



KUESIONER PENELITIAN

Partisipan yang terhormat,

Saya adalah mahasiswa Program Strata Satu Manajemen Universitas Islam Indonesia Yogyakarta yang saat ini sedang melakukan penelitian dengan judul “*Analisis Pengaruh Antara Dimensi Kualitas Layanan Dengan Keseluruhan Kualitas Layanan Internet Perbankan di Yogyakarta (Studi Kasus Perbandingan Pada Bank Mandiri dan Bank Mandiri Syariah)*” Penelitian ini merupakan syarat untuk kelulusan dijenjang pendidikan Strata Satu (S1) Berkaitan dengan hal tersebut, saya mohon bantuan kepada Saudara/I untuk bersedia mengisi kuesioner sesuai dengan pernyataan – pernyataan yang tertera berikut ini. Jawaban dan kerahasiaan responden terjamin kerahasiaannya.

Atas kesediaan Saudara/ I dalam mengisi kuesioner ini, dengan rendah hati saya uapkan terima kasih.

Yogyakarta, 6 Desember 2016

Peneliti

Firli Afini

I. DATA RESPONDEN

Beri tanda cek (✓) pada kolom yang telah disediakan sesuai dengan jawaban Anda

1. Apakah anda pengguna layanan internet banking dari:

- Bank Mandiri
- Bank Mandiri Syariah
- Bank Mandiri & Bank Mandiri Syariah

2. Jenis kelamin :

- Laki – laki
- Perempuan

3. Usia Anda saat ini adalah :

- < 17 tahun
- 18 – 28 tahun
- 29 – 39 tahun
- 40 – 49 tahun
- > 50 tahun

4. Tingkat pendidikan terakhir yang Anda selesaikan adalah :

- SMA
- Diploma
- S1
- S2
- S3
- Lain - lain

5. Jenis pekerjaan Anda adalah :

- Pelajar / Mahasiswa
- Pegawai negeri
- Pegawai swasta
- Wiraswasta
- Lain - lain

6. Tingkat pendapatan :

- < Rp 1.800.000
 - Rp 1.800.000 – Rp 2.000.000
 - Rp 2.000.000 – Rp 4.000.000
 - Rp 4.000.000 – Rp 5.000.000
 - > Rp 5.000.000
7. Telah berapa lama Anda menggunakan layanan internet banking:
- ≤ 2 tahun
 - > 2 tahun
8. Berapa kali anda menggunakan layanan internet banking dalam 1 bulan:
- 1 – 3 kali
 - 4 – 6 kali
 - 6 – 9 kali
 - Lebih dari 9 kali

II. KUESIONER

Petunjuk pengisian :

1. Isilah jawaban sesuai pendapat Anda dengan memberi satu tanda cek (✓) pada kotak yang tersedia.
2. Jika anda pengguna layanan internet banking Bank Mandiri isilah jawaban pada pertanyaan Bank Mandiri.
3. Jika Anda pengguna layanan internet banking Bank Syariah Mandiri isilah jawaban pada pertanyaan Bank Syariah Mandiri.
4. Jika Anda pengguna layanan internet banking Bank Mandiri dan Bank Syariah Mandiri isilah jawaban pada pertanyaan keduanya..

Keterangan :

- | | |
|-----|-----------------------|
| SS | = Sangat setuju |
| S | = Setuju |
| KS | = Kurang setuju |
| TS | = Tidak setuju |
| STS | = Sangat tidak setuju |

1. Bank Mandiri

A. Kualitas Layanan Pelanggan Online

No	Pertanyaan	SS	S	KS	TS	STS
1	Setiap transaksi online melalui internet banking selalu tepat					
2	Internet banking ini menawarkan layanan pada 24 jam dalam sehari					
3	Website internet banking memiliki area pertanyaan dan komentar untuk nasabah					
4	Website internet banking memiliki fasilitas untuk pengaduan/keluhan					
5	Prosedur dari website internet banking mudah dimengerti dan mudah untuk diikuti					
6	Website internet banking ini memberikan pilihan penggunaan dalam bahasa asing					

B. Kualitas Layanan Sistem Informasi Online

No	Pertanyaan	SS	S	KS	TS	STS
1	Isi di website internet banking terstruktur dan terorganisir.					
2	Sangat menyenangkan untuk melihat apa yang dapat ditemukan di website internet banking.					
3	Desain website internet banking memudahkan saya untuk menyelesaikan transaksi online dengan cepat					
4	Sangat mudah untuk menavigasi dari satu halaman ke halaman lain pada website internet banking					
5	Saya merasa aman dalam melakukan transaksi internet					

	Banking				
6	Website internet banking memudahkan saya dalam menggunakan transaksi online.				
7	Website internet banking menyediakan informasi yang sesuai dengan kebutuhan nasabah bank				

C. Kualitas Layanan Produk Perbankan

No	Pertanyaan	SS	S	KS	TS	STS
1	Website internet banking ini memudahkan membayar tagihan secara online (mis, kartu kredit, listrik dll ...)					
2	Website internet banking ini menyediakan pengisian ulang pulsa					
3	Website internet banking ini menyediakan pemesanan hotel dan tiket online					
4	Website internet banking ini memudahkan melakukan belanja online.					
5	Website internet banking ini tidak pernah menimbulkan masalah dalam transaksi online dengan penyedia layanan pihak ketiga (misalnya penyedia layanan internet, penyedia listrik, pembeli online dll ...).					

D. Keseluruhan Kualitas Layanan Internet Perbankan

No	Pertanyaan	SS	S	KS	TS	STS
1	Secara keseluruhan kualitas layanan internet banking sangat baik.					
2	Secara keseluruhan layanan internet banking sesuai dengan harapan saya.					

3	Saya merasa puas dengan semua layanan internet banking					
---	--	--	--	--	--	--

2. Bank Mandiri Syariah

A. Kualitas Layanan Pelanggan Online

No	Pertanyaan	SS	S	KS	TS	STS
1	Setiap transaksi online melalui internet banking selalu tepat					
2	Internet banking ini menawarkan layanan pada 24 jam dalam sehari					
3	Website internet banking memiliki area pertanyaan dan komentar untuk nasabah					
4	Website internet banking memiliki fasilitas untuk pengaduan/keluhan					
5	Prosedur dari website internet banking mudah dimengerti dan mudah untuk diikuti					
6	Website internet banking ini memberikan pilihan penggunaan dalam bahasa asing					

B. Kualitas Layanan Sistem Informasi Online

No	Pertanyaan	SS	S	KS	TS	STS
1	Isi di website internet banking terstruktur dan terorganisir.					
2	Sangat menyenangkan untuk melihat apa yang dapat ditemukan di website internet banking.					
3	Desain website internet banking memudahkan saya untuk menyelesaikan transaksi online dengan cepat					

4	Sangat mudah untuk menavigasi dari satu halaman ke halaman lain pada website internet banking					
5	Saya merasa aman dalam melakukan transaksi internet banking					
6	Website internet banking memudahkan saya dalam menggunakan transaksi online.					
7	Website internet banking menyediakan informasi yang sesuai dengan kebutuhan nasabah bank					

C. Kualitas Layanan Produk Perbankan

No	Pertanyaan	SS	S	KS	TS	STS
1	Website internet banking ini memudahkan membayar tagihan secara online (mis, kartu kredit, listrik dll ...)					
2	Website internet banking ini menyediakan pengisian ulang pulsa					
3	Website internet banking ini menyediakan pemesanan hotel dan tiket online					
4	Website internet banking ini memudahkan melakukan belanja online.					
5	Website internet banking ini tidak pernah menimbulkan masalah dalam transaksi online dengan penyedia layanan pihak ketiga (misalnya penyedia layanan internet, penyedia listrik, pembeli online dll ...).					

D. Keseluruhan Kualitas Layanan Internet Perbankan

No	Pertanyaan	SS	S	KS	TS	STS
1	Secara keseluruhan kualitas layanan internet banking					

	sangat baik.				
2	Secara keseluruhan layanan internet banking sesuai dengan harapan saya.				
3	Saya merasa puas dengan semua layanan internet banking				



Lampiran 1
DATA HASIL TANGGAPAN RESPONDEN
BANK MANDIRI
KUALITAS LAYANAN PELANGGAN ONLINE

A1	A2	A3	A4	A5	A6
4	5	3	4	4	5
5	5	5	5	5	5
5	5	4	4	4	4
3	4	3	3	4	3
5	5	4	4	5	4
2	3	3	2	2	3
3	2	3	4	4	4
5	4	3	3	4	4
4	5	3	3	5	3
4	5	4	5	4	5
4	5	5	4	5	5
5	5	5	5	5	5
3	3	4	2	3	4
4	3	4	4	4	4
3	4	4	4	4	4
5	4	5	5	4	4
3	3	3	3	3	4
3	3	3	3	3	3
3	5	3	3	3	3
4	5	3	5	4	5
1	1	1	2	2	2
5	5	5	5	5	5
2	4	2	3	1	4
3	4	4	5	3	3
3	4	4	3	3	3
4	5	4	4	4	5
4	4	3	4	5	4
2	4	3	4	5	2
5	4	5	4	5	4
3	4	3	3	4	4
2	2	3	3	2	2
5	5	4	4	3	4
5	5	5	4	5	4

1	2	2	4	3	2
5	5	5	5	5	5
4	3	3	5	4	3
5	4	5	4	5	5
5	5	5	5	5	5
5	5	5	5	5	5
4	5	3	4	4	4
5	5	5	5	5	5
2	2	3	2	2	2
5	5	5	5	5	5
5	5	5	5	5	5
3	3	3	3	3	3
5	5	5	5	5	5
4	4	4	4	4	4
5	3	5	4	5	5
5	5	5	5	5	5
3.88	4.1	3.86	3.96	4.02	4

Lampiran 2

DATA HASIL TANGGAPAN RESPONDEN

BANK MANDIRI

KUALITAS LAYANAN SISTEM INFORMASI ONLINE

B1	B2	B3	B4	B5	B6	B7
3	3	4	4	4	5	4
5	5	5	5	5	5	5
4	4	4	4	4	4	4
3	3	3	3	3	3	3
4	4	4	4	4	5	5
3	2	2	3	3	3	3
3	3	4	3	3	3	3
3	3	4	4	4	3	4
4	3	3	3	2	5	5
4	4	4	4	4	4	4
4	5	5	4	4	4	4
5	5	5	5	5	5	5
4	3	3	3	3	3	3
4	3	3	3	3	3	3
3	2	3	3	3	4	4
4	4	5	4	3	5	3
3	3	3	3	3	3	3
3	3	3	3	3	3	3
3	3	3	3	3	3	3
4	4	4	4	3	5	4
2	2	2	2	1	2	1
4	4	4	4	4	4	4
3	4	3	4	3	4	3
3	4	4	3	3	3	4
3	3	3	3	3	3	3
4	4	4	4	4	4	4
4	3	4	4	3	4	4
2	2	1	3	4	5	5
4	4	4	4	4	5	4
4	4	4	4	4	4	4
2	2	2	2	3	1	2
2	2	3	3	2	4	4
5	5	5	5	5	5	5

4	3	2	2	4	3	2
4	5	5	5	5	5	5
4	4	3	4	3	4	3
5	5	5	5	5	5	5
5	4	5	5	3	5	5
5	5	5	5	4	5	5
4	3	3	3	2	4	2
5	5	5	5	5	5	5
2	3	2	3	2	2	3
5	5	5	5	5	4	5
4	5	5	4	4	5	5
5	5	5	5	5	5	5
3	3	3	3	3	3	3
5	5	5	5	5	5	5
4	4	4	4	4	4	4
5	5	4	5	5	5	5
5	5	4	5	5	5	5
3.78	3.72	3.74	3.8	3.62	4	3.88

Lampiran 3

DATA HASIL TANGGAPAN RESPONDEN

BANK MANDIRI

KUALITAS PRODUK PERBANKAN

C1	C2	C3	C4	C5
5	5	5	5	5
5	3	5	5	5
5	5	5	5	5
3	5	3	5	4
5	5	5	5	5
3	3	3	3	3
5	3	3	4	3
4	4	3	5	5
5	5	5	5	3
5	5	5	5	4
5	5	5	5	5
5	5	5	5	5
5	4	3	4	4
5	4	5	4	3
5	5	4	4	4
5	5	5	5	5
3	3	3	3	5
3	4	4	3	4
5	3	5	3	3
5	5	5	5	5
2	2	3	2	1
5	5	5	5	5
4	4	5	4	5
3	5	5	5	5
4	4	4	4	3
5	5	5	5	5
5	4	4	5	4
5	3	5	3	3
5	5	5	5	5
5	5	5	5	4
2	2	2	2	3
3	3	5	3	5
5	5	5	5	5

4	3	2	3	2
5	5	5	5	5
5	5	3	5	4
5	5	5	5	5
5	5	5	5	5
5	5	5	5	5
5	3	5	5	5
5	5	5	5	5
2	3	3	3	3
5	5	5	5	5
5	5	5	5	5
3	4	3	3	5
5	5	5	5	5
5	5	5	5	5
5	5	5	5	5
4.46	4.32	4.4	4.4	4.34

Lampiran 4

DATA HASIL TANGGAPAN RESPONDEN

BANK MANDIRI

KESELURUHAN KUALITAS LAYANAN INTERNET PERBANKAN

D1	D2	D3
4	5	5
5	5	5
4	4	5
3	4	3
4	5	5
3	3	5
3	3	3
4	3	4
4	4	4
4	4	4
4	4	5
5	5	5
3	3	3
5	3	3
4	4	4
3	5	4
3	3	3
3	3	4
3	3	3
4	4	4
2	3	2
4	4	4
3	2	3
3	3	3
4	3	4
4	4	4
4	4	4
5	5	5
5	4	4
4	4	4
2	2	1
4	3	4
5	5	5

2	2	3
5	5	5
3	4	3
5	5	5
5	5	5
5	5	5
3	3	3
5	5	5
3	3	3
4	5	5
5	5	5
5	5	5
4	3	3
5	5	5
4	4	4
5	5	4
5	5	5
3.94	3.94	4.02

Lampiran 5
DATA HASIL TANGGAPAN RESPONDEN
BANK MANDIRI SYARIAH
KUALITAS LAYANAN PELANGGAN ONLINE

A1	A2	A3	A4	A5	A6
4	5	4	4	4	4
4	4	4	3	4	4
4	4	4	4	4	4
4	4	4	5	4	4
4	4	4	3	4	4
4	4	4	4	4	4
4	4	4	4	4	4
5	4	4	4	4	4
4	4	4	4	4	5
4	5	5	4	4	4
4	4	5	5	5	5
4	4	4	4	3	4
3	4	4	4	2	2
4	4	3	4	4	4
4	4	5	4	4	4
4	3	4	4	4	4
4	5	4	5	4	4
4	4	4	4	4	4
4	4	4	5	5	5
5	4	4	4	4	4
5	5	4	4	4	4
4	4	4	4	4	4
4	4	4	4	4	4
4	4	4	5	5	5
4	5	4	4	4	4
4	4	4	4	4	4
4	3	4	3	4	4
4	3	4	3	4	4
4	5	4	4	4	4
4	4	4	4	4	4
4	3	4	4	4	4

5	4	5	5	5	4
5	5	5	5	5	5
3	2	3	3	3	3
3	5	3	4	3	3
3	2	4	2	3	4
4	4	4	3	3	3
5	5	3	4	4	3
4	4	4	4	4	4
3	3	3	3	3	3
3	3	3	3	3	3
5	5	5	5	5	5
5	4	4	5	4	4
4	4	4	4	4	4
4	4	5	4	4	4
4	4	4	4	4	4
4	4	3	4	3	4
4	4	3	4	3	4
4	4	4	4	4	5
4	4	4	4	4	4
4.04	4	3.98	3.98	3.9	3.98

Lampiran 6

DATA HASIL TANGGAPAN RESPONDEN

BANK MANDIRI SYARIAH

KUALITAS LAYANAN SISTEM INFORMASI ONLINE

B1	B2	B3	B4	B5	B6	B7
4	4	4	4	4	4	4
4	4	4	4	4	4	3
4	4	4	4	4	4	4
4	5	5	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
4	4	4	4	4	4	4
4	4	4	4	4	4	4
4	4	4	4	4	4	4
4	5	4	4	4	4	4
3	4	3	4	4	4	4
3	2	3	3	4	4	3
3	3	4	4	4	4	4
5	4	4	4	4	5	5
4	3	3	4	4	4	4
5	5	5	4	4	4	4
4	4	4	4	4	4	4
4	4	4	5	4	4	4
4	5	4	4	4	4	4
4	4	4	4	4	4	4
4	4	4	4	4	4	4
5	5	5	5	5	5	5
4	4	4	4	4	4	4
5	5	4	4	4	4	4
4	4	4	4	4	4	3
4	4	4	4	4	4	4
5	5	4	4	4	4	4
4	4	4	4	4	4	4
4	4	5	4	4	5	4

2	3	2	4	3	3	3
3	3	3	3	4	4	3
3	3	3	2	5	4	4
3	2	2	2	2	4	3
4	4	4	4	5	4	3
4	4	5	5	4	4	4
3	3	3	3	3	3	3
4	4	3	3	3	3	3
5	5	5	5	5	5	5
4	4	4	4	4	4	4
4	4	4	4	4	4	4
4	4	4	4	4	4	5
3	4	4	3	2	3	4
4	3	4	4	4	4	4
4	4	4	4	4	4	4
4	5	5	5	4	4	4
5	5	4	4	4	4	4
4	4	3.94	3.94	3.96	4.04	3.92

Lampiran 7

DATA HASIL TANGGAPAN RESPONDEN

BANK MANDIRI SYARIAH

KUALITAS PRODUK PERBANKAN

C1	C2	C3	C4	C5
4	4	4	4	5
4	4	4	3	4
4	4	4	3	4
4	4	4	3	4
4	4	4	3	4
4	4	4	4	4
4	4	4	3	4
4	4	4	3	4
4	4	4	4	4
5	5	5	4	4
4	4	4	3	4
4	4	4	3	4
4	4	2	4	2
4	4	4	4	4
4	4	3	4	4
4	4	4	3	4
5	5	4	3	4
4	4	4	3	4
4	4	5	3	4
4	4	4	4	4
4	4	4	4	4
4	4	4	4	4
4	4	4	3	4
5	5	5	5	5
5	4	4	3	4
4	4	4	4	4
4	4	4	3	4
4	4	4	3	3
4	4	4	3	4
4	4	4	3	4
4	4	4	3	4
5	5	5	4	4
5	5	5	5	5

2	5	3	3	3
3	4	2	4	3
4	4	3	3	5
3	3	3	3	3
3	3	3	3	3
4	4	4	4	4
3	3	3	3	3
3	3	3	3	3
5	5	5	5	5
4	5	5	3	4
4	4	4	4	4
4	4	5	3	4
4	3	3	3	3
4	4	4	3	4
4	4	4	3	4
4	4	3	4	4
4	4.06	3.9	3.46	3.9

Lampiran 8

DATA HASIL TANGGAPAN RESPONDEN

BANK MANDIRI SYARIAH

KESELURUHAN KUALITAS LAYANAN INTERNET PERBANKAN

D1	D2	D3
4	4	4
4	4	4
4	4	4
4	4	4
4	4	5
4	4	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	4	4
4	4	4
4	4	4
4	4	4
4	4	4
4	4	4
4	4	4
4	4	4
4	4	4
4	4	4
4	4	4
5	4	4
4	4	4
4	4	4
5	4	4
4	4	4
4	4	4
4	4	4
5	5	5
4	5	4
4	4	4
4	4	4
5	4	5
4	5	5
4	4	4
4	4	4

4	4	4
5	5	5
3	3	3
3	4	3
2	3	2
4	3	3
4	4	3
4	4	4
3	3	3
3	3	3
5	5	5
5	5	5
4	4	4
5	5	5
4	4	4
4	4	4
4	4	4
4	5	4
4	4	4
4.02	4.04	3.98

Lampiran 9

HASIL UJI VALIDITAS

BANK MANDIRI

	A1	A2	A3	A4	A5	A6	B1	B2
A1 Pearson Correlation	1	.742** .000 50	.788** .000 50	.810** .000 50	.739** .000 50	.803** .000 50	.812** .000 50	.703** .000 50
Sig. (2-tailed) N								
A2 Pearson Correlation	.742** .000 50	1 .000 50	.554** .000 50	.555** .000 50	.693** .000 50	.686** .000 50	.627** .000 50	.582** .000 50
Sig. (2-tailed) N								
A3 Pearson Correlation	.788** .000 50	.554** .000 50	1 50	.890** .000 50	.660** .000 50	.652** .000 50	.742** .000 50	.704** .000 50
Sig. (2-tailed) N								

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

	B3	B4	B5	B6	B7	C1	C2	C3
A1 Pearson Correlation	.748** .000 50	.781** .000 50	.639** .000 50	.739** .000 50	.695** .000 50	.700** .000 50	.690** .000 50	.645** .000 50
Sig. (2-tailed) N								
A2 Pearson Correlation	.620** .000 50	.706** .000 50	.600** .000 50	.771** .000 50	.763** .000 50	.783** .000 50	.688** .000 50	.640** .000 50
Sig. (2-tailed) N								
A3 Pearson Correlation	.676** .000 50	.699** .000 50	.685** .000 50	.542** .000 50	.663** .000 50	.569** .000 50	.535** .000 50	.497** .000 50
Sig. (2-tailed) N								

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

	C4	C5	D1	D2	D3	TOTAL
A1 Pearson Correlation	.739** .000	.762** .000	.706** .000	.682** .000	.657** .000	.863** .000
Sig. (2-tailed) N	50	50	50	50	50	50
A2 Pearson Correlation	.748** .000	.655** .000	.739** .000	.704** .000	.758** .000	.809** .000
Sig. (2-tailed) N	50	50	50	50	50	50
A3 Pearson Correlation	.513** .000	.676** .000	.661** .000	.626** .000	.576** .000	.770** .000
Sig. (2-tailed) N	50	50	50	50	50	50

Correlations

Correlation

	A1	A2	A3	A4	A5	A6	B1	B2
A4 Pearson Correlation	.810** .000 50	.555** .000 50	.890** .000 50	1 50	.795** .000 50	.708** .000 50	.760** .000 50	.686** .000 50
A5 Pearson Correlation	.739** .000 50	.693** .000 50	.660** .000 50	.795** .000 50	1 50	.751** .000 50	.819** .000 50	.705** .000 50
A6 Pearson Correlation	.803** .000 50	.686** .000 50	.652** .000 50	.708** .000 50	.751** .000 50	1 50	.801** .000 50	.722** .000 50
B1 Pearson Correlation	.812** .000 50	.627** .000 50	.742** .000 50	.760** .000 50	.819** .000 50	.801** .000 50	1 50	.869** .000 50
B2 Pearson Correlation	.703** .000 50	.582** .000 50	.704** .000 50	.686** .000 50	.705** .000 50	.722** .000 50	.869** .000 50	1 50
B3 Pearson Correlation	.748** .000 50	.620** .000 50	.676** .000 50	.679** .000 50	.720** .000 50	.777** .000 50	.820** .000 50	.856** .000 50
B4 Pearson Correlation	.781** .000 50	.706** .000 50	.699** .000 50	.739** .000 50	.812** .000 50	.865** .000 50	.880** .000 50	.901** .000 50
B5 Pearson Correlation	.639** .000 50	.600** .000 50	.685** .000 50	.694** .000 50	.764** .000 50	.755** .000 50	.770** .000 50	.805** .000 50
B6 Pearson Correlation	.739** .000 50	.771** .000 50	.542** .000 50	.606** .000 50	.817** .000 50	.705** .000 50	.739** .000 50	.687** .000 50

Correlations

B7 Pearson Correlation	.695** .000 50	.763** .000 50	.663** .000 50	.674** .000 50	.829** .000 50	.683** .000 50	.703** .000 50	.689** .000 50
C1 Pearson Correlation	.700** .000 50	.783** .000 50	.569** .000 50	.629** .000 50	.801** .000 50	.692** .000 50	.661** .000 50	.557** .000 50
C2 Pearson Correlation	.690** .000 50	.688** .000 50	.535** .000 50	.602** .000 50	.780** .000 50	.724** .000 50	.720** .000 50	.606** .000 50
C3 Pearson Correlation	.645** .000 50	.640** .000 50	.497** .000 50	.606** .000 50	.681** .000 50	.670** .000 50	.707** .000 50	.598** .000 50
C4 Pearson Correlation	.739** .000 50	.748** .000 50	.513** .000 50	.569** .000 50	.738** .000 50	.712** .000 50	.713** .000 50	.660** .000 50
C5 Pearson Correlation	.762** .000 50	.655** .000 50	.676** .000 50	.709** .000 50	.754** .000 50	.846** .000 50	.799** .000 50	.800** .000 50

	B3	B4	B5	B6	B7	C1	C2	C3
A4 Pearson Correlation	.679** .000 50	.739** .000 50	.694** .000 50	.606** .000 50	.674** .000 50	.629** .000 50	.602** .000 50	.606** .000 50
Sig. (2-tailed) N								
A5 Pearson Correlation	.720** .000 50	.812** .000 50	.764** .000 50	.817** .000 50	.829** .000 50	.801** .000 50	.780** .000 50	.681** .000 50
Sig. (2-tailed) N								
A6 Pearson Correlation	.777** .000 50	.865** .000 50	.755** .000 50	.705** .000 50	.683** .000 50	.692** .000 50	.724** .000 50	.670** .000 50
Sig. (2-tailed) N								
B1 Pearson Correlation	.820** .000 50	.880** .000 50	.770** .000 50	.739** .000 50	.703** .000 50	.661** .000 50	.720** .000 50	.707** .000 50
Sig. (2-tailed) N								

Correlations

B2 Pearson Correlation	.856** .000	.901** .000	.805** .000	.687** .000	.689** .000	.557** .000	.606** .000	.598** .000
Sig. (2-tailed) N	50	50	50	50	50	50	50	50
B3 Pearson Correlation	1 .000	.850** .000	.738** .000	.665** .000	.664** .000	.663** .000	.625** .000	.686** .000
Sig. (2-tailed) N	50	50	50	50	50	50	50	50
B4 Pearson Correlation	.850** .000	1 .000	.887** .000	.809** .000	.823** .000	.687** .000	.719** .000	.680** .000
Sig. (2-tailed) N	50	50	50	50	50	50	50	50
B5 Pearson Correlation	.738** .000	.887** .000	1 .000	.677** .000	.818** .000	.652** .000	.620** .000	.593** .000
Sig. (2-tailed) N	50	50	50	50	50	50	50	50
B6 Pearson Correlation	.665** .000	.809** .000	.677** .000	1 .000	.824** .000	.774** .000	.805** .000	.695** .000
Sig. (2-tailed) N	50	50	50	50	50	50	50	50
B7 Pearson Correlation	.664** .000	.823** .000	.818** .000	.824** .000	1 .000	.766** .000	.747** .000	.637** .000
Sig. (2-tailed) N	50	50	50	50	50	50	50	50
C1 Pearson Correlation	.663** .000	.687** .000	.652** .000	.774** .000	.766** .000	1 .000	.816** .000	.768** .000
Sig. (2-tailed) N	50	50	50	50	50	50	50	50
C2 Pearson Correlation	.625** .000	.719** .000	.620** .000	.805** .000	.747** .000	.816** .000	1 .000	.814** .000
Sig. (2-tailed) N	50	50	50	50	50	50	50	50
C3 Pearson Correlation	.686** .000	.680** .000	.593** .000	.695** .000	.637** .000	.768** .000	.814** .000	1 .000
Sig. (2-tailed) N	50	50	50	50	50	50	50	50

Correlations

C4 Pearson Correlation	.733** .000	.724** .000	.542** .000	.830** .000	.696** .000	.810** .000	.835** .000	.758** .000
Sig. (2-tailed) N	50	50	50	50	50	50	50	50
C5 Pearson Correlation	.793** .000	.907** .000	.847** .000	.790** .000	.766** .000	.695** .000	.773** .000	.748** .000
Sig. (2-tailed) N	50	50	50	50	50	50	50	50

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



Correlations

	C4	C5	D1	D2	D3	TOTAL
A4 Pearson Correlation	.569** .000	.709** .000	.699** .000	.697** .000	.608** .000	.815** .000
Sig. (2-tailed) N	50	50	50	50	50	50
A5 Pearson Correlation	.738** .000	.754** .000	.808** .000	.853** .000	.797** .000	.902** .000
Sig. (2-tailed) N	50	50	50	50	50	50
A6 Pearson Correlation	.712** .000	.846** .000	.728** .000	.726** .000	.734** .000	.870** .000
Sig. (2-tailed) N	50	50	50	50	50	50
B1 Pearson Correlation	.713** .000	.799** .000	.704** .000	.770** .000	.678** .000	.890** .000
Sig. (2-tailed) N	50	50	50	50	50	50
B2 Pearson Correlation	.660** .000	.800** .000	.648** .000	.713** .000	.688** .000	.839** .000
Sig. (2-tailed) N	50	50	50	50	50	50
B3 Pearson Correlation	.733** .000	.793** .000	.642** .000	.708** .000	.704** .000	.850** .000
Sig. (2-tailed) N	50	50	50	50	50	50
B4 Pearson Correlation	.724** .000	.907** .000	.833** .000	.850** .000	.818** .000	.937** .000
Sig. (2-tailed) N	50	50	50	50	50	50
B5 Pearson Correlation	.542** .000	.847** .000	.811** .000	.809** .000	.772** .000	.854** .000
Sig. (2-tailed) N	50	50	50	50	50	50
B6 Pearson Correlation	.830** .000	.790** .000	.824** .000	.887** .000	.869** .000	.887** .000
Sig. (2-tailed) N	50	50	50	50	50	50
B7 Pearson Correlation	.696** .000	.766** .000	.908** .000	.870** .000	.881** .000	.889** .000
Sig. (2-tailed) N	50	50	50	50	50	50
C1 Pearson Correlation	.810** .000	.695** .000	.765** .000	.770** .000	.774** .000	.849** .000
Sig. (2-tailed) N	50	50	50	50	50	50
C2 Pearson Correlation	.835** .000	.773** .000	.712** .000	.767** .000	.720** .000	.846** .000
Sig. (2-tailed) N	50	50	50	50	50	50

C3	Pearson Correlation	.758 ** .000	.748 ** .000	.660 ** .000	.735 ** .000	.586 ** .000	.798 ** .000
Sig. (2-tailed)	N	50	50	50	50	50	50
C4	Pearson Correlation	1	.755 ** .000	.658 ** .000	.778 ** .000	.743 ** .000	.844 ** .000
Sig. (2-tailed)	N	50	50	50	50	50	50
C5	Pearson Correlation	.755 ** .000	1	.756 ** .000	.851 ** .000	.739 ** .000	.907 ** .000
Sig. (2-tailed)	N	50	50	50	50	50	50

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



	A1	A2	A3	A4	A5	A6	B1	B2
D1 Pearson Correlation	.706** .000 50	.739** .000 50	.661** .000 50	.699** .000 50	.808** .000 50	.728** .000 50	.704** .000 50	.648** .000 50
D2 Pearson Correlation	.682** .000 50	.704** .000 50	.626** .000 50	.697** .000 50	.853** .000 50	.726** .000 50	.770** .000 50	.713** .000 50
D3 Pearson Correlation	.657** .000 50	.758** .000 50	.576** .000 50	.608** .000 50	.797** .000 50	.734** .000 50	.678** .000 50	.688** .000 50
TOTAL Pearson Correlation	.863** .000 50	.809** .000 50	.770** .000 50	.815** .000 50	.902** .000 50	.870** .000 50	.890** .000 50	.839** .000 50
Sig. (2-tailed) N								

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

	B3	B4	B5	B6	B7	C1	C2	C3
D1 Pearson Correlation	.642** .000 50	.833** .000 50	.811** .000 50	.824** .000 50	.908** .000 50	.765** .000 50	.712** .000 50	.660** .000 50
D2 Pearson Correlation	.708** .000 50	.850** .000 50	.809** .000 50	.887** .000 50	.870** .000 50	.770** .000 50	.767** .000 50	.735** .000 50
D3 Pearson Correlation	.704** .000 50	.818** .000 50	.772** .000 50	.869** .000 50	.881** .000 50	.774** .000 50	.720** .000 50	.586** .000 50
TOTAL Pearson Correlation	.850** .000 50	.937** .000 50	.854** .000 50	.887** .000 50	.889** .000 50	.849** .000 50	.846** .000 50	.798** .000 50
Sig. (2-tailed) N								

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

		C4	C5	D1	D2	D3	TOTAL
D1	Pearson Correlation	.658**	.756**	1	.848**	.859**	.881**
	Sig. (2-tailed) N	.000	.000		.000	.000	.000
		50	50	50	50	50	50
D2	Pearson Correlation	.778**	.851**	.848**	1	.886**	.913**
	Sig. (2-tailed) N	.000	.000	.000		.000	.000
		50	50	50		50	50
D3	Pearson Correlation	.743**	.739**	.859**	.886**	1	.874**
	Sig. (2-tailed) N	.000	.000	.000	.000		.000
		50	50	50	50	50	50
TOTAL	Pearson Correlation	.844**	.907**	.881**	.913**	.874**	1
	Sig. (2-tailed) N	.000	.000	.000	.000	.000	
		50	50	50	50	50	50

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

Lampiran 10
HASIL UJI VALIDITAS
BANK MANDIRI SYARIAH

	A1	A2	A3	A4	A5	A6	B1	B2
A1 Pearson Correlation	1	.492**	.418**	.529**	.636**	.458**	.514**	.473**
Sig. (2-tailed) N		.000 50	.003 50	.000 50	.000 50	.001 50	.000 50	.001 50
A2 Pearson Correlation	.492**	1	.264	.579**	.332*	.198	.435**	.360*
Sig. (2-tailed) N	.000 50		.064 50	.000 50	.018 50	.168 50	.002 50	.010 50

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

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

Correlations

	B3	B4	B5	B6	B7	C1	C2	C3
A1 Pearson Correlation	.568**	.502**	.341*	.504**	.446**	.469**	.290*	.606**
Sig. (2-tailed) N	.000 50	.000 50	.015 50	.000 50	.001 50	.001 50	.041 50	.000 50
A2 Pearson Correlation	.470**	.329*	.256	.324*	.276	.459**	.171	.247
Sig. (2-tailed) N	.001 50	.020 50	.073 50	.022 50	.052 50	.001 50	.235 50	.083 50

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

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

Correlation

	C4	C5	D1	D2	D3	TOTAL
A1 Pearson Correlation	.255	.409**	.713**	.599**	.556**	.703**
Sig. (2-tailed) N	.074 50	.003 50	.000 50	.000 50	.000 50	.000 50

A2 Pearson Correlation	.380** .006	.201 .162	.446** .001	.512** .000	.375** .007	.539** .000
Sig. (2-tailed) N	50	50	50	50	50	50

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

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

	A1	A2	A3	A4	A5	A6	B1	B2
A3 Pearson Correlation	.418** .003	.264 .064	1 50	.394** .005	.595** .000	.500** .000	.496** .000	.405** .003
Sig. (2-tailed) N	50	50	50	50	50	50	50	50
A4 Pearson Correlation	.529** .000	.579** .000	.394** .005	1 50	.604** .000	.476** .000	.465** .001	.514** .000
Sig. (2-tailed) N	50	50	50	50	50	50	50	50
A5 Pearson Correlation	.636** .000	.332* .018	.595** .000	.604** .000	1 50	.784** .000	.644** .000	.684** .000
Sig. (2-tailed) N	50	50	50	50	50	50	50	50
A6 Pearson Correlation	.458** .001	.198 .168	.500** .000	.476** .000	.784** .000	1 50	.517** .000	.666** .000
Sig. (2-tailed) N	50	50	50	50	50	50	50	50
B1 Pearson Correlation	.514** .000	.435** .002	.496** .000	.465** .001	.644** .000	.517** .000	1 50	.711** .000
Sig. (2-tailed) N	50	50	50	50	50	50	50	50
B2 Pearson Correlation	.473** .001	.360* .010	.405** .003	.514** .000	.684** .000	.666** .000	.711** .000	1 50
Sig. (2-tailed) N	50	50	50	50	50	50	50	50
B3 Pearson Correlation	.568** .000	.470** .001	.429** .002	.637** .000	.715** .000	.657** .000	.714** .000	.739** .000
Sig. (2-tailed) N	50	50	50	50	50	50	50	50
B4 Pearson Correlation	.502** .000	.329* .020	.294* .038	.601** .000	.681** .000	.668** .000	.541** .000	.633** .000
Sig. (2-tailed) N	50	50	50	50	50	50	50	50

B5	Pearson Correlation	.341 *	.256	.256	.326 *	.396 **	.423 **	.481 **	.393 **
		.015	.073	.072	.021	.004	.002	.000	.005
Sig. (2-tailed)	N	50	50	50	50	50	50	50	50
B6	Pearson Correlation	.504 **	.324 *	.578 **	.488 **	.531 **	.465 **	.609 **	.311 *
		.000	.022	.000	.000	.000	.001	.000	.028
Sig. (2-tailed)	N	50	50	50	50	50	50	50	50
B7	Pearson Correlation	.446 **	.276	.623 **	.527 **	.603 **	.716 **	.576 **	.530 **
		.001	.052	.000	.000	.000	.000	.000	.000
Sig. (2-tailed)	N	50	50	50	50	50	50	50	50
C1	Pearson Correlation	.469 **	.459 **	.646 **	.546 **	.581 **	.607 **	.640 **	.490 **
		.001	.001	.000	.000	.000	.000	.000	.000
Sig. (2-tailed)	N	50	50	50	50	50	50	50	50
C2	Pearson Correlation	.290 *	.171	.437 **	.491 **	.409 **	.411 **	.357 *	.329 *
		.041	.235	.001	.000	.003	.003	.011	.020
Sig. (2-tailed)	N	50	50	50	50	50	50	50	50
C3	Pearson Correlation	.606 **	.247	.517 **	.525 **	.728 **	.731 **	.517 **	.515 **
		.000	.083	.000	.000	.000	.000	.000	.000
Sig. (2-tailed)	N	50	50	50	50	50	50	50	50
C4	Pearson Correlation	.255	.380 **	.329 *	.379 **	.341 *	.309 *	.348 *	.274
		.074	.006	.020	.007	.015	.029	.013	.054
Sig. (2-tailed)	N								

	C4	C5	D1	D2	D3	TOTAL
A3 Pearson Correlation	.329*	.439**	.440**	.456**	.473**	.642**
	.020	.001	.001	.001	.001	.000
Sig. (2-tailed) N	50	50	50	50	50	50
A4 Pearson Correlation	.379**	.317*	.584**	.549**	.500**	.724**
	.007	.025	.000	.000	.000	.000
Sig. (2-tailed) N	50	50	50	50	50	50
A5 Pearson Correlation	.341*	.601**	.626**	.594**	.635**	.833**
	.015	.000	.000	.000	.000	.000
Sig. (2-tailed) N	50	50	50	50	50	50
A6 Pearson Correlation	.309*	.771**	.531**	.611**	.612**	.790**
	.029	.000	.000	.000	.000	.000
Sig. (2-tailed) N	50	50	50	50	50	50
B1 Pearson Correlation	.348*	.525**	.569**	.588**	.636**	.780**
	.013	.000	.000	.000	.000	.000
Sig. (2-tailed) N	50	50	50	50	50	50
B2 Pearson Correlation	.274	.531**	.571**	.639**	.585**	.754**
	.054	.000	.000	.000	.000	.000
Sig. (2-tailed) N	50	50	50	50	50	50
B3 Pearson Correlation	.409**	.551**	.613**	.636**	.622**	.850**
	.003	.000	.000	.000	.000	.000
Sig. (2-tailed) N	50	50	50	50	50	50
B4 Pearson Correlation	.396**	.494**	.619**	.642**	.685**	.786**
	.004	.000	.000	.000	.000	.000
Sig. (2-tailed) N	50	50	50	50	50	50
B5 Pearson Correlation	.404**	.605**	.246	.445**	.285*	.604**
	.004	.000	.085	.001	.045	.000
Sig. (2-tailed) N	50	50	50	50	50	50
B6 Pearson Correlation	.524**	.563**	.459**	.471**	.440**	.710**
	.000	.000	.001	.001	.001	.000
Sig. (2-tailed) N	50	50	50	50	50	50

B7	Pearson Correlation	.431** .002 50	.706** .000 50	.596** .000 50	.621** .000 50	.678** .000 50	.798** .000 50
C1	Pearson Correlation	.408** .003 50	.615** .000 50	.546** .000 50	.564** .000 50	.574** .000 50	.802** .000 50
C2	Pearson Correlation	.431** .002 50	.502** .000 50	.403** .004 50	.412** .003 50	.453** .001 50	.620** .000 50
C3	Pearson Correlation	.202 .159 50	.671** .000 50	.691** .000 50	.618** .000 50	.737** .000 50	.805** .000 50
C4	Pearson Correlation	1 Sig. (2-tailed) N	.361** .010 50	.257 .072 50	.238 .096 50	.239 .095 50	.511** .000 50
C5	Pearson Correlation	.409** .003 50	.439** .001 50	.317* .025 50	.601** .000 50	.525** .000 50	.531** .000 50
D1	Pearson Correlation	.713** .000 50	.440** .001 50	.584** .000 50	.626** .000 50	.569** .000 50	.571** .000 50
D2	Pearson Correlation	.599** .000 50	.456** .001 50	.549** .000 50	.594** .000 50	.588** .000 50	.639** .000 50
D3	Pearson Correlation	.556** .000 50	.473** .001 50	.500** .000 50	.635** .000 50	.636** .000 50	.585** .000 50
TOTAL	Pearson Correlation	.703** .000	.642** .000	.724** .000	.833** .000	.780** .000	.754** .000

C5	Pearson Correlation	.551** .000 50	.494** .000 50	.605** .000 50	.563** .000 50	.706** .000 50	.615** .000 50	.502** .000 50	.671** .000 50
Sig. (2-tailed) N									
D1	Pearson Correlation	.613** .000 50	.619** .000 50	.246 .085 50	.459** .001 50	.596** .000 50	.546** .000 50	.403** .004 50	.691** .000 50
Sig. (2-tailed) N									
D2	Pearson Correlation	.636** .000 50	.642** .000 50	.445** .001 50	.471** .001 50	.621** .000 50	.564** .000 50	.412** .003 50	.618** .000 50
Sig. (2-tailed) N									
D3	Pearson Correlation	.622** .000 50	.685** .000 50	.285* .045 50	.440** .001 50	.678** .000 50	.574** .000 50	.453** .001 50	.737** .000 50
Sig. (2-tailed) N									
TOTAL	Pearson Correlation	.850** .000 50	.786** .000 50	.604** .000 50	.710** .000 50	.798** .000 50	.802** .000 50	.620** .000 50	.805** .000 50
Sig. (2-tailed) N									

Lampiran 11
HASIL UJI RELIABILITAS
BANK MANDIRI

Item-Total Statistics

	Scale Mean if	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
A1	158.56	1277.190	.855	.756
A2	158.26	1287.951	.799	.758
A3	158.62	1292.444	.759	.759
A4	158.54	1285.845	.805	.758
A5	158.40	1281.224	.897	.757
A6	158.50	1287.398	.863	.758
B1	158.60	1285.224	.884	.758
B2	158.62	1286.200	.830	.758
B3	158.64	1285.051	.842	.758
B4	158.54	1285.968	.934	.758
B5	158.72	1283.879	.846	.757
B6	158.34	1282.964	.881	.757
B7	158.48	1282.622	.883	.757
C1	158.40	1281.755	.840	.757

Lampiran 12

HASIL UJI RELIABILITAS

BANK MANDIRI SYARIAH

Item-Total Statistics

	Scale Mean if	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
A1	162.04	329.264	.688	.753
A2	162.08	329.381	.511	.754
A3	162.10	330.010	.624	.754
A4	162.10	325.724	.707	.750
A5	162.18	324.273	.822	.749
A6	162.10	325.969	.778	.750
B1	162.08	323.953	.765	.749
B2	162.08	323.055	.736	.748
B3	162.14	321.837	.839	.747
B4	162.14	325.184	.773	.750
B5	162.12	330.434	.583	.754
B6	162.04	331.223	.698	.754
B7	162.16	327.525	.787	.751
C1	162.08	326.198	.791	.750

Lampiran 13

HASIL UJI REGRESI LINEAR BERGANDA

BANK MANDIRI

REGRESSION

```
/DESCRIPTIVES MEAN STDDEV CORR SIG N  
/MISSING LISTWISE  
/STATISTICS COEFF OUTS R ANOVA COLLIN TOL  
/CRITERIA=PIN(.05) POUT(.10)  
/NOORIGIN  
/DEPENDENT Keseluruhan_kualitas_layanan_internet_perbankan  
/METHOD=ENTER Kualitas_layanan_pelanggan_online Kualitas_layanan_sistem_informasi_online Kualitas_layanan_produk_perbankan  
/SCATTERPLOT>(*SDRESID,*ZPRED)  
/RESIDUALS DURBIN HIST(ZRESID) NORM(ZRESID)  
/SAVE ZRESID.
```

Regression

Notes

Output Created	21-Jan-2017 10:25:50
Comments	
Input	Active Dataset
	DataSet0
Filter	<none>
Weight	<none>
Split File	<none>

	N of Rows in Working Data File	50
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on cases with no missing values for any variable used.
Syntax		<p>REGRESSION</p> <pre>/DESCRIPTIVES MEAN STDDEV CORR SIG N /MISSING LISTWISE /STATISTICS COEFF OUTS R ANOVA COLLIN TOL /CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT Keseluruhan_kualitas_layanan_internet_perbankan /METHOD=ENTER Kualitas_layanan_pelanggan_online Kualitas_layanan_sistem_informasi_online Kualitas_layanan_produk_perbankan /SCATTERPLOT=(*SDRESID ,*ZPRED) /RESIDUALS DURBIN HIST(ZRESID) NORM(ZRESID) /SAVE ZRESID.</pre>
Resources	Processor Time	00:00:01.264
	Elapsed Time	00:00:01.200
	Memory Required	1948 bytes

Additional Memory Required for Residual Plots		896 bytes
Variables Created or Modified	ZRE_1	Standardized Residual

[DataSet0]

Descriptive Statistics

	Mean	Std. Deviation	N
Keseluruhan kualitas layanan internet perbankan	11.90	2.613	50
Kualitas layanan pelanggan online	23.84	5.422	50
Kualitas layanan sistem pelanggan online	26.54	6.105	50
Kualitas layanan produk perbankan	21.92	3.989	50

Correlations

	Keseluruhan kualitas layanan internet perbankan	Kualitas layanan pelanggan online	Kualitas layanan sistem pelanggan online	Kualitas layanan produk perbankan	
Pearson Correlation	Keseluruhan kualitas layanan internet perbankan	1.000	.856	.880	.779

	Kualitas layanan pelanggan online	.856	1.000	.908	.899
	Kualitas layanan sistem pelanggan online	.880	.908	1.000	.867
	Kualitas layanan produk perbankan	.779	.899	.867	1.000
Sig. (1-tailed)	Keseluruhan kualitas layanan internet perbankan	.	.000	.000	.000
	Kualitas layanan pelanggan online	.000	.	.000	.000
	Kualitas layanan sistem pelanggan online	.000	.000	.	.000
	Kualitas layanan produk perbankan	.000	.000	.000	.
N	Keseluruhan kualitas layanan internet perbankan	50	50	50	50
	Kualitas layanan pelanggan online	50	50	50	50
	Kualitas layanan sistem pelanggan online	50	50	50	50
	Kualitas layanan produk perbankan	50	50	50	50

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Kualitas layanan produk perbankan, Kualitas layanan sistem pelanggan online , Kualitas layanan pelanggan online ^a		. Enter

a. All requested variables entered.

b. Dependent Variable: Keseluruhan kualitas layanan internet perbankan

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.892 ^a	.795	.782	1.221	2.051

a. Predictors: (Constant), Kualitas layanan produk perbankan, Kualitas layanan sistem pelanggan online , Kualitas layanan pelanggan online

b. Dependent Variable: Keseluruhan kualitas layanan internet perbankan

ANOVA^b

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	265.971	3	88.657	59.511	.000 ^a
	68.529	46	1.490		

Total	334.500	49		
-------	---------	----	--	--

a. Predictors: (Constant), Kualitas layanan produk perbankan, Kualitas layanan sistem pelanggan online , Kualitas layanan pelanggan online

b. Dependent Variable: Keseluruhan kualitas layanan internet perbankan

Coefficients^a

Model	Unstandardized Coefficients		Beta	t	Sig.	Collinearity Statistics	
	B	Std. Error				Tolerance	VIF
1 (Constant)	1.955	.997		1.960	.056		
Kualitas layanan pelanggan online	.192	.091	.399	2.118	.040	.126	7.948
Kualitas layanan sistem pelanggan online	.264	.071	.618	3.732	.001	.163	6.148
Kualitas layanan produk perbankan	-.075	.104	-.115	-.725	.472	.178	5.625

a. Dependent Variable: Keseluruhan kualitas layanan internet perbankan

Collinearity Diagnostics^a

Model Dimension	Eigenvalue	Condition	Variance Proportions
-----------------	------------	-----------	----------------------

		Index	(Constant)	Kualitas layanan pelanggan online	Kualitas layanan sistem pelanggan online	Kualitas layanan produk perbankan
1	1	3.960	1.000	.00	.00	.00
	2	.032	11.192	.67	.03	.04
	3	.005	27.645	.12	.12	.86
	4	.004	33.109	.20	.85	.10
						.65

a. Dependent Variable: Keseluruhan kualitas layanan

internetperbankan

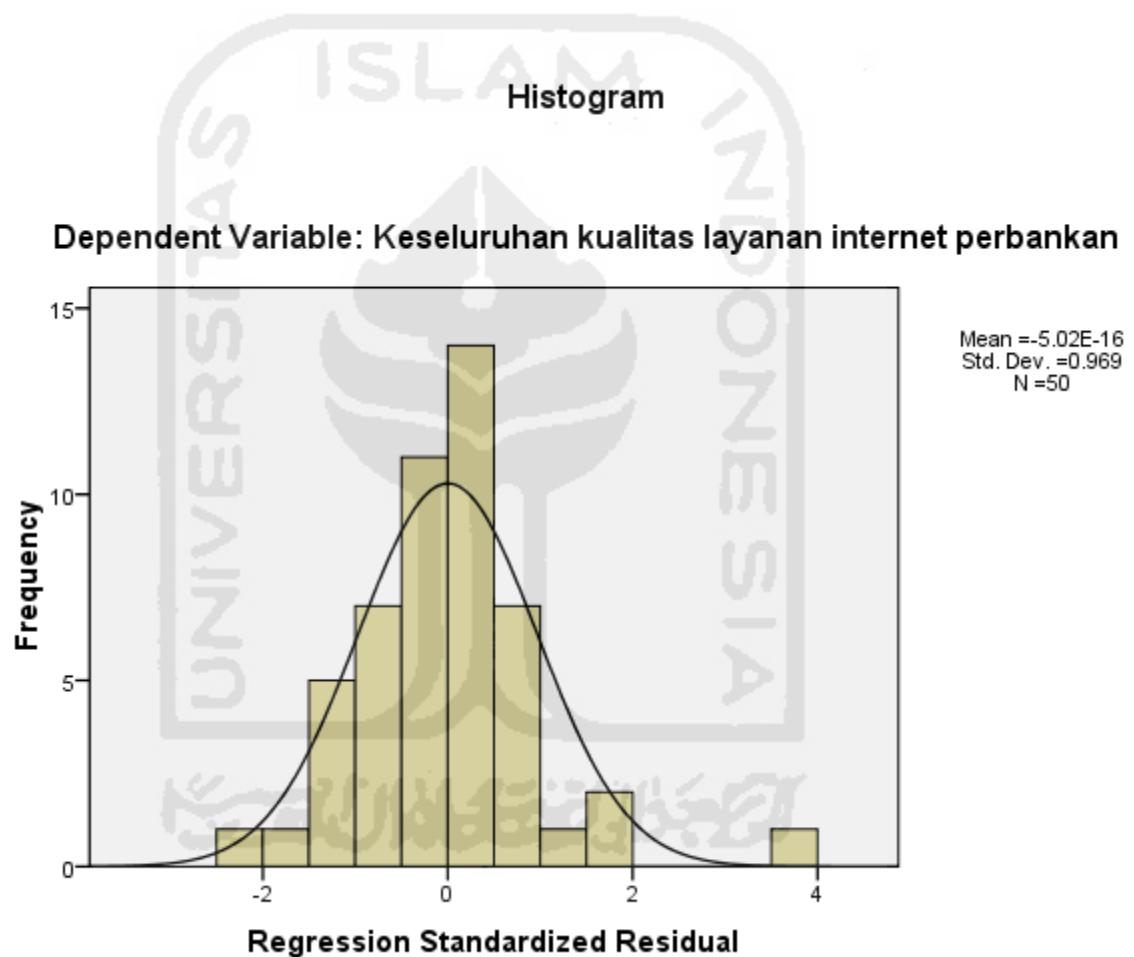
Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	6.10	15.24	11.90	2.330	50
Std. Predicted Value	-2.488	1.433	.000	1.000	50
Standard Error of Predicted Value	.180	.651	.328	.108	50
Adjusted Predicted Value	5.87	15.28	11.92	2.312	50
Residual	-2.517	4.818	.000	1.183	50
Std. Residual	-2.062	3.947	.000	.969	50
Stud. Residual	-2.333	4.012	-.009	1.018	50
Deleted Residual	-3.221	4.977	-.024	1.312	50
Stud. Deleted Residual	-2.457	4.921	.007	1.108	50
Mahal. Distance	.080	12.965	2.940	2.858	50

Cook's Distance	.000	.381	.029	.070	50
Centered Leverage Value	.002	.265	.060	.058	50

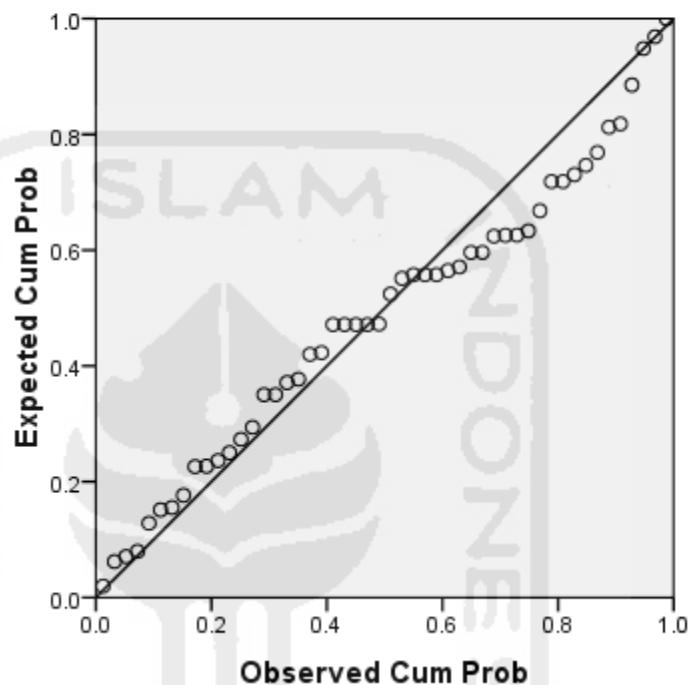
a. Dependent Variable: Keseluruhan kualitas layanan internet perbankan

Charts



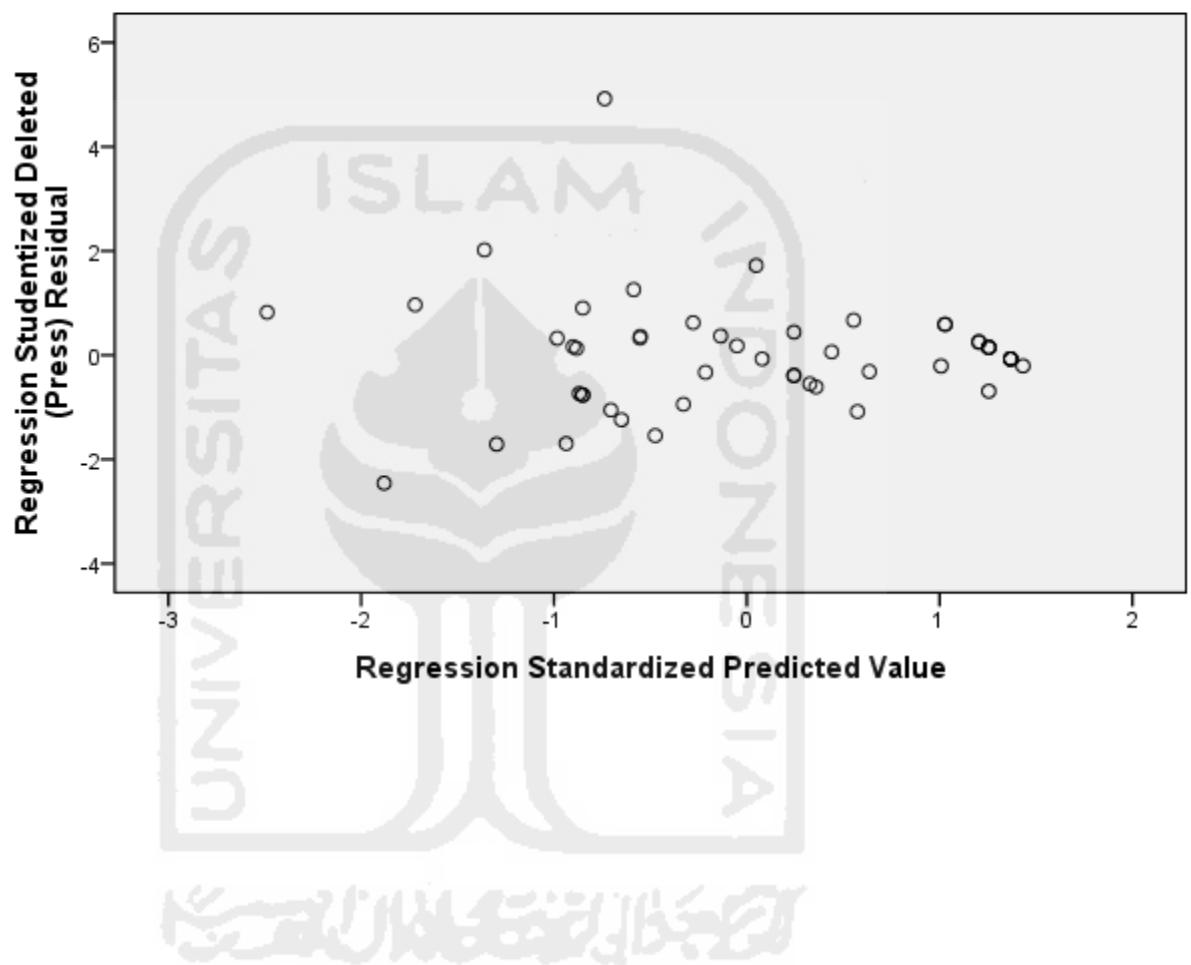
Normal P-P Plot of Regression Standardized Residual

Dependent Variable: Keseluruhan kualitas layanan internet perbankan



Scatterplot

Dependent Variable: Keseluruhan kualitas layanan internet perbankan



Lampiran 14

HASIL UJI REGRESI LINEAR BERGANDA

BANK MANDIRI SYARIAH

DATASET NAME DataSet0 WINDOW=FRONT.

REGRESSION

/DESCRIPTIVES MEAN STDDEV CORR SIG N

/MISSING LISTWISE

/STATISTICS COEFF OUTS R ANOVA COLLIN TOL

/CRITERIA=PIN(.05) POUT(.10)

/NOORIGIN

/DEPENDENT Keseluruhan_kualitas_layanan_internet_perbankan

/METHOD=ENTER Kualitas_layanan_pelanggan_online Kualitas_layanan_sistem_informasi_online Kualitas_produk_perbankan

/SCATTERPLOT=(*SDRESID ,*ZPRED)

/RESIDUALS DURBIN HIST(ZRESID) NORM(ZRESID)

/SAVE ZRESID.

Regression

Notes

Output Created		21-Jan-2017 11:08:35
Comments		
Input	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>

	N of Rows in Working Data File	50
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on cases with no missing values for any variable used.
Syntax		<pre>REGRESSION /DESCRIPTIVES MEAN STDDEV CORR SIG N /MISSING LISTWISE /STATISTICS COEFF OUTS R ANOVA COLLIN TOL /CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT Keseluruhan_kualitas_layanan_internet_perbankan /METHOD=ENTER Kualitas_layanan_pelanggan_online Kualitas_layanan_sistem_informasi_online Kualitas_produk_perbankan /SCATTERPLOT=(*SDRESID ,*ZPRED) /RESIDUALS DURBIN HIST(ZRESID) NORM(ZRESID) /SAVE ZRESID.</pre>
Resources	Processor Time	00:00:01.623
	Elapsed Time	00:00:01.528
	Memory Required	1948 bytes
	Additional Memory Required for Residual Plots	896 bytes

Variables	ZRE_1	
Created or		Standardized Residual
Modified		

[DataSet0]

Descriptive Statistics

	Mean	Std. Deviation	N
Keseluruhan kualitas layanan internet perbankan	12.04	1.628	50
Kualitas layanan pelanggan online	23.88	2.745	50
Kualitas layanan sistem informasi online	27.80	3.387	50
Kualitas produk perbankan	19.32	2.307	50

Correlations

		Keseluruhan kualitas layanan internet perbankan	Kualitas layanan pelanggan online	Kualitas layanan sistem informasi online	Kualitas produk perbankan
Pearson Correlation	Keseluruhan kualitas layanan internet perbankan	1.000	.786	.771	.675
	Kualitas layanan pelanggan online	.786	1.000	.827	.779
	Kualitas layanan sistem informasi online	.771	.827	1.000	.823

	Kualitas produk perbankan	.675	.779	.823	1.000
Sig. (1-tailed)	Keseluruhan kualitas layanan internet perbankan	.	.000	.000	.000
	Kualitas layanan pelanggan online	.000	.	.000	.000
	Kualitas layanan sistem informasi online	.000	.000	.	.000
	Kualitas produk perbankan	.000	.000	.000	.
N	Keseluruhan kualitas layanan internet perbankan	50	50	50	50
	Kualitas layanan pelanggan online	50	50	50	50
	Kualitas layanan sistem informasi online	50	50	50	50
	Kualitas produk perbankan	50	50	50	50

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method

1	Kualitas produk perbankan, Kualitas layanan pelanggan online, Kualitas layanan sistem informasi online ^a		. Enter
---	---	--	---------

a. All requested variables entered.

b. Dependent Variable: Keseluruhan kualitas layanan internet perbankan

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.815 ^a	.665	.643	.973	1.802

a. Predictors: (Constant), Kualitas produk perbankan, Kualitas layanan pelanggan online, Kualitas layanan sistem informasi online

b. Dependent Variable: Keseluruhan kualitas layanan internet perbankan

ANOVA^b

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	86.357	3	28.786	30.396	.000 ^a
Residual	43.563	46	.947		
Total	129.920	49			

a. Predictors: (Constant), Kualitas produk perbankan, Kualitas layanan pelanggan online, Kualitas layanan sistem informasi online

ANOVA^b

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	86.357	3	28.786	30.396	.000 ^a
Residual	43.563	46	.947		
Total	129.920	49			

a. Predictors: (Constant), Kualitas produk perbankan, Kualitas layanan pelanggan online, Kualitas layanan sistem informasi online

b. Dependent Variable: Keseluruhan kualitas layanan internet perbankan

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	.303	1.270		.238	.813		
Kualitas layanan pelanggan online	.282	.095	.476	2.981	.005	.286	3.500
Kualitas layanan sistem informasi online	.189	.085	.394	2.233	.030	.235	4.261
Kualitas produk perbankan	-.014	.112	-.020	-.124	.902	.292	3.429

a. Dependent Variable: Keseluruhan kualitas layanan internet perbankan

Collinearity Diagnostics^a

Model Dimension	Eigenvalue	Condition	Variance Proportions

		Index	(Constant)	Kualitas layanan pelanggan online	Kualitas layanan sistem informasi online	Kualitas produk perbankan
1	1	3.986	1.000	.00	.00	.00
	2	.009	21.034	.97	.02	.04
	3	.003	36.837	.00	.54	.02
	4	.002	42.500	.02	.44	.94

a. Dependent Variable: Keseluruhan kualitas layanan internet perbankan

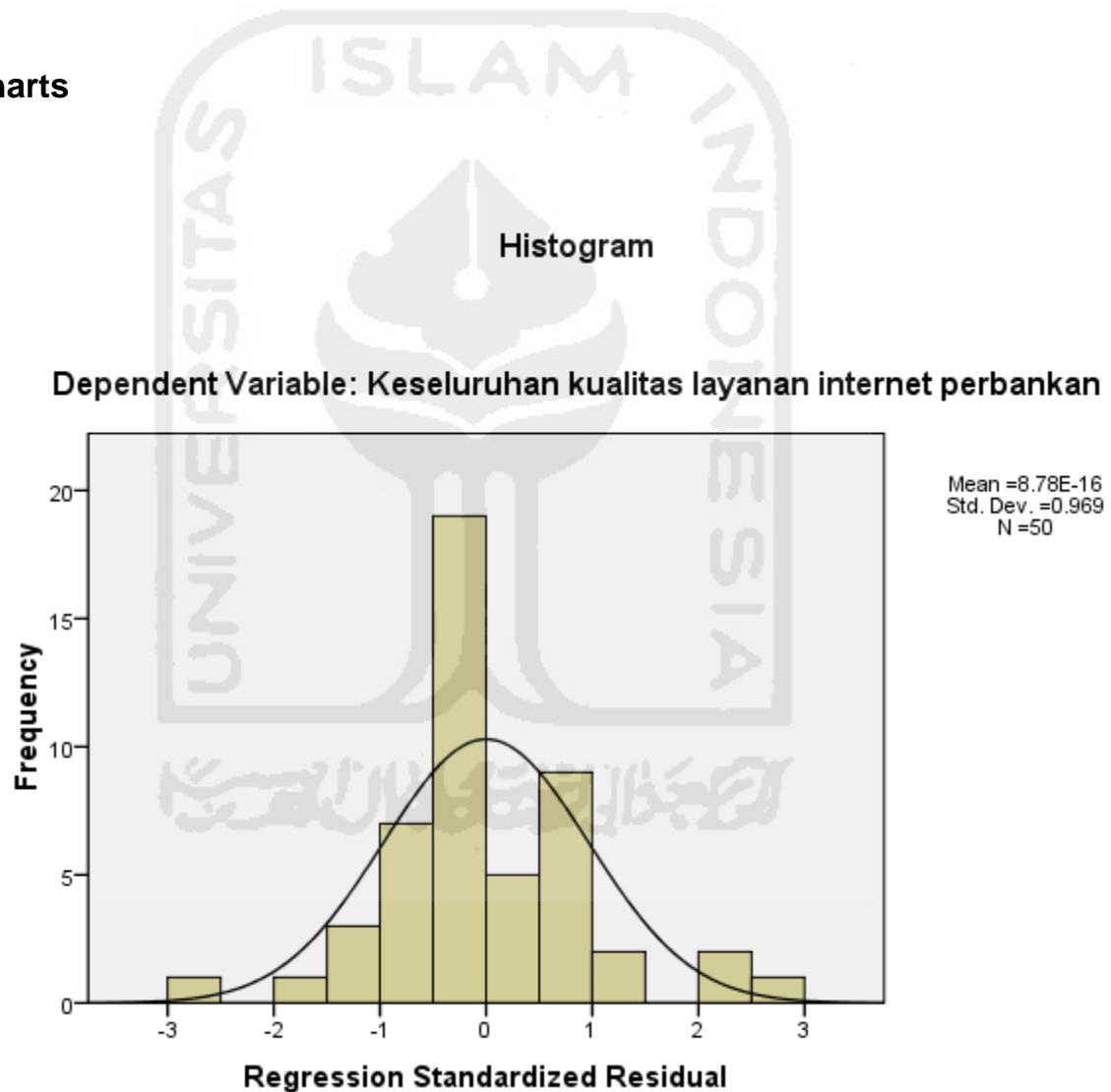
Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	8.67	15.05	12.04	1.328	50
Std. Predicted Value	-2.541	2.269	.000	1.000	50
Standard Error of Predicted Value	.146	.540	.254	.106	50
Adjusted Predicted Value	8.59	15.06	12.06	1.327	50
Residual	-2.665	2.435	.000	.943	50
Std. Residual	-2.739	2.502	.000	.969	50
Stud. Residual	-3.132	2.588	-.011	1.029	50
Deleted Residual	-3.487	2.606	-.022	1.069	50
Stud. Deleted Residual	-3.493	2.770	-.010	1.081	50

Mahal. Distance	.122	14.123	2.940	3.440	50
Cook's Distance	.000	.756	.036	.111	50
Centered Leverage Value	.002	.288	.060	.070	50

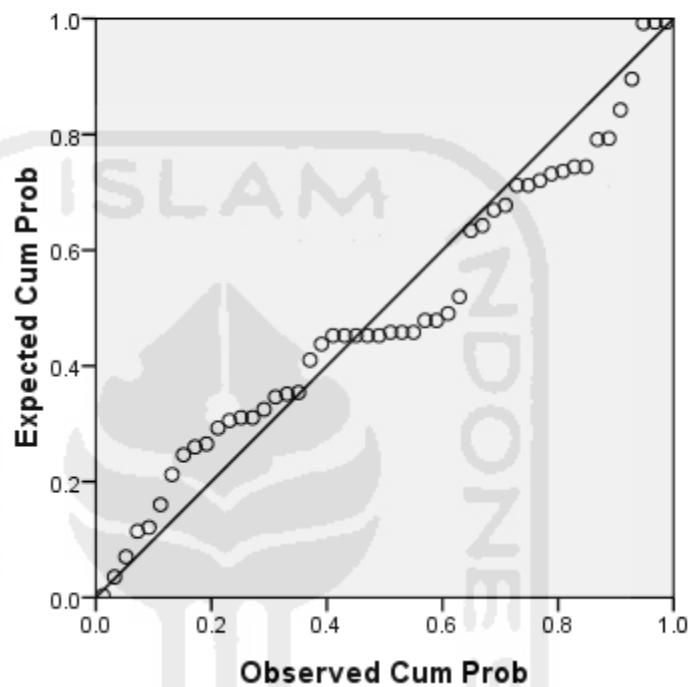
a. Dependent Variable: Keseluruhan kualitas layanan internet perbankan

Charts



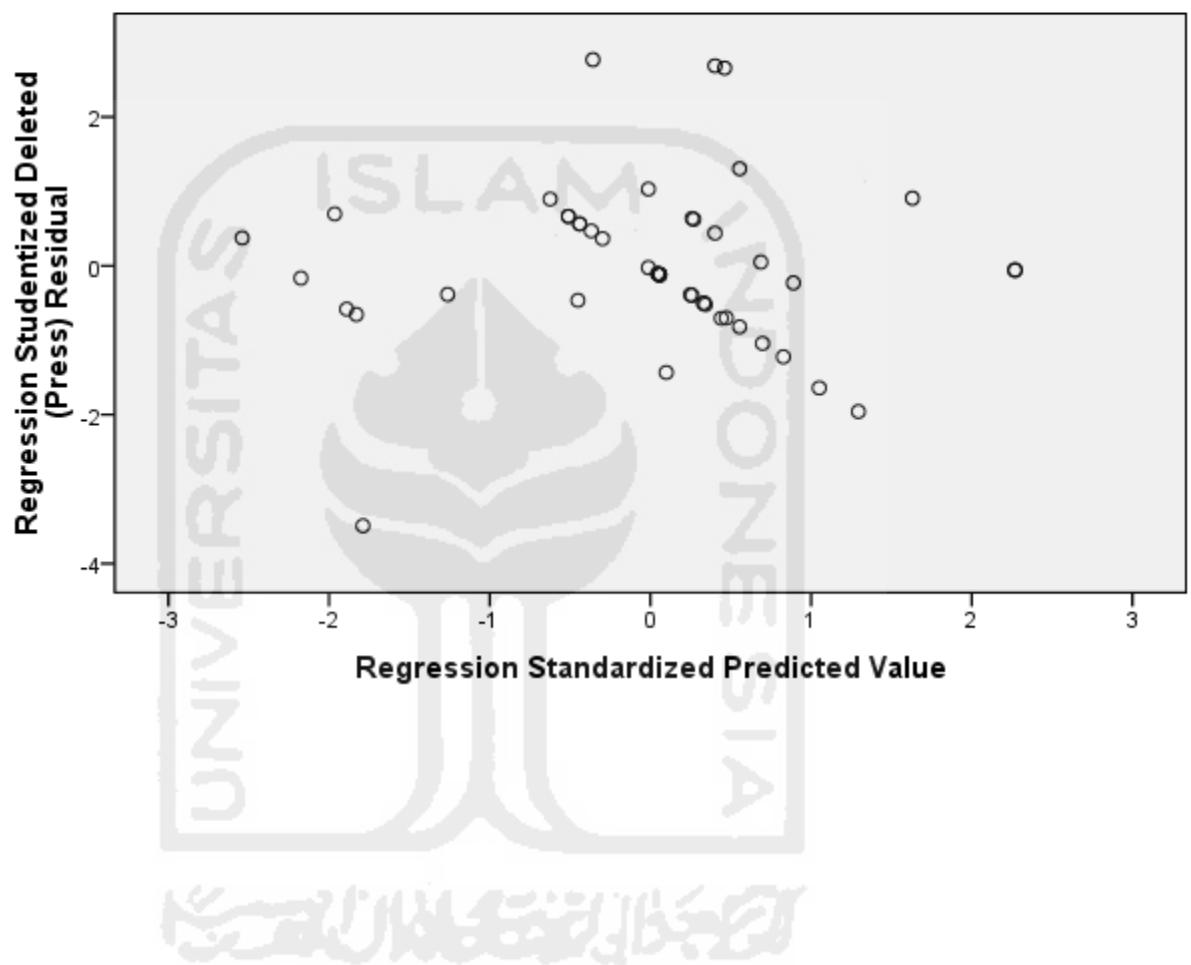
Normal P-P Plot of Regression Standardized Residual

Dependent Variable: Keseluruhan kualitas layanan internet perbankan



Scatterplot

Dependent Variable: Keseluruhan kualitas layanan internet perbankan



Lampiran 15

HASIL UJI BEDA RATA-RATA

T-TEST GROUPS=Bank(1 2)

/MISSING=ANALYSIS

/VARIABLES=Kualitas_layanan_pelanggan_online Kualitas_layanan_sistem_informasi_online Kualitas_layanan_produk_perbankan Keseluruhan
n_kualitas_layanan_internet_perbankan

/CRITERIA=CI(.9500).

T-Test

Notes		
Output Created		21-Jan-2017 12:32:54
Comments		
Input	Active Dataset Filter Weight	DataSet1 <none> <none>
	Split File	<none>
	N of Rows in Working Data File	100
Missing Value Handling	Definition of Missing	User defined missing values are treated as missing.
	Cases Used	Statistics for each analysis are based on the cases with no missing or out-of-range data for any variable in the analysis.

Syntax	T-TEST GROUPS=Bank(1 2) /MISSING=ANALYSIS /VARIABLES=Kualitas_layanan_pelanggan_online Kualitas_layanan_sistem_informasi_online Kualitas_layanan_produk_perbankan Keseluruhan_kualitas_layanan_internet_perbankan /CRITERIA=CI(.9500).
Resources	Processor Time Elapsed Time 00:00:00.016 00:00:00.203

[DataSet1]

Group Statistics

Bank	N	Mean	Std. Deviation	Std. Error Mean
Kualitas layanan pelanggan online	Bank Mandiri	50	3.97	.907
	Bank Mandiri Syariah	50	3.98	.458
Kualitas layanan sistem informasi online	Bank Mandiri	50	3.79	.872
	Bank Mandiri Syariah	50	3.97	.484
Kualitas layanan produk perbankan	Bank Mandiri	50	4.38	.798
	Bank Mandiri Syariah	50	3.86	.461
Keseluruhan Kualitas layanan internet perbankan	Bank Mandiri	50	3.97	.871
	Bank Mandiri Syariah	50	4.01	.543

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
Kualitas layanan pelanggan online	Equal variances assumed	25.453	.000	-.070	98	.945	-.010	.144	-.295	.275
	Equal variances not assumed			-.070	72.418	.945	-.010	.144	-.296	.276
Kualitas layanan sistem informasi online	Equal variances assumed	25.770	.000	1.276	98	.205	-.180	.141	-.460	.100
	Equal variances not assumed			1.276	76.547	.206	-.180	.141	-.461	.101
Kualitas layanan produk perbankan	Equal variances assumed	16.122	.000	3.990	98	.000	.520	.130	.261	.779
	Equal variances not assumed			3.990	78.489	.000	.520	.130	.261	.779
Keseluruhan Kualitas layanan internet perbankan	Equal variances assumed	16.628	.000	-.322	98	.748	-.047	.145	-.335	.241
	Equal variances not assumed			-.322	82.074	.749	-.047	.145	-.335	.242

SAVE OUTFILE='G:\FIRLI\spss\ujibeda rata rara\DATA UJI BEDA RATA-RATA.sav'

/COMPRESSED.