

DAFTAR PUSTAKA

- Azwar, Saifuddin,(2001) *Metode Penelitian* , Cetakan Pertama , Pustaka pelajar ,Yogyakarta
- Achmad dan Utami,Sri ,(2000). *Faktor-Faktor Dominan yang Mempengaruhi Pemegang Polis Asuransi Dalam Besarnya Pengambilan Premi di Perusahaan AJB Bumi Putra*.Solo
- Buku Pedoman Pemasaran PT. Bank BNI
- Chruchill,Jr, Gilbert A (1996) *Dasar Dasar Riset Pemasaran*. Jilid 1 Bahasa Indonesia Jakarta Penerbit:Erlangga
- Djarwanto Ps, Pangestu Subagyo (1993). *Statistik Induktif*.Edisi Keempat BPFE, Yogyakarta
- Dayan, Anto (1986) *Pengantar Metode Statistik*. Jilid dua LP3E5,Jakarta
- Dharmanesta , *Kualitas Pelayanan Jasa* , Sebuah Kajian Konseptual Sebagai Panduan Bagi Peneliti. Jurnal Ekonomi Dan Bisnis Indonesia Vol. 14, No.3:73-88
- Hadi ,Sutrisno (1991)*Analisis Regresi* ,Yayasan Penerbit Fakultas Psikologi UGM Yogyakarta
- J, Supranto (2001). *Metode Riset Aplikasinya dalam Pemasaran*. Jakarta Penerbit Fakultas Ekonomi Universitas Indonesia
- Jasfar, Farida Hj.(2002). *Kualitas Jasa dan Hubungannya dengan Loyalitas serta Komitmen Konsumen*,Jakarta: Fakultas Ekonomi Trisakti.
- Kotler, Philip (1995). *Manajemen Pemasaran*. Jilid I. Edisi Bahasa Indonesia. Jakarta: Salemba Empat.
- Kolter, Philip. (1992). *Manajemen Pemasaran analisis, Perencanaan, Implementasi dan pengendalian*. Jilid 1. Edisi Bahasa Indonesia. Jakarta: Prentice Hall.
- Kotler, Philip dan Amstrong (1997). *Dasar Dasar Pemasaran Principle of Market 7e*. Jilid 2 Prenhallindo
- Lopiyoadi, Rambat (2001). *Manajemen Jasa dan Praktek* . Penerbity Salemba Empat Jakarta

Marzuki (1989) . *Metodelogi Research*. Lembaga peneliti FE UII, Yogyakarta

Munawarah, Munjiati (2002) *Analisis Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pada perguruan tinggi Negeri dan Swasta di Yogyakarta* Universitas Muhamadiyah Yogyakarta

Masruri. Muhammad (2001) *Membangun Kepuasan Pelanggan Melalui Kualitas Pelayanan di Metrodata Yogyakarta* Universitas Islam Indonesia

Santoso, Singgih. (2001). *SPSS Versi 12*. Jakarta: PT Gramedia.

_____ (2001). *Latihan SPSS Statistik Parametrik*. Jakarta: PT Elek Media Komputerindo

Staton, J William J(1996). *Prinsip Pemasaran* . Edisi 7, Penerbit Erlangga , Jakarta

Sudjono.(1992) *Teknik Analisis Regresi dan Kolerasi bagi Para Peneliti*. Penerbit:Tarsito Bandung

Soni, Harsono. (2002). *Analisis Faktor-faktor yang Mempengaruhi Keputusan Konsumen Memilih Speed Boat sebagai Sarana Transportasi Sungai*, Surabaya: Universitas Putra Bangsa.

Tjiptono, Fandy (1996) *Manajemen Jasa*, Andi, Yogyakarta

Tjiptono, Fandy(1995), *Strategi Pemasaran*. Penerbit Andi , Yogyakarta

Yazid. (2001). *pemasaran Jasa*. Yogyakarta edisi pertama Ekonisia

Yamit, Zulian. (2002). *Manajemen Kualitas*. Edisi Pertama. Cetakan Kedua. Yogyakarta: Ekonisia.

www.freedom-institute.org

www.bnj.co.id

Januari 2005

Kepada Yth. Sdr/I responden

Ditempat

Dengan Hormat,

Dalam rangka menyelesaikan skripsi (S1) Program Manajemen Universitas Islam Indonesia (UII), maka penulis mempunyai kewajiban untuk melakukan penelitian. Dalam hal ini penulis mengambil judul " Analisis Pengaruh Kualitas Pelayanan Bank BNI Terhadap Kepuasan Nasabah". Oleh karena itu, penulis mohon Sdr/I bersedia meluangkan waktu untuk mengisi lembar pertanyaan (kuesioner) sesuai dengan keterangan yang diberikan demi kelengkapan data dan kelancaran proses penelitian.

Penulis mengharapkan Sdr/I responden memberikan isian selengkap-lengkapannya sesuai dengan kinerja dan pelayanan yang diterima. Penulis akan menggunakan data yang akan anda berikan sebatas penelitian yang tersebut di atas, dan penulis menjamin kerahasiaan identitas yang diperoleh.

Terima kasih atas waktu yang anda luangkan dan partisipasi yang telah anda berikan.

Penulis,

Arif Prabowo

KUISIONER

- Nama : _____ (boleh tidak diisi)
- Jenis Kelamin : Laki-Laki Perempuan
- Pekerjaan : PNS Swasta Pelajar/mahasiswa
: Lainnya (sebutkan.....)
- Penghasilan/bulan: < Rp 500.000 Rp 500.001- 2.000.000 > Rp 2.000.001
- Transaksi yang dilakukan : < 3 kali 3 - 5 kali > 5 kali
- Lama menjadi nasabah BNI : < 6 bulan 6 bulan- 1 tahun > 1 tahun
- Memiliki rekening di bank lain : Ya Tidak
- Jenis transaksi :

Isi angket pernyataan tentang kualitas pelayanan jasa Taplus BNI dibawah ini dengan melingkari atau menyilang angka pada kolom skor sebelah kanan yang telah disediakan sesuai dengan pelayanan yang anda terima pada sisi sebelah kiri.

Keterangan :

1 = Sangat Tidak Setuju (STS)

2 = Tidak Setuju (TS)

3 = Ragu-ragu (R)

4 = Setuju (S)

5 = Sangat Setuju (SS)

No	Kualitas Pelayanan Jasa	STS	TS	R	S	SS
1.	Bukti Langsung (tangibles)					
	❖ Gedung yang nyaman dan layak untuk melayani nasabah	1	2	3	4	5
	❖ Fasilitas layanan memadai (ruang tunggu, ATM, dan tempat parkir)	1	2	3	4	5
	❖ Busana karyawan rapi dan bersih	1	2	3	4	5
	❖ Sarana peralatan lengkap (komputer, mesin fax, telepon, alat deteksi uang, dan mesin hitung uang)	1	2	3	4	5
2.	Keandalan (reliability)					
	➤ Layanan teller yang cepat dan teliti	1	2	3	4	5
	➤ Pelayanan customer service yang memuaskan	1	2	3	4	5
	➤ Layanan ATM yang lengkap dan selalu on-line	1	2	3	4	5
	➤ Layanan selalu dilaksanakan sesuai sistem dan prosedur	1	2	3	4	5
3.	Daya Tanggap (responsiveness)					
	▪ Teller dan customer service dengan cepat memberikan layanannya kepada nasabah	1	2	3	4	5
	▪ Keluhan nasabah direspon dengan cepat	1	2	3	4	5
	▪ Nasabah dapat menjangkau tempat yang dituju dengan cepat (mudah diakses)	1	2	3	4	5
	▪ Birokrasi yang sederhana	1	2	3	4	5
4.	Jaminan (assurance)					
	□ Nasabah merasa aman dalam melakukan transaksi	1	2	3	4	5
	□ Seluruh karyawan melayani dengan ramah	1	2	3	4	5

	<ul style="list-style-type: none"> □ Customer service memberi penjelasan dengan detail dan jelas □ Teller dan customer service menguasai bidangnya secara professional 	1	2	3	4	5
5.	Empati (emphaty)					
	<ul style="list-style-type: none"> o Memahami kebutuhan nasabah o Nasabah dapat dengan mudah menerima informasi yang baru dari perusahaan o Terdapat layanan on-line via telepon o Mengutamakan kepentingan nasabah 	1	2	3	4	5
6.	Kepuasan Nasabah					
	<ul style="list-style-type: none"> • Saya merasa puas atas penampilan fisik, personil, fasilitas yang dimiliki bank BNI • Saya merasa puas dengan pelayanan di bank BNI, dengan sopan santun dan murah senyum • Saya merasa puas komplain nasabah di Bank BNI selalu ditangani dengan kesungguhan • Saya merasa puas melakukan transaksi di Bank ini karena menggunakan teknologi yang cepat • Saya merasa puas atas penampilan gedung dan kenyamanan bertransaksi di dalam kantor • Saya merasa puas atas kepedulian, perhatian secara individu yang diberikan Bank kepada nasabah • Secara keseluruhan pelayanan Bank BNI memuaskan bagi nasabah 	1	2	3	4	5

Frequency Table

Jenis Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki - laki	54	54.0	54.0	54.0
	Perempuan	46	46.0	46.0	100.0
	Total	100	100.0	100.0	

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	PNS	27	27.0	27.0	27.0
	Swasta	47	47.0	47.0	74.0
	Pelajar/mahasiswa	18	18.0	18.0	92.0
	Lainnya	8	8.0	8.0	100.0
	Total	100	100.0	100.0	

Penghasilan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	< Rp. 500.000	14	14.0	14.0	14.0
	Rp. 500.001-2000.000	31	31.0	31.0	45.0
	> Rp. 2000.001	55	55.0	55.0	100.0
	Total	100	100.0	100.0	

Transaksi yang dilakukan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	< 3 kali	32	32.0	32.0	32.0
	3 - 5 kali	48	48.0	48.0	80.0
	> 5 kali	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

Lama menjadi nasabah

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	< 6 bulan	16	16.0	16.0	16.0
	6 bulan-1 tahun	31	31.0	31.0	47.0
	> 1 tahun	53	53.0	53.0	100.0
	Total	100	100.0	100.0	

Kepemilikan Rekening Bank Lain

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Ya	36	36.0	36.0	36.0
	Tidak	64	64.0	64.0	100.0
	Total	100	100.0	100.0	

Frequency Table

Tangibles (X1)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	4	4.0	4.0	4.0
	TS	6	6.0	6.0	10.0
	R	44	44.0	44.0	54.0
	S	41	41.0	41.0	95.0
	SS	5	5.0	5.0	100.0
	Total	100	100.0	100.0	

Reliability (X2)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	3	3.0	3.0	3.0
	TS	2	2.0	2.0	5.0
	R	6	6.0	6.0	11.0
	S	31	31.0	31.0	42.0
	SS	58	58.0	58.0	100.0
	Total	100	100.0	100.0	

Responsiveness (X3)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	1	1.0	1.0	1.0
	R	3	3.0	3.0	4.0
	S	38	38.0	38.0	42.0
	SS	58	58.0	58.0	100.0
	Total	100	100.0	100.0	

Assurance (X4)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	1	1.0	1.0	1.0
	TS	2	2.0	2.0	3.0
	R	11	11.0	11.0	14.0
	S	41	41.0	41.0	55.0
	SS	45	45.0	45.0	100.0
	Total	100	100.0	100.0	

Emphaty (X5)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	2	2.0	2.0	2.0
	TS	3	3.0	3.0	5.0
	R	17	17.0	17.0	22.0
	S	54	54.0	54.0	76.0
	SS	24	24.0	24.0	100.0
	Total	100	100.0	100.0	

Kepuasan Nasabah (Y)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	R	1	1.0	1.0	1.0
	S	43	43.0	43.0	44.0
	SS	56	56.0	56.0	100.0
	Total	100	100.0	100.0	

Uji Validitas Bukti Langsung (X1)

Correlations

		X1.1	X1.2	X1.3	X1.4	TOT_X1
X1.1	Pearson Correlation	1	.226*	.411**	.177	.554**
	Sig. (2-tailed)	.	.024	.000	.079	.000
	N	100	100	100	100	100
X1.2	Pearson Correlation	.226*	1	.412**	.416**	.724**
	Sig. (2-tailed)	.024	.	.000	.000	.000
	N	100	100	100	100	100
X1.3	Pearson Correlation	.411**	.412**	1	.505**	.790**
	Sig. (2-tailed)	.000	.000	.	.000	.000
	N	100	100	100	100	100
X1.4	Pearson Correlation	.177	.416**	.505**	1	.793**
	Sig. (2-tailed)	.079	.000	.000	.	.000
	N	100	100	100	100	100
TOT_X1	Pearson Correlation	.554**	.724**	.790**	.793**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.
	N	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).

Reliability

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Reliability Coefficients

N of Cases = 100.0

N of Items = 4

Alpha = .6826

Uji Validitas Keandalan (X2)

Correlations

		X2.1	X2.2	X2.3	X2.4	TOT_X2
X2.1	Pearson Correlation	1	.505**	.442**	.416**	.716**
	Sig. (2-tailed)	.	.000	.000	.000	.000
	N	100	100	100	100	100
X2.2	Pearson Correlation	.505**	1	.559**	.363**	.736**
	Sig. (2-tailed)	.000	.	.000	.000	.000
	N	100	100	100	100	100
X2.3	Pearson Correlation	.442**	.559**	1	.643**	.870**
	Sig. (2-tailed)	.000	.000	.	.000	.000
	N	100	100	100	100	100
X2.4	Pearson Correlation	.416**	.363**	.643**	1	.807**
	Sig. (2-tailed)	.000	.000	.000	.	.000
	N	100	100	100	100	100
TOT_X2	Pearson Correlation	.716**	.736**	.870**	.807**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.
	N	100	100	100	100	100

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

Reliability

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Reliability Coefficients

N of Cases = 100.0

N of Items = 4

Alpha = .7872

Uji Validitas Daya Tanggap (X3)

Correlations

		X3.1	X3.2	X3.3	X3.4	TOT_X3
X3.1	Pearson Correlation	1	.316**	.242*	.205*	.621**
	Sig. (2-tailed)		.001	.015	.040	.000
	N	100	100	100	100	100
X3.2	Pearson Correlation	.316**	1	.486**	.174	.693**
	Sig. (2-tailed)	.001		.000	.083	.000
	N	100	100	100	100	100
X3.3	Pearson Correlation	.242*	.486**	1	.263**	.712**
	Sig. (2-tailed)	.015	.000		.008	.000
	N	100	100	100	100	100
X3.4	Pearson Correlation	.205*	.174	.263**	1	.678**
	Sig. (2-tailed)	.040	.083	.008		.000
	N	100	100	100	100	100
TOT_X3	Pearson Correlation	.621**	.693**	.712**	.678**	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).

Reliability

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Reliability Coefficients

N of Cases - 100.0

N of Items = 4

Alpha = .6201

Uji Validitas Jaminan (X4)

Correlations

		X4.1	X4.2	X4.3	X4.4	TOT X4
X4.1	Pearson Correlation	1	.596**	.540**	.479**	.744**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
X4.2	Pearson Correlation	.596**	1	.728**	.767**	.912**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
X4.3	Pearson Correlation	.540**	.728**	1	.716**	.886**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
X4.4	Pearson Correlation	.479**	.767**	.716**	1	.868**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
TOT_X4	Pearson Correlation	.744**	.912**	.886**	.868**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

Reliability

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Reliability Coefficients

N of Cases = 100.0

N of Items = 4

Alpha = .8759

Uji Validitas Empati (X5)

Correlations

		X5.1	X5.2	X5.3	X5.4	TOT X5
X5.1	Pearson Correlation	1	.361**	.304**	.292**	.603**
	Sig. (2-tailed)	.	.000	.002	.003	.000
	N	100	100	100	100	100
X5.2	Pearson Correlation	.361**	1	.567**	.490**	.808**
	Sig. (2-tailed)	.000	.	.000	.000	.000
	N	100	100	100	100	100
X5.3	Pearson Correlation	.304**	.567**	1	.714**	.845**
	Sig. (2-tailed)	.002	.000	.	.000	.000
	N	100	100	100	100	100
X5.4	Pearson Correlation	.292**	.490**	.714**	1	.815**
	Sig. (2-tailed)	.003	.000	.000	.	.000
	N	100	100	100	100	100
TOT_X5	Pearson Correlation	.603**	.808**	.845**	.815**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.
	N	100	100	100	100	100

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

Reliability

***** Method 1 (space savor) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Reliability Coefficients

N of Cases = 100.0

N of Items = 4

Alpha = .7730

Uji Validitas Kepuasan Nasabah (Y)

Correlations

		Y1	Y2	Y3	Y4	Y5	Y6	Y7	TOT_Y
Y1	Pearson Correlation	1	.370**	1.000**	.385**	.884**	.557**	.566**	.692**
	Sig. (2-tailed)	.	.000	.	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100
Y2	Pearson Correlation	.370**	1	.370**	.965**	.504**	.842**	.797**	.909**
	Sig. (2-tailed)	.000	.	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100
Y3	Pearson Correlation	1.000**	.370**	1	.385**	.884**	.557**	.566**	.692**
	Sig. (2-tailed)	.	.000	.	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100
Y4	Pearson Correlation	.385**	.965**	.385**	1	.492**	.823**	.805**	.913**
	Sig. (2-tailed)	.000	.000	.000	.	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100
Y5	Pearson Correlation	.884**	.504**	.884**	.492**	1	.622**	.471**	.749**
	Sig. (2-tailed)	.000	.000	.000	.000	.	.000	.000	.000
	N	100	100	100	100	100	100	100	100
Y6	Pearson Correlation	.557**	.842**	.557**	.823**	.622**	1	.667**	.909**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.	.000	.000
	N	100	100	100	100	100	100	100	100
Y7	Pearson Correlation	.566**	.797**	.566**	.805**	.471**	.667**	1	.858**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.	.000
	N	100	100	100	100	100	100	100	100
TOT_Y	Pearson Correlation	.692**	.909**	.692**	.913**	.749**	.909**	.858**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.
	N	100	100	100	100	100	100	100	100

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

Reliability

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Reliability Coefficients

N of Cases = 100.0

N of Items = 7

Alpha = .9263

Regression

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Emphaty (X5), Tangibles (X1), Responsiveness (X3), Realibility (X2), Assurance (X4)		Enter

a. All requested variables entered.

b. Dependent Variable: Kepuasan Nasabah (Y)

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.779 ^a	.607	.586	.32311	1.681

a. Predictors: (Constant), Emphaty (X5), Tangibles (X1), Responsiveness (X3), Realibility (X2), Assurance (X4)

b. Dependent Variable: Kepuasan Nasabah (Y)

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	15.145	5	3.029	29.014	.000 ^b
	Residual	9.814	94	.104		
	Total	24.959	99			

a. Predictors: (Constant), Emphaty (X5), Tangibles (X1), Responsiveness (X3), Realibility (X2), Assurance (X4)

b. Dependent Variable: Kepuasan Nasabah (Y)

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations	Collinearity Statistics	
		B	Std. Error	Beta			Partial	Tolerance	VIF
1	(Constant)	.538	.325		1.656	.101			
	Tangibles (X1)	.144	.057	.179	2.527	.013	.252	.832	1.202
	Realibility (X2)	.189	.055	.251	3.409	.001	.332	.774	1.292
	Responsiveness (X3)	.256	.064	.279	4.012	.000	.382	.864	1.157
	Assurance (X4)	.210	.061	.258	3.429	.001	.333	.737	1.358
	Emphaty (X5)	.171	.059	.217	2.904	.005	.287	.748	1.337

a. Dependent Variable: Kepuasan Nasabah (Y)

Uji Heteroskedastisitas

Correlations

	Tangibles (X1)	Realibility (X2)	Responsiveness (X3)	Assurance (X4)	Empathy (X5)	Standardized Residual
Spearman's rho	1,000	.369**	.162	.304**	.253*	.038
Correlation Coefficient						
Sig. (2-tailed)		.000	.107	.002	.011	.706
N	100	100	100	100	100	100
Realibility (X2)	.369**	1,000	.246*	.330**	.255*	.057
Correlation Coefficient						
Sig. (2-tailed)	.000		.013	.001	.010	.573
N	100	100	100	100	100	100
Responsiveness (X3)	.162	.246*	1,000	.329**	.420**	.029
Correlation Coefficient						
Sig. (2-tailed)	.107	.013		.001	.000	.776
N	100	100	100	100	100	100
Assurance (X4)	.304**	.330**	.329**	1,000	.418**	.029
Correlation Coefficient						
Sig. (2-tailed)	.002	.001	.001		.000	.775
N	100	100	100	100	100	100
Empathy (X5)	.253*	.255*	.420**	.418**	1,000	.000
Correlation Coefficient						
Sig. (2-tailed)	.011	.010	.000	.000		.999
N	100	100	100	100	100	100
Standardized Residual	.038	.057	.029	.029	.000	1,000
Correlation Coefficient						
Sig. (2-tailed)	.706	.573	.776	.775	.999	
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).

NO	Tangibles										Reliability					Responsiveness					Assurance					Empathy					Kepuasan Nasabah						
	X _{1.1}	X _{1.2}	X _{1.3}	X _{1.4}	X ₁	X _{2.1}	X _{2.2}	X _{2.3}	X _{2.4}	X ₂	X _{3.1}	X _{3.2}	X _{3.3}	X _{3.4}	X ₃	X _{4.1}	X _{4.2}	X _{4.3}	X _{4.4}	X ₄	X _{5.1}	X _{5.2}	X _{5.3}	X _{5.4}	X ₅	Y ₁	Y ₂	Y ₃	Y ₄	Y ₅	Y ₆	Y ₇	Y				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6	7					
1	4	3	3	3	3.25	4	4	5	5	4.50	4	4	5	4	4.25	3	5	4	4	4.00	4	5	3	4	4.00	4	5	4	5	4	5	4.57					
2	3	3	3	3	2.50	1	2	1	1	1.50	4	5	4	3	4.00	3	4	4	4	3.75	4	3	3	3	3.00	3	3	3	3	3	3	3.00					
3	4	3	3	2	3.00	3	5	5	3	3.50	4	5	5	4	4.50	3	4	5	4	4.00	5	4	3	4	4.00	4	5	4	5	4	5	4.57					
4	4	3	3	2	3.00	4	3	5	5	4.25	5	4	4	3	4.00	3	4	4	4	3.75	5	4	3	3	3.75	4	4	4	4	4	4	4.00					
5	4	2	2	3	2.75	4	4	4	4	4.0	5	5	5	3	4.50	3	5	4	5	4.25	5	3	4	4	4.00	4	4	4	4	4	4	4.00					
6	3	3	4	2	3.00	3	3	4	5	3.75	4	5	5	4	4.75	3	4	4	4	3.75	5	3	3	4	3.75	4	4	4	4	4	4	4.00					
7	4	3	4	2	3.25	4	4	5	4	4.75	4	4	4	3	3.75	3	4	4	4	3.75	5	3	4	3	3.75	4	5	4	5	4	5	4.57					
8	4	3	4	2	3.25	5	4	5	4	4.5	4	5	5	4	4.50	3	4	5	5	4.25	5	5	4	4	4.50	5	5	5	5	5	5	5.00					
9	4	3	3	1	2.75	4	4	5	5	4.5	4	5	5	4	4.50	4	4	5	5	4.50	4	4	4	4	4.00	4	5	4	5	4	5	4.57					
10	4	4	3	3	3.50	4	4	5	5	4.50	4	5	3	5	4.25	4	5	5	5	4.75	5	3	4	2	3.50	4	4	4	4	4	4	4.00					
11	4	3	3	2	3.00	2	3	3	3	2.75	4	4	4	5	4.25	3	2	2	3	2.50	4	4	3	3	3.50	3	4	3	4	3	3	3.43					
12	3	3	4	3	3.25	3	4	5	4	4.0	4	4	4	4	4.00	3	4	4	4	3.75	5	5	4	4	4.50	4	4	4	4	4	4	4.00					
13	3	4	3	3	3.25	4	3	4	3	3.5	2	3	3	4	3.00	3	3	3	3	3.25	4	2	3	4	3.25	4	4	4	4	4	4	4.00					
14	4	4	3	3	3.50	4	4	5	4	4.25	5	3	5	5	4.50	3	4	5	4	4.00	5	5	4	4	4.50	4	4	4	4	4	4	4.00					
15	3	3	4	4	3.50	3	3	4	4	3.50	4	4	4	4	4.00	3	4	4	3	3.50	4	4	3	3	3.50	4	4	4	4	4	4	4.00					
16	4	3	3	3	3.25	4	4	5	5	4.5	4	4	5	4	4.25	3	4	4	4	3.75	5	5	3	4	4.25	4	4	4	4	4	4	4.00					
17	4	4	4	4	4.00	4	4	5	5	4.50	5	5	5	3	4.50	4	5	5	5	4.75	5	2	1	1	2.25	4	5	4	5	4	5	4.57					
18	4	1	5	4	3.50	4	5	5	4	4.50	5	5	5	5	5.00	4	5	5	4	4.50	5	4	4	4	4.25	5	5	5	5	5	5	5.00					
19	1	4	3	4	3.00	4	4	5	5	4.50	5	5	3	2	3.75	2	2	2	2	2.00	2	2	1	1	1.50	4	3	4	3	4	3	3.57					
20	4	3	3	2	3.00	3	3	1	2	2.25	4	3	3	4	3.50	2	1	2	2	1.75	4	3	2	2	2.75	3	4	3	4	3	4	3.43					
21	3	3	3	3	3.00	2	4	4	4	3.50	4	5	3	3	3.75	3	3	3	3	3.00	5	4	3	3	3.75	3	4	3	4	3	3	3.43					
22	3	2	3	3	2.75	3	2	2	2	2.25	4	4	4	3	3.75	3	3	3	3	3.00	4	3	2	2	2.75	4	3	4	3	4	4	3.57					
23	4	3	3	3	3.25	5	4	5	5	4.75	4	4	4	5	4.25	3	3	3	3	3.00	4	3	2	3	3.00	4	4	4	4	4	4	4.00					
24	4	3	4	3	3.50	4	4	5	4	4.25	2	5	5	2	3.50	4	4	4	4	4.00	5	2	1	1	2.25	4	4	4	4	4	4	4.00					
25	4	3	5	4	4.00	4	4	5	5	4.50	5	5	4	5	4.75	4	4	5	4	4.25	5	4	3	4	4.00	4	5	4	5	4	4	4.57					
26	4	3	3	2	3.00	4	4	5	5	4.50	2	4	5	2	3.25	3	3	3	3	3.00	5	4	2	4	3.75	3	4	3	4	3	3	3.43					
27	4	4	4	4	4.00	5	4	5	4	4.50	4	5	5	4	4.50	4	4	5	4	4.25	5	4	4	4	4.25	4	5	4	5	4	5	4.57					
28	4	4	4	4	4.00	4	4	5	5	4.50	5	4	5	4	4.50	4	5	5	5	4.75	5	5	3	3	4.00	5	5	5	5	5	5	5.00					
29	3	2	3	3	2.75	4	4	4	4	4.00	4	4	4	3	3.75	4	4	4	4	4.00	5	5	3	3	4.00	4	4	4	4	4	4	4.00					
30	4	4	4	4	4.00	4	4	5	5	4.50	5	5	5	5	5.00	4	5	5	5	4.75	5	5	4	4	4.50	5	5	5	5	5	5	5.00					
31	4	4	4	3	3.00	4	4	5	5	4.50	4	5	5	5	4.75	4	5	5	5	4.75	5	4	3	4	4.00	5	5	5	5	5	5	5.00					
32	4	4	4	4	4.00	4	5	5	3	4.25	4	3	4	5	4.00	4	4	5	4	4.25	5	4	3	3	3.75	4	5	4	5	4	5	4.57					
33	4	3	4	4	2	3.25	4	4	5	4.50	4	4	5	4	4.00	3	4	4	4	3.75	3	3	2	4	3.00	4	3	4	3	4	4	3.57					
34	1	3	2	3	2.25	4	4	5	4	4.25	5	3	5	4	4.25	4	3	3	3	3.25	1	1	2	2	1.50	3	4	3	4	3	4	3.43					
35	4	3	2	3	3.00	4	4	5	5	4.50	4	5	5	5	4.75	4	5	5	5	4.75	4	5	3	4	4.00	4	5	4	5	4	5	4.57					

DATA RATA-RATA VARIABEL PADA ANALISIS REGRESI

NO	X1	X2	X3	X4	X5	Y	NO	X1	X2	X3	X4	X5	Y
1	3.25	4.50	4.25	4.00	4.00	4.57	51	3.25	4.00	4.25	4.00	3.50	4.00
2	2.50	1.50	4.00	3.75	3.00	3.00	52	1.75	3.50	4.50	3.50	3.25	3.57
3	3.00	3.50	4.50	4.00	4.00	4.57	53	4.25	4.50	4.50	4.75	3.00	5.00
4	3.00	4.25	4.00	3.75	3.75	4.00	54	3.50	4.50	5.00	4.75	4.50	4.57
5	2.75	4.00	4.50	4.25	4.00	4.00	55	3.00	4.50	4.00	3.75	3.75	4.57
6	3.00	3.75	4.75	3.75	3.75	4.00	56	4.00	4.25	5.00	4.75	4.50	5.00
7	3.25	4.25	3.75	3.75	3.75	4.57	57	2.75	4.25	4.50	3.50	2.75	4.57
8	3.25	4.50	4.50	4.25	4.50	5.00	58	2.75	4.50	4.50	4.75	4.50	5.00
9	2.75	4.50	4.50	4.50	4.00	4.57	59	3.00	4.00	4.75	3.50	3.75	4.57
10	3.50	4.50	4.25	4.75	3.50	4.00	60	3.50	3.75	3.50	4.25	4.50	4.00
11	3.00	2.75	4.25	2.50	3.50	3.43	61	4.50	3.50	3.75	4.50	3.25	4.14
12	3.25	4.00	4.00	3.75	4.50	4.00	62	3.50	4.25	4.25	3.50	3.25	3.71
13	3.25	3.50	3.00	3.25	3.25	4.00	63	3.50	4.25	5.00	4.00	3.75	4.71
14	3.50	4.25	4.50	4.00	4.50	4.00	64	2.00	4.50	4.50	4.00	3.50	4.57
15	3.50	3.50	4.00	3.50	3.50	4.00	65	2.00	1.75	4.75	4.25	3.75	4.00
16	3.25	4.50	4.25	3.75	4.25	4.00	66	1.75	3.50	4.25	3.75	3.25	4.00
17	4.00	4.50	4.50	4.75	2.25	4.57	67	1.75	3.25	4.75	4.25	4.50	4.57
18	3.50	4.50	5.00	4.50	4.25	5.00	68	1.75	3.50	4.00	4.00	3.50	4.57
19	3.00	4.50	3.75	2.00	1.50	3.57	69	3.75	1.75	4.25	3.25	2.50	3.57
20	3.00	2.25	3.50	1.75	2.75	3.43	70	2.50	3.25	4.25	4.50	4.25	4.57
21	3.00	3.50	3.75	3.00	3.75	3.43	71	2.25	3.50	4.25	3.75	3.50	4.00
22	2.75	2.25	3.75	3.00	2.75	3.57	72	3.00	3.50	5.00	3.25	3.25	5.00
23	3.25	4.75	4.25	3.00	3.00	4.00	73	3.25	3.25	3.25	4.25	2.75	4.00
24	3.50	4.25	3.50	4.00	2.25	4.00	74	3.25	4.50	5.00	3.50	4.00	5.00
25	4.00	4.50	4.75	4.25	4.00	4.57	75	3.00	3.75	5.00	4.75	3.75	4.57
26	3.00	4.50	3.25	3.00	3.75	3.43	76	3.50	3.50	5.00	4.75	4.50	4.57
27	4.00	4.50	4.50	4.25	4.25	4.57	77	3.00	3.25	4.00	4.25	3.00	4.00
28	4.00	4.50	4.50	4.75	4.00	5.00	78	3.00	4.00	4.00	3.75	3.75	4.00
29	2.75	4.00	3.75	4.00	4.00	4.00	79	2.75	4.50	3.75	3.50	3.50	3.57
30	4.00	4.50	5.00	4.75	4.50	5.00	80	3.75	4.00	4.50	4.50	4.00	4.57
31	3.00	4.50	4.75	4.75	4.00	5.00	81	3.00	3.50	4.00	3.50	3.50	4.00
32	4.00	4.25	4.00	4.25	3.75	4.57	82	4.00	3.25	3.75	3.50	3.50	4.00
33	3.25	4.50	4.00	3.75	3.00	3.57	83	3.50	4.75	4.00	4.50	3.75	5.00
34	2.25	4.25	4.25	3.25	1.50	3.43	84	4.00	4.50	4.75	3.00	5.00	5.00
35	3.00	4.50	4.75	4.75	4.00	4.57	85	2.75	4.25	4.00	4.50	3.75	4.00
36	4.00	4.75	5.00	4.75	4.50	4.57	86	2.75	3.75	3.50	3.75	1.00	4.00
37	4.00	4.50	5.00	4.00	4.25	4.57	87	4.00	4.50	5.00	4.25	3.75	4.57
38	4.00	4.75	4.50	4.00	3.75	5.00	88	3.75	4.00	3.75	4.25	3.75	4.57
39	3.25	4.50	4.00	4.00	3.50	4.57	89	3.25	4.50	3.75	4.00	4.50	4.57
40	3.00	4.25	4.00	3.75	2.75	3.57	90	3.00	4.75	3.75	4.25	3.50	4.57
41	3.50	3.75	3.75	3.75	3.50	4.00	91	4.00	4.00	4.75	3.25	4.50	5.00
42	3.25	4.50	4.50	4.00	4.00	4.57	92	2.75	3.50	1.50	4.75	3.75	4.00
43	4.00	4.00	4.25	3.25	4.50	4.57	93	4.25	4.75	4.00	4.00	3.50	5.00
44	2.75	4.25	4.50	4.25	4.00	4.57	94	4.50	4.50	4.00	4.75	3.75	5.00
45	3.75	4.75	4.75	4.75	4.00	5.00	95	4.25	4.25	4.00	4.75	4.50	5.00
46	4.00	4.50	5.00	4.75	4.00	5.00	96	4.00	4.00	4.00	3.50	3.25	4.57
47	3.75	4.50	5.00	4.75	4.00	5.00	97	3.50	4.50	3.75	4.25	4.00	4.00
48	3.50	3.75	4.75	3.75	4.25	4.57	98	4.00	4.50	4.00	4.50	4.50	5.00
49	3.75	4.25	4.50	4.75	4.25	4.57	99	4.00	4.25	4.00	4.50	3.75	4.57
50	3.75	4.25	4.25	4.00	3.75	4.00	100	3.75	4.00	4.25	4.25	4.00	4.00

DATA KATEGORI JAWABAN BERDASARKAN RATA-RATA

NO	X1	X2	X3	X4	X5	Y	NO	X1	X2	X3	X4	X5	Y
1	N	SS	SS	S	S	SS	51	N	S	SS	S	S	S
2	TS	STS	S	S	N	N	52	STS	S	SS	S	N	S
3	N	S	SS	S	S	SS	53	SS	SS	SS	SS	N	SS
4	N	SS	S	S	S	S	54	S	SS	SS	SS	SS	SS
5	N	S	SS	SS	S	S	55	N	SS	S	S	S	SS
6	N	S	SS	S	S	S	56	S	SS	SS	SS	SS	SS
7	N	SS	S	S	S	SS	57	N	SS	SS	S	N	SS
8	N	SS	SS	SS	SS	SS	58	N	SS	SS	SS	SS	SS
9	N	SS	SS	SS	S	SS	59	N	S	SS	S	S	SS
10	S	SS	SS	SS	S	S	60	S	S	S	SS	SS	S
11	N	N	SS	TS	S	S	61	SS	S	S	SS	N	S
12	N	S	S	S	SS	S	62	S	SS	SS	S	N	S
13	N	S	N	N	N	S	63	S	SS	SS	S	S	SS
14	S	SS	SS	S	SS	S	64	TS	SS	SS	S	S	SS
15	S	S	S	S	S	S	65	TS	STS	SS	SS	S	S
16	N	SS	SS	S	SS	S	66	STS	S	SS	S	N	S
17	S	SS	SS	SS	TS	SS	67	STS	N	SS	SS	SS	SS
18	S	SS	SS	SS	SS	SS	68	STS	S	S	S	S	SS
19	N	SS	S	TS	STS	S	69	S	STS	SS	N	TS	S
20	N	TS	S	STS	N	S	70	TS	N	SS	SS	SS	SS
21	N	S	S	N	S	S	71	TS	S	SS	S	S	S
22	N	TS	S	N	N	S	72	N	S	SS	N	N	SS
23	N	SS	SS	N	N	S	73	N	N	N	SS	N	S
24	S	SS	S	S	TS	S	74	N	SS	SS	S	S	SS
25	S	SS	SS	SS	S	SS	75	N	S	SS	SS	S	SS
26	N	SS	N	N	S	S	76	S	S	SS	SS	SS	SS
27	S	SS	SS	SS	SS	SS	77	N	N	S	SS	N	S
28	S	SS	SS	SS	S	SS	78	N	S	S	S	S	S
29	N	S	S	S	S	S	79	N	SS	S	S	S	S
30	S	SS	SS	SS	SS	SS	80	S	S	SS	SS	S	SS
31	N	SS	SS	SS	S	SS	81	N	S	S	S	S	S
32	S	SS	S	SS	S	SS	82	S	N	S	S	S	S
33	N	SS	S	S	N	S	83	S	SS	S	SS	S	SS
34	TS	SS	SS	N	STS	S	84	S	SS	SS	N	SS	SS
35	N	SS	SS	SS	S	SS	85	N	SS	S	SS	S	S
36	S	SS	SS	SS	SS	SS	86	N	S	S	S	S	S
37	S	SS	SS	S	SS	SS	87	S	SS	SS	SS	S	SS
38	S	SS	SS	S	S	SS	88	S	S	S	SS	S	SS
39	N	SS	S	S	S	SS	89	N	SS	S	S	SS	SS
40	N	SS	S	S	N	S	90	N	SS	S	SS	S	SS
41	S	S	S	S	S	S	91	S	S	SS	N	SS	SS
42	N	SS	SS	S	S	SS	92	N	S	STS	SS	S	S
43	S	S	SS	N	SS	SS	93	SS	SS	S	S	S	SS
44	N	SS	SS	SS	S	SS	94	SS	SS	S	SS	S	SS
45	S	SS	SS	SS	S	SS	95	SS	SS	S	SS	SS	SS
46	S	SS	SS	SS	S	SS	96	S	S	S	S	N	SS
47	S	SS	SS	SS	S	SS	97	S	SS	S	SS	S	S
48	S	S	SS	S	SS	SS	98	S	SS	S	SS	SS	SS
49	S	SS	SS	SS	SS	SS	99	S	SS	S	SS	S	SS
50	S	SS	SS	S	S	S	100	S	S	SS	SS	S	S

TABEL F PADA α 5%

DF	1	2	3	4	5	DF	1	2	3	4	5
1	161.4476	199.5000	215.7073	224.5832	230.1619	66	3.9863	3.1359	2.7437	2.5108	2.3538
2	18.5128	19.0000	19.1643	19.2468	19.2964	67	3.9840	3.1338	2.7416	2.5087	2.3517
3	10.1280	9.5521	9.2766	9.1172	9.0135	68	3.9819	3.1317	2.7395	2.5066	2.3496
4	7.7086	6.9443	6.5914	6.3882	6.2561	69	3.9798	3.1296	2.7375	2.5046	2.3475
5	6.6079	5.7861	5.4095	5.1922	5.0503	70	3.9778	3.1277	2.7355	2.5027	2.3456
6	5.9874	5.1433	4.7571	4.5337	4.3874	71	3.9758	3.1258	2.7336	2.5008	2.3437
7	5.5914	4.7374	4.3468	4.1203	3.9715	72	3.9739	3.1239	2.7318	2.4989	2.3418
8	5.3177	4.4590	4.0662	3.8379	3.6875	73	3.9720	3.1221	2.7300	2.4971	2.3400
9	5.1174	4.2565	3.8625	3.6331	3.4817	74	3.9702	3.1203	2.7283	2.4954	2.3383
10	4.9646	4.1028	3.7083	3.4780	3.3258	75	3.9685	3.1186	2.7266	2.4937	2.3366
11	4.8443	3.9823	3.5874	3.3567	3.2039	76	3.9668	3.1170	2.7249	2.4920	2.3349
12	4.7472	3.8853	3.4903	3.2592	3.1059	77	3.9651	3.1154	2.7233	2.4904	2.3333
13	4.6672	3.8056	3.4105	3.1791	3.0254	78	3.9635	3.1138	2.7218	2.4889	2.3317
14	4.6001	3.7389	3.3439	3.1122	2.9582	79	3.9619	3.1123	2.7203	2.4874	2.3302
15	4.5431	3.6823	3.2874	3.0556	2.9013	80	3.9604	3.1108	2.7188	2.4859	2.3287
16	4.4940	3.6337	3.2389	3.0069	2.8524	81	3.9589	3.1093	2.7173	2.4844	2.3273
17	4.4513	3.5915	3.1968	2.9647	2.8100	82	3.9574	3.1079	2.7159	2.4830	2.3259
18	4.4139	3.5546	3.1599	2.9277	2.7729	83	3.9560	3.1065	2.7146	2.4817	2.3245
19	4.3807	3.5219	3.1274	2.8951	2.7401	84	3.9546	3.1052	2.7132	2.4803	2.3231
20	4.3512	3.4928	3.0984	2.8661	2.7109	85	3.9532	3.1038	2.7119	2.4790	2.3218
21	4.3248	3.4668	3.0725	2.8401	2.6848	86	3.9519	3.1026	2.7106	2.4777	2.3205
22	4.3009	3.4434	3.0491	2.8167	2.6613	87	3.9506	3.1013	2.7094	2.4765	2.3193
23	4.2793	3.4221	3.0280	2.7955	2.6400	88	3.9493	3.1001	2.7082	2.4753	2.3181
24	4.2597	3.4028	3.0088	2.7763	2.6207	89	3.9481	3.0989	2.7070	2.4741	2.3169
25	4.2417	3.3852	2.9912	2.7587	2.6030	90	3.9469	3.0977	2.7058	2.4729	2.3157
26	4.2252	3.3690	2.9752	2.7426	2.5868	91	3.9457	3.0966	2.7047	2.4718	2.3145
27	4.2100	3.3541	2.9604	2.7278	2.5719	92	3.9445	3.0954	2.7036	2.4707	2.3134
28	4.1960	3.3404	2.9467	2.7141	2.5581	93	3.9434	3.0943	2.7025	2.4696	2.3123
29	4.1830	3.3277	2.9340	2.7014	2.5454	94	3.9423	3.0933	2.7014	2.4685	2.3113
30	4.1709	3.3158	2.9223	2.6896	2.5336	95	3.9412	3.0922	2.7004	2.4675	2.3102
31	4.1596	3.3048	2.9113	2.6787	2.5225	96	3.9402	3.0912	2.6994	2.4665	2.3092
32	4.1491	3.2945	2.9011	2.6684	2.5123	97	3.9391	3.0902	2.6984	2.4655	2.3082
33	4.1393	3.2849	2.8916	2.6589	2.5026	98	3.9381	3.0892	2.6974	2.4645	2.3072
34	4.1300	3.2759	2.8826	2.6499	2.4936	99	3.9371	3.0882	2.6965	2.4636	2.3063
35	4.1213	3.2674	2.8742	2.6415	2.4851	100	3.9361	3.0873	2.6955	2.4626	2.3053
36	4.1132	3.2594	2.8663	2.6335	2.4772	101	3.9352	3.0864	2.6946	2.4617	2.3044
37	4.1055	3.2519	2.8588	2.6261	2.4696	102	3.9343	3.0855	2.6937	2.4608	2.3035
38	4.0982	3.2448	2.8517	2.6190	2.4625	103	3.9333	3.0846	2.6928	2.4599	2.3026
39	4.0913	3.2381	2.8451	2.6123	2.4558	104	3.9324	3.0837	2.6920	2.4591	2.3017
40	4.0847	3.2317	2.8387	2.6060	2.4495	105	3.9316	3.0829	2.6911	2.4582	2.3009
41	4.0785	3.2257	2.8327	2.6000	2.4434	106	3.9307	3.0820	2.6903	2.4574	2.3001
42	4.0727	3.2199	2.8270	2.5943	2.4377	107	3.9298	3.0812	2.6895	2.4566	2.2992
43	4.0670	3.2145	2.8216	2.5888	2.4322	108	3.9290	3.0804	2.6887	2.4558	2.2984
44	4.0617	3.2093	2.8165	2.5837	2.4270	109	3.9282	3.0796	2.6879	2.4550	2.2976
45	4.0566	3.2043	2.8115	2.5787	2.4221	110	3.9274	3.0788	2.6871	2.4542	2.2969
46	4.0517	3.1996	2.8068	2.5740	2.4174	111	3.9266	3.0781	2.6864	2.4535	2.2961
47	4.0471	3.1951	2.8024	2.5695	2.4128	112	3.9258	3.0773	2.6856	2.4527	2.2954
48	4.0427	3.1907	2.7981	2.5652	2.4085	113	3.9251	3.0766	2.6849	2.4520	2.2946
49	4.0384	3.1866	2.7939	2.5611	2.4044	114	3.9243	3.0759	2.6842	2.4513	2.2939
50	4.0343	3.1826	2.7900	2.5572	2.4004	115	3.9236	3.0751	2.6835	2.4506	2.2932
51	4.0304	3.1788	2.7862	2.5534	2.3966	116	3.9229	3.0744	2.6828	2.4499	2.2925
52	4.0266	3.1751	2.7826	2.5498	2.3930	117	3.9222	3.0738	2.6821	2.4492	2.2918
53	4.0230	3.1716	2.7791	2.5463	2.3894	118	3.9215	3.0731	2.6815	2.4485	2.2912
54	4.0195	3.1682	2.7758	2.5429	2.3861	119	3.9208	3.0724	2.6808	2.4479	2.2905
55	4.0162	3.1650	2.7725	2.5397	2.3828	120	3.9201	3.0718	2.6802	2.4472	2.2899
56	4.0130	3.1619	2.7694	2.5366	2.3797	121	3.9195	3.0711	2.6795	2.4466	2.2892
57	4.0099	3.1588	2.7664	2.5336	2.3767	122	3.9188	3.0705	2.6789	2.4460	2.2886
58	4.0069	3.1559	2.7636	2.5307	2.3738	123	3.9182	3.0699	2.6783	2.4454	2.2880
59	4.0040	3.1531	2.7608	2.5279	2.3710	124	3.9175	3.0693	2.6777	2.4448	2.2874
60	4.0012	3.1504	2.7581	2.5252	2.3683	125	3.9169	3.0687	2.6771	2.4442	2.2868
61	3.9985	3.1478	2.7555	2.5226	2.3657	126	3.9163	3.0681	2.6765	2.4436	2.2862
62	3.9959	3.1453	2.7530	2.5201	2.3631	127	3.9157	3.0675	2.6760	2.4430	2.2856
63	3.9934	3.1428	2.7505	2.5177	2.3607	128	3.9151	3.0670	2.6754	2.4425	2.2850
64	3.9909	3.1404	2.7482	2.5153	2.3583	129	3.9146	3.0664	2.6748	2.4419	2.2845
65	3.9886	3.1381	2.7459	2.5130	2.3560	130	3.9140	3.0658	2.6743	2.4414	2.2839

TABEL t PADA α 5 %

DF	1 TAIL	2 TAIL	DF	1 TAIL	2 TAIL	DF	1 TAIL	2 TAIL
1	6.3138	12.7062	51	1.6753	2.0076	101	1.6601	1.9837
2	2.9200	4.3027	52	1.6747	2.0066	102	1.6599	1.9835
3	2.3534	3.1824	53	1.6741	2.0057	103	1.6598	1.9833
4	2.1318	2.7764	54	1.6736	2.0049	104	1.6596	1.9830
5	2.0150	2.5706	55	1.6730	2.0040	105	1.6595	1.9828
6	1.9432	2.4469	56	1.6725	2.0032	106	1.6594	1.9826
7	1.8946	2.3646	57	1.6720	2.0025	107	1.6592	1.9824
8	1.8595	2.3060	58	1.6716	2.0017	108	1.6591	1.9822
9	1.8331	2.2622	59	1.6711	2.0010	109	1.6590	1.9820
10	1.8125	2.2281	60	1.6706	2.0003	110	1.6588	1.9818
11	1.7959	2.2010	61	1.6702	1.9996	111	1.6587	1.9816
12	1.7823	2.1788	62	1.6698	1.9990	112	1.6586	1.9814
13	1.7709	2.1604	63	1.6694	1.9983	113	1.6585	1.9812
14	1.7613	2.1448	64	1.6690	1.9977	114	1.6583	1.9810
15	1.7531	2.1314	65	1.6686	1.9971	115	1.6582	1.9808
16	1.7459	2.1199	66	1.6683	1.9966	116	1.6581	1.9806
17	1.7396	2.1098	67	1.6679	1.9960	117	1.6580	1.9804
18	1.7341	2.1009	68	1.6676	1.9955	118	1.6579	1.9803
19	1.7291	2.0930	69	1.6672	1.9949	119	1.6578	1.9801
20	1.7247	2.0860	70	1.6669	1.9944	120	1.6577	1.9799
21	1.7207	2.0796	71	1.6666	1.9939	121	1.6575	1.9798
22	1.7171	2.0739	72	1.6663	1.9935	122	1.6574	1.9796
23	1.7139	2.0687	73	1.6660	1.9930	123	1.6573	1.9794
24	1.7109	2.0639	74	1.6657	1.9925	124	1.6572	1.9793
25	1.7081	2.0595	75	1.6654	1.9921	125	1.6571	1.9791
26	1.7056	2.0555	76	1.6652	1.9917	126	1.6570	1.9790
27	1.7033	2.0518	77	1.6649	1.9913	127	1.6569	1.9788
28	1.7011	2.0484	78	1.6646	1.9908	128	1.6568	1.9787
29	1.6991	2.0452	79	1.6644	1.9905	129	1.6568	1.9785
30	1.6973	2.0423	80	1.6641	1.9901	130	1.6567	1.9784
31	1.6955	2.0395	81	1.6639	1.9897	131	1.6566	1.9782
32	1.6939	2.0369	82	1.6636	1.9893	132	1.6565	1.9781
33	1.6924	2.0345	83	1.6634	1.9890	133	1.6564	1.9780
34	1.6909	2.0322	84	1.6632	1.9886	134	1.6563	1.9778
35	1.6896	2.0301	85	1.6630	1.9883	135	1.6562	1.9777
36	1.6883	2.0281	86	1.6628	1.9879	136	1.6561	1.9776
37	1.6871	2.0262	87	1.6626	1.9876	137	1.6561	1.9774
38	1.6860	2.0244	88	1.6624	1.9873	138	1.6560	1.9773
39	1.6849	2.0227	89	1.6622	1.9870	139	1.6559	1.9772
40	1.6839	2.0211	90	1.6620	1.9867	140	1.6558	1.9771
41	1.6829	2.0195	91	1.6618	1.9864	141	1.6557	1.9769
42	1.6820	2.0181	92	1.6616	1.9861	142	1.6557	1.9768
43	1.6811	2.0167	93	1.6614	1.9858	143	1.6556	1.9767
44	1.6802	2.0154	94	1.6612	1.9855	144	1.6555	1.9766
45	1.6794	2.0141	95	1.6611	1.9853	145	1.6554	1.9765
46	1.6787	2.0129	96	1.6609	1.9850	146	1.6554	1.9763
47	1.6779	2.0117	97	1.6607	1.9847	147	1.6553	1.9762
48	1.6772	2.0106	98	1.6606	1.9845	148	1.6552	1.9761
49	1.6766	2.0096	99	1.6604	1.9842	149	1.6551	1.9760
50	1.6759	2.0086	100	1.6602	1.9840	150	1.6551	1.9759

Sumber : Data Base Microsoft Excell

**TABEL KORELASI PEARSON PRODUCT MOMENT
PADA α 5 %**

N	2-tailed	1-tailed	N	2-tailed	1-tailed	N	2-tailed	1-tailed
3	0.9969	0.9877	53	0.2704	0.2282	103	0.1936	0.1629
4	0.9500	0.9000	54	0.2679	0.2261	104	0.1927	0.1622
5	0.8783	0.8054	55	0.2654	0.2240	105	0.1917	0.1614
6	0.8114	0.7293	56	0.2630	0.2219	106	0.1908	0.1606
7	0.7545	0.6694	57	0.2607	0.2199	107	0.1899	0.1598
8	0.7067	0.6215	58	0.2584	0.2180	108	0.1891	0.1591
9	0.6664	0.5822	59	0.2562	0.2161	109	0.1882	0.1584
10	0.6319	0.5494	60	0.2540	0.2143	110	0.1873	0.1576
11	0.6021	0.5214	61	0.2519	0.2125	111	0.1865	0.1569
12	0.5760	0.4973	62	0.2499	0.2107	112	0.1856	0.1562
13	0.5529	0.4762	63	0.2479	0.2090	113	0.1848	0.1555
14	0.5324	0.4575	64	0.2459	0.2074	114	0.1840	0.1548
15	0.5140	0.4409	65	0.2440	0.2057	115	0.1832	0.1541
16	0.4973	0.4259	66	0.2421	0.2041	116	0.1824	0.1535
17	0.4821	0.4124	67	0.2403	0.2026	117	0.1816	0.1528
18	0.4683	0.4000	68	0.2385	0.2011	118	0.1808	0.1521
19	0.4555	0.3887	69	0.2368	0.1996	119	0.1801	0.1515
20	0.4438	0.3783	70	0.2351	0.1981	120	0.1793	0.1509
21	0.4329	0.3687	71	0.2334	0.1967	121	0.1786	0.1502
22	0.4227	0.3598	72	0.2318	0.1953	122	0.1778	0.1496
23	0.4132	0.3515	73	0.2302	0.1940	123	0.1771	0.1490
24	0.4044	0.3438	74	0.2286	0.1926	124	0.1764	0.1484
25	0.3961	0.3365	75	0.2271	0.1913	125	0.1757	0.1478
26	0.3882	0.3297	76	0.2256	0.1900	126	0.1750	0.1472
27	0.3809	0.3233	77	0.2241	0.1888	127	0.1743	0.1466
28	0.3739	0.3172	78	0.2226	0.1876	128	0.1736	0.1460
29	0.3673	0.3115	79	0.2212	0.1864	129	0.1729	0.1454
30	0.3610	0.3061	80	0.2198	0.1852	130	0.1723	0.1449
31	0.3550	0.3009	81	0.2185	0.1840	131	0.1716	0.1443
32	0.3494	0.2960	82	0.2171	0.1829	132	0.1709	0.1438
33	0.3440	0.2913	83	0.2158	0.1817	133	0.1703	0.1432
34	0.3388	0.2869	84	0.2145	0.1806	134	0.1697	0.1427
35	0.3338	0.2826	85	0.2132	0.1796	135	0.1690	0.1422
36	0.3291	0.2785	86	0.2120	0.1785	136	0.1684	0.1416
37	0.3246	0.2746	87	0.2107	0.1775	137	0.1678	0.1411
38	0.3202	0.2709	88	0.2095	0.1764	138	0.1672	0.1406
39	0.3160	0.2673	89	0.2084	0.1754	139	0.1666	0.1401
40	0.3120	0.2638	90	0.2072	0.1744	140	0.1660	0.1396
41	0.3081	0.2605	91	0.2060	0.1735	141	0.1654	0.1391
42	0.3044	0.2573	92	0.2049	0.1725	142	0.1648	0.1386
43	0.3008	0.2542	93	0.2038	0.1716	143	0.1642	0.1381
44	0.2973	0.2512	94	0.2027	0.1707	144	0.1636	0.1376
45	0.2940	0.2483	95	0.2016	0.1697	145	0.1631	0.1371
46	0.2907	0.2455	96	0.2006	0.1688	146	0.1625	0.1367
47	0.2876	0.2429	97	0.1995	0.1680	147	0.1620	0.1362
48	0.2845	0.2403	98	0.1985	0.1671	148	0.1614	0.1357
49	0.2816	0.2377	99	0.1975	0.1662	149	0.1609	0.1353
50	0.2787	0.2353	100	0.1965	0.1654	150	0.1603	0.1348
51	0.2759	0.2329	101	0.1955	0.1646	151	0.1598	0.1344
52	0.2732	0.2306	102	0.1946	0.1638	152	0.1593	0.1339

Sumber : Database Microsoft Excel

Semarang , 30 Juni 2005

No : W05/7.4/5153
Hal : Surat Bukti Penelitian
Lamp : 1 lembar

Kepada Yth:
Dekan Fakultas Ekonomi
Drs, Suwarsono Muhammad, MA
Condong Catur

Dengan Hormat

Diberitahukan dengan horamat, dengan memperhatikan surat nomor 276/DEK/10/Bag.UM/VI/2005 bahwa mahasiswa Universitas Islam Indonesia Fakultas Ekonomi dibawah ini:

Nama : Arif Prabowo
No MHS : 01311456
Jurusan : Manajemen
Alamat : Gg Sedan Perum Melati permai A30, Yogyakarta

Telah melakukan penelitian pada tanggal 27 juni 2005 sampai dengan 30 Juni 2005 dengan judul skripsi “Analisis Pengaruh Kualitas Pelayanan PT. BANK BNI Terhadap Kepuasan Nasabah “

Dengan ketentuan :

1. Menjaga kerahasiaan data-data perusahaan
2. Skripsi ini tidak untuk dipublikasikan

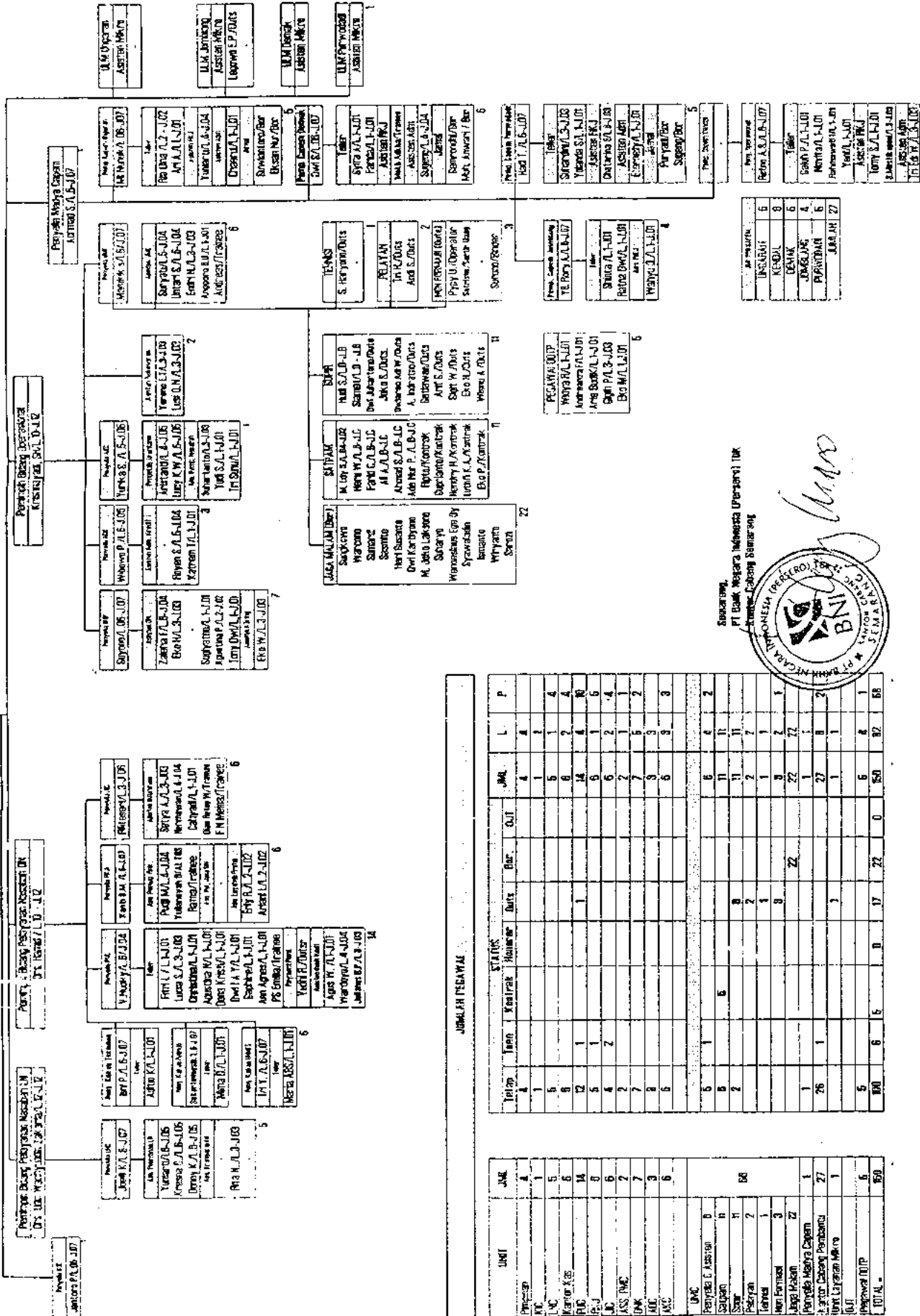
Demikian surat ini kamisampaikan, atas perhatiannya kami ucapkan terima kasih



BASAN KEPESAWAN KAWAN CABANG KEMARANG

Per tanggal: 25.10.2015

Penyusunan Data
P. Harry Marni, M.A./L.11.13



SUKARAWA,
PT Bank Negara Indonesia (Persero) Tbk
Kantor Cabang Samarang



(Handwritten signature)

JUMLAH PESAWAN

Jenis	STATUS		JML	L	P
	Kontrak	Honorar			
1			4	4	
2			4	4	
3			5	1	4
4			6	2	4
5			14	4	10
6			5	1	4
7			6	2	4
8			2	1	1
9			7	5	2
10			5	3	2
11			6	3	3
12			6	4	2
13			11	11	
14			2	2	
15			1	1	
16			2	2	
17			22	22	
18			27	27	
19			1	1	
20			6	6	
21			17	17	
22			0	0	
23			60	60	60
24			6	6	6
25			60	60	60

JUMLAH PESAWAN

UNIT	JML
1	4
2	1
3	5
4	6
5	14
6	5
7	6
8	2
9	7
10	5
11	6
12	11
13	2
14	1
15	2
16	22
17	27
18	1
19	6
20	17
21	0
22	60
23	6
24	60