

LAMPIRAN 1. KUESIONER

Kepada Yth.

Bapak/Ibu/Sdr

Di Tempat

Dengan Hormat,

Dalam rangka mencari data untuk penyusunan tesis yang akan saya susun dengan judul **“Pengaruh *Brand Image, Service Quality Dan Trust Terhadap Loyalitas Melalui Kepuasan Nasabah Bank BRI Yogyakarta*”**, maka saya mengharapkan kesediaan Bapak/Ibu/Saudara meluangkan waktu sejenak untuk menjawab pertanyaan yang tersedia.

Pada penelitian ini saya tidak bermaksud apa-apa, hanya untuk keperluan ilmiah dalam rangka menyelesaikan studi. Oleh karena itu saya mengharapkan bantuan dari Bapak/Ibu/Saudara untuk memberikan jawaban sesuai keyakinan/kebenaran yang ada.

Atas bantuan dan perhatiannya saya ucapkan terima kasih.

Hormat saya,

Citra Ayu Rahmadani

DAFTAR PERTANYAAN (QUESTIONER)

1. Nama : (Boleh tidak diisi)
2. Alamat :
3. Nomor Handphone :
4. Jenis Kelamin:
 - a. Pria
 - b. Wanita
5. Usia Anda sekarang
 - a. Kurang dari 20 tahun
 - b. 20 tahun sampai 30 tahun
 - c. 31 tahun sampai 40 tahun
 - d. 41 tahun sampai 50 tahun
 - e. Di atas 50 tahun
6. Pendapatan rata-rata Anda per bulan:
 - a. Kurang dari Rp 1.000.000,-
 - b. Rp 1.000.000,- sampai Rp 3.000.000,-
 - c. > Rp 3.000.000,- sampai Rp 5.000.000,-
 - d. Di atas Rp 5.000.000,-
7. Jenis pekerjaan Anda:
 - a. PNS/TNI/POLRI
 - b. Pegawai Swasta
 - c. Wiraswasta
 - d. Belum bekerja/Ibu rumah tangga
 - e. Mahasiswa/pelajar

Petunjuk : pilihlah salah satu jawaban yang tersedia di bawah ini dengan cara memberi tanda silang dimana. Alternatif jawaban dengan skor sebagai berikut :

- 1) Sangat setuju (SS) skor 5
- 2) Setuju (S) skor 4
- 3) Netral (N) skor 3
- 4) Tidak setuju (TS) skor 2
- 5) Sangat Tidak Setuju (STS) skor 1

A. Brand Image

No	Pernyataan	SS	S	N	TS	STS
1.	Bank BRI Yogyakarta memberikan suku bunga deposito yang kompetitif dibandingkan dengan bank lain.					
2.	Bank BRI Yogyakarta memberikan suku bunga kredit lebih rendah dibandingkan dengan bank lain.					
3.	Bank BRI Yogyakarta memiliki unit yang tersebar sampai ke desa-desa.					
4.	Jumlah unit Bank BRI Yogyakarta mampu melayani nasabah di wilayah Yogyakarta.					
5.	Sebagai bank pemerintah BRI Yogyakarta memiliki karyawan yang profesional.					
6.	Bank BRI Yogyakarta sebagai bank pemerintah memiliki kepercayaan nasabah.					
7.	Bank BRI Yogyakarta menjamin simpanan nasabah					
8.	Simpanan nasabah di Bank BRI Yogyakarta dijamin oleh LPS.					
9.	Bank BRI Yogyakarta bekerjasama dengan bank lain dengan baik.					
10.	Bank BRI Yogyakarta memiliki ATM bersama dengan bank-bank lain cukup banyak.					

B. Service Quality

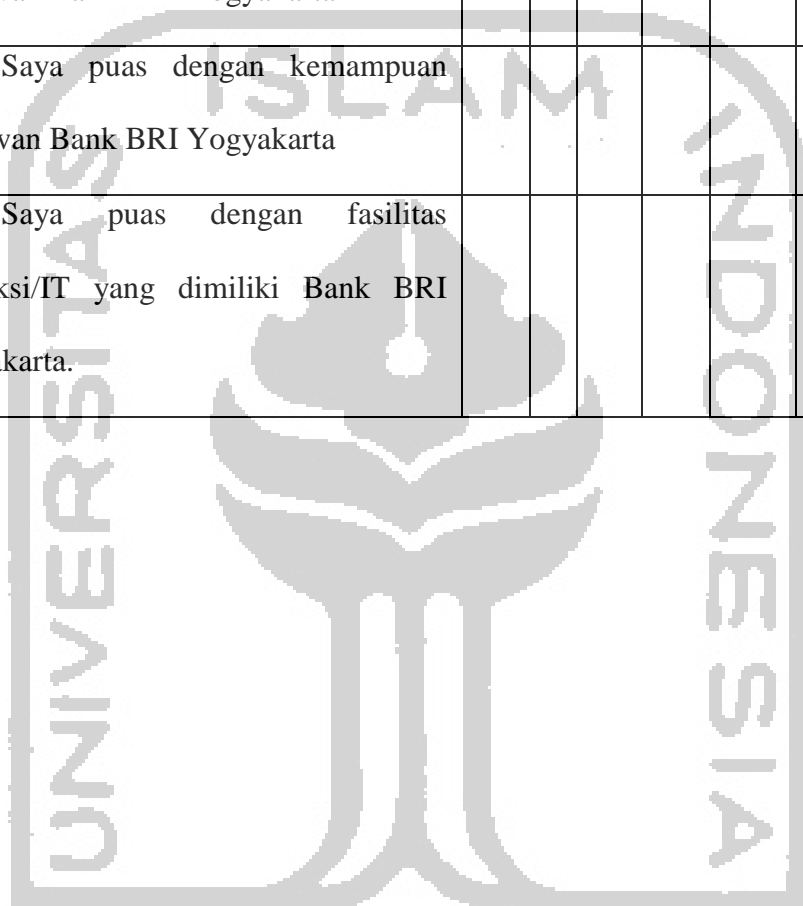
No	Pernyataan	SS	S	N	TS	STS
1.	Bank BRI Yogyakarta mempunyai fasilitas gedung dan peralatan yang lengkap.					
2.	Bank BRI Yogyakarta mempunyai fasilitas ruang tunggu yang nyaman dan tempat parkir yang luas					
4.	Karyawan selalu berpenampilan rapi dan profesional dalam tugasnya.					
5.	Penampilan karyawan Bank BRI Yogyakarta ramah dan murah senyum pada nasabah					
6.	Pelaksanaan pelayanan dengan jadwal yang telah ditentukan (tepat waktu).					
7.	Karyawan dapat memanfaatkan waktu dengan baik dalam melakukan pelayanan di Bank BRI Yogyakarta.					
8.	Karyawan Bank BRI Yogyakarta memberikan					

	pelayanan dan masukan yang cukup baik kepada nasabah.					
9.	Karyawan selalu siap memenuhi dan menanggapi permintaan dan keluhan nasabah.					
10.	Karyawan memberikan informasi dengan jelas tentang pelayanan yang dibutuhkan nasabah.					
11.	Karyawan memberikan informasi yang mudah dimengerti tentang pelayanan yang dibutuhkan nasabah.					
12.	Pelayanan terhadap nasabah dilakukan dengan baik dan memuaskan.					
13.	Keramahan dan kesabaran karyawan dalam melayani nasabah, menjadikan nasabah puas.					
14.	Pihak Bank BRI Yogyakarta memberikan perhatian secara individual (khusus) kepada nasabah.					
15.	Pihak Bank BRI Yogyakarta memberikan perhatian khusus pada nasabah yang loyal.					
16.	Pihak Bank BRI Yogyakarta bisa diharapkan untuk memberikan perhatian personal kepada nasabah.					
17.	Pihak Bank BRI Yogyakarta selalu baik dalam berkomunikasi secara personal kepada nasabah.					

C. Trust

No	Pernyataan	SS	S	N	TS	STS
1.	Bank BRI Yogyakarta memiliki reputasi baik karena sering mendapat penghargaan.					
2.	Bank BRI Yogyakarta mendapat kepercayaan nasabah.					
3.	Bank BRI Yogyakarta karyawan yang berkualitas dan mampu mempertahankannya.					
4.	Bank BRI Yogyakarta budaya perusahaan yang baik.					
5.	Bank BRI Yogyakarta memiliki tata kelola perusahaan yang baik.					
6.	Saya percaya Bank BRI Yogyakarta menjamin kerahasiaan nasabah.					
7.	Saya merasa aman jika bertransaksi di Bank BRI Yogyakarta.					
8.	Informasi pada system Bank BRI Yogyakarta memberikan kenyamanan dalam bertransaksi					
9.	Saya nyaman dalam menggunakan jasa Bank BRI					

	usaha Bank BRI Yogyakarta.												
3.	Saya puas terhadap tingkat bunga yang diberikan Bank BRI Yogyakarta												
4.	Saya puas terhadap pelayanan karyawan Bank BRI Yogyakarta												
5.	Saya puas dengan kemampuan karyawan Bank BRI Yogyakarta												
6.	Saya puas dengan fasilitas transaksi/IT yang dimiliki Bank BRI Yogyakarta.												



LAMPIRAN 2. REKAPITULASI DATA UJI COBA/PILOT STUDY

No	Brand Image										Service Quality																
	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
1	4	4	2	4	4	4	3	5	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
2	3	4	3	4	3	4	3	4	5	4	4	2	3	4	4	2	2	2	2	4	4	5	4	4	4	4	4
3	2	3	3	3	3	3	3	3	3	3	5	4	3	3	5	4	4	4	4	5	5	5	5	4	4	5	5
4	4	5	4	3	4	3	4	5	4	5	4	4	4	4	3	3	3	4	3	5	5	5	4	3	4	5	5
5	4	4	3	3	3	3	4	5	4	4	4	5	4	5	4	4	4	4	4	4	5	5	4	4	4	4	5
6	4	4	4	4	4	4	4	4	4	4	3	4	4	4	2	2	2	4	3	4	4	5	4	4	4	4	4
7	5	4	4	4	4	4	5	4	5	4	5	5	5	5	3	3	3	3	3	4	4	5	4	3	3	4	4
8	3	4	4	5	4	5	3	4	3	4	4	5	4	5	4	4	3	3	3	4	4	5	5	3	3	4	4
9	4	5	4	4	4	4	4	5	4	5	4	4	4	4	4	4	4	3	4	4	5	5	4	4	4	4	4
10	4	5	4	4	4	4	4	4	4	5	4	2	3	4	4	2	2	2	2	4	4	5	4	2	2	4	4
11	5	5	5	4	4	4	5	5	5	5	5	4	4	4	3	3	3	4	3	5	5	5	5	3	4	5	5
12	5	4	4	4	3	4	5	4	5	4	2	4	3	4	5	5	4	4	5	4	4	4	4	4	4	4	4
13	4	3	4	4	5	5	4	5	4	3	3	3	3	3	3	3	3	3	3	4	4	4	4	3	3	4	4
14	5	4	4	4	5	5	3	4	5	4	5	5	5	5	5	3	3	3	3	5	5	5	5	3	3	5	5
15	5	5	5	5	5	5	5	5	5	5	3	2	3	4	2	2	1	1	1	4	4	4	4	4	4	4	4
16	4	4	5	4	5	5	4	4	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
17	4	4	4	4	4	3	4	4	4	4	4	4	4	3	2	3	2	2	2	4	4	5	5	2	2	4	4
18	5	5	3	4	3	4	5	5	5	5	2	5	4	4	2	2	2	2	4	5	5	5	5	2	2	5	5
19	4	3	5	5	5	5	4	5	4	3	1	1	1	2	1	1	2	1	1	3	3	1	2	2	3	3	
20	4	4	4	4	4	4	3	4	4	4	5	5	5	4	4	3	3	4	4	4	5	5	4	3	4	4	5
21	4	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	5	4	5	5	4	4	5	4
22	4	5	5	5	5	5	4	5	4	5	5	5	5	3	5	5	5	4	4	5	5	5	4	5	4	5	5
23	3	3	4	3	4	3	3	3	3	3	4	3	3	3	3	3	3	3	4	4	4	5	3	3	3	4	4
24	3	3	3	3	3	3	3	3	3	3	4	5	4	4	4	3	3	3	4	4	5	5	4	3	3	4	5
25	4	5	4	4	4	4	3	5	4	5	5	3	3	5	5	4	4	4	4	5	4	5	5	4	4	5	4
26	4	4	4	5	4	5	4	4	4	4	2	1	1	3	2	2	2	2	2	3	3	3	3	2	2	3	3
27	3	4	3	3	3	3	3	4	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
28	3	4	3	4	3	4	3	4	4	4	3	4	3	3	3	4	3	4	3	4	3	3	3	3	4	4	3
29	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
30	4	4	4	4	4	4	2	4	3	4	4	3	4	4	4	4	4	4	4	5	4	4	4	4	4	5	4

Trust													Loyalitas Nasabah								Kepuasan Nasabah												
1	2	3	4	5	6	7	8	9	10	11	12	13	1	2	3	4	5	6	7	8	1	2	3	4	5	6	1	2	3	4	5	6	
4	4	4	4	3	3	3	3	4	4	5	5	5	3	3	3	4	3	2	3	2	4	3	3	3	4	3	4	4	4	5	5	4	
2	3	2	3	3	3	4	5	4	3	4	4	4	3	2	3	2	3	3	3	4	3	3	3	4	3	2	4	4	3	4	4	4	
3	3	4	3	3	4	3	4	4	3	4	4	4	3	3	3	4	3	3	4	3	4	3	3	4	4	3	4	4	4	4	4	4	
3	4	4	3	3	3	3	4	4	4	3	4	4	3	3	4	4	3	3	3	3	4	4	4	3	4	3	4	5	4	5	5	5	
3	4	4	3	3	3	3	3	4	3	3	4	4	3	3	4	4	3	3	3	4	4	3	3	3	3	3	4	4	5	5	5	5	
4	4	4	3	4	3	3	4	4	3	3	4	4	3	4	4	4	3	4	3	3	4	3	4	3	3	3	3	3	3	3	3	3	
4	4	3	3	3	4	4	4	4	4	4	5	5	5	5	5	5	4	5	5	5	4	4	4	5	4	5	4	4	4	4	4	4	
4	4	5	4	4	5	4	4	5	4	5	5	5	5	4	4	5	4	4	5	4	4	4	4	5	4	4	4	4	4	3	4	4	4
4	5	4	4	5	4	5	5	4	4	4	5	4	4	4	5	4	4	5	4	5	4	4	5	4	4	4	3	4	3	4	3	3	
4	4	5	4	3	4	4	4	4	5	5	5	4	4	4	4	5	4	3	4	4	5	5	4	4	5	4	3	3	3	4	3	4	
3	3	4	3	4	3	4	4	4	3	4	4	4	4	3	3	4	3	4	3	4	3	3	4	4	3	3	3	3	4	4	3	3	3
4	4	4	4	4	4	4	4	5	4	5	4	5	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	5	5	5	5	5	5

4	4	4	3	4	3	4	5	5	4	5	4	5	4	4	4	3	4	3	4	5	4	4	4	4	3	4	4	4	5	4	4		
5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	3	3	3	3	3	3	
5	3	4	4	5	4	4	4	4	5	4	5	4	4	5	3	4	4	5	4	4	4	5	5	4	5	4	4	3	3	3	3	4	
4	5	4	5	4	4	4	4	5	4	4	5	5	4	4	5	4	5	4	4	4	4	4	4	4	4	4	4	4	3	4	4		
4	5	5	5	5	4	5	5	4	3	4	5	4	4	4	5	5	5	5	4	5	3	3	5	4	3	4	3	3	3	3	3		
5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	4	5	5	5	5	4	4	3	4	4		
3	4	3	3	4	3	4	4	4	4	4	4	4	4	5	3	4	3	3	4	3	4	4	4	4	5	5	4	4	3	3	3		
4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	
5	3	3	4	5	4	4	4	5	5	4	5	5	4	5	3	3	4	5	4	4	4	5	5	4	5	4	5	4	4	4	4		
3	4	4	4	3	5	4	4	4	4	4	4	4	5	3	4	4	4	3	5	4	4	4	5	5	4	5	4	4	4	4	4		
4	4	3	3	4	3	4	4	4	3	4	4	4	4	4	4	3	3	4	3	4	4	3	4	4	3	3	4	4	4	4	3	3	
4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
4	5	5	4	5	5	5	5	4	4	4	5	4	5	4	5	5	4	5	5	5	4	4	5	5	4	5	4	4	4	5	4	4	
3	4	5	3	4	5	4	4	4	3	4	5	4	5	3	4	5	3	4	5	4	3	3	5	5	3	5	4	4	4	3	4	4	
4	4	3	4	4	3	4	4	4	3	4	3	4	3	4	4	3	4	4	3	4	3	3	4	3	3	3	5	4	4	5	4	5	
3	4	3	3	3	3	4	4	3	3	4	4	3	3	3	4	3	3	3	3	4	3	3	3	3	3	3	5	3	5	4	5	5	
3	5	5	3	4	4	4	4	4	4	4	5	4	4	3	5	5	3	4	4	4	4	4	4	4	4	4	4	4	3	3	4	5	4



UNIVERSITAS INDONESIA

LAMPIRAN 3. HASIL VALIDITAS DAN RELIABILITAS UJI COBA

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,890	10

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
BI.1	35,7333	20,064	,763	,870
BI.2	35,5667	21,357	,624	,880
BI.3	35,8000	21,062	,614	,881
BI.4	35,7000	21,597	,643	,879
BI.5	35,7333	21,720	,542	,885
BI.6	35,6333	21,137	,606	,881
BI.7	35,9333	20,892	,593	,883
BI.8	35,4000	21,214	,664	,877
BI.9	35,6333	21,344	,623	,880
BI.10	35,5667	21,357	,624	,880

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,946	17

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
SQ.1	58,3667	106,861	,741	,942
SQ.2	58,4667	105,361	,730	,942
SQ.3	58,5667	108,254	,759	,941
SQ.4	58,3333	114,506	,572	,945
SQ.5	58,6667	107,126	,734	,942
SQ.6	58,9333	109,995	,686	,943
SQ.7	59,0667	111,375	,661	,943
SQ.8	58,9333	109,306	,723	,942
SQ.9	58,9333	109,926	,690	,942
SQ.10	58,0333	108,999	,818	,940
SQ.11	58,0000	113,241	,715	,942
SQ.12	57,6667	112,368	,666	,943
SQ.13	58,1000	110,162	,711	,942
SQ.14	58,8333	114,213	,581	,944
SQ.15	58,7333	114,133	,603	,944
SQ.16	57,9667	113,275	,747	,942
SQ.17	58,0000	113,241	,715	,942

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,897	13

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
TR.1	48,3000	26,493	,683	,885
TR.2	47,9667	28,447	,496	,894
TR.3	48,0333	27,275	,528	,894
TR.4	48,4333	26,116	,757	,881
TR.5	48,1667	27,247	,585	,890
TR.6	48,2333	26,323	,683	,885
TR.7	48,0333	27,826	,657	,887
TR.8	47,8667	29,361	,452	,895
TR.9	47,8333	28,833	,610	,890
TR.10	48,2333	27,013	,635	,887
TR.11	47,9333	28,271	,557	,891
TR.12	47,6000	27,972	,656	,887
TR.13	47,7667	29,013	,527	,892

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,899	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
LN.1	27,2000	16,372	,726	,882
LN.2	27,4333	16,668	,651	,890
LN.3	27,1000	17,334	,632	,891
LN.4	27,1000	17,128	,571	,897
LN.5	27,5667	16,737	,708	,884
LN.6	27,2667	16,340	,688	,886
LN.7	27,3333	16,023	,758	,879
LN.8	27,1667	16,695	,753	,881

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0

Excluded ^a	0	,0
Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,871	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
KIN.1	19,5667	8,668	,533	,871
KIN.2	19,7333	7,306	,826	,821
KIN.3	19,3667	8,447	,549	,869
KIN.4	19,4333	8,185	,612	,859
KIN.5	19,6667	7,678	,754	,835
KIN.6	19,7333	7,099	,762	,833

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,873	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
HAP.1	19,2000	7,407	,552	,870
HAP.2	19,4000	7,214	,621	,860
HAP.3	19,3667	6,723	,734	,841
HAP.4	19,2333	6,737	,555	,876
HAP.5	19,2667	6,064	,807	,826
HAP.6	19,2000	6,441	,816	,827

LAMPIRAN 4. REKAPITULASI DATA PENELITIAN

No	Brand Image									
	Resp									
1	1	2	3	4	5	6	7	8	9	10
2	4	4	2	4	4	4	3	5	3	4
3	3	4	3	4	3	4	3	4	5	4
4	2	3	3	3	3	3	3	3	3	3
5	4	5	4	3	4	3	4	5	4	5
6	4	4	3	3	3	3	4	5	4	4
7	4	4	4	4	4	4	4	4	4	4
8	5	4	4	4	4	4	5	4	5	4
9	3	4	4	5	4	5	3	4	3	4
10	4	5	4	4	4	4	4	5	4	5
11	4	5	4	4	4	4	4	4	4	5
12	5	5	5	4	4	4	5	5	5	5
13	5	4	4	4	3	4	5	4	5	4
14	4	3	4	4	5	5	4	5	4	3
15	5	4	4	4	5	5	3	4	5	4
16	5	5	5	5	5	5	5	5	5	5
17	4	4	5	4	5	5	4	4	4	4
18	4	4	4	4	4	3	4	4	4	4
19	5	5	3	4	3	4	5	5	5	5
20	4	3	5	5	5	5	4	5	4	3
21	4	4	4	4	4	4	3	4	4	4
22	4	4	4	4	4	4	4	4	4	4
23	4	5	5	5	5	5	4	5	4	5
24	3	3	4	3	4	3	3	3	3	3
25	3	3	3	3	3	3	3	3	3	3
26	4	5	4	4	4	4	3	5	4	5
27	4	4	4	5	4	5	4	4	4	4
28	3	4	3	3	3	3	3	4	4	4
29	3	4	3	4	3	4	3	4	4	4
30	3	3	3	3	3	3	3	3	3	3
31	4	4	4	4	4	4	2	4	3	4
32	3	3	3	3	3	3	3	3	3	3
33	4	3	4	3	4	3	4	3	4	4
34	4	3	4	3	4	3	4	3	3	4
35	4	4	5	4	3	4	3	4	4	4
36	4	4	4	3	3	3	3	4	3	4
37	4	4	4	4	4	3	4	4	4	4
38	4	5	4	4	4	3	4	5	4	4
39	4	3	4	4	5	4	5	3	4	4
40	5	4	5	4	4	4	4	4	4	4
41	5	4	5	4	4	4	4	4	4	4
42	5	5	5	5	4	4	4	5	4	3
43	4	5	4	4	4	3	4	5	3	4
44	5	4	3	4	4	5	5	4	4	4
45	4	5	4	4	4	5	5	3	4	4
46	5	5	5	5	5	5	5	5	3	3
47	4	4	4	5	4	5	5	4	4	4
48	4	4	4	4	4	4	3	4	5	3

49	5	5	5	3	4	3	4	5	4	3
50	4	4	3	5	5	5	5	4	5	5
51	4	4	4	4	4	4	4	3	3	3
52	4	4	4	4	4	4	4	4	4	4
53	4	4	5	5	5	5	5	4	3	3
54	4	3	3	4	3	4	3	3	4	4
55	4	3	3	3	3	3	3	3	3	3
56	5	4	5	4	4	4	4	3	4	4
57	4	4	4	4	5	4	5	4	5	5
58	3	3	4	3	3	3	3	3	4	4
59	3	3	4	3	4	3	4	3	4	4
60	3	3	3	3	3	3	3	3	5	5
61	4	4	4	4	4	4	4	2	5	5
62	4	4	4	3	4	3	4	3	4	4
63	4	4	4	4	4	3	4	4	4	4
64	4	3	3	3	4	3	3	3	4	4
65	4	4	4	3	3	3	3	3	4	4
66	3	3	4	3	4	3	4	4	3	4
67	4	4	4	3	4	3	4	3	4	3
68	4	4	3	3	4	3	4	3	4	4
69	5	4	4	3	4	3	5	3	4	4
70	5	5	5	5	5	4	5	3	5	5
71	5	4	4	4	4	4	4	5	4	4
72	4	4	4	4	4	4	4	5	5	5
73	4	4	4	4	5	4	5	5	5	5
74	4	5	4	4	5	4	5	4	4	4
75	4	4	4	5	5	5	5	5	5	5
76	5	5	5	5	5	5	5	4	5	5
77	5	4	4	5	5	5	5	4	4	5
78	4	4	4	4	4	4	4	4	4	4
79	4	5	4	3	5	3	5	4	4	3
80	4	4	4	4	4	4	4	4	4	4
81	5	5	5	5	5	5	5	4	4	4
82	5	4	5	4	4	4	4	4	5	4
83	5	5	5	5	3	5	3	5	5	4
84	4	5	4	4	4	4	4	5	4	4
85	5	4	4	4	5	4	5	4	4	5
86	4	5	4	4	5	4	5	3	4	4
87	5	5	5	5	4	5	4	5	5	4
88	4	4	4	5	4	5	4	4	5	4
89	4	4	4	4	5	4	5	4	5	5
90	5	5	5	4	4	4	4	5	4	5
91	4	4	3	5	5	5	5	4	5	4
92	4	3	3	3	4	3	4	3	4	3
93	4	4	4	4	5	4	5	4	5	5
94	4	4	5	5	5	5	5	4	4	4
95	4	3	3	5	5	5	5	3	4	4
96	4	3	4	5	5	5	5	3	5	5
97	3	3	3	5	5	5	5	3	4	4
98	4	4	4	5	5	5	5	4	4	3
99	4	3	4	3	3	3	3	3	4	4

100	3	3	4	4	4	4	4	3	4	4
101	3	3	3	4	5	4	5	3	4	4
102	5	4	5	5	5	5	5	4	4	5
103	5	4	4	4	5	4	5	3	3	3
104	5	4	5	5	5	5	5	4	4	4
105	4	3	3	4	5	5	5	5	4	4
106	5	5	5	5	5	5	5	5	3	3
107	5	5	5	5	4	3	4	4	3	3
108	4	5	3	4	5	3	4	4	3	3
109	4	4	3	3	4	4	4	4	4	3
110	4	3	4	4	3	5	4	4	3	3
111	3	3	4	4	4	4	5	4	4	5
112	3	3	4	2	4	3	3	4	3	4
113	4	4	4	4	4	3	2	4	2	3
114	4	4	4	3	4	3	4	4	3	4
115	4	4	4	3	4	4	3	3	3	3
116	3	3	3	4	4	3	3	4	3	4
117	4	4	4	3	4	3	4	4	3	3
118	4	5	4	3	4	3	4	4	3	4
119	4	4	4	5	5	4	5	4	5	5
120	4	4	4	4	5	4	4	5	4	5
121	4	4	4	5	4	4	4	4	4	4
122	4	4	4	4	4	5	4	5	4	4
123	4	4	4	4	4	3	4	4	3	3
124	4	4	5	4	5	4	5	5	4	4
125	4	4	4	4	5	4	5	5	3	4
126	3	4	4	5	5	5	5	5	5	5
127	4	4	4	4	4	5	4	4	4	4
128	5	4	4	4	5	4	3	4	4	3
129	4	4	3	5	4	3	4	3	4	5
130	5	5	5	5	5	5	5	5	5	4
131	3	4	4	4	4	4	4	4	4	3
132	4	5	4	4	4	4	4	4	4	4
133	3	3	3	4	5	5	5	4	4	3
134	4	4	4	4	4	4	3	4	5	4
135	3	3	3	4	4	3	3	4	3	4
136	4	4	4	4	4	4	4	4	4	4
137	5	5	5	5	4	4	5	4	5	5
138	4	4	3	4	4	3	3	4	5	4
139	4	5	4	4	4	3	4	4	3	4
140	5	5	5	4	3	3	3	4	3	3
141	5	5	5	4	4	4	4	4	4	4
142	4	4	4	3	4	3	4	4	4	5
143	4	4	4	4	3	3	4	3	3	3
144	4	4	4	4	3	3	3	5	3	5
145	4	4	4	4	3	3	3	3	3	3
146	3	3	3	4	4	3	4	4	5	4
147	4	3	3	5	3	3	4	3	4	4
148	4	4	4	3	3	3	4	4	3	4
149	4	4	4	5	4	3	5	4	3	4
150	5	5	5	4	4	4	5	4	4	4

151	4	4	4	3	4	4	4	4	3	4
152	5	5	5	4	5	4	4	5	4	5
153	5	5	5	3	4	4	5	4	3	4
154	4	4	4	4	4	4	5	4	4	4
155	5	5	5	5	5	5	5	5	4	4
156	5	5	5	3	4	5	5	4	4	5
157	4	4	3	3	4	5	5	4	3	4
158	3	3	3	5	5	4	4	5	4	4
159	3	4	4	4	4	3	5	3	4	5
160	4	4	4	3	4	4	4	4	4	3
161	4	4	5	4	4	5	5	4	4	4
162	5	4	5	4	5	4	4	4	5	4
163	4	5	4	4	4	5	3	4	5	4
164	4	4	4	3	4	4	4	4	4	4
165	4	5	4	4	4	4	5	4	4	5
166	4	4	5	3	4	4	5	4	2	3
167	5	5	4	3	5	5	4	5	3	3
168	5	5	4	4	4	5	4	4	4	4
169	5	5	5	4	5	4	5	5	5	4
170	4	4	4	3	4	4	4	4	4	4
171	3	4	4	5	4	5	5	4	4	4
172	4	3	4	3	4	3	4	4	3	5
173	5	5	5	5	5	4	5	5	5	5
174	4	4	4	5	5	5	5	5	4	5
175	4	4	4	5	5	5	5	5	4	5
176	5	4	4	5	5	5	5	5	5	5
177	3	4	5	5	5	5	5	5	5	5
178	3	4	5	5	5	5	5	5	4	5
179	4	4	4	3	4	3	3	4	4	4
180	5	4	5	4	5	4	4	5	3	5
Rerata	4,07	4,04	4,04	3,99	4,18	3,98	4,16	4,05	3,98	4,07

Service Quality																
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
4	2	3	4	4	2	2	2	2	4	4	5	4	4	4	4	4
5	4	3	3	5	4	4	4	4	5	5	5	5	4	4	5	5
4	4	4	4	3	3	3	4	3	5	5	5	4	3	4	5	5
4	5	4	5	4	4	4	4	4	4	5	5	4	4	4	4	5
3	4	4	4	2	2	2	4	3	4	4	5	4	4	4	4	4
5	5	5	5	3	3	3	3	3	4	4	5	4	3	3	4	4
4	5	4	5	4	4	3	3	3	4	4	5	5	3	3	4	4
4	4	4	4	4	4	4	4	3	4	4	5	5	4	4	4	4
4	2	3	4	4	2	2	2	2	4	4	5	4	2	2	4	4
5	4	4	4	3	3	3	4	3	5	5	5	5	3	4	5	5
2	4	3	4	5	5	4	4	5	4	4	4	4	4	4	4	4
3	3	3	3	3	3	3	3	3	4	4	4	4	3	3	4	4
5	5	5	5	5	3	3	3	3	5	5	5	5	3	3	5	5
3	2	3	4	2	2	1	1	1	4	4	4	4	4	4	4	4
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
4	4	4	3	2	3	2	2	2	4	4	5	5	2	2	4	4

2	5	4	4	2	2	2	2	4	5	5	5	5	2	2	5	5
1	1	1	2	1	1	2	1	1	1	3	3	1	2	2	3	3
5	5	5	4	4	3	3	4	4	4	5	5	4	3	4	4	5
5	4	4	4	4	4	4	4	4	5	4	5	5	4	4	5	4
5	5	5	3	5	5	5	4	4	5	5	5	4	5	4	5	5
4	3	3	3	3	3	3	3	4	4	4	5	3	3	3	4	4
4	5	4	4	4	3	3	3	4	4	5	5	4	3	3	4	5
5	3	3	5	5	4	4	4	4	5	4	5	5	4	4	5	4
2	1	1	3	2	2	2	2	2	3	3	3	3	2	2	3	3
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
3	4	3	3	3	4	3	4	3	4	3	3	3	3	4	4	3
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
4	3	4	4	4	4	4	4	4	5	4	4	4	4	4	5	4
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
4	4	2	3	4	4	2	2	2	2	4	4	5	4	4	4	4
4	5	4	3	3	5	4	4	4	4	5	5	5	5	4	4	5
5	4	4	4	4	3	3	3	4	3	5	5	5	4	3	4	5
4	4	5	4	5	4	4	4	4	4	4	5	5	4	4	4	4
3	3	4	4	4	2	2	2	4	3	4	4	5	4	4	4	4
5	5	5	5	5	3	3	3	3	3	4	4	5	4	3	3	4
4	4	5	4	5	4	4	3	3	3	4	4	5	5	3	3	4
4	4	4	4	4	4	4	4	4	3	4	4	5	5	4	4	4
4	4	2	3	4	4	2	2	2	2	4	4	5	4	2	2	4
5	5	4	4	4	3	3	3	4	3	5	5	5	5	3	4	5
2	2	4	3	4	5	5	4	4	5	4	4	4	4	4	4	4
3	3	3	3	3	3	3	3	3	3	4	4	4	4	3	3	4
5	5	5	5	5	5	3	3	3	3	5	5	5	5	3	3	5
3	3	2	3	4	2	2	1	1	1	4	4	4	4	4	4	4
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
4	4	4	4	3	2	3	2	2	2	4	4	5	5	2	2	4
4	2	5	4	4	2	2	2	2	4	5	5	5	5	2	2	5
1	1	1	1	2	1	1	2	1	1	1	3	3	1	2	2	3
5	5	5	5	4	4	3	3	4	4	4	5	5	4	3	4	4
5	5	4	4	4	4	4	4	4	4	5	4	5	5	4	4	5
4	5	5	5	3	5	5	5	4	4	5	5	5	4	5	4	5
3	4	3	3	3	3	3	3	3	4	4	4	5	3	3	3	4
4	4	5	4	4	4	3	3	3	4	4	5	5	4	3	3	4
5	5	3	3	5	5	4	4	4	4	5	4	5	5	4	4	5
3	2	1	1	3	2	2	2	2	2	3	3	3	3	2	2	3
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
3	3	4	3	3	3	4	3	4	3	4	3	3	3	3	4	4
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
4	4	3	4	4	4	4	4	4	4	5	4	4	4	4	4	5
5	4	4	4	4	4	4	3	3	2	3	3	3	3	3	3	3
3	4	4	4	4	3	3	3	3	3	4	4	5	4	3	3	4
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
4	4	3	3	3	3	3	3	3	3	3	4	4	3	3	3	3
5	4	4	4	4	3	4	3	3	3	4	4	5	4	3	3	4
4	4	4	4	3	4	3	3	3	3	3	3	4	3	3	3	3
4	4	3	3	3	3	3	3	3	3	3	3	4	3	3	3	3
4	4	3	3	4	3	3	3	3	4	3	4	5	3	3	3	3

2	2	3	3	3	3	3	3	3	3	3	3	4	4	3	3	3	
4	3	3	3	4	4	4	3	3	3	4	4	4	3	3	3	4	
5	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
4	4	5	4	4	4	4	4	5	5	4	4	5	5	4	5	4	
4	4	3	4	4	4	4	4	3	3	2	3	4	4	4	3	2	
3	3	5	4	4	4	3	2	1	3	4	2	3	4	2	3	4	
5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	
5	5	5	5	4	5	3	3	5	5	5	5	5	3	3	5	5	
4	5	4	4	4	3	5	3	4	4	4	4	4	4	3	4	4	
3	4	2	3	4	2	3	2	3	3	3	3	3	5	2	3	3	
5	5	5	5	5	4	4	4	4	4	5	4	4	4	4	4	5	
3	4	3	3	3	3	3	3	4	2	2	2	4	1	5	4	2	2
4	4	4	4	4	5	4	5	4	4	4	4	4	4	5	4	4	4
5	5	5	5	5	2	2	2	2	1	4	5	5	3	2	2	4	4
5	5	5	5	5	2	3	2	2	2	4	4	3	4	2	2	4	4
4	5	3	5	5	3	3	3	3	3	5	5	5	4	3	3	5	5
3	4	3	3	3	3	3	3	3	4	4	4	4	3	3	3	4	4
5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
3	3	3	4	4	4	4	4	3	4	4	4	4	3	3	4	3	4
3	5	1	3	4	1	2	3	2	3	2	5	5	5	3	2	2	2
5	4	4	4	4	5	5	4	4	4	4	5	5	4	4	4	4	4
4	3	3	3	3	3	2	3	2	3	3	3	3	3	3	2	3	3
4	4	3	3	3	3	3	3	3	3	4	4	4	4	3	3	3	4
5	5	5	5	5	4	2	2	3	3	5	5	5	4	2	3	5	5
4	4	3	3	4	2	3	3	3	3	4	4	4	4	3	3	4	4
5	4	5	5	5	4	4	4	4	4	5	5	5	4	4	4	5	5
3	3	4	4	4	3	4	3	4	4	4	4	4	4	3	4	4	4
4	5	3	4	5	5	5	4	5	4	4	4	3	4	4	5	4	4
5	5	3	3	3	3	3	3	3	3	5	5	5	3	3	3	5	5
3	3	3	3	3	3	3	3	3	3	4	4	4	4	3	3	3	4
4	3	4	4	4	4	4	3	4	4	4	4	4	5	3	4	4	4
4	4	3	3	3	4	4	3	4	3	3	4	4	3	3	4	3	3
4	3	4	3	2	3	2	2	3	3	3	3	2	2	2	3	3	3
5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
4	5	5	5	5	4	5	5	2	1	5	5	5	5	5	2	5	5
5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
5	5	5	5	4	4	4	4	4	4	4	4	4	4	5	4	4	4
3	4	4	3	4	2	4	4	3	3	4	3	3	3	4	3	4	4
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
1	1	1	1	1	1	2	2	2	2	1	1	4	1	2	2	2	2
4	2	3	2	5	3	3	2	2	3	3	3	5	3	2	2	3	3
4	3	3	3	4	5	4	4	4	3	4	4	4	4	4	4	4	4
3	4	3	4	4	5	4	5	4	4	4	4	4	4	4	4	4	4
4	3	4	3	4	4	4	3	4	4	4	3	4	5	4	4	2	2
4	3	4	4	4	4	4	4	4	5	4	3	3	5	5	4	5	4
4	3	4	4	4	4	3	4	4	4	4	4	4	5	5	4	4	4
4	4	4	4	4	4	3	4	3	4	3	4	3	4	4	4	4	5
4	4	4	4	4	3	3	3	4	4	4	3	4	3	3	3	3	4
4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	5	5
3	3	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	5
4	4	4	4	4	4	4	4	4	4	4	3	3	4	4	4	4	4

4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	3
4	4	4	3	4	4	4	4	4	4	4	4	4	4	5	5	5
4	5	5	5	4	5	5	5	5	4	5	5	5	5	4	4	3
2	3	5	5	3	4	4	4	3	4	3	4	3	4	5	4	5
4	4	4	5	5	5	5	5	5	5	5	5	5	5	3	3	4
4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	5	3
2	3	4	4	4	5	5	5	5	4	5	5	5	5	5	5	3
3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3
4	4	4	3	3	3	3	4	4	3	4	4	4	3	4	3	4
3,83	3,85	3,82	3,87	3,78	3,68	3,61	3,56	3,57	3,74	3,99	4,09	4,14	3,92	3,62	3,78	3,94

Trust													
1	2	3	4	5	6	7	8	9	10	11	12	13	
4	4	4	4	3	3	3	3	4	4	5	5	5	
2	3	2	3	3	3	4	5	4	3	4	4	4	
3	3	4	3	3	4	3	4	4	3	4	4	4	
3	4	4	3	3	3	3	4	4	4	3	3	4	
3	4	4	3	3	3	3	3	4	3	3	4	4	
4	4	4	3	4	3	3	4	4	3	3	4	4	
4	4	3	3	3	4	4	4	4	4	4	5	5	
4	4	5	4	4	5	4	4	5	4	5	5	5	
4	5	4	4	5	4	5	5	4	4	4	5	4	
4	4	5	4	3	4	4	4	4	5	5	5	4	
3	3	4	3	4	3	4	4	4	3	4	4	4	
4	4	4	4	4	4	4	4	5	4	5	4	5	
4	4	4	3	4	3	4	5	5	4	5	4	5	
5	5	5	5	5	5	5	5	5	5	5	5	5	
5	3	4	4	5	4	4	4	4	5	4	5	4	
4	5	4	5	4	4	4	4	5	4	4	5	5	
4	5	5	5	5	4	5	5	4	3	4	5	4	
5	5	5	5	4	5	5	5	5	5	5	5	5	
3	4	3	3	4	3	4	4	4	4	4	4	4	
4	4	4	3	4	4	4	4	4	4	4	4	4	
5	3	3	4	5	4	4	4	5	5	4	5	5	
3	4	4	4	3	5	4	4	4	4	4	4	4	
4	4	3	3	4	3	4	4	4	3	4	4	4	
4	4	4	3	4	4	4	4	4	4	4	4	4	
4	5	5	4	5	5	5	5	4	4	4	5	4	
3	4	5	3	4	5	4	4	4	3	4	5	4	
4	4	3	4	4	3	4	4	4	3	4	3	4	
3	4	3	3	3	3	4	4	3	3	4	4	3	
3	5	5	3	4	4	4	4	4	4	4	5	4	
3	3	3	4	3	2	3	2	3	4	3	4	4	
3	2	3	2	3	3	3	4	3	4	3	4	4	
3	3	3	4	3	3	4	3	3	4	3	4	4	
4	3	4	4	3	3	3	3	4	4	4	3	4	
4	3	4	4	3	3	3	4	4	4	3	4	4	
4	3	4	4	3	3	3	3	3	4	3	4	4	
4	4	4	4	3	4	3	3	4	4	3	4	4	
5	5	5	5	4	5	5	5	5	5	4	4	5	

5	4	4	5	4	4	5	4	4	5	4	5	5
5	4	5	4	4	5	4	5	5	4	4	4	5
5	4	4	5	4	3	4	4	4	4	5	5	5
4	3	3	4	3	4	3	4	4	4	3	4	4
4	4	4	4	4	4	4	4	4	5	4	5	4
4	4	4	4	3	4	3	4	5	5	4	5	4
5	5	5	5	5	5	5	5	4	5	5	5	5
5	5	3	4	4	5	4	4	4	4	5	4	5
3	4	5	4	5	4	4	4	4	5	4	4	3
3	4	5	5	5	5	4	5	5	4	3	3	3
5	5	5	5	5	4	5	5	5	5	5	5	5
4	3	4	3	3	4	3	4	4	4	4	4	4
3	4	4	4	3	4	4	4	4	4	4	4	4
5	5	3	3	4	5	4	4	3	5	5	4	5
4	3	4	4	4	3	5	4	4	4	4	4	4
3	4	4	3	3	4	3	4	4	4	3	4	4
4	4	4	4	3	4	4	4	4	4	4	4	4
5	4	5	5	4	5	5	5	3	4	4	4	5
5	3	4	5	3	4	5	4	4	4	3	4	5
3	4	4	3	4	4	3	4	4	4	3	4	3
4	3	4	3	3	3	3	4	4	3	3	4	4
5	3	5	5	3	4	4	4	4	4	4	4	5
5	3	5	5	5	3	4	3	4	4	3	4	5
5	4	4	5	4	4	3	4	4	3	3	3	5
4	4	4	5	5	4	3	4	4	3	3	5	4
4	3	4	3	3	4	3	4	4	3	3	3	4
5	4	4	5	5	5	5	4	5	4	3	4	5
5	4	4	4	5	5	4	5	5	3	3	3	5
4	3	4	3	4	3	3	3	4	3	3	4	4
3	4	5	4	3	3	3	5	4	4	3	4	3
4	4	3	3	3	3	4	4	4	4	4	4	4
3	3	4	4	3	3	3	3	4	4	4	4	3
4	5	5	5	5	3	4	4	4	5	4	5	4
3	4	4	4	4	3	3	3	3	4	4	4	3
3	3	4	4	3	3	4	4	4	4	4	4	3
5	4	4	5	5	4	4	5	5	5	5	5	5
4	4	4	5	5	4	4	3	4	4	5	4	4
5	4	4	4	5	4	3	3	3	4	5	4	5
5	5	5	4	4	4	4	5	4	5	4	5	5
5	4	4	5	4	5	4	4	4	4	3	3	5
4	4	4	3	4	3	4	3	4	4	4	4	4
4	3	5	4	3	5	4	4	5	4	5	4	4
5	4	5	4	5	4	5	4	4	5	4	4	5
5	4	5	4	5	4	5	4	4	4	5	4	5
3	4	4	4	5	3	4	3	4	4	4	4	3
4	4	4	5	5	3	4	4	4	4	4	4	4
4	4	4	5	4	3	2	3	3	4	4	4	4
3	4	5	5	5	3	3	3	3	5	5	5	3
5	4	4	4	5	5	4	4	4	4	5	4	5
4	5	4	4	5	4	5	4	4	5	4	5	4
4	4	4	4	3	3	3	3	4	4	4	4	4

4	4	5	4	5	4	3	5	5	4	5	4	4
3	4	4	5	4	3	3	3	3	4	3	4	4
4	3	5	5	4	4	3	5	5	5	4	5	4
5	5	5	5	5	5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	5	4	5	5	5	5
5	5	5	5	5	5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	5	5	5	5	5	5
5	4	4	4	4	4	4	3	4	4	3	4	5
5	5	5	5	5	4	3	4	4	5	4	5	5
5	3	4	4	4	4	4	4	4	4	4	4	5
5	5	5	5	5	5	5	5	5	5	5	5	5
4	4	5	5	4	4	4	4	5	4	4	4	4
5	5	5	5	5	5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	5	5	5	5	5	5
4	5	4	4	4	5	3	4	4	5	5	5	4
4	4	4	3	5	5	4	4	5	5	5	5	4
4	3	5	4	3	2	2	4	4	4	3	4	4
3	3	4	4	3	4	3	4	3	5	4	5	3
4	3	4	3	4	2	2	2	3	3	3	3	4
4	4	4	4	4	3	3	3	3	4	4	4	4
4	4	5	4	4	3	2	3	3	4	4	4	4
5	5	5	5	3	3	3	4	3	5	5	5	5
5	5	5	4	4	4	3	4	4	5	5	5	4
4	5	5	4	4	4	3	4	4	4	5	5	4
4	4	5	4	4	4	3	3	3	4	4	5	4
4	4	5	4	5	4	4	3	4	4	4	5	4
4	4	5	5	4	5	5	5	5	4	4	5	5
4	4	5	5	4	5	4	5	4	4	4	5	5
4	4	5	4	4	5	4	4	5	4	4	5	4
5	5	5	5	4	5	4	5	4	5	5	5	5
4	4	4	4	4	4	3	3	4	4	4	4	4
4	4	4	4	3	4	4	3	4	4	4	4	4
5	5	5	5	5	4	4	4	5	5	5	5	5
4	4	4	4	4	5	5	5	4	4	4	4	4
3	3	3	3	3	5	5	4	4	3	3	3	3
4	4	5	5	3	3	4	3	4	4	4	5	5
5	5	5	5	4	3	4	3	5	5	5	5	5
1	3	3	1	2	5	5	5	5	1	3	3	1
4	5	5	4	5	4	3	4	4	4	5	5	4
5	4	5	5	4	3	4	4	4	5	4	5	5
5	5	5	4	3	5	5	4	3	5	5	5	4
4	4	5	3	3	4	3	4	4	4	4	4	3
4	5	5	4	4	3	4	4	4	4	5	5	4
5	4	5	5	5	4	4	4	4	5	4	5	5
3	3	3	3	3	5	4	5	3	3	3	3	3
3	3	3	3	3	5	3	4	4	3	3	3	3
4	3	3	3	4	3	4	4	4	4	3	3	3
3	3	3	3	3	4	3	4	4	3	3	3	3
5	4	4	4	4	5	3	5	4	5	4	4	4

3	3	3	3	4	5	3	5	4	3	3	3	3
4	4	5	4	4	5	4	4	4	4	4	5	4
4	4	4	4	4	4	4	4	4	4	4	4	4
3	4	4	3	3	4	3	4	4	3	4	4	3
4	4	5	4	4	5	4	3	5	4	4	5	4
3	3	4	3	3	5	4	3	5	3	3	4	3
3	3	4	3	3	4	3	4	4	3	3	4	3
3	3	4	5	3	3	4	5	4	3	3	4	5
3	3	4	4	3	4	4	4	4	3	3	4	4
4	4	4	3	4	3	3	4	4	4	4	4	3
4	4	4	4	3	4	5	5	4	4	4	4	4
4	4	5	5	5	3	4	4	3	4	4	5	5
2	3	4	4	4	3	3	4	4	2	3	4	4
4	2	3	4	3	5	4	4	5	4	2	3	4
5	5	5	5	5	4	4	3	4	5	5	5	5
5	5	5	3	2	5	4	4	3	5	5	5	3
4	4	4	4	4	5	5	5	4	4	4	4	4
3	3	3	5	4	5	4	5	4	3	3	3	5
5	4	4	4	5	4	4	4	4	5	4	4	4
2	4	1	5	4	4	3	5	5	2	4	1	5
4	4	4	4	4	5	4	5	4	4	4	4	4
4	5	5	3	5	5	4	5	4	4	5	5	3
4	4	3	4	5	3	4	3	4	4	4	3	4
5	5	5	4	5	4	4	4	4	5	5	5	4
4	4	4	3	3	4	4	4	3	4	4	4	3
5	5	5	5	5	3	4	4	3	5	5	5	5
4	4	3	3	4	5	4	4	4	4	4	3	3
2	5	5	5	2	4	5	4	4	2	5	5	5
4	5	5	4	4	4	4	5	4	4	5	5	4
3	3	3	3	3	4	4	4	5	3	3	3	3
4	4	4	3	3	3	4	4	3	4	4	4	3
5	5	5	4	5	4	3	4	5	5	5	5	4
4	4	4	4	4	5	5	5	5	4	4	4	4
5	5	5	4	5	5	5	5	5	5	5	5	4
4	4	4	4	4	5	5	5	4	4	4	3	4
4	4	3	4	4	5	5	5	5	5	5	5	4
5	5	5	3	3	5	5	5	5	4	4	4	3
4	4	4	3	4	5	4	4	4	5	5	5	5
4	4	4	5	4	5	5	5	4	4	4	4	3
4,02	3,99	4,21	4,02	3,94	4,02	3,91	4,11	4,13	4,10	4,07	3,13	4,20

Loyalitas Nasabah							
1	2	3	4	5	6	7	8
3	3	3	4	3	2	3	2
3	2	3	2	3	3	3	4
3	3	3	4	3	3	4	3
3	3	4	4	3	3	3	3
3	3	4	4	3	3	3	4
3	3	4	4	3	3	3	3
3	4	4	4	3	4	3	3
5	5	5	5	4	5	5	5

5	4	4	5	4	4	5	4
4	4	5	4	4	5	4	5
4	4	4	5	4	3	4	4
4	3	3	4	3	4	3	4
4	4	4	4	4	4	4	4
4	4	4	4	3	4	3	4
5	5	5	5	5	5	5	5
4	5	3	4	4	5	4	4
4	4	5	4	5	4	4	4
4	4	5	5	5	5	4	5
5	5	5	5	5	4	5	5
5	3	4	3	3	4	3	4
4	4	4	4	3	4	4	4
4	5	3	3	4	5	4	4
5	3	4	4	4	3	5	4
4	4	4	3	3	4	3	4
4	4	4	4	3	4	4	4
5	4	5	5	4	5	5	5
5	3	4	5	3	4	5	4
3	4	4	3	4	4	3	4
3	3	4	3	3	3	3	4
4	3	5	5	3	4	4	4
3	3	3	3	4	3	2	3
3	3	2	3	2	3	3	3
3	3	3	3	4	3	3	4
4	3	3	4	4	3	3	3
4	3	3	4	4	3	3	3
4	3	3	4	4	3	3	3
4	3	4	4	4	3	4	3
5	5	5	5	5	4	5	5
5	5	4	4	5	4	4	5
5	4	4	5	4	4	5	4
5	4	4	4	5	4	3	4
4	4	3	3	4	3	4	3
4	4	4	4	4	4	4	4
4	4	4	4	4	3	4	3
5	5	5	5	5	5	5	5
5	4	5	3	4	4	5	4
3	4	4	5	4	5	4	4
3	4	4	5	5	5	5	4
5	5	5	5	5	5	4	5
4	5	3	4	3	3	4	3
3	4	4	4	4	3	4	4
5	4	5	3	3	4	5	4
4	5	3	4	4	4	3	5
3	4	4	4	3	3	4	3
4	4	4	4	4	3	4	4
5	5	4	5	5	4	5	5
5	5	3	4	5	3	4	5
3	3	4	4	3	4	4	3
4	3	3	4	3	3	3	3

INDONESIA

5	4	3	5	5	3	4	4
5	4	3	5	5	5	3	4
5	3	4	4	5	4	4	3
4	3	4	4	5	5	4	3
4	3	3	4	3	3	4	3
5	5	4	4	5	5	5	5
5	4	4	4	4	5	5	4
4	3	3	4	3	4	3	3
3	3	4	5	4	3	3	3
4	4	4	3	3	3	3	4
3	3	3	4	4	3	3	3
4	4	5	5	5	5	3	4
3	3	4	4	4	4	3	3
3	4	3	4	4	3	3	4
5	4	4	4	5	5	4	4
4	4	4	4	5	5	4	4
5	3	4	4	4	5	4	3
5	4	5	5	4	4	4	4
5	4	4	4	5	4	5	4
4	4	4	4	3	4	3	4
4	4	3	5	4	3	5	4
5	5	4	5	4	5	4	5
5	5	4	5	4	5	4	5
3	4	4	4	4	5	3	4
4	4	4	4	5	5	3	4
4	4	4	4	5	4	3	2
3	4	4	5	5	5	3	3
5	4	4	4	4	5	5	4
4	5	5	4	4	5	4	5
4	3	4	4	4	3	3	3
4	3	4	5	4	5	4	3
3	3	4	4	5	4	3	3
4	3	3	5	5	4	4	3
5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	5
5	4	5	5	5	5	5	5
5	5	5	5	5	5	5	5
5	4	5	5	5	5	5	5
5	4	4	4	4	4	4	4
5	3	5	5	5	5	4	3
5	4	3	4	4	4	4	4
5	5	5	5	5	5	5	5
4	4	4	5	5	4	4	4
5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	5
4	3	5	4	4	4	5	3
4	4	4	4	3	5	5	4
4	2	3	5	4	3	2	2
3	3	3	4	4	3	4	3
4	4	3	4	3	4	2	2

4	3	3	4	3	4	3	4
4	3	2	4	2	3	4	3
4	3	4	4	3	4	4	3
4	4	3	3	3	3	4	3
4	3	3	4	3	4	4	4
4	3	4	4	3	3	4	4
4	3	4	4	3	4	4	4
5	4	5	4	5	5	3	3
5	4	4	5	4	5	4	4
4	4	4	4	4	4	3	4
4	5	4	5	4	4	3	4
4	3	4	4	3	3	4	4
5	4	5	5	4	4	4	4
5	4	5	5	3	4	4	4
5	5	5	5	5	5	4	4
4	5	4	4	4	4	4	4
5	4	3	4	4	3	4	3
4	3	4	3	4	5	4	4
5	5	5	5	5	4	4	4
4	4	4	4	4	3	3	3
4	4	4	4	4	4	4	4
5	5	5	4	4	3	4	4
4	4	3	4	5	4	5	4
4	3	3	4	3	4	4	4
4	4	4	4	4	4	4	5
4	4	5	4	5	5	3	3
4	3	3	4	5	4	4	4
4	3	4	4	3	4	4	4
3	3	3	4	3	3	4	4
4	4	4	4	4	4	4	4
4	3	4	4	4	5	4	4
3	3	4	3	3	3	3	4
3	3	3	5	3	5	2	4
3	3	3	3	3	3	5	5
4	3	4	4	5	4	3	3
3	3	4	3	4	4	4	4
3	3	4	4	3	4	3	3
4	3	5	4	3	4	4	4
4	4	5	4	4	4	3	3
4	4	4	4	3	4	4	4
5	4	4	5	4	5	4	4
4	4	5	4	3	4	4	4
4	4	5	4	4	4	4	4
5	5	5	5	4	4	5	4
4	5	5	4	4	5	5	4
4	5	5	4	3	4	3	4
5	4	4	5	4	4	4	4
4	3	5	3	4	5	4	4
4	4	4	4	4	3	4	4
4	5	5	4	4	4	4	3
5	4	4	4	5	4	4	4
4	3	5	3	4	5	4	4
4	4	4	4	4	3	4	4
4	5	5	4	4	4	4	3
5	4	4	4	5	4	4	4

INDONESIA

4	5	3	4	5	4	4	4
4	4	4	4	4	4	4	4
4	4	5	4	4	5	5	5
4	4	5	4	2	3	4	4
5	5	4	5	3	3	4	4
4	5	4	4	4	4	4	5
5	4	5	5	5	4	5	5
4	4	4	4	4	4	5	5
4	5	5	4	4	4	5	5
4	3	4	4	3	5	4	4
5	4	5	5	5	5	4	4
5	5	5	5	4	5	4	5
5	5	5	5	4	5	2	3
5	5	5	5	5	5	4	4
5	5	5	5	5	5	4	4
5	5	5	5	4	5	2	3
4	3	3	4	4	4	3	4
5	4	4	5	3	5	4	4
4,16	3,88	4,04	4,21	3,98	4,06	3,89	3,92

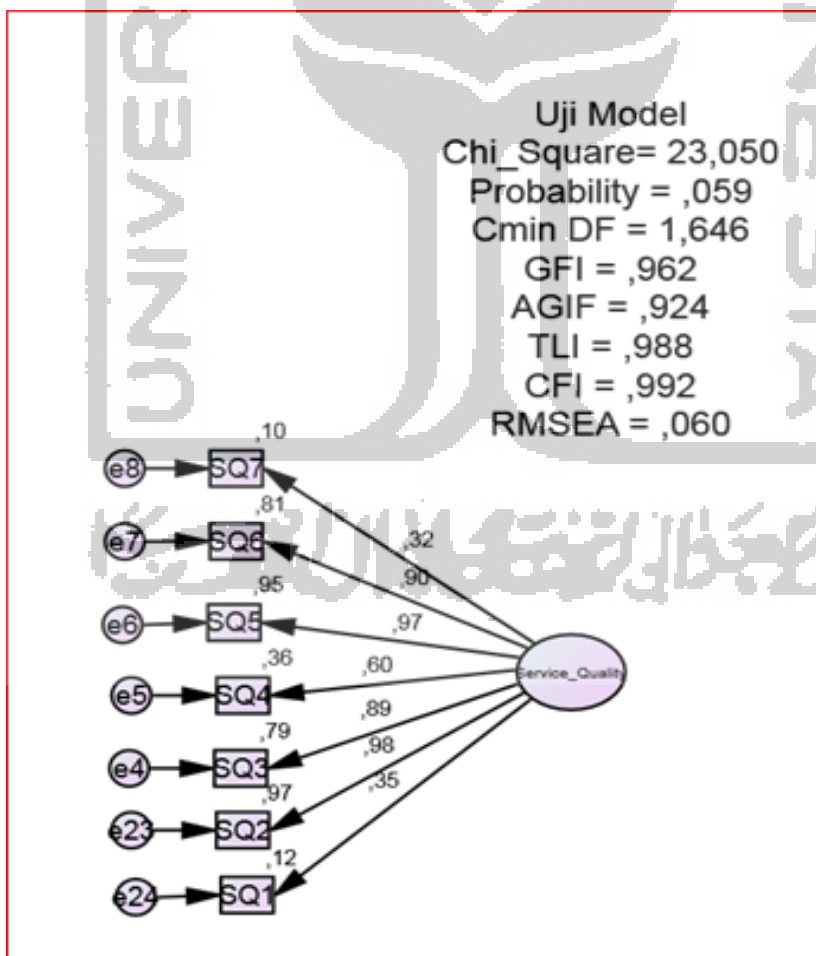
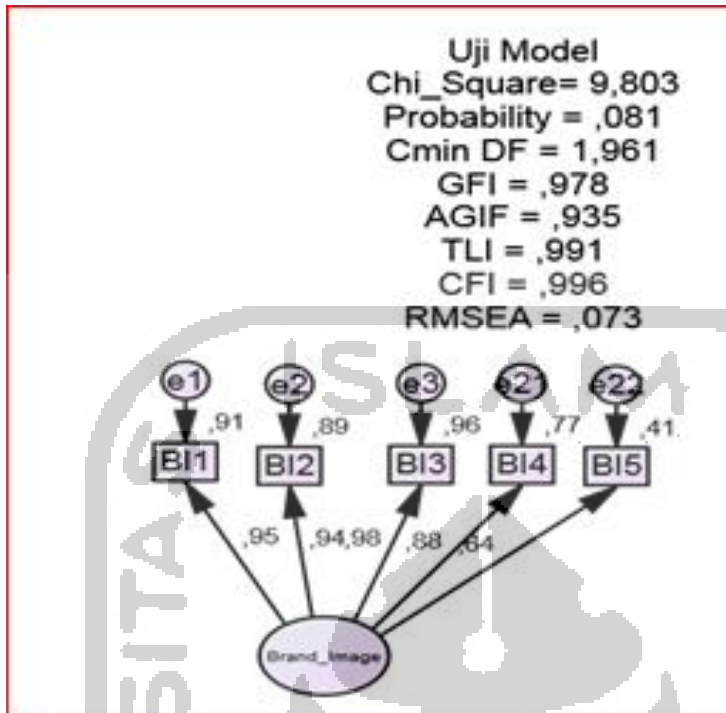
Kepuasan Nasabah											
Kinerja						Harapan					
1	2	3	4	5	6	1	2	3	4	5	6
4	3	3	3	4	3	4	4	4	5	5	4
3	3	3	4	3	2	4	4	3	4	4	4
4	3	3	4	4	3	4	4	4	4	4	4
4	4	4	3	4	3	4	5	4	5	5	5
4	3	3	3	3	3	4	4	5	5	5	5
3	3	4	4	3	3	4	3	3	4	3	4
4	3	4	3	3	3	3	3	3	3	3	3
4	4	4	5	4	5	4	4	4	4	4	4
4	4	4	5	4	4	4	4	4	3	4	4
4	4	5	4	4	4	3	4	3	4	3	3
5	5	4	4	5	4	3	3	3	4	3	4
3	3	4	4	3	3	3	3	4	4	3	3
5	4	4	4	4	4	4	5	5	5	5	5
5	4	4	4	4	3	4	4	4	5	4	4
5	5	5	5	5	5	3	3	3	3	3	3
4	5	5	4	5	4	4	3	3	3	3	4
4	4	4	4	4	4	4	4	4	3	4	4
3	3	5	4	3	4	3	3	3	3	3	3
5	5	4	5	5	5	5	4	4	3	4	4
4	4	5	5	4	4	4	3	3	3	3	3
4	4	4	4	4	4	4	4	4	3	4	4
4	5	5	4	5	4	5	4	4	4	4	4
4	4	5	5	4	5	4	4	4	4	4	4
4	3	4	4	3	3	4	4	4	4	3	3
4	4	4	4	4	4	4	4	4	4	4	4
4	4	5	5	4	5	4	4	4	5	4	4
3	3	5	5	3	5	4	4	4	3	4	4
3	3	4	3	3	3	5	4	4	5	4	5

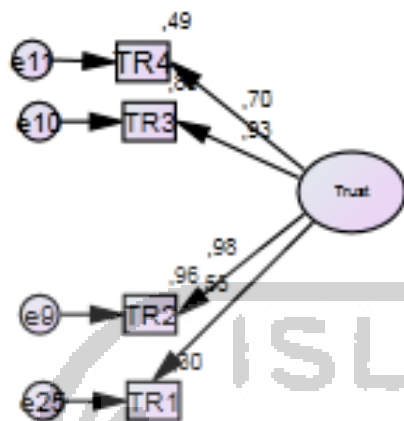
3	3	3	3	3	3	5	3	5	4	5	5
4	4	4	4	4	4	4	3	3	4	5	4
4	4	3	3	3	4	3	3	3	3	4	5
4	3	3	3	4	4	2	3	2	2	4	3
4	4	3	3	4	4	3	3	4	3	4	4
4	4	4	4	3	3	3	4	4	3	4	4
4	4	3	3	3	4	3	3	4	4	4	4
4	3	3	4	4	4	3	3	4	3	4	3
4	4	3	4	3	4	3	3	4	3	4	4
5	4	4	4	5	4	5	5	4	5	5	5
5	4	4	4	5	5	4	4	5	5	4	4
4	4	4	5	4	4	4	4	4	5	5	5
4	5	5	4	4	5	4	4	4	4	4	3
4	4	3	4	4	4	3	4	4	4	4	4
5	5	4	4	4	5	4	4	4	4	5	4
5	5	4	4	4	5	3	5	5	4	5	5
5	5	5	5	5	5	5	5	5	5	5	5
4	4	5	5	4	4	4	4	4	3	4	4
5	4	4	4	4	4	4	4	4	3	5	4
4	3	3	5	4	3	4	4	4	3	4	5
5	5	5	4	5	5	5	5	5	4	5	4
4	4	4	5	5	4	4	4	3	4	4	4
4	4	4	4	4	4	4	4	4	4	4	4
5	4	5	5	4	4	4	4	5	5	5	5
4	4	4	5	5	4	5	5	4	4	4	5
4	4	3	4	4	4	3	3	3	4	4	4
4	4	4	4	4	4	4	4	4	4	4	4
4	4	4	5	5	4	5	5	5	3	4	5
4	4	3	5	5	4	5	5	5	4	4	4
4	4	3	4	3	4	3	3	3	4	4	4
3	4	3	3	3	4	3	3	4	3	3	3
4	4	4	4	4	4	4	4	5	3	4	4
4	4	3	3	4	4	4	4	5	3	4	3
3	3	3	4	3	3	3	3	4	3	3	4
3	5	3	4	3	5	3	3	4	3	3	4
3	3	3	4	3	3	3	3	3	3	3	4
4	4	3	5	5	4	5	5	4	3	4	5
3	3	3	5	4	3	4	4	4	3	3	5
3	4	3	3	3	4	3	3	4	4	3	3
4	4	3	3	3	4	3	3	4	5	4	3
4	4	4	3	4	4	4	4	3	3	4	3
4	4	4	3	3	4	3	3	4	3	4	3
5	5	4	3	4	5	4	4	5	5	5	3
4	4	4	3	3	4	3	3	3	4	4	3
4	4	4	3	4	4	4	4	4	3	4	3
5	5	5	4	4	5	4	4	5	5	5	4
4	4	5	4	4	4	4	4	4	5	4	4
4	4	5	4	3	4	3	3	4	5	4	4
5	5	4	4	4	5	4	4	4	4	5	4
4	3	3	5	4	3	4	4	5	4	4	5
4	4	4	3	4	4	4	4	4	4	4	4

4	4	5	5	4	4	4	4	4	5	4	5
5	4	4	4	5	4	5	5	3	5	5	4
4	4	5	4	5	4	5	5	4	5	4	4
4	4	4	3	4	4	4	4	4	4	4	3
4	4	4	3	4	4	4	4	5	5	4	3
4	4	4	4	4	4	2	2	4	4	4	3
5	5	5	4	4	5	3	3	5	4	5	3
4	4	5	5	4	4	4	4	4	5	4	5
5	5	4	4	5	5	5	5	3	5	5	4
4	4	4	3	3	4	4	4	4	3	4	3
4	4	5	4	3	4	4	4	3	4	4	4
4	4	3	3	3	4	3	3	4	3	4	3
5	5	4	4	3	5	5	5	3	5	5	4
5	5	5	5	5	5	4	4	5	5	5	5
5	5	5	5	5	5	4	4	5	5	5	5
5	5	5	4	4	5	5	5	5	5	5	5
5	5	5	5	5	5	5	5	5	5	5	5
5	5	5	4	4	5	4	4	5	5	5	5
4	4	3	4	4	4	4	4	4	3	4	4
5	5	4	4	3	5	3	3	5	4	5	4
4	4	4	4	4	4	4	4	5	5	4	4
5	5	5	5	5	5	5	5	5	5	5	5
4	4	4	4	4	4	4	4	5	5	4	4
5	5	5	5	5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	5	5	5	5	5
5	5	5	5	3	5	3	3	5	5	5	5
5	5	5	5	4	5	4	4	5	3	5	5
4	4	3	2	2	4	3	3	2	3	4	2
5	5	4	4	3	5	3	3	3	2	5	4
3	3	3	4	4	3	3	3	3	3	3	3
3	4	3	4	4	4	4	2	4	4	3	2
3	2	3	4	2	2	2	3	2	2	3	4
3	4	3	5	4	4	4	3	4	4	4	3
4	4	3	3	3	3	4	3	3	3	3	3
4	4	3	4	4	4	4	3	4	4	3	4
4	4	3	2	2	2	4	3	2	2	3	3
4	4	3	3	3	3	3	4	3	3	3	3
5	5	4	4	4	3	3	5	4	3	5	5
4	5	4	4	4	4	4	4	4	4	5	4
5	4	4	4	2	2	2	5	2	2	4	5
4	5	4	3	3	3	4	3	3	3	4	4
3	4	3	5	5	4	4	4	5	4	3	4
4	4	4	3	3	3	3	4	3	3	4	4
4	4	3	5	3	3	3	4	3	3	3	4
5	5	5	2	2	1	1	5	2	1	5	5
3	4	4	3	3	3	3	5	3	3	4	4
5	4	5	2	3	2	2	4	3	2	4	4
5	5	5	2	2	2	2	5	2	2	4	5
5	5	5	1	1	2	1	4	1	2	5	5
4	3	3	4	3	3	4	4	3	3	3	4

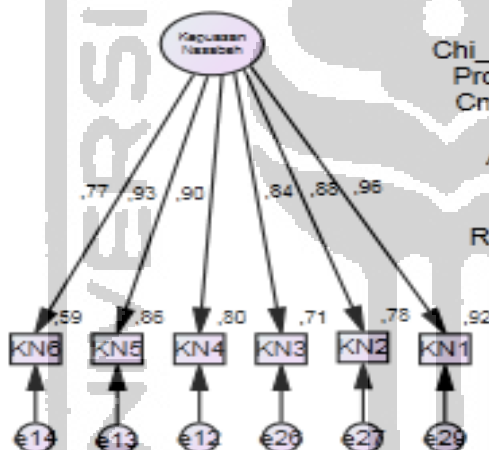
4	4	3	4	4	4	4	4	4	4	4	4
3	3	4	5	5	5	4	5	5	5	4	4
4	4	4	3	3	3	3	3	3	3	5	4
4	3	3	4	3	3	3	4	3	3	3	4
4	4	3	5	4	4	4	4	4	4	4	4
5	5	4	2	2	2	2	5	2	2	5	5
4	5	3	3	3	3	3	4	3	3	5	4
4	3	4	3	4	3	4	4	4	3	3	4
4	3	3	3	3	3	3	3	3	3	3	4
5	5	3	4	4	4	4	4	4	4	4	4
5	5	5	4	4	3	3	3	4	3	4	3
4	5	4	3	3	3	3	4	3	3	3	4
4	5	5	4	4	4	4	4	4	4	3	4
4	3	3	3	3	3	3	4	3	3	3	4
4	5	5	3	4	3	3	5	4	3	5	4
4	4	5	4	3	3	3	5	3	3	4	5
4	3	4	3	3	3	3	3	3	3	3	3
5	4	3	3	3	3	3	3	3	3	3	5
3	3	3	3	3	3	3	3	3	3	4	4
4	4	3	4	4	3	3	3	4	3	3	3
5	5	5	4	4	4	4	3	4	4	4	4
4	4	4	4	4	4	5	3	4	4	3	3
4	4	3	4	4	4	3	3	4	4	4	4
4	5	5	4	3	2	1	4	3	2	4	5
4	5	5	5	5	5	5	4	5	5	4	3
4	4	5	5	3	3	5	4	3	3	3	3
5	4	4	3	5	3	4	4	5	3	4	5
4	5	4	2	3	2	3	5	3	2	4	4
4	3	4	4	4	4	4	3	4	4	4	3
5	4	3	3	3	4	2	5	3	4	4	4
5	4	5	5	4	5	4	4	4	5	5	4
5	4	5	2	2	2	2	4	2	2	5	4
4	4	5	2	3	2	2	3	3	2	4	3
4	5	5	3	3	3	3	3	3	3	4	4
4	5	4	3	3	3	3	3	3	3	2	3
5	5	5	5	5	5	5	3	5	5	3	3
4	4	5	4	4	4	3	5	4	4	4	4
4	4	5	1	2	3	2	4	2	3	5	4
4	4	3	5	5	4	4	3	5	4	3	3
5	4	5	3	2	3	2	4	2	3	3	5
4	5	4	3	3	3	3	3	3	3	3	3
5	5	4	4	2	2	3	4	2	2	3	5
5	5	5	2	3	3	3	5	3	3	5	5
5	5	5	4	4	4	4	5	4	4	5	5
5	5	5	3	4	3	4	5	4	3	5	5
5	5	5	5	5	4	5	5	5	4	5	5
5	5	5	2	3	2	2	5	3	3	5	5
4	4	4	3	3	3	3	4	3	3	4	3
5	5	5	3	3	3	3	4	4	3	3	4
4,18	4,14	4,03	3,81	3,70	3,76	3,60	3,86	3,77	3,66	4,03	4,01

LAMPIRAN 5. OUTPUT UJI KONFIRMATORI KONSTRUK

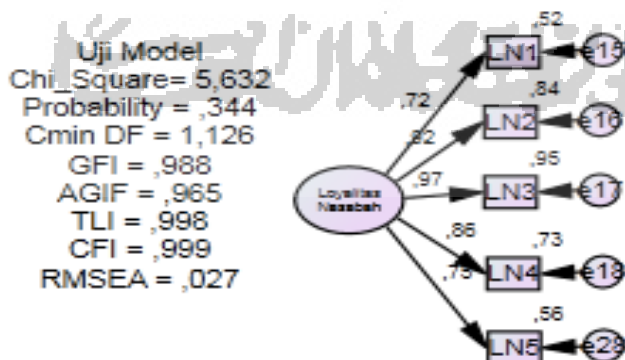




Uji Model
 Chi_Square= 3,736
 Probability = ,154
 Cmin DF = 1,868
 GFI = ,989
 AGIF = ,946
 TLI = ,989
 CFI = ,996
 RMSEA = ,070



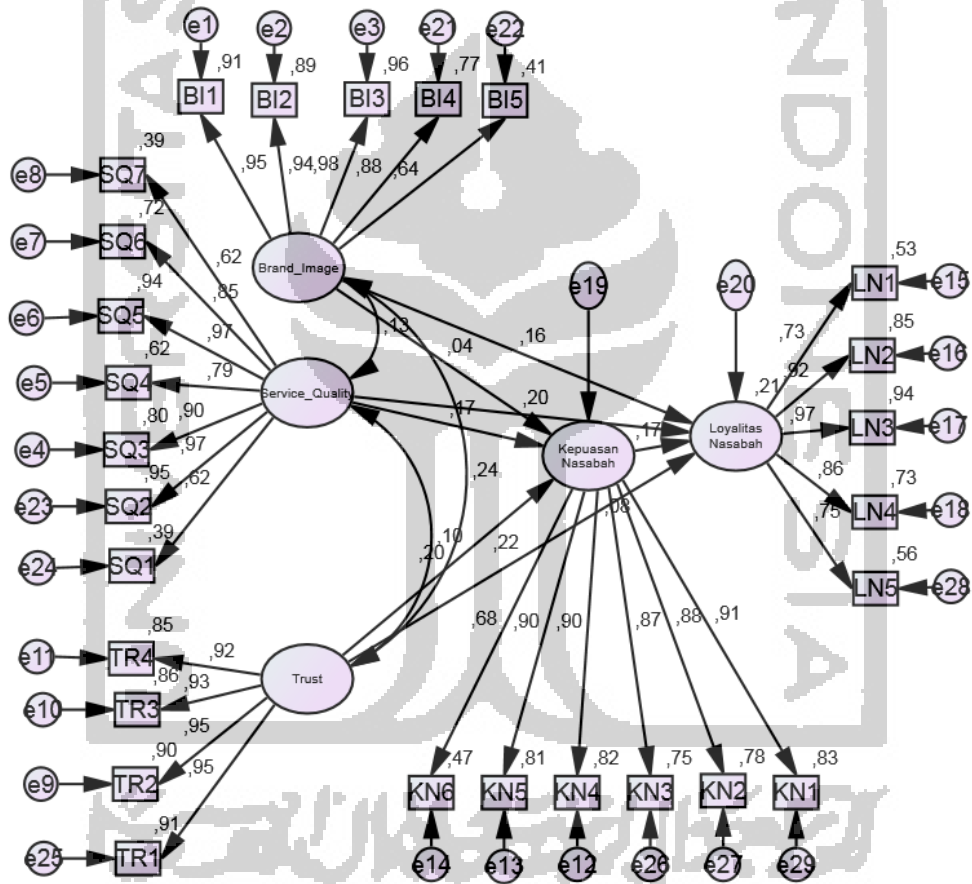
Uji Model
 Chi_Square= 13,650
 Probability = ,135
 Cmin DF = 1,517
 GFI = ,975
 AGIF = ,941
 TLI = ,993
 CFI = ,996
 RMSEA = ,054



Uji Model
 Chi_Square= 5,632
 Probability = ,344
 Cmin DF = 1,126
 GFI = ,988
 AGIF = ,965
 TLI = ,998
 CFI = ,999
 RMSEA = ,027

LAMPIRAN 6. OUTPUT SEM (AMOS) FULL MODEL

Uji Model
 Chi_Square= 346,966
 Probability = ,097
 Cmin DF = 1,105
 GFI = ,880
 AGIF = ,855
 TLI = ,993
 CFI = ,993
 RMSEA = ,024



Model Fit Summary

CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	64	346,966	314	,097	1,105
Saturated model	378	,000	0		
Independence model	27	5393,378	351	,000	15,366

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	,015	,880	,855	,731
Saturated model	,000	1,000		
Independence model	,122	,238	,180	,221

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	,936	,928	,994	,993	,993
Saturated model	1,000		1,000		1,000
Independence model	,000	,000	,000	,000	,000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	,895	,837	,889
Saturated model	,000	,000	,000
Independence model	1,000	,000	,000

NCP

Model	NCP	LO 90	HI 90
Default model	32,966	,000	82,511
Saturated model	,000	,000	,000
Independence model	5042,378	4807,969	5283,208

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	1,938	,184	,000	,461
Saturated model	,000	,000	,000	,000
Independence model	30,131	28,170	26,860	29,515

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	,024	,000	,038	1,000
Independence model	,283	,277	,290	,000

AIC

Model	AIC	BCC	BIC	CAIC
Default model	474,966	498,701	679,315	743,315

Model	AIC	BCC	BIC	CAIC
Saturated model	756,000	896,185	1962,938	2340,938
Independence model	5447,378	5457,391	5533,588	5560,588

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	2,653	2,469	2,930	2,786
Saturated model	4,223	4,223	4,223	5,007
Independence model	30,432	29,123	31,778	30,488

HOELTER

Model	HOELTER .05	HOELTER .01
Default model	184	194
Independence model	14	14

Assessment of normality (Group number 1)

Variable	min	max	skew	c.r.	kurtosis	c.r.
KN1	2,000	5,000	,185	1,013	-,075	-,204
LN5	2,000	5,000	,222	1,217	-,133	-,364
KN2	2,000	5,000	,040	,221	,360	,985
KN3	1,750	5,000	-,110	-,604	,574	1,573
TR1	2,000	5,000	-,070	-,385	-,535	-1,465
SQ1	2,000	5,000	,082	,448	-,096	-,264
SQ2	2,000	5,000	,064	,349	,147	,403
BI5	2,550	5,000	-,170	-,928	-,579	-1,584
BI4	2,000	5,000	-,373	-2,043	-,004	-,010
LN4	2,000	5,000	,024	,131	,056	,154
LN3	2,550	5,000	,335	1,832	-,096	-,262
LN2	2,550	5,000	,241	1,319	,093	,255
LN1	2,550	5,000	,252	1,379	-,337	-,923
KN6	2,000	5,000	,040	,220	-,023	-,062
KN5	2,000	5,000	,212	1,159	,014	,039
KN4	2,000	5,000	,312	1,709	,160	,437
TR4	2,000	5,000	,015	,080	-,807	-2,211
TR3	2,000	5,000	-,166	-,908	-,513	-1,406
TR2	2,000	5,000	,077	,420	-,556	-1,521
SQ7	2,000	5,000	,071	,388	,096	,263
SQ6	2,000	4,770	,082	,449	-,054	-,147
SQ5	2,550	5,000	,510	2,795	,183	,501
SQ4	2,550	5,000	-,397	-2,177	,423	1,159
SQ3	2,640	5,000	-,269	-1,473	,382	1,046
BI3	2,550	5,000	-,071	-,390	-,435	-1,191
BI2	2,640	5,000	,156	,852	-,923	-2,528

Variable	min	max	skew	c.r.	kurtosis	c.r.
BII	2,550	5,000	-,154	-,845	-,479	-1,311
Multivariate					194,515	32,973

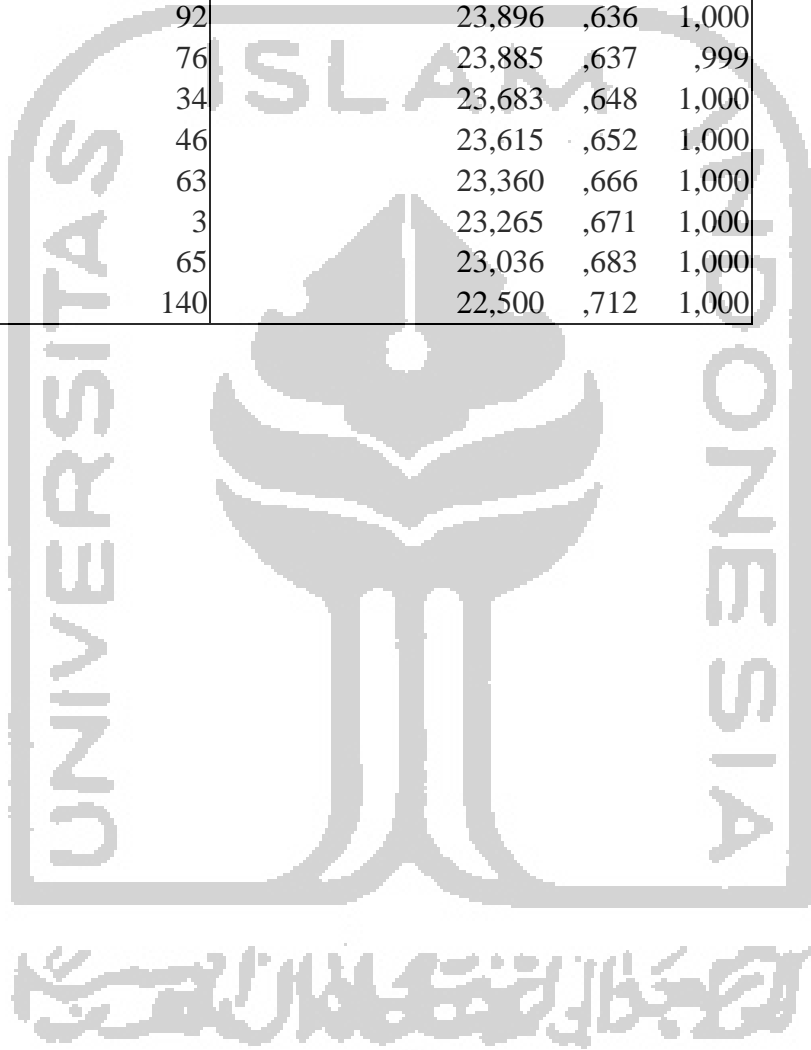


Observations farthest from the centroid (Mahalanobis distance) (Group number 1)

Observation number	Mahalanobis d-squared	p1	p2
37	83,598	,000	,000
103	72,737	,000	,000
157	69,184	,000	,000
56	68,244	,000	,000
73	67,899	,000	,000
144	67,072	,000	,000
36	66,076	,000	,000
24	60,494	,000	,000
142	60,154	,000	,000
74	56,034	,001	,000
93	53,938	,002	,000
119	53,624	,002	,000
118	53,105	,002	,000
85	53,060	,002	,000
101	52,184	,003	,000
97	52,023	,003	,000
57	50,259	,004	,000
40	50,037	,005	,000
54	49,470	,005	,000
95	48,667	,006	,000
39	47,337	,009	,000
87	46,548	,011	,000
9	46,255	,012	,000
53	46,030	,013	,000
26	44,156	,020	,000
178	43,935	,021	,000
59	43,437	,024	,000
102	43,268	,025	,000
82	42,384	,030	,000
42	41,227	,039	,000
43	40,539	,046	,000
150	38,789	,066	,000
61	38,501	,070	,000
160	37,562	,085	,000
55	36,954	,096	,000
161	36,707	,101	,000
79	36,612	,103	,000
20	36,589	,103	,000
98	36,051	,114	,000
72	36,030	,115	,000
123	35,878	,118	,000
110	35,514	,126	,000

Observation number	Mahalanobis d-squared	p1	p2
69	35,505	,127	,000
104	35,417	,129	,000
83	34,764	,145	,000
159	33,478	,182	,009
41	33,294	,188	,009
7	33,068	,195	,012
47	32,865	,202	,014
152	32,591	,211	,020
48	32,548	,212	,015
35	32,337	,220	,018
135	32,157	,226	,020
112	32,057	,230	,018
80	31,363	,256	,079
167	31,122	,266	,102
84	31,102	,267	,079
44	30,780	,280	,122
50	30,673	,285	,117
137	30,599	,288	,104
94	30,226	,304	,175
107	30,057	,312	,191
125	29,985	,315	,174
115	29,638	,331	,262
146	29,622	,331	,220
27	29,611	,332	,181
52	29,249	,349	,280
10	28,979	,362	,355
62	28,815	,370	,382
139	28,481	,387	,502
127	28,267	,397	,560
66	28,170	,402	,553
120	27,971	,412	,603
121	27,694	,427	,692
25	27,504	,437	,732
138	27,448	,440	,708
116	27,380	,443	,690
156	26,951	,466	,833
78	26,890	,470	,817
143	26,886	,470	,776
38	26,850	,472	,746
13	26,284	,503	,911
105	26,203	,507	,906
67	25,606	,541	,980
91	25,286	,558	,992

Observation number	Mahalanobis d-squared	p1	p2
164	24,731	,590	,999
77	24,646	,594	,999
106	24,646	,594	,998
45	24,568	,599	,998
15	24,427	,607	,999
168	24,419	,607	,998
31	24,077	,626	,999
92	23,896	,636	1,000
76	23,885	,637	,999
34	23,683	,648	1,000
46	23,615	,652	1,000
63	23,360	,666	1,000
3	23,265	,671	1,000
65	23,036	,683	1,000
140	22,500	,712	1,000



Sample Moments (Group number 1)

Sample Covariances (Group number 1)

	KN1	LN5	KN2	KN3	TR1	SQ1	SQ2	BI5	BI4	LN4	LN3	LN2	LN1	KN6	KN5	KN4	TR4	TR3	TR2	SQ7	SQ6	SQ5	SQ4	SQ3	BI3	BI2	BI1	
KN1	,413																											
LN5	,062	,359																										
KN2	,281	,065	,301																									
KN3	,272	,039	,240	,300																								
TR1	,068	,080	,080	,068	,463																							
SQ1	,026	,076	-,001	-,012	-,016	,367																						
SQ2	,085	,079	,043	,039	,024	,216	,315																					
BI5	,002	,068	,005	,008	,070	,002	,017	,393																				
BI4	,060	,052	,064	,041	,100	,003	,045	,237	,381																			
LN4	,085	,227	,080	,071	,095	,062	,067	,067	,099	,347																		
LN3	,072	,246	,080	,060	,107	,054	,071	,083	,082	,280	,321																	
LN2	,075	,232	,073	,063	,110	,071	,084	,070	,065	,249	,280	,304																
LN1	,082	,204	,085	,068	,109	,080	,092	,092	,077	,235	,243	,231	,385															
KN6	,271	,056	,182	,184	,085	,055	,070	,011	,058	,080	,072	,085	,092	,381														
KN5	,337	,064	,277	,272	,081	,019	,057	,025	,075	,093	,081	,082	,103	,260	,409													
KN4	,323	,071	,270	,265	,079	,019	,070	,007	,047	,095	,082	,085	,097	,223	,317	,375												
TR4	,069	,076	,075	,056	,425	-,014	,031	,077	,121	,092	,104	,105	,120	,101	,079	,079	,496											
TR3	,065	,090	,082	,071	,400	,001	,028	,078	,107	,094	,114	,117	,113	,083	,071	,080	,415	,457										
TR2	,080	,099	,087	,069	,419	,007	,039	,084	,098	,095	,107	,112	,117	,086	,085	,088	,408	,406	,458									
SQ7	,065	,033	,033	,037	,058	,172	,209	,019	,045	,022	,025	,041	,065	,095	,053	,054	,067	,064	,056	,371								
SQ6	,072	,064	,034	,032	,037	,169	,267	,020	,044	,048	,051	,071	,065	,053	,043	,057	,038	,033	,054	,196	,319							
SQ5	,070	,076	,032	,028	,025	,187	,279	,015	,040	,067	,070	,081	,086	,057	,050	,059	,032	,033	,044	,193	,242	,277						
SQ4	,047	,050	,016	,021	,036	,127	,193	,009	,035	,061	,058	,062	,046	,051	,043	,043	,035	,041	,047	,136	,164	,187	,213					
SQ3	,060	,078	,030	,028	,029	,147	,227	,009	,042	,067	,077	,076	,086	,051	,051	,050	,034	,029	,035	,148	,195	,217	,170	,219				
BI3	,025	,058	,038	,026	,085	-,005	,038	,240	,321	,085	,081	,066	,079	,041	,055	,025	,103	,099	,089	,031	,038	,033	,030	,039	,368			
BI2	,024	,063	,045	,020	,075	-,003	,041	,221	,312	,080	,084	,074	,078	,035	,052	,024	,083	,084	,077	,027	,049	,038	,029	,042	,348	,38		
BI1	,023	,057	,037	,021	,090	,004	,043	,228	,317	,087	,081	,068	,078	,042	,053	,025	,109	,094	,081	,029	,045	,036	,037	,045	,342	,33		

Condition number = 225,056

Eigenvalues

2,891 1,505 1,340 1,165 ,892 ,253 ,215 ,188 ,169 ,161 ,132 ,102 ,092 ,076 ,071 ,070 ,066 ,054 ,053 ,051 ,044 ,035 ,030 ,029 ,023 ,019 ,013

Determinant of sample covariance matrix = 1,530

Sample Correlations (Group number 1)

	KN1	LN5	KN2	KN3	TR1	SQ1	SQ2	BI5	BI4	LN4	LN3	LN2	LN1	KN6	KN5	KN4	TR4	TR3	TR2	SQ7	SQ6	SQ5	SQ4	SQ3	
KN1	1,000																								
LN5	,160	1,000																							
KN2	,798	,198	1,000																						
KN3	,772	,120	,800	1,000																					
TR1	,155	,196	,213	,182	1,000																				
SQ1	,066	,209	-,003	-,035	-,038	1,000																			
SQ2	,236	,236	,141	,126	,064	,636	1,000																		
BI5	,004	,180	,015	,024	,164	,007	,048	1,000																	
BI4	,152	,140	,189	,121	,238	,009	,129	,611	1,000																
LN4	,223	,643	,248	,220	,237	,173	,203	,182	,271	1,000															
LN3	,198	,724	,258	,193	,277	,159	,222	,235	,235	,838	1,000														
LN2	,211	,702	,243	,209	,293	,212	,270	,202	,191	,764	,896	1,000													
LN1	,205	,550	,251	,200	,258	,213	,264	,236	,201	,644	,693	,676	1,000												
KN6	,683	,152	,537	,545	,202	,148	,202	,029	,153	,221	,207	,250	,239	1,000											
KN5	,819	,166	,791	,777	,186	,048	,159	,063	,190	,247	,224	,232	,259	,658	1,000										
KN4	,822	,195	,802	,790	,190	,052	,202	,017	,125	,263	,236	,252	,256	,591	,811	1,000									
TR4	,153	,181	,195	,146	,886	-,033	,080	,175	,277	,222	,260	,270	,274	,232	,174	,184	1,000								
TR3	,150	,223	,221	,193	,870	,003	,074	,185	,257	,237	,297	,314	,270	,198	,163	,194	,873	1,000							
TR2	,185	,243	,235	,187	,910	,017	,103	,197	,235	,238	,280	,300	,278	,205	,196	,212	,856	,888	1,000						
SQ7	,167	,092	,100	,110	,141	,468	,610	,049	,121	,062	,072	,122	,172	,252	,137	,144	,156	,156	,137	1,000					
SQ6	,198	,189	,110	,103	,095	,495	,843	,057	,127	,143	,158	,229	,187	,152	,119	,165	,095	,087	,141	,568	1,000				
SQ5	,207	,242	,111	,099	,070	,587	,946	,046	,122	,217	,235	,279	,262	,174	,147	,183	,085	,091	,123	,602	,812	1,000			
SQ4	,157	,180	,063	,083	,115	,456	,745	,029	,122	,223	,221	,245	,160	,181	,145	,153	,107	,131	,149	,484	,628	,770	1,000		
SQ3	,200	,278	,118	,108	,091	,519	,863	,030	,145	,242	,290	,296	,295	,176	,171	,173	,104	,092	,110	,519	,736	,880	,788	1,000	
BI3	,065	,159	,114	,078	,206	-,015	,111	,631	,857	,238	,236	,199	,211	,109	,143	,067	,242	,241	,218	,083	,110	,102	,108	,136	1,000
BI2	,060	,171	,132	,060	,177	-,008	,119	,569	,817	,219	,239	,217	,202	,092	,131	,064	,191	,200	,183	,072	,140	,116	,101	,144	1,000
BI1	,059	,157	,112	,063	,218	,011	,127	,601	,849	,244	,235	,203	,208	,112	,136	,069	,257	,231	,197	,078	,131	,113	,134	,160	1,000

Condition number = 191,529

Eigenvalues

7,951 4,294 3,885 2,842 2,528 ,735 ,569 ,508 ,487 ,439 ,395 ,334 ,261 ,212 ,208 ,184 ,182 ,153 ,151 ,129 ,124 ,111 ,079 ,075 ,071 ,051 ,042



جامعة الإسلام في إندونيسيا

Estimates (Group number 1 - Default model)

Scalar Estimates (Group number 1 - Default model)

Maximum Likelihood Estimates

Regression Weights: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	PLabel
Kepuasan_Nasabah <--- Service_Quality	,223	,100	2,231	,026 par_1
Kepuasan_Nasabah <--- Brand_Image	,042	,074	,571	,568 par_2
Kepuasan_Nasabah <--- Trust	,171	,067	2,541	,011 par_3
Loyalitas_Nasabah <--- Brand_Image	,123	,057	2,168	,030 par_4
Loyalitas_Nasabah <--- Trust	,153	,053	2,902	,004 par_5
Loyalitas_Nasabah <--- Kepuasan_Nasabah	,137	,060	2,261	,024 par_6
Loyalitas_Nasabah <--- Service_Quality	,210	,078	2,694	,007 par_10
BI1 <--- Brand_Image	1,000			
BI2 <--- Brand_Image	1,013	,036	27,961	*** par_11
BI3 <--- Brand_Image	1,031	,030	34,187	*** par_12
SQ3 <--- Service_Quality	1,000			
SQ4 <--- Service_Quality	,863	,060	14,266	*** par_13
SQ5 <--- Service_Quality	1,219	,051	23,963	*** par_14
SQ6 <--- Service_Quality	1,140	,069	16,445	*** par_15
SQ7 <--- Service_Quality	,905	,092	9,795	*** par_16
TR2 <--- Trust	1,000			
TR3 <--- Trust	,980	,039	24,989	*** par_17
TR4 <--- Trust	1,013	,042	23,986	*** par_18
LN1 <--- Loyalitas_Nasabah	1,000			
LN2 <--- Loyalitas_Nasabah	1,130	,090	12,608	*** par_19
LN3 <--- Loyalitas_Nasabah	1,222	,093	13,136	*** par_20
LN4 <--- Loyalitas_Nasabah	1,123	,096	11,655	*** par_21
KN4 <--- Kepuasan_Nasabah	1,000			
KN5 <--- Kepuasan_Nasabah	1,041	,055	19,009	*** par_22
KN6 <--- Kepuasan_Nasabah	,762	,069	11,065	*** par_23
BI4 <--- Brand_Image	,940	,045	21,005	*** par_24
BI5 <--- Brand_Image	,694	,066	10,591	*** par_25
SQ2 <--- Service_Quality	1,302	,055	23,866	*** par_26
SQ1 <--- Service_Quality	,897	,092	9,739	*** par_27
TR1 <--- Trust	1,011	,036	27,842	*** par_28
KN3 <--- Kepuasan_Nasabah	,857	,049	17,335	*** par_29
KN2 <--- Kepuasan_Nasabah	,876	,048	18,174	*** par_30
LN5 <--- Loyalitas_Nasabah	,999	,099	10,127	*** par_31
KN1 <--- Kepuasan_Nasabah	1,055	,054	19,466	*** par_32

Standardized Regression Weights: (Group number 1 - Default model)

	Estimate
Kepuasan_Nasabah <--- Service_Quality	,169
Kepuasan_Nasabah <--- Brand_Image	,044

	Estimate
Kepuasan_Nasabah <--- Trust	,198
Loyalitas_Nasabah <--- Brand_Image	,158
Loyalitas_Nasabah <--- Trust	,218
Loyalitas_Nasabah <--- Kepuasan_Nasabah	,168
Loyalitas_Nasabah <--- Service_Quality	,196
BI1 <--- Brand_Image	,954
BI2 <--- Brand_Image	,944
BI3 <--- Brand_Image	,980
SQ3 <--- Service_Quality	,897
SQ4 <--- Service_Quality	,785
SQ5 <--- Service_Quality	,972
SQ6 <--- Service_Quality	,846
SQ7 <--- Service_Quality	,623
TR2 <--- Trust	,948
TR3 <--- Trust	,930
TR4 <--- Trust	,923
LN1 <--- Loyalitas_Nasabah	,725
LN2 <--- Loyalitas_Nasabah	,921
LN3 <--- Loyalitas_Nasabah	,970
LN4 <--- Loyalitas_Nasabah	,857
KN4 <--- Kepuasan_Nasabah	,903
KN5 <--- Kepuasan_Nasabah	,901
KN6 <--- Kepuasan_Nasabah	,683
BI4 <--- Brand_Image	,878
BI5 <--- Brand_Image	,638
SQ2 <--- Service_Quality	,974
SQ1 <--- Service_Quality	,622
TR1 <--- Trust	,953
KN3 <--- Kepuasan_Nasabah	,866
KN2 <--- Kepuasan_Nasabah	,884
LN5 <--- Loyalitas_Nasabah	,750
KN1 <--- Kepuasan_Nasabah	,909

Covariances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	PLabel
Service_Quality <--> Brand_Image	,030	,019	1,631	,103 par_7
Service_Quality <--> Trust	,027	,021	1,319	,187 par_8
Brand_Image <--> Trust	,090	,029	3,066	,002 par_9

Correlations: (Group number 1 - Default model)

	Estimate
Service_Quality <--> Brand_Image	,126
Service_Quality <--> Trust	,102
Brand_Image <--> Trust	,243

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	PLabel
Service_Quality	,176	,023	7,721	*** par_33
Brand_Image	,332	,039	8,613	*** par_34
Trust	,411	,048	8,494	*** par_35
e19	,281	,036	7,738	*** par_36
e20	,160	,029	5,558	*** par_37
e1	,033	,005	6,918	*** par_38
e2	,042	,005	7,686	*** par_39
e3	,015	,004	4,217	*** par_40
e4	,043	,005	8,451	*** par_41
e5	,082	,009	9,062	*** par_42
e6	,016	,003	5,274	*** par_43
e7	,091	,010	8,855	*** par_44
e8	,227	,024	9,324	*** par_45
e9	,047	,007	6,566	*** par_46
e10	,062	,009	7,244	*** par_47
e11	,074	,010	7,512	*** par_48
e12	,069	,009	7,415	*** par_49
e13	,077	,010	7,452	*** par_50
e14	,203	,023	9,027	*** par_51
e15	,182	,020	9,001	*** par_52
e16	,046	,007	7,057	*** par_53
e17	,019	,005	3,550	*** par_54
e18	,092	,011	8,450	*** par_55
e21	,087	,010	8,701	*** par_56
e22	,233	,025	9,318	*** par_57
e23	,016	,003	4,926	*** par_58
e24	,225	,024	9,306	*** par_59
e25	,043	,007	6,217	*** par_60
e26	,075	,009	8,047	*** par_61
e27	,066	,008	7,780	*** par_62
e28	,157	,018	8,963	*** par_63
e29	,072	,010	7,218	*** par_64

Squared Multiple Correlations: (Group number 1 - Default model)

	Estimate
Kepuasan_Nasabah	,082
Loyalitas_Nasabah	,208
KN1	,826
LN5	,563
KN2	,782
KN3	,751
TR1	,907

	Estimate
SQ1	,387
SQ2	,948
BI5	,407
BI4	,771
LN4	,734
LN3	,942
LN2	,849
LN1	,526
KN6	,466
KN5	,812
KN4	,816
TR4	,852
TR3	,865
TR2	,898
SQ7	,389
SQ6	,716
SQ5	,944
SQ4	,617
SQ3	,804
BI3	,960
BI2	,891
BI1	,910

Standardized Direct Effects (Group number 1 - Default model)

	Trust	Brand_Image	Service_Quality	Kepuasan_Nasabah	Loyalitas_Nasabah
Kepuasan_Nasabah	,201	,051	,165	,000	,000
Loyalitas_Nasabah	,212	,170	,216	,186	,000
KN1	,000	,000	,000	,904	,000
LN5	,000	,000	,000	,000	,739
KN2	,000	,000	,000	,877	,000
KN3	,000	,000	,000	,832	,000
TR1	,935	,000	,000	,000	,000
SQ1	,000	,000	,596	,000	,000
SQ2	,000	,000	,974	,000	,000
BI5	,000	,653	,000	,000	,000
BI4	,000	,921	,000	,000	,000
LN4	,000	,000	,000	,000	,849
LN3	,000	,000	,000	,000	,927
LN2	,000	,000	,000	,000	,920
LN1	,000	,000	,000	,000	,795
KN6	,000	,000	,000	,725	,000
KN5	,000	,000	,000	,905	,000
KN4	,000	,000	,000	,904	,000
TR4	,922	,000	,000	,000	,000
TR3	,942	,000	,000	,000	,000

	Trust	Brand_Image	Service_Quality	Kepuasan_Nasabah	Loyalitas_Nasabah
TR2	,955	,000	,000	,000	,000
SQ7	,000	,000	,635	,000	,000
SQ6	,000	,000	,830	,000	,000
SQ5	,000	,000	,963	,000	,000
SQ4	,000	,000	,796	,000	,000
SQ3	,000	,000	,919	,000	,000
BI3	,000	,963	,000	,000	,000
BI2	,000	,914	,000	,000	,000
BI1	,000	,948	,000	,000	,000

Standardized Indirect Effects (Group number 1 - Default model)

	Trust	Brand_Image	Service_Quality	Kepuasan_Nasabah	Loyalitas_Nasabah
Kepuasan_Nasabah	,000	,000	,000	,000	,000
Loyalitas_Nasabah	,037	,009	,031	,000	,000
KN1	,182	,046	,149	,000	,000
LN5	,184	,133	,182	,138	,000
KN2	,176	,044	,144	,000	,000
KN3	,167	,042	,137	,000	,000
TR1	,000	,000	,000	,000	,000
SQ1	,000	,000	,000	,000	,000
SQ2	,000	,000	,000	,000	,000
BI5	,000	,000	,000	,000	,000
BI4	,000	,000	,000	,000	,000
LN4	,212	,152	,210	,158	,000
LN3	,231	,166	,229	,173	,000
LN2	,229	,165	,227	,171	,000
LN1	,198	,143	,196	,148	,000
KN6	,146	,037	,119	,000	,000
KN5	,182	,046	,149	,000	,000
KN4	,182	,046	,149	,000	,000
TR4	,000	,000	,000	,000	,000
TR3	,000	,000	,000	,000	,000
TR2	,000	,000	,000	,000	,000
SQ7	,000	,000	,000	,000	,000
SQ6	,000	,000	,000	,000	,000
SQ5	,000	,000	,000	,000	,000
SQ4	,000	,000	,000	,000	,000
SQ3	,000	,000	,000	,000	,000
BI3	,000	,000	,000	,000	,000
BI2	,000	,000	,000	,000	,000
BI1	,000	,000	,000	,000	,000

Standardized Total Effects (Group number 1 - Default model)

	Trust	Brand_Image	Service_Quality	Kepuasan_Nasabah	Loyalitas_Nasabah
--	-------	-------------	-----------------	------------------	-------------------

	Trust	Brand_Image	Service_Quality	Kepuasan_Nasabah	Loyalitas_Nasabah
Kepuasan_Nasabah	,201	,051	,165	,000	,000
Loyalitas_Nasabah	,249	,179	,247	,186	,000
KN1	,182	,046	,149	,904	,000
LN5	,184	,133	,182	,138	,739
KN2	,176	,044	,144	,877	,000
KN3	,167	,042	,137	,832	,000
TR1	,935	,000	,000	,000	,000
SQ1	,000	,000	,596	,000	,000
SQ2	,000	,000	,974	,000	,000
BI5	,000	,653	,000	,000	,000
BI4	,000	,921	,000	,000	,000
LN4	,212	,152	,210	,158	,849
LN3	,231	,166	,229	,173	,927
LN2	,229	,165	,227	,171	,920
LN1	,198	,143	,196	,148	,795
KN6	,146	,037	,119	,725	,000
KN5	,182	,046	,149	,905	,000
KN4	,182	,046	,149	,904	,000
TR4	,922	,000	,000	,000	,000
TR3	,942	,000	,000	,000	,000
TR2	,955	,000	,000	,000	,000
SQ7	,000	,000	,635	,000	,000
SQ6	,000	,000	,830	,000	,000
SQ5	,000	,000	,963	,000	,000
SQ4	,000	,000	,796	,000	,000
SQ3	,000	,000	,919	,000	,000
BI3	,000	,963	,000	,000	,000
BI2	,000	,914	,000	,000	,000
BI1	,000	,948	,000	,000	,000

UNIVERSITAS ISLAM INDONESIA

LAMPIRAN

