Lampiran 6

### Data Variabel kepuasan Nasabah

No	KN 1	KN 2	KN 3	KN 4	KN 5	KN 6	KN 7	KN 8	KN 9	KN 10	Total	Man
1	3	4	3	4	3	4	4	3	3	4	35	3,5
2	3	3	3	3	3	3	3	3	3	3	30	3
3	3	3	3	4	3	3	3	3	3	3	31	3,1
4	3	3	3	3	4	3	3	4	3	3	32	3,2
5	3	4	3	4	3	3	4	4	3	3	34	3,4
6	3	3	3	4	3	3	3	3	3	3	31	3,1
7	3	3	3	4	4	3	3	3	3	3	32	3,2
8	3	3	3	3	3	3	3	3	3	3	30	3
9	3	3	3	3	4	4	3	3	3	3	32	3,2
10	4	4	4	4	4	4	4	3	3	3	37	3,7
11	3	3	3	3	3	3	4	4	4	3	33	3,3
12	2	3	3	3	3	3	3	3	3	3	29	2,9
13	3	3	3	3	3	3	3	4	4	3	32	3,2
14	2	3	3	2	2	4	4	4	2	2	28	2,8
15	4	4	2	4	3	4	4	4	3	3	35	3,5
16	3	3	3	3	3	3	3	3	3	3	30	3
17	3	3	4	4	4	3	4	3	4	3	35	3,5
18	4	4	4	4	4	4	4	4	4	3	39	3,9
19	3	3	3	3	3	3	4	4	3	3	32	3,2
20	3	3	2	4	3	3	4	4	3	3	32	3,2
21	3	3	3	4	3	3	4	3	3	3	32	3,2
22	3	3	3	4	3	3	3	3	3	3	31	3,1
23	3	3	3	3	3	4	4	3	3	3	32	3,2
24	4	4	3	3	3	3	3	3	3	3	32	3,2
25	3	3	3	3	3	3	3	4	3	3	31	3,1
26	3	4	3	3	3	3	4	3	4	4	34	3,4
27	3	3	4	4	4	4	3	3	3	3	34	3,4
28	4	4	4	4	3	4	4	3	3	3	36	3,6

29	3	4	4	4	4	4	4	4	4	4	39	3,9
30	3	3	3	4	4	4	4	3	4	4	36	3,6
31	3	4	4	4	3	4	3	3	3	4	35	3,5
32	3	3	4	4	4	3	4	3	4	4	36	3,6
33	4	3	4	3	4	3	4	3	3	3	34	3,4
34	3	3	4	4	4	3	3	3	3	3	33	3,3
35	3	3	3	4	3	3	4	3	3	3	32	3,2
36	4	3	4	3	4	3	4	3	3	3	34	3,4
37	3	3	3	4	4	3	3	3	3	3	32	3,2
38	3	3	3	4	3	4	4	4	3	4	35	3,5
39	4	3	4	3	4	4	4	4	4	4	38	3,8
40	3	3	3	3	3	4	4	4	4	4	35	3,5
41	3	4	3	4	3	4	3	3	3	3	33	3,3
42	3	3	3	3	3	4	4	3	3	3	32	3,2
43	3	3	3	4	3	4	4	3	3	4	34	3,4
44	3	3	4	3	4	3	3	3	3	4	33	3,3
45	3	3	4	3	3	4	3	3	3	4	33	3,3
46	3	3	4	3	3	3	4	3	3	3	32	3,2
47	3	3	3	3	3	3	3	3	3	3	30	3
48	3	3	4	4	3	4	3	3	3	3	33	3,3
49	3	3	3	3	3	3	4	3	3	4	32	3,2
50	3	3	3	4	4	3	3	4	3	3	33	3,3
51	3	4	4	4	4	3	3	3	3	3	34	3,4
52	3	3	3	3	4	3	3	3	3	4	32	3,2
53	3	3	4	3	3	4	4	3	3	4	34	3,4
54	3	3	4	4	3	4	4	3	3	3	34	3,4
55	3	3	3	3	3	3	3	4	3	3	31	3,1
56	3	4	4	4	4	4	3	3	4	4	37	3,7
57	3	3	3	4	3	4	4	4	4	4	36	3,6
58	4	4	4	4	4	3	4	4	3	4	38	3,8
59	4	3	3	3	3	3	3	3	3	3	31	3,1
60	3	3	3	3	3	3	3	4	4	3	32	3,2
61	3	3	3	3	3	3	3	3	3	3	30	3
62	3	4	3	3	3	3	3	3	3	3	31	3,1
63	3	3	3	3	3	3	3	4	4	4	33	3,3
64	4	3	4	3	4	3	4	3	3	3	34	3,4
65	3	3	3	3	3	3	4	3	3	4	32	3,2
66	3	3	3	3	3	3	3	3	3	3	30	3
67	3	3	4	4	3	4	4	3	3	3	34	3,4
68	3	4	4	4	4	4	3	3	3	3	35	3,5
69	4	3	4	4	3	4	4	4	4	4	38	3,8





Lampiran 7

## KUISIONER KEPUASAN NASABAH TERHADAP KUALITAS PELAYANAN

Dengan hormat,

Perkenankan nama saya Erwanda Ardian Putra dari Universitas Muhammadiyah Yogyakarta (UMY) fakultas Ekonomi dan Bisnis jurusan Ilmu ekonomi Studi pembangunan, yang sedang menyelesaikan skripsi sebagai syarat untuk memperoleh gelar sarjana. Penelitian ini bertujuan untuk memenuhi tugas skripsi dengan judul “*Analisis Pengaruh Faktor Kualitas Pelayanan Terhadap Kepuasan Nasabah PD.BPR. Bank Bantul*”, untuk itu para responden atau nasabah PD.BPR. Bank Bantul dengan sukarela membantu mengisi kuisisioner dibawah ini dengan jawaban yang sebenar-benarnya. Sebelumnya saya ucapkan terimakasih atas waktu dan ketersediaannya. Dan semoga penelitian ini dapat berguna untuk berbagai pihak.

Bantul, Maret 2019

Erwanda Ardian Putra

## KUISIONER PENELITIAN

Keterangan penilaian dalam kuisisioner berikut adalah sebagai berikut :

1. STS = Sangat Tidak Setuju
2. TS = Tidak Setuju
3. S = Setuju
4. SS = Sangat Setuju

Dalam mengisi kuisisioner dibawah diharapkan responden mengisi pilihan pendidikan terakhir, pekerjaan dan kolom kuisisioner dibawah dengan memberi tanda centang (✓)

### A. Deskripsi Responden

1. Nama (Boleh di kosongi) :
2. Alamat :
3. Jenis kelamin : L/P
4. Pendidikan terakhir :
  - SD
  - SLTP
  - SLTA/Sederajat
  - Diploma (D3)
  - Strata 1 (Sarjana)
  - Strata 2 (Master)
  - Strata 3 (Doktor)

5. Pekerjaan :

- Pegawai Negeri Sipil (PNS)
- Wiraswasta
- Guru
- Dokter
- Polisi/TNI
- Buruh
- Dll

B. Kuisisioner Kualitas Pelayanan

Tangible (Pelayanan Bukti Fisik)

No	Pertanyaan	STS	TS	S	SS
1	Karyawan PD.BPR. Bank Bantul berpenampilan sopan dan menarik				
2	Pada bagian customer service memiliki kelengkapan yang lengkap serta modern (telepon, monitor komputer, dll)				
3	Ketersediaan ruangan di PD.BPR. Bank Bantul memiliki fasilitas yang nyaman dan menarik (AC, Monitor, Fas Bunga, papan informasi, dll)				
4	PD.BPR. Bank Bantul menyediakan tempat parkir yang luas				
5	PD. BPR. Bank Bantul memiliki akses pelayanan via internet (aplikasi) untuk mempermudah nasabah				

Realiablity (Kehandalan Pelayanan)

No	Pertanyaan	STS	TS	S	SS
1	Karyawan PD.BPR. Bank Bantul memberikan penjelasan mengenai produk dengan detail dan jelas				
2	Karyawan PD.BPR. Bank Bantul melayani nasabah dengan cepat serta efisien sehingga nasabah tidak menunggu lama				
3	Karyawan PD.BPR. Bank Bantul melayani nasabah secara sama atau tidak membedakan antar nasabah				
4	Karyawan PD.BPR. Bank Bantul melayani nasabah dengan serius dan sangat meminimalisir kesalahan				

Responsiveness (Ketanggapan Pelayanan)

No	Pertanyaan	STS	TS	S	SS
1	Karyawan PD.BPR. Bank Bantul melayani nasabah dengan ramah dan sabar				
2	Karyawan PD.BPR. Bank Bantul mendengarkan dengan baik ketika nasabah bertanya maupun meminta transaksi				
3	Karyawan PD.BPR. Bank Bantul menangani masalah nasabah dengan cepat dan memuaskan				
4	Kesigapan pelayanan yang diberikan oleh karyawan PD.BPR. Bank Bantul dalam menangani nasabah sangat baik				

Assurance (Jaminan Pelayanan)

No	Pertanyaan	STS	TS	S	SS
1	Pengetahuan tentang produk-produk yang dikuasai oleh karyawan PD.BPR. Bank Bantul dengan sangat baik				
2	Karyawan PD.BPR. Bank Bantul selalu bersikap sopan dan ramah terhadap nasabah				
3	PD.BPR. Bank Bantul memberikan jaminan keamanan terhadap simpanan dari nasabah				
4	Karyawan PD.BPR. Bank Bantul membina hubungan yang baik dengan nasabah				
5	PD BPR Bank Bantul memiliki image yang baik dimata masyarakat atau nasabah				

Empathyh (Perhatian Pelayanan)

No	Pertanyaan	STS	TS	S	SS
1	Karyawan PD.BPR. Bank Bantul selalu memberikan perhatian kepada para nasabah				
2	Karyawan PD.BPR. Bank Bantul dapat memahami apa yang diinginkan nasabah				
3	Karyawan PD.BPR. Bank Bantul selalu berbicara dengan santun dan menyenangkan				
4	karyawan PD.BPR. Bank Bantul memperlakukan nasabah dengan sangat menyenangkan				
5	Karyawan PD.BPR Bank Bantul menangani komplain dengan sabar dan penuh perhatian				

Kepuasan nasabah

No	Pertanyaan	STS	TS	S	SS
1	Saya merasa puas terhadap kenyamanan tempat dan fasilitas yang disediakan oleh pihak PD.BPR. Bank Bantul				
2	Saya puas terhadap pelayanan yang diberikan oleh karyawan PD.BPR. Bank Bantul				
3	Saya puas terhadap kecepatan karyawan PD.BPR. Bank Bantul dalam melayani nasabah.				
4	Saya puas terhadap pelayanan karyawan dalam memahami keinginan dan kebutuhan nasabah				
5	Saya puas terhadap pelayanan PD.BPR. Bank Bantul yang memberikan teknologi modern untuk mempermudah transaksi				
6	Saya puas terhadap ketanggapan pelayanan PD.BPR. Bank Bantul				
7	Saya puas terhadap keramahan dan kesopanan pelayanan karyawan PD.BPR. Bank Bantul				
8	Saya puas terhadap keamanan yang diberikan oleh PD.BPR. Bank Bantul				
9	Saya puas terhadap fasilitas informasi yang diberikan PD.BPR. Bank Bantul				
10	Saya puas terhadap fasilitas layanan berbasis internet melalui aplikasi untuk mempermudah nasabah				

Lampiran 8

Uji Validitas Variabel Tangible (Bukti Fisik)

		Correlations					
		VTang_1	VTang_2	Vtang_3	Vtang_4	Vtang_5	Tangible
VTang_1	Pearson Correlation	1	.508**	.041	-.091	.109	.500**
	Sig. (2-tailed)		.000	.687	.367	.282	.000
	N	100	100	100	100	100	100
VTang_2	Pearson Correlation	.508**	1	.261**	-.049	-.007	.562**
	Sig. (2-tailed)	.000		.009	.629	.946	.000
	N	100	100	100	100	100	100
Vtang_3	Pearson Correlation	.041	.261**	1	.024	.136	.532**
	Sig. (2-tailed)	.687	.009		.814	.177	.000
	N	100	100	100	100	100	100
Vtang_4	Pearson Correlation	-.091	-.049	.024	1	.178	.452**
	Sig. (2-tailed)	.367	.629	.814		.076	.000
	N	100	100	100	100	100	100
Vtang_5	Pearson Correlation	.109	-.007	.136	.178	1	.616**
	Sig. (2-tailed)	.282	.946	.177	.076		.000
	N	100	100	100	100	100	100
Tangible	Pearson Correlation	.500**	.562**	.532**	.452**	.616**	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 9

Uji Validitas Variabel Reliabilitas (Kehandalan)

**Correlations**

		VRel_1	VRel_2	VRel_3	VRel_4	Reliability
VRel_1	Pearson Correlation	1	.406**	.103	.201*	.642**
	Sig. (2-tailed)		.000	.309	.045	.000
	N	100	100	100	100	100
VRel_2	Pearson Correlation	.406**	1	.134	.258**	.708**
	Sig. (2-tailed)	.000		.184	.010	.000
	N	100	100	100	100	100
VRel_3	Pearson Correlation	.103	.134	1	.257**	.566**
	Sig. (2-tailed)	.309	.184		.010	.000
	N	100	100	100	100	100
VRel_4	Pearson Correlation	.201*	.258**	.257**	1	.675**
	Sig. (2-tailed)	.045	.010	.010		.000
	N	100	100	100	100	100
Reliability	Pearson Correlation	.642**	.708**	.566**	.675**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	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).



Lampiran 10

Uji Validitas Variabel Responsiveness (Ketanggapan)

**Correlations**

		VResp_1	VResp_2	VResp_3	VResp_4	Responsiveness
VResp_1	Pearson Correlation	1	.335**	.122	.177	.598**
	Sig. (2-tailed)		.001	.226	.079	.000
	N	100	100	100	100	100
VResp_2	Pearson Correlation	.335**	1	.145	.029	.579**
	Sig. (2-tailed)	.001		.151	.771	.000
	N	100	100	100	100	100
VResp_3	Pearson Correlation	.122	.145	1	.338**	.661**
	Sig. (2-tailed)	.226	.151		.001	.000
	N	100	100	100	100	100
VResp_4	Pearson Correlation	.177	.029	.338**	1	.663**
	Sig. (2-tailed)	.079	.771	.001		.000
	N	100	100	100	100	100
Responsiveness	Pearson Correlation	.598**	.579**	.661**	.663**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

Lampiran 11

Uji Validitas Variabel Assurance (Jaminan)

Correlations

		VAss_1	VAss_2	VAss_3	VAss_4	VAss_5	Assurance
VAss_1	Pearson Correlation	1	.230*	.020	.079	.229*	.471**
	Sig. (2-tailed)		.021	.842	.436	.022	.000
	N	100	100	100	100	100	100
VAss_2	Pearson Correlation	.230*	1	.280**	-.006	.157	.585**
	Sig. (2-tailed)	.021		.005	.954	.119	.000
	N	100	100	100	100	100	100
VAss_3	Pearson Correlation	.020	.280**	1	.176	.234*	.606**
	Sig. (2-tailed)	.842	.005		.080	.019	.000
	N	100	100	100	100	100	100
VAss_4	Pearson Correlation	.079	-.006	.176	1	.281**	.555**
	Sig. (2-tailed)	.436	.954	.080		.005	.000
	N	100	100	100	100	100	100
VAss_5	Pearson Correlation	.229*	.157	.234*	.281**	1	.666**
	Sig. (2-tailed)	.022	.119	.019	.005		.000
	N	100	100	100	100	100	100
Assurance	Pearson Correlation	.471**	.585**	.606**	.555**	.666**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

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

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

Lampiran 12

Uji Reliabilitas Variabel Empathy (Empati/Kepedulian)

Correlations

		VEmp_1	VEmp_2	VEmp_3	VEmp_4	VEmp_5	Empathy
VEmp_1	Pearson Correlation	1	.354**	.219*	.276**	.219*	.656**
	Sig. (2-tailed)		.000	.028	.006	.028	.000
	N	100	100	100	100	100	100
VEmp_2	Pearson Correlation	.354**	1	.214*	.271**	.178	.669**
	Sig. (2-tailed)	.000		.032	.006	.076	.000
	N	100	100	100	100	100	100
VEmp_3	Pearson Correlation	.219*	.214*	1	.219*	.049	.567**
	Sig. (2-tailed)	.028	.032		.029	.626	.000
	N	100	100	100	100	100	100
VEmp_4	Pearson Correlation	.276**	.271**	.219*	1	.152	.636**
	Sig. (2-tailed)	.006	.006	.029		.132	.000
	N	100	100	100	100	100	100
VEmp_5	Pearson Correlation	.219*	.178	.049	.152	1	.521**
	Sig. (2-tailed)	.028	.076	.626	.132		.000
	N	100	100	100	100	100	100
Empathy	Pearson Correlation	.656**	.669**	.567**	.636**	.521**	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).

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

Lampiran 13

Uji Validitas Variabel Kepuasan

**Correlations**

		VKep_1	VKep_2	VKep_3	VKep_4	VKep_5	VKep_6	VKep_7	VKep_8	VKep_9	VKep_10	Kepuasan
VKep_1	Pearson Correlation	1	.304**	.151	.142	.150	.050	.192	.067	.201*	.105	.465**
	Sig. (2-tailed)		.002	.133	.159	.137	.619	.056	.505	.045	.297	.000
	N	100	100	100	100	100	100	100	100	100	100	100
VKep_2	Pearson Correlation	.304**	1	.149	.305**	.167	.078	.002	.031	.169	.162	.465**
	Sig. (2-tailed)	.002		.139	.002	.097	.443	.986	.762	.093	.107	.000
	N	100	100	100	100	100	100	100	100	100	100	100
VKep_3	Pearson Correlation	.151	.149	1	.295**	.339**	.136	.082	.006	.237*	.117	.533**
	Sig. (2-tailed)	.133	.139		.003	.001	.176	.417	.952	.018	.248	.000
	N	100	100	100	100	100	100	100	100	100	100	100
VKep_4	Pearson Correlation	.142	.305**	.295**	1	.266**	.219*	.153	.088	.244*	.157	.596**
	Sig. (2-tailed)	.159	.002	.003		.008	.028	.129	.382	.015	.118	.000

	N	100	100	100	100	100	100	100	100	100	100	100
VKep_5	Pearson Correlation	.150	.167	.339**	.266**	1	.016	.012	-.070	.323**	.123	.492**
	Sig. (2-tailed)	.137	.097	.001	.008		.877	.905	.491	.001	.223	.000
	N	100	100	100	100	100	100	100	100	100	100	100
VKep_6	Pearson Correlation	.050	.078	.136	.219*	.016	1	.347**	.095	.009	.126	.431**
	Sig. (2-tailed)	.619	.443	.176	.028	.877		.000	.347	.929	.210	.000
	N	100	100	100	100	100	100	100	100	100	100	100
VKep_7	Pearson Correlation	.192	.002	.082	.153	.012	.347**	1	.222*	.088	.044	.438**
	Sig. (2-tailed)	.056	.986	.417	.129	.905	.000		.027	.385	.660	.000
	N	100	100	100	100	100	100	100	100	100	100	100
VKep_8	Pearson Correlation	.067	.031	.006	.088	-.070	.095	.222*	1	.330**	.060	.358**
	Sig. (2-tailed)	.505	.762	.952	.382	.491	.347	.027		.001	.556	.000
	N	100	100	100	100	100	100	100	100	100	100	100
VKep_9	Pearson Correlation	.201*	.169	.237*	.244*	.323**	.009	.088	.330**	1	.467**	.624**
	Sig. (2-tailed)	.045	.093	.018	.015	.001	.929	.385	.001		.000	.000

	N	100	100	100	100	100	100	100	100	100	100	100
VKep_10	Pearson Correlation	.105	.162	.117	.157	.123	.126	.044	.060	.467**	1	.484**
	Sig. (2-tailed)	.297	.107	.248	.118	.223	.210	.660	.556	.000		.000
	N	100	100	100	100	100	100	100	100	100	100	100
Kepuasan	Pearson Correlation	.465**	.465**	.533**	.596**	.492**	.431**	.438**	.358**	.624**	.484**	1
	Sig. (2-tailed)	.000	.000	.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).

Lampiran 14  
 Uji Reliabilitas Variabel Tangible (Bukti Fisik)

**Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.359	5

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VTang_1	13.09	1.477	.226	.282
VTang_2	13.04	1.372	.260	.248
Vtang_3	12.91	1.396	.201	.291
Vtang_4	13.06	1.491	.053	.416
Vtang_5	13.10	1.202	.188	.304

Lampiran 15

Uji Reliabilitas Variabel Reliability (Kehandalan)

**Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.541	4

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VRel_1	9.88	.996	.349	.453
VRel_2	9.88	.874	.389	.412
VRel_3	9.89	1.069	.230	.546
VRel_4	9.74	.922	.346	.452



Lampiran 16

Uji Reliabilitas Variabel Responsiveness (ketanggapan)

**Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.478	4

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VResp_1	9.84	.984	.311	.385
VResp_2	9.77	.967	.221	.457
VResp_3	9.73	.866	.318	.366
VResp_4	9.75	.836	.269	.419

Lampiran 17

Uji Reliability Variabel Assurance (Jaminan)

**Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.502	5

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAss_1	13.48	1.646	.226	.475
VAss_2	13.27	1.411	.254	.461
VAss_3	13.26	1.406	.310	.422
VAss_4	13.33	1.456	.212	.489
VAss_5	13.26	1.305	.379	.372

Lampiran 18

Uji Reliability Variabel Empathy (Empati)

**Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.574	5

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VEmp_1	13.43	1.460	.430	.470
VEmp_2	13.24	1.376	.403	.477
VEmp_3	13.18	1.523	.267	.557
VEmp_4	13.19	1.428	.360	.503
VEmp_5	13.24	1.598	.221	.579

Lampiran 19

Uji Reliabilitas Variabel Kepuasan

**Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.647	10

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VKep_1	30.30	5.101	.299	.625
VKep_2	30.21	5.117	.304	.625
VKep_3	30.13	4.821	.345	.615
VKep_4	30.00	4.687	.429	.596
VKep_5	30.07	4.934	.299	.626
VKep_6	30.10	5.121	.239	.638
VKep_7	30.00	5.111	.249	.636
VKep_8	30.17	5.334	.176	.649
VKep_9	30.17	4.688	.477	.588
VKep_10	30.17	4.991	.301	.625

Lampiran 20

Uji Normalitas

**One-Sample Kolmogorov-Smirnov Test**

		Unstandardized Residual
N		100
Normal Parameters <sup>a</sup>	Mean	.0000000
	Std. Deviation	1.35517944
Most Extreme Differences	Absolute	.066
	Positive	.066
	Negative	-.034
Kolmogorov-Smirnov Z		.664
Asymp. Sig. (2-tailed)		.770
a. Test distribution is Normal.		

Lampiran 21

Uji Multikolinieritas

**Variables Entered/Removed<sup>b</sup>**

Model	Variables Entered	Variables Removed	Method
1	Empathy, Tangible, Responsiveness, Assurance, Reliability <sup>a</sup>		. Enter

a. All requested variables entered.

b. Dependent Variable: Kepuasan

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

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	4.709	2.282		2.063	.042		
	Tangible	.132	.120	.074	1.106	.272	.731	1.367
	Reliability	.390	.160	.195	2.436	.017	.513	1.950
	Responsiveness	.318	.153	.154	2.079	.040	.602	1.660
	Assurance	.318	.132	.185	2.409	.018	.558	1.793
	Empathy	.727	.137	.431	5.319	.000	.501	1.996

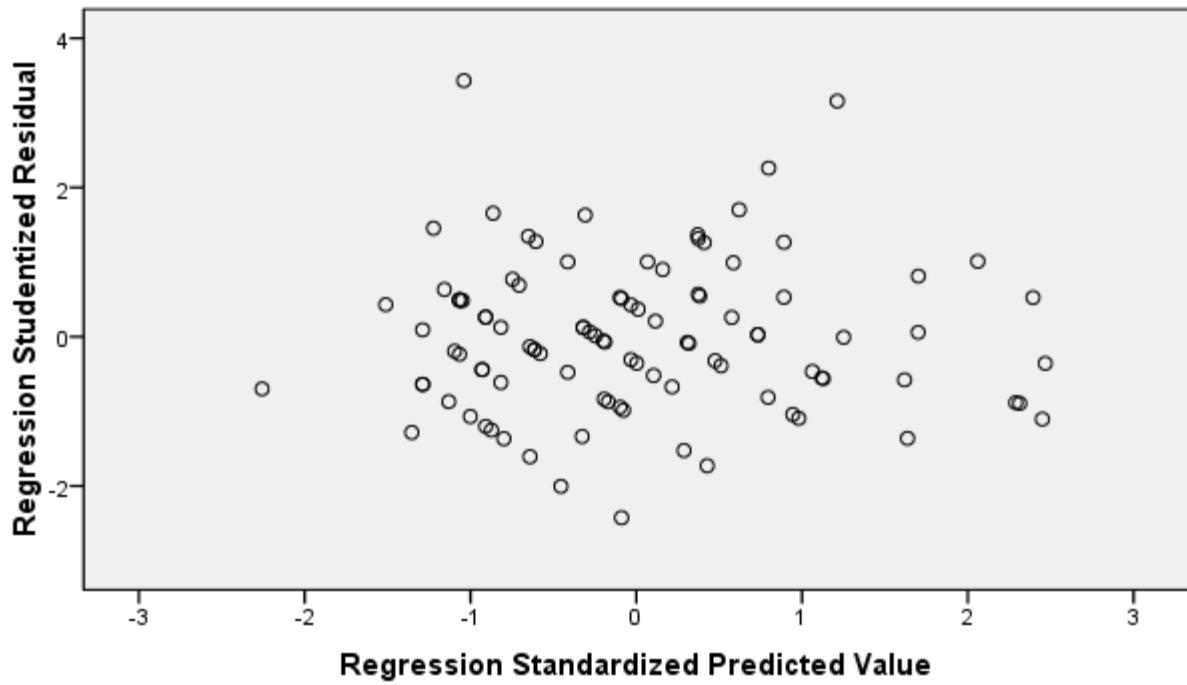
a. Dependent Variable: Kepuasan

Lampiran 22

Uji Heterokedastisitas

### Scatterplot

Dependent Variable: Kepuasan



Perpustakaan Universitas Muhammadiyah Yogyakarta menyatakan bahwa Skripsi atas:

Nama : Erwanda Ardian Putra  
NIM : 20150430027  
Prodi : Ilmu Ekonomi  
Judul : ANALISIS PENGARUH FAKTOR KUALITAS PELAYANAN  
TERHADAP KEPUASAN NASABAH PDBPR BANK BANTUL  
DosenPembimbing : Dr. Lilies Setiartiti, S.E., M.Si.

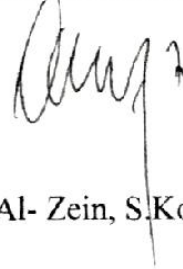
**Telah dilakukan tes Turnitin filter 1%, dengan indeks similaritasnya sebesar 11%.  
Semoga surat keterangan ini dapat digunakan sebagaimana mestinya.**

Mengetahui  
Ka. Ur. Pengelolaan



LaelaNiswatin, S.I.Pust

Yogyakarta, 21-05-2019  
yang melaksanakan pengecekan



Ikram Al- Zein, S.Kom.I