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LAMPIRAN

Lampiran 1 Biodata Penulis

Biodata

Identitas Diri

Nama : Muhammad Ailil Aina Adiba
Tempat Tgl. Lahir : Limboro 2 Januari 1999
Jenis Kelamin : laki-laki
Alamat Rumah : Jln.Budi Utomo No.2 Polewali Mandar
Telpon/HP : 081244193971
Alamat E-Mail : Maililaina99@gmail.com

Riwayat Pendidikan :

Pendidikan Formal

- SD
- SMP
- SMA
- 2017-sekarang : Universitas Hasanuddin

Pendidikan Non Formal

- Master Course

Pengalam Organisasi

- Osis dan PMR

Penghargaan Dan Pencapaian :

- Purna Paskibraka 2014 dan Juara 1 Basket Sulsel-Bar Demikian Biodata Ini Dibuat Dengan Sebenar-Benarnya.

Makassar, Oktober 2021


Muhammad Ailil Aina Adiba

Lampiran 2

Kuisisioner penelitian skripsi

1. Nama atau inisial :
2. Jenis kelamin :
3. Usia : <20 tahun, 21-29 tahun, 30-39 tahun,
 40-49 tahun, ≥50 tahun
4. Pekerjaan :
 Pelajar/Mahasiswa, Pegawai Swasta, PNS, Lain-Lain
5. Jumlah Kunjungan
 <5 kali, 5-10 Kali, >10 kali

PETUNJUK PENGISIAN KUESIONER

1. Tulis identitas anda secara lengkap
2. Bacalah setiap pertanyaan dengan cermat
3. Mohon dengan hormat untuk menjawab semua pernyataan yang telah disediakan sesuai dengan keadaan dan kondisi individu karyawan dengan memberikan tanda centang (√) pada kolom jawaban yang sudah disediakan.
4. Berikut ini disajikan pernyataan dengan kategori pilihan jawaban
 - a. Variabel Kepercayaan Konsumen, Kualitas Pelayanan, dan Kepuasan Nasabah:

SS	: Sangat Setuju	: 5
S	: Setuju	: 4
ST	: Kurang Setuju	: 3
TS	: Tidak Setuju	: 2
STS	: Sangat Tidak Setuju	: 1

1. Variabel Kualitas Layanan

No	Pernyataan	STS	TS	KS	S	SS
1	Kemudahan tempat parker					
2	Kerapian penampilan petugas					
3	Kenyamanan ruangan Bank Rakyat Indonesia cabang Polewali Mandar					
4	Kelengkapan Fasilitas Fisik yang dimiliki					
5	Pelayanan dari karyawan yang cepat					
6	Pelayanan dari karyawan yang selalu siap menolong					
7	Kemudahan Prosedur pelayanan Bank Rakyat Indonesia cabang Polewali Mandar					
8	Kondisi antrian Bank Rakyat Indonesia cabang Polewali Mandar					
9	Kemampuan melakukakn pelayanan					

	secara tepat					
10	Kemampuan petugas untuk cepattanggap dalam mengatasi keluhan dari nasabah.					
11	Kesiapan petugas dalam memenuhi permintaan nasabah					
12	Kesiapan petugas dalam memenuhi permintaan nasabah					
13	Petugas Bank Rakyat Indonesia cabang Polewali Mandar dilapangan sangat baik					
14	Petugas Bank Rakyat Indonesia cabang Polewali Mandar memberikan informasi secara jelas dan mudah dimengerti					
15	Jaminan pelayanan yang dapat dipercaya					
16	Komunikasi yang efektif dengan					

	nasabah					
17	Pengetahuan dan kemampuan karyawan dalam melakukan transaksi					
18	Ketelitian petugas dalam mencatat setiap transaksi yang diinginkan nasabah					
19	Dibandingkan lembaga keuangan lain, pelayanan yang diberikan Bank Rakyat Indonesia cabang Polewali Mandar lebih baik					
20	Melakukan transaksi di Bank Rakyat Indonesia cabang Polewali Mandar sangat mudah					
21	Kepahaman petugas Bank Rakyat Indonesia cabang Polewali Mandar terhadap kebutuhan nasabah					
22	Kesungguhan petugas Bank Rakyat Indonesia cabang Polewali Mandar dalam memperhatikan kepentingan					

	nasabah					
23	Petugas Bank Rakyat Indonesia cabang Polewali Mandar mendengarkan ketika nasabah meminta pelayanan					
24	Perlakuan petugas Bank Rakyat Indonesia cabang Polewali Mandar kepada seluruh nasabah sama.					

2. Variabel Kepercayaan

No	Pernyataan	STS	TS	KS	S	SS
1	Karyawan Bank Rakyat Indonesia cabang Polewali Mandar jujur dalam bekerja					
2	Bank Rakyat Indonesia cabang Polewali Mandar adalah bank yang terpercaya					
3	Bank Rakyat Indonesia cabang Polewali Mandar selalu memberikan pelayanan yang berkualitas					
4	Bank Rakyat Indonesia cabang Polewali Mandar memberikan pelayanan sesuai harapan					
5	Menurut saya, karyawan Bank Rakyat Indonesia cabang Polewali Mandar adalah orang-orang yang handal dibidangnya					
6	Menurut saya dana simpanan saya di Bank Rakyat Indonesia cabang Polewali Mandar dijamin keamanannya.					

3. Variabel kepuasan nasabah

No	Keterangan	STS	TS	KS	S	SS
1	Saya merasa puas dengan sistem pelayanan yang diberikan oleh Bank Rakyat Indonesia cabang Polewali Mandar					
2	Saya merasa puas dengan fasilitas yang ada di Bank Rakyat Indonesia cabang Polewali Mandar					
3	Seluruh karyawan Bank Rakyat Indonesia cabang Polewali Mandar sangat sopan					
4	Karyawan Bank Rakyat Indonesia cabang Polewali Mandar sangat siap dalam melayani seluruh nasabah					
5	Pelayanan yang diberikan sama kepada seluruh nasabah					
6	Saya merasa puas dengan transaksi dengan Bank Rakyat Indonesia cabang Polewali Mandar					

Lampiran 3

Hasil Tabulasi Kuesioner

- Variabel kualitas layanan

X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1.11	X1.12
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X1.13	X1.14	X1.15	X1.16	X1.17	X1.18	X1.19	X1.20	X1.21	X1.22	X1.23	X1.24	T.X1
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5	5	5	5	5	5	5	5	5	5	5	5	120
4	4	4	4	4	4	4	4	4	4	3	4	100
4	4	4	4	4	3	4	3	3	4	3	3	84
4	5	5	5	5	5	5	5	5	5	5	5	111
5	5	5	5	5	5	5	5	5	5	5	5	120
4	5	4	5	5	4	4	5	4	5	5	5	105
5	5	5	5	5	5	5	5	5	5	5	5	120
3	5	5	5	4	3	4	5	5	4	4	3	98
5	5	5	5	5	5	5	5	5	5	5	5	120
5	5	5	5	4	4	5	4	4	4	4	4	107
4	4	3	3	3	5	3	3	3	3	3	3	86
4	4	4	4	4	4	5	5	5	4	4	5	98
4	4	4	4	4	4	4	4	4	4	4	4	95
5	5	5	5	5	5	5	5	5	5	5	1	116
4	5	4	5	3	3	3	3	4	4	3	4	90
4	4	4	4	4	4	4	5	4	4	4	4	99

5	5	4	5	4	4	5	4	4	5	4	5	113
4	4	4	4	4	5	5	5	5	5	5	5	109
5	5	4	4	5	5	5	5	5	5	5	5	116
4	4	4	4	5	3	4	5	4	5	4	4	102
4	5	4	4	4	4	4	4	4	4	4	4	95
5	5	5	5	5	4	4	4	5	5	5	5	111
3	4	3	4	3	5	5	4	4	3	4	5	94
3	3	3	3	3	3	3	3	3	3	3	3	75
5	4	5	5	5	4	5	4	4	5	5	4	110
5	4	5	4	4	3	4	4	5	5	3	4	102
5	5	5	5	5	5	5	5	5	5	5	5	120
4	5	5	5	4	4	4	4	5	4	4	5	110
4	5	5	5	5	5	5	5	5	5	5	5	114
5	5	5	5	5	5	5	5	5	5	5	5	120
3	3	3	3	3	3	3	4	3	3	4	3	75
3	5	3	2	5	3	5	4	3	3	3	5	95
5	4	5	4	3	5	5	4	5	5	5	5	110
4	4	4	4	4	4	4	4	4	4	4	4	104
5	5	5	5	5	5	5	5	5	5	5	5	120
3	3	4	4	4	5	4	4	3	4	4	4	101
5	5	5	5	5	5	1	5	5	5	5	5	110
5	5	5	4	5	5	4	5	5	5	5	5	118
4	4	5	4	4	4	4	4	5	4	5	5	103
5	5	5	5	5	5	5	5	5	5	5	4	119
5	5	3	2	3	3	4	3	4	4	4	5	93
4	5	5	5	5	5	5	5	5	5	5	5	118
5	5	5	5	5	5	5	5	5	5	5	5	117
5	5	5	5	5	5	5	5	5	5	4	5	115

4	5	4	5	5	4	5	4	4	5	5	4	107
4	4	5	5	4	5	4	4	4	4	4	2	82
5	5	3	5	4	4	4	4	5	5	5	3	95
4	4	4	4	4	4	3	4	4	4	4	4	94
5	5	5	5	5	5	5	5	5	5	5	5	113
5	5	5	5	5	5	5	5	5	5	5	5	120
4	5	5	4	4	4	5	4	4	5	4	4	102
4	4	4	4	4	5	4	5	5	5	4	5	102
5	5	5	5	5	5	5	5	5	5	5	5	118
5	5	4	4	5	5	5	5	4	5	5	5	108
5	5	5	5	5	5	5	5	5	5	5	5	120
5	4	5	5	4	4	5	4	5	4	5	5	107
5	5	5	5	5	4	5	5	5	5	5	5	116

- Variabel Kepercayaan Nasabah (X2) dan Kepuasan Nasabah (Y)

X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	T.X2	Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6	T.Y1
5	5	5	5	5	5	235	5	5	5	5	5	5	465
5	5	5	5	5	5	235	5	5	5	5	5	5	465
5	5	5	5	5	5	235	5	5	5	5	5	5	465
5	4	4	4	5	5	199	4	4	4	5	5	4	398
5	5	5	4	5	5	231	5	5	5	5	5	5	458
4	4	4	3	4	3	182	4	3	3	3	4	4	357
4	4	4	4	5	4	208	4	5	4	4	5	4	409
5	4	5	5	4	4	220	5	4	4	4	5	5	434
3	3	3	3	4	3	151	3	3	4	3	4	3	299
5	5	4	5	5	5	210	5	5	5	5	5	4	420
3	3	4	5	5	4	202	3	4	4	4	4	5	399
5	5	4	5	5	4	188	4	5	4	4	4	4	376
4	4	4	4	4	4	185	4	3	4	4	4	4	365
5	5	5	5	5	5	225	5	5	5	5	5	5	448
5	5	5	5	5	5	235	5	5	5	5	5	5	465
5	4	4	4	4	4	218	4	4	5	5	5	4	430
5	4	5	5	5	5	215	5	5	5	5	5	5	428
4	3	5	5	4	4	184	5	4	4	4	5	5	368
4	4	4	4	4	4	188	4	4	4	4	3	4	371
5	5	5	5	5	5	228	5	5	5	5	5	5	452
3	3	3	3	3	3	150	3	3	3	3	3	3	295
5	5	5	5	5	5	235	5	5	5	5	5	5	465
4	3	3	3	3	3	210	4	3	3	2	4	3	406
5	4	5	4	5	4	206	5	4	4	4	5	5	407
4	4	4	5	5	4	204	4	4	4	4	5	4	405
5	5	5	5	5	5	200	5	4	4	4	5	5	401
4	4	4	4	4	4	188	4	4	5	4	4	4	374

5	5	5	5	5	5	190	5	5	5	5	5	5	380
4	5	4	5	4	3	189	4	5	4	4	5	4	375
5	4	4	4	5	5	219	5	4	5	5	4	4	433
4	5	5	4	4	4	203	3	4	4	3	3	5	397
5	5	5	5	5	5	220	5	5	5	5	5	5	441
4	5	3	4	4	3	196	5	3	4	4	4	3	385
4	4	3	4	5	5	194	5	4	4	5	4	4	383
5	5	5	5	5	5	235	5	5	5	4	5	5	464
5	5	5	5	5	5	235	5	5	5	5	5	5	465
5	5	5	5	5	5	235	5	5	5	5	5	5	465
4	3	4	4	3	4	180	3	4	4	4	4	4	357
4	5	5	5	5	5	229	5	4	5	5	5	5	453
5	5	5	4	4	5	209	5	5	5	5	5	5	418
4	5	4	4	5	5	200	5	5	4	4	4	4	396
5	5	5	5	5	5	235	5	5	5	5	5	5	465
5	5	5	5	5	4	222	4	4	4	4	4	5	434
5	5	5	5	5	5	235	5	5	5	5	5	5	465
3	3	3	4	4	4	186	4	4	4	3	4	3	366
5	5	5	5	5	5	235	5	5	5	5	5	5	465
4	4	4	4	4	4	193	4	4	4	4	4	4	380
4	4	4	3	3	3	163	4	3	4	3	4	4	325
5	4	5	5	5	5	218	5	5	5	5	5	5	438
5	5	5	5	5	5	235	5	5	5	5	5	5	465
5	5	5	4	4	4	207	4	5	4	5	5	5	413
5	5	5	5	5	5	235	5	5	5	5	5	5	465
5	4	4	3	3	4	192	4	4	5	3	3	4	378
5	5	5	5	5	5	235	5	5	5	5	5	5	465
4	5	4	4	4	5	208	5	5	5	4	5	4	412
3	3	3	3	3	3	163	3	3	3	3	3	3	317
5	4	4	4	4	4	194	4	4	4	4	4	4	385
4	4	4	4	4	4	186	4	4	4	4	4	4	369

5	5	5	5	5	5	227	5	5	5	5	5	5	449
4	4	4	4	4	3	177	4	3	3	3	4	4	347
4	4	4	4	4	4	194	4	4	4	4	4	4	382
4	4	4	4	4	4	200	4	4	4	4	4	4	392
4	4	4	4	4	5	199	4	5	4	4	4	4	395
5	5	5	5	5	5	232	5	5	5	5	5	5	459
5	5	5	5	5	5	235	5	5	5	5	5	5	465
4	4	5	3	4	3	192	3	3	4	3	4	4	373
5	5	5	5	5	5	235	5	5	5	5	5	5	465
4	4	4	5	4	4	210	4	4	4	4	4	4	411
4	4	3	3	4	4	197	5	5	4	4	4	4	390
4	4	4	4	4	4	201	4	4	4	4	5	4	397
5	4	4	5	5	5	231	5	4	5	5	5	4	455
5	5	5	5	5	5	217	5	5	5	5	5	5	432
5	5	5	5	5	5	235	5	5	5	5	5	5	465
5	4	4	4	5	5	211	4	4	4	4	5	4	416
5	5	5	5	5	5	229	5	5	5	5	5	5	454
3	3	3	4	3	3	141	3	3	3	4	3	3	280
4	4	4	4	4	4	188	4	4	4	4	4	4	372
5	5	5	5	5	5	230	5	5	5	5	5	5	456
4	3	4	3	4	4	188	3	5	4	3	4	4	368
5	5	5	5	5	5	235	5	5	5	5	5	5	465
5	4	4	4	5	4	180	4	4	4	3	4	4	360
4	3	4	4	4	3	189	4	3	3	3	3	4	364
5	5	5	5	5	5	235	5	5	5	5	5	5	465
4	3	5	5	3	4	166	4	4	4	4	4	5	332
5	5	5	5	5	5	234	5	5	5	5	5	5	463
5	5	4	4	4	4	215	4	4	4	4	4	4	421

5	5	5	5	5	5	235	5	5	5	5	5	5	465
4	3	3	3	4	3	137	4	3	3	4	3	3	274
5	5	5	5	5	5	235	5	5	5	5	5	5	465
4	5	5	4	5	5	220	5	4	5	4	5	5	433
5	5	5	5	5	5	216	5	5	5	5	4	5	431
5	5	5	5	5	5	229	5	5	4	4	5	5	451
4	4	4	4	4	4	196	4	4	4	4	5	4	389
3	5	4	5	5	4	189	4	4	5	4	4	4	375
5	5	5	5	5	4	220	5	5	5	5	5	5	437
5	4	5	4	4	4	190	5	5	4	4	4	5	377
3	3	3	3	3	3	144	3	3	3	3	3	3	285
5	5	5	5	4	4	215	5	5	4	5	4	5	427
5	5	4	5	5	4	200	4	3	4	4	4	4	394
5	5	5	5	5	5	235	5	5	5	5	5	5	465
4	4	4	4	4	5	210	5	5	4	5	5	4	417
5	5	5	5	5	4	227	1	4	3	4	4	5	441
5	5	5	5	5	5	235	5	5	5	5	5	5	465
3	4	3	3	3	3	147	4	3	3	3	3	3	292
5	4	4	3	3	2	181	4	3	5	4	3	4	356
5	5	4	5	5	5	215	5	5	5	5	5	4	429
5	5	4	5	5	4	205	4	4	4	4	5	4	402
5	5	5	5	5	5	235	5	5	5	5	5	5	465
5	4	5	4	5	4	194	4	5	4	4	4	5	388
1	2	4	3	5	5	209	5	4	3	4	3	4	408
5	5	5	5	5	5	231	5	5	5	5	5	5	457
4	4	4	4	4	5	200	5	5	5	5	5	4	401
5	5	5	4	5	5	232	4	4	5	4	5	5	456
5	4	4	5	4	4	183	4	5	5	5	5	4	365

5	5	5	5	5	5	231	5	5	5	5	5	5	459
5	5	5	5	5	5	231	5	5	5	5	5	5	458
5	5	5	5	5	5	227	5	5	5	5	5	5	451
4	4	4	5	5	2	220	3	4	4	4	4	4	428
5	5	5	5	5	5	218	5	5	5	5	5	5	432
5	5	5	5	5	5	233	5	5	5	5	5	5	461
5	5	5	5	5	5	235	5	5	5	5	5	5	465
4	4	5	5	4	5	214	4	4	4	4	5	5	421
5	5	5	5	5	5	235	5	5	5	5	5	5	465
5	5	5	5	5	5	219	5	5	5	5	5	5	434
5	5	5	5	5	5	235	5	5	5	5	5	5	465
4	3	3	3	4	4	171	3	4	4	4	4	3	337
5	5	5	3	5	5	216	5	5	5	5	5	5	431
5	5	5	5	5	5	235	5	5	5	5	5	5	465
5	5	5	5	5	5	235	5	5	5	5	5	5	465
5	5	5	5	5	4	234	4	4	4	4	4	5	458
4	3	4	3	4	3	147	2	4	3	2	3	4	290
4	5	5	5	5	5	226	5	5	4	5	4	5	447
5	5	5	5	4	5	229	5	5	5	5	5	5	454
5	5	5	5	5	5	235	5	5	5	5	5	5	465
5	4	4	5	5	5	226	5	5	5	5	4	4	447
5	5	5	5	5	5	226	5	5	5	5	5	5	449
5	5	5	5	5	5	235	5	5	5	5	5	5	465
5	5	5	5	5	5	235	5	5	5	5	5	5	465
5	5	5	5	5	5	235	5	5	5	5	5	5	465
5	4	4	4	5	5	195	4	4	4	5	5	4	390
5	5	5	5	5	5	232	5	5	5	5	5	5	460
4	4	4	3	4	3	182	4	3	3	3	4	4	357

4	4	4	4	5	4	208	4	5	4	4	5	4	409
5	4	5	5	4	4	220	5	4	4	4	5	5	434
3	3	3	3	4	3	151	3	3	4	3	4	3	299
5	5	4	5	5	5	210	5	5	5	5	5	4	420
5	5	3	5	4	4	176	4	2	4	4	5	5	349
5	5	4	5	5	4	192	4	5	4	4	4	4	382
4	4	4	4	4	4	185	4	3	4	4	4	4	365
5	5	5	5	5	5	225	5	5	5	5	5	5	448
5	5	5	5	5	5	235	5	5	5	5	5	5	465
4	4	3	3	4	4	197	3	3	4	4	4	3	385
4	4	4	4	4	4	201	4	4	4	4	5	4	397
5	4	4	5	5	5	231	5	4	5	5	5	4	455
5	5	5	5	5	5	217	5	5	5	5	5	5	432
5	5	5	5	5	5	235	5	5	5	5	5	5	465
5	4	4	4	5	5	211	4	4	4	4	5	4	416
5	5	5	5	5	5	229	5	5	5	5	5	5	454

Lampiran 4

Hasil Uji Validitas

a. Variabel kualitas pelayanan (X1)

		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1.11	X1.12
X1.1	Pearson Correlation	1	.413**	.483**	.467**	.412**	.377**	.391**	.449**	.459**	.426**	.422**	.349**
	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	158	158	157	157	158	158	158	158	158	158	158	158
X1.2	Pearson Correlation	.413**	1	.475**	.482**	.436**	.584**	.452**	.237**	.356**	.348**	.345**	.397**
	Sig. (2-tailed)	,000		,000	,000	,000	,000	,000	,003	,000	,000	,000	,000
	N	158	158	157	157	158	158	158	158	158	158	158	158
X1.3	Pearson Correlation	.483**	.475**	1	.635**	.662**	.563**	.615**	.424**	.424**	.521**	.515**	.423**
	Sig. (2-tailed)	,000	,000		,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	157	157	157	156	157	157	157	157	157	157	157	157
X1.4	Pearson Correlation	.467**	.482**	.635**	1	.607**	.614**	.598**	.462**	.565**	.529**	.587**	.587**
	Sig. (2-tailed)	,000	,000	,000		,000	,000	,000	,000	,000	,000	,000	,000
	N	157	157	156	157	157	157	157	157	157	157	157	157
X1.5	Pearson Correlation	.412**	.436**	.662**	.607**	1	.653**	.671**	.535**	.597**	.550**	.510**	.547**
	Sig. (2-tailed)	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000	,000
	N	158	158	157	157	158	158	158	158	158	158	158	158

X1.6	Pearson Correlation	.377**	.584**	.563**	.614**	.653**	1	.607**	.351**	.399**	.418**	.505**	.483**
	Sig. (2-tailed)	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000
	N	158	158	157	157	158	158	158	158	158	158	158	158
X1.7	Pearson Correlation	.391**	.452**	.615**	.598**	.671**	.607**	1	.397**	.582**	.510**	.579**	.519**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000
	N	158	158	157	157	158	158	158	158	158	158	158	158
X1.8	Pearson Correlation	.449**	.237**	.424**	.462**	.535**	.351**	.397**	1	.570**	.607**	.487**	.502**
	Sig. (2-tailed)	,000	,003	,000	,000	,000	,000	,000		,000	,000	,000	,000
	N	158	158	157	157	158	158	158	158	158	158	158	158
X1.9	Pearson Correlation	.459**	.356**	.424**	.565**	.597**	.399**	.582**	.570**	1	.618**	.660**	.523**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000		,000	,000	,000
	N	158	158	157	157	158	158	158	158	158	158	158	158
X1.10	Pearson Correlation	.426**	.348**	.521**	.529**	.550**	.418**	.510**	.607**	.618**	1	.601**	.572**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000		,000	,000
	N	158	158	157	157	158	158	158	158	158	158	158	158
X1.11	Pearson Correlation	.422**	.345**	.515**	.587**	.510**	.505**	.579**	.487**	.660**	.601**	1	.566**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000		,000
	N	158	158	157	157	158	158	158	158	158	158	158	158
X1.12	Pearson Correlation	.349**	.397**	.423**	.587**	.547**	.483**	.519**	.502**	.523**	.572**	.566**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	

	N	158	158	157	157	158	158	158	158	158	158	158	158
X1.13	Pearson Correlation	.300**	.455**	.448**	.526**	.536**	.543**	.525**	.420**	.517**	.444**	.598**	.630**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	158	158	157	157	158	158	158	158	158	158	158	158
X1.14	Pearson Correlation	.287**	.394**	.440**	.490**	.557**	.617**	.533**	.448**	.517**	.447**	.527**	.538**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	158	158	157	157	158	158	158	158	158	158	158	158
X1.15	Pearson Correlation	.325**	.400**	.530**	.528**	.601**	.490**	.435**	.550**	.566**	.518**	.604**	.584**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	158	158	157	157	158	158	158	158	158	158	158	158
X1.16	Pearson Correlation	.233**	.490**	.450**	.450**	.493**	.588**	.380**	.349**	.419**	.439**	.490**	.451**
	Sig. (2-tailed)	,003	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	158	158	157	157	158	158	158	158	158	158	158	158
X1.17	Pearson Correlation	.261**	.507**	.479**	.578**	.588**	.614**	.467**	.424**	.509**	.553**	.594**	.600**
	Sig. (2-tailed)	,001	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	158	158	157	157	158	158	158	158	158	158	158	158
X1.18	Pearson Correlation	.305**	.309**	.398**	.513**	.498**	.455**	.482**	.441**	.518**	.446**	.500**	.651**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	158	158	157	157	158	158	158	158	158	158	158	158
X1.19	Pearson Correlation	.439**	.328**	.489**	.370**	.460**	.398**	.399**	.457**	.406**	.363**	.423**	.538**

	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	158	158	157	157	158	158	158	158	158	158	158	158
X1.20	Pearson Correlation	.218**	.435**	.496**	.533**	.623**	.586**	.526**	.456**	.519**	.485**	.575**	.608**
	Sig. (2-tailed)	,006	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	158	158	157	157	158	158	158	158	158	158	158	158
X1.21	Pearson Correlation	.241**	.472**	.432**	.424**	.563**	.555**	.485**	.407**	.426**	.472**	.504**	.515**
	Sig. (2-tailed)	,002	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	158	158	157	157	158	158	158	158	158	158	158	158
X1.22	Pearson Correlation	.198*	.419**	.427**	.504**	.588**	.538**	.511**	.407**	.465**	.431**	.531**	.537**
	Sig. (2-tailed)	,012	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	158	158	157	157	158	158	158	158	158	158	158	158
X1.23	Pearson Correlation	.394**	.404**	.488**	.552**	.587**	.507**	.587**	.446**	.576**	.560**	.564**	.668**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	158	158	157	157	158	158	158	158	158	158	158	158
X1.24	Pearson Correlation	.294**	.466**	.440**	.589**	.511**	.494**	.452**	.354**	.408**	.441**	.459**	.616**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	158	158	157	157	158	158	158	158	158	158	158	158
KUALITAS	Pearson Correlation	.527**	.606**	.704**	.756**	.791**	.739**	.726**	.642**	.719**	.703**	.752**	.762**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	158	158	157	157	158	158	158	158	158	158	158	158

		X1.13	X1.14	X1.15	X1.16	X1.17	X1.18	X1.19	X1.20	X1.21	X1.22	X1.23	X1.24	KUALITAS
X1.1	Pearson Correlation	.300**	.287**	.325**	.233**	.261**	.305**	.439**	.218**	.241**	.198*	.394**	.294**	.527**
	Sig. (2-tailed)	,000	,000	,000	,003	,001	,000	,000	,006	,002	,012	,000	,000	,000
	N	158	158	158	158	158	158	158	158	158	158	158	158	158
X1.2	Pearson Correlation	.455**	.394**	.400**	.490**	.507**	.309**	.328**	.435**	.472**	.419**	.404**	.466**	.606**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	158	158	158	158	158	158	158	158	158	158	158	158	158
X1.3	Pearson Correlation	.448**	.440**	.530**	.450**	.479**	.398**	.489**	.496**	.432**	.427**	.488**	.440**	.704**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	157	157	157	157	157	157	157	157	157	157	157	157	157
X1.4	Pearson Correlation	.526**	.490**	.528**	.450**	.578**	.513**	.370**	.533**	.424**	.504**	.552**	.589**	.756**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	157	157	157	157	157	157	157	157	157	157	157	157	157
X1.5	Pearson Correlation	.536**	.557**	.601**	.493**	.588**	.498**	.460**	.623**	.563**	.588**	.587**	.511**	.791**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	158	158	158	158	158	158	158	158	158	158	158	158	158
X1.6	Pearson Correlation	.543**	.617**	.490**	.588**	.614**	.455**	.398**	.586**	.555**	.538**	.507**	.494**	.739**
	Sig. (2-	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000

	tailed)													
	N	158	158	158	158	158	158	158	158	158	158	158	158	158
X1.7	Pearson Correlation	.525**	.533**	.435**	.380**	.467**	.482**	.399**	.526**	.485**	.511**	.587**	.452**	.726**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	158	158	158	158	158	158	158	158	158	158	158	158	158
X1.8	Pearson Correlation	.420**	.448**	.550**	.349**	.424**	.441**	.457**	.456**	.407**	.407**	.446**	.354**	.642**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	158	158	158	158	158	158	158	158	158	158	158	158	158
X1.9	Pearson Correlation	.517**	.517**	.566**	.419**	.509**	.518**	.406**	.519**	.426**	.465**	.576**	.408**	.719**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	158	158	158	158	158	158	158	158	158	158	158	158	158
X1.10	Pearson Correlation	.444**	.447**	.518**	.439**	.553**	.446**	.363**	.485**	.472**	.431**	.560**	.441**	.703**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	158	158	158	158	158	158	158	158	158	158	158	158	158
X1.11	Pearson Correlation	.598**	.527**	.604**	.490**	.594**	.500**	.423**	.575**	.504**	.531**	.564**	.459**	.752**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	158	158	158	158	158	158	158	158	158	158	158	158	158
X1.12	Pearson Correlation	.630**	.538**	.584**	.451**	.600**	.651**	.538**	.608**	.515**	.537**	.668**	.616**	.762**

	n													
	Sig. (2-tailed)	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000	,000
	N	158	158	158	158	158	158	158	158	158	158	158	158	158
X1.19	Pearson Correlation	.477**	.470**	.470**	.431**	.472**	.532**	1	.505**	.490**	.505**	.517**	.386**	.645**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000
	N	158	158	158	158	158	158	158	158	158	158	158	158	158
X1.20	Pearson Correlation	.571**	.613**	.623**	.640**	.778**	.639**	.505**	1	.693**	.658**	.675**	.543**	.797**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000
	N	158	158	158	158	158	158	158	158	158	158	158	158	158
X1.21	Pearson Correlation	.618**	.556**	.640**	.709**	.625**	.580**	.490**	.693**	1	.740**	.652**	.485**	.757**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000
	N	158	158	158	158	158	158	158	158	158	158	158	158	158
X1.22	Pearson Correlation	.670**	.680**	.632**	.706**	.729**	.576**	.505**	.658**	.740**	1	.708**	.455**	.778**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000		,000	,000	,000
	N	158	158	158	158	158	158	158	158	158	158	158	158	158
X1.23	Pearson Correlation	.627**	.577**	.624**	.598**	.665**	.649**	.517**	.675**	.652**	.708**	1	.506**	.808**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000		,000	,000
	N	158	158	158	158	158	158	158	158	158	158	158	158	158
X1.24	Pearson	.462**	.440**	.509**	.330**	.478**	.483**	.386**	.543**	.485**	.455**	.506**	1	.662**

	Correlation													
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000		,000
	N	158	158	158	158	158	158	158	158	158	158	158	158	158
KUALITAS	Pearson Correlation	.778**	.748**	.793**	.735**	.814**	.725**	.645**	.797**	.757**	.778**	.808**	.662**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	
	N	158	158	158	158	158	158	158	158	158	158	158	158	158

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

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

b. Kepercayaan Nasabah (X2)

Correlations								
		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	KEPERCAYAAN
X2.1	Pearson Correlation	1	.721**	.648**	.605**	.547**	.544**	.658**
	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000
	N	158	158	158	158	158	158	158
X2.2	Pearson Correlation	.721**	1	.668**	.676**	.634**	.596**	.725**
	Sig. (2-tailed)	,000		,000	,000	,000	,000	,000
	N	158	158	158	158	158	158	158
X2.3	Pearson Correlation	.648**	.668**	1	.673**	.593**	.629**	.762**
	Sig. (2-tailed)	,000	,000		,000	,000	,000	,000
	N	158	158	158	158	158	158	158
X2.4	Pearson Correlation	.605**	.676**	.673**	1	.666**	.614**	.713**
	Sig. (2-tailed)	,000	,000	,000		,000	,000	,000
	N	158	158	158	158	158	158	158
X2.5	Pearson Correlation	.547**	.634**	.593**	.666**	1	.711**	.741**
	Sig. (2-tailed)	,000	,000	,000	,000		,000	,000
	N	158	158	158	158	158	158	158
X2.6	Pearson Correlation	.544**	.596**	.629**	.614**	.711**	1	.762**
	Sig. (2-tailed)	,000	,000	,000	,000	,000		,000
	N	158	158	158	158	158	158	158
KEPERCAYAAN	Pearson Correlation	.658**	.725**	.762**	.713**	.741**	.762**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	
	N	158	158	158	158	158	158	158

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

b. Kepuasan Nasabah (Y)

Correlations								
		Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6	KEPUASAN
Y1.1	Pearson Correlation	1	.634**	.696**	.726**	.634**	.593**	.693**
	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000
	N	158	158	158	158	158	158	158
Y1.2	Pearson Correlation	.634**	1	.706**	.730**	.627**	.660**	.732**
	Sig. (2-tailed)	,000		,000	,000	,000	,000	,000
	N	158	158	158	158	158	158	158
Y1.3	Pearson Correlation	.696**	.706**	1	.795**	.694**	.631**	.755**
	Sig. (2-tailed)	,000	,000		,000	,000	,000	,000
	N	158	158	158	158	158	158	158
Y1.4	Pearson Correlation	.726**	.730**	.795**	1	.707**	.642**	.764**
	Sig. (2-tailed)	,000	,000	,000		,000	,000	,000
	N	158	158	158	158	158	158	158
Y1.5	Pearson Correlation	.634**	.627**	.694**	.707**	1	.631**	.738**
	Sig. (2-tailed)	,000	,000	,000	,000		,000	,000
	N	158	158	158	158	158	158	158
Y1.6	Pearson Correlation	.593**	.660**	.631**	.642**	.631**	1	.773**
	Sig. (2-tailed)	,000	,000	,000	,000	,000		,000
	N	158	158	158	158	158	158	158
KEPUASAN	Pearson Correlation	.693**	.732**	.755**	.764**	.738**	.773**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	
	N	158	158	158	158	158	158	158

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

Lampiran 5

Hasil Uji Reliabilitas

a. Kualitas layanan

Reliability Statistics	
Cronbach's Alpha	N of Items
.961	24

b. Kepercayaan nasabah

Reliability Statistics	
Cronbach's Alpha	N of Items
.912	6

c. Kepuasan nasabah

Reliability Statistics	
Cronbach's Alpha	N of Items
.925	6

Lampiran 6

Uji Analisis Regresi Linear Berganda

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	6.755	1.452		4.652	.000
1 KUALITAS	.158	.117	.904	1.345	.020
KEPERCAYAAN	.104	.060	1.164	1.733	.000

Lampiran 7

Hasil Uji Hipotesis

a. Uji Pengaruh Parsial (Uji T)

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	6.755	1.452		4.652	.000
1 KUALITAS	.158	.117	.904	1.345	.020
KEPERCAYAAN	.104	.060	1.164	1.733	.000

b. Uji Simultan (Uji F)

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	60,850	2	30,425	6,889	.001 ^b
	Residual	684,548	155	4,416		
	Total	745,398	157			

c. Uji Koefisien Determinasi (R²)

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.999 ^a	.997	.997	2,596

a. Predictors: (Constant), KEPERCAYAAN, KUALITAS
b. Dependent Variable: KEPUASAN