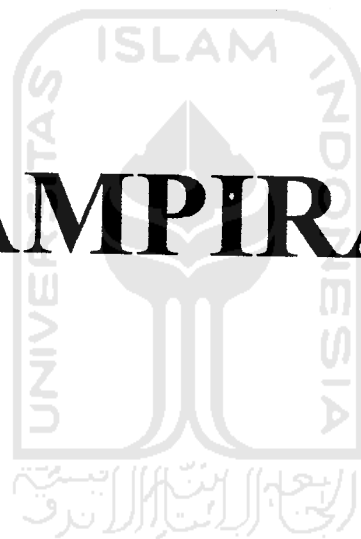


LAMPIRAN



Lampiran I
Daftar Pertanyaan

Kepada Yth. Bapak/Ibu/Sdr/I
Nasabah PT Bank Mandiri
di
Yogyakarta

KUESIONER

Dengan Hormat,

Dalam rangka penelitian mengenai Analisis kepuasan nasabah dalam menggunakan jasa PT Bank Mandiri Cab. UGM guna menyusun skripsi sebagai tugas akhir di Fakultas Ekonomi Manajemen Universitas Islam Indonesia, maka saya mohon kesediaan Bapak/Ibu/Sdr/I untuk mengisi kuesioner ini.

Semua informasi data yang diperoleh semata-mata digunakan untuk kepentingan skripsi, oleh karena itu kejujuran dan kesanggupan Bapak/Ibu/Sdr/I dalam menjawab semua pertanyaan sangat saya harapkan untuk mendapatkan informasi data yang akurat.

Atas partisipasi dan bantuan Bapak/Ibu/Sdr/I saya ucapkan terima kasih.

Hormat Saya,

(Nisa Z.Fitri)

Cara pengisian angket :

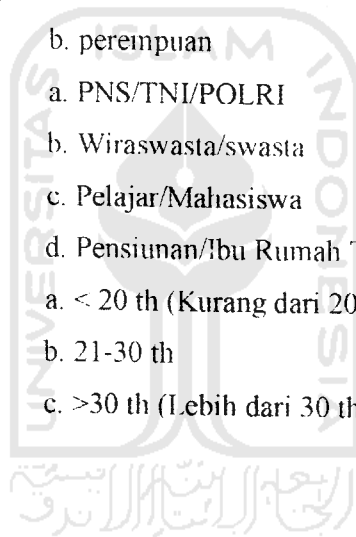
Berilah jawaban Bapak/Ibu/Sdr/I mengenai pertanyaan di bawah ini sesuai dengan petunjuk.

Nama Responden :

A. Karakteristik Responden

Petunjuk: beri tanda silang (X) pada salah satu jawaban yang tersedia sesuai dengan keadaan anda.

1. Gender (Jenis Kelamin) :
 - a. laki-laki
 - b. perempuan
2. Jenis Pekerjaan :
 - a. PNS/TNI/POLRI
 - b. Wiraswasta/swasta
 - c. Pelajar/Mahasiswa
 - d. Pensiunan/Ibu Rumah Tangga
3. Usia :
 - a. < 20 th (Kurang dari 20 tahun)
 - b. 21-30 th
 - c. >30 th (Lebih dari 30 th)



B. Harapan

Petunjuk : Beri tanda silang (X) pada salah satu jawaban yang tersedia sesuai dengan harapan Bpk/Ibu/Sdr/l sebelum menjadi nasabah PT.Bank Mandiri

Keterangan:	Harapan	Skor
	Sangat Tidak Penting (STP)	1
	Tidak Penting (TP)	2
	Netral (N)	3
	Penting (P)	4
	Sangat Penting (SP)	5

No	Pernyataan	Harapan				
		STP	TP	N	P	SP
1	Fasilitas yang lengkap	1	2	3	4	5
2	Desain ruangan	1	2	3	4	5
3	Kerapihan petugas bank	1	2	3	4	5
4	Kenyamanan gedung	1	2	3	4	5
5	Pelayanan yang cepat	1	2	3	4	5
6	Pelayanan yang diberikan konsisten	1	2	3	4	5
7	Prosedur yang tidak berbelit-belit	1	2	3	4	5
8	Pemberian informasi yang jelas	1	2	3	4	5
9	Reaksi yang cepat terhadap keluhan nasabah	1	2	3	4	5
10	Kesigapan petugas bank untuk membantu	1	2	3	4	5
11	Jaminan keamanan terhadap pelayanan	1	2	3	4	5
12	Pengetahuan petugas bank	1	2	3	4	5
13	Kepedulian terhadap nasabah	1	2	3	4	5
14	Petugas/pegawai bank ramah	1	2	3	4	5
15	Perlakuan yang sama pada semua nasabah	1	2	3	4	5

C. Kinerja

Petunjuk : Beri tanda silang (X) pada salah satu jawaban yang tersedia sesuai dengan kinerja pelayanan yang diterima Bpk/Ibu/Sdr/l setelah menjadi nasabah PT.Bank Mandiri

Keterangan:	Kinerja	Skor
	Sangat Tidak Baik (STB)	1
	Tidak Baik (TB)	2
	Netral (N)	3
	Baik (B)	4
	Sangat Baik (SB)	5

No	Pernyataan	Kinerja				
		STB	TB	N	B	SB
1	Fasilitas yang lengkap	1	2	3	4	5
2	Desain ruangan	1	2	3	4	5
3	Kerapihan petugas bank	1	2	3	4	5
4	Kenyamanan gedung	1	2	3	4	5
5	Pelayanan yang cepat	1	2	3	4	5
6	Pelayanan yang diberikan konsisten	1	2	3	4	5
7	Prosedur yang tidak berbelit-belit	1	2	3	4	5
8	Pemberian informasi yang jelas	1	2	3	4	5
9	Reaksi yang cepat terhadap keluhan nasabah	1	2	3	4	5
10	Kesigapan petugas bank untuk membantu	1	2	3	4	5
11	Jaminan keamanan terhadap pelayanan	1	2	3	4	5
12	Pengetahuan petugas bank	1	2	3	4	5
13	Kepedulian terhadap nasabah	1	2	3	4	5
14	Petugas/pegawai bank ramah	1	2	3	4	5
15	Perlakuan yang sama pada semua nasabah	1	2	3	4	5

Lampiran II
Uji Validitas dan reliabilitas

(Data Harapan)
faktor1

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

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	BUTIR_1	4.6354	.4838	96.0
2.	BUTIR_2	4.7813	.4635	96.0
3.	BUTIR_3	4.6563	.5197	96.0
4.	BUTIR_4	4.0417	.6636	96.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	18.1146	1.6183	1.2721	4

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
BUTIR_1	13.4792	1.2627	.1117	.4009
BUTIR_2	13.3333	1.0877	.3267	.1975
BUTIR_3	13.4583	1.1561	.1719	.3463
BUTIR_4	14.0729	.8894	.2306	.2874

Reliability Coefficients

N of Cases 96.0 N of Items 4

Alpha = .3782

faktor1 ulangan

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

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	BUTIR_2	4.7813	.4635	96.0
2.	BUTIR_4	4.0417	.6636	96.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	8.8229	.7999	.8944	2

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
BUTIR_2	4.0417	.4404	.2353	.
BUTIR_4	4.7813	.2148	.2353	.

Reliability Coefficients

N of Cases = 96.0 N of Items = 2

Alpha = .3619

faktor2

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

RELIABILITY ANALYSIS - SCALE (ALPHA)

	Mean	Std Dev	Cases
1. BUTIR_1	4.7813	.4635	96.0
2. BUTIR_2	4.7083	.5009	96.0
3. BUTIR_3	4.7813	.4856	96.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	14.2708	1.1469	1.0709	3

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
BUTIR_1	9.4896	.6525	.3734	.5081
BUTIR_2	9.5625	.5855	.4051	.4607
BUTIR_3	9.4896	.6104	.3962	.4742

Reliability Coefficients

N of Cases = 96.0 N of Items = 3

Alpha = .5825

faktor3

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

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	BUTIR_1	4.7813	.4402	96.0
2.	BUTIR_2	4.7708	.4697	96.0
3.	BUTIR_3	4.6667	.5164	96.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	14.2188	1.0780	1.0382	3

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
BUTIR_1	9.4375	.6487	.3322	.4976
BUTIR_2	9.4479	.5446	.4511	.3092
BUTIR_3	9.5521	.5657	.3162	.5350

Reliability Coefficients

N of Cases = 96.0 N of Items = 3

Alpha = .5523

faktor4

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

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	BUTIR_1	4.7500	.5231	96.0
2.	BUTIR_2	4.7396	.4412	96.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	9.4896	.5683	.7539	2

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
BUTIR_1	4.7396	.1946	.2166	.
BUTIR_2	4.7500	.2737	.2166	.

Reliability Coefficients

N of Cases = 96.0 N of Items = 2

Alpha = .3519

faktor5

***** Method 1 (space saver) will be used for this analysis *****
 R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

	Mean	Std Dev	Cases
1. BUTIR1	4.4583	.6475	96.0
2. BUTIR2	4.0417	.6636	96.0
3. BUTIR3	4.4375	.6619	96.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	12.9375	1.5539	1.2466	3

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
BUTIR1	8.4792	.8627	.2261	-.0366
BUTIR2	8.8958	1.2101	-.0661	.5828
BUTIR3	8.5000	.7789	.2883	-.2072

Reliability Coefficients

N of Cases = 96.0 N of Items = 3

Alpha = .2472

Reliability

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

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	BUTIR1	4.4583	.6475	96.0
2.	BUTIR3	4.4375	.6619	96.0

Statistics for	Mean	Variance	Std Dev	N of
SCALE	8.8958	1.2101	1.1000	Variables 2

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
BUTIR1	4.4375	.4382	.4114	.
BUTIR3	4.4583	.4193	.4114	.

Reliability Coefficients

N of Cases = 96.0 N of Items = 2

Alpha = .5828

Analisis kesahihan angket**Reliability**

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

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	FAKTOR_1	8.8229	.8944	96.0
2.	FAKTOR_2	14.2708	1.0709	96.0
3.	FAKTOR_3	14.2188	1.0382	96.0

4.	FAKTOR_4	9.4896	.7539	96.0
5.	FAKTOR_5	8.8958	1.1000	96.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	55.6979	10.5709	3.2513	5

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
FAKTOR_1	46.8750	7.8368	.3863	.6522
FAKTOR_2	41.4271	6.1209	.6233	.5369
FAKTOR_3	41.4792	6.4206	.5839	.5597
FAKTOR_4	46.2083	7.9982	.4701	.6274
FAKTOR_5	46.8021	8.1394	.1946	.7447

Reliability Coefficients

N of Cases = 96.0 N of Items = 5

Alpha = .6820

(Data Kinerja)

faktor1

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

RELIABILITY ANALYSIS - SCALE (ALPHA)

	Mean	Std Dev	Cases
1. BUTIR2	4.1250	.6844	96.0
2. BUTIR4	3.6146	.7308	96.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	7.7396	1.3946	1.1809	2

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
--	----------------------------	--------------------------------	----------------------------------	-----------------------

BUTIR2	3.6146	.5341	.3920	.
BUTIR4	4.1250	.4684	.3920	.

Reliability Coefficients

N of Cases = 96.0 N of Items = 2

Alpha = .5623

faktor2

***** Method 1 (space saver) will be used for this analysis *****
 RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	BUTIR1	3.9896	.7033	96.0
2.	BUTIR2	4.0000	.7108	96.0
3.	BUTIR3	3.9063	.7266	96.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	11.8958	3.1680	1.7799	3

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
BUTIR1	7.9063	1.6016	.6020	.7098
BUTIR2	7.8958	1.5680	.6150	.6957
BUTIR3	7.9896	1.5262	.6204	.6897

Reliability Coefficients

N of Cases = 96.0 N of Items = 3

Alpha = .7766

faktor3

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

RELIABILITY ANALYSIS - SCALE (ALPHA)

	Mean	Std Dev	Cases
--	------	---------	-------

1.	BUTIR1	3.9375	.6777	96.0
2.	BUTIR2	3.7917	.7387	96.0
3.	BUTIR3	3.9688	.7027	96.0

Statistics for	Mean	Variance	Std Dev	N of
SCALE	11.6979	2.5920	1.6100	Variables
				3

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
BUTIR1	7.7604	1.5946	.3144	.6964
BUTIR2	7.9063	1.2438	.4872	.4676
BUTIR3	7.7292	1.2522	.5380	.3951

Reliability Coefficients

N of Cases =	96.0	N of Items =	3
Alpha =	.6328		

faktor4

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

RELIABILITY ANALYSIS - SCALE (ALPHA)

	Mean	Std Dev	Cases
1. BUTIR1	4.0000	.6959	96.0
2. BUTIR2	3.9271	.6995	96.0

Statistics for	Mean	Variance	Std Dev	N of
SCALE	7.9271	1.5630	1.2502	Variables
				2

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
BUTIR1	3.9271	.4894	.6055	.
BUTIR2	4.0000	.4842	.6055	.

Reliability Coefficients

N of Cases = 96.0

N of Items = 2

Alpha = .7543

Analisis kesahihan angket

Reliability

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

RELIABILITY ANALYSIS - SCALE (ALPHA)

	Mean	Std Dev	Cases
1. FAKTOR1	7.7396	1.1809	96.0
2. FAKTOR2	11.8958	1.7799	96.0
3. FAKTOR3	11.6979	1.6100	96.0
4. FAKTOR4	7.9271	1.2502	96.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	39.2604	19.9841	4.4704	4

Item-total Statistics	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
FAKTOR1	31.5208	14.1259	.5028	.7224
FAKTOR2	27.3646	10.0657	.5977	.6730
FAKTOR3	27.5625	11.1329	.5826	.6747
FAKTOR4	31.3333	13.3614	.5536	.6968

Reliability Coefficients

N of Cases = 96.0

N of Items = 4

Alpha = .7517

Lampiran III
Data Harapan & Kinerja

No	Karakteristik			Harapan															Kinerja																
	G	JP	U	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15		
1	1	3	3	5	4	4	4	4	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4	4	5	5	5	3	5	4		
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8	1	3	1	5	5	4	5	5	5	5	5	5	5	5	5	3	5	3	5	3	4	4	4	4	4	4	4	4	4	3	4	3	4	3	
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Lampiran IV
Data Kepuasan

NO	KEPUASAN															MEAN
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
1	0	1	1	1	1	0	0	-1	-1	0	0	0	-2	0	-1	-0.1
2	-1	-1	-1	1	-1	-1	-1	-1	-1	-1	0	0	-1	-1	-1	-0.7
3	-1	0	-1	1	-1	-1	-2	-1	-1	-1	-2	-2	0	0	-1	-0.9
4	0	-1	1	1	-1	-1	-1	-1	0	0	-1	0	-1	0	0	-0.3
5	-1	-1	0	-2	-1	-1	-1	-1	-2	-1	-1	-2	0	-1	-1	-1.1
6	0	-1	-1	-1	-1	-1	-2	-2	-2	-1	-1	0	-2	-2	-2	-1.3
7	-1	0	-2	1	-1	-2	-2	-1	-2	0	-1	-1	0	0	0	-0.8
8	-1	-1	1	-2	-2	0	-1	-1	-2	-1	-2	-1	0	-1	0	-0.9
9	-1	0	0	0	-1	-1	-1	0	-1	-1	0	-1	-1	0	-1	-0.6
10	0	-2	-3	-1	-1	-1	0	-1	-1	-1	-2	0	-1	0	-1	-1
11	0	-1	-1	-1	-1	-1	0	-1	-1	-1	0	0	-1	-1	-1	-0.7
12	-1	-1	0	-2	-1	-1	0	-1	-1	0	-1	-1	-1	-1	-1	-0.9
13	0	0	0	0	-1	0	1	0	0	0	2	0	0	0	0	0.13
14	-1	-2	-1	-1	-1	-2	-1	-2	-1	0	0	-1	-1	-1	-1	-1.1
15	-1	0	0	-2	0	0	0	0	0	0	0	-1	0	-2	0	-0.4
16	-1	2	-1	1	0	0	-1	-1	-1	0	0	0	-1	-1	0	-0.3
17	0	-2	-1	-2	-2	-1	-2	-1	-2	-1	-2	-1	-1	0	-2	-1.3
18	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.07
19	0	-1	0	-1	-1	0	0	0	-1	-1	0	-1	0	0	-1	-0.5
20	-1	-1	-1	0	-1	-1	-1	-1	-1	-1	-1	-1	-2	-1	-1	-1
21	0	-1	-1	0	-1	-1	-1	-1	-1	-1	-1	-1	0	1	1	-0.5
22	0	-1	0	0	0	0	-1	-2	0	-1	0	0	0	0	0	-0.3
23	0	-1	-2	0	0	-1	-1	-2	-1	-1	0	-1	-1	-1	-1	-0.9
24	0	-1	-1	0	-1	-1	-1	-1	-1	-1	-1	-1	-1	-1	-1	-0.9
25	0	0	0	0	0	-1	-2	0	0	-1	0	0	0	0	-2	-0.4
26	0	0	-1	0	-1	0	-1	0	-1	0	-1	0	0	-2	-1	-0.5
27	0	-1	-1	-1	-2	-2	-2	-1	-1	-1	-2	-1	-1	-1	-1	-1.2
28	-2	-2	-2	-2	-1	-1	-1	-2	-2	-2	-2	-2	-2	-2	-2	-1.8
29	0	-1	-1	-1	0	0	0	-1	-1	-2	0	0	-1	-1	-1	-0.7
30	0	0	1	0	0	1	0	0	0	-1	0	-1	0	0	0	0
31	-1	-1	-2	-2	-1	-2	-1	-2	-1	-1	0	-1	0	0	-1	-1.1
32	0	0	-1	0	-1	-3	-3	-1	-3	0	-2	-2	0	0	0	-1.1
33	-1	-1	-1	-1	-1	0	-2	-1	-1	0	-1	0	-1	0	0	-0.7
34	0	0	1	0	0	0	-1	-1	-1	-1	-1	-1	-1	-1	-1	-0.5
35	0	0	1	-2	0	1	0	-2	-1	-1	-1	-1	-1	-1	-1	-0.6
36	-1	-1	-1	0	-1	0	-1	0	-2	-1	-1	-1	-1	0	0	-0.7
37	-2	-1	0	-1	-2	-1	-1	0	-2	-2	-1	-1	-2	-2	-2	-1.3
38	0	0	-1	0	0	0	0	0	0	0	0	0	1	0	0	0

82	0	0	-2	-3	-2	-1	-1	-1	-2	-2	-1	-1	-2	-1	-1	-1.3
83	0	-1	-1	0	1	0	-1	-2	-1	1	-1	-2	1	0	0	-0.4
84	-2	-2	-1	-1	-1	0	0	-2	-2	-1	-2	-2	-1	-1	-1	-1.3
85	0	-1	-2	0	0	-1	-1	-2	-1	-1	0	-1	-1	-1	-1	-0.9
86	0	-1	-1	0	-1	-1	-1	-1	-1	-1	-1	-1	0	1	1	-0.5
87	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.07
88	0	-1	0	0	-1	1	0	-1	0	0	0	0	0	0	0	-0.1
89	-1	-1	0	0	-1	0	0	-1	-1	-1	0	-2	-1	1	0	-0.5
90	0	0	-1	0	0	-1	-2	-1	-1	-2	-1	0	0	-1	-1	-0.7
91	-1	-1	-1	0	-1	-1	-1	-1	0	0	-1	-2	-1	1	1	-0.6
92	-1	-1	-1	0	0	0	0	-2	-1	-1	-1	0	0	-1	-1	-0.7
93	0	0	0	0	-1	-2	-1	-1	-1	0	0	-1	0	-1	-1	-0.6
94	0	0	-1	0	1	-1	0	1	0	0	2	1	1	-1	0	0.2
95	0	1	1	1	0	1	-1	1	1	1	0	0	1	1	0	0.53
96	0	0	-1	-1	0	-1	0	-1	-2	0	0	-1	0	-1	0	-0.5
M	-0.5	-0.7	-0.6	-0.4	-0.8	-0.7	-0.9	-0.8	-1	-0.7	-0.8	-0.8	-0.6	-0.4	-0.6	-0.7



Lampiran V Uji Wilcoxon

1. Desain ruangan

Descriptive Statistics

	N	Mean	Std. Deviation	Minimum	Maximum
harapan 2	96	4.78	.46	3	5
kinerja 2	96	4.13	.68	2	5

Test Statistics^b

	kinerja 2 - harapan 2
Z	-6.165 ^a
Asymp. Sig. (2-tailed)	.000

a. Based on positive ranks.

b. Wilcoxon Signed Ranks Test

2. Kenyamanan gedung

Descriptive Statistics

	N	Mean	Std. Deviation	Minimum	Maximum
harapan 4	96	4.04	.66	2	5
kinerja 4	96	3.61	.73	2	5

Test Statistics^b

	kinerja 4 - harapan 4
Z	-3.960 ^a
Asymp. Sig. (2-tailed)	.000

a. Based on positive ranks.

b. Wilcoxon Signed Ranks Test

3. Pelayanan yang cepat

Descriptive Statistics

	N	Mean	Std. Deviation	Minimum	Maximum
harapan 5	96	4.78	.46	3	5
kinerja 5	96	3.99	.70	2	5

Test Statistics^b

	kinerja 5 - harapan 5
Z	-7.016 ^a
Asymp. Sig. (2-tailed)	.000

a. Based on positive ranks.

b. Wilcoxon Signed Ranks Test

4. Pelayanan yang diberikan konsisten

Descriptive Statistics

	N	Mean	Std. Deviation	Minimum	Maximum
harapan 6	96	4.71	.50	3	5
kinerja 6	96	4.00	.71	2	5

Test Statistics^b

	kinerja 6 - harapan 6
Z	-6.428 ^a
Asymp. Sig. (2-tailed)	.000

a. Based on positive ranks.

b. Wilcoxon Signed Ranks Test

5. Prosedur yang tidak berbelit-belit

Descriptive Statistics

	N	Mean	Std. Deviation	Minimum	Maximum
harapan 7	96	4.78	.49	3	5
kinerja 7	96	3.91	.73	2	5

Test Statistics^b

	kinerja 7 - harapan 7
Z	-7.228 ^a
Asymp. Sig. (2-tailed)	.000

a. Based on positive ranks.

b. Wilcoxon Signed Ranks Test

6. Kesigapan petugas bank untuk membantu**Descriptive Statistics**

	N	Mean	Std. Deviation	Minimum	Maximum
harapan 8	96	4.78	.44	3	5
kinerja 8	96	3.94	.68	2	5

Test Statistics^b

	kinerja 8 - harapan 8
Z	-7.204 ^a
Asymp. Sig. (2-tailed)	.000

a. Based on positive ranks.

b. Wilcoxon Signed Ranks Test

7. Reaksi yang cepat dan tanggap terhadap keluhan nasabah**Descriptive Statistics**

	N	Mean	Std. Deviation	Minimum	Maximum
harapan 9	96	4.77	.47	3	5
kinerja 9	96	3.79	.74	2	5

Test Statistics^b

	kinerja 9 - harapan 9
Z	-7.320 ^a
Asymp. Sig. (2-tailed)	.000

- a. Based on positive ranks.
b. Wilcoxon Signed Ranks Test

8. Pemberian informasi yang jelas**Descriptive Statistics**

	N	Mean	Std. Deviation	Minimum	Maximum
harapan 10	96	4.67	.52	3	5
kinerja 10	96	3.97	.70	2	5

Test Statistics^b

	kinerja 10 - harapan 10
Z	-6.446 ^a
Asymp. Sig. (2-tailed)	.000

- a. Based on positive ranks.
b. Wilcoxon Signed Ranks Test

9. Jaminan keamanan terhadap pelayanan**Descriptive Statistics**

	N	Mean	Std. Deviation	Minimum	Maximum
harapan 11	96	4.75	.52	3	5
kinerja 11	96	4.00	.70	1	5

Test Statistics^b

	kinerja 11 - harapan 11
Z	-6.402 ^a
Asymp. Sig. (2-tailed)	.000

- a. Based on positive ranks.
b. Wilcoxon Signed Ranks Test

10. Pengetahuan petugas bank

Descriptive Statistics

	N	Mean	Std. Deviation	Minimum	Maximum
harapan 12	96	4.74	.44	4	5
kinerja 12	96	3.93	.70	2	5

Test Statistics^b

	kinerja 12 - harapan 12
Z	-7.073 ^a
Asymp. Sig. (2-tailed)	.000

a. Based on positive ranks.

b. Wilcoxon Signed Ranks Test



Test Statistics^{a,b}

		kepuasan 6
Chi-Square		1.678
df		1
Asymp. Sig.		.105

a. Kruskal Wallis Test

b. Grouping Variable: gender

5. Prosedur yang tidak berbelit-belit**Ranks**

		gender	N	Mean Rank
kepuasan 7	wanita		51	49.25
	pria		45	47.66
	Total		96	

Test Statistics^{a,b}

		kepuasan 7
Chi-Square		.092
df		1
Asymp. Sig.		.762

a. Kruskal Wallis Test

b. Grouping Variable: gender

6. Kesigapan petugas bank untuk membantu**Ranks**

		gender	N	Mean Rank
kepuasan 8	wanita		51	45.81
	pria		45	51.54
	Total		96	

Test Statistics^{a,b}

	kepuasan 10
Chi-Square	.003
df	1
Asymp. Sig.	.959

a. Kruskal Wallis Test

b. Grouping Variable: gender

9. Jaminan keamanan terhadap pelavanoan**Ranks**

	gender	N	Mean Rank
kepuasan 11	wanita	51	49.09
	pria	45	47.83
	Total	96	

Test Statistics^{a,b}

	kepuasan 11
Chi-Square	.057
df	1
Asymp. Sig.	.812

a. Kruskal Wallis Test

b. Grouping Variable: gender

10. Pengetahuan petugas bank**Ranks**

	gender	N	Mean Rank
kepuasan 12	wanita	51	45.56
	pria	45	51.83
	Total	96	

Lampiran VI Uji Kruskal-Wallis

A. Berdasarkan Karakteristik Gender

1. Desain ruangan

Ranks

	gender	N	Mean Rank
kepuasan 2	wanita	51	47.96
	pria	45	49.11
	Total	96	

Test Statistics^{a,b}

	kepuasan 2
Chi-Square	.049
df	1
Asymp. Sig.	.826

a. Kruskal Wallis Test

b. Grouping Variable: gender



2. Kenyamanan gedung

Ranks

	gender	N	Mean Rank
kepuasan 4	wanita	51	48.90
	pria	45	48.04
	Total	96	

Test Statistics^{a,b}

	kepuasan 4
Chi-Square	.026
df	1
Asymp. Sig.	.872

a. Kruskal Wallis Test

b. Grouping Variable: gender

3. Pelayanan yang cepat**Ranks**

	gender	N	Mean Rank
kepuasan 5	wanita	51	46.78
	pria	45	50.44
	Total	96	

Test Statistics^{a,b}

	kepuasan 5
Chi-Square	.505
df	1
Asymp. Sig.	.477

a. Kruskal Wallis Test

b. Grouping Variable: gender

4. Pelayanan yang diberikan konsisten**Ranks**

	gender	N	Mean Rank
kepuasan 6	wanita	51	45.35
	pria	45	52.07
	Total	96	

Test Statistics^{a,b}

	kepuasan 8
Chi-Square	1.214
df	1
Asymp. Sig.	.271

a. Kruskal Wallis Test

b. Grouping Variable: gender

9. J

7. Reaksi yang cepat dan tanggap terhadap keluhan nasabah

Ranks

	gender	N	Mean Rank
kepuasan 9	wanita	51	48.77
	pria	45	48.19
	Total	96	

Test Statistics^{a,b}

	kepuasan 9
Chi-Square	.012
df	1
Asymp. Sig.	.912

a. Kruskal Wallis Test

b. Grouping Variable: gender

10. Pe

8. Pemberian informasi yang jelas

Ranks

	gender	N	Mean Rank
kepuasan 10	wanita	51	48.63
	pria	45	48.36
	Total	96	

Test Statistics^{a,b}

	kepuasan 12
Chi-Square	1.435
df	1
Asymp. Sig.	.231

a. Kruskal Wallis Test

b. Grouping Variable: gender

B. Berdasarkan Jenis Pekerjaan**1. Desain ruangan****Ranks**

	jenis pekerjaan	N	Mean Rank
kepuasan 2	PNS/TNI/POLRI	13	46.92
	Wiraswasta/swasta	21	57.52
	Pelajar/mahasiswa	56	46.70
	Pensiunan/Ibu Rumah Tangga	6	37.17
	Tota!	96	

Test Statistics^{a,b}

	kepuasan 2
Chi-Square	4.136
df	3
Asymp. Sig.	.247

a. Kruskal Wallis Test

b. Grouping Variable: jenis pekerjaan

2. Kenyamanan gedung

Ranks

	jenis pekerjaan	N	Mean Rank
kepuasan 4	PNS/TNI/POLRI	13	47.35
	Wiraswasta/swasta	21	44.00
	Pelajar/mahasiswa	56	50.18
	Pensiunan/Ibu	6	51.08
	Rumah Tangga		
	Total	96	

Test Statistics^{a,b}

	kepuasan 4
Chi-Square	.939
df	3
Asymp. Sig.	.816

a. Kruskal Wallis Test

b. Grouping Variable: jenis pekerjaan

3. Pelayanan yang cepat

Ranks

	jenis pekerjaan	N	Mean Rank
kepuasan 5	PNS/TNI/POLRI	13	54.08
	Wiraswasta/swasta	21	53.79
	Pelajar/mahasiswa	56	44.07
	Pensiunan/Ibu	6	59.25
	Rumah Tangga		
	Total	96	

Test Statistics^{a,b}

	kepuasan 5
Chi-Square	4.387
df	3
Asymp. Sig.	.223

a. Kruskal Wallis Test

b. Grouping Variable: jenis pekerjaan

4. Pelayanan yang diberikan konsisten

Ranks

	jenis pekerjaan	N	Mean Rank
kepuasan 6	PNS/TNI/POLRI	13	54.96
	Wiraswasta/swasta	21	55.40
	Pelajar/mahasiswa	56	45.70
	Pensiunan/lbu	6	36.50
	Rumah Tangga		
	Total	96	

Test Statistics^{a,b}

	kepuasan 6
Chi-Square	4.436
df	3
Asymp. Sig.	.218

a. Kruskal Wallis Test

b. Grouping Variable: jenis pekerjaan

5. Prosedur yang tidak berbelit-belit

Ranks

	jenis pekerjaan	N	Mean Rank
kepuasan 7	PNS/TNI/POLRI	13	55.58
	Wiraswasta/swasta	21	59.62
	Pelajar/mahasiswa	56	44.46
	Pensiunan/lbu	6	31.83
	Rumah Tangga		
	Total	96	

Test Statistics^{a,b}

	kepuasan 7
Chi-Square	8.895
df	3
Asymp. Sig.	.031

a. Kruskal Wallis Test

b. Grouping Variable: jenis pekerjaan

6. Kesigapan petugas bank untuk membantu

Ranks

	jenis pekerjaan	N	Mean Rank
kepuasan 8	PNS/TNI/POLRI	13	60.04
	Wiraswasta/swasta	21	48.57
	Pelajar/mahasiswa	56	46.96
	Pensiunan/Ibu Rumah Tangga	6	37.67
	Total	96	

Test Statistics^{a,b}

	kepuasan 8
Chi-Square	3.972
df	3
Asymp. Sig.	.264

a. Kruskal Wallis Test

b. Grouping Variable: jenis pekerjaan

7. Reaksi yang cepat dan tanggap terhadap keluhan nasabah

Ranks

	jenis pekerjaan	N	Mean Rank
kepuasan 9	PNS/TNI/POLRI	13	50.38
	Wiraswasta/swasta	21	43.95
	Pelajar/mahasiswa	56	49.35
	Pensiunan/Ibu Rumah Tangga	6	52.42
	Total	96	

Test Statistics^{a,b}

	kepuasan 9
Chi-Square	.923
df	3
Asymp. Sig.	.820

a. Kruskal Wallis Test

b. Grouping Variable: jenis pekerjaan

8. Pemberian informasi yang jelas

Ranks

	jenis pekerjaan	N	Mean Rank
kepuasan 10	PNS/TNI/POLRI	13	50.31
	Wiraswasta/swasta	21	46.90
	Pelajar/mahasiswa	56	49.37
	Pensiunan/lbu	6	42.08
	Rumah Tangga		
	Total	96	

Test Statistics^{a,b}

	kepuasan 10
Chi-Square	.585
df	3
Asymp. Sig.	.900

a. Kruskal Wallis Test

b. Grouping Variable: jenis pekerjaan

9. Jaminan keamanan terhadap pelayanan

Ranks

	jenis pekerjaan	N	Mean Rank
kepuasan 11	PNS/TNI/POLRI	13	54.65
	Wiraswasta/swasta	21	48.07
	Pelajar/mahasiswa	56	46.21
	Pensiunan/lbu	6	58.00
	Rumah Tangga		
	Total	96	

Test Statistics^{a,b}

	kepuasan 11
Chi-Square	2.006
df	3
Asymp. Sig.	.571

a. Kruskal Wallis Test

b. Grouping Variable: jenis pekerjaan

10. Pengetahuan petugas bank

Ranks

	jenis pekerjaan	N	Mean Rank
kepuasan 12	PNS/TNI/POLRI	13	57.50
	Wiraswasta/swasta	21	39.67
	Pelajar/mahasiswa	56	49.94
	Pensiunan/Ibu Rumah Tangga	6	46.50
	Total	96	

Test Statistics^{a,b}

	kepuasan 12
Chi-Square	4.317
df	3
Asymp. Sig.	.229

a. Kruskal Wallis Test

b. Grouping Variable: jenis pekerjaan

C. Berdasarkan Karakteristik Usia

1. Desain ruangan

Ranks

	usia	N	Mean Rank
kepuasan 2	<20 th	19	39.68
	21-30 th	51	50.30
	>30 th	26	51.40
	Total	96	

Test Statistics^{a,b}

	kepuasan 2
Chi-Square	2.857
df	2
Asymp. Sig.	.240

a. Kruskal Wallis Test

b. Grouping Variable: usia

2. Kenyamanan gedung**Ranks**

	usia	N	Mean Rank
kepuasan 4	<20 th	19	52.92
	21-30 th	51	45.44
	>30 th	26	51.27
	Total	96	

Test Statistics^{a,b}

	kepuasan 4
Chi-Square	1.536
df	2
Asymp. Sig.	.464

a. Kruskal Wallis Test

b. Grouping Variable: usia

3. Pelayanan yang cepat**Ranks**

	usia	N	Mean Rank
kepuasan 5	<20 th	19	33.03
	21-30 th	51	49.88
	>30 th	26	57.10
	Total	96	

Test Statistics^{a,b}

	kepuasan 5
Chi-Square	10.356
df	2
Asymp. Sig.	.006

a. Kruskal Wallis Test

b. Grouping Variable: usia

4. Pelayanan yang diberikan konsisten**Ranks**

	usia	N	Mean Rank
kepuasan 6	<20 th	19	38.16
	21-30 th	51	50.89
	>30 th	26	51.37
	Total	96	

Test Statistics^{a,b}

	kepuasan 6
Chi-Square	3.952
df	2
Asymp. Sig.	.139

a. Kruskal Wallis Test

b. Grouping Variable: usia

5. Prosedur yang tidak berbelit-belit**Ranks**

	usia	N	Mean Rank
kepuasan 7	<20 th	19	36.39
	21-30 th	51	50.56
	>30 th	26	53.31
	Total	96	

Test Statistics^{a,b}

	kepuasan 7
Chi-Square	5.488
df	2
Asymp. Sig.	.064

a. Kruskal Wallis Test

b. Grouping Variable: usia

6. Kesigapan petugas bank untuk membantu**Ranks**

	usia	N	Mean Rank
kepuasan 8	<20 th	19	45.45
	21-30 th	51	50.76
	>30 th	26	46.29
	Total	96	

Test Statistics^{a,b}

	kepuasan 8
Chi-Square	.875
df	2
Asymp. Sig.	.646

a. Kruskal Wallis Test

b. Grouping Variable: usia

7. Reaksi yang cepat dan tanggap terhadap keluhan nasabah**Ranks**

	usia	N	Mean Rank
kepuasan 9	<20 th	19	43.97
	21-30 th	51	49.04
	>30 th	26	50.75
	Total	96	

Test Statistics^{a,b}

		kepuasan 9
Chi-Square		.807
df		2
Asymp. Sig.		.668

a. Kruskal Wallis Test

b. Grouping Variable: usia

8. Pemberian informasi yang jelas**Ranks**

		usia	N	Mean Rank
kepuasan 10	<20 th		19	49.58
	21-30 th		51	46.93
	>30 th		26	50.79
	Total		96	

Test Statistics^{a,b}

		kepuasan 10
Chi-Square		.431
df		2
Asymp. Sig.		.806

a. Kruskal Wallis Test

b. Grouping Variable: usia

9. Jaminan keamanan terhadap pelayanan**Ranks**

		usia	N	Mean Rank
kepuasan 11	<20 th		19	36.76
	21-30 th		51	51.21
	>30 th		26	51.77
	Total		96	

Test Statistics^{a,b}

	kepuasan 11
Chi-Square	4.928
df	2
Asymp. Sig.	.085

a. Kruskal Wallis Test

b. Grouping Variable: usia

10. Pengetahuan petugas bank**Ranks**

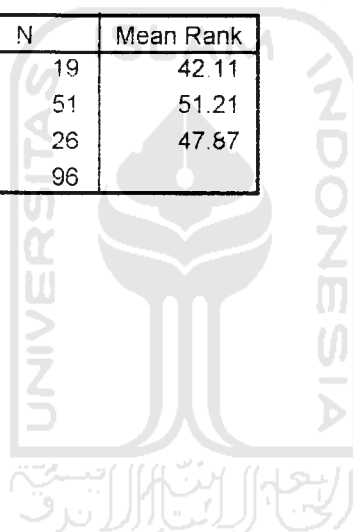
	usia	N	Mean Rank
kepuasan 12	<20 th	19	42.11
	21-30 th	51	51.21
	>30 th	26	47.87
	Total	96	

Test Statistics^{a,b}

	kepuasan 12
Chi-Square	1.770
df	2
Asymp. Sig.	.413

a. Kruskal Wallis Test

b. Grouping Variable: usia



Lampiran VII
Hasil Rata-rata Hitung Kepuasan

1. Berdasarkan Karakteristik Gender

Report

Mean	K2	K4	K5	K6	K7	K8	K9	K10	K11	K12
gender										
wanita	-.67	-.43	-.82	-.80	-.82	-.62	-.94	-.71	-.73	-.88
pria	-.64	-.42	-.76	-.60	-.93	-.76	-1.02	-.69	-.78	-.73
Total	-.66	-.43	-.79	-.71	-.88	-.84	-.98	-.70	-.75	-.81

2. Berdasarkan Jenis Pekerjaan

Mean

Jenis pekerjaan	K2	K4	K5	K6	K7	K8	K9	K10	K11	K12
PNS/STNI/POLRI	-.77	-.43	-.62	-.54	-.69	-.46	-.92	-.69	-.54	-.54
Wiraswasta/swasta	-.43	-.62	-.62	-.52	-.57	-.86	-1.19	-.71	-.71	-1.05
Pelajar/mahasiswa	-.68	-.34	-.93	-.79	-.98	-.89	-.93	-.68	-.84	-.79
Pensiunan/ibu Rumah Tangga	-1.00	-.50	-.50	-1.00	-1.33	-1.17	-.83	-.83	-.50	-.83
Total	-.66	-.43	-.79	-.71	-.88	-.84	-.98	-.70	-.75	-.81

3. Berdasarkan Karakteristik Usia

Report

Mean

usia	K2	K4	K5	K6	K7	K8	K9	K10	K11	K12
<20 th	-.95	-.21	-1.32	-1.00	-1.21	-.95	-1.11	-.63	-1.11	-1.00
21-30 th	-.57	-.55	-.75	-.65	-.80	-.78	-.96	-.76	-.67	-.75
>30 th	-.62	-.35	-.50	-.62	-.77	-.88	-.92	-.62	-.65	-.81
Total	-.66	-.43	-.79	-.71	-.88	-.84	-.98	-.70	-.75	-.81

