Lampiran 1. Kuesioner Penelitian

ANALISIS KEPUASAN DAN LOYALITAS NASABAH
PT BANK RAKYAT INDONESIA (PERSERO) TBK.
KANTOR CABANG YOGYAKARTA CIK DITIRO

Responden Yth,

Saya adalah Mahasiswa Program Magister Manajemen Universitas Islam Indonesia yang sedang mengadakan penelitian dalam rangka menyusun tugas akhir Tesis. Oleh sebab itu saya memohon bantuan dan kerja sama Bapak/Ibu nasabah PT. Bank Rakyat Indonesia (Persero) Tbk. Kantor Cabang Yogyakarta Cik Ditiro untuk mengisi beberapa pertanyaan dalam kuesioner ini untuk melengkapi pengumpulan data tugas akhir tesis saya.

Saya mengharapkan kerja sama Bapak/Ibu untuk memberikan jawaban pada kuesioner ini secara jujur dan apa adanya karena identitas dan informasi dari responden akan di rahasiakan oleh peneliti dan tidak akan mempengaruhi posisi ataupun jabatan Bapak/Ibuk saat ini.

Selain untuk kepentingan akademis, hasil penelitian ini akan dapat di ajukan kembali kepada PT. Bank Rakyat Indonesia (Persero) Tbk. Kantor Cabang Yogyakarta Cik Ditiro agar dapat digunakan sebagai masukan dan saran perbaikan.

Atas perhatian dan kerja sama Bapak/Ibu, saya mengucapkan terima kasih.

Miranda Kenongo Wulan, S.S.

KUESIONER

IDENTITAS RESPONDEN

PetunjukPengisian:

Beri tanda silang pada huruf alternative jawaban yang tersedia, yang sesuai dengan kondisi riil Anda.

1. JenisKelamin
   a. Laki-laki
   b. Perempuan
2. Usia
   a. < 30 Tahun
   b. 30 - 40 Tahun
   c. > 40 Tahun
3. Pekerjaan
   a. PegawaiSwasta
   b. PNS
   c. TNI / Polri
   d. Wiraswasta
4. Pendidikan
   a. SLTA
   b. D3
   c. S1
   d. S2
5. PenghasilanBersih / Bulan
   a. <Rp 3 juta
   b. Rp 3 juta - Rp 5 juta
   c. >Rp 5 juta

VARIABEL PENELITIAN

Petunjuk Pengisian:

Berikan tanda silang pada huruf alternatif jawaban yang tersedia, yang sesuai dengan persepsi dan kondisi Anda.

Loyalitas Nasabah

No.	Pernyataan	Jawaban Anda				
		Sangat Setuju (SS)	Setuju (ST)	Cukup Setuju (CS)	Tidak Setuju (TS)	Sangat Tidak Setuju (STS)
1	Saya akan terus menjadi nasabah dan menggunakan layanan perbankan.					
2	Saya tidak berkeberatan memberi saran orang lain untuk menjadi nasabah BRI Kantor Cabang Cik Ditiro					
3	Saya akan tetap menjadi nasabah walaupun ada penawaran dan berbagai alasan dengan bank lain					
4	Saya tetap memprioritaskan jasa dan layanan di BRI Kantor Cabang Cik Ditiro					

Kepuasan Nasabah

No.	Pernyataan	Jawaban Anda				
		Sangat Setuju (SS)	Setuju (ST)	Cukup Setuju (CS)	Tidak Setuju (TS)	Sangat Tidak Setuju (STS)
1	Saya merasa puas terhadap layanan oleh karyawan BRI Kantor Cabang Cik Ditiro					
2	Saya merasa puas karyawan terampil dan berpengalaman					
3	Saya puas terhadap kinerja sistem dan jaringan BRI Kantor Cabang Cik Ditiro					
4	Saya puas terhadap pembebanan biaya administrasi tabungan					

Citra Perusahaan

No.	Pernyataan	Jawaban Anda				
		Sangat Setuju (SS)	Setuju (S)	Cukup Setuju (CS)	Tidak Setuju (TS)	Sangat Tidak Setuju (STS)
1	Saya memiliki kepercayaan yang tinggi BRI Kantor Cabang Cik Ditiro sebagai bank yang baik.					
2	Saya memiliki kepercayaan yang tinggi pada sistem penetapan bunga BRI Kantor Cabang Cik Ditiro					
3	Saya percaya bahwa BRI Kantor Cabang Cik Ditiro tidak menipu saya.					
4	Saya percaya bahwa BRI Kantor Cabang Cik Ditiro dapat memberikan layanan yang baik kepada nasabahnya.					
5	Saya percaya bahwa BRI Kantor Cabang Cik Ditiro merupakan bank yang handal.					

Kepercayaan

No.	Pernyataan	Jawaban Anda				
		Sangat Setuju (SS)	Setuju (ST)	Cukup Setuju (CS)	Tidak Setuju (TS)	Sangat Tidak Setuju (STS)
1	Saya percaya BRI adalah bank yang baik					
2	Saya percaya sistem pemberian bunga yang kompetitif dengan bank lain					
3	Saya percaya BRI bertindak jujur					
4	Saya percaya bank mamberikan layanan yang baik					
5	Saya yakin BRI adalah bank yang handal					

Kualitas Layanan

No.	Pernyataan	Jawaban Anda				
		Sangat Setuju (SS)	Setuju (ST)	Cukup Setuju (CS)	Tidak Setuju (TS)	Sangat Tidak Setuju (STS)
1	Saya merasa BRI mampu memberikan layanan dan nilai tambah					
2	Saya merasa penempatan uang saya aman di BRI Kantor Cabang Cik Ditiro					
3	Saya merasa mendapatkan respon yang cepat akan kebutuhan perbankan yang saya inginkan					
4	Saya merasa karyawan memiliki empati yang tinggi dan sangat membantu bagi nasabah					

Lampiran 2. Hasil Uji Validitas dan Reliabilitas Kuesioner

1. Kuesioner Kualitas Layanan (X1)

Case Processing Summary[a]

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
X1_1	30	100.0%	0	0.0%	30	100.0%
X1_2	30	100.0%	0	0.0%	30	100.0%
X1_3	30	100.0%	0	0.0%	30	100.0%
X1_4	30	100.0%	0	0.0%	30	100.0%

a. Limited to first 100 cases.

Case Summaries[a]

		X1_1	X1_2	X1_3	X1_4
1		4	3	3	4
2		3	5	5	3
3		4	3	3	3
4		4	3	3	2
5		4	3	3	3
6		4	4	4	4
7		4	5	5	4
8		3	3	4	4
9		5	2	1	1
10		3	2	3	4
11		4	3	3	3
12		4	4	4	4
13		4	4	5	4
14		3	4	3	3
15		3	3	2	2
16		4	4	5	5
17		3	4	4	4
18		4	4	3	3
19		4	2	2	2
20		4	5	5	5
21		4	4	4	4
22		3	4	4	4
23		2	2	2	4
24		2	2	3	4
25		4	2	4	4
26		4	2	3	3
27		4	2	3	4
28		3	1	5	5
29		4	2	2	3
30		3	2	1	5
Total	N	30	30	30	30

a. Limited to first 100 cases.

Factor Analysis

Correlation Matrix[a]

		X1_1	X1_2	X1_3	X1_4
Correlation	X1_1	1.000	.150	.018	-.326
	X1_2	.150	1.000	.596	.140
	X1_3	.018	.596	1.000	.544
	X1_4	-.326	.140	.544	1.000
Sig. (1-tailed)	X1_1		.215	.463	.039
	X1_2	.215		.000	.231
	X1_3	.463	.000		.001
	X1_4	.039	.231	.001	

a. Determinant = .351

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.562
Bartlett's Test of Sphericity	Approx. Chi-Square	2.096
	df	6
	Sig.	.089

Anti-image Matrices

		X1_1	X1_2	X1_3	X1_4
Anti-image Covariance	X1_1	.835	-.051	-.090	.255
	X1_2	-.051	.594	-.302	.131
	X1_3	-.090	-.302	.419	-.285
	X1_4	.255	.131	-.285	.561
Anti-image Correlation	X1_1	.636[a]	-.072	-.152	.373
	X1_2	-.072	.684[a]	-.606	.227
	X1_3	-.152	-.606	.769[a]	-.588
	X1_4	.373	.227	-.588	.540[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
X1_1	1.000	.016
X1_2	1.000	.504
X1_3	1.000	.843
X1_4	1.000	.523

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings	
	Total	% of Variance	Cumulative %	Total	% of Variance
1	1.886	47.149	47.149	1.886	47.149
2	1.279	31.964	79.113		
3	.588	14.697	93.810		
4	.248	6.190	100.000		

Total Variance Explained

Component	Extraction Sums of Squared Loadings
	Cumulative %
1	47.149
2	
3	
4	

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
X1_1	.628
X1_2	.710
X1_3	.918
X1_4	.723

Reliability

Scale: KualitasLayanan

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded[a]	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.860	4

2. Kuesioner Citra Perusahaan (X2)

Case Processing Summary[a]

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
X2_1	30	100.0%	0	0.0%	30	100.0%
X2_2	30	100.0%	0	0.0%	30	100.0%
X2_3	30	100.0%	0	0.0%	30	100.0%
X2_4	30	100.0%	0	0.0%	30	100.0%
X2_5	30	100.0%	0	0.0%	30	100.0%

a. Limited to first 100 cases.

Case Summaries[a]

		X2_1	X2_2	X2_3	X2_4	X2_5
1		4	2	1	5	5
2		3	2	1	3	3
3		3	4	5	5	5
4		2	1	2	3	3
5		3	1	2	4	4
6		4	3	1	5	5
7		4	5	1	3	4
8		4	3	3	2	1
9		1	3	2	2	3
10		4	4	3	3	3
11		3	4	3	4	4
12		4	5	4	4	5
13		4	3	4	4	3
14		3	4	5	3	3
15		2	2	2	4	2
16		5	4	2	2	2
17		2	2	1	1	2
18		3	5	4	2	2
19		2	4	2	5	5
20		5	4	5	4	4
21		4	3	4	3	2
22		4	4	4	4	3
23		4	4	2	2	3
24		4	2	4	2	4
25		4	3	1	2	3
26		3	1	2	2	3
27		4	1	3	1	5
28		5	1	1	4	4
29		3	4	1	3	5
30		5	5	4	3	3
Total	N	30	30	30	30	30

a. Limited to first 100 cases.

Factor Analysis

Correlation Matrix[a]

		X2_1	X2_2	X2_3	X2_4	X2_5
Correlation	X2_1	1.000	.220	.211	.059	.075
	X2_2	.220	1.000	.400	.148	.016
	X2_3	.211	.400	1.000	.096	-.071
	X2_4	.059	.148	.096	1.000	.528
	X2_5	.075	.016	-.071	.528	1.000
Sig. (1-tailed)	X2_1		.122	.131	.379	.346
	X2_2	.122		.014	.218	.466
	X2_3	.131	.014		.307	.354
	X2_4	.379	.218	.307		.001
	X2_5	.346	.466	.354	.001	

a. Determinant = .537

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.530
Bartlett's Test of Sphericity	Approx. Chi-Square	1.499
	df	10
	Sig.	.086

Anti-image Matrices

		X2_1	X2_2	X2_3	X2_4	X2_5
Anti-image Covariance	X2_1	.926	-.130	-.127	.024	-.071
	X2_2	-.130	.809	-.287	-.086	.024
	X2_3	-.127	-.287	.808	-.078	.103
	X2_4	.024	-.086	-.078	.694	-.375
	X2_5	-.071	.024	.103	-.375	.701
Anti-image Correlation	X2_1	.659[a]	-.150	-.147	.029	-.089
	X2_2	-.150	.586[a]	-.356	-.114	.032
	X2_3	-.147	-.356	.551[a]	-.105	.137
	X2_4	.029	-.114	-.105	.499[a]	-.537
	X2_5	-.089	.032	.137	-.537	.478[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
X2_1	1.000	.245
X2_2	1.000	.414
X2_3	1.000	.321
X2_4	1.000	.436
X2_5	1.000	.270

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings	
	Total	% of Variance	Cumulative %	Total	% of Variance
1	1.685	33.699	33.699	1.685	33.699
2	1.429	28.590	62.289		
3	.849	16.986	79.275		
4	.597	11.932	91.207		
5	.440	8.793	100.000		

Total Variance Explained

Component	Extraction Sums of Squared Loadings
	Cumulative %
1	33.699
2	
3	
4	
5	

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
X2_1	.595
X2_2	.644
X2_3	.566
X2_4	.660
X2_5	.519

Reliability

Scale: Citra Perusahaan

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded[a]	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.703	5

3. Kuesioner Kepercayaan Nasabah (X3)

Case Processing Summary[a]

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
X3_1	30	100.0%	0	0.0%	30	100.0%
X3_2	30	100.0%	0	0.0%	30	100.0%
X3_3	30	100.0%	0	0.0%	30	100.0%
X3_4	30	100.0%	0	0.0%	30	100.0%
X3_5	30	100.0%	0	0.0%	30	100.0%

a. Limited to first 100 cases.

Case Summaries[a]

		X3_1	X3_2	X3_3	X3_4	X3_5
1		4	2	2	4	4
2		3	2	2	4	4
3		4	2	2	4	4
4		4	1	3	5	4
5		4	1	2	3	5
6		4	1	4	2	4
7		3	5	3	4	4
8		5	2	5	4	4
9		3	2	1	4	2
10		4	2	1	5	2
11		4	4	3	2	4
12		4	1	2	3	3
13		3	1	2	5	4
14		4	5	3	4	4
15		3	2	1	4	2
16		4	2	1	5	4
17		3	2	2	2	1
18		4	1	2	5	4
19		4	4	4	3	4
20		4	4	4	3	4
21		4	4	4	5	4
22		4	3	4	5	5
23		1	1	3	4	4
24		4	4	4	4	4
25		2	1	1	3	4
26		2	4	4	3	4
27		3	4	4	4	4
28		3	4	4	3	3
29		4	4	4	3	4
30		4	2	4	5	5
Total	N	30	30	30	30	30

a. Limited to first 100 cases.

Factor Analysis

Correlation Matrix[a]

		X3_1	X3_2	X3_3	X3_4	X3_5
Correlation	X3_1	1.000	.091	.233	.140	.198
	X3_2	.091	1.000	.523	-.148	.099
	X3_3	.233	.523	1.000	-.149	.462
	X3_4	.140	-.148	-.149	1.000	.214
	X3_5	.198	.099	.462	.214	1.000
Sig. (1-tailed)	X3_1		.316	.108	.230	.147
	X3_2	.316		.001	.217	.301
	X3_3	.108	.001		.216	.005
	X3_4	.230	.217	.216		.129
	X3_5	.147	.301	.005	.129	

a. Determinant = .440

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.582
Bartlett's Test of Sphericity	Approx. Chi-Square	1.770
	df	10
	Sig.	.066

Anti-image Matrices

		X3_1	X3_2	X3_3	X3_4	X3_5
Anti-image Covariance	X3_1	.912	.011	-.122	-.138	-.037
	X3_2	.011	.699	-.307	.017	.118
	X3_3	-.122	-.307	.509	.167	-.296
	X3_4	-.138	.017	.167	.854	-.230
	X3_5	-.037	.118	-.296	-.230	.682
Anti-image Correlation	X3_1	.672[a]	.014	-.180	-.157	-.047
	X3_2	.014	.515[a]	-.515	.022	.171
	X3_3	-.180	-.515	.579[a]	.253	-.502
	X3_4	-.157	.022	.253	.578[a]	-.301
	X3_5	-.047	.171	-.502	-.301	.551[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
X3_1	1.000	.207
X3_2	1.000	.446
X3_3	1.000	.783
X3_4	1.000	.001
X3_5	1.000	.422

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings	
	Total	% of Variance	Cumulative %	Total	% of Variance
1	1.859	37.188	37.188	1.859	37.188
2	1.297	25.946	63.134		
3	.832	16.631	79.765		
4	.697	13.947	93.712		
5	.314	6.288	100.000		

Total Variance Explained

Component	Extraction Sums of Squared Loadings
	Cumulative %
1	37.188
2	
3	
4	
5	

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
X3_1	.755
X3_2	.668
X3_3	.885
X3_4	.633
X3_5	.650

Reliability

Scale: Kepercayaan nasabah

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded[a]	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.898	5

4. Kuesioner Kepuasan Nasabah (X4)

Case Processing Summary[a]

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
X4_1	30	100.0%	0	0.0%	30	100.0%
X4_2	30	100.0%	0	0.0%	30	100.0%
X4_3	30	100.0%	0	0.0%	30	100.0%
X4_4	30	100.0%	0	0.0%	30	100.0%

a. Limited to first 100 cases.

Case Summaries[a]

		X4_1	X4_2	X4_3	X4_4
1		4	4	4	4
2		4	4	4	3
3		4	4	5	4
4		5	4	3	4
5		3	5	2	4
6		4	4	5	5
7		4	4	4	3
8		4	4	4	4
9		4	2	2	2
10		5	2	2	4
11		2	4	3	4
12		3	3	5	4
13		5	4	4	4
14		4	4	4	5
15		4	2	5	3
16		5	4	5	4
17		5	2	2	1
18		5	4	3	4
19		3	4	3	4
20		4	5	5	5
21		2	4	5	4
22		5	5	4	4
23		4	4	3	2
24		4	4	3	4
25		3	4	3	2
26		3	4	4	4
27		4	4	3	4
28		3	3	3	5
29		3	4	5	5
30		3	3	3	2
Total	N	30	30	30	30

a. Limited to first 100 cases.

Factor Analysis

Correlation Matrix[a]

		X4_1	X4_2	X4_3	X4_4
Correlation	X4_1	1.000	-.111	-.102	-.096
	X4_2	-.111	1.000	.297	.473
	X4_3	-.102	.297	1.000	.459
	X4_4	-.096	.473	.459	1.000
Sig. (1-tailed)	X4_1		.279	.295	.306
	X4_2	.279		.055	.004
	X4_3	.295	.055		.005
	X4_4	.306	.004	.005	

a. Determinant = .595

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.638
Bartlett's Test of Sphericity	Approx. Chi-Square	1.920
	df	6
	Sig.	.071

Anti-image Matrices

		X4_1	X4_2	X4_3	X4_4
Anti-image Covariance	X4_1	.982	.059	.051	.020
	X4_2	.059	.765	-.075	-.281
	X4_3	.051	-.075	.778	-.271
	X4_4	.020	-.281	-.271	.665
Anti-image Correlation	X4_1	.787[a]	.069	.058	.024
	X4_2	.069	.657[a]	-.098	-.394
	X4_3	.058	-.098	.667[a]	-.377
	X4_4	.024	-.394	-.377	.599[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
X4_1	1.000	.076
X4_2	1.000	.555
X4_3	1.000	.538
X4_4	1.000	.691

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings	
	Total	% of Variance	Cumulative %	Total	% of Variance
1	1.861	46.527	46.527	1.861	46.527
2	.964	24.098	70.625		
3	.703	17.576	88.201		
4	.472	11.799	100.000		

Total Variance Explained

Component	Extraction Sums of Squared Loadings
	Cumulative %
1	46.527
2	
3	
4	

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
X4_1	.676
X4_2	.745
X4_3	.733
X4_4	.831

Reliability

Scale: Kepuasannasabah

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded[a]	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.741	4

5. Kuesioner Loyalitas Nasabah (Y)

Case Processing Summary[a]

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
Y_1	30	100.0%	0	0.0%	30	100.0%
Y_2	30	100.0%	0	0.0%	30	100.0%
Y_3	30	100.0%	0	0.0%	30	100.0%
Y_4	30	100.0%	0	0.0%	30	100.0%

a. Limited to first 100 cases.

Case Summaries[a]

		Y_1	Y_2	Y_3	Y_4
1		4	4	4	3
2		4	4	3	3
3		4	5	4	4
4		4	3	4	4
5		5	2	4	4
6		4	4	4	4
7		4	4	3	3
8		4	4	4	4
9		2	2	2	2
10		2	2	4	4
11		4	3	4	4
12		3	5	4	3
13		4	4	4	4
14		4	4	5	5
15		2	5	3	3
16		4	5	4	4
17		2	2	1	1
18		4	3	4	4
19		4	3	4	4
20		4	2	4	4
21		4	5	4	4
22		5	4	4	4
23		4	3	2	3
24		4	3	4	4
25		4	3	2	2
26		4	4	4	5
27		4	3	4	3
28		3	3	5	4
29		4	5	5	4
30		5	5	5	5
Total	N	30	30	30	30

a. Limited to first 100 cases.

Factor Analysis

Correlation Matrix[a]

		Y_1	Y_2	Y_3	Y_4
Correlation	Y_1	1.000	.252	.453	.542
	Y_2	.252	1.000	.380	.321
	Y_3	.453	.380	1.000	.864
	Y_4	.542	.321	.864	1.000
Sig. (1-tailed)	Y_1		.089	.006	.001
	Y_2	.089		.019	.042
	Y_3	.006	.019		.000
	Y_4	.001	.042	.000	

a. Determinant = .151

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.648
Bartlett's Test of Sphericity	Approx. Chi-Square	0.775
	df	6
	Sig.	.306

Anti-image Matrices

		Y_1	Y_2	Y_3	Y_4
Anti-image Covariance	Y_1	.697	-.083	.025	-.134
	Y_2	-.083	.845	-.099	.022
	Y_3	.025	-.099	.240	-.189
	Y_4	-.134	.022	-.189	.224
Anti-image Correlation	Y_1	.811[a]	-.109	.060	-.339
	Y_2	-.109	.832[a]	-.220	.052
	Y_3	.060	-.220	.604[a]	-.816
	Y_4	-.339	.052	-.816	.593[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
Y_1	1.000	.507
Y_2	1.000	.309
Y_3	1.000	.814
Y_4	1.000	.838

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings	
	Total	% of Variance	Cumulative %	Total	% of Variance
1	2.468	61.711	61.711	2.468	61.711
2	.797	19.913	81.624		
3	.609	15.230	96.854		
4	.126	3.146	100.000		

Total Variance Explained

Component	Extraction Sums of Squared Loadings
	Cumulative %
1	61.711
2	
3	
4	

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
Y_1	.712
Y_2	.556
Y_3	.902
Y_4	.916

Extraction Method: Principal Component Analysis.[a]

a. 1 components extracted.

Reliability

Scale: Loyalitas nasabah

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded[a]	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.771	4

Lampiran 3. Deskripsi Responden

Case Processing Summary

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
JK Jenis kelamin	110	100.0%	0	0.0%	110	100.0%
US Usia	110	100.0%	0	0.0%	110	100.0%
PK Pekerjaan	110	100.0%	0	0.0%	110	100.0%
PD Pendidikan	110	100.0%	0	0.0%	110	100.0%
PH Penghasilan	110	100.0%	0	0.0%	110	100.0%

Case Summaries

	JK Jenis kelamin	US Usia	PK Pekerjaan	PD Pendidikan	PH Penghasilan
1	1 Laki-laki	2 30 - 40	2 PNS	2 D3	2 Rp 3 jt - Rp 5 jt
2	1 Laki-laki	2 30 - 40	1 Pegawai Swasta	2 D3	2 Rp 3 jt - Rp 5 jt
3	1 Laki-laki	2 30 - 40	1 Pegawai Swasta	3 S1	2 Rp 3 jt - Rp 5 jt
4	2 Perempuan	2 30 - 40	2 PNS	2 D3	3 > Rp 5 jt
5	2 Perempuan	2 30 - 40	2 PNS	2 D3	2 Rp 3 jt - Rp 5 jt
6	2 Perempuan	1 < 30	2 PNS	1 SLTA	2 Rp 3 jt - Rp 5 jt
7	1 Laki-laki	1 < 30	2 PNS	1 SLTA	3 > Rp 5 jt
8	1 Laki-laki	2 30 - 40	2 PNS	1 SLTA	3 > Rp 5 jt
9	1 Laki-laki	2 30 - 40	2 PNS	3 S1	2 Rp 3 jt - Rp 5 jt
10	2 Perempuan	3 > 40	2 PNS	2 D3	2 Rp 3 jt - Rp 5 jt
11	1 Laki-laki	2 30 - 40	2 PNS	2 D3	2 Rp 3 jt - Rp 5 jt
12	2 Perempuan	2 30 - 40	3 TNI / Polri	2 D3	2 Rp 3 jt - Rp 5 jt
13	1 Laki-laki	1 < 30	2 PNS	1 SLTA	2 Rp 3 jt - Rp 5 jt
14	1 Laki-laki	2 30 - 40	2 PNS	1 SLTA	2 Rp 3 jt - Rp 5 jt
15	1 Laki-laki	3 > 40	3 TNI / Polri	2 D3	2 Rp 3 jt - Rp 5 jt
16	2 Perempuan	2 30 - 40	2 PNS	2 D3	2 Rp 3 jt - Rp 5 jt
17	1 Laki-laki	3 > 40	2 PNS	3 S1	3 > Rp 5 jt
18	1 Laki-laki	3 > 40	2 PNS	2 D3	2 Rp 3 jt - Rp 5 jt
19	1 Laki-laki	3 > 40	2 PNS	2 D3	2 Rp 3 jt - Rp 5 jt
20	2 Perempuan	2 30 - 40	1 Pegawai Swasta	3 S1	2 Rp 3 jt - Rp 5 jt
21	2 Perempuan	2 30 - 40	2 PNS	2 D3	2 Rp 3 jt - Rp 5 jt
22	2 Perempuan	2 30 - 40	4 Wiraswasta	2 D3	2 Rp 3 jt - Rp 5 jt
23	1 Laki-laki	1 < 30	4 Wiraswasta	2 D3	3 > Rp 5 jt
24	1 Laki-laki	1 < 30	4 Wiraswasta	3 S1	2 Rp 3 jt - Rp 5 jt
25	1 Laki-laki	2 30 - 40	3 TNI / Polri	3 S1	2 Rp 3 jt - Rp 5 jt
26	2 Perempuan	2 30 - 40	4 Wiraswasta	3 S1	1 < Rp 3 jt
27	1 Laki-laki	2 30 - 40	4 Wiraswasta	3 S1	2 Rp 3 jt - Rp 5 jt
28	2 Perempuan	3 > 40	4 Wiraswasta	3 S1	3 > Rp 5 jt
29	1 Laki-laki	2 30 - 40	2 PNS	2 D3	1 < Rp 3 jt
30	2 Perempuan	2 30 - 40	4 Wiraswasta	2 D3	2 Rp 3 jt - Rp 5 jt
31	2 Perempuan	2 30 - 40	2 PNS	2 D3	2 Rp 3 jt - Rp 5 jt
32	2 Perempuan	2 30 - 40	4 Wiraswasta	2 D3	2 Rp 3 jt - Rp 5 jt
33	2 Perempuan	2 30 - 40	4 Wiraswasta	3 S1	3 > Rp 5 jt
34	1 Laki-laki	2 30 - 40	4 Wiraswasta	3 S1	2 Rp 3 jt - Rp 5 jt
35	1 Laki-laki	2 30 - 40	4 Wiraswasta	2 D3	1 < Rp 3 jt
36	2 Perempuan	3 > 40	2 PNS	2 D3	1 < Rp 3 jt
37	1 Laki-laki	3 > 40	4 Wiraswasta	2 D3	1 < Rp 3 jt
38	1 Laki-laki	3 > 40	2 PNS	3 S1	2 Rp 3 jt - Rp 5 jt
39	1 Laki-laki	3 > 40	4 Wiraswasta	2 D3	2 Rp 3 jt - Rp 5 jt
40	2 Perempuan	2 30 - 40	2 PNS	3 S1	2 Rp 3 jt - Rp 5 jt
41	1 Laki-laki	2 30 - 40	2 PNS	2 D3	3 > Rp 5 jt
42	1 Laki-laki	2 30 - 40	1 Pegawai Swasta	3 S1	3 > Rp 5 jt
43	1 Laki-laki	3 > 40	1 Pegawai Swasta	2 D3	2 Rp 3 jt - Rp 5 jt
44	2 Perempuan	3 > 40	1 Pegawai Swasta	4 S2	3 > Rp 5 jt
45	1 Laki-laki	2 30 - 40	1 Pegawai Swasta	2 D3	2 Rp 3 jt - Rp 5 jt
46	1 Laki-laki	2 30 - 40	2 PNS	4 S2	3 > Rp 5 jt
47	2 Perempuan	2 30 - 40	2 PNS	4 S2	2 Rp 3 jt - Rp 5 jt
48	2 Perempuan	2 30 - 40	4 Wiraswasta	4 S2	3 > Rp 5 jt
49	1 Laki-laki	2 30 - 40	2 PNS	2 D3	2 Rp 3 jt - Rp 5 jt
50	1 Laki-laki	3 > 40	4 Wiraswasta	4 S2	3 > Rp 5 jt
51	2 Perempuan	3 > 40	2 PNS	2 D3	2 Rp 3 jt - Rp 5 jt
52	1 Laki-laki	3 > 40	4 Wiraswasta	4 S2	1 < Rp 3 jt
53	1 Laki-laki	2 30 - 40	4 Wiraswasta	4 S2	1 < Rp 3 jt
54	1 Laki-laki	2 30 - 40	4 Wiraswasta	2 D3	1 < Rp 3 jt
55	1 Laki-laki	1 < 30	2 PNS	2 D3	1 < Rp 3 jt
56	1 Laki-laki	1 < 30	1 Pegawai Swasta	2 D3	2 Rp 3 jt - Rp 5 jt
57	2 Perempuan	2 30 - 40	1 Pegawai Swasta	1 SLTA	2 Rp 3 jt - Rp 5 jt
58	2 Perempuan	1 < 30	1 Pegawai Swasta	1 SLTA	2 Rp 3 jt - Rp 5 jt
59	1 Laki-laki	1 < 30	1 Pegawai Swasta	1 SLTA	3 > Rp 5 jt
60	1 Laki-laki	2 30 - 40	2 PNS	2 D3	2 Rp 3 jt - Rp 5 jt
61	1 Laki-laki	1 < 30	2 PNS	2 D3	2 Rp 3 jt - Rp 5 jt
62	2 Perempuan	1 < 30	2 PNS	2 D3	1 < Rp 3 jt

63		1 Laki-laki	1 < 30	4 Wiraswasta	3 S1	1 < Rp 3 jt
64		1 Laki-laki	1 < 30	4 Wiraswasta	2 D3	1 < Rp 3 jt
65		1 Laki-laki	2 30 - 40	4 Wiraswasta	1 SLTA	2 Rp 3 jt - Rp 5 jt
66		2 Perempuan	2 30 - 40	4 Wiraswasta	1 SLTA	3 > Rp 5 jt
67		2 Perempuan	2 30 - 40	4 Wiraswasta	2 D3	2 Rp 3 jt - Rp 5 jt
68		1 Laki-laki	3 > 40	4 Wiraswasta	3 S1	2 Rp 3 jt - Rp 5 jt
69		1 Laki-laki	2 30 - 40	4 Wiraswasta	2 D3	1 < Rp 3 jt
70		1 Laki-laki	2 30 - 40	3 TNI / Polri	1 SLTA	1 < Rp 3 jt
71		2 Perempuan	2 30 - 40	3 TNI / Polri	1 SLTA	2 Rp 3 jt - Rp 5 jt
72		2 Perempuan	2 30 - 40	2 PNS	1 SLTA	2 Rp 3 jt - Rp 5 jt
73		1 Laki-laki	1 < 30	3 TNI / Polri	2 D3	2 Rp 3 jt - Rp 5 jt
74		1 Laki-laki	2 30 - 40	3 TNI / Polri	3 S1	2 Rp 3 jt - Rp 5 jt
75		1 Laki-laki	2 30 - 40	3 TNI / Polri	2 D3	3 > Rp 5 jt
76		2 Perempuan	2 30 - 40	2 PNS	2 D3	2 Rp 3 jt - Rp 5 jt
77		1 Laki-laki	2 30 - 40	3 TNI / Polri	2 D3	2 Rp 3 jt - Rp 5 jt
78		1 Laki-laki	3 > 40	2 PNS	2 D3	1 < Rp 3 jt
79		1 Laki-laki	3 > 40	3 TNI / Polri	2 D3	1 < Rp 3 jt
80		2 Perempuan	3 > 40	3 TNI / Polri	2 D3	1 < Rp 3 jt
81		1 Laki-laki	3 > 40	4 Wiraswasta	3 S1	1 < Rp 3 jt
82		2 Perempuan	2 30 - 40	4 Wiraswasta	2 D3	1 < Rp 3 jt
83		1 Laki-laki	2 30 - 40	4 Wiraswasta	2 D3	1 < Rp 3 jt
84		1 Laki-laki	3 > 40	3 TNI / Polri	2 D3	2 Rp 3 jt - Rp 5 jt
85		1 Laki-laki	2 30 - 40	2 PNS	1 SLTA	2 Rp 3 jt - Rp 5 jt
86		1 Laki-laki	1 < 30	2 PNS	1 SLTA	2 Rp 3 jt - Rp 5 jt
87		2 Perempuan	1 < 30	1 Pegawai Swasta	1 SLTA	3 > Rp 5 jt
88		1 Laki-laki	2 30 - 40	1 Pegawai Swasta	1 SLTA	2 Rp 3 jt - Rp 5 jt
89		1 Laki-laki	1 < 30	2 PNS	2 D3	2 Rp 3 jt - Rp 5 jt
90		1 Laki-laki	2 30 - 40	2 PNS	1 SLTA	3 > Rp 5 jt
91		1 Laki-laki	1 < 30	3 TNI / Polri	1 SLTA	3 > Rp 5 jt
92		1 Laki-laki	1 < 30	3 TNI / Polri	1 SLTA	3 > Rp 5 jt
93		2 Perempuan	2 30 - 40	4 Wiraswasta	2 D3	2 Rp 3 jt - Rp 5 jt
94		2 Perempuan	2 30 - 40	4 Wiraswasta	1 SLTA	2 Rp 3 jt - Rp 5 jt
95		1 Laki-laki	1 < 30	4 Wiraswasta	1 SLTA	2 Rp 3 jt - Rp 5 jt
96		1 Laki-laki	1 < 30	4 Wiraswasta	1 SLTA	1 < Rp 3 jt
97		1 Laki-laki	1 < 30	4 Wiraswasta	1 SLTA	3 > Rp 5 jt
98		1 Laki-laki	2 30 - 40	4 Wiraswasta	1 SLTA	3 > Rp 5 jt
99		2 Perempuan	2 30 - 40	4 Wiraswasta	2 D3	2 Rp 3 jt - Rp 5 jt
100		1 Laki-laki	2 30 - 40	3 TNI / Polri	1 SLTA	3 > Rp 5 jt
101		2 Perempuan	3 > 40	4 Wiraswasta	1 SLTA	2 Rp 3 jt - Rp 5 jt
102		1 Laki-laki	3 > 40	4 Wiraswasta	2 D3	3 > Rp 5 jt
103		1 Laki-laki	2 30 - 40	2 PNS	1 SLTA	2 Rp 3 jt - Rp 5 jt
104		2 Perempuan	3 > 40	2 PNS	3 S1	2 Rp 3 jt - Rp 5 jt
105		1 Laki-laki	2 30 - 40	3 TNI / Polri	3 S1	3 > Rp 5 jt
106		1 Laki-laki	2 30 - 40	4 Wiraswasta	3 S1	3 > Rp 5 jt
107		1 Laki-laki	2 30 - 40	4 Wiraswasta	2 D3	3 > Rp 5 jt
108		1 Laki-laki	2 30 - 40	4 Wiraswasta	2 D3	2 Rp 3 jt - Rp 5 jt
109		1 Laki-laki	3 > 40	4 Wiraswasta	1 SLTA	2 Rp 3 jt - Rp 5 jt
110		2 Perempuan	2 30 - 40	4 Wiraswasta	1 SLTA	3 > Rp 5 jt
Total	N	110	110	110	110	110

Frequencies

Statistics

		JK Jenis kelamin	US Usia	PK Pekerjaan	PD Pendidikan	PH Penghasilan
N	Valid	110	110	110	110	110
	Missing	0	0	0	0	0

Frequency Table

JK Jenis kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Laki-laki	72	65.45	65.45	65.45
	2 Perempuan	38	34.55	34.55	100.00
	Total	110	100.00	100.00	

US Usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 < 30	22	20.00	20.00	20.00
	2 30 - 40	63	57.27	57.27	77.27
	3 > 40	25	22.73	22.73	100.00
	Total	110	100.00	100.00	

PK Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Pegawai Swasta	13	11.82	11.82	11.82
	2 PNS	39	35.45	35.45	47.27
	3 TNI / Polri	16	14.55	14.55	61.82
	4 Wiraswasta	42	38.18	38.18	100.00
	Total	110	100.00	100.00	

PD Pendidikan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 SLTA	30	27.27	27.27	27.27
	2 D3	52	47.27	47.27	74.55
	3 S1	21	19.09	19.09	93.64
	4 S2	7	6.36	6.36	100.00
	Total	110	100.00	100.00	

PH Penghasilan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 < Rp 3 jt	21	19.09	19.09	19.09
	2 Rp 3 jt - Rp 5 jt	61	55.45	55.45	74.55
	3 > Rp 5 jt	28	25.45	25.45	100.00
	Total	110	100.00	100.00	

Lampiran 4. Skor Variabel Penelitian

1. Kualitas Layanan (X1)

No.	X1.1	X1.2	X1.3	X1.4	JML	RT	KTG
1	3	3	3	3	12	3.00	3
2	3	2	2	1	8	2.00	2
3	1	4	4	4	13	3.25	3
4	3	4	4	5	16	4.00	4
5	4	4	4	4	16	4.00	4
6	4	4	4	4	16	4.00	4
7	3	2	4	4	13	3.25	3
8	4	4	3	3	14	3.50	4
9	1	4	4	4	13	3.25	3
10	4	3	3	4	14	3.50	4
11	3	5	5	3	16	4.00	4
12	4	3	3	3	13	3.25	3
13	4	3	3	2	12	3.00	3
14	4	3	3	3	13	3.25	3
15	4	4	4	4	16	4.00	4
16	4	5	5	4	18	4.50	5
17	3	3	4	4	14	3.50	4
18	5	2	1	1	9	2.25	2
19	3	2	3	4	12	3.00	3
20	4	3	3	3	13	3.25	3
21	4	4	4	4	16	4.00	4
22	4	4	5	4	17	4.25	5
23	3	4	3	3	13	3.25	3
24	3	3	2	2	10	2.50	2
25	4	4	5	5	18	4.50	5
26	3	4	4	4	15	3.75	4
27	4	4	3	3	14	3.50	4
28	4	2	2	2	10	2.50	2
29	4	5	5	5	19	4.75	5
30	4	4	4	4	16	4.00	4
31	3	4	4	4	15	3.75	4
32	2	2	2	4	10	2.50	2
33	2	2	3	4	11	2.75	3
34	4	2	4	4	14	3.50	4
35	4	2	3	3	12	3.00	3
36	4	2	3	4	13	3.25	3
37	3	1	5	5	14	3.50	4
38	4	2	2	3	11	2.75	3

39	3	2	1	5	11	2.75	3
40	5	2	1	1	9	2.25	2
41	3	4	3	1	11	2.75	3
42	4	1	2	4	11	2.75	3
43	4	1	2	4	11	2.75	3
44	4	1	1	4	10	2.50	2
45	3	2	1	4	10	2.50	2
46	3	2	1	5	11	2.75	3
47	3	4	4	4	15	3.75	4
48	4	1	2	4	11	2.75	3
49	3	4	4	3	14	3.50	4
50	4	4	4	5	17	4.25	5
51	4	4	4	3	15	3.75	4
52	4	3	4	3	14	3.50	4
53	4	1	3	3	11	2.75	3
54	3	4	4	4	15	3.75	4
55	4	1	1	5	11	2.75	3
56	3	4	4	3	14	3.50	4
57	4	4	4	2	14	3.50	4
58	4	4	4	2	14	3.50	4
59	4	4	4	3	15	3.75	4
60	4	2	4	4	14	3.50	4
61	4	4	5	4	17	4.25	5
62	3	4	4	4	15	3.75	4
63	5	3	3	3	14	3.50	4
64	3	5	5	4	17	4.25	5
65	3	3	3	4	13	3.25	3
66	3	3	3	4	13	3.25	3
67	4	3	3	2	12	3.00	3
68	5	4	4	5	18	4.50	5
69	4	5	5	4	18	4.50	5
70	1	3	4	4	12	3.00	3
71	3	2	1	4	10	2.50	2
72	3	2	3	2	10	2.50	2
73	4	3	3	2	12	3.00	3
74	5	4	4	2	15	3.75	4
75	3	4	5	2	14	3.50	4
76	3	4	3	1	11	2.75	3
77	5	3	3	3	14	3.50	4
78	4	4	5	5	18	4.50	5
79	3	4	4	4	15	3.75	4
80	2	4	3	3	12	3.00	3
81	5	2	2	2	11	2.75	3
82	4	5	3	2	14	3.50	4

83	4	4	4	2	14	3.50	4
84	3	4	4	4	15	3.75	4
85	3	4	3	4	14	3.50	4
86	4	2	3	4	13	3.25	3
87	3	2	4	4	13	3.25	3
88	3	2	3	3	11	2.75	3
89	5	2	3	4	14	3.50	4
90	5	1	5	5	16	4.00	4
91	4	5	5	5	19	4.75	5
92	2	3	4	4	13	3.25	3
93	5	2	2	4	13	3.25	3
94	4	4	2	5	15	3.75	4
95	3	1	2	5	11	2.75	3
96	2	4	2	4	12	3.00	3
97	3	2	2	4	11	2.75	3
98	2	2	2	4	10	2.50	2
99	2	3	2	4	11	2.75	3
100	2	3	4	4	13	3.25	3
101	1	4	3	5	13	3.25	3
102	1	4	2	5	12	3.00	3
103	1	4	2	2	9	2.25	2
104	2	5	2	3	12	3.00	3
105	2	1	1	2	6	1.50	1
106	1	4	4	4	13	3.25	3
107	1	4	4	5	14	3.50	4
108	1	4	4	4	13	3.25	3
109	2	4	4	4	14	3.50	4
110	2	2	4	4	12	3.00	3
JML	364	345	358	391			
RT	3.31	3.14	3.25	3.55		3.31	

	X1.1	X1.2	X1.3	X1.4	JML
STS	9	10	9	5	33
TS	12	27	19	15	73
N	35	19	30	21	105
S	44	46	39	52	181
SS	10	8	13	17	48
JML	110	110	110	110	440

2. Citra Perusahaan (X2)

No.	X2.1	X2.2	X2.3	X2.4	X2.5	JML	RT	KTG
1	3	3	3	1	2	12	2.40	2
2	4	4	4	4	4	20	4.00	4
3	4	1	4	4	4	17	3.40	3
4	5	2	1	4	4	16	3.20	3
5	4	2	1	4	4	15	3.00	3
6	4	1	1	2	4	12	2.40	2
7	4	1	1	4	5	15	3.00	3
8	1	2	1	2	3	9	1.80	1
9	4	5	5	3	5	22	4.40	5
10	4	2	1	5	5	17	3.40	3
11	3	2	1	3	3	12	2.40	2
12	3	4	5	5	5	22	4.40	5
13	2	1	2	3	3	11	2.20	2
14	3	1	2	4	4	14	2.80	3
15	4	3	1	5	5	18	3.60	4
16	4	5	1	3	4	17	3.40	3
17	4	3	3	2	1	13	2.60	2
18	1	3	2	2	3	11	2.20	2
19	4	4	3	3	3	17	3.40	3
20	3	4	3	4	4	18	3.60	4
21	4	5	4	4	5	22	4.40	5
22	4	3	4	4	3	18	3.60	4
23	3	4	5	3	3	18	3.60	4
24	2	2	2	4	2	12	2.40	2
25	5	4	2	2	2	15	3.00	3
26	2	2	1	1	2	8	1.60	1
27	3	5	4	2	2	16	3.20	3
28	2	4	2	5	5	18	3.60	4
29	5	4	5	4	4	22	4.40	5
30	4	3	4	3	2	16	3.20	3
31	4	4	4	4	3	19	3.80	4
32	4	4	2	2	3	15	3.00	3
33	4	2	4	2	4	16	3.20	3
34	4	3	1	2	3	13	2.60	2
35	3	1	2	2	3	11	2.20	2
36	4	1	3	1	5	14	2.80	3
37	5	1	1	4	4	15	3.00	3
38	3	4	1	3	5	16	3.20	3
39	5	5	4	3	3	20	4.00	4
40	1	1	2	4	4	12	2.40	2

41	1	1	5	5	2	14	2.80	3
42	2	2	2	2	2	10	2.00	2
43	4	1	1	1	3	10	2.00	2
44	4	4	4	4	4	20	4.00	4
45	4	4	4	5	5	22	4.40	5
46	5	4	4	4	3	20	4.00	4
47	4	4	4	4	2	18	3.60	4
48	4	2	4	4	2	16	3.20	3
49	3	4	5	3	3	18	3.60	4
50	5	2	2	2	2	13	2.60	2
51	3	3	3	4	4	17	3.40	3
52	4	2	2	2	2	12	2.40	2
53	3	3	3	3	3	15	3.00	3
54	4	3	3	2	4	16	3.20	3
55	5	3	3	3	4	18	3.60	4
56	3	4	4	4	4	19	3.80	4
57	2	5	5	4	2	18	3.60	4
58	2	3	1	1	1	8	1.60	1
59	3	2	4	4	4	17	3.40	3
60	4	2	4	4	5	19	3.80	4
61	4	3	4	4	4	19	3.80	4
62	4	4	4	4	4	20	4.00	4
63	3	4	2	2	4	15	3.00	3
64	4	4	4	5	3	20	4.00	4
65	4	3	4	4	4	19	3.80	4
66	4	4	3	3	4	18	3.60	4
67	2	4	5	5	3	19	3.80	4
68	5	4	3	3	3	18	3.60	4
69	4	2	3	3	2	14	2.80	3
70	4	5	3	3	3	18	3.60	4
71	4	4	4	4	4	20	4.00	4
72	2	4	5	5	4	20	4.00	4
73	2	4	3	4	4	17	3.40	3
74	2	2	2	1	5	12	2.40	2
75	2	2	5	3	5	17	3.40	3
76	5	5	4	5	3	22	4.40	5
77	3	2	4	4	4	17	3.40	3
78	5	1	4	5	4	19	3.80	4
79	4	2	4	3	3	16	3.20	3
80	2	2	2	2	2	10	2.00	2
81	2	4	3	2	2	13	2.60	2
82	2	2	2	2	2	10	2.00	2
83	5	5	4	3	3	20	4.00	4
84	4	4	2	2	2	14	2.80	3

85	4	1	2	2	2	11	2.20	2
86	3	2	2	2	2	11	2.20	2
87	4	3	4	4	4	19	3.80	4
88	4	5	5	5	2	21	4.20	4
89	4	1	2	3	4	14	2.80	3
90	2	1	2	2	4	11	2.20	2
91	5	4	2	3	3	17	3.40	3
92	4	4	4	3	4	19	3.80	4
93	4	5	1	5	5	20	4.00	4
94	5	4	2	3	1	15	3.00	3
95	5	4	4	2	4	19	3.80	4
96	4	5	2	3	4	18	3.60	4
97	4	5	2	2	2	15	3.00	3
98	4	1	2	4	2	13	2.60	2
99	4	2	2	3	2	13	2.60	2
100	4	2	4	5	5	20	4.00	4
101	5	5	4	4	4	22	4.40	5
102	5	1	3	4	4	17	3.40	3
103	2	4	2	4	4	16	3.20	3
104	3	2	2	2	2	11	2.20	2
105	2	5	4	4	5	20	4.00	4
106	4	1	4	5	1	15	3.00	3
107	5	5	4	5	4	23	4.60	5
108	4	1	4	4	1	14	2.80	3
109	4	1	4	4	1	14	2.80	3
110	4	1	5	3	1	14	2.80	3
JML	392	328	330	362	361			
RT	3.56	2.98	3.00	3.29	3.28		3.22	

	X2.1	X2.2	X2.3	X2.4	X2.5	JML
STS	4	21	16	6	7	54
TS	18	25	29	25	25	122
N	18	15	16	26	24	99
S	52	33	37	37	38	197
SS	18	16	12	16	16	78
JML	110	110	110	110	110	550

3. Kepercayaan Nasabah

No.	X3.1	X3.2	X3.3	X3.4	X3.5	JML	RT	KTG
1	3	3	3	4	4	17	3.40	3
2	4	4	4	5	5	22	4.40	5
3	3	3	3	5	5	19	3.80	4
4	4	4	4	5	3	20	4.00	4
5	4	4	4	4	4	20	4.00	4
6	5	3	4	4	4	20	4.00	4
7	4	4	4	4	4	20	4.00	4
8	2	2	3	2	2	11	2.20	2
9	3	3	3	5	5	19	3.80	4
10	4	2	2	4	4	16	3.20	3
11	3	2	2	4	4	15	3.00	3
12	4	2	2	4	4	16	3.20	3
13	4	1	3	5	4	17	3.40	3
14	4	1	2	3	5	15	3.00	3
15	4	1	4	2	4	15	3.00	3
16	3	5	3	4	4	19	3.80	4
17	5	2	5	4	4	20	4.00	4
18	3	2	1	4	2	12	2.40	2
19	4	2	1	5	2	14	2.80	3
20	4	4	3	2	4	17	3.40	3
21	4	1	2	3	3	13	2.60	2
22	3	1	2	5	4	15	3.00	3
23	4	5	3	4	4	20	4.00	4
24	3	2	1	4	2	12	2.40	2
25	4	2	1	5	4	16	3.20	3
26	3	2	2	2	1	10	2.00	2
27	4	1	2	5	4	16	3.20	3
28	4	4	4	3	4	19	3.80	4
29	4	4	4	3	4	19	3.80	4
30	4	4	4	5	4	21	4.20	4
31	4	3	4	5	5	21	4.20	4
32	1	1	3	4	4	13	2.60	2
33	4	4	4	4	4	20	4.00	4
34	2	1	1	3	4	11	2.20	2
35	2	4	4	3	4	17	3.40	3
36	3	4	4	4	4	19	3.80	4
37	3	4	4	3	3	17	3.40	3
38	4	4	4	3	4	19	3.80	4
39	4	2	4	5	5	20	4.00	4
40	3	2	2	2	2	11	2.20	2
41	5	2	2	3	5	17	3.40	3

42	4	2	2	1	2	11	2.20	2
43	4	5	5	3	4	21	4.20	4
44	5	3	3	3	4	18	3.60	4
45	4	3	3	2	4	16	3.20	3
46	5	3	3	3	4	18	3.60	4
47	5	4	4	4	4	21	4.20	4
48	5	3	3	4	4	19	3.80	4
49	5	3	4	4	4	20	4.00	4
50	4	2	1	1	5	13	2.60	2
51	4	2	3	4	3	16	3.20	3
52	4	3	3	3	2	15	3.00	3
53	4	4	2	2	4	16	3.20	3
54	4	4	5	4	4	21	4.20	4
55	5	4	3	3	4	19	3.80	4
56	5	3	3	3	5	19	3.80	4
57	2	4	5	5	2	18	3.60	4
58	3	4	4	4	3	18	3.60	4
59	4	4	3	3	5	19	3.80	4
60	3	4	4	2	4	17	3.40	3
61	4	5	3	3	4	19	3.80	4
62	4	4	4	4	5	21	4.20	4
63	5	4	4	4	5	22	4.40	5
64	4	4	3	4	5	20	4.00	4
65	5	2	3	4	3	17	3.40	3
66	4	2	4	4	3	17	3.40	3
67	4	5	5	3	2	19	3.80	4
68	3	2	5	5	5	20	4.00	4
69	5	1	5	5	4	20	4.00	4
70	2	5	5	5	4	21	4.20	4
71	3	3	4	4	3	17	3.40	3
72	2	2	2	4	3	13	2.60	2
73	4	4	5	5	4	22	4.40	5
74	2	1	4	5	3	15	3.00	3
75	4	4	3	4	3	18	3.60	4
76	5	5	4	2	5	21	4.20	4
77	3	3	5	5	5	21	4.20	4
78	3	4	5	4	3	19	3.80	4
79	4	2	5	5	5	21	4.20	4
80	3	2	1	2	2	10	2.00	2
81	5	2	1	1	1	10	2.00	2
82	5	4	4	3	4	20	4.00	4
83	4	4	3	5	4	20	4.00	4
84	4	1	2	4	1	12	2.40	2
85	4	1	1	4	1	11	2.20	2

86	3	2	1	4	1	11	2.20	2
87	3	2	1	5	5	16	3.20	3
88	3	4	4	5	5	21	4.20	4
89	4	1	2	2	1	10	2.00	2
90	3	4	4	2	1	14	2.80	3
91	4	3	3	2	4	16	3.20	3
92	4	4	4	5	5	22	4.40	5
93	4	3	4	4	4	19	3.80	4
94	4	1	3	5	5	18	3.60	4
95	3	4	4	5	5	21	4.20	4
96	4	3	2	5	5	19	3.80	4
97	2	2	2	4	4	14	2.80	3
98	5	5	2	4	4	20	4.00	4
99	4	4	4	4	4	20	4.00	4
100	4	4	5	4	4	21	4.20	4
101	4	3	5	4	2	18	3.60	4
102	2	3	5	4	4	18	3.60	4
103	2	5	5	5	5	22	4.40	5
104	2	3	4	4	4	17	3.40	3
105	2	3	4	5	4	18	3.60	4
106	1	5	4	3	5	18	3.60	4
107	5	5	4	2	4	20	4.00	4
108	3	4	4	4	4	19	3.80	4
109	2	2	4	4	4	16	3.20	3
110	4	5	4	4	2	19	3.80	4
JML	401	335	362	412	408			
RT	3.65	3.05	3.29	3.75	3.71		3.49	

	X3.1	X3.2	X3.3	X3.4	X3.5	JML
STS	2	14	11	3	7	37
TS	13	27	18	14	12	84
N	25	21	25	20	12	103
S	52	36	40	44	54	226
SS	18	12	16	29	25	100
JML	110	110	110	110	110	550

4. Kepuasan Nasabah (X4)

No.	X4.1	X4.2	X4.3	X4.4	JML	RT	KTG
1	4	4	5	3	16	4.00	4
2	3	1	2	3	9	2.25	2
3	5	5	5	3	18	4.50	5
4	5	5	4	4	18	4.50	5
5	4	4	4	4	16	4.00	4
6	4	4	4	4	16	4.00	4
7	4	4	4	3	15	3.75	4
8	4	4	4	3	15	3.75	4
9	2	2	4	5	13	3.25	3
10	4	4	4	4	16	4.00	4
11	4	4	4	3	15	3.75	4
12	4	4	5	4	17	4.25	5
13	5	4	3	4	16	4.00	4
14	3	5	2	4	14	3.50	4
15	4	4	5	5	18	4.50	5
16	4	4	4	3	15	3.75	4
17	4	4	4	4	16	4.00	4
18	4	2	2	2	10	2.50	2
19	5	2	2	4	13	3.25	3
20	2	4	3	4	13	3.25	3
21	3	3	5	4	15	3.75	4
22	5	4	4	4	17	4.25	5
23	4	4	4	5	17	4.25	5
24	4	2	5	3	14	3.50	4
25	5	4	5	4	18	4.50	5
26	5	2	2	1	10	2.50	2
27	5	4	3	4	16	4.00	4
28	3	4	3	4	14	3.50	4
29	4	5	5	5	19	4.75	5
30	2	4	5	4	15	3.75	4
31	5	5	4	4	18	4.50	5
32	4	4	3	2	13	3.25	3
33	4	4	3	4	15	3.75	4
34	3	4	3	2	12	3.00	3
35	3	4	4	4	15	3.75	4
36	4	4	3	4	15	3.75	4
37	3	3	3	5	14	3.50	4
38	3	4	5	5	17	4.25	5
39	3	3	3	2	11	2.75	3
40	3	3	2	2	10	2.50	2
41	4	5	5	4	18	4.50	5

42	2	2	1	2	7	1.75	1
43	3	4	4	4	15	3.75	4
44	3	2	2	4	11	2.75	3
45	2	4	4	4	14	3.50	4
46	3	4	4	4	15	3.75	4
47	4	4	4	4	16	4.00	4
48	4	4	4	4	16	4.00	4
49	4	4	4	5	17	4.25	5
50	5	5	5	4	19	4.75	5
51	4	3	5	2	14	3.50	4
52	3	2	4	4	13	3.25	3
53	4	4	4	4	16	4.00	4
54	4	4	4	4	16	4.00	4
55	3	4	2	5	14	3.50	4
56	2	5	2	2	11	2.75	3
57	5	2	4	3	14	3.50	4
58	4	3	3	5	15	3.75	4
59	3	5	4	4	16	4.00	4
60	2	4	4	4	14	3.50	4
61	5	4	2	5	16	4.00	4
62	3	3	3	3	12	3.00	3
63	4	5	3	5	17	4.25	5
64	4	5	4	3	16	4.00	4
65	4	3	4	3	14	3.50	4
66	4	3	4	2	13	3.25	3
67	3	2	4	5	14	3.50	4
68	5	5	5	4	19	4.75	5
69	5	5	4	5	19	4.75	5
70	5	4	4	3	16	4.00	4
71	4	3	4	3	14	3.50	4
72	4	3	4	4	15	3.75	4
73	5	4	4	3	16	4.00	4
74	5	3	3	3	14	3.50	4
75	4	3	4	5	16	4.00	4
76	2	5	5	5	17	4.25	5
77	4	5	5	4	18	4.50	5
78	3	5	5	5	18	4.50	5
79	5	5	5	4	19	4.75	5
80	1	2	2	2	7	1.75	1
81	1	1	2	4	8	2.00	2
82	3	4	4	5	16	4.00	4
83	5	4	5	5	19	4.75	5
84	4	1	5	5	15	3.75	4
85	4	1	1	3	9	2.25	2

86	5	5	5	1	16	4.00	4
87	5	5	5	2	17	4.25	5
88	5	5	5	4	19	4.75	5
89	2	1	1	4	8	2.00	2
90	3	4	4	4	15	3.75	4
91	5	5	4	5	19	4.75	5
92	3	2	3	4	12	3.00	3
93	4	4	5	4	17	4.25	5
94	3	2	2	2	9	2.25	2
95	5	5	5	4	19	4.75	5
96	5	5	4	3	17	4.25	5
97	4	4	4	4	16	4.00	4
98	4	2	2	3	11	2.75	3
99	4	4	4	4	16	4.00	4
100	4	4	4	5	17	4.25	5
101	4	4	4	5	17	4.25	5
102	4	4	4	4	16	4.00	4
103	2	2	2	3	9	2.25	2
104	4	4	5	4	17	4.25	5
105	2	2	2	2	8	2.00	2
106	3	5	2	5	15	3.75	4
107	2	4	4	5	15	3.75	4
108	2	2	4	2	10	2.50	2
109	4	4	4	4	16	4.00	4
110	4	2	5	4	15	3.75	4
JML	409	400	409	410			
RT	3.72	3.64	3.72	3.73		3.70	

	X4.1	X4.2	X4.3	X4.4	JML
STS	2	5	3	2	12
TS	13	18	17	14	62
N	24	13	15	20	72
S	46	50	48	50	194
SS	25	24	27	24	100
JML	110	110	110	110	440

5. Loyalitas Nasabah (Y)

No.	Y.1	Y.2	Y.3	Y.4	JML	RT	KTG
1	4	5	3	3	15	3.75	4
2	5	5	5	4	19	4.75	5
3	5	5	3	3	16	4.00	4
4	5	4	4	4	17	4.25	5
5	4	4	4	4	16	4.00	4
6	4	4	4	5	17	4.25	5
7	4	4	3	4	15	3.75	4
8	2	2	1	2	7	1.75	1
9	5	4	5	5	19	4.75	5
10	4	4	4	3	15	3.75	4
11	4	4	3	3	14	3.50	4
12	4	5	4	4	17	4.25	5
13	4	3	4	4	15	3.75	4
14	5	2	4	4	15	3.75	4
15	4	4	4	4	16	4.00	4
16	4	4	3	3	14	3.50	4
17	4	4	4	4	16	4.00	4
18	2	2	2	2	8	2.00	2
19	2	2	4	4	12	3.00	3
20	4	3	4	4	15	3.75	4
21	3	5	4	3	15	3.75	4
22	4	4	4	4	16	4.00	4
23	4	4	5	5	18	4.50	5
24	2	5	3	3	13	3.25	3
25	4	5	4	4	17	4.25	5
26	2	2	1	1	6	1.50	1
27	4	3	4	4	15	3.75	4
28	4	3	4	4	15	3.75	4
29	4	2	4	4	14	3.50	4
30	4	5	4	4	17	4.25	5
31	5	4	4	4	17	4.25	5
32	4	3	2	3	12	3.00	3
33	4	3	4	4	15	3.75	4
34	4	3	2	2	11	2.75	3
35	4	4	4	5	17	4.25	5
36	4	3	4	3	14	3.50	4
37	3	3	5	4	15	3.75	4
38	4	5	5	4	18	4.50	5
39	5	5	5	5	20	5.00	5
40	3	2	2	4	11	2.75	3

41	5	5	4	2	16	4.00	4
42	2	1	2	2	7	1.75	1
43	4	4	4	4	16	4.00	4
44	4	4	4	3	15	3.75	4
45	4	4	4	4	16	4.00	4
46	4	4	4	4	16	4.00	4
47	4	4	4	4	16	4.00	4
48	4	4	4	2	14	3.50	4
49	4	4	5	3	16	4.00	4
50	5	4	3	4	16	4.00	4
51	3	5	2	3	13	3.25	3
52	2	4	4	2	12	3.00	3
53	4	4	4	4	16	4.00	4
54	4	4	4	4	16	4.00	4
55	4	2	5	3	14	3.50	4
56	5	2	2	4	13	3.25	3
57	2	4	3	4	13	3.25	3
58	3	3	5	4	15	3.75	4
59	5	4	4	4	17	4.25	5
60	4	4	4	4	16	4.00	4
61	4	2	5	3	14	3.50	4
62	5	4	5	5	19	4.75	5
63	5	3	5	3	16	4.00	4
64	5	4	3	4	16	4.00	4
65	3	4	3	4	14	3.50	4
66	3	4	2	4	13	3.25	3
67	2	4	5	3	14	3.50	4
68	5	5	4	3	17	4.25	5
69	4	4	4	4	16	4.00	4
70	4	4	3	3	14	3.50	4
71	3	4	3	4	14	3.50	4
72	3	4	4	4	15	3.75	4
73	4	4	3	5	16	4.00	4
74	3	3	3	3	12	3.00	3
75	3	4	5	4	16	4.00	4
76	5	5	5	5	20	5.00	5
77	5	5	4	4	18	4.50	5
78	2	2	5	5	14	3.50	4
79	5	5	4	2	16	4.00	4
80	2	2	2	3	9	2.25	2
81	1	2	4	4	11	2.75	3
82	4	4	5	4	17	4.25	5
83	4	5	5	5	19	4.75	5
84	1	5	5	5	16	4.00	4

85	1	1	3	3	8	2.00	2
86	1	1	4	4	10	2.50	2
87	5	5	2	4	16	4.00	4
88	5	5	4	4	18	4.50	5
89	1	1	4	4	10	2.50	2
90	1	1	5	2	9	2.25	2
91	4	1	4	4	13	3.25	3
92	5	5	4	4	18	4.50	5
93	4	5	4	3	16	4.00	4
94	5	5	1	2	13	3.25	3
95	5	5	4	4	18	4.50	5
96	5	4	3	3	15	3.75	4
97	4	4	4	4	16	4.00	4
98	4	4	4	4	16	4.00	4
99	4	4	4	4	16	4.00	4
100	4	4	5	5	18	4.50	5
101	4	4	5	4	17	4.25	5
102	4	4	4	4	16	4.00	4
103	4	4	5	5	18	4.50	5
104	4	5	4	4	17	4.25	5
105	4	3	4	5	16	4.00	4
106	5	2	5	5	17	4.25	5
107	4	4	5	5	18	4.50	5
108	4	4	5	5	18	4.50	5
109	4	4	4	4	16	4.00	4
110	4	2	5	4	15	3.75	4
JML	414	404	422	411			
RT	3.76	3.67	3.84	3.74		3.75	

	Y.1	Y.2	Y.3	Y.4	JML
STS	6	6	3	1	16
TS	11	15	10	10	46
N	11	13	16	23	63
S	57	51	54	59	221
SS	25	25	27	17	94
JML	110	110	110	110	440

Lampiran 5. Deskripsi Variabel Penelitian

Case Processing Summary

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
X1 Kualitas layanan	110	100.0%	0	0.0%	110	100.0%
X2 Citra perusahaan	110	100.0%	0	0.0%	110	100.0%
X3 Kepercayaan nasabah	110	100.0%	0	0.0%	110	100.0%
X4 Kepuasan nasabah	110	100.0%	0	0.0%	110	100.0%
Y Loyalitas nasabah	110	100.0%	0	0.0%	110	100.0%

Case Summaries

	X1 Kualitas layanan	X2 Citra perusahaan	X3 Kepercayaan nasabah	X4 Kepuasan nasabah	Y Loyalitas nasabah
1	3 Cukup Baik	2 Tidak Baik	3 Sedang	4 Puas	4 Tinggi
2	2 Tidak Baik	4 Baik	5 Sangat Tinggi	2 Tidak Puas	5 Sangat Tinggi
3	3 Cukup Baik	3 Cukup Baik	4 Tinggi	5 Sangat Puas	4 Tinggi
4	4 Baik	3 Cukup Baik	4 Tinggi	5 Sangat Puas	5 Sangat Tinggi
5	4 Baik	3 Cukup Baik	4 Tinggi	4 Puas	4 Tinggi
6	4 Baik	2 Tidak Baik	4 Tinggi	4 Puas	5 Sangat Tinggi
7	3 Cukup Baik	3 Cukup Baik	4 Tinggi	4 Puas	4 Tinggi
8	4 Baik	1 Sangat Tidak Baik	2 Rendah	4 Puas	1 Sangat Rendah
9	3 Cukup Baik	5 Sangat Baik	4 Tinggi	3 Cukup Puas	5 Sangat Tinggi
10	4 Baik	3 Cukup Baik	3 Sedang	4 Puas	4 Tinggi
11	4 Baik	2 Tidak Baik	3 Sedang	4 Puas	4 Tinggi
12	3 Cukup Baik	5 Sangat Baik	3 Sedang	5 Sangat Puas	5 Sangat Tinggi
13	3 Cukup Baik	2 Tidak Baik	3 Sedang	4 Puas	4 Tinggi
14	3 Cukup Baik	3 Cukup Baik	3 Sedang	4 Puas	4 Tinggi
15	4 Baik	4 Baik	3 Sedang	5 Sangat Puas	4 Tinggi
16	5 Sangat Baik	3 Cukup Baik	4 Tinggi	4 Puas	4 Tinggi
17	4 Baik	2 Tidak Baik	4 Tinggi	4 Puas	4 Tinggi
18	2 Tidak Baik	2 Tidak Baik	2 Rendah	2 Tidak Puas	2 Rendah
19	3 Cukup Baik	3 Cukup Baik	3 Sedang	3 Cukup Puas	3 Sedang
20	3 Cukup Baik	4 Baik	3 Sedang	3 Cukup Puas	4 Tinggi
21	4 Baik	5 Sangat Baik	2 Rendah	4 Puas	4 Tinggi
22	5 Sangat Baik	4 Baik	3 Sedang	5 Sangat Puas	4 Tinggi
23	3 Cukup Baik	4 Baik	4 Tinggi	5 Sangat Puas	5 Sangat Tinggi
24	2 Tidak Baik	2 Tidak Baik	2 Rendah	4 Puas	3 Sedang
25	5 Sangat Baik	3 Cukup Baik	3 Sedang	5 Sangat Puas	5 Sangat Tinggi
26	4 Baik	1 Sangat Tidak Baik	2 Rendah	2 Tidak Puas	1 Sangat Rendah
27	4 Baik	3 Cukup Baik	3 Sedang	4 Puas	4 Tinggi
28	2 Tidak Baik	4 Baik	4 Tinggi	4 Puas	4 Tinggi
29	5 Sangat Baik	5 Sangat Baik	4 Tinggi	5 Sangat Puas	4 Tinggi
30	4 Baik	3 Cukup Baik	4 Tinggi	4 Puas	5 Sangat Tinggi
31	4 Baik	4 Baik	4 Tinggi	5 Sangat Puas	5 Sangat Tinggi
32	2 Tidak Baik	3 Cukup Baik	2 Rendah	3 Cukup Puas	3 Sedang
33	3 Cukup Baik	3 Cukup Baik	4 Tinggi	4 Puas	4 Tinggi
34	4 Baik	2 Tidak Baik	2 Rendah	3 Cukup Puas	3 Sedang
35	3 Cukup Baik	2 Tidak Baik	3 Sedang	4 Puas	5 Sangat Tinggi
36	3 Cukup Baik	3 Cukup Baik	4 Tinggi	4 Puas	4 Tinggi
37	4 Baik	3 Cukup Baik	3 Sedang	4 Puas	4 Tinggi
38	3 Cukup Baik	3 Cukup Baik	4 Tinggi	5 Sangat Puas	5 Sangat Tinggi
39	3 Cukup Baik	4 Baik	4 Tinggi	3 Cukup Puas	5 Sangat Tinggi
40	2 Tidak Baik	2 Tidak Baik	2 Rendah	2 Tidak Puas	3 Sedang
41	3 Cukup Baik	3 Cukup Baik	3 Sedang	5 Sangat Puas	4 Tinggi
42	3 Cukup Baik	2 Tidak Baik	2 Rendah	1 Sangat Tidak Puas	1 Sangat Rendah
43	3 Cukup Baik	2 Tidak Baik	4 Tinggi	4 Puas	4 Tinggi
44	2 Tidak Baik	4 Baik	4 Tinggi	3 Cukup Puas	4 Tinggi
45	2 Tidak Baik	5 Sangat Baik	3 Sedang	4 Puas	4 Tinggi
46	3 Cukup Baik	4 Baik	4 Tinggi	4 Puas	4 Tinggi
47	4 Baik	4 Baik	4 Tinggi	4 Puas	4 Tinggi
48	3 Cukup Baik	3 Cukup Baik	4 Tinggi	4 Puas	4 Tinggi
49	4 Baik	4 Baik	4 Tinggi	5 Sangat Puas	4 Tinggi
50	5 Sangat Baik	2 Tidak Baik	2 Rendah	5 Sangat Puas	4 Tinggi
51	4 Baik	3 Cukup Baik	3 Sedang	4 Puas	3 Sedang
52	4 Baik	2 Tidak Baik	3 Sedang	3 Cukup Puas	3 Sedang
53	3 Cukup Baik	3 Cukup Baik	3 Sedang	4 Puas	4 Tinggi
54	4 Baik	3 Cukup Baik	4 Tinggi	4 Puas	4 Tinggi
55	3 Cukup Baik	4 Baik	4 Tinggi	4 Puas	4 Tinggi

56		4 Baik	4 Baik	4 Tinggi	3 Cukup Puas	3 Sedang
57		4 Baik	4 Baik	4 Tinggi	4 Puas	3 Sedang
58		4 Baik	1 Sangat Tidak Baik	4 Tinggi	4 Puas	4 Tinggi
59		4 Baik	3 Cukup Baik	4 Tinggi	4 Puas	5 Sangat Tinggi
60		4 Baik	4 Baik	3 Sedang	4 Puas	4 Tinggi
61		5 Sangat Baik	4 Baik	4 Tinggi	4 Puas	4 Tinggi
62		4 Baik	4 Baik	4 Tinggi	3 Cukup Puas	5 Sangat Tinggi
63		4 Baik	3 Cukup Baik	5 Sangat Tinggi	5 Sangat Puas	4 Tinggi
64		5 Sangat Baik	4 Baik	4 Tinggi	4 Puas	4 Tinggi
65		3 Cukup Baik	4 Baik	3 Sedang	4 Puas	4 Tinggi
66		3 Cukup Baik	4 Baik	3 Sedang	3 Cukup Puas	3 Sedang
67		3 Cukup Baik	4 Baik	4 Tinggi	4 Puas	4 Tinggi
68		5 Sangat Baik	4 Baik	4 Tinggi	5 Sangat Puas	5 Sangat Tinggi
69		5 Sangat Baik	3 Cukup Baik	4 Tinggi	5 Sangat Puas	4 Tinggi
70		3 Cukup Baik	4 Baik	4 Tinggi	4 Puas	4 Tinggi
71		2 Tidak Baik	4 Baik	3 Sedang	4 Puas	4 Tinggi
72		2 Tidak Baik	4 Baik	2 Rendah	4 Puas	4 Tinggi
73		3 Cukup Baik	3 Cukup Baik	5 Sangat Tinggi	4 Puas	4 Tinggi
74		4 Baik	2 Tidak Baik	3 Sedang	4 Puas	3 Sedang
75		4 Baik	3 Cukup Baik	4 Tinggi	4 Puas	4 Tinggi
76		3 Cukup Baik	5 Sangat Baik	4 Tinggi	5 Sangat Puas	5 Sangat Tinggi
77		4 Baik	3 Cukup Baik	4 Tinggi	5 Sangat Puas	5 Sangat Tinggi
78		5 Sangat Baik	4 Baik	4 Tinggi	5 Sangat Puas	4 Tinggi
79		4 Baik	3 Cukup Baik	4 Tinggi	5 Sangat Puas	4 Tinggi
80		3 Cukup Baik	2 Tidak Baik	2 Rendah	1 Sangat Tidak Puas	2 Rendah
81		3 Cukup Baik	2 Tidak Baik	2 Rendah	2 Tidak Puas	3 Sedang
82		4 Baik	2 Tidak Baik	4 Tinggi	4 Puas	5 Sangat Tinggi
83		4 Baik	4 Baik	4 Tinggi	5 Sangat Puas	5 Sangat Tinggi
84		4 Baik	3 Cukup Baik	2 Rendah	4 Puas	4 Tinggi
85		4 Baik	2 Tidak Baik	2 Rendah	2 Tidak Puas	2 Rendah
86		3 Cukup Baik	2 Tidak Baik	2 Rendah	4 Puas	2 Rendah
87		3 Cukup Baik	4 Baik	3 Sedang	5 Sangat Puas	4 Tinggi
88		3 Cukup Baik	4 Baik	4 Tinggi	5 Sangat Puas	5 Sangat Tinggi
89		4 Baik	3 Cukup Baik	2 Rendah	2 Tidak Puas	2 Rendah
90		4 Baik	2 Tidak Baik	3 Sedang	4 Puas	2 Rendah
91		5 Sangat Baik	3 Cukup Baik	3 Sedang	5 Sangat Puas	3 Sedang
92		3 Cukup Baik	4 Baik	5 Sangat Tinggi	3 Cukup Puas	5 Sangat Tinggi
93		3 Cukup Baik	4 Baik	4 Tinggi	5 Sangat Puas	4 Tinggi
94		4 Baik	3 Cukup Baik	4 Tinggi	2 Tidak Puas	3 Sedang
95		3 Cukup Baik	4 Baik	4 Tinggi	5 Sangat Puas	5 Sangat Tinggi
96		3 Cukup Baik	4 Baik	4 Tinggi	5 Sangat Puas	4 Tinggi
97		3 Cukup Baik	3 Cukup Baik	3 Sedang	4 Puas	4 Tinggi
98		2 Tidak Baik	2 Tidak Baik	4 Tinggi	3 Cukup Puas	4 Tinggi
99		3 Cukup Baik	2 Tidak Baik	4 Tinggi	4 Puas	4 Tinggi
100		3 Cukup Baik	4 Baik	4 Tinggi	5 Sangat Puas	5 Sangat Tinggi
101		3 Cukup Baik	5 Sangat Baik	4 Tinggi	5 Sangat Puas	5 Sangat Tinggi
102		3 Cukup Baik	3 Cukup Baik	4 Tinggi	4 Puas	4 Tinggi
103		2 Tidak Baik	3 Cukup Baik	5 Sangat Tinggi	2 Tidak Puas	5 Sangat Tinggi
104		3 Cukup Baik	2 Tidak Baik	3 Sedang	5 Sangat Puas	5 Sangat Tinggi
105		1 Sangat Tidak Baik	4 Baik	4 Tinggi	2 Tidak Puas	4 Tinggi
106		3 Cukup Baik	3 Cukup Baik	4 Tinggi	4 Puas	5 Sangat Tinggi
107		4 Baik	5 Sangat Baik	4 Tinggi	4 Puas	5 Sangat Tinggi
108		3 Cukup Baik	3 Cukup Baik	4 Tinggi	2 Tidak Puas	5 Sangat Tinggi
109		4 Baik	3 Cukup Baik	3 Sedang	4 Puas	4 Tinggi
110		3 Cukup Baik	3 Cukup Baik	4 Tinggi	4 Puas	4 Tinggi
Total	N	110	110	110	110	110

Frequency Table

X1 Kualitas layanan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Sangat Tidak Baik	1	.91	.91	.91
	2 Tidak Baik	12	10.91	10.91	11.82
	3 Cukup Baik	46	41.82	41.82	53.64
	4 Baik	40	36.36	36.36	90.00
	5 Sangat Baik	11	10.00	10.00	100.00
	Total	110	100.00	100.00	

X2 Citra perusahaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Sangat Tidak Baik	3	2.73	2.73	2.73
	2 Tidak Baik	24	21.82	21.82	24.55
	3 Cukup Baik	39	35.45	35.45	60.00
	4 Baik	36	32.73	32.73	92.73
	5 Sangat Baik	8	7.27	7.27	100.00
	Total	110	100.00	100.00	

X3 Kepercayaan nasabah

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 Rendah	17	15.5	15.5	15.5
	3 Sedang	30	27.3	27.3	42.7
	4 Tinggi	58	52.7	52.7	95.5
	5 Sangat Tinggi	5	4.5	4.5	100.0
	Total	110	100.0	100.0	

X4 Kepuasan nasabah

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Sangat Tidak Puas	2	1.82	1.82	1.82
	2 Tidak Puas	11	10.00	10.00	11.82
	3 Cukup Puas	13	11.82	11.82	23.64
	4 Puas	54	49.09	49.09	72.73
	5 Sangat Puas	30	27.27	27.27	100.00
	Total	110	100.00	100.00	

Y Loyalitas nasabah

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Sangat Rendah	3	2.73	2.73	2.73
	2 Rendah	6	5.45	5.45	8.18
	3 Sedang	14	12.73	12.73	20.91
	4 Tinggi	58	52.73	52.73	73.64
	5 Sangat Tinggi	29	26.36	26.36	100.00
	Total	110	100.00	100.00	

Lampiran 6. Hasil Analisis SEM

Analysis Summary
Date and Time
Date: Wednesday, September 09, 2015
Time: 7:23:30 PM
Title
Model1: Wednesday, September 09, 2015 7:23 PM

Groups
Group number 1 (Group number 1)
Notes for Group (Group number 1)
The model is recursive.
Sample size = 110
Variable Summary (Group number 1)
Your model contains the following variables (Group number 1)

Observed, endogenous variables
X21
X22
X23
X24
X25
X35
X34
X33
X32
X31
Y1
Y2
Y3
Y4
X11
X12
X13
X14
X41
X42
X43
X44
Unobserved, endogenous variables
X2
X4
X3
Y
Unobserved, exogenous variables
X1
e5
e6
e7
e8
e9
e14
e13
e12
e11
e10
e19
20
21
22
e1
e2
e3
e4
e15
e16
e17
e18

D1
D2
D3
D4

Variable counts (Group number 1)

Number of variables in your model: 53
Number of observed variables: 22
Number of unobserved variables: 31
Number of exogenous variables: 27
Number of endogenous variables: 26

Parameter Summary (Group number 1)

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	31	0	0	0	0	31
Labeled	0	0	0	0	0	0
Unlabeled	25	0	27	0	0	52
Total	56	0	27	0	0	83

Assessment of normality (Group number 1)

Variable	min	max	skew	c.r.	kurtosis	c.r.
X44	2.000	5.000	.130	.557	-1.108	-2.372
X43	2.000	5.000	.164	.702	-1.138	-2.437
X42	1.000	5.000	.080	.341	-.995	-2.130
X41	1.000	5.000	.032	.136	-.943	-2.018
X14	1.000	5.000	-.103	-.442	-.770	-1.648
X13	1.000	5.000	.073	.315	-.990	-2.120
X12	1.000	5.000	-.146	-.627	-.825	-1.767
X11	1.000	5.000	-.157	-.674	-.737	-1.578
Y4	1.000	5.000	.011	.047	-.887	-1.899
Y3	1.000	5.000	.071	.302	-.969	-2.075
Y2	1.000	5.000	.234	1.001	-.909	-1.946
Y1	1.000	5.000	.225	.961	-1.020	-2.184
X31	1.000	5.000	-.018	-.076	-.842	-1.802
X32	1.000	5.000	.172	.735	-.891	-1.907
X33	1.000	5.000	.164	.701	-.891	-1.907
X34	1.000	5.000	.279	1.193	-.853	-1.826
X35	1.000	5.000	.135	.578	-.844	-1.807
X25	1.000	5.000	.095	.406	-.817	-1.750
X24	1.000	5.000	.187	.800	-.857	-1.834
X23	1.000	5.000	.017	.072	-.887	-1.898
X22	1.000	5.000	.190	.813	-.872	-1.867
X21	1.000	5.000	-.054	-.230	-.838	-1.794
Multivariate					625.108	100.876

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

Observation number	Mahalanobis d-squared	p1	p2
12	46.713	.002	.000
22	46.632	.002	.000
15	46.220	.002	.000
31	45.565	.002	.000
38	43.209	.004	.000
37	42.918	.005	.000
25	42.403	.006	.000
39	41.750	.007	.000
40	40.521	.009	.000
27	40.021	.011	.000
34	39.135	.014	.000
21	38.116	.018	.000
28	37.478	.021	.000
32	35.736	.032	.000
41	34.585	.043	.000
26	32.652	.067	.000

Observation number	Mahalanobis d-squared	p1	p2
33	31.495	.086	.000
35	30.426	.108	.000
7	29.804	.123	.000
20	29.334	.136	.000
29	28.977	.146	.000
43	25.544	.272	.116
17	23.268	.387	.882
19	20.002	.583	1.000
24	19.807	.595	1.000
14	17.617	.728	1.000
108	15.854	.823	1.000
109	15.854	.823	1.000
42	14.626	.878	1.000
23	14.413	.886	1.000
13	12.334	.950	1.000
106	12.302	.951	1.000
93	10.916	.976	1.000
62	10.869	.977	1.000
58	9.925	.987	1.000
88	9.792	.988	1.000
78	8.776	.994	1.000
81	8.628	.995	1.000
105	8.603	.995	1.000
50	8.576	.995	1.000
54	8.411	.996	1.000
84	8.313	.996	1.000
102	8.092	.997	1.000
66	7.768	.998	1.000
45	7.151	.999	1.000
100	7.113	.999	1.000
75	7.065	.999	1.000
107	7.062	.999	1.000
83	7.059	.999	1.000
96	6.921	.999	1.000
61	6.900	.999	1.000
91	6.900	.999	1.000
59	6.672	.999	1.000
85	6.389	1.000	1.000
104	6.371	1.000	1.000
72	6.182	1.000	1.000
73	6.182	1.000	1.000
79	6.098	1.000	1.000
90	6.026	1.000	1.000
95	6.026	1.000	1.000
48	5.954	1.000	1.000
97	5.954	1.000	1.000
46	5.829	1.000	1.000
89	5.751	1.000	1.000
98	5.405	1.000	1.000
69	5.257	1.000	1.000
51	4.906	1.000	1.000
52	4.906	1.000	1.000
76	4.665	1.000	1.000
56	4.388	1.000	1.000
94	4.366	1.000	1.000
99	4.366	1.000	1.000
47	4.127	1.000	1.000
44	4.068	1.000	1.000
67	4.068	1.000	1.000
60	3.921	1.000	1.000

Observation number	Mahalanobis d-squared	p1	p2
87	3.732	1.000	1.000
55	3.694	1.000	1.000
65	3.694	1.000	1.000
80	3.694	1.000	1.000
86	3.207	1.000	1.000
49	2.939	1.000	1.000
57	2.939	1.000	1.000
92	2.939	1.000	1.000
103	2.932	1.000	1.000
71	2.924	1.000	1.000

Models
Default model (Default model)
Notes for Model (Default model)
Computation of degrees of freedom (Default model)

```
            Number of distinct sample moments:   253
Number of distinct parameters to be estimated:    52
                Degrees of freedom (253 - 52):   201
```

Result (Default model)
Minimum was achieved
Chi-square = 1023.133
Degrees of freedom = 201
Probability level = .000

Group number 1 (Group number 1 - Default model)
Estimates (Group number 1 - Default model)
Scalar Estimates (Group number 1 - Default model)
Maximum Likelihood Estimates

Condition number = 1244.176
Eigenvalues
9.699 4.808 3.476 2.378 .606 .559 .522 .408 .396 .301 .275 .221 .159 .138 .113 .104 .080 .067 .031 .014 .009 .008
Determinant of sample covariance matrix = .000

Regression Weights: (Group number 1 - Default model)

			Estimate	S.E.	C.R.	P	Label
X2	<---	X1	.061	.105	.578	.563	par_1
X3	<---	X1	.196	.095	2.066	.039	par_4
X4	<---	X2	.013	.102	.126	.899	par_2
X4	<---	X3	.109	.116	2.942	.034	par_3
X4	<---	X1	.089	.109	.811	.417	par_7
Y	<---	X3	.017	.012	1.428	.153	par_5
Y	<---	X2	.017	.011	1.603	.109	par_6
Y	<---	X4	.923	.058	15.939	***	par_8
X21	<---	X2	1.000				
X22	<---	X2	.950	.066	14.499	***	par_9
X23	<---	X2	.998	.062	16.013	***	par_10
X24	<---	X2	.874	.069	12.750	***	par_11
X25	<---	X2	.843	.068	12.342	***	par_12
X35	<---	X3	1.000				
X34	<---	X3	1.015	.080	12.612	***	par_13
X33	<---	X3	1.025	.076	13.519	***	par_14
X32	<---	X3	1.050	.079	13.304	***	par_15
X31	<---	X3	1.056	.083	12.744	***	par_16
Y1	<---	Y	1.000				
Y2	<---	Y	.901	.081	11.105	***	par_17
Y3	<---	Y	.952	.082	11.648	***	par_18

			Estimate	S.E.	C.R.	P	Label
Y4	<---	Y	1.104	.069	15.928	***	par_19
X11	<---	X1	1.000				
X12	<---	X1	1.042	.068	15.285	***	par_20
X13	<---	X1	.867	.068	12.672	***	par_21
X14	<---	X1	.974	.057	16.954	***	par_22
X41	<---	X4	1.000				
X42	<---	X4	.970	.024	40.636	***	par_23
X43	<---	X4	.919	.029	31.952	***	par_24
X44	<---	X4	.871	.037	23.239	***	par_25

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

			Estimate
X2	<---	X1	.058
X3	<---	X1	.206
X4	<---	X2	.012
X4	<---	X3	.095
X4	<---	X1	.081
Y	<---	X3	.016
Y	<---	X2	.018
Y	<---	X4	.305
X21	<---	X2	.905
X22	<---	X2	.893
X23	<---	X2	.928
X24	<---	X2	.845
X25	<---	X2	.832
X35	<---	X3	.882
X34	<---	X3	.864
X33	<---	X3	.893
X32	<---	X3	.886
X31	<---	X3	.868
Y1	<---	Y	.840
Y2	<---	Y	.827
Y3	<---	Y	.850
Y4	<---	Y	.995
X11	<---	X1	.914
X12	<---	X1	.903
X13	<---	X1	.836
X14	<---	X1	.940
X41	<---	X4	.992
X42	<---	X4	.976
X43	<---	X4	.957
X44	<---	X4	.918

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
X1	.945	.153	6.167	***	par_26
D1	1.032	.170	6.075	***	par_27
D3	.818	.142	5.777	***	par_28
D2	1.110	.153	7.262	***	par_29
D4	-.006	.004	-1.435	.151	par_30
e5	.228	.041	5.579	***	par_31
e6	.239	.041	5.837	***	par_32
e7	.167	.034	4.933	***	par_33
e8	.318	.050	6.414	***	par_34
e9	.327	.050	6.510	***	par_35
e14	.245	.042	5.839	***	par_36

	Estimate	S.E.	C.R.	P	Label
e13	.299	.049	6.088	***	par_37
e12	.228	.040	5.640	***	par_38
e11	.257	.045	5.763	***	par_39
e10	.311	.052	6.033	***	par_40
e19	.399	.054	7.333	***	par_41
20	.359	.049	7.338	***	par_42
21	.332	.045	7.328	***	par_43
22	.012	.005	2.311	.021	par_44
e1	.187	.035	5.309	***	par_45
e2	.231	.041	5.578	***	par_46
e3	.306	.047	6.469	***	par_47
e4	.119	.028	4.326	***	par_48
e15	.018	.003	5.093	***	par_49
e16	.053	.008	6.912	***	par_50
e17	.087	.012	7.154	***	par_51
e18	.159	.022	7.280	***	par_52

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

	Estimate
X3	.043
X2	.003
X4	.019
Y	1.007
X44	.843
X43	.917
X42	.952
X41	.985
X14	.883
X13	.699
X12	.816
X11	.835
Y4	.990
Y3	.723
Y2	.683
Y1	.705
X31	.754
X32	.785
X33	.797
X34	.746
X35	.777
X25	.692
X24	.713
X23	.861
X22	.797
X21	.820

Default model	13	0.247	2	0.311	0.126
Saturated model	15	0.000	0		
Independence model	5	185.822	10	0.000	18.582

Model	RMR	GFI	AGFI	PGFI
Default model	1.641	0.980	0.307	0.121
Saturated model	0.000	1.000		
Independence model	3.083	0.600	0.400	0.400

Model	DELTA1 NFI	RHO1 RFI	DELTA2 IFI	RHO2 TLI	CFI
Default model	0.836	0.179	0.845	0.991	0.988
Saturated model	1.000		1.000		1.000
Independence model	0.000	0.000	0.000	0.000	0.000

Model	PRATIO	PNFI	PCFI
Default model	0.200	0.167	0.168
Saturated model	0.000	0.000	0.000
Independence model	1.000	0.000	0.000

Model	NCP	LO 90	HI 90
Default model	28.528	14.218	50.269
Saturated model	0.000	0.000	0.000
Independence model	175.822	135.241	223.838

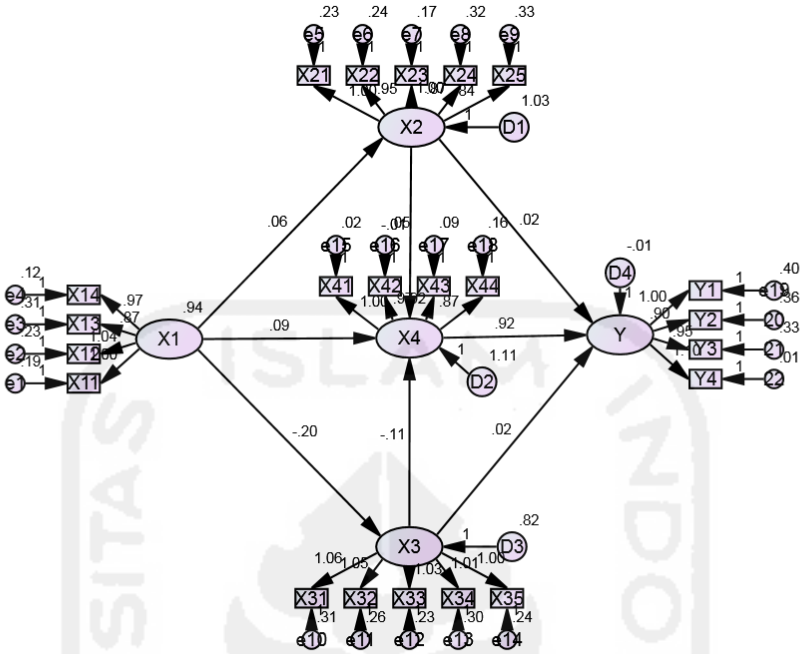
Model	FMIN	F0	LO 90	HI 90
Default model	0.280	0.262	0.130	0.461
Saturated model	0.000	0.000	0.000	0.000
Independence model	1.705	1.613	1.241	2.054

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	0.036	0.255	0.480	0.000
Independence model	0.041	0.352	0.453	0.000

Model	AIC	BCC	BIC	CAIC
Default model	56.528	58.043	112.557	104.634
Saturated model	30.000	31.748	94.649	85.507
Independence model	195.822	196.405	217.372	214.324

Model	ECVI	LO 90	HI 90	MECVI
Default model	0.519	0.387	0.718	0.533
Saturated model	0.275	0.275	0.275	0.291
Independence model	1.797	1.424	2.237	1.802

Model	HOELTER .05	HOELTER .01
Default model	22	33
Independence model	11	14


X1
X2
X3
X4
Y
D1
D2
D3
D4
X11
X12
X13
X14
X21
X22
X23
X24
X25
X31
X32
X33
X34
X35
X41
X42
X43
X44
Y1
Y2
Y3
Y4
.06
.09
.02
-.20
-.11
.02
.09
.92
.94
.82
1.03
1.11
-.01

Lampiran 7. Hasil CFA

HASIL CFA X1

Analysis Summary
Date and Time
Date: Tuesday, October 27, 2015
Time: 3:54:48 PM
Title
Cfa_x1: Tuesday, October 27, 2015 3:54 PM
Groups
Group number 1 (Group number 1)
Notes for Group (Group number 1)
The model is recursive.
Sample size = 110
Variable Summary (Group number 1)
Your model contains the following variables (Group number 1)
Observed, endogenous variables
X14
X13
X12
X11
Unobserved, exogenous variables
X1
e4
e3
e2
e1
Variable counts (Group number 1)

Number of variables in your model:	9
Number of observed variables:	4
Number of unobserved variables:	5
Number of exogenous variables:	5
Number of endogenous variables:	4

Parameter Summary (Group number 1)

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	5	0	0	0	0	5
Labeled	0	0	0	0	0	0
Unlabeled	3	0	5	0	0	8
Total	8	0	5	0	0	13

Sample Moments (Group number 1)
Sample Covariances (Group number 1)

	X11	X12	X13	X14
X11	1.046			
X12	.082	1.294		
X13	.043	.932	1.416	
X14	-.245	.148	.272	1.031

Condition number = 5.750
Eigenvalues
2.358 1.273 .747 .410
Determinant of sample covariance matrix = .919
Sample Correlations (Group number 1)

	X11	X12	X13	X14
X11	1.000			
X12	.070	1.000		
X13	.035	.689	1.000	
X14	-.236	.128	.225	1.000

Condition number = 5.822
Eigenvalues
1.770 1.215 .711 .304

Models

Default model (Default model)

Notes for Model (Default model)

Computation of degrees of freedom (Default model)

Number of distinct sample moments:	10
Number of distinct parameters to be estimated:	8
Degrees of freedom (10 - 8):	2

Result (Default model)

Minimum was achieved
Chi-square = 1.416
Degrees of freedom = 2
Probability level = .025

Group number 1 (Group number 1 - Default model)

Estimates (Group number 1 - Default model)

Scalar Estimates (Group number 1 - Default model)

Maximum Likelihood Estimates

Regression Weights: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
X14 <--- X1	1.000				
X13 <--- X1	6.303	4.560	2.382	.017	par_1
X12 <--- X1	3.404	1.456	2.338	.019	par_2
X11 <--- X1	.157	.424	2.369	.012	par_3

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

	Estimate
X14 <--- X1	.205
X13 <--- X1	.104
X12 <--- X1	.624
X11 <--- X1	.032

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
X1	.043	.046	.941	.347	par_4
e4	.988	.136	7.277	***	par_5
e3	.310	.915	-.338	.735	par_6
e2	.791	.287	2.752	.006	par_7
e1	.045	.142	7.384	***	par_8

Model Fit Summary

CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	8	1.416	2	.025	0.708
Saturated model	10	.000	0		
Independence model	4	83.476	6	.000	13.913

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	.082	.968	.981	.940
Saturated model	.000	1.000		
Independence model	.322	.768	.614	.461

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	.911	.733	.934	.990	.930
Saturated model	1.000		1.000		1.000
Independence model	.000	.000	.000	.000	.000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	.333	.304	.310
Saturated model	.000	.000	.000
Independence model	1.000	.000	.000

NCP

Model	NCP	LO 90	HI 90
Default model	5.416	.507	17.803
Saturated model	.000	.000	.000
Independence model	77.476	51.597	110.800

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	.068	.050	.005	.163
Saturated model	.000	.000	.000	.000
Independence model	.766	.711	.473	1.017

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	.158	.048	.286	.052
Independence model	.344	.281	.412	.000

AIC

Model	AIC	BCC	BIC	CAIC
Default model	23.416	24.185	45.019	53.019
Saturated model	20.000	20.962	47.005	57.005
Independence model	91.476	91.861	102.278	106.278

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	.215	.170	.328	.222
Saturated model	.183	.183	.183	.192
Independence model	.839	.602	1.145	.843

HOELTER

Model	HOELTER .05	HOELTER .01
Default model	89	136
Independence model	17	22

Execution time summary

Minimization:	.016
Miscellaneous:	.187
Bootstrap:	.000
Total:	.203

HASIL CFA X2
Analysis Summary
Date and Time
Date: Tuesday, October 27, 2015
Time: 4:13:02 PM
Title
Cfa_x2: Tuesday, October 27, 2015 4:13 PM
Groups
Group number 1 (Group number 1)
Notes for Group (Group number 1)
The model is recursive.
Sample size = 110
Variable Summary (Group number 1)
Your model contains the following variables (Group number 1)
Observed, endogenous variables
x25
x24
x23
x22
x21
Unobserved, exogenous variables
X2
e5
e4
e3
e2
e1
Variable counts (Group number 1)

Number of variables in your model:	11
Number of observed variables:	5
Number of unobserved variables:	6
Number of exogenous variables:	6
Number of endogenous variables:	5

Parameter Summary (Group number 1)

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	6	0	0	0	0	6
Labeled	0	0	0	0	0	0
Unlabeled	4	0	6	0	0	10
Total	10	0	6	0	0	16

Sample Moments (Group number 1)
Sample Covariances (Group number 1)

	x21	x22	x23	x24	x25
x21	1.119				
x22	.228	1.872			
x23	.136	.518	1.618		
x24	.133	.187	.573	1.267	
x25	.050	.232	.036	.417	1.330

Condition number = 4.174
Eigenvalues
2.651 1.493 1.365 1.062 .635
Determinant of sample covariance matrix = 3.643
Sample Correlations (Group number 1)

	x21	x22	x23	x24	x25
x21	1.000				
x22	.158	1.000			
x23	.101	.298	1.000		
x24	.112	.121	.400	1.000	
x25	.041	.147	.025	.321	1.000

Condition number = 3.848
Eigenvalues
1.737 1.039 .936 .837 .451

Models
Default model (Default model)
Notes for Model (Default model)
Computation of degrees of freedom (Default model)

Number of distinct sample moments:	15
Number of distinct parameters to be estimated:	10
Degrees of freedom (15 - 10):	5

Result (Default model)
Minimum was achieved
Chi-square = 1.501
Degrees of freedom = 5
Probability level = .013
Group number 1 (Group number 1 - Default model)
Estimates (Group number 1 - Default model)
Scalar Estimates (Group number 1 - Default model)
Maximum Likelihood Estimates

Regression Weights: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
x25 <--- X2	1.000				
x24 <--- X2	2.098	.912	2.301	.021	par_1
x23 <--- X2	1.646	.644	2.558	.011	par_2
x22 <--- X2	.941	.497	2.891	.039	par_3
x21 <--- X2	.457	.341	2.340	.040	par_4

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

	Estimate
x25 <--- X2	.349
x24 <--- X2	.751
x23 <--- X2	.521
x22 <--- X2	.277
x21 <--- X2	.174

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
X2	.162	.111	1.456	.145	par_5
e5	.167	.173	6.740	***	par_6
e4	.552	.270	2.044	.041	par_7
e3	.179	.229	5.140	***	par_8
e2	.729	.246	7.025	***	par_9
e1	.085	.149	7.257	***	par_10

Model Fit Summary
CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	10	1.501	5	.013	0.3002
Saturated model	15	.000	0		
Independence model	5	48.985	10	.000	4.898

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	.110	.954	.963	.918
Saturated model	.000	1.000		
Independence model	.252	.851	.776	.567

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	.704	.408	.784	.951	.956
Saturated model	1.000		1.000		1.000
Independence model	.000	.000	.000	.000	.000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	.500	.352	.378
Saturated model	.000	.000	.000
Independence model	1.000	.000	.000

NCP

Model	NCP	LO 90	HI 90
Default model	9.501	1.684	24.911
Saturated model	.000	.000	.000
Independence model	38.985	20.814	64.682

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	.133	.087	.015	.229
Saturated model	.000	.000	.000	.000
Independence model	.449	.358	.191	.593

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	.132	.056	.214	.041
Independence model	.189	.138	.244	.000

AIC

Model	AIC	BCC	BIC	CAIC
Default model	34.501	35.666	61.506	71.506
Saturated model	30.000	31.748	70.507	85.507
Independence model	58.985	59.567	72.487	77.487

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	.317	.245	.458	.327
Saturated model	.275	.275	.275	.291
Independence model	.541	.374	.777	.546

HOELTER

Model	HOELTER .05	HOELTER .01
Default model	84	114
Independence model	41	52

Execution time summary

Minimization: .000

Miscellaneous: .126

Bootstrap:	.000
Total:	.126

HASIL CFA X3

Analysis Summary
Date and Time
Date: Tuesday, October 27, 2015
Time: 4:20:31 PM
Title
Cfa_x3: Tuesday, October 27, 2015 4:20 PM
Groups
Group number 1 (Group number 1)
Notes for Group (Group number 1)
The model is recursive.
Sample size = 110
Variable Summary (Group number 1)
Your model contains the following variables (Group number 1)
Observed, endogenous variables
x35
x34
x33
x32
x31
Unobserved, exogenous variables
X3
e5
e4
e3
e2
e1
Variable counts (Group number 1)

Number of variables in your model:	11
Number of observed variables:	5
Number of unobserved variables:	6
Number of exogenous variables:	6
Number of endogenous variables:	5

Parameter Summary (Group number 1)

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	6	0	0	0	0	6
Labeled	0	0	0	0	0	0
Unlabeled	4	0	6	0	0	10
Total	10	0	6	0	0	16

Sample Moments (Group number 1)
Sample Covariances (Group number 1)

	x31	x32	x33	x34	x35
x31	.902				
x32	.089	1.516			
x33	-.033	.760	1.424		
x34	-.163	-.034	.329	1.135	
x35	.088	.331	.403	.380	1.261

Condition number = 4.554
Eigenvalues
2.543 1.411 1.023 .703 .559
Determinant of sample covariance matrix = 1.440

Sample Correlations (Group number 1)

	x31	x32	x33	x34	x35
x31	1.000				
x32	.076	1.000			
x33	-.029	.517	1.000		
x34	-.161	-.026	.258	1.000	
x35	.082	.240	.301	.318	1.000

Condition number = 4.530
Eigenvalues
1.836 1.195 .956 .608 .405

Models
Default model (Default model)
Notes for Model (Default model)
Computation of degrees of freedom (Default model)

Number of distinct sample moments:	15
Number of distinct parameters to be estimated:	10
Degrees of freedom (15 - 10):	5

Result (Default model)
Minimum was achieved
Chi-square = 1.978
Degrees of freedom = 5
Probability level = .001
Group number 1 (Group number 1 - Default model)
Estimates (Group number 1 - Default model)
Scalar Estimates (Group number 1 - Default model)
Maximum Likelihood Estimates

Regression Weights: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
x35 <--- X3	1.000				
x34 <--- X3	.757	.350	2.162	.031	par_1
x33 <--- X3	2.923	1.206	2.424	.015	par_2
x32 <--- X3	1.780	.578	3.077	.002	par_3
x31 <--- X3	0.056	.256	2.220	.026	par_4

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

	Estimate
x35 <--- X3	.339
x34 <--- X3	.270
x33 <--- X3	.932
x32 <--- X3	.550
x31 <--- X3	.023

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
X3	.145	.093	1.549	.121	par_5
e5	.116	.159	7.021	***	par_6
e4	.052	.146	7.215	***	par_7
e3	.188	.395	.476	.634	par_8

	Estimate	S.E.	C.R.	P	Label
e2	.058	.205	5.152	***	par_9
e1	.901	.122	7.382	***	par_10

Model Fit Summary

CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	10	1.978	5	.091	0.395
Saturated model	15	.000	0		
Independence model	5	71.946	10	.000	7.195

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	.108	.979	.916	.9313
Saturated model	.000	1.000		
Independence model	.276	.801	.701	.534

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	.722	.445	.776	.956	.958
Saturated model	1.000		1.000		1.000
Independence model	.000	.000	.000	.000	.000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	.500	.361	.379
Saturated model	.000	.000	.000
Independence model	1.000	.000	.000

NCP

Model	NCP	LO 90	HI 90
Default model	14.978	4.811	32.684
Saturated model	.000	.000	.000
Independence model	61.946	38.676	92.703

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	.183	.137	.044	.300
Saturated model	.000	.000	.000	.000
Independence model	.660	.568	.355	.850

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	.166	.094	.245	.006
Independence model	.238	.188	.292	.000

AIC

Model	AIC	BCC	BIC	CAIC
Default model	39.978	41.143	66.982	76.982
Saturated model	30.000	31.748	70.507	85.507
Independence model	81.946	82.529	95.448	100.448

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	.367	.273	.529	.377
Saturated model	.275	.275	.275	.291
Independence model	.752	.538	1.034	.757

HOELTER

Model	HOELTER .05	HOELTER .01
Default model	61	83
Independence model	28	36

Execution time summary

Minimization:	.016
Miscellaneous:	.203
Bootstrap:	.000
Total:	.219

HASIL CFA X4

Analysis Summary
Date and Time
Date: Tuesday, October 27, 2015
Time: 4:26:13 PM
Title
Cfa_x1: Tuesday, October 27, 2015 4:26 PM
Groups
Group number 1 (Group number 1)
Notes for Group (Group number 1)
The model is recursive.
Sample size = 110
Variable Summary (Group number 1)
Your model contains the following variables (Group number 1)
Observed, endogenous variables
X41
X42
X43
X44
Unobserved, exogenous variables
X4
e1
e2
e3
e4
Variable counts (Group number 1)

Number of variables in your model:	9
Number of observed variables:	4
Number of unobserved variables:	5
Number of exogenous variables:	5
Number of endogenous variables:	4

Parameter Summary (Group number 1)

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	5	0	0	0	0	5
Labeled	0	0	0	0	0	0
Unlabeled	3	0	5	0	0	8
Total	8	0	5	0	0	13

Sample Moments (Group number 1)
Sample Covariances (Group number 1)

	X44	X43	X42	X41
X44	1.008			
X43	.269	1.139		
X42	.208	.543	1.170	
X41	-.008	.353	.356	.985

Condition number = 3.446
Eigenvalues
2.043 1.012 .655 .593
Determinant of sample covariance matrix = .802
Sample Correlations (Group number 1)

	X44	X43	X42	X41
X44	1.000			
X43	.251	1.000		
X42	.191	.470	1.000	
X41	-.008	.333	.331	1.000

Condition number = 3.531
Eigenvalues
1.845 1.010 .623 .523

Models
Default model (Default model)
Notes for Model (Default model)
Computation of degrees of freedom (Default model)

Number of distinct sample moments:	10
Number of distinct parameters to be estimated:	8
Degrees of freedom (10 - 8):	2

Result (Default model)
Minimum was achieved
Chi-square = 3.676
Degrees of freedom = 2
Probability level = .159
Group number 1 (Group number 1 - Default model)
Estimates (Group number 1 - Default model)
Scalar Estimates (Group number 1 - Default model)
Maximum Likelihood Estimates

Regression Weights: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
X41 <--- X4	1.000				
X42 <--- X4	1.589	.461	3.444	***	par_1
X43 <--- X4	1.739	.523	3.325	***	par_2
X44 <--- X4	.630	.291	2.168	.030	par_3

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

	Estimate
X41 <--- X4	.453
X42 <--- X4	.660
X43 <--- X4	.732
X44 <--- X4	.282

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
X4	.202	.099	2.032	.042	par_4
e1	.783	.121	6.486	***	par_5
e2	.660	.160	4.123	***	par_6
e3	.529	.173	3.048	.002	par_7
e4	.928	.131	7.096	***	par_8

Model Fit Summary
CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	8	3.676	2	.159	1.838
Saturated model	10	.000	0		
Independence model	4	54.557	6	.000	9.093

RMR, GFI

Model	RMR	GFI	AGFI	PGFI

Model	RMR	GFI	AGFI	PGFI
Default model	.047	.984	.919	.197
Saturated model	.000	1.000		
Independence model	.257	.787	.645	.472

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	.933	.798	.968	.896	.965
Saturated model	1.000		1.000		1.000
Independence model	.000	.000	.000	.000	.000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	.333	.311	.322
Saturated model	.000	.000	.000
Independence model	1.000	.000	.000

NCP

Model	NCP	LO 90	HI 90
Default model	1.676	.000	11.303
Saturated model	.000	.000	.000
Independence model	48.557	28.558	76.023

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	.034	.015	.000	.104
Saturated model	.000	.000	.000	.000
Independence model	.501	.445	.262	.697

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	.088	.000	.228	.238
Independence model	.272	.209	.341	.000

AIC

Model	AIC	BCC	BIC	CAIC
Default model	19.676	20.446	41.280	49.280
Saturated model	20.000	20.962	47.005	57.005
Independence model	62.557	62.942	73.359	77.359

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	.181	.165	.269	.188
Saturated model	.183	.183	.183	.192
Independence model	.574	.390	.826	.577

HOELTER

Model	HOELTER .05	HOELTER .01
Default model	178	274
Independence model	26	34

Execution time summary

Minimization:	.016
Miscellaneous:	.218
Bootstrap:	.000
Total:	.234

HASIL CFA Y

Analysis Summary
Date and Time
Date: Tuesday, October 27, 2015
Time: 4:37:24 PM
Title
Cfa_y: Tuesday, October 27, 2015 4:37 PM
Groups
Group number 1 (Group number 1)
Notes for Group (Group number 1)
The model is recursive.
Sample size = 110
Variable Summary (Group number 1)
Your model contains the following variables (Group number 1)
Observed, endogenous variables
Y1
Y2
Y3
Y4
Unobserved, exogenous variables
Y
e1
e2
e3
e4
Variable counts (Group number 1)

Number of variables in your model:	9
Number of observed variables:	4
Number of unobserved variables:	5
Number of exogenous variables:	5
Number of endogenous variables:	4

Parameter Summary (Group number 1)

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	5	0	0	0	0	5
Labeled	0	0	0	0	0	0
Unlabeled	3	0	5	0	0	8
Total	8	0	5	0	0	13

Sample Moments (Group number 1)
Sample Covariances (Group number 1)

	Y4	Y3	Y2	Y1
Y4	.740			
Y3	.439	.973		
Y2	.159	.146	1.275	
Y1	.210	.170	.614	1.162

Condition number = 5.049
Eigenvalues
2.001 1.152 .601 .396
Determinant of sample covariance matrix = .549
Sample Correlations (Group number 1)

	Y4	Y3	Y2	Y1
Y4	1.000			
Y3	.517	1.000		
Y2	.164	.131	1.000	
Y1	.227	.160	.504	1.000

Condition number = 3.962
Eigenvalues
1.854 1.172 .506 .468

Models
Default model (Default model)
Notes for Model (Default model)
Computation of degrees of freedom (Default model)

Number of distinct sample moments:	10
Number of distinct parameters to be estimated:	8
Degrees of freedom (10 - 8):	2

Result (Default model)
Minimum was achieved
Chi-square = 28.357
Degrees of freedom = 2
Probability level = .000
Group number 1 (Group number 1 - Default model)
Estimates (Group number 1 - Default model)
Scalar Estimates (Group number 1 - Default model)
Maximum Likelihood Estimates

Regression Weights: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
Y1 <--- Y	1.000				
Y2 <--- Y	.928	.297	3.123	.002	par_1
Y3 <--- Y	.383	.163	2.354	.019	par_2
Y4 <--- Y	.397	.148	2.683	.007	par_3

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

	Estimate
Y1 <--- Y	.729
Y2 <--- Y	.646
Y3 <--- Y	.305
Y4 <--- Y	.363

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
Y	.618	.233	2.646	.008	par_4
e1	.544	.202	2.702	.007	par_5
e2	.743	.191	3.887	***	par_6
e3	.883	.126	7.009	***	par_7
e4	.642	.094	6.821	***	par_8

Model Fit Summary
CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	8	28.357	2	.000	14.178
Saturated model	10	.000	0		
Independence model	4	72.424	6	.000	12.071

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	.117	.991	.956	.178
Saturated model	.000	1.000		
Independence model	.262	.757	.595	.454

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	.608	-.175	.626	.990	.963
Saturated model	1.000		1.000		1.000
Independence model	.000	.000	.000	.000	.000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	.333	.203	.201
Saturated model	.000	.000	.000
Independence model	1.000	.000	.000

NCP

Model	NCP	LO 90	HI 90
Default model	26.357	12.711	47.434
Saturated model	.000	.000	.000
Independence model	66.424	42.643	97.657

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	.260	.242	.117	.435
Saturated model	.000	.000	.000	.000
Independence model	.664	.609	.391	.896

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	.348	.241	.466	.000
Independence model	.319	.255	.386	.000

AIC

Model	AIC	BCC	BIC	CAIC
Default model	44.357	45.126	65.960	73.960
Saturated model	20.000	20.962	47.005	57.005
Independence model	80.424	80.809	91.226	95.226

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	.407	.282	.600	.414
Saturated model	.183	.183	.183	.192
Independence model	.738	.520	1.024	.741

HOELTER

Model	HOELTER .05	HOELTER .01
Default model	24	36
Independence model	19	26

Execution time summary

Minimization:	.000
Miscellaneous:	.156
Bootstrap:	.000
Total:	.156