

6. Berapa lama menjadi nasabah Bank Syariah Mandiri ?
- a. < 1 tahun
 - b. 1-2 tahun
 - c. 2-3 tahun
 - d. 3-4 tahun
 - e. > 4 tahun

PETUNJUK

Mohon bantuan dan kesediaan anda untuk menjawab seluruh pertanyaan yang ada, beri tanda ceklist (√) pada kolom yang anda pilih.

- a. Sangat Setuju (SS)
- b. Setuju (S)
- c. Cukup Setuju (CS)
- d. Tidak Setuju (TS)
- e. Sangat Tidak Setuju (STS)

Pertanyaan	SS	S	CS	TS	STS
Variabel : Teistis (<i>rabbaniyah</i>)					
1. Petugas Bank Syariah Mandiri bersikap terbuka dalam menawarkan produk ?					
2. Petugas Bank Syariah Mandiri menepati janji dalam menawarkan produk ?					
3. Petugas Bank Syariah Mandiri menjelaskan secara detail mengenai produk ?					
4. Petugas Bank Syariah Mandiri selalu mengucapkan salam dan merekomendasikan produknya sebelum menawarkannya.					
5. Petugas Bank Syariah Mandiri tidak memaksa nasabah ketika menawarkan produknya.					
Variabel : Etis (<i>Akhlaqiyyah</i>)					
1. Petugas Bank Syariah Mandiri bersifat ramah, sopan dan berperilaku baik.					

2. Petugas Bank Syariah Mandiri bersifat rendah hati dan empati kepada nasabah dalam proses penawarannya.					
3. Petugas Bank Syariah Mandiri berkomunikasi dengan bahasa yang sopan dan santun					
4. Petugas Bank Syariah Mandiri selalu murah senyum kepada setiap nasabah.					
5. Petugas Bank Syariah Mandiri memberikan kesempatan berbicara kepada nasabah ketika menawarkan produk					
Variabel : Realistis (Al-Waqi'iyah)					
1. Petugas Bank Syariah Mandiri berpenampilan rapi, bersih, dan sopan					
2. Petugas Bank Syariah Mandiri dalam bertugas professional dan berpengalaman (menguasai produk yang ditawarkan)					
3. Petugas Bank Syariah Mandiri selalu menyapa nasabah saat bertemu					
4. Petugas Bank Syariah Mandiri tidak mudah marah ketika menawarkan produknya.					
5. Petugas Bank Syariah Mandiri selalu tepat waktu dan tidak memberikan waktu menunggu yang lama kepada nasabah.					
Variabel : Humanistis (Al-Insaniyyah)					
1. Petugas Bank Syariah Mandiri tidak membeda-bedakan status semua nasabah.					
2. Petugas Bank Syariah Mandiri selalu siap membantu nasabah yang kesulitan yang dihadapi terkait produk yang ditawarkan.					
3. Petugas Bank Syariah Mandiri memberikan saran dan masukan kepada nasabah yang					

membutuhkan.					
4. Petugas Bank Syariah Mandiri memiliki sifat peduli yang tinggi kepada nasabah.					
5. Petugas Bank Syariah Mandiri selalu bersedia menerima saran dan kritikan.					
Variabel : Kepuasan Nasabah					
1. Petugas Bank Syariah Mandiri menyediakan layanan jasa yang dibutuhkan oleh nasabah					
2. Anda sering merekomendasikan kepada teman, keluarga atau orang lain untuk menabung di Bank Syariah Mandiri KC Rengat.					
3. Petugas Bank Syariah Mandiri KC Rengat melayani nasabah dengan cepat.					
4. Petugas Bank Syariah Mandiri KC Rengat selalu ramah kepada nasabahnya.					
5. Anda telah puas dengan layanan dan produk yang disediakan oleh Bank Syariah Mandiri KC Rengat.					

Lampiran 2 Hasil Kuisiner

NO	Jenis Kelamin	Usia	Pend. Terakhr	Pekerjaan	Lama Nsbh	Variabel X1: Teistis (Rabbaniyah)					TOTAL	Variabel X2: Etis (Akhlaiyyah)					TOTAL
						1	2	3	4	5		1	2	3	4	5	
1	PRIA	41-50 th	SMP	Wiraswasta	> 4 th	4	4	3	4	4	19	5	4	3	4	4	20
2	PRIA	41-50 th	SMA	Lain-Lain	2-3 th	4	3	4	3	4	18	4	4	3	4	4	19
3	PRIA	31-40 th	SMA	Wiraswasta	1-2 th	4	4	3	3	4	18	3	3	4	4	4	18
4	WANITA	> 50 th	SMA	Wiraswasta	> 4 th	4	2	3	4	4	17	3	4	4	3	3	17
5	WANITA	31-40 th	Diploma	Pegawai Swasta	> 4 th	3	5	3	2	5	18	5	5	5	5	5	25
6	WANITA	21-30 th	Diploma	Pegawai Swasta	3-4 th	4	5	4	3	3	19	4	4	4	4	5	21
7	PRIA	41-50 th	SMP	Wiraswasta	3-4 th	3	3	4	3	3	16	3	3	3	3	3	15
8	PRIA	21-30 th	SMA	Pelajar/Mhs	2-3 th	4	3	3	4	4	18	4	4	3	4	4	19
9	WANITA	31-40 th	SMP	Lain-Lain	1-2 th	4	4	4	3	4	19	4	4	4	4	4	20
10	PRIA	31-40 th	SMA	Wiraswasta	2-3 th	5	4	3	5	5	22	4	4	4	4	4	20
11	PRIA	< 20	SMA	Pelajar/Mhs	2-3 th	3	3	3	4	4	17	4	4	3	4	3	18

		th															
12	PRIA	41-50 th	Sarjana	Pegawai Negeri	> 4 th	4	3	5	3	4	19	4	3	3	3	4	17
13	WANITA	31-40 th	Sarjana	Pegawai Swasta	> 4 th	4	3	4	3	4	18	4	5	3	3	4	19
14	WANITA	21-30 th	SMA	Pelajar/Mhs	1-2 th	3	4	4	4	4	19	4	5	4	5	4	22
15	WANITA	31-40 th	Sarjana	Pegawai Negeri	3-4 th	4	3	3	4	3	17	4	4	3	5	4	20
16	PRIA	41-50 th	SMP	Wiraswasta	1-2 th	3	3	4	4	3	17	4	3	3	5	4	19
17	WANITA	31-40 th	SMA	Wiraswasta	2-3 th	4	3	4	3	4	18	4	4	3	5	3	19
18	WANITA	21-30 th	SMA	Lain-Lain	1-2 th	5	4	3	3	5	20	5	3	4	5	4	21
19	WANITA	31-40 th	SMP	Lain-Lain	2-3 th	4	5	4	4	4	21	4	5	5	4	4	22
20	PRIA	21-30 th	SMA	Pegawai Swasta	2-3 th	4	5	3	3	3	18	4	4	5	5	4	22
21	WANITA	21-30 th	SMA	Pelajar/Mhs	< 1 th	4	3	3	4	4	18	4	5	3	4	4	20
22	WANITA	31-40 th	SMA	Wiraswasta	> 4 th	5	5	3	3	5	21	4	4	5	4	5	22
23	WANITA	31-40 th	SMA	Pegawai Swasta	3-4 th	4	2	4	3	3	16	3	3	2	4	3	15
24	WANITA	< 20 th	SD	Pelajar/Mhs	< 1 th	4	2	3	3	3	15	3	2	2	5	3	15
25	WANITA	41-50	SMA	Wiraswasta	1-2 th	2	2	3	2	3	12	2	2	2	2	2	10

		th															
26	PRIA	31-40 th	SMA	Wiraswasta	2-3 th	4	3	4	4	3	18	4	2	3	2	3	14
27	PRIA	31-40 th	SMA	Lain-Lain	1-2 th	4	3	5	4	4	20	4	3	3	2	4	16
28	WANITA	21-30 th	Sarjana	Pegawai Negeri	> 4 th	2	2	2	3	1	10	2	4	2	4	4	16
29	PRIA	21-30 th	Sarjana	Pegawai Negeri	> 4 th	4	3	4	4	4	19	4	4	3	4	4	19
30	PRIA	21-30 th	SMA	Pelajar/Mhs	2-3 th	4	4	5	3	4	20	4	4	4	3	4	19
31	WANITA	21-30 th	Diploma	Pegawai Swasta	1-2 th	4	4	3	4	4	19	4	3	4	4	4	19
32	PRIA	21-30 th	Diploma	Pegawai Swasta	> 4 th	4	4	3	3	4	18	3	2	4	4	3	16
33	PRIA	21-30 th	Sarjana	Pegawai Negeri	3-4 th	4	3	4	4	4	19	4	4	3	4	4	19
34	WANITA	41-50 th	SMP	Wiraswasta	2-3 th	4	3	4	4	4	19	4	4	3	4	4	19
35	PRIA	< 20 th	SD	Pelajar/Mhs	< 1 th	5	4	4	5	4	22	4	4	4	5	4	21
36	WANITA	21-30 th	Diploma	Pegawai Swasta	1-2 th	4	4	4	3	4	19	3	4	3	4	4	18
37	WANITA	21-30 th	SMA	Pelajar/Mhs	1-2 th	4	4	5	4	3	20	3	4	3	5	4	19
38	PRIA	21-30 th	SMA	Lain-Lain	< 1 th	4	4	5	4	4	21	5	5	4	4	4	22
39	PRIA	21-30	Sarjana	Pegawai	3-4 th	4	4	4	4	4	20	5	2	4	5	4	20

		th		Negeri													
40	PRIA	31-40 th	SMA	Pegawai Swasta	2-3 th	4	4	5	4	3	20	2	2	4	5	4	17
41	PRIA	21-30 th	Sarjana	Pelajar/Mhs	< 1 th	5	5	4	4	5	23	5	3	5	5	4	22
42	PRIA	21-30 th	Diploma	Pegawai Swasta	1-2 th	5	3	4	3	5	20	3	4	3	4	4	18
43	PRIA	21-30 th	SMA	Pelajar/Mhs	< 1 th	4	3	5	3	4	19	3	2	3	5	3	16
44	PRIA	21-30 th	Sarjana	Pegawai Negeri	3-4 th	5	3	5	3	5	21	2	4	3	5	4	18
45	PRIA	21-30 th	SMA	Pelajar/Mhs	1-2 th	4	4	5	4	4	21	4	3	3	4	4	18
46	WANITA	31-40 th	SD	Wiraswasta	> 4 th	5	3	4	5	5	22	4	4	4	5	4	21
47	WANITA	31-40 th	Diploma	Wiraswasta	3-4 th	5	4	5	3	3	20	5	4	4	5	4	22
48	PRIA	21-30 th	SMA	Pelajar/Mhs	< 1 th	5	4	5	5	5	24	5	4	2	5	4	20
49	WANITA	41-50 th	SMP	Wiraswasta	1-2 th	4	2	5	5	5	21	4	5	5	5	5	24
50	PRIA	41-50 th	SD	Wiraswasta	> 4 th	5	5	5	3	4	22	5	4	4	5	3	21
51	PRIA	21-30 th	SMA	Lain-Lain	< 1 th	4	4	3	3	3	17	4	4	4	4	4	20
52	WANITA	31-40 th	SMA	Wiraswasta	2-3 th	4	4	4	4	4	20	5	5	4	5	5	24
53	WANITA	< 20	SMA	Pelajar/Mhs	2-3 th	5	4	3	4	4	20	4	4	3	5	3	19

		th															
54	WANITA	21-30 th	SMA	Lain-Lain	3-4 th	4	3	5	5	4	21	4	4	2	5	5	20
55	WANITA	21-30 th	Sarjana	Pegawai Negeri	> 4 th	4	2	5	4	4	19	5	4	4	5	5	23
56	PRIA	21-30 th	Sarjana	Pegawai Swasta	> 4 th	4	4	4	5	5	22	4	3	4	4	3	18
57	PRIA	21-30 th	SMA	Pelajar/Mhs	1-2 th	4	4	5	4	4	21	3	3	4	4	4	18
58	WANITA	21-30 th	SMA	Pelajar/Mhs	< 1 th	4	4	5	5	5	23	4	4	4	4	4	20
59	PRIA	21-30 th	Sarjana	Pegawai Negeri	3-4 th	5	4	5	5	5	24	5	3	5	5	3	21
60	PRIA	21-30 th	SMA	Pelajar/Mhs	1-2 th	3	5	3	4	4	19	3	3	3	3	3	15
61	WANITA	21-30 th	Diploma	Pegawai Swasta	> 4 th	5	3	5	5	5	23	5	5	5	5	5	25
62	WANITA	21-30 th	SMA	Lain-Lain	< 1 th	5	5	5	5	5	25	5	4	5	5	4	23
63	PRIA	41-50 th	Sarjana	Wiraswasta	1-2 th	4	5	5	3	4	21	3	3	4	4	3	17
64	PRIA	21-30 th	Sarjana	Pegawai Negeri	> 4 th	4	4	3	3	3	17	4	3	3	4	4	18
65	WANITA	31-40 th	SMA	Wiraswasta	3-4 th	4	3	4	4	4	19	4	4	4	4	4	20
66	PRIA	< 20 th	SMA	Pegawai Swasta	3-4 th	4	4	3	4	4	19	4	4	4	4	4	20
67	PRIA	21-30	Diploma	Pegawai	1-2 th	5	4	5	5	4	23	5	4	5	5	4	23

		th		Swasta													
68	PRIA	31-40 th	SMA	Wiraswasta	1-2 th	4	5	5	4	4	22	4	4	4	4	4	20
69	WANITA	21-30 th	Sarjana	Wiraswasta	2-3 th	4	4	4	5	5	22	3	4	4	4	4	19
70	PRIA	31-40 th	SMA	Wiraswasta	3-4 th	4	3	5	4	4	20	5	5	4	4	5	23
71	PRIA	21-30 th	SMA	Pegawai Swasta	3-4 th	5	4	5	5	5	24	4	5	5	5	5	24
72	PRIA	< 20 th	SMA	Lain-Lain	< 1 th	5	4	5	5	5	24	5	4	4	5	5	23
73	WANITA	< 20 th	SMA	Pegawai Swasta	3-4 th	5	4	3	5	5	22	4	5	4	4	4	21
74	PRIA	31-40 th	SMA	Wiraswasta	1-2 th	5	4	5	5	4	23	4	5	4	5	4	22
75	WANITA	31-40 th	SMA	Lain-Lain	< 1 th	5	4	4	4	5	22	4	5	4	5	5	23
76	WANITA	41-50 th	Diploma	Wiraswasta	> 4 th	5	4	5	5	5	24	3	5	4	5	4	21
77	PRIA	< 20 th	SMA	Pelajar/Mhs	2-3 th	4	4	4	5	5	22	5	5	5	4	5	24
78	WANITA	31-40 th	SMA	Pegawai Swasta	1-2 th	4	4	5	5	5	23	4	5	4	5	5	23
79	PRIA	< 20 th	SMA	Pelajar/Mhs	1-2 th	5	4	2	5	5	21	4	4	5	5	4	22
80	PRIA	21-30 th	Sarjana	Pegawai Negeri	> 4 th	5	4	4	5	5	23	5	5	5	4	4	23
81	WANITA	21-30 th	SMA	Pelajar/Mhs	2-3 th	4	4	5	5	5	23	4	5	5	4	5	23

		th															
82	PRIA	21-30 th	Diploma	Pegawai Swasta	3-4 th	4	4	5	5	5	23	4	4	5	5	4	22
83	PRIA	31-40 th	SMA	Wiraswasta	3-4 th	5	4	4	4	5	22	4	4	5	5	4	22
84	PRIA	31-40 th	Sarjana	Wiraswasta	> 4 th	5	4	3	5	5	22	4	4	4	5	5	22
85	PRIA	21-30 th	Sarjana	Pegawai Negeri	> 4 th	5	3	4	5	5	22	5	4	5	4	5	23
86	PRIA	31-40 th	Diploma	Pegawai Swasta	3-4 th	4	4	3	4	4	19	4	4	4	4	4	20

Variabel X3: Realistis (Al-Waqiiyah)					TOTAL	Variabel X4: Humanistis (Al- Insaniyyah)					TOTAL	Variabel Y : Kepuasan Nasabah					TOTAL
1	2	3	4	5		1	2	3	4	5		1	2	3	4	5	
4	4	4	4	4	20	4	4	4	4	4	20	4	5	4	4	4	21
4	3	3	2	4	16	3	4	3	4	4	18	4	4	5	3	5	21
4	3	4	5	3	19	5	4	4	4	5	22	4	4	4	5	5	22
3	3	4	5	4	19	4	3	4	3	3	17	3	5	4	3	5	20
3	5	3	4	5	20	4	4	3	5	4	20	5	5	5	5	4	24
4	3	3	4	4	18	3	4	5	4	4	20	4	5	5	3	4	21
3	3	3	3	3	15	3	5	3	3	5	19	3	3	3	3	3	15
4	2	3	3	4	16	4	5	3	4	5	21	4	4	3	4	3	18
4	3	4	3	4	18	3	3	4	4	3	17	4	3	4	3	4	18

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5	4	3	4	2	18	4	4	3	4	4	19	4	3	3	4	4	18
5	4	3	3	5	20	3	4	3	3	4	17	4	3	3	4	3	17
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5	4	4	4	4	21	4	3	4	5	3	19	4	4	4	4	4	20
5	4	3	2	3	17	4	4	3	5	4	20	4	4	4	4	4	20
5	4	3	3	4	19	4	4	3	5	4	20	3	3	3	4	3	16
4	3	3	4	3	17	3	3	3	5	3	17	4	5	3	3	4	19
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2	3	4	3	3	15	5	3	2	3	3	16	4	4	5	4	4	21
4	3	4	4	3	18	3	2	2	2	2	11	4	4	2	4	2	16
4	3	3	4	3	17	3	3	3	3	3	15	4	4	3	2	4	17
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4	4	3	3	4	18	4	3	3	3	4	17	4	4	3	4	3	18

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4	4	4	3	3	18	4	4	4	4	4	20	3	5	4	4	3	19
4	4	4	4	4	20	4	4	4	4	4	20	4	5	4	4	3	20
4	4	4	4	5	21	4	5	4	5	4	22	4	5	4	4	4	21
4	4	4	3	4	19	4	4	4	4	4	20	4	5	4	4	4	21
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4	4	4	4	4	20	5	4	5	4	4	22	5	5	5	4	4	23
5	4	3	4	4	20	3	4	3	4	3	17	4	5	3	3	4	19
4	3	3	3	4	17	3	3	5	3	2	16	3	3	3	2	3	14
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5	3	2	2	4	16	5	4	5	4	3	21	3	4	5	3	5	20
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5	4	4	1	4	18	5	3	4	3	4	19	2	4	4	4	5	19
4	4	4	4	4	20	4	4	4	4	4	20	4	5	4	4	4	21
5	4	4	3	5	21	5	5	4	5	4	23	4	5	4	4	3	20
5	5	3	3	4	20	4	3	3	3	5	18	4	4	3	5	3	19
5	4	2	2	4	17	4	5	2	5	4	20	5	3	4	4	5	21
5	3	4	3	4	19	5	5	4	5	3	22	5	5	4	3	3	20
4	4	4	3	3	18	4	3	4	3	4	18	4	4	4	4	3	19
4	3	4	5	3	19	3	4	4	4	3	18	3	5	4	3	5	20
4	4	4	4	4	20	4	4	4	4	4	20	4	4	4	4	4	20
5	5	5	4	3	22	5	3	5	3	5	21	3	5	5	5	4	22

3	3	3	4	3	16	3	3	3	3	3	15	5	3	5	3	4	20
4	3	4	3	4	18	5	5	5	5	5	25	5	5	5	5	5	25
3	3	3	3	4	16	5	4	5	4	5	23	4	5	5	5	3	22
4	3	4	4	3	18	3	3	4	3	3	16	4	5	4	3	4	20
4	3	3	3	3	16	3	4	3	4	3	17	4	4	3	3	3	17
4	4	4	4	4	20	4	4	4	4	4	20	4	5	4	4	4	21
4	4	4	4	4	20	4	4	4	4	4	20	4	5	4	4	4	21
5	5	5	4	4	23	5	4	5	4	5	23	5	5	5	5	4	24
4	3	4	3	4	18	4	4	4	4	3	19	3	4	4	3	3	17
4	4	3	4	4	19	5	4	3	4	4	20	4	5	3	4	4	20
4	4	4	4	4	20	4	5	4	5	4	22	5	5	4	4	4	22
4	4	4	4	5	21	5	5	4	5	4	23	4	5	4	4	4	21
4	4	4	4	4	20	5	5	4	5	5	24	4	5	4	5	4	22
4	4	4	4	5	21	5	4	4	4	5	22	4	5	4	5	4	22
5	4	4	4	3	20	5	4	4	4	5	22	4	5	4	5	5	23
4	4	4	4	5	21	4	5	4	5	5	23	5	4	4	5	4	22
4	5	4	4	5	22	5	4	4	4	5	22	4	4	4	5	4	21
4	5	4	5	5	23	5	5	4	5	5	24	4	4	4	5	5	22
4	5	4	3	5	21	5	3	4	3	5	20	4	5	4	5	3	21
4	4	4	4	4	20	4	3	4	3	4	18	5	5	4	4	4	22
4	5	4	4	4	21	4	4	4	4	5	21	4	4	4	5	4	21
5	4	4	4	5	22	5	4	4	4	4	21	4	4	4	4	4	20
5	5	4	4	5	23	5	4	4	5	5	23	4	4	4	5	4	21
4	4	4	4	5	21	5	5	4	5	4	23	4	4	4	4	4	20
4	5	4	5	5	23	4	5	4	5	5	23	4	4	4	5	5	22

5	5	4	5	5	24	5	5	4	5	5	24	4	4	4	5	5	22
4	4	4	5	4	21	4	4	4	4	4	20	5	4	4	4	5	22

Lampiran 3 Output SPSS

1. UJI VALIDITAS

Correlations

		X1P1	X1P2	X1P3	X1P4	X1P5	TOTAL X1
X1P1	Pearson Correlation	1	.294**	.255*	.437**	.603**	.748**
	Sig. (2-tailed)		.006	.018	.000	.000	.000
	N	86	86	86	86	86	86
X1P2	Pearson Correlation	.294**	1	.067	.089	.286**	.518**
	Sig. (2-tailed)	.006		.538	.414	.008	.000
	N	86	86	86	86	86	86
X1P3	Pearson Correlation	.255*	.067	1	.281**	.239*	.576**
	Sig. (2-tailed)	.018	.538		.009	.027	.000
	N	86	86	86	86	86	86
X1P4	Pearson Correlation	.437**	.089	.281**	1	.537**	.710**
	Sig. (2-tailed)	.000	.414	.009		.000	.000
	N	86	86	86	86	86	86
X1P5	Pearson Correlation	.603**	.286**	.239*	.537**	1	.789**
	Sig. (2-tailed)	.000	.008	.027	.000		.000
	N	86	86	86	86	86	86
TOTALX 1	Pearson Correlation	.748**	.518**	.576**	.710**	.789**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	86	86	86	86	86	86

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

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

Correlations

		X2P1	X2P2	X2P3	X2P4	X2P5	TOTALX2
X2P1	Pearson Correlation	1	.368**	.448**	.281**	.421**	.711**
	Sig. (2-tailed)		.000	.000	.009	.000	.000
	N	86	86	86	86	86	86
X2P2	Pearson Correlation	.368**	1	.363**	.245*	.595**	.733**
	Sig. (2-tailed)	.000		.001	.023	.000	.000
	N	86	86	86	86	86	86
X2P3	Pearson Correlation	.448**	.363**	1	.305**	.421**	.733**
	Sig. (2-tailed)	.000	.001		.004	.000	.000
	N	86	86	86	86	86	86
X2P4	Pearson Correlation	.281**	.245*	.305**	1	.336**	.602**
	Sig. (2-tailed)	.009	.023	.004		.002	.000
	N	86	86	86	86	86	86
X2P5	Pearson Correlation	.421**	.595**	.421**	.336**	1	.762**
	Sig. (2-tailed)	.000	.000	.000	.002		.000
	N	86	86	86	86	86	86
TOTALX2	Pearson Correlation	.711**	.733**	.733**	.602**	.762**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	86	86	86	86	86	86

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

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

Correlations

		X3P1	X3P2	X3P3	X3P4	X3P5	TOTALX3
X3P1	Pearson Correlation	1	.339**	.076	-.109	.118	.446**
	Sig. (2-tailed)		.001	.485	.319	.278	.000
	N	86	86	86	86	86	86
X3P2	Pearson Correlation	.339**	1	.263*	.188	.402**	.733**
	Sig. (2-tailed)	.001		.015	.083	.000	.000
	N	86	86	86	86	86	86
X3P3	Pearson Correlation	.076	.263*	1	.456**	.151	.638**
	Sig. (2-tailed)	.485	.015		.000	.165	.000
	N	86	86	86	86	86	86
X3P4	Pearson Correlation	-.109	.188	.456**	1	.052	.564**
	Sig. (2-tailed)	.319	.083	.000		.631	.000
	N	86	86	86	86	86	86
X3P5	Pearson Correlation	.118	.402**	.151	.052	1	.593**
	Sig. (2-tailed)	.278	.000	.165	.631		.000
	N	86	86	86	86	86	86
TOTALX3	Pearson Correlation	.446**	.733**	.638**	.564**	.593**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	86	86	86	86	86	86

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

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

Correlations

		X4P1	X4P2	X4P3	X4P4	X4P5	TOTALX4
X4P1	Pearson Correlation	1	.165	.325**	.157	.464**	.644**
	Sig. (2-tailed)		.128	.002	.150	.000	.000
	N	86	86	86	86	86	86
X4P2	Pearson Correlation	.165	1	.166	.763**	.434**	.736**
	Sig. (2-tailed)	.128		.128	.000	.000	.000
	N	86	86	86	86	86	86
X4P3	Pearson Correlation	.325**	.166	1	.199	.282**	.582**
	Sig. (2-tailed)	.002	.128		.066	.008	.000
	N	86	86	86	86	86	86
X4P4	Pearson Correlation	.157	.763**	.199	1	.255*	.692**
	Sig. (2-tailed)	.150	.000	.066		.018	.000
	N	86	86	86	86	86	86
X4P5	Pearson Correlation	.464**	.434**	.282**	.255*	1	.726**
	Sig. (2-tailed)	.000	.000	.008	.018		.000
	N	86	86	86	86	86	86
TOTALX4	Pearson Correlation	.644**	.736**	.582**	.692**	.726**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	86	86	86	86	86	86

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

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

Correlations

		KN1	KN2	KN3	KN4	KN5	TOTALKN
KN1	Pearson Correlation	1	.207	.250*	.238*	.112	.572**
	Sig. (2-tailed)		.056	.020	.027	.302	.000
	N	86	86	86	86	86	86
KN2	Pearson Correlation	.207	1	.361**	.129	.123	.607**
	Sig. (2-tailed)	.056		.001	.236	.260	.000
	N	86	86	86	86	86	86
KN3	Pearson Correlation	.250*	.361**	1	.246*	.354**	.721**
	Sig. (2-tailed)	.020	.001		.022	.001	.000
	N	86	86	86	86	86	86
KN4	Pearson Correlation	.238*	.129	.246*	1	.083	.583**
	Sig. (2-tailed)	.027	.236	.022		.447	.000
	N	86	86	86	86	86	86
KN5	Pearson Correlation	.112	.123	.354**	.083	1	.549**
	Sig. (2-tailed)	.302	.260	.001	.447		.000
	N	86	86	86	86	86	86
TOTALKN	Pearson Correlation	.572**	.607**	.721**	.583**	.549**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	86	86	86	86	86	86

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

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

2. UJI RELIABILITAS

Reliability Statistics

Cronbach's Alpha	N of Items
.763	6

Reliability Statistics

Cronbach's Alpha	N of Items
.779	6

Reliability Statistics

Cronbach's Alpha	N of Items
.729	6

Reliability Statistics

Cronbach's Alpha	N of Items
.768	6

Reliability Statistics

Cronbach's Alpha	N of Items
.736	6

3. UJI ASUMSI KLASIK

UJI NORMALITAS

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		86
Normal Parameters ^a	Mean	.0000000
	Std. Deviation	1.46053706
Most Extreme Differences	Absolute	.057
	Positive	.037
	Negative	-.057
Kolmogorov-Smirnov Z		.529
Asymp. Sig. (2-tailed)		.942
a. Test distribution is Normal.		

UJI HETEROSKEDASTISITAS

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	3.591	.986		3.640	.000		
	TOTALX1	-.047	.048	-.139	-.986	.327	.579	1.729
	TOTALX2	.031	.064	.095	.480	.633	.291	3.440
	TOTALX3	-.074	.058	-.172	-1.265	.210	.623	1.606
	TOTALX4	-.034	.063	-.099	-.546	.587	.350	2.858

a. Dependent Variable: AbsUt

UJI MULTIKOLONIERITAS

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	6.566	1.694		3.876	.000		
	TOTALX1	.011	.082	.013	.129	.898	.579	1.729
	TOTALX2	.323	.109	.415	2.951	.004	.291	3.440
	TOTALX3	.142	.100	.136	1.419	.160	.623	1.606
	TOTALX4	.210	.109	.248	1.937	.056	.350	2.858

a. Dependent Variable: TOTALKN

Coefficient Correlations^a

Model			TOTALX4	TOTALX1	TOTALX3	TOTALX2
1	Correlations	TOTALX4	1.000	-.094	-.177	-.611
		TOTALX1	-.094	1.000	-.064	-.361
		TOTALX3	-.177	-.064	1.000	-.248
		TOTALX2	-.611	-.361	-.248	1.000
	Covariances	TOTALX4	.012	.000	-.002	-.007
		TOTALX1	.000	.007	.000	-.003
		TOTALX3	-.002	.000	.010	-.003
		TOTALX2	-.007	-.003	-.003	.012

a. Dependent Variable: TOTALKN

UJI AUTOKORELASI

Model Summary^p

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.731 ^a	.534	.511	1.496	1.740

a. Predictors: (Constant), TOTALX4, TOTALX1, TOTALX3, TOTALX2

b. Dependent Variable: TOTALKN

1. UJI REGRESI LINIER BERGANDA

Model Summary^p

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.731 ^a	.534	.511	1.496	1.740

a. Predictors: (Constant), TOTALX4, TOTALX1, TOTALX3, TOTALX2

b. Dependent Variable: TOTALKN

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	207.936	4	51.984	23.223	.000 ^a
	Residual	181.319	81	2.239		
	Total	389.256	85			

a. Predictors: (Constant), TOTALX4, TOTALX1, TOTALX3, TOTALX2

b. Dependent Variable: TOTALKN

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	6.566	1.694		3.876	.000
	TOTALX1	.011	.082	.013	.129	.898
	TOTALX2	.323	.109	.415	2.951	.004
	TOTALX3	.142	.100	.136	1.419	.160
	TOTALX4	.210	.109	.248	1.937	.056

a. Dependent Variable: TOTALKN

Lampiran 4 Surat Bukti Selesai Penelitian



PT Bank Syariah Mandiri
Kantor Cabang Rengat
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Rengat, Kab. Indragiri Hulu, 29300
Telp : (0769) 323139
Fax : (0769) 324050
www.syahiahmandiri.co.id

SURAT KETERANGAN PENELITIAN
No. 21/057-3/540

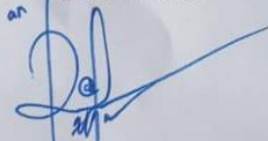
Pada hari ini Rabu, 16 Januari 2019, yang bertanda tangan dibawah ini menerangkan bahwa:

Nama : Aline Octavianty
NIM : 20150730074
Jurusan : Ekonomi Syariah
Universitas : Universitas Muhammadiyah Yogyakarta

Adalah benar telah melakukan Penelitian di Bank Mandiri Syariah cabang Rengat guna penulisan skripsinya yang berjudul: "Pengaruh Karakteristik Syariah Marketing Terhadap Kepuasan Nasabah Tabungan (studi kasus pada Bank Mandiri Syariah cabang Rengat)",, sejak tanggal 28 Desember 2018 Sampai dengan tanggal 14 Januari 2019.

Demikian surat keterangan ini dibuat untuk dapat dipergunakan sebagaimana mestinya.

**PT BANK SYARIAH MANDIRI
CABANG RENGAT**


Beni Eka Putra
Branch Manager

Lampiran 5 Bukti Observasi

