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LAMPIRAN 2 : DATA RESPONDEN

No resp	Umur	Jenis kelamin	Pekerjaan	Pendidikan terakhir	Tingkat penghasilan
1	1	1	1	1	1
2	2	1	2	1	1
3	2	1	2	1	1
4	2	1	2	2	4
5	2	1	3	2	4
6	2	2	3	2	4
7	2	2	3	2	4
8	2	2	3	3	4
9	2	2	4	3	4
10	2	2	4	3	4
11	3	2	4	3	4
12	3	2	5	3	4
13	3	2	5	3	4
14	3	2	5	3	4
15	3	2	6	4	4
16	3	1	6	4	4
17	3	1	6	4	4
18	3	1	7	4	3
19	3	1	7	3	3
20	3	1	7	3	3
21	2	1	7	3	3
22	2	2	6	3	2
23	2	2	6	3	2
24	2	2	6	3	2
25	2	2	6	4	1
26	1	2	5	4	1
27	1	2	5	4	1
28	1	1	5	4	3
29	1	1	5	3	2
30	2	1	4	3	2
31	2	1	4	3	2
32	2	1	4	3	2
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36	4	2	5	4	4
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45	2	2	2	2	3
46	2	2	2	2	3
	1	2	2	2	3
	3	2	2	3	5
	3	1	2	3	5
	3	1	5	1	5
	3	1	5	1	5

52	3	1	5	2	5
53	3	1	4	2	5
54	3	1	4	2	5
55	3	1	4	2	5
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57	4	1	5	3	5
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92	1	2	3	2	4
93	1	2	4	2	4
94	2	1	5	3	5
95	2	1	6	3	5
96	2	1	7	3	5
97	2	1	7	3	5
98	3	2	7	3	6
99	3	2	7	3	5
100	3	2	7	3	5

LAMPIRAN 3 : REKAP JAWABAN RESPONDEN

No. resp	Bukti fisik			X1	Kehandalan			X2	D.Tanggap			X3	Jaminan			X4	P
	X1.1	X1.2	X1.3		X1.1	X1.2	X1.3		X1.1	X1.2	X1.3		X1.1	X1.2	X1.3		
1	3	3	3	3,00	3	2	3	2,67	2	2	3	2,33	3	3	4	3,33	3
2	2	3	2	2,33	3	2	2	2,33	2	2	3	2,33	3	3	2	2,67	2
3	2	2	2	2,00	3	2	2	2,33	2	3	2	2,33	3	2	2	2,33	2
4	2	2	2	2,00	2	2	2	2,00	2	2	2	2,00	4	5	4	4,33	2
5	2	2	2	2,00	2	2	2	2,00	2	2	2	2,00	4	4	4	4,00	3
6	3	3	3	3,00	2	2	3	2,33	2	2	3	2,33	4	4	4	4,00	3
7	3	3	3	3,00	2	2	3	2,33	2	2	3	2,33	4	4	5	4,33	3
8	3	3	3	3,00	2	3	3	2,67	3	3	3	3,00	3	2	2	2,33	3
9	3	3	3	3,00	3	3	3	3,00	3	3	3	3,00	3	3	3	3,00	3
10	3	3	3	3,00	2	2	3	2,33	2	2	3	2,33	2	2	3	2,33	3
11	2	3	1	2,00	2	2	3	2,33	2	2	3	2,33	2	2	3	2,33	3
12	4	5	5	4,87	2	2	3	2,33	3	3	3	3,00	3	3	3	3,00	3
13	4	5	5	4,87	2	3	3	2,67	3	3	3	3,00	3	3	3	3,00	2
14	3	3	3	3,00	3	3	3	3,00	3	3	3	3,00	3	3	3	3,00	2
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19	3	3	3	3,00	3	4	4	3,67	4	4	5	4,33	3	4	4	3,67	3
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21	3	2	3	2,67	4	4	4	4,00	4	4	4	4,00	4	4	4	4,00	3
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28	3	3	2	2,67	4	4	4	4,00	4	4	4	4,00	4	4	4	4,00	5
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30	4	4	4	4,00	5	3	5	4,33	4	4	5	4,33	4	4	5	4,33	4
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55	3	2	2	2,33	2	2	3	2,33	2	3	3	2,67	2	2	2	2,00	3
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59	3	3	3	3,00	2	2	3	2,33	3	2	2	2,33	2	2	3	2,33	3
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62	3	3	2	2,67	3	4	4	3,67	4	2	3	3,00	3	5	2	3,33	3
63	4	5	4	4,33	3	4	4	3,67	4	4	3	3,67	3	4	2	3,00	2
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66	4	5	4	4,33	4	5	5	4,67	5	5	4	4,67	4	5	5	4,67	2
67	5	4	5	4,67	4	4	5	4,33	5	5	4	4,67	4	4	5	4,33	3
68	5	4	5	4,67	4	4	4	4,00	4	4	4	4,00	4	4	4	4,00	3
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74	3	5	3	3,67	4	3	4	3,67	4	4	5	4,33	2	2	3	2,33	5
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78	2	4	4	3,33	5	5	5	5,00	3	3	4	3,33	3	3	3	3,00	4
79	2	3	4	3,00	5	4	5	4,67	3	3	4	3,33	5	5	5	5,00	4
80	2	3	3	2,67	4	4	5	4,33	2	3	2	2,33	4	5	3	4,00	4
81	3	3	3	3,00	4	4	4	4,00	3	3	2	2,67	4	4	3	3,67	3
82	3	2	3	2,67	4	3	4	3,67	3	2	2	2,33	4	4	3	3,67	3
83	3	2	2	2,33	3	2	4	3,00	3	2	3	2,67	4	4	4	4,00	3
84	3	2	2	2,33	3	2	4	3,00	3	2	3	2,67	3	3	4	3,33	2
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87	4	3	2	3,00	2	3	5	3,33	4	3	3	3,33	2	3	5	3,33	3
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89	5	4	3	4,00	2	3	4	3,00	5	3	4	4,00	2	2	4	2,67	3
90	4	4	3	3,67	3	3	4	3,33	4	3	4	3,67	3	2	4	3,00	3
91	4	4	3	3,67	3	3	4	3,33	4	4	5	4,33	3	2	3	2,67	4
92	4	5	4	4,33	3	4	4	3,67	4	4	5	4,33	3	2	3	2,67	4
93	4	5	4	4,33	3	4	3	3,33	4	4	5	4,33	3	2	3	2,67	4
94	3	4	4	3,67	4	4	3	3,67	4	4	4	4,00	3	2	2	2,33	5
95	3	4	5	4,00	4	5	3	4,00	3	5	4	4,00	4	2	2	2,67	5
96	3	4	5	4,00	4	5	2	3,67	3	5	4	4,00	4	3	2	3,00	4
97	2	4	5	3,67	5	4	2	3,67	3	5	4	4,00	4	3	2	3,00	4
98	2	3	4	3,00	5	4	2	3,67	2	4	3	3,00	5	3	3	3,67	4
99	2	3	4	3,00	4	4	2	3,33	2	4	3	3,00	5	4	3	4,00	2
100	3	3	4	3,33	4	3	3	3,33	2	4	3	3,00	4	4	3	3,67	3



Optimization Software:
www.balesio.com

Frequencies

Statistics

	N		Mean	Sum
	Valid	Missing		
Umur	100	0	2.5500	255.00
Jenis kelamin	100	0	1.4900	149.00
Pekerjaan	100	0	4.0700	407.00
Pendidikan terakhir	100	0	2.6600	266.00
Tingkat penghasilan	100	0	3.8300	383.00
X1.1	100	0	3.3300	333.00
X1.2	100	0	3.4800	348.00
X1.3	100	0	3.2900	329.00
X2.1	100	0	3.0900	309.00
X2.2	100	0	3.1400	314.00
X2.3	100	0	3.4800	348.00
X3.1	100	0	3.3500	335.00
X3.2	100	0	3.3800	338.00
X3.3	100	0	3.5500	355.00
X4.1	100	0	3.1300	313.00
X4.2	100	0	3.1400	314.00
X4.3	100	0	3.3700	337.00
X5.1	100	0	3.2200	322.00
X5.2	100	0	3.1900	319.00
X5.3	100	0	3.2900	329.00
Y.1	100	0	3.2200	322.00
Y.2	100	0	3.5500	355.00
Y.3	100	0	3.2500	325.00

Frequency Table

		Umur			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	< 20 tahun	14	14.0	14.0	14.0
	21-30 tahun	30	30.0	30.0	44.0
	31-40 tahun	43	43.0	43.0	87.0
	41-50 tahun	13	13.0	13.0	100.0
Total		100	100.0	100.0	



Jenis kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki laki	51	51.0	51.0	51.0
	Wanita	49	49.0	49.0	100.0
	Total	100	100.0	100.0	

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Pegawai negen sipil	11	11.0	11.0	11.0
	Karyawan swasta	17	17.0	17.0	28.0
	Karyawan BUMN	11	11.0	11.0	39.0
	TNI/Polri	14	14.0	14.0	53.0
	Pengusaha	21	21.0	21.0	74.0
	Mahasiswa/Pelajar	14	14.0	14.0	88.0
	Lainnya	12	12.0	12.0	100.0
	Total	100	100.0	100.0	

Pendidikan terakhir

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SMA	14	14.0	14.0	14.0
	Akademi	19	19.0	19.0	33.0
	Sarjana (S.1)	54	54.0	54.0	87.0
	Pasca sarjana (S.2)	13	13.0	13.0	100.0
	Total	100	100.0	100.0	

Tingkat penghasilan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	< 2 juta	9	9.0	9.0	9.0
	2.1-3 juta	11	11.0	11.0	20.0
	3.1-4 juta	15	15.0	15.0	35.0
	4.1-5 juta	18	18.0	18.0	53.0
	> 5 juta	47	47.0	47.0	100.0
	Total	100	100.0	100.0	

X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	18	18.0	18.0	18.0
	CS	40	40.0	40.0	58.0
	S	33	33.0	33.0	91.0
	SS	9	9.0	9.0	100.0
	Total	100	100.0	100.0	

X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	19	19.0	19.0	19.0
	CS	34	34.0	34.0	53.0
	S	27	27.0	27.0	80.0
	SS	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	1	1.0	1.0	1.0
	TS	28	28.0	28.0	29.0
	CS	23	23.0	23.0	52.0
	S	37	37.0	37.0	89.0
	SS	11	11.0	11.0	100.0
	Total	100	100.0	100.0	

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	34	34.0	34.0	34.0
	CS	28	28.0	28.0	62.0
	S	33	33.0	33.0	95.0
	SS	5	5.0	5.0	100.0
	Total	100	100.0	100.0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	33	33.0	33.0	33.0
	CS	25	25.0	25.0	58.0
	S	37	37.0	37.0	95.0
	SS	5	5.0	5.0	100.0
	Total	100	100.0	100.0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	18	18.0	18.0	18.0
	CS	33	33.0	33.0	51.0
	S	32	32.0	32.0	83.0
	SS	17	17.0	17.0	100.0
	Total	100	100.0	100.0	

X3.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	23	23.0	23.0	23.0
	CS	27	27.0	27.0	50.0
	S	42	42.0	42.0	92.0
	SS	8	8.0	8.0	100.0
	Total	100	100.0	100.0	

X3.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	29	29.0	29.0	29.0
	CS	20	20.0	20.0	49.0
	S	35	35.0	35.0	84.0
	SS	16	16.0	16.0	100.0
	Total	100	100.0	100.0	

X3.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	17	17.0	17.0	17.0
	CS	32	32.0	32.0	49.0
	S	30	30.0	30.0	79.0
	SS	21	21.0	21.0	100.0
	Total	100	100.0	100.0	

X4.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	31	31.0	31.0	31.0
	CS	29	29.0	29.0	60.0
	S	36	36.0	36.0	96.0
	SS	4	4.0	4.0	100.0
	Total	100	100.0	100.0	

X4.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	37	37.0	37.0	37.0
	CS	18	18.0	18.0	55.0
	S	39	39.0	39.0	94.0
	SS	6	6.0	6.0	100.0
	Total	100	100.0	100.0	

X4.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	22	22.0	22.0	22.0
	CS	34	34.0	34.0	56.0
	S	29	29.0	29.0	85.0
	SS	15	15.0	15.0	100.0
	Total	100	100.0	100.0	

X5.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	21	21.0	21.0	21.0
	CS	43	43.0	43.0	64.0
	S	29	29.0	29.0	93.0
	SS	7	7.0	7.0	100.0
	Total	100	100.0	100.0	

X5.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	27	27.0	27.0	27.0
	CS	39	39.0	39.0	66.0
	S	22	22.0	22.0	88.0
	SS	12	12.0	12.0	100.0
	Total	100	100.0	100.0	

X5.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	31	31.0	31.0	31.0
	CS	31	31.0	31.0	62.0
	S	18	18.0	18.0	80.0
	SS	18	18.0	18.0	98.0
	6.00	2	2.0	2.0	100.0
	Total	100	100.0	100.0	

Y.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	28	28.0	28.0	28.0
	CS	31	31.0	31.0	59.0
	S	32	32.0	32.0	91.0
	SS	9	9.0	9.0	100.0
	Total	100	100.0	100.0	

Y.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	16	16.0	16.0	16.0
	CS	29	29.0	29.0	45.0
	S	39	39.0	39.0	84.0
	SS	16	16.0	16.0	100.0
	Total	100	100.0	100.0	

Y.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	38	38.0	38.0	38.0
	CS	21	21.0	21.0	59.0
	S	19	19.0	19.0	78.0
	SS	22	22.0	22.0	100.0
	Total	100	100.0	100.0	

Correlations

Correlations

		X1.1	X1.2	X1.3	Bukti fisik (Tangible)
X1.1	Pearson Correlation	1	.567**	.532**	.799**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
X1.2	Pearson Correlation	.567**	1	.685**	.887**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
X1.3	Pearson Correlation	.532**	.685**	1	.875**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
Bukti fisik (Tangible)	Pearson Correlation	.799**	.887**	.875**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Reliability

Scale: ALL VARIABLES



Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.815	3

Correlations

Correlations

		X2.1	X2.2	X2.3	Kehandalan (Reliability)
X2.1	Pearson Correlation	1	.778**	.494**	.885**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
X2.2	Pearson Correlation	.778**	1	.495**	.886**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
X2.3	Pearson Correlation	.494**	.495**	1	.785**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
Kehandalan (Reliability)	Pearson Correlation	.885**	.886**	.785**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.847	4

Correlations

Correlations

		X3.1	X3.2	X3.3	Daya tanggap (Responsiveness)
X3.1	Pearson Correlation	1	.619**	.603**	.837**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
X3.2	Pearson Correlation	.619**	1	.702**	.896**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
X3.3	Pearson Correlation	.603**	.702**	1	.883**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
Daya tanggap (Responsiveness)	Pearson Correlation	.837**	.896**	.883**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.842	3

Correlations

Correlations

		X4.1	X4.2	X4.3	Jaminan (Assurance)
X4.1	Pearson Correlation	1	.764**	.542**	.880**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
X4.2	Pearson Correlation	.764**	1	.571**	.900**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
X4.3	Pearson Correlation	.542**	.571**	1	.819**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
Jaminan (Assurance)	Pearson Correlation	.880**	.900**	.819**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.832	3

Correlations

Correlations

		X5.1	X5.2	X5.3	Perhatian (Empaty)
X5.1	Pearson Correlation	1	.470**	.559**	.778**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
X5.2	Pearson Correlation	.470**	1	.647**	.842**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
X5.3	Pearson Correlation	.559**	.647**	1	.897**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
Perhatian (Empaty)	Pearson Correlation	.778**	.842**	.897**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.789	3

Correlations

Correlations

		Y.1	Y.2	Y.3	Kepuasan nasabah
Y.1	Pearson Correlation	1	.577**	.538**	.840**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
Y.2	Pearson Correlation	.577**	1	.453**	.799**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
Y.3	Pearson Correlation	.538**	.453**	1	.835**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
Kepuasan nasabah	Pearson Correlation	.840**	.799**	.835**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's	
Alpha	N of Items
.758	3

NPar Tests

One-Sample Kolmogorov-Smirnov Test

		Standardized Residual
N		100
Normal Parameters ^{a,b}	Mean	0E-7
	Std. Deviation	.97442031
Most Extreme Differences	Absolute	.075
	Positive	.059
	Negative	-.075
Test Statistic		.075
Asymp. Sig. (2-tailed)		.191 ^c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

Regression



Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Perhatian (Empaty), Bukti fisik (Tangible), Jaminan (Assurance), Daya tanggap (Responsiveness), Kehandalan (Reliability) ^b		Enter

a. Dependent Variable: Kepuasan nasabah

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.753 ^a	.567	.544	1.72150

a. Predictors: (Constant), Perhatian (Empaty), Bukti fisik (Tangible), Jaminan (Assurance), Daya tanggap (Responsiveness), Kehandalan (Reliability)

b. Dependent Variable: Kepuasan nasabah

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	365.384	5	73.077	24.658	.000 ^b
	Residual	278.576	94	2.964		
	Total	643.960	99			

a. Dependent Variable: Kepuasan nasabah

b. Predictors: (Constant), Perhatian (Empaty), Bukti fisik (Tangible), Jaminan (Assurance), Daya tanggap (Responsiveness), Kehandalan (Reliability)



Coefficients^a

Model		Unstandardized Coefficients		Standardized	t
		B	Std. Error	Coefficients	
1	(Constant)	-1.638	1.235		-1.327
	Bukti fisik (Tangible)	.228	.079	.224	2.901
	Kehandalan (Reliability)	.276	.132	.263	2.093
	Daya tanggap (Responsiveness)	.188	.077	.194	2.443
	Jaminan (Assurance)	.292	.113	.287	2.592
	Perhatian (Empaty)	.198	.074	.196	2.677

Coefficients^a

Model		Sig.	Collinearity Statistics	
			Tolerance	VIF
1	(Constant)	.188		
	Bukti fisik (Tangible)	.005	.771	1.297
	Kehandalan (Reliability)	.039	.291	3.436
	Daya tanggap (Responsiveness)	.016	.731	1.367
	Jaminan (Assurance)	.011	.377	2.655
	Perhatian (Empaty)	.009	.863	1.159

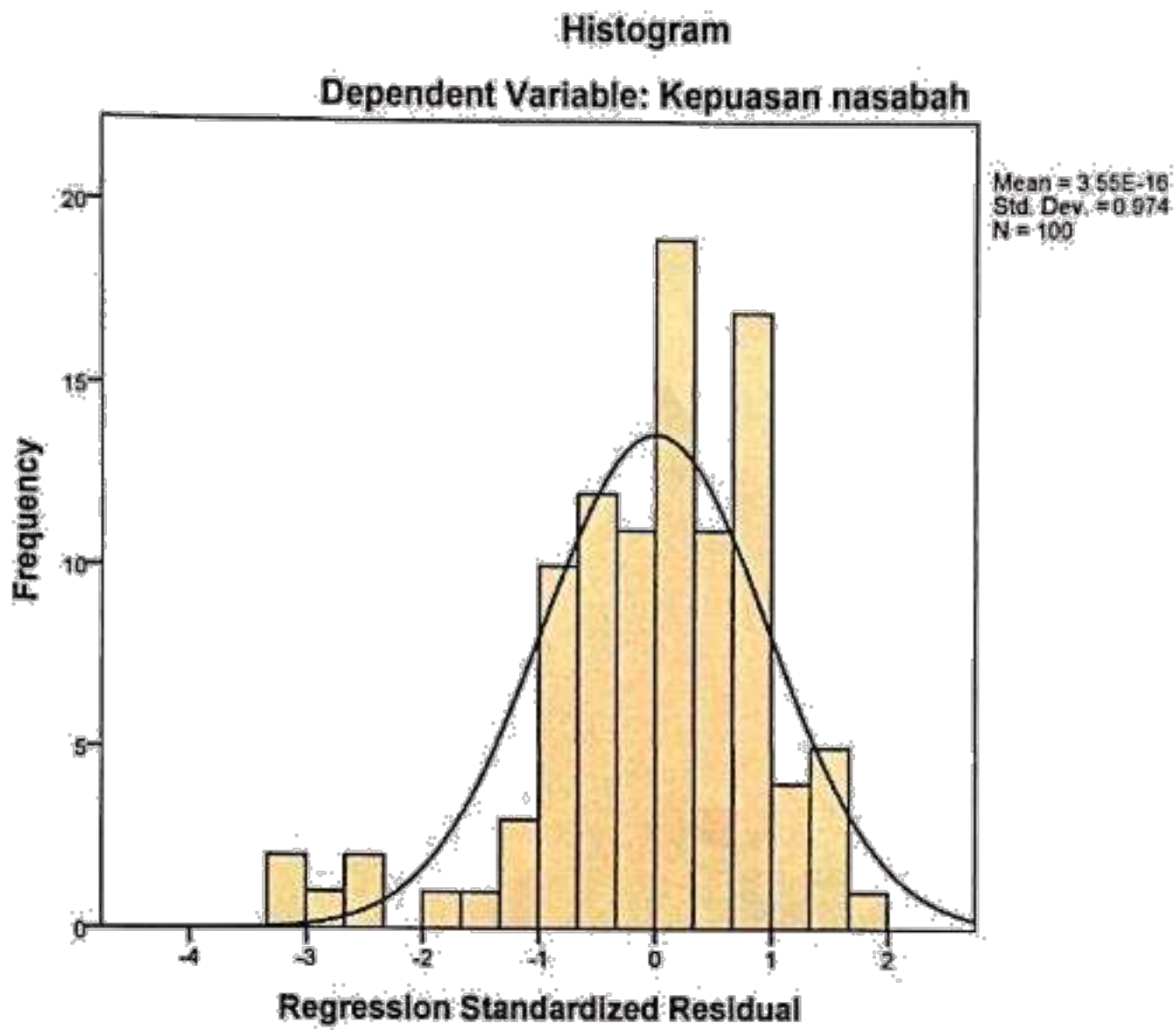
a. Dependent Variable: Kepuasan nasabah

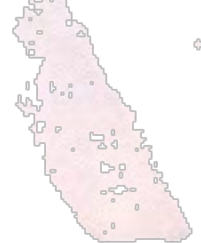
Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	6.4126	13.5089	10.0200	1.92113	100
Std. Predicted Value	-1.878	1.816	.000	1.000	100
Standard Error of Predicted Value	.196	.805	.407	.110	100
Adjusted Predicted Value	6.3045	13.4807	10.0318	1.92354	100
Residual	-5.41002	3.06738	.00000	1.67747	100
Std. Residual	-3.143	1.782	.000	.974	100
Stud. Residual	-3.214	1.824	-.003	1.011	100
Deleted Residual	-5.74575	3.21346	-.01181	1.80844	100
Stud. Deleted Residual	-3.388	1.847	-.010	1.033	100
Mahal. Distance	.290	20.648	4.950	3.325	100
Cook's Distance	.000	.335	.013	.038	100
Centered Leverage Value	.003	.209	.050	.034	100

a. Dependent Variable: Kepuasan nasabah

Charts





Normal P-P Plot of Regression Standardized Residual
Dependent Variable: Kepuasan nasabah

