

Lampiran 4. Tabel *Group Statistics* Tingkat Kepuasan Pelayanan PT. Bank XYZ

KEPUASAN	Mean	Std. Deviation	Valid N (listwise)		
			Unweighted	Weighted	
Puas	CEPAT	3,6923	,8381	169	169,000
	TERAMPIL	3,7692	,6986	169	169,000
	PRODUKNW	3,5385	,6986	169	169,000
	CROSSLNG	2,9763	,9937	169	169,000
	DISIPLIN	3,5207	,7079	169	169,000
	MENARIK	4,2130	,7333	169	169,000
	RAPILKP	4,0769	,8018	169	169,000
	MEMBANTU	3,5858	,7599	169	169,000
	MENYAPA	3,4201	,9296	169	169,000
	GALIKBTH	3,0710	,9101	169	169,000
	SBTNAMA	3,1243	1,0867	169	169,000
	HELP	3,3905	,9201	169	169,000
	BICARA	3,0178	,8761	169	169,000
	RAMAH	3,7988	,7836	169	169,000
	SALAM	3,7101	,8194	169	169,000
	THANKYOU	3,9172	,7824	169	169,000
	LENGGAP	3,8994	,7125	169	169,000
	INFOBENA	3,9231	,7071	169	169,000
	DATAACIS	3,9645	,7629	169	169,000
	MINSALAH	3,5148	,8173	169	169,000
KONFIRMA	3,9586	,7429	169	169,000	
BERSIH	3,7988	,7120	169	169,000	
MEDIAINF	3,6213	,7061	169	169,000	
PRASARAN	3,6331	,7207	169	169,000	
Tidak Puas	CEPAT	2,4146	1,0718	41	41,000
	TERAMPIL	2,8049	1,0055	41	41,000
	PRODUKNW	2,6585	,9383	41	41,000
	CROSSLNG	1,7805	,9357	41	41,000
	DISIPLIN	2,9512	,7400	41	41,000
	MENARIK	3,5122	,7457	41	41,000
	RAPILKP	3,1951	,7816	41	41,000
	MEMBANTU	2,5610	,8674	41	41,000
	MENYAPA	2,1707	,9976	41	41,000
	GALIKBTH	1,8780	,9797	41	41,000
	SBTNAMA	1,8780	,7809	41	41,000
	HELP	2,5610	,7762	41	41,000
	BICARA	1,9512	,9474	41	41,000
	RAMAH	2,4390	,8674	41	41,000
	SALAM	2,2683	,8374	41	41,000
THANKYOU	2,7805	,8518	41	41,000	

Tabel 4. (Lanjutan)

KEPUASAN	Mean	Std. Deviation	Valid N (listwise)	
			Unweighted	Weighted
LENGKAP	2,8780	,8425	41	41,000
INFOBENA	2,8780	,6401	41	41,000
DATAACIS	3,1951	,7148	41	41,000
MINSALAH	2,8049	,7148	41	41,000
KONFIRMA	3,1707	,7383	41	41,000
BERSIH	2,9756	,4737	41	41,000
MEDLAINF	2,6829	,5215	41	41,000
PRASARAN	2,8293	,4417	41	41,000
Total CEPAT	3,4429	1,0209	210	210,000
TERAMPIL	3,5810	,8559	210	210,000
PRODUKNW	3,3667	,8265	210	210,000
CROSSLNG	2,7429	1,0896	210	210,000
DISIPLIN	3,4095	,7475	210	210,000
MENARIK	4,0762	,7850	210	210,000
RAPILKP	3,9048	,8697	210	210,000
MEMBANTU	3,3857	,8797	210	210,000
MENYAPA	3,1762	1,0637	210	210,000
GALIKBTH	2,8381	1,0364	210	210,000
SBTNAMA	2,8810	1,1450	210	210,000
HELP	3,2286	,9510	210	210,000
BICARA	2,8095	,9840	210	210,000
RAMAH	3,5333	,9641	210	210,000
SALAM	3,4286	1,0010	210	210,000
THANKYOU	3,6952	,9137	210	210,000
LENGKAP	3,7000	,8418	210	210,000
INFOBENA	3,7190	,8079	210	210,000
DATAACIS	3,8143	,8119	210	210,000
MINSALAH	3,3762	,8451	210	210,000
KONFIRMA	3,8048	,8037	210	210,000
BERSIH	3,6381	,7466	210	210,000
MEDIAINF	3,4381	,7693	210	210,000
PRASARAN	3,4762	,7462	210	210,000

Sumber : diolah dari kuisisioner, 2002.